Can we talk about the maintenance of taps?

12 July 2021

We would like to have a conversation about how repairs and maintenance of taps and toilets can be improved in Johannesburg, as well as how additional taps and toilets can be delivered to informal settlements.

In Johannesburg, 26% of residents 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 38% of residents say that their communal taps need maintenance, these delays and lack of repairs have dire consequences for people living within informal settlements. The need for repairs to toilets is less severe.

In addition to the maintenance challenges, access to taps and toilets also remains a problem. Almost 40% of residents said that they do not have access to a tap and they rely mostly on water tanks and trucks. Twelve percent of residents also do not have access to a toilet or use self-dug pit toilets.

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. We would also like to understand your plans for improving access to taps and toilets.

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

<table>
<thead>
<tr>
<th></th>
<th>Johannesburg</th>
<th>All metros</th>
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<tbody>
<tr>
<td>In a week or less</td>
<td>30%</td>
<td>10%</td>
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<tr>
<td>In a month or less</td>
<td>6%</td>
<td>11%</td>
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<tr>
<td>Between 1 to 3 months</td>
<td>11%</td>
<td>19%</td>
</tr>
<tr>
<td>Never</td>
<td>26%</td>
<td>45%</td>
</tr>
<tr>
<td>I don't know</td>
<td>27%</td>
<td>15%</td>
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<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
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Taps need maintenance and repairs

- About 38% 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 (36%)
  - Taps are leaking (29%)
  - Taps are damaged (27%)

Toilets need maintenance and repairs

- About 17% of residents who use communal toilets said that their toilets need maintenance and repairs
- The most common challenge raised by residents was that toilets are damaged (86%)

Maintenance of taps and toilets is not relevant if you don’t have a tap or toilet in the first place

In Asivikelane #17, 39% of residents from informal settlements in Johannesburg said that they do not have access to a tap and that they rely on water tanks and trucks for their water. Twelve percent of residents said that they do not have access to a toilet, with some using self-dug pit toilets.
DETAILED FINDINGS

Residents from the following settlements said that their taps are not working at all:

- Waterworks- Klipriver
- Orlando Coal Yard
- Mafelandawonye 1
- Jampas

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

- Tjovitjo- Phase 2 (Ward 6)
- Kanana Park (Ward 6)
- Marikana- Block D Ext (Ward 6)
- Marikana- Jerusalem Ext (Ward 6)
- Reyashuma Village- Malboro South (Ward 109)
- Jampas (Ward 118)
- Orlando Coal Yard
- Mafelandawonye 1
- Jampas

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

- Tjovitjo- Phase 2 (Ward 6)
- Marikana- Block D Ext (Ward 6)
- Marikana- Jerusalem Ext (Ward 6)
- Mountain City- Block A (Ward 6)
- Mountain View (Matjotjombeni) (Ward 6)
- Waterworks- Section A (1) (Ward 10)
- Waterworks- Section C (2) (Ward 10)
- Greater Kliptown (Ward 17)
- Ivorypark- K60A (Ward 80)
- Waterworks
- Mountain City
- Marikana- Jerusalem Ext

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

- Driezek (Ward 4)
- Protea South (Ward 10)
- Waterworks- Section A (1) (Ward 10)
Residents from the following settlements said that their toilets are blocked:

- Tjovitjo- Phase 2 (Ward 6)
- Mountain City- Block A (Ward 6)

Residents from the following settlements said that their toilets are damaged:

- Kanana Park (Ward 6): Broken door
- Marikana- Block D Ext (Ward 6): Broken door
- Marikana- Jerusalem Ext (Ward 6): Broken door
- Mountain View (Matjotjombeni) (Ward 6): Broken door
- Lusaka (Ward 79)
- Jampas (Ward 118)
- Orlando Coal Yard: No door
- Marikana- Jerusalem Ext: Broken door
- Jampas: Broken door
- Denver: Toilet cover is broken

Maintenance doesn’t help if there are no taps or toilets to start with

Some residents from the following settlements said that they have no taps:

- Dark City
- Ekuthuleni
- Electron
- Ivory Park (Hollywood)
- Lusaka (Ward 79)
- Kwa Mai Mai
Some residents from the following settlements said that they have no toilets and some of these residents use self-dug pit toilets:

- Tjovitjo-Phase 1 (Ward 4)
- Tjovitjo-Phase 2 (Ward 6)
- Mountain View (Matjotjombeni) - Block DC (Ward 6)
- Mountain View (Matjotjombeni) - Block D (Ward 6)
- Mountain City – Block A (Ward 6)
- Mountain City – Block C (Ward 6)
- Mountain City - Block D (Ward 6)
- Mountain City – Extension (Ward 6)
- Marikana- Jerusalema Ext (Ward 6)
- Precast (Ward 8)
- Springbok (Ward 57)
- Kokotela
- Protea South (Ward 10)
- Waterworks – Kliprivier (Ward 10)
- Waterworks – Section A (Ward 10)
- Waterworks – Section C (Ward 10)
- Lusaka (Ward 79)
- Tshepisong - Emnandini (Ward 128)
- Ekuthuleni
- Ivorypark - Hollywood
- Mountain - City Block A (Ward 6)
- Mountain - City Block C (Ward 6)
- Tjovitjo - Phase 2 (Ward 6)
- Thembelihle (Ward 8)
- Protea South (Ward 10)
- Waterworks- Section C (Ward 10)
- Greater Kliptown (Ward 17)
<table>
<thead>
<tr>
<th>Number of settlements in this round</th>
<th>Number of residents in this round</th>
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<tbody>
<tr>
<td>30</td>
<td>150</td>
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Tokyo
Kokotela