Sanitation maintenance red flagged!

This release continues to focus on lack of sanitation and ongoing maintenance challenges. 64% of all residents indicated that their communal toilet was either blocked, damaged or not working at all. Up to 60% of residents state that it takes between 1 and 3 months for any upkeep and repairs. This lack of maintenance can be attributed to inadequate systems for reporting faults and/or lack of municipal budget for such repairs. Routine maintenance will go a long way to improve health and hygiene in informal settlements – especially as the COVID-19 third wave takes a grip.

### STATE OF TOILETS

**IN Mossel Bay, 86% of respondents indicated that the communal taps were working fine.**

**In Knysna, 73% of respondents indicated that the communal tap was either damaged, leaking or had low pressure. Notably, most residents (33.3%) were referring to the low water pressure experienced.**

**Alarmingly, all of the residents in Stellenbosch indicated that the communal tap was either damaged, leaking or had low pressure. Most residents reported that the problems were associated with taps leaking (59%).**

### STATE OF TAPS

**In Mossel Bay, 86% of respondents indicated that the communal taps were working fine.**

**In Knysna, 69% of residents reported that the communal toilet was either blocked, damaged or not working at all. In 3 (33.3%) of respondents indicated that the communal toilet were working fine.**

**In Bitou, one of the residents stated that there are approximately 30 people using 2 toilets.**

**In Knysna, 69% of residents reported that the communal toilet was either blocked, damaged or not working at all.**

**1 in 3 (33.3)% of respondents indicated that the communal toilet was working fine.**

### WHY ARE MUNICIPALITIES NOT MAINTAINING TAPS AND TOILETS?

**Residents describe the response time for repairs as slow and 25% report that the municipality never fixes broken services.**

**This puts a huge strain on the working taps and toilets since more people rely on them.**

**Residents frequently note the lack of having a ‘go-to-person’ when it comes to reporting maintenance issues as a concern.**

### STATE OF IMPROVEMENTS IN SERVICE DELIVERY

Most respondents across all 5 metropolitan areas reported that they had not observed many improvements in service delivery.

**In Mossel Bay the Asivikelane campaign was commended by two respondents for having an impact on service delivery.**

**In Stellenbosch respondents have commended the improvement in electricity service provision.**

**In Bitou, residents reported their frustration with the lack of new installations of toilets and taps, despite promises to residents that this would happen.**

### DATA NOTES:

A total of 82 residents across 5 municipal areas, 7 wards and 30 informal settlements responded over the last week. Detailed results and comments from residents themselves are available at www.asivikelane.org/westerncape-releases.