



Aloe



Issue 45 • Jan & Feb 2017 *City of many faces*

CITY OF WINDHOEK'S NEW CEO ASSUMES DUTY



Mr. Robert Nandaa Kahimise, Chief Executive Officer of the City of Windhoek.

the efficient track record of leadership and excellent expertise of Mr. Kahimise.

Similarly Mr. Kahimise, assured the public that he is prepared to share his skills and knowledge to the benefit of the City's growth, and reflected that he is aware of some of the challenges of the organization such as the rapid pace of urbanization, and shortage of serviced land etc..

He promised to do his best and utilise the City's most important resources being the employees in achieving his vision to take the City to greater heights.

Mr. Kahimise holds a B- in degree in Accounting and a Masters in Business Administration from Stellenbosch University. Amongst his career positions he worked for the Electricity Control Board, and was the CEO for Erongo Red, a company that he steered well and left in a healthy financial state as he embarks upon his new role as the City's CEO.

His Worship the Mayor, Cllr. Kazapua, further wished the CEO well in his leadership and assured the public that the cumbersome process of filling the vacancy of CEO was not in vain. It was necessary to be meticulous in ensuring that the best qualified candidate was eventually appointed.

City of Windhoek's Chief Executive Officer Mr. Robert Nandaa Kahimise, assumed duty on the 1st February 2017.

His Worship Mayor, Cllr. Muesee Kazapua, at a media briefing introducing the newly appointed CEO, expressed his delight indicating that the City of Windhoek can expect improved growth in all spheres given

40%
WATER SAVINGS
ARE CITY WIDE
REQUIRED!
CURRENT SAVINGS 28.5%

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AND MUCH MORE



N\$260.00

**NEW CITY OF WINDHOEK
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N\$45.00



The diaries are available from all
City of Windhoek Cash Halls



Editor's Desk



Lydia Amutenya
External Communication Officer

Greetings to you our esteemed residents! I am happy to welcome you to our first edition of the Aloe in 2017. The year started off well at the City of Windhoek, as we welcomed Mr Robert Nandaa Kahimise, our new Chief Executive Officer as of 01 February 2017. We sincerely welcome him on board and we are looking forward to his guidance in moving the City forward.

Dear residents, you are probably missing the familiar face here on the editor's desk of the Aloe, this is due to the fact that Mr Joshua Amukugo who served the City for than 17 years in various roles and the latest being Manager of Corporate Communications, Marketing, Tourism and Customer Care has retired as of 30 December 2016. Mr Amukugo's role at the City of Windhoek was commendable and we appreciate his valuable contributions to the service delivery of this great organisation; and wish him good health during his retirement.

In this edition, you will read more about Council's approval for additional tariffs for the 2016/2017 financial year. The approved tariffs will be gazetted and implemented with effective from 15th February 2017. It is important to note that, Council reviews its tariffs structure on a yearly basis in order to recover direct and indirect cost related to the products and services it renders to you

INCIDENCES OF DISCOLOURED TAP WATER IN CERTAIN SUBURBS

The City of Windhoek would like to inform the public that it is aware of the reports of discoloured tap water being experience in certain instances.

It should be noted that with the ongoing water supply crisis the City of Windhoek (CoW) has been forced to make significant changes to the supply in terms of the origin of potable water.

Currently, the CoW is pumping previously unprecedented volumes of groundwater from the Windhoek Aquifer.

The character of the water from a number of the new boreholes is yet to be established as pumping intensifies.

In addition the reconfiguration of the distribution system can lead to long established residue finding its way into

our valuable clients.

Further readings in this edition, is a promise by City leadership to rededicate its efforts to create a sustainable environment in addressing the challenges facing the City, particularly provision of basic services in underserved areas as well as addressing land delivery.

Last but not least, on the water situation, while we appreciate the rain received so far, the public

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

reservoirs and eventually consumer supply.

Despite these challenges the City of Windhoek is continuing its stringent water quality monitoring programme and we wish to reassure all consumers that all water distributed is of an excellent quality and perfectly safe for human consumption.

Notwithstanding these assurances and in order to properly address any underlying issues in terms of water quality, the public is encouraged to continue the reporting of any persistent changes in the colour of their tap water or otherwise to our Scientific Service at 290 3462 / 3469 / 3470.

We count on your usual support while assuring you that we will continue to deliver services of an excellent standard.

should take note that the water crisis is not over, and we need to re-dedicate our water saving efforts more than before. There is a general perception that the dams received enough inflows to avert the water crisis; unfortunately this is not the case, and our collective efforts are required to save water and ensure sustainable supply to our residents.

I trust you will find this edition of the Aloe informative until next month!

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Printed by:	Department of ICT





CITY COUNCIL APPROVED ADDITIONAL TARIFFS FOR THE 2016/2017 FINANCIAL YEAR

The City Council at its first ordinary meeting held on 26 January 2017 approved the additional tariffs adjustment for the 2016/2017 financial year.

The approved tariffs will be gazetted and implemented effective 15 February 2017.

Council reviews its tariffs structure on a yearly basis in order to recover direct cost as well as indirect cost related to the products and services it delivers to its customers.

During the year production costs increased on goods and services. This directly affects the costs of products and services delivered by the City of Windhoek.

The tariffs also need to be revised in order to maintain excellent quality of products and services to the City's customers.

1. Emergency Management Services tariffs

The Emergency Management Services tariffs on average increase in Namibian Dollars (N\$) is indicated in the table below:

Emergency Management Services tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Ambulance Services	864.17	886.05
Facility Rentals	401.55	441.71
Fire Brigade Services	1 534.33	1 688.58
Emergency Care Practitioner Courses	6 164.68	6 781.15
Issue of Duplicate Certificates	185.22	203.74
Instructor Fees	179.09	197.00

2. Economic Development tariffs

The Economic Development tariffs on average increase in Namibian Dollars (N\$) terms is indicated in the table below:

Economic Development Tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Open Sites/Facilities	153.67	163.05
Open Space Corner of Stokes and Patterson Streets	52.29	55.48

Markets	227.93	241.88
Post Street Mall Kiosks	3 920.56	4 371.42
Open Space Post Street Mall	720.54	764.51
Industrial Stalls	1 506.97	1 598.89
Food Stands	620.03	657.85

3. Parks tariffs, Burials and Cremations

The Parks, Sport and Cemeteries tariffs on average increase in Namibian Dollar (N\$) terms is indicated in the table below:

Parks, Sport and Cemeteries Tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Zoo Park	333.30	399.97
Nursery Products	12.64	15.18
Swimming Pools	278.72	334.47
Cemeteries/ Cremations	1 080.52	1 342.12
Sport fields/ Stadiums	988.77	1186.52

4. Health Services Tariffs

The Health Services tariffs on average increase in Namibian Dollar (N\$) terms is indicated in the table below:

Health Services Tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Hairdresser	275.52	330.26
Informal Trade	114.47	131.64
Abattoir	749.90	824.90
Administrative Office	300.55	375.69
Airfreight Services	300.55	375.69
Home Occupation	154.16	187.49
Milk farms	916.85	1 146.09
Dry Cleaner and Laundry	300.55	375.09
Educational Institution	288.03	360.04
Financial Institution	294.29	367.87
Food Factory	825.05	1 031.32
Food Premises	879.06	1 098.13
Funeral Undertakers	288.03	360.04
General Dealers	567.02	708.77
Health Facilities	280.21	350.26
Hospitality	795.23	994.04

Liquor Outlets	531.98	749.54
Carwash	300.55	375.69
Motor Garage	288.03	360.04
Non-Food Factory	300.55	375.69
Obnoxious Trade	300.55	375.69
Warehouse	420.18	525.23
Workshop (Formal)	300.55	375.69
Workshop (Informal Market)	124.87	149.84
Zoo	300.55	375.69
Business Registration Regulation	65.78	82.23
Pest Control	460.10	529.11
Meat Inspection	234.64	258.10
Permits to keep Animals	75.90	94.88

5. Valuation roll and valuation certificates tariffs

Valuation tariffs	Roll	Average increase in Namibian Dollars (N\$)	
		From	To
Valuation Roll		451.95	632.73

6. Zoo Park Amphitheatre Rental tariffs

The Zoo Park Amphitheatre Rental tariffs on average increase in Namibian Dollars (N\$) terms is indicated in the table below:

Zoo Park Amphitheatre Rental tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Rental fees	2 666.67	3 066.67

7. Water miscellaneous tariffs

Water miscellaneous tariffs on average increase in Namibian Dollars (N\$) terms is indicated in the table below:

Bulk Water and Waste Water tariffs	Average increase in Namibian Dollars (N\$)	
	From	To
Water Connections and disconnections	402.50	550.00
Testing of meters	345.00	500.00
Miscellaneous	312.38	330.81
General surcharge on prescribed charges	0	5 666.67



CITY OF WINDHOEK Council 2017

VISION

To enhance the quality of life of all our people

MISSION

To render efficient and effective municipal services



Deputy Mayor, Cllr FN Kahungu
SWAPO



Mayor, Cllr M Kazapua,
SWAPO



Chairperson of the Management Committee (MC)
Cllr MJ Amadhila
SWAPO



Cllr TT Uwanga
(MC) SWAPO



Cllr M Shiikwa
(MC) SWAPO



Cllr M Ukeva
(MC) SWAPO



Cllr JE Paulus
(MC) SWAPO



Cllr AK Iiyambo
SWAPO



Cllr H Ulumbu
SWAPO



Cllr I Subasubani
SWAPO



Cllr LK Kaiyamo
SWAPO



Cllr A Niizimba
SWAPO



Cllr BE Cornelius
RDP



Cllr I Semba
DTA



Cllr J Kauandenge
NUDO

MANAGEMENT

STRUCTURE



CEO
RN Kahimise

City of Windhoek



HEAD: City Police
AK Kanime



SE: Community
Services
G Mayumbelo



SE: Electricity
EC Kawesha



SE: Finance
GW Esterhuizen



SE: Human
Resources
FN Hambuda



SE: Information
& Communication
Technology
Vacant



SE: Infrastructure
Water & Technical
Services
P van Rensburg



SE: Economic
Development &
Environment
UL Karimbue-
Mupaine



SE: Urban Planning
and Property
Management
L Narib



ROADWORKS ALONG NELSON MANDELA AVENUE

Description of the Project:

City of Windhoek Borehole Pipeline. A large diameter pipeline is to be constructed from Avis to Central Reservoirs.

This pipeline will enable the City of Windhoek to transport borehole water from the Eastern Wellfield to the Central Reservoirs from where it can be distributed into the water network. This project is part of the Emergency Water Supply Plan.

Description of the Affected Streets:

The pipeline route follows Sam Nujoma Drive from Avis into Hebenstreit Street, then into John Ludwig Street and then north in Nelson Mandela Avenue to Metje Street, up Metje across Dr. Kenneth David Kaunda Street and then up the mountain to Central Reservoirs.

The pipeline will be on the northern sidewalk of Sam Nujoma Drive and on the eastern sidewalk of Nelson Mandela Ave.

Duration:

The construction portion of the project commenced in November 2016 and will be completed in September 2017. Work started from Central Reservoirs and will proceed towards Avis.



GENERAL VALUATION PROPERTY INSPECTION IN BRAKWATER AREAS AND THE CITY'S EXTENDED BOUNDARIES (FARMS, ESTATES, AIRPORT AND PORTIONS).

As from August 2015, the City of Windhoek embarked upon a General Revaluation of all Rateable Properties within its jurisdictions in accordance with section 66 (1) of the Local Authority Act, Act 23, of 1992, Council Resolution no. 07/02/2015 and Government Gazette no. 5795 of 31st July 2015.

The next phase of the General Valuation of all rateable properties is moving to the inspection and valuing of properties beyond the peripheries of Windhoek suburbs.

These are Brakwater, Nubuamisi,

Emmentaria, and all the farms and portions found in the extended boundaries of the City of Windhoek.

Therefore, the City of Windhoek would like to humbly request property owners in the above mentioned areas to let in properly identifiable Valuers and Data collectors (**identifiable with work cards and supporting letter from the City of Windhoek**) from SEEDS PROPERTY SOLUTION CC to enter their properties for the above said valuation purposes.

This exercise is scheduled to start as from

Monday, 30 January 2017 until Friday, 28th April 2017 and it will be carried out during working hours.

Property owners wishing to make appointment shall please call 061-290 2012, 061-290 2319 or 290-2234 or the Manager's telephone number mentioned below.

For more clarity kindly do not hesitate to contact Manager: Valuation Services, Mr Isack Hendjala at 061-290 2195. He is also reachable at the following email address: Isack.Hendjala@windhoekcc.org.na



CITY DRILLING FURTHER BOREHOLES IN ORDER TO UP WATER SUPPLY



One of the new boreholes supplying about 120 m³ of water to the city's water supply network.



Borehole drilling process: technical workers replace drilling rod.



At the borehole drilling site: City of Windhoek's Ms. Zelda Scheepers, and Prinsloo Drilling site manager.

The City of Windhoek is in process of drilling further boreholes in order to increase water supply for domestic consumption from the underground aquifer. So far about eight boreholes have been completed, with the ninth one in process of being drilled. The process of drilling a borehole can take about three months, with total cost amounting to about N\$ 8 million per borehole.

Borehole drilling is an expensive meticulous process that requires extensive planning and heavy equipment. Machinery required in water drilling are expensive and a substantial borehole drilling plant require total invest cost of about N\$ 60 million. It is becoming ever expensive to supply water to the City, and it is

important that the resident appreciate the water resource available in their water network. Due to the ongoing limited water supply, it is important for the resident to adopt a habit of utilising water sustainably.

Water from the boreholes is normally naturally clean and get pump straight to the City's reservoir where it is further redistributed into the domestic water supply network. During the drilling stages, a borehole has to be drilled up to the depth of between 350 to 400 meter, and Windhoek being a mountainous rocky area drilling operation can be halted due to drill bit replacement and or sharpening, identifying a specific spot to drill requires technical expertise with appropriate equipment. The life span of a borehole depend on the level of extraction,

available amount of water in the aquifer, as well as the rate of replenishment, currently the eight boreholes drilled so far each provide about 120 cubic metre of water per hour.

Windhoek consume about 27 million cubic metre of water per annum. Boreholes are however are not a permanent solution to Windhoek's water predicament, and it is important that a permanent water source is found soon. The three dams namely; Omatako, Swakop Poort and Von Bach Dam have for years been the main source of water supply to the city, which have dependent on natural replenishment during rainy seasons, but this is unfortunately no longer the statuesque due to limited rainfall.

USEFUL NUMBERS FOR SOME OF CITY'S SERVICES:

- ⚡ **Electricity: 061-290 2452/2471/2461**
- 🌳 **Trees and Shrubs on pavement: 061-290 2442/2740**
- ⚖️ **Investment and Economic Promotions: 061-290 2196**
- 📄 **Outdoor Advertisement: 061-290 2576**
- 🦌 **Dangerous/Wild animals: 061-290 2239**
- 📍 **Tourism: 061-290 2092/2596**
- 📖 **City museum: 061-290 2502**
- 📢 **Social welfare: 061-2903509**
- 🚌 **Public Transport: 061-290 2528**
- 🏥 **City Health: 061-290 2594**

#SAVEWATERNAMIBIA

IF YOU WERE LOOKING FOR A SIGN THIS IS IT NAMIBIA

Water is our most precious, and scarce commodity. Join the #SaveWaterNamibia movement and help by doing your part. No more excuses.

Ministry of Agriculture,
Water and Forestry

Government Park
PO Box 13184
Windhoek, Namibia



MY WATER
MY FUTURE
OUR NAMIBIA



City of many faces

VEHICLE WASH FACILITIES REQUIREMENTS

The vehicle wash registration process requires the following:

1. Any carwash may only be operated on a business zoned property. To rezone to a business property, if possible. (This process takes eight months and longer) Business consent is not acceptable.
2. Sufficient space has to be available on a property to operate a carwash. For each wash bay, a number of parking bays are required on the property. If so, a building plan, in line with the building regulations for carwash operations has to be submitted for approval. (The approval can be obtained within three months)
3. Upon the approval of the building plan, the infrastructure has to be upgraded to the approved building plan.
4. Only after the implementation of the above 3 steps, the client can apply at Business Registration for a Fitness Certificate. (The consent to operate or the fitness certificate can be obtained within one month).

All Laws and municipal bylaws related to car wash operations will be enforced and with the following basic requirements:

- Compliance to building regulations
- Valid fitness certificate
- Water efficiency standard to be endorsed.

It is in the City of Windhoek's interest to provide a safe and prosperous environment for all citizens. Water efficient carwash operations will be enforced by the CoW. The onus remains on the operator to manage such carwash operations in a water efficient manner.

Waterless carwash operations would be the only alternative for residential even, if so approved on own merit. All mobile and waterless carwash operators have to obtain a fitness certificate.

THE ZERO TOLERANCE PROGRAMS WILL CONTINUE DURING 2017

LET US SAVE OUR FUTURE BY SAVING WATER.