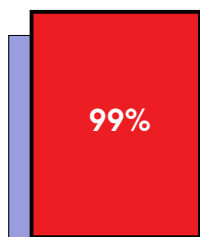


WATER ALERT

Windhoek's water consumption is alarming. During this summer extra caution to save water is required.



9 October 2017



Allowance 95%
(482970 m³)

Consumption 99%



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

**CONSUMPTION HIGH
SAFE WATER!**

INDEPENDENT GIRLS MENTORSHIP PROGRAMME



Seated front row from left to right: Savelia Nangolo, Matumbo Siwoko, Sippora Uises, Lahya Ipinge and Taimi Teofilus, Standing from left to right Selma Lukas, Rosalia Dula, Laimi Mbadhi, Jenny garises and Lavinia Elifas

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AND MUCH MORE

After the funding from UNWG Scholarship programme came to an end in 2016, the City of Windhoek, Community Services Department realised the need to start a programme aimed at empowering young girls who are orphans or whose parents are unable to afford the school related expenses and thus secure secondary school. We seek to break the cycle of poverty and empower communities to take charge of their own development.

Empowering girls is a development multiplier: secondary education has direct impact on reducing early marriage, child and maternal mortality and nutrition. If effectively supported during adolescent years, girls can break intergenerational cycles of poverty, violence, exclusion and discrimination. For this, education and empowerment are the best investments a society can make. Thus, the City of Windhoek, Community Development Division, Social Welfare Section is aimed at investing in one of the most effective ways to create a global shift at the grassroots level – life skills and mentoring for young girls living in the disadvantaged communities within Windhoek.

We have named the programme: "INDEPENDENT GIRL'S MENTORSHIP PROGRAMME" and at the end of the programme, we want girls to become autonomous, determined and have the ability to make informed decisions.

However part of our objective is not only to empower those girls but to encourage them to become role models in their school, family and communities and also touch the lives of other people.

The following are some of the activities the programme will embark on:

- Mentorship
- Individual and group counselling
- Family support and empowerment
- Girls Leadership Conference (targeting 100 girls) annual event
- Awareness raising (domestic violence, teenagers pregnancy, HIV and Aids, Cancer, self-esteem and self-confidence and girls rights)

For further information, please contact Monika Sheefeni at 061 290 - 3501 or email Monika.Sheefeni@windhoekcc.org.na



Editor's Desk



Lydia Amutenya
Head: Corporate Communications

Dear resident, the recently launched new Head Office building of the City of Windhoek by the Head of State, His Excellency, President Hage Geingob on the 05th October this year, is yet another infusion of assets ensemble in our capital city.

During the launch the President has urged City management and Council leadership to ensure that the beautiful building not only be a nice to have asset, but that the occupant's offices in the new building serve the city diligently and deliver the much-needed municipal services to the people of Windhoek.

As further narrated in the article in this edition the President minced no words when he urged the City of Windhoek's management present that Accountability + Transparency = Trust. A request further supported by the Transformational Strategic Plan 2017 - 2022 which the city has embarked upon, and that is part of the values the organisation is instilling in its workforce.

With the rapid population growth, comes also amongst other challenges such the apparent increase in poverty rate in the City coupled with increasing unemployment and to respond to the needs of the city less privileged is the recently launched Mayoral Relief Fund, the Fund will look at cases on merits as agreed upon by the trustees. The idea

CLIENT APPRECIATION AND COMPLIMENT TO SERVICE WELL DELIVERED

Name: Ms. Bernadette, a resident in Gladiola Street.
Comment: I want to say thank you to the Solid Waste Management division, specifically the ward cleaners responsible for cleaning the areas around Gladiola street. The playground at Gladiola street is the cleanest you will ever find (I think in the whole of Windhoek!) and the skip container next to the playground is always clean. You will hardly find litter around that container (which is fairly common around other sites) and the cleaners even go to the extent of racking this area. I have never seen this being done anywhere else... Each week these men and women are hard at work picking up litter in this area and they should be commended for doing a great job!

Dear Ms Bernadette Your e-mail on the job well done by our Solid Waste Management Ward Cleaners is hereby acknowledged and noted with appreciation. We shall continue to render quality services to all our residents.

Justina Valindi Customer Care Officer

THE CITY OF WINDHOEK HEREBY INFORMS RESIDENTS OF THE RENAMING OF THE FOLLOWING STREETS, AS APPROVED BY COUNCIL AT ITS ORDINARY MEETING HELD ON 04/09/2014 AND 04/06/2014:

OLD STREET NAMES	NEW STREET NAMES
Monte Christo	Late peter Eneas Nanyemba
Lucifer Street	Rev. Erwin Tjirimue
Legion Street	Rev. Bartholomeus Gerhardt Karuaera
Spreuke Street	Archbishop PDK Tjijombo
Pedestrian bridge across Arebbush River	Late Magdalena Stoffels

behind the Fund is not to lead to dependency but simply to render aid where necessary as its financial means will not be in a position to cater for all, but in extreme cases and to render support in the event of natural emergencies.

As the Christmas season downed, most residents are wrapping up plans for the festive season, and we urge

you to also along your preparation plans to consider alternative safety tips on how to secure your properties during the festive season, as burglars stay on prowl and tend to take advantage of vacant properties during this season.

I hope you enjoy further reading of the edition, and I look forward to bring you next month the final edition for 2017.

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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RESIDENTS URGED TO STOP THE REMOVAL OF MANHOLE COVERS



Drain Manhole

There is consistent sewage drain blockage being experienced in the suburbs north of the City, such as in Okuryangava, Katutura, and Hakahana, and it is happening mostly as a result of residents vandalising, stealing manhole covers and also dumping foreign materials (i.e. car engine blocks, tyres, stoves, buckets etc.) that do not belong within the sewer reticulation network, hence leading blockages.

Additionally, illegal connections (from carwashes and houses) made on to the network, where people dump oil, sand and gravel into the sewer system.

These incidents are hampering the City of Windhoek's efforts to ensure sustenance and upkeep of the sewerage system, as communities

are not bringing their part to prevent vandalism to sewer network.

Community members should be aware that drain blockages don't just occur out of the blue, but rather as a result of cause and effect. The City urges communities in these areas and the rest of the Windhoek in particular to adopt good practises towards safe guarding the sewer network.

It is important for community members to bare the responsibility of knowing as to what to dispose and not to dispose within the sewer system.

To refrain from removing manhole covers because it comes down to a cost that the public or rate payers should bear.

Sewer water is a health and environmental risk, thus removing the manhole interrupts the sewer flow cycle and would result in spillages, pollute the environment, and poses health hazard as polluted water will end up flowing in the streets and residential neighbourhoods.

Due to repeated vandalism and theft of manhole covers that has caused damages to pipelines, the City of Windhoek is currently forced to divert already strained financial resources and to carry out pipe replacement program in the Hakahana and Okuryangava area, where large sections of pipe lines and manholes should be rebuilt and replaced.

Report drain manhole cover theft, and vandalism to Tel: 061 290 2402/2162



COMMEMORATION OF 2017 HEALTH AND HYGIENE PROMOTION MONTH



Mayor Muesee Kazapua, demonstrating how to wash hands in order to ensure clean hands and reduce deceases, at the Health and Hygiene Awareness day that took place at Oshetu Market in Katutura on 12 October 2017.

The City of Windhoek in partnership with United Nations Children's fund (UNICEF), Namibia Red Cross Society and other stakeholders hosted the 2017 Health and Hygiene Commemoration day to showcase health and hygiene promotion efforts targeted at informal food handling markets. The event was commemorated under the theme: "Our Hands, Our Future", reminding us that handwashing does not only protect our own health, but also allows us to build our own future, as well as those of our communities, and the world at large. The event also served as an opportunity to caution and inform food handlers about the legislation that regulates their practice and businesses, the City has set aside the Month of September and October as health and hygiene promotion months in Windhoek. About 50 handwashing buckets were handed over to the traders.

During the occasion His Worship Mayor of the City of Windhoek, Cllr Muesee Kazapua, urged the traders to adopt good health and hygiene practices, and urged stakeholders to assist the city in developing improved markets so that traders can trade in hygienic areas. The Mayor re-emphasized the importance of washing hands with clean water and soap as the primary and most effective barrier in preventing the spread of communicable diseases among communities, there is a need to intensify health and hygiene promotion efforts at informal food markets echoed the Mayor.

The purpose of hygiene promotion month is to:

1. Create awareness on the importance of handwashing with soap and water to curb the spread of communicable diseases.
2. Foster a culture of proper and adequate hand washing within the community.
3. Promote the benefits and practice of handwashing with soap, as well as increasing access to and improving hygiene facilities.
4. Intensify awareness about Hygiene in food markets and the legislation and policies that regulate the expected standards to ultimately assist in the enforcement of the regulated standards.
5. Promote and improve public health through behaviour change training, education and awareness raising efforts.
6. Sensitize and remind the public of the annual commemoration of "Global Handwashing Day" annually commemorated on 15 October 2017.

Target Audience included all food handlers, more especially, street vendors who do not have the required amenities at their disposal, as they are primarily located at areas not designated for this purpose as well as to improve hygiene conditions at all informal Markets. The Annual National Global Handwashing Day was commemorated on the 16 October 2017, but the City of Windhoek with the strategic partners hosted it earlier on.



Arch Bishop Theo Pura of St. Joel Apostolic Church, Dr. Jean Kaseya Chief: Child Survival & Development UNICEF, Ms. Naemi Heita Namibia Red Cross Secretary General, His Worship Mayor Meusee Kazapua, Hon Ambrosius Kandjii Katutura Central Constituency Councillor, and Hon Rachel Jacobs chairperson of the Khomas Regional Council.



(L-R) officiating at the Health and Hygiene Promotion Day: Ms Marry-Ann Kahitu Manager: Environmental Management and Mr. Fillemon Hambuda Acting CEO.



City and stakeholders installed Health and hygiene display boards as seen in the image to further continue reinforce hygiene messages.



"Kapana" Traders at Oshetu Market amongst the recipient food traders who benefited from the Health and Hygiene messages shared.



OUTDOOR ADVERTISING APPLICATION PROCEDURE

ESTATE AGENTS' ANNUAL LICENSE

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.

Every individual Estate Agent (agent not agency) who wishes to display temporary signs in Councils' road reserves to advertise the fact that land, premises, development or any other form of real estate is for sale, to let, sold or on show must apply for an annual Estate Agents' Boards license under class 11 of the Policy of Outdoor Advertising Control, 2007.

Procedure to apply for an Estate Agents' License:

1. Obtain an application form and list of criteria for class 11 from the Outdoor Advertising Officer based in the City of Windhoek (CoW), Customer Care Centre, Head Office. Upon written request the Outdoor Advertising (OA) Unit will email application forms to

applicants or documents can be downloaded from the CoW website. The application form will be accompanied by the criteria / conditions for class 11 advertising signs.

2. Acquire a sundry invoice (totaling N\$1000.00 per agent per calendar year or pro-rata amount) from the Outdoor Advertising Officer which upon request can also be emailed to applicant.
3. Submit duly completed documents including list of criteria (initialed) to arh@windhoekcc.org.na or delivered to the OA Desk 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. Application form and initialed criteria/conditions (confirming having read, understood and agreed to the criteria of class 11 advertising signs);
5. Namibia Estate Agents Board (NEAB) Fidelity Fund Certificate – Company's Certificate;
6. NEAB Fidelity Fund Certificate – Agent's Certificate;
7. Fitness Certificate CoW (in the name of the company or individual);
8. If legal entity is a closed corporation or company, Founding Statement from the Ministry of Industrialization, Trade

9. and SME / BIPA;
9. If legal entity is a sole trader (natural person), Identity Documents/Passport;
10. Proof of payment of applicable license fees. No license will be processed until fees have been paid in full and confirmation of payment received by Council.

EFT payments can be made out to (CoW banking details on Sundry Invoice): City of Windhoek, FNB, Acc. No. 62012146115, Branch Code 281872. Sundry Invoice

(Number to be used as reference, for example SI0523153).

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

11. Handed in at the Outdoor Advertising Desk based in the Customer Care Centre.
12. Issuance of license 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 HEALTH & HYGIENE PROMOTION MONTH & GLOBAL HANDWASHING DAY



SELF READING SMS

This service allows you to submit your monthly water/electricity meter reading via SMS. Below is the information on how to register and submit your reading.

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.

Your SMS should look like this: **EXAMPLE**
mreg (space) accountNo*statementKey → send to 269000

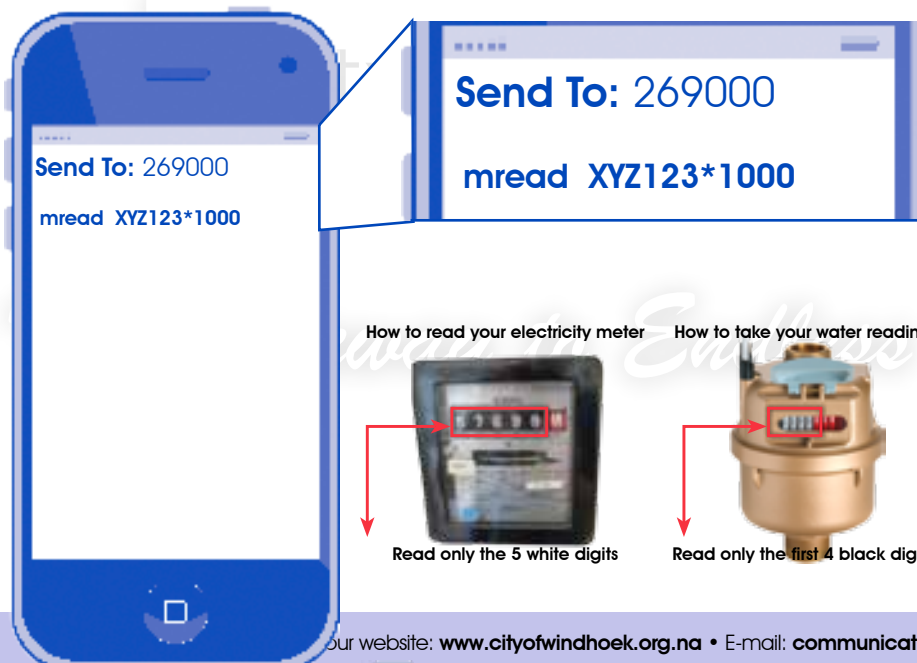
The Account Number and Statement Key can be found on your monthly statement at the **[indicated the position on the statement where the key is found]**. Please note only the Statement Key on the latest statement will be accepted.



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.

Your SMS should look like this: **EXAMPLE**
mread (space) meterNo*reading → send to 269000



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.**

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.

REGISTER BEFORE THE 1 JULY 2017. E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED



LAUNCH OF THE CITY OF WINDHOEK MAYORAL RELIEF FUND AND INAUGURATION OF THE NEW BUILDING.



Inspecting the office of the CEO during the launch of the New Head Office Building of the City of Windhoek: First Lady Monika Geingos, and His Excellency President of the Republic of Namibia, Dr Hage Geingob, backrow: Governor of the Khomas Region, Honourable Laura McLeod-Katjirua, City of Windhoek Mayor Muesee Kazapua, Hon. Sophia Shaningwa, Minister of Urban and Rural Development, and City of Windhoek CEO Mr. Robert Kahimise.

On the 05 October 2017, the Head of State Dr Hage Geingob, officially inaugurated the City of Windhoek's new Head Office Building. During the inauguration, the President commented City of Windhoek for adding an iconic building to the capital, and urged that now that City management has new comfortable offices, it should translate into hard work and productivity. He also requested that there be accountability and transparency which equals trust. The inauguration of the new Head Office Building coincided with the launch of the Mayoral Relief Fund. Pledges received during the launch witnessed an amount of N\$ 1,8 million pledged. The Fund is a response to increased poverty levels, as the City of Windhoek (CoW) through the Office of the Mayor over the past few years has been inundated with requests for grants, donations and financial assistance from numerous members of the community. As levels of government in close proximity to the people, municipalities are tasked to deal with issues of bread and butter affecting the urban communities on a daily basis.

These vulnerable groups include pensioners, people living with disabilities, child-headed homes, persons in need of shelter, persons in need of major medical operations and victims of emergencies and disasters; amongst others. Faced with inadequate resources at our disposal, Council has not been able to make meaningful impact in assisting. CoW recognizes the role it has to play in contributing to poverty eradication and social progression of our people, which ideals are embedded in our national program on prosperity, the Harambee Prosperity Plan (HPP). In this regard,

CoW decided to establish a Mayoral Relief Fund in line with our strategic objective of duty of care and subject to the set policy guidelines. The Fund is established to support vulnerable community members and individuals who are in extreme needs.

Council Commitment

The Strategic Objective "Duty of Care" commits CoW to corporate social responsibility and social wellbeing of the Windhoek citizenry. Therefore, CoW recognises the role it has to play in contributing to poverty eradication and social progression of our people.

Mayoral Relief Fund Objectives

1. To provide assistance to vulnerable community members.
2. To offer donations and support to victims of emergencies and disastrous.
3. To provide financial assistance towards tertiary education of vulnerable learners.
4. To contribute to causes that will promote the image of the City of Windhoek.
5. To contribute to building community capability.
6. To provide assistance for food security initiatives.

Mayoral Fundraising Focus

The fundraising gala dinner have included pledges and contributions sought prior and during the launch itself

1. Tables: Tables sitting 10 guests were sold at N\$15,000.00 at the Gala Dinner; and the corporate contributions indeed have made

a positive impact on the improvement of the quality of life of those who are less fortunate.

2. Pledges: We had a target to raise N\$ 1.6 million with this programme, which will be used towards the alleviation of identified social challenges in our community.

Governance Structure of the Fund

The Mayoral Relief Fund will depend on financial contributions by the community members of the City Windhoek and corporate partners. In the interest of good governance, the CoW has put the governing structure in place by appointing the Fund's Governing Committee prior to the launch of the fund. In that regards, a six (6) members committee comprises of the following:

- Municipal Council of the City of Windhoek;
- Private Sector Leader - Corporate
- Public Sector - Corporate Social Investment
- Public Sector Leader - International (Non-Governmental Organisation)
- Community / Spiritual Leader
- Youth Organisation Representatives; and
- Administrator of Fund - Office of the Chief Executive Officer (Office of the Mayor)

The Mayoral Relief Fund Committee was introduced to the public at the Gala Dinner.



City Councillors lined up to welcome the President and First Lady during the inauguration of the New Head Office Building: Cllr Ignatius Zemba, Cllr Brunhilde Cornelius, Cllr Ian Subasubani, and Cllr Joseph Kaundenge.



At the launch of the City of Windhoek Inauguration: City of Windhoek CEO Mr. Robert Kahimise, Hon. Sophia Shaningwa, and First Lady Madam Monika Geingos.





THE WINDHOEK JAZZ FESTIVAL



Ringo Madlingozi



Mi Casa



Big Ben



Erna Chimu



Lize Ehlers



Suzy Eises



Major 7th



William Peterson



Mané Fernandes

**04.11.2017 | Independence Stadium | n\$250 | gates open at 15h00
tickets available from events today**

