

**Summary of key findings from Asivikelane #18 for Nelson Mandela Bay Metropolitan Municipality informal settlements
3 July 2021**

Data from Asivikelane #18 and previous rounds show that there are two main problems with informal taps and toilets in Nelson Mandela Bay:

- A large majority of residents have access to some form of water supply. But 88% of residents say that their communal taps need maintenance. And 79% of residents say that when a tap or toilet breaks, it is *never* fixed.
- The sanitation picture seems to be different. Fifty-five percent of residents from Nelson Mandela Bay said that they do not have access to a toilet, with some using self-dug pit toilets. The need for repairs to toilets is less severe, but this is probably because contractors replace broken chemical toilets used by the majority of residents with access to sanitation. Therefore, the challenge is less the repair of existing facilities than the provision of sanitation.

We kindly request a conversation about these two issues:

- How do your systems for the maintenance of taps work? What are the challenges associated with providing a stronger service in this regard? And how could we help with this?
- We would like to understand how your plans for upgrading might address the sanitation challenge. Is it possible to see those plans?

Taps need maintenance and repairs

- About 88% of residents who use communal taps said their taps need maintenance and repairs
- The most common challenge raised by residents is:
 - Leaking taps (89%)

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

	Nelson Mandela Bay	All metros
In a week or less	0%	10%
In a month or less	1%	11%
Between 1 to 3 months	6%	19%
Never	79%	45%
I don't know	14%	15%
Total	100%	100%

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

In Asivikelane #17, 55% of residents from Nelson Mandela Bay said that they do not have access to a toilet, with some using self-dug pit toilets. Five percent said that they do not have access to a tap, while a further 18% rely on water tanks and truck for their water.

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:

Bethelsdorp (Ward 17)

Kwa Noxolo - Midrand (Ward 38)

Joe Slovo Extension (Ward 41)

Mandela Village (Ward 17)

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

Joe Slovo (Ward 41)

Residents from the following settlements said their taps are damaged:

Govan Mbeki Village (Ward 33): broken taps

Bayland (Ward 52): been broken for 2 years

Bayland - Dameni (Ward 52): been broken for 2 years

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

Govan Mbeki Village (Ward 33): there are also not enough taps

Westville (Ward 36)

Westville - Section A (Ward 36)

Westville - Section D (Ward 36)

Westville - Section F (Ward 36)

Khayamnandi Extension (Ward 41)

Nkandla (Ward 41): burst pipe is causing significant loss of water

KGS (Kiva, Gqabi and Sonto) (Ward 43): water running down the streets due to a burst pipe

Area 11, Gunguluza (Ward 45)

Bayland (Ward 52)

Bayland - Dameni (Ward 52)

Siya Kolisi Village (Ward 53)

Lingelethu - Section 2 (Ward 54)

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

Govan Mbeki Village (Ward 33)

Westville (Ward 36)

Westville - Section A (Ward 36)

Westville - Section D (Ward 36)

Westville - Section F (Ward 36)

Siya Kolisi Village (Ward 53)

Lingelethu - Section 2 (Ward 54)

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

Residents from the following settlements said they have no access to a toilet:

Kwa Noxolo - Midrand (Ward 38)

Area 11 Gunguluza (Ward 45)

Siya Kolisi Village (Ward 53)

Joe Slovo Extension (Ward 41)

Mandela Village (Ward 17)

Vastrap (Ward 29)

Bayland (Ward 52)

Nkandla (Ward 41)

Mhlolokotshane (Ward 41)

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

Despatch Extension (Ward 41): toilets were vandalised, roofs removed

Khayamnandi Extension (Ward 41)

Winnie Mandela (Ward 41)

Area 11, Gunguluza (Ward 45)

Residents from the following settlements said their toilets are damaged:

Joe Slovo - Joe Slovo (Ward 41)

Mhlolokotshane (Ward 41)

Nkandla (Ward 41): toilet door is broken

Area 11, Gunguluza (Ward 45): toilets do not flush

Number of settlements in this round	Number of residents in this round
17	212