“There is a lot that needs to be fixed here,” resident, Langrug

THIS MONTH, WE SPOKE TO 134 RESIDENTS in 14 informal settlements about repairs to services. Less than 20% of residents reported broken services, and several said they were demotivated to report faults because Stellenbosch municipality takes too long to respond. When asked about response times, only 4% said that broken services were fixed within a week or less. Only two of their 10 toilets are working in Nkanini – this has been the case for over a year – while in Kayamandi, a pipe has been leaking for more than 3 months.

What can Stellenbosch do to remedy this? It can start by talking to residents. 99% of residents want to have regular engagement with the municipality, ideally on a monthly basis. Half of the residents that participate in Asivikelane WC say the initiative has already helped their settlement. And residents believe that if they meet with the municipality regularly, service delivery will improve further. Asivikelane WC can help facilitate such engagements and train residents on how the municipality works.

Have you reported a broken service in the past?

19% YES

Does Stellenbosch municipality respond to broken services within one week or less?

4% YES

Do you want to engage with government about services?

99% YES

Participating in this round:

14 informal settlements

134 respondents

88% female residents

Detailed results and comments from residents themselves are available at: www.asivikelane.org For more information please contact: dag@dag.org.za

Word councillors in Khayamandi, from left to right: Cllr Tomase, Ward 12; Cllr Maphane, Ward 13; Asivikelane Community Facilitator; Cllr Dovana, Ward 14; Asivikelane Community Facilitator and Cllr Masimini, Ward 15

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