



## ZERO TOLERANCE POLICY

Perpetrators risk suspension of supply and a N\$ 2000.00 penalty

CoW Drought Response Plan is available on the City of Windhoek Website.

# 40%

WATER SAVINGS

## CITY COUNCIL APPROVES 3.79 BILLION BUDGET FOR 2016/17 FINANCIAL YEAR



*His Worship Cllr Muesee Kazapua 7th from the left, with the rest of the City of Windhoek's Councillors and Executives during the 2016/2017 budget presentation.*

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AND MUCH MORE

The City of Windhoek budget for 2016/17 financial year has been approved by Council on 30 June 2016. The budget was approved under the theme: **"We commit all our efforts towards the continuous provision of municipal services"**.

Cllr. Matheus Amadhila, Chairperson of the Management Committee, presented the Budget Estimates at the Council.

Cllr Amadhila highlighted that the City budget is prepared in accordance with the Local Authorities Act, 1992 (Act 23 of 1992) as amended, the vision, mission and strategic objectives of the City of Windhoek, policies and programmes of the Government of the Republic of Namibia and in line with the International Public Sector Accounting Standards (IPSAS).

The budget addresses three main issues that are deemed to have

material impact on the City's budget for the financial year 2016/17 such as:

- Electricity
- Water and,
- Capital projects to the tune of N\$179 million.

Cllr Amadhila, announced that the total budget tabled is N\$3.79 billion, of which N\$179 million will go towards the capital budget and N\$3.61 billion towards the operational budget.

The City has recorded the N\$ 125 million budget deficit, and urged for strict cost control and saving measures to be implemented in order to reduce the recorded deficit.

The Management Committee further urged the staff to work tirelessly to broaden the revenue base of the City and to enhance existing revenue base as well as implementing new



# Editor's Desk

Continued from page 1

initiatives that will yield positive financial results.

## The following are the tariff adjustments effective from 01 July 2016 follows:

- 1 Water basic tariff increased with 10%.
- 2 Sewerage tariff increased with 18%.
- 3 Water consumption tariff increased with 15%.
- 4 Property tax tariffs increased with 10%.
- 5 Household Refuse Removal tariff increased with 10%.
- 6 Availability Charge for services increased with 5%.
- 7 Informal Settlement Refuse Removal tariff increased with 10%.
- 8 Solid Waste Management tariff increased with 10%.
- 9 Irrigation tariffs (potable) increased with 15%, and semi-purified (non-potable) water tariff increased with 10%.

## The proposed total tariff increases will have the following effects on monthly municipal bill per income category:

- An average monthly municipal bill for the Low Income Household is adjusted from N\$745.49 to N\$853.04 representing an average increase of **N\$107.56**.
- An average monthly municipal bill for a Middle Income Household is adjusted from N\$1,814.14 to N\$2,070.52, representing an average increase of **N\$256.38**.
- An average monthly municipal bill for a High Income Household was adjusted from N\$4,118.53 to N\$4,697.16 representing an average increase of **N\$ 578.63**.

The Management Committee Chairperson applauded City clients who pay their accounts on time, and urged the rest to adopt the same culture in order to allow the City to carry out its mandate and enhance service delivery.



**Josua Amukugo**

Manager: Corporate Communications, Marketing, Tourism & Customer Care

Greetings to our esteemed readers of the Aloe! It is an honour to present to you the July edition of the Aloe.

One of the highlights since our last edition is the end of the City of Windhoek financial year, marked by the 30 June 2016. On this date, Council approved the City's 2016/17 budget.

During the budget approval, the City announced an average 14% increase on the municipal services. It is a well-known scenario that the City is depended on its bulk suppliers such as NamWater and NamPower for water and electricity respectively. It should therefore be noted that the increases on these commodities will greatly affect the City's ability to deliver the required services to its residents, and thus the necessity to adjust its tariffs effectively.

Council at its last ordinary meeting adopted the Mayoral Relief Fund Policy Guidelines. In 2015, His Worship, Cllr Muesee Kazapua during his inaugural speech made a commitment to establish a Mayoral Relief Fund aimed at assisting and supporting vulnerable people within the boundaries of the City of Windhoek. The Mayor explained that the Fund will depend on donations and contributions from the corporate sector, development partners and individual community members. This is therefore a great chance for Windhoek residents to heed the President's call of making sure that "no one should feel left out". The Fund is expected to be

launched in the near future.

On another positive note, I would like to appreciate the efforts being made by the residents of our "City of Many Faces" as you continue to respond satisfactorily to the call of saving water.

It has been recorded in the month of June, that 35% of water was actually saved a promising trend that we need to sustain. The new water saving targets is at 40% and it is our hope at the City of Windhoek that

The Aloe is produced by the Corporate Communications, Marketing, Tourism & Customer Care 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](mailto:communication@windhoekcc.org.na) or via post at PO Box 59, Windhoek, or visit our website for more information at [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)

Windhoek being the main consumer in the central area leads by example to reach the targeted savings.

Apart from the 2016/17, this edition of Aloe covers various informative and educational articles amongst other the highlight on the importance of being vaccinated against Rubella and Measles as well as explanations of the terms used in date marking for pre-packaged food.

Until next time, enjoy reading!

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## WINDHOEK WATER SAFE FOR CONSUMPTION



*A girl drinking safe water from the tap*

The City of Windhoek is inundated with queries regarding unconfirmed claims that Windhoek tap water is allegedly contaminated and not fit for human consumption due to the low levels of water being experienced in Windhoek. These claims have been apparently confirmed when some patients visited a doctor complaining of cough and diarrhea, and were allegedly informed that it is caused by too much chemicals that is used in treating water.

The public should take note that,

the goal of water treatment is to remove contaminants and disease causing micro-organisms through a combination of biological, chemical and physical processes to make it safe for drinking. The treatment process is adjusted and optimized based on the raw water quality as is currently the case with the water supplied by the bulk water Supplier (NamWater). It will be highly appreciated that if there are any question with regards to the quality of water supplied in Windhoek, the public should contact the City of Windhoek immediately for the investigation to be carried out.

The City's water is safe for human consumption and this is based on our daily monitoring test results of samples taken from the supply reservoirs as well as consumer taps. The drinking water is continuously monitored and quality conforms to the Namibian Drinking Water Quality Guidelines as well as other International Guidelines such as the World Health Organization (WHO)

Drinking Water Guidelines.

In case of a contamination, the City will definitely alert the consumers and prescribe measures to be taken in order to eliminate or reduce health risks, and where feasible, contaminated water will be "discarded" before consumption points.

It is therefore very important to once again advise our residents, that the City has employed a comprehensive water quality monitoring program to ensure the safety of the water that is distributed to the consumers. We are aware that drinking water quality is very important to our consumers and therefore encourage the consumer to report any problem pertaining to water quality in order to be promptly investigated and the results of the investigation made quickly available to the complainant. Customer complaints on water quality can be directed to the following numbers: **290 3470, 290 3469, 290 3643 and 290 3400.**

## COW SOCIAL WELFARE PROJECT FOR PEOPLE LIVING WITH HIV/AIDS



*Donated food items*

The City of Windhoek continues to take care of its vulnerable residents particularly those living with HIV and AIDS through its social welfare programme. Since 2012, the Community Service

department through its Social Welfare section has been distributing food parcels to People Living with HIV/AIDS in the informal settlement.

The main objective of the project, is to build self-confidence, skills development, adult educational opportunities, personal development and community leadership in aiding and empowering those living with HIV/AIDS by providing them with nutritious food parcels and educating them on matters affecting their wellbeing such as nutrition, HIV prevention, hygiene,

sex education, birth control, and cooking lessons along with sustainable food consumption.

The beneficiaries are selected on a crisis intervention basis following a guideline that is put in place to assess their conditions. They are selected by the home based care volunteers of the Social Welfare Section. In order to properly manage the programme, 20 beneficiaries are selected at a time for the period of three months.

Each food parcel contains 11 items valued at N\$450-00 per beneficiary and it includes 2kg of rice, 5kg of top score, 3kg macaroni, 7kg of potatoes, 2.5kg of carrots, 2 bags of spinach from the garden, 2.5kg of sugar, 2 litre of cooking oil, 4 cans of fish, 3 packets of soups and 1kg of instant porridge.





# TEST DRIVE OF ARTICULATED BUS



*Cllr Matride Ukeva, Cllr Matheus Amadhila, Cllr Loide Kaiyamo, Cllr Hileni Ulumbu, Cllr Agatha Iiyambo, Cllr Immanuel Paulus, His Worship Mayor Muesee Kazapua, Cllr Ian Subasubani, Mr. George Mayumbelo, and Cllr Ananias Niizimba.*

City of Windhoek, Mayor Muesee Kazapua, as well as some of the City Councillors accompanied by the management team and City personnel, went for a test drive of the articulated bus, on 17 June 2016.

The bus has a capacity to transport 114 passengers seated and 32 standing. Head: Bus Operations, Ms. Johana Shikukutu shared that buses of these nature are ideal to service the City's various bus routes such as from the informal areas to Groove Mall and/or to the CBD. It can also serve future routes

such as Windhoek to Okahandja, or even to the townships of the extended municipal boundaries such as Groot Aub and Mix Settlement. The idea of improving the City's public transport will eventually ease traffic congestions as private motorists can start making use of the City Public transport.

Mr. Rupingena, Manager Public Transport, explained that in order to effectively make use of the articulated bus service, its routes should be strategically designed and should generally be straight

routes. As part of the bus service, the City can benefit greatly from a mix use of various types of buses, and that double decker buses can also be effectively used, and will not be limited by the height of City bridges. He further, expressed optimism that as part of the Public Transport Master Plan, introduction of modern City buses and ultimately introduction of electric trains for efficient and effective transport between City Suburbs and nearby towns, shall effectively address the transport problem.



*Full size of articulated bus, capable of carrying more passengers, to help alleviate road congestion.*



*(L-R): Ms. Johana Shikukutu, Mr. Clarence Rupingena, Cllr Hileni Ulumbu, Cllr Matrid Ukeva and Cllr Ananias Niizimba.*

# COW TO SELL 399 SINGLE RESIDENTIAL ERVENS TO THE PUBLIC

The City of Windhoek Council at its ordinary meeting held on 30 June 2016, resolved to sell a total of 399 plots in Khomasdal Extension 16, Auasblick, Rocky Crest, Cimbebasia, Dorado Park, Highland Park, Academia and Kleine Kuppe to the general public.

For some time now the demand for serviced land in Windhoek has superseded the supply due to limited funds and the higher cost posed by the limited skills in land delivery. Making an impact in easing the demand for serviced land remains a critical challenge to the City's leadership and management, as revenue generated from land alienation methods hardly makes a dent when reinvested back for further land development. Hence, the City needs additional revenue streams and assistance from central government in order to accelerate the pace of land delivery for residential housing.

The 399 ervens is allocated as follows:

Allocation	% of the three hundred and ninety nine (399) erven	Amount of erven
Allocation to the youth	25%	100
Allocation to the applicants on the City's waiting list	35%	140
Allocation to the City employees	20%	80
Allocation to the general public	20%	79
Total	100%	399

The City last held the Offer to Purchase sales during 2012.

## CONSUMER EDUCATION ON DATE MARKING FOR PRE-PACKAGED FOOD:



Example of food expiring date

The following terms are as defined by Food and Agriculture Organization of the United Nations (FAO) & World health organization (WHO)

**"Date of Manufacture"** means the date on which the food becomes the product as described.

**"Date of Packaging"** means the date on which the food is placed in the immediate container in which it will be ultimately sold.

**"Sell-by-Date"** means the last date

of offer for sale to the consumer after which there remains a reasonable storage period in the home.

**"Date of Minimum Durability"** (best before) means the date which signifies the end of the period under any stated storage conditions during which the product will remain fully marketable and will retain any specific qualities for which tacit or express claims have been made. However, beyond the date food may still be perfectly satisfactory.

**"Use-by Date"** (Recommended Last Consumption Date, Expiration Date) means the date which signifies the end of the estimated period under any stated storage conditions, after which the product probably will not have the quality attributes normally expected by the consumers. After this date, the food should not be regarded as marketable.

**"Food"** means any substance, whether processed, semi-processed or raw, which is intended for human consumption, and includes drinks, chewing gum and any

substance which has been used in the manufacture, preparation or treatment of "food" but does not include cosmetics or tobacco or substances used only as drugs.

**"Food Additive"** means any substance not normally consumed as food by itself and not normally used as a typical ingredient of the food, whether or not it has nutritive value, the intentional addition for which to food for a technological including organoleptic) purpose in the manufacture, processing, preparation, treatment, packing, transport or holding of such food results, or may be reasonably expected to result, (directly or indirectly) in it or its by-products becoming a component of or otherwise affecting the characteristics of such foods. The term does not include "contaminants" or substance added to food for maintaining or improving nutritional qualities.

**"Ingredient"** means any substance, including a food additive, used in the manufacture or preparation of a food and present in the final product although possibly in a modified form.

# WHY IS IT IMPORTANT TO BE VACCINATED AGAINST MEASLES AND RUBELLA



## Key facts about Measles/Rubella

- Rubella is a contagious, generally mild viral infection that occurs most often in children and young adults.
- Rubella infection in pregnant women may cause death or congenital defects known as congenital rubella syndrome (CRS).
- Worldwide, over 100 000 babies are born with CRS every year.
- There is no specific treatment for rubella but the disease is preventable by vaccination.

## What is Rubella?

Rubella is an acute, contagious viral infection. Rubella, also known as German measles or three-day measles, is an infection caused by the rubella virus. This disease is often mild with half of people not realizing that they are sick. A rash may start around two weeks after exposure and last for three days. It usually starts on the face and spreads to the rest of the body. The rash is not as bright as that of measles and is sometimes itchy. While the illness is generally mild in children, it has serious consequences in pregnant women causing fetal death or congenital defects known as congenital rubella syndrome (CRS).

The rubella virus is transmitted by airborne droplets when infected people sneeze or cough. Humans are the only known host.

## Symptoms

In children, the disease is usually mild, with symptoms including a rash,

low fever (<39°C), nausea and mild conjunctivitis. The rash, which occurs in 50–80% of cases, usually starts on the face and neck before progressing down the body, and lasts 1–3 days. Swollen lymph glands behind the ears and in the neck are the most characteristic clinical feature. Infected adults, more commonly women, may develop arthritis and painful joints that usually last from 3–10 days.

Once a person is infected, the virus spreads throughout the body in about 5–7 days. Symptoms usually appear 2 to 3 weeks after exposure. The most infectious period is usually 1–5 days after the appearance of the rash.

When a woman is infected with the rubella virus early in pregnancy, she has a 90% chance of passing the virus on to her foetus. This can cause miscarriage, stillbirth or severe birth defects known as CRS. Infants with CRS may excrete the virus for a year or more.

## Congenital rubella syndrome

Children with CRS can suffer hearing impairments, eye and heart defects and other lifelong disabilities, including autism, diabetes mellitus and thyroid dysfunction – many of which require costly therapy, surgeries and other expensive care.

The highest risk of CRS is in countries where women of childbearing age do not have immunity to the disease (either through vaccination or from having had rubella). Before the introduction of the vaccine, up to 4 babies in every 1000 live births were born with CRS.

Large-scale rubella vaccination during the past decade has practically eliminated rubella and CRS in many developed and in some developing countries. In April 2015, the WHO Region of the Americas became the first in the world to be declared free of endemic transmission of rubella.

CRS rates are highest in the WHO African and South-East Asian regions where vaccine coverage is lowest.

## Vaccination

The rubella vaccine is a live attenuated strain that has been in use for more than 40 years. A single dose gives more than 95% long-lasting immunity, which is similar to that induced by natural infection.

Rubella vaccines are available either in monovalent formulation (vaccine directed at only one pathogen) or more commonly in combinations with other vaccines such as with vaccines against measles (MR), measles and mumps (MMR), or measles, mumps and varicella (MMRV).

Adverse reactions following vaccination are generally mild. They may include pain and redness at the injection site, low-grade fever, rash and muscle aches.

## WHO response

WHO recommends that all countries that have not yet introduced rubella vaccine should consider doing so using existing, well-established measles immunization programmes? To-date, three WHO Regions have established goals to eliminate this preventable cause of birth defects.

In April 2012, the Measles Initiative – now known as the Measles & Rubella Initiative – launched a new Global Measles and Rubella Strategic Plan which covers the period 2012-2020. The Plan includes new global goals for 2015 and 2020.

It is therefore against the above background, that the Ministry of Health and Social Services through Khomas Regional Health Directorate hereby headed to the WHO's recommendation that, all countries that have not yet introduced rubella vaccine should consider doing so using existing, well-established measles immunization programmes.

The MoHSS will conduct a National Measles/Rubella campaign from the 11th – 22nd July 2016. The target population is from 9 months to 39 years. All eligible members of the public are urged to get their vaccine!!!





# WATER CRISIS AND WATER SUPPLY INFORMATION:

# 40%

**WATER SAVINGS**

**save  
water**  
EVERY DROP COUNTS



# ZERO TOLERANCE POLICY

The public should take note of the following in relation to the Drought Response Plan (DRP) guiding water management during the ongoing Water Crisis.

#### No rebate:

During a severe drought or water crisis condition, water losses cannot be tolerated (reference to DRP). The policy has been communicated that a minimum frequency of weekly water meter readings should be taken by all consumers to identify leaks early and to manage water consumption. In addition, the main water supply should be isolated in the event that properties are vacant for any period longer than 24 hours. **Given the above, water loss due to leaks should be limited and therefore no rebates will be considered.**

#### Water Meter Management:

As per the above. Read your water

meter daily to ensure early detection of water loss in the form of leakages or otherwise.

#### Water efficient:

Water efficient applies to both equipment and household operations.

To endorse water efficient principals is a conscious decision and requires commitment and discipline.

Recent efforts to commit the car wash industry to start implementing water efficient operating principals, had the astonishing result that an average of 50 litter of water per car washed was saved. This translates into an overall 60% saving in the car wash industry. The City of Windhoek requests that motorists **only support water efficient car wash operations** as certified.

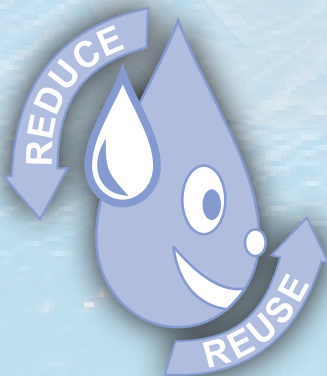
The requirement for water efficient equipment is mandatory in terms of the Water Supply Regulations. Any

transgression in this regard constitutes an offence punishable by law. Industry professionals should ensure that the provisions of the regulations are adhered to with all water installations and the customer should insist on this. In the process our precious resource is sustainably utilised while the consumer benefit from a real monetary saving.

Please do your part in supporting the community of Windhoek in their goal to: **save 40% water in order to maintain normal water supply and to save jobs.**

**NOTE: Supply to residential consumers with consumption in excess of 40 m<sup>3</sup>/month will be suspended until wastage has been addressed. Supply will only be reinstated thereafter and not before the necessary fees have been paid.**

## COMMERCIAL CAR WASH



### Water Crisis

#### Vehicles

30 ℓ per vehicle

### Consumption Guidelines

#### Employees

20 ℓ per person per day

### Car Wash evaluation criteria:

- 1) Apply water efficient cleaning process
- 2) Business must be registered.
- 3) Infrastructure must comply with municipal requirements.



More info: [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)

Report water leaks and for enquiry, contact: Tel.: 290-2402 or 290-2162

After Hours: Tel.: 290 2423 or 21 1111