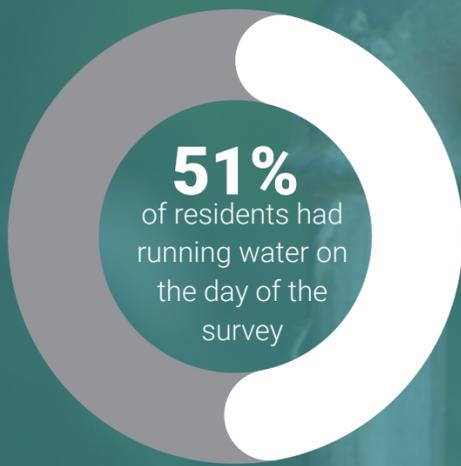


## GlenView Water Challenges



Glen View isn't the easiest place to get clean water. The CivActs program conducted a survey in June 2021 to understand the issues residents faced. Almost exactly half of those surveyed (51%) had water that day. For those who did have it, none at all have had running water continuously for more than a week.



**77%**

have water only 3-4 days a week

**21%**

of residents had running water for 1-2 days of the week

**96%**

of residents had running water for 1-2 days of the week

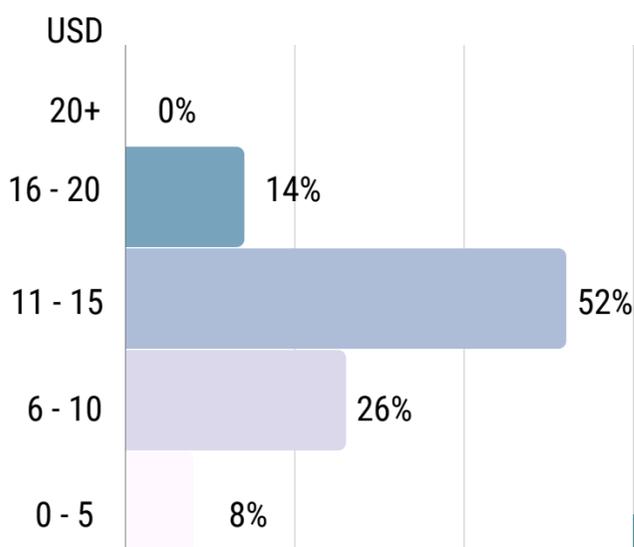
**\$** Half of the 96% of residents who pay for municipal water, pay more than \$1,000 a month

### Quality of water



of residents say the quality of the water is poor

Even when there is municipal running water, few residents trust it to drink or cook with. For drinking and cooking people prefer borehole water. That means long queues; people wait, and a few (but only 18%) pay bribes to get the water in the end.



Amount used to buy water monthly

“ it's OK for washing but not for drinking  
we only use it for flushing toilets

**47%**

have had to sink their own well

**27%**

go to a neighbourhood borehole

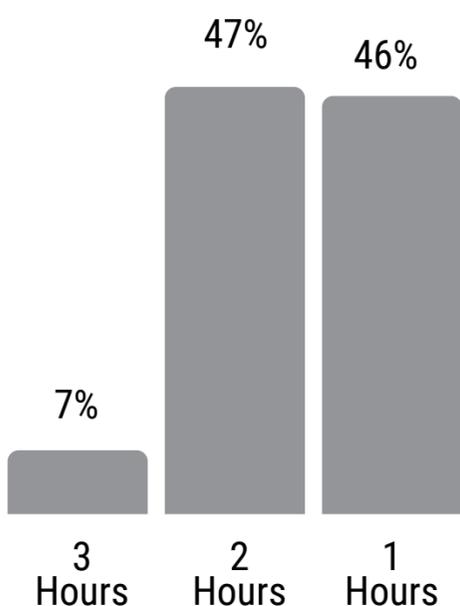
Most households spend more than US\$10 / month in addition to their municipal water bills.

**76%**

of residents have witnessed violence while queuing for water



Over a quarter, mainly women, have experienced it directly themselves.



Hours spent queuing for water

When the City Council or the District Office were told about the problem, three-quarters (74%) of the time they made some response. However, this was usually advice on how to cope with interruptions in supply, or explanations for the problem. In one case the Councillor reported the problem to the City Council and a while later a new borehole was installed at the community centre. There are plenty of opportunities for those who have a duty to tackle the problem to begin to make a difference, even if the underlying problems of old pipes and capacity limitations across the City loom large. Glen View need not be dry forever.