Issue 1
February

Aloe

2023

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.

City of Windhoek
The Gateway to Endless Opportunities

- Mayor's corner Appointment statement by Councillor Joseph Uapingene, the new mayor of the City of Windhoek 3
- Completed houses handed over in Greenwell Matongo as part of the CoW and NHE Informal Settlement Upgrade Programme 4
- Mayor interested in sister-city agreements with Burundi 5
- Windhoek Mayoral Trust receives donation of clothes 6
- CoW responds to residents' concern over road management in the city 7
- #SOCIAL MEDIA CHATS: Your questions answered 8
- Media releases and public notices 9
- Seen Around 15

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027

PUBLIC NOTICE

SAVE THE DATE 28-29 APRIL 2023

WINDHOEK /AE //GAMS ARTS & CULTURAL FESTIVAL

WINDHOEK /AE //GAMS ARTS & CULTURAL FESTIVAL

Let's celebrate Windhoek rich cultural diversity!

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

Councillors Joseph Uapingene (right) and Magdalena Lombardt were elected CoW mayor and deputy mayor respectively. Read Mayor Uapingene's message on Page 3

Editor: Lydia Amutenya,
section head, Corporate Communication

Editorial

Dear esteemed readers of the Aloe,
We are delighted to bring you the first issue of the Aloe for 2023.

The new year started on a progressive note, as we welcomed Councillor Joseph Uapingene, as Windhoek mayor deputized by Councillor Magdalena Lombardt. The Management Committee is still not fully constituted with only three members having been elected so far. There are currently two vacancies in the management committee expected to be filled by 2nd March 2023 and once filled, it will make the management committee complete. We wish the elected Councillors all the best in carrying out their duties and leading the City in the provision of services delivery to our residents.

As mentioned earlier, we started the year 2023 with notable progress on several projects that the City is implementing to improve housing delivery. One of these is the informal settlement upgrade program, a joint project we are undertaking with the National Housing Enterprise, supported by the Ministry of Urban and Rural Development and the Khomas Regional Council. In early February, sixty homeowners moved into their newly built houses in Greenwell Matongo in the Samora Machel Constituency. Another exciting milestone is the realization of the Council Affordable Housing Programme, the Council's initiative focusing on providing housing solutions by complementing the city's existing and upcoming housing programs. The successes of these projects have so far proven that with commitment and dedication, we can help our residents realise their dreams of owning a house and that it is doable and can be done.

The Council has approved the City of Windhoek 2022–2027 Strategic Plan toward the end of 2022. The plan is the City's five-year roadmap depicting and articulating our strategies to be utilised in carrying the organisation forward in our efforts to improve service delivery. The plan identifies the strategic objectives, key performance areas and measures that demonstrate the expected outcomes over the next five years. Esteemed residents, you are our most important stakeholders, and we cannot carry Windhoek forward without you on board. Thus, we would like your cooperation in unpacking the journey ahead. Look out for information sharing and awareness sessions as we unpack the Strategic Plan 2022–2027.

Lastly, we would like to inform you that we have started with weeding and road repairs around the city. We therefore would like to request that you approach all road work with caution and adhere to the signage guiding traffic flow while our teams are carrying out their duties to ensure an improved road experience. May you find the first issue of the Aloe for 2023 informative and worth reading.

Until next time!

Regards,

Lydia

The Aloe Survey

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

CLICK HERE
to take the Aloe Survey

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

Survey available on our website at:

http://www.windhoekcc.org.na/aloe_survey.php

Aloe

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 cowcommunication@windhoekcc.org.na.

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

Information, education and communication material developed by: Marketing section

Photos by (unless otherwise indicated)**:** Botha Ellis (Communication officer)

Mayor's corner

Appointment statement by Councillor Joseph Uapingene, the new mayor of the City of Windhoek

Councillors Joseph Uapingene (right) and Magdalena Lombardt were elected mayor and deputy mayor respectively.

I feel so privileged and humbled to have worked with so many great men and women of the City of Windhoek in various capacities over a period of two years. During this time, we worked tirelessly to provide both the best leadership and superb service to the residents of the City of Windhoek. Allow me at this juncture to herald the efforts of all at different levels of the orbit of their authorities. It was during this time, that we were able to reach out to our sister cities. What is so pertinent is the fact that we managed to forge lasting and meaningful relationships as part of our twinning and outreach programs.

Allow me, ladies and gentlemen, fellow countrymen, compatriots and friend to focus on the business of the day. It is indeed gratifying couple with a great and deep sense of appreciations, the greatest sense of appreciation that I stand in front of you and accept the Mayoral position. For the past one year, I served the City of Windhoek as its Deputy Mayor; a position that gave me an opportunity to serve all residents of this great city. It gave me great joy and comfort knowing that as part of the team we gave our all in discharging the job at hand.

Colleagues, indeed the entire Management of the City of Windhoek and fellow Council Members, I feel so much elated to note that you entrusted yet other responsibilities upon me to serve this city at the highest apex of governance by selecting and appointing me for a period of one year. As a committed son of the soil and humble servant of our people, I accept the position of the Mayor of Windhoek without any reservations. Rest assure that I will do whatever it will take to make sure that this city reaches its full potential by providing services to its residents and to serve an incubation hub that nourish and stimulate business opportunities for all.

I will continue to depend on your unabated efforts to augment the activities of this office. Allow me to evoke a bit of the Ubuntu spirit by saying that "I will never be what I want to be until you are what you want to be and you will never be what you want to be until I am what I want to be."

Deducing from the above assertion, it is very clear that we need each other to succeed. It is against that background that I pledge to you today that I am prepared to work with each and every one of you to strike the best strives and resolves for our great city.

Finally, allow me to thank the outgoing Mayor for a splendid job done, I am in fact, looking forward to build on the fine work you have done for our city.
I thank you.

Joseph Uapingene

Completed houses handed over in Greenwell Matongo as part of the CoW and NHE Informal Settlement Upgrade Programme

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

Mayor Joseph Uapingene attended the handover of houses in Greenwell Matongo as part of the CoW's Informal Settlement Upgrade Programme.

The official handover of a total of 60 houses under the Informal Settlement Upgrade Programme (ISUP) in Greenwell Matongo, Samora Machel Constituency took place on 6 February. The Informal Settlement Upgrading Project is an initiative of the Minister of Urban and Rural Development, Hon. Erastus Uutoni, which was launched on the 1st of June 2020. The key stakeholders are the Ministry of Urban and Rural Development, Khomas Regional Council (KRC), City of Windhoek (CoW) and the National Housing Enterprise (NHE).

The objective of this project is to construct affordable housing for low, ultra-low, and ultra-ultra-low-income earners. This pilot project aims to construct 1200 houses in Windhoek. CoW Mayor Joseph Uapingene said: "Today, we are gathered here to witness to celebrate a very important national project. This is indeed a milestone and completely transforms the landscape of this area and quality of life of our residents - who are now deserved homeowners. I am indeed happy and proud to be a part of this momentous occasion." Mayor Uapingene said the presence of the Honourable Erastus Uutoni, the Minister of Urban and Rural Development (MURD) at the event is indicative of the commitment to the successful implementation of the Informal Settlement Upgrade Programme. The continued financial support from the line ministry and Khomas Regional Council (KRC) is further testimony to our collective efforts to ensure that the dream of owning a house is achievable, when we work hard and steadfast, together.

To date, the delegated implementing agencies namely, City of Windhoek and NHE have jointly constructed over 574 houses; whilst a further 36 houses are currently under construction at a steadily increasing pace. The need for affordable housing is imperative towards national and economic development goals. Affordable housing increases a sense of social connectivity, reduces overcrowding, and increases adjacent property values and lowers crime rates. "Therefore, it is my hope that we remain focused and that with continued support for this programme, we commit to accelerate our efforts and increase the delivery of more houses. With this level of commitment, hard work and God's oversight, I have faith that we shall all meet like this on a regular basis, henceforth, and I welcome that," said Mayor Uapingene.

As a key stakeholder in this programme, the mayor expressed the Municipal Council of Windhoek's continued support to ensure that the project is successfully implemented. Other dignitaries who attended the handover included Mr Nghidinua Daniel Executive Director in the Ministry of Ministry of Urban and Rural Development, Mr. Titus Ndove, Executive Director in the Ministry of Finance, Mr Clement Mafwila, Chief Regional Officer of the Khomas Regional Council, Mr Gisbertus Mukulu, CEO of the National Housing Enterprise, Mr Faniel Maanda, acting Chief Executive Officer of the City of Windhoek and Mr Joshua Lilongeni, representative of the beneficiaries of the ISUP.

Mayor interested in sister-city agreements with Burundi

Alexis Bukuru (left), the Burundi ambassador accredited to Namibia, visited City of Windhoek Mayor, Joseph Uapingene, at Town House on 13 February to discuss cooperation opportunities.

Alexis Bukuru, the Burundi ambassador accredited to Namibia, visited City of Windhoek Mayor, Joseph Uapingene, at Town House on 13 February. This formed part of a number of diplomatic visits since his election as new City of Windhoek mayor late last year.

Ambassador Bukuru explained that although there are historical relations between Namibia and Burundi, his country is planning to send several experts to determine the area of cooperation that will strengthen the relations. "We are planning to send a group of experts here to explore and determine on which areas we will form cooperation and bilateral agreements that will assist us in solving common issues the two countries are facing," he explained.

Mayor Uapingene said that he would be interested in a sister-city agreement with the political capital of Burundi, Gitega. "There are a lot of similarities between our people. Windhoek is also the political and economic hub of Namibia. Even elements of our languages are similar. Let's look at twinning agreements with African cities as well, instead of just running to Europe," said the mayor.

Ambassador Bukura said that although Burundi is land locked, it does have access to Lake Tanganjika. The country also has a lot of nickel. So in terms of managing salt- and freshwater resources and when it comes to mining beneficiation, there are many lessons to share. He elaborated that Namibia and Burundi all have common issues of unemployment, hence, the group of experts will determine how the two countries can work together to tackle that sensitive and pressing issue. The ambassador explained that once the experts establish the areas of cooperation, the country will then decide to apply for residency in Namibia. Currently, Burundi has an embassy in Pretoria, from where it administers six African countries, including Namibia.

Windhoek Mayoral Trust receives donation of clothes

Adapted by Botha Ellis (Communication officer)

Julius Ashipala (second from the left), the director of a local clothing brand called Authentic Clothing Investment, donated clothes to the Windhoek Residents Mayoral Trust.

A batch of clothes were donated by Julius Ashipala recently to the Windhoek Residents Mayoral Trust. Julius is the Director of a local clothing brand called Authentic Clothing Investment. Ashipala said he decided to donate his old clothes and those of his friends as a way of giving back to the community that supports his business.

The chairperson of the trust, Vevanguane Bradley Tjindjo received the donation and thanked the company for the donation. "This donation will go towards helping the vulnerable residents of Windhoek," said Vevanguane.

The trust is a legal entity that aims to support vulnerable community members and individuals who are in extreme need. The aim is to address these challenges affecting the livelihood of residents, among others. By this bold intervention, the City of Windhoek reflected its readiness to continue its active contribution towards Social Progression by improving the quality of life of all Windhoek residents as articulated in the City of Windhoek's mission.

The trust depends on financial contributions from the community members of Windhoek - residents and corporate partners - subject to the provisions of the Local Authority Act. These include donations, fundraising events, and the City's contribution.

Corporate partners, especially those in business with Council, are also expected to re-invest in this noble initiative. Donations from foreign sources may also be accepted subject to the provision of sections 30 and 80 of the Local Authorities Act, 1992 (Act 23 of 1992).

Annual events of the trust include the Social Agenda, an Elders' Christmas Lunch, and an Educational Support Programme. Residents who want to donate towards the Windhoek Residents Mayoral Trust can contact Monika Sheefeni (Coordinator: Intergovernmental Relations) on 061 290 2006 or email Monika.Sheefeni@windhoekcc.org.na.

CoW responds to residents' concern over road management in the city

Adapted by Botha Ellis (Communication officer)

The Ujama Road Construction Company working on the corner of Shanghai and Florence Nightingale Streets, fixing the rain-damaged road surface. This work is part of the road rehabilitation exercise currently underway around Windhoek.

We have received good rain, and the vegetation has also grown very well. We call for the road users to drive with caution especially when approaching those intersections such as circles that might still yet to be attended to in terms of weeding.

Kindly approach this intersection with caution because visibility has been reduced at some areas. We are still busy attending to various areas, our priority is high traffic routes, and we shall eventually attend to all roads and streets, same applies with potholes that we are busy attending, but there might be some that have not been attended to yet.

The City of Windhoek Customer Contact Centre is 061-290 3777 do alert us if there is anything that you would like to bring to our attention.

We are here to serve you with passion.

#SOCIAL MEDIA CHATS
Your questions answered

By Atuhe Shifa (online communication officer)

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

Hi can one request a municipal bill by email

Good day. Yes, you can request for it from our Customer contact centre at 061- 290 3777 or via e-mail: enquiry@windhoekcc.org.na; You can also sign up for the e-portal on our website to receive free statements every month.

Seems your sms line to report incidents is just a money-making scam. Zero action after numerous incidents reported. There is a sewerage overflowing in the street in Pelican street, people are forced to cross that stinking water daily. What about health issues. Can the incidents reported please get the necessary attention!!! We reported this now for more than a month. Zero action!!!

Your request was received via the SMS line and it was sent to the foremen when you initially reported on Monday and again on Wednesday when you sent it again. We will follow up with our waterworks team to get the current status.

Good day City of Windhoek
Word of thanks for taking up my complaint. The issue was attended to and seem to be resolved. Appreciated!

Good day. I would like to find out if the Meter reading is still available on SMS or not. I have send my readings twice and didn't get any reply that it is successfully sent. I phoned five numbers of CoW and nobody answered the phone. Maybe I'll receive a reply on this message.

Good day. Indeed the SMS readings submission system is working. However, readings should be submitted between the 20th and 30th of every month, not before. Should you have difficulties sending your readings during that specific time, kindly contact our Customer Contact Centre at 290 3777 or enquiry@windhoekcc.org.na for assistance.

Good morning, will the educational support for undergraduate students Also fund for Firefighting courses at the City of Windhoek? or at short courses institutions?

Good day. Unfortunately, it will not support short courses. The Windhoek Residents Mayoral Trust study grant is for residents from vulnerable backgrounds studying full-time towards a qualification at a recognized tertiary institution in Namibia

City of Windhoek I have a question, Why is Ombili in katututra not getting this kinda houses of Ombili was 1st than all this places we are tired our living conditions are unbearable

We have built similar houses in some parts of Ombili. However, we have encountered challenges building at most parts of Ombili because of the demarcation issue. This means that the way the shacks are built makes it very difficult for the City of Windhoek to demarcate plots as more than two people live on one plot and in such a case, who do you give the plot to, to construct a house?

A student accommodation burnt this morning in Hochland Park. Thank God not the whole house was burnt and there was only damage to two rooms as they were separated by a firewall. The most unfortunate thing was the response time of the fire brigade and ambulance. How does an ambulance show up a whole hour after you call and they still have the audacity to say "can you spell Street name and give me directions" to someone with smoke inhalation?

An Investigation will be conducted to determine how long the ambulance took to get to the scene and why it took that long.

With regards to the questions from the control room attendant, upon receiving a call the Standard Operating Procedure is:

1. The attendant will introduce themselves;
2. Ask who the caller and their contact detail is;
3. Ask what the Emergency is;
4. Where the emergency is;
5. And depending on what the caller says the attendant may prompt for further details.

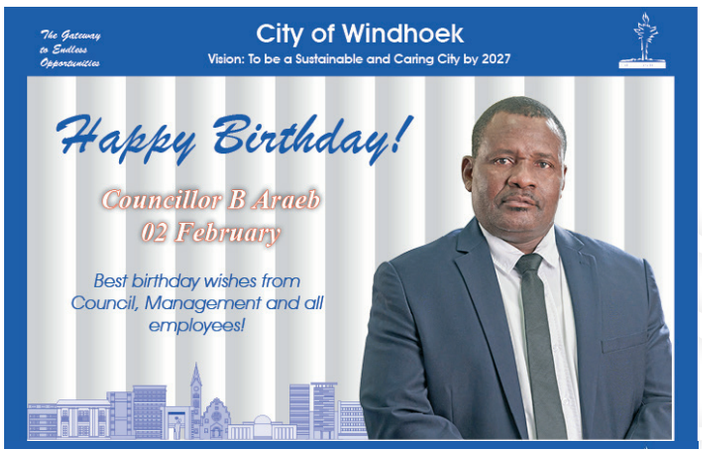
These are standard questions, to make the dispatch prompt with the right resources.

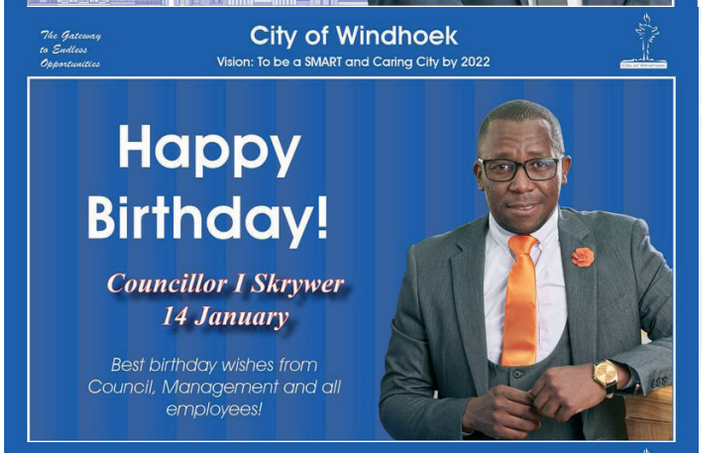
- The city's Emergency and Disaster Risk division runs an Ambulance, Fire, Rescue and Special service response; therefore it is imperative for the attendant to know what type of emergency it is so they can dispatch the right resources without delay.
- The City has four fire stations strategically positioned to respond to any incident within the prescribed time of less than 10 minutes; therefore, the attendant after receiving the call will dispatch the nearest resources based on what the caller said from the nearest station without delay.
- On the issue of being asked to spell the street name, as humanly known pronouncing certain words may differ; and in an emergency, it is imperative for the attendant to get the correct street address; e. Scheppman and Chapman are both streets in Windhoek but may be pronounced the same, or even the effects the different Namibia ethnic groups' languages have on pronouncing certain letters. In this specific case, the incident was in Barbet street but we also have Barlet and Bateleur streets therefore the control room operator was right to ask the caller to spell the street name.

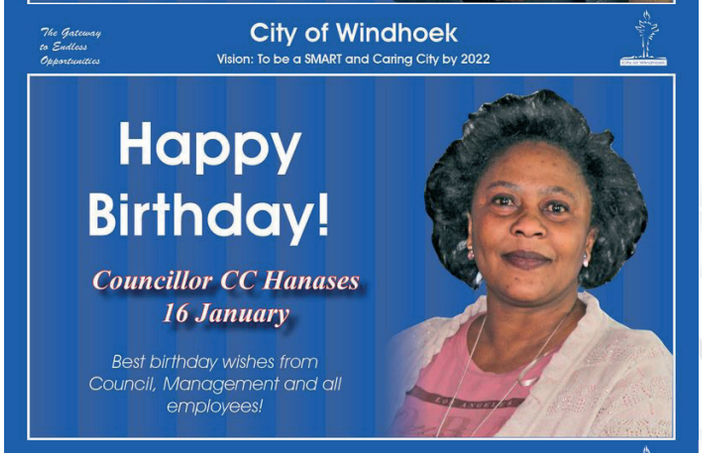
This is all done so that we rendered effective, efficient and timely service; within the prescribed time without delay.

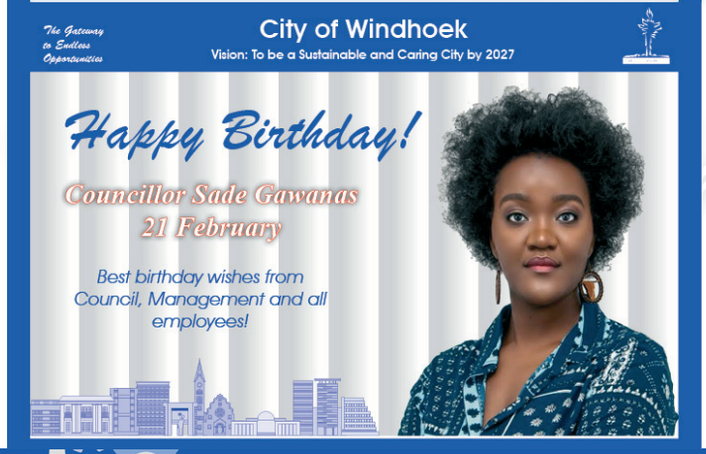
Media releases and public notices

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

Northern access to Prosperity industrial area to open on Monday, 13 February 2023

8 February 2023

Please note that the Roads Authority plan to open the northern access to the Prosperita industrial area on Monday 13 February 2023. The access road was closed, because of the needed upgrades to the southern bypass which are now completed. The City foresees that this will alleviate congestion along Michelle McLean Road and improve general access to Prosperita, being an important business hub.

For further information or assistance please contact Graham Dos Ramos of VKE Consulting Engineers on 081 033 1316 or email: graham.dosramos@vkenamibia.com.

Issued by:

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

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027

PUBLIC NOTICE

UPDATING OF WATER AND ELECTRICITY PRE-PAID METERS IN WINDHOEK

17 February 2023

The City of Windhoek will join the rest of the world in rolling out the Token Identifier (TID) Rollover project which aims at updating all prepaid electricity and water meters to comply with the required updates in order to continue functioning after the 2024 deadline. The update is necessary as the software that runs the prepaid meters will expire worldwide by 24 November 2024.

All pre-paid meters should be updated by entering two special tokens before the deadline. Failure to update the meters will result in meters stopping accepting new credit tokens, leaving customers without water or electricity.

Windhoek Residents are therefore informed that as of **1st March 2023**, the City of Windhoek TID Rollover Field officers will start visiting premises with prepaid meters in order to enter the two special tokens to update the meters and ensure that customers are able to purchase and recharge their electricity after the deadline.

All customers with water and electricity pre-paid meters are thus requested to cooperate with the TID Rollover Field officers, who will carry their employees' cards, and will work during weekdays from 8:00 to 19:00 and over the weekend between 8:00 to 15:30. Should there be no one at your premises when the field staff visit, a "no access note" will be left at the premises with contact details that you are required to contact to arrange for an appointment.

For TID Rollover project inquiries, kindly contact us at 061 290 2242 or E-mail: TID@windhoekcc.org.na

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

OFFICE OF THE CHIEF EXECUTIVE OFFICER
✉ 59
80 Independence Avenue
WINDHOEK, NAMIBIA

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

MEDIA RELEASE

For immediate release

2 August 2022

CITY OF WINDHOEK WARD CLEANERS ILLEGAL PROTEST

The City of Windhoek has noted with great concern an illegal protest by our fixed-term ward cleaners, who abandoned their workplace as of Monday, 13 February 2023, and gathered in front of the Town House Building.

The ongoing illegal protest is a serious concern but equally disruptive to the operation and service delivery of the City of Windhoek. The gathering of employees violates Section 2 of the Public Gatherings Proclamation Act 23 of 1989, which prohibits public gatherings without the permission of the Namibian Police as prescribed.

The workers opted to embark on an illegal protest despite the ongoing concerted efforts by the City of Windhoek's Council to address their grievances as submitted by their union representatives. The workers, through their unions, submitted their grievances to Council regarding the review of their conditions of employment, and the matter is before Council to consider the various viable options proposed to find a lasting and sustainable solution on the matter.

Council has therefore committed to twelve months (01 July 2022 to 30 June 2023) to complete the above exercise, a period that runs parallel to the term of the contract of the current ward cleaners, and this period has not yet lapsed.

The Management of the City of Windhoek engaged the protesting workers through their representatives since Monday, 13 February 2023 in order to advise the protesters of the illegality of their protest and were advised on the correct procedures to follow should they wish to submit a petition to Council. The protesters, through their representatives, subsequently submitted a letter of demand to the Council on Tuesday, 14 February 2023, demanding similar issues that have already been submitted and are before Council. The letter further demanded that the council respond within 24 hours. The acting Chief Executive Officer responded to the letter and provided context, which the Wards Cleaners were advised to consider, including a reminder of their contractual obligations towards the Council. The workers ignored the above efforts and remained adamant that they would not abandon their illegal protest.

It should be noted that Council has made significant strides in improving the conditions of the Ward Cleaners over the years as evident in the pension, medical and housing allowances afforded to them, over and above the basic salary which positions the remuneration package above the minimum wage.

The direct contractual relationship with the ward cleaners emanated as a result of the council's review of the previous arrangements, whereby private companies were previously awarded contracts and subsequently employed cleaners in an exploitative manner. Council at the time deemed it fit to directly contract the ward cleaners as a means to improve their conditions and extended improved remuneration as well as benefits to the Ward Cleaners.

It should further be noted that a matter pertaining to the Ward Cleaners is currently set for arbitration at the Office of the Labour Commissioner.

The actions of the Ward Cleaners have a negative impact on the City's operations and thus leaves the City of Windhoek with no options but to apply the provision of the law executable by the relevant authorities to bring the situation under control.

Furthermore, the City of Windhoek condemns the disruptive behaviour and vandalism caused to infrastructure as a result of the illegal gathering. Investigations into the root cause of the matter shall follow and corrective action shall be taken.

-END-

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

For more information about this statement,
please contact our Corporate Communication Section at
Tel.: 061 290 3797 /2044, or
email: cowcommunication@windhoekcc.org.na

OFFICE OF THE CHIEF EXECUTIVE OFFICER

✉ 59
80 Independence Avenue
WINDHOEK, NAMIBIA

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

MEDIA RELEASE

For immediate release

2 August 2022

NEW TARIFFS FOR SERVICES RENDERED BY THE WINDHOEK CITY POLICE

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

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

Service	Fee N$
Request for Police assistance during racing events, sporting events, procession and other gatherings in general (per hour)	52.50
Road accident report	63.00
The statement obtained from complaints / witnesses / victims per statement	63.00

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

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

-END-

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

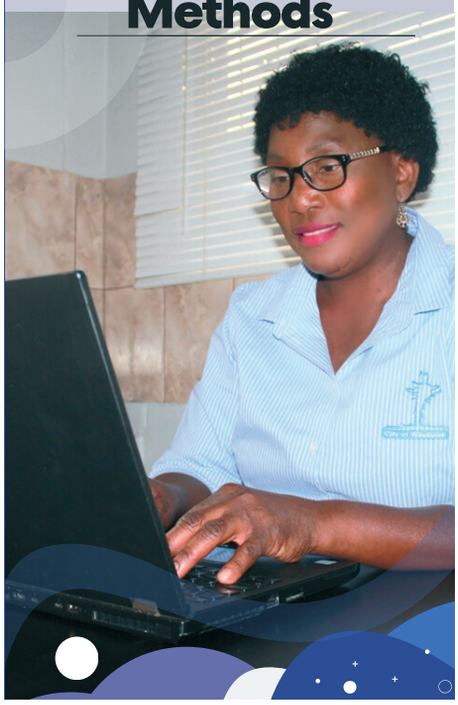
For more information about this statement,
please contact our Corporate Communication Section at
Tel.: 061 290 3797 /2044, or
email: cowcommunication@windhoekcc.org.na

COUNCIL MEETING SCHEDULE FOR 2023
COUNCILLORS' 2022/2023 TERM OF OFFICE EXPIRES ON 30 NOVEMBER 2023

WEEKDAY	DATE	MEETING	MEETING NUMBER	TIME
Thursday	26 January 2023	Council	01	17:30
Tuesday	28 February 2023	Council	02	17:30
Thursday	31 March 2023	Council	03	17:30
Thursday	27 April 2023	Council	04	17:30
Wednesday	31 May 2023	Council	05	17:30
Thursday	29 June 2023	Council	06	17:30
Thursday	27 July 2023	Council	07	17:30
Thursday	31 August 2023	Council	08	17:30
Thursday	28 September 2023	Council	09	17:30
Thursday	26 October 2023	Council	10	17:30
Thursday	16 November 2023	Council	11	17:30
Friday	01 December 2023	**Special Council**		
		Nomination and Election of 2023/2024 Office Bearers		14:30
		Inauguration of 2023/2024 Office Bearers		15:30
		Special Management Committee		
		Election of 2023/2024 Management Committee Members		(After Inauguration)
COUNCIL RECESS FROM 02 DECEMBER 2023 UNTIL 15 JANUARY 2024				
WEEKDAY	**DATE**	**MEETING**	**MEETING NUMBER**	**TIME**
Thursday	25 January 2024	Council	01	17:30

1

City of Windhoek Different Payment Methods



2

TECHNOLOGICAL INNOVATIONS HAVE MADE MAJOR INROADS IN THE FINANCIAL INDUSTRY, ESPECIALLY IN PAYMENTS

To enhance the quality of life for all our people, through the rendering of efficient and effective municipal services, to this effect, this pamphlet publication aims to inform, educate and present information to the public(residents) on matters related to EFT (Electronic Funds Transfers) Internet banking payments.

DID YOU KNOW ...?

that there is more than one way of paying your City of Windhoek municipal account.

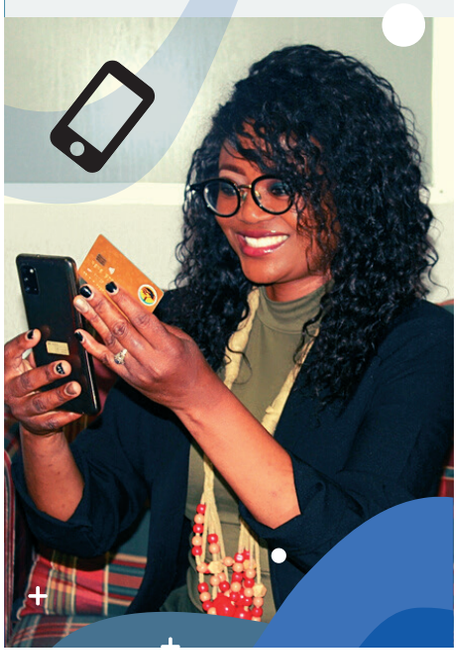
DIFFERENT PAYMENT METHODS AT THE CITY OF WINDHOEK

- Debit order
- Direct deposit at any Commercial banks (First National bank, Standard Bank, Ned Bank & Bank Windhoek)
- Electronic / Online Banking
- ATM Payments (FNB Clients only)
- Cellphone Banking
- Standard Bank Pay pulse

3

EFT PAYMENT OF SUNDRY INVOICE

Always	indicate the invoice number as a reference
Do Not	indicate the municipal account number
Always	pay each invoice separately



4

CITY OF WINDHOEK BANKING DETAILS

Account Holder:	City of Windhoek
Bank Name:	First National Bank
Account Number:	55500033613
Branch Name:	Windhoek Corporate Site
Branch Code:	281872
Swift /BIC Code:	FIRNNANX

REFERENCE!

Always quote the 8-digit account number reflected on the municipal account statement as a beneficiary reference when making payments.

City of Windhoek
P.O. Box 59, Windhoek, Namibia

Tax Invoice	
Statement Key	
New Acc No.	XXX
Vat No.	
Tax Invoice No.	
Statement Date	
Group Account No.	
Reference	
Due Date	

5

WHAT IS EFT PAYMENTS?

An Eft is an electronic transfer of money from one account to another account, meaning there is no need for direct intervention by bank staff.

WHY IS EFT INTRODUCED?

- EFT payments are processed fast, safely and at a reasonable cost.
- Ensure that the eft payment services are efficient and reliable, and responsive and relevant to customer needs.

6

AN IMPORTANT POINT TO REMEMBER WHEN DOING EFT PAYMENTS

ALWAYS	indicate the correct Reference Number
DO NOT	indicate your name or erf number as reference
ALWAYS	indicate your 8-digit City of Windhoek municipal Account Number

EFT TAX INVOICE PAYMENT

- Use the invoice number as a reference on the Tax Invoice.
- The invoice should be paid separately.

INV XXXXXXXXXX
CITY OF WINDHOEK
P O Box 59, WINDHOEK NAMIBIA
Telephone No: (061) 290 2911
TAX INVOICE
VAT Reg. Number 2646057-01-5

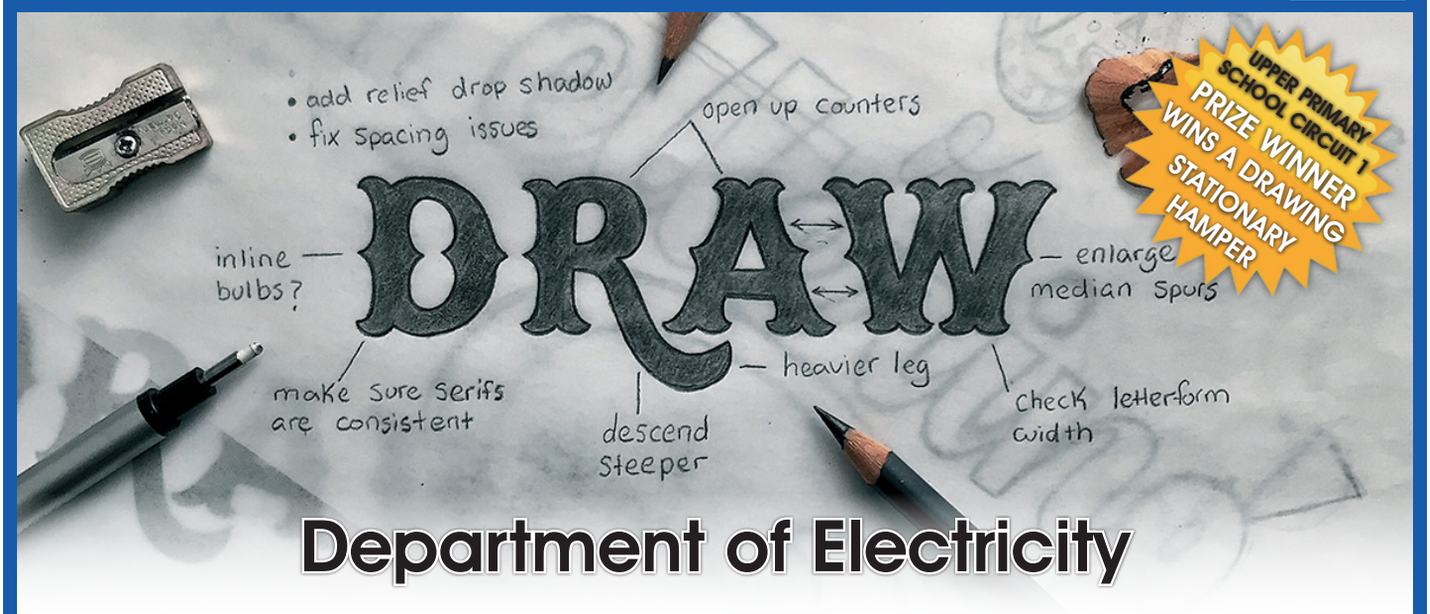
CONTACT US ON

Telephone: +264 61 290 3777
E-mail: enquiry@windhoekcc.org.na.

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a **Sustainable** and **Caring City** by **2027**



Department of Electricity

Electricity Safety Campaign Schools Competition

Draw a picture of someone using electricity safely.

"Your safety, our concern."

Entries should be handed in to your Arts teacher.

Upper Primary
Circuit 1

COMPETITION RULES:	a)	Best drawing of the circuit will win.
	b)	The prize will be given to the learner who won in the circuit.
	c)	The school will receive a certificate of recognition.
	d)	**The competition closing date for Circuit 1 is: 10 April 2023**

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

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a **Sustainable** and **Caring City** by **2027**

Department of Electricity

Electricity Safety Campaign
Schools Competition

Write a 100 word essay about the safety and dangers of electricity.

"Your safety, our concern."

Entries should be handed in to your English teacher.

High School
Circuit 1

COMPETITION RULES:	a)	Best essay of the circuit will win.
	b)	The prize will be given to the learner who won in the circuit.
	c)	The school will receive a certificate of recognition.
	d)	**The competition closing date for Circuit 1 is: 10 April 2023**

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

Aloe “seen around”

Our Public Participation team is reaching out to residents in various Windhoek neighbourhoods to elect community representatives. They visited Mix Settlement on 12 February where residents got the opportunity to decide who they want to represent them in engaging the CoW on developmental and service provision matters. Together we can make Windhoek a sustainable city, taking care of everyone’s needs.

A number of Windhoek residents received keys to their new three-bedroom houses from the City of Windhoek in February. The houses, on the corner of Florence Nightingale and Sigma Streets in Khomasdal, is part of a pilot project implementing the CoW’s Affordable Housing Programme, focusing on middle-income earners. The house prices range between N$850 000 and N$1,2 million. Speaking at the handing-over ceremony, the minister of Urban and Rural Development, Honourable Erastus Uutoni said the programme is testimony to the CoW’s commitment to provide affordable accommodation to all residents.

As part of his first 100 days in office as Windhoek Mayor, His Worship Cllr. Joseph Uapingene paid his first familiarization visit to various City of Windhoek developmental projects funded by international partners on 09 February 2023. He visited the Eros Maggie Sun House, the Nathaniel Maxuilili Library, the Aam Bee Dee Kindergarten, the Food Bank site, and the construction site of the Solid Waste Buy Back Centre. The mayor was accompanied by some of the CoW officials, who briefed him on the various projects. The mayor expressed his appreciation towards the international partners for their support in funding some of the projects as they have a positive impact on the community.

The First National Bank of Namibia, as the corporate banker for the City of Windhoek, paid a courtesy call on the Mayor to congratulate him on his new appointment and explore areas of possible cooperation that the two institutions can undertake. FNB Namibia has expressed interest in funding housing projects that the City is undertaking, particularly the affordable housing initiative. Windhoek Mayor Joseph Uapingene who expressed his gratitude for the courtesy call said the City of Windhoek is looking for sponsorships for social projects such as the renovation of an orphanage house in Eros, which the City wants to turn into a safe house for street kids.

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