

**Summary of key results from Asivikelane #18 for City of Tshwane informal settlements**

**29 June 2021**

- Currently our sample is quite small, and we are working on adding settlements and residents. But would it be possible to have an initial conversation with you based on the resident responses that we *do* have?<sup>1</sup>
- Asivikelane 18 focussed on maintenance, but the key problem with sanitation for now seems to be access. Help us understand your plans for sanitation in informal settlements?
- For tap maintenance the picture is not very clear, with over 40% of residents saying “I don’t know”, when asked how long it takes for the metro to fix a broken tap (or toilet). Help us understand how you provide maintenance, and which issues we could help you monitor?

**Taps need maintenance and repairs**

- About 17% of residents who use communal taps said that their taps need maintenance and repairs
- The most common challenges raised by residents are:
  - Taps not working at all
  - Leaking taps
  - Low water pressure on taps

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

	<b>Tshwane</b>	<b>All metros</b>
In a week or less	25.8%	10.2%
In a month or less	9.7%	11.1%
Between 1 to 3 months	3.2%	18.6%
Never	19.4%	45.0%
I don't know	41.9%	15.4%
Total	100.0%	100.0%

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

In Asivikelane #17, residents from three settlements said that they do not have access to a toilet, with some using self-dug pit toilets. Residents from one settlement said that they do not have access to water, while residents from two other settlements said that they rely on water tanks and trucks for their water.

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<sup>1</sup> See more detailed findings on page 2

## DETAILED FINDINGS

### Maintenance doesn't help if there are no taps to start with

Residents from the following settlements said they have no access to water in their settlements:

Mooiplaas (Ward 48)

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

Mooiplaas (Ward 48)

### Residents from the settlement below said that their taps have low water pressure and that they are leaking:

Kameeldrift

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

Residents from the following settlement said they have no access to municipal-provided sanitation and some use a self-dug pit toilet:

Mooiplaas (Ward 48)

Itereleng informal settlement (Ward 61)

Phomolong - Mamelodi

### A resident from the settlement below said that their toilet is damaged:

Phomolong - Mamelodi

Number of settlements in this round	Number of residents in this round
4	42