



### 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

	Johannesburg	All metros
In a week or less	30%	10%
In a month or less	6%	11%
Between 1 to 3 months	11%	19%
Never	26%	45%
I don't know	27%	15%
Total	100%	100%

#### 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- Kliprivier

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- Jerusalema 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- Jerusalema 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- Jerusalema 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)

Waterworks- Section C (2) (Ward 10)  
Greater Kliptown (Ward 17)  
Tshepisoong- Tshepisoong West (Ward 128)  
Tshepisoong (Ward 128)  
Slovo Park  
Mountain City  
Lakeview  
Dark City  
Driezek  
Denver  
Thembelihle

**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- Jerusalema Ext (Ward 6): Broken door  
Mountain View (Matjotjombeni) (Ward 6): Broken door  
Lusaka (Ward 79)  
Jampas (Ward 118)  
Orlando Coal Yard: No door  
Marikana- Jerusalema 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

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)

*Some residents from the following settlements said that they have no toilets and some of these residents use self-dug pit toilets:*

Precast (Ward 8)  
Electron (Ward 57)  
Lusaka (Ward 79)  
Tshepisoong - 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)

Tokyo

Kokotela

<b>Number of settlements in this round</b>	<b>Number of residents in this round</b>
30	150