Residents want to work with Stellenbosch for better services

ASIVIKELANE WESTERN CAPE participants in Stellenbosch recently made a written submission to the municipality’s 2023/24 budget. Since then, progress has been slow, with only 3% of residents reporting improvements in services in the last month. Residents believe that regular engagement with the municipality is necessary to address long-standing service delivery problems. Most residents (72%) prefer that the municipality hosts community meetings, ideally monthly.

24% of residents said they experienced major service delivery challenges in the last month, including blocked toilets, a lack of functional taps and toilets, and a shortage of waste removal services. Most residents, (64%) have lived in their current informal settlement for seven years or more, enduring harsh conditions. Residents want to work with the municipality to find sustainable solutions.

IN THE LAST SEVEN DAYS IN STELLENBOSCH:
% of residents who said yes

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>WAS THERE ENOUGH WATER FOR EVERYONE?</td>
<td>67%</td>
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<tr>
<td>WERE THE COMMUNAL FLUSH TOILETS CLEANED?</td>
<td>87%</td>
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<tr>
<td>WAS THE WASTE COLLECTED?</td>
<td>93%</td>
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PARTICIPATING IN THIS ROUND:
- 26 INFORMAL SETTLEMENTS
- 233 RESPONDENTS
- 77% FEMALE RESIDENTS

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

How residents prefer to engage Stellenbosch about services:

- COMMUNITY MEETINGS: 72%
- TALK TO WARD COUNCILLOR: 52%
- TALK TO DIRECTLY TO MUNICIPAL STAFF: 38%
- STREET COMMITTEE MEETINGS: 29%
- HANDWRITTEN SUBMISSIONS: 24%

Khayamandi community residents having a meeting with the Stellenbosch municipality.