

PUBLIC NOTICE REGISTRATION FOR DEBT RELIEF PROGRAMME

16 December 2025

The City of Windhoek wishes to inform residents that Council, at its meeting held on 23 October 2025, approved an additional N\$100 million to support pensioners who were 60 years or older by 30 November 2023, but whose previous applications were rejected for various reasons. Council further approved an additional

N\$100 million to extend debt relief to the following groups:

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|---------------------------------------------------|------------------------------------|
| 1. Persons with disabilities | 3. Orphanages |
| 2. Child-headed households (21 years and younger) | 4. NGOs (charitable organisations) |

The City hereby invites eligible applicants to register for the Debt Relief Programme, as approved under Council Resolution 237/10/2025. Registration will take place from 25 November to 19 December 2025, and will resume on 12 January 2026. Applications will be accepted weekdays only, from 08:00 to 16:00 at the following venues:

- Old Council Chambers (City of Windhoek Head Office)
- Soweto City of Windhoek Office
- Single Quarters (Oshetu) Community market office

Who Should Register?

- Pensioners aged 60 years and older by or before 30 November 2023
- Persons with disabilities
- Estate late accounts where the deceased was 60 years or older by 30 November 2023
- Child-headed households (21 years and younger)
- Orphanages
- NGOs (charitable organisations)

Registration Requirements

Applicants must:

- Have prepaid meters for water and electricity, or have applied for their installation.
- Agree to pay for prepaid meter installations either upfront or in instalments over five years.
- If opted for the instalment plan, you must consent to be loaded on prepaid service
- Note that refusal of prepaid meter installation will result in disqualification from the debt relief programme and will be subject to the Council Credit Control Policy.
- For pensioners and estate accounts: Only balances accumulated up to 30 November 2023 will be considered for write-off.

- For persons with disabilities, child-headed households, orphanages, and NGOs: Only balances accumulated up to 30 October 2025 will be considered for write-off.
- Pensioners must ensure that all current charges from 1 December 2023 (excluding interest) to date are fully paid off.

Please take note:

Applicants without pre-paid meters can apply for prepaid meter installation on-site during registration.

Required documents (copies certified):

Debt Relief Programme Registration form (to be provided on-site)

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

For disabled persons	For child-headed household
ID copies of the account holder or representative	ID copy of the account holder and representative
Marriage certificate (if applicable)	Full birth certificate of the applicant
Valid passport (if non-citizen)	Copy of death certificate of both parents
Proof of ownership (copy of title deed)	Proof of ownership (copy of title deed)
In the case of multiple properties, provide a police declaration stating your primary residence.	Guardianship letter for minors
Proof off registration with the Ministry of Gender Equality, Poverty Eradication and Social Welfare	

For Orphanages	For Charity organization (NGO)
ID copies of the account holder or representative	ID copy of the account holder or representative
Proof of ownership (copy of title deed)	Proof of ownership (copy of title deed)
Proof off registration as an orphanage	Proof off registration as an NGO
	Proof of actively in community support initiative

Please note that this benefit ONLY applies to pensioners who turned 60 on or before 30 November 2023.