**Online Appendix:**

Focus Group Questions

The focus groups were semi-structured and thus this represents the pre-specified questions that guided the discussion. Discussion leads were free to ask various relevant follow-up questions as needed. The focus groups were used to write to separate papers/research questions, and questions 1, 2, 7, 8, and 9 are the most relevant for the current paper.

1.We would like to first get a better understanding of your daily life and challenges of living in a backyard. Can you please tell us a bit about your living conditions?

2.What are the key challenges you face in your daily life (if not clear from previous question)? If needed probe: what services are you unable to access? How is your relationship with your landlord? How much rent do you pay?

3.Have you sought to petition government for improvements in these areas? Which office or individual in government did you do to and why? Note: reference the issue areas that came out of the discussion thus far.

4.What was the government’s response?

5.Can you tell us a bit about these experiences? Specifically, what was the most successful petition of government? Why do you think it was successful?

6.Whatwas the least successful petition of government? Why do you think it failed?

7.What do you think can be done to improve the current situation? Note: again reference the key issues that have been discussed. If needed, probe: what is the best course of action to be taken in order to ensure that you have the same rights as other Capetonians?

8.What design intervention could improve your living conditions?

9.Depending on responses to previous question, ask one of the following:

a. Why do you think that it is not useful to build a better relationship or partnership with government?

b. Why do you think government can be a useful partner to help solve these problems?

10.What do you think is the biggest challenge facing the relationship between backyard dwellers and the Cape Town municipal government?