The state of informal settlement service delivery in metros

While services have improved in some metros, the lack of maintenance and repairs remains a challenge across all metros. This month, Asivikelane data exposes the hot spots that need attention, and celebrates the good news in settlements where services have improved.

### Service Hotspots

#### Water
- Some residents in **Cape Town**, e**Thekwini**, Mangaung and Tshwane still have no access to water.
- In **Ekurhuleni** and Tshwane, water tanks were not filled up due to the heavy rains.
- In all metros, some residents do not have enough taps.

#### Sanitation
- In all metros, some residents do not have enough toilets in their settlements.
- In all metros except Ekurhuleni, some residents do not have access to any sanitation.

#### Refuse Removal
- There has been no refuse collection for four months in Bagdad, Kameeldrift, Choba and Phomolong in Tshwane.

### Good News

#### Water
- In Buffelsdraai, e**Thekwini**, taps were installed in half of the settlement.
- Water facilities were repaired in Makalakala, Vosloors and Tsakane in **Ekurhuleni**.
- In **Nelson Mandela Bay**, 16 Jojo tanks were installed in Area 11, Gunguluza.
- Taps were installed in Phomolong, **Tshwane**.
- In **Johannesburg**, four more taps were installed in Tokyo.

#### Sanitation
- 68 new flush toilets were installed in Extension 2, **Cape Town**.
- Sanitation facilities were repaired in Makalakala, Vosloors and Tsakane in **Ekurhuleni**.
- In **Johannesburg**, VIP toilets were installed in Dark City and Zamimpilo.

#### Refuse Removal
- In Buffelsdraai, e**Thekwini**, refuse was removed for the first time in a year.
- Waste was removed in Khayelitsha, **Mangaung** for the first time in a year.
- In **Johannesburg**, residents from 12 settlements said that waste collection has improved.

### Access to enough water

<table>
<thead>
<tr>
<th>Metro</th>
<th>Access to enough water</th>
<th>Access to clean toilets</th>
<th>Regular refuse removal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buffalo City</td>
<td>73%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Cape Town</td>
<td>46%</td>
<td>68%</td>
<td>56%</td>
</tr>
<tr>
<td>Ekurhuleni</td>
<td>83%</td>
<td>89%</td>
<td>82%</td>
</tr>
<tr>
<td>e<strong>Thekwini</strong></td>
<td>37%</td>
<td>47%</td>
<td>70%</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>57%</td>
<td>59%</td>
<td>58%</td>
</tr>
<tr>
<td>Mangaung</td>
<td>17%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Nelson Mandela Bay</td>
<td>73%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>Tshwane</td>
<td>50%</td>
<td>63%</td>
<td>39%</td>
</tr>
</tbody>
</table>

### Key

- **40% or less**
- **41 – 55%**
- **56 – 70%**
- **71% or more**

**Details:**
- **3384 residents**
- **63% female residents**
- **292 settlements**

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A resident in Choba, Tshwane, asks for refuse collection.