Issue 1
February 2024

Aloe

2024

City of Windhoek
The Gateway to Endless Opportunities

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.

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MONTHLY WATER WATCH

February 2024

This month's water consumption is

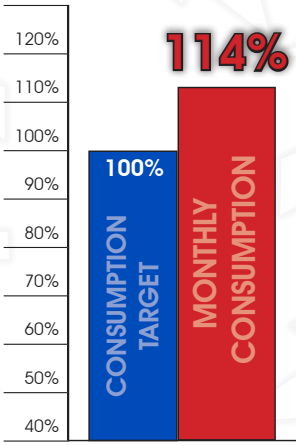
14% OVER

target:

Windhoek is experiencing , **Category C, Water Scarcity**

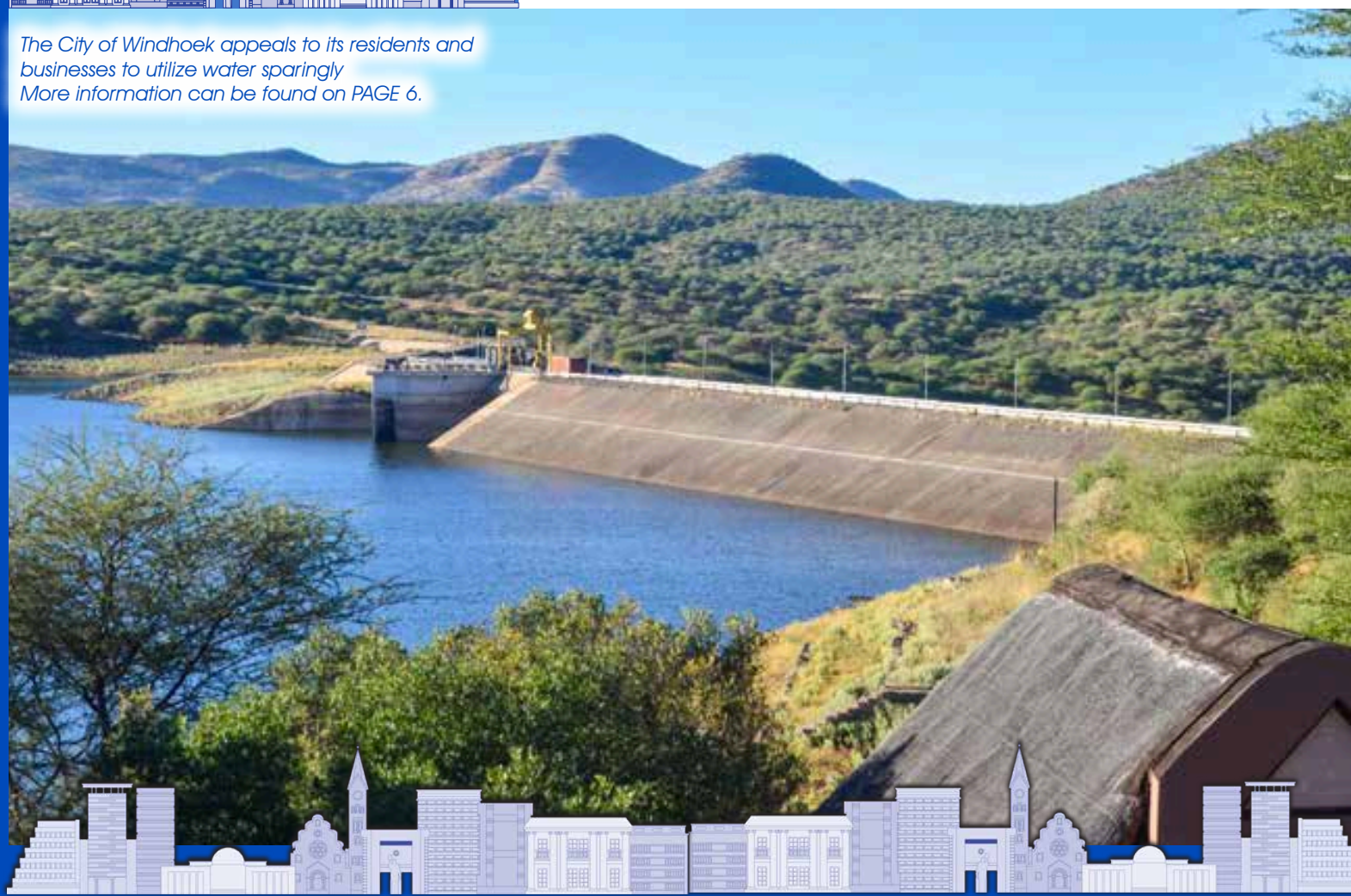
10% WATER SAVINGS required to sustain the water demand.

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



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

The City of Windhoek appeals to its residents and businesses to utilize water sparingly
More information can be found on PAGE 6.



Editorial

Dear esteemed readers, welcome to the frist issue of Aloe for 2024.

The month of February 2024 will go down in history as one that will never be forgotten in our nation. The loss of our sitting president, a people's president who was not just a leader but a person who could relate to everyone, is deeply felt. He was a leader who made impacts beyond the geographical boundaries of our country. May his legacy continue to guide us moving forward!

As we sail through the year 2024, we are reminded of the critical issue of water scarcity being experienced in the Central Area of Namibia (CAN). Windhoek, being the largest consumer in the CAN area due to its population, will feel the significant impact of water scarcity if not addressed due to the high demand for water in our city.

The City Council declared a water scarcity category C as guided by our Water Demand Management Plan in May 2023. This category requires us to save 10% of our water usage in order for the available water to sustain us further, hoping that the rain will bring us relief. Unfortunately, NamWater, our national water supply, has indicated earlier this year that the combined available water in the dams serving the central area may no longer be able to sustain the consumption needs of the CAN area beyond May 2025. Should we fail to meet our 10% water saving target in this category, the next category according to our water demand management plan is severe scarcity, which imposes more severe restrictions in terms of water usage. Therefore, we are once again reminded to cut down on our water usage and save at least 10% or more of our water consumption. You can find more information about how to contribute towards water saving in this issue, including water saving tips and measures.

Every effort towards saving water will be greatly appreciated, whether at home, school, or work, we should be reminded that "every drop of water counts." Let us move forward together to preserve our most scarce resource in our city. Adopting a water-saving culture is a sustainable approach to mitigating the effects of climate change on a dry city like ours. Enjoy this issue until next time.

Lydia

The Aloe Survey

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

CLICK HERE
to take the Aloe Survey

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

Survey available on our website at:

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

Aloe

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

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Information, education and communication material developed by: Marketing section

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Mayor's corner

Tribute by her worship Queen Omagano Kamati during the City of Windhoek candlelight vigil of the passing of his excellency, Dr. Hage G Geingob, the late president of the Republic of Namibia, on Monday, 5 February 2024.

It is with a heavy heart and deep sadness that I stand before you today to express our collective grief, as Windhoek residents, on the passing of our beloved President, Dr. Hage G Geingob. This is a moment of profound loss for our entire community, as we mourn the departure of a leader who dedicated his life to the service of our great nation.

Our beloved and departed President was not just a political leader, he was a visionary, an internationally respected statesman, a beacon of inspiration on the African continent, and a tireless advocate for progress, development, and the inclusion of every Namibian. As the First Citizen, he was also a resident of Windhoek for many years and a keen participant in community activities as a dedicated worshiper at the Inner-City Lutheran Church and as an avid sports enthusiast. President Geingob was a symbol of unity for our diverse population, who led with steadfast dedication in times of challenge and triumph, to create a better and more inclusive future for all Namibians.

As we reflect on his legacy, let us remember his many, personal sacrifices and the indelible mark he left on the liberation struggle and subsequent formation of a democratic, peaceful Namibia. His vision, integrity, strong democratic principles, and selfless commitment to public service set a gold standard for leadership that will endure in the annals of our history. Let us continue to share his story with our children, and their children, as we strive to follow in the footsteps of this departed African giant.

In the days and weeks ahead, it is my wish for Windhoek residents to come together as a community to support one another and honour the memory of our late President. We extend our deepest condolences to his family, friends, and colleagues during this difficult time. To H.E. Dr. Nangolo Mbumba, the President of the Republic of Namibia, as the former Vice President, you also served as the late president's advisor, confidante, and friend and I can only imagine the great sense of loss you must feel. I wish you and your family, all the strength during this difficult time.

Finally, in tribute to our beloved departed leader, let us renew our commitment to the principles of justice, equality, and unity that he championed throughout his life. May his example inspire us to work collaboratively towards a future that upholds the values he so passionately believed in.

May our thoughts and prayers be with the family and loved ones of the late President Hage G Geingob as we navigate these somber moments together and may we remember the words in the Book of Matthew 5:4: "Blessed are those who mourn, for they shall be comforted".

Her worship, Queen Kamati
Mayor of Windhoek

City of Windhoek

Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON THURSDAY, 29 FEBRUARY 2024

Compiled by Cillie Kapolo *(Corporate Communication Officer)*

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

1. The Windhoek Municipal Council to establish another township on portion 317, Rocky Crest, to be known as Rocky Crest Extension 8

The Windhoek Municipal Council has approved the establishment of a township on Portion 317, Rocky Crest, to be known as Rocky Crest Extension 8. This move is aimed at addressing the escalating demand for urban housing and related amenities in the city. The proposed extension measures about 25 hectares and consists of 227 erven. It is situated to the south of the existing Rocky Crest township, along the eastern boundary of Otjomuise Road, and the northwestern boundary of Bernt Carlson Road. It borders on a small section of the Rocky Crest Extension 5 development. The development offers a mixed land use concept place of work and live, where people can live and work in the same space, and it supports the Sustainable Urban Transport Master Plan (SUTMP), which proposes access through collector roads 25 meters wide, providing enough space for taxi stops and ranks, as well as bus stops.

Namibia's urban centers are experiencing rapid growth, which poses a huge challenge to local authorities in providing serviced land for housing. The Municipal Council of Windhoek is no exception, and with a huge influx of people into the city, the demand for serviced land is ever-increasing. The provision of serviced land for development is amongst the city's biggest challenges, with more than half of Windhoek's residents residing in informal settlements, not to mention the array of economic challenges emanating from this. Therefore, the proposed development is essential to open up possibilities for housing and economic sustainability.

The table below gives the following breakdown of the proposed land uses for the township development:

Table 1: Proposed land use for Rocky Crest Extension 8

Rocky Crest Extension 8: Land Use Budget				
Land use	**No. of erven**	**Average erf Size (m2)**	**Total area Size (m2)**	**Coverage (%)**
Residential	168	442	80 088	32
General Residential	3	2 752	4 707	2
Institutional	2	12 805	24 158	10
Business	1	1 077	1 077	0
Restricted business	41	1 308	59 341	24
Public open space	5	1 102	5 509	2
Municipal	7	912	6 387	3
Street			69 860	28
Total	**227**		**251 127**	**100**

2. Mayor's visit to Kisumu, Kenya from 19 June to 23 June 2023 resulted in a commitment of €60,000 in grant funding for the Windhoek urban food systems.

The former Mayor of the Municipal Council of Windhoek, Councillor Joseph Uapingene, led a delegation of five members to participate in the First In-person AfriFOODlinks Consortium held in Kisumu, Kenya from 19 to 22 June 2023. The visit resulted in several benefits for the City of Windhoek, including grant funding of €60,000.00 (equivalent to N$1.2 million at the November 2023 Euro-Namibian Dollar exchange rate) spread over a period of one year for the Windhoek Urban Food Systems Transformation Pilot Project.

Moreover, the meeting led to a cluster exchange visit to Windhoek from 26 February 2024 to 1 March 2024, which is fully sponsored by AfriFOODlinks and its partners. The purpose of the visit is to foster collaboration and exchange between city officials on food system transformation at the city level. Finally, the council will participate in the 2024/2025 exchange visits to partner cities Chefchaouen, Morocco, and Bonn, Germany, which will also be sponsored by AfriFOODlinks and its partners in collaboration with the hosting cities.

The City of Windhoek believes it is imperative to join a group of leading cities in Europe and Africa that are addressing food systems and nutrition issues in light of the urban challenges it faces, including poverty, unemployment, and population growth.

The goal of the AfriFOODlinks consortium, which consists of European and African cities, is to enhance food and nutrition security while promoting environmental and climatic benefits and fostering socio-ecological resilience.

CoW made a significant stride in addressing water scarcity in Groot Aub

***By Lydia Amutenya**, (section head: Corporate Communication - PRO)*

The City of Windhoek (CoW), in partnership with the Ministry of Agriculture, Water & Land Reform (MAWLR), has successfully drilled a borehole named Kumbee. With an impressive depth of 112 meters, Kumbee currently yields 450 m3 per hour, marking the highest production rate achieved in this project to date. This achievement marks the sixth borehole drilled by Kurz Drilling CC, as part of our ongoing collective efforts to improve the water supply in Groot Aub.

The mission to address water shortages in Groot Aub continues, with plans underway to drill the remaining two boreholes. CoW and MAWLR are committed to providing sustainable water solutions to the Groot Aub community, with the goal of drilling a total seven boreholes in Groot Aub by the project's end.

In addition to borehole drilling, the City of Windhoek is also constructing a three-kilometer main waterline from the Groot Aub reservoir to the Oshakati location in Groot Aub. This project is expected to be completed by mid-March 2024 and aims to provide easier access to water for residents in the area and its vicinity.

Windhoek's Water Scarcity: Urgent Call for Responsible Water Usage

By Dieter Tolke, *(Engineering Technician: Water)*

Windhoek is facing a water shortage situation, declared as Category C Water Scarcity since June 2023 and will soon be forced to declare a more severe Category (D Severe Water Scarcity), in line with Council's adopted Water Management Plan (2019). The shift to Category D Severe Water Scarcity will require the City of Windhoek to intensify the Water Demand Management Strategies to try and avoid a water crisis. The primary reason behind this escalating situation is the insufficient rainfall received and the critically low levels of water in the three (3) central dam systems (Omatako dam 1%, S. Von Bach dam 12% and Swakoppoort dam 41%) managed by NamWater. The available surface water is currently more than 50% less than the same time last year.

Windhoek's water supply relies on three main sources, each playing a crucial role in meeting the city's demand. The main source is the surface water supplied by NamWater which constitutes a significant portion of the supply. This main source is augmented by borehole water sourced from the Windhoek aquifer, which serves as an essential emergency water resource during water-scarce periods. Reclaimed water is another source that augments the surface and borehole sources, and its supply performance is dependent on these two sources and has been an essential contributor to water supply for Windhoek. However, with the current water scarcity, Windhoek's dependence on boreholes and reclaimed water has increased to meet the demand, emphasizing the urgent need for conservation efforts. We should have saved and reduced water consumption by more than **10% since June 2023** already, in order not to run dry before or during the next rainy season. The response from Windhoek inhabitants to the savings target has been poor since its inception, instead of reducing consumption by 10%, the consumption has increased by 5 to 10% on average.

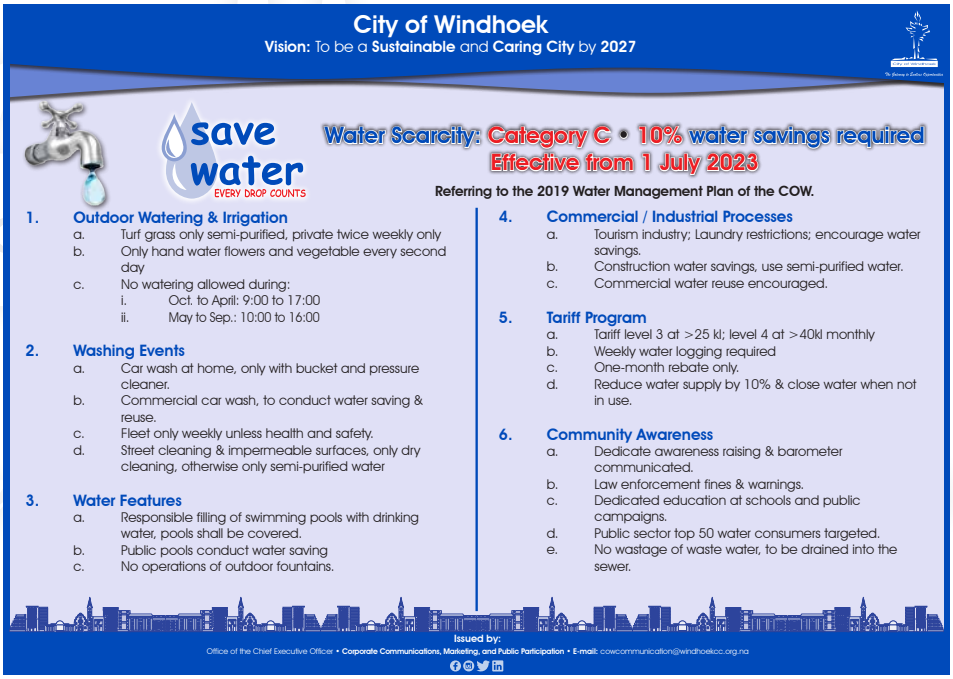
Under normal supply conditions, NamWater supplies approximately 75% of Windhoek's freshwater needs, with borehole water contributing 5% as it is kept activated to preserve the infrastructure, and reclaimed water making up the remaining 20%. However, due to the drastic reduction in dam levels, NamWater's contribution has been significantly curtailed, dropping to just 40%. Consequently, there has been a shift in the reliance on emergency water sources, with 40% of water now being abstracted from the aquifer (the highest aquafer abstraction in history) and reclaimed water still accounting for 20% of the supply.

The anticipation for good rainfall in the catchment areas of the three dams has not materialized during this rainy season, and low rainfall conditions have continued.

The City of Windhoek is now humbly appealing to its residents and businesses to utilize water responsibly and wisely, and hoping for a positive response in this regard. Every drop counts in these challenging times, and excessive water usage could accelerate the City's descent into a full-blown water crisis. As water flows into the sewer system, it underscores the critical need for efficient management and conservation throughout the entire water cycle.

The situation demands a collective effort from all stakeholders, including government institution, residents, businesses, and industries. Implementing water-saving measures, such as fixing leaks, using water-efficient appliances, and practicing mindful consumption habits, is imperative to mitigate the impact of this water scarcity, to avoid a crisis. Moreover, public awareness campaigns highlighting the severity of the situation and educating the populace on water-saving techniques must be intensified. Only by fostering a culture of responsible water usage, Windhoek can navigate through the immediate impact of water scarcity.

In conclusion, Windhoek's water scarcity crisis necessitates urgent action and cooperation from all quarters. With proactive measures and prudent management, the city can weather the current challenges and emerge resilient in the face of near future water-related uncertainties. However, the time to act is now, before Windhoek runs dry.



General Water Scarcity Questions and Answers

Q: What is the primary objective of the water-saving campaign for Windhoek?
A: The primary objective of the water-saving campaign for Windhoek is to respond to the water supply shortage in accordance with the Water Demand Management Plan. It aims to encourage residents to reduce water consumption by 10%, aligning with Category C of the Plan to ensure demand meets the limited supply. The City's weekly consumption target is 422,877 m3 (kl). For the week ending 04 March 2024, the actual consumption was 501,824 m3 (kl) which means we have consumed 78,947 m3 (kl) or 19% more than our weekly target.

Q: What is the key message of the water savings campaign?
A: The key messages are:
- To stress the importance of water conservation for sustainability.
- To educate the public on easy and practical ways to reduce water usage.
- To caution residents about the possible financial implications, including penalties and Category D water pricing, for not cooperating.
- To call on residents for a collective effort towards a greener and more sustainable Windhoek.

Q: Is there really a water shortage in Windhoek?
A: Yes, the dams that supply water to Windhoek, Okahandja, Karibib, and the surrounding area are almost empty.

Q: How much water is supplied by NamWater to Windhoek?
A: NamWater normally provides 75% of Windhoek's water. Currently, NamWater is only able to supply 40% of the water demand.

Q: What does Category C Water Scarcity require from the public?
A: Category C Water Scarcity requires the following from the public:
- Save at least 10% of water.
- Avoid establishing new gardens.
- Limit watering of gardens to before 9:00 AM and after 5:00 PM.
- Close pools to prevent evaporation.
- Wash cars using buckets and water-efficient pressure cleaners.

Q: Who is the target audience to achieve the 10% savings goal?
A: The aim is to target residential households, commercial establishments, industrial sectors, and government institutions (including educational institutions) during this campaign.

Q: How bad is the Water Scarcity for Windhoek and the Central Area?
A: The water scarcity situation has worsened significantly since the dams have received virtually no inflow for this season.

Q: How long will the surface water in the dams last to supply water to Windhoek?
A: We expect to run out of surface water by May 2025.

Q: Is there sufficient water in the CoW Aquifer?
A: The available water in the CoW aquifer may become a concern. As long as NamWater can supply 40% of Windhoek's water demand, the aquifer would be able to supply sufficient water for 2024.

Q: Why are water savings required?
A: Water savings are required because the dams are close to empty, and the aquifer has been severely pumped since May 2023. The aquifer water levels have dropped on average by 30m already. On average this can only drop by an additional 30m on average before we run into a severe supply shortage. It is essential to save water since the water resources are limited.

Conclusion:
By implementing this comprehensive water savings campaign, we aim to mobilize Windhoek residents towards collective action in conserving water resources, contributing to a more sustainable and resilient future for our city.

City of Windhoek

WEEKLY DAM BULLETIN

Date of this bulletin: 25/03/2024
Date of last bulletin: 18/03/2024

NAME OF RESERVOIR	Full Supply Level (AMSL)	Capacity (Mm^3)	Present Volume (Mm^3)	Present % of Full Capacity	Change Since Last Bulletin (Mm^3)	Volume One Week Ago (Mm^3)
SWAKOPPOORT DAM	1135.00	63.489	24.484	38.6	-0.275	24.759
VON BACH DAM	1350.00	47.525	5.274	11.1	0.034	5.240
OMATAKO DAM	1359.00	43.499	0.185	0.4	-0.102	0.287
SUB-TOTAL CENTRAL		**154.513**	**29.943**	**19.4**	**-0.343**	**30.286**

New committee members at the informal markets trained on leadership and market management

By Leonora Joodt *(section head: SME Development and Promotion)*

The SME Development and Promotion Section, in collaboration with the Micro Entrepreneurial Development and Promotion Section, conducted elections to select new committee members. These elections took place from the 5th to 26th February 2024, at all the Informal Markets, Industrial Stalls, and the Bokamoso Entrepreneurial Centre.

Committee members play a crucial role in representing the interests of traders within specific markets. Their term lasts for two years, and upon completion of their tenure, new committee members are elected. The establishment of market committees aims to empower community members by actively involving them in decision-making and the management of trading sites.

Once the new committee members are elected, the Business Development and Training Unit provides them with Leadership and Market Management Training. A total of 98 committee members participated in this training, which will concluded on 20 March 2024 at the Community Development Centre.

The workshop's goal is to enhance the capacity of market committee members by equipping them with essential skills and knowledge in areas such as Leadership, Health and Hygiene Awareness, Problem Solving, Market Management, Conflict Management, Decision-Making, Informal Market Rules and Regulations, and Informal Trading Regulations.

Business Training and Development Unit *From Left to right: Leah Olu-King, Paulus Tjukulia and Ivondia Kangueehi*

Training of the new committee members in session

The new committee members of the informal markets being trained

Windhoek's Mix Settlement Welcomes New Wastewater Treatment Plant

By Cillie Kapolo *(Corporate Communication Officer)*

The City of Windhoek, in collaboration with its sister city in Germany, Bremen, has completed a new wastewater treatment plant in Windhoek's Mix settlement, a significant step toward improved sanitation. The project, valued at 128,000 Euros (approximately N$2,086,263.05), is part of the City of Windhoek's municipal climate partnership initiative with its sister city, Bremen, Germany.

Windhoek Mayor Queen Kamati paid a visit to the newly constructed plant, accompanied by alderwoman Fransina Kahungu, Chairperson of the Provision of Basic Services Committee. Their visit marked the completion of a project that promises to make a significant difference in the lives of Mix settlement residents.

The plant is designed as a Decentralized Wastewater Treatment System (DEWATS), which uses gravity and low-flush toilets to treat wastewater locally and off-grid. The plant will serve about forty households, or 200 people, in the Mix settlement. The new plant is not only a step toward improved sanitation but also toward long-term solutions. It is an off-grid sanitation solution that works independently of the traditional sewer system. This innovative approach is consistent with the global trend towards sustainable and resilient urban development.

The Mix settlement will soon be equipped with this new sewer system, significantly improving the residents' living conditions. The completion of the wastewater treatment plant demonstrates the City of Windhoek's commitment to improving the quality of life for its citizens.

As we move forward, the successful completion of the Mix settlement's wastewater treatment plant serves as a beacon of progress, revealing the path to sustainable urban development and better public health.

Wastewater plant Tanks

Windhoek Mayor Queen Kamati, Alderwoman Fransina Kahungu, and City Officials paid a visit to the newly constructed wastewater plant in the Mix Settlement

Improved sanitation in Mukwanangombe Informal Settlement

By Cillie Kapolo *(Corporate Communication Officer)*

Windhoek Mayor Queen Kamati and Chairperson of the Provision of Basic Services Committee, Alderwoman Francina Kahungu during a visit to the newly constructed sanitation facility at the Mukwanangombe informal settlement.

Mayor of Windhoek, Cllr Queen Kamati, recently visited the newly constructed sanitation facility in the Mukwanangombe informal settlement within the Tobias Hainyeko constituency. This essential facility comprises communal toilets and showers, which were meticulously built by the City of Windhoek under the auspices of the Human Settlement division.

The establishment of this facility underscores our city's unwavering commitment to enhancing sanitation and living conditions for all residents. Mayor Queen Kamati emphasized the significance of creating a joint maintenance plan for these facilities before they are handed over to the community. This approach allows the community to take ownership and actively safeguard the facilities against vandalism.

Accompanying Mayor Kamati on the tour was Alderwoman Fransina Kahungu, Chairperson of the Provision of Basic Services Committee. Alderwoman Kahungu reiterated that while the city strives to provide sanitation facilities to the community, instances of vandalism persist. She stressed the importance of empowering the community to be responsible for its own facility, ensuring its protection against damage.

The Mayor expressed her satisfaction with the project, reaffirming Windhoek's commitment to improving sanitation in informal settlements. This tour serves as a reminder of the vital role that such initiatives play in safeguarding the health and well-being of all residents.

Alderwoman Francina Kahungu inspecting the facility

Over 1900 pensioners registered for the Debt Relief Program

By Cillie Kapolo *(Corporate Communication Officer)*

The Debt Relief Program for Pensioners, which the City of Windhoek just launched, has drawn a lot of interest and participation from senior citizens. The program is aimed to lessen the financial burden of overdue municipal bills on senior persons in difficult economic circumstances, while also increasing financial flexibility by wiping out debts for municipal services such as water and electricity totalling N$524 million.

To be eligible for the program, residents must be 60 years of age or older, and they must have reached 60 on or before 30 November 2023. Pensioners who meet the eligibility requirements of the program may be eligible for a hundred percent write-off of their capital and interest debt, for the amounts accumulated until 30 November 2023.
The key component of the program is the transition to prepaid meters for electricity and water services, which requires pensioners consent to installation of prepaid meters in their homes to be eligible. There are two payment options for the installation of prepaid water and electricity meters, one can either pay in full upfront or pay on a reasonable five-year payment plan.

The debt relief program encompasses approximately 26,000 municipal accounts held by pensioners. This figure is a significant representation of the elderly population in our city and underscores the impact of the program. So far more than 1900 pensioners have registered, and the city of Windhoek calls on more pensioners to partake in the program. This move aims to streamline future payments and consumption. The transition to prepaid meters is a forward-thinking component of the program, aiming to prevent future debt accumulation and encourage responsible consumption.

Registration for the program began on 15 February 2024 and will continue until 15 April 2024. The City of Windhoek has set up convenient registration venues across the city, including the City of Windhoek Head Office on weekdays from 08:30 to 16:30, Katutura Customer Care (opposite Shoprite Katutura), and Ombili Customer Care Centre open on Saturdays from 8:30 to 15:00.

This initiative represents a significant step towards financial compassion and practical support for the city's elderly population. By offering a complete write-off of outstanding municipal debts, the program not only alleviates the immediate financial stress on pensioners but also reflects a broader commitment to social welfare.

Joyful pensioners wait for their chance to have their debt written off.

First pensioner to be served at Katutura Customer Care Centre for the debt relief program

City officials announcing the registration of pensioners

2023 Vivo Energy Windhoek Marathon proceeds benefit community libraries

By Lydia Shifa, (*Online Communication Officer)*

The Windhoek Residents Mayoral Trust received a significant donation of N$160,000 from the registration fees of the Vivo Energy Windhoek Marathon 2023. The event took place in July 2023 and was a collaboration between the City of Windhoek and Vivo Energy Namibia.

The Trust has used N$112,000 of the donation to purchase 572 books and two computers for the Maxwilili and Greenwell Matongo community libraries, which are managed by the City of Windhoek. The books cover a wide range of topics such as English, science, entrepreneurship, and commerce, and will help the learners in the community to enhance their education and knowledge. The remaining funds will be allocated towards other community projects and social welfare causes as identified by the Trust.

Windhoek Mayor, Cllr Queen Kamati, officiated the occasion and expressed her appreciation for the donation. She emphasized that the resources donated are more than just tangible objects but valuable tools of empowerment and pathways to knowledge and opportunity. The inaugural Vivo Energy Windhoek Marathon was a celebration of the city's resilience, unity, and dedication to well-being, and aimed to raise funds for various community projects and social welfare causes that fall under the Mayoral Trust.

Jaco van Rensburg, the Managing Director of Vivo Energy Namibia, expressed Vivo Energy Namibia's commitment to community engagement and announced that the next Vivo Energy Windhoek Marathon will be held on 25 May 2024. He further added that they plan to make the upcoming marathon even more successful and impactful.

The Maxwilili and Greenwell Matongo community libraries received computers and books

Jaco van Rensburg, the Managing Director of Vivo Energy Namibia, expressed Vivo Energy Namibia's commitment to community engagement

Windhoek Mayor, Cllr Queen Kamati, officiated the occasion

The Windhoek Residents Mayoral Trust used the donation of N$160,000 from the registration fees of the Vivo Energy Windhoek Marathon 2023 to donate books and computers for libraries in Katutura

Know Your History

The elephant remains in the Zoo Park

***By Aaron Nambadi**, (Curator)*

The development of the Zoo Park commenced in 1961 until-1963, and during the September 1961 excavations for the reconstruction of Zoo Park in the Independence Avenue in Windhoek by the Windhoek Municipality, remains of elephants were discovered. The remains of at least two elephants were discovered in the form of tusks, teeth, jaws, vertebrae, ribs, pelvic bones and a femur. Archaeological evidence indicate that the elephant kill took place close to 5000 years ago in the Zoo Park and indication that attest to a long legacy of occupation by indigenous people in the area. Other stone tools were also found, these included quartz, hammer stones and choppers indicating that they were used mainly for chopping and cutting. The close association of the elephant remains and the tools indicate that this was a kill site. These tools were embedded in a sand and peat deposit, and subsequent analysis indicated that the area known today as Windhoek was once wet and marshy. The surrounding vegetation was a savannah that included scattered grasses and Terminalia trees, similar to what grows around the capital city today, (less the marshes and elephants of course). The discovery possibly indicate that the Zoo Park was once well watered and the elephants were possibly hunted by the pre-colonial people at a water source such as a natural fountain.

The archaeologist who excavated the site, Dr. Sydow, observed at the time that the dark-grey humus soil in which the elephant remains were found could have been a swampy waterhole where it got stuck and was killed. The peaty soil in which the remains were found is also an indication that the area used to be marshy or even thickly overgrown.

Radio carbon dates published by H.R. MacCalman indicate that the butchery of the elephants happened approximately 5000 years ago. This makes the Zoo Park elephant kill one of the oldest activities that were carried out in our modern-day city center. Today, the original elephant remains and tools are stored at the National Museum of Namibia in Windhoek. They were proclaimed a National Monument of Namibia on 15th August 1963.

The original site of the remains and tools is now commemorated by a memorial sculpture by Dörte Berner, which was commissioned and erected as part of a competition held by the Windhoek Municipality, and the National Heritage Council in 1990. This sculpture in Zoo Park also commemorates that Windhoek was, in prehistoric times, an area of hot springs attracting animals and Stone Age hunters alike. The detail includes depictions of an elephant hunt around the column.

Archaeological excavation in 1961 (Photo Credits: National Archives of Namibia).

Elephant relics unearthed during the development of the Zoo Park (Photo Credits: National Archives of Namibia).

Development of the Zoo Park gardens in 1961 (Photo Credits: National Archives of Namibia)

The construction of the semi-circular showcase that used to protect the archaeological finds before they were moved to the National Museum of Namibia (Photo Credits: National Archives of Namibia).

A memorial sculpture by Dörte Berner (Photo Credits: the author 2023).

WINDHOEK CITY MUSEUM

For more information regarding the history of Windhoek, please visit the Windhoek City Museum at the c/o Robert Mugabe and Schweringsberg street, tell 290 2502 / 2033 or email us at aar@windhoekcc.org.na / ghe@windhoekcc.org.na

The economic imperative of a clean city: Windhoek's path to prosperity

***By Elia Haindongo**, (Coordinator: Investment Promotion)*

Mr. Elia Haindongo

A clean city isn't just a matter of aesthetics; it's a vital component of economic prosperity. In Windhoek, the cleanliness of our streets and neighborhoods is not just a point of pride; it is a crucial factor in attracting both local and foreign investment. As we strive to position Windhoek once more as the cleanest city in Africa, every resident must recognize their role in this endeavor and support the efforts of the Windhoek City Council.

Investors, whether local or foreign, are concerned about their choices of where to invest their capital. They look beyond the surface and assess factors like infrastructure, governance, and cleanliness. A clean city signifies efficiency, order, and a commitment to quality of life. A clean city instills confidence in investors, assuring them that their investments will be protected and nurtured in an environment that is well-managed and conducive to growth.
When our streets are free from litter, our parks are well-maintained, and our public spaces are inviting, it sends a powerful message to investors that Windhoek is a city that cares about its image, its residents, and its future. This positive perception translates into increased interest from businesses looking to establish a presence here, leading to job creation, economic growth, and improved standards of living for all.

The responsibility for maintaining cleanliness does not solely rest on the shoulders of the City of Windhoek. While Council employs over 600 fixed-term contract workers dedicated to keep our city clean, their efforts alone are not enough. Every resident young and old has a role to play in preserving the cleanliness of our city. Simple actions like properly disposing of waste, refraining from littering, and participating in community clean-up initiatives can make a significant difference. By taking pride in our city and being mindful of our actions, we contribute to the capital's attractiveness as an ideal investment destination.

As we work towards reclaiming our position as the cleanest city in Africa, let us all commit to supporting the Windhoek City Council in our efforts to keep Windhoek clean. Together, we can ensure that Windhoek remains a beacon of cleanliness, prosperity, and opportunity for generations to come.

Members of the public and Solid Waste employees actively participating in the cleaning campaign.

School children participating in the cleaning campaign.

#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.

On Saturday someone came to update my electricity meter with new software. On Sunday morning between 9am and 10am I topped up 100 NAD on the electricity box and received 40.4 units, of which you took 5 units back (for testing new software) and I was left with 35 units. My 35 units didn't last me 2 full days. I have lived here for four years and use around 11 to 13 units a day. Now with your new software, I'm using 17.5 or more units a day. Can you explain the increase in consumption of units when we did the ordinary things we used 11 or 14 units for, please?

Please take note that the TID project is merely a meter reset or update function (it is like resetting your watch) and not necessarily a new software upgrade. Therefore, it does not affect electricity consumption in any way.

Additionally, electricity usage or consumption varies from time to time depending on the load connected to the house. It should also be noted that the electricity meter can be faulty and out of calibration since it is an electronic device. Once it is faulty, it needs to be replaced.

To determine whether the meter is faulty, a test must be performed using a machine by the Electricity department at a fee of N$ 684. If the meter is found to be faulty, the cost will be refunded to the client.

Should you need assistance regarding the meter test, kindly contact our customer contact centre at 061 290 3777 or via e-mail enquiry@windhoekcc.org.na

How much is the municipal busses smart card and where can we buy them?

The card is free, you just need to load it with money that meets your transportation needs. The price for cardholders is N$ 8.50 per trip. The bus cards are available at all the City of Windhoek cash halls.

Why are there by-laws that prohibit residents from collecting and storing rainwater?

Clause 42 of the City of Windhoek water supply regulation does not prohibit residents from collecting and storing water but it prohibits the consumption of such water without treatment. This means you can collect rainwater for gardening and other household use but not for human consumption due to health concerns.

The above-stated regulation reads as follows: "42. (1) Except for a tap discharging water from a hot water system or serving any shower or bath, no tap used on any premises for the purpose of supply for human consumption shall be connected to any tank without the permission of the Engineer, who in granting such permission may require that an apparatus be installed to maintain a free chlorine level of at least 0,2 milligram per litre at the furthest terminal water fitting."

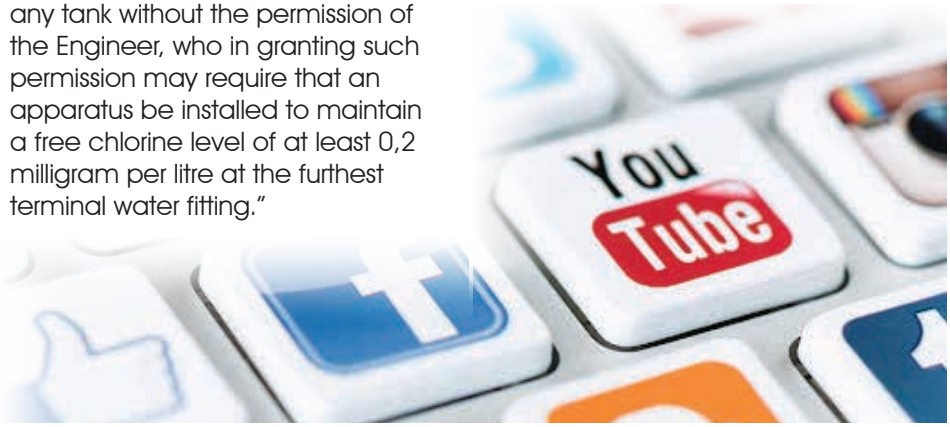
Good day, COW. Can we please have a swiping machine at our Soweto branch, is not safe to carry money around and your parking become expensive we the residents can't afford to pay for your services and those expensive parking. Hope you will consider my request. Thank you.

Good day. Thank you for the suggestion, we will forward it to the relevant division for action.

Good evening, just want to say thank you to the City of Windhoek for your response to my request for a swiping machine at the Soweto branch. Keep up the good work.

City of Windhoek, is this true? Will surrounding residents bear the cost of water loss or repair? If so, can you (just briefly) explain why?

Residents DO NOT pay for water lost through pipe bursts. Residents only pay for water their water consumption that passes through their meters. Water lost through pipe bursts is covered by the municipality.



Media releases and public notices

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

City of Windhoek

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

City of Windhoek
The Gateway to Endless Opportunities

save water
EVERY DROP COUNTS

REPAIR WATER LEAKS

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

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

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

Water supply from City of Windhoek

How to Test for water leaks:

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

Note:

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

Your Smart Lifestyle

WATER
WATER MANAGEMENT
WATER ATTITUDE
WATER EFFICIENCY
WATER RE-USE
save water

Water Management and Water Efficiency contribute to Water Sustainability.

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

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

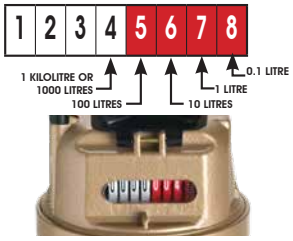
WATER MANAGEMENT

Your Smart Lifestyle

Consumer's social responsibility for sustainability

Institution and Industry:

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



Household:

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

TIPS:

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

OLD Water Consumption Target (90ℓ/person/day)			
No. of Persons	Daily	Weekly	Monthly
2	0.18	1.26	5.4
4	0.36	2.52	10.8
6	0.54	3.78	16.2
8	0.72	5.04	21.6
10	0.90	6.30	27.0
All volumes in kilo-litres (kℓ) = (m^3) 1kℓ = 1000 Litres			

EFFICIENT Water Consumption Target (50ℓ/person/day)			
No. of Persons	Daily	Weekly	Monthly
2	0.10	0.70	3.00
4	0.20	1.40	6.00
6	0.30	2.10	9.00
8	0.40	2.80	12.00
10	0.50	3.50	15.00
All volumes in kilo-litres (kℓ) = (m^3) 1kℓ = 1000 Litres			

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

To Measure = To Know

Consumption = current reading – previous reading

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

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

City of Windhoek

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PUBLIC NOTICE

REGISTRATION OF PENSIONERS TO PARTICIPATE IN THE DEBT RELIEF PROGRAMME

8 February 2024

The City of Windhoek invites pensioners to register for the debt relief programme, as approved by Council on 30th November 2023 (Council Resolution 291/11/2023). The registration period is two months, starting from the 15 February until 15 April 2024

REGISTRATION DETAILS	
Duration: Two months (15 February to 15 April 2024)	**Venues**
Weekdays: Monday to Friday **Time:** 8:30 to 19:00 **Weekend:** Saturdays **Time:** 8:30 to 15:00	1. City of Windhoek head office in front of Tourism Office (old mayor's office) on Independence Avenue 2. In front of Katutura Customer Care Centre on Independence Avenue 3. Ombili Customer Care Centre at the corner of Omuvapu and Omungwindi Streets in Okuryangava

Who should register?

- Only pensioners aged 60 years and older by 30 November 2023

What are the requirements for registration?

- Have prepaid meters for water and electricity or have applied for them.
- Agree to pay for the installation of the prepaid meters, either upfront or in installments over five years.
- If you choose the installment option, you must consent to be loaded on prepaid service.
- If you refuse the installation of pre-paid meters, you will not qualify for the debt write-off, and you will be subjected to the Credit Control Policy.
- Only the arrears on your account by 30th November 2023 will be written off.
- The current accounts from 1st December 2023 excluding interest, to date should be paid in full.
- In the case of the estate account, the account holder should have been a pensioner (60 years of age or older) by the date of death.

Please take note:

- ☒ Pensioners can apply for prepaid meters on-site during registration.
- ☒ Non-pensioners and businesses to benefit from the 50% interest write-off do not need to register; the interest will be automatically written off.

Required documents (copies certified):

- Registration form (to be provided on-site)

For pensioners accounts	For estate accounts
- ID copies of the account holder or representative - Marriage certificate (if applicable) - Valid passport - Proof of ownership (copy of title deed) - In the case of multiple properties, provide a police declaration stating your primary residence.	- ID or full birth certificate copies of the account holder and representative - Marriage certificate (if applicable) - Copy of death certificate - Proof of ownership (copy of title deed) - Guardianship letter for minors

For any enquiries, please contact our Customer Contact Centre at 061-290 3777 or via email: enquiry@windhoekcc.org.na

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