



# Aloe



Issue 10  
December

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.

2022

The Gateway to Endless Opportunities

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COW PUBLIC EVENTS CALENDAR - DECEMBER 2022						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	29	30 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	2 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	3 Month-end Street Market - Economic Development & Community Services (C. Kaverua)
4	5	6	7	8	9	10
11 Children's Memorial Service (Children's Memorial Wall - Pionierspark Cemetery)	12	13	14	15	16	17
18	19	20	21	22	23	24
25 CHRISTMAS	26 FAMILY DAY	27	28	29	30	31
1 NEW YEAR'S DAY	2 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	3 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	4	5	6	7 Month-end Street Market - Economic Development & Community Services (C. Kaverua)



**Appreciated:** The City of Windhoek hosted the Annual Mayoral Elderly Christmas Luncheon in all ten constituency on 9 December 2022 to honour the senior citizens for all their hard work, dedication and commitment to the wellbeing of our society and country.



/cityofwindhoek

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

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**Our Values:** Teamwork | Customer Focus | Communication | Fairness and Equity | Integrity



**Editor:** Lydia Amutenya,  
section head, Corporate Communication

updates pertaining to our operations.

For any enquiry about our services, kindly contact our Customer Contact Centre at 061 290 3777 or enquiry@windhoekcc.org.na.

We wish you a joyful festive season and thank you for the opportunity to serve you. We are looking forward to serving you better in 2023.

May 2023 be better, bigger, and more exciting.

Keep well!

*Lydia*

## Editorial

Dear readers,

I am delighted to bring you this last issue of the Aloe for the year 2022.

As 2022 comes to an end, I trust you are also looking forward to a new year in anticipation that it will be a productive one for you and your families.

Despite the difficulties and challenges faced in 2022, I believe there were learning curves that helped you to look at life with optimism and hope that better days are coming.

Our offices will remain open during the festive season, except on public holidays. I urge you to prioritise the payment of your municipal bills, to enable us to continue providing you with uninterrupted municipal service at all times. Kindly capitalize on the use of online platforms to make payments and get relevant information and



Merry  
**Christmas**  
and Happy New Year!



## The Aloe Survey

We need your help in continuously improving our external newsletter, The Aloe. Please let us know what you think about the content, design and availability of the publication by answering a few, short questions (six questions only). To take the survey now, please click and follow this link:

**CLICK HERE**  
to take the Aloe Survey



**Thank you for taking the time to fill out this survey.**

Survey available on our website at:

[http://www.windhoekcc.org.na/aloe\\_survey.php](http://www.windhoekcc.org.na/aloe_survey.php)

## Aloe

The Aloe is produced by the Corporate Communications, Marketing and Public Participation division in the Office of the Chief Executive Officer. The Aloe is a monthly publication. Readers' contributions should be submitted by the second week of the month for consideration. Please submit your contribution to [cwcommunication@windhoekcc.org.na](mailto:cwcommunication@windhoekcc.org.na).

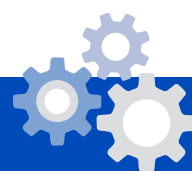
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# Mayor's corner

**Official statement by Her Worship the Mayor of Windhoek, Sade Gawanas, on the occasion of the 11th monthly, ordinary council meeting**



*City of Windhoek Mayor, Sade Gawanas*

Welcome all, to the last Ordinary Council meeting for 2022.

This evening's Council meeting signals the end of Council's formal ordinary Council meetings before we elect

new office bearers and close off the 2022 calendar of Mayoral events. This past year was indeed a very busy, eventful and at times a challenging year given the constraints within which we had to operate. However, I would

like to reflect on a few highlights of the year:

## **The CEO's Appointment**

After a protracted recruitment process, Council approved the appointment of the CEO. The line minister was formally informed of Council's decision whereafter, a letter from the minister was received, requesting additional information. A response to the minister, in honour of his request was prepared and submitted to the minister on 14 November 2022 and a final response from the minister is now anticipated. Needless to say, the recruitment of the CEO attracted much public attention and at times was fraught with unfortunate misinformation. However, I am confident that with all due diligence conducted, the matter will be concluded in due course. I would like to thank Mr. Mayumbelo, Ms. Comalie and Mr. Hekandjo who stepped in as Acting Chief Executive Officer at various periods over the past two years, for their commitment and efforts during this very challenging time. We all know that the absence of a substantive CEO comes with its own set of limitations but, through it all, you demonstrated commendable fortitude to get us through very trying times as is reflected in the next key highlights:

1. A proposed schedule to prepare the statement of estimated income and expenditure for the 2022/2023 Financial Year
2. The revision of five-year electrification plan;
3. Approval for the signing of the Memorandum of Understanding between the Municipal Council of Windhoek and the United Nations Development Programme;



4. Application to lease portions of erven 5378, Windhoek (Municipal Council of Windhoek head office) and 4840, Khomasdal Sports Ground to erect Base Transceiver Stations;
5. Approval of the revised Disaster Risk Management Plan;
6. Request for Council to accept a partial donation to conduct the pre-feasibility study of waste to energy from Smart City Sweden
7. Signing of co-operation agreements and familiarization visits to sister local authorities. The City of Windhoek resolved to renew expired co-operation agreements with the following sister local authorities:
  - Walvis Bay
  - Karasburg
  - Oshikuku
  - Eenhana
  - Helao Nafidi
  - Ondangwa
  - Ongwediva
  - Oshakati
  - Outapi
  - Otjiwarongo
  - Okakarara
  - Rundu
 Additional requests for the establishment of new cooperation agreements were received from:
  - Berseba - Bukalo - Khorixas and - Okongo.
8. The approval of identified erven for the construction of two pilots, waste buy-back centres as part of the Improving Solid Waste Management in Windhoek initiative;
9. A motion on the status of informal trading markets in Windhoek;
10. A progress report on the Optic Fibre Monetisation Project;
11. A report on the northern suburbs tarring programme;
12. The upgrading of the Onghendambala Market by the vendors initiative for social and economic transformation (VISET Namibia) at Erf 3222 Eveline Street, Goreangab 35;
13. The approval to alienate housing construction under the affordable housing programme;
14. The take-over of electrical infrastructure assets in the extended boundaries of

- Windhoek;
15. The electricity pre-paid token identifier roll-over project – Standard Transfer Specifications (STS) compliance;
16. The approval of the Strategic Plan (2022-2027);
17. Sale of erf 10812, Katutura to the Motor Vehicle Accident Fund (MVA) to establish a trauma and rehabilitation centre;
18. The development of a market by the Popular Democratic Movement (PDM) Party on a portion of ERF 142, Havana;
19. The lease of erven R/6296 and 6300 (Herero Mall in Katutura) for informal trading activities;
20. The approval of the Windhoek Economic Development (WED) strategy and public guide (2022 to 2027);
21. The approval of beneficiaries and erf conditions for the Municipal Council of Windhoek Affordable Housing Programme – erven 6019 to 6026, Khomasdal;
22. The removal of the Curt von Francois statue;
23. The approval of the donation of trees, shrubs, and flower boxes from the RMB/FNB Namibia group;
24. The high mast LED flood light positions to be provided in the Windhoek informal settlements for the 2022/2023 financial year.

Ladies and gentlemen, these are by no means all of Council's achievements and milestones for 2022 but rather a summary of some of the high impact ones. That said, Council would not have achieved any of these resolutions without the efforts and commitment from one of our most valued assets – the employees of the Municipal Council of Windhoek.

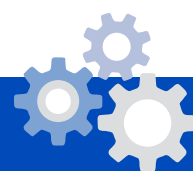
As political leaders, we at times forget the amount of time and effort that goes into preparing items, implementing Council resolutions, rendering support to Councillors, ensuring successful events, providing information, attending numerous meetings and so forth; this despite the ongoing leadership, resource, and financial constraints.

So, this evening, I dedicate my

statement to each and every employee of the Municipal Council of Windhoek and say – THANK YOU! Thank you for your commitment, teamwork, patience, understanding, information-sharing, sacrifices and engagements at various platforms. I appreciate the extensive skills-set, institutional knowledge and collective experience vested in the City of Windhoek. These past two years have been a steep learning curve for Councillors, and we can only build and improve upon the foundations already established. Be assured that Windhoek represents a beacon of hope and vast potential within the international arena as I discovered on my recent international engagements in Singapore, Germany, Brazil and South Africa. There are many investment opportunities and stakeholders who are keen to partner up with the City of Windhoek and I can only attribute this to the stellar efforts made by the employees of City of Windhoek.

We have come a long way and even though we still have room for improvement in terms of our financial standing, organisational culture, leadership effectiveness, processes, and systems, do not be distracted or despondent. You (the employees) are the implementers, specialists, strategists, experts in your respective disciplines and I commend all of you for enduring the last two years which were exceptionally challenging during the COVID-19 pandemic. You are the unsung heroes and I extend my heartfelt appreciation, pride and, respect to you all. Let us keep the team spirit alive and let us re-commit ourselves and maintain the momentum so that Council delivers on its mandate.

Now ladies and gentlemen, before I conclude tonight's message, allow me to also extend a personal word of recognition to one of our residents and business owner, Mr. Percy Openshaw. Mr. Openshaw is the owner of The Percy Openshaw Crises Response Unit. Local Authority fire brigades do not establish diving units, due to the costly specialist nature of diving and strict safety requirements. Therefore, the City of



Windhoek, through its Emergency & Disaster Risk Management Division, has continuously co-ordinated search and rescue missions that require diving with NAMPOL or with the Percy Openshaw Crises Response Unit.

Sadly, we all know of the tragic drowning incident of Jayden Izak, in late October this year and my heartfelt condolences are hereby also extended to the bereaved family, whom I had the opportunity to visit, shortly after the tragedy. Jayden fell into raw sewerage water that usually contains viruses, bacteria and parasites which present extreme health risks to humans, especially when not wearing the right personal protective diving gear. Moreover, visibility in such water is zero and is deemed dangerous to enter, even with the right diving gear.

Mr. Percy Openshaw, being the owner of a diving company, risks his life by offering to assist in such incidents, despite knowing the risks and consequences, and without having the right equipment. He is also the only person who is allowed to dive in Goreangab Dam. On this

sad occasion, Mr. Openshaw made a choice to risk his own life to dive into raw sewerage water to recover Jayden's body, and it is because of his selflessness and humanity that the Councillor Advisory Committee for Economic Development, Public Safety and Citizen Welfare recommended that he be recognised, and I fully agree.

There is a distinct difference between Diving Training and Urban Search and Rescue Training (the latter of which, is what the City of Windhoek focuses on). However, Diving Training is highly specialised, costly and requires extensive training and refresher training, many diving hours and relevant experience. Diving also has its own categories of divers within the profession namely:

- Scuba Divers
- Open Water Divers
- Recreational Divers and;
- Deep Sea Divers

This type of training is intense and needs to be obtained over time with stringent selection criteria. Diving on its own, in clean bodies of water already has its own level of risks so,

imagine having to dive in infected bodies of water or sewerage dams with zero visibility. The health risks are extreme. Mr. Openshaw, is one of very few trained and experienced divers in Namibia, having gone through the rigorous diving training in South Africa, whereas, The City of Windhoek focuses on Urban Search and Rescue Training which does not include diving.

Mr. Openshaw, I stand before you extremely humbled, thankful and with deep appreciation for the daily risks you take. This cannot be an easy job both physically and psychologically and I commend you. On behalf of the Izak family, the residents of Windhoek and Council, please accept this certificate of recognition and gift. You are our hero. Thank you from all of us!!!!

Ladies & gentlemen, this concludes my address for the November 2022 ordinary council meeting-which is also the last meeting for 2022. I thank you all for your support throughout the year.

Sade Gawanas  
Mayor



The last ordinary council meeting was held on 17 November in the council chambers at Town House. Ordinary council meetings are open to the public and also live-streamed on the official City of Windhoek Facebook page.





# Highlights from the Municipal Council of Windhoek

## ordinary council meeting held on Thursday, 17 November 2022

By Botha Ellis (Communication officer)

The Municipal Council of Windhoek approved the following items amongst others:

### 1. Introducing zero waste to landfilling through the Windhoek-Bremen co-operation with European Union (EU) grant funding



The Municipal Council of Windhoek approved for the City of Windhoek to join the Namibia Zero Waste Network (NZWN). It is a network of towns and municipal councils that have formed an advocacy group spearheading waste minimisation to landfilling. The NZWN is a non-profit organisation mobilising programmes and activities for zero waste to landfilling in Namibia. It includes nine other local authorities. The City of Windhoek will join for a pilot period of two years. An annual membership fee of N\$38 250 will be required to join the network and this is to be funded through European Union (EU) grant funding.

### 2. Approval for the Memorandum of Agreement (MOA) between the City of Windhoek and Men by the Side of the Road

Council approved a Memorandum of Agreement with Men on the



Side of the Road (MSR). As part of the agreement, office space will be provided to Men by the Side of the Road at the Soweto Market, in line with the Windhoek Economic Development Strategy (WEDS) for Micro, Small and Medium Enterprises (MSME). Men by the Side of the Road is allocated an ad-hoc office space for one full day a week at the Small Business Information Centre at the Soweto Market. They have installed their own computer and have set up desk space for an administrative officer who is responsible for registering unemployed persons who intend to develop skills in anticipation to secure employment after learning a new skill. This arrangement is in line with the CoW Micro, Small and Medium Enterprises (MSME) Strategy with focus on value chain actors seeking to save on costs and avoiding duplication. Areas of co-operation expressed by the parties include:

- Provision of ad-hoc office space to setup temporary computers for Men by the side of the Road (MSR) to conduct registrations;
- Facilitation of entrepreneurship training and mentorship;
- Sharing of information about job opportunities;
- Sharing of information on opportunities for youth development and social services;

and

- Provision of Skill Courses that improve employability.

### 3. Application to lease portion a (western portion) of Erf 6352, Windhoek for the establishment of a cricket stadium



Council approved an application from Cricket Namibia for the lease of Portion A (western portion) of Erf 6352, Windhoek for the development of a cricket field for the purpose of hosting international cricket tournaments. The portion will be leased to Cricket Namibia for 20 years at a monthly rental of N\$13 340.00, subject that the rental escalate annually in line with the Namibian inflation rate, but not exceeding 10%.

**Please take note that the above are only highlights of the council meeting that took place 18 November 2022. More details about all the items discussed are available on our website through this link:**

[http://www.cityofwindhoek.org.na/coun\\_agenda.php?fbclid=IwAR3Eou5NOtCwZuS7v9OTsYgUBQHMPs\\_Vy83s3-1julyYBDOZIXzSbY4E0Hc](http://www.cityofwindhoek.org.na/coun_agenda.php?fbclid=IwAR3Eou5NOtCwZuS7v9OTsYgUBQHMPs_Vy83s3-1julyYBDOZIXzSbY4E0Hc)



# Annual Mayoral Business Forum strengthening links

By Botha Ellis (Communication officer)



The sixth Windhoek Mayoral Business Forum (WMBF) took place on 22 November at the municipal headquarters. The Namibia Chamber of Commerce and Industry (NCCI) and CoW discussed various options for economic cooperation during the event.

The sixth Windhoek Mayoral Business Forum (WMBF) took place on 22 November at the municipal headquarters. The event aims to strengthen the links between the Municipal Council of Windhoek and the business community, as represented by the Windhoek Branch of the Namibia Chamber of Commerce and Industry (NCCI).

About 30 delegates attended in person while a number of participants followed the session online during a live Facebook stream. City of Windhoek (CoW) councillor Austin Kwenani, the chairperson of the CoW Economic Development, Public Safety and Citizen Welfare Committee said that the Municipal Council of

Windhoek places a premium on economic growth. "Going forward, our approach to the city's development will incorporate the private sectors' inputs and proposals, where needed," said Kwenani.

The City's new strategic executive for economic development, Zurilea Steenkamp, said: "The WMBF, a pro-business initiative of the CoW's department of Economic Development and Community Services, was revived in 2016 in collaboration with the NCCI's Windhoek Branch. A Memorandum of Understanding between the parties outlines the consultation and collaboration process. The MoU addresses areas of mutual interest such

as local economic and infrastructure development, trade and Investment promotion, the exchange of information, and the annual Mayoral Business Forum."

The key principles of the MoU are:

- To foster close, high-level working relationships;
- To consult on issues affecting the strategic planning, economic development, the image and marketing of the city;
- To enhance return on council's investment in the community and economic development, balanced against the desired environmental and social outcomes; and
- To engage with the business community through the





NCCI in the planning and development process.

The City's role is to formulate strategies and solicit inputs to major development projects, make the required amendments to development frameworks and town planning schemes, and share the draft policies where decisions affect members of NCCI as users. The role of the NCCI is to provide inputs to the strategies and major development projects, leverage the extensive networks of the NCCI to attract investors, and participate in policy formulation.

Various business people from the private sector, including SME's, presented information explaining the transition from informal to formal businesses and integrating the informal sector into e-commerce; the transportation network in Windhoek pre, during, and post the COVID-19 pandemic; digitization in the banking sector and the changing SME funding ecosystem; and energy transformation in Windhoek.

At the same event, City Mayor Sade Gawanas provided feedback on some of the city council's achievements for the year. Despite the various negative impacts of the COVID-19 pandemic, council achieved the following:

- The reduction of the cost drivers from NamPower and NamWater. Council settled the city's NamPower bill of over N\$250 million;
- Secured funding from central government (N\$55 Million);

- The integration of Groot Aub ;
- The launch of the Windhoek Urban Structure Plan Project;
- The approval of a N\$155 Million loan from DBN;
- Revenue generation via business registrations - N\$4 750 918;
- Electrification of informal settlements;
- The formalisation of informal areas, including piloting of a pre-allocation concept, which entailed land allocation to residents before land is serviced;
- Provision of water in informal settlements during COVID-19 pandemic;
- The establishment of a call centre;
- Over 3000 pensioners' bills discounted;
- 3500 new electrical connections;
- 100% approval of building plans was achieved between 2017-2020;
- 100% approval of town planning applications was achieved between 2017-2020;
- Net metering targets were over-achieved;
- N\$50 million was sourced from the Ministry of Urban and Rural Development towards basic services;
- 21 385 structures marked in the informal settlement; as well as over 12 000 certificates of ownership issued to residents in the informal settlements.

According to the mayor, council's vision for the next five years is to move towards a sustainable and caring city. The process of crafting a new strategic plan (2022 – 2027) already commenced

in November 2021. The plan aligns to national development frameworks such as Vision 2030, the National Development Plans and the Harambee Prosperity Plans. "The sustainable city concept focuses on the CoW becoming financially, socially, economically, and environmentally sustainable. The caring city concept focuses on rendering efficient and effective, basic services, to ensure the dignity of all residents," explained the mayor.

She added that council's strategic objectives for the next five years are to:

1. Enhance our organisational capabilities;
2. Pursue technological advancement and operational efficiencies;
3. Enhance financial sustainability;
4. Provide basic services, serviced land delivery, and formalising and upgrading informal settlements;
5. Ensure quality of life for all our residents and stakeholders; and
6. Ensure public safety, security and emergency disaster risk management.

"We don't shy away from our responsibilities. We identified these priorities and put tangible targets down in our five-year implementation plan for land Delivery and housing in Windhoek. It forms an integral part of the new strategic plan. Council's financial resource planning factored in these priorities," the mayor assured the audience. About 41% of the City's total staffing budget for the 2021/2022 financial year





was allocated to divisions that are not income generating, but rather provide social services to residents. These include the City Police, Public Transport, Emergency and Disaster Management as well as Community Services.

The mayor also elaborated on the newly-approved Windhoek Economic Development Strategy (WEDS) and its implementation plan. The WEDS aims to create an enabling environment to encourage economic development and investment in Windhoek. Six strategic areas of intervention have been prioritised namely:

1. Agriculture and agro-processing;
2. Transport and logistics;
3. Tourism;
4. MSME development;



*As the chairperson of the CoW Economic Development, Public Safety and Citizen Welfare Committee, CoW councillor Austin Kwenani (right) believes that the organisation places a premium on economic growth.*



*During the annual Mayoral Business Forum, Mayor Sade Gawanas provided feedback on some of the council's achievements of the past year.*

5. The informal sector; and
6. Social development

The WEDS will help identify public and private sector investment opportunities based on a comprehensive review of the city's status quo - including its social, labour, economic, spatial and infrastructure conditions. The plan will indicate the best options for municipal resource allocation to encourage local economic growth, job creation and improved infrastructure. It is hoped that this will translate into increased wellness and prosperity for all Windhoek's residents.



*FLTR: Kapekara Kaapama, Ngumbiro Kaileo (both from the CoW) and Hosney Muranda (NCCI) engaged participants during the Mayoral Business Forum on business opportunities in Windhoek.*



*The annual Windhoek Mayoral Business Forum was live-streamed on Facebook and attracted wide interest.*





# Donation of vehicles to Maltahohe Village Council and NCS

By **Atuhe Shifa** (Online communication officer)



*The first-ever Waste Buy-Back Centre for the City of Windhoek will be constructed at the corner of Hans-Dietrich Genscher and Bondel Streets in Katutura. (Photos: Atuhe Shifa, Online Communication officer)*

The City of Windhoek has donated a bus and two vehicles to the Namibia Correctional Service and Maltahohe Village Council. The donations were handed over today by Windhoek Mayor Sade Gawanas. According to the Mayor, the donations were approved by the Council during a meeting in June, and they include a donation of a 1978 model Mercedes Benz public transport bus with a book value of N\$40,000.00, to the Namibia Correctional Services; and a 1992 model truck as well as a 2014 model sedan vehicle with a combined value of N\$87,000.00 to the Maltahohe Village Council.

Cllr Gawanas said the donations were made in accordance with the

memorandums of understanding signed between the City of Windhoek and Namibia Correctional Service in 2020, and a cooperation agreement signed between the City of Windhoek and Maltahohe Village Council. The Mayor said there are many challenges hampering effective public service delivery, such as limited financial and human resources, which demand institutions to share experiences and resources in order to overcome them. "We should work together and share the limited resources at our disposal to ensure continuity and sustainable public service delivery," she said. Cllr Gawanas said the donations should strengthen the bond and the spirit of goodwill that exists between the three institutions, as they work together for a

common purpose to improve public service delivery.

Receiving the donation on behalf of the Namibia Correctional Services, Deputy Commissioner General Anna-Rosa Katjivena thanked the City of Windhoek for the donation, saying the Correctional Service has a severe shortage of transport and the bus will come in handy in transporting employees who work shifts to get to work. The Chairperson of Maltahohe Village Council, Cllr Hanna Elizabeth Swartbooi said the village council is faced with serious challenges in executing its mandate, including transportation. Hence, she is thankful for the donation, which will go a long way in solving some of their problems.



# Kasi Cup promotes healthy lifestyles in Windhoek's informal settlements

By Botha Ellis (Communication officer)

After an action-packed weekend of football and netball in Windhoek's Havana informal settlement, the new Kasi Cup football champions were crowned on Sunday, 20 November.

#### The football competition results were:

- First – Groot Aub (Jacko Pirates)
- Second – Kwenye United Runs-Up (Okahandja Park)
- Third – Super Eleven (Okahandja Park)

#### Other awards:

- Player of the tournament: Giovani Cruz (Jacko Pirates)
- Top goal scorer: Giovani Cruz (Jacko Pirates)
- Top goalkeeper: Elis Shivambu (Jacko Pirates)
- Best coach: Erna Hocobes (Inter Mix)
- Most disciplined team: Inter Mix

#### The netball competition results were:

- First - Okahandja Park
- Second - Thlabanelo
- Third - Sweet berries

#### Other awards:

- Player of the tournament: Otto Wilka
- Best shooter: Haikera Agnes Ruhepo
- Best attacker: Mhunondjo Hambira
- Best Defender: Ndaqepwa Valipo

The Kasi Cup took place from 19 to 20 November 2022 and included youth teams from the informal settlement leagues, played throughout the year in Windhoek's

informal settlements and Groot-Aub. At the launch of the event earlier in the month CoW Councillor Queen Kamati said: "This initiative turns the attention of the youth away from engaging in activities like drug and alcohol abuse and crime, and focuses them on sports and recreational activities instead." This year's competition

was organised with the Informal Settlement Development Committee and co-sponsored by Coca-Cola, OTB, and Omulunga Radio. Congratulations to the Kasi Cup champions of 2022!



The Kasi Cup 2022 winning teams, for soccer and netball, received N\$5 000.00 each. The second placed teams got N\$3 000.00, and the third placed teams N\$2 000.00 each. The players of the tournament received N\$5 000.00 each. Eight soccer and netball teams took part.



The Kasi Cup took place in Havana this year.



The famous Kasi Cup! The event aims to promote healthy lifestyles among the youth in Windhoek's informal settlements.



This year's competition was organised together with the Informal Settlement Development Committee and co-sponsored by Coca-Cola, OTB, and Omulunga Radio.





# #SOCIAL MEDIA CHATS

## Your questions answered

By **Atuhe Shifa** (online communication officer)



We share a lot of valuable information with residents on our social media channels and thought it's only fair that we share that with our Aloe readers as well. You can be part of the conversation with #Social Media Chats every month, where we share a selection of informative questions and answers that were discussed on our social media channels.

**Good day. Kindly advise if I buy prepaid electricity how long can I keep the voucher before it expires/ how long can I use it for?**

Good day, we got feedback from our electricity department. There is no time limit on the validity of a token per se. However, a token cannot be older than 50 transactions on your meter. Meaning that if you buy electricity and recharge 50 times on your meter, then the unrecharged token will become redundant.

**Hi, where do I report an emergency?**

Good day. Emergencies should be reported at our emergency number 061 21111

**Where can I apply for a prepaid water meter?**

Applications must be completed, signed, and stored for record-keeping purposes, therefore clients are urged to come to Town House – the City of Windhoek head office in Independence Avenue - to fill out an application form.

Applications are to be done at all cash halls of the municipality as follows:

- Steps 1: Complete the application at City of Windhoek cash hall (Enquiry agents) by the client
- Step 2: A credit check will be done at inquiries

Step 3: Create a sundry invoice for payment at inquiry agents

Step 4: Forward the application and receipt to Bulk water for installation and filing thereof

**How do I apply for a new prepaid water meter?**

Requirements:

1. Application should be done by the owner of the account
2. Certified copy of the identity documents of the property owner
3. Municipal bill(s) must be up to date
4. Payment of approval installation cost






# Media releases and public notices

We often release important information to the public, through the media, in the form of media releases and public notices. Many of these only appear once in some media, so to support the longevity of public messages, and to help ensure that our residents remain updated, we include selected ones in the Aloe.

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*The Gateway to Endless Opportunities*

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**MEDIA RELEASE**  
 For immediate release

**23 November 2022**

**NEW TARIFFS FOR SERVICES RENDERED BY THE WINDHOEK CITY POLICE**

The Windhoek City Police will start charging for services such as police escorts and assistance during events. Individuals and organisations will also be required to pay a fee upon request for the reproduction of accident reports, CCTV footage, and statements obtained from complainants, victims or witnesses. These charges are provided for under Section 30(1) (u) of the Local Authorities Act, 1992 (Act No. 23 of 1992) as amended.

In this regard, the Council has approved the new tariffs as follows:

Service	Fee
Request for Police assistance during racing events, sporting events, Procession and other gatherings in general (per hour)	52.50
Road Accident Report	63.00
The statement obtained from Complainants/ Witnesses/ Victims per statement	63.00

The implementation of the new tariffs will come into effect as of 01 January 2023. The complete list of all the services and fees to be charged is available on the City of Windhoek website. Members of the public are therefore encouraged to acquaint themselves with the new tariffs.

The Windhoek City Police Service continue to deliver effective policing service in partnership with the community.

**-END-**

**ISSUED BY:**  
 City of Windhoek  
**OFFICE OF THE CHIEF EXECUTIVE OFFICER**  
 Corporate Communications, Marketing, and Public Participation

For more information about this statement, please contact our Windhoek City Police on Tel: 061 290 2541 or email: [citypolicepr@windhoekcc.org.na](mailto:citypolicepr@windhoekcc.org.na)

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**NEW APPOINTMENT**  
**Zurilea Steenkamp promoted to strategic executive for Economic Development and Community Services**  
**17 November 2022**

I am happy to announce that Zurilea Steenkamp was promoted to a strategic executive for the Economic Development and Community Services department, effective 1 November 2022.

Ms Steenkamp joined the City of Windhoek (CoW) in 2005 and first worked as an analyst for SME Development and Promotion and then as manager of Economic Development before her latest promotion. She holds a master's of science degree in fisheries economics (University of Portsmouth), a bachelor of economics degree (University of Namibia) and various advanced certificates. "I see my role at the CoW not only from the perspective of just being an employee. I see it as my purpose. I believe that I have a God-given purpose that brought me here to make a contribution to issues impacting our residents' lives, whether it be economically or socially. I connect with the strategic vision of the CoW that strives to improve the quality of the lives of all our residents and I remain committed to pursuing that goal by serving all residents with accountability and integrity," said Ms Steenkamp.

Please join me in congratulating Ms Steenkamp on her promotion. I am confident that she will receive the necessary support from employees to successfully deliver her mandate. This is another example of how the City of Windhoek strives to invest in and develop the necessary talent and capacity to effectively serve the residents of Windhoek.

Regards,  
**Mujiwa G. Mayumbelo**  
 Chief Executive Officer (acting)


**Issued by: Office of the Chief Executive Officer**  
**Corporate Communications, Marketing and Public Participation**






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**PUBLIC NOTICE**  
**Call to all electricity clients whose electricity supply was disconnected due to meter tampering**  
**23 November 2022**





The City of Windhoek is requesting all customers whose power was disconnected due to meter tampering between March 2022 and July 2022; during the Targeted Electricity Audit to report to the Electricity Department offices at the corner of Stokes and Armstrong Streets in the Southern Industrial Area.

The affected residents are required to collect their tampering penalty charge and pay for their power to be reconnected. Please keep in mind that this request comes after multiple failed attempts to obtain access to those disconnected properties.

Failure to collect the charge by 31 January 2023, will cause the Council to physically disconnect the service connection, and the customer will be required to reapply for a new connection in addition to settling the charge.

**For further enquiries on the above, kindly contact our Electricity Department at 061-290 2461 or 061-290 2028**

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**Corporate Communications, Marketing and Public Participation**  
 E-mail: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)





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### PUBLIC NOTICE

#### Precautions for possible flash floods in Windhoek

21 December 2022

Following heavy rains in Windhoek on 14 December 2022, the recording measurements for that day were between 88 and 110mm resulting in flooding of several properties. The seasonal rainfall forecast points to a normal to above-normal rainfall, thus the likelihood of heavy rainfall events followed by hailstorms and lightning, which can be destructive to infrastructure and humans cannot be ruled out.

It is against this background that the City cautions residents and visitors that Windhoek might experience further flash floods and strong winds in the next couple of weeks and perhaps throughout the rainy season. Therefore, such situations may lead to damage to properties, power cuts, flooding and the use of some roads may become unsafe. Moreover, residents are advised to refrain from erecting houses within riverbanks, hills or any other unsafe places.

#### What is a flash flood?

It usually results from intense storms, dropping large amounts of rain within a short period. Flash floods appear with little or no warning and can reach a full peak in a few minutes.

Communities, particularly at risk, are those living in informal settlements including Groot Aub. Most at risk would be residents in low-lying areas, near water or downstream from a dam, rivers. But anyone else can be affected in one way or the other.

#### Mitigation pays off

Mitigation includes any activities that prevent a flood, reduce the chance of it happening or lessen the damaging effects thereof.

Investing in mitigation will help reduce the amount of structural damage to your home and financial loss from the building should a flash flood or wind affects your house.

If you live in a frequently flooded area, it may be helpful to stockpile some sandbags, have some shovels and other materials ready.

#### Precautions:

- People living in low-lying areas must take special care during storms, as sudden floods might affect them.
- Residents living in river banks in the informal settlements are advised to move to higher ground.
- Never try to walk, swim or drive in swift-flowing water;
- Do not try to drive over a low-water bridge if water is flowing strongly across it.
- Teach your children not to swim in rivers, streams and ponds.
- Keep your important documents in a water-resistant container.
- Have emergency numbers at hand.
- Avoid seeking refuge in a storm water tunnel (culvert)
- Make sure all drainage systems (rivers, streams, channels and openings in boundary walls) in your area are clean of debris and garden refuse;
- Unclean or blocked drainage systems should be reported to the City's Roads & Storm water Division at 290 2363 or our Customer Contact Centre at 290 3777 or enquiry@windhoekcc.org.na
- Please report illegal dumping to the City Police at 302 302 (toll-free from a fixed-line).

#### If in a car

- If you come to a flood area, turn around and find an alternative way.
- If your car stalls, abandon it immediately and climb to higher ground. Deaths have resulted from attempts to move stalled vehicles.
- Obey road traffic signs, roadblocks, and instructions from law enforcement officers, at all times. Don't take risks!
- Be careful when driving on gravel or sandy and stony roads. In case of emergency, please call the Emergency Management 24 hours Control Room at 061 211 111

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### PUBLIC NOTICE

#### Online payment platforms

Esteemed Customers,

The City of Windhoek would like to request its esteemed residents who utilize online payment platforms to monthly double check that payments done do reflect on your municipal accounts. Should a payment not reflect on your account, kindly contact our office at Town House building or alternatively call our Call Centre on **061-2903777**



You may also send your proof of payment to:  
[payments@windhoekcc.org.na](mailto:payments@windhoekcc.org.na)

Please use your municipal account number as beneficiary reference when making payment to avoid late allocation of payment.

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Tel: +264 61 290 3797 / 3081 / 3648 / 2044  
E-mail: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)



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### PUBLIC NOTICE

#### FESTIVE SEASON OPERATING HOURS

22 DECEMBER 2022

We would like to inform our clients and stakeholders that our offices remain open for business during the festive season, except on public holidays.

Please take note of the following arrangements for **23<sup>RD</sup>** and **30<sup>TH</sup> December 2022**:

- Our offices will operate half-day from **07:30 to 11:00** for non-essential services
- Staff rendering essential services are expected to work normal working hours.

Normal operating hours will resume after the above-indicated period.

*We wish you a merry Christmas and a happy 2023!*

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### PUBLIC NOTICE

#### DIFFERENT PAYMENT PLATFORMS



Esteemed Customers.

The City of Windhoek has also the following payment options available besides Cash Hall payments. Residents are encouraged to make use of these payment methods.

- Debit Order;
- Direct deposit at any Commercial Bank;
- Electronic / Online Banking;
- ATM payments (FNB clients only)
- Cellphone Banking;
- Standard Bank Paypulse;



#### BANKING DETAILS

Account Holder: City of Windhoek  
Bank: First National Bank  
Account number: 55500033613  
Branch: FNB Business  
Swift / BIC Code: FIRNNANX

**Reference:** Always quote the 8 digit account number reflecting on the municipal account statement as beneficiary reference when making payments.

**Payment confirmation can be send to email:** [payments@windhoekcc.org.na](mailto:payments@windhoekcc.org.na)

**Important to Note**

1. Wrong referencing leads to payments not being allocated promptly. The Council will not be responsible for any unallocated payments where incorrect beneficiary reference was used.
2. Scrutinize the accuracy of your monthly municipal account to confirm that payments done do reflect on your account. Should a payment not reflect on your account, kindly contact our office at Town house building or alternatively call **290 3777**.
3. Keep your proof of payments in a safe place for future reference.

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

# Aloe "seen around"



The winners of the City's exciting cargo bikes competition were announced on 17 October. Fifteen small-scale entrepreneurs won an opportunity to use the cargo bikes as a means of affordable transport to deliver their goods and get to their customers. Windhoek Deputy Mayor Joseph Uapingene congratulated the participants and said that the cargo bikes will assist the entrepreneurs in reducing their transport expenses. As part of their prize, the winners attended a business skills development training course presented by SME's Compete to improve their skills of running a business effectively. The City of Bremen partnered with the CoW to make the competition a reality. The bicycles were manufactured by the Namibian company, Sun Cycles, based at the CoW Bokamoso Entrepreneurial Centre.



**Above:** The Windhoek City Museum hosted an open day on 18 November featuring the Emergency and Disaster Risk Management Unit and under the theme: "Early Warning, Early Action." The event included practical demonstrations, activities, and a tour of the Windhoek City Museum.



The City of Windhoek joined the Namibia University of Science and Technology (NUST) and the United Nations Development Programme (UNDP) in November on a Smart City Hunt to help raise awareness about the UNDP Sustainable Development Goals (SDGs)! The hunt started off in Zoo Park where participants were divided into groups to compete, have fun, and learn. The event focused particularly on the 9th SDG (industry, innovation and infrastructure) and the 11th SDG - sustainable cities and communities.



**Left:** We've been engaging Windhoek residents during our regular community meetings all throughout November to provide feedback on developments in the city's 10 constituencies. Councillor Queen Kamati (middle) chaired one of the meetings held on 6 November in the Moses Garoeb Constituency. The full feedback reports given at the meetings are available on our website, [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na).

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

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# City of Windhoek



**2022/23 TARIFFS**

**NOW AVAILABLE AT [WWW.WINDHOEKCC.ORG.NA](http://WWW.WINDHOEKCC.ORG.NA)**