**Appendix A: Supplementary data**

**Table A1: Respondents’ drinking water access experiences**

|  |  |  |
| --- | --- | --- |
| **Water access experiences** | **Frequency (N=396)** | **Percentage** |
| Positive |  |  |
| Water source close / near | 56 | 14.1 |
| Water is clean | 34 | 8.6 |
| Water is not clean for drinking | 24 | 6.1 |
| No challenges with water access | 15 | 3.8 |
| Water is treated / boiled for drinking | 10 | 2.5 |
| Cost of water affordable | 7 | 1.8 |
| Negative |  |  |
| Low pressure or infrequent water on taps | 123 | 31.1 |
| Long ques/lines for water collection | 47 | 11.9 |
| Water is expensive | 41 | 10.4 |
| Water source far from home | 19 | 4.8 |
| Risks such as accidents on the roads | 12 | 3.0 |
| Restricted use by the source owner | 4 | 1.0 |
| Source floods during heavy rain events | 2 | 0.5 |
| Harassment at the water source | 1 | 0.3 |
| Jerrycans carried are heavy | 1 | 0.3 |

**Table A2: Respondents’ sanitation access experiences**

|  |  |  |
| --- | --- | --- |
| Sanitation access experiences | Frequency (N=390) | Percentage |
| Positive |  |  |
| Safe to use / clean | 117 | 30.0 |
| Happy with the toilet | 5 | 1.3 |
| Timely emptying when toilet fills | 4 | 1.0 |
| Negative |  |  |
| Dirty / unhygienic | 167 | 42.8 |
| Many users | 28 | 7.2 |
| Exposed to infections due to poor hygiene | 27 | 6.9 |
| Toilet fills fast | 10 | 2.6 |
| Toilet has a lock and users have access keys | 9 | 2.3 |
| No cooperation in toilet cleaning | 6 | 1.5 |
| No water connection | 4 | 1.0 |
| Payment to use toilet expensive | 3 | 0.8 |
| Expensive to empty | 2 | 0.5 |
| Toilet away from the house | 2 | 0.5 |
| Faecal waste released in drainages when raining | 1 | 0.3 |
| Toilet area floods in heavy rain events | 1 | 0.3 |
| Toilet locks often broken by some users | 1 | 0.3 |
| Not safe to use at night | 1 | 0.3 |
| Small toilet room | 1 | 0.3 |

**Table A3: Respondents’ Covid-19 experiences on access to water services**

|  |  |  |
| --- | --- | --- |
| **Covid-19 effects** | **Frequency (N=188)** | **Percentage** |
| Positive effects |  |  |
| Water always available at taps during Covid lockdown | 4 | 2.1 |
| Water provision cheap during Covid lockdown | 2 | 1.1 |
| Negative effects |  |  |
| Restricted access to water sources | 7 | 3.7 |
| Inadequate funds to purchase water | 89 | 47.3 |
| Increase in domestic water consumption | 43 | 22.9 |
| Many people at the water source | 14 | 7.4 |
| Increase in the cost of water | 11 | 5.9 |
| Some tap operators stopped selling water during Covid lock down | 8 | 4.3 |
| Fear of collecting water due to fear of exposure to Covid | 3 | 1.6 |
| Increased intermittency in water supply | 6 | 3.2 |
| Few customers at the water source | 1 | 0.5 |

**Table A4: Respondents’ Covid-19 experiences on access to sanitation services**

|  |  |  |
| --- | --- | --- |
| **Covid-19 effects** | **Frequency (N=143)** | **Percentage** |
| Positive effects |  |  |
| Increased hygiene in cleaning toilets and washing hands | 6 | 4.2 |
| Landlord told us to wear masks when going to the toilet | 1 | 0.7 |
| Constant water supply helped in practicing good hygiene | 1 | 0.7 |
| Negative effects |  |  |
| Increased number of toilet users making accessibility at times difficult | 30 | 21.0 |
| Limited incomes and increased expenses making purchase of toilet essentials difficult | 69 | 48.3 |
| Increased infections associated with many toilet users | 10 | 7.0 |
| Toilet always dirty | 15 | 10.5 |
| Use of polythene bags for convenience due to restricted toilet use | 2 | 1.4 |
| Toilet never emptied in time | 4 | 2.8 |
| Toilet fills fast due to many users | 4 | 2.8 |
| Denied toilet use by landlord to due failure to pay rent | 1 | 0.7 |