



**Summary of key results for eThekweni Metropolitan Municipality informal settlements –
September 2021**

Asivikelane #21 focussed on the delivery of water, sanitation and refuse removal, including assessing the specific challenges associated with access to water. We asked the following questions about access to water, sanitation and waste collection services:

- What is your source of water?
- Was there enough water for all residents in your area over the last 7 days?
- Which are the common water challenges which you face in your community?
- What type of toilet do you use?
- Did the municipality clean or drain your toilet in the last 7 days?
- Was waste collected in your settlement in the last 7 days?

Key Findings:

Residents do not have enough water

- About 27% of residents said that there was not enough water for all residents in their area.

Residents experience a number of challenges when trying to access water

The table below shows that more than half of residents' challenges relate to a shortage of taps in settlements. Residents also experienced challenges with the poor maintenance of taps. A little over 35% of all challenges were associated with taps having low water pressure. Problems with regard to broken taps and taps running dry accounted for 31% and about 19% of total challenges, respectively.

	Challenges	
	Number	%
Too few taps	79	50.3%
Low water pressure	56	35.7%
Broken taps	49	31%
Taps run dry	29	18.5%
No taps	14	8.9%
Water tanks are not filled often enough	9	5.7%
Water trucks do not come often enough	6	3.8%
Total number of challenges raised	242	100%

Toilets have not been cleaned or drained

- About 34.9% of residents said their toilets have not been cleaned or drained, with a number of residents mentioning that some of their communal toilets are broken or closed off.

Waste has not been collected

- 7.6% of residents said waste was not collected in their settlement in the last 7 days, but they added that they usually do receive a waste collection service.
- 9.6% residents said they do not receive a waste collection service at all.

[See next page for detailed findings]

DETAILED FINDINGS

Challenges with access to water

The table below summarises the main challenges that residents face when trying to access water in each settlement.

Settlement Name	No water	No taps	Not enough taps	Broken taps	Low pressure	Taps dry	Truck doesn't come	Tanks not filled
Ekukhanyeni (Ward 15)								
Imperial (Ward 18)								
New Germany (Ward 23)								
Silverway (Ward 25)								
Foreman Road (Ward 25)								
Burnwood (Ward 25)								
Ezikrebheni (Ward 25)								
Quarry Road (Ward 26)								
Crownflats (Ward 34)								
Mathambo (Ward 34)								
Jamaica (Ward 34)								
Simplace (Ward 34)								
Boxwood (Ward 34)								
Johanna Road (Ward 34)								
Avoca 307 (Ward 34)								

Smithfield (Ward 34)								
Havelock (Ward 34)								
Chappes (Ward 35)								
Brairdene (Ward 36)								
Odakeni (Ward 38)								
Duff Road (Ward 39)								
Qhakaza (Ward 39)								
Kwamashu A (Ward 39)								
Emakhenobhi (Ward 39)								
Kwamashu (Ward 40)								
Inanda (Ward 44)								
Emaplazini (Ward 44)								
Kwamashu (Ward 46)								
Zikhali (Ward 52)								
Lungelani (Ward 58)								
Mahlabathini (Ward 60)								
Mhlasini (Ward 60)								
Staram (Ward 61)								
Umbhayi (Ward 61)								
Gwala's Farm (Ward 61)								
Harry's farm (Ward 61)								
Indluyomlilo (Ward 61)								
Eziweni (Ward 61)								
Fraser (Ward 62)								

Bhala (Ward 62)								
Enkululekweni (Ward 62)								
Just Corner (Ward 62)								
Magwaveni (Ward 62)								
Tropica X2 (Ward 86)								
Mayville (Ward 101)								
Cato-Crest (Gwala 1) (Ward 101)								
Mallaca (Ward 110)								

Residents from the following settlements said they do not have access to toilets at all:

- Silverway (Ward 25)
- Burnwood (Ward 25)
- Crown Flats (Ward 34)
- Zikhali (Ward 52)
- Bhala (Ward 62)
- Fraser – Bhala (Ward 62)
- Just Corner (Ward 62)

Residents from the following settlements said they do not have a waste collection service at all in their settlement:

- Ekukhanyeni – Zone 1 (Ward 15)
- Ekukhanyeni (Ward 15)
- Burnwood (Ward 25)
- Silverway (Ward 25)
- Eziweni (Ward 61)
- Fraser – Kwasani (Ward 62)
- Fraser (Ward 62)
- Mayville (Ward 101)
- Mallaca (Ward 110)

Additional tables

The types of toilets that residents use in their settlements

Toilet type	Percentage of residents
Communal Flush	59%
Self-dug	17%
Chemical toilet	8%
No toilet	6%
Own flush toilet	5%
VIP	4%
Other	1%
Total	100.0%

Water sources that residents rely on in their settlements

Water source	Percentage of residents
Communal tap	74%
Own Tap	7%
Borehole	6%
No water	6%
Water tank	3%
Water truck	1%
Other water	3%
Total	100.0%