

In partnership with the South African SDI Alliance, Planact, Afesis-corplan, Development Action Group, Grassroot, 1to1, Abahlali baseMjondolo and the Social Justice Coalition

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.



Residents across South Africa call for clean toilets



A. WATER

– 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.

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.



Taps fixed and new ones installed in Duncan Village

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.



Water Tank Delivery in Burundi



A. WATER

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.
- Taps were installed in Railway Tsakane Extension 21.
- In Madelakufa 2 a broken tap was replaced in the same week.
- Residents from Mzondi reported that they received a large water tank which is filled almost every day.
- In Somalia Park, residents reported that zones with less water have been provided with water storage tanks.
- There is now a tap in the yard of every household in Enkanini.
- A resident from Mzondi reported that large water tanks were delivered to their settlement during the data collection week.
- Residents from Mzondi and Mzondi-Swazi Inn reported that they now have adequate access to water in their informal settlement because their Jojo tanks are big enough and they are filled every day.

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.



In Ekurhuleni, taps are installed in Railway Tsakane Extension 21



In eThekwini, water tanks are delivered in Barcelona





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.
- Kliptown Block-Freedom Charter has improved access to water and the communal taps are functioning well.
- Tshepisoing-West Rand has had new taps installed.
- Four Jojo tanks located in Mountain View (Matjotjombeni) Block B1 and Block D were filled with water after two weeks with no water at all.
- Residents from Tshepisoing-Tshepisoing West and Emnandini reported that new taps were installed in the settlement.
- A resident from Holomisa reported that their access to water has improved.
- Residents from Tjovitjo Phase 1 reported that the water trucks came every day during the data collection week.
- A resident from Tshepisoing reported that taps were being installed in their settlement. In addition, other members from Emnandini (also in Tshepisoing) reported that they have adequate access to clean water and every household has a tap in their yard.
- In Tjovitjo Phase 2, residents reported that the municipality supplies water to their settlement twice a day.



Jojo Tanks in Mountain View



B. TOILETS

– the baseline is that most residents don't have enough toilets and the cleaning of communal toilets happens on a weekly basis but can be uncertain, as previously reported in our social audits.

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.



Residents from Duncan Village receive soap

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.



Portable container toilets in Taiwan



B. TOILETS

Ekurhuleni

- In Barcelona, toilets are cleaned 3 times 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.



Five of the Fifteen Additional New Toilets in Tsakane

- 5 toilets were delivered by the municipality in Railway Tsakane Extension 21.
- Toilets in both Somalia Park and Somalia Park Zone 2 have been cleaned twice a week.
- New toilets were delivered in Extension 18 Etwatwa.
- Residents from Somalia Park also highlighted that their portable container toilets are always serviced.
- In Mzondi, toilets are drained and cleaned once a week.
- The municipality has recently started to drain toilets in Somalia Park.
- A resident from Freedom Square reported that their toilets are cleaned on a daily basis and are drained once a week.



Desludging of Toilets in Etwatwa



B. TOILETS

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 residents received toilet paper as well.
- In Blackburn, toilets were fixed.



Toilets cleaned in City of eThekwini





B. TOILETS

Johannesburg

- 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.
 - 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.
- Toilets in Protea South are now being cleaned four times a week and old toilets are being replaced with new ones.
 - In Booyens informal settlement, toilets are now being cleaned for an extra day per week.
 - Residents from Tjovitjo Phase 1 and Phase 2 reported that their toilets were cleaned and drained three times a week.
 - A resident from Steve Biko Park-Drissik indicated that their toilets are maintained.
 - Residents from Tjovitjo Phase 1, Tjovitjo Phase 2 and Kliptown Block-Block A indicated that their toilets are drained and cleaned three times a week.
 - New toilets were delivered to residents in Etwatwa.



Clean toilets in Kliptown Block



Toilet desludging truck arrives



Toilet desludging in City of Johannesburg





C. WASTE COLLECTION

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

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.

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.



Waste removal in City of Cape Town

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.
- A resident from Mandela reported that their waste is collected every Friday.
- A resident from Madelakufa 2 reported that waste is collected three times a week in their settlement.
- Another resident from Freedom Square reported that waste is collected every day.



Resident in Somalia Park reports that waste has been collected



C. WASTE COLLECTION

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 Indluyomlilo, waste was collected and refuse bags given.



Waste needing removal in City of eThekwini



Waste Skip in Tjovitjo, City of Johannesburg

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. Furthermore, in Protea South, not only was waste collected (with residents receiving refuse bags), but the dumping sites were cleaned as well.
- In Pennyville New Canada, waste is collected weekly on a Thursday.
- Residents from Tshepisoong-Tshepisoong West and Emnandini reported that waste is collected weekly and the residents from Emnandini indicated that they received refuse bags from Pikitup.
- An illegal dumping site was cleared in Mountain View, Kanana Extension 4.
- It was reported that Pikitup and the City of Johannesburg have addressed the issue of illegal dumping and littering in Ivory Park by distributing dustbins to residents.
- In Tjovitjo Phase 1, residents reported that waste was collected and that they had received refuse bags.

For more information contact: infos@internationalbudget.org
Asivikelane is across social media on: [@Asivikelane](#)



Service delivery IMPROVEMENTS of the Asivikelane campaign, Mar – Dec 2020

