



Aloe



Issue 46 • March 2017

City of many faces

HAPPY 27TH ANNIVERSARY NAMIBIA!



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MAYOR EXPRESSED COUNCIL'S DETERMINATION TO IMPROVE INFORMAL SETTLEMENTS



*His Worship, Councillor Muesee Kazapua,
City of Windhoek Mayor*

The City of Windhoek is committed towards formalising the informal settlements. This was announced by His Worship, Councillor Muesee Kazapua, City of Windhoek Mayor during the Council 2nd ordinary meeting on 27 February 2017.

Mayor Kazapua explained that, the needs for the communities are

growing every minute, and it is critical important that programmes are initiated to make immediate, tangible and positive impacts on the socio-wellbeing of the communities and ultimately improve their quality of life.

Although there are various challenges facing the City, he singled out the main challenges affecting the public such as lack of serviced land and affordable housing. He made a special call to both the councillors and management to devote considerable amount of energy in searching for lasting solutions in addressing these challenges.

In addition, he assured the residents that Council resolved to rededicate its efforts until there is a sign of relief in terms of the availability of basic services to the under serviced suburbs of the City. **"We will make targeted decisions, which will see special projects specifically aimed and ensuring that informal settlement are formalised, affordable houses are build, and other basic amenities such as water and electricity are brought closer to the people"** stated the Mayor.

He re-assured the public that the City Council will continue with its consultative governance, through community meetings and at other platforms where community inputs are sourced on the development of the city.

BANKING DETAILS FOR YOUR ACCOUNT PAYMENTS

Bank Name: First National Bank
Branch Name: Windhoek Corporate Site
Branch Code: 281872
Internet Banking Branch Code: 282672
Account Numbers: 55500033613
Swift Code: SIRNANX
Reference: Your Municipal Account Number
E-mail: Payments@windhoekcc.org.na
Fax Nr.: 290 2199
Tel Nr.: 290 2540, 290 2139, 290 2232

Fax or e-mail payment confirmation to:

- **Email:** payments@windhoekcc.org.na
- **Fax:** 061 – 290 2199 / 2301

Ensure that your fax or email include your **account number, erf number and contact details.**



Editor's Desk



Lydia Amutenya
External Communication Officer

Greetings to you all our esteemed residents and readers of the Aloe!

It is a new month and we have ample reasons to be jovial. As a nation, the month of March gives us reasons to be proud and celebrate. In a weeks' time, on the 21st March to be exact Namibia will celebrate its 27th Independence anniversary. This is a historic day in the history of Namibia, as we celebrate with lot of fervour and enthusiasm, and pay homage to all freedom fighters whose selfless contributions and sacrifices brought us freedom.

We remain indebted to our Heroes and Heroines whose blood watered our freedom. It is indeed our turn to contribute towards creating an enabling environment in which we prosper and build national development.

Although as a nation we have for 27 years been enjoying political independence, we are faced with challenges of economic emancipation especially in urban areas such as lack of serviced land and housing.

It is with that background that our Mayor, His Worship, Cllr Muesee Kazapua, expressed the City's determination to improve the living standards of our people especially in our informal settlements.



UNDER STREETS & TRAFFIC REGULATIONS (GN 9 OF 1930),

It is an offence to do the following:

| OFFENCE | FINE |
|---|-----------------|
| Indecent Behaviour (E.g. Urinating in the street or any other public place, making any indecent gesture & undressing in a public place). | N\$ 1000 |
| Noise Pollution (Playing loud music/making loud noise in a way that disturb others, without the Council's authorisation) | N\$ 1000 |
| Obstruction (Disturbing traffic flow by parking/stopping at a prohibited area) | N\$ 1000 |
| Drinking in Public (Drinking beer/alcohol outside the bars/shebeens or walking & drinking a beer in a public place) | N\$ 1000 |
| Causing any public nuisance (Shouting, quarrelling or fighting in the streets) | N\$ 1000 |
| Loitering (Wilfully sit, lie and stand in the streets/public place in such a manner that construct others using that street or such a public place) | N\$ 500 |
| Littering (Throwing / dropping any waste in the streets / public place without the Council's authorisation) | N\$750 |

Let us therefore pull in the same direction as a team to take the city forward. All contributions towards improving our city are welcome. It is very important that as residents you honour your municipal account monthly by paying on time to enable us to sustain the realisation of our mandate. We all have a collective responsibility of creating an enabling environment in which we want to live peacefully.

Let us adhere to municipal regulations and avoid land grabbing especially in our informal settlements where this practice is rife, noise pollution, littering, abide by traffic regulations, speeding and inconsiderate behaviours in our roads, makes Windhoek unsafe.

May you find this Aloe edition enlightening! Happy 27th independence anniversary Namibia!

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

Compiled & Edited by: Lydia Amutenya
External Communications Officer

Contributor(s): Scheifert Shigwedha,
Dieter Tolke
Uakazuvaka Kazombiaze

Design & Layout: Gerhard Groenewald
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CITY OF WINDHOEK TO IMPLEMENT NET METERING RULES AS FROM 01 JULY 2017



Net metering is generally a billing mechanism that credits renewable energy system owners for the electricity they add to the grid. For example, if a residential customer has a PV system on the home's rooftop, it may generate more electricity than the home uses during daylight hours.

The City of Windhoek will commence with the implementation of the Net metering rules effective **1 July 2017** following the gazetting of the rules in November 2016.

The City of Windhoek has a database of all customers that have registered their grid connected Photovoltaic (PV) solar installations and have the correct bi-directional electricity meter installed that enables us to implement

the rules as gazetted.

However, there might be other grid connected PV solar installations within the City of Windhoek electricity network that are not yet registered with the city. As a result, those installations may not be fully compliant to the requirements of Net Metering rules as they are not inspected and will not be considered during the implementation.

The City of Windhoek therefore hereby request all our esteemed customers with unregistered PV solar installations to come register those installations through their respective system Installer. The registration will immediately take place at the

Electricity Department with the office of the Chief Technical Inspector at no costs during week days from **08:00 - 10:00** and closes on **30 May 2017**.

All prospective customers wishing to install grid connected Photovoltaic (PV) solar installations are encouraged to have the installations registered with the City, and the registration is free of charge.

The public is welcome to contact our Department of Electricity, Chief Technical Inspector on telephone number 061 - 290 2461 or alternatively to the Electricity Control Room on telephone numbers Tel.: +264 61 290 2452 / 3 / 4 for further clarity on the above.

THEFT OUT OF MOTOR VEHICLE IS PREVENTABLE



Theft out of motor vehicle is increasingly becoming a crime of concern in the City of Windhoek as several residents suffer losses due to vehicles being broken into. Most vehicles are targeted because owners leave valuables where criminals can see them from the outside.

Cash, handbags, cell phones and laptops are generally the commonly stolen properties. Although several criminals have been arrested in connection with this type of crime, theft out of motor vehicle is still prevalent in the City.

The Windhoek City Police Service would therefore like to urge members of public to eliminate the opportunity of theft out of motor vehicle by:

- Locking away all valuables in the boot of the vehicle before driving.
- If possible activate the vehicle's alarm while the vehicle is parked even when parked for a short while.
- When using a remote to lock your car, manually check whether the doors are locked and if they are not, there may be someone trying to block the remote signals.
- Approach any intersection with caution and be on the look-out for people loitering in the vicinity

Should you notice that your safety is compromised, we advise that you go to your nearest police station or call the City Police Call Centre at 061 302 302 or alternatively send a text to 44 44 for assistance.



CONTROLLING BABOONS IN THE CITY



Baboons are known to roam streets and invade residential properties in Windhoek often creating fear amongst residents. Incidences of malicious damage to private property, emptying of waste bins has been sighted and reported. Although no formal statistics are available, problem incidences are presumably high in the areas of Avis, Dobra, Elizenheim, Ludwigsdorf and Kleine-Kuppe. As such problems associated with baboons' forms part of a broader human animal

conflict issue. Baboons have learned to associate humans with food. The feeding of baboons by people remains a key factor in attracting baboons to residential areas.

In dealing with problematic baboons, the Municipality is collaborating with community groups and other stakeholders such as NamPol, Ministry of Environment and Tourism, community groups and local environmental organizations. Collaboration is geared towards devising a baboon management plan.

Residents can assist mitigate baboon problems by adopting the following handy tips:

1. Remain calm and relaxed whenever in direct confrontation with baboons
2. Do not tease baboons: Teasing triggers aggressive behaviour and response
3. Do not chase after baboons nor let your pets do the chase
4. Do not touch baboons: Touching diminishes the natural fear that baboons have of humans
5. Do not feed baboons: Every time a baboon is successful at getting food

from a human, it just contributes to the problem

6. Keep your waste bins closed
7. Do not shoot at baboons: Discharging a firearm in a municipal area is a criminal offence, punishable by law.
8. Should you observe baboons on your property, close windows and lock doors to prevent baboon access
9. Call for assistance: Residents should be cautioned not to try and handle problematic baboons themselves as this can cause imminent danger to them.

For assistance residents are advised to contact the following numbers:

City Emergency Services 061- 211 111

City Police Service 061- 290 2239 / 302 302 / SMS Line: 4444

Environment Management Division 061- 290 2025

Ministry of Environmental and Tourism 061 284 2564 or 081 651 5293

COW TO REVIVE ITS GARDENS



The gardens around the City have been hard hit by the drought that persist for some times now.

It is now time for the City of Windhoek to claim its beauty by reviving it gardens in and around the capital.

The process of reviving the greenery around the City has started and some facilities will keep their wet gardens through the connection to the semi purified water.

The City of Windhoek has identified areas around the City more specifically in the Western and Eastern side of the City for new dry garden developments.

The Parks division is working on a five(5) year plan to create new gardens on traffic islands and wide road shoulders around the City.

With good rain received thus far, the Central Business District greenery will be revived too.

The sport fields have been affected by drought due to water restriction and they will be closed for upgrading the irrigation systems and planting of lawn.

Grass is visible grown over the walkways therefore we started clearing walkways and traffic areas; although with the continuing rain the grass continues to grow back fast.

However, the situation is under control, and we are working hard to ensure that all areas within the City are covered with the limited resources at our disposal.





WHY IS CREMATION A WISE ECONOMIC DECISION THAN BURIAL?



When grieving the decision whether to cremate or bury is usually not an easy one to make especially when one is confronted with other challenges in validating this decision. However, from the economic point of view, putting into considerations the costs involved in burial in comparison to cremation, the costs shows that cremation stands out much affordable than burial.

Cremation is a convenient and quick way to handle the body of the deceased. Cremation is defined as a process of exposing the body of the deceased to extreme heat until it is reduced dry bone fragment which are known as 'cremated remains'. It is up to the surviving family members whether they want a simple cremation service or go for a detailed one.

The cremation process is less expensive as compared to ground burial. The low cost of cremation makes it the cheapest form of human interment. Cremation is normally cheaper than burials and the disposal of ashes do not take up any extra space. Memorial works for cremated remains are normally smaller and cheaper.

With cremation, you get a wide array of memorial options. You can go for the traditional burial option where the cremated remains can be buried in ash

graves. Other options are storing the ashes in columbaria, or the family members may keep or scatter the ash where they prefer at their own pace.

Cremation is generally regarded as an environmentally friendly solution because it prevents cemeteries from expanding into natural resources.

The advantage of cremation is if families live apart and cannot reach immediately to pay their last tribute to the deceased, then cremation is a good option.

After the cremation process is over, a memorial service can be planned where all the family members and friends of the deceased can come together to pay their tribute to the departed soul.

Many states will actually cover the cost of cremation for persons who have no prior arrangements or family to help pay for other services.

The current fee charges of cremation are as follow for Windhoek Ratepayers:

- Adult, child above 12 years and remains each N\$685.30
 - Child under 12 years each N\$342.45
- None Residents fee charges are:
- Adult, child above 12 years and

remains each N\$1199.30

- Child under 12 years each N\$599.27

NB: There is only one cremation facility in Namibia owned by the City of Windhoek.

Burials

A big factor for burial on the other hand is that, it comes with a higher price tag, requiring a burial site, casket, embalming, ceremony, burial fee, headstone and vaults.

The price for a burial site varies between N\$ 941.00 and N\$2100.00 for the higher class cemeteries, if you are a rates and tax payer in Windhoek.

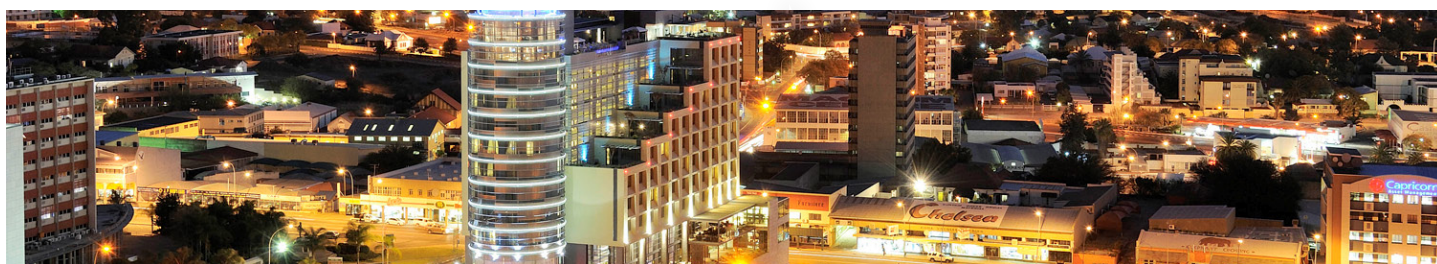
NB: One adult grave takes up to 2.3 meter in length and 2.4 in depth.

The price for digging of graves escalates drastically due to the geoscience of Windhoek and rock formation underground.

Windhoek is located on a very competent rock formation which makes it difficult for City of Windhoek to earmark new area for the cemetery development in a very mountainous location, and to find a suitable place for the development of a new cemetery, as almost impossible.



VISITORS SAFETY TIPS



The City of Windhoek promotes Namibia as a safe tourism destination and we trust that you will enjoy your stay in our beautiful city. Guests' well-being and enjoyment are of prime importance to everyone in the tourism industry. Please help us to ensure that your visit is both safe and pleasant by taking the following simple precautions, as you would in any other country.

IN THE HOTEL

- Put airline tickets, valuable documents and certified copies, items and most cash in the hotel safe deposit box before going sightseeing.
- Do not leave your luggage unattended, unless locked in your room.
- Keep your room locked at all times.
- Hand the key in at the desk when you leave the hotel. It is advised that you tell someone at reception where you are going.

SIGHTSEEING / IN THE STREET

- Parking Tickets are not paid at the ATM
- Avoid displaying jewellery, expensive cameras and other valuables. Carry your (video) camera in a shoulder bag and not around your neck. Please double check your car is locked.
- Never leave your valuables or property unattended in any public place or displayed in the car even if you are on a guided tour.
- Beware of street offers e.g. Semi precious stones (possession of uncut diamonds is an offense).
- Never give money to children or loiterers, as this would encourage contravention of Municipal regulations.
- Learn about your surroundings. Ask the Tourist Information Officers, Hotel Staff and local residents about areas to avoid.
- If you want a taxi, your hotel or the nearest Tourism Information Office can recommend a reliable service. Taxis in Windhoek display a code consisting of an Alphabet letter and numbered for e.g. K100.

AFTER DARK

- Most areas in the City are safe, but rather explore the area in groups after dark or on weekend afternoons when few people are around.

- Stay away from dark and deserted areas. Seek advice from the Windhoek Tourism Information Offices (Independence Ave and Post Street Mall) about local conditions.

SAFE BANKING TIPS

- Choose a well-lit ATM where you are more visible
- Do not accept help from strangers or allow anyone (not even Security Officers at the ATM's) to help you with your ATM transaction, rather ask for assistance inside the bank
- Do not carry large sums of cash with you.
- Never let your card out of your sight or control at the ATM
- Never let your card out of your sight when making payments, as criminals use this method to steal your card information
- Report foreign lost and stolen cards immediately so that they can be canceled
- Make use of legitimate foreign exchange outlets and guard against foreign exchange peddlers

CELL PHONE (MOBILE) EMERGENCY NUMBER

Namibia has a GSM 900 cell phone network which covers most cities, towns and major roads. For peace of mind have your phone activated to roam Namibia. Mobile phone users may call 112 in an emergency and you will be connected to the appropriate service.

OFFICIAL CONTACT NUMBERS

Crime Prevention / Traffic Management

Unit (24 hrs)

+264 - 61 - 290 2239 / 2018 / 3565 / 3567

Toll Free number +264 - 61 - 302 302;

Sms Line, 4444

Fire Brigade (ambulance, accidents and injuries)

+264 - 61 - 211 111

Namibian Tourist Protection Unit (24 hrs)

+264 - 61 - 209 2002

Emergency 10 111;

+264 (0)81 222 2516

Crime Stoppers (Anonymous information to police)

+264 - 61 - 254 299

Report Corruption – Anti-Corruption Commission

Toll Free number, 0800 222 888

SAFE SEX

HIV-AIDS is a global concern, therefore the use of the necessary precautions to prevent the spreading of the virus is recommended. Condoms are freely available at clinics and various outlets.

WATER

Windhoek's water is safe to drink. Water is a scarce commodity in Windhoek. Please use water sparingly!

HOW TO AVOID MUGGING

- Be aware of your surrounding
- Carry your bag around your neck and diagonally across your body. Do not carry it hanging over one shoulder. You may as well clutch your bag and hold it to the front.
- If you know or suspect that a pedestrian is following you, go to the nearest well-lit or busy area and call the police.
- Avoid taking short-cuts through deserted areas such as parks, empty areas and passages.
- Do not ask strangers to take group pictures no matter how friendly they may seem.
- Hide your phone and do not walk around talking on it as it may distract you and might be grabbed.

ENJOY YOUR STAY IN THE CITY OF MANY FACES!!!

SECTION HEAD: TOURISM

Tel: +264-61-290 2093

Fax: +264-61-290 2546

E-mail: Grace.Pujatura@

TOURISM OFFICER: INFORMATION MANAGEMENT

Tel: +264-61-290 2401

Fax: +264-61-290 2546

E-mail: Olehile.Thataone@windhoekcc.org.na

WEBSITE:

www.cityofwindhoek.org.na



HAPPY 27TH ANNIVERSARY NAMIBIA!



As Namibia celebrates its 27th Independence anniversary, on behalf of the City of Windhoek and its residents, His Worship, Cllr. Muesee Kazapua, Mayor of the City of Windhoek wishes to congratulate the Namibian nation on this remarkable achievement.

Today, as we salute and pay tribute to those Heroes and Heroines whose blood waters our freedom; we should embrace their legacy which continues to inspire us all in caring for our people through improving the quality of life of all our people.

WINDHOEK WATER QUALITY IS UP TO STANDARD

On the 15 February 2017, the City of Windhoek organised a tour for the Media to its Scientific Services Laboratory in order to acquaint themselves with the professional analytical processes involved in monitoring the quality of water supplied to the consumers. Scientific Service Laboratory is situated at the Gammams Water Care Works in Otjomuise Road. Let us get you through the objectives of the Scientific Services Laboratory, what is being tested and under what guidelines?

Main Objectives

- Monitor the drinking water sources, water distribution network, wastewater and industrial effluents to assure a safe potable water supply and safe guard the environment.
- Monitor the wastewater and water treatment plants and provide advice for optimal process performance and suitable product effluent.
- Conduct applied research for the optimization of existing and implementation of new sewage and water treatment unit processes.
- Supervise treatment plant operation and provide training for operators.
- Provide an analytical service to health officer and private clients.
- Consult on health and scientific aspects regarding water and wastewater treatment and

discharge.

Disciplines

Chemistry

1. Analysis of potable water, wastewater and industrial effluent samples and bottled water.
2. Use of laboratory information Management System for data processing and reporting

Microbiology

1. Analysis of potable water, wastewater, public swimming pool, food and dairy samples, bottled water.
2. Use of laboratory information Management System for data processing and reporting

Process Control & Research

1. Conduct applied research on water and wastewater.
2. Investigate new treatment process technology
3. Advise on treatment plant optimization and performance

Quality Assurance

1. Development and Implementation of a quality management system in accordance with the international ISO 17025
2. Quality control, internal audit and non-conformance management

Laboratory Information Management System

1. Manage and maintain LIMS (laboratory information management System).
2. Provide first hand IT support
3. Manage the database

Tests Conducted At Scientific Services

Main groups of determinants: Water & Wastewater

- Physical and Organoleptic
 - Inorganic – anion
 - Inorganic – cations non-metals
 - Inorganic – cations metals
 - Organic
 - Solids
 - Microbiology
 - Virology
 - Biology(Protozoa)
 - Disinfection and disinfection byproducts
 - Specialized test on plant performance and materials
- Specialized tests and studies
- Test for acute and chronic health risks substances

Guidelines Used

National & International guidelines

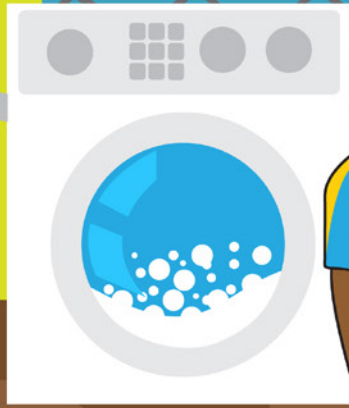
1. **Namibia:** SWA/Namibia Department of Water Affairs, 1988. Guideline for the evaluation of Drinking water for human consumption with regard to Chemical, Physical and Bacteriological consumption.
 2. **EU guideline:** quality of water for human consumption, 1998
 3. **SABS:** South Africa Bureau of Standards, 1999
 4. **WHO:** World Health Organization, 1993
- In-house guidelines
1. New Goreangab Reclamation Plant – Special guidelines
 2. Develop own in-house guideline along international trends

WORLD WETLANDS DAY & WORLD WATER DAY



TODAY'S WASTEWATER,
IS TOMORROW'S DRINKING WATER.
TURNING WASTEWATER INTO A RESOURCE

HEALTHY WETLANDS &
INNOVATIVE WATER &
WASTEWATER MANAGEMENT
FOR ENHANCED LIVELIHOODS



23
MARCH
2017
10 AM

ZOO PARK AMPHITHEATRE



NAMWATER
Namibia Water Corporation Ltd



SAB MILLER | Namibia

Ogilvy & Mather Namibia

