

## Summary of key findings from Asivikelane #18 for City of Ekurhuleni informal settlements

28 June 2021

We would like to have a conversation about how repairs and maintenance of taps and toilets can be improved in Ekurhuleni. Forty percent of residents in this municipality say that when a tap or toilet breaks, they are *never* fixed. Another 17% say that it takes longer than a week for maintenance to happen. Since 49% of residents say that their communal taps need maintenance, these delays and lack of repairs have dire consequences for people living within informal settlements. While the need for repairs to toilets is less severe, this is probably because contractors replace broken chemical toilets.

We understand that access to informal settlements can be difficult and that in some cases re-blocking is a logical next step. But can we talk about which repairs don't depend on re-blocking and can be done right now?

In the short to medium term, we think that routine and proactive repairs and maintenance could save the City money in a fiscally constrained environment.

### Taps need maintenance and repairs

- About 49% of residents who use communal taps said that their taps need maintenance and repairs
- The most common challenges raised by residents are:
  - Low water pressure in taps (62%)
  - Leaking taps (26%)

### Toilets need maintenance and repairs

- Only 12% of residents who use communal toilets said that their toilets need maintenance and repairs. We would like to congratulate the City on this.
- The most common challenges raised by residents are:
  - Blocked toilets (39%)
  - Damaged toilets (56%)

### Maintenance response times: How long does the municipality take to fix a broken tap or toilet

	Ekurhuleni	All metros
In a week or less	19%	10%
In a month or less	8%	11%
Between 1 to 3 months	9%	19%
Never	40%	45%
I don't know	24%	15%
Total	100%	100%

## **DETAILED FINDINGS**

### **Residents from the following settlements said that their taps are damaged:**

Marikana- Jerusalema Ext 6 (Ward 6)

Dukathole (Ward 35)

Somalia Park- Zone 6 (Ward 45)

Somalia Park (Ward 45)

Etwatwa- Steve Biko (Ward 65)

Vlakplaats (Ward 107)

### **Residents from the following settlements said that their taps are leaking:**

Marikana (Ward 6)

Dukathole (Ward 35)

Vumbuka 2 (Ward 44)

Kuvuki Ext.6 (Ward 81)

Duduza/ Masechaba (Ward 87)

Katlehong (Ward 108)

Marikana- Ext 3 (Ward 111)

Langaville Ext.8

Madelakufa 2

Residents from Marikana (Ward 6) said their water tank has been leaking for three months.

### **Residents from the following settlements said that the water pressure in their taps is low:**

Vumbuka (Ward 44)

Somalia Park (Ward 45)

Mandela (Ward 51)

Robert Sobukwe (Ward 51)

Tsietsi (Ward 61)

Etwatwa- Ext 18 (Ward 65)

Etwatwa- Overflow (Ward 65)

Mkhancwa (Ward 74)

Kuvuki Ext.6 (Ward 81)

Tsakane- Ext 19 (Ward 86)

Tsakane- Ext 21 (Ward 86)

Masechaba x4 SoulCity (Ward 87 and Ward 111)

Freedom Square (Ward 89)

Vlakplaats (Ward 107)

Katlehong (Ward 108)

Marikana- Ext 3 (Ward 111)

Mzondi- Swazi Inn (Ward 133)

Marikana- Ext 3

Kwaloliwe

Ekanini

Duduza North- Block E

**Maintenance doesn't help if there are no toilets to start with**

Residents from the following settlements said that they have no toilets and are using self-dug pit toilets:

Etwatwa – Steve Biko (Ward 65)

Duduza North – Block E (Ward 102)

Duduza Tswelopele – Block E (Ward 102)

Katlehong (Ward 108)

Langaville Ext 8

Number of settlements in this round	Number of residents in this round
32	211