



TOGETHER
WE CAN
BEAT THE
VIRUS

Issue 7
September

Algae

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 - SEPTEMBER 2022						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	30	31 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) Windhoek Market - Spring Edition	3 Windhoek Market - Spring Edition - Economic Development & Community Services (Z Steenkamp)
4	5	6	7	8	9	10 SPORT: Mayoral competition - u/13 League (Primary Schools)
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	27	28	29	30 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market - Economic Development & Community Services (C. Kaverua)

Urban agriculture training: Congratulations to all our committed residents who completed their training in horticulture / crop production on 19 August! The training is part of the Khomas Capacity Building Project in collaboration with the City of Windhoek. Read more on Page 9



/cityofwindhoek

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



Editor: Lydia Amutenya,
section head, Corporate Communication

Editorial

Dear Esteemed Readers,

We are happy to bring you yet another issue of The Aloe.

When the sun rises each day, it brings us hope that each day is a fresh start and a reminder that no matter how difficult life may be, there will always be light. With each new day, we are also assured of another chance to live our lives and make a difference in the lives of others. We hope that each passing day brings you hope for improved municipal services.

A lot has happened since our last issue of the Aloe. First, a new management committee was elected on 23 August and will serve for the remainder of the term, which ends in 2022. Congratulations to our newly appointed management committee members. Second, the City of Windhoek recently launched a three-month cleaning campaign in partnership with Mobile Telecommunication Limited (MTC), Environmental Investment Fund (EIF), and Namibia National Reinsurance Corporation (NamibRe) to raise awareness about the importance of cleanliness in our city. So far, the response to this campaign has

been both overwhelming and encouraging. We hope that the spirit of working together to make Windhoek the cleanest city again will remain a part of our lifestyle and will not vanish after the three months.

Daily and through our engagement with you, our esteemed residents, we are not just reminded that much work remains to be done to provide the required municipal services to you, but equally encouraged by the suggestions on how to improve services. Not only do you hope that our city can do better, but you are also willing to be a part of the change that you want to see. At the last Council meeting, the chairperson of Council, Her Worship, Cllr. Sade Gawanas, emphasised the need to reset our minds, attitudes, and perceptions about the City of Windhoek, reminding us not only of our key mandate, but also what it takes to revive a sense of duty, accountability, service, and responsible stewardship. As residents of Windhoek, we should equally take responsibility for making our city sustainable.

Last but not least, we would like to sincerely thank you all who managed to be part of our first-ever Windhoek Market: Spring Edition. We believe the event was a great success, and we are looking forward to your continued support for similar events in the future.

It is a new season, and we should remain hopeful about a positive change in our lives. Hope can help us manage stress and anxiety and as well as cope with adversity.

Until next time

Regards,

Lydia

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

Aloe

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Mayor's corner

Official statement by Mayor Sade Gawanas during the council meeting on 10 August 2022

Contributed

This year as the Mayor of Windhoek, I undertook three international trips mainly to Germany, Cape Town and Singapore, which were all either semi or fully funded by the inviting organizations. The trips were essential simply because, there have been lasting relationships of common objectives to make cities play their pivotal roles and obligations towards the service delivery for our residents. These are opportunities created by domestic, regional and 3 international bodies to mainstream decentralization, urbanization, sustainability and discuss matters of great concern such as climate change and city resilience. Many have asked, what is the importance these trips? No town, city or country, or even a family has ever worked or succeeded in isolation. Great cities and countries such as Cape Town, Germany and Singapore are important lessons to learn from.



My recent trip to Singapore has highlighted the need to envision the impossibilities and cultivate a culture of changed attitudes and mindsets. Singapore's territory is composed of one main island, 63 satellite islands and islets, and one outlying islet, the combined area of which has increased by 25% since the country's independence as a result of extensive land reclamation projects. It has the third highest population density in the world. With a multicultural population and recognizing the need to respect cultural identities of the major ethnic groups within the nation, Singapore has four official languages: English, Malay, Mandarin, and Tamil. English is the lingua franca and numerous public services are available only in English. Multiracialism is enshrined in the constitution. After early years of turbulence whilst lacking natural resources and a hinterland, the nation rapidly developed to become one of the Four Asian Tigers based on international trade and economic globalization, integrating itself within the world economy through free trade with minimal to no trade barriers or tariffs, export-oriented industrialization, and the large accumulation of received foreign direct investments, foreign exchange reserves, and assets held by sovereign wealth funds.

A highly developed country, it is tied for 11th on the UN Human Development Index and has the second-highest GDP per capita 4 (PPP) in the world. Identified as a tax haven, Singapore is the only country in Asia with an AAA sovereign credit rating from all major rating agencies. It is a major aviation, financial, and maritime shipping hub, and has consistently been ranked as one of the most expensive cities to live in for expatriates and foreign workers. Singapore is placed highly in key social indicators: education, healthcare, quality of life, personal safety, infrastructure, and housing, with a home-ownership rate of 88 percent. Singaporeans enjoy one of the longest life expectancies, fastest Internet connection speeds, lowest infant mortality rates, and lowest levels of corruption in the world. The World City Summit is an exclusive platform for government leaders and industry experts to address livable and sustainable city challenges and to share integrated urban solutions as well as creating a platform to forge new partnerships. Since its inauguration in 2008 the World City Summit has been attended by over 250 global cities and supported by leaders from government, business, international organizations and academia. Jointly organized by Singapore city for livable cities and the urban redevelopment authority the world city summit returned to a face-to-face conference, which was held at Singapore's Marina Bay Sands Expo and Convention Center from the 31st of July up to 3rd of August 2022. This year's Theme - Livable and sustainable cities emerging stronger with the need for cities to remain livable, sustainable and more resilient in times of prolonged and unpredictable disruptions that include pandemics and climate change. As the convening point for global mayors, business leaders and knowledge experts the summit aimed to be a platform for the exchange and co-creation of city solutions for livable and sustainable cities. The summit intended to engage cities, 5 businesses and experts at the highest levels to discuss how cities can emerge stronger through prolonged and unpredictable disruptions. The four-day event comprised of the main conference which included plenaries and tracks and other key events such as the LEE KUAN YEW World Prize lecture Award ceremony, the World Cities Summit Mayors forum, World city summit Young Leaders Symposium and the World city Summit Expo. Through the plenaries and tracks of the main conference we engaged on the themes

and how cities can emerge stronger from contemporary disruptions across five tracks namely:

- Smart cities,
- Urban resilience,
- Planning and Development,
- Sustainable financing, and
- Livable future cities.



As the Mayor of Windhoek, I was cordially invited to attend the Mayor's Forum and the world cities summit by Ms. Indranee Rajah Minister in the Prime Minister's office and the second Minister for Finance and National development of Singapore. I had the opportunity to highlight the strategies as well as challenges faced by the City to become smart, resilient and sustainable. City leaders interacted and shared insights and experiences. We discussed the following:

- Strategies on emerging stronger;
- Accessible cities where we discussed innovations and strategies to help cities provide better access to services sustainable;
- Financing mobility in the future where we explored the latest challenges and solutions in urban transport and mobility;
- Cities that are in development;
- Lee Kaun Yew world city prize and award ceremony (Vienna took the prize) and Lisbon Boston and Antwerp were notable mentions. Lee Kung Fu world city prize lecture and forum the;
- Lee Kung Fu world city prize lecture and forum;
- Resilient cities network discussion share light on how cities can become more resilient;
- Destination city which was assessing the status of tourism around the world and exploring strategies to bring tourism back in a sustainable inclusive and prosperous way. Most importantly we engaged on climate change and tomorrow sustainable cities for today elaborating on ways to ensure cities can center sustainability for the future while building resilience now.





With the vision to become a sustainable and smart city, the city of Windhoek can no longer work in isolation and act as if they do not appreciate the innovative assistance to unlock its potential.

The city of Windhoek's economic development, public safety, and welfare must begin to understand and accept its immense responsibility in unlocking the potential of this City. Playing small in a world that is ever changing, new challenges arising from global issues such as climate change and the world having moved into a digitalized spectrum, we cannot be left behind. Change is inevitable and uncomfortable.

The transformational strategic plan, under the theme social progress economic advancement and infrastructure development seeks to ensure that the municipal council of Windhoek is 7 productive, inclusive and sustainable through rendering access to urban services, socio economic opportunities, spatial inclusiveness, quality urban environments and vibrant city life.

To achieve the desired economic resilience and prosperity for Windhoek and its residents, the municipal council of Windhoek must be both proactive and responsive to changing economic conditions, whether they be opportunities or threats. While council should encourage new and innovative ideas/businesses, equality of importance is the protection and support for existing businesses. Therefore, closing of home shops as reported in the newspapers, is but a failed attempt at trying to paint council as uncaring and unbothered, which is far from the truth.

A message to the media, journalists and reporters, when you are reporting, keep this message in mind that change is uncomfortable and it is also inevitable, it is uncomfortable because others can and will lead and it is inevitable because others can and will lead.

Currently, the Economic Development department, together with Councillor Austin Kwenani - Chairperson of Economic Development, Public Welfare and Safety Committee is addressing the three strategies namely;

- Windhoek Investment Incentives and promotion strategy,
- Windhoek Economic Development strategy and the
- Tourism strategy

We have demonstrated good governance principles, and Windhoek being inundated with proposals for consideration put forth and approved WERI.

Furthermore, WERI was drafted in line with

social progress, economic advancement and infrastructure development theme, to create conducive environments for businesses not only to economically, but also to thrive., therefore council last year introduced and advanced the Windhoek Economic Recovery Initiative in line with the new Economic development strategy that awaits to be tabled for approval by council.



Germany, Bremen Trip - 37 million grant funding

We were in Bremen to kick start the implementation of our EU funded project on "improvement of solid waste management in Windhoek". In the history of Windhoek's, sister cities cooperations, this is a milestone project that our two cities are jointly implementing in Windhoek. Inspired by the historic relationship that exist between Bremen and Namibia, our two cities formally, entered a cooperation in the year 2000 in partnership with the German Federal Ministry for Economic Cooperation and Development as a result joint projects have since then been carried out mainly on topics related to environmental management. Since 2017, Windhoek and Bremen have been working together on a municipal climate partnership and exchanges of municipal experts from both cities have taken place several times under topics such as waste management, wastewater management, sustainable tourism and environmental education. On 31 January 2022, the Mayor of Bremen Dr. Andreas Boven Schulte and I, signed an MOU on the implementation of the said EU-funded project. As I alluded earlier, this project is a flagship of Windhoek sister cities cooperation and the main objective of the project is to reduce waste volumes and harmful environmental impacts, and thus to expand the share of recycled waste along with creating jobs through innovative start-ups in the circular economy in Windhoek. The municipal cooperation between Windhoek and Bremen; is built 9 on the premise that through knowledge and creativity, cities can develop stable lifestyles, sustainable environments, and economies. Trade and investment are as well cornerstones of development.

Therefore, these visits are important for sister cities cooperation's, active engagements and implementation of the action plans between our cities and countries. It is important to visualize the possibilities and streamline active participation of our technocrats to make these visions a reality. What we must therefore ask is, where do we see or want to see Windhoek in the next 5,10,15 years? What can we do to understand the policies, the vision and how do become part of the greater scheme of things? Where and when do we understand our roles as residents, as a society?

Financial Report

I would like to give clarity and context on the

financial report stunt that that was held at a press conference on the 25th July 2022.

We have gained a lot of insight into the City's financial affairs over the last year and a half. Yes, the financial position of the City requires intervention, but I can assure you that we are working on a financial recovery plan to try and bring us financial sustainability as per the new strategic plan. It is unfortunate that certain language was used in the press release on the 25th July 2022 have caused immense panic among our stakeholders, especially the residents and creditors but we will avail more detailed information and stats at a later stage to provide a full context and where the organization is heading so that you are well informed. One must understand that when you work with an organization this size and complexity it is not an easy task. Our main challenge is our salary bill and council together with management is looking at ways within the permissible parameters to reduce or at least stabilize our salary bill whilst 10 increasing our revenue. Though the salaries are above market in some aspect, the presented figures were still draft and yet to be verified as they are material different from other comparisons.

Our debtors is our other main challenge and collecting for services has become a challenge given the amount of people in the City that are unemployed or is just not earning enough to pay for these services. The debt have significantly increased from before Covid 19 at N\$840m to N\$1.2b to date, which has adversely affected our cash flow.

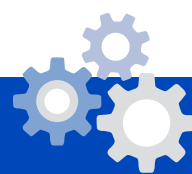
As we have mentioned before Capital Cities are normally subsidizes to ensure first class infrastructure and to reduce the cost of services to the residents. Example, In SA, central government is mostly taking care of the social agenda and major infrastructure of local authorities.

We have further reviewed our performance the last five years and have looked at what has detracted us from implementing our strategy centre to our new strategy is financial sustainability hence why in the new financial year that has just started the first of July, this has become our first priority.

Lastly, last month was extremely stressful with all articles in the media but I want to remind you that as we continue to strive towards development and creating a smart, sustainable and resilient City. I encourage each and every one of you to remain committed and consistent. Honesty and integrity will take us very far. We will rise above the challenges and negativity and become one of the greatest cities in Africa and beyond. We should remain focused and keep our eyes on the ball. Let us continue tackling the challenges by communicating effectively, and let us not allow too much political 11 interference and let us substantiate the technocrats and their departments to improve and create conducive environments for our City to thrive.

We remain Council. I thank you.

Her Worship Sade Gawanas
Mayor of the City of Windhoek



Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON WEDNESDAY, 10 AUGUST 2022

Compiled by **Botha Ellis** (Communication officer)

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



1. Approval to alienate housing construction under the affordable housing programme

The City of Windhoek (CoW) will commence its Council Housing Programme by way of a pilot project on eight residential-zoned erven in Khomasdal. Council earlier resolved to enter the affordable housing space and accelerate the provision of housing within the city. The construction of eight houses in Khomasdal expands the construction of affordable houses from informal settlements to other parts of the city. This is the first time that council will alienate houses, and not just serviced erven, for this purpose. Council has previously only alienated serviced land and therefore the sale of improved erven, specifically with a completed housing structure is new to the alienation process. The erven where the houses will be constructed are situated at the corner of Sigma and Visarend Streets, Khomasdal.



2. Take-over of electrical infrastructure assets in the extended boundaries of Windhoek

Currently all municipal services are provided by the City of Windhoek, except electricity distribution, which is still done by NamPower. The CoW has attempted on several occasions since 2011 to take over the electrical infrastructure assets in Brakwater, Dobra, Nubuamis and Groot Aub. These attempts have so far been unsuccessful, because NamPower requires compensation for the assets alienation to the CoW. The strategic executive for electricity at the CoW will now again approach NamPower and other, private entities in the extended boundaries of Windhoek to negotiate the take-over of electrical infrastructure / assets based on the outcome of an asset valuation.

3. Energy audit recommendations implementation plan for council buildings

Council approved the CoW energy audit recommendations implementation plan. An energy audit pilot exercise was undertaken by the CoW Electricity department in partnership with the Namibia University of Science and Technology (NUST) on the department's office block and the City's headquarters (Town House) to determine the best way in which the electricity bill of the two buildings can be reduced. The audit methodology will then be used as a basis to rollout the same measures to all other CoW buildings. The cost of implementing the recommendations of the audit at the two buildings is N\$3 190 000.00. The investment has a payback period of 2.95 years and a return on investment of 239.11% for the Electricity department building while similarly the payback period for Town House is 2.4 years and the return on investment here is 324.78%.

4. Electricity pre-paid token identifier roll-over project – Standard Transfer Specifications (STS) compliance

The CoW currently has 54 009 installed pre-paid electricity meters with an annual revenue of over N\$533 000 000.00. Pre-paid meter customers require tokens from the CoW's pre-payment system server, which is run on so-called Syntell software. Older meters need replacement with Standard Transfer Specifications (STS) compliant meters in order to manage the token identifier roll-over process in order to prevent meters from running out of range, preventing them from accepting new tokens. To overcome this, all prepayment meters will require the entering of two key change tokens to reset each meter to a new reference base date.

5. Application for the rezoning of portion 178/58/48, Brakwater from "residential" with a density of 1:5 hectare to "Institutional" for a rehabilitation centre

Council approved the application received by Dunamis Consulting (Pty) Ltd on behalf of the owner, Human Dreams e.V. (owner, Nicole Mtawa). The intention of the owner is to operate an animal-supported rehabilitation and recreational centre for disabled and socially disadvantaged children on 25 hectare, or 50%, of the property. The proposed development includes the following amenities:

- A parking area for buses;
- A canteen or food store;
- Material storage; and
- An animal shelter.



6. Sale of erf 10812, Katutura to the Motor Vehicle Accident Fund (MVA) to establish a trauma and rehabilitation centre

Council approved the sale of erf 10812 in Katutura to the MVA for N\$21 000 000.00 (excluding VAT) to establish a trauma and rehabilitation centre. Among other conditions, the MVA will be responsible, at own cost, for the extension or upgrading of the surrounding road network. This includes the upgrading of Hans-Dietrich Genscher Street to a dual carriage way capacity up to Bondel Street, and the construction of Leonard Auala Street to provide access to the new centre and provide adequate access and turning lanes. Should the MVA fail to finalise the sale within 90 days the allocation of said erf will be cancelled and the property will be allocated to another applicant.



7. Application to lease air rights over street portion of erf 1370, Kleine Kuppe (Ombika Street) to connect with the Lady Pohamba Private Hospital

Council approved the leasing of so-called air rights over erf 1370, Kleine Kuppe, to the Lady Pohamba Private Hospital for a period of 20 years at a monthly rental of N\$23 766.00 (subject thereto that the rental escalate annually in line with the Namibian Inflation Rate, but not exceeding 10%). The purpose of the air right lease will be to allow for the erection of structures to extend from erf 1367 to erf 1369, Kleine Kuppe, without impeding traffic flow on Ombika Street (erf 1370, Kleine Kuppe).



The CoW helps you improve your small business

Contributed by **Leonora Joodt** (section head SME Development), Edited by **Botha Ellis** (communication officer)



Equipped for growth: Nineteen entrepreneurs took part in the City's "Improve Your Business" training programme from 18 to 21 July at the Oshetu Market in Katutura. (Photos contributed)

The City of Windhoek's Business Training and Development unit of the Economic Development division conducted the "Improve Your Business (IYB)" training programme from 18 to 21 July at the Oshetu

Market in Katutura. Nineteen entrepreneurs, comprised of 7 males and twelve females, were trained. All the participants were Windhoek-based and operating from either the municipal markets or

various other areas in Windhoek.

Leah Olu-King, the coordinator Business Development and Training, and Paulus Tjukulia and Ivondia Kanguuehi - both Economic Development officers - conducted the IYB training. The programme focuses on enhancing the capacity of micro entrepreneurs to increase the profitability of their businesses and eventually improve their quality of life. A micro entrepreneur is the founder of a micro business. These super small companies are generally defined as businesses that begin with minimal investment and have less than 10 employees. "Participating entrepreneurs used the opportunity to network and share ideas while developing and strengthening their business management skills. They learned how expand their business operations, generate profit and sustain operations," said Ms Olu-King.

The entrepreneurs expressed their satisfaction with the value of the training and said that they learned how to manage their businesses and treat customers and employees, including how to listen to customers, keep records, manage finances, plan for improvement, and how to make a profit and grow their businesses.



Capacitators: Leah Olu-King (left) and Paulus Tjukulia of the CoW Business Training and Development unit conducted some of the training during the "Improve Your Business" programme.

For information on upcoming business training or information sessions please contact:

- Ms Olu-King at lto@windhoekcc.org.na or phone 061 - 290 3575
- Mr Tjukulia at plt@windhoekcc.org.na or phone 061 - 290 3093
- Ms Kanguuehi on 061 - 290 3140.





Tackling Food Insecurity at the Household Level Through Food Security

By **Trudy Geises** (Section Head: Youth Development), **Adopted by Cathy Amutenya** (Communication Intern)



Ms Trudy Geises, CoW's Section Head: Youth Development at the Horticulture Training at Katutura Community Hall.

Rising food prices, growing urban populations and the war in Ukraine have triggered a global crisis that will drive millions of people into extreme poverty, magnifying hunger, malnutrition and food insecurity. It is estimated that 58% of Namibians are food insecure, which translates to about 1.5 million hungry people, according to the latest report by the Food and Agriculture Organization (FAO).

Urban food security has become an increasingly urgent priority, and local governments have a critical role to play in fighting malnutrition. The City of Windhoek is responding to this through one of its interventions, which is the Food Security Workshops. These workshops are spearheaded by the City of Windhoek's Social and Youth Development Division in joint partnership with the Ministry of Education, Arts and Culture through the support of the Commonwealth Organization and the community representative working group.

Background of the Project

Namibia is an upper middle-income country with a population of 2.3 million. An

estimated 42.3 percent of the population is undernourished due mainly to high rates of poverty (26.9 percent), unemployment (28 percent), HIV and AIDS (16 percent) and household income disparities (World Bank, 2021). The Ministry of Poverty Eradication and Child Welfare indicated that poverty levels have reduced in the country. However, the Khomas Region experienced challenges due to increasing numbers of poor people and families. There is a high influx of people migrating from the rural settings in search of better living conditions and opportunities.



Ms. Angeline Hamutenya, Facilitator from the Ministry of Agriculture and Land Reform, giving a training on Basic Horticulture.

Additionally, food security at the household level is increasingly becoming a problem in Windhoek, and this lack of a basic need is negatively impacting the functionality of the household that has a ripple effect on the overall development of the household and its members. The Youth Development Training (YDT) Section within the Social Youth Development (SYD) Division has been exploring interventions that would impact its youth development programs in a sustainable way.

Inspiration behind the Project

The challenges experienced with COVID-19 in terms of food security necessitated the country at large to begin the serious consideration of becoming self-sufficient. This national position has filtered down to household level, and hence the discussions around initiatives that can improve household level food security through backyard small-scale domestically needed gardening projects.

The YDT section initiated a research project and piloted a different community development approach that focuses on the youth within the context of the household and the community at large. A household survey was conducted and piloted in Damara 1&2, also known as the Khaimabasen community. The survey findings revealed some household functionality challenges of which food insecurity plays a very important role. The household functionality challenges resulted in the establishment of a Household Planning, Budgeting and Municipal Accounts sub-section within the pilot project Working Committee.

The deliberations of the subsection resulted in the identification of a need to assist the households in household planning, budgeting, food preservation and backyard gardening to address the food insecurity challenges. The household planning and budgeting, as well as food preservation training was conducted in collaboration with the Women@Work organisation, whereby 30 women were trained in planning and budgeting and 15 were trained in food preservation. It was further deliberated and discussed on how local communities; particularly community-based cooperatives could be



explored in contributing toward household food security. A series of workshops were planned to strengthen household capacities at household-level food security.

The importance of this initiative to CoW and in addressing food security

The City of Windhoek as a local authority is mandated through its operations, especially community development programs, to contribute towards the realisation of the desired outcomes through the Harambee Prosperity Plan, National Developmental Plans, AU Agenda 2063 and the Sustainable Development Goal. Addressing food security challenges requires integrated and multisectoral smart partnerships to put to good use the limited resources available not only to the City of Windhoek but all community development partners at large.

The Poverty Mapping report indicated that the Khomas Region experienced increased poverty that is linked with food security challenges. The City of Windhoek has to contribute to addressing food insecurity. This initiative is very important because it means small-scale households will be able to grow the most basic crops for daily consumption. Furthermore, through this initiative, in addition to the other horticulture projects, people with the gained skills are encouraged to consider exploring the expansion of gardening projects in rural areas. Many people, through this initiative, started reclaiming rural homestead farming land. Some are planning on going back, which shows that there is potential to create and increase the pull factor to rural areas, hopefully reducing the congestion in Windhoek.

Food security workshops conducted

The YDT Section hosts workshops in collaboration with multi-community developmental partners including community members/leaders, the Ministry



Representatives of the community working group.

of Education, Arts and Culture, the Ministry of Agriculture, Water and Land Reform and the CoW's Social Welfare Section within the Social and Youth Development Division.

The workshops initially started as community sensitization information sessions in February and March 2022, and now the stakeholders have incorporated the training aspect. A series of workshops will be taking place across Windhoek throughout the year. Two workshops have been conducted so far, with the first one having taken place on 21-22 July 2022 at the Katutura Community Hall resulting in an increased awareness of household backyard gardening. Fifty (50) participants were trained, with a majority being young people. The participants were predominantly from the Katutura East Constituency, with a few from other areas across Windhoek.

Topics covered in the workshops

The workshops include both theoretical and practical components. The theory covers topics such as horticulture introduction, establishing a vegetable garden, vegetable types, vegetable growing season, preparing and designing the garden, direct planting, transplanting, garden maintenance, common pests in horticulture production, pest and disease control and management, non-parasitic diseases, harvesting, crop rotation, and healthy soil life. In terms of practice, participants are taken to Farm Okukuna - CoW's Urban Agriculture project, where they put what they've learned into action. Participants learn about compost manure, soil preparation, planting, and harvesting.

Partners

The execution of this community intervention requires an integrated and multi-disciplinary approach, and therefore, all key partners, namely the CoW through the YDT Section, the community through the Secretariat representatives, community leaders and development partners will be engaged in the project.

Monitoring and evaluation

The initiative will be focusing on three main focal areas, namely: awareness creation and sensitization, skills and knowledge imparting through training; and then technical back-stopping and supportive intervention. This approach gives this intervention a three-cycle format. The execution of this capacity-building program will be coordinated by the YDT Section in collaboration with the Pilot Project Secretariat in partnership

with identified experts and development agencies. The program ran from February to December 2022.

Activity	Methodology
Household planning budgeting	Training
Food Security-Horticulture/Poultry	Training
Food Security-Food preservation	Training
Technical-backstopping	Household follow-sessions
Impact analysis	Household survey
Partnership	
•	City of Windhoek
•	Women @ Work
•	Ministry of Agriculture, Water and Land Reform
•	Ministry of Education and Culture
•	Community leaders /members
•	Khaimabasen Working Group Committee



Participants attending the Horticulture Training at Katutura Community Hall on 21 July 2022.

Are you interested in attending these workshops?

The residents are advised to register their names at the constituency offices, or consult the community leaders in their respective locations.

The residents can contact the following people for more information:

Contact person Institution (Partner)

Contact details

- Trudy Geises: Municipal Council of Windhoek, 081 273 4890 / 061 - 290 3508
- Thomas Angula: Ministry of Education, Arts and Culture, 081 261 9476
- Angeline Hamutenya: Ministry of Agriculture, Water and Land Reform, 081 644 2057
- Constituency Councillor Offices

Build Back Better programme strengthening Windhoek's food systems

Adapted by Botha Ellis (Communication officer)



Growing: In August this year, over 50 community members successfully completed urban agriculture training courses and received certificates with which they can apply for grants from the Ministry of Agriculture, Water and Land Reform (MAWLR) to grow their enterprises.

Windhoek has a number of urban agricultural projects that are benefiting from the United Nations Development Programme (UNDP) Build Back Better (BBB) programme. The programme supports efforts to strengthen food systems to recover from emergencies such as the COVID-19 pandemic and related shocks. A specific focus is to improve the livelihoods of informal vendors and small-scale producers in urban and peri-urban settings. The City of Windhoek (CoW) is one of four stakeholders identified in 2021 to benefit from the intervention. The others are the Swakopmund municipality, Rundu Town Council and the Hardap Regional Council.



Teacher: Thomas Angula (left), an Education officer at the Ministry of Education, Arts and Culture was one of the lecturers of the urban agriculture courses presented to community members.

Japan is funding the programme which is officially called "Strengthening Namibia's food systems to recover from emergencies and disease-related shocks" and the Ministry of Agriculture, Water and Land Reform (MAWLR) has oversight of the activities in collaboration

with the stakeholders. The CoW's community gardens at Farm Okukuna, the Nathaniel Maxuilli Community Centre, Onghuo Ye Pongo Community Centre, Ombili Community Centre and various community backyard gardens in the city's informal settlements are all benefiting from the BBB programme. The Social and Youth Development division coordinates and monitors the administrative and financial inputs on behalf of the CoW. Trudy Geises, the head of the Youth Development section said: "We are partnering with the UNDP and MAWLR to improve food and nutrition security in Windhoek - especially for women and children. This intervention encourages self-employment that alleviates poverty and contribute to the socio-economic development of the country through employment creation. As we empower our communities with agriculture skills to produce their own food, we also contributing to the health and wellbeing of the nation. We are grateful for the assistance from our partners to supplement Government's efforts to improve all vulnerable groups' nutritional status within the boundaries of Windhoek."

As part of the programme capacity-building training was provided to over 100 community members in basic bookkeeping; food and nutrition courses for early childhood development caregivers and parents of children under five years; permaculture; horticulture; basic food growing; backyard gardening; and compost making. Participants in the programme were selected via a needs assessment done by the Environmental Investment Fund (EIF) that identified 106 groups within the city's boundaries interested in urban farming. Some are startup projects while others are already established. The EIF promotes

the sustainable economic development of Namibia through investment in and promotion of activities and projects that protect and maintain the natural and environmental resources of the country.



Wide reach: The Build Back Better programme participants were selected via a needs assessment done by the Environmental Investment Fund (EIF) that identified 106 groups within the city's boundaries interested in urban farming.

Another benefit of the BBB programme and our UNDP partnership is the upgrading and development of infrastructure at Farm Okukuna. A number of buildings at the urban agricultural centre were renovated, the water supply to area was improved with the drilling of a new borehole, accommodation with water and electricity was established for caretakers (from vulnerable backgrounds), six greenhouses were erected, a solar electricity system was installed and a new chicken coop was built.

In August this year, over 50 community members successfully completed BBB urban agriculture training courses and received certificates with which they can apply for grants from the MAWLR to grow their enterprises. These days the projects are so successful that even school children visit to review their theory and do some practical work, facilitated by the MAWLR. Going forward the CoW Youth Development section will continue to monitor the participants' projects and provide the necessary support to ensure their continued growth.



Monitor and evaluate: Trudy Geises is the section head of the CoW's Youth Development section that coordinates the Build Back Better (BBB) programme community activities from the municipality's side.



/cityofwindhoek



/cowmunicipality



/cowmunicipality



/cowmunicipality



www.windhoekcc.org.na





#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! Is there any option to pay my water bills via EFT please?

Yes indeed you can pay your municipal bill via EFT to the following bank account:

Bank: First Nation Bank

Branch: Windhoek Corporate site

Branch code: 281872

Account number: 62012146115 or 55500033613

Beneficiary Name: City of Windhoek

Reference: Use your municipal account number found on your municipal statement as "new account."

Email proof of payment to payments@windhoekcc.org.na

Our banking details are also available on our website under the department portal – finance and customer services.

Hi. When is the next intake gonna be for emergency care practioner course?

Good day. Kindly contact our training coordinator Mr. Benediktus Haushiku at 061 290 2806 or E-mail: Benediktus.Haushiku@windhoekcc.org.na for details

Hi. What does one need to join the sewing training workshop that is provided by the City's economic development division?

Good day, please contact Samuel Kamati on 061 290 3501 or e-mail: Samuel.Kamati@windhoekcc.org.na for more information on the training. Thank you.

Good morning. Why does the City of Windhoek estimate our water bill?

We estimate water bills when we have not received a client's meter readings for that particular period. We look at the client's overage consumption based on previous months and use that as estimation.

When actual readings are received we adjust the client's account accordingly, whereby if our estimated average is higher than the actual consumption, we credit the client's account and if the estimate was below actual consumption we debit the client's account. In order to avoid estimations, we encourage our clients to register as self-readers so that they can submit their own readings at a cost of 40 cents per SMS.

Whom it may concern. Can we please receive our electronic statements as we use to. What is really going in those offices?

Invoices are sent out from the 21st of every month. If you have not received municipal statement by the end of the month, kindly request for it by sending us your account details to enquiry@windhoekcc.org.na we will send it to you. We apologise for the inconvenience.

Good day. I would like to grow knowledge of public relations with city of Windhoek. I did Journalism included public relation training.

Good day.

All internship enquiries should be addressed to our internship coordinator, Ms Hendrina Hangala.

E-mail: Hendrina.Hangala@windhoekcc.org.na

Tel: +264 61 290 3497

Thank you



The Gateway to Endless Opportunities

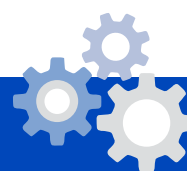
City of Windhoek

Vision: To be a SMART and Caring City by 2022

LET'S SAVE ENERGY AT WORK

Did you just pass by an unoccupied office/toilet with lights on? Wow!! Participate in switching OFF lights when not in use

Issued by: Office of the Chief Executive Officer
Corporate Communication, Marketing and Public Participation
Tel: +264 61 290 3797 / 3081 / 3648 / 2044
E-mail: corcommunication@windhoekcc.org.na



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.

OFFICE OF THE CHIEF EXECUTIVE OFFICER

☒ 59

80 Independence Avenue

WINDHOEK, NAMIBIA

Tel: (+264) 61 290 2615 • Fax: (+264) 61 290 2344 • www.cityofwindhoek.org.na



MEDIA RELEASE

For immediate release

2 August 2022

CITY WARNS RESIDENTS AGAINST ELECTRICITY THEFT

The City of Windhoek is concerned about the growing trend of electricity theft, which is a serious criminal offence and highly risky. In July, six people from different households were arrested by the City Police for illegally reconnecting their electricity supply after it was disconnected due to non-payment.

According to Section 42 of the Electricity Act 2007, reconnecting or restoring disconnected or suspended electricity, tampering with electricity meters, and connecting electricity unlawfully is a serious offence and is punishable by a fine of up to N\$16 000, or imprisonment for up to two years or both. The public is therefore warned against the above acts.

The City will continue to work closely with the City Police to ensure that they apprehend residents found to have tampered with the electricity meters and reconnected their electricity illegally. Residents are therefore warned that once such activities are detected, their electricity supply will remain disconnected and will only be reinstated once a criminal case is opened, the culprit is apprehended, a split prepaid electricity meter is paid for, and necessary payments are made in terms of the City of Windhoek Credit Control Policy and Electricity Supply Regulations.

We appeal to residents to do the right thing and report any illegal connection of electricity to the City Police on 061 302 302 or send an SMS to 4444

-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 Corporate Communication Section at
Tel.: 061 290 3797 /2044, or
email: cowcommunication@windhoekcc.org.na

The Gateway to Endless Opportunities
City of Windhoek
Vision: To be a SMART and Caring City by 2022

Happy Birthday!

Dr. Job Shipululo Amupanda
28 August

Best birthday wishes from Council, Management and all employees!

The Gateway to Endless Opportunities
City of Windhoek
Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

Verification of electronic fund transfer (EFT) payments

30 August 2022

Clients who pay their municipal accounts via electronic fund transfer (EFT) are hereby urged to examine their accounts and verify whether their payments reflect on their monthly statements.

Should a payment not reflect on your account, kindly visit our Customer Care located at our head office or call our Call Centre at 061-2903777 for assistance.

You may also send your proof of payment and your account number to us via e-mail at: payments@windhoekcc.org.na

Please use your municipal account number as the beneficiary reference when making payments via EFT to avoid late allocation and late payment charges.

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

The Gateway to Endless Opportunities
City of Windhoek
Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

OPENING OF PUBLIC SWIMMING POOLS

31 August 2022

The City of Windhoek hereby informs residents that the public swimming pools will be opening on **Thursday, 1 September 2022** follows:

Name of Swimming Pool	Operating Hours
Kalulua Swimming Pool	Monday -Thursday 10:00 – 19:00 Friday - Sunday 10:00 – 18:00
Olympia Swimming Pool	Monday -Thursday 10:00 – 19:00 Friday - Sunday 10:00 – 18:00

Please note: The swimming pool Lapa remain open for private functions.

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





The Gateway to
Endless Opportunities

City of Windhoek

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ELECTRICITY TARIFFS

Electricity Tariffs Adjustment: Implementation from 1 July 2022

The Electricity Act, 4 2007 Section 36(5) (b) states that "such regional council or local authority council must, prior to the introduction of a new or amended charge, fee or other moneys, announce such new or amended charge, fee or other moneys in at least two newspapers circulating in its area." The City of Windhoek has pleasure to inform all the residents of Windhoek that there will an effective average electricity tariffs increase of 7.8% for the 2022/2023 financial year. For the City to be a smart and caring city, it is necessary to foster social and economic development through affordable electricity tariffs, being cognisant of the fact that electricity is an essential commodity. City of Windhoek will remain committed to ensure secure, reliable and high quality of electricity supply to the residence of Windhoek.

EL82 - DEPARTMENTAL Energy Charge - N\$/kWh 1.4300 Capacity Charge N\$/summated Ampere/month 20.30 ECB levy N\$/kWh 0.0212 NEF levy N\$/kWh 0.0160				EL86 - INDUSTRIAL DEMAND TOU KVA MV <table border="1"> <thead> <tr> <th>Time-of-Use Energy Tariffs</th> <th>Peak Time</th> <th>Standard Time</th> <th>Off-Peak Time</th> </tr> </thead> <tbody> <tr> <td>Energy Charge - N\$/kWh</td> <td>2.2900</td> <td>1.8500</td> <td>1.4100</td> </tr> <tr> <td>Maximum Demand Charge N\$/kVA/month</td> <td>136.00</td> <td></td> <td></td> </tr> <tr> <td>Network Access Charge N\$/kVA/month</td> <td>62.00</td> <td></td> <td></td> </tr> <tr> <td>ECB levy N\$/kWh</td> <td>0.0212</td> <td></td> <td></td> </tr> <tr> <td>NEF levy N\$/kWh</td> <td>0.0160</td> <td></td> <td></td> </tr> </tbody> </table>				Time-of-Use Energy Tariffs	Peak Time	Standard Time	Off-Peak Time	Energy Charge - N\$/kWh	2.2900	1.8500	1.4100	Maximum Demand Charge N\$/kVA/month	136.00			Network Access Charge N\$/kVA/month	62.00			ECB levy N\$/kWh	0.0212			NEF levy N\$/kWh	0.0160			EL50 - SOCIAL SERVICES 3 PHASE FLAT - Flat Energy Tariffs Energy Charge N\$/kWh 1.4500 Capacity Charge N\$/summated Ampere/month 25.10 ECB levy N\$/kWh 0.0212 NEF levy N\$/kWh 0.0160																			
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- NOTES**
- 1 Minimum charge for all demand metered consumers is 55kVA.
 - 2 The NMD Penalty Charge shall be 100% of the ECB approved City of Windhoek Maximum Demand Charge PLUS Network Access Charge on capacity utilised over and above the customers contractual NMD, exceeding for three (3) consecutive months, payable as from month three (3).
 - 3 Circuit breaker ratings refer to summated rating.
 - 4 The published tariffs EXCLUDE VAT.
 - 5 The charges are applicable from September 2021 account.
 - 6 The City will convert customers to TOU tariffs as meters are installed.
 - 7 Supply to non-residential account holders is rated at 15% for VAT purposes.
 - 8 Industrial consumers with own 11kV equipment qualify for reduced maximum demand and network access charges.
 - 9 Net metering tariffs will only be used to offset net metering customer's energy consumption as per Net Metering.
 - 10 Residential reseller bulk tariff is available only for purely residential reselling, excluding any commercial/business consumption.
 - 11 The Time of Use schedule is as follows (O = off-peak, S = Standard, P = Peak):

Hour	TOU TIME SLOTS (P=Peak, S=Standard, O=Off-Peak)		
	Week Day	Non Seasonal Time of Use	
		Sat	Sun
0	O	O	O
1	O	O	O
2	O	O	O
3	O	O	O
4	O	O	O
5	O	O	O
6	S	O	O
7	P	S	O
8	P	S	O
9	P	S	O
10	S	S	O
11	S	S	O
12	S	O	O
13	S	O	O
14	S	O	O
15	S	O	O
16	S	O	O
17	P	O	O
18	P	S	O
19	P	S	O
20	P	O	O
21	S	O	O
22	O	O	O
23	O	O	O

Enquiries:
 Department of Electricity
 Strategic executive: Electricity
Tel: +264 (0)61 290 2455/2472/2456
Fax: +264 (0)61 290 2494

Issued by: Office of the Chief Executive Officer

Corporate Communications, Marketing and Public Participation





The Gateway
to Endless
Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022



UPDATED PUBLIC NOTICE

Call for applications for prepaid water meter for residential properties

9 September 2022

The City of Windhoek is now offering prepaid water meters to interested residents including new connections and replacement or conversion of existing postpaid to pre-paid meter connections.

The pre-paid water meters operate on the same principle as the pre-paid electricity meters offered by the City. A 20-digit code will be issued to you upon purchase of water units and if entered into the Customer Interface Unit it will allow the pre-paid water meter to discharge the volume of water which was purchased. The pre-paid meter will shut water supply once all credits have been consumed.

How much does the Prepaid Water Service Connection cost?

The prepaid water service connection cost is subject to change, but it is currently N\$4,486.66 (excl. VAT).

There are **two payment options** available when applying for your Prepaid Water Service Connection:

1. Choose to pay for the Prepaid Water Service Connection **up-front**, or
2. Choose a **5-year repayment plan** (N\$3.90/kL incorporated in the Tariff)

The benefits include the following:

- ✓ Prepaid water meters allow you to take full control of your water consumption and prevents overspending.
- ✓ You will also be alerted of any water leakages on your premises.
- ✓ You will be in control of how much and how often you top up credits.
- ✓ You will not have to worry about building up debt as you purchase your water before you use it making you more aware of your water consumption costs. You will not receive water bills as you will pay in advance for services and consumption.
- ✓ You will always have an idea of what your remaining balance is, as it is displayed clearly on the CIU which will help you avoid unpleasant surprises.

The prepayment water tariff however excludes rates and taxes charges, for which you will continue to receive a municipal bill for.

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 visit the City of Windhoek head office in Independence Avenue or any of the municipality's cash halls to complete an application form.

Steps:

1. Complete application at City of Windhoek cash hall (Enquiries Desk) by (Property Owner/Proxy)
2. Obtain sundry invoice for payment from Client Service Agents
3. Application and receipt will be forwarded to Bulk Water Division for installation and filing thereof

How do I apply for a new prepaid water meter?

Requirements:

- ✓ Application should be completed by owner of the property
- ✓ Certified copy of the identify documents of registered/property owner
- ✓ Municipal bill(s) must be paid up to date
- ✓ Payment of approval installation cost
- ✓ No credit check will be required for the pensioners' prepaid application forms.
- ✓ Vulnerable people will require a credit check and they should provide proof to the Debt Management division that they are vulnerable.
- ✓ Clients who have a standing payment arrangement are eligible to apply for prepaid water and do not need a credit check, however, they must have paid their arrangement for at least six months before applying for the prepaid water meters.

Approximately how long it takes to install the new meter?

It takes about four weeks after the approval of your application. The prepaid water meter frequently asked questions and the user guide is available on our website:

www.windhoekcc.org.na → [info portal](#) → [document](#)

For further enquiries, please contact our Customer Contact Centre on 290 3777 or enquiry@windhoekcc.org.na

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CITY OF WINDHOEK Council 2022

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 J Uapingene
Deputy Mayor
NUDO



Cllr SS Gawanas
Mayor
LPM



Cllr I Keister
Chairperson of the Management Committee
AR



Cllr CC Hanases
(MC) PDM



Cllr I Skrywer
(MC) LPM



Cllr A Kwenani
(MC) SWAPO



Cllr SS Nujoma
(MC) SWAPO



Alderwoman
FN Kahungu
SWAPO



Cllr Dr. J Amupanda
AR



Cllr M Lombardt
SWAPO



Cllr Q Kamati
SWAPO



Cllr N Larendja
IPC



Cllr B Araeb
IPC



Cllr J Hecht
IPC



Cllr Dr. OS Uukule
IPC

MANAGEMENT



CEO
Vacant

STRUCTURE

The Gateway to Endless Opportunities



SE: Human Capital and
Corporate Services
MG Mayumbelo



SE: Infrastructure, Water
and Technical Services
L Naito



HEAD: City Police
AK Karime



SE: Urban and
Transport Planning
P van Rensburg



SE: Electricity
OA Hekandjo



SE: Housing, Property
Management and
Human Settlements
F Maanda



SE: Finance and
Customer Service
J Comalie



SE: Information
and Communication
Technology
Vacant



SE: Economic Development
and Community Services
Vacant





Aloe “seen around”



Residents from the Saamstaan and New Life Group in Greenwell had a fruitful engagement with Her Worship, Mayor Sade Gawanas, during a courtesy visit at Town House last week. During the meeting, they discussed pertinent issues that are affecting them, particularly issues with their accounts and the prepaid meters. The residents fully engaged with the Mayor and representatives from the relevant departments within the City of Windhoek as they responded to their questions and advised them accordingly.



A City of Windhoek delegation visited Kingston in August 2022. On 16 August 2022 Councillor Amupanda attended a special council meeting to witness a motion by Councillor Andrew Bellamy to confer the keys to the City of Kingston on the people of Windhoek. Councillor Bellamy was a part of the Kingston mayoral delegation that visited Windhoek in 2019. Motivating the motion, Councillor Bellamy highlighted Windhoek's good practices in water and waste management and the hospitality of the people of Windhoek and Namibia.



City of Windhoek Mayor Sade Gawanas and acting chief executive officer, O'Brien Hekandjo, joined the City Police on 24 August in an integrated operation focused on illegal public transportation, foreign drivers without proper documentation, general vehicle and driver fitness, vehicle search, and crime prevention. The operation started at 6:00 a.m. with a parade at the City Police Department's headquarters before they headed out on the road. Ten warrants of arrest were executed during the operation from six people, one learner driver without a supervisor, five drivers without registration certificates, three drivers without licenses, two drivers without professional authorization and one unauthorized driver.



Several City councillors and officials attended the Windhoek Spring Market on 2 and 3 September.

Windhoek
MARKET

WINDHOEK

The City of Windhoek wishes to thank all the growers, exhibitors, business, residents, visitors, and the public for making the first ever Windhoek Market Spring Market a great success.

Thank you for your support, we look forward to hosting you at the next Windhoek Market.

HEAL OUR LAND | Hollard | KOSMOS | United Property Management

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



[/cityofwindhoek](https://www.facebook.com/cityofwindhoek)

[/cowmunicipality](https://www.instagram.com/cowmunicipality)

[/cowmunicipality](https://twitter.com/cowmunicipality)

[/cowmunicipality](https://www.linkedin.com/company/cowmunicipality)

www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



STUCK METERS



Is your water or electricity meter stuck?



Report stuck meters to Customer Contact Centre at tel: 290 3777 or e-mail us at enquiry@windhoekcc.org.na and make sure you get a reference number

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