

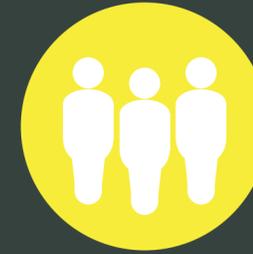
Mayors! Please make sure that your 2022/23 budgets have allocated enough for informal settlement taps and toilets.



Mayors, here are four practical suggestions for what you can do. Make sure that your budgets allocate more than last year for the following:



1. REPAIRS AND MAINTENANCE of informal settlement taps and toilets. You could also protect this allocation in the budget by ringfencing it.



2. SUFFICIENT STAFF in water and sanitation departments to monitor the work of service providers – their work is often not assessed before payment is made.



3. TAPS AND TOILETS where residents have no access to water and sanitation at all.



4. PERMANENT TAPS AND TOILETS to replace the inferior and undignified chemical toilets, VIP toilets, water tanks, etc.

MAYORS! Want to discuss this further?

Asivikelane informal settlement residents will make written and oral submissions on your draft 2022/23 budgets. Let us know if you want to discuss the specific issues in your metro: info@asivikelane.org.

How long does it take for the metro to fix a broken tap or toilet?

A resident living in Gonubie, Buffalo City said, "The municipality does not quickly respond to things that need to be fixed in our community. We hardly ever see them coming to the area".

How long does it take for the metro to fix a broken tap or toilet?	
In a week or less	10%
In a month or less	14%
Between 1 to 3 months	14%
Never	44%
I don't know	18%

What happens when residents report a broken tap or toilet?

A resident from Khayelitsha, Cape Town said, "We call them and they said they will send someone to fix it and that person never came".

Tap or toilet NOT fixed	
Buffalo City	52%
Cape Town	60%
Ekurhuleni	55%
eThekweni	78%
Johannesburg	41%
Nelson Mandela Bay	87%
Tshwane	80%
All metros	73%

Not enough spending on repairs and maintenance

The Auditor-General reports that, on average, municipalities spend only 2% of the value of their infrastructure on maintenance and repairs, instead of the norm of 8%. In addition, the report states: "The lack of funds for service delivery is most evident in the ever-increasing backlog in the maintenance required to keep infrastructure operational, which has led to these assets being in a dilapidated state at most municipalities".

On average, in 2021/22 metros only budgeted to spend 3.9% of the value of their infrastructure on maintenance and repairs.

No taps and toilets

In this round, 34% of residents told us that they have no access to a toilet. Another 37% of residents are reduced to the indignity of shared chemical and VIP toilets.

5% of residents reported no access to water, while 13% depend on water tanks and trucks which are often unreliable. A resident from Crown Flats, eThekweni told us, "As a community we walk far to find water and we use a bush [as] toilets in my community".

Despite the massive challenges, metros are making progress with service delivery to informal settlement residents



Construction of new toilets in Buffalo City (top left) and toilets delivered in City of Cape Town (left) and Ekurhuleni (above).

2,395 residents from 281 settlements participated in this round. Detailed results and comments from residents themselves are available at: asivikelane.org/releases. For more information contact: info@asivikelane.org

