

Services get better when metros talk to informal settlements residents

Our long list of good news shows that metros are improving informal settlement services on a much larger scale than before. In fact, metros that talk to informal settlement residents improve services even faster than the ones that don't. Accordingly, this week's results show better performance in Ekurhuleni, Buffalo City, Tshwane and Johannesburg. This is no surprise since it is these same metros that have been most open to engaging Asivikelane residents. Our initial analysis also shows higher budget allocations for some informal settlement services in these metros.



IN YOUR INFORMAL SETTLEMENT OVER THE LAST 7 DAYS...



	89%	78%	72%
EKURHULENI	89%	78%	72%
BUFFALO CITY	72%	45%	45%
TSHWANE	65%	41%	30%
JOHANNESBURG	63%	57%	73%
eTHEKWINI	43%	35%	45%
MANGAUNG	32%	0%	27%
CAPE TOWN	31%	41%	63%
NELSON MANDELA BAY	30%	20%	63%

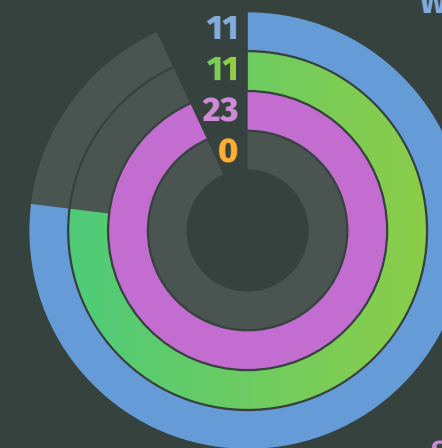
Respondents that said YES: 60% or less 61 – 75% 75 – 89% 90% or less

In the same spirit, informal settlement residents are doing their best to participate in metro budget hearings. We trained residents to make budget submissions in six of the eight metros, but their ability to participate is being limited by the lack of information specific to informal settlements in metros' draft budgets:

- Many metros' budgets don't show how much has been budgeted for the delivery of basic services to informal settlements, in particular to taps and toilets.
- There are no specific budget allocations for the maintenance and repair of communal water and sanitation facilities in informal settlements – one of the most pressing problems with service delivery.

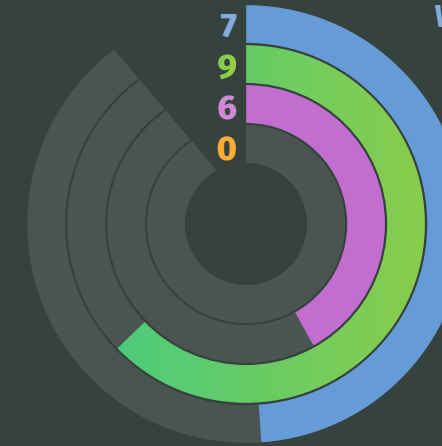
Good news

JOHANNESBURG



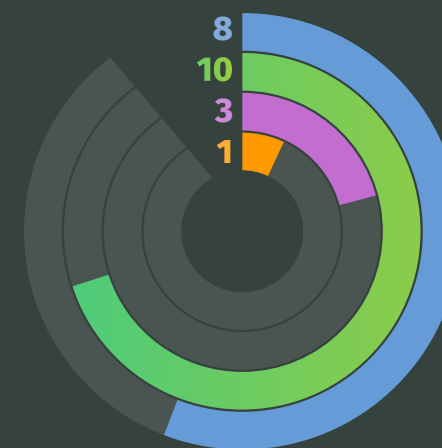
WATER: Baghdad Section, Driezek, Mountain City, Orlando Coal Yard, Siculo, Mountain View (3 sections), Patsing, Tjovitjo, Tshepisoeng
SANITATION: Dark City, Gezeni, Pennyville, New Canada, Reyashuma Villiage, Slovo Park, Tokyo, Ivory Park (3 sections), Mountain View (Matjotjombeni), Tshepisoeng
REFUSE: Denver, Greater Kliptown, Jampas, Kanana Park, KersieDorp (Eldorado Park), Kwa Mai Mai, Mafelandawonye 1, Mafelandawonye 3, Malboro, Mangolongolo, Mayfair Tennis Bowl, Mayfield Ext 1, Meyerton, Mountain City (3 sections), Mountain View (Matjotjombeni), Orlando Coal Yard, Slovo Park, Ivory Park (3 sections), Tjovitjo

BUFFALO CITY



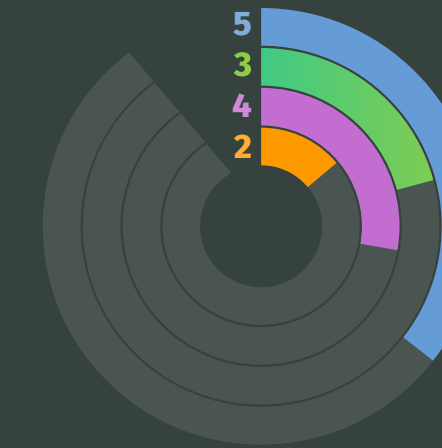
WATER: Beacon Bay, Braelyn Ext 10 (2 sections), Chicken Farm, Duncan Village (3 sections)
SANITATION: Braelyn Ext 10 (2 sections), Chicken Farm, Duncan Village (4 sections), East Bank, Parkside
REFUSE: Duncan Village (4 sections), Mzamomhle, Parkside (2 sections), Madiba Square

CAPE TOWN



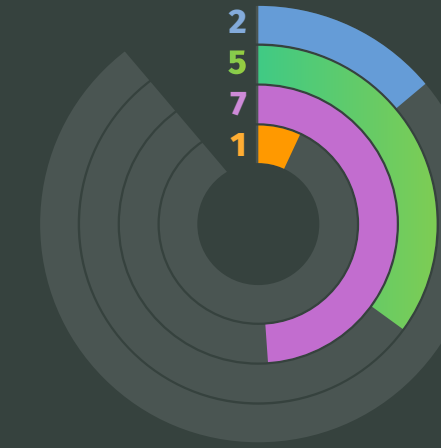
WATER: Burundi, France, Garden City, Khayelitsha (4 sections), Lindelani Park
SANITATION: France, Garden City, Kanana, Khayelitsha (7 sections)
REFUSE: Siyahlala (2 sections), Madiba Square
ELECTRICITY: Extension 2 Mfuleni

NELSON MANDELA BAY



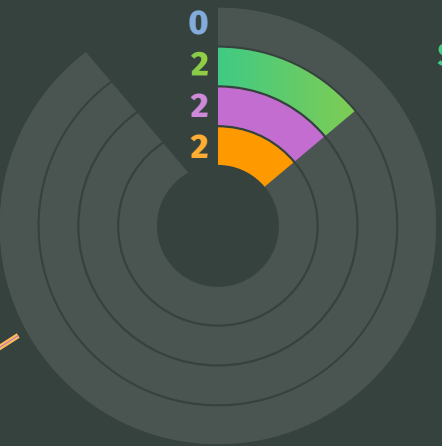
WATER: New Rest, New Town, Nkandla, Ngqotsi, NU29 Motherwell
SANITATION: New Rest, New Town, Nkandla
REFUSE: Joe Slovo Ext, New Rest, Nkandla, Area 11, Gunguluza
ELECTRICITY: Khayamnandi Extension, NU29 Motherwell

TSHWANE



WATER: Cemetery View, Itereleng
SANITATION: Brazzaville, Cemetery View, Itereleng, Phomolong, Baghdad
REFUSE: Cemetery View, Itereleng, Mabapane Mooiplaas (2 sections), Plastic View, Woodlands Village
ELECTRICITY: Phomolong

EKURHULENI



SANITATION: Merry Vlei (Zamane), Tsakane
REFUSE: Esiphethweni, Etwatwa
ELECTRICITY: Merry Vlei, Zamane

eTHEKWINI



WATER: Gwala's Farm, Mahlabathini, Mkhlababazo
SANITATION: Parkington (2 sections)

MANGAUNG



WATER: Freedom Square, Joe Slovo, Phase 4
REFUSE: Bergman, Freedom Square, Joe Slovo, Phase 4, Phase 7, Rocklands, Turflagte

■ WATER ■ SANITATION ■ REFUSE ■ ELECTRICITY

2,302 residents from 282 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