



MEMORANDUM

TO: Executive Mayor (City of Tshwane)

CC: Speaker; Chief Whip; Mayoral Committee; All Council Members

FROM: uMkhonto weSizwe Party (MKP) — Soshanguve

Date: 25th April 2025

RE: CITY OF TSHWANE SERVICE DELIVERY FAILURES AFFECTING OUR COMMUNITY

PURPOSE:

This memo seeks to bring to the attention of the Executive Mayor; all the members of the council; and City of Tshwane ("the City") officials, the critical service delivery failures to the communities of Soshanguve and other regions of the City. We further demand immediate action from the Executive Mayor, Mayco and Officials to investigate and implement solutions to restore the quality and improved service delivery in our community.

BACKGROUND:

Recent reports indicate that the community of Soshanguve have been facing difficulties and challenges regarding the delivering of services from the City. We have received numerous complaints regarding service delivery issues in Soshanguve, which among other things include:

- Neglect of maintenance of damaged streetlights and Apollo lights.
- Neglect and dereliction of duty regarding the removal of all illegal dumping.
- Neglect of fixing blocked sewage drains.
- Neglect of gravelling the untarred gravel roads in our community.
- Neglect of fixing potholes in all our main roads.
- Neglect of maintenance of our all municipal park and grass cutting of high grass in and outside our areas.
- Neglect of implementing speed calming measures such as speed humps in our streets.
- Neglect of cleaning of the V-drains and storm water drains.
- Dereliction of duty regarding thorough checks and bylaw implementation to all Ethiopians spaza-shops.
- Neglect and dereliction of duty regarding the provision of clean water, clean hygienically toilet, and electricity, in some sections of our communities.
- Neglect of maintenance and fixing of faulty prepaid meters as well as failure to provide accurate billing.
- Unfair practices in the hiring of EPWP.



We also want to know what happened to the previous IDP and budget that was issued or planned for the year 2022 to fix and maintain substations. It is now 2025 and nothing has been done here.

DISCUSSION:

We wish to remind the City of Tshwane regarding your obligations as provided and governed primarily by the Constitution of the Republic of South Africa, (1996), alongside various relevant laws, acts, and regulations, which collectively define your functions, and responsibilities — especially in relation to service delivery to residents and citizens.

We wish to remind the officials of the City that City as a creature of the Constitution, particularly sections (151) read with section (152 and 153), has obligations and duties to its residents. For ease of reference section 152 requires the City to: “*Structure and manage administration, budgeting, and planning to give priority to basic needs*”, as well as “*promote the social and economic development of the community.*”

The Local Government: *Municipal Systems Act*, read with *Municipal Structures Act*, and *Municipal Finance Management Act*, requires that the City **must** provide services equitably and sustainably to members of the local community *inter alia*, potable water supply, electricity, sanitation, waste removal, municipal roads, and local public transport. Such services must be equitable, accessible, financially and environmentally sustainable (section 73, *Municipal Systems Act*). Furthermore, the City **must** ensure that the tariffs levied on services must be transparent and detailed (section 74–78). Further to that the City is required to prepare an Integrated Development Plan (IDP) that includes service delivery goals and development priorities. Give members of the local community equitable access to municipal services.

In terms of the National Environmental Management: Waste Act, (2008) the City is responsible for waste collection, transportation, and disposal in line with environmental regulations. Furthermore, the Spatial Planning and Land Use Management Act (SPLUMA), 2013, requires of the City to adopt and implement relevant and appropriate land use schemes to ensure access to land and services through spatial planning.

IMPLICATIONS:

The City’s neglect of their obligated duties to provide services to the residents, is in direct contravention of the applicable laws as provided in the relevant prescripts, but furthermore it is in violation of the rights of the residents.

The failure to provide the basic services negatively impacts the quality of life for the citizens, the sustainability of the business, the normal operations of the schools and other community services.



DEMANDS:

As the community of Soshanguve we demand the following to be implemented and improved for better living conditions of our community and future generations to come:

- We demand damaged Streetlights and Apollo's to be fixed
- We demand removal of all illegal dumping's
- We demand fixing of all spewing sewage's
- We demand gravelling of all gravel roads in our townships
- We demand fixing of all potholes in townships and main roads
- We demand maintenance our all municipal park and grass cutting of high grass in and outside our area
- We demand fairness in hiring of EPWP not cadre deployed but transparency for other community to be given a fair chance
- We demand installation of speed humps in all residential roads
- We demand more improved POP for indigent families and Scraping of Dustbin cost which are costly
- We demand cleaning of V-drains and storm water drains
- We demand scraping off of deliberate estimated bills and faulty prepaid meter debt and introduce flat rate
- Demand installation of temporary electricity in all informal settlement and formalisation of all informal settlement
- Due high crime rate we demand 24 /7 metro police patrol and visibility
- We demand update of all Petitions and Outstanding ones
- We demand thorough check and bylaw implementation to all Ethiopians spaza-shops not targeting only black owned stores
- We demand clean water and clean hygienically toilet in all informal settlement
- We demand Installation of 2 connector bridges between Block KK and FF
- We demand Transparency in hiring from City of Tshwane post
- We demand reinstating of Tshepo-1 Million for our Youth
- We demand cleaning and hiring of permanent cleaning staff and security in our cemeteries

We demand an immediate investigation, comprehensive update on the progress of the investigation (within 14 working days), as well as a comprehensive plan to address these service delivery failure (within 60days). We also demand a permanent solution to electricity outages that affect our daily lives as residents by replacing all dilapidated cables with new ones.



Acknowledgements of receipt by City of Tshwane Executive Mayor, MAYCO and City Manager

The memorandum was received by:

.....on behalf of CITY of Tshwane on

the (Date).....Time.....at

(Venue).....

COMMUNITY REPRESENTATIVE

CITY OF TSHWANE

Signed: _____
Date: _____

Received: _____
Date: _____