



Aloe

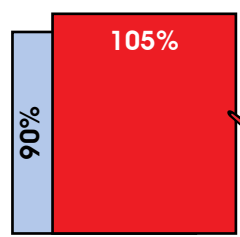


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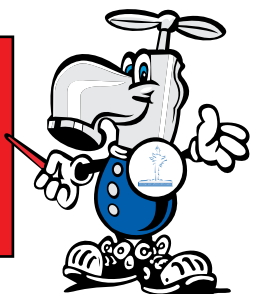
The Gateway to Endless Opportunities

WATER ALERT

Windhoek's water consumption is alarming. During this summer extra caution to save water is required.

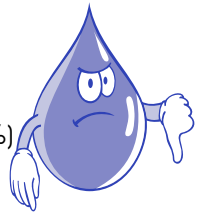


8 April 2019



Allowance 90% (471278m³)

Consumption (105%)



This weekly water watch is available at www.windhoekcc.org.na

WE NEED TO SAVE WATER!

COW MANAGEMENT TEAM TRAINED ON TRANSFORMATIONAL LEADERSHIP FOR CLIMATE CHANGE



Ready for a Change: Strategic Executives of various Departments in the City of Windhoek, employees and training personnel at the Transformation Leadership for Climate Change Training for the City of Windhoek's Management team that took place at Heja Lodge.

The City of Windhoek has entered in partnership with the University of Namibia's Department for International Development and the FRACTAL to train its Management team on the impact Climate has on the development more especially at the level of the municipality. Speaking at the training was Prof. Dianne Scott of the University of Cape Town who stated that as a City, there is a need to use the mainstreaming and dedicated approaches to climate change in the development of the city.

he said the city is also taking the weather and climate change into consideration when developing its long term strategies, mentioning the water storage and infrastructure development.

Echoing the same sentiment was the Professor John Mfune of the University of Namibia who said a change in mindset is needed when developing our towns and city more especially when transforming our informal settlement to formal suburbs and locations. Many exercises and group discussions meant to help in understanding and decision -making on climate change were done.



Food for thought: Mr Ludwig Narib, Strategic Executive for Infrastructure, Water and Technical Services and Mr Olavi Makuti of Economic Development and Community Service busy in thoughts as they listen to Dr Sukaina Bwarwani during the Transformational Leadership for Climate Change Training at the Heja lodge.

At the same training City of Windhoek Economic Development and Community Service Mr. Olavi Makuti explained the City of Windhoek's integrated Climate Change Strategy and Action Plan where

IN THIS ISSUE

- COW MANAGEMENT TEAM TRAINED ON TRANSFORMATIONAL LEADERSHIP FOR CLIMATE CHANGE
- KHOMAS REGION IS THE OVERALL WINNER
- COW SIGNS COOPERATION AGREEMENTS WITH SISTER TOWNS AND VILLAGE COUNCILS
- FEBRUARY RECORDED LESS SERVICES REQUESTS FOR SEWAGE UNBLOCKING
- COW PREPARES SCHOOLS FOR EMERGENCY THROUGH EVACUATION DRILLS
- TAKE PRECAUTIONARY MEASURES WHEN USING FIRE PLACES AND HEATING EQUIPMENT
- WATER CONSERVATION, IS THE CONSUMER'S SOCIAL RESPONSIBILITY
- WATER LEAK NOTIFICATION
- AND MUCH MORE

/cityofwindhoek

Visit our website: www.cityofwindhoek.org.na

E-mail: communication@windhoekcc.org.na



Harold Ndevamona Akwenye

Manager: Corporate Communications,
Marketing & Public Participation

Dear Esteem Residents,

We are happy to bring you the March - April combined edition of the Aloe. In this edition, we will highlight some of the activities that took place during the past months.

The City of Windhoek continues to make strides in the provision of land delivery. Council at its 2nd ordinary meeting approved the concept of affordable housing for its low-income earners. This is indeed commendable progress, and it shows that the Council is committed to delivering on its promise of enhancing the quality of life for all its people through rendering efficient and effective municipal services.

While we are on service delivery, it is essential for our residents to note that the water supply situation for this rainy season has been unfavourable. It is official that there was insufficient inflow into the dams supplying the Central Area of Namibia where Windhoek is located. Therefore, this status calls for our concerted efforts in ensuring that water is used sparingly as we call for mandatory water savings

KHOMAS REGION IS THE OVERALL WINNER



The Khomas Region won the overall prize as the best coordinated region in the 2018 National Presidential Clean-up Campaign announced on the 2nd April 2019 by the Ministry of Environment and Tourism.

through the implementation of water restrictions. With your esteemed support residents, we can achieve the target savings of at least 10% of our consumptions.

The City of Windhoek is continuously working towards becoming a SMART and Caring City by 2022. Testimony to this is the recent signing of cooperation agreements with its local sister town and village councils. We also donated second-hand vehicles to various sister towns and village councils to improve service delivery.

In this edition, you will also find useful precautionary measures

when using fireplaces and heating equipment as winter is fast approaching. It is advisable that we continue to look after our safety and avoid preventable incidences such as those caused by the utilisation of heating equipment.

Lastly, do not forget to visit our City Police and get confirmation if you have a Warrant of Arrest issued on your name. Do not let the outstanding traffic fines spoil your mobility plans, and with Easter around the corner, you should do the right thing and settle the outstanding fines.

May you enjoy this edition of the Aloe, until next month!

The Aloe is produced by the Corporate Communications, Marketing & Public Participation Division in the Office of the Chief Executive Officer. The public is welcome to make constructive submissions via the Editor's Column, and submissions should be forwarded to the following address.

If you wish to make comments, suggestions, contributions or advertise in the Aloe, send an e-mail to communication@windhoekcc.org.na or via post at PO Box 59, Windhoek, or visit our website for more information at www.cityofwindhoek.org.na

Compiled by: Lydia Amutenya
External Communications Officer (PRO)

Editor: Harold N Akwenye
Manager: Corporate Communication, Marketing & Public Participation

Design & Layout: Gerhard Groenewald
IEC Material Developer (CEO)

Printed by: Department of HCCS

Contributor(s): Dieter Tolke
Johannes Ermvula
Sindano Amutenya
Abel Hamutenya



COW SIGNS COOPERATION AGREEMENTS WITH SISTER TOWNS AND VILLAGE COUNCILS



Mr Robert Kahimise, CoW CEO; Cllr Muesee Kazapua, Mayor of Windhoek; Cllr Landine Kauta, Chairperson Otjinene Village Council and Mr Nathael Karuaihe, CEO of Otjinene Town Council

The City of Windhoek, Otavi and Opuwo Town Council renewed cooperation agreements while establishing new relationships with Outjo Municipality and Otjinene Village Council. These agreements between the town councils are taking place when the demand for services to the people has reached the highest level across the country, says Cllr, Muesee Kazapua during the signing ceremony.

The local authority leaders are entrusted with a responsibility of delivering municipal services and they are the level of government that is closest to the people and thus they are faced daily with the challenges to ensure that they provide the required essential services, amidst a shortage of resources required. Over the years, the urban areas have witnessed a rapid and high influx of people in search for job opportunities and better lives, that put pressure on the infrastructure especially for Windhoek being the significant economic hub and capital city.

Since the signing of the first agreements, there has been progress recorded such as the exchanges both at political and technical support to Otavi and Opuwo Town Councils amongst others and thus the motivation to renew the agreements. The news relations with Outjo municipality

and Otjinene Village Council is also expected to generate fruitful cooperation that will add value to municipal services delivered to the people of both towns.

Speaking at the same occasion, Opuwo Town Council, Mayor Alberth Tjiuma expressed his appreciation for the valuable contributions that emanated from the previous cooperation agreement such as technical support and is looking forward to another productive journey. His interests are mainly in the following areas: policy development, financial management, solid waste, leadership and executives support as the main areas the town need expertise and skill on. The various councils are cooperating in the following areas: Waste management, transport management and fleet report, financial management, health and hygiene, technical exchange, economic development and tourism promotion; professional, town planning, and land management; financial cooperation, youth development and health services and sanitation.

At the same occasion, the City of Windhoek donated second-hand vehicles to the Okahandja Municipality, Katima Mulilo Town Council, Oshikuku Town Council, Stampriet Village Council as well as to the Namibia Institute of Mining and

Technology. Amongst the vehicles that were donated were water tankers, tippers, refuse removal trucks, light vehicles, to mention just a few.



Donation to Okahandja Municipality



Donation to Katima Mulilo Town Council



Donation to Okahandja Municipality



FEBRUARY RECORDED LESS SERVICES REQUESTS FOR SEWAGE UNBLOCKING

Since towards the end of the year 2018, there has been a lot of complaints from the public with regards to reoccurring sewer blockages in their areas especially in the Northern suburbs of the City.

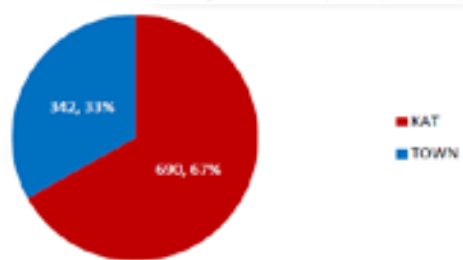
A total of 1032 blockages were attended to during February 2019. This is 218 service requests less than those resolved in January 2019. The total duration of time spent on unblocking sewers also decreased by 92 hours from 1142 to 1050 hours. The percentage of sewer blockages responded to within the target time of three (3) hours increased slightly from 52% to 57%.

On average 30 to 60 blockages are attended to on weekdays. On Saturdays and Sundays however, only 20 to 30 are attended to on each day, due to limited manpower available to work over weekends (one team per zone) as well as to limitations of the maximum allowable overtime. As a result, not all sewer calls received after hours can be attended to immediately, the remain requests either wait until the following day or the Monday or Tuesday after the weekend. However, the City is making alternative arrangements to address this shortcoming.

Our records indicate that the highest number of sewer unblocking request are coming from the Northern suburbs such as Okuryangava, Havana, Hakahana, Goreangab, Katutura, Wanaheda, Lafrenz and Otjomuise as well as the informal settlements laying to the North-Western outskirts of Windhoek.

For the month of February, 690 or 67 % blockages attended to were in the Northern suburbs of the City. This is a slight decrease from the 836 that were attended to during the month of January 2019.

Number of sewer blockages attended by zone (Feb 2019)



Most blockages attended to occurred in the Katutura, Windhoek Central,

Goreangab, Okuryangava, and Havana township. The top five (5) township with the most sewer blockages remained the same as it was in January 2019, and these are the areas with reoccurring blockages.

These reoccurring blockages have been attributed to inappropriate materials that are deposited into the sewer system such as bricks, sticks, animal intestines, the illegal connection of illegal showers, toilets, car washes and open gullies that result in sand and stones entering the sewer lines.

Several interventions are currently being implemented to address the blockages that reoccur due to technical reasons. This includes the re-design and replacement of sections that have been identified to have been poorly constructed.

However, in terms of awareness creation, we are in the process of launching a public education campaign aimed at educating the public of the correct use of the sewer system and reduce the number of reoccurring blockages.



COW PREPARES SCHOOLS FOR EMERGENCY THROUGH EVACUATION DRILLS

The Emergency & Disaster Risk Management Division is responsible for preparing the residents of the City of Windhoek for any emergency or disaster situations by implementing disaster risk reduction activities aimed at building the resilience of communities within the jurisdiction of the City.

The Division's School Initiative was introduced in 2004 and scaled up in 2012. **The aim of the initiative is to ensure that schools are better prepared for emergencies and or disasters that may affect them at any given time.** The initiative is focusing on assisting schools to set up Emergency Preparedness Plans and raise awareness

on Disaster Risk Management discipline, provision of basic training on the use fire extinguishers, demarcation of assembly sites, designing of floor plans, carrying out emergency drills and conducting a quiz for participating schools. The Initiative will continue until all schools within the jurisdiction of Windhoek have participated.



Disaster Risk Preparedness ... Miss Edvig Namhido (right with a reflector jacket on), Disaster Risk Management Officer at the City of Windhoek explaining to the learners of Green Leaves Primary School in the Okahandja Park Informal Settlement on how to react to any emergency or disaster situation should it occur at their School.



Well informed: A group of pupils of Green Leaves Primary School with their teachers and Disaster and Risk Management members, pose for the camera after they received a demonstration on how to react during emergencies and disasters.



TAKE PRECAUTIONARY MEASURES WHEN USING FIRE PLACES AND HEATING EQUIPMENT

With winter approaching, drop in temperatures leads residents to coming up with convenient sources to keep their places warm.

The City has experienced a rise in residential fire incidents, which has resulted in damage to properties and losses of life.



The occurrences can be attributed to:

- Wrong usage of space heaters and gas burners
- Poor workmanship of fire places/ chimney
- Installations without approval by City council(Municipality)
- Poor housekeeping and fire place maintenance.

The City thus edges the residents to take note of the following:

1. Gas / Electrical Heaters usage

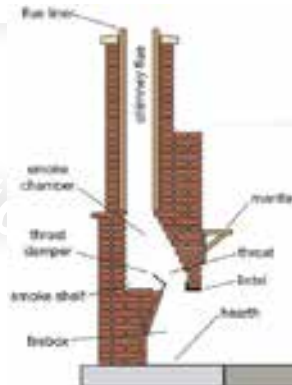


The usage of Gas / Electrical heaters can be a health and fire Hazard as the emission of heat displaces Oxygen/ Air in the room confinement ,and thus causes lack of oxygen in your body (difficult breathing) that may subsequently result in death. The placement of heater close to combustible material may ignite the material and result in a fire incident.

- Gas equipment should be used in a well ventilated area
- Heaters – Bar heaters should be avoided at all times as they pose a health and fire hazard when not correctly used.
- Space heaters should be used in accordance to the manufacturer's specification.

2. Fire place –

Before installing a fire place in any building, a plan needs to be submitted for scrutiny and approval by the Local Authority (Municipality building control), with installation done as per the approved plans.



2.1 Chimney

- Chimney going through the ceiling needs to be properly insulated with fire resistant materials.
- Chimney/flue going through the roof needs to be 200 mm away from any Combustible material, such as a timber floor joist, trimmer or roof truss, shall not be built within
- Chimney should made from none combustible material
- Chimney extending above the roof should at least be 1000 mm above the roof or any openings
- A chimney should have a spark arrestor
- Make sure your area is well ventilated to prevent the total displacement of Oxygen in your house.

2.2 Unattended fire places – people usually leave their fire places unattended and burning throughout, which results in a radiant heat transfer that cause fire outbreaks.

- The usage of wood/charcoal or any other heating fuel in a fireplace should be observed at all times and not left unattended.

3. Poor housekeeping and maintenance



Chimneys are rarely used throughout the year, resulting in accumulation of debris such as bird nest, leaves which aids burning and poorly maintained fire places create a fire hazard.

Fire Safety & Prevention Section of the City of Windhoek Disaster & Emergency Management Division has a core function to ensure public fire safety by enforcing fire safety regulation and applicable National standards of fire protection.

For any Queries contact the City of Windhoek Disaster & Emergency Management Division 061-290-2897, or our 24 hours Emergency number 061-211111





WATER CONSERVATION IS THE CONSUMER'S SOCIAL RESPONSIBILITY

Water losses are a common condition of modern urban water supply services, whereby water is continuously available under a pressurised condition. Thus weekly/daily water management is essential. Poorly managed and unidentified water losses remain the largest concern since it may have an enormous financial impact on the consumer. Despite the financial impact the duties and responsibilities related to water management is largely ignored by the responsible parties; water consumers and property owners.

Numerous irresponsible water consumers wrongly believe that the Local Authority needs to explain their water losses. The CoW's responsibility ends with the water meter and the purpose for reading the water meter is for account management only. The water meter has been provided as a water management tool to the consumer. If the consumer fails to manage his water consumption, he shall remain responsible for the water loss experienced as defined by the water supply agreement.

Why duties and responsibilities for water management by urban consumers? ONE: If water is used in rural areas, efforts are to be engaged to pump and bring water to the place where it is used. The service of water supplied in urban areas is effortless to

the consumer. Water is supplied constantly at a pressurised state and is easily wasted. Therefore consumers have to accept the responsibility to manage their water, to avoid enormous water losses. Daily or weekly water consumption monitoring is therefore essential, as defined by the Water Management Plan of the CoW. TWO: The challenge to mitigate and actively avoid pollution, as it contaminates water resources is more severe in urban areas. Pollution affects the water quality for surface and ground water and cleaning becomes costly. Some pollution applications may not be avoided. However this makes it more important to prevent pollution were we as city dwellers are able to control and mitigate pollution. Such as littering, sewer spill mitigation, relieving yourself in toilets and not in public open spaces, for example. Pollution may become so severe that water resources are no longer fit for human consumption.

Suspension of water supply "Water Supply Regulations GEN/N No. 367/1996" Clause 21.(1) states If the account rendered by the Council for services rendered (Act, section 30(1)(u)), is not paid by the consumer before the expiry of the last day, the Council may forthwith suspend the supply of water. Clause 21.(2) states If the Engineer considers it necessary as a matter of urgency to prevent any wastage of water, unauthorised use of water, damage to property, danger to

life or pollution of water, the Engineer may, without prior notice and without prejudice to the Council's power under regulation 19(2) (b) suspend the supply of water; enter upon such premises, as the Engineer may deem necessary.

Undue water consumption is? It refers to any abuse or wastage of water. The application is defined as: more water is consumed as reasonable required. Thus wasteful water applications and water leaks are defined as undue water consumption which is considered a public offence. "Water Supply Regulations GEN/N No. 367/1996" Chapter 2; clause 26 to 34. Thus as to the discretion of the Engineer, Clause 21.(2) or any relevant implication of the regulation, suspension (temporary closure) of water supply may be implemented.

The social implication! The condition implicated by an action of wasteful and undue water consumption, especially during times of limited water supply, may result in the lack / non availability of water to be supplied to other community members in need.

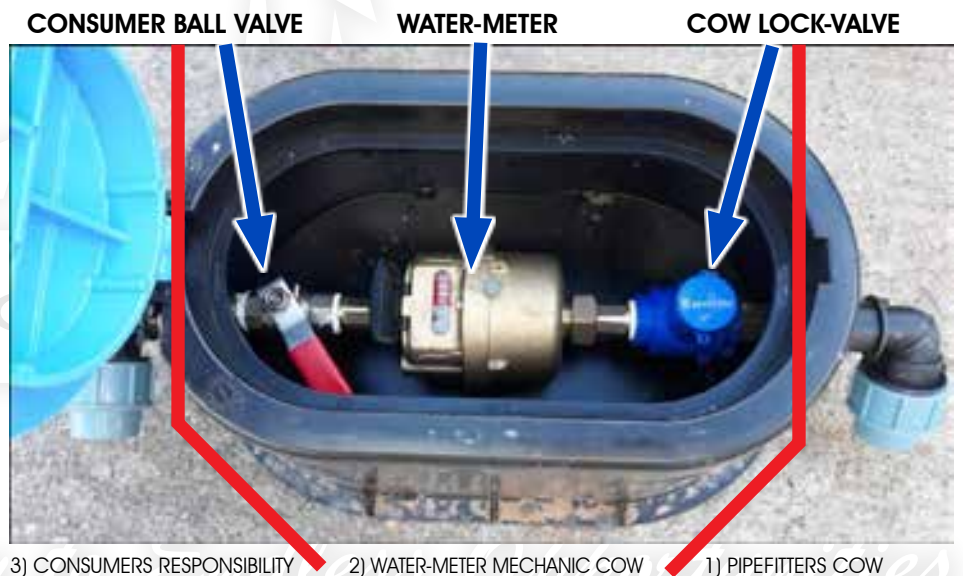
This implies that if a consumer infringes on his/her duty and responsibility to preserve water, the human right to water, to such a consumer, may be suspended.

WATER LEAK NOTIFICATION

Water Meter Box: Consumers are very helpful by notifying water leaks to the City of Windhoek.

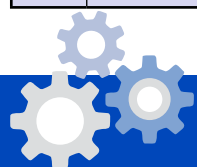
Water leaks at the water meter box need to be evaluated carefully as there are three types of water leaks that are to be addressed in different ways:

Leak type	Description and location	Responsibility
1	Water leak on the pipe delivering water to the water meter	Pipefitter (COW)
2	Water leak in the box, leak on valve or meter	Water-meter Mechanic (COW)
3	Water leak on fittings and pipes downstream of meter box	Consumers responsibility



Guideline: If the water meter registers the leak, the consumer would be responsible to repair such a water leak. A private plumber should be appointed to rectify the water leak. (The "Water Supply Regulations" stipulate that the local authorities' responsibility ends with the water meter.) All leaks are to be isolated immediately.

Water leaks on any other equipment and within the road reserve would be the responsibility of the City of Windhoek. Reporting such leaks to 290-2402/-2162, this is essential for all COW consumers as water remains a limited resource.



FIXING OUR LEAKAGE



The Gateway to Endless Opportunities



**FIX LEAKING
TAPS, TOILETS AND
PIPES PROMPTLY**

PREPARE FOR THE WATER CRISES



"IT IS NOT ABOUT AFFORDABILITY, IT IS ABOUT AVAILABILITY"