

# KNYSNA informal settlement residents set the agenda for talks with municipality



Community member in Smutsville, Knysna cleaning toilets



Waste **after** truck had been having only collected waste in black bags

We covered almost half of the informal settlements in Knysna this month. The results show that the toilet cleaning service is infrequent or absent in many places. Waste access is limited and waste is not being collected in several communities. As residents prepare to engage the municipality, they have identified priorities that should be addressed for each service:

#### WATER:

- Increase water pressure
- Install more taps and put them closer to where residents live to make it safer
- Repair broken taps

#### SANITATION:

- Install more toilets and repair broken toilets
- Put toilets closer to where residents live to make it safer
- Clean toilets more frequently

#### SOLID WASTE:

- Collect waste on a weekly basis, so residents do not have to burn their waste
- Provide black bags to reduce dumping

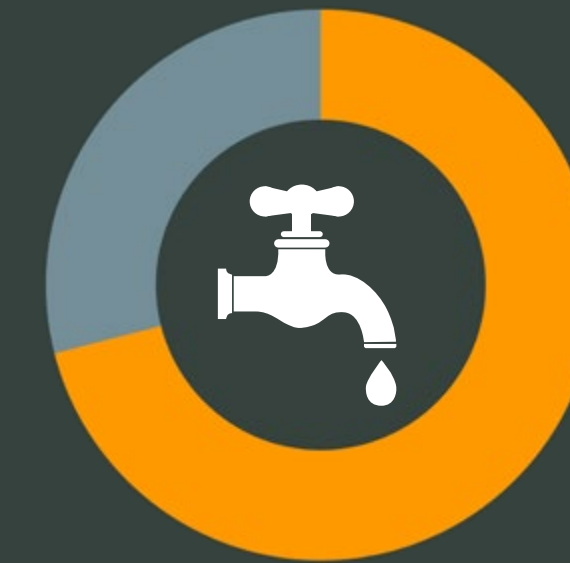
#### GOOD NEWS

- On 24 May 2022, the Mayor of Knysna showed support for Asivikelane via a public livestream engagement, committing to listening to the voices of informal settlement residents
- 89% of residents said they are willing and able to meet with the municipality to discuss services

#### HOT SPOTS

- In **Welsyndorp (Karatara)** residents have no access to taps
- In **Bergvlei, Bosdorp (Karatara)** and **Bloemfontein (Witlokasie TRA)** respondents reported that no waste was collected over the last 7 days
- In **New Rest (Witlokasie)** and **Welsyndorp**, half of the residents have access to no toilets

#### In the last 7 days in KNYNSNA:



**71%**  
of residents  
say there  
WAS ENOUGH  
WATER



**35%**  
of residents  
say that their  
TOILET WAS  
CLEANED OR  
DRAINED



**65%**  
of residents  
say that  
WASTE WAS  
COLLECTED