







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	GOOD NEWS
 WATER	<ul style="list-style-type: none"> Some residents in Cape Town, eThekweni, 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 <i>enough</i> taps. 	<ul style="list-style-type: none"> In Buffelsdraai, eThekwini, taps were installed in half of the settlement. Water facilities were repaired in Makalakala, Vosloorus 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	<ul style="list-style-type: none"> In all metros, some residents do not have <i>enough</i> toilets in their settlements. In all metros except Ekurhuleni, some residents do not have access to any sanitation. 	<ul style="list-style-type: none"> 68 new flush toilets were installed in Extension 2, Cape Town. Sanitation facilities were repaired in Makalakala, Vosloorus and Tsakane in Ekurhuleni. In Johannesburg, VIP toilets were installed in Dark City and Zamimpilo.
 REFUSE REMOVAL	<ul style="list-style-type: none"> There has been no refuse collection for four months in Bagdad, Kameeldrift, Choba and Phomolong in Tshwane. 	<ul style="list-style-type: none"> In Buffelsdraai, eThekwini, 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.



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

	 Access to enough water	 Access to clean toilets	 Regular refuse removal
Buffalo City	73%	1%	2%
Cape Town	46%	68%	56%
Ekurhuleni	83%	89%	82%
eThekwini	37%	47%	70%
Johannesburg	57%	59%	58%
Mangaung	17%	0%	0%
Nelson Mandela Bay	73%	11%	24%
Tshwane	50%	63%	39%

KEY:	40% or less	41 – 55%	56 – 70%	71% or more
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Detailed results and comments from residents themselves are available at: www.asivikelane.org

PARTICIPATING IN THIS ROUND:
 3384 RESIDENTS
 63% FEMALE RESIDENTS
 292 SETTLEMENTS



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