Services get better when metros talk to informal settlements residents

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.