

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

2025

The Gateway to Endless Opportunities

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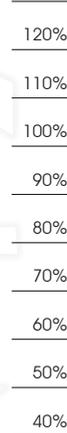
MONTHLY WATER WATCH

APRIL 2025

This month's water consumption is

12% OVER

target:



112%

CONSUMPTION TARGET

MONTHLY CONSUMPTION



Windhoek is experiencing , **Category D, Water Scarcity** **15% WATER SAVINGS** required to sustain the water demand.

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

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

Cultural groups performing during the Windhoek //Ae//Gams Festival held on 25 and 26 April 2025, for more information, please read on page 5.





Editorial

Dear Readers,

In every corner of Windhoek, culture thrives. It dances in our streets, sings from our stages, weaves through our crafts, and sizzles in the aromas of our traditional foods. This vibrant cultural spirit took centre stage at the recent 17th /Ae //Gams Arts and Cultural Festival and it is also the beating heart of this edition of the Aloe Newsletter.

Windhoek is more than just Namibia's capital; it is a living archive of our collective identity. Our arts and culture are not mere footnotes they are the very foundation of who we are. That's why events like the /Ae //Gams Festival are more than entertainment. They are moments of pride, unity, remembrance, and reinvention. They remind us that despite our different languages, traditions, and backgrounds, we are all Windhoekers. We share this city, and in our diversity lies our greatest strength.

The theme of this year's festival, "The Charm Goes Beyond What You See," beautifully captured this spirit. From the lively parade down Independence Avenue to the colourful stalls of handcrafted art, fashion, and food and the laughter and reflection shared during comedy and poetry night the celebration brought our city to life. It honoured our roots while inviting new generations to perform, participate, and proudly carry our cultural legacy forward.

As we reflect on our cultural richness, we also look ahead. Our recent strategy review and budget planning session marked a key moment in assessing our progress in implementing the City's 2022-2027

Strategic Plan. Aligning our strategy with our budget is essential to delivering efficient municipal services and that requires innovation and active community participation for lasting impact.

Despite growing demands, the City Council remains resolute in its commitment to serving residents effectively. Our performance evaluations show progress, but they also highlight the need to strengthen our organisational capacity and economic development efforts. Council leadership has underscored the importance of public education and fostering a culture of timely service payment to ensure long-term sustainability. We believe that when we stay true to our mission, we all benefit together.

This issue also highlights our participation in the NUST Career Fair a strategic opportunity to engage with the next generation of professionals. It was a powerful reminder that culture also lives in the dreams of young people seeking purpose and a place to thrive.

We further reflect on a recent engagement between the Mayor of Windhoek and the Minister of Urban and Rural Development, where the City presented its development priorities. Key topics such as housing, upgrading of informal settlements, and the need for a sustainable funding model were discussed real challenges that require real unity and urgency.

Even as we navigate complex issues around infrastructure, governance, and service delivery, culture remains our compass. It reminds us where we've been, tells us who we are, and guides where we are going. That's why we must protect it, invest in it, and let it shape the Windhoek we want to build.

At the same time, we each have a role to play in keeping our environment clean, safe, and welcoming free from litter, crime, and substance abuse. Let's promote wellness in our homes, our neighbourhoods, and across our city.

Let us continue to celebrate what makes Windhoek so special not just the roads and buildings, but the stories, the rhythms, and the traditions that make this city feel like home.

Warmest regards,

Lydia

The Aloe Survey

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

CLICK HERE
to take the Aloe Survey



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

Survey available on our website at:

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

Aloe

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

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Mayor's corner

Under this section we bring you the voice of our city's leadership. This column features highlights of the latest announcements, speeches, and statements from the Mayor, providing valuable insights into the vision, plans, and actions that are shaping our community. Stay informed and engaged as we navigate the path of growth and development together, under the guidance of our Mayor.

As we reflect on the progress we've made as a city, we also look ahead to the programmes that will shape our future. Our commitment to a prosperous and sustainable Windhoek remains unwavering. With this spirit of determination, we continue to move forward hand in hand towards a more inclusive and vibrant future.

Firstly, on 15 April 2025, Councillors Matheus Amakali Shoongo and Maitjituavi Kavetu were sworn in as new members of the Windhoek Municipal Council, filling seats vacated by Prof. Job S Amupanda and Sam S Nujoma after their appointments to higher offices.

The appointments were made in accordance with Section 13 of the Local Authorities Act (Act No. 23 of 1992, as amended), ensuring continuity in Council leadership. The City extends a warm welcome and best wishes to the new councillors in their roles.

As we progress through the fourth year of our 2022–2027 Strategic Plan, Council conducted a 2025/2026 Strategy and Budget Review Session last month. This was an essential platform for evaluating our achievements and realigning our resources, while we recognise both the strides we have made and the challenges that remain. Despite the challenges, we have achieved significant milestones serving as the markers of a resilient city that is laying a strong foundation for future growth. Let me remind all of us that our strategic goals must be translated into tangible outcomes. We must work collaboratively, harnessing the strengths of all stakeholders, including our youth, whose active participation will shape Windhoek's future. It is a call to each of us - residents, businesses, and government alike - to embrace our shared responsibility for Windhoek's progress. We now move forward with implementing the 2025/2026 Corporate Scorecard, aiming for a smarter, cleaner, and more inclusive Windhoek.

On 28 April 2025, a City of Windhoek delegation, led by myself, had the honour of meeting with the Minister of Urban and Rural Development, Honourable Sankwasa James Sankwasa, to discuss key development priorities and strengthen collaboration between us and our

line ministry. The meeting focused on addressing Windhoek's housing backlog, formalising informal settlements, improving infrastructure, and securing sustainable funding for local authorities. Our delegation used the platform to highlight the need for a reliable funding model for the City, noting the City's irregular funding despite generating significant government revenue. The engagement provided us with insight into the Honourable Minister's priorities for local authorities, while we welcome his undertaking to review the Local Authorities Act, with a focus on continuous improvement.

The surge of concerns bemoaning overflowing skip containers that became an eyesore, as well as a threat, to our communities' wellbeing did not fall on deaf ears. In response to growing public concern, the Office of the Mayor is leading a citywide initiative to tackle overflowing skip containers and illegal dumping in Windhoek, as part of a broader campaign to promote cleanliness and responsible waste disposal. The department responsible for solid waste management began deploying tipper trucks to clear skip containers across all constituencies. The campaign combines immediate waste removal with community education to foster long-term accountability and hygiene.

Council reaffirms its commitment to claim back the status of Windhoek as the cleanest city in Africa. To this end we urge our residents to treat Windhoek as a shared home and to dispose of waste responsibly.

In line with the United Nations' Sustainable Development Goal 3 on Good Health and Wellness, I am proud to announce our continued focus on community health and wellness through the Windhoek Residents Mayoral Trust. In partnership with the Wanaheda Medical Centre and other local health providers, the office is developing an outreach programme to provide essential health services, including mobile clinics and mental health support, to vulnerable community members. Our most vulnerable communities in informal settlements will benefit from this targeted initiative, strengthening our commitment to be a

Caring City. The programme, driven by the Windhoek Residents Mayoral Trust, will focus on health education, screenings, and services for both City of Windhoek staff and underserved communities, particularly in informal settlements.

In this regard the Office of the Mayor received Dr. Emmanuel Tom and Sr. Nancy Shiweda during April 2025, to discuss the provision of mobile health services, mental health support, and addressing issues like substance abuse. The initiative, which is still in the planning phase, will aim to foster a healthier, more resilient Windhoek through strategic partnerships and targeted outreach. The Office of the Mayor is inviting various health professionals and other stakeholders to join hands and make this initiative a success.

On 24 April 2025, the City of Windhoek inaugurated our Junior Council for the 2025/2026 term. I would like to praise the new, young Council Members' ambition and encourage them to pursue their passions with purpose.

Our wish is for collective action from families, educators, and government, and encouraging the youth to lead with compassion and take part in upcoming community initiatives, including youth-led food production at Farm Okukuna.

Turning to matters of governance and collaboration. During April, Council strengthened its partnership with UN-Habitat following a high-level visit from Mr Masayuki Yokota, the Head of UN-Habitat's Sub-Regional Office for Southern Africa. The visit, which focused on advancing Windhoek's Smart City Strategy and localising the SDG's, saw discussions about deepening collaboration through UN-Habitat's United Nations Innovation Technology Accelerator for Cities (UNITAC) initiative. Our relationship with UN-Habitat remains a cornerstone of our Smart City Strategy and SDG localization efforts, as we work together to formalise our collaboration with a Memorandum of Understanding (MoU), solidifying a commitment to mutual cooperation, leveraging innovation and technology for a more sustainable and inclusive urban future.

On 14 April 2025, the EU Ambassador





Ana Beatriz Martins paid us a courtesy visit, reaffirming the strong partnership between the European Union and the City. I am happy to report that the Ambassador emphasised EU support for community initiatives such as the Shack Dwellers Federation, tree planting, and street art programmes. We remain enthusiastic about continued collaboration to enhance sustainability, public spaces, and community development in Windhoek.

Councillor Joseph Makwinja, the Mayor of Blantyre, Malawi, was also on an official visit to Windhoek in April 2025, accompanied by his Chief Executive Officer and officials. During their visit, we entered into a Memorandum of Understanding (MoU) to enhance cooperation in areas such as tourism, heritage preservation, community development, education, capacity building, and public safety, fostering greater collaboration between the two cities.

The upcoming fifth edition of the Windhoek Business Summit, which Council is proud to support in partnership with FNB Namibia and Business Summit Namibia, was launched on 28 April 2025. The main event, taking place on 5 July 2025, with the well-known actress Connie Ferguson (of the soap opera Generations) as guest speaker, is a unique opportunity to empower local entrepreneurs, promote innovation, and unlock new economic opportunities for all residents. It is a platform for action, fostering collaborations between businesses, financial institutions, and government, to create a thriving economy that benefits all. This one-day event, under the theme "Building Sustainable SMEs for a Thriving Economy," will be the start of a movement to reshape Windhoek's economy and have a positive impact across Namibia.

Moreover, the City of Windhoek will engage Windhoek central business property owners on 13 May 2025 to discuss the challenges facing our decaying Central Business District (CBD) and to set a clear path towards its revitalization and sustainable growth. This engagement is the result of an appeal by property owners to my office and serve as a crucial step in our joint efforts to tackle the challenges facing them. In addition, the purpose of the meeting is to address the government's decision to reject the Special Rating Area regulation (SRA) commonly referred to in other parts of the world, as Business Improvement Districts (BID's). This regulation was intended to empower property owners and stakeholders within designated urban areas to collectively invest in maintenance, promotion, safety and beautification of their respective areas. Ladies and gentlemen, SRA's or BID's are

proven, global tools for urban renewal.

Allow me now to congratulate Council on the successful hosting of the annual Windhoek /Ae //Gams Arts and Cultural Festival on 25 and 26 of April 2025 under the theme "The charm goes beyond what you see." Indeed, the charm of Windhoek often goes beyond what we all see, and the theme spoke to the celebration of our uniqueness, friendliness, humble demeanour and our city's ancient history. Council would hereby like to thank the residents and visitors for celebrating Windhoek's diverse cultures and its people with us.

In addition, Council's gratitude goes to all the sponsors who contributed to the successful hosting of the event. Council is hereby calling on the business community to be part of our initiatives to promote local economic development by forming smart partnerships.

Lastly, let us reflect on the recent challenges faced by residents of the Maxwillii informal settlement in particular, but also many others living under similar circumstances, following a tragic fire that destroyed the home of the Mwoondimani family. A visit by Her Worship the Mayor, Councillor Ndesihafela Lalandja to the family and the provision of mattresses

and blankets through our Disaster Risk Management Division was a small, but meaningful gesture of solidarity. As a city, we are committed to supporting our residents in times of crisis, demonstrating our shared humanity and compassion.

Before I conclude, I'd like to say a belated Happy Birthday to Council Members Ilse Keister and Magdalena Lombardt who celebrated their special days in April. We sincerely appreciate your dedication and service to our city. Council wishes you joy, good health, and a wonderful year ahead.

In closing, Council is deeply grateful to all of you who continue to make Windhoek a city of hope, resilience, and opportunity. Our collective efforts - whether through strategic planning, community engagement, or international collaboration - are what will make Windhoek a truly exceptional city. Together, we will build a smarter, cleaner, and more inclusive Windhoek, where every resident feels valued and empowered to contribute to our shared success.

Let us move forward with resolve and optimism, for the future of Windhoek is bright, and the time for action is now.



Windhoek Celebrates Cultural Diversity at the 17th /Ae //Gams Festival

By **Taimi Haihambo** (Communication Intern)



One of the vendors selling hair scrunchies at the festival



CEO Moses Matyayi, (center), with the Damara Cultural group.

City of Windhoek recently held its 17th annual /Ae //Gams Arts and Cultural Festival in spectacular fashion. The festival, themed "The Charm Goes Beyond What You See," celebrated over 5,000 years of rich history and culture, bringing together people of all ages from kids to seniors for a two-day event at the City of Windhoek's upper parking lot.

The event kicked off with an exciting street parade that began at TransNamib and made its way along Independence Avenue. The procession lit up the streets with music, lively performances, and the true essence of festival fun all the way to the City of Windhoek head office. The parade was followed by an official opening ceremony, officiated by the Mayor of Windhoek, Her Worship Ndesihafela Lalandja. In her address, the mayor highlighted the festival's role in fostering unity through cultural diversity and encouraged residents to embrace and enjoy the city's cultural initiatives.

The day featured vibrant cultural performances, including traditional dances that highlighted the unity and diversity of Namibia's cultures. Many attendees proudly showcased their traditional attire, representing various ethnic groups such as Aawambo, Herero, Damara, Kavango, and Caprivian communities.

The festival also attracted many small and

medium-sized businesses, which offered a variety of products. From handmade hair scrunchies to stunning art portraits, traditional clothing, beaded bracelets, ankle accessories, and beautiful home decor crafts, the /Ae //Gams Festival had something for everyone.

Traditional Namibian cuisine was another major highlight. Food vendors served beloved dishes like ombidi, marathon chicken, and oshingali, a mash bean dish from the Aawambo. Regional specialties such as donkey meat (a Damara delicacy), mutete (a Kavango dish), Zambezi bream, and spinach from the Zambezi region were also on offer. The air buzzed with the aromas of roasted bread, fat cakes, and omatupa, a savory dish favored by the OvaHerero.

Mariah Hamata, Arts and Culture Coordinator at the City of Windhoek, praised the event's success: "The Windhoek /Ae //Gams Arts and Cultural Festival is a much-anticipated event that allows

people to appreciate the city's cultural diversity. It's an opportunity for both residents and visitors to experience the creative energy Namibia has to offer."

Established in 2001, the /Ae//Gams Festival has grown into one of Windhoek's most anticipated cultural events. With its dynamic mix of performances, visual arts, and traditional food, the festival continues to provide a unique space for Namibians to celebrate their heritage and for visitors to engage with the country's cultural richness.



Serving up delicious Kapana at the /Ae //Gams Festival, a tasty local favorite!





Successes within the Department of Housing Property Management & Human Settlement

By: **Anna Shiimi** (Communication - Trainee)

We met up with Engineer Charmaine Kavarure, who shared the following success stories from the Department of Housing Property Management & Human Settlement.

Key Projects Completed in 2024

According to Eng. Kavarure, the department's primary focus in 2024 was the continuation of the Informal Settlement Upgrading Project (ISUP). This is a Ministerial initiative that commenced in September 2020, spearheaded by the Ministry of Urban and Rural Development (MURD) and the Khomas Regional Council (KRC) as the project sponsors. The City of Windhoek (CoW) and National Housing Enterprises (NHE) served as the implementing agencies.

One of the key areas identified under ISUP was Goreangab Extension 4. However, during site investigations, several challenges were discovered. Services previously installed had been vandalised, with water and sewer infrastructure stolen. Despite these setbacks, the relevant service departments electricity, water, sewer, and roads worked diligently to restore services to municipal standards. In a first for the programme, construction of houses commenced concurrently with the upgrading and installation of services.

In addition to ISUP, the department extended support to other municipal departments by providing design, costing, and construction assistance. This included work for the Solid Waste Division's Buy Back Centre, alterations and additions to the HR Building under the Architecture Division, sports facility proposals by the Parks Division, and the used oil collection infrastructure for the Health and Environmental Division.

Project Goals and Achievements

The department set a target to construct 300 houses over a two-year period under the ISUP initiative. By the end of 2024, despite facing challenges such as the expiration of the unit rate contract and lack of approved township layouts, the team managed to construct 170 houses. Although this fell short of the original target,



Houses built under the Informal Settlement Upgrading Project (ISUP), a ministerial initiative by MURD and KRC, implemented by the City of Windhoek and NHE.



Just another glance of the houses built under the ISUP project in Goreangab Extension 4.

the achievement was significant given the stricter regulations and limited resources, highlighting the team's adaptability and resilience.

Highlighting Success: Goreangab Extension 4

Among the projects undertaken, Goreangab Extension 4 stood out as the most complex yet successful initiative of 2024. The Housing and Land Delivery Division (HLD) managed to synchronise the

delivery of engineering services with the construction of top structures a noteworthy accomplishment. Through a structured registration process, 14 families, consisting of men and women in uniform employed by Government, were allocated dignified two-bedroom houses. Each house, including the land cost of just N\$3,057.00, was delivered at an affordable total of N\$395,000.00.

Overcoming Challenges





Women leading the way, Pictured above is the female team behind the Informal Settlement Upgrading Project (ISUP) in the City of Windhoek's Housing, Property Management & Human Settlement Department.

Kavarure pointed out that several challenges were encountered. One significant issue was the loss of planning expeditions. Previously, construction could commence in areas with pending Surveyor General approval, and building plans were fast-tracked. These privileges were revoked, slowing project delivery. The department responded by restructuring workflows and focusing on areas with fully approved plans.

Another challenge was the expiration of the unit rate contract in September 2024, leaving 130 houses unbuilt and progress stalled due to procurement delays. However, efforts are currently underway to appoint new contractors to close this gap.

Community Impact

The ISUP project has had a direct impact on local communities by:

- Reducing overcrowding in brownfield sites,
- Improving sanitation,

- Increasing access to formal housing and tenure security,
- Creating employment through local sourcing of labour, and
- Enhancing quality of life through dignified housing solutions.

Approaches and Technologies

While the department did not introduce high-tech innovations, operational improvements such as the simultaneous delivery of services and housing marked a shift in approach. Tools like internal dashboards, standardised reporting templates, and Microsoft Project scheduling were instrumental in enhancing coordination and timeline management.

Collaboration and Stakeholder Engagement

The success of these projects would not have been possible without collaboration. Key stakeholders included the Ministry of Urban and Rural Development,

Khomas Regional Council, and National Housing Enterprise, as well as internal CoW departments such as Electricity, Engineering Services, Property Management, Human Settlements, Geomatics, Town Planning, and Marketing. Local community representatives and ward councillors also played a crucial role.

Budget and Timeline Management
Despite the shortfall in completed housing units, the department managed to stay within budget. HLD is currently evaluating bids to appoint 30 contractors to serve various income groups across Windhoek. Notably, in 2025, Council will begin constructing 62 apartments in Goreangab Extension 4 a first of its kind. The department plans to build 170 more housing units between 2025 and 2027, including 44 two-bedroom and 16 one-bedroom apartments.

Vision for the Future

Looking ahead, the department is preparing for a significantly scaled-up mandate: the construction of 5,000 housing units annually between 2025 and 2030. This ambitious target builds on the lessons of 2024 and aims to address the city's housing backlog. Key enablers for success will include reinstated planning exemptions, increased Human Capital capacity, contractor and equipment availability, and stronger interdepartmental coordination.

Success will be measured not only by the number of completed units but also by community satisfaction and repayment performance, ensuring that the programme remains both people-centred and financially sustainable.

Ensuring Efficiency and Timely Delivery
The department continues to focus on:

- Using historical data for realistic forecasting,
- Negotiating with suppliers to mitigate inflation impacts,
- Applying value-engineering principles to maintain quality within budget,
- Tracking milestones using MS Project tools, and
- Enforcing strict contract and project management practices.

With these strategies in place, the Housing Property Management & Human Settlement Department remains committed to delivering affordable, dignified housing to Windhoek's residents one project at a time.





City of Windhoek Returns to NUST Career Fair After 16 Years to Inspire Future Professionals

By **Taimi Haihambo** (Communication Intern)

After a 16-year hiatus, the City of Windhoek made a grand return to the Namibia University of Science and Technology (NUST) Career Fair. This event, aimed at connecting students with industry professionals and providing them with career opportunities, seeks to bridge the gap between education and employment. It featured a wide range of local and international companies across various industries, helping students explore potential career paths and gain valuable insights into the evolving job market.

Zenith Ferreira, the Senior Human Resource Officer at the City of Windhoek, was present at the event to highlight the various career opportunities available within the City. Ferreira emphasized that the City of Windhoek is the only company in Namibia offering a diverse range of specialized careers, with around 600 to 700 positions available in fields that require specific expertise.

"We are the only organization in Namibia offering such a wide variety of specialized fields. Most of our visitors today are students, and we are here to showcase the many opportunities available at the City of Windhoek," Ferreira said.

She expressed her excitement about the City of Windhoek's return to the career fair, noting that the last time the City had participated was in 2009. "It's great to be here again after so many years. The City of Windhoek is a very diverse organization, and it's considered an employer of choice. The community's interest in joining the City is high, and we are excited to offer career opportunities," Ferreira added.

The Human Capital and Corporate Services department, which is responsible for career opportunities within the City, remains committed to helping those who are eager to pursue their careers through job positions, internships, and attachments. The City of Windhoek continues to support the aspirations of those interested in becoming part of the organization.



Zenith Ferreira (center), Senior HR Officer, pictured with students from Chairman Mao Zedong High School during the NUST Career Fair.



Inspiring tomorrow's professionals, City of Windhoek team members connecting with curious minds at the NUST Career Fair.



Behind the scenes of success! City of Windhoek employees who worked tirelessly to organize and showcase the incredible career opportunities the city offers during the NUST Career Fair. From left Seated Hendrina Uushona, Zenith Ferreira, Ursula Uazeua, Chantell Daniels.



Windhoek Fire Brigade sparks youth engagement with blaze buster quiz

By Colleen Matiti (Safety Education Intern, Emergency Services)



Learners from A. Shipena S.S. receive first prize. They are joined by Senior Station Officer for Fire Safety and Prevention, Fillipus Sikongo, their teacher, and Section Head for Fire Safety and Prevention, Tangeni Uusiku.

In a spirited effort to promote fire safety awareness among the city's youth, the Windhoek Fire Brigade Services recently hosted its first-ever Blaze Buster Quiz on 11 April 2025, at the Fire Brigade's headquarters. The event brought together learners from 24 secondary schools across the city to partake in the educational competition focused on emergency preparedness and fire prevention.

Each participating school was represented by a team of three learners who competed in five intense rounds, answering questions on fire prevention, emergency response, and general safety principles. The initiative aimed not only to educate but also to encourage responsible and informed behavior in emergency situations.

The event was officially opened by Councillor Jade Chiyeye, Secretary of the City of Windhoek Junior Council, who stood in on behalf of the Junior Mayor. In her address, she emphasized the collaborative spirit of the event. "This event is not just about answering questions and earning points," Chiyeye said. "It is about coming together as a community, working in teams, and fostering a sense of collaboration that will carry beyond today's competition."

After a tightly contested series of rounds, A. Shipena Secondary School claimed first place, taking home a grand prize of N\$3,000, with N\$1,000 awarded to each

team member. Windhoek Technical High School secured second place, earning N\$750 per learner, while Rocky Crest High School followed in third with N\$500 per learner. Delta Secondary School rounded out the top four, with each team member receiving N\$250. All participants received certificates and promotional items in recognition of their efforts.

More than a fun academic challenge, the Blaze Buster Quiz serves an important civic purpose. According to the City of Windhoek Emergency Services, the department responds to over 3,000 emergency calls annually, including fires, road accidents, and medical incidents, many of which could be prevented or mitigated through increased public awareness and education.

The success of the Blaze Buster Quiz was made possible through generous sponsorships. FNB Insurance served as the main sponsor, reinforcing its commitment to fire safety education. Additional



Two schools go head-to-head in a fiery battle during the Blaze Buster Quiz Competition.



United for fire safety: participating schools stand together after a thrilling Blaze Buster Quiz showdown.

support came from Namibia Trucks and Components, XCO Group Namibia, and Book Den, who contributed promotional items that added excitement to the event.

Organizers also acknowledged the behind-the-scenes efforts of the quiz master, judge, and event coordinators, whose dedication helped ensure the competition ran smoothly. The Windhoek Fire Brigade is proud to have hosted an initiative that not only challenged learners academically but also planted the seeds of lifelong safety consciousness. With continued support, the Windhoek Fire Brigade plans to make Blaze Buster an annual event, empowering youth and building safer, more informed communities.



City of Windhoek Hosts First Ever Gospel Night – A Night of Worship, Hope & Praise

By: **Anna Shiimi** (Communication - Trainee)



The crowd sits and listens attentively to the lively performances by the vibrant choirs.



The crowd flocked to the centre, dancing to various songs during Gospel Night.

The City of Windhoek hosted its first Gospel Night titled A Night of Worship, Hope & Praise on Easter Friday. Despite it being a long weekend, a time when many residents typically travel, the Amphitheatre at Zoo Park was filled to capacity, a testament to the community's deep hunger for uplifting and spiritual events.

The evening featured soul-stirring performances by local gospel artists, including JOSM Record, the PPC Hochland Worship Team, Ora Pronobis, Soli Deo Gloria, and Minister of Peace, Love, Unity, and Stability, widely known as Martin Uukunde. His performance of the powerful song Sodom and Gomorrah had the crowd on their feet, dancing and singing along. With heartfelt emotion, he urged the audience to pray for Namibia, so the nation may remain a land of peace and hope rather than fall into darkness.

Another standout performer was Minister Gwenny, who travelled all the way from Rundu to take part in the celebration. Her captivating voice especially shone during her tribute performance in honour of the late Founding Father of the Nation, His Excellency Dr. Sam Nujoma. Her powerful renditions deeply moved the audience.

The event drew a diverse crowd, young and old, men and women, united in faith and community. The atmosphere was filled with joy and reverence; many described it as a true spiritual encounter, as if heaven itself had drawn near.

Although the programme was scheduled to end at 21:20, the energy and enthusiasm in the Amphitheatre extended the event until 22:30, with repeated calls for encore performances.

Attendees praised the City of Windhoek for the initiative, expressing a strong desire for more such events, especially during times when many face emotional and mental health challenges. "Some people are battling depression alone in their homes, but gatherings like this uplift the spirit," one attendee shared. "It also gives us a chance to connect with others, it's a



The PPC Hochland Worship Team performing their song with passion during the Gospel Night

moment of healing and networking in its own way."

Organised by the City of Windhoek's Corporate Communication, Marketing and Public Participation Division, the gospel evening was coordinated with limited resources and budget. Nevertheless, it was a resounding success, proving that with faith, unity, and purpose, even the smallest efforts can leave a powerful impact.



“A Healthier Workforce, A Stronger Community”: Mayor Larandja Champions Bold Vision for Employee and Community Health Outreach

By Lydia Amutenya (Section Head: Corporate Communications (PRO))



Sr. Nancy Shiweda, Dr. Emmanuel Tom from Wanheda Medical Centre, and Mayor Cllr. Ndeshihafela Larandja during an engagement on the collaboration for the health and wellness initiative

Windhoek Mayor, Cllr Ndeshihafela Larandja, has initiated a plan to launch an employee and community health outreach programme under the Windhoek Mayoral Trust Fund. This progressive initiative aims to enhance the health and well-being of both municipal employees and underserved communities by fostering strategic partnerships with local healthcare providers.

As part of ongoing stakeholder engagement, the Mayor recently held a consultative meeting with Dr Emmanuel Tom and Sister Nancy Nathalia Shiweda of Wanheda Medical Centre to explore collaborative opportunities. The discussion focused on aligning efforts to improve public health outcomes, particularly in informal settlements and among high-stress frontline City departments.

Mayor Larandja emphasized that the envisioned programme will promote wellness through onsite health screenings for staff, particularly those in emergency services and policing, and community outreach in areas where healthcare access is limited due to socio-economic challenges. “A healthier workforce serves the community better,” the Mayor said. “By prioritising wellness, we are building a stronger City from within.”

Dr Tom expressed strong support for the initiative, stating, “Only when we are cared for can we effectively care for others.” He

highlighted the benefits of investing in staff wellness, including improved morale, reduced absenteeism, and enhanced service delivery. Wanheda Medical Centre, which has a longstanding commitment to community

healthcare, expressed its readiness to support the City through wellness screenings and mobile health services as part of its corporate social responsibility.

In addition to employee-focused activities, the outreach will extend services to vulnerable communities in informal settlements. Dr Tom praised the City’s commitment and proposed offering free or subsidised healthcare through a mobile outreach programme. “This partnership has the potential to create a lasting support structure for those who need it most,” he noted.

Sister Shiweda spoke passionately about the importance of holistic wellness, stressing the interconnection between body, mind, and spirit. “To truly thrive, we must take care of the whole person,” she said. She highlighted the urgent need for mental health support, particularly for youth aged 15 to 25 who are at risk of substance abuse and its long-term impacts. She further noted the role of workplace mental health in promoting team cohesion and productivity.

Once implemented, this will be the first outreach programme of its kind spearheaded by the City of Windhoek. The initiative will offer a range of services, including health education, chronic disease screening, voluntary male circumcision, mental health awareness, and gender-based violence support. The City will work closely with partners to identify priority areas and finalise rollout plans.



Martha Haimbondi, Chris Eita, Dr. Emmanuel Tom, Her Worship Cllr. Ndeshihafela Larandja, Sr. Nancy Shiweda, Gebhardt Kauami, and Theresia Edward smiling in anticipation of the upcoming health and wellness initiative.”

Although still in the planning stages, the initiative has already garnered strong support. The collaboration between the Windhoek Mayoral Trust Fund and Wanheda Medical Centre is expected to deliver long-term health benefits to municipal employees and the broader Windhoek community.

About Wanheda Medical Centre:

Founded in the Wanheda suburb, the Centre has expanded its footprint to include locations in the central business district and Blackchain, while proudly retaining its original name as a tribute to its roots and community heritage.

Background of The Windhoek Mayoral Trust Fund:

Chris Eita, Manager: External Relations and Networking, shared insight into the origins of the Windhoek Resident Mayoral Trust Fund. Established in 2017, the Trust was born out of the socio-economic strains faced during a period of recurring droughts in Namibia, which led to increased rural-to-urban migration. Many individuals arrived in Windhoek seeking jobs and better opportunities, only to find limited employment and worsening living conditions in burgeoning informal settlements.

Formally registered with a board of trustees representing various sectors, including Council representatives, the Trust focuses on addressing the needs of the most vulnerable residents. Over the years, the Fund has supported numerous cases



Mayor Addresses Skip Container Challenges in Windhoek, Informal Settlement

By: **Anna Shiimi** (Communication - Trainee)



Windhoek mayor, Councillor Ndeshihafela Larandja, during the meeting with the Solid Waste Management Operations & Fleet.



Stellio Tsaoseb Section Engineer Treatment Infrastructure Water Technical Services, Acting Strategic Executive of Infrastructure Water Technical Services, Adams David, and Windhoek Mayor Ndeshihafela Larandja paying full attention to the presentation in progress.



Section Scientist, Research & Education, Gideon Hengari, and Section Head, Solid Waste Management Operations & Fleet, Jacinta Ferreira busy with the presentation during the meeting called by the mayor.

In a heartfelt meeting held recently, the Mayor of Windhoek, Her Worship Councillor Ndeshihafela Larandja, sat down with the City's Solid Waste Management Operations & Fleet Division to address a pressing issue affecting communities across the capital, the irregular emptying of skip containers.

During the meeting, the Solid Waste team explained some of the major challenges they are facing. Skip containers, which were introduced in 2002 for garden and building waste, are now being misused. Many residents are putting household

garbage and even dangerous medical waste into these containers. This misuse causes overflows and creates health risks in our communities.

The mayor expressed her concern and said that she now understands the problems better. "This is a serious issue," she said. "We need urgent action, not just from the city, but also from the central government and other partners."

She added that keeping Windhoek clean is everyone's responsibility. "If we want to once again become the cleanest city in Africa, we must all work together."

Her Worship encouraged City departments to work closely with one another and to increase public awareness campaigns about proper waste disposal. She believes that small actions like educating residents can have a big impact, especially in informal settlements. "When the government is ready to formalize these areas, we must have already done our part to keep them clean," she said, referring to one of the promises made by Namibia's newly elected President, Her Excellency Netumbo Nandi-Ndaitwah.

The team also shared that they do not have enough staff to regularly educate the public on how to properly use skip containers. On top of that, many of the trucks used to empty the containers often break down, making it difficult to keep up with the collection schedule.

The Mayor also highlighted the importance of being honest with residents about the challenges the city is facing. "We don't want people to think the city is ignoring the problem," she said. "Our teams are working hard, even with limited resources."

To help improve the situation, the Solid Waste team will also focus on educating the public and enforcing the Solid Waste Management Regulations of 2011. Residents who misuse skip containers will be reminded of the rules and held accountable.

In closing, the mayor called on all residents to join hands in restoring Windhoek's pride. "Let's work together for a cleaner, healthier, and more beautiful city. Windhoek is our home let's all play our part in keeping it clean."



City of Windhoek welcomes two new councilors to fill vacant seats

By **Taimi Haihambo** (Communication Intern)



Cllr. Maitjituavi Kavetu of the Affirmative Repositioning (AR)



Cllr. Matheus Amakali Shoongo of the Swapo Party

The City of Windhoek has appointed two new councilors to fill vacant seats on the municipal council. Matheus Amakali Shoongo, representing the SWAPO Party, and Maitjituavi Kavetu, representing the AR June 16 Movement, were officially sworn in as the newest members of the Council.

The two seats became vacant following the recent ascension of Councillors Prof. Job Amupanda and Sam Nujoma to national and regional positions.

The appointment of the new councilors follows the legislative process outlined in Section 13 of the Local Authorities Act, 1992 (Act 23 of 1992), as amended. This section provides for the filling of vacancies and the formal assumption of duties by duly appointed or elected

Council members.

In his remarks, Kavetu emphasized the crucial role of representing the people. "Our role is to speak for the people who elected us, and the poor working class who cannot afford houses," he stated. He further stressed that during his term, he would focus on critical council initiatives such as mass housing projects, many of which had already been approved but not yet implemented. Kavetu stated that when council resolutions are passed but not carried out, it is a betrayal of the masses they are meant to represent.

Shoongo, on the other hand, expressed his eagerness to work collaboratively with the City of Windhoek's management team and fellow councilors from different parties. "Let us work together

to implement the resolutions we have passed and ensure that the people of Windhoek benefit from them," he said.

These appointments are part of the ongoing effort to ensure effective governance in Windhoek, as the newly appointed councilors bring fresh perspectives to the table. The City of Windhoek looks forward to their leadership and guidance as they undertake their duties.

The City of Windhoek extends its congratulations to the new council members and wishes them success in their new roles. As the council continues to work towards improving the capital city, residents can expect to see new initiatives and renewed focus on issues critical to the community's well-being.





Navigating outdoor advertising in the jurisdiction of windhoek: regulations and realities

By Ian Hidimbwa (Officer: Outdoor Advertising)



Example of outdoor advertising: Billboard



Example of outdoor advertising: A-frame trailers

Outdoor advertising, which includes billboards, transit advertisements, A-frame trailers, estate agent boards, posters, and more, remains a powerful tool in the marketing arsenal. Its influence is significant, driven by its unique ability to reach and engage consumers in their daily commuting environments. Residents and business owners in the capital have increasingly tapped into this market.

However, outdoor advertising is not just about erecting structures. For those unfamiliar with the reality of this industry, it is important to note that the Municipal Council of Windhoek, under Section 94(1)(ae) of the Local Authorities Act, 1992 (Act 23 of 1992), established Outdoor Advertising Regulations through Government Notice No. 245 on August 7, 2008. This regulation states that no person shall erect or display an advertisement on Council property, a street, or a public place within the municipal area unless they have been granted written authorization from the Council. These regulations are in place to maintain the visual cleanliness, safety, and aesthetic appeal of the city for its residents.

To manage this, the Municipal Council of Windhoek operates an Outdoor Advertising Unit within its Business Development Section. Established in 2008, the unit is responsible for regulating

advertising visible along roads and public spaces. It serves as the planning and controlling authority, property owner, and opportunity creator with respect to outdoor advertising.

Every day, individuals, small business owners, and multimillion-dollar conglomerates may unknowingly violate these regulations. Those found guilty of non-compliance face penalties under the law, with fines ranging from N\$500 per poster per day (until the material is removed) to N\$2000 per structure (excluding removal or dismantling costs). In certain cases, law enforcement officials may impose imprisonment for up to six months.

It is important to note that before such penalties are issued, the Municipal Council of Windhoek will first send a notice to the owner of a non-compliant structure, giving them a period of no more than seven calendar days to remove or alter the structure. If the notice is ignored, the matter



Example of outdoor advertising: Street board

will then be referred to law enforcement. If you wish to use Council property or display outdoor advertising in a public space, you can do so by visiting the Customer Care Centre at counter number three (3), calling Tel: 061 290 3002/3198, or emailing Outdoor.Advertising@windhoekcc.org.na for more information.

While outdoor advertising is a powerful tool, it is subject to regulation, just like any other use of public space. Therefore, it is the responsibility of all residents and businesses to comply with the Outdoor Advertising Regulations. As the saying goes, "It is better to be safe than sorry." The Outdoor Advertising team welcomes all inquiries and is here to assist.



Sluice gate release at Avis Dam draws crowds

By: **Anna Shiimi** (Communication - Trainee)



The sluice gate at Avis Dam is being carefully opened to allow for increased inflows, as heavy rainfall and strong water currents still expected.

In a rare and historic event, the sluice gates of Avis Dam were carefully opened on Thursday, 3 April 2025, drawing hundreds of curious onlookers from across Windhoek. The dramatic release of water was carried out to make room for anticipated inflows, mitigate the risk of flooding, and avoid the gates opening automatically due to rising pressure.

The City of Windhoek had issued a public notice ahead of the operation, advising residents, motorists, and pedestrians in low-lying downstream areas to exercise caution and take appropriate safety measures. Despite the warnings, many gathered near the dam and along the surrounding riverbanks, eager to witness what many described as a once-in-a-generation moment.

"This was something special," said one onlooker. "After years of drought and water restrictions, to see this kind of water release felt both emotional and hopeful."

The last time the sluice gates were opened due to heavy rainfall was in 2011. This year's operation was closely monitored by City Police and emergency services, who ensured public safety throughout the day.

The sluice gates, massive steel structures measuring 11 metres wide and 3.5 metres high, are hinged to a concrete spillway and rotate outwards and upwards when activated. On the day of the release, the water level had risen to 2.8 metres, just 300 millimetres below the dam's full capacity.

At precisely 10:51 a.m., the southern gate was opened, allowing water to pour out at an average rate of 17 cubic metres per second, or approximately 61,000 cubic metres per hour. Only one of the two gates was used in order to maintain a controlled and gradual flow, reducing the risk of downstream flooding or property damage.

By 3:00 p.m., the controlled release had concluded, with a total of 160,000 cubic metres, or 160 million litres of water, safely



City of Windhoek engineers and officials are seen here hard at work during the opening of the sluice gates at Avis Dam.

discharged from the dam.

In addition to managing water levels, the operation also served as a valuable training exercise for dam officials. Conducting the gate release under live conditions allowed engineers to assess the gate's performance and gain practical experience for future flood preparedness and water management strategies.





City of Windhoek presents its development agenda to the Minister of Urban and Rural Development

By Lydia Shifa (Online Communication Officer)



Minister of Urban and Rural Development Hon. Sankwasa James Sankwasa seen here in discussion with mayor Ndesihafela Larandja and city of Windhoek officials during the presentation of the city's development agenda.

A City of Windhoek delegation, led by Mayor Cllr Ndesihafela Larandja, met with the Minister of Urban and Rural Development, Hon. Sankwasa James Sankwasa, on 28 April 2025, to discuss key development priorities and enhance collaboration. The meeting was also attended by the Khomas Region Governor, Hon. Sam Safishuna Nujoma, Management Committee Chairperson Ilse Keister, four City Councillors strategic executives and other senior officials. It followed a courtesy visit earlier in April during which the Mayor congratulated the Minister on his recent appointment.

Mayor Her Worship Larandja said the purpose of the meeting was to brief the minister on the developmental needs of the city and carve out areas of collaboration in addressing the housing backlog, formalizing of informal settlements, meeting the growing demand for infrastructure, establishing a sustainable funding model for local authorities, and finalizing the mass housing projects in the region.

City of Windhoek Strategic Executive for Finance Jennifer Comalie, who represented the City's CEO at the meeting, stressed the urgent need for a funding model for local authorities to support long-term planning

and budgeting, noting that Windhoek currently receives irregular, ad-hoc funding despite the government generating a bulk of its revenue in Windhoek.

Comalie also noted that the City is currently funding services typically covered by central government, such as emergency services and Early Childhood Development, without formal agreements or financial support.

Additionally, Comalie pointed to the burden posed by the City's large informal settlement population, which places significant pressure on infrastructure and service delivery. "This segment of the population contributes little to the City's revenue base, primarily due to the lack of property tax collection in informal areas," she said. She further noted that despite maintaining over 883 km of paved roads, the City does not receive subsidies from the funds generated from road users.

On his part, Minister Sankwasa welcomed the engagement, noting that the Cabinet delegated him to deliver 10,000 houses countrywide by 31 March 2026, and he allocated Windhoek a target of 1,500 units.

He urged City Councillors to set aside political affiliations and enforce

performance and accountability through the performance management system.

The minister said he discussed the Mass Housing issue with the parties involved, including the National Housing Enterprise (NHE), and has resolved to finalize the allocation of the houses by May 2025.

He further called on the City to make land available to residents and to implement stronger oversight over developers who are inflating land prices in order to stabilize housing prices in the capital.

Minister Sankwasa further promised to review the Local Authorities Act, with particular attention to the current provision limiting the Mayor's term to one year, as per the request of the councillors who attended the meeting.



Windhoek Mayor Ndesihafela Larandja and Management Committee Chairperson Ilse Keister during their presentation of the city's development agenda.



Cllr Jurgen Hecht and Cllr Sade Gawanas during the presentation of the city's development agenda.





#SOCIAL MEDIA CHATS

Your questions answered

By Lydia Shifa (Online Communication Officer)



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

City of Windhoek, instead of electrifying informal structures, maybe consider providing every home with solar power (we have plenty of sun in Namibia). That way, they can GENERATE their own power, and receive, for the rest of their lives, electricity for FREE. They will no longer have any bills or ever owe any money to the 'City of Windhoek'.

Thank you for your suggestion, however, it may not be affordable to the Council, especially due to the high upfront costs. Currently, the cost of connecting a zinc house to the grid electricity ranges between NAD 10,000 and NAD 15,000 per connection, which includes both low-voltage (LV) and medium-voltage (MV) infrastructure.

The average monthly energy consumption in these informal areas is approximately 400 kWh. If these consumers are to enjoy the same level of power availability as grid-connected households, they would also require a portable generator to supply electricity during cloudy days when solar power is not available.

Furthermore, a cost-benefit study was conducted in partnership with the Southern Africa Energy Program (SAEP), which concluded that, since most households around Windhoek are located near the grid, it would be more affordable to connect these customers directly to the grid.

Locations like Okahandja Park A, Babylon, Ongulumbashe, and parts of Okuryangava are the oldest locations of Windhoek. Why is the demarcation team not prioritising finishing with the old locations before moving to new ones? That's the reason they have mushrooming illegal connections, because the houses within the same area that are not electrified resort to illegal pulling of electricity for those few living behind their house who have electricity. Which is a life hazard, especially now with much rain and flooding.

Please note that Windhoek follows the following approach in electrifying communities:

- 1) Only demarcated erven will be electrified
- 2) No newly demarcated areas will be electrified until the current demarcated erven are electrified as per the electrification master plan.
- 3) An orderly process is followed in electrifying areas closest to the grid.

My question is: How do you guys recruit members of the City Police? We never see those advertisements

Please be advised that the last recruitment exercise for new members of the Windhoek City Police took place in 2015. If the Council approves recruitment for the new intake, it will be advertised across all our official communication platforms, including our social media channels.

We encourage interested individuals to regularly visit the City of Windhoek's official website at www.cityofwindhoek.org.na for updates on available positions and to submit applications online. You may register your CV electronically, browse current job listings, and apply directly through the site.

The Ministry of Justice and Labour needs to look into this. Why is the City of Windhoek keeping staff under an internship contract for more than a year?

Thank you for your comment and for raising your concerns.

As a caring city, the City of Windhoek established an internship programme aimed at supporting students and recent graduates by providing them with work experience. This initiative is designed to help young individuals gain practical skills and prepare for entry into the job market, either within the City, subject to the availability of suitable vacancies, or in the broader workforce.

It is important to note that internship placements are not linked to guaranteed or automatic employment. Interns are appointed for a limited duration, primarily for training and development purposes. They are, however, encouraged to apply for any advertised positions for which they meet the minimum requirements.

The City remains committed to empowering youth through initiatives that build professional capacity and enhance future employability. We recognise and appreciate the emotional tone of your comment and value your advocacy for improved youth employment.





Media releases and public notices

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

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



REPAIR WATER LEAKS

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

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

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

How to Test for water leaks:

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

Note:

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



Water supply from City of Windhoek

Your Smart Lifestyle

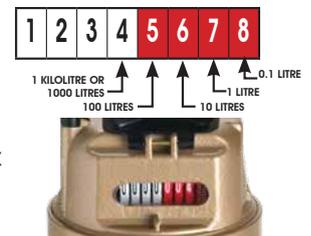
WATER MANAGEMENT

Your Smart Lifestyle

Consumer's social responsibility for sustainability

Institution and Industry:

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



Household:

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

TIPS:

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

No. of Persons	Water Consumption Target (90ℓ/person/day)		
	Daily	Weekly	Monthly
2	0.18	1.26	5.4
4	0.36	2.52	10.8
6	0.54	3.78	16.2
8	0.72	5.04	21.6
10	0.90	6.30	27.0

All volumes in kilo-litres (kl) = (m³)
1kl = 1000 Litres

No. of Persons	Water Consumption Target (50ℓ/person/day)		
	Daily	Weekly	Monthly
2	0.10	0.70	3.00
4	0.20	1.40	6.00
6	0.30	2.10	9.00
8	0.40	2.80	12.00
10	0.50	3.50	15.00

All volumes in kilo-litres (kl) = (m³)
1kl = 1000 Litres

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

To Measure = To Know

Consumption = current reading – previous reading

Enquiries:

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



Water Management and Water Efficiency contribute to Water Sustainability.

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

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



Issued by:

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





SELF-READING (SMS)

This service allows you to submit your monthly water / electricity meter reading via SMS. Below is the information on how to register and submit your reading.

1. Registration

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

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

Send To: 269600
mreg 123456*ABCD123

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

WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT

windhoek
 Windhoek, Namibia

10240888

Tax Invoice	
Statement Key	ABCD123
New Acc No.	123456

2. Reading Submission

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

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

Send To: 269600
mread XYZ123*100

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

How to read your electricity meter



Read only the 5 white digits

How to take your water reading



Read only the first 4 black digits

NB: A FEE OF N\$0.40 WILL BE CHARGED PER SMS.

READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH.

E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED

The City of Windhoek is experiencing challenges in accessing some properties to take meter readings. Clients are however encouraged to register and submit readings via sms.

TO AVOID ESTIMATIONS ON THE ACCOUNT, CLIENTS ARE ENCOURAGED TO REGISTER FOR SELF – READINGS VIA SMS.

For further enquiries on sending readings via SMS kindly contact our Customer Contact Centre at 290 3777.

By submitting your water and electricity meter readings you will then ensure that your statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

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

Issued by:

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





City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE DIFFERENT PAYMENT PLATFORMS

Esteemed customers,

The City of Windhoek has also the following payment options available besides Cash Hall payments. Residents are encouraged to make use of these payment methods.

- Debit Order;
- Direct deposit at any Commercial Bank;
- Electronic / Online Banking;
- ATM payments (FNB clients only)
- Cellphone Banking;
- Standard Bank Paypulse;



BANKING DETAILS

Account Holder: City of Windhoek
Bank: First National Bank
Account number: 55500033613
Branch: FNB Business
Swift / BIC Code: FIRNNANX

Reference: Always quote the 8 digit account number reflecting on the municipal account statement as beneficiary reference when making payments.

Payment confirmation can be send to email: payments@windhoekcc.org.na

Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

Important to Note

1. Wrong referencing leads to payments not being allocated promptly. The Council will not be responsible for any unallocated payments where incorrect beneficiary reference was used.
2. Scrutinize the accuracy of your monthly municipal account to confirm that payments done do reflect on your account. Should a payment not reflect on your account, kindly contact our office at Town house building or alternatively call **290 3777**.
3. Keep your proof of payments in a safe place for future reference.

Always use your **New account number** on your monthly statement as payment reference when making payments.

Always quote the **INV number** on your **Sundry invoice** as payment reference when making payments"

Page 1 of 1

Windhoek
Windhoek, Namibia

Tax Invoice

Statement Key	
New Acc No.	XXXXXXXXXXXXXX
Vat No.	
Tax Invoice No.	

INV XXXXXXXXXXXXX

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

Issued by:

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





City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE

Join the City of Windhoek's WhatsApp Channel!



The City of Windhoek invites all residents to join our official WhatsApp Channel to receive important public notices and announcements on WhatsApp.

How to Join:

1. Open WhatsApp on your phone and search for "City of Windhoek" in the Channels section.
2. Follow the channel to start receiving updates.
3. You can also scan the QR code below to follow the Channel



**Stay informed and connected with everything happening in your city
at your fingertips!**



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E-mail: cowcommunication@windhoekcc.org.na





City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE

REGISTRATION OF STANDBY GENERATORS & SOLAR PV (PHOTOVOLTAIC) SYSTEMS

Start date of Amnesty: 16 September 2024

Due date of Amnesty : 16 September 2026

The City of Windhoek's Electricity Department is announcing a mandatory registration process for all embedded generators, including standby generators. This measure is necessary due to the evolving nature of our electricity distribution network and the potential hazards posed by these generators, such as feedback into the grid that can endanger operating personnel, cause network instability, and damage equipment.

- 1. Registration Requirement:** All clients must register their embedded generators, including standby and solar PV systems, within the next 24 months (inclusive of weekends and public holidays), starting from the date of this notice. Failure to do so will be considered an illegal wiring offense, which may result in penalties.
- 2. Inspection Process:** All generators will be subject to general inspections by City Council inspectors. This will include:
 - Testing for interlocking systems to prevent parallel operation with the grid.
 - Visual inspections and testing.
 Clients must address any substandard wiring issues identified during the inspection before approval is granted.
- 3. Licensing for Large Generators:** Standby generators with a capacity exceeding 500kVA must possess a generation license in accordance with the Electricity Act, 2007. Please attach this license to your registration application.

For registration and any inquiries, please contact:

Niklaus Puturi,

Senior Installation Inspector,

Email:

Niklaus.Puturi@windhoekcc.org.na,

Tel: 061 290 2460

Joseph Mundilo,

Engineer Installation Inspection & Renewable Energy,

Email:

Joseph.Mundilo@windhoekcc.org.na,

Tel: 061 290 3788

Note: Registration is a requirement under the Distribution Grid Code: Electricity Act, 2007.

We appreciate your cooperation in ensuring the safety and stability of our electricity network.



Issued by:

Office of the Chief Executive Officer • Corporate Communications, Marketing, and Public Participation

E-mail: cowcommunication@windhoekcc.org.na



/cowmunicipality



/cowmunicipality



/CoWMunicipality



/city-of-windhoek



www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



Aloe "seen around"



Paulus Kandjimi Waste Education officer with his partner enjoying during the Windhoek //Ae //Gams cultural festival.



A Chess Tournament hosted by Kingdom Way Chess Academy in full swing during the Windhoek //Ae//Gams Festival at the city of Windhoek.



Her Worship, Mayor Ndeshihafela Larandja (fifth from left), pictured with the newly sworn in councillors, Matheus Shoongo of the Swapo Party (2nd from left) and Maitijtuavi Kavetu of the Affirmative Repositioning (AR) (4th from left).



Some of the participants who joined the Fun Walk and Run during the Windhoek //Ae//Gams Festival at the city of Windhoek.



The Mayor of Blantyre, Malawi, and Windhoek Mayor Ndeshihafela Larandja at the signing of the Memorandum of Understanding between the two cities.



Shared moments and ideas, Windhoek Mayor Ndeshihafela Larandja seated with Junior Mayor Cllr. Milano Gogol during Poetry Night at the City of Windhoek.



The newly inaugurated Junior Councillors, from left: Deputy Junior Mayor Cllr. Elister Groenewald, Treasurer Cllr. Esther Moses, Jade Chiyeye, and Junior Mayor Cllr. Milano Gogol.

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

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City of Windhoek

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