



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.

2023

The Gateway to Endless Opportunities

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The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



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



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Corporate Communication, Marketing and Public Participation
Tel: +264 61 290 3797 / 3081 / 3648 / 2044
E-mail: cawcommunication@windhoekcc.org.na



The Junior Council is a leadership development program established by the City of Windhoek in 1999 mainly targeting grade 11 learners from 37 Khomas schools. Read more on PAGE 7





Editor: Lydia Amutenya,
section head, Corporate Communication

stakeholders' perceptions and experiences of the organization.

Teamwork: we work together towards a common goal and foster creativity, team spirit, trust, and mutual support. **Customer**

Focus: We render efficient, professional, and reliable services to all stakeholders by embracing

total quality management principles. **Communication:** we share clear, timely, and relevant information transparently through regular communication platforms with internal and external stakeholders.

Fairness and Equity: We treat all staff and residents in a just and unbiased manner while respecting individual differences, career aspirations, and needs. **Integrity:** we practice high standards of ethical behaviour and duty of care.

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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Executive editor: Harold Akwenye, manager, Corporate Communication, Marketing and Public Participation

Editor: Lydia Amutenya, section head, Corporate Communication

Template design and layout: Gerhard Groenewald, Officer: Marketing and material

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Editorial

Dear readers,

Welcome to this issue of the Aloe.

As previously indicated in the last issue of the Aloe, you will be reading more about our strategic plan for 2022–2027. We have so far looked at the vision, and now we are zooming into the mission and values.

The Municipal Council of Windhoek's mission remains "to enhance the quality of life for all our people by rendering efficient and effective municipal services." Our mission highlights our key roles and responsibilities in providing municipal services.

The City of Windhoek adopted five values for our Strategic Plan 2022–2027: **teamwork, customer focus, communication, fairness and equity, and integrity.** These values are uniquely crafted and supported by the desired behaviour descriptions, which are described in detail below. The values represent the foundation of organisational culture and should be instilled into the fabric of the organization. A behavioural value-based framework creates accountability in staff members, which ultimately impacts

Some of the key highlights of the month of April include the launch of the household recycling programme through the sorting of waste at source in Luxury Hill, Katutura, in the John Pandeni Consistency. This is indeed a significant milestone in the history of waste management and recycling efforts in the City of Windhoek. This project is being carried out with grant funding support from the European Union through the cooperation of the sister city, the Free Hanseatic City of Bremen, for improving the solid waste management in Windhoek to the tune of N\$36.8 million, and this program marks the roadmap towards waste minimisation actions in Windhoek. All efforts are being made to restore Windhoek to its former glory and its status as the cleanest city in Africa, and this goal can be achieved with the cooperation of all stakeholders.

May you find this issue of the Aloe informative.

Regards,

Lydia



Mayor's corner

Official statement by His Worship Joseph Uapingene, Mayor of Windhoek, on the occasion of the ordinary council meeting for the month of April 2023



Councillor Joseph Uapingene, Mayor of the City of Windhoek.

Good evening,

As I reflect on the past few months, I am acutely aware of the challenges, responsibilities, and mandate of Council to render meaningful, sustainable services and ensure responsible and good financial standing. In addition, and given that the Municipal Council of Windhoek is an Organ of State, our Strategic Plan (2022-2027) is aligned to the national agenda themes, namely, the Fifth National Development Plan (NDP 5) and the Harambee Prosperity Plan II (HPP II). That said, achieving the strategic objectives presents numerous development challenges brought about by prevailing economic conditions. Therefore, it is imperative that we work together as Council and engage with our strategic partners in pursuit of sustainable and value-adding services and solutions.

I am now reminded of a well-known quote by the human rights activist and prominent Black nationalist leader, Malcom X who said: "... tomorrow belongs to people who prepare for it today." So, as we approach the end of the 2022 / 2023 financial year, let us mobilise our collective efforts that have a lasting impact on the residents we serve.

To this end, Council's 2023 / 2024 budgeting cycle is set to occur during the week of 8 to 12 May 2023 and submitted to the Minister of Urban and Rural Development by the end of May 2023. Preparations towards the annual budget are currently underway and Councillors and staff will continue with their engagements.

I must mention that, it is a difficult period for Councillors, management, staff members and residents alike with the prevailing economic crisis across the country and worldwide.

The recent the inflation and repo rate rise only exacerbates the increase in oil, food, and service prices. This has significant financial impact on individuals, households, and organisations. The Municipal Council of Windhoek is not spared these distresses. Now is the time to set realistic priorities and exercise prudent financial stewardship. Therefore, I urge Councillors and management to critically apply their minds during the upcoming budgeting process with due care to the needs of our residents and the long-term sustainability of the organisation.

Ladies and gentlemen, the month of April was an exciting month as well! For those of you who may not know: the City of Windhoek would like to alert and inform all electricity and water pre-payment meter users/ customers in Windhoek about the ongoing Token Identifier (TID) Rollover Project which commenced in April 2023. The project entails visiting of all electricity & water prepaid meters in the Windhoek area by our TID Field to enter key change tokens in each meter. This exercise ensures that customers able to purchase their electricity and water and the project end date is 24 November 2024. If these key change tokens are not entered in the respective meters by the 24th of November 2024, customers will not be able to buy electricity and water. Thus far the project roll-out in Prosperity suburb is complete and we are currently busy with the Lafrenz industrial area.

The City of Windhoek has a comprehensive Communication Plan to inform customers about the project, which includes regular updates on social and print media, Neighborhood Watches. Arrangements are currently underway





Council Chamber, Town House

to also engage the Khomas Regional Council. Therefore, all our electricity and water pre-payment customers are kindly requested to co-operate with the TID Rollover Field Officers assigned to this project every day from Monday to Friday between 8:00 am and 7:00 pm. Weekend appointments are between 8:00 am and 4:30 pm. In instances where officers are unable to gain entry to residents' premises, a "no access note" will be left with contact detail, to make the necessary arrangements. Residents are reminded that no old tokens will be accepted by the prepaid meter after the TID change. Hence customers MUST ensure that all purchased tokens are used/loaded on the meter before change-over.

All customers are encouraged to grant access to our TID Rollover Field Officers who are easily identified by their City of Windhoek Identification Card for TID Rollover Officer, as well as their Personal Protective Clothing (PPE) with City of Windhoek logo and branded vehicles. Residents

are also advised to contact the number: 061 290 2028 to report any suspicious behaviour or questionable identification documentation. Allow me to also express my appreciation to our Councillors who are participating in this project.

During the month of April 2023, the Association of Local Authorities in Namibia (ALAN) hosted a retreat by way of launching its strategic blueprint for standard housing and service land and the finalisation of inputs into the review of the Local Authority Act.

Some of the key issues discussed focused on access to financing for service delivery, clearer distinction between ultra-low income and high income earners, effective policy and statutory instruments, reliable data and use of technology addressing capacity within Local Authorities, decentralisation of functions, rent-to-own initiatives, mobilising a housing and land delivery movement, establishing an affordable housing trust and harnessing the power of

strategic partnerships such as with NALAO, for example. Discussions were very fruitful, and residents will be kept abreast of developments, including progress against the review of the Local Authority Act in due course.

Finally, ladies and gentlemen, following an eight-year hiatus, none the least of which was significantly affected by the COVID-19 Pandemic, it is once again time to celebrate Windhoek's rich and unique cultural diversity during the /Ae //Gams Arts and Cultural Festival and develop an appreciation of the arts in residents and visitors. This all-inclusive, interactive festival is not a City of Windhoek event, but a festival whose ownership lies within the locality of our city. Therefore, all of you who call Windhoek home or (the place where we live), play an integral part in the success and spirit of the festival.

With these few words, I thank you.

Joseph Uapingene



/cityofwindhoek



/cowmunicipality



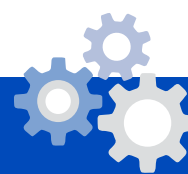
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stands to gain the most from this. The upgrade will result in safer pedestrian movement, including for cyclists, while the CoW will construct a new community market and taxi rank. The aim is to be inclusive."

Another challenge of road upgrading is the disruption caused by construction. Road upgrades often require road closures or traffic diversions, causing inconvenience to road users and nearby residents. The construction process can also create noise, dust, and pollution, which can be a nuisance to those living or working nearby. To mitigate these effects, contractors should communicate with the public to inform them of the project and provide regular updates on the construction progress. According to Langi Njoba, the project manager of contractors ALJ Consulting Engineers, the first order

of business will be to establish a site camp. "The community will soon see the camp set up. Our first meetings are already scheduled to take place. We are ready to complete our work on the road in about 20 months' time," he reassured stakeholders during the groundbreaking. The road, previously called Monte Christo Road, was renamed in 2021 in honour of the late Namibian liberation icon Eneas Peter Nanyemba. During the same occasion Otjomuise Road was renamed after the late Winnie Madikizela-Mandela.

Widening the road or adding new lanes will reduce travel times and ease traffic flow, especially during peak hours. Upgraded roads also accommodate more significant volumes of traffic, which is essential in rapidly growing cities or towns. The road upgrade will improve the overall

transportation efficiency. By reducing travel times, upgrading roads can lower transportation costs for businesses and individuals. In future it will be easier to transport goods, which can boost the local economy by improving access to markets and reducing transport costs.

In conclusion, road upgrading is a necessary process that can bring many benefits to communities. While it can be expensive and disruptive, the long-term benefits of upgraded roads in terms of safety, reduced congestion, economic development, and improved transportation efficiency outweigh the short-term challenges. The project leaders are committed to communicate with the public, involve all stakeholders, and plan and execute the road upgrade in a way that minimises disruption and maximises the benefits to the community.



CoW Deputy Mayor, Magdalena Lombardt.



Reagan Craig, the chairperson of Ongos Valley.



Honourable Erastus Uutoni, the minister of Urban and Rural Development.



David Nujoma, the GIPF chief executive officer.



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Junior Council inaugurated

By *Cillie Kapolo*, communication officer



The Junior Council is a leadership development program established by the City of Windhoek in 1999 mainly targeting grade 11 learners from 37 Khomas schools

The City of Windhoek Junior Council 2023/2024 was officially inaugurated on 13 April 2023. The new Junior Council is headed by Junior Mayor Sylvia Shapumba from Windhoek High School who was elected as the Junior Mayor in the elections that took place in March. She will be deputized by Cllr Yanessa De Oliveira from Concordia High School.

The Junior Council is a leadership development program established by the City of Windhoek in 1999



Junior Mayor Sylvia Shapumba from Windhoek High School

mainly targeting grade 11 learners from 37 Khomas schools, including private and public schools, with the aim of creating a platform for young people to participate in decision-making. The program also aims to equip the apprentices with knowledge of local authority's work and empower them to participate in community initiatives. Speaking at the inauguration, Windhoek Mayor, Cllr. Joseph Uapingene said the future of Windhoek and the country at large depends on the youth which is why it is important that they are represented at all levels of decision-making and adequately empowered to make an impact. As part of their action plan, the Junior Council for 2023/2024's main focus will be on environmental awareness, with an aim to get Windhoek back to its number one spot of being the cleanest city in Africa. They are also going to focus on projects aimed to uplift the livelihood of young people,

such as teenage mothers, Cancer and HIV/AIDS awareness.

According to Cllr Shapumba, the Junior Council will also continue on some of the projects from the previous council, which includes the Cancer project which focuses on the youth and children suffering from Cancer, and the Elderly project which focuses on raising educational awareness on the plight of elderly people in the City.



Deputy Junior Mayor Yanessa De Oliveira from Concordia High School



Mayor Uapingene invites Loveworld to bless Windhoek

By Botha Ellis, communication officer



Developing church leaders: The Loveland organisation's director, Pastor Lanre Alabi (third from the left), is in Namibia for a week-long workshop with pastors and senior church leaders from as far as Nigeria, Ghana, Uganda and Zimbabwe. Their Namibian representative is Pastor Selma Christoph (second from the left), the Group Pastor, Christ Embassy Namibia.



Divine guidance: Pastor Lanre Alabi of Loveland says it is clear the CoW Mayor, Joseph Uapingene, is guided by the Lord.

city. It would not be fair knowing that my fathers are in Windhoek and not taking the opportunity to welcome you. Thank you for coming to bless our capital city," said Mayor Uapingene.

A delegation of church leaders from Loveworld Church Growth International visited City of Windhoek (CoW) Mayor Joseph Uapingene at Town House on 4 April. The group, led by the organisation's director, Pastor Lanre Alabi, is in Namibia for a week-long workshop with pastors and senior church leaders of Loveworld from as far as Nigeria, Ghana, Uganda and Zimbabwe. Their Namibian office was represented by Pastor Selma Christoph, the Group Pastor, Christ Embassy Namibia. The mayor is a follower of the group's work. "When I heard that your delegation was in Windhoek, I thought it well to officially invite you to enjoy the hospitality of our

Pastor Alabi expressed his joy in Mayor Uapingene being a wise leader. He said: "I want to congratulate the City of Windhoek on the way you are leading your residents. I have listened to your words and it is clear that you are guided by the Lord." According to Pastor Alabi leaders should lead the way that the Bible prescribes. "Leadership is about trust. Let your time in the office be known for testimony and blessings," he advised the mayor. He also urged the CoW leadership to plan for the future of the Windhoek youth. "The youth cannot plan for themselves. It's up to the leaders to ensure that their futures are bright. Plan for their

education and give them a stable platform from which to excel," he explained.

Mayor Uapingene indicated that he does not believe in being an office-based mayor. "Last week I visited two schools, including the Moses Garoeb Primary School in Katutura. I was the first mayor to ever visit them and wanted to familiarise myself with the challenges they face and see first-hand how we can help," he responded. Stationery, warm school clothing for the upcoming winter, and food security are areas where the City wishes to assist the school with, according to the mayor. "They are looking to run a soup kitchen to provide regular meals for over 300 vulnerable children. We applaud the school for taking the lead in assisting our youth in this way," enthused Mayor Uapingene.

About Loveworld

On their website, the Loveworld organisation (also known as Christ Embassy), describes their vision as taking the divine presence of God to the nations and peoples of the world and to demonstrate the character of the Spirit. It is a megachurch and Christian denomination founded by Pastor Chris Oyakhilome in 1987. In 2003, Pastor Chris pioneered the first 24-hour Christian satellite network, broadcasting from Africa worldwide. This gave rise to other stations in Nigeria, South Africa and the U.K. Since then millions of people have been touched by powerful messages of salvation through the far-reaching, audience-friendly television ministry of Pastor Chris.

The Namibia Statistics Agency brief the mayor on the upcoming population and housing census

By Cillie Kapolo, communication officer



City of Windhoek Mayor, Cllr Joseph Uapingene during the NSA's briefing on the upcoming population and housing census.



The mayor, councillors and acting CEO of the City of Windhoek, accompanied by the Deputy Statistician General and other officials from the Namibia Statistics Agency, during the briefing of the upcoming population and housing census.

The Namibia Statistics Agency (NSA) paid a visit to the Office of the Mayor on 11 April to brief him about the upcoming population and housing census. Speaking during the briefing was the Deputy Statistician General of the NSA, Othille Mwazi, who indicated that the population and housing census is an important national project and would require some support from the city in order to achieve success. Some of the areas in which support is needed include using city's communication platforms to promote and encourage the residents to partake in the survey; provision of access to hard to count residents such as the homeless and street kids; and provision of training venue, and facilitation



of communication between the enumerators and city residents.

His worship, Joseph Uapingena, the Mayor of the City of Windhoek assured the agency that the city will provide the required support, and requested that residents be educated and equipped with information well in advance, in

order to create awareness and understanding of this importance national project.

The population and housing census is the process of systematic count of the entire population of the country. It gathers demographic, social and economic data about the population and it is a baseline for

development planning and decision making, as it can help the government decide on how to distribute funds and allocate resources across the society. The population and housing census is expected to start in August 2023, and according to Mwazi, the project will create more than 12000 jobs for the unemployed youth countrywide.

Chief Kanime hangs up the boots after 22 years of service

By **Cillie Kapolo**, communication officer



Chief Kanime and His worship the mayor, Cllr. Joseph Uapingena observing the parade march-off on the occasion of the retirement parade of Chief Abraham Kotokeni Kanime



City Councillors bidding farewell to the founding head of the Windhoek City Police, Chief Abraham Kanime



Chief Kanime and Deputy Chief Ileka of the Windhoek City Police, accompanied by the Commanders from NDF and Correctional Service respectively

The founding head of the Windhoek Municipal Police Service, Chief Abraham Kotokeni Kanime, hangs up the boots after 22 years on the beat. Chief Kanime joined the City of Windhoek in January 2001, and one of his critical tasks was to develop the concept document for the establishment of the Windhoek Municipal Police Service.

Speaking on the occasion of his retirement parade, which was held on 28 April 2023, at the Windhoek City Police Headquarters, the outgoing chief of the Windhoek City Police stated that the establishment of the Windhoek City Police was not an easy task; however, he is grateful for the dedication put in by the departmental implementation committee and the contribution and unwavering support offered by the founding president, Sam Nujoma, which culminated in the successful implementation of the Windhoek City Police Service.

"Over the years, the Windhoek City Police has grown from strength to strength and has become a force to be reckoned with. The City Police' contribution to the prevention of crime and maintenance of law and order in the city has been immense", said Kanime.

During his tenure, Kanime focused on adopting the best modern policing and management practices for the Windhoek City Police. He has implemented modern technologies and innovative programs aimed at preventing crime and disorder, such as the use of drones and CCTV cameras and the

development of a comparative computerized statistical model, among others. Other successful programs include the implementation of the community policing strategy, the criminal profiling system, the zonal patrol concept, and crime prevention through environmental design. Kanime said it has been incredible working with his members and thus encouraged them to keep improving on the programs and developing them further in order to realize the smart city concept.

The outgoing chief stated that there are high expectations from the residents as far as safety and security is concerned, thus urging the Windhoek City Police members to continue serving with clear goals, high moral standards, commitment and devotion.

In his farewell message, Kanime extended his appreciation to the community and colleagues from the security clusters for their support and contribution towards achieving the goals of preventing crime and disorder. He said it is because of their support that the Windhoek City Police continue to make a positive impact toward the reduction of crime in the city.

The Windhoek mayor, Cllr Joseph Uapingene stated that it is indeed an honour to bid farewell to Chief Kanime, as he set a solid foundation upon which the current and future leaders of the Windhoek City Police will draw inspiration.

"I am sure that you will agree with me that it is not easy to establish an entity, however, Chief Kanime, against all odds, managed

to establish, nurture, and maintain an organization that is one of the most credible law enforcement agencies in Namibia". Those were the words of his worship, Cllr Joseph Uapingene, Mayor of Windhoek, speaking during Kanime's retirement parade.

Cllr Uapingene said that Chief Kanime's sense of commitment, service, accountability, integrity, and continued learning and innovation is what sets the Windhoek Municipal Police Service apart. "It is this exemplary leadership that I would like to see in the new leadership going forward," said the mayor.

Reflecting on his 22 years of serving the city, Kanime is confident that he has done all that he could do to ensure that the City of Windhoek remains the safest for residents and visitors. He said that he has created a formidable team that will ensure that the legacy of the Windhoek City Police continues.

"As I hang my hat, closing my 42-year career in public safety and security services, I am confident that I have done all that I could. I have steered this metaphorical ship called the City Police, through calm waters and rough seas. I have propelled and paved a pathway to ensure that going forward, I have laid a firm foundation," says Kanime. He closed off his farewell speech with the words of General Douglas MacArthur, who once said in his address to the congress in 1951 that "old soldiers never die; they just fade away."





The City of Windhoek joins NIPDB to host the TechNovaton social event

By Lydia Shifa (Online communication officer)



Mareka Masule and Selma Paulus representing Ilotu Cosmetics



Ilotu Cosmetics products

The City of Windhoek joined the Namibia Investment Promotion and Development Board (NIPDB) and other partners in hosting the second edition of the TechNovaton Social event. Technovation social is a biennial event that aims to unlock the entrepreneurial potential of micro, small, and medium enterprises (MSMEs) within the cultural and creative industry (CCI). The event took place on 31 March 2023 at the City of Windhoek's head office.

According to Dino Ballotti, the Executive Director: MSME Development, Innovation & Acceleration at NIPDB, the TechNovaton event also serves as a platform through which talented Namibian creatives are identified and amplified into Africa and the world.

Forty-eight MSME exhibitors showcased their products during the event covering different

areas which include new media and graphic design, fashion design, architecture, technology, software development, game development, pottery, textile manufacturing, music and performing arts, cosmetology, and filmmaking, among others.

One of the exhibitors, Mareka Masula, representing Ilotu Cosmetics, a certified organic and natural skin and hair products company, said TechNovaton Social event offers a great platform for Namibian MSMEs like herself, to showcase their products and get an opportunity to sell their offerings to the world.

During the event, 12 innovative MSMEs were announced as TechNovaton Social winners 2023. They are: Africa Brandberg Investments, Afroprint Line Trading, The WOW Company, Ngandu Events CC, Kuku's Art, Momve Creative, Wision Media, By Ray

Designs, Artist Sculptor, African Naturals Trading, RFC Creative Agency, and Couture By Kim. They winners will receive a six-month capacity building and brand development training, and will also be making their way to Ivory Coast in November to exhibit and showcase their innovative products and services at the Creative Africa Nexus (Canex), which is the biggest art exhibition in Africa.

Leonora Joodt Section Head: SME Development at the City of Windhoek said the City decided to collaborate with NIPDB to host the Technovation Social event because it focuses on supporting and empowering the creative industry which aligns with the City's Strategic Objective 14 of providing an enabling environment for business development and growth in Windhoek.



Leonora Joodt Section Head: SME Development at the City of Windhoek



Dino Ballotti, the Executive Director: MSME Development, Innovation & Acceleration at NIPDB

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Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON MONDAY, 3 APRIL 2023

Compiled by Botha Ellis (Communication officer)

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

1. MEMORANDUM OF AGREEMENT BETWEEN THE MUNICIPAL COUNCIL OF WINDHOEK AND THE ENGINEERING PROFESSIONS ASSOCIATION (EPA)/NAMIBIAN ADJUDICATORS LIST (NAL) AND THE ASSOCIATED COSTS



The Namibia Adjudicators' List (NAL), through the Engineering Professions Association of Namibia (EPA), is mandated from time to time to review its recommended fee and category structure. Due to the prolonged period since the last review, which was in 2010, the Engineering Professions Association of Namibia (EPA) began the review process for recommendations of a new proposed fee and category structure in June 2021, through consultation with the Namibia Adjudicators List Committee members and external stakeholders. The process was concluded, and the amended fee and category structure were approved by the Engineering Professions Association of Namibia (EPA) effective 25 October 2021. Council resolved that the renewal of the Memorandum of Agreement (MoA) between the Municipal Council of Windhoek and the Engineering Professions Association of Namibia (EPA) for the period 2022 and 2023 be approved for signature by the Chief Executive Officer and Strategic Executive: Infrastructure, Water and Technical Services.

2. EXEMPTION OF PROPERTIES FROM PAYMENT OF ASSESSED RATES FOR THE 2022/2023 FINANCIAL YEAR FOR NON-RATEABLE PROPERTIES

The Local Authorities Act, 1992 (Act 23 of 1992) (as amended) provides under section 75 that all immovable property in a local authority area is rateable property except for exempted ones, which for purposes of this submission, are termed as non-rateable properties. For the purpose of the Act, non-rateable properties are vacant land owned by the Government or Regional Council, land or building occupied for public purposes belonging to the former two, a property used exclusively for worship, and not for profit school or hostel, a state library or museum, a property belonging to the State or state-aided health institution used as such, a local authority owned property, and any rateable property, which, upon application to Council in terms section 75 of the Act, may be exempted from time to time.

A total of one hundred and ninety-four (194) applications were received for exemption for the 2022/2023 Financial Year. The applications are listed under List A (non-rateable properties by definition) and List B (properties qualifying for exemption under Section 75). Out of the applications received, eleven (11) applicants submitted their application after the due date, seven (7) applicants did not submit proof of ownership as required, and thirty (30) did not qualify for exemption per section 75 of the Local Authorities Act, 1992 (Act 23 of 1992) (as amended). State-aided institutions such as schools, clinics and hospitals are handled in terms of section 75(1)(a)(iii).

Council resolved that exemption from the payment of assessment rates for the period 1 July 2022 to 30 June 2023 be granted to the applicants as per List A, attached as pages 121 - 124 to the agenda, as these properties are non-rateable by definition and that exemption from the payment of assessment rates for the period 1 July 2022 to 30 June 2023 be granted to the applicants as per List B, attached as pages 125 - 126 to the agenda, as these properties qualify for exemption from the payment of assessment rates under section 75(1) of the Local Authorities Act, 1992 (Act 23 of 1992) (as amended).

3. EXEMPTION OF PROPERTIES FROM PAYMENT OF ASSESSED RATES FOR THE 2021/2022 FINANCIAL YEAR FOR NON-RATEABLE PROPERTIES

Every financial year, property owners may apply to Council to be exempted from the payment of rates and taxes. Council resolved that exemption from the payment of assessment rates for the period 1 July 2021 to 30 June 2022 be granted to the applicants as per List A, attached pages 135 - 139 to the agenda, as these properties are non-rateable by definition and that exemption from the payment of assessment rates for the period of 1 July 2021 to 30 June 2022 be granted to the applicants as per List B, attached as pages 140-142 to the agenda, as these properties qualify for exemption from the payment of assessment rates under section 75(1) of the Local Authorities Act, 1992 (Act 23 of 1992) (as amended).

A total of two hundred and eight (208) applications were received for exemption for the 2021/2022 Financial Year. The applications are listed under List A (non-rateable properties by definition) and List B (properties qualifying for exemption under section 75) attached as pages 135 - 139 and 140 - 142 respectively to the agenda. Out of the applications received, twenty-three (23) did not submit proof of ownership as required, and three (3) applicants

submitted their applications after the due date.

To ensure consistency in assessing exemption applications, Council per Resolution 35/02/2003 amongst others inter alia resolved as follows:

1. That the owners of properties that qualify for exemption from the payment of assessment rates continue to apply for such exemption annually by 31 May of each year.
2. Late applications be treated according to section 75(3) of the Local Authorities Act, 1992 (Act 23 of 1992).
3. Applications for exemption from the payment of assessment rates involving transactions which occur after 31 May be accepted provided there is adequate proof of the transaction having occurred after 31 May.
4. That all properties which are non-rateable as defined in the Local Authorities Act, 1992 (Act 23 of 1992) be inspected in April every year to confirm their status.
5. That the owners of properties, which are non-rateable by definition, need not apply for an exemption but should apply for confirmation.
6. That a list of non-rateable properties be compiled by 31 May of each year and submitted to Management Committee.
7. That upon receipt of an application for either exemption or confirmation of the non-rateable sales the following procedure be followed:
 - Carry out an inspection of the property;
 - The activities on the property be noted;
 - Unannounced spot checks be carried out;
 - Where properties do not comply or a portion thereof does not comply, rates should be levied.
8. That the Strategic Executive: Planning, Urbanization and Environment add any new non-rateable properties created after the deadline of 31 May to the list of non-rateable properties after confirming the status of the properties.

4. EXEMPTION OF PROPERTIES FROM PAYMENT OF ASSESSED RATES FOR THE 2020/2021 FINANCIAL YEAR FOR NON-RATEABLE PROPERTIES





The Local Authorities Act, [1992 (Act 23 of 1992) (as amended), provides under section 75 that all immovable property in a local authority area is rateable property save for excepted ones, which for purposes of this submission, are termed as non-rateable properties. For the purpose of the Act, non-rateable properties are vacant land owned by the Government or regional until, land or building occupied for public purposes belonging to the former two (2), a property used exclusively for worship, a not-for-profit school or hostel, a state library or museum, a property belonging to the state or state-aided health institution used as such, a local authority owned property, and any rateable property, which, upon application to Council in terms section 75 of the Act, may be exempted from time to time.

Applicants were requested to submit relevant registration documents confirming ownership and registration status. A register for applications received for exemption from the payment of rates and taxes by churches and welfare organisations is kept in a filling room for safekeeping and ease of access. The approach used to verify ownership for the 2020/2021 Financial Year was extended as a basis for the evaluation of applications for the period 2021/2022 and 2022/2023 Financial Years.

Council resolved that exemption from the payment of assessment rates for the period 1 July 2020 to 30 June 2021, be granted to the applicants as per List A, attached as pages 154 - 157 to the agenda, as these properties are non-rateable by definition and that exemption from the payment of assessment rates for the period 1 July 2020 to 30 June 2021, be granted to the applicants as per List 13, attached as pages 158 - 159 to the agenda, as these properties qualify for exemption from the payment of assessment rates under section 75(1) of the Local Authorities Act, 1992 (Act. 23 of 1992) (as amended). Exemption from the payment of assessment rates for the period 1 July 2020 to 30 June 2021 will not be granted to the applicants who submitted their applications after the due date of 31 May 2020.

5. PROJECT UPDATE AND REQUEST FOR THE SOURCING OF FUNDING: FEASIBILITY STUDY, DESIGN AND CONSTRUCTION OF THE POSSIBLE FURTHER OPTIMISATION OF THE KUPFERBERG GENERAL AND HAZARDOUS WASTE DISPOSAL FACILITY



The Municipal Council of Windhoek is tasked with the responsibility to ensure that all waste generated within the city is managed safely and optimally. For this reason, the Kupferberg waste disposal site is used for the disposal of all

general and hazardous waste generated within the boundaries of the City. Thus, the provision of adequate space is crucial to ensure unhindered waste disposal service delivery. Current space estimates indicate the remaining life of the general waste disposal cell to be in the order of three and a half (3.5) years, and that of the hazardous waste disposal cell to be in the region of about three (3) years. Given that Kupferberg is the only site in Windhoek, it is of vital importance that investigations and development to avail landfill space for the disposal of waste are done well in advance to avoid the catastrophic possibility of not having landfill space for general and hazardous waste. It is therefore prudent to pro-actively commence with the relevant studies to investigate any potential for more optimisation of the current site and its surroundings to increase its lifespan, followed by the planning, design and construction of new cells to ensure sufficient time for developing the required infrastructure and facilities. The construction phase generally takes about two (2) years to complete, therefore should commence at least prior to the estimated remaining airspace falling below two (2) years.

Council resolved that ring-fencing of the Kupferberg Landfill will require additional revenue (or alternatively cut in expenditure) to fund the services currently cross-subsidised by Kupferberg and that the Kupferberg Landfill operation be ring-fenced to allow a standalone business case for sourcing funding of the construction phase. Council will devise a mechanism to ensure the revenue gap left by the ring-fencing of the project is addressed. The Strategic Executive: Finance and Customer Services in consultation with the Strategic Executive: Infrastructure, Water and Technical Services will source external funding from suitable financing institutions on the ring-fence business model.

6. NOMINATION OF WINDHOEK AS A PARTNER LOCAL AUTHORITY IN THE TECHNICAL CO-OPERATION PROJECT ON INCLUSIVE AND SUSTAINABLE URBAN DEVELOPMENT (ISUD) AND THE NEED TO ENTER INTO A MEMORANDUM OF UNDERSTANDING (MOU) TO FORMALISE AND REGULATE THE RELATIONSHIP



The Government of the Republic of Namibia and the Government of the Federal Republic of Germany held a round of negotiations on development cooperation on 17 and 18 September 2019 in which a number of projects were discussed for possible cooperation. The negotiations led to an agreement/exchange of notes between the two Governments. As a direct result of the negotiations, the Federal Republic of Germany committed grand funding to the tune of EUR5 000 000.00 increased by a further EUR1 000 000.00 for the

implementation of technical cooperation on Inclusive and Sustainable Urban Development. The objective of the project is to improve living conditions in informal settlements.

Areas of cooperation for Windhoek:
Participatory town and settlement planning;

- Town-wide urban analysis;
- Statutory planning documents (where applicable);
- Settlement specific analysis; and
- Settlement formalisation.

Co-creating sustainable neighbourhoods;

- Awareness raising;
- Re-blocking of settlements and relocation (where applicable);
- Co-ordination with greenfield development;
- Planning for implementation and access to funding;
- Neighbourhood Upgrading and development; and
- Sustainable urban mobility.

Council resolved that the Memorandum of Understanding (MoU) prepared by the Ministry of Urban and Rural Development, and cleared by the Office of the Attorney General, be noted and accepted for signing.

7. PROPOSED SCHEDULE TO PREPARE THE STATEMENT OF ESTIMATED INCOME AND EXPENDITURE FOR THE 2023/2024 FINANCIAL YEAR



The budgeting process forms an integral part of the annual planning to focus on key projects required for the City. The current structure dictates that we engage the public and thus source their input. Our participatory budgeting has been practised in the Municipal Council of Windhoek where all major capital projects emanated from citizen requests directly and through citizen representatives. This involves engaging many stakeholders, the first interaction with the broad-based communities at public meetings, and consultations with the Khomas Regional Council (KRC) and its Constituency Development Committees together with other key stakeholders. A workshop will be organised where each department will present and defend their Budget to Council to create a better understanding of the Municipal Council of Windhoek's Budget.

Council resolved to approve the participatory budgeting process of the Municipal Council of Windhoek and that Councillors and officials participating in the budgeting process ensure that stakeholder expectations are managed and to ensure that tariff adjustments are kept minimal. Appropriate initiatives will be taken to educate the communities of Windhoek on the intricacies of the Municipal Council of Windhoek Budget Estimates.





#SOCIAL MEDIA CHATS

Your questions answered

By Lydia 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.

City of Windhoek, is it true that you have sent people to come and inspect meters at our premises?

Yes, the City of Windhoek is rolling out a TID project under which all electricity pre-paid meters in Windhoek are required to be reset by entering a key change token. The current pre-paid electricity metering Standard Transfer Specification-Five (STS5) token identifier will expire on 24 November 2024 for all meters and a token key change is required to update the meters to STS6 to ensure that they continue working after the deadline. Residents are urged to recharge all unused credit tokens purchased before the meter update, as they will no longer be accepted by the meter after the update. Customers are also encouraged to cooperate and allow access to our TID Rollover Field officers to enter their premises and enter the key change token into the meters. The officers will carry out their duty per suburb every Monday to Friday between 8:00 and 19:00, and weekend appointments will be between 8:00 and 16:30.

Look out for the public notice schedule on our social media for when the team will be in your suburb and make sure there is someone at the premises or make arrangements by calling us at 061 290 2245.

Can one reverse money that was accidentally paid to the electricity bill to the water bill?

Yes, the money can be transferred to the other account, provided that the account you are moving money from will not be in arrears. For example, you cannot move money from the water to the electricity account to avoid the water from being cut off, if moving such money will leave the electricity account in arrears. For more information, please call our accountant at 061 290 2261 or e-mail her at Finola.Scott@windhoekcc.org.na

Good day! I'm conducting a research study in Windhoek. Where can I get a list of shopping centers in Windhoek? Or kindly send me an email of a contact at your office. Thank you in advance.

Good day. We can confirm that we have 24 shopping malls in Windhoek. If you want their names and locations, kindly contact our investment promotion officer, Mr. Elia Haindongo at 061 290 2196 or via e-mail: Elia.Haindongo@windhoekcc.org.na

Good day! I would like to do a study in Windhoek, collecting data from the public. It's for my studies with UCT. The university requires an approval letter for all research studies outside of South Africa. Whom can I contact in this regard? No personal information will be collected. I can provide a sample of the questionnaire.

Good day. This would depend on the nature of the study as we do not have exclusive rights over the residents of Windhoek. To get an approval/authorization letter to conduct research related to the City of Windhoek, kindly contact our Human Capital at 061 290 2165.

Good day. Where can I go to rent stalls in Post Mall Street please help me

Good day. Our vacant stalls are usually advertised in the local papers and on our social media platforms. For further assistance, kindly contact our Section Head: SME Development at 061 290 2325 or e-mail: Leonora.Joodt@windhoekcc.org.na

Good morning, I would like to find out where can I find an application form for employment for the City of Windhoek.

Good day, Online job applications are filled out on our website, under vacancies, while written applications should be written out by an applicant and sent to our Human Resources division in person or via box mail.

Good day. Are there prepaid water meters (so that one doesn't get a bill at the end of the month) for residential areas, like prepaid electricity? The areas in question is Khomasdal and Eisenheim.

Yes, we have recently introduced pre-paid water meters and residents from all suburbs in Windhoek can fill out an application form available at our Customer Care at our head office in Independence Avenue. For further assistance, kindly contact our customer contact centre at 290 3777 or e-mail: enquiry@windhoekcc.org.na

I bought electricity for N\$ 1000 for the wrong meter, how can I rectify it?

You can reverse the token however there is a callout fee of N\$ 345. This fee is used to cover the call out of the electrician because an electrician is required to go and punch in the token on the wrong meter physically, (and cancel it) to make sure it cannot be used again. For more information on this, kindly contact our electricity department control room at 061 290 2452/53/54.

A lot of houses don't pay electricity in Windhoek, the units are always at 0.00 but the thing is just working properly, how do they hack the system?

This is illegal and it is draining the City and its residents of the much-needed developmental funds. Please inbox us the details of such houses and we will send investigators there. Your identity will be protected throughout the process. You can also call us at 290 3777 or e-mail enquiry@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.

The Gateway to Endless Opportunities

City of Windhoek
Vision: To be a Sustainable and Caring City by 2027

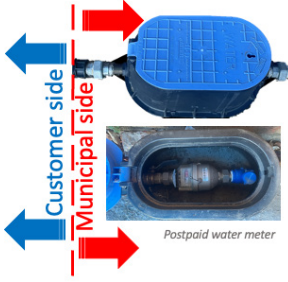


PUBLIC NOTICE

Callout fee charge for water meter faults on customers' side

5 April 2023


Please note that from 1 April 2023, a callout fee will be charged to your municipal account when City of Windhoek (CoW) officials are called to attend to faults that are downstream of the municipal water meter.



Postpaid water meter

Faults downstream of the municipal water meter include, but are not limited to, private leaks, insufficient funds on municipal prepaid water meters, locked (not dispensing water) municipal prepaid water meters, faulty water management devices (privately installed) on customer side, disconnected water meters due to non-payment, closed private stopcocks disguised as no water supply, and customer-side leakages reported to the CoW.

To discourage such activities a minimum callout fee of N\$240.35, as per the government gazette of 1 July 2022 (page 53 under 3) is applicable. Water Miscellaneous Services, 3.5 Testing of meters, "Inspection of water to test, on site," will be charged to your municipal account for each callout relating to faults on the customer side. This fee is subject to change depending on the severity of the callout, as directed under "3. Water Miscellaneous Services," of "3.6 Miscellaneous," "work not separately specified" in the same gazette. The callout fee will cover the cost of sending a technician to the customer's property to investigate the fault.




Prepaid water meter

Furthermore, a service request of "voiding of vouchers or tokens" on incorrectly purchased prepaid water consumption will attract a N\$360.53 fee as guided by the government gazette 1 July 2022 under 3.2 Water Service Connections, page 60.

Please note: Regular plumbing maintenance can prevent faults downstream of the municipal water meter. Please check the fault nature and ensure it's not on the private side pipe works before calling the CoW Customer Contact Centre.

For more information, please contact Customer Contact Centre on 061-290 3777 or email enquiry@windhoekcc.org.na.

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



WINDHOEK RESIDENTS MAYORAL TRUST



Annual Mayoral Winter Drive

Let us help the vulnerable of our city stay warm.

The Office of the Mayor, in conjunction with the Windhoek Residents Mayoral Trust will be hosting the Annual Mayoral Winter Drive during May 2023.

We therefore welcome donations of new or gently used school uniform jerseys (grey) any size for onward donation to vulnerable learners from Windhoek based schools.

The donation can be handed to the Trusts' Secretariat:
c/o Ms. Monika Sheefeni
City of Windhoek
2nd Floor East Wing
Tel: 061- 290 2006 or
Email: Monika.Sheefeni@windhoekcc.org.na.




Due date: 15 May 2023



The Gateway to Endless Opportunities



City of Windhoek
Vision: To be a Sustainable and Caring City by 2027



Happy Birthday!

Councillor Magdalena Lombardi, 05 May

Best birthday wishes from Council, Management and all employees!

The Gateway to Endless Opportunities

City of Windhoek
Vision: To be a Sustainable and Caring City by 2027



Happy Birthday!

Councillor Ilse Keister-Elago 27 April

Best birthday wishes from Council, Management and all employees!





Aloe "seen around"



The /Ae//Gams Arts & Cultural Festival on 28 and 29 April was a success and well supported by Windhoek residents. Thank you to everyone who played a part in creating great memories during the exciting event.

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://www.twitter.com/cowmunicipality)

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

www.windhoekcc.org.na



E-mail: cowcommunication@windhoekcc.org.na

PUBLIC NOTICE

Electricity pre-paid meters resetting team moves to Auasblick suburb

2 May 2023

Residents are hereby informed that the City of Windhoek will be carrying out the Token Identifier (TID) key change token exercise at **Auasblick suburb** from **08-12 May 2023**. **Customers are urged to recharge all unused credit tokens purchased before the meter update, as they will no longer be accepted by the meter after the update.**

The City of Windhoek is rolling out a TID project under which all electricity pre-paid meters in Windhoek are required to be reset by entering a key change token. The current pre-paid electricity metering Standard Transfer Specification-Five (STS5) token identifier will expire on **24 November 2024** for all meters. Therefore, a token key change is required to update the meters to STS6 to ensure that they continue working after the deadline.

Customers are encouraged to cooperate and allow access to our TID Rollover Field officers to enter their premises and enter the key change token into the meters. The officers will carry out their duty per suburb every Monday to Friday between 8:00 and 19:00, and weekend appointments will be between 8:00 and 16:30.

The TID Rollover Officers will be identified by their CoW-branded personal protective equipment (PPE), official identity cards, and branded vehicles with the City of Windhoek logo.

If you have any suspicions about people visiting your premises with regard to this project, kindly call us at 061 290 2242/3777.

Enquiries:

TID Rollover Project Enquiry

Tel.: +264 61 290 2242/3777

Email.: TID@windhoekcc.org.na

<https://www.tidrollover.com/>

TID Rollover
Countdown to

2024



Official identity cards



Official branded vehicles

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

