



Consolidated Full Residents' Council Report

JUNE 2013

This is a consolidated Full Residents Council Report where 26 suburban structures across the Harare Metropolitan Province converged at Waterfalls District Community Hall on Friday 21 June 2013 to conduct HRT community business. The meeting concluded with an election of a new Residents Council (RC) Executive which was facilitated by the Election Resource Centre (ERC). This report will cover all the issues that were discussed, the outcome of the elections conducted and the recommendations proffered by the residents' leaders.

Executive summary:

The Harare Residents' Trust (HRT) held its fifth Full Residents' Council on Friday 21 June 2013, demonstrating once again that the residents' movement has continued to build its capacity to create a platform for residents' leadership to conduct its business on behalf of residents. 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 representatives and service providers. This is in line with one of the HRT objectives of **"monitoring and auditing the performance of service providers for quality service provision"**. The Full RC is an important structure of the HRT which meets once or twice annually to seriously debate on community service delivery issues, make recommendations and resolutions on how to deal with issues affecting communities. The HRT has exhibited its grassroots approach in confronting the problems that Harare communities face in their interaction with community service providers and local government leaders.

This report is a consolidation of HRT suburban structures experiences composed of all issues that emerged from the Full Residents' Council Meeting successfully hosted on Friday 21 2013. This year's Full RC was attended by 26 of the 36 suburban structures with three representatives from each suburb. Among the participants were members of the state security Police Internal Security Intelligence (PISI) and Central Intelligence Organisation (CIO), who indicated that they came from Waterfalls Police Station and from the media houses came Harare News, studio 7, CORAH radio and three freelance journalists.

1. **Introduction:** The Harare Residents' Trust Ms Regina Bakuri was the Director of Ceremony who welcomed all participants and introduced the suburbs present. She explained the role of the HRT, its structures and systems of dealing with service delivery issues. The HRT was founded in February 2008 by Precious and Constance Shumba, but was officially registered in 2009. Its vision is "A Free and Prosperous Citizenry" while its mission is "to build capacity for productive engagement among citizens, their elected representatives and service providers as means to improve living standards in communities."
2. **RC Executive Chairperson Presentation:** The RC Chairperson (Tafara), represented by Reverend Onismo Mushonga raised the following issues;
3. **Establishing of new committees-** The Residents Council Executive came into office in May 2011 and there were 15 suburban structures. During the same year, three additional structures were set up. The year 2012 started with 18 structures and they increased to 36 structures by the end of 2012.
4. **Citizen Action-** On the 6th of November 2012, over 200 residents across Harare converged at Town House demonstrating against huge debts that accumulated from February 2009 to December 2010 which is now yielding positive results. The City of Harare is awarding 30% discount on arrears to ratepayers and other debtors who settle their charges plus the outstanding arrears within six months from the 1 July 2013 up to 31 December 2013. The HRT held seven community forums which were used as engagement platforms between service providers and the residents.
5. **Community service delivery-** The state of public service delivery is yet to improve though we have witnessed significant positive changes in terms of raw sewage flowing in

Glen Norah, Tafara and Highfield. However, on a sad note raw sewage is still flowing in Chitungwiza. Water has become a national problem. Residential suburbs on high ground have gone for months, if not years, without water running in their homes. They are still being charged for water consumption. The areas that are most affected are Mabvuku, Kugarika Kushinga, Hatcliffe, Glen Lorne Borrowdale and other northern suburbs.

6. **Residents Council Treasury Report**-The RC Treasury Report was given by the HRT Finance and Administration Officer Mr. Happy Mukambachaza. He gave the breakdown of the contributions from the suburban structures in the RC Treasury. It was recommended that the suburban structures agree to come up with strategies on how they can fundraise for the HRT to ensure that the organisation self-sustain.
7. **Women's Desk**- the Harare Residents Trust Women's desk Facilitator reported that the organisation values the women's participation in all HRT activities and therefore would want to strengthen initiatives that will help sustain community women, socially and economically. The Women's Desk has introduced a Funeral Fund to ensure decent burials for HRT community members. This was introduced following the challenges experienced on the old funeral contributions where suburbs contributed a certain amount of money for a funeral of a member, and some suburbs took long to submit their contributions, creating inconsistencies in the help given to a deceased member.
8. **Director's Remarks**- The HRT Director explained the importance of the new Constitution to national development, particularly Chapter 4 and Chapter 14 which deal with the Bill of Rights and local government. The executive Presidency remained in the New Constitution, and this created difficulties for other arms of the State like the legislature and the Judiciary. The HRT, he said, is keen to strengthen residents' participation in their local communities, by engaging service providers and elected representatives. There is need to understand the systems in place in order to raise pertinent issues that address inequality within communities. The residents have a right to know how their funds are being used by service providers and policymakers, and how to ensure accountability in decision making. Women's rights are now entrenched in the Constitution, and the right of citizens to demonstrate against underperforming service providers is also provided. However, restrictions still exist where state security have to decide who and when an action can be undertaken. Residents should know what their Councillor owns before they come into council so that they do not speculate on wealth accumulation. The City of Harare reportedly sourced loans from Bank ABC US\$30 Million and US\$144 million from China, but the details on how these funds were sourced, and at what interest they will accumulate, have not been officially disclosed. Yet, all the money will be repaid by residents and ratepayers, who are being excluded in these essential processes. The City of Harare allegedly bought seven NAVARAS using rate payers' money. The City of Harare top executives are reportedly earning \$18 500 a month with the least of the directors allegedly earning around US\$10 000. There must be communication between the service providers and residents. The HRT Director said there are some Councillors who were suspended by the Minister of Local Government, Rural and Urban Development but

others went to apologize and they were reinstated without hearings into their matters. Minister Chombo has too much executive authority in the current Urban Councils' Act (Chapter 29:15) which has to be curtailed in the revised Act in line with the New Constitution of Zimbabwe, which now provides for Local Government. The organisation will be making its submissions to the Parliamentary Portfolio Committee on Local Government to ensure that residents' issues are addressed in the Urban Councils' Act Chapter (29:15). The HRT held clean up campaigns across Harare suburbs as a gesture of motivating communities to take full charge of their own environment. As we go to elections, residents must not elect party activists that are good with slogans but should be persuaded more by the issues that the contesting individuals stand for. This is informed by the 2008 experience where most citizens elected people they knew very little about, and only became aware of their names months after elections had been held. Residents must shun violence, but promote peaceful co-existence among people from various political parties. This time the HRT is more prepared to give its input into this public discussion on who deserves to get into office to represent the residents but the organisation will not seek to promote one candidate above the other. The citizens know what they want.

- 9. The Residents Council Elections-** In a development that pleased the residents, the Election Resource Centre (ERC) conducted the HRT Residents Council elections, in a credible and in an independent manner. The ERC team was led by Mr Jack Zaba and Mr Masimba Nyamanhindi, with the able support of Mr Moses Chikora and Fadzai Muzozviona. From the elections conducted, there were five posts, which include Chairperson, Vice Chairperson, Secretary, Vice Secretary, Treasury and four Committee members. In the elections, suburbs were being elected to hold positions, and the suburbs were to elect their two representatives to alternate attendance to RC Executive meetings, held monthly.

Below is the table showing the new RC Executive, following elections:

Position	Structures
Chairperson	Tafara
Vice Chairperson	Kuwadzana Extension
Secretary	Hatfield
Vice Secretary	Glen Norah B
Treasury	Highfield
Committee Members	Mabvuku
	Mufakose
	St Mary's, Chitungwiza
	Dzivarasekwa 2

There was a tie in the votes between Sunningdale and Kuwadzana Extension, and the Council resolved that the winner be decided by casting lots, resulting in Kuwadzana extension winning the Vice Chairperson position, taking over from Glen Norah B.

10. Key Service Delivery Issues:

- i. **Refuse Collection:** In Mufakose refuse is collected every Monday but the truck moves very fast that some residents are left with their garbage and the historical dump sites like at OK Shopping Centre, corner Nzou and Mutamba road, Samuriwo Shopping Center, Mhishi Shopping Centre and at Tendai Primary School at the main gate. For Highfield and Kuwadzana Extension, refuse is collected every Wednesday and Thursday but there are some residents who park their vehicles along the streets and the refuse trucks are unable to use those blocked roads. In Kuwadzana Extension they cleared all the dump sites along the main road in preparation for the official launch of the area clinic. Those corners with dumpsites are near the United Methodist Church and near the path that leads to the footbridge. In Kuwadzana 6 there is a dumpsite near the grinding meal, near the Fountain Blue Bar and near the crèche. In Kuwadzana 5 shops a dumpsite had been partly cleared and the other one is in First Street along the main road. In Sunningdale refuse is collected every Saturday and there is a dump site near Methodist Church. In Mbare Joburg Lines there is a dump site at corner Jack Kabasa/Maswaya and residents use the open space for car wash business. The area now smells because of the mixing of water and garbage. The residents commented in the improvement in refuse collection, only historical dumpsites are not being cleared. Residents in Avondale Kensington area complained that the refuse collectors do not collect bins with charcoal ash. In Mabvuku refuse is being collected on Monday, Tuesday, Wednesday and Thursday in different areas. There are dump sites along all the roads and at Kamunhu Shopping Centre.
- ii. **Housing:** The residents in areas like Tafara, Mabvuku, Mufakose, Dzivarasekwa, Highfield and Mbare have been paying City of Harare for more than 40 years, under the rent-to-buy schemes under a 25-year lease. However, they have not been able to secure title deeds. Some houses in Mbare have been extended with the Council's approval and yet council claims that the houses are council property. The City of Harare is reluctant to issue residents with title deeds. In Kuwadzana 6 most residents bought their stands between 1986 and 1989 but they still do not have title deeds. The City of Harare is taking advantage of this to make more money, charging residents administration charges of \$5.00 for not having title deeds. Some house numbers in Mabvuku are not clear.
- iii. **Rates and Rent:** Rates are forwarded with a balance brought forward. No subtractions of payments from previous month are indicated on most bills. The City of Harare is not conducting consistent water meter readings in areas like Mabvuku and Tafara. Residents are in darkness on how the City of Harare is billing them. The City of Harare billing system must be transparent. Water charges and other rates must be separated. The way the City of Harare is calculating their interest is not transparent. The calculation of interest after every 60 days must stop. Tenants are being overcharged because they pay rates to City of Harare and pay the same to their landlords at the same time. City council must provide a fixed amount for tenants' payments to house owners. There are some houses in Kugarika Kushinga which are not billed by City of Harare yet receive municipal services.
- iv. **Public Transport:** Public transport users are not happy especially in the Central Business District (CBD) because of congestion caused by transport operators as well as the controlling system by the Metropolitan Traffic Police and the Zimbabwe Republic Police (ZRP). Public transport users are requesting for shuttle buses from Zimbabwe United Passengers'

Company (ZUPCO) or even private players who can service the CBD routes timeously. Some of the complaints that public transport users give are that drivers do not have licenses, overloading, over speeding, and they lack good customer care. Passengers are not taken to their destination. Police and control section from the City of Harare are causing unnecessary accidents. There is need to control commuter omnibuses at Copa Cabana, Fourth street and Market Square. Also taxes must be given their rank not just to operate anywhere in the Central Business District. Chinhoyi Street is almost always blocked by parked commuter omnibuses operating from there, due to shortage of parking space at Copa Cabana rank.

- v. **Roads and Tower lights:** There are no tower lights in Msasa Park, Kuwadzana Extension, Kuwadzana Phase 3, Crowborough, Sunningdale 2 and 3 and Hatcliffe. Areas that need tower lights repairs are Tafara, Mufakose, Kuwadzana, Mbare, Cranborne and Hatfield. Most areas have potholed roads. Most suburbs have gravel roads, and this includes Kuwadzana Extension, Letombo Park, Dzivarasekwa Extension, Crowborough, Hatcliffe, Hopley Farm and all the new areas. In Avondale West, Cycad and Shelford roads are badly potholed. In Kensington are Natal, Suffolk, West, Lawson, Cheryl and Lonsdale roads are heavily potholed.
- vi. **Health Services:** At Warren Park Poly clinic patients are complaining that nurses go for tea break for almost an hour and leave no one attending to patients. Female nurses were singled out as being rude, and one male nurse was singled for as hardworking, and knows how to treat patients. At Glen View Clinic old patients do not get first priority treatment but they are told to wait in the queue. Residents in Sunningdale complained that there is only one ambulance at their clinic which is not enough to cater for patients when there is need for a transfer. Generally there should be a separate treatment room for both children and adults but they use one room. At Harare Hospital doctors are not attending to patients due to none payment of hospital fees and they are told to buy their own injections. Nurses at Kuwadzana Extension clinic go for lunch at the same time and no one will be attended to during lunch hour. Residents believe that the nurses could take turns to go for lunch and serve patients until closing time. At Harare Hospital patients who are seriously ill are allegedly not being given food by the nursing personnel. Nurses at Glen View Poly clinic are reportedly simply referring expecting mothers to Harare Hospital where they are delivering without complications, but still expected to pay for the ambulance hire. Residents are complaining that the nurses are putting them on unnecessary expenses. Nurses at all health institutions must display their name tags so that patients can tell who has served them. At Mabvuku Clinic patients are allegedly not being given adequate treatment because of reported drug shortages.
- vii. **Water and Sewage:** In Warren Park D residents receive dirty water. Residents in Kugarika Kushinga have gone for more than five years without water from the City of Harare. The sewer pipes in Kugarika Kushinga are not connected and their sewage flows to Tafara 1 high school. In Glen View they receive water twice a week. At house number 5896 and near Species College there are burst water pipes in Highfield. Some houses do not receive water in Dzivarasekwa due to low pressure. In Kambuzuma the houses near Westwood do not receive water. There is no water at Harare Hospital, most of the time. In Kuwadzana 5 there is raw sewage flowing towards the shops. Kuwadzana 2 and 3 have been without water for

three days from 24- 26 June 2013. Kuwadzana Extension went from 23 to 29 May 2013 without water and there are no boreholes in the area. Residents rely on dirty water that flows from Dzivarasekwa Presidential guard for household purposes. In Avondale West, there is a burst water pipe at Sheffield. Opposite Glen View High Two School, there is always a sewerage burst. In Glen Norah A there is always a sewage burst at Gwai Crescent and the sewage flow along Renwick Drive. In Mabvuku areas like Mubanga, Nyamaturi, Chaora, Mashingwe, Chinyika, Chizhanje, Chingwezi and Bruse receives water two days per week. Areas like Chipita, Chineka, Ngwenya, and Tokwe, Save, Dondo. In Belvedere, just after the ZESA Training School along Gances Road, there is a huge hole on a water distribution pipe that is gushing treated water, reducing the pressure of water getting to the water reservoir at Kopje. According to local residents, this pipe has been leaking huge amounts of water for over one year, and Harare Water has apparently failed to attend to this leakage. Given that people who constructing their houses on the outskirts of Belvedere has created a small pool to fetch water, and do their laundry, this increases the risk of the water flowing into the reservoirs being contaminated given the routine pipe exposure.

viii. ZESA billing system: Residents are being billed using estimates and they receive huge bills. Zimbabwe Electricity Supply Authority is asking residents to buy poles and wires so that they can be connected. The residents need communication from ZESA on the load shedding time table. There are ZESA cables lying on the ground especially along Montgomery and Wingate road in Highlands and in Pringle road in Mandara. Residents in Mabvuku have electricity most of the time unless there is a fault.

ix. Representation by elected Councillors: In Glen View 1 -7 Councillors reportedly facilitated the allocation of housing stands in planned open spaces, left by town planners for ventilation to build houses for infill houses. Residents complained their councillors failed to organise consistent feedback meetings within the communities, and mostly held party ward or district meetings, depriving residents who do not attend party meetings an opportunity to be given updates on council operations and receive and impart service delivery feedback. They want to meet the Councillors twice a month. In Dzivarasekwa 2 there are illegal colleges allegedly introduced by the local Councillor. The Councillor in Mufakose is doing well; he facilitated the repair of Mutamba, Mukonde, Muriranyenze and Muonde roads. Residents are complaining that Councillors are organizing employment for their relatives, and not residents, who pay rates and rentals to the City of Harare. The Councillors must stay in the areas they represent.

11. Consolidation of Resolutions and Way forward

- 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.
- Only credible council candidates will receive the support of residents, not opportunists in the forthcoming elections.
- The residents need metal bins since plastic bins are damaged by dogs.
- Residents said they have been renting houses from Council for more than 40 years and they have no title deeds. Therefore, they request that they be honoured with title deeds as they were on rent to buy schemes of council.

- Water charges and other rates must be separated as was in the past. This would enhance accountability and transparency in the utilisation of council revenue.
- There must be regular productive communication between service providers, policymakers and the rate payers.
- Council should correct the billing system, where services are nonexistent, residents should not be billed.
- Zimbabwe Electricity Supply Authority (ZESA) should provide residents with poles and wires repair all naked wires on the roads and cover them.
- Residents need refuse disposal awareness.
- Both ZESA and City of Harare billing systems must be transparent.
- Refuse collection must be twice a week in high density areas because of the population there.
- Water must be always available in all health facilities.
- All health facilities must have generators on standby.
- More ambulances are needed especially in high densities.
- Treatment rooms at clinics must be separated
- Doctors must respect human life.
- Nurses must feed those seriously ill.
- Stands must be serviced and water provided before they are sold to residents.

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