A quicker response to broken services safeguards residents

Reporting faults with taps and toilets is a proactive way for residents to assist their municipality with repairs and maintenance.

In Stellenbosch, over 53% of residents have reported broken water and sanitation services at some point.

The most common reporting channels are the ward committee (36%), the municipality’s WhatsApp line (25%), and the ward councillor (21%). However, this high level of engagement has not encouraged a prompt response from the municipality, as nearly half of residents stated that it takes more than a week for the municipality to act.

34% of residents were discouraged from reporting faults because of Stellenbosch’s deficient response to fixing broken services, i.e., repairs take too long or don’t happen at all.

More than 20% of residents said that when their usual toilet or tap breaks, the alternative services are ‘far and unsafe to reach’, highlighting the need for a swift response by the municipality.

What can Stellenbosch do to address these issues?

- Identify and rectify any weaknesses in the fault reporting system.
- Inform residents of the most efficient channels for reporting faults.
- Prioritise the repair of broken taps and toilets to ensure residents’ concerns are promptly addressed and their safety is not compromised.

How long does Stellenbosch take to repair taps and toilets?

- Never, they don’t fix it: 6%
- Within 1 month or less: 25%
- Between 1 to 3 months: 18%
- In a week or less: 51%

What can Stellenbosch do to address these issues?

From left to right: Burnt toilet, Nkanini; Taps in need of repairs, Mandela City; Blocked and overflowing drain, Nkanini.