



BLACKSASH

MAKING HUMAN RIGHTS REAL

Monitoring Questionnaire Delivery Basic Services

Province	
Date	
Name of Monitor	
Organisation of Monitor	

1. PROFILE

Where do you live?	Area name: _____
	Ward: _____
	Town: _____
	Suburb: _____
What type of house do you live in? informal dwelling traditional dwelling backyard dwelling	RDP/government house rented house apartment block; private dwelling
How long have you been staying in this house? < 1 year 1 – 3 year 3 – 5 years > 5 years	
How many people live in your house? _____	
ADULTS (18 – 60 years) <input type="text"/>	ADULTS (older than 60) <input type="text"/> CHILDREN (under 18years) <input type="text"/>

2. WATER

Do you have access to water?				
YES , in my house,				
YES, in my yard,		NO, because water was cut off due to bill		
YES, within 200m standpipe,		NO, because water is on a drip		
YES more than 200 m away from home,		NO, because there are no pipes		
YES river/well (distance),		NO, because there are pipes but no water		
YES by way of water-trucks.		NO, because of no money for pay as you go		
If YES, is the water drinkable?				
What quantity (amount) of water received?				
Do you know the cost of your last municipal bill?				
< R100	R100 – R200	R200 – R500	R500 – R1000	> R1000

3. ELECTRICITY

Do you have access to electricity?				
YES , for cooking,		NO, because it was cut off due to bill		
YES, for lighting,		NO, because there are no wires (infrastructure)		
YES, for cooking and lighting,		NO, because of no money for pay as you go		
YES for cooking, lighting & other,				
How do you access your electricity?				
Installed in the home by municipality and billed by municipality monthly				
Installed by municipality and pay as you go				
Installed by community member				
Have you ever had to pay more for electricity than on your bill ?				
YES		NO		
If YES, where? _____				
If YES by how much were you overcharged? _____				
Approximately how much do you spend on electricity per month?				
< R100	R100 – R200	R200 – R500	R500 – R1000	> R1000

4. SANITATION

Do you have access to toilets?				
YES , in the yard,			NO	
YES, in my house,			If NO, what do you use?	
YES, less than 200m away ,			_____	
YES , more than 200m away				
If YES, what type of toilet is it?				
Flush		Pit		Bucket
How often does the municipality remove or replace the buckets?				
never	every day	every week		every month
If EVERY MONTH, how many times in the month?				
1 time	2 – 5 times	6 – 10 times		More than 10 times
How many people use the toilet?				
< 5	5 – 10	10 – 20	20 – 30	> 30
Do you have to pay to access the toilet?				
YES, it is a privately owned toilet			NO	
YES, it is a community toilet				

5. REFUSE COLLECTION

Does the municipality/agency collect your refuse?		
YES , at my house,	NO	
YES, at a communal point < 50 m from the house,	If NO, where do you dispose of your refuse:	
YES, at a communal point 50 – 100m away from the house,	_____	
YES , at a communal point 100 – 200m away from the house	_____	
YES, > 200m away from the house		
Is the refuse contained in a closed container?	YES	NO
How often does the municipality remove your refuse?		
never	every day	every week
		every month
If EVERY MONTH, how many times in the month?		
1 time	2 – 5 times	6 – 10 times
		More than 10 times
How many houses use the communal refuse point?		
< 4	4 – 10	10 – 20
		> 20
Is there currently a problem with flooding/standing water, stormwater drainage in your area?	YES	NO
If YES, How long as this problem existed?		