



Consolidated Residents' Update

February 2012

This is a consolidated residents update, bringing together residents reports from across Harare, as presented at the Full Residents' Council of the Harare Residents' Trust (HRT) on Saturday 11 February 2012 at the Waterfalls District Community Hall. Residents of Harare, the Police, Harare Water and the local Councillor participated at this crucial meeting which coincided with the annual commemoration of the establishment of the HRT in 2008. In this update, key issues of service delivery are highlighted, and recommendations are proffered.

A. Executive summary:

The HRT has demonstrated its ability to rally most stakeholders in local government, bringing together service providers, residents and their elected representatives in a non-partisan manner. Through residents' committees which are elected by the residents of a particular community, the HRT has demonstrated a grassroots approach to problem solving. The established committees are made up of Chairpersons, Vice Chairpersons, Secretaries, Vice Secretaries, Treasurers and not more than five committee members. They exist as champions of residents' rights. By so doing, the HRT has demonstrated that it is there to ensure that residents move away from being silent victims of violations and injustice to become active agents of change in their communities. This is in line with some of the HRT strategic priorities of **'Developing the HRT to perform and maintain a Non-Partisan Approach to Development, Membership Mobilisation and Development, Lobby and Advocacy on Social Service Provision, Establishing Monitoring/Observatory Committees at Community Level in Order to Conduct Social and Public Services Audit and Developing a Responsible Citizenry.'** The HRT has managed to stay in touch with communities on the situation on the ground, a major characteristic of evidence based advocacy.

This report is a consolidation of HRT suburban structures experiences composed of key issues that emerged from the Full Residents' Council Meeting successfully hosted on Saturday 11 February 2012. The Full RC brings together all the HRT residents' committees in Harare suburbs whose chief responsibility is monitoring community service delivery and the performance of elected councillors. The Full RC is an important component of the HRT which meets annually to seriously debate on community service delivery issues, make recommendations and resolutions on how to deal with issues affecting communities. This report focuses on the status of community service delivery by key service providers for Harare; City of Harare, the Zimbabwe Electricity Supply Authority and the Police. By so doing the HRT is fulfilling its set strategic goals of building a solid base of concerned residents in Harare Metropolitan Province who are united for their welfare at community level, building the capacity of residents of Harare to lobby and advocate for quality and affordable services to their communities and creating a formidable organisation that can withstand economic, political and social challenges between 2011 and 2016. Community leaders identified service delivery challenges and shared experiences in their respective suburbs at the meeting. The meeting also provided a platform to engage service providers for a way forward in best addressing these challenges which is in line with the organizations' mission statement: **"To build capacity for productive engagement among citizens, their elected representatives and service providers as means to improve living standards in communities/ suburbs"**. This report also details key achievements, recommendations and resolutions by the HRT residents' committees on service provision, the key focus are of the HRT.

B. Key Service Delivery Issues:

1. Water supply:

- **Crowborough:** Residents in Crowborough rely on the city council water although the general feeling is that the water is not safe to drink. They believe it is unhealthy and poorly treated. This exposes them to diseases like cholera, typhoid and diarrhoea. Despite their heavy reliance on council water, water supplies are inconsistent. Consequently residents have resorted to digging shallow open wells for water supplies at household level. This poses a greater health hazard.
- **Budiriro:** Council water is hardly available and residents are forced to rely on two boreholes which service the whole community.
- **Highfield:** Residents experience erratic water supplies and the community experiences water shortages.
- **Chizhanje:** There has been an improvement in water supplies starting 2011. Before that residents went for months without water. Concerns have been raised with the local district office and council offices on the quality of water which they fear is not safe for consumption. There have been reports of diarrhoea in the community.
- **Geneva:** Council started laying new water pipes on 3 February 2012 and residents are hopeful that this initiative improves water supplies in their homes.
- **Glen Norah:** Residents get water three days every week. Some of the residents had their water disconnected. There is high risk of residents contracting water borne diseases as they resort to unsafe water sources.
- **Kugarika Kushinga:** The community has experienced water shortages since 2005 and this problem has persisted to date. Shallow wells have become a major source of water, exposing residents to disease outbreaks.
- **Tafara:** Some parts of the suburb are now receiving running water while others but there are areas that are still dry and completely lack running water.
- **Kuwadzana Extension:** The community has experienced improved supplies although residents doubt the quality of water.
- **Kuwadzana Phase 3:** Many households have resorted to using borehole water as council supplies are never constant. Residents prefer drinking from boreholes than the taps. They lack confidence in the quality of water.
- **Mufakose:** Residents have council water on a regular basis but are alarmed by the typhoid outbreak in surrounding neighbourhoods like Warren Park and Dzivarasekwa. There is a sense of insecurity that it may creep into their community should water supplies continue to deteriorate.

- **Shortson:** Water supply has improved but usage is minimal as water only comes in the wake of night when many are asleep. Residents are concerned as the water is visibly unclean and question its state for consumption.
- **Sunningdale:** Residents are satisfied with water supplies but denounced the City Treasury for estimated billing for water consumption resulting in huge bills.
- **Warren Park:** Residents have water daily but only for a few hours. This leaves residents with no option but to store water for usage until the time supplies are restored. The stored water has visible water particles.

While most Harare suburbs have experienced some improved water supplies residents remained concerned with the quality of water they drink. Residents are worried about the smelly water they have to drink. When boiled the water produces a white substance and visible greenish and brownish particles settle at the bottom of water containers, raising health concerns, which health authorities have to address. Residents remain unconvinced with the advice given by City health officials that boiling water makes it safe yet still produces substances that makes the water suspicious.

The HRT recognises that water is a right to be enjoyed by every citizen irrespective of economic and social status. The organisation urges residents to strictly monitor their water consumption through regular meter readings which they should compare with figures on their water bills. The replacement of stuck water meters should be expedited to enable the local authority to charge residents accurately than depend on estimates, which residents do not trust.

2. Refuse Collection

- **Warren Park:** Refuse is collected once weekly but there are times when it is not collected for up to three weeks forcing residents to dump refuse along 127th street, corner 123th and 22nd as well as in drainage canals.
- **Tafara:** Refuse is collected every fortnight and usually by the time the refuse collection trucks make rounds garbage heaps would have been accumulated at the shopping centre and the heaps remain uncollected for months.
- **Sunningdale, Kuwadzana phase 3 and Mufakose:** Residents complained of delayed collections.
- **Shortson, Geneva, Mabvuku and Mbare:** These areas have dumpsites. Dumpsites have been created along Chiruwa and Tapedzera roads in Mabvuku while garbage heaps are prevalent on street corners and open spaces in Mbare. Refuse is usually collected once a month yet council charges for once a week. Usahwira beer hall outlet, Blocks 14, 28 and 37 has become dumping grounds in Geneva.
- **Kugarika Kushinga:** The community experiences inconsistency in refuse collection. There is no schedule for collection and sometimes residents go for three weeks without refuse collection.
- **Crowborough:** The community has not had refuse collected since January 2011 and residents just dump garbage everywhere.

- **Highfield:** Residents do not have their refuse collected at all and refuse dumping in open spaces has become normal.
- **Budiriro 3:** Residents are blocking drainage by dumping refuse in drains.
- **Chizhanje:** Refuse is collected every Monday and this has helped in creating a cleaner environment in the area.
- **Glen Norah:** Refuse is collected only in selected places while areas like Orange place near Ruvheneko Primary School, Kudakwashe Primary School, the corner of White Way near Internal Church and the open space at the corner of Glen Norah and Specimen corner Renwick Road have been redesigned to be dumping areas because residents have nowhere else to take the garbage.

The HRT demands systematic refuse collection by the Waste Management department, sticking to released refuse collection schedules. If the local authority is unable to provide this service, residents should be provided with skip bins in the community and some open spaces should be designated for refuse dumping. This helps in maintaining a clean environment.

3. Sewerage Reticulation

- **Kugarika Kushinga and Mabvuku:** Residents have resorted to the bucket system for toilets because there is no sewer and the stands are still being developed. Residents fear for disease outbreaks. Mabvuku however has sewer and Makwavarara shopping centre has become a health hazard because there is a burst sewer that remains unrepaired. Flowing sewerage has become a common sight in Mabvuku with areas like Simudzai Primary school and Shambare Street experiencing the same. Toilets in public places are not functional and patrons are left with limited choices at times resorting to the bush.
- **Kuwadzana Extension:** Sewerage reticulation has improved but there are two houses (10894 and 10895) that need immediate attention because the pipes are continuously bursting. City council has repeatedly failed to address the problem.
- **Crowborough:** Residents have realized improvements in the sewerage reticulation system and when they have a problem they make contributions for council employees to come and fix the problem as they claim to have transport challenges. But the residents' contributions are not reflected on bills.
- **Geneva:** Council quickly responds to any issues of sewerage bursts.
- **Chizhanje:** Public toilets are not working and the V-Section has problems especially with the pipes, residents have approached Council in a bid to get new pipes but there has not been any concrete response and action.
- **Budiriro 3 and Glen Norah:** The area has a few isolated cases of burst pipes with residents seeing improvements from the 2008 era. Glen Norah however has raw sewage flowing at the corner of Ambi Road and Kudakwashe Primary school. Residents were asked to pay for the pipes when they made a report to council. In Glen Norah A', there is sewerage that flows continuously along Kunzekweguta

Way, just after Kundayi Primary School, next to Christ Church. Residents claimed this burst has been there since January and repeated reports at district office have not yielded results.

- **Highfield and Tafara:** Residents are glad that council now responds quickly when any reports are made.
- **Shortson:** Residents use septic tanks and no longer get billed for sewer. The committee in the area addressed their residents' grievances over the extra charges and successfully lobbied Harare Water to conduct an investigation which revealed that the area does not have sewerage reticulation services. This resulted in the removal of sewerage charges, a major success on their advocacy work.
- **Sunningdale and Warren Park:** Residents are satisfied with council's response so far. The few reported cases were addressed.

It is the policy of the HRT to refer to the City by-laws on sewerage and demand that all reported sewerage bursts are addressed within 48 hours. The Environment Management Committee of Council has a responsibility to recommend pro-people environmental policies.

4. Road Network

- **Warren Park and Sunningdale:** Roads are in a poor state, there are potholes all over and no work is being done to repair them. The potholes have caused untold suffering to motorists and pedestrians. Whatever interventions council has undertaken it is short-term as they cover the potholes with sand.
- **Shortson, Kuwadzana Extension, Budiro Chizhanje and Glen Norah:** The road from Uplands Business Centre needs resurfacing to make it safe for motoring public. Most commuter omnibuses avoid the area due to bad roads, making life most difficult to school going children and workers who have to walk long distances to get transport. The same situation prevails in Budiro 3, Glen Norah, Chizhanje, Mabvuku, Tafara, Highfield and Kuwadzana Extension. Kuwadzana Extension is worse because the roads are not marked and there are no streetlights.
- **Kuwadzana Phase 3:** Despite the presence of humps in Kuwadzana Phase 3, motorists, especially commuter omnibuses over speed increasing the risk to children. Residents request the police to assist children when crossing major roads in the morning and after school as well as regulate speed in the suburb.
- **Mbare and Mufakose:** Potholes are so bad that motorists are using side strips especially at the intersection of the road that comes from Magaba market going past Matapi Police Station. It has become impossible to avoid the potholes as one would just land in another. Drainage in Mufakose is a challenge because the roads become flooded making it impossible to move from C-way via Mutambu Road. This makes it very difficult to see potholes and try to avoid them.

- **Crowborough:** The community has no schools and their children. Children attend school in Mufakose yet there is no proper road for them to travel to school. Residents are concerned that people could get attacked if not proper road is constructed.
- **Geneva:** Council is resurfacing roads that need attention, this is still in progress and residents hope that the project will be completed.
- **Kugarika Kushinga:** Residents are worried that due to the rains this season, the state of roads will continue to deteriorate if they remain unattended to.

The HRT continues to engage the City of Harare on prioritising road maintenance and repairs in roads in all suburbs as they have become severely potholed.

5. **Housing:**

- **Tafara:** The houses are overpopulated with three or four families sharing a 3 roomed house.
- **Highfield:** Residents still have no ownership of homes and no action has been taken to address this situation. Information on how to obtain title deeds is not easily accessible at council offices.
- **Chizhanje:** The rent to buy option is still working despite the fact that some residents have been paying for over 25 years. Property attachment letters are being served to residents who are failing to pay the exorbitant rates.
- **Crowborough:** Rates charged by council are too high and need to be revised downwards as residents are failing to pay. Crowborough is overcrowded with some houses housing up to 25 people.
- **Glen Norah** residents are disgruntled that the District Office has had no receipt books since last year and they just stamp the house card to indicate that payment was made but not stating the amount paid, raising genuine fears of manipulation of bills by revenue officials.
- **Kugarika Kushinga:** Service rates charged in Kugarika Kushinga are too high and residents are failing to cope.
- **Geneva:** Families have extreme accommodation problems as council provides one room per family. A petition was done and sent to council but nothing has been done so far. The committee still awaits the response of the City of Harare. It would appear that someone is benefiting from this crisis in the housing department of council as all previous efforts at having a discussion with the residents have been thwarted by officials in the Housing Department.

Mabvuku: Land owners are capitalising on tenants and charging high rentals, Council on the other hand charges illegal activity fees monthly for houses where any income generating activities are undertaken without proper licensing. Houses are too close together and Council provides just one room per family.

The HRT continues to lobby the local authority to provide land for housing development projects by residents in overcrowded areas especially council owned properties.

6. Power Supplies:

- **Tafara:** Residents claimed they are still paying bills that accumulated in 2009. The power cuts have reduced because now residents can go for two days without a black out.
- **Warren Park:** Residents are subjected to long power outages from 6am to 11pm on most days and ZESA statements still indicate estimated charges which are exorbitant.
- **Sunningdale:** Residents experience three to four hours of power outages a day on average, damaging household appliances.
- **Shortson:** Power supply has improved from 2011.
- **Jourburg lines:** Residents have had no power for almost four years in some areas because the transformer blew up and ZESA has been approached on the matter but no action has been taken to date.
- **Kuwadzana Extension, Mabvuku and Mufakose:** There are erratic power supplies and some parts going for days with no electricity yet bills remain high.
- **Crowborough:** Crowborough has had no electricity since 2002 and residents have resorted to Paraffin stoves and firewood which is costly and laborious.
- **Budiriro 3, Chizhanje, Glen Norah and Geneva:** Residents are subjected to long power outages, sometimes power goes in the morning at 4am only to return around 9pm.
- **Kugarika Kushinga:** Power supplies have improved starting December 2011 but residents still complain about the high bills.
- **Highfield:** Residents have been receiving letters of demand from ZESA over debts yet usage is minimal as power cuts are the order of the day.

7. Health and environment: Drainage systems are poor in most areas which expose many residents to risk of getting malaria. Drains provide good breeding ground for mosquitoes.

- **Kugarika Kushinga:** The local Clinic staff does not treat patients with respect and the clinic has no drugs, patients are given prescriptions to buy their own medication yet pay at least US\$5 as consultation fees, just so that one gets a medical card.
- **Highfield:** The clinic has a serious staff shortage especially in the maternity section. Booking at the clinic is \$25 and additional costs are incurred especially when referred to Harare Central Hospital and these include \$50 for administration fees and \$35 for ambulance services. Those above the age of 60 and children under 5 are not given tablets simply because they are not paying. But government policy is that these are dependants who should be treated free of charge.
- **Budiriro 3 and Geneva:** There are no health centres. Residents have to travel to nearby clinics. Residents from Geneva have to go as far as Highfield satellite clinic, about five kilometres away.
- **Chizhanje:** Residents urge Council to equip their clinic with drugs, which remain scarce.

- **Glen Norah:** The maternity department is no longer performing mid-wifely roles as a way of protesting the fees that are charged for maternity. Pregnant women are referred to Harare Hospital where they are asked to pay maternity fine pegged at \$50, maternity fees \$50 if one had not registered till the day of delivery, ambulance \$30, bed \$15. The elderly and children under-five are often told that there is no medicine but are given prescriptions to buy from pharmacies because they do not pay at council clinics. If tests are done for infectious diseases, the results are always delayed and at times even lost, increasing the cost for medical attention. Wound dressings are charged for each visit and residents end up dressing themselves at home risking further infection.
- **Shortson:** There is no clinic in this area. Residents have to walk to Park Town which is six kilometres away. The space that had been allocated for a clinic was turned into residential stands and the Council needs to look into that matter to ensure Shortson has a health centre.
- **Sunningdale:** The clinic is fully functional but residents are concerned with the state of surrounding public toilets which are not being maintained in a clean state.
- **Tafara, Mabvuku, Chizhanje, Kugarika Kushinga and Caledonia Farm:** All these areas are serviced by one clinic and the staffs are failing to cope. A mobile clinic is needed in Tafara and the farm to serve people, rather than punish them with the inconvenience of walking long distances for medical attention.
- **Warren Park:** Public toilets are being used as storerooms for example at Pfukwa toilet only the women toilet is functioning but they are always locked and the keys are kept by market women. The sick are also forced to go to Warren Park One which is a long distance. Warren Park D Beer hall has no toilet water system, risking disease contraction.

The HRT shall demand that planning of all new residential areas should reserve land for the construction of health centres to avoid a situation where some suburbs have no local health centres, forcing residents to seek treatment elsewhere. In cases where such land is allocated to other activities the HRT shall engage the responsible local authority to ensure that the allocation is reversed or another convenient place is allocated for health centres.

8. Education:

- **Warren Park:** The School Development Association at Warren Park 4 Primary School has raised grade one pupil fees from \$48.00 to \$88.00 dollars.
- **Sunningdale:** Sunningdale only has two primary schools and no secondary school. Children walk to Mbare, Braeside, Hatfield and the surrounding areas for secondary education, risking children to the problems of travelling using public transport and long distances.
- **Shortson:** There are no primary or secondary schools and as in the case of the clinic, the schools designated areas have been turned into residential stands. Residents are demanding that this be reversed so that adequate service facilities are brought to their suburb.

- **Tafara:** School structures need to be renovated, teacher-parents relations have improved as there are less demands for extra lessons that cost parents more money, which they could not afford.
- **Mufakose:** Mufakose has nine schools; five secondary and have good pass rates. Mufakose 2 High School had six students with 10 Advanced Level points in 2011. Most students have gone back to government schools shunning the informal colleges that are in Mufakose due to cost and standard of education.
- **Mabvuku:** Mabvuku has one college and four primary schools but the quality of education offered leaves a lot to be desired with children continuously requiring extra lessons.
- **Kuwadzana Extension:** The only primary school in Kuwadzana Extension Primary accommodates 3 800 school pupils. An additional primary school is needed. There is no secondary school in the area. A secondary school has been under construction for four years which is too long. Building materials are disappearing from the construction site every day without any solution in sight.
- **Glen Norah:** There are eight primary schools and two Secondary schools. The parents are concerned that the teachers are asking for more than the school requires for instance in primary schools, pupils are asked to bring brooms each and every week they asked to bring a tin of cobra. They are also reports that the children are asked to come in their casual wear many times as a fundraising project by the school. Residents also complained about the extra lessons and the way they are conducted. Children are now prone to child abuse because of extra lessons are conducted at the teachers house , the parents said they prefer them conducted at school after working hours as they are better off in their uniforms.
- **Kugarika Kushinga:** Teachers complain that their remuneration needs to be improved and this is affecting pupils in schools. Residents say when teachers are striking against the government, they must not expect that parents should just sympathise with them when they also demand incentives from parents. Residents also have their own problems which teachers must appreciate.
- **Crowborough and Budiriro 3:** There are no schools at all and children from Crowborough go to nearby Mufakose and Kuwadzana schools and those from Budiriro 3 go to Glen View schools.
- **Chizhanje:** Residents have no problems with Government schools but are concerned with the erupting private colleges as they question the quality of education offered and fees charged. There are 11 Primary Schools and seven secondary schools in Geneva. Residents have seen an improvement in the education sector.

9. **Environment:**

- **Crowborough:** Crowborough is situated on lower ground, increasing the risk of flooding during heavy downpours. There are a lot of mosquitoes in the rainy season, a situation compounded by the proximity of the area to council paddocks.
- **Chizhanje:** Trees near electricity lines have been cut down.
- **Geneva, Mufakose, Shortson and Glen Norah:** Residents are worried about overgrown grass and dumping sites are everywhere.
- **Mabvuku:** Pollution from Lafarge is affecting the residents. Illegal sand digging activities are also leaving uncovered ditches which are a threat to the environment.

10. Police:

- **Shortson:** Residents have good working relations with the Waterfalls Police Station, some five kilometres away from their area. Patrols are frequent and cases of theft and house breaking are minimal.
- **Tafara:** Police have not been very cooperative when it comes to clearing public gatherings by residents. Corruption by identified police officers is left unabated. Residents feel powerless to correct the situation.
- **Warren Park:** There is no Police Station and needs on as robbery and mugging cases are on the rise.
- **Mabvuku:** Residents feel that the Police pay more attention to commuters omnibus operators than on residents' protection. Instead residents get to work late because of delays at road blocks.
- **Highfield:** Action to reports is only taken when reports are made directly to the Officer in Charge, Police are preoccupied with traffic.
- **Glen Norah:** Police allegedly follow vendors to their homes collecting their wares for sale despite having paid \$19 for Market tables to the council every month.
- **Crowborough:** There is no police station and the area is covered by Marimba and Kuwadzana. This results in some emergency reports not being attended to in time. In most cases police do not attend residents' cases. The police are corrupt as they frequently confiscate vendors' goods. Police officers drink beer in local shebeens while they are on duty. There are no patrols at night leading to rampant thefts of water meters and taps.
- **Budiriro 3:** Police are not assisting school children with crossing of Zebra crossing points.
- **Geneva, Mufakose and Chizhanje:** Police are interacting well with residents and conduct patrols around the suburbs at night.
- **Kuwadzana Phase 3 and Kuwadzana Extension:** Police conduct in Kuwadzana Phase 3 and Kuwadzana Extension has become a major concern. They shamelessly demand bribes in broad daylight and the member in charge has been notified but no action has been taken to address this. Residents have identified an albino police officer as the main culprit, who is currently stationed at Dzivarasekwa Police Station.

11. Representation by councillor:

- **Sunningdale:** The Sunningdale Councillor Musa Macheza has not been visible in his community leaving most residents ignorant of his roles and responsibilities.
- **Shortson:** Most residents do not know the councillor and he never calls for public meetings. When he is invited to meetings he does not show up.

C. What the Committees Have Done to help Residents

- Kuwadzana Extension residents committee have helped most residents in acknowledgement of debts and payment of arrears, through negotiated payment plans.
- City of Harare through the HRT intervention has been allowing residents to pay in instalments until the debt is cleared. Residents are still facing challenges with getting payment plans from ZESA.
- Tafara Committee has offered advice to residents on security of their properties and educated residents on how to respond to summons as well as referring them to HRT for payment plans action.
- The Shortson Executive Committee managed to engage the City Council on the issue of sewerage charges which were being charged although there are septic tanks in the area. This engagement was successful as the sewerage charges were terminated. The Committee also managed to engage Irvine's Day Old Chicks on the unpleasant odour that was coming from the chicken processing plant. Since the engagement that problem is now a thing of the past. Currently the Committee is engaging the City Council and the Irvine's on the state of the roads leading into Shortson.
- The Mbare Committee approached the District Officer for Mbare on allocation of car parks and recreational facilities but the District Officer did not help much on the issue as more car parks are being set up by unemployed youths in the community, hiding behind a political party.
- In Chizhanje the intervention of the Committee has seen improved water supplies and new sewer pipes. There were public meetings held to inform residents on service delivery issues.

Membership Mobilisation Strategy: The Tafara Committee embarked on a campaign to mobilise residents to become members of HRT. This has been done through flyers and also attending School Development Association (SDA) meetings that gave the HRT a platform to sell its vision to the people. While membership mobilisation became somehow difficult after the Convention disturbances of 25 June 2011 in Mbare at the hands of known Zanu PF youths, engagement and education to communities are the best tools to address the situation. In Crowborough the Committee has been doing door to door, street mobilization and selling membership cards. They need flyers and t-shirts to complement their efforts. In Chizhanje more work is still to be done to bring awareness to residents, information materials are being distributed and public meetings are being held. Jourburg Lines still has low membership as residents fear victimisation because HRT is perceived to be a political party by Zanu PF youths keen to preserve their

dominance on the community without allowing them the freedom to interact with other pressure groups with interest in the community's wellbeing. The committee is working to educate people on the organisation's activities and goals. Kuwadzana Phase 3 committee takes advantage of other meetings like cooperatives where some of the committee members are affiliated to bring more awareness of the residents' committee and their roles.

Challenges faced

- Residents do not have regular feedback meetings in Kuwadzana Extension. Residents are deeply concerned with the attitude of local councillor Resias Masunda who has not raised residents' issues through council committees or contributed much during full council meetings, held every month at Town House.
- In Kuwadzana Phase 3 membership is still small due to lack of awareness and reluctance by some residents to participate in issues that affect their day to day lives, fearing the unknown. It is time that citizens wake up and become involved in community development, irrespective of political affiliation.

Recommendations

- a) Elected councillors should become more visible in their respective communities in order to share the experiences with residents.
- b) Expressed needs and expectations of residents should be met without fail. Stakeholders at community level have to find time to share platforms with residents so that citizens' issues are address in a harmonious manner.
- c) Community development through funding of local projects such as tree planting and roads rehabilitation has to be encouraged;
- d) There should be regular engagement between the local authority and the police on issues to do with regulating the activities of vendors and commuter omnibus operators.
- e) Fundraising activities that boost programmes should take place in communities.
- f) Communities need to set up observatory committees to effectively monitor service provision and recommend better ways of addressing service delivery challenges to service providers like ZESA, the police, health institutions and the local authority. These committees, emerging from the residents' structures will simplify residents' issues into actionable points, which have the ultimate impact of influencing policy making at local, parliamentary and cabinet level.

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