

ABSTRACT

The government of South Africa is faced with the challenge of delivering housing to all its citizens that live in informal settlements. The lack of housing implies that the many affected families do not have access to basic services and amenities such as water, sanitation and electricity. Some community based organisations (CBOs) have played a pivotal role in facilitating access to the important socio-economic services by the marginalised urban poor communities, especially those in informal settlements. The primary aim of this research was to investigate what has enabled Water, Amenities, Sanitation Services and Upgrading (WASSUP) as a sanitation and water based CBO to emerge and endure over a period of time. The study adopted a qualitative approach and the researcher interviewed 11 key informants. He interviewed five key informants from WASSUP, one from Diepsloot Arts and Culture Network (DACN), one representing Sticky Situations and Global Studio, one from Johannesburg Development Agency (JDA) and another one from Joburg Water. The researcher further interviewed the local ward councilor and one community development worker (CDW). Semi-structured interviews were used to collect data from the participants. The data was analysed using the Thematic Content Analysis. The study found out that WASSUP is an effective CBO that emerged in response to the sanitation challenge in Diepsloot's reception area. The CBO has managed to endure largely because of the support from the ward councilor and the other voluntary based organisations in the area as well as some government agencies. The CBO has developed both administratively and in its relationship with the different stakeholders in Diepsloot and beyond. It is hoped that the recommendations will assist in creating a supportive and an enabling environment for voluntary based organisations at local government (LG) level. This information will further contribute in formulating sustainable solutions to the many housing and the built environment challenges at LG levels.