COMMUNITY PETITION: REQUEST FOR URGENT MUNICIPAL INTERVENTION

FROM: RESIDENTS OF MAHUBE VALLEY EXTENSION 1, MAMELODI EAST AND GEM VALLEY

Date: 23 November 2026

TO: **The Managing Director**
City of Tshwane Metropolitan Municipality

CC: Regional Director – Region 6
Ward Councillor – Mahube Valley / Gem Valley
Relevant Municipal Departments: Water and Sanitation; Roads and Stormwater; Electricity; and Parks and Environment

RE: FORMAL COMMUNITY PETITION REGARDING ONGOING SERVICE-DELIVERY CHALLENGES AND FEELINGS OF NEGLECT IN MAHUBE VALLEY AND SURROUNDING AREAS

Dear Managing Director,

We, the undersigned residents of Mahube Valley Extension 1, Mamelodi East and Gem Valley, respectfully submit this petition to express our growing concern and frustration about the ongoing lack of adequate municipal services in our community. Residents feel neglected and overlooked, and are increasingly concerned that the conditions in our neighbourhoods are not receiving the attention they urgently require.

We recognise the responsibilities and demands placed on the Municipality. However, the difficulties outlined below have continued to affect residents' daily lives, safety, dignity and well-being. We therefore ask that this matter receive urgent attention and that clear, practical steps be taken to address it.

1. KEY SERVICE-DELIVERY CONCERNS

• **Water shortages:** Several parts of our community continue to experience unreliable or interrupted water supply. Of particular concern, residents in some areas report that they have been without a consistent water supply for more than five years. Access to clean, reliable water is essential for every household and should not remain an unresolved hardship.

• **Street lighting:** A lack of functioning streetlights in parts of the area leaves roads and public spaces poorly lit after dark. This creates fear and safety concerns for residents, pedestrians, learners and people travelling to and from work.

• **Potholes and road conditions:** Potholes and deteriorating road surfaces make travelling difficult and may damage vehicles. They also create risks for motorists, cyclists and pedestrians, particularly during poor weather and at night.

• **Overgrown grass and weeds:** Grass and weeds around streets, open spaces and public areas have become overgrown. This affects the appearance of our neighbourhood, can obstruct visibility and may contribute to unhygienic or unsafe surroundings.

2. IMPACT ON OUR COMMUNITY

• Residents are forced to make difficult arrangements to access water for drinking, cooking, cleaning and personal hygiene, placing additional pressure on families, older persons, people with disabilities and those who are already financially vulnerable.

• Poor street lighting increases residents' vulnerability and limits their sense of security when moving around the neighbourhood after sunset.

• Damaged roads affect access to homes and essential services and may cause avoidable vehicle damage or accidents.

• Neglected public spaces affect the dignity, cleanliness and overall living conditions of the community, including children and other vulnerable residents.

3. OUR REQUESTS AND EXPECTATIONS

We respectfully call on the City of Tshwane to take the following actions:

1. Urgently investigate water-supply problems across the affected areas, prioritise places that have experienced prolonged shortages, and provide reliable interim water support where required until normal supply is restored.

2. Provide residents with a clear explanation of the causes of the ongoing water challenges, together with a realistic action plan and timeframes for addressing them.

3. Inspect and repair non-functioning streetlights, and provide a schedule for resolving lighting problems throughout the affected neighbourhoods.

4. Conduct an assessment of potholes and damaged roads, prioritise dangerous sections, and communicate a programme for repairs and ongoing road maintenance.

5. Arrange the cutting and removal of overgrown grass and weeds in public spaces, verges and other municipal areas, and establish a regular maintenance schedule.

6. Improve communication with residents through the Ward Councillor, community meetings and official notices, so that the community receives timely and accurate updates about reported service-delivery issues.

7. Engage directly with community representatives and provide a written response outlining the steps the Municipality will take, the responsible departments and the expected timeframes.

4. COMMUNITY PETITION AND REQUEST FOR A FORMAL RESPONSE

This letter is accompanied by a petition signed by concerned residents who support the concerns and requests raised herein. The signatures reflect the community's collective call for fair attention, accountability and the delivery of essential municipal services.

We are residents of the City of Tshwane and deserve to live in neighbourhoods where basic services are maintained and where concerns are treated with respect and urgency. We are not seeking special treatment; we are asking for the services and safe, dignified living conditions that every community should be able to expect.

We kindly request written acknowledgement of this petition and a formal response setting out the Municipality's intended interventions and timeframes. We further ask that the matter be treated as urgent and that the relevant municipal departments work together to bring lasting improvements to our community.

We trust that you will give this petition your serious consideration and look forward to a constructive response and meaningful action.

Yours faithfully,

Residents of Mahube Valley Extension 1, Mamelodi East and Gem Valley
On behalf of the concerned community
Attached: Community petition bearing residents' signatures