



# Editor's desk



Liz Sibindi

Dear valued clients and Residents of the City of Windhoek. It is such time again, when the City of Windhoek has to table its 2010/2011 budget. The next issue of the Aloe will capture full detail about the City's budget, detailing how the City intends to spend the money and what its priorities are.

You will also note that the Minister of Finance, Saara Kuugongelwa-Amadhila was very optimistic about the global economic outlook as she delivered the 2010/11 Budget Speech to the National Assembly on 30th March 2010, forecasting the Namibian economy to grow by 3.8% in 2010. This in itself will be a good indication for the financial environment in which the City of Windhoek operates.

It is worth mentioning that the 18% increase approved by ECB to Nampower is bringing a relief to the end user compared to the initially proposed 35% thanks to the pressure groups. Similarly, NamWater also introduced a 9% increase, effective 1st February 2010, however the City didn't effect any increase this far, any increase from the City of Windhoek will be considered only on 3rd July. Price increase on commodities such as fuel, foodstuffs, taxi fares etc, are part of the economic dynamics of demand and supply. Although cognisant of this economic dynamics, the City of Windhoek also operates within the same environment and several price adjustments can not be ruled out.

The City's mission is to render effective and efficient municipal service. The City can only achieve its mission with the support of our valued clients and partners by faithfully, paying for the services they enjoy. As a local Authority, our main source of income is from rates and service charges paid by you the residents and businesses. You are the backbone of the City of Windhoek and we thank you for having carried the only City of our beautiful Namibia this far.

The City Council resolved amongst others on 24 March 2010 to consult the Constituency Development Committees (CSC) operating under the auspices of the Khomas Regional Council to enhance stakeholder involvement into the City's budgeting process. Two meetings were arranged by the City of Windhoek and the Khomas Regional Council with the CDC's, targeting the following constituencies: Khomasdal North, Moses Garoeb, Tobias Hainyeko, Samora Marchal, Katutura East, Katutura Central, Soweto, Windhoek East and Windhoek West.

## Application for Exemption 2010/2011



As a statutory requirement by the Local Authority Act 23 of 1992 as amended, a local authority council may, upon an application made to it in respect of any financial year in such form as may be determined by the Minister, exempt in respect of such financial year any property as mentioned under section 75 (1) (a, b, c) from payment of rates and taxes.

Thus owners of any land or building or any part of such land or building used exclusively for

- any church, mission, hospital, school or hostel without gain or profit;
- amateur sporting organization,
- state-aided charitable institutions,
- residencies of pastors or buildings used for the boarding and lodging of persons employed on a fulltime basis or the medical, nursing and maintenance staff of any hospital or residential building used as accommodation for pupils or teachers of schools or
- youth organisations, which may qualify, may apply for such exemption. From the payment of rates

The City of Windhoek therefore would like to remind all eligible applicants to submit their application **before or on 31 May 2010 for consideration of such exemptions**. No late application may be considered by law.

Application forms can be obtained from the Customer Care Centre. You are welcome to address any related query or question to the Manager: Valuation Services at Telephone number 290 2012/ 290 2195 or email at [ikh@windhoekcc.org.na](mailto:ikh@windhoekcc.org.na)

The purpose of the meetings were to:  
inform the Constituency Development Committees of how the City's budget process works;  
enlighten the Constituency Development Committees on the factors to be considered when the City's Budget is formulated;  
report back on projects that were requested by the Constituencies in the past; and  
solicit input from the Constituency Development Committees in the form of projects that they would want to see being accommodated in the City's budget.

We thank you our valued clients for your usual cooperation. Kindly do not hesitate to contact my office should you feel you have not been treated appropriately by any of the City officials or should you receive substandard service.

Liz Sibindi [els@windhoekcc.org.na](mailto:els@windhoekcc.org.na) 290 2382.

*Enjoy Reading*

# A study about Windhoek's Biodiversity conducted successful



**E**nviro Dynamics on behalf of the City of Windhoek recently completed a Biodiversity Inventory for Windhoek. The City invited interested parties to attend a platform where Enviro Dynamics shared their findings which provided the following interesting facts and food for thought.

The Report outlines six habitats essential and critical for biodiversity conservation in Windhoek. These are namely, the Open Waters, Riverine Thickets, Windhoek Valley, High Mountains(Auas), Khomas Hochland Brokenveld, Urban semi-natural and Urban unnatural. All species of conservation concern living in these habitats were weighted and the total sensitivity for each habitat in terms of conservation status was determined. Also future conservation areas were defined. Data for the Biodiversity Inventory was solicited from existing reports /literature sources (secondary data), and primary data from the actual fieldwork. There are different threats to biodiversity in the defined habitats, ranging from urban sprawl, overgrazing, expansion of informal settlement, illegal harvesting of wood, agricultural activities, uncontrolled tourism activities, alien vegetation, base transceiver stations, illegal collection of reptile species etc.

As an effort to further enhance Biodiversity conservation at local level, the meeting participants concretely agreed on the creation of a Biodiversity Forum.

Certainly, biodiversity plays a major role in our lives, because it is the basis of all life on earth and of great importance for human survival and well-being. The loss of biological diversity is probably



one of the world's most serious environmental problems hence the need to conserve it at a local level.

The public presentation aimed at raising awareness of Windhoek's indigenous plants and animal species, was held on May 5th, 2010. The City of Windhoek's, Strategic Executive Department of Planning, Urbanisation and Environment: Ms. Utete Karimbue-Mupaine in her opening remarks,

alluded that the Bio Inventory exercise and Report presents a milestone as it is the first time the City of Windhoek comprehensively enlisted biodiversity and the issues affecting its integrity in general.

Ms Karimbue – Mupaine further urged the meeting participants and various stakeholders across Windhoek to partake in the implementation of key recommended future steps as presented in the Bio Inventory Report. In her last words , she thanked every one and stressed that the City of Windhoek was grateful for the consultants support and the public for providing strategic guidance and valuable counts on the day.



**QUERIES AND INFO:** Interested parties in joining the Biodiversity working group/ with own ideas, suggestions and representations are encouraged to contact Mr Fred Koujo at 061-290 2090, kfr@windhoekcc.org.na or Sigi Horsthemke at sigi@enviroid.com. Any person interested in viewing the Biodiversity Inventory Report may request an electronic copy by emailing shk@windhoekcc.org.na. The report can also be downloaded from the City of Windhoek website [www.windhoekcc.org.na](http://www.windhoekcc.org.na) in due course.





# Investigate Future Development of the Windhoek CBD



The City of Windhoek under its Central Business District (CBD) Project undertook to investigate the future development of the Windhoek CBD with the aim to improve the CBD as well as existing City of Windhoek policies with regards to the CBD.

The first step in this undertaking is to compile a status quo report of the CBD. The purpose of the status quo report is to collect necessary

and up to date information as well as identify existing problems and concerns in the CBD that will enable the City to develop sound policies for the future development of the CBD.

To this end, the City of Windhoek will conduct a CBD Survey from 12th July 2010 to 30 September 2010 to capture all business concerns in the CBD.

Issues to be investigated include amongst others the following:

- The total amount of leasable m<sup>2</sup> owned.

- The total amount of leasable m<sup>2</sup> utilised.
- The amount of leasable m<sup>2</sup> vacant.
- The amount of m<sup>2</sup> utilised by the owner.
- The amount of m<sup>2</sup> utilised by tenants.
- The number of tenants.
- The lease amount per m<sup>2</sup>.

In order to test the questionnaire, a pilot survey will be conducted on randomly selected businesses during the period 29 June 2010 to 2 July 2010.

The City of Windhoek herewith kindly requests all land owners



and tenants in the CBD to be part of this exercise and to complete questionnaires during the survey period as thorough as possible.

**Further inquiries regarding the CBD Survey can be obtained from:**

**H Rust - Tel: 290 2378 Urban Planning Division**  
**N Kamho - Tel: 290 2689 Economic Development Division**



## City of Windhoek Finance Frequently Asked Question

### Frequently asked questions on Debt Management and Credit Control.

#### When should I visit Credit Control Division?

- When your account is in arrears and would like to make arrangements
- When your water or electricity has been disconnected and you would like a reconnection
- To have a Credit Check done when applying for connection of services.

#### When will my water or electricity be disconnected

- When your account is in arrears for 30 days or more
- Arrears on business accounts are not allowed

#### How much do I pay if my water or electricity is disconnected

- At least a minimum of one third (33.33%) of your services are disconnected for the first time and 50% from second time.
- If you defaulted on an arrangement you have made, a minimum of 50% of the outstanding amount must be paid.

#### Who is allowed to make arrangements on the municipal account

- Any customer with a municipal account

- Arrangements must be done only by the owner him/herself
- No arrangements will be done by a person other than the owner of the account
- No arrangements are allowed for business accounts

#### When will the water and electricity be reconnected after a payment

- Kindly allow the City of Windhoek about 48 hours to reconnect your services.

#### Does the Debt Management offer after hour's services for example reconnection?

- No after hour services are done

#### What should I have with me when I do enquiries with the City of Windhoek

- Always have your account number ready

#### For more clarity where can I call or email

- You may call 290 2069 or email enquiries@windhoekcc.org.na or lasarus.issala@windhoekcc.org.na



# Change of operating hours at the City of Windhoek Cash Halls and Customer Care Centre



The City of Windhoek would hereby like to inform its customers that the operating hours for the public at the City's cash halls and Customer Care Centre have changed.

The decision to change the operating hours of the City's cash halls were taken against the following reasons:

- To allow time for logistical arrangements to be made in the morning as well in the afternoon;
- To afford the City to process all payments and enquiry related issues on the day it was received;
- To allow for staff training and development;

**The new operating hours were implemented as from 3 May 2010 and are as follows:**

**Mondays to Fridays (except public holidays) 9:00 to 15:00.**

The City of Windhoek has put in place effective, alternative payment arrangements. The City's customers should therefore not be inconvenienced by this decision. The alternative arrangements are as follow:

- The City of Windhoek has an agreement with Nampost. Namport opens its doors from 7:30 – 16:30 to the public and has 19 branches across the city. Operating hours on Saturdays are from 8:30 - 12:00.

- The City of Windhoek has an agreement with First National Bank who is also open from 8:30 – 15:00 for Mondays and Fridays; from 9:00 – 15:00 for Tuesdays, Wednesdays and Thursdays. FNB has 8 branches and 4 agencies throughout the city. FNB is also open on Saturdays from 8:30 - 11:00.

- The City of Windhoek has contracted Namibia Payment Terminals who in turn has sub contracted various service stations, retail outlets and has developed a website for the purposes of vending prepayment electricity on differing operating hours. This contract compliments the City's cash halls and Automated Vending Machines (AVM).

- The City of Windhoek also has in place electronic payment options which are available to customers on a 24x7 basis and it has recently implemented a debit order system.

Customers are encouraged not to wait for the last day (15th) to make payments as it is likely that customers will then have to stand in queues, especially those that make over the counter payments. Customers are encouraged to make use of the electronic payment options as far as possible in order to avoid having to stand in long queues. The City's bank details are as follows:

Bank Name: First National Bank  
 Account Number: 62012146115  
 (Bulk Payments)  
 55500033613  
 (Single Payments)  
 Branch Name: Windhoek Corporate Suite  
 Branch Code: 281872  
 Reference: New 8 Digit Municipal Account Number – e.g. 10271678

Provision is also made for Debit Order Facilities and clients wanting to make use of this payment option are advised to visit the City's enquiry desks for applications in this regard.

Considering the above arrangements, reducing the operation hours in the City's cash halls will not deny the City's clients the opportunity to make payments towards their municipal accounts.

The City of Windhoek believes that the new operating hours will enable the City to serve its clients better and we trust that our customers will positively accept the above change.

For more clarity or should you not have been served duely, kindly do not hesitate to dial: 290 2257/ 2244 or email communication@windhoekcc.org.na

## Base Transceiver Stations in the City of Windhoek

*Prof. Linda de Jager from the Central University of Technology of Free State, addressing the City of Windhoek Councillors*



Subsequent to substantial growth in the use of mobile telecommunication services, there has been a high demand for sites to erect Base Transceiver Stations (BTS) and support structures. The City of Windhoek has since received numerous applications from various mobile telecommunication operators seeking suitable sites to erect Base Transceiver Stations. However, the erection of Base Transceiver Station has attracted numerous petitions and objections and rightfully so, from the members of certain communities

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Contact: Ricardo

fournam@mweb.com.na



Contact: James

kjk@windhoekcc.org.na



Contact: Sandi

cacnam@iway.na



Contact: Patricia

Patricia.Hoeksema@oliftra.com.na



Contact: Wolfgang

recycle@news-namibia.org



Contact: Jaco

jaco@ppnam.com



Contact: Pieter

pieter@rent-a-drum.com.na

# Schools Recycling Competition 2010 is launched

On the 1st of March the Schools Recycling Competition was launched, with 22 Windhoek based schools and 3 Tsumeb based schools participating for the grand prize of N\$10 000.

Participating schools compete by collecting cans, glass, paper and plastic in recycling stands located at each school.

On a weekly basis the stands are emptied by Rent-a-drum who services the stands, and the weights and records the commodities so that the final totals are divided by the number of learners in each school to determine the winners.

This year's participating schools are:

- Bet-El P.S,
- Holly Cross Convent P.S,
- Emma Hoogenhout P.S,
- Elim P.S,
- Windhoek H.S,
- Khomas H.S,
- Michelle Mclean P.S,
- Delta P.S,
- Tobias Hainyeko P.S,
- Windhoek International,
- Suiderhof P.S,
- Waldorf Private School,
- Immanuel Shifidi S.S,
- Pionierspark P.S,
- Dr. Frans Aupa Indongo P.S,
- Academia S.S,

- Namibia P.S,
- St.Andrews P.S,
- Marti Ahtisaari P.S,
- Rocky Crest H.S,
- Windhoek Gymnasium,
- Orban P.S,
- Tsumeb English Medium P.S,
- Otjikoto S.S,
- Opuwa J.S.S.

As the forum has extended its capacity to Tsumeb, schools in Tsumeb and Windhoek were encouraged to apply, and the top 25 applications were selected to participate in the competition which ends in October. The competition was started in 2009 by the founding members of Recycle Namibia, comprising of Collect-a-can, Namibia Breweries Limited, 4-H Namibia, Rent-a-drum, the Namibia Environmental Wildlife Society and the City of Windhoek, with the main purpose of instilling a sense of environmental conscience amongst learners in Namibia. Last year's winners of the first prize of N\$10 000 were St. Georges, followed by 2nd Prize Winners, Windhoek International, and 3rd prize winners, Holly Cross Convent.

Companies and individuals who are interested in supporting the initiative by sponsoring recycling stands can contact Wolfgang Schenck at Tel: 252 508, e-mail: recycle@news-namibia.org.



fltr: Mr. Simaata, Mr. Ricardo Claasen, 4H Namibia, with 4 learners and Ms Virginia Kangooti, Namibia Breweries at Khomas High School



*Some of the City of Windhoek Councillors in attendance.*



in Windhoek in the last few weeks. The petitions and objections centred mainly on possible human health and safety effects of radiation frequencies emanating from Base Transceiver Stations located in close proximity to residential areas as well as inadequate public consultation.

The City of Windhoek would like to inform its residents that all received applications to erect Base Transceiver Stations in Windhoek, are subjected to a due process in the administration, before it can be send for Clearance by the Proponent and their Consultants, to the Ministry of Environment and Tourism.

At the outset an Environmental Impact Assessment (EIA) is a requirement prior to approval as prescribed by Namibia's Environmental Assessment Policy and prior to other City requirements, like going into a lease agreement with the City if it is City Land and the establishment of the correct land use right, that when consent is given for the completion and submission to the relevant national authorities.

The EIA has specific guidelines as to how it must be conducted as stipulated by government and also available from various environmental management literatures. This process makes provision for a thorough public participation process, were all Interested and Affected Parties are given an opportunity to raise their concerns. The public engagement process is important since it provides interested and affected stakeholders with the opportunity to be heard and affect the final decision. Public participation meetings are advertised in daily newspapers and in other modes of communication. The draft report is always presented to all stakeholders for review and made available at designated locations, prior to submission to the authorities. The final EIA reports are submitted to the Ministry

of Environment and Tourism for the issuance of Environmental Clearance Certificate and the City of Windhoek review all the reports and provides recommendations and conditions for Council approval.

In all these cases, the due processes were followed until clearances were obtained by the proponent.

The City of Windhoek through the Communications Regulatory Authority of Namibian (CRAN) uses exposure guidelines from the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The ICNIRP is an independent scientific organization whose aims are to provide guidance and advice on the health hazards of non-ionizing radiation exposure. The ICNIRP has relations with the World Health Organization and the International Labour Office and it is endorsed by the Communications Regulatory Authority of Namibian (CRAN). The International Commission on Non-Ionizing Radiation Protection (ICNIRP) exposure limit guideline is  $4.5W/m^2$ . The maximum radiation frequency exposure that is expected from all existing and proposed Base Transceiver Stations in Windhoek is  $0.1W/m^2$ . This level is much lower than international exposure limit guidelines

A study conducted by the ICNIRP in 2009, on the exposure to high frequency electromagnetic fields, biological effects and health consequences (100 kHz-300 GHz), established that the results of epidemiological studies to date give no consistent or convincing evidence of a causal relation between radiation frequency exposure and any adverse health effect.

Even in the absence of available and reliable information from internationally recognized scientific bodies to prove health and safety implications related to Base Transceiver Stations the City is taking the concerns raised by the public seriously.

As part of the City's efforts to address the concerns of our residents, the City Council has placed a moratorium on the erection of BTS until all the concerns are satisfactorily addressed.

The City has further invited Prof. Linda de Jager from the Central University of Technology, Free State, who is an expert in this field to give a presentation on the health impacts of BTS. Prior to addressing a public meeting that took place on the 21st of May 2010 at the Nampower convention Centre, Prof. Linda de Jager also gave a similar presentation to the City of Windhoek Councillors.

The City is requesting anyone with conclusive academic data from peer reviewed, credible, scientific sources to share these data with the City Administrators. We also encourage that, should there be any medical and epidemiological data available in Namibia linking health implications to BTS sites localities in Windhoek, that this be shared with the City Council.

You are welcome to contact Mr. Olavi V. Makuti of the Environmental Management Division at +264 61 290 3518 or E-mail: [olm@windhoekcc.org.na](mailto:olm@windhoekcc.org.na)

*Manager of the Environment Division Mr. Koujo, asking a question*





# Shanghai World Expo 2010 officially opened



The World Expo 2010 officially opened its gates on 01 May 2010 in the City of Shanghai, China under the theme Beter City, Better Life. Namibia is part of the 42 African countries in the Joint African Pavilion. Besides the official opening, different countries organised their own openings and Namibia was no exception. As can be seen on the above picture, the Namibian stand was officially opened by the Founding Father of the Namibian, His Excellency Dr. Sam Nujoma. Namibia participation in this 6 month long event is under the theme Experience Living Diversity. The theme was carefully selected to demonstrate the various factors and unique

selling points to make Namibia a distinctive destination in Africa. Namibia is represented by the Commissioner General of Section Ambassador Hinyangelwa Asheeke, Pavilion Director Zita Tobin, Helen Likando and 13 well trained Pavilion ambassadors selected from among Namibians. Seen on the picture below is the Marketing Officer of the City of Windhoek leading the founding Father, the Chair person of the City's Management Committee, cllr Elaine Trepper, the Acting Manager Corporate Communication Ms. Liz Sibindi and the Line Minister Hon. Jerry Ekandjo around the Namibian stand.



## Aloes! 24 hours a day!

*There are now more convenient ways for you to pay your City of Windhoek accounts.*

**If you are an FNB account holder, simply**

- Pay using Online Banking
- Pay using Cellphone Banking
- Pay directly from your FNB account to the City of Windhoek at any FNB ATM
- Pay using your FNB Credit or Debit card at City of Windhoek
- Pay over the counter at any FNB branch
- Write a cheque to the City of Windhoek, complete an FNB/City of Windhoek deposit slip, insert into an FNB deposit envelope and drop it into the cheque deposit box inside the FNB branch

**If you are not an FNB account holder, you can**

- Pay over the counter at any FNB branch
- Write a cheque to the City of Windhoek, complete an FNB/City of Windhoek deposit slip, insert into an FNB deposit envelope and drop it into the cheque deposit box inside the FNB branch
- Pay using your Credit or Debit card at City of Windhoek

*Pay your City of Windhoek accounts at any of these convenient Windhoek locations:*

- Windhoek Branch
- Aussspannplatz Branch
- John Meinert Branch
- Katutura Branch
- Wernhil Agency
- Game Agency
- Northern Industrial Agency

*or any of our other 43 outlets countrywide.*






*For ease of reference, bring your City of Windhoek statement along. Your payment will immediately be registered on your City of Windhoek account.*



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