

Aloe



Issue 51 • August 2017

The Gateway to Endless Opportunities

POLICY REGULATING SAND AND GRAVEL EXTRACTING IN THE CITY OF WINDHOEK



City welcomes Mr. JD Davis, new Strategic Executive: Finance & Customer Care

IN THIS ISSUE

POLICY REGULATING SAND AND GRAVEL EXTRACTING IN THE CITY OF WINDHOEK

MUNICIPAL BILL PAYMENTS

GOETHE CENTRE DONATED FURNITURE AND ICT EQUIPMENT FOR MAXUILILI COMMUNITY LIBRARY

APPROVAL OF THE YOUTH ENTREPRENEURSHIP DEVELOPMENT STRATEGY 2017-2022

CRIMEAN-CONGO HAEMORRHAGIC FEVER (CCHF)

2017 WINDHOEK JAZZ FESTIVAL LAUNCH

SUBMIT "SELF-READINGS" FOR WATER AND ELECTRICITY METERS

AND MUCH MORE

Council at its 7th Ordinary meeting, approved the Policy to Regulate Sand and Gravel Extracting in the City of Windhoek. The policy is expected to provide a coordinated and harmonised approach in controlling sand and gravel extraction in the City.

The City has the responsibility to ensure that natural resources found within its jurisdiction are managed and utilised sustainably. Rapid development in recent years has resulted in a mushrooming of quarrying and river sand mining activities.

Sustainable supply and replenishment of sand and gravel can be underachieved if authorisation to extract resources are not guided by a framework underpinned by decision making criteria.

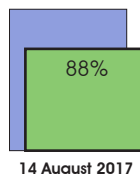
Although sand and gravel mining

has crosscutting implications on socio-economic development, it is being done in an uncontrolled manner without a consistent regulatory framework.

The approved policy outlines key elements that would provide for the effective management of aspects associated with sand and gravel extractions such as **Policy objectives, Application requirement and procedures, enforcement, general principle for sand mining, appropriate site selection, rehabilitation plan and as well as monitoring.**

Council therefore recommended that the Sand Mining Policy towards sustainable sand mining be converted in a regulation in terms of Section 94 of the Local Authority Act, 1992 (Act 23 of 1992). The Policy will be available on our website from next week, and we are urging public members to acquaint themselves with its content.

WATER ALERT



Responsible water use remains a requirement.

Allowance (482970 m³)
Consumption %



Nice Work!

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



Editor's Desk



Lydia Amutenya

Acting Manager: Corporate Communications, Marketing and Public Participation

It gives me great pleasure to bring you the 8th edition of the Aloe.

The wheels of transformation have started rolling, and the City continues to make strides in setting in motion the transformational goals committed to as per City Council approval by end of June this year. During this phase, we ask the public to bear with us as the organisation internalises the internal realignment necessitated by the internal reengineering transformation.

The reengineering process will require about three months, as the city management shift and deploy human personnel to various best suited key functions and along with it also is the renaming and grouping of functions, the City expect that upon successful implementation of the organisation's transformation best outcome will be expected, and improved service delivery to our residents.

The City's Chief Executive Officer, Mr. Robert Kahimise, has it on record that the municipality is striving to have clean audit financial records, moving forward. The City appointed a seasoned Strategic Executive for Finance and Customer Service, Mr. Jerom Davis, the City also appointed Mr. Reckcliff Kandjiriomuini as the Strategic Executive for Information Communication Technology (ICT).

The City shares the public concerns, on the

MUNICIPAL BILL PAYMENTS

The City of Windhoek has invited new bids for the payments of municipal bills. **As a result, the following companies will only receive payments for the period indicated below:**

- MobiPay until 31 July 2017.
- NamPost until 30 September 2017

We want to encourage our clients to make use of our other payment options:

1. All Municipal Council cash halls
2. Direct deposits / Internet Banking via all Commercial Banks

The City of Windhoek will inform its clients of any new payment options in the near future. We would like to also use this opportunity to thank Nampost and MobiPay for their commitment, support and excellent business relationship we shared for the past years.



pace and delivery of municipal services such as the much-needed serviced land for residential development, which remains part of the city leadership and managements central focus, as committed to in the mayoral plan for the year as well as in the City's recently launched Transformational Strategic Plan 2017/2022. The Procurement Act that was introduced in April this year, require that approval of assets by Local Authorities which includes land as a component of fixed assets be approved via the procurement unit, the city as a public institution and an extension of government had to comply and align all land transaction to the alienation procedures of the Procurement Act.

While the new procurement processes are taking effect, we urge the public not to resort to take matters into their own hands and to refrain from illegally occupying land but to follow Council's approved procedures, while the City continue to seek both improved financial allocation and reduced bureaucratic means in land delivery. Efforts are underway to have urban planning speaks to the rate of annual rate of Windhoek's population growth.

We trust you will find this version of the Aloe informative and worth reading.

Until next month!

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 or via post at PO Box 59, Windhoek, or visit our website for more information at www.cityofwindhoek.org.na

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GOETHE CENTRE DONATED FURNITURE AND ICT EQUIPMENT FOR MAXUILLI COMMUNITY LIBRARY



Council approved the receipt of the donation of furniture and information communication technology equipment to the value of N\$92 000-00 from Goethe Centre Namibia.

The City of Windhoek and the Goethe Centre Namibia has been working together on library and information services provision for the past eight (8) years. This partnership ranged from joint activities, invitations to

library and information sessions, workshops, seminars as well as the participation of the children in some activities.

This partnership strengthened over the years and since last year, the Goethe Centre donated books and shelves, tables and chairs, book and magazine stands for the main library section as well as in the children's section. In addition, the Goethe Centre amongst other items also donated thirteen (13) small Computer boxes including screen, mouse and keyboard, two (2) printers that will be used for much needed Information Technology (IT) room, and the subsequent rendering of computer training and services to the community at larger. One (1) of the computer will be used by librarians to process books, cataloging, the borrowing

and lending system development etc. Katutura Reading Room also received furniture.

The value of the items donated for the Maxuilli Community Library material and equipment is N\$78 000.00 and for the Katutura Reading Room is N\$14 000 giving a total value of N\$92 000.

The official handover of the donations will be done at a planned ceremony, upon receipt of a Ministerial approval to be obtained in terms of section 30 (1) (z) of the Local Authorities Act, 1992 (Act 23 of 1992). We are very much grateful of this wonderful gesture from the Goethe Centre, and we are looking forward to a continued strengthened relation.

APPROVAL OF THE YOUTH ENTREPRENEURSHIP DEVELOPMENT STRATEGY 2017-2022

The City of Windhoek is faced with a rapid rate of urbanisation, as people move to the City hoping for better opportunities.

According to the Labour Force Survey by Namibia Statistics Agency, the unemployment rate among the youth is 43.4 percent for those in the 15 to 34 year-old age bracket.

The consequences of youth unemployment are devastating and it becomes a threat to social, economic and political stability.

Understanding the impact and patterns caused by youth unemployment is essential towards the development of policy interventions.

Considering the above, the City of Windhoek is obliged to respond towards addressing the impediments that impact youth unemployment at a local level.

The Department of Economic Development and Environment, took a decision to respond to the need of developing a strategy that would address the nurturing of the entrepreneurial spirit of the young people.

The Youth Entrepreneurship Development Strategy has three (3) pillars namely:

- 1. Youth enterprise development:** focusing on teaching skills on business development and management concepts;
- 2. Participatory approach:** focusing on applying theory in practice by guiding the youth to identify opportunities in the community and start up their own business, and
- 3. Marketing support and business linkages:** focusing on encouraging sponsors to support young people's business ventures allowing them

access to the market and building on their success.

This strategy is also a response to Pillar 2.

Economic advancement as contained in the Harambee Prosperity Plan 2016/17 - 2019/20. This therefore means, the Youth Entrepreneurship Development Strategy will contribute to the desired outcomes during the Harambee period by creating an enabling environment for youth owned start-ups and allow the young people access to business support to maximise the outputs of their skills building.

The strategy will be launched soon, and thereafter it will be available to the public.

The City's Department of Economic Development will then roll out the capacity building programme per the priorities areas highlighted in the strategy.

Vision: To be a Smart and Caring City by 2022



**TRANSFORMATIONAL
STRATEGIC PLAN
2017-2022**

VALUES
Teamwork
Customer Focus
Communication
Fairness and Equity
Integrity



Mission: "To Enhance the Quality of Life for all our People by Rendering Efficient and Effective Municipal Services."

APPROVAL OF THE COMMUNICATION POLICY

City Council also approved the Communication Policy of the City of Windhoek aligned to the City's Transformational Strategic Plan (2017-2022).

Communication has taken on a strategic purpose and is being widely recognized as an important management tool to the successful achievement of any organizational objectives.

At the City of Windhoek, we value Communication and it is one of our highlighted values in our 5-year Transformational Strategic Plan 2017-2022.

We believe through communication, relationships with citizens and other

stakeholders is nurtured by improving the understanding of the community needs and enabling the City to respond accordingly.

To date communication is driven by social media, and modern technology, and as per City's new vision To become a SMART and Caring City by 2022, achieving the set objectives require smart ways to communicate and adopting the trends set upon through adopting modern technological means of communication, and by so doing advancing the developmental agenda of our city.

The Communication Policy is also aligned to the Government Social Media Use Policy and Implementation Plan 2016/17-2019/20.

The influence of social media and the comfort availed through improved technologies requires communication personnel of corporate entities to be switched on 24 hours and seven days a week, in other words, to be able to respond and monitor their organisation social media regularly, and as such this is part of the components addressed in the policy.

As we are all commonly aware social media has greatest potential to harm the brand and image as well reputation of an organisation, and we thus important that factual information is disseminated to the residents, so that we collectively guard the objectives and integrity of our City.



Ringo Madlingozi



Mi Casa



Lize Ehlers



Mané Fernandes "Bouncecore"



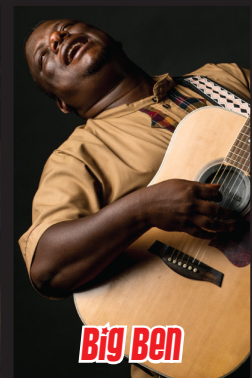
Suzy Eises



Erna Chimu



Major 7th



Big Ben



William Peterson

Artists Lineup



DATE: 4 November 2017 • VENUE: Independence Stadium • ENTRY: N\$ 250.00

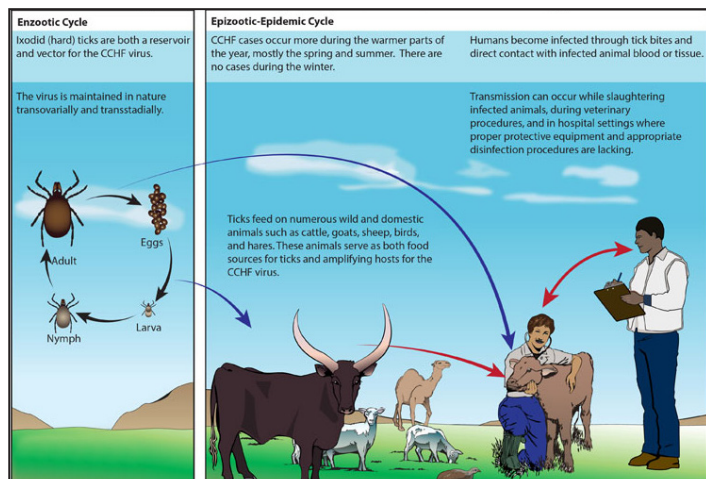
Tickets available at **events Today vending machines via air Time City countrywide, and online: www.eventstoday.com.na**





CRIMEAN-CONGO HAEMORRHAGIC FEVER (CCHF)

The Crimean-Congo haemorrhagic fever (CCHF) virus causes severe viral haemorrhagic fever outbreaks with a case fatality rate of up to 40%.



TRANSMISSION

- Tick bites, or handling ticks with bare hands (tick-to-human)
- Direct contact with infected animal blood and organs, including slaughter of animals with ticks attached (animal-to-human)
- Direct physical contact with body fluids or blood of a person suffering from CCHF or a body of a person who has died from CCHF (human-to-human)
- Handling contaminated linen, beddings and clothes or using contaminated medical equipment and supplies.

symptoms or animals infested with ticks, or has had a tick bite

In addition, a person may also have any of the following symptoms:

- Nausea
- Vomiting
- Sore throat
- Sharp mood swings
- Confusion

If you are experiencing one of the above-listed signs after tick bite, please contact the nearest health facility.

SIGNS AND SYMPTOMS

- Sudden on-set of high fever
- Headache
- Back pain
- Joint pain
- Abdominal pain
- Dizziness (feeling that you are losing your balance and about to fall)
- Neck pain and stiffness
- Bleeding, bruising, or a rash
- The person has been in contact with a person who has similar

PREVENTION

Reducing the risk of tick-to-human transmission:

- Wear protective clothing (long sleeves, long trousers)
- Wear light coloured clothing to allow easy detection of ticks on the clothes
- Use approved chemicals intended to kill ticks on clothing
- Use approved repellent on the skin and clothing
- Regularly examine clothing and skin for ticks; if found, remove them safely
- Seek to eliminate or control tick infestations on animals
- Avoid areas where ticks are abundant and seasons when they are most active

Reducing the risk of animal-to-human transmission:

- Wear gloves and other protective clothing while handling animals or their tissues in endemic areas, notably during slaughtering, butchering and culling procedures in slaughterhouses or at home
- Quarantine animals before they enter slaughterhouses or routinely treat animals with pesticides two weeks prior to slaughter

Reducing the risk of human-to-human transmission in the community:

- Avoid close physical contact with CCHF-infected people
- Wear gloves and protective equipment when taking care of ill people
- Wash hands regularly after caring for or visiting ill people

OUTDOOR ADVERTISING APPLICATION PROCEDURE (PART 1)

The City of Windhoek is mandated under Section 94 (1) (ae) of the Local Authorities Act, 1992 (Act 23 of 1992) to make regulations by notice in the Gazette in relation to the prohibition, restriction, regulation and control of advertising in any manner whatsoever and the posting of bills or other material on streets, walls, roofs of buildings, fences, land, rock, trees or other natural features.

The control of outdoor advertising activities in the Windhoek jurisdiction is promulgated under the Outdoor Advertising Regulations by Government Notice No. 254 of 7 August 2008.

Booking of Advertising Banners (incl. Independence Avenue), Flags, Posters, Notices and Trailers (A-frame)

Every citizen of legal age may apply for advertising signage under class 9, 13 and 35 (Policy of Outdoor Advertising Control 2007):

1. Obtain a booking form and list of applicable criteria from the Outdoor Advertising Officer based in the City of Windhoek, Customer Care

Centre, Head Office.

2. Acquire the relevant sundry invoice from the Outdoor Advertising Officer.
3. Submit signed booking form and list of criteria (initialed) to Outdoor Advertising Desk. Applications can be submitted to the Outdoor Advertising Officer at the Customer Care Centre Mondays to Thursdays between 08:00-10:00 and 14:00-15:00.

An application must be accompanied by:

4. Full details of booking; client contact details, event description, dates of booking, number and location of sites applied for (designated sites as approved by Council).
5. Proof of payment of the applicable non-refundable application fees. No bookings will be processed until applicable fees have been paid in full and confirmation of payment received by Council.
 - a. A standardised set of tariffs applies as gazetted in the City's Outdoor Advertising Regulations. Fees can be paid at any cashier, either by cash or credit card

facility. Payment can also be made via Electronic Fund Transfer (EFT) with proof of payment provided to the Outdoor Advertising Officer.

Booking forms duly completed and accompanied by the required documents/information must be:

6. Handed in at the Outdoor Advertising Desk based in the Customer Care Centre two (2) weeks prior to the lighting of material.
7. Issuance of booking approval is carried out by the Manager: Economic Development and approval letters can be obtained from the Outdoor Advertising Officer.

Enquiries:

Department of Economic Development and Community Services,

Economic Development Division,

Outdoor Advertising Unit: Tel: +264 290 3002 / 2576.



2017 WINDHOEK JAZZ FESTIVAL LAUNCH

The Annual Windhoek Jazz Festival is a popular brand on the Namibian yearly social calendar, and continue to grow from strength to strength, attracting musicians and spectators across the country and internationally. The City remains committed to hosting the event as it brings together in unison the city residents and visitors, to enjoy the unique jazz music genre.

The 2017 edition of the Windhoek Jazz Festival was launched on Thursday, 10th August 2017. The launch signals the beginning of the marketing campaigns of the event, and the commencement of the tickets sales. The City of Windhoek, has appointed Events Today, to carry out tickets sales for the 2017 Windhoek Jazz Festival. Events Today has identified the following logistical methods as tickets point of sale:

- **Online** on the www.eventstoday.com.na website using a Debit/Credit Card or by making an EFT transfer.

- **Offline** distribution network integrated with **Air Time City**, customers can buy tickets at more than 99 vending machine outlets located across Namibia, with 36 vending outlets in Windhoek alone, and all major towns including Swakopmund, Walvis Bay, Oshakati and Rehoboth.
- **PayToday App** that is available on the App Store and Play Store.

Hence, spectators should not wait for the last minutes to purchase tickets at the gates, but can rather conveniently on time and comfort buy their Windhoek Jazz Festival tickets while stock last at the mentioned points.

The musicians that are lined up to perform at the Windhoek Jazz Festival are as follows:

- International Artists are:**
- Mr Ringo and Micasa

Local Artists are:

- Erna Chumu, Liz Ehlers, Suzy Eises, Big Ben, Major 7 and Willeam Peterson

Further, the City of Windhoek, first hosted the Windhoek Jazz Festival in 2012, and the 2017 event will be the sixth one, and will be taking place 04 November 2017, at the Independent Stadium.

The City of Windhoek hosts the Windhoek Jazz Festival with the support of the following strategic partners (sponsors): **Windhoek Lager, Standard Bank, The Glenlivet, Air Namibia, Avani Windhoek Hotel and Casino, Adforce, and 99 FM.**

The hosting of the Windhoek Jazz Festival continues to significantly contribute to uplifting Windhoek's status as a vibrant and artistic city suited to transforming the City of Windhoek to become a SMART and Caring City by the year 2022.



Talented Local Jazz Artist Suzy Eises performing at the launch of the Windhoek Jazz Festival



Cllr Joseph Kaundenge, delivering a keynote address



(L-R): City of Windhoek Councillors at the launch of the Windhoek Jazz Festival, (L-R): Cllr Joseph Kaundenge, Cllr Teckla Uwanga, Cllr Ananias Niizimba, and Cllr Ian Subasubani.



City Strategic Executives, (L-R): Mr. Obrien Hekandjo, Mr. Reckaliff Kandjiriomuini and Mr. Fillemon Hambuda



City of Windhoek Chief Executive Officer Mr. Robert Kahimise, welcoming the invited guests at the launch of the Windhoek Jazz Festival.



Corporate Sponsors and Stakeholders of the Windhoek Jazz Festival pose for a picture with City Councillor Joseph Kaundenge (4th from left) and City CEO Mr. Robert Kahimise (2nd from right)



SUBMIT "SELF-READINGS" FOR WATER AND ELECTRICITY METERS.

Self-readings for water and electrical meters are always a good alternative as the consumer becomes conscious of reading and managing the water meter for knowing the consumption before the account comes. (Best is to monitor the water consumption weekly).

Self-reading only adds value if the service consumption is calculated prior to sending the SMS. The purpose of the consumption calculation is that you ensure that the correct reading is submitted. Faulty readings may create huge account challenges and frustrations to the consumer. Mostly an inspection will be required by the CoW officials to rectify the readings.

NOTE: only one reading can be submitted between 20th to 31st of each month by SMS to the COW. Send each reading with the meter no. separately. (Water reading separate, electricity reading separate) Duplicated submissions may create account complications as the data is transferred electronically into the account data base.

The benefits for self-readers are that the account is generally the same as you might calculate. In addition you have a clear understanding of the service accounts and will also be able to identify any leak consumption early. **Remember, it is your account and you are responsible to pay the bill.**

The intervals of self-reading for private water monitoring is risk management. It remains the consumer's risk as high water losses effect the risk to high cost.

Thus account management will result to a risk for water losses up to two months or longer. By reading the water meter weekly and thus having the consumption profile available on a weekly basis, water losses will be known very early and the losses may be small that no rebate request has to be submitted.

It is recommended to Close the main water supply valve to the property if the property is left unattended for a period longer than 24 hours.

Rebate for water losses are limited to two months, only during times when sufficient water is available. Thus only consumers

subject to the step-tariff are able to receive a rebate on their water bill in case of a water leak. However, the standard cost of the water consumed/leaked will remain the consumers cost, only the tariff difference to the penalty tariffs will be rebated. During times of limited water availability (**Drought one month rebate, Severe Drought and Water Crisis**) no rebates will be considered. Thus it is the consumers' responsibility to manage the water consumption.

As to the Water Supply Regulations, Clause 9; the consumer's responsibility for maintaining the water infrastructure starts

just after the water meter.

Clause 10; (1) The consumer shall take such methods as are reasonably necessary to prevent any damage to be caused to the water meter installation. (3) Every consumer shall ensure that free and unimpeded access to the water meter on the premises is available at all times.

It's in the consumers interest to engage regular self-reading, for weekly consumption monitoring (avoid unattended water losses) and for monthly SMS submission (improve accounting process).

1. Registration is a once off procedure



You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269000. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

The Account Number and Statement Key can be found on your monthly statement at the **[indicated the position on the statement where the key is found]**. Please note only the Statement Key on the latest statement will be accepted.

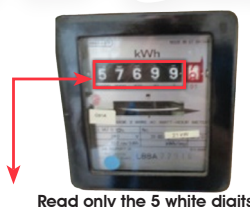
2. Reading Submission



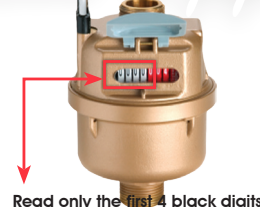
Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269000. Send separate SMSes for water & electricity readings.

The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted. **Send 2 (two) SMS readings separately per month, one (1) for electricity and one for (1) water. If you have multiple meters each meter's reading must be send separately.**

How to read your electricity meter



How to take your water reading



NB: A FEE OF N\$1.00 WILL BE CHARGED PER SMS.

READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH.





SEMI-PURIFIED WATER RESPONSIBILITY AND APPLICATION

The Primary application for semi-purified (non-portable) water is irrigation or industrial applications.

Consumers are urged to comply with Regulations 69:

- (2) Non-potable water shall not be used for domestic purposes as it may give rise to health hazards.

Note: Cryptosporidium and other micro pollutants from sewer water are not removed. Chlorination and acid treatment are no suitable treatment methods. Thus Semi-purified water is not suitable for swimming pools and other similar application, were water comes in contact with human skin.

- (3) No warranty, expressed or implied to the purity of non potable water.

- (4) Supply of non potable water is subject to condition and use, be entirely at the risk of the consumer, who shall be responsible to exercise control.

- (5) Where non-potable water is used for irrigation purposes, the consumer shall -
(a) ensure that it is applied uniformly over the irrigated areas and prevent pools; and
(b) to prevent any run off of surplus water from the irrigated areas.

- (6) On premises on which non potable water is used, the consumer shall ensure that -
(a) every terminal water fitting is clearly marked: unsuitable for drinking; and
(b) every tap used for the discharge of such water can only be operated by means of a detachable key or handle and shall removed such after every use.

- (9) Fails to take the referred steps and safety precautions, may result in the suspension of non-portable water.

- (10) Every owner of premises supplied with non potable water -

(a) shall take special care that every non-potable water pipe and fitting is properly identified to prevent any cross connection with potable water; and

(b) shall not, without the approval of the Engineer, extend or alter such non-potable water system.

SEMI-PURIFIED



NO DRINKING WATER