



**Summary of key results: Waste collection by the City of Tshwane in informal settlements**  
**June 2023**

Number of partner organisations	Total number of settlements	Total number of residents	Male	Female	% of female participants
3	18	224	95	129	57,6%

**Overview**

In [June 2023](#) (Asivikelane #37), residents in informal settlements were asked about their access to refuse removal and specifically the impact of uncollected waste on their environment and quality of life. They were also asked what refuse removal improvements they would like to see. This included the number of plastic refuse bags they wanted to receive and the frequency of waste removal per week.

While the City has waste management bylaws promulgated in August 2016, there is no regulation regarding informal settlements. Draft amendments to current bylaws also do not include any mention of informal settlements.

The City of Tshwane has tabled [its budget](#) for the 2023/24 financial year, and while the City did increase its budget for contracted services for waste by 2,26%, there is no separate budget allocation for refuse removal in informal settlements. The budget does include an item for the provision of waste containers (including skips), which may also fund the delivery of these containers to informal settlements. Although this budget provision has substantially increased by 250% from 2022/23, it does not show where skips will be provided. Therefore, we cannot see if or how the increased budget will improve refuse removal in informal settlements.

Residents have raised waste collection as a major challenge which impacts their quality of life, health and environment. In March 2023, almost 100% of residents living in 16 informal settlements said they wanted to see more money in the budget for regular waste removal, of which at least 50% said more money is needed to provide a refuse removal services because they don't receive any at all. The remaining 50% who do receive the service said that money needs to be allocated to increase the frequency of the service and to provide refuse bags. And 45% want more money set aside for bins and or skips to dispose of their refuse.

We welcome the City's aim to provide 100% of households with basic refuse removal services and eliminate the backlog. The current backlog in the settlements participating in Asivikelane is severe, with almost 50% of residents not receiving any refuse removal service.

The data collected in June (Table 1) shows that almost 90% of residents did not receive a waste removal service in the last week.

**Table 1: How often was waste collected in your settlement in the 7 last days?**

Number of times waste collected in 7 days	Number of residents	%
0	194	86,6%
1	15	6,7%
2	2	0,9%
3	5	2,2%
5	8	3,6%

6,7% of residents who did have waste collection services said their waste was removed once a week. Fewer than 1% of residents said their waste was collected twice a week while those who did not receive the service said waste was often burned causing a health hazard. Close to 60% of residents said they required three or more refuse bags a week.

In the October release of [Asivikelane #32](#), at least half of the respondents said they received no refuse collections while 80% said they did not receive refuse bags.

**Table 2: Number of refuse bags required**

Number of bags	Number of residents	%
1	45	20%
2	48	21,4%
3	65	29%
More than 3 bags	66	29,5%

### More detailed findings

In the data collection round of [Asivikelane #37](#), residents were given multiple options on what an adequate refuse removal service would look like. The findings, detailed in [Table 3](#), tell us:

- More than half of the respondents want dumping sites cleaned more than once a week.
- At least 30% of respondents want refuse collected from their home and want to be provided with plastic bin bags once a week.
- Around 25% of residents want the City to provide designated dumping sites within five minutes walking distance from their homes, want communal bins placed close to communal taps and toilets, and want communal skips or refuse containers.

**Table 3: What do residents require from an adequate waste removal service?**

Asks	Number of responses	%
Clean dumping sites at least once a week	132	58,9%
Collect refuse from my home once a week	63	28%
Provide refuse bags every week	146	28%
Provide designated dumping sites within five minutes walking distance from my home.	58	25,9%
Provide communal bins close to communal taps and toilets	58	25,9%
Provide communal skips or refuse containers	51	22,8%

The Asivikelane #37 data collection also asked residents about how the uncollected waste impacted their environment and the quality of their lives (Table 4). Residents could choose more than one option. The majority of the residents said that the highest impact of uncollected waste was the bad smell (73%) and the danger it posed to children who played near or in dumps (71%). Close to 70% said it attracts rats, mice and mosquitoes, while close to 60% were concerned about the contamination of drinking water. More than half of the residents said it makes the settlement dirty, and a total of 10% were concerned that it led to blockages of drains and toilets.

**Table 3: Health impact**

Impact of uncollected waste	Number of responses	%
Uncollected waste creates a bad smell	164	73,2%
It is dangerous because children might play in or near it and get hurt	160	71,4%
It attracts rats, mice and mosquitoes	153	68,3%
It is a health risk because waste pollutes drinking water	129	57,6%
It makes the settlement dirty	124	55,4%
It leads to the blockage of drains	15	6,7%
It leads to the blockage of toilets	9	4%