



The mountain aloe is the official logo of the City of Windhoek and an important element of our corporate identity - appearing on municipal vehicles, buildings and stationery.

2023

The Gateway to Endless Opportunities

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The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



LET'S SAVE ENERGY AT WORK



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



Issued by: Office of the Chief Executive Officer
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City of Windhoek

About 70 Windhoek men attended the COW male engagement event in Goreangab in April aimed at encouraging men to live healthy lifestyles. Read more on Page 7





Editor: Lydia Amutenya,
section head, Corporate Communication

other hazards, most veld fires are caused by human activity and should be prevented. Hence, residents in fire-prone areas should plan and avoid destruction to the environment and damage to properties because of veld fires in and around the City of Windhoek. We are sharing some veld fire prevention tips in this issue.

Our Environment Division is planning an exhibition on June 9 to highlight the efforts made towards environmental sustainability as we attempt to find solutions to plastic pollution in our environment and surroundings. Efforts aimed at sustaining the environment are very important to our city, particularly because cleanliness is a topic close to our hearts. The World Environment Day celebration coming up is an important day in our environment, and globally, awareness is being emphasised especially on this day to encourage citizens to put more efforts into ensuring that their environment remains sustainable.

A city that is working towards sustainability and caring for the environment must prioritize cleanliness, and all efforts in this direction should be supported. I am therefore urging all our residents, wherever you find yourself in Windhoek, to keep our city free from litter and pollution. Your efforts in protecting our environment will go a long way towards sustainable environmental management. Let us act decisively and innovatively and implement all necessary measures to restore our environment.

Happy 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 cwcommunication@windhoekcc.org.na.

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Information, education and communication material developed by: Marketing section

Photos by Corporate Communication

Editorial

Dear readers of the Aloe,

I am pleased to welcome you to yet another issue of the Aloe. In this issue, we are bringing you some of the highlights of activities that happened during the period under review. It is important to mention that this year's rainy season ended without bringing much relief in terms of water inflow into the dams that are supplying the central part of Namibia, in which Windhoek is located.

As a result of the low inflow into the dams, we will be required to save at least 10% of our water consumption to survive the water scarcity and plan for at least two rainy seasons ahead. Consistent water savings would also save the residents money because the more you consume, the more money you pay, thus the importance of working together on this crucial assignment.

Winter is upon us, and it is during this season that we experience high incidents of veld fire. This year's vegetation growth presents a lot of dry grass and shrubs that can burn and quickly turn into a big, uncontrollable veld fire. Unlike many





Mayor's corner

Official statement by His Worship Joseph Uapingene, mayor of Windhoek, on the occasion of the ordinary council Meeting of 31 May 2023



Councillor Joseph Uapingene, Mayor of the City of Windhoek.

I greet you all with a sense of pride and hope.

After months of preparation which culminated in a budget workshop in May, I am happy that we were able to finalise the budget with the view to recommend it to the line minister, after this evening's discussions. Well done, to all the officials for your commitment and valuable inputs towards finalising the budget. That said, I must emphasise that we still find ourselves in a precarious situation with a need to focus on high impact priorities within the parameters of a constrained budget whilst finalising our financial recovery plan, cost reduction efforts, seeking funding for key projects, and moving towards an unqualified audit. This is the key message reflected in the 2023/2024 budget which will be tabled later this evening.

However, there are also opportunities to unlock critical economic development revenue-generating

streams, expedite the land delivery projects and exit the existing land delivery PPPs, for example. We need to find innovative ways to manage our finances with a holistic approach that addresses amongst other, organisational issues such as culture, structures, processes, productivity, and consistent, robust leadership. As leaders of this great institution the onus is on us to steer this ship in one direction and right now, our financial position calls for drastic, bold decisions and deliberate actions within a limited timeframe to arrest the situation we are in. I am confident that we all appreciate the tough decisions that lay ahead of us, and it is up to us to commit.

This brings me to the second reason why I address you with a renewed sense of hope. The long-awaited search for a substantive Chief Executive Officer is now concluded and I hereby officially announce with great excitement and gratitude, the appointment of Mr. Moses Matyayi as the new Chief Executive Officer for the Municipal Council of Windhoek, effective 1 August 2023. The appointment of a substantive CEO serves as a critical first step towards ensuring the stability of the organisation and it is my belief that through the planned efforts to ensure a conducive environment for the incumbent CEO, the objectives and mandate of Council would be effectively executed.

I would also like to take this opportunity, by way of a caution to all, that the onboarding process of the new CEO is a very important exercise and sets the tone with which the incumbent CEO experiences his first 90 days and his expectations in office. Therefore, and under no

circumstances, will any attempts to undermine the onboarding process nor attempts to influence or lobby the new CEO, be tolerated. I am aware of such attempts over the last few weeks, and I strongly emphasise, the need to allow for a smooth transition. Together with the Acting CEO and Human Capital and Corporate Services Department, I will ensure that all checks, balances, and onboarding efforts occur, along transparent, ethical means for the good of the organisation and our residents.

In conclusion, I believe that everything happens for a reason and indeed the confirmation of the new CEO coincides with the submission of the 2023/2024 Budget and commencement of the new financial year which is 1 July 2023. I see this as an opportunity to set aside past fractures in leadership with a sense of renewed enthusiasm with a leader at the helm. Let us open our hearts and minds to this gift and work in unison and above all, as the Book of Thessalonians (5:16-18) teaches us: Let us "rejoice always, pray continually, give thanks in all circumstances, for this is God's will for you...". So let us forge ahead and welcome the new CEO with integrity, honesty, and a call to serve and leverage this Municipal Council of Windhoek, as a global contender.

The true test resides in all of us as leaders, to usher in a new paradigm and augment the foundations that we have built, in the spirit of progress, efficiency, service delivery and adherence to governance principles. With these few words, I thank you all.





Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON WEDNESDAY, 31 MAY 2023

Compiled by Cillie Kapolo (Communication officer)

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

1. Appointment of the substantive Chief Executive Officer of the City of Windhoek



The Windhoek Mayor, Cllr Joseph Uapingene officially announced the appointment of Moses Matyayi as the new substantive Chief Executive Officer of the City of Windhoek, and he is expected to assume duty effective 1 August 2023.

The appointment of a substantive CEO serves as a critical first step towards ensuring the stability of the organization and that Council objectives and mandates are effectively executed.

The Council wish for a smooth transition and will ensure that all checks, balances, and onboarding efforts occur, through transparent and ethical means, for the good of the organization and residents.

The Council therefore welcomes the new CEO with integrity, honesty, and a call to serve and leverage the Municipal Council of Windhoek, as a global contender.

2. Motion - Councillors as development ambassadors and champions



Cllr Amupanda put forward a motion that individual councillors be allowed to conceptualize, mobilize, initiate and submit developmental initiatives/projects to the council, which are aimed to assist the city in meeting developmental plans. The motion states that elected members of Councillor took an oath of office, with a code of conduct having been developed and passed individually. Code 3(1)(a) places an individual obligation to members of the council to **“represent the community of a local authority area as a whole”**. Thus, individual members of the council have a role and obligation, particularly towards the development of the local authority area. The motion further submits that the developmental projects to be initiated by councillors must have regard to the Local Authority Act, Code of Conduct. According to the motion, the initiation of the developmental projects should be aligned to the strategic and annual plans of the council, may not cause the council any financial implications, and are to be submitted to the council for approval. Moreover, the motion requests that the office of the Chief Executive Officer and relevant heads of departments provide appropriate support to the council in the course of conceptualizing and initiating these development initiatives. The motion was passed without objection and referred to the management committee.

3. Update on the water supply to the municipal council of Windhoek and activation of the emergency borehole scheme.



The water supply to the Municipal Council of Windhoek is affected through the three-dam system of the Von Bach, Swakopoort and Omatako dams. These Dams are all rainfed, and thus, if there is no rain, there will be no inflow of water into these dams. Whilst, the Municipal Council of Windhoek is highly reliant on bulk supply from NamWater, it has a limited supply of resources to augment this supply during normal supply and seasonal drought occurrences.

Although the Swakopoort dam's level is still 72.3%, it is important to note that its water quality is poor, besides the fact that the transfer system which links it to Von Bach dam is very unreliable with regular interruptions. The Omatako dam is virtually empty and the Von Bach dam is currently only at 26.8% capacity. Taking the high evaporation rate into account, the available water in the three combined dams is not sufficient to supply Windhoek for a period of two years if no inflow materializes, and the Windhoek emergency borehole scheme is not activated.

With respect to the current situation, the most relevant category to be declared going forward is category C (water scarcity), which dictates that the municipal council of Windhoek should enforce water restrictions to





be able to reduce water demand by 10%. The impact of this water demand management category on residents is that:

- o Gardens may only be watered two times a week;
- o Vehicle may only be washed using buckets no (handheld hose);
- o Swimming pools should be covered with pool covers at all times;
- o No water features such as a fountain allowed;
- o Water reuse where possible is encouraged;
- o Four block water tariffs move to a lower volume consumed per month before penalty tariffs apply- to encourage water saving;
- o Residents are expected to do daily water meter readings to identify water leakages; and
- o No water leakage rebate will be allowed.

4. Establishment of a trilateral cooperation relationship between the cities of Windhoek, Durban (South Africa) and the free Hanseatic City of Bremen (Germany)

Council has resolved to approve the cooperation relationship between the cities of Windhoek, Durban (South Africa) and the free Hanseatic City of Bremen (Germany). The cities of Windhoek and Bremen have been cooperating since 2000, building on a long historic relationship that includes support for Namibia's independence by the people of Bremen. Likewise, within the global south, the cities of Windhoek and Durban have been exchanging on projects of mutual interest, primarily on environmental management, sanitation and climate change. It is important to note that both the cities of Windhoek and Durban are respective sister cities to the Free Hanseatic City of Bremen. Hence, to their symbiotic relationship and synergy, the three cities have been cooperating in an informal framework, and have shared stages on various international platforms.

On the occasion of the Municipal Partnership Conference for German Cities and their global south counterparts held in Dresden, Germany, which was followed by a co-ordination workshop held in Bremen in October 2022, the cities of **Windhoek, Durban and Bremen** echoed the realization and overall need to formalize their rather mutually beneficial relationship.

This partnership will be geared at exploring future common topics and projects under the overarching framework of implementing the sustainable development goals - a joint commitment for all three cities. The parties have expressed a desire to cooperate in the following areas:

- o Climate change and adaptation
- o Sustainable Urban and economic development
- o Environmental Protection and environmental health
- o Social Cohesion and community development
- o Smart cities and digitization; and
- o Knowledge exchange

5. Naming and Renaming of streets Council has resolved to approve street names as follows:



- Road 4 in Rocky Crest Extension 4 is to be named in honour of the late **Chief Kamaituara Kukuri** and be known as **Kamaituara Kukuri Street**
- Road 6 in Rocky Crest Extension 4 is to be named in honour of Judge Bryan O'Linn and be known as **Bryan O'Linn Street**
- Sin Street in Dolam, Katutura to be renamed in honour of the late **Ulrich Paulino**
- Road 12 in Rocky Crest Extension 4 is to be named in honour of the late **Aaron Shihepo**
- An arterial or collector street in one of the extensions of the approved township developments of **Farm Ongos no. 38** to be named in honour of Gaeb Justus /Urehe //Garoeb, and be known as **Justus //Garoëb Street**
- An arterial or collector street in one of the extensions of the approved township developments of Farm Ongos no.38 to be named in honour of the late **Mvula Ya Nangolo**
- A street without a name in Oshetu Community (formerly known as Katutura Single Quarters) to be named **Kapana Street**
- Road 3 in Goreangab extension 5 (Windhoek Waterfront Township Development) is to be named in honour of the late **Emir Abdelkader**
- Road 8 in Rocky Crest Extension 4 is to be named in honour of the late national historical figure and liberation stalwart **Jacob Marengo**
- Road 11 in Goreangab Extension 5 (Windhoek Waterfront Township Development) is to be named in honour of the late **John Nankudhu**
- One of the formal streets in any of the upcoming township development to be named after the late **Elombe Brath**
- Section of Otjomuise Road (+_ 6km in length) that extends from Sam Nujoma Drive to be reserved and renamed in honour of the late **Gaob Medusalag Xamseb**
- The street that has been approved to be known as Dr Theo Ben Gurirab Street in Elisenheim Lifestyle Village is to be named in honour of **Gaob !Garikorob**
- Road 14 in Rocky Crest Extension 4 is to be named in honour of **Festus Major Kamburona**
- A street in one of the extensions of the approved township developments of Farm Ongos no.38 is to be named in honour of honourable **Ngarikutuke Tjiriange**
- The newly arterial road stretching from Sam Nujoma Drive leading to the upcoming township of the Ongos Valley is to be named in honour of the late **Captain Jonker Afrikaner**
- Road 13 in Rocky Crest Extension 4 is to be named in honour of the late **Karl Haukaa Kazondunge**
- The following roads in **Rocky Crest extension 4** are to be named as follow:
 - o Road 2 Simon Hiskia Street
 - o Road 3 Josophat Gawa !Nab Street
 - o Road 6 Frans Kambangula Street

Please take note that the above are only highlights of the council meeting. More details about all the items discussed are available on our website through this link: https://www.windhoekcc.org.na/coun_agenda.php

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



The Windhoek /Ae //Gams Cultural Festival is back and better than ever!

By **Cillie Kapolo** (Communication officer)



Local vendors, for the love of traditional food



One of the competitors in the Potjie Kos competition



The judges of the Potjie Kos competition hard at work



Traditional fashion show

It was once said culture makes a nation, hence, the Windhoek /Ae //Gams Cultural Festival is back. The festival, which was established in 2001, was put on hold for the past seven years due to financial constraints and the strain of COVID-19. The wait, however, is finally over, as the event took place on the 28th to 29th of April 2023, at the City

of Windhoek upper parking lot.

The thrilling event managed to attract a huge audience of arts and culture lovers and local content consumers. The purpose of the festival is to bring together all Namibians in celebration of the city's cultural diversity and richness. This

year's event was celebrated under the theme "the place where we live", which aims to embrace the unique experience of the city's narrative, giving residents and visitors a peek at what Windhoek is all about.

The Windhoek /Ae //Gams Cultural Festival made sure to cater for different people of different interests and ages in the arts and cultural realm, from the interactive craft classes to the traditional performances and cuisines, which provided a glimpse of the Namibian culture. Not to forget the unforgettable fashion show, drama, comedy and music that showcased the diversity and talent of local artists, including Sunny Boy, Big Ben, the College of the Arts Band, Wild Dogs Oviritje music group and many more.

One of the highlights of the festival was the opportunity to taste and enjoy mouthwatering local and international cuisines under one roof. Ojjiherero, Oshiwambo, Damara/Nama, Afrikaner, Angolan, Chinese and Indonesian dishes were all available. The event attracted more than 35 vendors, contributing to local economic development. Activities for kids were also available, which included jumping castles, face painting, pedal carts and visual arts classes among others.



Windhoek Residents Mayoral Trust hands over a donation worth N\$140 000

By **Cillie Kapolo** (Communication officer)



The Windhoek Mayor, Cllr Uapingene, with Deputy Mayor, Cllr Lombardt, and Junior Mayor, Cllr Shapumba handing over the school winter jerseys donated by Windhoek Residents Mayoral Trust

The Windhoek Residents Mayoral Trust donated 500 winter school jerseys valued at N\$50 000 to vulnerable learners from various primary schools in Windhoek. Officially handing over the donations was the City of Windhoek mayor, Cllr Joseph Uapingene, who said that it is important to assist the needy learners who lack the basic necessities to stay warm at school during this cold winter. The donation will benefit learners from the following primary schools: Tobias Hainyeko, Otjomuise, Baumgartsbrunn, Namibia, Khomasdal, Dordabis and Havana. "We believe that these jerseys will serve as

a shield against the biting cold winter, offer comfort and protection, and enable all our learners to concentrate on their school work without the burden of harsh weather conditions," says Uapingene.

Freddy Sheetekela, a teacher at Otjomuise Primary School who spoke on behalf of the school beneficiaries, thanked the council and the residents for the support. He said a winter jersey carries great significance, as it protects a child from the cold and sickness, and helps keep a child in school. Sheetekela stated that the education

sector should not rely on government alone for assistance, and further called on more individuals and organizations to emulate the same example.

The Trust also donated N\$3500 towards sport gears, to a local sports club known as Tumella Athletics Club, and study grants worth N\$90 000 to university students. Cllr Joseph Uapingene stated that although the key mandate of the city is to provide municipal services, it is imperative to recognize the harsh realities and social

welfare challenges facing the city's residents, especially the unemployed and those living under impoverished conditions in the informal settlement. In this context, the Windhoek Residents Mayoral Trust, previously known as the Windhoek Mayoral Fund, was registered as a legal entity in 2022, in order to offer support to vulnerable residents and social welfare cases. To accomplish its goals, the Trust depends on the support of the community, both individuals and corporate partners, through donations and fundraising activities.



Tumella Athletics Club receiving a donation of \$3500 towards sport gears

Male engagement: A crucial step in combating HIV/AIDS and gender-based violence in Windhoek

By **Botha Ellis** (Communication officer)



Engaging for good: About 70 Windhoek men attended the COW male engagement event in Goreangab in April aimed at encouraging men to live healthy lifestyles.

Windhoek faces significant challenges in the form of HIV/AIDS and gender-based violence (GBV). To empower, train and protect communities, the City of Windhoek (COW), in collaboration with UNAIDS and the Walvis Bay Corridor Group Wellness Service, is implementing a number of male engagement events across the city. This forms part of our community sensitization activities to reduce the spread of AIDS, and the associated stigma and discrimination, and prevent cases of GBV, to minimise its effects on communities. While efforts to address these issues have made progress, a crucial factor in achieving lasting change is male engagement. The involvement of men is vital for both the prevention and mitigation of these interconnected crises. By actively engaging men in conversations, education, and advocacy, we can foster positive behavioral change

and create a more inclusive and equitable society. The aim is to involve around 500 Windhoek men through four sessions by August this year.

In April and May, two sessions were held in Goreangab and Otjomuise respectively, with 150 men sharing their thoughts and experiences. One of the fundamental aspects of male engagement is challenging harmful gender norms that perpetuate the spread of HIV/AIDS and GBV. By encouraging men to question traditional notions of masculinity, which often promote violence, dominance, and risky behaviour, we can foster healthier attitudes and behaviours. Men play a crucial role in reducing the transmission of HIV/AIDS by practicing safe sex, including consistent condom use. Male engagement programmes provide sex education, emphasize the importance of regular HIV testing, and promote access to prevention methods such as pre-exposure prophylaxis (PrEP). A total of 1422 condoms and 90 health packs containing condoms, a shaving stick, sanitizer, pocket tissues and wet wipes were distributed during the engagement event in Goreangab.

In Goreangab, 15 participants went for HIV self-test screening during the event to get to know their statuses and discuss their options around prevention, treatment and support. During the session, some males expressed that it is right to beat the women for a justifiable reason. This



Man-to-man: Klaivert Mwangi is president of the African Youth and Adolescents Network (AfriYAN), and one of the consulting presenters during the male engagements.

was raised during the GBV discussion and was used to justify instances of GBV. Some men expressed that women are their property if they paid lobola for them. Others felt that homosexuality is an influence of the western culture and should not exist in our communities, while others expressed their conviction that according to their cultures it is okay for both men and women to sleep with their cousins. Some participants expressed concern that the law seems to be biased and against men as they are mocked or ridiculed when they report cases of GBV and are often asked "What have you done?" and told to "Be a man!" Male engagement requires addressing structural barriers that hinder men's access to HIV/AIDS and GBV services. Health systems must be responsive to men's





needs, providing inclusive healthcare, counseling, and support tailored to male experiences. Creating male-friendly spaces and programmes can encourage men to seek assistance without stigma or discrimination.

Male engagement is not about sidelining women or their struggles; rather, it involves mobilising men as allies in the fight against GBV. By educating men about the root causes of violence, fostering empathy, and promoting respect for women's rights, we can create a society where all individuals feel safe and valued. This shift in mindset and behavior is instrumental in breaking the cycle of violence. "Encouraging open dialogue about sexual health empowers men to take responsibility for their own well-being and that of their partners," explained Klaivert Mwandigi, president of the African Youth and Adolescents Network (AfriYAN) Namibia chapter, and one of the consulting presenters during the engagements.

Southern Africa has been disproportionately affected by the HIV/AIDS epidemic, accounting for a substantial percentage of global HIV infections. Men in the region are particularly vulnerable, with higher infection rates compared to women. In many cases, harmful gender norms and practices contribute to the spread of the virus. Concurrently, GBV remains alarmingly prevalent, affecting countless individuals and perpetuating a cycle of violence and trauma. Addressing male participants in Otjomuise, Theopolina Kueyo, the Equality and Rights for All officer at UNAIDS said: "It's critical that

we talk about the role that men have and must play for their health and wellbeing and that of their families and communities. Today's dialogue is a great opportunity for the attending men to reflect, appreciate and celebrate male role models in your communities. As UNAIDS, we hope this event will create greater interest among men for their health and help to address the social barriers they face."

The fight against HIV/AIDS and GBV in southern Africa requires a comprehensive and multifaceted approach. Male engagement plays a pivotal role in reshaping social norms, fostering healthier behaviors, and addressing structural barriers that perpetuate these issues. By actively involving men as allies and change agents, we can create a more inclusive society where everyone, regardless of gender, can



Partners: Theopolina Kueyo, the Equality and Rights for All officer at UNAIDS, addressed the participants of the Otjomuise engagement around the UN's goals to help end HIV/AIDS in Namibia.

lead safe, healthy, and fulfilling lives. Efforts to combat HIV/AIDS and GBV must continue to prioritise male engagement, recognising its transformative potential in Windhoek and beyond.



Testing: The Walvis Bay Corridor Group Wellness Service assists with voluntary HIV testing and screenings during the male engagements.

Keeping the city clean with Otto Thomas

By **Cillie Kapolo** (Communication officer)

Many people have ideas of making a difference in their communities, but how many do actually act on those ideas? Well, meet Otto Thomas, one of the few making a difference in their community, his interest being environmental sustainability. Otto's passion for keeping the environment clean had been engraved in him for a long while; however, he could not dedicate more time because he was in full-time employment.

"Now that I have retired, I feel like I have more time on my hands to perform

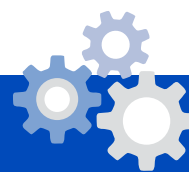
my volunteering role," he says. Otto was working as a police officer at the Namibian Police Force before reaching retirement age four years ago. He took his retirement as an opportunity to put his packed-away vision into reality and urges many to do the same. He says that retirement is something that should not be looked at with dread, senior citizens can volunteer in many projects that are aimed at uplifting their communities while at the same time keeping themselves active and healthy.

Otto's mission is to create and maintain

a clean environment, making life healthier, less stressful, and more pleasant. He says he wants to improve



: Otto uses his car to pick-up refuse bags from houses in his neighborhood of Max Mutongolome, Havana



the self-image of his neighbourhood, the Max Mutongolume location in Havana, Windhoek. What makes Otto's actions exceptional is the passion and dedication he puts into his volunteer role of keeping his neighbourhood clean. "I do this out of my own heart, I use my car, and my petrol", he says. He has been cleaning his area and collecting garbage with his best buddy by his side, a dog that goes by the name of Teacher. Otto says his dog is his protector and best companion.

Otto's good heart has recently inspired a member of his community, Amon Haimbodi to join the green train. "This young man just joined me recently, and he assist by loading refuse bags into the car," he says. "We basically pick up refuse bags from house to house, and sometimes we arrange for cleanup campaigns within our



Otto with his best buddy 'Teacher'

community of Max Mutongolume," he says. Otto wants the municipality or any good Samaritan to donate refuse bags that can help him perform his volunteering duties efficiently. He hopes to see many more people join the initiative or start similar ones in their communities, all for the sake of our beautiful city, Windhoek.



Otto inspired a member of his community, Amon Haimbodi to join the green train

Embracing restorative justice in strengthening community safety and security

By Botha Ellis (Communication officer)

In traditional criminal justice systems, the primary focus has often been on punitive measures such as incarceration, fines, and probation. However, in recent years, a paradigm shift has taken place, emphasizing the significance of restorative justice in crime management. Restorative justice approaches seek to repair the harm caused by criminal behavior by involving all stakeholders and fostering a sense of accountability, healing, and reintegration. The City of Windhoek realises that by prioritizing dialogue, empathy, and community involvement, restorative justice holds immense potential in promoting long-term community safety and security. On 19 April we presented a panel discussion on this topic, themed "Understanding the restorative justice approach in crime management," at the Katutura Community Reading Room.

The engagement was attended by Katutura youth and members of the Khaimabasen community working group. Trudy Geises, the head of our Youth Development section in the

department of Economic Development and Community Services said during the discussion: "The objective is to share knowledge and experiences in youth safety and security and restorative justice. The aim is to assist the community to create a safer environment through diversion programmes and help them gaining knowledge on how to handle delinquent children that regularly clash with law enforcement."

According to Trudy Geises, the head of our Youth Development section in the department of Economic Development and Community Services, female members of the so-called Damara 1 and 2 community areas in Katutura approached her office in 2021 with concerns about the delinquent behaviour of children in their community. They wanted to explore how the City of Windhoek could assist them in addressing the problem. "As mothers, they were very concerned and in many ways, helpless. At that stage they had tried everything they could, with the knowledge and resources at their disposal, but they

needed more assistance," said Trudy. The group then decided to start at the beginning and look at the contributing factors of the crimes committed by the youth in the area. Trudy and her team worked with community members to explain the theory behind a person as a whole, including the social, emotional and physical aspects of who we are. That was followed by a household-level survey, involving 68 formal houses and 20 informal houses, to understand the environment within which these children are growing up and the challenges they face at home. Trudy explained: "We discovered that most of these households were completely dysfunctional. They were not functioning as a family unit, with everyone coming and going as they pleased. There were no rules and very little communication between family members. Family value systems were unclear and substance abuse was prevalent. Emotional, sexual, and physical abuse were taking place, children were neglected, and food insecurity was experienced by most. This could be attributed to the silo





approach to family life and members not combining their resources to the benefit of the whole family.”

The survey outcomes guided the team’s interventions to try and restore a more conducive family environment among the affected households. Particular focus was placed on restorative justice initiatives among the youth as it was found that children as young as five and six years old already started with petty crimes of theft, intimidation and fighting – especially among peers. By the time they turn 12 or 13 years of age, they would’ve had run-ins with the law already. Restorative justice is an alternative approach to crime management that places victims, offenders, and the community at the center of the justice process. It aims to address the harm caused by criminal acts through a collaborative, inclusive, and transformative process. Unlike punitive measures that often result in societal fragmentation, restorative justice focuses on repairing relationships and restoring the social fabric. The keynote speaker at the discussions, activist and director of Women Solidarity Namibia, Rosa Namises, explained some of the key principles and practices of restorative justice to the participants:

Inclusion and dialogue: Restorative justice recognises the importance of involving all affected parties in the resolution process. It promotes open dialogue, enabling victims to express their feelings, needs, and expectations, while offenders gain insight into the consequences of their actions. Facilitators play a crucial role in ensuring respectful and meaningful communication.

Accountability and responsibility: Instead of merely punishing offenders, restorative justice emphasises accountability. Offenders are encouraged to take responsibility for their actions, acknowledging the harm caused and actively seeking ways to repair it. This process empowers individuals to make amends, develop empathy, and prevent future reoffending.

Healing and support: Restorative justice recognises the significance of healing for victims, offenders, and the broader community. It provides opportunities for victims to voice their pain and receive validation, while offenders are encouraged to understand the impact of their behaviour and work towards

personal growth. Community members, as both supporters and witnesses, contribute to the healing process by reaffirming shared values.

Drawing from her own experiences as a human rights activist during the Apartheid years in Namibia, Rosa also elaborated on the benefits of restorative justice for community safety and security:

Reduced reoffending: By addressing the root causes of criminal behaviour and promoting offender accountability, restorative justice initiatives have shown promising results in reducing reoffending rates. When offenders are actively engaged in the restoration process, they develop a stronger sense of empathy, responsibility, and belonging, making them less likely to repeat their harmful actions.

Empowering victims: Restorative justice recognises the importance of giving voice and support to victims. By involving them in the resolution process, victims experience validation, closure, and a sense of control. This empowerment contributes to their healing process, reduces the risk of re-traumatisation, and restores their faith in the justice system.

Strengthening community bonds: Restorative justice actively involves the community in the justice process, forging stronger bonds among community members. By facilitating dialogue and shared decision-making, it fosters a sense of collective responsibility for maintaining community safety and security. This collaborative approach builds trust, resilience, and social cohesion, making communities more resilient to crime.

Cost-effectiveness: Traditional punitive measures often place a heavy burden on the criminal justice system and the economy as a whole. Restorative justice, on the other hand, can be a cost-effective approach. By reducing reoffending rates, it lessens the strain on correctional facilities and frees up resources that can be redirected toward prevention, rehabilitation, and community development.

Restorative justice offers a transformative approach to crime management that focuses on healing, accountability, and community involvement. By centering on the needs of victims, offenders, and the wider community, it has the potential to build safer and more secure societies. As we continue to explore innovative



About 30 youth and members of the Khaimabasen community working group attended a restorative justice panel discussion with the CoW in April.



Trudy Geises (left), the CoW head of the Youth Development section. With her is Josef Mabusu, one of the guest speakers during the discussion.



Rosa Namises, guest speaker and human rights activist, gave an overview of what restorative justice entails to participants during a CoW workshop on the topic.

solutions for crime prevention and rehabilitation, embracing restorative justice principles can be a vital step towards a more just and harmonious future.

The City of Windhoek Youth Development section is responsible for the Junior Council programme, community libraries and the Youth Development Programme – also focusing on the out-of-school youth. Trudy Geises, the head of our Youth Development section can be reached on 061 – 290 3508 in the department of Economic Development and Community Services which is headed by James Kalundu, reachable on 061 – 290 2702.



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/cowmunicipality



/cowmunicipality



/cowmunicipality



www.windhoekcc.org.na



The city prepares for fire season

By **Abigail Beukes** (Online communication officer)

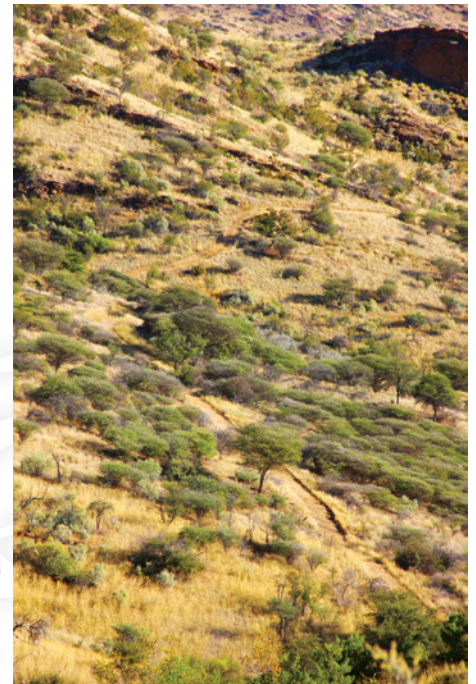


Firefighters collaborating with the Disaster Management Division in their joint endeavour to clear vegetation and create firebreaks.

Alongside considering wind direction and vegetation, the meticulously maintained firebreaks effectively impede the rapid spread of fires and ensure convenient accessibility for firefighting teams.



Pascal Munikonzo, an Officer specializing in Disaster Risk Management, pictured in front of one of the numerous firebreaks



Firebreaks resembling gravel roads can be seen in the vicinity of Eros.

The Disaster Risk Management division of the City of Windhoek has proactively taken measures to prevent and prepare for field fires. These efforts involve strategically placed firebreaks, which resemble gravel roads, to serve as robust barriers, impeding the spread of fires and acting as protective firewalls.

These precautions hold significant importance during the annual winter fire season, when the heightened dryness of grass makes it more susceptible to ignition. In collaboration with the fire brigade, the department identifies fire-prone areas and work towards completion of firebreaks. Disaster Risk Management Officer, Pascal Munikonzo explained that this comprehensive approach not only safeguards human lives and property but also contributes to the conservation of diverse wildlife populations, including kudus and leopards. The fire breaks cover the distance of 40 km in the areas of Ludwigsdorf and Eros.

uncontrollable bush fire. "Unlike many other hazards, most bush fires are caused by human activity and can be avoided", he says. Sikongo urges residents in fire-prone areas to plan and avoid destruction to the environment and damage to properties as a result of veld fires in and around the city of Windhoek.



A yellow bulldozer was employed for the purpose of clearing a stretch of land spanning 40 kilometres.

According to Senior Station Officer for Community Safety Awareness and Education, Phillipus Sikongo, this year's vegetation growth presents a lot of dry biomass (grass) that can burn and quickly turn into a big,



The Disaster Management Division strongly urges residents within the Municipal Area of Windhoek to contribute to wildfire prevention efforts by promptly reporting any fires to the designated hotline number, 061 211111.



Outdoor advertising: on-premises business signs (Class 28)

Contributed by Fortune Kauautuku (Outdoor Advertising team)



The Municipal Council of Windhoek has an outdoor advertising policy, which provides sets of principles governing the use of land and buildings for the purposes of outdoor advertising within the jurisdiction of Windhoek. The policy strives to strike a balance between outdoor advertising opportunities on the one hand and business growth and development on the other.

As the City is expanding rapidly, it has become increasingly obvious that businesses are experiencing more and more competition and as such, there is increasing demand for visibility (locality marketing) who then go on to erect bigger and more elaborate business identification signs. Thus, the Outdoor Advertising Unit with this article aims to alert all business owners on some of the pertinent considerations and criteria for **ON-PREMISES BUSINESS SIGNS** that must be adhered to by companies operating within the jurisdiction of Windhoek.

This article further aims to inform residents, specifically the business community, of Class 28 of the Outdoor Advertising Policy. According to the Outdoor Advertising Policy this class, on-premises business signs, refers

to locality-bound signs which are aimed at:

- identifying and locating businesses, enterprises and industries in urban areas as well as businesses; and
- enterprises at centres of economic activity in natural and rural areas, including farm stalls and other enterprises on farms and smallholdings.

On-premises business signs are allowed in all areas of control, i.e., areas of maximum (only centers of economic activity in residential areas), partial and minimum control but Class 28 **does not include small businesses (home occupation) on urban residential sites/erfs** or in buildings that were originally constructed for residential or community purposes (see Class 27 for small/home businesses in residential areas).

On-premises business signs are locality-bound first party advertising signs that are erected by a business (advertising itself and/or its products) on the site or erf from which the business operates. **Third party advertising signs i.e., a sign of a business that is not operating from that specific erf, are not allowed under Class 28.**

The Class 28 applies to all **businesses, enterprises and industries that are conducting business in urban areas or at centres of economic activity and this includes businesses that are renting in a complex or free-standing business.** Such businesses can make use of this Class 28 to advertise its product/service on that specific premise/erf if that business is within the authorised areas.

The Outdoor Advertising Unit encourages the business community and anyone that might want to make use of signage to promote its business and to reach its target customers to familiarize itself with the prevailing Outdoor Advertising Policy criteria, details of which can be found on the City of Windhoek website http://www.windhoekcc.org.na/documents/2_FirstCOWAnnexureCriteriaDifferent-typessignagePOLICY.pdf

Basic criteria to consider when erecting a Class 28 on-premises business sign:

The **size and height** of signs and the acknowledgement of **sponsors** allowed in this class, are as follows:

(a) SIZE

- Maximum control (ONLY center of economic activity): Maximum area: 6m²
- Partial control: Maximum area: 12m²
- Minimum control: Maximum area: 12m²

(b) HEIGHT

- Maximum control (ONLY center of economic activity): Maximum height: 7m
- Partial control: Maximum height: 7.5m (may be increased to 10m if allowed in town planning scheme)
- Minimum control: Maximum height: 7.5m (may be increased to 10m if allowed in town planning scheme)

(c) SPONSORS (name/logo)

- All permissible areas of control: Maximum of 50% of total sign area

The **position and spacing** requirements for this class of signs are as follows:

- Only locality-bound (first-party) signs/advertising panels.
- Individual free-standing on business premises only under specific conditions.
- One sign/one panel per erf, or (if on a corner erf) one per entrance (maximum two per erf).
- Placed close to enterprise or if not close or visible from road, then at the entrance road to the relevant property.

No formal application is required to be submitted to Council for this class of signage, however, the Department of Economic Development and Community Services urges individuals and companies to note the full conditions under which signage is permissible in areas of maximum control (residential) and to contact the Outdoor Advertising Unit on Tel: 290 3002 or Tel: 290 3198 should you have any queries.



The central area of Namibia may face water shortage

By Cillie Kapolo (Communication officer)



The central area of Namibia (CAN) may face a water supply shortage if the available water is not well managed. The water supply in the central area depends on the three-dam system: Omatako, Von Bach and Swakoppoort dams, and currently the combined full capacity of the three dams is at 36.1%,

compared to 59.2% at the same time last year. NamWater held its annual stakeholders' workshop on 29 May 2023, attended by all central area stakeholders. The workshop aimed to evaluate the effectiveness of previously adopted strategies and address the current situation regarding water supply to the CAN.

The stakeholders agreed on implementing several recommendations to ensure proper management and security of water supply over the next two rainy seasons. NamWater and the City of Windhoek being the primary implementers, are committed to, amongst others, adopting the water supply strategy for the central areas of Namibia that entails transfers, abstraction, and utilization of multiple available water sources, to ensure that water supply continues without any interruption. And to take concrete actions to deal with aging infrastructure, especially the transfer schemes, taking cognizance that large quantities of water, especially for Windhoek, must be transferred from outside its locality.

Although the combined dams capacity can still sustain the central area of Namibia until July 2025, Windhoek is expected to apply its water demand management measures and achieve a target of 10% water saving. All in all, the responsibility of water saving should be carried out by all, be it individuals, businesses, or any institutions, ensuring that every drop of water counts, and by saving it, we will be able to make a difference.

The City of Windhoek wishes to thank our partners for their generosity and support towards the successful hosting of the *Windhoek /Ae //Gams Arts and Cultural Festival 2023*.

City of Windhoek
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WORLD ENVIRONMENT DAY
09 JUNE

THEME: Solutions to Plastic Pollution

Exhibition Activities

- Visual Artwork
 - Fashion (Clothing, jewelry, hats, bag)
 - Decorations Accessories & Furniture
 - Engineering & Tech/Science Artwork
- Informative Exhibition
 - Recycling Efforts
 - Awareness Campaigns
 - Waste Handling Education



#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.

Good day, I would like to find out the process of applying for a fitness certificate from the City of Windhoek and the contact person.

Kindly contact our Section Head: Business Registration at 061 2902489 or via e-mail to Frieda.Mbenzi@windhoekcc.org.na or BusinessRegistration@windhoekcc.org.na for any queries regarding the fitness certificates.

Regarding the application process, you can download the fitness application form from our website under the "application forms" tab or pick one up from our Customer Care Centre. Complete application forms should be submitted back to our Customer Care Center.

The following documents should accompany your application form:

1. Namibian identification document/ valid proof of permanent residence/ valid working permit - valid for more than 3 months from the day of registration (for non-Namibians)
2. In the case of a business representative, the client should provide an ID / valid passport and a representation letter as per the board resolution
3. Proof of ownership of the premises where the business will operate (title deed) or copies of the lease agreement/sublease agreement/ letter of consent from the owner.
4. Proof of registration as a legal entity (in the absence of this registration, such a business will be registered in a natural person's or business owner's name).
5. The client must obtain consent (residential applications) for / a town planning certificate from Urban Policy Division.

6. Latest paid-up municipal bill (application will not be processed if the municipal bill is in arrears).

7. Once your application is submitted, inspections will be conducted by relevant stakeholders at the premises for compliance in terms of the nature of business by:

- Pollution Control (required for factories; tanneries; abattoirs; textiles; dairies; breweries and beverages; chemicals; food; dry cleaning)
- Emergency Management (for businesses operating from business premises)
- Health and Environment Services Division (Health Compliance Inspectors conducted on both residential and business premises by an Environmental Health Practitioner)
- Economic Development Division (for hawkers)
- Early Childhood Development (for preschools, crèches and kindergartens only);
- City Police; Roads and Transportation; Solid Waste Management

8. The client must attach medical certificates for food handlers (only applicable to food preparation premises)

City of Windhoek, do you also have a lost property department for items that might have been forgotten in your public transport modes, or is it "finders' keepers"?

The City of Windhoek keeps the things left in our public buses at the dispatch office located at our public transport division. Bus users can also call us at 061 290 2324 for anything left in our buses.

Good day, I am looking for my relative's grave, who do I contact in this regard? He passed away and was buried in 1975.

Kindly contact our Section Head: Funerals and Cremations for assistance at 061 61 290 3544 or via e-mail at Maria.lita@windhoekcc.org.na

Why are the dustbins not picked up today in Wanaheda, and if you have breakdowns please communicate, the same way we came to your offices if we are unable to pay our accounts.

Good day, kindly take note that dustbins in Wanaheda are picked up on Thursday and not Wednesday as you stated here. However, in instances where your bin was outside on the correct date and by the time that other bins were picked up and it was skipped, kindly call our solid waste management office at 061 290 3110 to arrange for pick up.





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

Happy Birthday!

Cllr Jürgen Hecht
31 May

Best birthday wishes from Council, Management and all employees!

The Gateway to Endless Opportunities

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

PUBLIC NOTICE

Electricity pre-paid meters resetting team moves to Kleinne Kuppe suburb

26 May 2023

Residents are hereby informed that the City of Windhoek will be carrying out the Token Identifier (TID) key change token exercise at **Kleinne Kuppe suburb** from **29 May to 16 June 2023**. Customers are urged to recharge all unused credit tokens purchased before the meter update, as they will no longer be accepted by the meter after the update.

The City of Windhoek is rolling out a TID project under which all electricity pre-paid meters in Windhoek are required to be reset by entering a key change token. The current pre-paid electricity metering Standard Transfer Specification-Five (ST55) token identifier will expire on **24 November 2024** for all meters. Therefore, a token key change is required to update the meters to ST56 to ensure that they continue working after the deadline.

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

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

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

Enquiries:
TID Rollover Project Enquiry
Tel.: +264 61 290 2242/3777
Email.: TID@windhoekcc.org.na
https://www.tidrollover.com/

Official identity cards



Official team and vehicles



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



The Gateway to Endless Opportunities

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

PUBLIC NOTICE

PROTECTING YOUR PROPERTY FROM VELD FIRES

26 May 2023

This year's vegetation growth presents a lot of dry biomass (grass) that can burn and quickly turn into a big, uncontrollable veld fire. Unlike many other hazards, most veld fires are caused by human activity and can be avoided. Hence, residents in fire-prone areas should plan and avoid destruction to the environment and damage to properties as a result of veld fires in and around the city of Windhoek.

Here are some tips on how to prevent veld fires:

- Clear vegetation at least three to six meters from your house boundaries adjacent to open spaces covered with grass and bushes.
- Do not dump garden refuse or any other combustible material in the veld or any other place other than the allocated dumping sites.
- For fire suppression, keep a garden hose connected to a tap that can reach the boundaries of your premises.
- Regularly clean your roof and gutters.
- Do not make fires in the open veld.
- Report veld fires as soon as possible.
- Report cases of deliberate fire setters.


Please note that whenever you are burning garden refuse:


- Notify the Fire Service at 061 211 111.
- Burn it in a barrel with a grid or grill over the barrel to prevent burning debris from flying around.
- Keep a garden hose connected to a tap handy to put out small fires.
- Never leave the fire unattended.
- Do it with the knowledge and consent of your neighbours.
- Remember, you are ONLY allowed to burn garden refuse between 10:00 and 16:00 and it should not be more than one cubic metre (1000kg) at a time.

When there is a thatched structure on your premises:

- Note the condition of the thatching. If the roof is eroded, consider replacing the eroded grass since it is highly combustible and catches fire easily.
- Keep a garden hose, long enough to reach the boundaries of your premises, fixed to a tap.
- Keep a long-handled metal rake at hand to remove burning debris from the thatch.
- When a sprinkler is installed on the thatched structure, everyone has to know where and how to open it.
- Keep your thatch free of debris or other combustible material.
- Make sure that no part of your thatch is hanging over the boundary of your premises.
- Remind your children about the hazards of a veld fire and keep work telephone numbers at hand for them or domestic workers to use in an emergency.

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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 Scarcity: Category C

10% water savings required

Effective from 1 May 2023

Referring to the 2019 Water Management Plan of the COW.

1. Outdoor Watering & Irrigation

- Turf grass only semi-purified, private twice weekly only
- Only hand water flowers and vegetable every second day
- No watering allowed during:
 - Oct. to April: 9:00 to 17:00
 - May to Sep.: 10:00 to 16:00

2. Washing Events

- Car wash at home, only with bucket and pressure cleaner.
- Commercial car wash, to conduct water saving & reuse.
- Fleet only weekly unless health and safety.
- Street cleaning & impermeable surfaces, only dry cleaning, otherwise only semi-purified water

3. Water Features

- Responsible filling of swimming pools with drinking water, pools shall be covered.
- Public pools conduct water saving
- No operations of outdoor fountains & water fall.

4. Commercial / Industrial Processes

- Tourism industry; Laundry restrictions; encourage water savings.
- Construction water savings, use semi-purified water.
- Commercial water reuse encouraged.

5. Tariff Program

- Tariff level 3 at >25 kl; level 4 at >40kl monthly
- Weekly water logging required
- One-month rebate only.
- Reduce water supply by 10% & close water when not in use.

6. Community Awareness

- Dedicate awareness raising & barometer communicated.
- Law enforcement fines & warnings.
- Dedicated education at schools and public campaigns.
- Public sector top 50 water consumers targeted.
- No wastage of waste water, to be drained into the sewer.

Consult the Water Management Plan at <http://www.windhoekcc.org.na>
Report Municipal water leaks to; Tel: 290-2402 /-2162 /-3777 /-2224 (Select 3)



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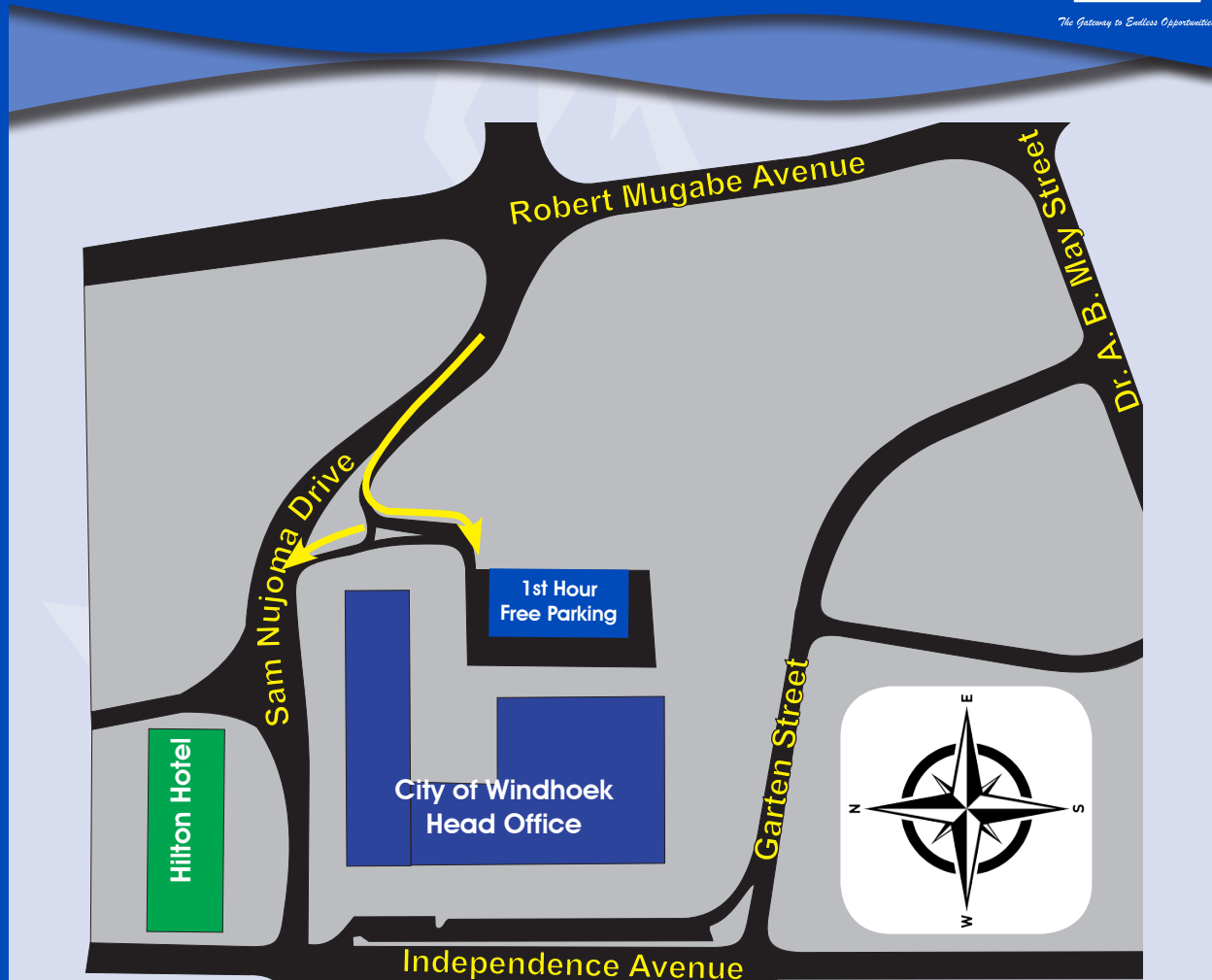


City of Windhoek

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The Gateway to Endless Opportunities



Upper deck public parking at the City of Windhoek

Do you struggle to get parking on Independence Avenue in front of our head office? You can find more public parking space on the City of Windhoek upper deck on the eastern side of the building! It's conveniently located in front of our Customer Care building with access to our cash hall from here as well. The upper deck parking entrance is accessible when driving westbound alongside Sam Nujoma Drive (opposite Hilton Hotel). Remember, the first hour of parking is free of charge! Above is a map of how you can get to the upper deck parking.



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

www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



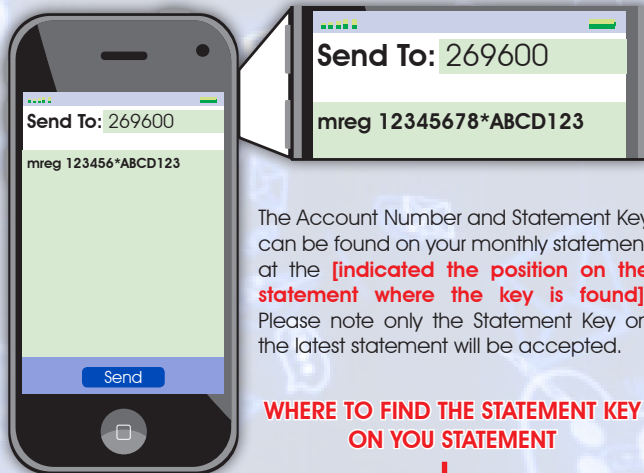
SELF-READING (SMS)

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

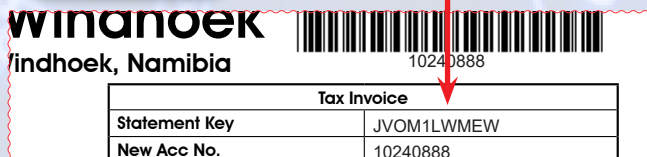
You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

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



The Account Number and Statement Key can be found on your monthly statement at the [indicated the position on the statement where the key is found]. Please note only the Statement Key on the latest statement will be accepted.

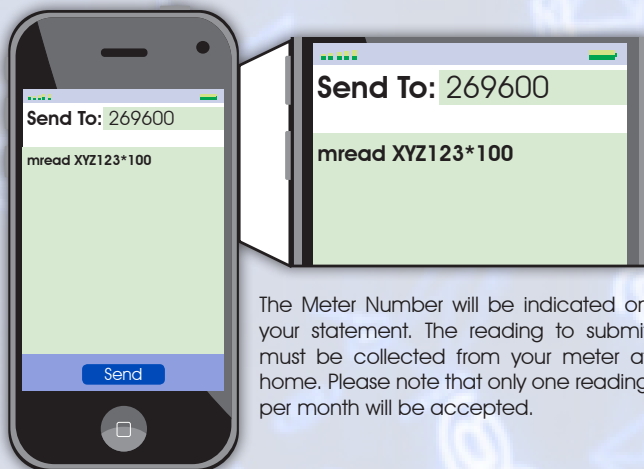
WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



2. Reading Submission

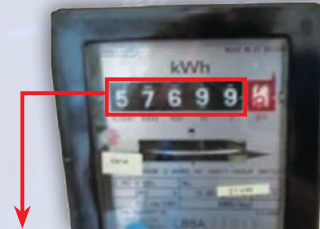
Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

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



The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted.

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.

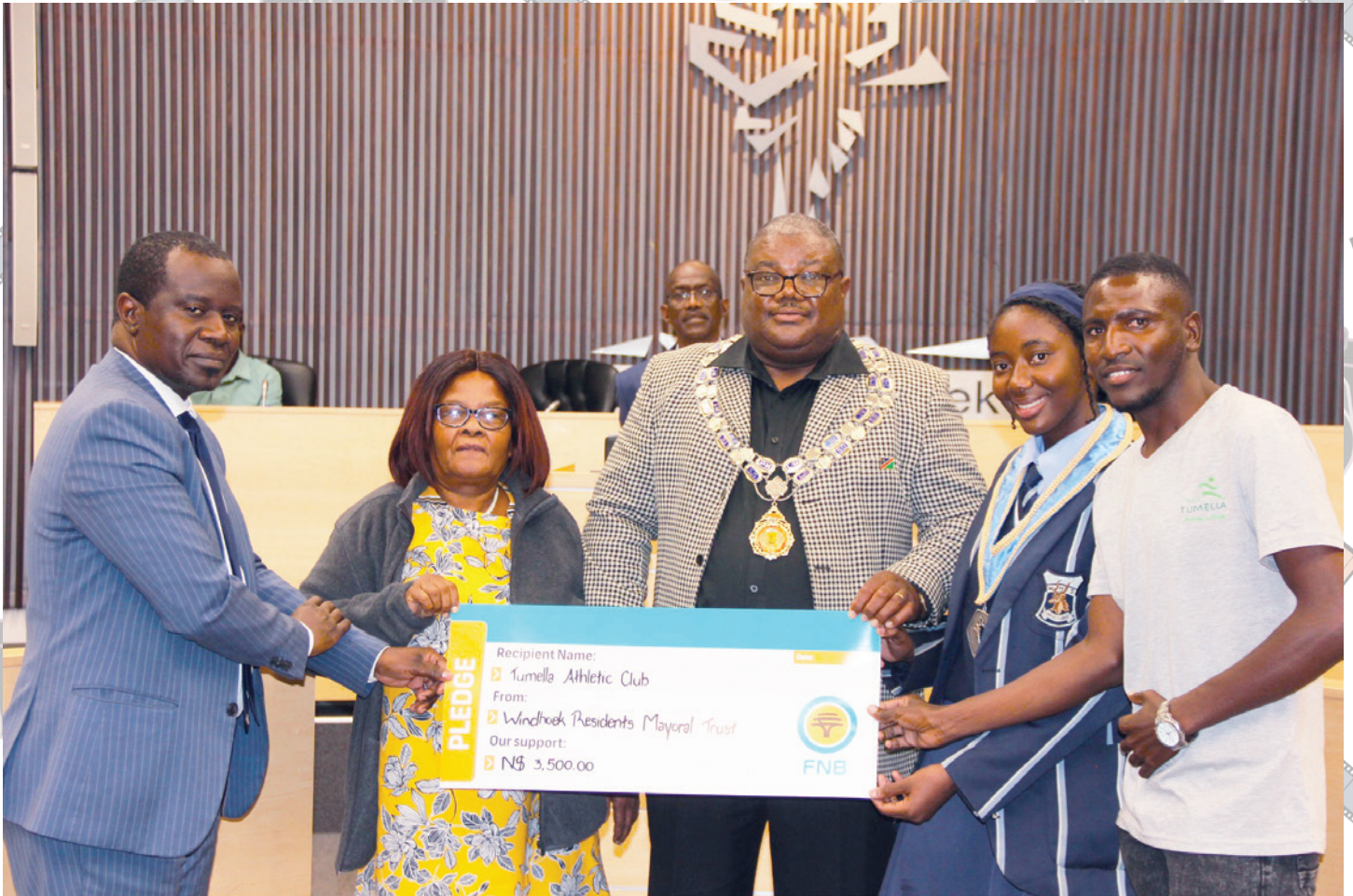
The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.

Issued by:

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



Aloe “seen around”



The Windhoek Residents Mayoral Trust donated 500 winter school jerseys valued at N\$50 000 to vulnerable learners from various primary schools in Windhoek. Officially handing over the donations, City of Windhoek Mayor, Cllr Joseph Uapingene, said it is important to assist the needy learners who lack the basic necessities to stay warm at school during the cold winter. The donation will benefit learners from the following primary schools: Tobias Hainyeko, Otjomuise, Baumgartsbrunn, Namibia, Khomasdal, Dordabis and Havana. “We believe that these jerseys will serve as a shield against the biting cold winter, offer comfort and protection, and enable all our learners to concentrate on their school work without the burden of harsh weather conditions,” says Uapingene. The Trust also donated N\$3500 towards sport gears, to a local sports club known as Tumella Athletics Club, and study grants worth N\$90 000 to university students. Cllr Joseph Uapingene stated that although the key mandate of the city is to provide municipal services, it is imperative to recognize the harsh realities and social welfare challenges facing the city’s residents, especially the unemployed and those living under impoverished conditions in the informal settlement.

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

The Gateway
to Endless
Opportunities

City of Windhoek

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Male engagement sessions

2023

*Healthy Men
for a Safe
Society.*

20 April Greenwell Matongo

11 May Chairman Mao
Zendong

20 July Maxuilli Center

24 August Soweto
Market

