

TIMELINE

SJC engagement with City of Cape Town on janitorial service and plan

- **September 2011:** SJC hosts sanitation summit. Janitorial service and joint plans for improving sanitation conditions in informal settlements discussed with over 100 individuals (including Mayor de Lille) representing more than 60 organisations.
- **October 2011:** March 2012: Mayor De Lille asks for assistance in developing janitorial plan
- **April 2012:** Janitorial service rolled out by City's Utilities Directorate without implementation plan or consultation.
- **May 2012:** SJC begins monitoring the delivery of the janitorial service.
- **October 2012:** Mayor issues public statement admitting "City has not managed programme effectively" following SJC monitoring report and commits to urgent remedial action.
- **December 2012:** The City commits to developing a formal timeframe by January 2013 for development of a plan following SJC's second monitoring report.
- **January 2013:** SJC attempts to meet to develop timeframe. No response from City.
- **April 2013:** SJC requests an update on status of plan. No response from City.
- **June 2013:** SJC marches to Mayor's office to demand a timeline to develop an implementation plan. City issues a statement that an operational policy had been developed but refuses to release it publicly.
- **July 2013:** City released Systems Procedure after SJC's lawyers send letter of demand.
- **August 2013:** SJC requests urgent meeting to discuss concerns about Systems Procedure. City proposes October date.
- **September 2013:** SJC leaders and supporters chain themselves to Civic Centre, demanding the Mayor commit to firm deadlines to honour her commitments and develop a plan. Mayor's office refuses to meet protesters and are arrested by SAPS.
- **October 2013:** SJC finally meets with Mayor together with Western Cape Religious Leaders' Forum. Mayor refuses to commit to timeframes or a plan but proposes a janitorial services summit.
- **February 2014:** After the janitorial services summit, held almost 18 months after the first commitment to a summit, City commits to developing an implementation plan and proposes a committee to draft it.
- **March 2014:** SJC publicly commits to supporting the committee's work to develop a plan through submissions and comments.
- **July 2014:** SJC conducts social audit on Janitorial Service.