Introduction

Asivikelane has continued to make a strong contribution to basic service in informal settlements across the country. This report provides detailed information about impact from July to December 2021. The Asivikelane campaign covers 453 informal settlements across 21 municipalities to date and there are currently 3,298 registered residents who answer our monthly survey.

<table>
<thead>
<tr>
<th>Number of instances of improved services</th>
<th>MAR–DEC 2020</th>
<th>JAN–JUN 2021</th>
<th>JUL–DEC 2021</th>
<th>2021 TOTAL</th>
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</thead>
<tbody>
<tr>
<td>Water</td>
<td>49</td>
<td>52</td>
<td>80</td>
<td>132</td>
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<td>Sanitation</td>
<td>58</td>
<td>61</td>
<td>54</td>
<td>115</td>
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<tr>
<td>Refuse Removal</td>
<td>33</td>
<td>40</td>
<td>35</td>
<td>75</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>140</strong></td>
<td><strong>153</strong></td>
<td><strong>169</strong></td>
<td><strong>322</strong></td>
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**SERVICE DELIVERY IMPROVEMENTS**

**JULY – DECEMBER 2021**

In Khayelitsha one resident reported to Asivikelane:

“The streets were cleaned – Khayelitsha in Mangaung is a new place. There is a water tap in every yard. Everyone has light because the electricity is installed.”

In Slovo Park waste was collected for the first time in years:

“Thanks to Asivikelane reports after so many years, it’s been 3 weeks now waste is collected on Thursdays”

In Skoonplaas a resident observed:

“Our streets have improved, the Department of Roads has responded to our concerns.”

New taps installed: Lankgewag, Knysna; Toilets drained: Barcelona, Ekurhuleni; Electrification: Gunguluza, Nelson Mandela Bay

Pipe installation: City of Cape Town; Toilets delivered: Baghdad Section, Johannesburg; Toilets fixed: Nompumelelo, Buffalo City

Waste clean up: Itereleng, Tshwane; Water tank installed: Azania, Khayelitsha, Cape Town; Toilet cleaned: Azania, Khayelitsha, Cape Town
Bitou
Through residents visiting the municipality to report problems, the use of WhatsApp, and reporting to the Community Liaison Officer, the following service delivery improvements were made:

1. Taps were fixed in Bossiesgif
2. Taps were fixed in Zawa Zawa
3. Taps were fixed in Qolweni
4. New sinks were installed in Zawa Zawa

Buffalo City
5. Repairs to taps were made in Orange Grove
6. In Muhango repairs were made to 4 taps
7. In Nkandla there were repairs to 4 taps

City of Cape Town
8. In Azania taps were installed
9. In Azania tanks were connected to an irrigation system
10. In Azania three damaged water tanks that had no water flowing were fixed
11. In Lindelani water pipes were repaired
12. In Azania Zone 7 water pipes were installed
13. In Siyahlala taps were replaced

Ekurhuleni
14. At Marikana (Ward 6) residents reported that a 2 509l water tank was replaced with a 5 000l tank
15. At Etwatwa residents reported that they have improved access to water
16. At Tsakane Ext.21 (Ward 86) residents said communal taps were fixed
17. At Robert Sobukwe, residents said 2 taps were installed in their settlement
18. In Somalia Park a broken JoJo tank was fixed
19. 6 taps were repaired in Kuvuki
20. In Barcelona water was restored after 4 days without any
21. In Kuvuki 6 taps were installed

Emalahleni
22. In Kuvuki 2 taps were repaired
23. In Thabo Village 6 taps were repaired
24. In Masechaba Soul City 2 taps were repaired
25. In Tsakane Ext 17 3 taps were repaired
26. In Kuvuki 1 pipe was fixed
27. In Duduza North water repairs were conducted
28. In Masechaba a storm sewer hole was closed

Emfuleni
29. In Lindokhule the water truck came twice a week and enough water was provided to the residents
30. In 5 Shaft the water truck came more often and water delivery was consistent. The Asivikelane community facilitators in Ward 32 made sure that the water trucks did not leave the area without passing by 5 Shaft informal settlement
31. Masakhane: the water truck was not arriving at the beginning of the month, but it has arrived on schedule since
32. In Benicon new water tanks were installed
33. In Waterdal a new water tank was delivered

eThekwini
34. The municipality provided the community of Hills of Peace with 3 JoJo water tanks

A. WATER
– the baseline is that residents often have to wait for an insufficient number of communal taps, repairs can take months, and newer settlements often have no water at all.
Johannesburg
42. In Region G water was restored.
43. In Ivory Park the municipality committed to repairing broken taps
44. Marikana and other communities in region G did not have water, however water was restored after the matter was escalated to Johannesburg Water.
45. 18 water tanks were cleaned in Water Works
46. A new tank was delivered in Water Works
47. 6 taps were fixed across informal settlements in Rabie Ridge
48. In Mountain View taps were repaired
49. In Kanana Park taps were repaired
50. In Rabie Ridge taps were repaired
51. In Chris Hanie taps were repaired
52. In New Hani Park taps were repaired
53. In Sophia taps were fixed

Madibeng
54. In Rashoop 2 new water tanks were installed
55. Broken taps were replaced in Rashoop
56. In Broederstroom 3 new water tanks were installed
57. In Sonop a new water tank was delivered

Mangaung
58. In Phase 10 taps were installed
59. In Phase 10 a pipe was repaired
60. In Khayelitsha there was a water tap in every yard, streets were cleaned and electricity was installed.
61. In Phase 6 the water challenge was addressed with the installation of 2 more taps on the street and the repair of the main pipe
62. In Khayelitsha each household was provided with its own tap and electricity
63. 2 taps were installed in Phase 5, Monna ha latwe
64. A burst pipe was fixed and water restored to Phase 10 and Phase 6

Msunduzi
65. A leaking stand pipe was repaired in Khan Road
66. In Mayfair a leaking tap was repaired

Nelson Mandela Bay
67. In Guguluza Jojo tanks were filled
68. In NU29, Motherwell a water truck delivered water
69. Water trucks filled the 8 Jojo tanks in Area 11 Guguluza
70. In Despatch Extension over 10 additional taps were installed.
71. In NU29, Motherwell water was organised for residents who installed their own taps by contributing R2 each. A water truck was also organised. Residents installed their own tap after digging underground
72. In K Motlanthe Crescent, Area 11 Guguluza water was delivered and a water tank was fixed
73. In Area 11 Guguluza 2 taps were fixed on Alexander Road
74. In Area 11 Guguluza leaking water meters were repaired

Tshwane
75. In Baghdad Section a tap was repaired
76. In Baghdad Section water was delivered and a water tank was repaired
77. Water supply was more consistent than before in Phomolong
78. In Baghdad Section the water supply finally improved when 3 taps and water tanks were installed after 2 months of requesting them.
79. In Itereleng toilet paper was distributed
80. In Baghdad 3 taps for water tanks were installed
Bitou

Through residents visiting the municipality to report problems, the use of Whatsapp, and reporting to the Community Liaison Officer, the following service delivery improvements were made:

1. Sewerage pipes and toilets were fixed in Bossiesgif
2. Sewerage pipes and toilets were fixed in Zawa Zawa
3. Sewerage pipes and toilets were fixed in Qolweni
4. In Qolweni residents reported the installation of an unknown number of toilets
5. A broken drain in Bossiesgif/Qolweni was fixed

Buffalo City

6. In Orange Grove broken toilets were fixed
7. Broken toilets in Muvhango were fixed
8. 10 toilets were installed in Nkandla
9. Toilet repairs were carried out in Mzamomhle and other settlements
10. In Muvhango broken toilets were fixed
11. In Nkandla 10 toilets were installed
12. In Mzamomhle toilet repairs were carried out
13. In Muhango there were repairs to 13 toilets
14. In Nompumelelo 10 new toilets were constructed
15. In Nkandla community members were recruited to start the erection of new toilets
16. In Reeston 12 new toilets were constructed
17. In Amalinda Forest a broken toilet structure was repaired
18. In Nkandla 10 toilets were repaired

Cape Town

19. In Ethembeni 9 container toilets were installed
20. In Siyahlala 4 toilets were replaced

Ekurhuleni

21. At Enkanini (Ward 61) residents said their communal toilets were being drained well
22. At Etwatwa, Overflow (Ward 65) residents received more chemical toilets from the municipality

23. At Etwatwa, Overflow (Ward 65) residents reported that their toilets were cleaned twice a week
24. At Etwatwa, Steve Biko (Ward 65) broken toilets were repaired
25. At Masechaba x4 SoulCity (Ward 87 and Ward 111) residents said a community member was hired to clean toilets once a week
26. In Tsakane EXT 21 sanitation repairs were carried out

Emalahleni

27. In Lindokuhle 6 portable toilets were delivered to the community

eThekwini

28. In Briardene toilets were cleaned twice a week
29. Briardene received temporary toilets
30. In Ekukhanyeni materials for the construction of 50 toilets were delivered
31. In Ezikrebheni broken toilets were fixed
32. In Chappers 1 set of ablation blocks were unblocked and opened; repairs were made to the male and female ablation blocks
33. In Johanna Road a female toilet was fixed
34. In Briardene 10 new VIP toilets were delivered
35. In Tumbleweed 40 more chemical toilets were built and the community no longer has to use self-dug toilets

Johannesburg

36. New toilets were delivered in Baghdad Section
37. Toilets were cleaned and drained
38. In Rabie Ridge K60A, K60B and K60C 15 new toilets were delivered
39. In Rabie Ridge, Chris Hani and Sophia blocked and overflowing toilets and drains were fixed
40. In Tjovitjo 2 toilets with broken doors were fixed

B. TOILETS

– the baseline is that most residents don’t have enough toilets and the cleaning of communal toilets happens on a weekly basis but can be uncertain, as previously reported in our social audits.
**Service delivery IMPROVEMENTS of the Asivikelane campaign, Jul – Dec 2021**

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**Nelson Mandela bay**

41. In NU29, Motherwell 6 toilets were installed
42. In NU 29 dirty toilets were cleaned

**Tshwane**

43. Toilet doors were repaired in Phomolong
44. In Baghdad 3 toilets were repaired
45. Toilets were cleaned and repaired in Kameeldrift
46. Toilets were cleaned and repaired in Itereleng
47. Toilets were cleaned and repaired in Phomolong
48. 7 toilet doors were repaired, and 1 toilet seat was also repaired

49. In Kameeldrift the cleaning of toilets improved
50. In Phomolong the cleaning of toilets improved and water was consistent
51. In Baghdad 3 toilets were repaired
52. In Itereleng sanitation improved – there were fewer reports of poor service

**Witzenberg**

53. In response to local leaders’ calls to the council-lor, 13 new chemical toilets were installed across the municipality
54. 3 broken communal taps in the Klein Begin informal settlement were also fixed
Bitou
1. In Qolweni residents reported the installation of no dumping signs and a municipal truck that emptied a skip

Buffalo City
2. In Cambridge Location dumping sites and roads were cleared

Ekurhuleni
3. At Etwatwa residents reported that they had improved waste removal services
4. At Tsakane, Ext.21 (Ward 86) waste was collected
5. Somalia Park dumping sites were cleaned
6. Dumping sites were cleaned in Etwatwa Ext 18
7. In Somalia Park dumpsites were cleared
8. In Somalia Park refuse was collected
9. In Steve Biko refuse was collected

Emalahleni
10. Refuse removal improved in Spring Valley
11. In Coronation a truck came to collect refuse
12. Spring Valley engaged with the waste department in relation to the recycling centre that was built next to their community

eThekwini
13. Refuse removal improved in Smithfield
14. Refuse removal improved in Gumtree
15. Refuse removal improved in Mathambo
16. In Mathambo waste was collected and a skip was delivered for future rubbish. The cleared space will be used to extend a community food garden project
17. In Briardene a tractor was bought in to remove the rubble that had been in the area for a long time

Johannesburg
18. Refuse was collected in Slovo Park
19. Refuse was collected in Jampsas
20. In Waterworks a dumping site was cleaned
21. Refuse removal in Jampsas became increasingly consistent – 2 skips and dump sites were cleaned up
22. Residents in Waterworks informal settlement took part in a clean-up of their community and were provided with refuse bags from their local municipality
23. In Slovo Park waste was collected for the first time in years.
24. In Jampsas a waste WhatsApp group was reformed and waste was collected consistently
25. In Waterworks cleaning of waste was conducted by Pikitup; Pikitup also distributed plastic bags to the community members
26. In Rabie Ridge waste was removed and the dumpsite was cleaned

Tshwane
27. Mooiplaas dumping sites were cleaned up and a clean-up campaign was conducted
28. Itereleng dumping sites were cleaned up
29. In Kameeldrift dump sites were cleared by refuse removal trucks

Mangaung
30. 8 illegal dumping sites were cleaned and refuse was removed in Freedom Square
31. In Matlarantheng there was refuse removal
32. In Freedom Square, Phase 4, 9 and 10 illegal dumping sites were cleaned and all illegal dumping sites were cleaned regularly

Madibeng
33. In Sonop waste removal was conducted

Msunduzi
34. In Khan Road waste was removed

Nelson Mandela Bay
35. In Westville refuse was collected
Buffalo City
1. Nkandla informal settlement: Work that was left undone when COVID-19 lockdown started was prioritised for completion as a result of the engagements between the community facilitators and the municipal supervisor.

Ekurhuleni
2. At Madelakufa 2 (Ward 8) residents said the municipality relocated them to flats in Clayville.
3. At Barcelona, Ext 34 (Ward 26) 60 households received electricity.
4. Residents from Enkanini (Ward 61) said electricity faults were fixed in their settlement.
5. At Somalia Park, Zone 6 (Ward 45) residents said RDP houses were being built in Ext 4.
6. At Tsakane, Ext 10 (Ward 84) residents said they were given solar panels.
7. At Mgoba, Ext 37 residents said their road was tarred.
8. In Skoonplaas streets were improved.
9. Roads were constructed in Mayfield West.

Emalahleni
10. In Coronation a grader came to level the main roads in the settlements.

Emfuleni
11. At Waterdal electricity was restored after 3 weeks without any electricity.

eThekwini
12. In Tumbleweed a new road was built.

Nelson Mandela Bay
13. In Gunguluza electricity was installed to 500 bungalows.
14. In Khayamnandi lights were installed.
15. In NU 9 lights were installed.
16. In Motherwell lights were installed.

Mangaung
17. Phase 6: new electricity boxes were installed and old ones repaired.
18. Matlharantheng electricity was installed.
19. The family that lost their shack was provided with a temporary structure and electricity was reconnected.

For more information please contact: info@Asivikelane.org  Follow Asivikelane across social media on: @Asivikelane