



# Consolidated Supplementary Pre-Budget Meetings- Monitoring and Evaluation Report

**Date:** 20 June 2019

- 1. Introduction:** The Harare Residents' Trust (HRT) annually monitors the conduct of pre-budget meetings within communities. These Supplementary pre-budget meetings are conducted by the City of Harare in line with the Ministerial Guidelines outlined in the Local Government Circular 3 of 2012 which gives guidelines on how to produce a city budget, designed by the Ministry of Local Government, Public Works and National Housing. The Urban Councils Act (Chapter 29.15) compels local authorities to conduct pre-budget consultation meetings. Harare has 46 council wards and each of the councillors is supposed to hold one pre-budget consultative meeting ahead of the adoption of the 2019 City of Harare budget.

It is the City's intention to review tariffs of the 2019 City Budget by use of a supplementary budget. The City of Harare argues that the 2019 budget was crafted using the parity ratio of 1:1 with the RTGS and the US dollar. The Monetary Policy- SI 2019-032 - Exchange Control (Amendment) Regulations, 2019 (No. 6)- Implementation of Monetary Policy Statement of 20 February 2019 repealed the 1:1 ratio of the US dollar to Bond (Zimbabwean Currency). This statutory instrument was gazetted in a Government Gazette Extraordinary on 22nd February 2019 making that date its date of commencement. This pronouncement therefore presented a dilemma to the City Council with regard to delivery of services. Most suppliers now require payments in US dollars which is a stable currency vis-a-vis a situation whereby ratepayers are paying using RTGS.

- 2. Executive Summary:** There were 46 supplementary pre-budget consultative meetings scheduled from 01 June – 08 June 2019. The HRT managed to attend the meetings shown on the table below with the following statistics:

	Harare Wards	Percentage Attendance
<b>Meetings Attended</b>	38	0.83
<b>Meetings Combined</b>	2	0.04
<b>Meetings not attended</b>	6	0.13
<b>Total Number of Meetings</b>	46	1.00

Some of the key issues raised by residents are;

- water, road maintenance,
- refuse collection, drainage system,
- primary and secondary schools,
- Streets lighting- tower lights,
- road humps and,
- boreholes
- Increase in staff compliment at polyclinics,
- Additional health facilities and libraries.

Of particular concern was the poor attendance at most of these meetings. Only 1 ward – (Ward 1 – Harare South) breached the 100 residents mark in attendance. Ironically, Ward 1 is still a squatter settlement with no meaningful development programmes in terms of water and sanitation from the City of Harare.

**2.1.** Most of the meetings were chaired by the local Councillors which is a positive for City of Harare and a departure from the past where council officials chaired. The HRT expects the Councillors to play their oversight role thereby ensuring that the desires and aspirations of the electorate are raised at these crucial meetings. Emphasis by council officials was on the amounts of money owed to creditors and debtors and how the depreciation of the Bond/RTGS has negatively impacted on their operations. Though some shared the performance of the last quarter, residents bemoaned Councils' inability to link reality to abstract. It appeared as Council is unable to explore other alternatives of fundraising as at every turn they tend to entirely depend on overburdened ratepayers for bailout.

**2.2.** Council is letting Churches operate without paying adequate licence fees. The HRT recognises that Churches contribute so much to the curtailing of social ills and is not against religion but they must pay fairly for services rendered to them. Some of the churches are being allocated on land that is designated for parks and recreational areas.

**2.3.** Council loses a lot of revenue as it is failing to properly regulate bus termini with mushikashika playing havoc on peoples' lives when they run away from municipal police. People are getting killed in the process. On top of that there is no responsibility whatsoever when such tragedies occur.

**2.4.** Revenues from the City's business sub-units like City Park never find their way wholly into council coffers. It is this lack of accountability that raises a lot of questions when the City talk about tariff review when there is so much inconsistencies on financial reporting. Residents questioned the contributions these business units are making to the budget. The other hot issue was how much central government was also contributing. The City is a public entity yet they are very conservative about how they disseminate public information.

**2.5.** Total attendances at the meetings shown by sex aggregated data was as follows; 793 women and 1 115 men as illustrated below:

**2.5.1. The meetings held are as follows:**

Dates	Council Officials	Wards	Venues	Attendances		Total Attendance
				Female	Male	
01 June 2019	8	11	Gym Hall Netball Complex	30	22	52
		4	Mai Musodzi Hall			Postponed
	5	22	Hatfield Community Hall	9	30	39
	6	1	Hopley/ Southlea Park- Harare South	72	97	169
	11	17	Mt Pleasant Community Hall	5	17	22
		36	Mufakose- Full Day Centre - OK			Not attended
		13	Rugare Primary School – Lochnvar, Rugare			Postponed
	6	2	Arcadia Creche- Arcadia, Breaside	10	9	19
	10	16	RB Z Sports Club- Mabelreign	12	15	27
		15	Magamba Hall- Warren Park			Postponed
	8	42	Hatcliffe Community Hall	13	22	35
	7	19	Area D Community Hall	65	80	145
	8	20	Mabvuku- Tafara Hall	10	26	36
			Dzivarasekwa- Dzivarasekwa Community Centre 2			Not allocated

	7	6	Harare CBD- Town House	4	8	12
	5	5	Belvedere- City Sport Centre	5	13	18
<b>04 June 2019</b>	5	8	Highlands- Highlands District Office	9	16	25
<b>05 June 2019</b>	5	9	Greendale- Greendale Sports Club	10	14	24
<b>07 June 2019</b>	10	44	Kuwadzana Extension- Kuwadzana 8 Primary School	40	64	104
	9	34	Mufakose- Area A Community Hall	101	150	251
	8	10	Sunningdale- Sunningdale Community Hall	8	15	23
	7	14	Kambuzuma- Kambuzuma Section 2	68	78	146
	6	25	Highfield- Zim Hall (Machipisa)	27	25	52
<b>08 June 2019</b>	12	38	Kuwadzana- Kuwadzana Full Day Centre	38	48	86
	8	26	Highfields- Zororo Centre	35	30	65
		29	Glen Norah- Speciman Hall	Not Covered		
		31	Glen View- New Glen View Community Hall	Not Covered		
		35	Mufakose- Rutendo Hall	Not Covered		
		37	Kuwadzana-Kuwadzana 2 Community Hall	Not Covered		
	9	39	Dzivaresekwa- Dzivaresekwa Community Centre 3	17	11	28

		7	Avondale- Macdonald Swimming Pool	Not covered		
	10	41	Marlborough- Marlborough District Office	14	33	47
		18	Borrowdale- Borrowdale District Office	Not Covered		
		21	Mabvuku- Mabvuku Hall	Not Covered		
		46	Harare East- Old Tafara Community Hall	Not Covered		
	8	45	Dzivaresekwa- Dzivaresekwa Centre 1 Community Hall	10	27	37
	9	32	Glen View- Sophie Hall	29	41	70
		3	Mbare- Mai Musodzi Hall			
	9	12	Mbare- Stodart Hall	28	44	72
	12	27	Glen Norah- Glen Norah Community Hall	35	45	80
		28	Glen Norah- Chembira Hall	Not Covered		
		30	Glen View- New Glen View Hall	Not Covered		
		33	Budiriro- Budiriro Community Hall	Not Covered		
	11	15	Warren Park – Magamba Hall	71	93	164
	6	4	Mai Musodzi Hall	18	42	60
			<b>Totals</b>	<b>793</b>	<b>1115</b>	<b>1908</b>

## 2.5.2. Resident's Needs which have to be addressed by the City of Harare

2.5.2.1. The main priority of residents in Harare is provision of adequate water; the council should consider the refurbishment of the water distribution network- Pipe replacements.

2.5.2.2. All roads in the Capital City need attention- pothole filling and resurfacing as they are now in a very deplorable state.

2.5.2.3. The drainage system in the CBD and all communities must be cleared to avoid flooding and loss of lives.

**2.5.2.4.** The Harare City Council must improve in its communications so that residents know in advance when the budget pre-meetings are going to be held by way of notes on resident's monthly bill statements.

**2.5.2.5.** To finish the project of installing computers to have online payments of bills.

**2.5.2.6.** To legalise stands and houses built illegally under the watch of the City of Harare.

**2.5.2.7.** To buy 20 refuse compactors.

**2.5.2.8.** To build holding bays in order to decongest the CBD.

**2.5.2.9.** To settle outstanding salaries.

**2.5.2.10.** Installation of conventional water meters to replace the dysfunctional ones.

**2.5.2.11.** Improve sewage reticulation

**2.5.2.12.** Installation of more traffic lights

**2.5.2.13.** Repaired the National Sports Stadium terminus and construct a public toilet

**2.5.2.14.** To build a new ground- stadium- bigger than the National Sports Stadium at High Glen Road

**2.5.2.15.** Plans to build a primary school in ward 45 at Fountain Blue.

**3.** Harare City Officials said all projects not finished in 2018 will automatically be priorities for 2019. Ongoing projects that Harare City Council is implementing;

**3.1.** Underground Pipe replacement

**3.2.** Refurbishment of Morton Jaffray which is at 70%

**3.3.** Road rehabilitation

**3.4.** Twenty-five percent retention fund disbursements to District Offices

**3.5.** Buying 20 more refuse compactors

**3.6.** Build two more holding bays like Coventry Bay in user friendly locations.

**3.7.** Wide Area Network

**3.8.** Home industries

**3.9.** Council is going to build a sports stadium just after High Glen round about because all stadiums are now old.

#### **4. Detailed Updates on Pre-Budget Meetings**

**4.1.1. Ward 11 – Mbare – Gym Hall Netball Complex**

**4.1.2. Resident's key issues and priorities:**

**4.1.2.1.** Water provision

**4.1.2.2.** More boreholes to be drilled

**4.1.2.3.** Reduction on City of Harare bill

**4.1.2.4.** Refuse collection to improve

4.1.2.5. Demolition of Sunshine Bazaar

**4.2. Ward 4 – Mbare- Mai Musodzi Hall**

4.2.1. Postponed to 08 June 2019

**4.3. Ward 22 – Hatfield- Hatfield Community Hall**

**4.3.1. Resident’s key issues and priorities:**

4.3.1.1. Provision of clean water

4.3.1.2. Street lighting

4.3.1.3. Road rehabilitation

4.3.1.4. Construction of a community hall- recreational facilities

4.3.1.5. Consistent refuse collection

4.3.1.6. Reduce salary bill

4.3.1.7. Review lease agreements

4.3.1.8. Improve financial information collation

4.3.2. **Conduct of meeting:** The meeting was very interactive as they understood the objective of the meeting. Residents said Council had not been transparent with the little revenue they collected. Therefore, it will be folly to think that they will improve given more money citing no tangible development that the council has done is evident in most areas.

**4.4. Ward 1– Harare South – Hopley/ Southlea Park**

**4.4.1. Resident’s key issues and priorities:**

4.4.1.1. Availability of water seven days a week

4.4.1.2. Street lighting – tower lights

4.4.1.3. Consistent refuse collection

4.4.1.4. No medicines in clinics

4.4.2. **Conduct of meeting:** The meeting was a success as many residents attended though it is one of the settlements that were created by politics.

**4.5. Ward 17 – Mt Pleasant – Mt Pleasant Community Hall**

**4.5.1. Resident’s key issues and priorities:**

4.5.1.1. Street lighting

4.5.1.2. Vegetable market

4.5.1.3. Construction of a clinic

**4.5.1.4.** Construction of a public toilet at the shopping centre

**4.5.1.5.** Refurbishment of the community swimming pool

**4.5.1.6.** Reduction of rates

**4.5.2. Conduct of meeting:** The officials just read through the rates and comparing it to the US dollar without really unpacking the budget for the benefit of ratepayers.

#### **4.6. Ward 13 – Lochnvar, Rugare – Rugare Primary School**

**4.6.1.** Postponed to Friday 07 June 2019

#### **4.7. Ward 2 – Arcadia - Arcadia Full Day Centre**

**4.7.1. Resident’s key issues and priorities:**

**4.7.1.1.** Flea market at TM Arcadia shops

**4.7.1.2.** Illegal dumping sites

**4.7.1.3.** Cleaning of clinics

**4.7.1.4.** Street lights

**4.7.1.5.** Renovation of public toilets at the shops

**4.7.2. Conduct of meeting:** The meeting was participatory. People were allowed to vent their frustrations though the meeting was poorly attended.

#### **4.8. Ward 6 – Harare CBD - Town House**

**4.8.1. Resident’s key issues and priorities:**

**4.8.1.1.** Leaning of storm water drains

**4.8.1.2.** Find alternative sources to increase revenue collections

**4.8.1.3.** Improve information dissemination

**4.8.1.4.** Water provision

**4.8.2. Council Priorities for 2019**

- Council said they are prioritising ICT’s and its connectivity so that information is readily available to consumers.

**4.8.3. Conduct of meeting:** Residents complained why the City always seeks their input when they seem to be faced with challenges. Residents firmly believe that the City engages them in bad faith.

#### **4.9. Ward 16 – Mabelreign – RBZ Sports Club**

**4.9.1. Resident’s key issues and priorities:**

- Reduce salaries



- Attend to blocked sewer pipes
- Supply water to Letombo
- Consistent refuse collection

**4.9.2. Conduct of meeting:** The venue indicated by the City was not the one the meeting was eventually held in. Residents spend a lot of time enquiring on where the meeting is being held.

#### **4.10. Ward 15 – Warren Park – Magamba Hall**

**4.10.1.** Meeting was postponed to Wednesday 05 June 2019 because the City had put provisional dates without liaising with the residents.

#### **4.11. Ward 42 – Hatcliff – Hatcliff Community Hall**

##### **4.11.1. Resident’s key issues and priorities:**

- 4.11.1.1.** Proper management of resources
- 4.11.1.2.** Water provision
- 4.11.1.3.** Boreholes
- 4.11.1.4.** Road Maintenance
- 4.11.1.5.** Refuse collection

**4.11.2. Conduct of meeting:** Residents complained bitterly as they were moved from the initial scheduled venue to another. Venue changes on very short notice have become the City’s speciality.

#### **4.12. Ward 19 – Mabvuku – Area D Community Hall**

##### **4.12.1. Resident’s key issues and priorities:**

- 4.12.1.1.** Water provision
- 4.12.1.2.** Boreholes
- 4.12.1.3.** Road Maintenance
- 4.12.1.4.** Refuse collection

**4.12.2. Conduct of meeting:** Residents complained bitterly that council was not taking the residents’ concerns seriously. Mabvuku has been without water for years.

#### **4.13. Ward 20 – Mabvuku – Tafara Hall**

##### **4.13.1. Resident’s key issues and priorities:**

- 4.13.1.1.** Water supply
- 4.13.1.2.** Road Maintenance

**4.13.1.3.** Boreholes

**4.13.2. Conduct of meeting:** Residents questioned Council why it was neglecting them in terms of supply of water.

**4.14. Ward 43 – Budiro – Budiro 5 OK Shopping Centre**

**4.14.1. Resident’s key issues and priorities:**

- Provision of water- Budiro residents wake up during the night to fetch water that comes out their taps around midnight subjecting them to risk of muggings and rape.

**4.15. Ward 40 – Dzivarasekwa – Dzivarasekwa Community Hall**

**4.15.1. Resident’s key issues and priorities:**

**4.15.1.1.** Consistent water supply

**4.15.1.2.** Reduction of rates

**4.15.1.3.** Recreational facilities

**4.15.1.4.** Road speed humps

**4.16. Ward 5 – Belvedere – City Sport Centre Board Room**

**4.16.1. Resident’s key issues and priorities:**

**4.16.1.1.** Reduction of rates

**4.16.1.2.** Construction of a youth centre

**4.16.1.3.** Road humps

**4.16.2. Conduct of meeting:** Residents were not informed of the meeting and that contributed to the low turnout.

**4.17. Ward 38 – Kuwadzana – Kuwadzana 6 full day Centre (creche)**

**4.17.1. Resident’s key issues and priorities:**

**4.17.1.1.** Water provision

**4.17.1.2.** Street Lighting- Tower lights at Kuwadzana 5 Primary School

**4.17.1.3.** Refuse collection to improve

**4.17.1.4.** Reduce top management salaries

**4.17.1.5.** Ablution facilities at Kuwadzana 5 Shops

**4.17.1.6.** City to collect rentals from leased Rufaro Marketing properties

**4.17.2. Conduct of meeting:** Participation by residents was fair.

**4.18. Ward 45 – Kuwadzana – Kuwadzana 6 full day Centre (creche)**

**4.18.1. Resident’s key issues and priorities:**

**4.18.1.1.** Water - Kuwadzana Phase 3 is still having water challenges

**4.18.1.2.** Roads – need resurfacing

**4.18.1.3.** Refuse was not being collected - only one truck available in the whole community that is why residents go for weeks without their refuse being collected.

**4.18.1.4.** Council should reopen council bars and building which they are leasing to individuals and private companies to get revenue. Council should also be making money from the strategic business units like City Park, Easy Park and Harare Quarry.

**4.18.2. Conduct of meeting:** The meeting was participatory. Residents rejected the idea of a tariff review.

**4.19. Ward 45 – Dzivarasekwa - Dzivarasekwa 1 Community Hall**

**4.19.1. Resident’s key issues and priorities:**

**4.19.1.1.** Improvement in water supply

**4.19.1.2.** Roads maintenance and rehabilitation

**4.19.1.3.** Refuse management- refuse collection is inconsistent and there is proper waste disposal- currently only 1 vehicle with constant breakdowns is servicing the area. Skip bins must be carried and offloaded often so that disease outbreaks like cholera and typhoid are minimised.

**4.19.1.4.** Markets places are inadequate since most residents have gone informal.

**4.19.1.5.** Streets lighting to be improved

**4.19.1.6.** Public toilets are not functional

**4.19.1.7.** Residents now want pre-paid water metres

**4.19.1.8.** Residents want the City to resuscitate the beef cattle project so the Council is self-sustaining.

**4.19.2. Conduct of meeting:** The meeting ended up as a service delivery update meeting as residents complained about the City’s lack of capacity to deliver services to them.

**4.20. Ward 44 – Kuwadzana Extension- Kuwadzana 8 Primary School**

**4.20.1. Resident’s key issues and priorities:**

**4.20.1.1.** Provision of clean water

**4.20.1.2.** Street lighting

**4.20.1.3.** Road rehabilitation

**4.20.1.4.** Construction of a community hall- recreational facilities

**4.20.1.5.** Consistent refuse collection

**4.20.1.6.** Reduce salary bill

**4.20.1.7.** Review lease agreements

**4.20.1.8.** Improve financial information collation

**4.20.2. Conduct of meeting:** The meeting was very interactive as they understood the objective of the meeting. Residents said Council has not been transparent with the little revenue they collected. There is no tangible development that the council has done.

**4.21. Ward 34– Mufakose – Area A Community Hall**

**4.21.1. Resident’s key issues and priorities:**

**4.21.1.1.** Availability of water 7 days a week

**4.21.1.2.** Street lighting – tower lights

**4.21.1.3.** Consistent refuse collection

**4.21.1.4.** No medicines in clinics

**4.21.2. Conduct of meeting:** The meeting was a success. Many residents attended. This is one settlement that does not receive services from the City of Harare.

**4.22. Ward 10 – Sunningdale – Sunningdale Community Hall**

**4.22.1. Resident’s key issues and priorities:**

**4.22.1.1.** Follow up on the 5% allocation from the National Treasury

**4.22.1.2.** Reduction of top officials salaries and benefits

**4.22.1.3.** Resuscitate Rufaro Marketing

**4.22.1.4.** Renovate and upgrade community halls and recreational parks so that they will be up to standard and give revenue to the city

**4.22.1.5.** Stop the privatising of the business units like City Park

**4.22.2. Conduct of meeting:** City of Harare claims that the Harare's 2019 budget has been eroded by inflation resulting in the City failing to meet its obligations. Residents questioned whether the City now wants to charge rates in US dollars? Residents noted that the move will further burden the residents yet the City knows the root cause of the problem. Though the meeting was poorly attended, the few who attended contributed meaningfully.

**4.23. Ward 14 – Kambuzuma – Kambuzuma Section 2**

**4.23.1. Resident’s key issues and priorities:**

**4.23.1.1.** Kambuzuma 2 does not have water for the past eight years

- 4.23.1.2. Stop staff transfers- residents are tired of reporting the same faults to new staff all the time
- 4.23.1.3. Refuse is being collected but dumpsites are not being cleared
- 4.23.1.4. Remove sewerage charges on bills- residents have septic tanks
- 4.23.1.5. Resuscitate council beerhalls which are lying idle
- 4.23.1.6. Shut down private shebeens, unregistered night clubs and bottle stores
- 4.23.1.7. Maximise parking fees collections even in communities not in the CBD only
- 4.23.1.8. Collect appropriate fees- A farmer pays \$6 for a stand but sale a box of tomatoes for \$20
- 4.23.1.9. Collect Billboards fees
- 4.23.1.10. Council leases a property in CBD for \$2000 and the business man subdivides it into 20 shops further leasing each for \$800.00 per unit giving a total of \$16 000.00 and a profit of \$14 000 a day
- 4.23.1.11. Institute a committee to oversee water
- 4.23.1.12. Initially Kambuzuma was connected to Warren water line, residents wants the council to reconnect them there because their water problems started when they were removed from Warren Park line to Westwood

**4.23.2. Conduct of meeting:** The officials explained to residents how the budget works and why there is a budget shortfall. The residents agreed that even in their households, the shortfalls are there but they do not go to their lodgers to demand a raise, instead they find other sources to finance their shortfalls. The problems affecting Zimbabwe of foreign currency rates is also affecting the residents.

#### **4.24. Ward 25 – Highfield – Zim Hall (Machipisa)**

##### **4.24.1. Resident’s key issues and priorities:**

- 4.24.1.1. Recreational facilities like the swimming pool
- 4.24.1.2. Licencing all council properties,
- 4.24.1.3. To train City of Harare workers on Public Relations
- 4.24.1.4. Residents want prepaid water meters
- 4.24.1.5. Road maintenance- Councillor promised that 2 to 3 roads will be done soon
- 4.24.1.6. Maintenance of Gwanzura stadium is in line
- 4.24.1.7. Council to timeously attend to water and sewer bursts

**4.24.2. Conduct of meeting:** The state of Harare City financial position was highlighted citing the sharp increase in inflation rendering the bond currency useless. The intention was to review tariffs so that the city can deliver on its mandate. City officials called for ideas to help the City raise revenue. Residents were urged to pay any amount they might have for rates.

#### **4.25. Ward 41 – Marlborough – Marlborough District Office**

##### **4.25.1. Resident’s key issues and priorities:**

**4.25.1.1.** Reduce the debtors balance to free up funds locked up

**4.25.1.2.** Tax commercial activities

**4.25.1.3.** Cut salary costs- why employ when the coffers are dry

**4.25.1.4.** Westgate mall is just lying idle- no occupants there

**4.25.2. Conduct of meeting:** The meeting was very participatory though residents were angry about the tariff hike. They argued that the tariff hike was not going to guarantee them an improvement in service delivery. Council was not being proactive in their efforts to try and raise revenue.

#### **4.26. Ward 32 – Glen View – Sophie Hall**

##### **4.26.1. Resident’s key issues and priorities:**

**4.26.1.1.** Residents demanding minutes from the previous meeting

**4.26.1.2.** Find alternative sources to increase revenue collections

**4.26.1.3.** Improve information dissemination

**4.26.1.4.** Water provision

**4.26.2. Conduct of the meeting:** Residents demanded minutes of the previous minutes which were unavailable. Council was berated for trivialising such important aspects of accountability. Harare city council officials tried to force residents to listen to their agenda but residents objected to have a supplementary budget meeting citing that the first budget was not approved by the Minister of Local Government in terms of Public Finance Management Act (PFMA) 22:19 Section 47. So residents called for the meeting to wait until they are able to provide the real approved budget or they should re-consult residents again before asking for a supplementary budget.

**4.26.3. Conduct of meeting:** Residents complained why the City always seeks their input when they seem to be faced with challenges. Residents firmly believe that the City engages them in bad faith.

#### **4.27. Ward 3 – Mbare – Mai Musodzi Hall**

##### **4.27.1. Resident’s key issues and priorities:**

**4.27.1.1.** Reduce salaries

**4.27.1.2.** Attend to blocked sewer pipes

**4.27.1.3.** Supply water to Letombo

**4.27.1.4.** Consistent refuse collection

**4.27.2. Conduct of meeting:** The venue indicated by the City was not the one the meeting was eventually held in. Residents spend a lot of time enquiring on where the meeting was being held.

#### **4.28. Ward 27 – Glen Norah – Glen Norah Community Hall**

##### **4.28.1. Resident’s key issues and priorities:**

**4.28.1.1.** Proper management of resources

**4.28.1.2.** The City must prioritise water provision- by sinking additional boreholes

**4.28.1.3.** Road Maintenance

**4.28.1.4.** Refuse collection is inconsistent and must improve

**4.28.1.5.** Mushrooming of unlicensed car parking are prejudicing Council a lot of revenue

**4.28.1.6.** The chaotic billing system is also making council lose revenue as it becomes difficult to account.

**4.28.1.7.** Residents do not want to see haulage trucks in residential areas

**4.28.2. Conduct of meeting:** Residents were encouraged to desist from urban cultivation as the practice was exacerbating the pollution of the dams that supply Harare water. The fertilizers used are contributing to the growth of water weeds that choke the water sources.

#### **4.29. Ward 26 – Highfield – Zororo Centre**

##### **4.29.1. Resident’s key issues and priorities:**

**4.29.1.1.** Water provision

**4.29.1.2.** Drilling of more boreholes

**4.29.1.3.** Road Maintenance

**4.29.1.4.** Refuse collection

**4.29.2. Conduct of meeting:** Councillor Nyapokoto did not attend the meeting, an apology was given. He was represented by Councillor Matafi of Glen Norah Ward 29. Residents focused more on service delivery problems rather than the budget proposals. People also requested photocopies of the budget presentations. Council was advised to find revenue elsewhere rather than burdening rate payers. Other residents said Council was simply wasting their time as it was simply fulfilling a mandatory obligation. Therefore it is better for council to present what it already has planned so that it becomes a starting point rather than consulting residents without considering their views.

#### **4.30. Ward 15 – Warren Park – Magamba Hall**

##### **4.30.1. Resident’s key issues and priorities:**

- 4.30.1.1.** Zebra crossing- at 4th Street main road since the markings have long been erased
  - 4.30.1.2.** Road Maintenance- Finish works that they initiate before moving on- 2nd Street road(Council employees left a very deep pty open dangerous to playing children)
  - 4.30.1.3.** Prohibit haulage trucks from entering the residential areas- they are blocking other road users and damage the roads as well
  - 4.30.1.4.** Drilling of more boreholes- to ensure adequate supply of water, Councillor must assist by soliciting for donors to drill more boreholes.
  - 4.30.1.5.** To connect Warren Park to the main water pipeline from Morton Jaffray Water works.
  - 4.30.1.6.** To add more skip bins and clear dumpsites
  - 4.30.1.7.** Council must fully utilise its properties around the communities in order to raise revenue.
  - 4.30.1.8.** Council properties like beer halls which are idle must be resuscitated. A lot of revenue is being lost.
  - 4.30.1.9.** The council has allocated land to a number of churches which are not paying any leases to Council, again prejudicing the residents.
- 4.30.2. Conduct of meeting:** Residents requested that they bring evidence of works that they claim to have undertaken. Council said Warren Park was behind because there was no works yard in the community, but now the District Officer has put one in place. Faults reported at Warren Park can be attended to immediately. Apart from the issues of fuel shortages and rationing there is a truck for Warren Park repairs personnel stationed at the office. A fault recording officer has been employed and is stationed at Warren Park offices.

#### **4.31. Ward 09 – Greendale – Greendale Sport Bar**

##### **4.31.1. Resident’s key issues and priorities:**

- 4.31.1.1.** Council must ensure that businesses operating in Greendale are properly licensed
- 4.31.1.2.** Council must speed up the process of formalising the informal sector as a lot revenue was being lost.
- 4.31.1.3.** Residents requested budget presentation handouts because so that they are able to follow the figures.
- 4.31.1.4.** Council urged to stop recruiting as they are unable to pay. Council employees are owed 5 months’ salary arrears.
- 4.31.1.5.** Council should desist from using 5 star hotels for their workshop given that they don’t have the resources.



**4.31.2. Conduct of meeting:** The meeting started with feedback updates. The District Office assured residents that she will respond to the service delivery needs of the Greendale residents by organising refuse trucks for refuse collection. Council officials failed to satisfactorily answer some questions citing policy issues. On recruitment Council said they have just filled the gaps created by dismissals and retiring employees.

**4.32. Ward 40 – Dzivarasekwa – Dzivarasekwa Community Hall**

**4.32.1. Resident’s key issues and priorities:**

**4.32.1.1.** Consistent water supply

**4.32.1.2.** Reduction of rates

**4.32.1.3.** Recreational facilities

**4.32.1.4.** Road speed humps

**4.33. Ward 5 – Belvedere – City Sport Centre Board Room**

**4.33.1. Resident’s key issues and priorities:**

**4.33.1.1.** Reduction of rates

**4.33.1.2.** Construction of a youth centre

**4.33.1.3.** Road humps

**4.33.2. Conduct of meeting:** Residents were not informed of the meeting and that contributed to the low turn out.

**5. HRT Observations:**

5.1. Poor attendances were the order of the day. The issue of poor communication was raised in most wards.

5.2. Residents are boycotting the meetings as they feel nothing from the previous meetings has been included in the City budgets.

5.3. The HRT observed that the officials were mostly concerned with raising tariff without corresponding raise in standards. They were not interested in providing justifications and explanations.

5.4. Some venues were changed without prior notice to residents resulting in very low attendances and apathy by residents.

**6. The HRT Analysis:**

6.1. Residents feel the City Council is interested in fleecing them without any meaningful service delivery to talk about.

- 6.2. Attendances continue to go down as the Council has failed to provide proper justification for residents to avail themselves. It seems it is a matter of only compliance with Section 288 of the Urban Council's Act (Chapter 29.15) that requires the consultative meetings to be held with residents.
- 6.3. Again Section 47 of the Public Finance Management Act (PFMA) (Chapter 22:19) requires the Minister of Local Government, Public Works and National Housing to approve the budget but in this instance the budget has not been approved.
- 6.4. The sentiment that residents produced from the 83 percent of the meetings covered was a resounding **NO** to increasing rates through the supplementary budget. The issues of Transparency and Accountability were also raised. Council has been accused of withholding critical information to stakeholders especially the ratepayer who ultimately decides the direction the City takes. Without the buy in of this important constituency, the City's Vision 2025 would not be achieved.
7. **Conclusion:** The HRT encourages residents to attend the pre-budget consultative meetings as they will ultimately fund the approved budget. The very low numbers that attended the supplementary budget consultative meetings reveal several issues, apathy, lack of knowledge, fed up with the processes and the strong belief that the council is merely consulting to meet a statutory requirement. Council on the other hand, needs to take feedback from stakeholders seriously and implement so that residents feel motivated to come for the meetings. Publicity of the meetings to residents still remains a problem as council is failing to effectively mobilise citizens to attend their meetings despite an increase in media technology. The HRT will continue to monitor the pre-budget meetings, and will table its findings, observations and analysis to relevant stakeholders to ensure that there is effective interaction between duty bearers and rights holders.

**Contact Details:** [hretrust79@gmail.com](mailto:hretrust79@gmail.com), 0772 380 927, 0772 869 294, **08677109781** and **Website:** [www.hrt.org.zw](http://www.hrt.org.zw)