INTRODUCTION

1. Attribution is a dubious science and the causes of change in government are complex. We do, however, think that there are important reasons why we can claim to have contributed in some way to the service delivery improvements listed below.

- Many of these service delivery problems existed for a number of years and were suddenly addressed after Asivikelane started.
- The service delivery improvements reported below came about after these service delivery problems were reported through the campaign.
- We are in constant contact with the officials responsible for the delivery of these services.
- Other actors, such as the National Treasury and the National Department of Human Settlements, use Asivikelane results to inform interaction with metropolitan municipalities.

2. The sizes of informal settlements vary widely, but to give an indication of the significance of some of these impacts, Imizamo Yethu in Cape Town has about 30 000 residents and Duncan Village in Buffalo City about 20 000.
the baseline is that residents often have to wait for an insufficient number of communal taps, repairs can take months, and newer settlements often have no water at all.

CITY OF CAPE TOWN

- Persistent water shortages in Imizamo Yethu were resolved.
- UT Sobambisana now has water trucks that arrive every morning to deliver water.
- Azania-Khayelitsha received water tanks.
- In BM-Khayelitsha, sufficient water is now available.
- A drain blockage in Mshini Wam was fixed within a couple of days.
- Hazeldean-Ramaphosa Ethafeni settlement in Cape Town started to receive water in April this year.
- In Burundi, a water truck now comes to the settlement every day.

BUFFALO CITY

- Broken taps in Duncan Village were fixed and new taps were installed.
- In Scenery Park, broken taps were also fixed and new taps were installed.
- Tsaba, Xhameni, Golf Course King Williams, Village 3 Mpintsho Town and Mpongo Location now have access to water in their settlements.
JOHANNESBURG

- In Mountain View, broken taps were replaced and water pressure issues addressed. Also in Mountain View (Matjotjombeni), four Jojo tanks were filled after two weeks of no water at all.
- Mountain City received 2 more water tanks.
- Holomisa had 3 Jojo tanks added to their settlement.
- Steve Biko Park recently received water tanks.
- Waterworks Kliprivier has more than 20 Jojo tanks which are filled with water every day.
- In Protea South, new taps were installed and water pressure has improved.
- Klipptown Block-Freedom Charter has improved access to water and the communal taps are functioning well.
- Tshepisong-West Rand has had new taps installed.

EKURHULENI

- Barcelona-Extension 34 has recently been provided with water tanks.
- In Somalia Park, water tanks were delivered.
- In Mzondi, water tanks are filled almost every day. Additionally, Mzondi-Swazi Inn has more tanks.
- Taps were also installed in Railway Tsakane Extension 21.

ETHEKWINI

- Taps were installed in Ezikrebheni. In week 9, another two new standpipes were received.
- Taps were also installed in Mandeni (a settlement where water access was previously cut off by the lockdown).
- Bloodbank was provided with water tanks.
- Zikhali received water tanks that are being filled regularly.
- KwaMashu Hostel-Qhakaza Area has had water supply in the last week.
This document discusses the service delivery improvements in various communities, specifically focusing on the provision and maintenance of toilets. The baseline is that most residents do not have enough toilets, and the cleaning of communal toilets occurs on a weekly basis, which can be uncertain, as previously reported in our social audits.

**CAPE TOWN**
- Toilets in Qandu Qandu (L Section) are being cleaned more frequently than before the lockdown.
- In Island, toilets have been fixed.
- Hazeldean-Ramaphosa Ethafeni received access to potty toilets in mid-March this year and these are collected every Tuesday.
- In UT Sobambisana-Victoria Mxenge settlement, 70% of the broken toilets were fixed.
- Burundi received 25 toilets.
- Marikana Philippi-Marikana One and Two had their toilets cleaned six days per week.
- In Azania-Khayelitsha, toilets are cleaned often.

**BUFFALO CITY**
- Additional toilets are being constructed in Gonubie-Mzamomhle. 4 of these have already been completed.
- In Mdantsane-Sisulu, the municipality has recently completed the work they have been doing on the toilets (after periods of no progress at all).
- New toilets were delivered to Orange Grove.
• New toilets were recently delivered to Polokong.
• In Freedom Charter, toilets are cleaned weekly.
• Toilets in Tjovitjo were cleaned twice a week. In Tjovitjo Phase 2, the desludging truck came late on the day of draining, but the toilets were also cleaned afterwards.
• Westside Park was provided with more toilets and these toilets were cleaned more regularly.
• In Kliptown Block, more toilets were made available and toilets were being cleaned with greater frequency.
• Toilets in Protea South are now being cleaned four times a week and old toilets are being replaced with new ones.
• Marikana Grasmere’s toilets, after having been unclean for some time, have seen some improvement, and community members have been hired to help maintain them.
• In Booyens informal settlement, toilets are now being cleaned for an extra day per week.
EKURHULENI

- Toilets in Barcelona are cleaned 3 times a week.
- Toilets in both Somalia Park and Somalia Park Zone 2 have been cleaned twice a week.
- In Vlakplaas, toilets have been desludged and unblocked. Furthermore, 32 toilets were delivered in Vlakplaas, with provisions being made for disabled residents as well.
- Etwatwa-Extension 18 and Etwatwa-Steve Biko had their toilets drained and janitors were provided with protective masks and gloves.
- Residents from Mzondi indicated that they are happy with how well their toilets are being cleaned these days. In addition, residents from Mzondi-Swazi Inn specifically reported that their toilets have been cleaned with chemicals and that new people were hired to clean toilets in their settlement. In both Mzondi and Mzondi-Swazi Inn, cleaning of toilets has significantly improved.
- 5 toilets were delivered by the municipality in Railway Tsakane Extension 21.

ETHEKWINI

- In Mathambo, janitors were provided with detergents, masks and uniforms.
- Communal ablution facilities were repaired in France and K Extension.
- Toilets in Ezikrebheni were cleaned after a period of being dirty.
- Imperial received 4 new chemical toilets that are serviced weekly.
- Some toilets were fixed in KwaMashu-K Buffer and KwaMashu Hostel-Emakhenobhi. In KwaMashu-K Extension, all toilets in the settlement were cleaned very well. Toilets were fixed and detergents provided. In KwaMashu-K Buffer, toilets have been cleaned and locks fixed.
- Umlazi Q-Qinisela received chemical toilets. Other toilets were recently fixed and cleaned and residents were also given detergents.
- 307 Avoca was provided with 6 chemical toilets. In addition, other toilets were cleaned and residents received toilet paper.
- In Mandeni, chemical toilets are serviced weekly.
- Toilets in Bhambayi were cleaned and fixed.
- Havelock’s toilets were cleaned and residents also received detergent.
- Ablution facilities in Dalton Hostel were cleaned and the residents received toilet paper as well.
- In Blackburn, toilets were fixed.
C. WASTE COLLECTION

the baseline is that refuse collection is non-existent or highly erratic.

CAPE TOWN

- In Malema Settlement-Joe Slovo Milnerton, there are now people who clean the streets.
- Waste from Schoolsite-Phillipi is now being collected.
- Marikana Philippi-Marikana One and Two have had waste collected five times a week.

BUFFALO CITY

- Waste was collected from Magqwashu.
- Residents from Moscow received refuse bags and their waste was collected.
- In Gonubie-Mzamomhle, waste is now being collected.

JOHANNESBURG

- Residents from Tjovitjo received refuse bags. In Tjovitjo Phase 1, waste was collected for the first time after some weeks of no cleaning.
- Dump sites in Protea South were being cleaned, waste was collected at Zones 3 and 4 and refuse bags were being given to residents (who do not have bins) from Zone 7 and central areas.
EKURHULENI

- Waste from Somalia Park was collected more frequently.
- In Mafelandawonye 3, where waste had not been collected for a number of weeks, it was finally collected this past week.
- Somalia Park Zone 2’s waste was collected twice a week.

ETHEKWINI

- Waste from France was collected approximately every day.
- In Embelebeleni, waste was collected almost every day.
- Waste in Isulabasha was also collected almost every day.
- J Extension’s waste was collected only twice a week.
- In Magwaveni, not only was waste removed, but the illegal dumping sites were cleaned as well.
- Waste collection has improved in Malandeni-Silvercity.
- KwaMashu-K Buffer has had waste collected on a weekly basis since June and residents have been provided with refuse bags.
- Residents from Umlazi-Q Qinisela were also given refuse bags.
- In Indluyomilo, waste was collected and refuse bags given.