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

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.

In Welsynsdorp (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.