



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

Season's Greetings to the wonderful residents of Windhoek!

On behalf of the City of Windhoek Council, Management, and the entire staff. We extend our heartfelt festive wishes of joy, peace, and gratitude to all our residents.

Thank you for being an integral part of our city and for making Windhoek the incredible city that it is.

May this Christmas be a time of serenity, surrounded by the love of family and friends and may the New Year bring you renewed energy, exciting opportunities, and the fulfillment of your dreams.

Wishing you and your loved ones a peaceful Christmas and a Happy New Year!

Council approves a debt relief programme for residents. You can find more details on PAGE 6





Editor: Lydia Amutenya,
section head, Corporate Communication

revenue growth contributes to a financially sustainable city. The city is actively exploring innovative, smart solutions to sustain revenue collection and elevate the standards of our service delivery.

Mayor Cllr Joseph Uapingene during the budget presentation stressed that the 2023/24 financial year budget accurately reflects our current financial standing. He emphasised, **"Now is the time to make significant in-roads in the implementation of our strategic imperatives with a duty of care to our residents' needs and due diligence in the execution of our mandate with the limited resources at our disposal."**

Moving forward, our commitment encompasses the enhancement of revenue, continuous financial management, efficient cash flow strategies, and innovative service delivery to ensure sustainability of a caring city. Together, we strive to build a resilient, sustainable Windhoek, with an unwavering dedication to sound financial stewardship for the well-being of our citizens.

While celebrating our achievements, we must also address the pressing issue of water scarcity. Since the declaration of category C water scarcity in May 2023, with a 10% water-saving target, regrettably, this goal has not been achieved, and water scarcity continues to challenge Windhoek. Faced with increasing demand and changing weather patterns, we urge all consumers to proactively adopt measures for the sustainable use of this precious resource. Let us collectively embrace water-saving practices, ensuring that discussions around water conservation remain at the forefront of our awareness, given the escalating severity of this situation.

Thank you for being an integral part of our city's remarkable journey. Until next time,

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

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

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Editorial

Dear esteemed readers of the Aloe,

It is with great excitement that we present to you yet another issue of the Aloe, filled with exciting updates and insights that reflect the continued vibrancy and growth of our city. The highlight of this issue is on the approved 2023/2024 budget, a substantial milestone reaching an impressive N\$5 billion mark. This financial commitment stands as a testament to our dedication in navigating challenges through strategic interventions, particularly in the realms of infrastructure and housing.

Central to this budget is our unwavering commitment to enhancing service delivery. With a capital budget of N\$507 million of which N\$460 million is dedicated for infrastructure and housing projects, reflects our unwavering dedication to strengthen and expand essential municipal services to meet the growing needs of our growing.

In the face of economic challenges, we have prioritized the financial well-being of our residents. Despite the prevailing high inflation rate, our decision to maintain consistent tariff levels from the previous year is a conscious effort to ensure that



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Mayor's corner

Last statement by Mayor Joseph Uapingene at the council meeting of 30 November 2023

Compiled by Cillie Kapolo, (Corporate Communication officer)

Looking back on November, I participated in several events that aimed to promote sustainable development and cooperation between local governments. For instance, I attended the Commonwealth Local Government Conference in Kigali, Rwanda, where stakeholders discussed the latest policy developments and exchanged ideas and experiences about building local government resilience to future shocks.

Moreover, I visited the Mayor of Brazzaville, His Worship D Batsimba, to renew our pre-existing relations and sign an updated Memorandum of Understanding. The memorandum outlines areas of cooperation such as solid waste and water management, youth development, sport, culture, tourism, urban environment, and economic development.

I was also present during the official launch of the Katima Mulilo Town Council Mayoral Fund, an initiative that prioritizes the needs of residents. I congratulate Mayor Lister Shamalaza and Deputy Mayor Lascan Munalula Sikosi and their team for this effort.

In November, we also welcomed Deputy Mayor Selma Kawiiwa of the Eenhana Town

Council and her delegation at the City, where they discussed various topics with our technical teams, including financial management, town planning, waste management, property management, housing and land delivery, and tourism.

The City of Windhoek is currently developing a turn-around strategy to enhance stakeholder relations and promote good corporate governance. In line with this, a Communications audit is currently underway, and we encourage both officials and residents to participate and provide feedback. We also received members of the African Peer Review Mechanism (APRM) National Governing Council at Town House in November. The APRM is a body of the African Union (AU) that aims to improve governance in Africa by identifying the strengths and weaknesses of governance systems and proposing suitable solutions.

In addition, I am pleased to report that the Windhoek Municipal Council approved a grant of USD 485,000.00 in November from the African Development Bank (AfDB) through its Urban and Municipal Development Fund (UMDF). This grant will enable the Council to accelerate the provision of electricity services in the

peri-urban settlements around Windhoek.

Furthermore, the Heritage Committee approved various applications for street name changes in Windhoek. Finally, the Deputy Mayor of Windhoek, Cllr Magdalena Lombardt, visited the National Institute for Special Education (NISE) in Khomasdal to distribute sanitary pads to girls with special needs. The pads were a donation from PEP Namibia to the Windhoek Residents Mayoral Trust Fund.

In conclusion, I urge all residents to use water sparingly and save wherever possible this festive season. Please also be aware of the dangers of flash floods in Windhoek and contact our Emergency Number of **061 – 211 111** or the City Police number of **061 –302 302**, or **SMS 44 44** in case of an emergency.

As I conclude, I would like to share the following verse from the Book of Philippians (4:6) which says: *"Do not be anxious about anything, but in every situation, by prayer and petition, with thanksgiving, present your requests to God."*

I thank you for your continued trust and support.



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Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON THURSDAY, 30 NOVEMBER 2023

Compiled by Cillie Kapolo (Communication officer)

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

1. DEBT WRITE OFF



The City Council has announced a debt relief program for eligible residents and businesses, totaling N\$524 million. The program will offer 100% interest cancellation for pensioners, and 50% interest cancellation for businesses, residential debtors, and other debtors. The program will start in 2024, and the exact date and application details will be shared with the public later. The Council hopes that this program will help residents cope with their bills and encourage regular payments. The debt relief program comes after the City's Debt Book rose from N\$677 million in 2018 to N\$1.2 billion in 2023. In 2018, the Council had also granted a debt write-off of N\$191 million for pensioners and vulnerable residents. However, the COVID-19 pandemic has worsened the financial situation of many residents, leading to more unpaid bills.

2. ESTABLISHMENT OF THE WINDHOEK EDUCATION FUND (WEF) TO ASSIST NEEDY STUDENTS IN WINDHOEK



The Windhoek municipal council has approved the establishment of the Windhoek Education Fund (WEF), a new initiative to support

needy students in the city. The fund was proposed by Councillor Dr. Job Amupanda on 26 April 2022, and approved by the council in accordance with section 30(l)(p) of the Local Authorities Act, 1992 (Act 23 of 1992) (as amended). The fund aims to provide bursaries and loans for educational purposes to students from Windhoek who face challenges in accessing education opportunities. The fund also contributes to the social well-being of the local community.

The fund's seed capital was raised through voluntary contributions from Councillors and employees of the municipal council, as requested by the former Mayor, Councillor Dr. Job Amupanda, in a memorandum dated 20 September 2021. City employees can still donate to the WEF by signing up for voluntary monthly payroll deductions. The deductions range from N\$100.00 to N\$500.00 per month. The Department of Finance and Customer Services has created a budget vote for the WEF, where the monthly donations are deposited.

3. MOTION: ROYALTIES, LAND, AND HERITAGE SITES FOR LAND-DISPOSSESSED COMMUNITIES WITHIN THE JURISDICTION OF WINDHOEK

The Windhoek Municipal Council addressed a motion from Council Ivan Stryker at the regular council meeting on 30 November 2023. The motion concerns the rights of the dispossessed communities of Ovaherero, /Khomaniin Damara, and Afrikaner Nama, who are the original inhabitants of the land where Windhoek is located. The motion notes that the /Khomaniin Damara community is losing its land and culture due to forced migration and urbanization. The motion also acknowledges that the German

and South African colonial regimes were responsible for displacing these communities from their ancestral lands in and around Otjomuise / /Ae /Gams. The motion argues that the City of Windhoek should implement transitional justice measures to restore the dignity and rights of these communities, as reclaiming their ancestral lands is not feasible or realistic. The motion proposes that the City of Windhoek council should consult with these communities and purchase a suitable piece of land for them.

There are numerous locations of historical significance in Windhoek that relate to the history of these communities. For example, the area around the new Independence Museum and Alte Feste is the infamous concentration camp in Windhoek where Nama and OvaHerero prisoners of war were kept during the genocidal war and thereafter. The motion suggests that this site should be turned into a memorial that tells the story of what transpired.

Furthermore, the motion demands that the three communities receive royalties for their land that was taken by the City of Windhoek. A proposal was made that the royalties be calculated as a percentage of the rates and taxes paid by the businesses and residents within the city boundaries.

Council resolved that this matter is very important and should be referred to the Minister of Urban and Rural Development for further action by the Government. This should include finding a large piece of land in the Khomas Region where the /Khomaniin can live according to their culture as a traditional community. Matters related to heritage sites should be dealt with according to the existing policy





procedure on street and place naming by the relevant Council Advisory Committee for heritage matters.

4. DONATION FROM INNOVATE GROUP (PTY) LTD TO UPGRADE THE ZOO PARK



The Windhoek Municipal Council has resolved to enter into a memorandum of agreement with Innovate Group (Pty) Ltd to work with the private sector (collaborators) to provide financial or technical support for the renovation of the Zoo Park and to take charge of the project coordination. The Zoo Park was founded in 1897 as a memorial garden 'Truppengarten' for German soldiers who died in the war with Hendrik Witbooi. Since the 1920s until now, Zoo Park has been a popular social and public open space for various events and concerts. However, Zoo Park has undergone many changes or transformations over time due to environmental, socio-political, and economic factors. Economic difficulties made it hard to maintain the park, while drought worsened the condition of the park due to water shortage.

One of the challenges that the Council faces regularly is the lack of a regular budget to maintain public open parks. Moreover, the income generated by the Zoo Park is not financially viable. The average revenue collected is less than N\$15 000.00 per year, while the current expenses related to security companies (N\$12 000.00 per month), and horticultural maintenance (N\$25 700.00 per month) amount to N\$452 400.00 yearly. The donation of the renovation of the Zoo Park would ease the pressure on the Council to find funds for this project as the Council faces budget constraints and limited funding. The proposal will also relieve the Council from the

financial implications of the costs associated with limited maintenance and security cost for 10 years as per the agreement.

With an upgrade of this scale and the proposed improvements, the Zoo Park would not only draw more visitors but also improve the visitor's experience while contributing to socio-economic vibrancy in the central business district.

5. THE PILOT WASTE BUY-BACK CENTRE UNDER THE EUROPEAN UNION (EU) FUNDED PROJECT 'IMPROVING SOLID WASTE MANAGEMENT IN WINDHOEK'



The City of Windhoek's Solid Waste Management Division has launched a pilot project to build and operate Waste Buy-Back Centres (BBCs) in two locations in Katutura: Erf 10713, at the corner of Hans-Dietrich Genscher and Bondel Streets, and Erf 3451, Frankfurt Street opposite Mamadu Kindergarten. Waste Buy-Back Centres are facilities that purchase, sort, and resell different kinds of recyclable materials such as paper, cans, bottles, and plastic. This project aims to reduce waste and promote recycling in the city for the next five years.

Waste Buy-Back Centres will create opportunities for local Micro, Small, and Medium Enterprises (MSME) to grow in the recycling industry and provide formal and informal jobs for the unemployed. The project has received positive feedback from the residents and other stakeholders in waste management. Waste Buy-Back Centres will only accept recyclables that are clean, dry, pre-sorted, and odor-free from various sources such as individuals, institutions, and businesses. The collectors will be paid per kilogram of waste according to the type and quantity of recyclable material they

sell and a pricing structure. The Waste Buy-Back Centres will use two payment methods: Electronic Fund Transfer (EFT), for amounts above N\$500.00; and Coupon System, for amounts below N\$500.00.

The department is currently engaging retail businesses and supermarkets such as Pick n Pay, Woermann Brock, Spar, and Checkers for contractual agreements to issue coupons to recyclers. The recyclers will be able to use the coupons to purchase food items only, but not drinks, at any of the participating stores after they sell their recyclable materials.

6. APPLICATION TO RENAME JOHANN ALBRECHT STREET IN HONOUR OF GAOB JUSTUS //GAROEBO



The Windhoek municipal council has approved the renaming of Johann Albrecht Street to Dr Justus //Garoebo Street in honor of Gaob Justus /Urehe //Garoebo. A public participation process will be undertaken to inform the public and particularly the property owners along the affected street about the decision taken by the Municipal Council of Windhoek.

7. COUNCIL RECESS



The Windhoek Municipal Council will be on recess from Saturday, 2 December 2023 until Sunday, 14 January 2024. The first meeting of the Management Committee in 2024 will be held on Tuesday, 16 January, while the first meeting of the Council in 2024 will be held on Thursday, 25 January.



COUNCIL APPROVES A DEBT RELIEF PROGRAMME FOR RESIDENTS

By **Cillie Kapolo**, (Corporate Communication officer)



Council in session

The Windhoek Municipal Council has approved a debt relief program that will provide support to the residents during challenging times.

The council plans to cancel a large part of the debt, but some requirements have to be fulfilled. The program will only apply to debts that were accumulated until 30 November 2023, and any debts that were accumulated after that date will not qualify for debt cancellation.

Pensioners will get a 100% debt cancellation on both the principal and interest amounts if they have pre-paid water and electricity meters installed or apply for them. For businesses, residential, and other debtors, a

50% interest cancellation will be given if they pay the remaining principal amount within 6 to 12 months.

It is important to remember that the Council last cancelled debt for pensioners and vulnerable residents in 2018, which amounted to N\$191 million. However, since then, the debt book has increased to N\$1.2 billion as of 2022.

The Council will inform the residents about the registration dates, processes, and procedures for the program in early 2024, and residents are encouraged to keep paying their accounts regularly to avoid service disruptions and to meet the requirements for the debt cancellation program.



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Matyayi paid a courtesy call to UNAM

By *Cillie Kapolo*, (Corporate Communication officer)



City of Windhoek and UNAM meet to discuss potential areas of collaboration



Sitting From left: Prof Frednard Gideon, Mr. Moses Matyayi. **Standing from left:** Constance Lilungwe, Ndafelenga Ndatyaalako, Monica Sheefeni, Archie Nikanor, Joseph Nalinoshiho and Harold Akwenye

The City of Windhoek (CoW) and the University of Namibia (UNAM) are committed to enhancing their collaboration in various fields of urban development. This was the main message of the courtesy call that our Chief Executive, Mr Moses Matyayi, made to the UNAM management in November. The visit was part of his onboarding program and aimed to strengthen the existing relationship between the two institutions. Matyayi emphasized the importance of stakeholder engagement and mutual learning for improving municipal governance. He also expressed his interest in operationalizing the cooperation agreement that CoW and UNAM signed in July 2020. The agreement covers areas such as research and policy development, water supply and scientific services, renewable energy, urban agriculture, and social services.

Prof. Frednard Gideon, the UNAM Pro-Vice Chancellor of academic affairs, welcomed Matyayi and assured him of the university's support and assistance. He said that UNAM has a range of programs that are relevant to the city's mandate and vision. He also suggested some potential joint projects and initiatives that could benefit both parties and the residents of Windhoek.

Matyayi stated that the university is a breeding ground for innovative ideas, hence the importance of collaborative efforts to enhance the City of Windhoek's systems, processes, and infrastructures. "We are determined to make Windhoek a sustainable city by 2027, and we value our partnership with UNAM as a key contributor to this goal," says Matyayi.



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Heritage Week at the Windhoek City Museum, 18 – 23 September 2023

By **Jahanika Hengombe** (Tourism intern)



CJ Brandt won first prize in the Poetry Competition

The Namibian Heritage Week is an opportunity for Namibians to celebrate our heritage, and teach and learn about each other's diverse and beautiful cultures. The week aims to encourage all Namibians to keep their cultures 'alive' and to pass on inherited traditions and knowledge to future generations. The 2023 National Heritage Week took place from 18 to 23 September 2023, under the theme "Heritage and Culture: A Rock-Solid Foundation in Namibian Sign Language".

The Windhoek City Museum hosted four (4) activities during this year's Heritage Week.

The Windhoek City Museum kicked off its Heritage Week activities with a poetry competition between Grade 10 History learners from five (5) High Schools in Windhoek. The competition's theme was "Our Heritage," and schools were tasked to explore and gain inspiration from heritage sites in Windhoek to write their poems. Cj Brandt won first prize, Windhoek High School placed second, and Windhoek Technical School came in third.

The second Heritage Week event at the Windhoek City Museum was the re-launch of the Omutete wOkaholo mobile exhibition. The



The Golden Oldies night was a blast, and the attendants were on theme.

launch began with a formal official opening ceremony, remarks from our councilors, internal and external stakeholders, and a cultural performance by the school for the hearing impaired. The exhibition tour followed the formal opening program. The exhibition provides an understanding of the colonial contract labour system- what it was and its role in shaping Namibia's historical, labour and cultural landscape.

A spectacular Golden Oldies Evening was the third event hosted by the Windhoek City Museum as a part of the activities for Heritage Week with a vintage theme. Residents enjoyed an evening of timeless classics and savored the music from the 1950s and 1960s, and then nostalgia overcame them. Those who were unable to dance participated in an exciting game of Owela, and some enjoyed the enticing aroma of freshly grilled Kapana. It was a journey down memory lane, for sure.



Team City Police A came in first place in the Traditional Games competition.

Lastly, the traditional games concluded the Heritage Week celebrations at the Windhoek City Museum. Young and old came in numbers to rekindle and learn about these old-time favorite Namibian games. The excitement and joy were palpable in the air, and the participating teams and their supporters showed teamwork and camaraderie. In total, 38 teams competed in the first round of Skululu, split into 4 groups. The winning teams continued on to play Blikkies vol maak until the best teams were chosen to compete in the Amagoes finals. City Police A won the first cash prize of N\$1500, and took home the floating trophy. Team Build came in second with a price of N\$1000, and Bethies came in third with a cash price of N\$500.

Overall, the Windhoek City Museum's Heritage Week activities were a huge success, attracting visitors from all walks of life and creating awareness about the rich cultural heritage of the city.



The City of Windhoek completes the third phase of its electrification project in Otjomuise extension 6 and 7

By **Cillie Kapolo** (Corporate Communication officer)



Councilor Ivan Skrywer attended the electrification project inauguration in Otjomuise.



Former Deputy Mayor, Councilor Magdalena Lambardt inaugurated the electrification project in Otjomuise extension 6 and 7

The City of Windhoek has completed the third phase of its electrification project in Otjomuise extension 6 and 7. The residents of these areas are now thrilled to have electricity in their homes. The project was inaugurated by former Deputy Mayor, Councilor Magdalena Lambardt, and Councilor Ivan Skrywer, who is a Management Committee Member and Chairperson of the Formalization of Informal Settlements & Integration of Groot Aub Advisory Committee.

During his speech, Councilor Ivan Skrywer emphasized the importance of electricity as a basic service that the city should provide. Although the city is facing financial constraints, it has made significant progress in providing basic services to the people. Councilor Skrywer also highlighted the difficulties that residents face when living without electricity, including having to use firewood for cooking and studying by candlelight.

According to Councilor Magdalena Lambardt, the City of Windhoek began the Electrification

of Informal Settlements around Windhoek in the 2017/2018 Financial Year. The previous 5-Year Electrification Plan, which lapsed during the last Financial Year 2022/2023, saw the completion of approximately 3,515 service connections. The electrification projects were funded by the Ministry of Urban and Rural Development and NamPower, with a combined capital investment of around N\$45 million.

The City Council has approved a revised 5-Year Electrification Plan to guide the implementation of Electrification Projects for the next five years (2023-2028). The new plan was drafted in collaboration with the Department of Housing, Property Management & Human Settlement, which identified the informal settlements to be upgraded and formalized. The plan aims to electrify approximately 4,000 households over the next five years, and the Council requires funding of N\$15-20 million per annum to continue with the electrification projects. The Council is currently engaging with various potential financial institutions for grant funding to assist with electrifying the targeted 4,000 households over the next 5 years.



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CoW fire brigade training center fire simulator restored.

By **Filippus Shikongo** (Senior Station Officer: Community Safety Awareness and Education)

At the beginning of the year the CoW training center had to suspend all its fire training as a result of some wear and tear in their live fire simulation system. The simulator was installed and first commissioned in July 2011; this facility has helped to enhance the skills of the fire service as well as other local authorities and private individuals who enrolled at the Windhoek Emergency Training Center. Due to its age and frequent use as the only live simulator in the country, **GFT General FireTech GmbH** was awarded the contract for the repair and maintenance of the fire simulator, along with the responsibility of providing annual maintenance services for the next five years. As of October 31, 2023, the newly maintained and repaired live fire simulators were officially handed over to the Emergency & Disaster Risk Management Division. It is important to note that all elements of the simulator have been restored and are fully functional. Over the next five years, GFT will be conducting annual maintenance visits to Namibia to ensure the facility's continued functionality.

Simulator Overview

The fire brigade service is mandated to save lives and protect properties from the dangers of fire, and thus lays its commitment in training, and training until you don't make mistakes. This motto has enabled different brigades including the CoW fire brigade service to serve the community with honor and dedication. To keep abreast with the dynamic and forever-changing world of saving lives, a live fire simulator is present at the Headquarters. A live fire training simulator is a specialized training tool used by firefighters and emergency responders to simulate real-world fire scenarios and provide firsthand training in a controlled environment. These simulators are designed to replicate various fire-related situations and help trainees develop the skills and knowledge needed to respond effectively and safely to fires and other emergency incidents. The main purpose of fire simulators is to enhance the training and preparedness of firefighters and emergency personnel to enter the real world with confidence.

The primary goal of maintaining the fire simulator in optimal working condition is to fulfill the accreditation requirements of the Namibia Training Authority (NTA) on the firefighting certificate and other related certificates. Significantly this effort is not only about meeting regulatory standards but also

aims to enhance the overall effectiveness of our training facility. The benefits include improving the safety of trainees, enhancing the quality of training, creating a more realistic training environment, safeguarding a valuable national investment, and much more.

With the simulator now operating at its best, we are excited to extend an invitation to the Namibia Training Authority for a comprehensive site inspection of our training facility. This visit will provide an opportunity for NTA representatives to assess the quality and safety of our training programs, ensuring they align with the highest standards set by the authority.

Following the successful site inspection, we will then extend an invitation to prospective applicants to apply for training in various fire-related courses offered at our facility, known as the City of Windhoek Emergency Management Training Centre. We look forward to welcoming a new unit of trainees and further contributing to the development of skilled professionals in the field of emergency management.

Benefits of the simulator

Some of the benefits of a fire training simulator at the City of Windhoek Emergency Management Training Centre include but are not limited to:

- 1. Realistic Training Scenarios:** Fire simulators will offer highly realistic training scenarios that closely simulate actual fire situations. This realism helps trainees become familiar with the sights, sounds, and challenges they will face in real emergencies.
- 2. Hands-On Experience:** Trainees will gain valuable hands-on experience in a controlled setting. They will practice firefighting techniques, use firefighting equipment, and learn how to respond to different types of fires without the risks associated with actual live fire situations.
- 3. Safety:** Using simulators reduces the risks associated with live fire training. It minimizes the potential for injuries, accidents, and property damage that can occur during live fire exercises.
- 4. Variety of Scenarios:** Fire training simulators can replicate a wide range of fire scenarios, such as fuel/oil fires, gas bottle fires, flashover situations, staircase fires, backdrafts, electrical fires, smoke-filled environments,

and more. This allows firefighters to train for various types of incidents.

- 5. Customization:** Simulators can be customized to create specific training scenarios and challenges. This flexibility ensures that firefighters are well-prepared to respond to the unique challenges they may face in their jurisdiction.
- 6. Quality Training:** Fire simulators provide a controlled and consistent training environment, leading to a higher level of skill development and competence among trainees. This quality training ultimately leads to better preparedness for real emergencies.
- 7. Accreditation:** Having access to accredited training facilities and simulators is essential for a fire department or training Center to receive certification or accreditation from relevant authorities, such as the Namibia Training Authority (NTA). Accreditation ensures that training meets recognized standards and requirements.
- 8. National Investment:** Investing in fire simulators and accredited training Centers is a valuable national investment. It contributes to the safety and preparedness of a country's firefighting and emergency response personnel. Well-trained firefighters are better equipped to protect lives and property during emergencies.



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Figure 1 & 2: simulation of the devil cross, where firefighters practice on how to extinguish liquid substance fires.



Figure 3 & 4: simulation of an electric transformer box fire; which has both the dangers of alive high volatage and flammable fluids.



Figure 5,6,7 & 8: Simulator House, with the different fire behaviors, of rollover, backdraft, staircase fire and LPG bottle fires.



Figure 9,10 & 11: Final instruction and rundown from the contractor to the management of the division.



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Do you know how to calculate your monthly water consumption?

By Lydia Shifa (Online Communication officer)

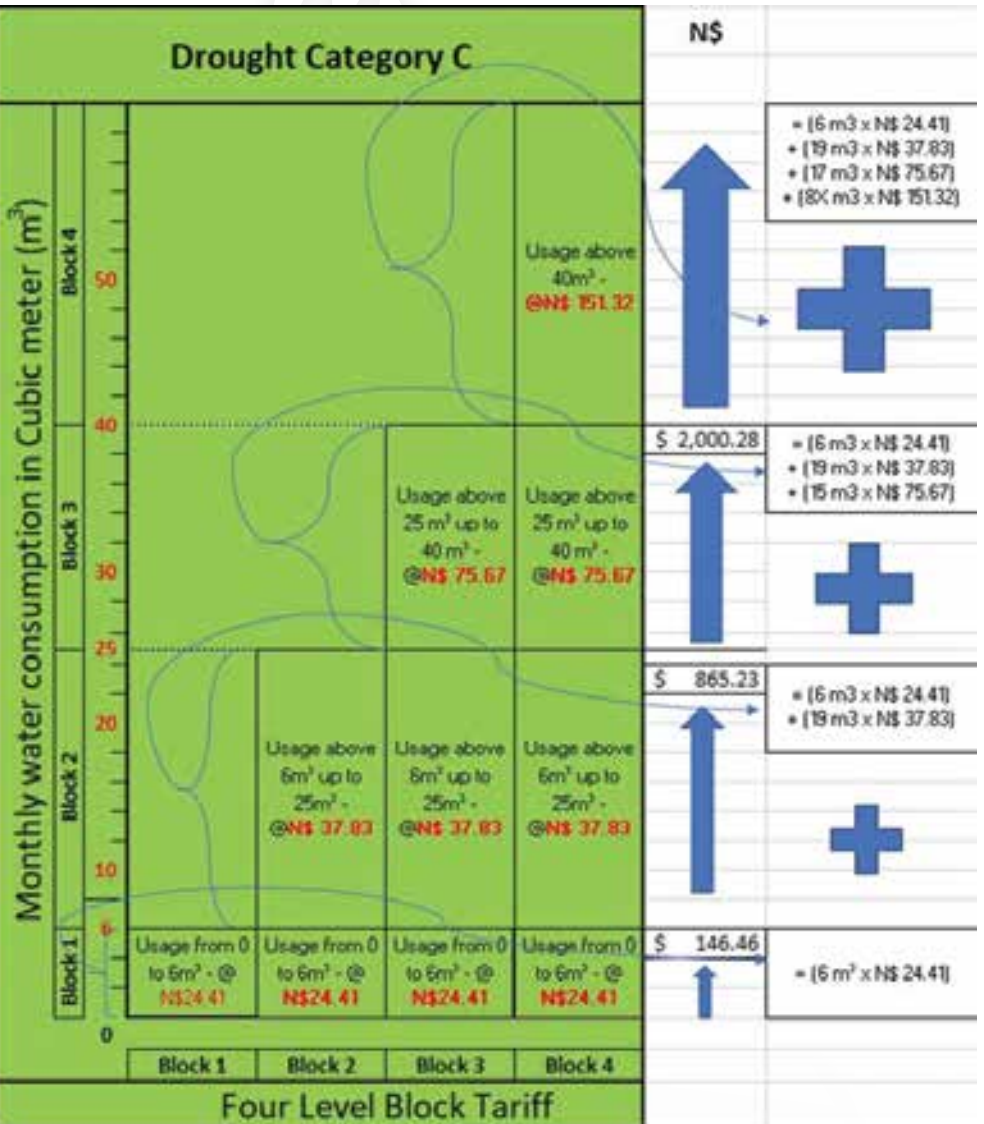
This simplified model explains exactly how to calculate your water bill based on your consumption and as per the City's four-block tariff system. We are currently in Category C of our water management system since May this year.

NB: The tariff for each block may change every year depending on the water price increase as passed on from NamWater.

NB: The City of Windhoek does not add a markup to the first six cubic meters (6m^3) consumed by residents, meaning it is charged at the same price bought from NamWater. Such price per cubic meter is 24.41

How to calculate your water under category C:

- Tariff block 1:** Your consumption up to 6m^3 per month and it is calculated as follows: $\text{N}\$24.41 \times 6 = \text{N}\146.46 your water bill
- Tariff block 2:** Your consumption is up to 25m^3 per month. We charge the first 6m^3 at 24.41 and the remaining 19m^3 is charged at 37.83. The consumption is calculated as follows: $6\text{m}^3 \times \text{N}\$24.41 + 19\text{m}^3 \times \text{N}\$37.83 = \text{N}\$865.23$.
- Tariff block 3:** Your consumption is above 25m^3 and up to 40m^3 per month. We will charge you the first 6m^3 at $\text{N}\$24.41$, 19m^3 at $\text{N}\$37.83$ and the remainder at $\text{N}\$75.67$ per m^3 .
- Tariff block 4:** Your usage is above 40m^3 . We will charge you the first 6m^3 at $\text{N}\$24.41$, 19m^3 at $\text{N}\$37.83$, 17m^3 at $\text{N}\$75.67$ and the remainder at $\text{N}\$151.32$ per m^3 .



$\text{N}\$37.83$ and the remainder at $\text{N}\$75.67$ per m^3 .

So the higher your monthly water consumption, the higher you pay per cubic meter

NB: 1 cubic meter (m^3) = 1000 Liters

#Savewaterandpayless



Mayor Uapingene Donates to Megameno Home for Orphans

By Eeno Nangolo (Corporate Communication intern)



Ms. Maria Shaalukeni (left), the parent figure at the Megameno Home for Orphans, alongside former Mayor, The Deputy Mayor Joseph Uapingane.

Shaalukeni, the founder of the orphanage, for her dedication to caring for the children despite not being their biological parent.

Megameno Home for Orphans is a registered Non-governmental Organization (NGO) that provides care and shelter to orphaned children.

Currently, the orphanage houses 26 children, along with adults and caretakers, totaling 30 people.

The donated food included maize flour, sugar, coffee, cooking oil, meat, sweets for the children, and much more, all worth around N\$ 6000.00.



Ms. Maria Shalukeni, alongside the Deputy mayor Joseph Uapingane and the Children of Megameno Home for Orphans.

The deputy mayor, Cllr. Joseph Uapingane visited the Megameno Home for Orphans and donated food items and meat. The

orphanage was in dire need of assistance, and the mayor stepped up to help. During his visit, he commended Ms. Maria



The Deputy Mayor, Joseph Uapingane, spoke to the children of the orphanage.



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PDM parliamentarians visit the City

By Lydia Shifa (Online Communication officer)



McHenry Venaani (left), president of the Popular Democratic Movement, paid a courtesy visit to the City of Windhoek 06 November 2023

The President of the Popular Democratic Movement (PDM), McHenry Venaani, paid a courtesy visit to the City of Windhoek on 06 November 2023 to gain firsthand insights into the various activities of the City and challenges that need to be addressed to transform our City.

Of particular interest was the issue of government subsidy to the City, which the leader of the official opposition party described as a pertinent issue that needs to be addressed in parliament if the City is to deliver land to the masses.

The Member of Parliament also pointed out the issue of the land in the informal settlement, which has been occupied but contributed nothing to the coffers of the City. To this, the MP suggested that the City donate this land to the people already occupying it so that they can build their homes. However, City of Windhoek Chief

Executive Officer, Moses Matyayi said this proposal may not be feasible because urban land needs to be demarcated and serviced (water, electricity and sewer), which will cost money and

other resources and will need to be recovered.

Venaani also discussed the pensioners' debt problem and proposed prepaid meters for water and electricity, noting that the estimations are not fair to the poor. He expressed his concern about the cattle in the Brakwater area and the long-term leasing of City land for cheap prices.

The Mayor of Windhoek, Joseph Uapingene, thanked the PDM delegation for their visit and asked them to support the proposed changes to the Local Authority Act in parliament, which would address the government subsidy issue among others.

Venaani was accompanied by fellow MP Elma Dienda and the councillor representing the party on the Windhoek Municipal Council, Clemencia Hanases.



Cllr. Clemencia Hanases (far left), PDM President McHenry Venaani (left), Deputy Mayor Joseph Uapingene (right) and Ms. Elma Dienda.



Rundu Town Council Pay Benchmarking Visit to CoW

By Eno Nangolo (Corporate Communication intern)



Ms. B. Wakudumo (left), Mrs. A. Kalyangu (center) and Ms. L. Makanga (right), the delegates from the Rundu Town Council



The City of Windhoek team that helped facilitate and assist Rundu Town Council's benchmarking visit

A delegation from the Rundu Town Council (RTC) visited the City of Windhoek between November 13th and 17th, 2023. The purpose of the visit was to learn from the best practices and interventions implemented by the City of Windhoek, with the aim of successfully implementing the RTC's Strategic Plan initiatives. The Human Resource team of the RTC made the visit to improve

their HR and administrative efficiency.

Earlier, the City of Windhoek and the Rundu Town Council had signed a Memorandum of Understanding (MoU) to exchange information, staff, and equipment to strengthen collaboration. The RTC needed to benchmark from the City of Windhoek in order to improve, develop, and initiate various HR functions such

as overtime management, leave management, implementing Performance Management System, HR models on payroll and planning and coordinating wellness activities. During the visit, the team had meetings with officials from different departments and went on guided tours within the departments. The visit was considered successful.



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Sam Nujoma Stadium under Structural Investigation

By **Lydia Amutenya** (Section head: Corporate communications)



A team of Engineers and City officials on a site

The Sam Nujoma Stadium is temporarily closed for sports activities as structural engineers investigate its structural movements.

This assessment, undertaken in phases, is slated for completion by 30 April 2024, with a subsequent report outlining necessary repairs and costs to meet required standards.

The stadium was handed over to Windhoek Consulting Engineers on 2 November 2023, marking the commencement of this vital structural examination.

The identified structural movements are classified as a high-risk area, as highlighted in the 2019 Confederation of African Football report.



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City of Windhoek Laboratory continues to safeguard the quality of drinking water in the city

By Lydia Shifa (Online Communication officer)



s. Ndafelenga Ndafyaalako - Section Scientist: Quality Assurance



Moses Matyayi – Chief Executive Officer



Mr. Kosmas Nikodemus - Chief Scientist

On November 8th, 2023, the City of Windhoek laboratory held its annual management review meeting. The meeting evaluated the performance and effectiveness of the laboratory's management system. The Scientific Services Division, to which the laboratory belongs, ensures that the drinking water supply in Windhoek and Groot Aub is safe and of high quality.

The meeting's main goal was to maintain and improve the laboratory's compliance with the international standard ISO/IEC 17025:2017 and SADCAS, the accreditation body that certifies the laboratory's competence. Since 2015, the Scientific Services Division has been accredited, and its accreditation cycle will last until February 2026, provided it passes

the annual surveillance assessments. The laboratory passed its annual surveillance assessment for this year in October 2023, demonstrating that it follows international requirements. Accreditation demonstrates that the laboratory can consistently and competently produce accurate results.

The laboratory of the City of Windhoek is one of three accredited water testing laboratories in Namibia. During the review period, the laboratory analyzed over 21,000 samples and performed over 134,000 different tests, according to Chief Scientist Kosmas Nikodemus. One of the laboratory's key mandates is to check the water quality at 16 water reticulation points daily, in water reservoirs twice a week, and

in municipal boreholes every three months. The laboratory also has 39 online equipment monitoring water distribution points in Windhoek.

The laboratory also monitors treatment processes at the City's wastewater treatment plants, such as Gammams and Otjomuise, as well as the WINGOC reclamation plant. Furthermore, it tests the quality of water in municipal swimming pools and industrial effluent, as well as dealing with public complaints such as complaints about brown tap water and other water quality issues. The Chief Executive Officer, Moses Matyayi, Strategic Executive for Information Technology Filemon Neputa, and several managers from various departments who have an impact on Scientific Services' operations attended this meeting.





#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 the contractor that did the re-tarring exercise on Hosea Kutako Drive going to do road/lane marking anytime soon and clean up the excess gravel on the sidewalk, and fill the gutters which is likely to block the road drainage system when it rains?

According to the Standard Specifications for the Construction of Roads, road markings can only be applied to the new bituminous surface after sufficient time has passed to ensure that no damage will be caused to the worked surface.

As such, road markings will only be done from mid-January 2024 onwards, and subject to weather conditions, are expected to be completed by mid-February 2024. In the meantime, we are busy with pre-marking work on all those roads. Road users are urged to be cautious while using the road.

City of Windhoek, I suggest a speedy cleanup though, especially the John Meinert intersection as sidewalks are hazardous and gutters are filled with bitumen. This is not good if it rains. They did clean the graveyard section, I guess because VIP vehicles go there quite often.

We have started cleaning up excess surfacing materials by sweeping them onto heaps which are systematically being collected by the teams responsible for clean-up around the site of works.

Good day, how will the dustbin schedules be affected by Xmas and New Year's? Our usual collection day is a Tuesday.

There will be no changes to our regular solid waste collection service during the holidays. You can refer to our weekly calendar to find out when your waste will be collected. We appreciate your cooperation and wish you a happy festive season.

Good morning. Is there a way to retrieve my CoW invoices from your website? I have still not received any invoices which used to always arrive by email on or around the 20th of each month. But for the past year invoices arrive randomly from the 20th up to the first week of the next month. Please let me know. Thanks in advance.

We regret to inform you that there has been a delay in issuing our invoices for this month due to some technical issues. We are working hard to resolve them and we have already started sending out the invoices. We expect to complete the process by Friday 8 December 2023. We apologize for any inconvenience this may cause you and we appreciate your patience and understanding. We have also posted a notice about this situation on our social media pages for your reference. To ensure that you receive your statements promptly, we encourage you to register on the e-portal available on our website here: <https://portal.windhoekcc.org.na/>

Water and electricity are humans need and it is essential to have it. Don't make it a profit and City must stop charging it, please. Also, create parks and plant more trees

The City of Windhoek is not making a profit from the sale of water and electricity to our residents. These are not free resources for us as we have to pay Namwater and Namwater for supplying these services to us and we have to maintain the infrastructure that delivers them to your premises.



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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.



City of Windhoek

Vision: To be a Sustainable and Caring City by 2027





REPAIR WATER LEAKS

Read water meter regularly, (DAILY, minimum Weekly) Calculate monthly consumption:

- To evaluate your water consumption,
- to reduce water consumption (save water)
- Identify water leaks. **Isolate leaks immediately!**

To Consumer: Maintenance of pipes after meter is Customer's Responsibility



Water supply from
City of Windhoek

How to Test for water leaks:

- Read water meter.
- Do not use water during test.
- Take reading after ±6 hours.
- No change in reading = no leaks.

Note:

WHITE NUMBERS	Kilolitre Counter (m ³)
RED NUMBERS	Decimal Counter

Your Smart Lifestyle



Water Management and Water Efficiency contribute to Water Sustainability.

1. Know your consumption, be in control
2. Positive attitude to save/reduce water
3. Potential to reduce 50% consumption
4. Minimize demand and preserve water

Recommended: Toilets < 4.5ℓ per flush; Showers < 8ℓ per min;
Taps: Kitchen < 8ℓ per min; Bathroom & Ablution taps < 2ℓ per min

Issued by:
Office of the Chief Executive Officer • Corporate Communications, Marketing, and Public Participation
E-mail: cowcommunication@windhoekcc.org.na










City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



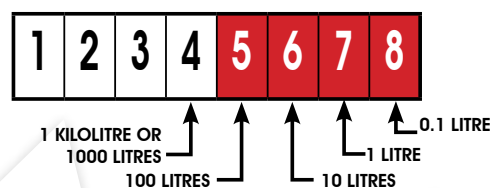
WATER MANAGEMENT

Your Smart Lifestyle

Consumer's social responsibility for sustainability

Institution and Industry:

- Daily water meter readings!
- Recommended beginning and end of business daily.
- Evaluate water consumption with Water Quota.
- Daily Water quota / Person: No. of staff X **20ℓ** or **10ℓ**
- ½ Daily Water Quota / Person x **10ℓ** or **efficient x 5ℓ**



Household:

- Weekly water meter readings (on waste removal day)
- Evaluate consumption with target consumption for no. of persons. Reference to the tables below **OLD Water Consumption** or **Efficient Water Consumption**

TIPS:

- Close water mains during weekends and holidays.
- Isolate water leaks immediately and implement emergency water plan.
- Recommended: electronic water management or prepaid meter.

OLD Water Consumption Target (90ℓ/person/day)			
No. of Persons	Daily	Weekly	Monthly
2	0.18	1.26	5.4
4	0.36	2.52	10.8
6	0.54	3.78	16.2
8	0.72	5.04	21.6
10	0.90	6.30	27.0

All volumes in kilo-litres (kℓ) = (m³) • 1kℓ = 1000 Litres

EFFICIENT Water Consumption Target (50ℓ/person/day)			
No. of Persons	Daily	Weekly	Monthly
2	0.10	0.70	3.00
4	0.20	1.40	6.00
6	0.30	2.10	9.00
8	0.40	2.80	12.00
10	0.50	3.50	15.00

All volumes in kilo-litres (kℓ) = (m³) • 1kℓ = 1000 Litres

WATER MANAGEMENT CALCULATION TABLE				
Date	Period No. of days	Reading	Consumption Current - previous	Average daily Consumed/days
First date	NA	111.111	NA	NA
Second day	1 day	111.222	0.111	0.111
8 days later	7 days	111.999	0.777	0.111

To Measure
=
To Know

Consumption = current reading – previous reading

Enquiries:

Department of Infrastructure, Water & Technical Services • Bulk Water & Waste Water Division • **Help Desk (REPORT WATER LEAKS)**
Tel: +264 61 290 2402 / 2162 / 2224 / 2222 / 2241 / 3668 • Fax: +264 61 290 2583 • Email: Dieter.Tolke@windhoekcc.org.na



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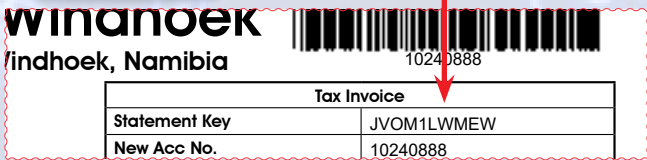
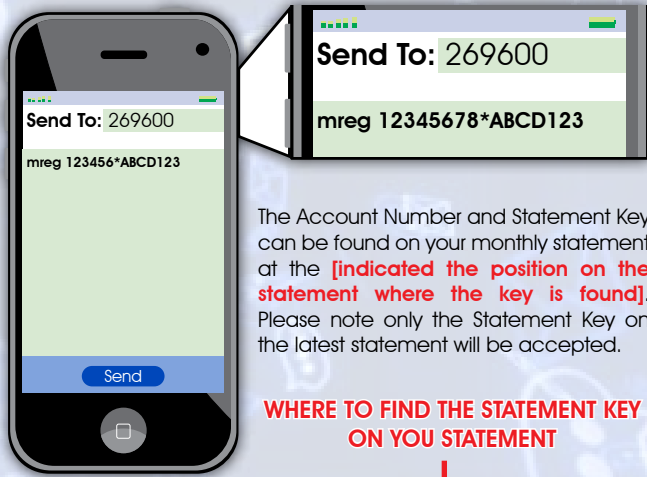
SELF-READING (SMS)

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

1. Registration

You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

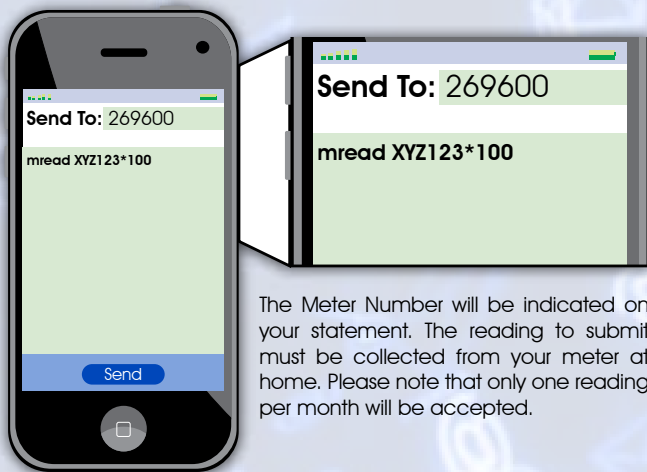
Your SMS should look like this: **EXAMPLE**
mreg (space) accountNo*statementKey → send to 269600



2. Reading Submission

Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

Your SMS should look like this: **EXAMPLE**
mread (space) MeterNo*Reading → send to 269600



How to read your electricity meter



Read only the 5 white digits

How to take your water reading



Read only the first 4 black digits

NB: A FEE OF N\$0.40 WILL BE CHARGED PER SMS.

READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH.

E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED

The City of Windhoek is experiencing challenges in accessing some properties to take meter readings. Clients are however encouraged to register and submit readings via sms.

TO AVOID ESTIMATIONS ON THE ACCOUNT, CLIENTS ARE ENCOURAGED TO REGISTER FOR SELF – READINGS VIA SMS.

For further enquiries on sending readings via SMS kindly contact our Customer Contact Centre at 290 3777.

By submitting your water and electricity meter readings you will then ensure that your statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

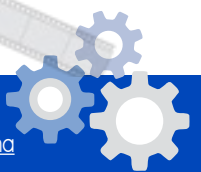
The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.

Issued by:

Office of the Chief Executive Officer
 Corporate Communications, Marketing and Public Participation
 E-mail: communication@windhoekcc.org.na



Aloe "seen around"





Aloe "seen around"



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



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ALL WHITE NEW YEAR'S BASH!

2024



JOIN US FOR THE NEW YEAR CELEBRATION

WHEN: 31 December 2023

TIME: 16h00 till late

WHERE: City of Windhoek parking,
Independence Ave

What to bring:

- empty cooler box • camping chair

What not to bring:

- Drinks & food from outside • weapons • fireworks

Lets paint 2024 in white

Big Ben • 4X4 Too much power

Bale Bale • Swart Baster

Sovita • TopCheri

DJ Castro • DJ Stizzo

James Omlongo

Sesfikile • Jaliza

Yeezir • Ethnix

