

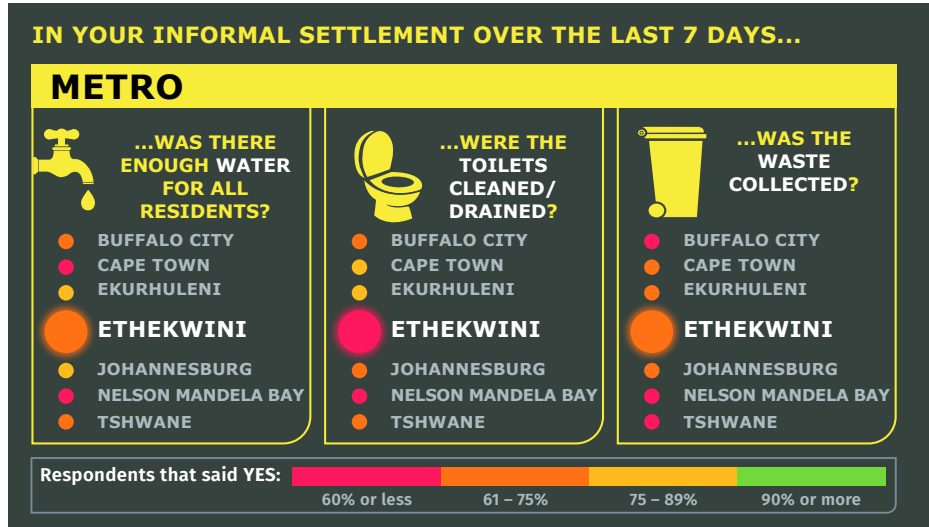


# Can eThekweni continue with service delivery improvements?

eThekweni has been one of the most cooperative municipalities in Asivikelane over the last year. Asivikelane reports have been keenly received and service delivery problems have been addressed.

Even so, there are a number of service delivery issues that have not been attended to for months on end, as we report below. While the access of water has improved this year, sanitation and refuse removal performance has stagnated.

**eThekweni's traffic light for refuse removal has not changed from dark orange since February 2021**

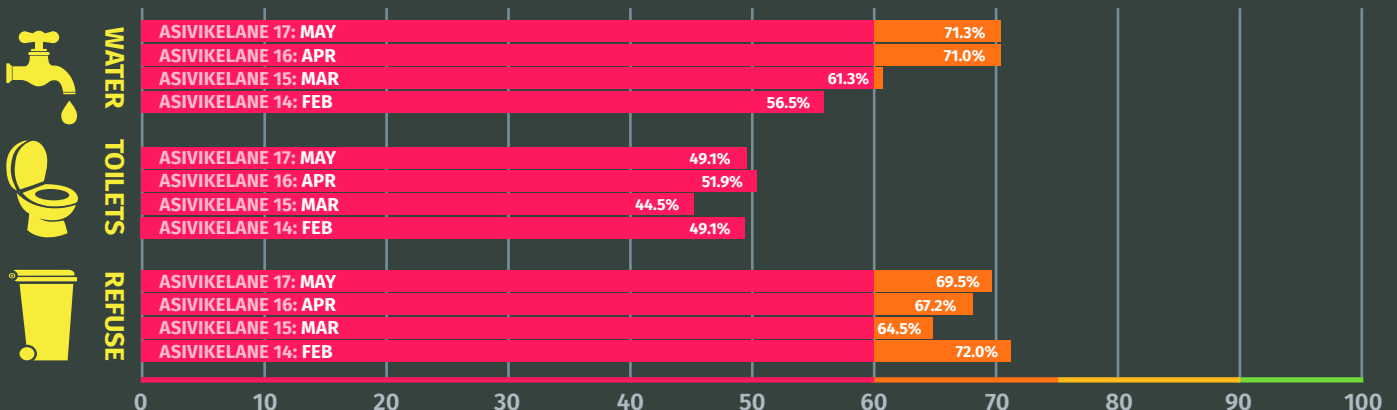


Many of these problems can be addressed in two ways. Firstly, through increases in the budget for the maintenance of informal settlement taps and toilets. Secondly, by creating a better balance between spending on upgrading projects and spending on the incremental provision of taps and toilets. Related issues include the lack of an easily accessible fault-reporting system, as well as the lack of transparent and detailed budget information and targets for basic services to informal settlements.

Many of these issues would require changes from both the national and the metro government and we look forward to frank conversations about how to address these problems.

## ARE THINGS GETTING BETTER OR WORSE IN eTHEKWINI?

Percentage of repondents in eThekweni that said YES to having access to adequate water, their toilets cleaned/drained and refuse removed





- **Taps were fixed** in Johanna Road (Sea Cow Lake), Gwala's Farm, and Umbhayi.
- **A tap was fixed and a toilet installed** in Thandanani.
- **A toilet was unblocked** in Mallaca.

## HOT SPOTS



### Access to Water

Over the four 2021 rounds of Asivikelane so far, between 28% and 43% of residents said that they do not have access to enough water. The worst affected areas are: Ekukhanyeni (Zone 1, 2, 3 and 4), Zamokuhle, Ekuphumeleleni (Phase 1), Georgehill, Simplace (No 7), NCP, Havelock, Johanna Road (Sea Cow Lake), Odakeni, Mhlasini (Kwatommy), Chappers, Chappasi (Boxer and Black Burn), Canelands, Mhlabathini (Sections A and C), Staram (Basuthwini, Grounding and Sphethwini), Fraser (Bhala and Just Corner), Magwaveni (J Section), Mlazi (J Section), Khenana (Ashwell Road), Cato-Crest (Gwala), Dikwe (Zwelisha) and Mallaca.

*More specifically:*

- Since February, residents from Indluyomlilo and Mhlasini have been reporting **low water pressure in their taps**.

- Residents from Ekukhanyeni, (including Zones 2 and 4), Zamokuhle, Ekuphumeleleni (Phase 1), Cato-Crest (Gwala), Khenana (Ashwell Road) and Dikwe have **not had access to water since March**.
- Residents from Ekuphumeleleni (Phase 1), Johanna Road (Sea Cow Lake), Chappers, Isulabasha, Havelock and Magwaveni have been reporting **broken or leaking taps** since February.
- Over the same period, the **shortage of taps has been a recurring problem** in Ekuphumeleleni, Simplace, Chappers, Qhakaza, Mhlasini, Dikwe and Fraser.
- Residents from Zamokuhle and Staram (Basuthwini, Grounding and Sphethwini) have been reporting **water outages since February**.

### Sanitation

Approximately half of residents have been reporting since February that their toilets or ablation blocks were not cleaned in the previous seven days. The worst affected settlements are: Ekukhanyeni (Zones 1, 2, 3 and 4), Ekukhanyeni, Zamokuhle, Ekuphumeleleni (Phase 1), Simplace (No 7), NCP, Havelock, Johanna Road (Sea Cow Lake), Odakeni, Mhlasini (Mhlasini and Kwatommy), Chappers, Chappasi (Boxer and Black Burn), Canelands, Mhlabathini (Sections A and C), Staram (Basuthwini, Grounding and Sphethwini), Fraser (Bhala and KwaSani), Magwaveni (Creche, Sections H and J), Mlazi (J Section), Khenana (Ashwell Road), Cato-Crest (Gwala 1), Dikwe (Zwelisha), Mallaca, Sdingo (J Section), Indluyomlilo, Umbhayi (Umbhayi and Transit Camps), Lungelani, Brairdene, Mthambo, Smithfield, Mandeni

Greenhouse, Bloodbank, Qhakaza, Thandanani, Parkington (Stranger Section), NCP, Avoca 307, Silverway, Burnwood and New Germany. *More specifically:*

- **Residents from the following areas have consistently reported broken or blocked toilets since February:** Ekuphumeleleni (Phase 1), Chappasi (Boxer), Mallaca, Boxwood, Mandeni Greenhouse, Mathambo, Smithfield, Tropika (X2), Quarry Road (Kwamsuthu), Brairdene, Kwamashu (Duff Road, France, K Extension and Thembalihle), Kwamashu A (Hostel), Havelock, Umbhayi (Transit Camps), Johanna Road (Sea Cow Lake), Ezikrebheni (Clairstate) and Fraser (KwaSani).

### Waste collection

Since the beginning of 2021, between a third and two-fifths of residents reported that their waste was not removed during the previous seven days. The affected settlements include: Ekukhanyeni (Zones 1, 2,3 and 4), Zamokuhle, Ekuphumeleleni (Phase 1), Bloodbank, Georgehill, Mandeni Greenhouse, Smithfield, NCP, Chappers (Y), Chappasi (Blackburn and Boxer), Brairdene, Canelands, Mhlasini (Kwatommy), Staram (Sphethwini), Fraser (Just Corner and KwaSani), Tropika X2, Khenana (Ashwell Road), Cato-Crest (Gwala), Burnwood, Silverway, Kwamashu (K Extension), Magwaveni (P Section), Mallaca, Qhakaza and Indluyomlilo.

*More specifically:*

- Since March, residents from Starami (Grounding) have been reporting that the metro does **not provide them with refuse bags**.
- Over the same period, residents from Bloodbank, Smithfield, Chappers, Qhakaza, Canelands and Khenana (Ashwell Road) have been reporting that the metro does **not provide any waste removal services in their settlements**.

DATA NOTES: **167 residents from 44 settlements** in eThekwin responded during Asivikelane #17. Detailed results & comments from residents available at [www.asivikelane.org/metro-releases](http://www.asivikelane.org/metro-releases). For more information contact: [infos@internationalbudget.org](mailto:infos@internationalbudget.org). Across social media on: [@Asivikelane](https://twitter.com/Asivikelane)