



a world class African city

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Media Statement

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ONE YEAR LATER: JOBURG'S HIGH-IMPACT SERVICE DELIVERY PROGRAMME EXPANDS FROM INNER CITY TO ALL SEVEN REGIONS

The City of Johannesburg today marks one year since Executive Mayor, Cllr Dada Morero, launched the High-Impact Service Delivery Programme — a decisive intervention aimed at restoring order, accelerating service delivery, and reclaiming the inner city for residents, businesses, and investors. The programme remains a core priority of the current administration as it works to stabilise communities, strengthen governance, and rebuild confidence in Johannesburg.

Launched under the theme *“Reimagining Joburg through the Eyes of Residents,”* the programme signalled a shift from fragmented responses to a coordinated, results-driven approach to urban management. Closely aligned with the City’s Inner-City Revitalisation Programme, the initiative brings together multidisciplinary teams from municipal departments and entities to address long-standing service-delivery challenges in the inner city.

Over the past 12 months, intensified by-law enforcement operations — led by the Johannesburg Metropolitan Police Department (JMPD), municipal law enforcement units, and specialised teams including the Bomb Squad — have delivered significant results in restoring safety and order. The Bomb Squad has played a critical role in securing high-risk sites, safely removing hazardous materials, assisting with building inspections, and supporting enforcement operations targeting hijacked and unsafe buildings. These interventions have improved public safety and enabled the City to reclaim strategic spaces previously dominated by illegal activities.

Key milestones achieved through the High-Impact Service Delivery Programme include the removal of illegal structures and informal markets along De Villiers and Pritchard Streets to formalise trading and improve pedestrian movement; intensified crackdowns on illegal electricity and water connections to protect municipal revenue; accelerated infrastructure repairs; and sustained urban management interventions that have improved service delivery turnaround times. Coordinated anti-illegal dumping operations and ongoing building compliance inspections have also contributed to visibly cleaner and safer public environments.

Targeted revenue collection initiatives have resulted in property owners entering payment arrangements and signing acknowledgements of debt, while enforcement operations continue to hold non-compliant property owners accountable. These milestones demonstrate a coordinated approach that links law enforcement, infrastructure maintenance, and urban management into a single, high-impact strategy now expanding beyond the inner city into additional wards across all seven regions of Johannesburg.

The programme has strengthened partnerships with key stakeholders, including the Department of Cooperative Governance and Traditional Affairs (COGTA) through the G13 Fridays campaign, Jozi My Jozi, City Improvement Districts (CIDs), community-based and non-governmental organisations, private security companies, Gauteng Crime Wardens, the Department of Home Affairs, and the private sector through the CEO-City Partnership Programme and Clean City Campaign.

Executive Mayor Dada Morero said the anniversary reflects the City's decisive action to reverse years of decline and deliver tangible outcomes.

“High-Impact Service Delivery is a priority of this administration because residents deserve visible change in their communities. The milestones we have achieved — from safer streets to improved service delivery — demonstrate what is possible when government, residents, and the private sector work together. We are reclaiming Johannesburg block by block and laying the foundation for sustainable economic growth, said Executive Mayor Morero.

Region F Regional Director Irene Mafune emphasised the importance of sustaining these gains to maintain a clean, safe, and vibrant inner city.

“Our intervention is essential to preserve and maintain this vital space, directly linking strong service delivery to economic and academic sustainability. Our goal is to restore functionality while ensuring long-term resilience and attracting investment,” said Mafune.

Bafikile Mkhize from the Hillbrow eKhaya City Improvement District welcomed the progress made through the High-Impact Service Delivery Programme, highlighting improved coordination and on-the-ground visibility.

“We are truly grateful for the strong presence of all the entities involved. Most notably, we have seen the Johannesburg Roads Agency (JRA) taking the lead in addressing on-the-ground issues — something we have not witnessed in Hillbrow for quite some time. We sincerely appreciate the Mayoral team, together with the Bomb Squad and all supporting teams, for their dedicated work,” said Mkhize.

However, Mkhize noted that several service delivery challenges still require urgent attention. “We remain concerned about certain buildings that are discharging dirty water from their basements onto the streets. This not only harms the environment but also negatively impacts property owners and their businesses. In addition, there is an incomplete project between Esselen and Klein Streets through to Esselen and Catherine Streets, as well as occasional surface sewer spillages at the corner of Claim and Ockerse Streets. Greater attention must be given to sewer infrastructure to ensure lasting and sustainable solutions,” she added.

The initiative has also secured the support of approximately 70 CEOs and business leaders from leading South African companies who have pledged to partner with City leadership to clean and rejuvenate Johannesburg. This collective effort reflects a shared responsibility among all who live, work, and invest in the city. In addition, the Presidential Working Group continues to provide oversight and support to fast-track the resolution of key issues identified through the programme.

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