

Summary of key results for Nelson Mandela Bay informal settlements –

[September and October 2022]

Month	Number of settlements	Number of residents
September	19	880
October	9 ¹	860

Summary

In September (Asivikelane #31), residents were asked about any challenges they'd had with their water source and toilet, whether they'd reported the fault to the metro and, if they had, how long after reporting had their faults still not been fixed. In October (Asivikelane #32), residents were asked about their access to waste removal services.

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.²

Challenges with using communal taps

- A total of 60% of residents who used communal taps said it was too dark around the taps at night. Residents also said there were not enough taps.
- Out of those residents who used communal taps, 83% said their taps were broken, while 86% said their taps were leaking.
- 93% of residents who used communal taps said they had reported the fault. 84% of those residents who reported faults said they had reported their fault more than 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 cannot capture the location of taps in informal settlements accurately. 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.

¹ The number of settlements represented has decreased because the agreement between Asivikelane and one of its civil society organisations came to an end.

² 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.

Challenges with water tanks

- 78% of residents who used water tanks said it was too dark at night around the tanks.
- 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.
- Residents said in the comment section that they did not have enough water tanks.

Access to sanitation

- 56% of residents said they did not have a toilet in September, while 2% of residents used self-dug pit toilets.
- 24% of residents used chemical toilets, while 9% used communal flush toilets and another 9% had their own flush toilets at home.
- People who had no toilets relieved themselves in the bushes or used a bucket. Where toilets are available, residents said they were dirty, and some residents said there were not enough toilets.

Access to waste removal

- 94% of residents said they did not have access to waste collection services in October. There seems to be a contractual issue; EPWP workers were initially appointed to collect waste in some settlements, but this has now come to an end resulting in residents having no waste collection services. This means that only 6% of residents received waste collection services in September.
- 2% of residents said their waste was collected from home, 1% of residents said their waste was collected from the main road, while 1% of residents used a designated dumping site. 2% of residents used another way of disposing of their waste.
- 69% of residents who did receive waste collection services said the metro provided refuse bags.
- 58% of residents who received refuse bags said they did not receive enough bags.
- Of those residents who did receive waste collection services:
 - 29% said their waste was collected from home;
 - 8% said they walked less than 5 minutes to dispose of their waste;
 - 25% said they walked between 5 and 10 minutes to dispose of their waste;
 - 25% said they walked between 10 and 15 minutes to dispose of their waste; and
 - 13% of residents said they walked longer than 15 minutes to dispose of their waste.
- 93% of residents said they did not have bins close to communal water and toilet facilities.

Detailed findings:

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

Settlement	Section	Ward Number	Tap broken/leaking	Fault was reported more than 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		

NOTE: Blank cells in the tables indicate that the issue listed in the column was not raised as an issue by residents in the listed settlement.

2. Settlements in which residents raised issues with water tanks

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

3. Settlements where residents had no toilet or used self-dug pit toilets:

Settlement	Section	Ward Number
Area 11, Gunguluza		45
Winnie Mandela		41

4. Settlements where issues were raised about chemical toilets:

Settlement	Section	Ward Number	Broke n door	Broke n lock	Broke n Seat	Dark at night inside toilet	Fault not fixed a month after reporting
KGS (Kiva, Gqabi and Sonto)		43	Yes	Yes		Yes	Yes
Khayamnandi Extension		54	Yes		Yes	Yes	
McCarthy			Yes				
NU29 Motherwell		54	Yes		Yes	Yes	Yes
NU29 Motherwell	C Section	54	Yes				Yes

5. Settlements where issues were raised about communal flush toilets

Settlement	Section	Ward Number	Broken door	Broken lock	Brok en ciste rn	Brok en Seat	Toile t Block ed	Toilet cannot flush	Dark at night inside toilet	Fault not fixed a month after reporting
Bayland			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
KGS (Kiva, Gqabi and Sonto)		43	Yes	Yes						Yes
Khayamnandi Extension		54	Yes			Yes	Yes			Yes
NU29 Motherwell	Khayamnandi	54	Yes	Yes	Yes	Yes	Yes	Yes		
Winnie Mandela		41	Yes			Yes	Yes	Yes		

6. Settlements that did not have waste removal services:

Settlement	Section	Ward Number
Area 11, Gunguluza		45
KGS (Kiva, Gqabi and Sonto)		43
Khayamnandi Extension		41
NU29 Motherwell	Khayelitsha	
NU29 Motherwell		54
NU29 Motherwell	C Section	54
NU29 Motherwell	Khayamnandi	54
Winnie Mandela		41