



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.

2024

The Gateway to Endless Opportunities

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MONTHLY WATER WATCH

October 2024

This month's water consumption is

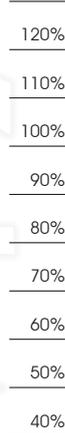
14% OVER

target:



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

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



114%

CONSUMPTION TARGET

MONTHLY CONSUMPTION



save water
EVERY DROP COUNTS

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

This family enjoyed the Windhoek Spring Market and each bought a plant to add to their home. More information can be found on page 9.





cautious with water use. Checking your water meter, fixing leaks, and using water-saving fixtures can make a real difference.

Small steps like keeping showers short and turning off taps when they are not in use really makes a difference. Every drop counts, especially during times of water scarcity.

With the rainy season fast approaching, let us prepare by keeping waterways and stormwater channels clear of debris. This simple effort helps prevent blockages and reduces the risk of property damage. You will find some helpful tips in this issue on getting ready for the rainy season.

Looking ahead, we are excited about what November has in store for us, including the 25th anniversary celebration of our Junior Council.

This program, founded in 1999, helps young people in grade 11 from schools across the Khomas region develop leadership skills, get involved in City governance, and make a positive impact through community projects. Over the years, the Junior Council has been a powerful platform to engage youth and encourage them to build a better Windhoek.

Thank you to everyone who contributes to making our city a better place. Together, we are creating a Windhoek we can all be proud of.

Until next time!

Lydia

The Aloe Survey

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

CLICK HERE
to take the Aloe Survey



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

Survey available on our website at:

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

Aloe

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

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Editorial

Dear esteemed readers of the Aloe, As we wrap up October and get closer to the year-end, it is a great time to look back on some of the meaningful events that shaped our community over the past month.

October was full of energy, with activities that connected us, inspired change, and made a real difference in the lives of many across Windhoek.

One of the highlights was the completion of our Mayor Clean-Up Campaign, launched back in June 2024, under the theme **My Waste, My Responsibility**, this initiative encouraged everyone to take ownership of the waste we produce. This year, we were excited to see participation across all our constituencies, which brought us one step closer to a cleaner Windhoek.

We are grateful to everyone who joined in, and we truly believe the campaign's impact will be long-lasting. Keeping Windhoek clean is something we all share, and together, we are making our city cleaner and greener, a great move to sustainability.

Water saving is another top priority. We are requesting everyone to be extra



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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.

Dear Residents,

Recent weeks have underlined the power of partnership, innovation, and service in shaping our city's future. Windhoek is truly a city on the rise, driven by local collaboration and international partnerships.

As part of the City-to-City Cooperation Agreement, Windhoek and Bremen have launched the Namibia-Bremen Partnership Exhibition, which was recently unveiled by the Speaker of Parliament, Prof. Peter Katjavivi. This exhibition celebrates the deep historical bond between Namibia and Bremen, telling the story of our shared struggle for liberation and the ongoing solidarity since independence.

To ensure greater access to this significant content, the exhibition has been moved from Parliament to the Municipality of Windhoek's Town House Foyer (near City Café) for the next month. We invite all residents and visitors to come and explore this important piece of our history.

During a recent visit, Councillor Mzwakhe Nqavashe, Cape Town's Chairperson of Safety and Security, and I discussed key projects, including the City Police CCTV initiative and the Waste Buy-Back Centre, developed in partnership with Bremen. We also agreed on the importance of regional cooperation for advancing SADC and EU goals, particularly in areas like capacity building. Moving forward, we will explore further collaboration with the City of Cape Town on mutual challenges such as waste management, water, crime prevention, housing, and unemployment.

We also appreciate the visit of His Excellency Stephen Katuka, the High Commissioner of Zambia, who came to discuss housing and urban development. The conversation highlighted the common challenges faced by cities across the continent, particularly in providing affordable housing for vulnerable communities. During my recent trip to Mexico City for the Mayors

Innovation Studio, I advocated for greater financial support from national governments to enable local authorities like ours to meet the housing needs of our residents. We are eager to learn from Zambia's innovative housing models while also exploring partnerships to address our housing shortages. Soon, we will welcome delegations from Lusaka and Mansa, who are keen to learn from our waste management initiatives.

On the environmental front, I want to commend our community for their enthusiasm during Arbor Day, supported by local schools and sponsored by FNB Namibia. This initiative reflects our ongoing commitment to a greener, healthier Windhoek. Additionally, during Namibia Clean-Up Day, as part of World Clean-Up Day, Otjomuise saw a fantastic turnout in our collective effort to keep the city clean and sustainable. Our gratitude goes to the Ministry of Environment, Forestry, and Tourism, as well as our local sponsors, for making these events a success.

A special mention goes to our Junior Council, whose recent "Walk-A-Thon" raised nearly N\$12,000 for the Katutura Old Age Home. Their generosity and civic spirit are an inspiring reminder that compassion and service transcend generations.

Turning to pressing matters, I urge all residents to update their pre-paid electricity meters as part of the ongoing Token Identifier Rollover project. Failure to do so by the deadline may result in electricity supply disconnection, so please ensure this update is completed promptly.

We are also facing a critical water crisis. Last week, we recorded zero water savings. I appeal to all residents to reduce water usage by at least 15%, as outlined in our Water Management Plan. City officials have been visiting schools and conducting public awareness campaigns to educate the public on conservation, and I am pleased to report that young citizens are already showing a keen understanding of water-saving practices.

Let us all commit to conserving this vital resource.

In economic news, Council acknowledges the Bank of Namibia's reduction of the repo rate from 7.50 to 7.25 basis points. This move will help stimulate economic activity in Windhoek and beyond. We urge residents and businesses to make sound financial decisions and to ensure that municipal account payments are kept up to date. If needed, please make arrangements for payment extensions.

Finally, as we prepare for the Candle Lighting Ceremony in December, we invite families who have lost children under the age of 21 in recent years to submit their names for inclusion on the Children's Memorial Wall. This memorial serves as a special place of remembrance, unity, and comfort for our community.

Looking ahead, we embrace both the challenges and opportunities before us. Together, with determination and resolve, we will continue to build a safe, sustainable, and inclusive Windhoek.

Thank you.

Queen O. Kamati
Mayor of the City of Windhoek





City Enhances Safety with Donation of CCTV Cameras

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

The City of Windhoek has received a donation of 10 state-of-the-art CCTV cameras from the Khomas Regional Council. This important initiative is part of an ongoing effort to improve the safety and security of residents throughout various constituencies within the city. The cameras have been handed over to the City Police Department, which will oversee their operation and maintenance.

The installation of these cameras will be strategically targeted at specific crime hotspots, which have been identified through a thorough analysis

and collaboration between the local Constituency offices and the Windhoek City Police. By focusing on these high-risk areas, the initiative aims to significantly enhance the overall security of the city and provide a safer environment for all its inhabitants.

Monitoring of the CCTV cameras will take place from the Windhoek City Police Command and Dispatch Centre, ensuring a vigilant and proactive approach to crime prevention. The City Police will assume full responsibility for the cameras, which includes critical

tasks such as their installation, persistent monitoring, and immediate responses to alerts and incidents detected through the surveillance system.

In addition, the City Police will manage the ongoing maintenance and necessary upgrades of both the hardware and software associated with the CCTV system. This initiative not only signifies a commitment to improving public safety but also demonstrates a collaborative effort among different stakeholders to utilize technology in combating crime.



Some of the CCTV Cameras installed in crime-prone areas to enhance safety



Some of the CCTV Cameras installed by the City Police around the City



Windhoek Water Laboratory achieves ninth consecutive year of accreditation

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



Colleagues attending the Annual Management Review Meeting at the Scientific Services Division



City's CEO Moses Matyayi and Rowan Adams, Strategic Executive for the Infrastructure, Water, and Technical Services Department, during the signing of the Quality Policy.



CoW's Water Laboratory quality policy signed and sealed.



Fillemon Neputa, Strategic Executive of Information and Communication Technology, and colleagues during the Annual Management Review Meeting for Windhoek's Water Laboratory.

The City of Windhoek Water Laboratory has retained its accreditation for the ninth consecutive year. This impressive achievement highlights the laboratory's unwavering commitment to delivering high-quality drinking water to the residents of Windhoek. The announcement was made during the recent annual Management Review Meeting, which focused on evaluating the effectiveness, efficiency, and overall suitability of the laboratory's Quality Management System.

As a recognized ISO/IEC 17025 accredited facility, the Scientific Services Division plays a vital role in the management of water quality. During the meeting, laboratory

management delivered detailed reports that outlined the operational activities carried out over the past year. These reports also shed light on the significant contributions made by various supporting departments within the City of Windhoek, highlighting how their collective efforts are essential in achieving the objectives set forth by the Quality Management System.

A notable highlight of the meeting was the formal signing of the Quality Policy. This important gesture was carried out by City's CEO Moses Matyayi and David Adams, the Strategic Executive for the Infrastructure, Water, and Technical Services Department. The signing of the Quality Policy serves as

a powerful symbol of their unequivocal commitment to ensuring the continued success and improvement of the laboratory's Quality Management System.

The meeting brought together key stakeholders, including the City of Windhoek's CEO and managers from various departments that support the laboratory's operations. Their presence highlights the collaborative effort required to maintain high standards of water quality and safety. With these ongoing initiatives and dedication, residents of Windhoek can have confidence in the reliable provision of safe, high-quality water, which is essential for public health and well-being.



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Windhoek Council to sell outdated electricity substations even for residential development

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



Some of the plots currently occupied by outdated electricity substations, the erven is measuring about +- 1000m²



One of the electricity substations in Calvin Street in Academia

The City of Windhoek has announced plans to sell plots currently occupied by outdated electricity substations. These plots will be made available to residents interested in developing residential properties. This decision was made during the ordinary council meeting on Wednesday, 23 October 2024.

There are approximately 25 substations in Windhoek, located on large plots in residential areas within older townships such as Academia, Pionierspark, Hochlandpark, Klein Windhoek, and Khomasdal, covering a total area of more than 2.3 hectares. The electrical infrastructure at these sites is aging and no longer meets modern standards,

necessitating their replacement with more efficient, compact systems.

Under the proposed plan, the existing substations will be replaced with modern, space-saving switchgear that requires only 18 square meters (6m x 3m) for installation. The remaining land on each substation plot, which typically measures 450 square meters or more, will be subdivided and designated for residential development. These plots are already serviced, with easy access to essential municipal services such as water, electricity, and sewage, making them ideal for new residential construction at minimal connection costs.

This initiative aims to modernize Windhoek's electrical infrastructure while also addressing the city's critical land shortage. By converting these plots into residential erven, the city hopes to enhance living conditions for its residents.

Financial estimates suggest that replacing the outdated substations will cost approximately N\$13,109,000. However, if the plots are sold for single residential use, they could generate around N\$28,845,952 in revenue. This income will not only cover the cost of upgrading the electrical infrastructure but will also provide a long-term revenue stream for the city through rates, taxes, and refuse removal services.



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Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON MONDAY, 11 NOVEMBER 2024

Compiled by Cillie Kapolo (Corporate Communication Officer)

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



Ordinary Council meeting in session



Deputy Mayor Cllr. Joseph Uapingene, Her Worship Cllr. Queen Omagano Kamati, and Chairperson Bernadus Araeb during the Ordinary Council Meeting.

1. Municipal Council of Windhoek Receives A-Grade Rating for Employment Equity Compliance

The Municipal Council of Windhoek has received an A-Grade rating from the Employment Equity Commission, achieving an impressive score of 95.56% for its implementation of the Affirmative Action Program during the 2023/2024 review period. The assessment report praised the Council's progress but highlighted the need for improvement in the employment of persons with disabilities. In response, the Department of Human Capital and Corporate Services is developing targeted strategies to address this priority.

This A-Grade rating reflects the Council's commitment to promoting a fair and inclusive workplace that actively addresses historical inequalities affecting marginalized groups. The Council's initiatives focus on diversity and inclusion across gender, race, ethnicity, disability, and other underrepresented categories, fostering an equitable work environment that values all employees. This recognition also reinforces the City's dedication to creating a competent and motivated workforce aligned with the Council's strategic objectives. The ongoing transformation efforts are essential for building an inclusive, diverse, and equitable workplace for everyone.

2. Renaming of Barug Street in Katutura in honour of the late Dr Fleming Aspara

The Municipal Council of Windhoek has approved the renaming of Barug Street in Luxury Hill, Katutura, to honour the legacy of the late Dr. Fleming Aspara. Dr. Aspara

was a renowned medical practitioner who both lived and operated his clinic on Barug Street. Highly respected in the community, Dr. Aspara was regarded as a pioneer in providing essential healthcare services to Katutura's Black community, bringing quality consultation and medical care closer to residents.

In addition to meeting all requirements under the Street and Place Naming Guidelines, the proposed renaming received overwhelming support from the Barug Street community, with over 90% of local residents endorsing it. No public objections were recorded during the review and consideration process, reflecting the community's appreciation of Dr. Aspara's enduring legacy.

3. Khomasdal Stadium to be renamed in honour of the late Bobby Walter Sissing

Council has approved the renaming of Khomasdal Stadium in honour of the late Bobby Walter Sissing, a respected leader in the sports movement. Affectionately known as Uncle Bob, Sissing is widely recognized as the founder of the Khomasdal Football League and the Central Namibia Football Association in the 1980s. His initiatives played a pivotal role in laying the groundwork for the development of football in modern-day Namibia. Khomasdal Stadium is owned and managed by the Municipal Council of Windhoek, serves as a vital venue for socializing and entertainment for both the immediate community and neighboring areas, particularly for the youth and school-going population.

4. Windhoek Council to Renew and Approve New Cooperation Agreements with Sister Local Authorities

The Municipal Council of Windhoek has actively developed strong relationships with various local authorities across Namibia, often formalized through five-year cooperation agreements. Some of these agreements, which have now expired, were signed with the Aranos Town Council, Otjinene Village Council, Outjo Municipality, Otavi Town Council, and Opuwo Town Council. Both Windhoek and its partner councils have expressed a mutual interest in renewing these agreements.

Furthermore, Windhoek has received requests from several other local authorities, including the Bethanie Village Council, Omaruru Municipality, Aroab Village Council, and Kalkrand Village Council, that aim to establish new cooperation agreements.

The areas of collaboration outlined in these agreements encompass a wide range of sectors, including economic development and trade, public safety and emergency management, waste management, health and wellness, and town planning and land management. These partnerships are designed to enhance service delivery, promote sustainable development, and facilitate knowledge-sharing among local authorities throughout the country.

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



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Intermunicipal exchange between Windhoek and Mannheim

By **Aaron Nambadi** (Museum Curator)

The City of Windhoek's Department of Economic Development and Community Services participated in an inter-municipal exchange of expertise with the City of Mannheim, Germany. The exchange program was initiated during a visit to Mannheim in 2022, where leaders from both cities' museums jointly applied for funding through Engagement Global and Service Agency Communities in One World (SKEW). The funding facilitated a two-part international expert exchange program, with each part lasting between seven and nine days in Mannheim and Windhoek, respectively.

The first exchange took place in Mannheim from 14-24 September 2024, with municipal officials from Windhoek

participating. The second exchange occurred from 22-29 October 2024, when the Mannheim team visited Windhoek. The primary purpose of this inter-municipal exchange was to foster collaboration and knowledge sharing, particularly in areas such as municipal museums, outreach, and museum education.

As part of the exchange, the Section Head of Tourism and the Curator of the Windhoek City Museum traveled to Mannheim for a comprehensive two-way learning experience. This visit facilitated the transfer of practical knowledge and expertise between the two institutions and culminated in the development of a concrete exhibition.

The exchange also provided a platform for extensive discussions on key issues affecting museums, especially in the areas of outreach and education. These discussions are expected to enhance the importance of museum education and inform the development of future policy partnerships.

A key focus of the exchange was the qualification and knowledge sharing between municipal museum staff, specifically between the Reis Engelhorn Museum (REM) in Mannheim and the Windhoek City Museum. The exchange addressed the sensitive issue of how both institutions are working to come to terms with the colonial past shared between Namibia and Germany.



Pujatura Grace, City of Windhoek Section Head of Tourism, and Curator Aaron Nambadi photographed with their counterparts from the City of Mannheim during their visit to Mannheim, Germany.



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Celebration of Local Community Spirit at the Windhoek Spring Market

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



Exhibitors during the Windhoek Spring Market showcasing their products



Children enjoyed the jumping castles to the fullest in the presence of their parents



Face painting was part of the day as young ones had their faces painted



Most popular and delicious kapana

The City of Windhoek recently hosted its vibrant Spring Market, where local vendors showcased an array of arts, crafts, products, and services. From the ever-popular okapana and smileys (goat/lamb heads) to beautiful plants and traditional attire, the market was a wonderful way to enjoy the energy of spring while supporting local businesses. The atmosphere was lively as residents flocked in large numbers to enjoy the event, which was truly a highlight of Saturday 5th October 2024.

Many attendees expressed their gratitude to the City of Windhoek for this opportunity, with some even suggesting the market should be held twice a year. Farm Okukuna was a standout, selling out nearly all its produce, including spinach, spring onions, beetroots, and seedlings. The overwhelming demand had them restocking throughout the day to keep up

with eager customers.

Another highlight of the event was the newly opened Waste Buy-Back Centre, which provided valuable information to both seasoned recyclers and those new to the concept. Residents with recyclable waste were able to receive assistance on-site, making it a convenient and practical experience.

As the day progressed, the market remained a buzzing hub of activity. Residents came in numbers to enjoy themselves and network. For some, it was a great family outing, with each family member buying a plant to take home. The City Police were present to assist with traffic ticket enquiries, and residents could settle their municipal bills on the spot. For those enjoying a meal or drink, there was no need to rush, as the market stayed open until 20:00.

The Windhoek Spring Market was an undeniable success, with exhibitors and attendees alike thrilled with the event. Traders were especially enthusiastic, with many already requesting more markets in the future.

The event was well-organized, featuring tight security, emergency services on-site, and the City Police ensuring a safe and secure environment. Families were at ease, with children freely enjoying the festivities, adding to the joyous atmosphere.

A big thank you goes out to our wonderful community for showing up in full force and making the day truly unforgettable. The department responsible for organizing the Windhoek Spring Market deserves special recognition for its outstanding effort in creating such a fantastic event. We look forward to more events like this in the future.



City of Windhoek plans to build a Waste-to-Energy Power Plant

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



City of Windhoek Kupferberg Landfill.

The Municipal Council of Windhoek plans to build a Waste-to-Energy Plant to generate bulk electricity and improve waste management. This initiative aims to diversify the energy supply, enhance the security of electricity provision, and reduce carbon emissions. Recently, the City of Windhoek completed a pre-feasibility study to assess the project's viability before advancing to a comprehensive feasibility study, which will explore various operational scenarios and guide the facility's development.

According to the pre-feasibility study, Windhoek generates around 7,000 tons of municipal solid garbage every month, which provides a solid foundation for the project. The proposed facility is expected to process 250 tons of waste per day, equivalent to 8.5 MW of electricity and 17.5 MW of heat, with the possibility to increase capacity to 400 tons per day by incorporating waste from neighboring cities.

Utilizing advanced incineration technology, the plant will efficiently

process a variety of waste types without the need for sorting. Furthermore, it will be equipped with a state-of-the-art air pollution control system that complies with international standards, including those set by the European Union, ensuring minimal environmental impact.

The proposed power plant is expected to be located near existing industrial areas or the Kupferberg Landfill Site, pending an Environmental Impact Assessment (EIA). This initiative aligns with Windhoek's goal of reclaiming its status as Africa's cleanest city through sustainable waste disposal practices. The project is being led by the



Waste collected before being sorted into different batches at Kupferberg Landfill.

City's Solid Waste Management Division and the Department of Electricity. As Windhoek seeks innovative solutions to its waste management challenges, the Waste-to-Energy Plant represents a significant step toward sustainable energy production and environmental management.



Revitalizing Windhoek's central business district through public markets

By Eeno Nangolo (Investment Promotion Intern)



Public markets are more than just places to buy and sell goods; they are vibrant hubs that enhance the social, cultural, and economic fabric of cities. Their importance can be seen in the numerous benefits they offer to communities, small businesses, and the overall economy. In November 2022, the Municipal Council of Windhoek approved 4 annual markets to be hosted by the City of Windhoek's Economic Development Division. This initiative is well aligned with the City's Economic Development Division's mandate to revitalize the Central Business District (CBD) which goes quiet after 18h00 on weekdays and 14h00 on weekends.

The introduction of annual markets offers a much-needed boost to Windhoek's CBD, which has seen a noticeable decline in activity over the years. This drop in vibrancy not only diminishes the city's energy but also impacts its economic health. By hosting regular markets, Windhoek is taking active steps to restore the vibrancy of its downtown area, offering participating businesses

valuable exposure and engaging the local community.

Public markets are welcoming spaces that promote social interaction across all socioeconomic backgrounds, fostering inclusivity and accessibility. They serve as a reflection of the city's cultural diversity, with traders offering a wide range of food, crafts, services, and traditions. These activities play a crucial role in rejuvenating the CBD by drawing in crowds, encouraging spending, and celebrating local culture.

For small businesses and entrepreneurs, public markets provide an affordable platform to sell products and services without the heavy overhead costs associated with traditional retail spaces. These markets offer a low-risk environment, especially for new ventures and underrepresented groups, allowing them to gain valuable customer feedback and build their presence. Moreover, vendors can connect with other local business owners, creating a supportive network that

nurtures collaboration and growth. This collective energy contributes to a thriving local economy.

Public markets also stimulate local economic growth by keeping money within the community. Established markets, such as the annual Christmas Market and the /Ae //Gams Arts and Cultural Festival, attract both locals and tourists, driving spending on local goods and services. This influx of visitors not only supports small businesses but also strengthens the city's economy.

In conclusion, public markets are vital to fostering local economic development. They create opportunities for small businesses, build community connections, and contribute to a more vibrant city atmosphere. Cities that invest in public markets can expect significant social, cultural, and economic rewards. Whether you are a city planner, small business owner, or community member, recognizing the value of public markets is key to building a thriving urban environment.



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Windhoek plans to install fire alarms in every household

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



CoW CEO, Moses Matyayi making welcoming remarks during the launch of the Fire Safety Week



Windhoek Mayor Queen Omagano Kamati delivering a keynote address at the launch of the Fire Safety Week



In this photo, Councillors are shown the previous method of communication at the command post, using analogue radios, which the City has since replaced with digital 2-way radios.



Her Worship Queen Omagano Kamati observing a moment of silence in honour of the fallen heroes during the launch of the Fire Safety Week at the Fire Brigade Headquarters

The City of Windhoek's Chief Executive Officer, Moses Matyayi, has announced plans to install fire alarms in every household across the city. Matyayi emphasized the critical importance of fire alarms as the first line of defense against the often unpredictable and devastating consequences of fire incidents. His announcement was made during the launch of the International Fire Safety Week, which took place at the Windhoek Fire Brigade headquarters in October.

The week-long event is dedicated to raising awareness about fire safety and prevention in the community. This year's theme, **"Smoke Alarms: Make Them Work for You,"** emphasizes the important role that smoke alarms play in safeguarding homes and neighborhoods from the threat of fire.

In her keynote address, Windhoek Mayor, Cllr Queen Omagano Kamati, shared her vision of making the city a safer place for all residents. She called on the Emergency Services to embrace new technologies and innovations that could enhance emergency response times and help reduce fire-related incidents. The mayor also emphasized the importance of collaboration between the city's authorities and the public to create a culture of safety and preparedness.

The Fire Safety Week, which brought together members of the community, local authorities, and emergency services, featured an exciting range of activities designed to inform, educate, and inspire. The event schedule included practical fire safety demonstrations, performances,

and a foam party aimed at engaging the public in a fun and educational way. One of the highlights was the firefighter auction, where community members could participate and show their support for fire safety initiatives while learning more about the work of local firefighters.

The event provided a platform for meaningful conversations about fire prevention and safety, while also encouraging residents to take proactive steps toward ensuring the safety of their homes and families. With the installation of fire alarms planned for every household in Windhoek, the city is taking an important step toward reducing fire risks and creating a safer, more resilient community for the future.





#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.

I bought electricity twice for the same amount, the same day but the units are not the same. Why is that? On the first thousand, I got 403.7 electricity units. But on the second purchase, I only got 398.7 units from the same amount. Transactions were made about 2-3 minutes apart

Thank you for contacting us. After reviewing your case, the City of Windhoek has noticed that there is a difference of five units between your two electricity purchases. These five units were automatically allocated to your account when your meter was TID updated.

These units are allocated to all meters as an outstanding balance and subsequently deducted from your next purchase.

City of Windhoek you can use the funds you are putting into organizing a children's memorial wall to improve the poor network in Havana settlement.

Thank you for your message. Please be advised that the City of Windhoek is not responsible for the telecommunications network within the city. For assistance, kindly reach out to your mobile service provider directly.

What is the annual water consumption in Windhoek and how much shortfall will be created by the drought?

The annual water demand for Windhoek is close to 26 million km in 2023. It is remarkable that the Windhoek community's efforts to save water have kept the water demand below 26 million km since 2011.

On Saturday someone came to update my electricity meter with new software. On Sunday morning between 9am and 10am I topped up 100 NAD on the electricity box and received 40.4 units, of which you took 5 units back (for testing new software) and I was left with 35 units. My 35 units didn't last me 2 full days. I have lived here for four years and use around 11 to 13 units a day. Continued on next column....

Now with your new software, I'm using 17.5 or more units a day. Can you explain the increase in consumption of units when we did the ordinary things we used 11 or 14 units for, please?

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

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

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

What is the current situation, as far as illegal connections are concerned, especially in informal settlements?

The City is actively addressing the issue of illegal connections, particularly in informal settlements. These unauthorized practices pose significant risks to individual safety and compromise the integrity of our utility systems. While illegal connections in informal settlements contribute less to revenue losses because they often occur after the meter, they negatively impact the city's power supply quality by causing system overloads, forced power interruptions, and infrastructure damage.

To combat illegal connections, the City has implemented several measures:

- o Regular inspections
- o Public awareness programs
- o Introduction of split meters

Split meters separate the metering unit, which records electricity usage, from the customer interface unit, which displays usage and allows for credit top-up in prepaid systems. This separation makes tampering more difficult, allowing for better monitoring. Additionally, the City encourages residents to report any suspicious activities and has established fines and legal consequences for those found guilty of such offenses. The fines for illegal electricity supply are N\$17,250 for the first offense, N\$23,000 the second time and N\$28,750 for the third offense, and a criminal case for the fourth offense.

There are just too many illegal shebeens in the city. How does the City of Windhoek monitor shebeen registrations and mushrooming? Also, what is the criteria on how one applies for shebeen licenses?

The Municipal Council of Windhoek (CoW) has several Departments/Divisions that oversee shebeen applications and ensure compliance with existing regulations. However, since 2021, we have not issued any new shebeen licenses; instead, we only authorize renewals provided that the applicable regulations are followed.

In 2021, Council issued Resolution 68/03/2021, which stipulates that until a definitive policy on shebeens in residential areas is established, only renewals of existing, approved shebeens will be considered; no new applications will be allowed.

To maintain their status, licensed shebeens must possess a valid consent to use approval, a valid Certificate of Fitness, and a valid Liquor License. Furthermore, every renewal application must adhere to the conditions outlined in numerous Council decisions, which include obtaining approval from the neighbor.

It is also important to note that while the Municipal Council provides input on liquor license applications, the Liquor Board at the Katutura Magistrate Court issues licenses.



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



Water supply from City of Windhoek

How to Test for water leaks:

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

Note:

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

Your Smart Lifestyle

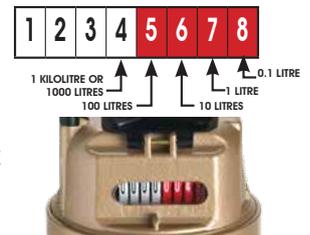
WATER MANAGEMENT

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

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

To Measure = To Know

Consumption = current reading – previous reading

Enquiries:

Department of Infrastructure, Water & Technical Services • Bulk Water & Waste Water Division • **Help Desk (REPORT WATER LEAKS)**

Tel: +264 61 290 2402 / 2162 / 2224 / 2222 / 2241 / 3668 • Fax: +264 61 290 2583 • Email: Dieter.Tolke@windhoekcc.org.na



Water Management and Water Efficiency contribute to Water Sustainability.

- Know your consumption, be in control
- Positive attitude to save/reduce water
- Potential to reduce 50% consumption
- 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
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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	JVOM1LWMEW
New Acc No.	10240888

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





Windhoek



MARKET

CHRISTMAS in the ZOO PARK

CHRISTMAS UNDER THE STARS

6-7 December 2024

Independence Avenue
between Daniel Munamava and
Fidel Castro Streets; down
Post Street Mall and
in the Zoo Park





City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



Public Notice

Outstanding TID Prepaid meters

21 November 2024

The City of Windhoek would like to extend its sincere gratitude for your cooperation during the ongoing Token Identifier (TID) Rollover project.

The TID Rollover project involves resetting all pre-paid electricity and water meters by entering a token, a process carried out by City officials. Please note that the current system will expire on **24 November 2024**, and a token change is required to ensure your meter continues to work after this deadline.

We have encountered some challenges during the TID Rollover process, including difficulties accessing some premises. As a result, some prepayment meters remain un-updated. Hence, we kindly request all clients whose prepayment meters have not yet been updated to call or send us an email to set an appointment for the update by **24 November 2024**.

Please be aware that the below-listed electricity meters are still outstanding. If you do not contact us by 24 November 2024, these meters will be blocked, and the supply cable may be removed. Clients will be liable for the supply reconnection costs.

Erf	Suburb	Unit Name	Meter Number
223	DORADO PARK		07042457395
2403	GOREANGAB	Unit 52	07164296258
950	GOREANGAB	Unit 1	07096918177
699	HAKAHANA		07025402590
856	HAKAHANA	Unit 75	07097877323
856	HAKAHANA	Unit 65	07110673501
856	HAKAHANA	Unit 66	07104978270
1017	HAVANA/BIG BEND		07082916516
336	HAVANA/BIG BEND		07166825559
341/15	HAVANA/BIG BEND		04275115337
2194	KHOMASDAL		04272347479
2194	KHOMASDAL		04272347354
2194	KHOMASDAL		04272347370
1/74	KLEIN WINDHOEK / KLEIN WINDHOEK BLOCKS / LUDWIGSDORF	UHLAND HEIGHTS: GARAGE DB	07051733033
3420	KLEIN WINDHOEK / KLEIN WINDHOEK BLOCKS / LUDWIGSDORF		07100642524
1391	KLEIN WINDHOEK / KLEIN WINDHOEK BLOCKS / LUDWIGSDORF		07038503673
R522	KLEIN WINDHOEK / KLEIN WINDHOEK BLOCKS / LUDWIGSDORF		07037086886
R/390	KLEIN WINDHOEK / KLEIN WINDHOEK BLOCKS / LUDWIGSDORF		07151031601
2326	OKURYANGAVA		07131557576
3576	OKURYANGAVA	Unit A	07162313592
3898/2A	OKURYANGAVA		04275091652
3736	OKURYANGAVA	8	04278250768

Erf	Suburb	Unit Name	Meter Number
3724	OTJOMUISE		07030487503
3050	OTJOMUISE		07037878423
1258	OTJOMUISE	Unit B	07061694001
1081	OTJOMUISE	Unit A	07074472171
3801	OTJOMUISE		07100643084
3372	OTJOMUISE	Unit 8	07121373026
2195	OTJOMUISE	RAIL COURT:11	07131794534
7351	WINDHOEK / WINDHOEK BLOCKS	House	07035882906
RE/571	WINDHOEK / WINDHOEK BLOCKS	4	07044032634
4631	WINDHOEK / WINDHOEK BLOCKS		07042645080
A/471	WINDHOEK / WINDHOEK BLOCKS		07049559144
1745	WINDHOEK / WINDHOEK BLOCKS		07126406557
2360	WINDHOEK / WINDHOEK BLOCKS	CORNER COURT:4	07115887247
8794	WINDHOEK / WINDHOEK BLOCKS	Flat 4	07120761312
8950	WINDHOEK / WINDHOEK BLOCKS	220	07142620512
R/3918	WINDHOEK / WINDHOEK BLOCKS		04275113159
8219	WINDHOEK / WINDHOEK BLOCKS	Vendor 4	04272358955

For any enquiries or appointments, please contact our Call Centre at 061 - 290 3777 or the TID Rollover office at 061 - 290 2242 or send us an email at TID@windhoekcc.org.na.



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www.windhoekcc.org.na



E-mail: cowcommunication@windhoekcc.org.na



Aloe "seen around"

Highlights from the City of Windhoek Annual Performance Awards, capturing moments of excellence and celebration.



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

