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Municipality

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Appendix A

BIOGRAPHICAL QUESTIONNAIRE FOR THE PARTICIPANTS

THE IMPACT OF SERVICE DELIVERY IN THE MANKWENG TOWNSHIP BY
POLOKWANE MUNICIPALITY AS A THIRD SPHERE OF GOVERNMENT.

BIOGRAPHICAL INFORMATION

Participant's biographic questionnaire

1. Particulars of the participants

Full name:.....

Address :.....

.....
.....
.....

Gender:.....

Disability:.....

Age: 20-30/ 30-40/ 40-50/50-60/60-70.

School standard completed:.....

Highest qualifications:.....

Number of years staying in the
community:.....

BIOGRAPHIC INFORMATION OF THE PARTICIPANTS

Participant	Gender	Age	Qualifications	Number of years staying in	Disability

				that comunity	
Participant 1: Teacher	Female	30-40	B.Ed (Special Needs)	11	Blindness
Participant 2: Teacher.	Female	40-50	Diploma in Remedial Ed.	27	Blindness
Participant 3: Teacher.	Male	30-40	Senior Teachers Diploma	21	N/A
Participant 4: Teacher.	Male	30-40	B.Ed (Special Needs)	21	N/A
Participant 5: Teacher.	Female	30-40	BA.Ed	32	N/A
Participant 6: Teacher.	Female	30-40	B.Ed (Special Needs)	25	N/A
Participant 7: Teacher.	Female	30-40	B.Ed (management)	19	N/A
Participant 8: Principal	Female	40-50	B.Ed (Special Needs)	22	Physical Disability
Participant 9: Nurse.	Female	40-50	Diploma in Nursing	20	Physical Disability
Participant 10	Male	20-30	Matric	23	Deaf
Participant 11	Male	35-40	Matric	15	Deaf
Participant 12	Male	33-40	No Education	26	N/A
Participant 12	Male	25-30	Matric	15	N/A
Participant 13	Female	45-50	No education	25	N/A

LETTER OF CONSENT

Segooa R.W 8413233

P.O. BOX 55127

Polokwane

Dear Participant

REQUESTING YOUR PARTICIPATION IN THE RESEARCH PROJECT.

I Segooa R.W, an official at the Office of the Premier, hereby request your participation in the research study that concerns the impact of service delivery in the community Mankweng Township by Polokwane Municipality.

I am presently a final year student at University of Limpopo studying towards the degree of Masters in Public Administration. In the course of the project I will request you to assist me by providing information through interviews. During these interview sessions your rights will be respected and confidentiality and anonymity will be maintained which means that the source of information will not be disclosed without your permission. During this study you have the right to withdraw at any time.

As a participant you will also benefit form this research, as you will gain new knowledge about the impact of service delivery in the community by Polokwane Municipality. Concurrently you will benefit from the recommendations that will be made and be able to assume responsibility for proactively embracing those recommendations.

I..... hereby declare to participate in this research project

Signature :.....Date:.....

Appendix B

P.O. BOX 55127

Polokwane

0700

23 May 2005

The Municipal Manager
Polokwane Municipality
Polokwane

Sir

RE: REQUEST FOR INFORMATION RELATED TO MY RESEARCH STUDIES
AS WELL AS ACCESS TO OFFICIALS FOR INTERVIEWS

I am a Masters Programme student of Edupark in Public Administration (MPA). As part of the fulfilments of the requirements for the qualification, I am expected to do a research paper. To this effect I have developed a topic on “The impact of service delivery by Polokwane Municipality as a third sphere of Government for the period 1994 – 2004.” To this effect for me to be successful in my research I request your office to assist me with the following:

- (i)the literature on the history of Polokwane Municipality with much focus on the period from 1994 although a background for the period from inception to 1994 is also required.
- (ii)the documents dealing with provisioning of services to communities.
- (iii)the IDP for the above period
- (iv)access to the staff personnel who may be relevant in either providing information or documents.
- (v)access to interview the Municipal Manger.

May I also duly inform your office that I will be conducting interviews with members of the communities served by Polokwane Municipality in various sectors and categories like the Youth, Women, People with Disabilities and Political parties to mention a few.

Regards

RAMOKONE WALTER SEGOOA

Student Number: 8413233

Contact numbers: 082 806 4602

(015) 287 6000 (w)

Appendix D : CD Rom wit raw data

Focus group 1

- 1.Researcher: What are the basic services
- 2.Provided by the local municipality in the
- 3.Township?
- 4.Participant 1

5.Roads provision not well provided for, roads
6.are in a very bad state.

7.Water provision – water is ravaging the road

8.and are all over the roads forming

9.rivers. Is it impossible to fix these, we hear

10.that government is providing if there is

11.money in the budget. Who checks whether

12.the engineers have done the correct

13.things. Monitoring is not done when the

14.roads are being tarred.

15.Participant 2

16. Roads are without the drainage system,

17.water is everywhere like a river, cars won't

18.pass learners are unable to travel to school.

19.When it rains it becomes worse and

20.when there is damage there is not one to fix

21.them. In the previous years councilors 9.

22.were without offices, elony them chance to

23.call them for meetings councilors

24. forget that they are paid by our money.

25.Participant 3

26..Peter Mokaba – we are suffering with

27.councilors, women complained about the

28. rape of children, lack of provision of

29.electricity. Roads - damaged soil for

.30. construction of roads has been damped

31.elsewhere. During funerals, we are unable

32.to travel to cemeteries. Naming of streets –

33.even named one street sabohloko street

34.due to non provision of services. We have

35.no councilors, the community was 16.taken

36.it upon themselves to help the community.

37.Participant 4

38.The way roads have been constructed. The
39.community questioned them but all in
40.vain. During rainy seasons it's worse, the
41.residents sweep the pavements on their
42.own, where are the people who once swept
43.the streets. Our roads are full of soil, 2
44.how will drivers be able to see dongas.

45.Participant 5

46.Soil is on top of the roads, when tenders
are 47.given is there inspection? When
22.tenders 48.are given let there be inspection.
There is 49.no drainage systems, we
23.requested that 50.there be inspection.

51.Participant 6

52. There are no councilors in the community
53.of Mankweng

54.Participants 6

55.During the road construction the
56.community requested them to do it
57.correctly, they 26.gathered soil to the sides
58.but it was never done, the road is damaged,
59.the 27.constructors said they were hired
60.while in training, with no expertise and
61.competency, pavements – we are trying to
62.reconstruct them but to no help.

63 We are paying but we really do not benefit
64.as there are no tangible change.

65 Where is our money going to really?

66.Participants 2

67 When tarred roads are constructed, let
68.there be roads that are user friendly for
69.those who are using the wheelchairs and
70.other assisting devices – ramps so that it
71.can assist even those with disabilities.

72.Participant 3

73. Peter Mokaba is stadium..... is to forget

74.about us, municipality to come and 35.see

75.what is happening, unity is in dongas and

76.when a rain it becomes very 36.devastating

77.is.

78.Our graveyard – is it because it belongs to

79.black people, we buried lions not our

80.beloved families lets compare township

81.graveyard, yard surrounding it, it is dark in

82.our cemetery. Thoka and Makanye all

come 83.to Mankweng, when it's full to

40.capacity 84.what will happen to our late

beloved 85.families.

86.Participant 2

87. There is a road differentiating the burial

88.sites, children play and crosses the

89..graveyard, a gate for the entire proceeding,

90.why is the gate to the graveyard always

91.open, when it is dark it's unbearable.

92.Participant 4

93.Our graveyard is given no respect , cleaned

94.by old people from Zone 1, they

95.sacrificed to clean it even they are on risk

in 96.terms of snakes, asked to call

97.government to intervene there is no one

98.taking care of the graveyard , there is a

99.house and toilets built but they are always

100.locked. Tender was given to yard the

101.graveyard but it was too short and it was

102.stolen and the graveyard continues to be

103.vandalized, there is no respect for our

104.beloved. We request the municipality to

105.take care of it. There is sand in the

106..graveyard; it's about 7 years that we have
107.been 51.complaining. The municipality is
108.not doing any thing. 9 graves have fallen
109.inside 52.and let there be intervention.
110.We pay every month but our money is not
111.serving a 53.purpose.

112.Participant 5

113.There are people buried in the Mankweng
114.cemetery that do not reside there.

115.Toronto burial site is not fenced. People
116.are given the yard within the cemeteries,
117.some people have built houses at the
118.cemeteries.

119.Participant 1

120.People may mess themselves even in the
121.cemetery as toilets are always locked,
122..people are unable to help themselves and
123.we need the toilets to be unlocked. The
124.cemetery yard has to be fenced
125.temporarily but we still expected a brick
126.Another fence has been erected but we
127.have been promised a brick wall.

128.Researcher:Is there consistency in the
129.community in terms of paying the
130.assessment rates?

131. Assessment rates among pensioners is
132.done and outsiders come to Mankweng
133.for water supply. In the graveyard people
134.drink bears, children play, smokers
135.smoke,. Let us teach our children not to
136.play within the graveyard's premises.
137..Most of the graves were fallen and we do
138.not know whether it is because of heavy
139.rains or the type of soil.

140.Participant 1

141.Solution - cemetery to be divided into

142.two with a street in between

143.Participant 2

144.Nothing is done, Peter Mokaba is it under

145.Mankweng, are they paying the rates?

146.The people of Peter Mokaba have all

147.requirements necessary to be the

148.residents...once carried an old lady who

149.shitted on.herself due to lack of

150.toilets. People come .to the

151.cemeteries and even use the water in

151.graveyard and they also sell it to

152.surrounding communities.

153.The depth of the burial sites and the new

154.ways of putting in the cascattes in the pits

155.is dangerous for those digging the pits.

156.We have university, hospital and police

157.station but as compared to other

158.townships especially Seshego our

159.township is 75.not well serviced or not

160.well considered.

161.Participant 1

162.Municipality must take responsibility and

163.the key be available and be the

164.responsibility of the caretaker which may

165.minimize the vandalism occurring in the

166.cemetery. Outsiders or people who are

167.not residing in Mankweng bury their

168.deceased in our graveside and it is not

169.right, the Municipality doesn't care as

long 170.as people pay without considering

the 171.question of residence.

172.Participant 1

173..My plea is that the municipality hire
174..security personnel as people may be
175.killed .and be buried without knowing, the
176.place needs the caretaker.

177.Researcher:

178.Doyou experience cut offs in electricity?

179.Provision of electricity, Apollo lights are
180.not efficient and cannot curb crime and
181.violence, with regard to electricity we are
182..better of.

183.Participant 2

184..Pre-paid electricity, we need machines
185.nearby which we have but there is
186.inefficiency as the machines are not
187.properly helping us but they are inside the
188.shops which does not help after hours.
189.Transformer is very weak electricity is
190.always off within a month electricity is
191.off and it affects our electric appliances.

192.The electricity rates differs and gets
193..finished quicker. There are not enough
194.street 90.lights. Apollo lights are not
195.available at Peter Mokaba.

196.Participant 1

197.This things are different, we need to
198.verify the sections which falls under the
199.jurisdiction of Mankweng as other units
200.are not paying rates, lets first fix the
201.assessment rates for all sections and
202.encourage all section to pay for the sake
203. of progress.

204.Participant 2

205.Other services like the removal of waste
206.products are not done consistently and

207.regularly, it takes up to three weeks for
208.those services to be rendered, the care
used 209.for removals is pathetic, workers are
210.without uniforms. People given those
211.tenders 98.are supposed to give us care
212.that are used at Seshego and other areas
213.under the 99.municipality, without the
214.uniform we can not differentiate them
215.with criminals 100.when the come for
216.meter reading and waste removal.

217.Participant 3

.218.Assessment rates are not the same for
219.waste removal, how is it rated, we are not
220..satisfied. People with big yards suffer,
221.they refuse to carry grass waste but we are
222.charged more

223.Participant 4

224..My yard is big, they refuse grass and
225.porridge refuse,..... in the new stands
in 226.Peter Mokaba we buy dustbins whereas
227.others are given free of charge. We have
228.six vans tendered for waste removals, we
229.have dug pits for own waste removal 1
230.and they may come after 3 weeks and we
231.have to be able to identify them with
232.uniforms, but they wear tekkies and they
233.don't speak well to residents.

234.Participant 5

235.We request municipality to give us the
236.same rates, give us free dustbins, the
237.people who remove dustbins must be
238.given uniforms, the are from far we do no
239.know them and we ask them to employ
240.local people.

241.Participant 6

242.Broken dustbins ... waste removal
243.personnel are breaking our dustbins due to
244.carelessness and improper handling. Let
245.the people responsible for tender buy
246..our dustbins. I'm surprised that people
247.given tenders are supposed to be residents
248..of that place but seemingly that is not the
249.case.

251.Participant 1

252..We prefer that waste be differentiated
253.accordingly and we need to know the
254..person responsible for tendering waste
255.removals as we need to report especially
256..the broken dustbins and we must know
257.the people, responsible for tendering the
258..waste removals. The waste is not
259.properly .disposed but is thrown next to
260the .village.and it is a health hazard
261.and the community is in danger. The
262.services in ..town are well taken care of
263.properly done. .We are paying and we
264.need proper ..services and the care of
265the dumping sites.

268.Participant 2

269..Initially waste removals was tendered by
270.Baloyi then by the councilor and we .have
271.to know the person responsible for
272..services of waste removals.

273..Sanitation is very poor, it smells water all
274.over the roads, sewerage is not well .taken
275.care of, when we report they may come
276.after a week. They unblock and it .blocks

277.again when the township grows they don't
278.upgrade the infrastructure.

279..The pipes have not been changed they are
280.old and made up of asbestos which has
281..used during the old regime. When
282.mainline is blocked the systems reverses
it 283.to .our yards and blocks the entire
system.

284.Researcher: As the community do you
285.experience any form of corruption in the
286.provision of services?

287..RDP houses The process of
288.provisions 288.of RDP houses is very
289.slow and has .taken 289.about two years
290.towards response. For the 290.disabled
291.we are told they are 133.going to 291.be
292.assessed by social worker who are at
293.times incompetent and biased .towards
293.people with disabilities. RDP's provision
294.is corrupt, RDP houses are 135.built
295.inside other people's stands. . Other
296.people pay for assessments rates while
297..someone else RDP house is built on the
298.same stands There is corruption in the
299..provision of RDP houses. Region and
300.sub-regions do not come along. One sites
301..is allocated to more than one person
302.which is irregular and corruption among
303..councilors. The instance still prevails as
304.children almost died in those houses.
305..Our RDP houses are not built for people
306.without accommodation but for those
307..who relatives of councilors and the needy
308.people who are entitled and qualify do

309..not get them. People are given sites that
310.already belong to other people.

311.Participant 3

312..Pensioners and disabilities rates must be
313.reduced, give them low percentages and
314..free water but in our place it is not
315.applicable. Let pension payout be done
316.in a 145.hall where they are protected
317.from natural hazards like rain and the sun.
318.The hall 146.is not used properly, when
319.pensioners have their meetings they are
320.told to pay.R800.00 rands. People are
321.not allowed to use toilets in the hall, and
322.disabled do 148.not have a place for the
324.pay out. The people who make decision
325.are in 149.Polokwane, we are surprised
326.because the hall is in Mankweng but
327.decisions 150.makers are based in
328.Polokwane Recreational facilities for the
329.youth are not 151.really taken care of
330.Services in the hospital are very poor
331.especially for the 152.elders in
332.Mankweng.Doctors at the hospital do not
333.take care of the elderly, there 153.a
334.decease called .elderly, they do not treat
335.us well. For all.medicines they only
336..provide us with panados. “Reboile
337.fela” is the nickname.for the hospital as
338.elderly die due to.lack of care. The only
339.people they care for .are the white
340..grannies unlike. We are .unable to take
341.out old people to old age .homes as we do
342..not have money. We .have long been
343.requesting for an old age .home in

344..Mankweng but in vain. .Sites at Unit C
345.are big for the erection of .old age homes.

346.Researcher: Are assessment rates paid by
347.all residents?

348.Participant 4

349..As long as a resident has a site, he has to
350.pay for the rates. Other sites are rated .so
351.high and we don't know the reasons in the
352.old dispensation we were paying .nothing
353.until when are we going to pay for the
354.rates as this rate.

355.Researcher:Is corruption hampering the
356.level of service delivery?

357.Participant 1

358..Corruption of RDP houses, foundation is
359.there without the structure being
360..erected.

361.Participant 2

362..Roads construction is supposed to hire
363.local residents, promises are not kept,
364..promised to take local children to study
365.towards computers, towards completion
366..they promised to say goodbye but failed
to 367.do so. They are supposed to thank the
368..community at the end of the project but it
369.was never done. Investigate if the
370..principle applies to other projects.

371.Participant 3

372..Creshe, sewerages, water provision
373.provided by one person, all projects have
374..been finished but we never experienced
375.such, in a plan for RDP there are
376..supposed to be toilets but we never saw
377.such and now tender people are paid

378..without completion of such structures.

379.Some RDP houses are not utilized.

380.Participant 4

381..We want to choose our own councilors

382.but not chose by winning parties, those

383..ward councilors are not even known by

384.communities. They never come to us to

385..hear our concerns.

386.Participant 5

387.. Security around the neighborhood has to

388.be a priority.

389..The police are not rendering efficient

390.services, when they are called they do not

391..respond timeously. Crime is

392.uncontrollable; people are marked

393.especially in the 179.late hours of the day.

394.Researcher:Are Imbizo's initiated by

395.government making a difference in the

396.lives of people?

397.Participant 1

398..There are no meetings and we never meet

399.with our councilors, there is no .progress.

400.It's written that we will meet with

401.councilors quarterly but it doesn't

402..happen. Our councilors has been told to

403.meet with us but for the past five years

404..nothing was done, we wanted to give him

405.mandates, we wrote a letter to invite .him

406.for a meeting but the answer was that he

407.will go to Hwiti not to our .community

408.meetings.

409.Participant 2

410..In a meeting we get invites very late they

411.must invite us a week before in order .for

412.us to plan in advance and attend those
413.meeting.

414.Participant 3

415..Meetings are held but not everyone is
416.invited, even nominations for the
417..councilors, those who were invited were
418.councilor's friends and those who are on
419..their side and their relatives. They may
420.even want to silence other people by
421..giving them tenders. We need
422.commission of inquiry to investigate the
423.issues at 192.hand especially ward 28.

424.Participant 4

425.. When meetings are supposed to be held
426.there is divide and rule strategy used.
427.We still anticipate lack of services due to
428.lack of strong leadership in Mankweng.
429.Researcher: IDP of Mankweng, do you
430.know about it, is there understanding of
431.what it is?

432.Participant 6

433.. Projects around Mankweng, we do not
434.know about them even the budget as our
435..leaders never inform us, when IDP's are
436.drawn are not informed initially. When
437..we were in Ward 23, asked councilors
438.why we are not called for meetings. Issue
439..of Commission of enquiry is seconded as
440.our councilors do not inform us.

441.Participant 5

442. propose newsletter to be published and
443.made known through community and
444..other radio stations. Municipalities must
445.come and call imbizo's to hear from

446..communities. The municipalities must
447.check the roll call register of community
448..meetings.

449.Participant 4

450.. The imbizo's trend must be done at the
451.level of local government as there won't
452..be changes. Poverty is prevailed and
453.nepotism in projects. People paid 150 for
454..the employment of their children in the
455.new complex.

456.Researcher: The non-completion of the
457.budget by the municipalities, is it
458.impacting in any way to the provision of
459.services?

460.Participant 5

461.. Our children are not employed and were
462.not employed in the business complex.
463.. We are never informed about the budget
464.as a result we are not aware if it is
465..completed or not as we are never
466.informed about it anyway.

467.Participant 6

468..I hear the Premier and the President
469.complaining about those things and I also
470..think they are not completed in our area
471.because if they were we would be getting
472..better services

Focus group 2

- 1.Researcher: What are the basic services
- 2.provided by the local municipality in the
- 3.township?

4.Participant 1

5.Waste management collections is done on
6.Thursdays only some days not regularly
7.they skip some weeks, people carrying
8.waste .into the bush, place is so filthy that
9.dogs .are tempering with the bins, we are
10.happier .but not so happy at all.

11.Participant 2

12..If you could drive down its not long that
13.they put a structure, papers are
14.everywhere, 5.ploughing next to the
15.dumping site but they do not see its
16.functionality no one knows 6.who is in
17.charge what is their programme.

18.Participant 3

19.On the way to Solomondale it is filthy,
20.dogs, papers all lying around
21.mmmmm....

22.Participant 4

23. Next to this house, there are empty stand
24.in which people dump in that stand and
25.the 9.neighbours are always in the dirt.
26.Areas allocated to parks are very empty
27.and they turn 10.out to be dumping place
28.for careless people.

29.Participant 2

30. Vegetative waste is used to repair the
31.roads, they do not collect then. They do
32.not go 12.to the dumping area. Broken
33.glasses they usually do not take.

34.Participant 5

35.. They make no provision for the
36.vegetative waste and the area the roads.

37.Participant 6

38.. Roads are terrible, the markings are not
39.clear and are not serviced and are not
40.well .cared of.

41.Participant 4

42..Roads issue has been on everyone's lips.

43.In the meetings to councilors,

44.municipalities 17.officers, drainages are

45.not maintained and water flow easily on

46.the street. Most the 18.pipes are blocked.

47.Participant 5

19.Through ward committees, meetings are

48.attended, blocks write reports, send to

49.ward 20.committees and report are not

50.dealt with thoroughly. No written

51.responses only verbal 21.responses from

52.communities. They are elected into office

53.and they become paralysed. 22.The

54.councilor does not attend to people's

55.issues, we pay municipal rates but they

56..argue that we never paid for the services.

57.Participant 6

58.Water supply is excellent and purified

and 59.shortage is notified through the

media. 60..Even electricity notification is

done 61.through media and school kids.

62.Participant 1

63. Sewerage system is bad; in case there is

64.rupture of the pipes it is fixed quicker in

65..days or even less than that if it is next to

66.the municipality offices because they

67.cannot stand the smell. There is one pipe

68.in the township that is giving them

69..problem and causing problems because it

70.burst now and then.

71.Researcher: What is the general level of
72.satisfaction in the community regarding
73.services provided?

74.Participant 2

75. Hmmmm.... Electricity supply- we
76.experience a lot of short falls, not all of
77.are able to buy electricity units next to
78.our points, we have to buy electricity in
79.town, they 31.have been giving
80.explanations that we fail to understand on
81.why there are no 32.electricity points
82.closer. Usually the electricity points are
83.always full; you have to wait 33.for some
84.hours to buy the points. O ho it is very
85.tiring.

86.Participant 3

87..Ja ja At times the service provider runs
88.out of order and there are no vending
89.machine 35.points for selling electricity
90.the surrounding area.

91. System of the new cards has changed but
92.we have never been informed about them,
93.you are just puzzled when you reach the
94.supplier. Voltage is not even and it burns
95.the transformer, we need to have
96.people on standby to assist with all the
97.queries and to 39.help those that can not
98.read or write to avoid little mistakes.

99.Participant 4

100..Our safety and electricity, street lights,
101.the need for Apollo lights, when we are
102..sleeping. There is crime being
103.committed and we need Apollo lights as
104.there will be 42.enough lights in terms o

105.safety on our street. We urge people t
106.put lights on most of 43.the nights but
107.consumption goes up in case we have th
108.lights on for the whole night. We
109.were told that if they insert the Apollo
110.lights then the fees will increase which
111..much acceptable as compared to the
112.crime committed.

113.Participant 2

114..Yes. There is a high rate of crime due to
115.lack of street lights, they stole the
116.bicycles, 47.handbags and usually boys
117.are armed. The park is not functional
118.hence it is the paradise for the
119.thievesThe towns and the townships..

120.communication about 49.each other. In
121.the townships people are not informed
122.of anything concerning the 50.service
123.the people in the town are informed. We
124.feel we are taken cheap not 51.serious at
125.the township. Unit D is informal
126.settlement, people in Unit D are illegal
127.Immigrants, and crime is so high.
128.During the .day they do their survey and
129.at night they. steal. They steal the water
130.when it is still.in the main pipe and
131.reservoir. We need 131.high 54.brick
132.wall for protection. Most of the
133.illegal immigrants have the South
133.African I'd.

134.Participant 5

135..And about the sewerage it is caused by
136..poor infrastructure, sewerage block due
137.to 56.poor drainage system, reaction

138. thereof is very slow. We need to be
139. educated not to 57. throw everything in
140. the drain, shoes are found in the drain,
141. rats and some sewerages 58. must be
142. open. at least once a year to be cleaned to
143. avoid blocked.

144. And about eh.... Children they throw
145. dirt into the drainage which causes
146. blockages of 60. the drains, children at
147. times drown in the drainage system, it is
148. not closed at all the 61. times, opening
149. the drainage lid is illegal and there must
150. a punishment for that. At 62. times
151. during the floods, we had to open the
152. lids, mine is open from the main
153. drainage 63. because I had to redirect the
154. water.

155. Participant 3

156. Experience of the rainy water day's.
157. Water is everywhere; cars stay outside
158. yard 65. for some days and if you are
159. the yard you cannot go outside until the
160. water at the street subside. Councilors
161. are always called to come and witness
162. but. nothing is done .about it. Children
163. not safe, it becomes a river and the
164. drainage system is needed to. transport
165. the flow of water away from the streets.

166. Participant 2

167. Between Nobody and Nchachana, there
168. is a small rivelet, after rain its water is
170. over which is not safe for our children
171. especially in the morning on their own
172. go to .school. There is no landscape

173.management and the redirection of the
174.water.

175.Participant 1

176..And again we do not have a cemetery
177.around here, it was raised at some stage
178.within 73.some years to come we won't
179.have any space left to bury our loved
180.ones or ourselves. 74.The place is too
181.little in terms of growth it's too little.1.3

182.Participant 5

183.Oh yes yes... The state of the graveyard,
184individuals have to take care of their own
185.graves, there is a caretaker, a road to the
186.cemetery is surfaced and need to be
187.cared for.

188.During summer the road is a river and
189.when there is a funeral you need to use
190.grass to be able to reach the cemetery!
191.In terms of the old graveyard it is a hive
192.of thieves as 79.there is no security at
193.graveyard and there is easy access.
194.Thieves are able to meet without
195.disturbance as the community is still
196.honouring the place. Kids are not
197..allowed to play .next to it and
198.policemen do not usually .associate the
199.place with .thieves.

199.Participant 4

200.Safety on the roads is not up to standard,
201.children are hit by cars on their way to
202.schools or shops. This unit does not hav
203.a school and traffic controllers are not
204.enough to monitor them everyday and if
205.they come they cannot be able to be at

206.places that need their services. Because
207.the roads are always busy there are
208.dirty with papers at all the place. We
209.were hoping that a primary school will
210.build 88.after some few accident
211.involving school kids but until now the
212.department is saying 89.there is no
213.money for the new school.

214.Participant 6

215.a ja ja.....speed humps are not there to
216.limit the speed but are only put next to
217.the 90.magistrate offices maybe to
218.protect the most important people and
219.one hand made 91.next to the pre
220.primary school. And ja.... There is no
221.clinic only one at zone 1. New 92.born
222.babies and their moms have to go a long
223.distance to get the service they need.
224.And if you cannot afford the transport
225.you will to finish. There are no shops
226.around 94.the unit and kids are at risk
227.daily.

228.Participant 1

229..Shebeen are not regulated in terms of
230.age control limit, it affects the children
231.there 96.are allowed and are abusing the
232.alcohol and drugs and they cause mental
233.illness to 97.them and in tern the are
234.killed by the cars at the street because
235.they turn to be careless.1.6

236.Participant 3

237..Recreational facilities I mean the sports
238.grounds, there are no sports grounds fro
239.any 99.sporting code. Children are all

240. over the street but there is no place to
241. We are aware 100. that we are losing a
242. lot of potentials in our children as they
243. turn to shebeens when 101. bored or
244. when the school is out.

245. Participant 5

246. When we have big occasions like
247. wedding we have to travel long distance
248. to get to 103. the hall that is expensive
249. to hire. Alternatively we use the stadium
250. which is far away from the public
251. transport. We cannot use our street for
252. any occasion because 105. we are packed
253. due to the illegal squatters.

254. Researcher: Is there consistency in the
255. community in terms of paying the
256. assessment rates?

257. Participant 2

258. Oh... no we are not up to scratch with
259. payment records, we pay without the
260. records, we pay without the recording of
261. our payment which usually end up with
262. confrontation that will lead to non
263. payment. Rates are not paid evenly as
264. illegal are 109. not paying at all. We
265. gone beyond worrying about lack of
266. delivery of services. 110. Big stands pay
267. larger sums of money whereas the
268. smaller stands pay less.

269. Participant 4

270. There are public and private crèches
271. around for the little children but they are
272. not 112. well administered. We end up

273.paying less and children's lives are
274.endangered.

275.Researcher: As the community do
276.you experience any form of corruption
277.that provision of services

278.Participant 1

279..And yes about corruption in the courts.
280.We have a big problem regarding that.
290.People are selling stands and sites. Sites
291.I have more than one owner, which
292.causes disharmony. They have been
293.reported but there is no one attending to
294.them.³ Church 116.or school sites have
295.been given to other people. Some people
296.have been unlawfully ¹¹⁷.evicted from
297.their stand because they do not have
298.enough money to give to the .officials
299.who are working when they know they
300.will get bribes.

301.Participant 2

302Ja ja...ja... there is a rumor that the is
303.going to be a new complex here. People
304.are ¹²⁰.paying R150.00 to get the job at
305.the site. And we have heard that the
306.current tender ¹²¹.in charge of the
307.reconstructing the sports centre in the
308.township was awarded to the mayor.

309.Participant 6

310.The other thing is the RDP houses that
311.are already allocated to the affording.
312..Construction of the houses is not well
313.done as it is affected by the rains. Poor
314.people ¹²⁵.are still without the houses
315.that were initially built for them.

316.Researcher: The non-completion of the
317.budget by the municipalities, is it
318.impacting in any way to the provision of
319.services?

320.Participant 4

321.We are never informed about the budget
322.as there are projects that are started but
323.never completed like RDP houses some
324.are still waiting to be roofed. Some of
325.yards are next to the road which is not
326.safe for the members in the house.

327.Researcher: Are Imbizo's initiated by
328.government making a difference in the
329.lives of people?

330. well the imbizos are called but we
331.hardly see consequential evidence
332.in.improvement

333. people speak and speak about their
334.dissatisfaction and are tired of speaking
335.they

336.want action now

Individual Interview

- 1.What are the services provided by your
- 2.municipality to Mankweng Township?
- 3.As a municipality provide for roads,
- 4.cemetery undertaking sports
- 5.infrastructure, water is provided for by
- 6.dwarf and electricity by Eskom.

7.What is the level of satisfaction among
8.community members?

9.Members of the community in
10.Mankweng are quiet excited about the
11.way services is provided because we
12.take their needs into consideration.
13.Although water is not provided by us
14.and electricity we made sure that the
15.cemetery is well fenced as before
16.used to cross all over the cemetery,
17.was no caretaker, the toilets have been
18.build and we are really improving that
19.area.

20.With regard to the roads, seeing that
21.these is so much sand on the surfaced
22.road, and as part of maintained we are
23.going to embark on a clean up
24.campaigning and redress the situation.

25.The problem with the residential area is
26.that watering whenever there is rain, we
27.are in the process of relocating residents
28.as that area cannot be developed and
29.serviced because it is not suitable area
30.for inhibition by human beings.
31.Although some people still stay at that
32.zone, the plan of the municipality is to
33.move people to a safer and serviced ar
34.that is suitable for habitation by human
35.beings.

36.The hall may not be said to be
37.inaccessible but there has to be control
38.by the municipality to protectthe assets.
39.It will further be used by the old people
40.during the earning of grants but for

41.personal use by members of the
42.community, it has to be through normal
43.procedures of hiring and paying for the
44.usage of the hall.

45.A feasibility study has been conducted
46.on the means and ways of improving
47.our services atMankweng especially the
48.services related to the removal of the
49.refuse, that service has been outsourced
50.and a tender has been allocated to a
51.service provider to collect the refuse.

52.Mankweng unlike the city and Seshego,
53.in fact Mankweng is not charged for
54.services as such they only pay for
55.assessment rate as dwarf provide water
56.and Eskom makes provision for
57.electricity. In fact they are subsidized
58.by Seshego and city residents we
59.other infrastructure that they do not pay
60.for, but that is about to change as dwarf
61.is going to concentrate on bulk water
62.provision and the municipality will take
63.charge of water provision then we shall
64.exercise control for in case when people
65.do not pay we cancutwater like Seshego
66.and the city of Polokwane.

67.Whenpeople paywe are able to improve
68.provision of services and even provide
69.for other services that were initially not
70.provided for. We have an office in
71.Mankweng where people go and make
72.enquiries about their accounts in case
73.they have queries and meetings are
74.regularly held with the community

75.members to explain and give clarity to
76.some of the things they might need to
77.be cleared on.

78.Assessment rates are charged as per
79.property in meter squat, when much
80.development is done then the rates will
81.not be the same as he house that is
82.smaller hence the assessment rates are
83.never the same but differ as per
84.household and a study has been done
85.on this as well.

86.Corruption does hamper the level of
87.service delivery everywhere, it is not
88.promoted but if and when it happens it
89.does hamper the delivery of services.
90.Through Imbizo,s we are able to
91.interact 91withcommunities and they as
92.well are .able to tell us their needs and
93.problems.in case there are any like
94.the old age.pensioners earning their
95.grants in the .case, the assessment rates
96.and its .inconsistencies, we were able to
97.pick it up at a meeting we had with
98.members of the community.

99.We are hoping to have MIF stretching
100.a period of over three years because
101.have little time for really spending as
102.our and of financial year is in June and
103.have a period of inactivity during the
104.festive seasons which gives us very
105.time really. We are overcoming that
106.challenge by this new initiative.

