

**Summary of key results for Nelson Mandela Bay informal settlements – [September 2022]**

Number of settlements	Number of residents
19	880

**Summary**

**In Asivikelane 31 residents were asked about their challenges with their water source, whether they reported the fault to the metro, and how long it took for the metro to respond and fix the fault.**

***Access to water***

- 83% of residents said they used a communal tap in September, while 3% of residents used water tanks and trucks. No resident indicated that they did not have any access to water.<sup>1</sup>

***Challenges with using communal taps***

- Of those residents who used communal taps, 83% said their taps were broken while 86% said they were leaking.
- A total of 60% of residents who used communal taps said it was too dark around the communal taps at night. Residents also said there were not enough taps.
- 93% of residents who used communal taps said they had reported the fault. 84% of those residents who reported their faults said they had reported the fault over a month ago and the fault has not been fixed.
- It is not clear whether the fault reporting system is not working adequately or whether the metro is struggling with repairs and maintenance of faults in general. Repairs and maintenance workers often cannot locate broken taps because the fault reporting mechanisms do not accurately capture the location of taps in informal settlements. Metros are often simply too understaffed to deal with the influx of faults reported and don't follow up on the work of contractors. This results in poor turnaround times and a lack of responsiveness. This combination of issues means that repairs and maintenance of taps and toilets in informal settlements is a major challenge.

***Challenges with water tanks***

- Residents said they did not have enough water tanks
- 78% of residents who used water tanks said it was too dark around the tanks at night.
- 11% of residents said their water tank had no lid, 22% of residents said the tank tap was broken and 11% of residents said the water looked dirty.

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<sup>1</sup> In Asivikelane 31, out of 880 residents a total of 83% of residents used communal taps, 2% used water trucks, 1% used water tanks, 11% had their own taps and 3% used other water sources.

**1. Settlements where residents who used communal taps raised issues with their taps**

Settlement	Section	Ward Number	Tap broken/leaking	Fault was reported over a month ago	Too dark around tap
Bayland			Yes	Yes	
Joe Slovo Ext			Yes		
Kirha			Yes		
Longland			Yes		
McCarthy			Yes		
Moegesukkel			Yes		
New Rest			Yes		
Nkandla			Yes		
Area 11, Gunguluza		45	Yes	Yes	Yes
KGS (Kiva, Gqabi and Sonto)		43	Yes	Yes	Yes
Khayamnandi Extension		54	Yes	Yes	
Mahlabathini		53	Yes		
NU29 Motherwell		54	Yes	Yes	Yes
NU29 Motherwell	Khayamnandi	54	Yes		
Winnie Mandela		41	Yes		

**2. Settlements in which residents raised issues with water tanks**

Settlement	Section	Ward Number	Tap broken/leaking	Water tank lid missing	Fault was reported over a month ago	Too dark around tap
McCarthy			Yes		*	*
Area 11, Gunguluza		45	Yes	Yes	Yes	Yes