THIS MONTH, 63% OF RESIDENTS REPORTED BROKEN SERVICES, mainly via another community member or the ward councillor. This seems high, but half of the residents also say the municipality responds to broken services within one week or less. Only 15% say the municipality never repairs broken taps and toilets; a clear improvement from 23% in April.

Asivikelane WC now engages residents from across 55 informal settlements in Knysna. The majority of these residents (91%) are willing to talk to the municipality about services, and their preference is to do so at least once a month.

Asivikelane WC can help residents and Knysna municipality talk to each other and bring change.

Asivikelane WC can facilitate interaction between residents and Knysna municipality and train residents on how the municipality operates. The findings suggest that this approach is yielding results. 66% of Asivikelane WC residents say that their participation in the campaign has helped their settlement.

• Agterstraat community has received new toilets
• Oupad dump sites are now cleaned on a regular basis
• Katanga Valley received new water tanks and trucks

Beyond services, community capacity has strengthened, as one Happy Valley resident shared, “We know who to contact at the municipality when something goes wrong.”

Krynica Municipality officials repairing a broken standpipe in Karatara

Asivikelane can help residents and Knysna municipality talk to each other and bring change.