

# Aloe

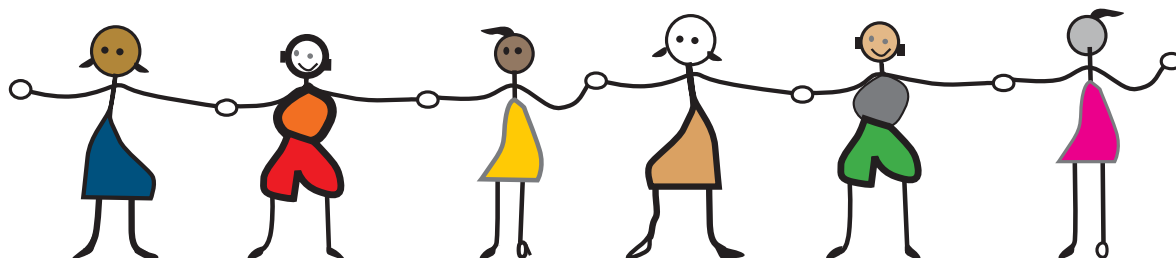
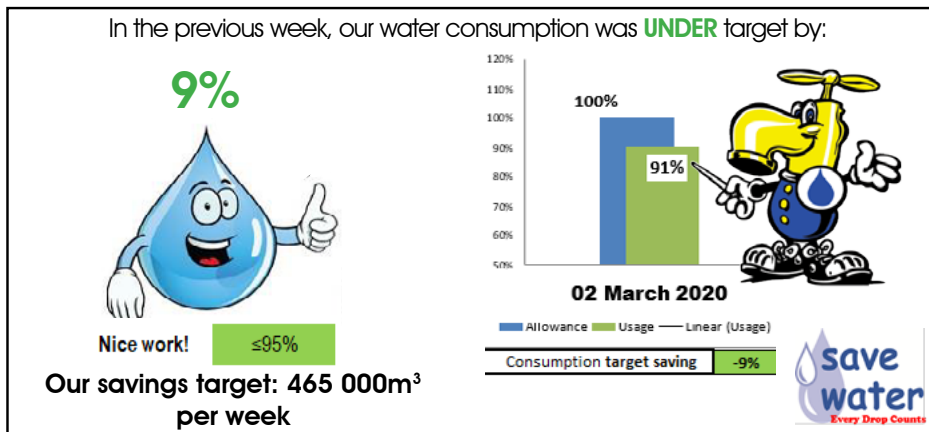


The Gateway to Endless Opportunities

The mountain aloe is the official logo of the City of Windhoek and an important element of our corporate identity - appearing on municipal vehicles, buildings and stationery.

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Windhoek is in a water scarce region and weather patterns remain uncertain. We all should ADOPT SMART LIFESTYLES and use water responsibly. Remember, the MORE you save, the LESS you pay. **Water saving target: 15% for the 2020 season.**



**Independence Anniversary 1990 - 2020**

Visit our website: [www.windhoekcc.org.na](http://www.windhoekcc.org.na)

E-mail: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)



*Harold Akwenye  
Executive editor  
Manager: Corporate Communications,  
Marketing and Public Participation.*

**Dear Aloe readers,**

What a start to 2020 we've had! Valentine's Day is already behind us and we now look forward to the official Independence celebrations in our very own Windhoek, at the Independence Stadium, on 21 March. I just love the new independence logo:



As we throw our doors open to the rest of the country on 21 March, let's unite, as ambassadors for our City and patriotic Namibians, to appreciate the last 30 years of our hard-fought independence and ready ourselves for a year of deliberate action and balanced services for all in Windhoek.

The heavens opened up over most of the country this month. In and around Windhoek too, we've received welcome inflows into the dams supplying us with precious water. However, we need to recharge the Windhoek aquifer, from which we've been abstracting water at

an unsustainable rate, with much of the rainwater we've received. Therefore, and also keeping in mind the dry winter months ahead, we need to continue managing our water consumption and employ relevant water-saving measures to the best of our abilities.

Our new mayor, Her Worship Fransina Kahungu, and her team have been pro-active in meeting various communities in the Capital to engage them on their developmental needs. You can keep track of all of their engagements by following our social media pages, Facebook, Twitter, and Instagram, for regular updates!

I am happy to announce that Lydia Amutenya was promoted to Corporate Communication section head and takes over as editor of the Aloe.

In this issue we introduce you to our new mayor; we take a look at her action plan for the year; we see how our Scientific Services division strives to ensure Windhoek's water quality; we review the latest additions to our Children's Memorial; we follow the progress of our water-saving initiative - Fix-a-leak; we share some important information around how to protect yourself against the coronavirus disease (COVID - 19) and much more! Keep your eyes on our new "Upcoming events" notice on this page to keep abreast of exciting and important happenings involving the City of Windhoek.

Please contact us for any story ideas, feedback or suggestions at [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na). We hope you enjoy this edition of the Aloe!

**Follow us in 2020:**



The latest and previous Aloe editions available at:

**[www.windhoekcc.org.na](http://www.windhoekcc.org.na)**

# Aloe

The Aloe is produced by the Corporate Communications, Marketing and Public Participation division in the Office of the Chief Executive Officer. The public is welcome to give constructive feedback via the editor's column. If you have any comments, suggestions or contributions, send us an e-mail to: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na) or use our Post Office Box 59, Windhoek to send us a contribution via mail.

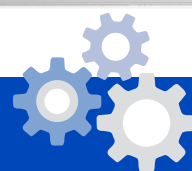
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## UPCOMING EVENTS

**26 March - Windhoek Municipal Council Meeting at 18.00 at the Council Chambers, Town House (Open to the public).**

**30 March - Month-end Street Market registration; Strictly 8.00 to 9.00 at the CoW Customer Care Centre.**

**31 March - Month-end Street Market from 7.30 to 16.00; Independence Avenue – Clock Tower.**







# MEET THE MAYOR



**The mayor is the head of local government in Windhoek. He or she is elected by council every year and has statutory powers and functions. They are responsible for formulating policies, promoting employment, and monitoring the implementation of council's policies. They must monitor the administration, review the performance of the municipality and oversee service delivery.**

**or she is elected by council every year and has statutory powers and functions. They are responsible for formulating policies, promoting employment, and monitoring the implementation of council's policies. They must monitor the administration, review the performance of the municipality and oversee service delivery.**

## About

Fransina Ndateelela Kahungu was sworn in as new Mayor of Windhoek on 13 December 2019. She joined the Windhoek City Council following regional and local authority elections in 2010 and previously served both as a member of the management committee (2012 to 2016) and as deputy mayor (2016 to 2017).

Born in the Okapanda village in 1970, Fransina's political career took shape

in the eighties with her involvement in student uprisings. In 1989, as an active member of the Namibia National Student Organisation (NANSO), she was part of the Mweshipandeka High School student group who helped organise a mass national demonstration, through NANSO, for the withdrawal of apartheid South African forces from Namibia. Currently she serves as the deputy secretary of the SWAPO Party Women Council.

Fransina is a qualified teacher with experience spanning back to the late nineties when she was first appointed at Olaf Palme Primary School. Completing her Master of Art degree currently, she also holds a bachelor degree in education and a Higher Education diploma in Secondary Education from the University of Namibia.

She has a wealth of experience in political, project and financial management, research, the social sciences, diplomacy, marketing and sustainable development. The mayor has a wide range of interests outside council and supports various leadership development initiatives, the Swapo Party Women's Council, and regional women's organisations.



*Her Worship, Mayor Fransina Kahungu.*



*Mayor Kahungu is actively meeting the various communities of Windhoek's informal settlements to understand their developmental needs.*

## DID YOU KNOW?

His Worship or Her Worship is an honourific prefix for mayors, justices of the peace and magistrates in present or former Commonwealth realms. In spoken address, these officials are addressed as Your Worship or referred to as His Worship or Her Worship. The term worship implies that citizens give or attribute special worth or esteem (worship) to their first-citizen or mayor.





# CITY OF WINDHOEK Council 2020

## VISION

To be a SMART and Caring City by 2022

## MISSION

To Enhance the quality of life for all our people by rendering efficient and effective municipal services.



Cllr I Subasubani  
Deputy Mayor  
SWAPO



Cllr FN Kahungu  
Mayor  
SWAPO



Cllr M Shikwa  
Chairperson of the Management Committee (MC)  
SWAPO



Cllr LK Kaiyamo  
(MC) SWAPO



Cllr JE Paulus  
(MC) SWAPO



Cllr TT Uwanga  
(MC) SWAPO



Cllr A Niizimba  
(MC) SWAPO



Cllr M Kazapua  
SWAPO



Cllr H Ulumbu  
SWAPO



Cllr AK Ashilelo  
SWAPO



Cllr M Ukeva  
SWAPO



Cllr MJ Amadhila  
SWAPO



Cllr I Semba  
PDM



Cllr P Kahuure  
NUDO



Cllr BE Cornelius  
RDP

## MANAGEMENT



CEO  
RN Kahimise

## STRUCTURE



HEAD: City Police  
AK Kanime



SE: Human Capital and  
Corporate Services  
MG Mayumbelo



SE: Electricity  
OA Hekandjo



SE: Housing, Property  
Management and  
Human Settlements  
Vacant



SE: Economic Development  
and Community Services  
FN Hambuda



SE: Information  
and Communication  
Technology  
R. Kanjilomuni



SE: Urban and  
Transport Planning  
P van Rensburg



Acting SE: Finance and  
Customer Service  
S Mutonga



SE: Infrastructure, Water  
and Technical Services  
L Naitib

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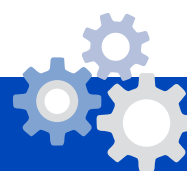
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# ACTION PLAN

During the recent special council meeting, Mayor Fransina Kahungu said it is only through teamwork that we will be able to achieve the goals we've set for ourselves this year. These goals were shared with the public in the form of the Mayoral Action Plan 2020.

Mayor Kahungu said at the meeting: "I implore you to commence with the implementation phase of the action plan now. We can not afford to waste a single second, because every second counts against use."

The Mayoral Action Plan is a list of focal priorities that the mayor, in consultation with council, commits council to during her one-year term of office. These priorities underpin and embrace the City's emerging challenges, its growth and its development strategy. The action plan is implemented under the theme: **"Taking deliberate, but cautious action for a balanced, developmental agenda for Windhoek."**

## Some of the highlights from the plan:

- Establishment of public Wi-Fi access points in the city, at schools, public libraries, key community points, and soccer stadiums to support mobility and promote productivity. Residents will be able to keep up to date with happenings in the city as well as access their municipal information.
- Electrification of 103 individual stalls at the Khomasdal, Katutura and Menarovandu Industrial Stalls.
- Launch of the Windhoek City Museum to collect objects of cultural and historical importance and present it to the public for educational purposes.
- Integrated climate change strategy and action plan and the commissioning of the strategic



environmental assessment for Windhoek for the protection of our natural resources, environmental sustainability and orderly and harmonious development.

- Policy on the impoundment of animals to control animals that are roaming around the city, to prevent accidents, damage to property and the spreading of disease.
- The implementation of 30km/h zones at schools and the installation of road safety signs around 25 schools.
- Pedestrian bridges over riverbeds at Okatunda and Oshitenda to improve pedestrian mobility and safety.
- Pedestrian crossings at the Christuskirche for the safety of pedestrians and tourists crossing the road to and from Independence Museum and Parliament Gardens.



- Two hundred and sixty-seven standpipes (water points) to be installed in the following constituencies:
  - » Tobias Hainyeko - 65
  - » Moses Garoeb - 65
  - » Samora Machel - 65
  - » Khomasdal - 40
  - » Windhoek Rural - 30
  - » Katutura East - 2
- Communal toilets to be installed in the following constituencies:
  - » Tobias Hainyeko - 65
  - » Moses Garoeb - 65
  - » Samora Machel - 65
  - » Khomasdal - 40
  - » Windhoek Rural - 30
  - » Katutura East - 3
- Provision of 121 skip containers for refuse in informal areas to promote cleanliness of the city.

- Development of a family park in Groot Aub for recreational purposes to promote healthy lifestyles.



- Certificates of Recognition of Occupation and Conditional Recognition of Occupation to recognise land occupation for ownership and ensure legally signed lease agreements between household heads and the City.
- Land delivery of approximately 3 500 serviced erven for residential and other purposes - delivered through several projects funded through public-private partnerships and through the central government.



- Affordable housing programme and Build Together scheme to provide houses in Onyika, Freedom Land, Greenwell Matongo and title deeds owners in informal areas; Allocation of approximately 400 erven to low income residents to restore dignity to people in informal settlements.
- Development of new cemetery in Rocky Crest
- Electricity supply to approximately 2400 households in various informal settlements

Mayor Kahungu said that if we are to succeed with the implementation of the action plan, participation of the communities in all the City's implementation activities is important. "The plan is aimed at turning the tables in favour of our residents, in terms of the provision of much-needed basic amenities," she explained.



To read the full Mayoral Action Plan, visit our website: [windhoekcc.org.na](http://windhoekcc.org.na)



# City of Windhoek

## 1990 to 2020

Thirty years of creating opportunities  
and growing together



At the City of Windhoek we are committed to work with our stakeholders to create real, sustainable benefits for everyone.

Our **Transformational Strategic Plan**, a roadmap for improved and smart service delivery, embraces the national development plans and aspirations embedded in the Harambee Prosperity Plan.



Read the strategic plan at [windhoekcc.org.na](http://windhoekcc.org.na).

## MAYORAL RELIEF FUND

The Mayoral Relief Fund is a vital poverty eradication intervention reaching out to vulnerable communities and responding to emergencies within the boundaries of Windhoek.



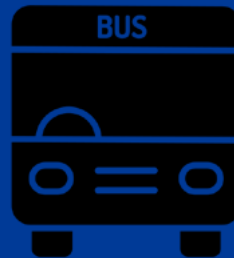
**2019:**

- N\$150 000 for the Educational Support Programme supporting disadvantaged and marginalised communities;
- N\$50 000 to the Namibian National Association for the deaf to print 1 200 sign language dictionaries; and
- 800 senior citizens hosted at the mayor's Christmas lunch.

## Social welfare programme:

- provision of regular, nutritional meals to orphans and vulnerable children and people living with HIV/Aids;
- subsidy provision of transport to senior citizens and people with disabilities;
- provision of Early Childhood Development Centres; and
- provision of basic needs to victims of shack fires and natural disasters in informal settlements.

## PUBLIC TRANSPORT SERVICE



**2019:**

- 320 bus stops;
- 74 buses;
- 66 bus drivers;
- 7 lines; and
- 30 complimentary routes.

## A brief history . . .

The City of Windhoek bus service was introduced in **1958** with only two buses to transport the city's workforce - mainly domestic workers - between their homes and workplaces. After Namibia's independence in **1990**, the demand for bus services increased and the City made big investments to improve the operation:

- By 1990, the City increased its bus fleet to 44 buses.
- In 1995 the bus fleet was increased again to 59 buses.
- To expand the bus service, new, additional bus routes were created in 2008 to serve mostly middle-income groups from Otjomuise Extensions 6, 7 and 8.
- Routes to and from Klein Kuppe were added in 2009.
- In 2010 a further 20 new buses, with improved technology, was added to the fleet.
- In 2015 a total of 26 new, low floor buses - that offer easier access to people with special needs - were introduced.
- Additional routes were created in 2015 to serve residents in Okahandja Park.

Your feedback is important to us. Email [enquiry@windhoekcc.org.na](mailto:enquiry@windhoekcc.org.na) or [cwcommunication@windhoekcc.org.na](mailto:cwcommunication@windhoekcc.org.na) with any comments or questions.



[windhoekcc.org.na](http://windhoekcc.org.na)

## WATER MANAGEMENT PLAN

A key principle guiding our Water Demand Management response is to maintain the economic vitality of the community to the best extent possible. Water restrictions imposed in response to a supply shortage can affect businesses in different ways. As part of our public outreach efforts, we will continue to carefully coordinate restriction programmes with water-based industries.

- 5 demand management categories;
- 37 boreholes operated by the City of Windhoek; and
- 3 water reclamation plants operated by City of Windhoek.



Read the water management plan at [windhoekcc.org.na](http://windhoekcc.org.na)

## ELECTRICITY

**2019:**

- 63 000 homes enjoy access to electricity;
- at least 1 200 new households electrified yearly in informal areas;
- average demand growth of 3% per year
- 11 load centres in Windhoek, with installed capacity of 510MVA\*; and
- 170MVA, the maximum load requirement of Windhoek.



\*MVA stands for Mega Volt Amp or Volts X Amp /1000,000. If your total load requirement is 1000 volts and 5000 amps (1000 x 5000 = 5000,000 VA) it can be expressed as 5MVA.





# SCIENTIFIC SERVICES ENSURE QUALITY OF WINDHOEK'S WATER

**The City of Windhoek's Scientific Services held its annual Management Review Meeting to assess the effectiveness of the laboratory's management system.**

The meeting was part of the requirements of the International Standard ISO/IEC 17025:2017, which dictates that a laboratory should establish and maintain a management system guiding its operations. The International Standard, ISO/IEC 17025:2017 specifies the general requirements for the competence and consistent operation of laboratories to ensure that they are able to generate valid results.

The event was attended by the City's chief executive officer, Robert Kahimise, strategic executive for Infrastructure Water and Technical Services, Ludwig Narib, and other officials from council, and various departments and divisions within the City, whose decisions have an impact on the operations of Scientific Services.

Speaking at the meeting, chief scientist, Kosmas Nikodemus, said the City's laboratory needs to transition the management system in order to comply with the new requirements of ISO/IEC 17025:2017 so that it can retain

its accreditation which it attained in 2015. Kosmas said: "We also need to update our analytical methods to be as per the newly published 23rd Standard Methods Edition."

The section scientists at the laboratory made presentations outlining the current operations of the various sections of the laboratory, the budget needed to upgrade to the new status, as well as successes and challenges experienced at the laboratory. Among the successes outlined include an increase in the number of tests conducted by the laboratory by almost four per cent during October 2018 to September 2019 and the introduction of additional sample points in the water distribution network, as well as an introduction of heavy metal analysis. Among the challenges include aging equipment and limited laboratory space to accommodate new instruments and personnel.

At the end of the Management Review Meeting, the CEO and Ludwig

signed the updated Quality Policy as per ISO/IEC 17025: 2017.



*City of Windhoek's chief executive officer, Robert Kahimise (right), and strategic executive for Infrastructure Water and Technical Services, Ludwig Narib, signed the updated Quality Policy.*







Windhoek has grown to have more than 400 000 residents – by far the biggest and most vibrant urban sprawl in Namibia. Rendering efficient and effective municipal services to enhance the quality of life of all our people is an increasingly challenging task that we at the City of Windhoek (C.o.W.) face head-on with enthusiasm every day. In this edition of Who is who at the C.o.W.? we feature our Housing and Land Delivery division.

#### What is the main aim/goal of the Housing and Land Delivery division?

The provision of affordable housing and serviced land to all income categories. This includes servicing of greenfields (previously undeveloped) and brownfields (sites that have had previous development) - both formal and informal - projects. The division also design different types of houses and is involved with policy formulation.

The division also do project and contract management of township development projects (public and private) which include tasks such as quality assurance, contract management, and the review of all infrastructure-related agreements/contracts.

Furthermore, the team is involved with the construction of affordable housing. They develop designs for housing units, conduct research on

housing models, and implement the Build Together Housing Scheme.

#### Who are the key external stakeholders of the division?

These include government ministries, contractors, consultants, developers, town planners, service providers, suppliers, local authorities, civic organisations, and professional bodies.

#### Where is the Housing and Land Delivery division located?

The manager, Benny Amuenje, is situated on the 4<sup>th</sup> floor, in the West Wing of our head office (Room W 404).

*Benny Amuenje is the manager of the Housing and Land Delivery division.*



The sections of Land Delivery and Housing are situated on the 5<sup>th</sup> floor of the old head office building (Town House), and the Project Management section is situated on the 4<sup>th</sup> floor of the old head office building (Town House).

#### How many sections do we have in the division and what sections are these?

- Project Management;
- Land Delivery; and
- Housing sections

#### Who are the respective section heads?

- Project Management - Samuel Haraseb (Section engineer, Project Management)
- Land Delivery - Analdinah Chipeio (Section engineer, Land Delivery)
- Housing - Theunis Heunis (Section engineer, Housing)

#### What are the main services rendered by the division?

**Project Management:** This section is responsible for overall project management of all Township Development Projects.

**Land Delivery:** This section is responsible for the overall Land Delivery Projects.

**Housing:** This section is responsible for the planning, design and construction phases of housing units. They are also responsible for the management and administration of housing schemes, including the Built Together Housing Scheme.

**There you have it - we hope you learned something new about the CoW's services today. The Housing and Land Delivery division of the CoW stands ready to serve you!**

#### Customer Focus

We render friendly, fair, simple, fast and effective services to all residents.







# COVID-19: BASIC PROTECTIVE MEASURES AGAINST THE NEW CORONAVIRUS

COVID-19 is still affecting mostly people in China with some outbreaks in other countries. Most people who become infected experience mild illness and recover, but it can be more severe for others. Take care of your health and protect others by doing the following:

**Wash your hands frequently:** Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

**Why?** Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

**Maintain social distancing:** Maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing.

**Why?** When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

**Avoid touching eyes, nose and mouth.**

**Why?** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

**Practice respiratory hygiene:** Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

**Why?** Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

**Practise food safety**

Use different **chopping boards and knives** for raw meat and cooked foods



Wash your hands between handling raw and cooked food.



World Health Organization

**Practise food safety**

Sick animals and animals that have died of diseases **should not be eaten**



World Health Organization

**Practise food safety**

Even in areas experiencing outbreaks, meat products can be safely consumed if these items are **cooked thoroughly and properly handled** during food preparation.



World Health Organization

**If you have fever, cough and difficulty breathing, seek medical care early:**

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

**Why?** National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

**Stay informed and follow advice given by your healthcare provider:**

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19.

**Why?** National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.

Source: [www.who.int/](http://www.who.int/)

## DID YOU KNOW?

The World Health Organisation has warned that severe and mounting disruption to the global supply of personal protective equipment (PPE) – caused by rising demand, panic buying, hoarding and misuse – is putting lives at risk from the new coronavirus and other infectious diseases.





# Aloe seen around



**Towards the end of every year, the City of Windhoek unveils a new name plaque at the Children's Memorial, at the Gammams Cemetery in Pionierspark.**

This annual event coincides with international Candle Light Day. Her Worship, Mayor Fransina Kahungu met bereaved families at this year's event to deliver a message of condolence.

The Children's Memorial project was inaugurated in April 2013. This project developed into an annual event where parents are requested to submit names of their beloved children who passed on before the age of 21. Their names are then placed on the memorial plaques, at no cost to the families. The idea came into existence after the Du Toit family lost their son in a motor accident in 2010.

The memorial wall was constructed with funds provided for by the Du Toit family in honour of their son, and who then decided to donate the memorial wall to the City of Windhoek. They requested that the memorial wall be used by any parent/s who lost a child before the age of 21.



**The City of Windhoek and Namibia in general, cannot sit idle and not be part of this day. It is important that we pause and reflect, through soul searching, the way and the manner in which our beloved children left us.**

*- Mayor Fransina Kahungu -*



*The Gateway to Endless Opportunities*

**City of Windhoek**  
 Vision: To be a SMART and Caring City by 2022

**PUBLIC NOTICE**  
 CUSTOMER CONTACT CENTRE  
 Operational hours

<b>Monday to Friday</b>	<b>Afterhours standby</b>
6:00 – 22:00	22:00 – 6:00
<b>Standby team for weekends and public holidays</b>	

**Contact us**  
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**Customer Focus**  
 We render friendly, fair, simple, fast and effective services to all residents.

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City councillor Ananias Niizimba handed over graduation certificates to students of a permaculture course at Farm Kukuna in Goreangab. As part of the programme, students designed model solutions to challenges they face every day. Cllr Niizimba said: "This is another example of how the City is supporting the development of resilient communities. These successful students will go out and be leaders of change and innovation in their communities."

Learn more about the stories behind these pictures on our social media channels!



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