



The Gateway to Endless Opportunities

OFFICE OF THE CHIEF EXECUTIVE

Consolidated Feedback Report for Public Meetings held during October/September 2023



Vision: To be a Sustainable and Caring City by 2027

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FOREWORD

This report provides feedback on matters raised by residents of the City of Windhoek during the September/October 2023 public meetings.

The inputs and comments were provided by the relevant business units of the City of Windhoek. The Department of the Chief Executive Officer provided the secretariat role and compiled this report and assumes that the responses, explanations, actions given and taken by the various units of the City of Windhoek are complete and accurate.

The next round of public meetings will be publicly advertised in the local print media, radio, mobile public address announcements and by means of flyer and poster distributions at schools, churches and other public places.

The following are attached to this document:

- Draft Schedule for the June/July 2024 public meetings

PROPOSED SCHEDULE FOR PUBLIC MEETINGS TO BE HELD DURING JULY 2024

CONSTITUENCY	VENUE	COUNCILLORS	DATE	TIME
Moses Garoeb	Tobias Hainyeko Community Hall	Cllr. Queen Omagano Kamati Cllr Ndesihafela Larandja Cllr. Cllr. Austin K. Kwenani Hon. S.Ndengu (Moses Garoeb Const. Councilor)	06/07/2024 Saturday	11h00-14h00
Samora Machel	Green Mountain Road Open Space	Cllr. Adelwoman FN Kahungu Cllr. Bernadus Araeb Cllr Illse Keister Hon. N Kalola (Samora Machel Const. Councilor)	06/07/2024 Saturday	11h00-14h00
Samora Machel	Havana Playfield-off Eneas Peter Nanyemba Road & Uutapi streets	Cllr. Alderwoman Fransina Ndateelela Kahungu Cllr. Bernadus Araeb Cllr Illse Keister Hon. N Kalola (Samora Machel Const. Councilor)	07/07/2024 Sunday	11h00-14h00
Tobias Hainyeko	Open Space c/o Ongete & Ongava streets	Cllr. Sam Shafiishuna Nujoma Cllr. Queen Omagano Kamati Cllr. Dr. Otilie Saarty Uukule Hon. C Likuwa (Tobias Hainyeko Const. Councilor)	07/07/2024 Sunday	11h00-14h00
Khomasdal	Open Space c/o Frankfurt & Istanbul streets	Cllr. Austin K. Kwenani Cllr Clemencia Claudia Hanases Cllr Ivan Skrywer Cllr. Joseph Uaraa Uapingene Hon. S Angolo (Khomasdal Const. Councilor)	13/07/2024 Saturday	11h00-14h00
Windhoek Rural (Mix Settlement)	Mix Settlement Open Space	Cllr. Dr. Otilie Saarty Uukule Cllr Sade Shireen Gawanas Cllr. Magdalena Lombardt Cllr Juergen Hecht Hon. P Adams (Windhoek Rural Const. Councilor)	13/07/2023 Saturday	11h00-14h00
Khomasdal	Open Space Khomasdal Community Hall	Cllr. Cllr. Austin K. Kwenani Cllr Clemencia Claudia Hanases Cllr Ivan Skrywer Cllr. Joseph Uaraa Uapingene Hon. S Angolo (Khomasdal Const. Councilor)	14/07/2024 Sunday	11h00-14h00
Katutura East	Katutura East Constituency Office	Cllr. Sam Shafiishuna Nujoma Cllr Ndesihafela Larandja Cllr. Magdalena Lombardt Hon. R Goaseb (Katutura East Const. Councilor)	14/07/2024 Sunday	11h00-14h00

CONSTITUENCY	VENUE	COUNCILLORS	DATE	TIME
Windhoek West	Rocky Crest Multi-Purpose Center	Cllr Clemencia Claudia Hanases Cllr. Joseph Uaraa Uapingene Cllr Juergen Hecht Cllr. Magdalena Lombardt Cllr. Cllr. Austin K. Kwenani Hon.E Muteka (Windhoek West Const. Councilor)	17/07/2024 Wednesday	18h00-21h00
John Pandani	Soweto Market	Cllr. Alderwoman Fransina Ndateelela Kahungu Cllr. Bernadus Araeb Cllr Illse Keister Hon. J Moonde (John Pandeni Const. Councilor)	20/07/2024 Saturday	11h00-14h00
Windhoek Rural Groot Aub	Windhoek Rural Constituency Office	Cllr. Dr. Ottilie Saarty Uukule Cllr Sade Shireen Gawanas Cllr. Magdalena Lombardt Cllr Ivan Skrywer Cllr Juergen Hecht Cllr. Prof. Job Amupanda Hon.P Adams (Windhoek Rural Const. Councilor)	20/07/2024 Saturday	11h00-14h00
Moses Garoeb	Moses Garoeb Constituency Office	Cllr. Queen Omagano Kamati Cllr Sade Shireen Gawanas Cllr. Cllr. Austin K. Kwenani Hon. S. Ndengu (Moses Garoeb Const. Councilor)	21/07/2024 Sunday	11h00-14h00
Tobias Hainyeko	Maxwillili Community Centre	Cllr. Sam Shafiishuna Nujoma Cllr Ndesihafela Larandja Cllr. Queen Omagano Kamati Hon. C Likuwa (Tobias Hainyeko Const. Councilor)	21/07/2024 Sunday	11h00-14h00
Windhoek East	Dagbreek School Hall	Cllr. Sam Shafiishuna Nujoma Cllr Juergen Hecht Cllr Ndesihafela Larandja Cllr. Prof. Job Amupanda Hon. B Black (Windhoek East Const. Councilor)	24/07/2024 Wednesday	18h00-21h00
Moses Garoeb	Epandulo Open Space	Cllr. Queen Omagano Kamati Cllr Sade Shireen Gawanas Cllr. Austin K. Kwenani Cllr. Prof Job Amupanda Hon. S. Ndengu (Moses Garoeb Const. Councilor)	27/07/2024 Saturday	11h00-14h00
Katutura Central	Open Space Shanghai & Independence Avenue	Cllr Sade Shireen Gawanas Cllr. Sam Shafiishuna Nujoma Cllr. Joseph Uaraa Uapingene Cllr. Magdalena Lombardt Hon. R. Katjaimo (Katutura Central Const. Councilor)	27/07/2024 Saturday	11h00-14h00
Khomasdal	Otjomuise Fire bridge	Cllr. Austin K. Kwenani Cllr Clemencia Claudia Hanases Cllr Ivan Skrywer Cllr. Joseph Uaraa Uapingene Cllr. Bernadus Araeb Hon. S Angolo (Khomasdal Const. Councilor)	28/07/2024 Sunday	11h00-14h00

KATUTURA CENTRAL CONSTITUENCY: SHANGHAI & INDEPENDENCE OPEN SPACE

1. A resident raised a concern with regards to the City Police number that goes unanswered whenever they want to report or alert the Police.
 - The strategy of working groups/neighborhood watches places importance on working together with the community therefore the response time will be faster as the contact between police and community will be direct through the working groups. Therefore, as much as we encourage the use of our toll-free number 061302 302, we also want to reemphasize that officers on duty can also be reached hence it's important to always know the activities of your neighborhood watch, to know who is on duty.
2. A resident would like to know when they are going to get Prepaid Water meter in Katutura Central and what are the processes to follow. **Infrastructure, Water and Technical Services**
 - Visit the Customer Care Centre and enquire about the procedure to follow. Prepaid water meters are available and can be installed upon application and payment.
3. A resident would like to know why the City is not employing the youth, to do litter picking and street sweeping within their own area of residence. **Solid Waste Management**
 - Solid Waste Management Division has Fixed Term Employees that are responsible open space cleaning such as litter picking and street sweeping. Residents are encouraged to report waste related concerns to Solid Waste Management Office at 061 2903110 during officer hours.

KATUTURA EAST CONSTITUENCY: CONSTITUENCY OFFICE

1. Residents of Katutura East are enquiring why Cow disconnect prepaid electricity if one is owing water as this practice is not allowed by the law.
 - Our Electricity regulation mandates us to block prepaid when a client owes the City in respect of any other services.
2. Residents of Katutura East would like to know why City of Windhoek targets residents with disconnection and red force while ministries and businesses owe city millions but their W& E is not cut.
 - City of Windhoek does not discriminate between residents, governmental institutions and businesses when it comes to our credit policy and all client's services are disconnected when their accounts are in arrears.
3. Residents of Katutura East complain that debt management staff are very rude and request the City of Windhoek address this issue by wearing of name tags and also come up with a system to rates the services of each agent through sms.
 - Staff members are wearing name tags and the division plans to introduce rating system in the new performance cycle.
4. Residents of Katutura East requested the City of Windhoek to reconnect services namely water and electricity during the mourning period (2 Weeks).
4. The City of Windhoek already has provision to reconnect water and electricity during the death of a family member. Application can be done with the original death certificate and the reconnection is for three days starting Friday and on the next Monday the services are disconnected again.
5. Residents of Katutura East are asking the CoW to look into finding a lasting solution to debt management as senior citizen are unable to afford the high cost of services with N\$1400 pension grant but the Cow account N\$2000 plus every month.
5. Senior citizens are encouraged to apply for prepaid services and to ensure they don't allow their debt to grow.
6. Residents of Katutura East are enquiring the process of employing the people at buy-back-centre and demanded that youth from Katutura East to be given first priority.
6. City of Windhoek advertised all vacancy on various media e.g. newspapers, social media, noticeboard to ensure equal to opportunity for all and to attract the best suitable candidates to the organization.

MOSES GAROEB CONSTITUENCY: CONSTITUENCY OFFICE

1. Residents would like to know for how long should one wait to get response if one submitted a letter for a request to either renovate or extent your house.
7. We do not have a fixed time period that a client is expected to wait. This would normally depend on the number of applications that the office receives then handle them on a “first come first served basis”. In addition, it also depends on the urgency of the application. For example, a renovation of a structure during the rainy season would be prioritised more than an extension application. Further, the availability of vehicles also plays a role in the process.
2. Residents of Kavikunua residing there since 2007 but up to know they still do not have any basic services.
8. Kavikunua is relatively a new settlement, and was not there in 2007. Besides that, there are communal water stand pipes in Kavikunua. Furthermore, it should be noted that services are provided according to the development levels, of which, Kavikunua falls under Level 1. Level 1 of services affords the settlements in this category with basic communal services as per the Development and Upgrading Policy of 2019. Therefore, if there is a need for any basic services, the community leaders of the areas are advised to write a letter to the office (Human Settlement Division) requesting for such services of which additional facilities can only be considered based on the availability of funds and the provisions of the Development and Upgrading Policy (DUP).
3. Residents who were relocated from Kwasa-Kwasa area to Kabila block 2042, want to be provided with toilets and electricity.
 - Property Managementb
4. Residents of Kavikunua requested for high mast light.
9. Residents are advised to approach City Police so that their request can be considered as Electricity Department provides High Mast lights as per the advises of the City Police based on criminal incidents at an area depending on availability of funds from Central government.

TOBIAS HAINYEKO CONSTITUENCY – MAXUILILI HALL

1. A resident of Okahandja Park who lives next to Dr. Aupa Indongo Primary school wants the City of Windhoek to consider providing the following services:
sewer lines, **Infrastructure, Water and Technical Services**
 - All legal title deed holders (owners) of properties, registered at the Deeds Office, placed according to the approved Townships Board layout within this area, with sewer reticulation services in front or in close vicinity of their properties, or with sewer connections already in place can apply for connection.
 - The resident is urged to consult the Human Settlements division to ascertain above credentials and to facilitate the process if to the department.

2. Residents of Kilimandjaro who reside along the Tauno Hatuikulipi Street near the Maxwilili Clinic would like to know when would the City reconnect their toilets to the main sewerage line which were disconnected during the construction of the Tauno – Hatuikulipi tarred road. **Infrastructure, Water and Technical Services**

3. Residents of Okahandja Park urged the City of Windhoek to consider constructing a bridge on Mukwanangombe a River to enable residents access their houses during the rainy seasons.
 - The request is noted and requires a thorough investigation to establish amongst other cost benefit and technical viability of the proposal. The request will further be evaluated against Council's Non-motorised Transport Strategy and future development in this regard as well as other viable alternatives. The Corporate Communication Department will engage with the community to obtain more clarity on the request whereafter the investigation and report back will proceed.

4. A resident of Okahandja Park A complained that community leaders have been allocating land to their relatives whilst evicting people who have been resident for more than 20 years.
 - Community members are encouraged to provide specific details where possible to aid in the investigation. Community leaders do not have the right to allocate land nor evict people residing in the informal settlements. For this reason, should an activity of such nature be experienced, members are encouraged to report to the City Police and Property Management office.

5. A resident of Okahandja Park who lives next to Dr. Aupa Indongo Primary school wants the City of Windhoek to consider providing the following services such as layouts in the area.
 - The layout for Okahandja Park D was worked and is ready for submission to Council and thereafter the Urban and Regional Planning Board. The said undertaking will mark the official formalization intervention of the area which will be followed by upgrading of services.
6. A resident wants to know what criteria is being used to relocate persons occupying one erf.
 - Relocation of households is done using the provisions of the Development and Upgrading Policy. Among other considerations and approaches, the overriding approach is “*last in, first out*”. Relocation criterion for each area are discussed with the community leadership of the given area. Application of criteria is not “one size fits all” the circumstances and merits of each case differ.
7. Residents of Tobias Hainyeko Constituency specifically those who are staying in the informal settlements would like to know how long it takes the Human Settlement Development Section to approve the applications for the extension and renovation of houses.
 - **The application for extension of informal structures takes between one (1) to two (2) weeks to process depending on specific circumstances pertaining to subject structure. The following is repeated here as a general guide:**
 - Council per resolution 21/02/2020 provides that, the minimum distance of 5 meters needs to be maintained between informal structures for safety and accessibility.
 - The uncontrolled construction and extension of (new) structures has resulted in the congestion of most of the informal areas limiting accessibility and posing safety concerns. The compromised accessibility has also limited the City of Windhoek from providing some of the basic services such as blocking emergency vehicles for emergency services in a case of fire or for the installation of bulk infrastructure for communal services such as water pipes for water points and the connection of sewer lines for sanitation. This has created an unconducive environment for both the residents of such areas in terms of accessibility and safety as well for the City of Windhoek to provide basic services effectively and efficiently and above all, to formalize the areas.

- To ensure orderly and habitable settlements in the informal settlements, every building activity needs to be regulated to ensure that the intended extension/renovation does not compromise safety and accessibility. The following procedure should be followed whenever a to extend or renovate a structure arise:
 - The request must be made by the house owner himself or herself.
 - The registered household owner must apply for approval through a detailed letter.
 - The letter must contain the particulars of the applicant such as the Full Name, ID Number, House Number and contact details.
8. Residents of Tobias Hainyeko would like to know what criteria the City of Windhoek is using to formalize the informal areas as currently the City is only busy with the formalization of newly established informal areas and whilst leaving the old ones stagnated.
- Oldest settlements are prioritized first. It will benefit the community to note that, layouts for areas such as One Nation No. 1, Okantunda, Okandundu and Samuel Maharero - to mention only a few are done and undergoing necessary legal process. The slow down on the implementation of the said layouts is delayed by availability of serviced land to relocate households that will be affected by the formalization and upgrading intervention. Other factors such as the topography, the congestion (number of house structures versus the area yield) as have influence. The Department of Housing, Property Management and Human Settlement (Division of Human Settlement) will engage elected community leaders and provide them specific details pertaining to the formalization and upgrading of the area.
9. Residents of Okandundu who are affected by the demarcation of their area, would like to know when are they going to be relocated?
- Oldest settlements are prioritized first. It will benefit the community to note that, layouts for areas such as One Nation No. 1, Okantunda, Okandundu and Samuel Maharero - to mention only a few are done and undergoing necessary legal process. The slow down on the implementation of the said layouts is delayed by availability of serviced land to relocate households that will be affected by the formalization and upgrading intervention. Other factors such as the topography, the congestion (number of house structures versus the area yield) as have influence. The Department of Housing, Property Management and Human Settlement (Division of Human Settlement) will engage elected community

leaders and provide them specific details pertaining to the formalization and upgrading of the area.

10. Residents of Mukwanangombe would like to know what procedure one should follow if the sprayed numbers at their houses faded and that owners can't remember them any longer.

- The affected structure owner should visit the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) with their National ID to positively identify themselves. The division will search particulars of their structure from available records.

11. Okahandja Park A residents whose certificates of occupation have been revoked by the Human Settlement Development Section, informed the meeting that they are unable to buy water token without the certificates of occupation.

- Certificates of Acknowledgement of Occupation are revoked if, amongst other reasons - abuse of the system or dishonesty in the process of award of such a certificate is detected. The affected household heads should visit the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for guidance on the next steps. The purpose of issuing Certificates is to acknowledge occupation and provide partial land tenure security whilst households wait for the formalisation and upgrading process to take effect and curtail land invasion in the process of doing so. Issuance of water tokens is subordinate to the Certificate. If the certificate is revoked, the water token is equally revoked.

12. Babylon A residents who are residing on the river beds would like to know when are they going to be relocated.

- All residents residing in riverbeds, under powerlines and other areas that are not suitable for occupation as per the Development and Upgrading Policy: as first step will be issued with a Certificate to "Vacate Dangerous and Unsuitable Area" this will be followed by relocation to one of the exiting unplanned informal settlements where they will be issued with the a "Certificate of Acknowledgement of Occupation".

13. A resident of Okahandja Park requested the City of Windhoek to upgrade and level the soccer pitches in the area. **Parks/ Economic Development .**

- This informal pitches are graded twice every year, this was done. However the area is not zoned as POS.
14. Mukwanangombe residents in the Tobias Hainyeko Constituency requested for the upgrading of their informal soccer pitch and also for the provision of recreational facilities area in their settlement. **Parks/ Economic Development,**
 - The development of sports and recreational facilities in this are regarded as high priority, however due to limited funding this project are only visible during 24/25 financial year if funding is provided, the City is currently in deliberations with external stakeholders to fund and adopt areas as per masterplan. The R/934 to be developed.
 15. Residents of Kilimandjaro requested the City to service the streetlights as well as their high mast light.
 - The City of Windhoek advises residents to report any faulty electrical equipment, non-functioning streetlight lights or high mast lights by calling the following number: **+264 61 290 3777**
 16. Residents of Okahandja Park who lives next to Dr. Aupa Indongo Primary school wants the City of Windhoek to consider providing them with electricity
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.
 - Residents to approach Human Settlements Division if their area is not part of the approved 5-year Electrification Plan for consideration.
 17. Residents of Okahandja Park B near the soccer field wants the City of Windhoek to tar the roads, provide ablution facilities, water and electricity.
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.
 - Residents to approach Human Settlements Division if their area is not part of the approved 5-year Electrification Plan for consideration.

TOBIAS HAINYEKO CONSTITUENCY – ONGAVA AND ONGETE

1. A resident wants to know why the City of Windhoek changed the formula to upgrade the three (3) settlements which should have started with Okatunda, Samuel Maharero and Okandundu.
 - The approach did not change. Okatunda is scheduled for upgrading during the 2023/2024 Financial Year followed by the remaining two areas. The slow down on the implementation of the said layouts is delayed by availability of serviced land to relocate households that will be affected by the formalization and upgrading intervention. To accommodate more households, the layout of Okandundu is undergoing revision. To improve general efficiency, the layout for Samuel Maharero is undergoing revision as well. Such changes will be communicated to the Neighbourhood Committees of the area, likewise, the Neighbourhood Committee is encouraged to approach the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for update on progress.

2. A resident of Samuel Maharero requested the City of Windhoek to make special provisions for services such as water tokens among others for those residents who do not qualify for the certificates of acknowledgement of occupation.
 - The only households that qualify for water tokens are those who are registered and reside in the formal area of Samuel Maharero. Other households that qualify for water tokens are those residing under the powerline who qualify for Certificate to Vacate “Dangerous and Unsuitable Area”. The Neighbourhood Committee should approach the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for guidance on the matter.

3. A resident cautioned the City of Windhoek to verify the true ownerships of the land before registration of the plot is made.
 - The City of Windhoek takes necessary steps through the community and their local leadership to verify true ownership of structures in each informal settlement. Should there be instances where a household head duped the system, such should be brought to the attention of the Department of Housing, Property Management and Human Settlement (Division of Human Settlement).
 - Residents are encouraged to work through their neighbourhood committees to bring matters to the attention of the City of Windhoek. As a reminder, the aim of the neighbourhood committee is as follows:

- To act as communication channel with Council with respect to the local matters of the community it represents. Council will have one legal persona to deal with instead of all individuals within that community.
 - To empower the communities to run their own affairs: community organization, finances, maintenance, cleaning of services and problem solving etc.
 - To lessen the burden on Council in terms of resources needed for community liaison, administration, credit control, maintenance, etc.
 - To facilitate a structure through which saving and self-help actions may be promoted.
 - To create a structure through which education, training and capacity building may be effectively carried over to individual households.
4. A resident requested the City of Windhoek to provide information in regard to the process of digging the dry latrines.
- The City of Windhoek provides residents of the informal settlements who wish to build their toilets with two options: (a) Ventilated Improved Pit – VIP, and (b) Pour-Flush Toilet. Interested households should visit the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for the design, costing and further guidance.
5. Residents in Okatunda, Okandundu and Samuel Maharero areas want more public toilets, communal taps and electricity.
- The areas in reference are scheduled for upgrading. For immediate needs, the Neighbourhood Committee should approach the Department of Housing, Property Management and Human Settlement (Division of Human Settlement).
6. John Nankudhu Day Care centre requested the City of Windhoek to provide it with a water tap for the children.
- The request for a water tap to the Day Care should be formally channelled to the Department of Housing, Property Management and Human Settlement (Division of Human Settlement).
7. Residents of Klein Ongos complained that they are four people who are sharing one erf beside the promised that there will be no sharing of erven at Klein Ongos.

- The section is not aware of the area “Klein Ongos “in Moses Garoeb Constituency.
8. Residents in Okatunda, Okandundu and Samuel Maharero areas want more public toilets, communal taps and electricity. **Human Settlement/ Electricity**
 - The City of Windhoek has advertised a bid to electrify part of Okatunda during 2024.
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.
 9. The electricity transformer in Okatunda was installed for close to 30 years but up to now it has not been in use and people want electricity.
 - The City of Windhoek has advertised a bid to electrify part of Okatunda during 2024.
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.
 10. Residents said they are willing to meet the City halfway to put up electricity infrastructures such as a transformer so that the City can start charging the residents for that.
 - The City of Windhoek has advertised a bid to electrify part of Okatunda during 2024.
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.
 11. A resident wants the City of Windhoek to provide electricity to all individual households because electricity can create jobs for themselves.
 - We advise the residents to familiarize themselves with the Council' Approved 5-year Electrification Plan in order to understand Council's plan for the next 5 years with regards to electrification.

MOSES GAROEB CONSTITUENCY: TOBIAS HAINYEKO HALL

1. Residents of would like to know whether they are still being classified as Havana proper residents and that they want to be abreast with the status of the layout of their areas.
 - Havana Proper is a formalised settlement, thus Fransina Kahungu and Helvi Kondombolo are two different areas and should be treated as such. The draft layout is finished, the residents gave their opinion and the layout will be submitted for Council support/consideration.
2. Neighbourhood Committee members in the Moses Garoeb requested to be provided weekly with the list of the approval residents renovation or extension of houses from settlement development office.
 - The list is shared on the WhatsApp group with all the relevant stakeholders and if the neighbourhood committees feel the need to view such lists, they can contact Public Participation Section.
3. Oohambo dhaNehale residents requested for additional toilets in their area.
 - They are advised to write a request letter and the provision of such facilities will depend on the availability of the funds and provisions of the DUP.
4. Residents from Hakahana alleged that during the 2018/19 financial year, money was allocated to build a speed hump in Peter Eneas Nanyemba Road at the traverse points of the two schools, to-date no speed humps have been built yet.
 - The residents are to note kindly that Peter Eneas Nanyemba road is currently undergoing an upgrade to a full dual carriage way and the necessary pedestrian crossings were incorporated as part of the design for the upgrade which also follows the provisions of the Council's Non-Motorised Strategy and other relevant safety standards.
5. Residents of Gabes Shipepo requested for additional toilets.
 - They are advised to write a request letter and the provision of such facilities will depend on the availability of the funds and the connectivity of the identified sites to the existing sewer line.
6. Oohambo dhaNehale residents would like to know when their area will be upgraded.

- There is no layout yet for Oohambo dha Nehale. Once the planning process starts, residents will be informed through their leadership when the planning process starts. It is important to note that the demand for upgrading exceeds the current staff capacity of the division and there is no serviced land where surplus houses can be relocated.
7. Residents of Gabes Shipepo requested for additional high master light.
- Residents are advised to approach City Police so that their request can be considered as Electricity Department provides High Mast lights as per the advises of the City Police based on criminal incidents at an area depending on availability of funds from Central government.
8. Residents of Fransina Kahungu and Oohambo dhaNehale inform the meeting about the high rate of criminal activities in their area most particularly the grapping of handbags and cell phones during the early morning hours. Therefore, they are requesting for the presence of the City Police in their area.
- The City Police has endeavoured to work closely with the community through working groups, neighbourhood watch and other crime prevention community initiatives. This approach has worked very well in many areas. Therefore, we call on the community to organise themselves into working groups/neighbourhood watches in their respective areas.
 - It is critical for the community to work closely with the police as this helps to ensure effective sharing of information improves service delivery and strengthens the relationship between the police and the community.
9. Residents of Gabes Shipepo requested for City Police regular patrol in their area.
- The request is noted and the Area Commander will plan accordingly to ensure police presence in the area from time to time.

MOSES GAROEB CONSTITUENCY: EPANDULO

1. Residents requested for prompt repairs of communal taps and toilets upon reporting.
Infrastructure, Water and Technical Services
 - Teams respond immediately upon receiving notice from the Call Centre of such incidents. It might sometimes take longer when there are more similar incidents reported.
2. Residents of Jerry Ekandjo informed the meeting they only have two stand water pipe taps in their area, which are insufficient to the entire residents, they requested for more additional water taps. They further requested the City to relocate the two unused two water taps at Okaleke area to their area. **Infrastructure, Water and Technical Services**
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural (include Mix), Katutura East and markets are included in this plan.
 - Included in this programme is the extension of water reticulation network (pipelines) to service these standpipes.
 - The department will investigate the request pertaining to the relocation of the two unused water points (taps) and address accordingly.
3. Residents would like to know the significances of the numbers sprayed at the houses.

The Development and Upgrading Policy provides that the following:

- All informal structures in the informal settlement of Windhoek should be numbered and the occupants registered using a standard City of Windhoek socio-economic survey form.
- The informal structure number shall be placed or sprayed conspicuously on the external side of the front wall of the informal structure. Only City of Windhoek officials responsible for coordinating the upgrading of informal settlements can spray such a number at the start of a socio-economic survey project following an alphanumeric numbering format adopted internally. It is an illegal punishable act

for any person to assign themselves a number and spray such a number on the informal structure for identification purposes.

- Numbering of informal structures is preceded by community organization (establishment of a local leadership where there is no such a structure in place), meetings with the political leadership (local authority and regional council) to sensitize them of the planned development, meeting with the local leadership and the community for the same purpose.
 - Data collected through socio-economic surveys shall be entered into an electronic database for the purpose of secure storage, retrieval, analysis, updating with timestamps, tracking of the issuance of tenure rights (including letters of acknowledgement of occupation).
4. Epandule and other surroundings would like to know if the name of their main street Mukwanangombe that intersect Omuvapu towards their location is legitimate since the area is not formalized.
 - That is not a formal street but rather a local name that was given by the residents and other stakeholders. Street names are only given once layout are done and the area is demarcated and formalized.
 5. Residents requested for the numbering of previously unnumbered structures, as those without official municipal numbers face challenged obtaining water cards.
 - The Neighbourhood Committees should engage the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for policy guidance on the matter. The purpose of numbering structures is to ensure that, areas are locked and prevented from unauthorized land occupation which delays development due to presence of households that were not part of the socio-economic profiling of the area. Any person without a structure number is considered unauthorized and should therefore present their case to the Division of Human Settlement who will investigate the matter and proceed in line with Council's Policy as set out in the Development and Upgrading Policy and other supporting Council decisions such as Zero-Tolerance on Land Invasion.
 6. Residents who sit on the inhabitable area would like to know if the City will give them ample time to prepare for their relocation.
 - Council per resolution 21/02/2020 (Acknowledgement of Occupation for Household Heads living in the Informal Settlements of Windhoek) resolved that, "all households occupying areas outside declared Reception Areas (Planning Areas) such as powerline servitudes, public open spaces, road reserves or areas

reserved for other uses be issued with a Notice to Vacate Dangerous/Unsuitable Area. The *notice to vacate* unsuitable or dangerous area is with immediate effect. The Neighbourhood Committees should engage the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for policy guidance on the matter. All households issued with the Notice will be guided as to the suitable area to build their structure. Upon completion of a structure in the new area, the household will be issued with the Certificate of Acknowledgement of Occupation.

7. The residents of Jerry Ekandjo informed the meeting that there houses with numbers that are unoccupied but there are people who are residing on the river bed, why can't the City relocate those people into those houses.

The community and the Neighbourhood Committee are in a better position to know as to why there are houses that are not occupied in the community and equally, reasons that led households to build their houses in the riverbed knowing fully that we lost a mother and a child due to flash flood that devastated the area of Namibia Nalitungwe and Abraham Iyambo Informal Settlement. The Neighbourhood Committee should engage the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for policy guidance on the matter.

8. Residents requested for timely response from City Police whenever they report on illegal construction of new houses and other crime activities in their area.

- The City Police has endeavoured to work closely with the community through working groups, neighbourhood watch and other crime prevention community initiatives. This approach has worked very well in many areas. Therefore, we call on the community to organise themselves into working groups/neighbourhood watches in their respective areas.
- It is critical for the community to work closely with the police as this helps to ensure effective sharing of information which improves service delivery and strengthens the relationship between the police and the community.

9. Residents requested for the cleaning of the river bed that passes through the Tobias Hainyeko Constituency Office. **Solid Waste Management/Parks**

- Solid Waste Management Division is not responsible for cleaning of riverbeds. The complaint should be directed to Roads North or contact the following number 061 2902740.

10. Residents of Ebandulo requested Solid Waste Management to bring back skip container which was removed from the area. **Solid Waste Management**

- The Solid Waste Management Division is not aware of a skip container that has been removed from this area. Currently there is a skip container close to the soccer field. The complainant is requested to contact the office at 061 2903110 for clarity or provide a contact number.
11. Residents of Ombili would like to know why the City took too long to Services Ombili, the first survey in Ombili was conducted in 1990.
- The only informal settlement Ombili area is the Okapuka KaNauyala. Other informal settlements such as Kasikili, Jonas Haiduwa, Vladimir Lenin, Soviet Union, Mathew Shikongo and Namibia Nalitungwe are in the periphery with some, more recent than Okapuka KaNauyala. The City of Windhoek worked out possible housing solutions for Okapuka KaNauyala to be presented to the community for consideration. A concept acceptable to the community (inclusive of affordability consideration) will be implemented. All other informal settlements in the surrounding area are scheduled for planning through the City's ongoing Massive Planning efforts in which 12,000 erven should be planned and availed in the informal settlements.

SAMORA MACHEL CONSTITUENCY: GREEN MOUNTAIN

1. Residents requested City of Windhoek to provide residents with water points closer to them as the current water points are very far and residents are ready to dig the trenches for pipes to bring water closer to the people.
 - The request is noted with appreciation. As provided for in the Development and Upgrading Policy, the maximum walking distance to a communal water point is 200 meters. The City of Windhoek is busy rolling out a programme to increase communal water points in informal settlements with a goal of reducing walking distance to a level convenient to households. The ultimate solution is upgrading and formalisation of the area.
 - Community leaders of this area are advised to write a letter to the office (Human Settlement Division) requesting for such services of which additional facilities can only be considered based on the availability of funds and the provisions of the Development and Upgrading Policy (DUP).
2. Residents of Happy Crest requested City of Windhoek to provide them with a water truck daily to supply water whilst permanent solutions are being investigated.

- The location of the above settlement is not known by the Human Settlement Office because it does not exist on the informal settlement map. However, the community leaders of the area are advised to write a letter to the office (Human Settlement Division) requesting for such services. Depending on the outcome of the investigation, (additional) facilities can only be considered based on the availability of funds and the provisions of the Development and Upgrading Policy (DUP).
3. Residents requested City of Windhoek to allow solar lights in Goreangab whilst waiting for the master lights to be installed as people are being robbed their valuable items such as cell phones.
 - The Khomas Regional Council (Samuel Machel Constituency Office) is busy procuring x 5 Solar High Mast Lights to be installed in conjunction with the City of Windhoek during 2024.
 4. A resident wants the City of Windhoek to address the issue of electricity in the area as they can't wait for five years.
 - The City of Windhoek is currently busy electrifying informal settlements according to the Council approved 5-year Electrification Plan. We advise the residents to familiarize themselves with the said plan in order to understand Council's plan for the next 5 years.
 5. Residents of Happy Crest requested City of Windhoek to provide them with a water truck daily to supply water whilst permanent solutions are being investigated.
 - Water tanks were installed as part of the COVID-19 response. The City of Windhoek is rolling-out a programme in which all COVID-19 water tanks are replaced with water points.

SAMORA MACHEL CONSTITUENCY: HAVANA PLAY FIELD

1. Residents want to know when they can start building and expanding their houses.
 - Extension of informal structures can take place any time depending on the needs and desires of the household. The extension of structures is regulated and therefore done in accordance with the requirements set by the City of Windhoek. Any Household Head desirous of extending their informal structure should approach, through their Neighbourhood Committee, the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for policy guidance on the matter. The application for extension of informal structures

takes between one (1) to two (2) weeks to process depending on specific circumstances pertaining to subject structure. The following is repeated here as a general guide:

- Council per resolution 21/02/2020 provides that, the minimum distance of 5 meters needs to be maintained between informal structures for safety and accessibility.
 - The uncontrolled construction and extension of (new) structures has resulted in the congestion of most of the informal areas limiting accessibility and posing safety concerns. The compromised accessibility has also limited the City of Windhoek from providing some of the basic services such as blocking emergency vehicles for emergency services in a case of fire or for the installation of bulk infrastructure for communal services such as water pipes for water points and the connection of sewer lines for sanitation. This has created an uncondusive environment for both the residents of such areas in terms of accessibility and safety as well for the City of Windhoek to provide basic services effectively and efficiently and above all, to formalize the areas.
 - To ensure orderly and habitable settlements in the informal settlements, every building activity needs to be regulated to ensure that the intended extension/renovation does not compromise safety and accessibility. The following procedure should be followed whenever a to extend or renovate a structure arise:
 - The request must be made by the house owner himself or herself.
 - The registered household owner must apply for approval through a detailed letter.
 - The letter must contain the particulars of the applicant such as the Full Name, ID Number, House Number and contact details.
2. Residents are requesting high musk lights to be placed behind Havana Primary School as the area is prone to high crime.
- The City of Windhoek held a Groundbreaking Ceremony for High Mast Lights Project on the 28 May 2024 marking the start of installation High Mast Light in various constituencies and a high mast light is being erected at Havana Satellite Site(Dumpsite) which few meters away from the school.
3. Residents of Brenden Simbwaye B want their area to be formalise and upgraded so that they can get services like electricity.
- All informal settlements in Samora Machel Constituency are scheduled for planning through the City's ongoing Massive Planning efforts in which 12,000

erven should be planned and availed in the informal settlement, Brendan Simbwaye B and other surrounding areas are part of the programme.

KHOMASDAL CONSTITUENCY: FRANKFURT/ISTANBUL OPEN SPACE

1. A resident of Yokohama C is requesting for their area to be formalised as the area is overcrowded and there are no toilets as well as only one water pipe. They are requesting the addition of more water taps to accommodate the residents in need. Flooding has been a major concern and residents are inquiring if they are allowed to explore and use precast options to stop the flooding. **Infrastructure, Water and Technical Services**
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

2. There is a water issue where contractors did not complete their job and the facilities in place are insufficient to provide water to the residents. **Infrastructure, Water and Technical Services**
 - The department is not aware of this, but will investigate and attend to the matter.
3. Residents are complaining about using the bush at night as it is unsafe and they are in desperate need of toilets. **Infrastructure, Water and Technical Services**
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

4. Residents want street lights installed along the Sam Nujoma drive.
 - Sam Nujoma drive is a main arterial road in the city traversing the entire city from east to west. As the road was previously a government road slowly incorporated into the urban setting as the city expanded some stretches along Sam Nujoma

road were not developed for urban use excluding for example street lighting. The Department of Urban and Transport Planning will investigate the matter and advise the Department of Electricity on the possible provision of street lighting in areas where this has become a technical requirement. Residents are to note that funds will not have been provided for this explicit purpose and may be subject to future funding allocations.

5. Residents of Yokohama requested for toilets as well as water points to be installed.
 - The Neighbourhood Committees should engage the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for next steps on the formalization and upgrading of the area (inclusive of the urgent installation of communal services where such is possible).
6. A resident of Yokohama C is requesting for their area to be formalised as the area is overcrowded and there are no toilets as well as only one water pipe. They are requesting the addition of more water taps to accommodate the residents in need.
 - The Neighbourhood Committees should engage the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) for next steps on the formalization and upgrading of the area (inclusive of the urgent installation of communal services where such is possible).
7. Residents have requested for the tarring of Istanbul Street.
 - The upgrading of Istanbul Street is scheduled for 27/28 Financial Year, under Phase 12 of the Tarring Programme, pending the availability of funds.
8. Residents do not receive garbage disposal bags and there are many individuals who resort to illegal dumping of waste, which then becomes a health hazard to the community.
 - Refuse bags are issued and collected twice per week. The complaint is requested to be more specific by providing a contact number in order for the SWM Division to engage them directly. Alternatively, the complainant can call the SWM office at 061 2903110.

KHOMASDAL CONSTITUENCY: KHOMASDAL COMMUNITY HALL

1. A Resident of Otjomuise extension 3 in Khomasdal constituency complained about the roads that are not tared in the whole of Otjomuise extension 3, but yet they are paying rates and taxes and wanted to know when is council going to tared their roads? **Infrastructure**
 - The upgrading of Otjomuise Extension 3 is scheduled for 27/28 Financial Year, under Phase 11 & 12 of the Tarring Programme, pending the availability of funds.

2. A Resident of Khomasdal raised a concern about the people that are housed in tents at Khomasdal Stadium, that these people are breaking into their houses and stealing and they are using drugs. Therefore, they requested council to come up with a solution ASAP as they don't feel safe in their own homes. **Social Welfare/City Police/Parks**
 - An item was submitted for elevation in regards to this matter, internal consultation still underway how the matter should be dealt with.

3. Residents of Khomasdal complain about the skip containers in Mahatma Ghandi and Hans Deidrick street that are not being emptied regularly, burning of waste in the skip, cleaning of skip surroundings. Also the residence complains about the drainage holes that don't have covers. **Solid Waste Management**
 - Skip containers are cleaned according to a skip container removal schedule at least once a week. Should residents encounter full skips they are encouraged to report these skip containers directly to the to the SWM Office at 061 2903110.

4. A resident suggested that council should employ the people that are housed at Khomasdal stadium to clean the skip surroundings and solid waste to conduct education on skips. **Solid Waste Management**
 - The SWM Division has appointed an Education Officer who is task with educating the community across the City on the correct ways of disposing waste. A cleanup campaign will be arranged in due course to engage these residents on proper waste disposal practices.

WINDHOEK RURAL CONSTITUENCY: GROOTAUB

1. A resident requested the City of Windhoek for constant supply of water for their backyard gardens. **Infrastructure, Water and Technical Services**
 - The City is producing 55 m³/hour which is what can be abstracted from boreholes in a sustainable way. It is however the lower lying areas that receive most of the produced water and consumption is normally increasing in summer months, meaning some residents will even receive less water. It is the intention of the CoW to increase the production of water by sinking more boreholes. The MAWLR has availed funding and appointed a Contractor to drill these boreholes – most probably in January 2024.
2. A resident wants the City of Windhoek to allow farmers far from the residential areas to drill boreholes. **Infrastructure, Water and Technical Services**
 - The ground water level in the Groot Aub area has dropped significantly over the past 4 years and the CoW is not in support of drilling more boreholes unless a more sustainable solution to the water crisis is reached.
3. A resident wants the City of Windhoek to provide water closer to residents of Heavenly View, Beverly Hills and Tiger Hills. **Human Settlement/ Infrastructure, Water and Technical Services**
 - CoW constructed a pipeline and holding tanks for Tiger Hills earlier this year. Once CoW has managed to secure more water, expansion of the reticulation network will be considered.
4. The road infrastructures take time to be graveled, and the road has more stones. **Infrastructure, Water and Technical Services**
 - The Groot Aub Main Road is scheduled to be regravelled during the 2023/24 Financial Year, works are anticipated to commence early January 2024.
5. The road grader must be given to a qualified person and the time for grading the road must be extended. **Infrastructure, Water and Technical Services**
 - There is no problem with the grader operator per se. The operator is trained to execute the work he is employed for. The challenge however, is the absence of gravel on the road, to effective aid in the blading. The road is completely worn out, and therefore warrants regravelling ASAP.

6. A resident requests the City of Windhoek to provide the residents with pre-paid water system so that water consumption can be controlled. **Infrastructure, Water and Technical Services (Bulk Water)**
 - CoW will commence with construction of a new reticulation network early in 2024. Once that is complete, water meter, and specifically pre-paid water meters will be installed.
7. Resident wants residents near the sewerage line to construct toilets and connect it to the sewer line. **Infrastructure, Water and Technical Services**
 - All legal title deed holders (owners) of properties, registered at the Deeds Office, placed according to the approved Townships Board layout within this area, with sewer reticulation services in front or in close vicinity of their properties, or with sewer connections already in place can apply for connection.
 - The resident is urged to consult the Human Settlements division to ascertain above credentials and to facilitate the process if to the department.
8. A resident requested that there is a critical need for the Municipal Ambulance due to emergency situations in Groot Aub.
 - At this time the City of Windhoek does not have enough resources (ambulances and staff compliment) to provide a dedicated fire brigade services at Groot Aub.
 - It is important to note that the concern Department motivated for the allocation of funds during the 2017/18, 2018/19 and 2019/20 financial years for the construction of a fire station, recruitment of firefighters, procurement of 1x fire engine an 4x4 ambulance. Unfortunately, funds were not allocated due to budgetary constraints which is further aggravated by the lack of subsidy from Central Government. It is also observed that the Groot Aub residents does not contribute to the fire brigade levi that is currently paid by Urban Windhoek property owners.
 - The public is further advised that the geographical location of Groot Aub is complex (about 56km and 45min drive from urban Windhoek) and require an operational base with required resources from where a 24hr emergency services can be provided in addition to the coverage of urban Windhoek.
 - In this regard, plans are already in place to provide fire & ambulance services at Groot Aub however, the plans require a capital investment and will be implemented as soon as funds are available.
 - The residents are further informed that the Ministry of Health is operating a clinic with an ambulance and advises that their services be utilized in the interim. Should the Government ambulance not be available, residents are advised to dial the City

of Windhoek emergency number: 061-211111, thereafter dispatch of an ambulance may be considered depending on availability.

9. A resident request the City of Windhoek to provide electricity to people near electricity poles.
 - Residents of Groot Aub are requested to approach the Human Settlement Office with proof of ownership for the property so that they can be given a letter to go and apply for Electricity at NamPower. The cost of provision of electricity can be covered by funds from central government as is the case for other informal settlements around Windhoek.

10. A resident requested the City of Windhoek to provide the owners of the infrastructure with electricity box free of charge.
 - Residents are requested to approach the electricity department and apply for connection which will include the prepaid meter (electricity box). There will be no initial cost required to be paid by the customer, however, the total cost of connection (including the meter box) will be deducted from the customer's electricity purchases until the total connection cost is recovered.

11. Residents request the provision of electricity.
 - Residents in the electrified areas are requested to approach the electricity department and apply for connection which will include the prepaid meter (electricity box). There will be no initial cost required to be paid by the customer, however, the total cost of connection (including the meter box) will be deducted from the customer's electricity purchases until the total connection cost is recovered.

12. A resident wants the City of Windhoek to address the issue of electricity in the area as they can't wait for five years.
 - The City of Windhoek is currently busy electrifying informal settlements according to the Council approved 5-year Electrification Plan. We advise the residents to familiarize themselves with the said plan in order to understand Council's plan for the next 5 years.

13. A resident complained that the City Police has displayed some inconsistency as they allow some residents to build whilst other people are not allowed to build.
- City Police is a Law enforcement agency with no mandate to issue permits to anyone to build. As a law enforcement agency, we are there to ensure that the Municipal By-laws are adhered to and enforced accordingly. Should any officer be found acting outside the law, action will be taken in accordance with the law. The residents are therefore requested to report the suspicions of unfairness to the office of the Head.
14. A resident requested the City Police to stop issuing fines for the traffic offences as there are no traffic signs.
- City Police is a Law enforcement agency. As law enforcement we are there to ensure that the traffic laws are adhered to and enforced accordingly. Should one be found to be in contravention of any law, the police will do what is necessary, without fear or favour. Of course, if one feels that there is unfairness in the way matters are dealt with, there are channels to follow to address those.
15. A resident wants to know how much budget was allocated to Groot Aub and what is the timeline for its implementation and emphasised that the budget must be transparent.
- The Central Government through the Ministry of Urban and Rural Development allocated N\$ 3.476 million for the construction of services infrastructure in Groot Aub and N\$ 3.4 million for the upgrading of Groot Aub. In addition to the above, the City of Windhoek budgeted N\$ 4.7 million for Groot Aub Operations.
16. A resident pointed out that the verification of plots has identified challenges of dual ownerships, how will the City deal with this issue as there is a risk of people losing their property.
- The City of Windhoek have a mechanism in place to probe ownership. Sites with conflicting ownership information will be subjected to an investigation to establish the truth, where dishonesty is observed, ownership will be restored.
17. A resident wants to know how the leasehold within Groot Aub will be done since Groot Aub is regarded as informal settlements. The same resident suggested that the same treatment be given to people in the informal settlement areas of Windhoek when it comes leasehold must apply to the residents of Groot Aub.
- Groot Aub is treated like any other low-income area in Windhoek. There are three (3) approved townships in Groot Aub with 950 erven. In 2018, a total population of eight thousand nine hundred and seventy-seven (8,977) inhabitants were recorded in Groot Aub Proper, Groot Aub Extensions 1, and Groot Aub Extension 2. The

figure represents an improvement from two thousand seven hundred and sixteen (2,716) inhabitants recorded in 2009. Given that the three (3) approved townships are home to majority of the households in Groot Aub, the area is classified as Low-Income Area and not purely as an informal settlement. Characteristic of societal dynamics, there are pockets of informal settlements in Groot Aub such as Heavenly View, Beverly Hills, Tiger Hills etc.

18. A resident wants to know if there is a there a reception area in Groot Aub.

- There is no declared Reception Area in Groot Aub. It is the desire of the City of Windhoek to develop Groot Aub free of informal settlements. Current informal settlements that manifested on their own will be formalized and further land invasion curtailed to bring about desired order in the area and shape a better future for Groot Aub and its residents.

19. There is a huge interest in virgin land and there are people who are interested in the development of this virgin land, what process must be followed.

- The City of Windhoek is currently busy with the revision of its 20-Year Spatial Structure Plan which includes Groot Aub. The City of Windhoek in close working relationship with the National Housing Enterprise (NHE) will develop residential townships in Groot Aub. Land for other land-uses other than residential, will be developed by the City of Windhoek.

20. A resident complained that the natives of Groot Aub have been pushed away and they will end up without any land to even to collect firewood, is there a provision by Council for collecting the firewood.

- Residents of Groot Aub have open access to collect firewood within the Groot Aub farm boundary.

21. The City of Windhoek is requested to issue the confirmation letters/letter of occupancy to enable residents to access bank accounts, NSFAF loans, and brands for small stock farmers.

- Necessary arrangement will be made to resume issuance of letters confirmation letters to residents that were registered as part of the 2018 Socio-Economic Survey.

22. A resident requests the City of Windhoek to allow people in demarcated areas to build permanent structures and those in undemarcated areas to build their houses with precast materials.

- No permanent structure should be built without an approved building plan and the City of Windhoek's consent. Residents that participated in the 2018 Socio-Economic Survey will know the extent of rights after signing lease or sales agreement with the City of Windhoek.

23. A resident is concerned about the extension of boundaries of City of Windhoek which includes Groot Aub and the fact that there was no consultation made with the residents.

- The alteration of the municipal boundary was in done line with section 4(1)(b) of the Local Authorities Act, 1992 (Act 23 of 1992) (as amended) which empowers the Minister to alter the boundary of a local authority.

Paragraph 4(1) of the Act *inter alia* reads as follows:

4(1) Subject to the provisions of this Act, the Minister may from time to time by notice in the Gazette by way of the repeal, amendment or substitution of a notice issued under section 3, or of a proclamation issued under that section before its amendment by the Local Authorities Amendment Act, 2000 -

- (a) alter a declaration made under subsection (1) of that section;*
- (b) alter the boundaries of any local authority area by excluding any portion from its area or by adding any area thereto;*
- (c) combine the areas of any two or more local authorities so as to form one local authority area;*
- (d) increase or decrease the number of members of a municipal council or town council;*
- (e) include any part of the area of any local authority which is contiguous to the area of any other local authority so as to form part of the area of such last-mentioned local authority;*
- (f) alter the name of such local authority;*
- (g) delete the name of a municipality referred to in Part II of Schedule 1 and include such name in Part I of that Schedule, or delete the name of a municipality referred to in Part I of that Schedule and include such name in Part II of that Schedule.*

Further paragraph 4(4) of the Act *inter alia* reads as follows:

4(4) If the Minister intends to alter the area of a local authority under subsection (1), he or she may direct the local authority council in question to cause a survey by a land surveyor of any area determined by the Minister to be carried out at its own expense, and if that local authority council fails to comply with that direction within a reasonable period the Minister may cause that survey to be carried out and may recover the costs thereof from the local authority council.

In extending the boundary, the Minister acted in accordance with the provisions of the Act. The Act does not require the Minister to consult and reach consensus with the local authority concerned, let along the residents before altering the boundary or provide reasons as to why the boundary should be altered.

24. A resident is concerned about the payment of rates and taxes to be introduced as most of the residents are elderly and unemployed.

The Local Authorities Act (No. 23 of 1992) provides under Section 73(1) provides that, "... there shall be levied and paid by the owner of any rateable property in a

local authority area, for the benefit of the funds of the local authority council, in respect of each financial year a rate on the basis of the valuation, as shown on the main valuation roll, of -

- (a) the whole of such rateable property, to be known as a general rate;
- (b) the land of such rateable property only, to be known as a site value rate;
- (c) the improvements on such land only, to be known as an improvement rate;
- or
- (d) such land and such improvements only, to be known as a site and improvement rate,

Therefore, the levying of rates and taxes is a legal requirement not the creation of the City of Windhoek.

25. A resident complained that the City Police has displayed some inconsistency as they allow some residents to build whilst other people are not allowed to build.
 - The moratorium on erection of new structures in Groot Aub is applicable to everyone without fear or favour. Inconsistency in application of the Moratorium should be brought to the attention of the Head: Windhoek Municipal Police Service (City Police) for consideration and Action.
26. A resident wants the City of Windhoek to allow farmers far from the residential areas to drill boreholes.
 - No person is allowed to drill a borehole in Groot Aub, all water needs be channelled to the Department of Infrastructure, Water and Technical Services, Division of Bulk Water and Waste Water for consideration and guidance.
27. A resident wants the City of Windhoek to provide water closer to residents of Heavenly View, Beverly Hills and Tiger Hills.
 - The request for water at Heavenly View, Beverly Hills and Tiger Hills was brought to the attention of Department of Infrastructure, Water and Technical Services, Division of Bulk Water and Waste Water for consideration.
28. A resident complained that some children sell their parents plots.
 - Land can only be sold by the owner unless sold in execution. The City of Windhoek is in possession of a record confirming existence of twenty-three (23) titles in Groot Aub. All other residents do not have title to the land they occupy and have to wait for the City of Windhoek to issue them with a Deed of Sale or Lease Agreement depending on their choice and level of affordability.
29. A resident wants the City of Windhoek to share all developmental plans, programmes and projects with the residents.

- The Department of Housing, Property Management and Human Settlement – Division of Peri-Urban and Satellite will arrange a meeting to brief the residents on current and planned development plans.

WINDHOEK RURAL CONSTITUENCY: MIX SETTLEMENT

1. Residents of Efululo complained that they are not provided with enough stand water pipes. **Infrastructure, Water and Technical Services**
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural (include Mix), Katutura East and markets are included in this plan.
 - Included in this programme is the extension of water reticulation network (pipelines) to service these standpipes.
2. Residents of Mix requested for two speed humps to be placed on the main road before and after the four way stop.
 - Kindly note that the road referred is under the jurisdiction of the Roads Authority and the City of Windhoek does not have a mandate to make any changes. The request can be submitted to the Roads Authority per details below:

Hiveluah, Oshoveli (Mr.)

Divisional Manager

Network Planning

Telephone: +264 61 284 7072

Fax: +264 61 284 7151

Mobile: +264 (81) 250 3323

The Council will equally raise the issue with the Roads Authority.

3. Residents of Efululo complained that they are not provided with enough stand water pipes.
 - Community leaders of this area are advised to write a letter to the office (Human Settlement Division) requesting for such services of which additional facilities can only be considered based on the availability of funds and the provisions of the Development and Upgrading Policy (DUP).

4. A resident of Mix wants to know what is the procedure to follow to transfer the ownership of the shack from the deceased to either the siblings or children.
 - All requests for change of ownership should be directed the Department of Housing, Property Management and Human Settlement (Division of Human Settlement) with relevant documents (married certificate, if applicable, death certificate, ID of both the deceased and beneficiary) for consideration and guidance.

JOHN PANDENI CONSTITUENCY: SOWETO MARKET

1. Residents of John Pandeni requested for the following: a dropping and picking up zone for learners at A. Shipena Secondary Schools, a pedestrian bridge between Golgotha 13 and 14 over Uraan Street at the river side.
 - The request which is twofold is duly noted. Kindly be informed that as part of the Council's Non-motorised Transport strategy considerable focus is placed on traffic safety in and around schools. Whereas legally the provision for parking and the dropping off/picking up of learners at schools remains the responsibility of the owner of the school and should form part of the development the request will be investigated to see if and to what extent this can potentially be incorporated into future school safety measures.
 - As for the pedestrian bridges, the request requires a thorough investigation to establish amongst other cost benefit and technical viability of the proposal. The request will further be evaluated against Council's Non-motorised Transport Strategy and future development in this regard as well as other viable alternatives. The Corporate Communication Department will engage with the community to obtain more clarity on the request whereafter the investigation and report back will proceed.
2. Residents of John Pandeni would like to be provided with the speed humps at the following points: Claudius Kandovazu at Penduka, Independence Avenue- before a Traffic circle at corner of Independence Avenue and Abraham Mashego near the Constituency office (put humps from all four directions).

- The request is noted and the information provided by the public to raise the need appreciated. Council consider traffic safety holistically to ensure that limited funding can be prioritised to have the highest impact. Accordingly all requests are evaluated against criteria and impact on traffic and pedestrian safety and then prioritised accordingly. The locations provided will be thoroughly investigated and evaluated and prioritised according to merit and implemented as funding becomes available.
3. Residents of John Pandeni requested for a regular patrol in the river bed in Abraham Mashego street that side of Simon se gate and also the installation of a high master light because it is too dark and criminals are hiding there. **CITY POLICE/ELECTRICITY**
- Residents are advised to approach City Police so that their request can be considered as Electricity Department provides High Mast lights as per the advises of the City Police based on criminal incidents at an area depending on availability of funds from Central government.
4. Residents of John Pandeni requested for a regular patrol in the river bed in Abraham Mashego street that side of Simon se gate and also the installation of a high mast light because it is too dark and criminals are hiding there.
- The concern is noted. The City Police has endeavoured to work closely with the community through working groups, neighbourhood watch and other crime prevention community initiatives. This approach has worked very well in many areas. Therefore, we call on the community to organise themselves into working groups/neighbourhood watches in their respective areas.
 - It is critical for the police to work closely with the community as this helps to ensure effective sharing of information improves service delivery and strengthens the relationship between the police and the community.
 - The mast lights depend on the availability of funds; however, it will be channelled to the relevant office for consideration.
5. A resident of 2910 Bilbao street in Soweto wanted to know if the City can remove a sewage drainage insider her yard, if it can't be removed, who will be responsible to service it in times of need. **Road and Storm Water**

6. Residents of John Pandeni requested for the tarring of the following streets: H. G Vei, Rev. Gottlob Mungunda, G.B. S Kanguuehi and R. Ruzo.
 - The upgrading of the Streets is scheduled for 24/25 Financial Year, under Phase 8 of the Tarring Programme, pending the availability of funds. The design has already been completed with the construction procurement planned for 2024/25 FY.

7. Residents of John Pandeni requested for the placement of the mesh wire on the storm water pipes at Sam Nujoma stadium to prevent snatching of bags by criminals.
Storm Water
 - This matter will be investigated and attended to asap.

WINDHOEK EAST CONSTITUENCY: DAGBREEK SCHOOL HALL

1. A resident requested the City to avail structural plans for the public and to consult everyone before the approval of the structural plan.
 - The compilation of an Urban Structure Plan for a complex urban/rural mixed jurisdiction as is the case for Windhoek is a process that has to be undertaken with great care and diligence. Public consultation, despite being a legal requirement is a very important component of establishing a development guideline and the City of Windhoek places considerable value on the inputs made by resident and stakeholders and in this regard a major consultation was done in 2021 on the development goals guiding the strateg. We are happy to report that a final draft Structure Plan is now available and is currently still undergoing internal consultation. As soon as this is released for public inputs further external consultation will commence which is expected to take place in Q1, 2024.
2. The slipway on Independence avenue turning off unto the Western Bypass is an undisciplined traffic mess and intimidating to most traffic users, especially to tourist that use that off-ramp to leave the city going north. Surely a permanent solution to this problem can be found.

[City Police - Law enforcement matter]

1. In Europe traffic calming humps have at least 6 to 8 meters of raised area making them more friendly to use than the suspension breaking one in the city. They serve the similar purpose without the continuous hard braking and acceleration the motorists in Windhoek having to perform. Also, traffic circles are used instead of traffic lights which makes the flow of traffic easier and is eco-friendlier.

The proposals and suggestions are noted and appreciated with feedback provided as follows:

Speed calming:

- The Council has a guideline for speed calming measures, accommodating various methods of bringing speed down and advancing safety. Included are raised intersections, where the entire intersection is raised to make such intersection more prominent, and reduce speed at the same time, as well as to enhance the safety of pedestrians. Equally raised pedestrian crossings are usually widened to allow for increased pedestrian volumes. A secondary challenge is providing effective

measures against all vehicle types, while certain vehicles have better suspensions and are suited for off-road terrain. Dependent on the circumstances these are all considered, but in most instances and due to limited funds, cost remains the decisive factor. In this regard a typical speed hump (without flat table) is an effective and universal speed calming measure which is also the least cost option. Windhoek however mostly go for a flat top to improve the comfort of crossing over the structures.

Traffic Circles:

- Traffic circles have several advantages. They are generally considered safer, have a lower operation speed, require less maintenance, and should accidents happen, these are likely to be less severe. Traffic circles also offer operational benefits, such as reducing delays and queues, requiring fewer turning lanes at intersections. In terms of application, traffic circles work well in residential areas, helping to keep speeds down while giving equal priority within a junction to all traffic entering.
- The disadvantage of traffic circles is that they require considerable road space, which in many cases are not available. Traffic circles are also very expensive to construct (one large circle would be the equivalent of five traffic lights). Usually, a circle is technically only recommended where there is a balanced traffic flow from all sides. Traffic circles are further not suitable for high traffic volumes as they become un-operational with queues converging, especially with higher volumes from one side. High traffic volumes reduce performance of traffic circle and at a certain point will perform worse than a traffic light in terms of stop and go. It is also worth noting that traffic circles pose challenges for cyclists, and pedestrians and require special crossings which further add to the cost.

Traffic Lights:

- Traffic lights have the distinct advantage where the timing of traffic lights can be customized to suit different traffic flow at different times of the day, and over time minor adjustments can be made, amongst adding an arrow or a phase to adopt to latest travel patterns.
- Traffic lights are substantially more efficient than traffic circles in heavy traffic because the long green phases allows vehicles to pass the intersection at speed, whereas on roundabouts, each vehicle approaches the traffic circle at low speed and if congested result in higher stop / go losses which in actual fact represents an environmental disadvantage

- In this regard a technical evaluation dictates the choice of intersection and with the erratic nature of traffic flows and traffic peaks in Windhoek, traffic lights more often than not comes out tops which also represent a more cost effective solution.
2. Residents are requesting the relocation of Hidas bus-stop elsewhere and that police surveillance or security guards be stationed in the area to protect the public.
 - This was reported previously and as it was explained before and again at the meeting the location of the bus stop referred is correct and the nuisance is caused by taxis occupying the bus stop resulting in the bus being forced to stop in the road. Informal traders operating from the space right next to the bus stop are also probable cause for disruption to normal operations. Stronger law enforcement is suggested and will be reviewed by the City Police.
 3. Entrance to Avis dam on Gobabis Road turn-off to the Avis Dam parking area from Gobabis Road is very dangerous and the request is that the turn-off lane be constructed for cars to veer left into the carpark and allow traffic from behind to pass on the fast lane.
 - Kindly note that the road referred is under the jurisdiction of the Roads Authority and the City of Windhoek does not have a mandate to make any changes. The request can be submitted to the Roads Authority per details below:

Hiveluah, Oshoveli (Mr.)

Divisional Manager

Network Planning

Telephone: +264 61 284 7072

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Mobile: +264 (81) 250 3323

The Council will equally raise the issue with the Roads Authority.

4. The parking fees in the CBD, cost of parking of N\$ 8.00 an hour is not acceptable. People will rather park somewhere else and walk, as this is getting too expensive. The rate of N\$ 3.00 per hour is reasonable.
 - The objective of the rates is to encourage turnaround of parking and increase parking availability. The rates are based on average occupancy rates, implying where parking is occupied on average 80% of the time, implying high demand, N\$8 is applicable, where parking is occupied on average above 60% of the time, implying

average demand, N\$5 is applicable, and for below a 60% average occupancy, N\$3 is applicable (low demand). The zones including time periods could be reviewed and adjusted dependent on actual occupancy rates once the system is fully operational. The rates were benchmarks against other cities and are far below other cities operating a similar same system.

5. A resident wanted to know how long does it takes to get a modem if one wants to put solar power.
 - Residents are to always apply for solar installation at the City of Windhoek for approval to be given before any installation can be done as allowed for by the electricity regulations. Any installation without the approval of the City of Windhoek will be fined.
 - Once the approval is granted, the registered electrical contractor who applies on behalf of the customer requests for the modem and this takes 7 days.
 - There was however a period in 2023 when the City of Windhoek didn't have any modems in stock due to challenges with the supplier, but this has been resolved.
6. A resident requested that the City must not block electricity meters on Fridays especially if the meter is not converted. (TID).
 - Residents are advised to call the City of Windhoek call centre **(061 290 3777)** at any given time once their meter is blocked so that the meter can be unblocked immediately.
8. Residents complain about out of order/damaged traffic signs, traffic lights and barriers that need repairs or replacement in Klein Windhoek area.
 - Any out of order traffic light can be reported to the City Police so it can be elevated to the relevant department (Electricity), for it to be rectified.
9. Residents requested for removal of non-functioning cameras poles at the interactions.
 - The request is noted and that is currently the practice.
10. The traffic situation in front of the Windhoek post office and Hidas Shopping Centre is chaotic, can City Police enforce law to control the situation.
 - Concern is noted and will be attended to.

11. Traffic officers issue fines for vehicles where the lights have just shortly before malfunctioned and remove the disk forcing the owner to put the vehicle through the road worthy test. This might be correct as the vehicle is considered un-roadworthy, however, this practice should then be consistent and vehicles with poor or simultaneous high and low beam lights, no or very poor rear lights, lights damage in accidents should all be treated in the same manner. Law abiding drivers just cannot understand how these vehicles pass the check points in and out of the city.
 - City Police is a Law enforcement agency. As law enforcement we are there to ensure that the traffic laws are adhered to and enforce accordingly if that is not the case. Should one be found to be in contravention of any law, the police will do what is necessary, without fear or favour. Of course, if one feels that there is unfairness in the way matters are dealt with, there are channels to follow to address those.
12. What is the problem with the continuous flashing traffic lights? No day passes without some flashing traffic lights somewhere in the city
 - Any out of order traffic light can be reported to the City Police so it can be elevated to the relevant department (Electricity), for it to be rectified.
13. The bus-stop where both busses and taxis stop is the only lane available in Nelson Mandela Ave causes serious traffic congestions disturbing the flow of cars and large trucks from the traffic lights in Sam Nujoma Drive, it also creates a messy corner of commuters getting in and out of busses and taxis, where criminals hide and rob the public doing their shopping.
 - Concern is noted, assessment will be carried out and patrols will be intensified during peak hours.
 - In regards to the bus stop, the matter will be channelled to the relevant Department to look into it.
14. Joseph Wood street residents requested that trucks over 5tons should not be allowed to use that road. Huge trucks are still driving through and parking in Joseph Wood and John Ludwig Streets.
 - This is a long-standing concern which has been addressed on several occasions, however, it is noted that it persists and will do what is necessary going forward in terms of law enforcement.

15. Residents are concern over strangers who has moved into the street and is sleeping behind the sub-station at the back of the City Plaza building in Joseph Wood Street. These people urinate on the pavements and light fires on the pavement and on the playground.
 - This issue has been elevated to the relevant stakeholders as it is bigger than a police issue.

16. A resident wanted to know that when are they going to get Prepaid Water meter as it is in the case of Katutura residents. **Infrastructure, Water and Technical Services**
 - Pre-paid water meters are available upon application and payment thereof.

17. A resident complains about the damaged play grounds in Windhoek East. **Parks**
 - The maintenence of play parks is in progress, most playing equipment in Cimbabesia, Olympia and Dorando park has been restored Windhoek East will be in second phase of play park restoration during February 2024.

18. A resident wanted to know what the status of the Windhoek Crematorium is. **Parks**
 - The crematorium was repaired and functional so far more than 30 bodies cremated, the old furnace should be operational by first week of December 2023.

19. Implementation of biocontrol should be applied where applicable to reduce the costs and actual work should be conducted by knowledgeable people. **Parks**
 - The bush control activities are monitored and supervised by qualified horticulturist of the City under the parks division.

20. Damaging trees should be felled and offered to fellow residents who need it for firewood or other uses to reduce cost of transport and removal. **Parks**
 - The damaged trees are removed by contractors and dropped in informal settlements for energy sources, smaller shrubs and trees with smaller trunks are shredded and used as mulch for street trees around City and also for communities to collect and use, currently available at parks.

21. A resident made a request for places with severe environmental losses desertification of Cow owned open space should urgently be stopped (e.g. behind WHS addition inside WHS property and at Suiderhof) **Parks**
 - The maintenance of public open spaces are highly regarded and ecosystems primarily highly regarded, the activities around these areas are facilitated by parks and environmental division for compliance. The Suiderhof matter was done by Namibian Defense Force with approval by parks and supervision thereof, trees

were pruned and removed if needs be but no protected trees were removed and unprotected were trimmed as they serve purpose of protected vegetation too.

22. A resident raised a concern on all roots of vegetation to be saved to prevent soil erosion and Namibian trees should be protected and be pruned professionally and further spread of damaging invasive plants should be prevented. **Parks**
 - The City is conducting bush control activities but not eradicating plants, thus the environment is priority and maintenance of these greeneries is high priority. No trees are removed deliberately but facilitating is high priority and contractors are supervised.
23. A resident requested parks division to destroy *Cylindropuntia fulgida mammilla* in the following areas: Avis, Kleine Kuppe, Suiderhof, Kenneth Kaunda street and also to remove.
 - Not all will be removed but parks division is currently in progress to finalize the assessment of these areas and start procurement process of contractor to start work, this will be concluded in May 2024 subject to procurement processes.
24. A resident requested parks division to destroy *Harrisia cacti*- behind German Embassy along the railway, Van Coller Str, in Avis at the water reservoir, Marien Ngiubi Street, Babs street, two places in Joe Street.
 - Removal of cacti has been included in the bid document to procure two years services from external stakeholders to start with work, the progress of this matter will be subject to procurement process and compliance.
25. A resident requested parks division to destroy *Opuntia sulphurea* in Dr. Kenneth Kaunda street, Walddof, wo separate places in farm Windhoek between water cone and parliament, Sinclair street spreading from Windhoek into Daan Viljoen.
 - This work is progress.
26. A resident requested parks division to destroy *Datura*-everywhere in Windhoek and the existing seed pods should be collected and burned and all young plant should be uprooted.
 - Unit rate contractor is being sourced for these activities and procurement will commence during March 2024.
27. A resident requested park division to remove *Pennisetum setaceous* where ever it is invasive.
 - This work is progress.

28. The Klein Windhoek River is an open toilet and hideout for squatters, informal businesses and gateway route for criminals. The area needs to be cleaned. Sewerage water runs down the river, collects in pools and dries. It all ends in Swakopoort dam! People dump their rubbish and garden rubbish in the river and nothing is being done. Get a squad to walk down the river and clean up. Rainy season is coming and all the rubbish will end in Windhoek drinking water reservoirs.
- Solid Waste Management Division has Fixed Term Employees that are responsible open space cleaning such as litter picking and street sweeping. Residents are encouraged to report illegal dumping to Solid Waste Management Office at 061 2903110 during officer hours as culprits must be identified and hold accountable. Operational matters must be reported immediately and cannot wait for the public meetings.
29. A resident requested Solid Waste to change the time for refuse removal in Klein Windhoek to day time for safety reasons. **Solid Waste Management**
- The household refuse removal operations start at 05H00 due to the fact that there is less traffic on the road, this enables the refuse removal trucks to move more swiftly and more effectively this minimizes traffic congestion.

WINDHOEK RURAL CONSTITUENCY: BRAKWATER

1. Brakwater residents have highlighted the urgent need for a street map and street names for the Greater Brakwater Area to ensure easier and quicker response by the City Police, ambulance and fire brigade, and for delivery purposes.
- The community is hereby informed that legally the naming of streets is a process undertaken at the time when formal township establishment take place. At present the majority of roads in Brakwater are former district roads (identified by number) and accesses in the form of right of way servitudes registered over private properties.
 - Notwithstanding, the Council proposes that a map of current public roads and access be drawn up and provided with names or references to serve as an interim measure until future township establishment takes place. In this regard the Department of Urban and Transport Planning will liaise with the Geomatics Division to compile a first draft. This will be circulated to the community through the Brakwater Residents Committee for consideration of naming and references deemed appropriate for the

area. The suggestions will then be considered and formalised following due process through the Windhoek Council's Heritage Committee.

2. Illegal livestock in Brakwater. The current zoning in the Greater Brakwater Area and relevant conditions within the Windhoek Town Panning Scheme forbid the keeping of livestock on any property smaller than 5 hectares.
 - Residents are reminded that not all properties in the Brakwater area are 5ha or smaller and larger portions with agricultural land use rights still exist.
 - Notwithstanding, residents are encouraged to report or lodge a complaint where the land use activities are considered to contravene the Windhoek Zoning Scheme to the City of Windhoek, so that the matter can be investigated and the necessary enforcement actions launched.
 - Feedback on stray livestock
 - The chairperson highlighted that a meeting between the City Police and cattle owners was convened last year to address the issue. According to him, the kraal owners were allocated kraal sites by the former Windhoek Rural Constituency Councillor, Ms. Penina Ita. The chairperson also emphasized that the cattle owners were informed about land ownership, stressing that the sites in question are within the local authority and they must comply with City Council regulations. During the meeting, the cattle owners were instructed to make arrangements to remove their cattle or to approach the city for further interventions. The discussion also revealed that the city does not have a pound facility to manage stray livestock.
 - Legal instruments to be explored on the impounding of animals.
 - In the meantime, the meeting having engaged extensively on the matter of the pound and directed the Department: EDCS find ways to address these critical issues once cost becomes available collaborate with SE: Finance to seek funding.
3. The city urgently needs to clarify the current situation and account for all Brakwater betterment and endowment fees that had been paid since March 2004.
 - Changes in land use normally associated with subdivisions and/or rezoning give rise to a statutory development charges in particular in cases where there is intensified utilisation of the land and resultant increase in the demand for infrastructure. Any existing infrastructure (where applicable) was designed and implemented for the land use and intensity at the time of establishment. Any future land use rights

expanding on service demands will not have been accommodated in the infrastructure design and provision.

- Thus, where any changes in land use results in an additional infrastructure demand this additional demand must be catered for in the future provision of infrastructure. development charges is therefore imposed through a statutory provision on all land use intensification that will or potentially may result in an additional demand on the infrastructure that was not accommodated for in the initial provision of the services or new infrastructure where none exist.
 - Accordingly, development charges (also referred to as Endowment or Betterment Fees), as a once off capital contribution linked to the granting of increased development rights, are levied for the purpose of providing supporting infrastructure to sustain future development. As per the aforementioned this is a legal provision as per the provisions (Compensation) of the Urban and Regional Planning Act (5 of 2018) and charged according to prescribed policy.
 - To a large extent, the current prescribed policy links the development charge to the value of the property (i.e. land value) under consideration. In the case of Windhoek the value of land (N\$/m²) varies by a factor of approximately 8 in the various suburbs of the city. This disparity renders it unfeasible to ring fence capital contributions so generated per area or suburb as a mechanism of cross subsidisation is vital to ensure economic and social justice in all areas of the city, in particular in so far as services and infrastructure is concerned.
 - Additional Clarification: As per governing statute all development charges so levied are currently directly paid by beneficiaries into a capital investment account for the sole purpose of providing infrastructure to support development.
4. The Brakwater ratepayers require an explanation as to why they are being charged 9% instead of 7.5% while supplying all their own bulk services.
- A levy of 9% on the value of every new property parcel created during land use intensification is charged in all peri-urban areas due to the complete absence of any infrastructure to support development and not specific to the Brakwater Area only (refer answer to the act). This compensation can be offset against municipal services provided by the property owner in line with municipal planning and requirements.
 - The factor of 7.5% is only applicable to already serviced areas where changes in infrastructure can be expected to be lower.

- 5 Encroachment of road shoulders of most of the arterial roads in Brakwater are completely overgrown preventing pedestrians from utilizing these and causing unacceptable encroachment into the roads and obstructing the view of traffic signs.

Streets Outsourced for the period 1 July 2022 to 30 June 2023

Brakwater Service Road has been Allocated as follows.

Zone 1, Katutura

- Lot 7 Brakwater Service Road Portion 1 Left Side
- Lot 8 Brakwater Service Road Portion 2 Left Side
- Lot 9 Brakwater Service Road Portion 3 Right Side
- Lot 10 Brakwater Service Road Portion 4 Right Side
- Lot 11 Brakwater Service Road from Brakwater Recreation Area Gate Left Side up to where tarred road ends.
- Lot 12 Brakwater Service Road from Brakwater Recreation Area Gate Right Side up to where tarred road ends.

NB: It should be noted that the process of clearing bush and weeds are once off annual programme during the month of May subject to internal procurement criteria. This is on the cards for this season.

6 City Police:

- On the issues of satellite, police station only Namibian police can have police station. City Police can explore having a dispatch center in Brakwater as per availability of resources. In meantime as ongoing City Police intervention on Crime prevention and By Law enforcement, members are patrolling in the Brakwater area. City police members are also on WhatsApp groups and other platforms with regard to crime prevention and enforcement.

Bylaw related issues

Wood chopping

- Wood chopping issue is being attended to on a regular basis, but members face difficulties reaching the exact locations due to the mountainous terrain, which is inaccessible to vehicles. Because of this challenge, members patrol the periphery of the area, hoping to encounter the wood choppers to confiscate the wood or charge them accordingly.

- The land in question is a vacant private property, whose owner lives in Swakopmund, with no caretaker to look after it, making the land more vulnerable to woodchoppers.
- City Police will locate and encourage the property owners to put up security measures at their premises.

Crime

- It was mentioned that incidents of housebreaking and crime in general have drastically reduced after the arrest of the notorious housebreaker, Shapumba.
- Additionally, there was an operation by Nampol officers that focused on suspicious individuals by detaining and profiling them, which is believed to have also improved the situation.
- It was suggested that the City Police should establish a dedicated team, similar to one that existed in the past, to maintain direct communication with contact persons for sharing information on crime-related issues.

CCTV

- Those with CCTV facility in the area are encourage to link to City Police for assistance in motoring the area as supplementary measures.
- Crime Statistic in different areas of Windhoek will guide the placement of CCTV.
- Road signs
- It was highlighted that there is a need for informational signs in the area to facilitate patrols and location demarcation. It was reported that this concern has been raised at other meetings, and the relevant department was tasked with addressing it.

BRAKWATER PROGRESS REPORT

ASSESSMENTS

We drove through the tarred length of the Service Road. Our assessment commenced at the Ellisenheim Bridge and ended at the gravel road along the Service Road.

Assessments were conducted.

1. With Senior Superintendent Boois on 02/05/24 to get an overview and general sense of the scope of the problem.
2. With the roadmaking team on 03/05/24 to separate the road signage concerns from the road marking. also, to determine the detailed scope of the work that will be required.

ROAD SIGNAGE

Some signage were in impeccable condition, having been put up recently it would appear, whereas some others are in dire need of replacement.

The signs that need replacing are;

1. Yield signs (900mm) = 12
2. Side road Junction (900mm) = 2
3. Stop signs (900mm) = 1
4. 60km/h speed limit signs (900mm) = 2

- We currently don't have any of the above in stock. With the exception of the stop sign. We have thus included them in the additional funds recently made available. Once we take delivery, the replacement of the Brakwater signage will receive the highest priority.
- The stop sign (1200mm) replaced a yield sign at the c/o the Ellisenheim bridge and the Service Road.

Road Marking

- Not the entire length of roadway needed rehabilitation. We planned to only rehabilitate the various portions that are in greater need of our attention.

Progress so far

1. Day One, effected road markings at the portion from the Ellisenheim Bridge turn off to the second side road entering Carin Park. This is a +- 200 m stretch.
2. Day 2 was set apart for road marking at the end of the Service Road where the gravel road starts.
3. On the 19th May 2024, we set apart the day to attend fully to Brakwater roadmaking complaint. The reduced traffic volumes accommodated a safer and more conducive working environment. As opposed to only marking various portions of the Service road, we painted the majority thereof in one continuous stretch . approximately 95 % of the service road was marked.

The total quantity of paint used was;

17 x 20l white = N\$32 677.91

5 x 20 l yellow = N\$9611.15

4 x 25 l thinners = N\$7814.40

The total financial value = N\$ 50 103.46 (VAT exc)

A total of **13.19 km** of road network was marked

Work to be completed by other departments

In addition, identified in the assessment was signage that is in serious need of replacing.

These however fall outside our sections mandate the relevant custodians thereof will be responsible for the replacement thereof. They are;

(a) Traffic Flow

(b) Outdoor Advertisements

7. Resurfacing of municipal gravel roads is needed as the current condition of the northern portion of the d1491 service road has deteriorated to such a degree that it has become a dangerous road carrying far more traffic than what it can handle this needs to be attended urgently.

- D1491 is scheduled for spot regravelling during the 2023/24 Financial Year. Investigations are currently underway to potentially include the road to the Tarring Programme for upgrading to bitumen standards, pending the availability of funds.

GRAVEL ROAD BLADING: Section - SOUTH

(According to Monthly Programme)

Road	Total Length	Interval (days)
Otjomuise Road	9.5	14
Powerline Roads	4.0	28
Anderson Street	4.0	14
Avis Dam Road	4.8	14
MeatCo Road	4.0	7
Road @ Kleine Professor	0.4	28
Netball Road	0.6	7
Pionierpark tip	3.6	7
Ludwigsdorf tip	3.6	7
Eros tip	3.6	7
Otjivero Road	2.0	28

Groot Aub Main Road	2.2	14
Groot Aub Internal road network	25	28

**GRAVEL ROAD BLADING: Section -NORTH
(According to Monthly Programme)**

Road	Total Length (KM)	Interval (days)
Brakwater North	5.0	7
Brakwater South	4.0	7
Nubamis Hills	2.8	7
Nubamis Flats	1.6	7
Elissenheim	4.9	7
D1491	4.6	7
Dobra	6.3	7
Elago	2.4	7
Wanaheda Streets	4.4	14
Goreangab Streets	19.3	14
Okuryangava Streets	8.9	14
Havana Streets	17.9	14
Otjomuise	15.1	14
Hakahana	2.7	14