



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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## MONTHLY WATER WATCH

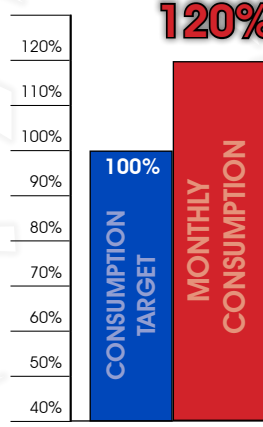
**October 2023**  
This month's water consumption is

**20% OVER** target:



Windhoek is experiencing , **Category C, Water Scarcity** **10% WATER SAVINGS** required to sustain the water demand.

For more information about our Water Management Plan, please visit our website, [www.windhoekcc.org.na](http://www.windhoekcc.org.na), and access the Info portal > Documents > Department of Infrastructure, Water and Technical Services.




**120%**

**100%**

CONSUMPTION TARGET

MONTHLY CONSUMPTION



**save water**  
EVERY DROP COUNTS

Report municipal pipe bursts, leaks and sewer blockages to our Customer Contact Centre on Tel: 290 3777 (Select 3) or email to [enquiry@windhoekcc.org.na](mailto:enquiry@windhoekcc.org.na)

Windhoek Shines a Light on its Informal Settlements. Read more on PAGE 8





**Editor:** Lydia Amutenya,  
section head, Corporate Communication

solutions to some of these challenges, the City's leadership has set a plan in motion, with the just concluded workshop on the Windhoek Urban Structure Plan, which will shape Windhoek's future layout. The Windhoek Urban Structure Plan guides future land use and development of Windhoek, with a particular focus on sustainable growth, economic progression, and inclusivity. Thus, environmental preservation and urbanization are at the forefront of the plan, emphasizing the need for a holistic approach as Windhoek prepares for a greener and more vibrant future.

According to the Sustainable Development Goals Report 2023, this is a global reality for many urban centers, as in 2020, approximately 1.1 billion urban inhabitants lived in underdeveloped areas, and this number is expected to nearly double in the next three decades. Addressing inequalities, mitigating high energy and water consumption, and reducing pollution are among the issues facing urban centers around the world. Goal 11 of the Sustainable Development Goals underscores the imperative of crafting cities that are inclusive, safe, and sustainable. With more than half of the world's population residing in urban centers—a number projected to increase to 70% by 2050—the call for sustainable urban planning is loud and clear.

At the City of Windhoek, our commitment remains unwavering. While drawing insights from global challenges, leveraging our unique strengths, and engaging our communities, we are determined to create a city that not only stands the test of time but is also a beacon of sustainable urban living.

May you find this edition worthy of reading until next time.

*Lydia*

## The Aloe Survey

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

**CLICK HERE**  
to take the Aloe Survey



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

Survey available on our website at:

[http://www.windhoekcc.org.na/aloe\\_survey.php](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](mailto:cowcommunication@windhoekcc.org.na).

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## Editorial

In a rapidly urbanizing world, cities face complex challenges and Windhoek is no exception, yet our commitment as per our vision to creating a sustainable future sets us apart. Our approach, while resonating with global urban dynamics, is uniquely shaped to respond to the needs of our community.

The City of Windhoek is unwavering in its dedication to providing sustainable solutions for its residents. A notable testament to this is the recent electrification initiative in Windhoek's informal settlements, which has lit up the lives of 3,515 households over the past five years. We anticipate electrifying an additional 4,000 households by 2028, depending on the availability of the necessary funding to realize this plan.

Urban centers like Windhoek are faced with challenges such as rural-to-urban migration, notably leading to growing informal settlements. Our city has witnessed a consistent urban migration rate of 3.3% annually since 2001. While this demographic shift brings opportunities, it also highlights disparities and heightens the urgency for municipal services.

In our efforts to find sustainable



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# Mayor's corner

## Statement by Mayor Joseph Uapingene at the council meeting of 28 September 2023

By Joseph Uapingene, mayor of the City of Windhoek

### Staff engagements with the CEO:

You may recall from my statement last month, the references made to the anticipated staff engagements with the CEO. I am very pleased to report that these engagements are well underway and will continue as part of the CEO's first 100 days in office. Feedback received thus far is very positive and encouraging so Mr. CEO, I commend you for the consistent effort made thus far to engage employees. The more we understand the organizational culture and values, the more responsive we will be in terms of aligning our organizational capabilities to the expectations of our residents and stakeholders.

### Introduction of Pre-paid Electricity and Water meters:

The installation of pre-paid water and electricity meters has faced challenges due to financial constraints and limited manpower. It is important to note that the electricity pre-paid installations have always been free for pensioners. However, the only requirement is that the pensioners apply for the installation of pre-paid electricity meters.

As for the pre-paid water meters, there are currently payment options available to pensioners and general residents, which are upfront payments or repayment of the pre-paid meter installation cost, over a maximum period of five years, deducted through the purchase of the unit at an interest rate of 11%.

### Elimination of consumption estimates:

When there is a pipe burst or leakage on the main line, the City of Windhoek bears the cost of the repairs as well as the losses - not the residents. However, when there is a leak on the resident's

property or after the water meter installation, the resident or owner is responsible for fixing the leak and the consumption. Therefore, we encourage residents to use the SMS system for self-meter readings to monitor consumption and detect leaks early.

### The Contract with Redforce:

It must be noted that the City charges 20% per annum on arrears, while Redforce charges 10% on amounts paid. Prior to the appointment of Redforce, clients' accounts were handed over to attorneys for further debt collection. Those accounts handed over for legal collection to external attorneys, accumulated vast amounts of debt, which placed a significant financial burden on the City and the clients since the attorneys charged legal fees even if they had not collected the amount from the defaulters. Whereas Redforce claims only 10% on actual payment received by the Council. The previous collection process proved to be costly, with no surety of financial benefit to the City or the client. Thus, the appointment of Redforce to collect debts on behalf of the City was deemed more financially viable.

I also reiterate that no pensioners' residential properties accounts are handed over to Redforce, and there is no interest charged on accounts handed over to Redforce for all residents, apart from the collection fee of 10% of each payment made.

### Debt Write-off:

The City is currently working on a proposal to write off debt for pensioners and interest for all residents. However, this process must be executed cautiously to ensure long-term sustainability.

### Effective Debt Management:

We are actively considering various

debt management modalities and are bound by legal mandates such as the Prescription Act and interest charges as per the Local Authorities Act. Therefore, we cannot freeze interest on arrears, and I urge the public to familiarise themselves with the relevant amendments. However, for pensioners' payment arrangements, a principal decision was taken by the City to charge only a 15% down payment, instead of the 33.33% requirement as per the City's Credit Control Policy. Therefore, I call on all of us to engage the Municipal Council of Windhoek and make the necessary arrangements to install pre-paid electricity and water meters.

### Public meetings:

Finally, the month of September saw the resumption of the annual public participation meeting cycle which will continue into the month of October. The public meeting forums are an important part of our stakeholder engagement efforts, and we remain committed to improving our communication and jointly seeking opportunities to find amicable solutions to the challenges we face. I want to encourage all our Councillors to attend these meetings and where necessary make arrangements amongst yourselves to stand in for each other, to ensure that we fulfill our obligations in terms of section 88 of the Local Authority Act.

**To conclude,** I wish to thank you all for a very productive month and remind us all, as the book of Psalm 133:1 says: "Behold, how good and pleasant it is when brothers dwell in unity." Let us hold each other accountable, help each other, and together be proud of what we achieve with dedication and prioritize the interests of our residents.



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# City of Windhoek to electrify 4000 households in the informal settlements

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

The Windhoek municipal council has approved a plan to electrify around 4,000 households in Windhoek's informal settlements within the next five years (2023 to 2028). The Five-Year Electrification Plan aims to build on the previous plan, which ran from 2017 to 2022. Since 2017, the City of Windhoek has been working on electrifying houses in informal settlements and has completed 3,515 service connections to date in the areas

of Otjomuise, Havana, Goreangab, One Nation, Okahandja Park, Ongulumbashe, Babilon, and Kilimanjaro. The electrification projects under the 2017-2022 plan were funded by the Ministry of Urban and Rural Development and NamPower (Pty) Ltd, with a total capital investment of approximately N\$45 million.

Proposed areas for electrification will be limited to demarcated erven located

within the informal areas mentioned in the table below. These informal areas were identified in consultation with the Department of Housing Property Management & Human Settlement, in accordance with the Development and Upgrading Policy. The implementation of the 2023-2028 electrification plan is expected to cost between N\$15 million and N\$20 million per year.

**Informal Settlement Areas electrification five year plan (2023-2028).**

	CONSTITUENCY	ERF/PTN	AREA	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	ALTERNATIVE
1	WINDHOEK RURAL		Mix Settlement (Mix Ext 1)		X				
		WINDHOEK RURAL	Groot Aub			X	X		
		ERF 3374	Otjomuise		X				
		ERF 3375	Otjomuise		X				
2	KHOMASDAL	ERF 3376	Otjomuise		X				
		ERF 3377	Otjomuise		X				
		ERF 1355	Otjomuise	X					
		ERF 3529	Otjomuise			X			
			Otjomuise EXT 6				X		
			Otjomuise EXT 7					X	
		Area opposite Otjomuise clinic	Otjomuise						X
		PTN 1018	FARM 508		X				
PTN 1019	FARM 508		X						
3	SAMORA MACHEL	PTN 1012	FARM 508		X	X			
		Goreangab Road relocation	Goreangab	X					
		Erf 1140	Havana	X					
		Erf 1141	Havana	X					
		PTN 1030 A & B	FARM 508		X				
PTN 1026	FARM 508		X						
4	MOSES //GAROEB	PTN 1027	FARM 508						
		PTN 1028	Havana		X				
		PTN 1029	Havana		X				
		PTN 1035	Havana		X				
		PTN 1036	Havana		X				
		PTN 1039	Havana				X		
		PTN 1040	Havana				X		
		PTN 1041	Havana				X		
		PTN 1042	Havana				X		
		PTN 1024	Havana					X	
PTN 1028	Havana					X			
5	TOBIAS HAINYEKO	Okahandja Park C-D	Okuryangava		X				
		Okatunda PTN - B	Okuryangava		X				
		Okatunda PTN - Y	Okuryangava	X					
		Babilon & Kilimandjaro	Okuryangava		X				
		ERF 3222	Okuryangava	X					
		ERF 3221	Okuryangava		X				
		ERF 3217	Okuryangava		X				
		ERF 3271	Okuryangava		X				
		ERF 3197, 3198 & 3204	Okuryangava		X				
		Ongulumbashe	Okuryangava				X		
		One Nation	Okuryangava					X	
		Okandundu	Okuryangava			X			
ERF 2968 Kapuka	Okuryangava						X		



# Brakwater residents not happy about rates and taxes

By Lydia Shifa (Online communication officer)



*Residents of Brakwater*



*Windhoek mayor, Cllr Joseph Uapingene*



*Residents putting forth their concerns*

The Brakwater Ratepayers Organisation, which represents the Brakwater community, submitted a 17-point document that highlighted their main issues with the City of Windhoek. The community expressed their grievances to the City of Windhoek in a meeting that took place at the Valley of Angels this month. One of the key issues is the payment of rates and taxes by the Brakwater residents, even though they do not receive any municipal services

the Betterment and Endowment account, which was established with the City of Windhoek for the future development of Brakwater, is being managed. The residents further raised concerns about the lack of law enforcement in the area and said they have offered a piece of land with water and electricity to the Windhoek City Police to set up a satellite office, but nothing has been done.

The residents also asked for the

from the City of Windhoek. Another issue is the solid waste management levy that the residents are charged, while the City does not collect waste in the area.

The residents also want to know how

recognition of the Brakwater Ratepayers Organisation as the official liaison between the community and the City of Windhoek. Windhoek Mayor Joseph Uapingene, who was present at the meeting, admitted that the dialogue was long overdue and apologized for the communication breakdown that occurred over the past few years.

Uapingene assured the community that he would maintain regular and transparent communication with them. He also asked for more time to study the community's requests and provide feedback. "Please give us an opportunity to go back and look into these matters and see how we can best resolve them," he said. The mayor was accompanied by three other councilors, namely, Elderwoman, Cllr Fransina Kahungu, Cllr Jürgen Hecht, and Dr. Othilie Uukule. The meeting was also attended by the Windhoek Chief Executive Officer, Moses Matyayi, and Strategic Executives.



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# Windhoek's commitment to a greener future: Celebrating Car-Free Day 2023

By Lydia Amutenya (Section head, Corporate communication)



City of Windhoek's Electricity Department won the award for the most represented department during the Windhoek Car Free Day



Windhoek Mayor Joseph Uapingene during the Car Free Day event.



The Ministry of Health and Social Services won the award for the most representent corporate during the Windhoek Car Free Day.

The City of Windhoek marked its second Car-Free Day on 29 September 2023. The event, which drew around four hundred eager participants, was a celebration of Windhoek's dedication to creating a greener and more sustainable future. It was more than just a one-day affair; it was an expression of the city's larger goal of making environmental awareness a part of everyday life. Several distinguished entities, including the Ministry of Health and Social Services, Telecom Namibia, IUM, Total Energies, UNAM, The Namibian, PowerCom, and TEN Farming, joined hands with the City of Windhoek for the Car-Free Day celebrations.

Speaking at the event was Windhoek Mayor Councillor Joseph Uapingene who emphasized the day's main theme, "Reduce Our Carbon Footprint." He expressed the sense of responsibility we all have for the planet and future generations. The mayor's speech served as both an explanation of the event's significance and a call to action to change our daily transportation routines and switch to more environmentally friendly options. Carbon emissions have a global impact, affecting not only our environment but also the health and welfare of people everywhere. The risks of uncontrolled emissions are

numerous, ranging from minor allergies to serious respiratory and neurological conditions, according to Uapingene. The mayor also focused on the specific challenges that Windhoek faces due to increasing emissions from traffic congestion, construction activities, and natural resource depletion. For a city that strives for growth and development, the need to address these issues is urgent.

One of the key highlights of the Car Free Day event was the spirited debate competition among prestigious tertiary institutions, where the Namibia University of Science and Technology emerged victorious, demonstrating the active role the youth play in this green movement. Their lively discussions on carbon emissions and green energy solutions have not only enriched the debate but have also inspired hope for creative, environmentally friendly alternatives.

The day ended with an awards ceremony led by City of Windhoek Chief Executive Officer, Moses Matyayi, honoring the Ministry of Health and Social Services and the City of Windhoek's Electricity Department for their remarkable participation. Special appreciation was extended to Dr. Anurita Misra, a yoga instructor at the Indian embassy, for ensuring participants were offered refreshing



Participants of the Windhoek Car Free Day

yoga stretches after the event. As the event came to an end, the mayor applauded the participants - the individuals who embraced sustainable modes of transport, opting to walk, cycle, or use public transport. Their collective effort served as strong evidence of the change Windhoek aims to achieve. In his final words, the mayor quoted the insightful words of anthropologist Margaret Mead, reminding everyone of the unstoppable power of collective action: "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." With these words ringing in all ears, the message was clear: Together, Windhoek can tread lighter on the planet, creating a greener legacy for future generations.



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# Matyayi engages various departments on service delivery and performance

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



*Mr. Moses Matyayi, City of Windhoek's CEO, accompanied by a team of lab analysts, during his visit to the Scientific Services Division.*



*CEO, Mr. Moses Matyayi inspecting the City's electricity control room during his visit to the Electricity Department.*



*The new CEO, Mr. Moses Matyayi, addressing the staff and motivating them to reach new heights of performance and service delivery.*



*Employees expressing their views and concerns to the new CEO.*



*A captive audience of City firefighters*



*Mr. Matyayi is attentively listening to a presentation given by the staff.*

The recently appointed Chief Executive Officer of the City of Windhoek, Mr. Moses Matyayi, has embarked on a series of departmental visits to familiarize himself with their diverse operations and functionalities. The visits, which started on Monday, 25 September 2023, are aimed at enhancing communication and collaboration between the CEO and the staff, as well as discussing service delivery and performance.

The CEO has met with the strategic executives, managers, and staff members of each department and listened to their presentations, reports, feedback, and suggestions. He has also inspected some of the facilities and projects under each department's purview.

Matyayi has expressed his satisfaction

and appreciation for the work done by the various departments in fulfilling their mandates and serving the residents of Windhoek. He has further acknowledged the challenges and constraints faced by some of the departments due to limited resources, outdated systems, or external factors. He stated that he will not promise bridges where there are no rivers, however, he has assured the staff that he will do his best to address their concerns and support their efforts in improving the efficiency and effectiveness of their operations.

Matyayi, who took office on 1 August 2023, has stated that he wants to ensure that all city employees are aligned with the city's strategic direction and committed to achieving its goals. He emphasized the importance of organizational values in

achieving the City of Windhoek's vision and mission. He has also urged staff to work together across departments and with other stakeholders in order to provide quality services to residents.

He has expressed his excitement about working with each department and he is confident that, with the help of all staff members and stakeholders, the city will be able to realize its vision of becoming a sustainable and caring city by 2027. Matyayi has already been to the departments of Infrastructure, Water, and Technical Services, Electricity, Economic Development and Community Services, Human Capital and Corporate Services, and City Police. Matyayi's departmental visits are expected to continue until all departments are covered.



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# Windhoek Shines a Light on its Informal Settlements

By Lydia Amutenya (Section head, Corporate communication)



City of Windhoek mayor, Cllr. Joseph Uapingene smiles with joy as he turns on the lights in a previously dark area of Havana.



Cllr. Uapingene turns on the lights in Havana.

The City of Windhoek continues to expand its electrification initiative in the informal settlement as part of its efforts to promote urban development. The electrification project for the city's informal settlements Havana Extensions 6 and 7 was officially inaugurated by his worship the mayor of Windhoek, councillor Joseph Uapingene on 17 October 2023. So far 105 homes have been switched whereas 57 more houses are expected to be wired into the electrical system by the end of October 2023.

The City of Windhoek has put forth great effort since the program's debut in 2017 to make it a success. 3,515 households in informal settlements now take advantage of electricity's transformative power. The capital investment of N\$45 million made by NamPower and the Ministry of Urban and Rural Development helped to make this electrification project a success.

## Areas electrified in 2022/2023 include:

- Babylon: Block Erf 3216, Okuryangava – 31 households.
- Otjomuise Extension 6 and 7

Phase II, Lushoto Street – 20 households.

- Babylon: Block Erven 3192 And 3193, Okuryangava – 76 households.
- 45 stalls at Herero Mall.

## Electrification in progress:

- Havana Ext. 1: Block 411-413, 301-319 & 321 – 228 households.
- Havana Ext. 1: Block 322-326 And Block 353-360 – 214 households.
- Kilimanjaro: Block Erf 3315, Okuryangava – 153 households.
- Okahandja Park B and C, Okuryangava – 119 households.
- Havana Extension. 1 – Block Erven 322, 358 and 359 – 21 households.

The five-year Electrification Plan (2023-2028) was approved by the Council in September 2023 to guide the implementation of the Electrification Project in informal settlements for the next five years (2023-2028). The revised plan calls for the City of Windhoek to electrify approximately 4,000 households over the next five years. According to the Mayor, the plan will require N\$15-20 million per year in funding, and the City

of Windhoek is working with various financial institutions to make this vision a reality.

## To increase visibility and improve public safety, five high mast lights will be installed at the following locations:

- Havana Dumping Site, Samora Machel Constituency.
- Goreangab Soccer Field, Samora Machel Constituency.
- Behind Frans Indongo Primary School, Tobias Hainyeko Constituency.
- Eehambo daNehale Interlocks and Deeper, Tobias Hainyeko Constituency.
- Sonderwater, Katutura East Constituency.

Cllr. Uapingene applauded the development and reaffirmed the city's commitment to bettering the quality of life for its citizens. He emphasized the value of tenacity and cooperation in achieving higher standards of living for all. The electrification of Windhoek's informal settlement is evidence of the city's dedication to sustainable growth and a better future for its citizens.





# CoW commemorates the Global Hand Washing Day

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



Individual traders from various markets were awarded for maintaining clean stalls during the Hygiene and Handwashing Day commemoration event.

The City of Windhoek celebrated the Health & Hygiene Promotion Month and Global Hand Washing Day on 12 October 2023, in collaboration with UNICEF and other partners. The event was held under the theme "clean hands are within reach", with the aim to improve and sustain hygiene standards at food outlets, especially at informal food markets.

Windhoek Mayor Joseph Uapingene addressed the audience and emphasized Windhoek's commitment to the World Health Organization's (WHO) handwashing initiative. He urged community members and food vendors, particularly those at the City's market, to practice good health and hygiene in order to prevent and reduce the spread of infections and diseases. He stated that simple actions such as washing hands with soap and water on a regular basis, proper handling of food, and

keeping living spaces clean can make a significant difference in our health. The event also included a demonstration of how to properly wash one's hands with soap and water.

To promote good hygiene and public health, the City of Windhoek launched a contest for food markets in 2018. The contest rewards the markets that keep their premises clean and tidy. This year, the contest has three categories: big markets, small markets, and most improved markets, and winners were announced during the commemoration of the Health & Hygiene Promotion Month and



UNAM Student demonstrating to the audience the proper way to wash hands during the Hygiene and Handwashing Day commemoration event.



Cleaning materials that were given to the markets that won awards for cleanliness.

Global Hand Washing Day. The winner of the big market category is Soweto Market, which impressed the judges with its cleanliness. The winner of the small market category is Limbandugila Market, which also maintained high standards of hygiene. The winner of the most improved market category is Stokes Market, which improved significantly from its low score last year. The contest also recognized individual traders from different markets who kept their stalls spotless.



# Windhoek Jazz Festival made an impressive comeback

By **Harold Akwenye** (Manager: Corporate Communications, Marketing and Public Participation)



*The acclaimed jazz singer Jonathan Butler gave an electrifying performance.*



*Bonganisoul, one of Namibia's music sensations, delivered an outstanding performance.*



*Suzzy Eises mesmerized the audience with her beautiful and soothing jazz melodies.*



*Jazz lovers rejoice as the Windhoek Jazz Festival returns after three years.*

After a three-year break, the Windhoek Jazz Festival made an impressive comeback. The City of Windhoek event, organized in collaboration with its main sponsor, Bank Windhoek, took place on Saturday, October 7, 2023, at Windhoek High School's Vegkop Stadium. Despite its recent absence from the entertainment calendar, the festival drew an impressive turnout and featured an electrifying lineup of jazz musicians, including Éсме Songbird, Savannah Afros, Najah, The Yesterdays, Suzy

Eises, Erna Chimu, and internationally acclaimed contemporary jazz singer Jonathan Butler.

The festival is significant for the City of Windhoek and its partners because it serves as a powerful marketing tool, promoting the city while showcasing local artists and providing an opportunity for them to connect with international artists, ultimately boosting the local entertainment industry. The festival was graced by esteemed

dignitaries, including the first couple, President Hage Geingob and First Lady Monica Geingos, emphasizing its cultural significance. The City of Windhoek would like to thank all the music lovers and enthusiasts who attended the event, as well as all corporate companies and businesses that came on board with sponsorship to make this event possible, including NBC, Adforce, the National Arts Council of Namibia, 99FM, and the Namibian Breweries.



# Residents of Katutura Central seek debt cancellation

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



*Cllr. Sade Gawanas addresses residents' concerns.*



*Residents of Katutura Central asking council to write off their debts*

The City of Windhoek had a public meeting with the Katutura Central constituency residents to discuss developments and challenges in their area. Cllr Vezemba Rodman Katjaimo, the constituency councilor, raised some of the issues that affect his community, such as the high level of indebtedness to the city and the request for debt cancellation; the dissatisfaction with the city's debt collector, RedForce; the high rate of crime in the area; and the need for more police visibility and speed humps.

Cllr Sade Gawanas, a city councilor, addressed the residents' concerns and clarified some points. Regarding safety, she said that the City Police cannot establish a mobile or satellite police station as requested by the residents, but they have planned to install 50 CCTV cameras in crime-prone areas in the City and that the City Police must intensify patrols and other law enforcement strategies. She also said that RedForce does not charge interest to the clients; they only pay what they owe to the city,

RedForce charges the city 10% of the total amount collected.

About the residents' request to the city to write off their debts, Cllr Gawanas said that the council cannot write off the residents' debts, which amount to 230 million dollars, "most of the houses in Katutura Central are old, they were built in 1950 or 60s, we need money to upgrade the old infrastructures and be able to provide you essential services," says Gawanas. Furthermore, she explained that some residents are regular defaulters who do not pay their bills even after their debts were written off three years ago. She warned that writing off debts is not sustainable and would lead to financial difficulties for the city and higher rates and taxes for the residents.

Cllr Gawanas urged the residents to work with the council to find ways to settle their debts. She said that pensioners, are not charged interest, and can make arrangements to pay their debts without interest. She also said that pensioners' accounts

are never given to RedForce. She advised the residents to visit the municipal office or RedForce's office to make payment arrangements and avoid debt accumulation.

Residents also enquired whether the city permits the use of solar energy to power their homes, to which Gawanas replied that the city has permitted residents to have grid connections for solar energy since July 2017, which can help them reduce their electricity consumption.

Residents were informed about the City of Windhoek's latest initiatives and projects at the meeting. One of these initiatives is a solid waste management Waste Buy-Back Centre, which is set to open next year. Residents will be compensated at the Waste Buy-Back Centre for bringing recyclables such as paper, plastic, and cans, reducing the amount of waste that ends up in the City's overflowing landfills. This project will encourage residents to keep the city clean while earning some extra money to support their families.



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# CoW to formalize and develop Mix Settlement

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



*Residents of Mix Settlement*



*Mr. Faniel Maanda, SE for Housing, Property Management, and Human Settlement, informed the residents about the formalization and development of the Mix Settlement.*

The Windhoek City Council recently organized a public meeting with residents of Mix Settlement, an informal settlement situated on the northern outskirts of the city. The meeting aimed to gather feedback on the proposed projects and programs for the area, as well as to update the residents on the progress of the formalization and development of the settlement. The meeting also highlighted some of the challenges and opportunities that arise from the council's initiative.

Deputy Mayor Magdalena Lambardt, Cllr Otilie Uukule, Mr. Faniel Maanda (the Strategic Executive of Housing, Property Management, and Human Settlement), and other City of Windhoek officials attended the meeting. The residents of Mix Settlement expressed their concerns and needs, particularly

their need for basic services such as electricity.

During the meeting, Maanda informed the residents that the formalization and development of Mix Settlement is underway and that the provision of essential services such as water, electricity, roads, and infrastructure will cost the City of Windhoek about N\$ 251 million. He also informed the residents that the council had completed some projects, such as mast lighting installation and water treatment plant construction, and that the design and layout of the settlement had been finalized.

However, the meeting also revealed some challenges that need to be addressed before the formalization and development of Mix Settlement can proceed smoothly. One of these challenges is that the

number of households in the area has increased since the last count, as some residents continue to build shacks there. This means that the area will have to be restructured, house owners will be issued certificates, and some houses will have to be relocated to other areas to make way for the construction of streets and the installation of essential services such as electricity and sewer pipes.

This initiative is part of a larger effort to formalize and improve the living conditions of people living in informal settlements who lack access to basic services such as water, sanitation, electricity, and public transportation. The council hopes that providing these services will enhance the social and economic development of Mix Settlement.



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# #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. Kindly tell me the cost of a fitness certificate.

The cost of the fitness certificate is determined by the type of business you are running.

To apply for a certificate of fitness, kindly follow the steps outlined below:

1. Obtain and complete an application form from our Customer Care Centre at Counter 14.
2. Obtain approval from Urban Policy at our Customer Care Centre, Counter 3.
  - a) If you operate from home, you will need approval for resident occupation.
  - b) If you operate from a business area, you will need a town planning certificate.
3. Submit the application form along with the necessary documents to our Customer Care Centre Counter 14.
4. Pay the applicable fees and provide proof of payment at our Customer Care Centre Counter 14.
5. Receive confirmation that you submitted your application.
6. Compliance inspections will be conducted at your business/ premises within 5 days of receiving your application.
7. You will be notified by phone within 15 days that your certificate is ready for collection.

### Good day, I will be turning sixty next month and I would like to apply for the pensioners' discount. I want to know how to apply.

Pensioners need to complete a form titled "Pensioner's application to be converted to pre-paid meter, to benefit from the pensioner's tariff." This form allows them to transition from a postpaid to a prepaid meter to be installed at no cost.

The application form can be collected and submitted at any of the City of Windhoek's sub-offices, (such as Okuryangava, Wanaheda, Khomasdal, Soweto, and Town House).

### Required Documents:

Along with the completed application form, pensioners need to attach certified copies of the following documents:

- Copy of the property title deed
- Copy of Namibian ID
- Latest City of Windhoek water/ electricity bill
- Copy of the government pensioners' card
- Copy of marriage certificate (if applicable)
- Copy of a spouse's death certificate (if applicable)

### Tariff Information:

The regular domestic tariff is charged at N\$2.477 while pensioners' discounted tariff is N\$1.677 on the first 250 units purchased monthly. Any units purchased beyond this limit will be charged at the domestic tariff.



### Hi. We have a problem with your bus that is coming very late morning time especially line no 3. Please help us talk to your bus drivers. The bus also doesn't come to UNAM in the afternoon. If you don't want to lose your customer please change

At the moment, the City's Public transport buses operate in mixed traffic, sharing road space with other vehicles in the city, making it very difficult to control the arrival times of the buses. In many cities, public transport vehicles have dedicated lanes or priority during peak hours, which makes scheduling more controllable. Secondly, due to a lack of funding support for Public Transport, the city does not have sufficient capacity in terms of resources (buses and drivers) to always provide a reliable bus service.

### Good day. I would like to know if I can transfer my certificate of occupation to my daughter's name. How can I go about it?

The certificate of occupation can only be transferred in the following circumstances:

- In case of death, the household ownership can be changed to the surviving spouse, children, or the closest relative.
- The City of Windhoek has established, beyond reasonable doubt, that the house was registered under false pretense and or;
- If the house was registered under the name of the guardian on behalf of the minor child and needs to be transferred to the child's name when they reach the age of 21.
- Kindly note that the City of Windhoek does not support change of ownership if the owner wishes to relocate to a different town or if the house has been sold as this is tantamount to illegal sale of municipal land on which the house is illegally built.



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# Media releases and public notices

We often release important information to the public, through the media, in the form of media releases and public notices. Many of these only appear once in some media, so to support the longevity of public messages, and to help ensure that our residents remain updated, we include selected ones in the Aloe.

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

## PUBLIC NOTICE

### Electricity pre-paid meter update team moves to Hochland Park and Dorado Park

**23 October 2023**

Residents are hereby informed that the City of Windhoek will be carrying out the Token Identifier (TID) key change token exercise at **Hochland Park and Dorado Park** from **23 October to 17 November 2023**. **Customers are urged to recharge all unused credit tokens purchased before the meter update, as they will no longer be accepted by the meter after the update.**


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


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

**In the event where no access is granted to the premises or when the client is not available at the premises, a notice will be left at the premises with the contact details for the customer to contact the City of Windhoek within 48 hours. Failure to contact the City of Windhoek within 48 hours will lead to the blocking of the prepaid meters which will only be unblocked after the customer has contacted the City of Windhoek.**


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  
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 SMART and Caring City by 2022

## PUBLIC NOTICE

### PROCEDURE FOR PENSIONERS TO BENEFIT FROM THE PENSIONER'S SPECIAL TARIFF:



- 1. Application Process:**

Pensioners must fill out the form titled "Pensioner's application to be converted to pre-paid meter, to benefit from the pensioner's tariff." This form allows them to switch from a postpaid to a prepaid meter, which will be installed at no cost. The application can be obtained and submitted at any sub-office of the City of Windhoek (such as Okuryangava, Wanaheda, Khomasdal, Soweto, and Town House).
- 2. Required Documents:**

Pensioners must submit the following documents with their completed application form:


  - a copy of the property title deed
  - a certified copy of their Namibian ID
  - a City of Windhoek water/electricity bill
  - a copy of their government pensioners' card
  - a copy of their marriage certificate (if available)
  - A copy of the death certificate of a spouse (if applicable)

\* all copies must be certified.
- 3. Tariff Information:**

The special pensioner's tariff is N\$1.677, compared to the standard domestic tariff of N\$2.477. Once converted to the pensioners' special tariff, pensioners can purchase the first 250 units at N\$1.677 on a monthly basis. Any additional units purchased will be charged at the domestic tariff.
- 4. Statistics:**

To date, 4,024 pensioners have registered under the pensioner's tariff, accounting for 7.14 percent of all prepaid customers in Windhoek.

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









# City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



## HOW TO DEREGISTER A BUSINESS

### What does the law say?

A business owner intending to cease the operation of their registered business, has the legal obligation to deregister such business within one (1) month from the date of cessation by informing the Council in writing in terms of regulation 12(1) of the Regulations relating to the registration of businesses GN 202 of 2006 promulgated under the Local Authorities Act of 1992 (Act No.23 of 1992).

### Why is it important?

- To avoid accumulation of penalties as a result of not renewing the Certificate of

Fitness annually.

- To avoid charges on the municipal bill for businesses in residential zoned areas.
- To ensure compliance with Regulations relating to the registration of businesses GN 202 of 2006.

### Penalties

A person who contravenes any provision of these regulations commits an offence and is liable, upon conviction, to a fine not exceeding N\$2000.00 or to imprisonment for a period not exceeding six (6) months or to both such fine and such imprisonment .

### STEPS TO FOLLOW:

#### Step 1:

##### Obtaining the deregistration form

Obtain the deregistration form from the Business Registration Desk in the Customer Care Centre.



#### Step 2:

##### Completing the deregistration form

Complete the deregistration form in the presence of the Commissioner of Oaths.



#### Step 4:

##### Payment of outstanding fees

Pay the outstanding fees.

**NB! The business cannot be deregistered if outstanding fees are not paid.**



#### Step 3:

##### Invoice for outstanding fees

If the business has outstanding fees, an invoice for outstanding fees will be issued, if not, proceed to step 5.



#### Step 5:

##### Submission of the deregistration form

Submit the deregistration form with the following documents:

- A certified copy of ID/valid Passport;
- Proof of payment of outstanding fees (if applicable) to the Section Head of Business registration, Room 710



#### Step 6:

##### Confirmation of deregistration

Receive confirmation of deregistration.



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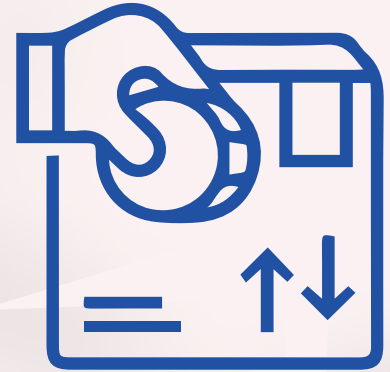
E-mail: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)

## CITY OF WINDHOEK PARKING MANAGEMENT: Enhancing Your City Experience

### WHY PARKING MANAGEMENT MATTERS?

At the Municipal Council of Windhoek, we are committed to improving the quality of life of all our residents. One way of achieving this is through effective parking provision and management in our Central Business District (CBD) for the convenience of visitors to the area and to allow established businesses to thrive.

Parking management remains an important component of the overall transportation system within the (CBD). The reality is that land within the CBD area is scarce and comes at an extremely high premium. The provision of parking is therefore extremely expensive and parking management need to be applied to ensure limited parking is appropriately managed, ensuring the necessary turnaround of parking.



### KEY FACTORS:

#### 1. CREATES PARKING TURNAROUND:

In congested areas, such as the CBD, where parking is limited due to severely limited space, each bay should be used several times each day to cater for all potential visitors. The primary objective of on-street parking is therefore to discourage long term parking and appropriate rates need to be applied to achieve this goal. Few things can be as frustrating to a resident as having to visit an address in the CBD and not being able to find parking, which often forces motorists into illegal parking practices with dire consequences.



Through employing effective management practices the 1 250 on-street bays in the CBD can cater for approximately 9,000 vehicles visiting the CBD during the peak hours of the day which would not have been possible if vehicles were occupying a parking bay for long periods or the whole day.

#### 2. INCREASES BUSINESS ACTIVITY:

Human nature is for people to park as close as possible to their place of interest. By creating an effective turnaround of vehicles occupying parking bays, motorists can readily find parking availability close to their



places of interest in the CBD. A good parking management system will ensure that parking bays are available to be used several times per day which in turn will encourage more people to come into the CBD for business purposes, thereby having the potential of growing economic activity in the CBD which often declines as a result of congestion or lack of parking.

#### 3. ENHANCING CITY SERVICES:

Our goal is to provide better services to you, the residents of Windhoek, through the provision of adequate, well managed parking in the CBD allowing our residents unrestricted access to the area with private vehicles and enough parking at your convenience.



#### 4. GLOBAL PRACTICE:

Managing the turnaround of vehicles occupying high demand parking spaces through the charging of a nominal fee per short term occupancy is a well-established practice worldwide. Regionally similar systems are being employed in numerous nearby cities such as Durban, Harare, Port Elizabeth, Cape Town, Johannesburg and Lusaka, amongst other.

**5. RECENT HISTORY:** Parking Management is not new to Windhoek. Managing parking through charging for occupancy has been used in the CBD for decades. Unfortunately, the previous mechanical parking meter system became outdated and dysfunctional, hence was replaced with the current system.



**6. REDUCES CRIME:** Introducing a formalised parking marshal system has been statistically shown to reduce criminal activity on-street. Parking marshals, equipped with radios, are able to report any suspected criminal behaviour to the parking operator's office and law enforcement control rooms. Over time criminals become aware of this connection, between the parking operator and local law enforcement, which reduces on-street petty crime to almost zero. In this regard previous informal car guards were offered preference in accepting positions to be employed as parking marshals.

#### 7. ZONE-BASED TARIFFS:

As the demand for parking varies across the CBD with certain areas being in considerably higher demand than others, various parking areas



have been classified into zones according to the demand for turnover. Areas with a higher demand attracts higher charges to ensure the necessary turnover and access to all.

#### 8. LEGAL FRAMEWORK:

Parking Management in Windhoek is governed by the relevant Municipality of Windhoek Regulations which were promulgated as per Government Notice 322 in 2016. The Council have the sole mandate for setting tariffs which are duly published in the Government Gazette.



By implementing Parking Management, the City of Windhoek aims to balance the need for parking with the efficient use of space, ensuring our city remains vibrant and accessible to everyone. Your support is crucial in making Windhoek a better place to live, work, and visit.





# OPERATIONAL INFORMATION ON PARKING MANAGEMENT

## HOW DOES THE SYSTEM WORK:

1. The parking marshals appointed are identifiable wearing KeyPlot branded uniforms and name tags.
2. For every transaction, the parking marshal shall issue a receipt reflecting the unique parking number, the rate applicable, as well as the registration number of the vehicle.
3. Payment is to be made in advance. No payment is to be processed without having received a receipt. If the marshal is unable to provide a receipt, such parking shall be free.
4. The receipt is to be displayed on the dashboard of the vehicle. An invoice is issued and fixed to the windscreen,
5. Parking marshals do not have authority to issue parking fines but can inform City Police of transgressions to do enforcement where relevant.

## PARKING ZONES AND TARIFFS:

Tariff boards are displayed in parking zones, showing the exact parking rates for that specific zone.

**On street parking duration:** 0 to 60 minutes or part thereof.

### ZONE A

N\$ 8.00 - Core of the CBD:  
Fidel Castro Street, Werner List Street, John Meinert Street, Judge JP Karuathe Street.

### ZONE B

N\$ 5.00 - Outer core of the CBD: Sam Nujoma Drive, Tal Street, Mandume Ndemufayo Avenue, Pro Mburumba Kerina Street, Robert Mugabe Avenue.

### ZONE C

N\$ 3.00 - Outskirts of the CBD: Jullius Nyerere Street, Jan Jonker Road, Dr Agostinho Neto Road, Rehobother Road, Tal Street, Sam Nujoma Drive, Robert Mugabe Avenue.

## OPERATIONAL HOURS:

ALL PARKING ZONES OPERATE AS FOLLOWS:

**Monday to Friday:** 06:00 to 18:00  
**Saturdays:** 06:00 to 14:00  
*Sundays and public holidays are free*

## PAYMENT PROCEDURES:

CUSTOMERS ARE REQUESTED TO USE THE FOLLOWING PAYMENT METHODS:

Cash, KeyPlot parking card, or KeyPlot Parking coupon.

*The KeyPlot Parking card can be purchased at:*

KPI offices no.6 Gutenberg Platz. 51-55 Werner List Street, Windhoek,

KPI Customer Care Kiosk at Town Square Parkade

KPI customer Care telephone number: 085 7838206

*Customers are advised to always obtain proof of payment from the parking marshal.*

## PARK & PAY PROCEDURES



## SAFETY MEASURES:

The Council does not assume liability for parked vehicles. All vehicles and their contents are parked at the owner's risk. However, parking marshals will, as far as possible, ensure cars are safe when parked and report any suspicious activities to the City Police.

## ENFORCEMENT:

Failure to pay for parking may result in fines issued by the City Police.

## HOW TO IDENTIFY A KPI MARSHAL

1. All parking marshals will be in uniform with a KPI logo.
2. Parking marshals will have identity badges with a KPI logo and employee number.
3. Marshals will have labelled handheld devices.

### DISCLAIMER

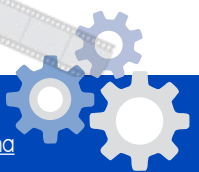
Failure to adhere to parking time limits may result in the owner of the vehicle receiving a parking fine from City Police and/or being liable for additional payments for the duration of their parking stay to KPI.

Find out more on our website [www.keyplot.com.na](http://www.keyplot.com.na)

## CONTACT INFORMATION:

For Inquiries regarding parking management, please contact the KeyPlot Investment Customer Care at +264 85 7838206.

# Aloe "seen around"







# Aloe "seen around"



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



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E-mail: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)





**WE WOULD LIKE TO SAY THANK YOU TO OUR SPONSORS AND EVERYONE THAT CAME OUT TO SUPPORT THE WINDHOEK JAZZ FESTIVAL 2023.**

**SEE YOU NEXT YEAR**

**THANK YOU**

*Let's Jazz it up!*



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