



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

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The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



LET'S SAVE ENERGY AT WORK

Use nature light whenever possible.



Issued by: Office of the Chief Executive Officer
Corporate Communication, Marketing and Public Participation



Her Worship, Cllr. Ndesihafela Larandja, through the Mayoral Drive Trust Fund, donated jerseys to 24 primary and secondary schools in Windhoek Central and rural areas as part of the Mayor's Winter Relief Drive." Read more on page 7





August also saw Windhoek take the spotlight on the international stage at the Maputo International Trade Fair (FACIM 2025), one of Southern Africa's premier platforms for economic growth and innovation.

Our city proudly shared its story of resilience, opportunity, and forward-looking vision with regional partners and potential investors, opening doors for collaborations that will shape Windhoek's future.

Let us carry this spirit of pride, collaboration, and care into the months ahead.

Every effort, big or small, helps build a safer, cleaner, and more vibrant Windhoek, a city we can all be proud of.

Here is to a season of growth, action, and shared success, because Windhoek shines brightest when we build it together!

Warm regards,

Lydia



TEAMWORK



CUSTOMER FOCUS



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY



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
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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 Readers of The Aloe,

Welcome to the August edition of The Aloe!

Winter has finally released its chill, and Windhoek is ready to relax in the warm, golden glow of summer.

This is a season of energy, growth, and opportunity a time to step outside, breathe in the fresh air, and celebrate all that makes our city vibrant and alive.

With summer comes responsibility. August is veld fire season, and every resident plays a part in keeping Windhoek safe.

Simple actions like clearing three to six meters of vegetation around your home, reporting fire hazards, and practicing safe fire management can protect lives, property, and our environment.

Together, we can ensure our city thrives safely.

Windhoek is also on a journey of transformation through the Mayoral Cleaning Campaign, under the theme "My Waste, My Responsibility."

This is more than a clean-up, it is a movement inspiring pride, responsibility, and a shared commitment to a healthier, greener city.

The enthusiasm from our community, especially our young residents, has been truly inspiring.

Their energy reminds us that we can once again reclaim Windhoek's title as the cleanest city in Africa, and maybe even set a global standard!



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Mayor's corner

Compiled by **Cillie Kapolo (CPRP)**, (Corporate Communication Officer)

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,

The month of August was a remarkable blend of community action, compassionate service, and strategic progress for the City of Windhoek.

It was a period that showcased the collective commitment to accountability, engagement, and service delivery that underpins the work of Council.



One of the most touching moments came on 22 August, when the legacy of Former President, His Excellency Hifikepunye Pohamba, was celebrated at the City of Windhoek's Katutura Old Age Home. Although he could not attend in person, he chose to mark his 90th birthday with the elderly residents by sending a heartfelt donation.

His contribution included household appliances, a 50-inch television set, copies of his presidential statements, and a meal valued at N\$60 000.00. More than the material gifts, the occasion was marked by joy and dignity as elders participated in light exercises led by a State House Biokineticist, filling the atmosphere with laughter and nostalgia. President Pohamba's message, describing his life as "a journey of service," resonated deeply with the City's values and mission.

In the same spirit of service, the Windhoek Residents Mayoral Trust reached out to the city's youngest residents by donating 538 jerseys valued at N\$80 000.00 to vulnerable learners across 24 primary and secondary schools. Principals such as Ms. Zerilda Garises of Baumgartsbrunn Primary School highlighted how learners from vulnerable homes truly benefited from this gesture. Ms. Rudolfine Kamahene of Al Steenkamp Primary School further emphasized the joy and comfort it brought to learners. Beyond the donation itself, this initiative stood as a strategic investment in the future of Windhoek's children, a symbol of care, inclusion, and the city's belief in the potential of every learner.

Further progress was recorded in Groot Aub, where the delivery of eight (8) fully equipped container offices marked a critical step in fulfilling the City's promise of bringing municipal services closer to residents. This milestone, as noted by Council Member Ivan Skrywer, Chairperson of the Formalisation of Informal Settlements and Integration of Groot Aub Advisory Committee, would ease the burden of long commutes and enhance service delivery. With the final three containers and service connections expected soon, the city prepared to officially open the facility, another testament to its commitment to inclusive development.

Junior Council



Save a Life Today SALT

August also welcomed a courtesy visit from the Windhoek Junior Council, where

members presented bold, actionable projects conceived in just 109 days.

Their initiatives included a Child Safety Awareness Campaign tackling online threats, substance abuse, and gang violence; a Cancer Project in partnership with the Cancer Association of Namibia; and an Elderly Outreach Programme.

These projects reflected not only the creativity of the city's youth but also their determination to confront pressing social issues, echoing Nelson Mandela's words as "a keener revelation of our society's soul." Their dedication gave assurance that the future leadership of Windhoek lies in capable hands.

Looking ahead, the City of Windhoek announced the commencement of a new series of Public Meetings for the 2025/2026 cycle, with the first two gatherings held on 3 September at Rocky Crest Early Childhood Development Centre (Windhoek West Constituency) and Goreangab Okapale (Samora Machel Constituency).

These platforms were reaffirmed as non-political spaces for residents to engage constructively on municipal matters, with the city calling for respectful participation from all stakeholders.

The month of August ultimately stood as a powerful reminder of Windhoek's shared values, where the compassion of the past met the energy of the future, where strategic promises were delivered, and where all sectors of society united in service.

Council remains committed to carrying this momentum forward, building a Windhoek that is not only clean and efficient but also compassionate and inclusive.



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Windhoek Strengthens Regional Ties at FACIM 2025 in Mozambique

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

The City of Windhoek lit up the 60th edition of the Maputo International Trade Fair (FACIM), joining thousands of exhibitors and global investors at one of Southern Africa's most vibrant economic stages. With Mayor Cllr Ndeshihafela Larandja at the helm, Windhoek's delegation carried the Namibian capital's story of growth, resilience, and partnership to Mozambique from 25–31 August 2025.

FACIM, themed "Promoting Economic Diversification Towards Sustainable and Competitive Development of Mozambique," is far more than a trade exhibition, it is a celebration of innovation, cross-border collaboration, and the power of shared progress. For Windhoek, it was an opportunity to proudly showcase its development journey, woo investors, and deepen ties with its Mozambican partner city, Marracuene.

A Partnership Forged in Trust

The week's highlights included the Marracuene Municipality Awards Ceremony, where Mayor Larandja shared the stage with Mozambique's Minister of Economy, the Governor of Maputo Province, and the Director General of APIEX. The event also marked the launch of Macaneta News, Marracuene's first municipal newsletter and the unveiling of the municipality's official Capulana fabric, a colourful expression of identity and pride.

In her address, Mayor Larandja reminded the audience that **"language should never be a barrier to building strong municipal partnerships."** She traced the roots of her friendship with Marracuene's Mayor, Ahmed Shafee Sidat, back to an international forum in China, where both leaders agreed that **"African challenges demand African solutions."** Since then, the two cities have moved steadily closer, charting a future of shared learning, mutual support, and formal cooperation.

It was a proud moment when Marracuene presented Windhoek with a Certificate of Appreciation and Gratitude, recognizing its collaboration in making the Marracuene Pavilion at FACIM 2025 a success. The certificate hailed Windhoek

as a "voice that transforms Marracuene," sealing the growing bond between the two municipalities.

Spotlight on Windhoek's Pavilion

Windhoek's stand at FACIM drew keen interest from visitors across the region and beyond. Among the high-profile guests was FRELIMO's Secretary General, Chakil Aboobakar, who took time to engage with the delegation and learn more about Windhoek's development path and investment potential. His visit underscored the strategic importance of FACIM as a platform where politics, business, and municipal innovation intersect to shape the region's future.

Learning, Remembering, and Dreaming

Away from the exhibition halls, the Windhoek delegation embarked on an eye-opening tour of Marracuene's community projects. One of the most inspiring stops was a newly built municipal school, completed in June 2025 at a cost of 35 million meticals. Officially opened by Mozambique's President in July, the school now caters to 1,000 learners and employs 30 teachers. What makes it stand out is its philosophy: learners take pride in maintaining their own garden and keeping the school grounds clean, instilling discipline, ownership, and responsibility.

History, too, was woven into the journey. The delegation paid respects at a mass grave where 66 Mozambicans who perished in an 1845 battle against Portuguese forces are laid to rest. Today, the site serves as a place of remembrance, where Mozambicans gather each February to honor their heroes.

The spirit of innovation was equally striking. At Macaneta, the team explored a house built entirely from glass bottles, a bold eco-innovation driven by the cooperative Repensar, which has been championing environmental sustainability since 2021. Beneath the shade of a 200-year-old fig tree, the delegation listened to stories of resilience, creativity, and determination to protect the environment.

The visit concluded with a walk along Macaneta Beach, one of Maputo's cleanest and most breathtaking shorelines, leaving the team inspired by Marracuene's balance of heritage, sustainability, and modern progress.

A Future of Shared Prosperity

For Windhoek, FACIM 2025 was more than an exhibition, it was a milestone in its journey as a smart, connected, and forward-looking city. By standing side by side with Marracuene, Windhoek reaffirmed its role as a regional partner that values collaboration as much as innovation.

As Mayor Larandja put it, "Our cities may be separated by borders, but we are united by the challenges we face and the dreams we hold for our people. Together, we can rise stronger."

Windhoek's presence at FACIM 2025 signals not just participation, but leadership, proving once again that cities thrive best when they grow together.



Her Worship city of Windhoek mayor, Ndeshihafela Larandja receiving a token of appreciation certificate on behalf of the city of Windhoek from Cllr Maguivelani Simão Maghi of Marracuene Municipality of Mozambique



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City Delivering on its Promise to Bring Municipal Services Closer to Groot Aub Residents

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

The City of Windhoek is progressively delivering on its commitment to improve service accessibility for all residents, with significant progress being made in bringing essential municipal services closer to the Groot Aub community. In a move that highlights its dedication to inclusive development, the City has procured 11 fully equipped container units to serve as temporary municipal offices for various departments, while the construction of a permanent service centre is in the pipeline.

The containers are designed to accommodate key municipal functions and will enable residents to access a wide range of services without having to travel the nearly 60 kilometres to the city centre. The services will include customer care, building plan submissions, water and electricity queries, community development support, and other

administrative functions.

Although the offices are not yet operational, pending the completion of utility connections and other preparatory work, the City is gearing up to officially open them in the near future. Once launched, these facilities will serve as a central point for municipal engagement, cutting down travel time, easing transport costs, and reducing queues at service points in Windhoek.

Councillor Ivan Stryker, Chairperson of the Formalisation of Informal Settlements and Integration Committee, welcomed this development as a tangible step towards fulfilling the City Council's promise to serve Groot Aub residents from within their own community. Stryker further added that this initiative will bring much-needed convenience to residents, while also improving the City's efficiency in service

delivery. It will not only save residents and staff from long daily commutes, but it will also foster quicker responses to community needs.

The decision to establish temporary offices ahead of the permanent structure reflects the City's proactive approach to addressing service delivery gaps. By bridging the distance between residents and essential services, the City of Windhoek is helping to create a more inclusive, accessible, and responsive municipal services.

As the final touches are put in place, anticipation is growing within Groot Aub and its surrounding areas. The official opening will mark not only a milestone in infrastructure delivery but also a clear signal that the City's vision of decentralised service provision is becoming a reality one community at a time.



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Creating Opportunity: Investor Services at the City of Windhoek

By: **Nsala Simasiku** (Investment Promotion Officer)

As Namibia's capital city, Windhoek positions itself as the preferred investment destination—not only within the country but also in the Southern African Development Community (SADC) region. A hub of opportunity and inclusive growth, the City of Windhoek (CoW) supports and facilitates all investment activities with great diligence. At the core of this effort is the Investment Promotion Unit, a dedicated office tasked with assisting both local and international investors from initial contact through to project implementation.

Within the Economic Development and Community Services Department, under the Economic Development Division, the Investment Promotion Unit (IPU) plays a key role in creating a business-friendly environment. This is accomplished by assisting investors in navigating municipal processes, providing them with necessary information, and connecting them with the appropriate individuals within City departments and national agencies. The IP Unit offers a walk-in service, ensuring accessible, on-the-spot support for both existing and prospective investors. This hands-on, collaborative approach aims to remove barriers at the operational level, enabling the fast-tracking of investment activity in line with the City's development goals.

Core services provided by the IPU range from investor consultation, stakeholder engagements, project facilitation, site-visit coordination, and aftercare support. The Unit also assists with municipal services related queries, provision of information on land purchases and lease options, and coordination with other regulatory bodies such as the Namibia Investment Promotion and Development Board (NIPDB) and the Namibia Chamber of Commerce and Industry (NCCI). Whether it is a diamond manufacturing unit or a small local investor; every investor is treated with a personalized, responsive approach.

The commitment of the IPU is not just a matter of policy but is actively practiced on a daily basis. In 2025, the Unit successfully undertook several major investor-oriented events, such as the Windhoek Mayoral Business Forum and the first City of Windhoek Agricultural Forum—demonstrating the Unit's role beyond investor facilitation. These initiatives amplify the Unit's role in guiding the investment discourse, showcasing investment opportunities, and building investor confidence, while simultaneously demonstrating the City's growing capacity to attract and manage investment. The Unit's work is aligned with the Windhoek Economic Development

Strategy 2022-2027, which acts as a strategic guideline for Windhoek's economic transformation into a more inclusive, sustainable and economically resilient city. By planning and facilitating investment in priority sectors namely Agriculture and Agro-processing, Informal Sector, MSME Development, Tourism, Transport and Logistics and Social Development – all to create new jobs, upgrade services and foster long-term growth.

The City of Windhoek welcomes partnerships that can assist in creating a vibrant urban future. The Investment Promotion Unit's doors are open to any and all investors alike, looking for opportunity and support. By working together with the private sector, development partners and other stakeholders, we are building a resilient city – one project, one investor and one partnership at a time. Windhoek – the City ready for investment.

Should you wish to contact the Investment Promotion Unit, you can send an e-mail to invest@windhoekcc.org.na or call +264 61 290 2029.



Mayoral Residents Trust Donates Jerseys to Learners in Need

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



Learners of Baumgartsbrunn Primary School, along with their principal and City of Windhoek employees, proudly displaying the new jerseys donated through the Windhoek Residents Mayoral Trust.



Learners of Ai Steenkamp Primary School posing with the tracksuits donated by the Windhoek Mayoral Residents Trust.

Her Worship, the Mayor of Windhoek, Councillor Ndesihafela Larandja, has once again demonstrated her commitment to supporting vulnerable learners through the Windhoek Residents Mayoral Trust. On 18 August 2025, the Trust donated jerseys to Baumgartsbrunn Primary School, located about 35 km outside Windhoek, and Ai Steenkamp Primary School.

The two schools are among 24 beneficiaries of the Mayoral Trust, which focuses on uplifting learners from disadvantaged backgrounds. Although

the Mayor had planned to personally hand over the jerseys and engage with the learners, urgent official meetings prevented her attendance. Instead, representatives from her office carried out the handover on her behalf.

The donation was warmly welcomed by both learners and staff. At Baumgartsbrunn Primary School, Principal Ms. Zerilda Garises expressed heartfelt gratitude: "Some of our learners come from vulnerable homes and truly need this kind of support. Seeing the joy on their faces today is priceless."

Her sentiments were echoed by Ms. Rudolfine Kamahene, Principal of Ai Steenkamp Primary School: "As much as it warms the children's hearts, it warms ours too to see our learners receive donations that are so helpful."

The Windhoek Residents Mayoral Trust continues to play a vital role in addressing the needs of learners from disadvantaged communities, ensuring that no child is left behind. For the beneficiaries, the jerseys represent more than clothing, they symbolize care, dignity, and the promise of a brighter future.

Thank you
FOR YOUR SUPPORT

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Junior Council Presents Projects to Mayor

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



Her Worship, mayor of Windhoek, Cllr Ndeshihafela Larandja, addressing the Junior Councillors during their project presentation visit.

The City of Windhoek Junior Council paid a courtesy visit to Her Worship, the Mayor of Windhoek, Councillor Ndeshihafela Larandja, to present their projects and share progress since assuming office earlier this year. The meeting highlighted the young leaders' commitment to addressing pressing social issues and contributing meaningfully to the community.

In just 109 days, the Junior Council has already launched several initiatives, focusing on child safety, cancer awareness, elderly outreach, environmental campaigns, and urban agriculture. The Junior Mayor, in his address, described the visit as both an honour and a responsibility.

One of the flagship initiatives is the Child

Safety Awareness Campaign, developed to tackle growing concerns around children's safety in public and online spaces. The campaign uses newspapers, radio, television, and the Junior Council's newsletter, The Aloe, to raise awareness. The programme also addresses challenges such as substance abuse,

including hubbly-bubbly, alcohol, and cigarettes, as well as serious issues like child rape and gang violence. The Junior Mayor urged the Mayor and the City to support this campaign.

The Deputy Junior Mayor highlighted the Council's Cancer Support Project, launched in partnership with the Cancer Association of Namibia and the Ministry of Health and Social Services. The project focuses on assisting young people living with cancer through school-based fundraising initiatives that will collect non-perishable food items and other essentials. The donations will later be handed over in collaboration with House Acacia, ensuring that learners battling cancer receive both material and emotional support. "We believe no child should face this journey alone," said the

Deputy Junior Mayor.

Another initiative close to the Council's heart is the Elderly Outreach Programme, which aims to ensure that no elder feels forgotten. Through their From Me to Your campaign, Junior Councillors will engage their schools in raising funds and collecting food parcels for elderly care homes and individuals living alone. The programme not only uplifts vulnerable elders but also instils values of service, teamwork, and compassion among the youth.

Her Worship, Mayor Larandja, warmly welcomed the Junior Councillors and expressed her pride in their dedication. She applauded their behaviour, discipline, and commitment to service, with appreciation for their advocacy against hubbly-bubbly. "As a mother, I worry about what our children are exposed to at school. Hubbly-bubbly is destroying the lives of young people, and I urge you to advocate strongly against it. Remind your fellow learners and communities of the dangers and share this information widely. My office is open, and I will support your initiatives as much as possible," she said. The mayor concluded by expressing her confidence in the young leaders.

The visit highlighted the Junior Council's role as a platform for youth leadership and civic responsibility. By addressing issues affecting children, the elderly, and vulnerable groups, the Council continues to demonstrate that young people are not just the leaders of tomorrow but active change-makers today.



Junior Councillors listening attentively as their executive team presents projects to Mayor of Windhoek Ndeshihafela Larandja.



Junior Mayor, His Worship Milano Gogol, presenting the Junior Council's projects to Mayor Ndeshihafela Larandja.



Keetmanshoop Municipality Benchmarks Electricity Operations in Windhoek

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

In a spirit of collaboration and shared growth, the City of Windhoek recently welcomed a delegation from the Keetmanshoop Municipality for a two-day benchmarking visit focused on electricity operations. The delegation, led by Her Worship, Mayor Annelize Knaus, included the Acting CEO, councillors, and senior municipal officials.

The visit was officially hosted by Councillor Ivan Skrywer, representing the Mayor of Windhoek, alongside the City's Acting CEO, Mr. O'Brien Hekandjo. In his welcoming remarks, Mr. Hekandjo provided an overview of the City's operational framework, highlighting key aspects of the Electricity Department and its role in delivering efficient, reliable services to residents.

The purpose of the visit was to support Keetmanshoop Municipality in strengthening its service delivery by learning from Windhoek's experience in managing electrical infrastructure, reducing energy losses, and modernising systems.

During the engagement, the delegation explored several critical areas:

Infrastructure Management: The team reviewed Windhoek's asset management systems used to monitor and maintain the electrical grid efficiently.

Project Planning & Execution: Discussions focused on Windhoek's strategies for electrifying informal settlements and expanding services to new developments.

The day concluded with a hands-on site visit to the City's Electrical Department, allowing the delegation to observe the systems and technologies in action.

This benchmarking initiative reflects a shared commitment to building resilient, modern cities and improving the quality of life for all residents through effective service delivery. As the collaboration continues, both municipalities aim to leverage these insights to enhance electricity operations and infrastructure management for their communities.



From left, a member of the Keetmanshoop Council, Her Worship the Mayor of Keetmanshoop, Annelize Knaus, and Cllr. Ivan Skrywer, who chaired the meeting on behalf of Mayor Ndeshihafela Larandja.



Meeting in session. To the right of Cllr. Ivan Skrywer is Acting CEO at the time, O'Brien Hekandjo, Strategic Executive of Electricity, and in red, the Manager, Commercial Services at Electricity, together with other City of Windhoek officials.



Group photo of all city of Windhoek officials and Keetmanshoop officials after a fruitful meeting, taken just before visiting the Electricity Department's Load Centre and Call Centre.





Former President Hifikepunye Pohamba Turns 90 With a Heart of Giving

By Anna Shiimi (Communication Trainee)

What better way to mark a milestone birthday than by sharing it with those who matter most? On his 90th birthday, Former President Hifikepunye Pohamba chose to celebrate in a meaningful way by giving back to the elders of the Katutura Old Age Home, a City of Windhoek establishment.

Although he could not attend in person due to unforeseen circumstances, his message of care and solidarity was carried through the thoughtful donations made on his behalf. The Office of the Former President presented household appliances, including four kettles, two microwaves, a 50-inch LCD Samsung television, 12 books of his presidential statements, cakes, and a hearty meal all valued at N\$60,000.

The celebration was about more than just gifts. Elders joined in light body movement exercises led by State House biokineticist Francie Gerber, filling the morning with laughter, music, and moments that sparked fond memories. For one resident, it was the first time in years they had touched a balloon, a simple joy that made the day unforgettable.

Speaking on behalf of his fellow residents, elder Bernhard Strodicke expressed heartfelt gratitude: "He is our hero and will remain our hero. I too wish to live as long as President Pohamba."

A speech delivered by Special Assistant Frans Gooseb carried the Former President's reflection on reaching this milestone: "Turning 90 is no small milestone; it is a blessing, a gift of life, and a journey of service. I chose to celebrate this birthday not in grandeur, but here with you, the elders of our community. You are the pillars of our society. Our strength as a nation lies in how we care for one another."

The Katutura Old Age Home, which accommodates 23 elders aged between 68 and 86, became the

stage for a day filled with unity, gratitude, and joy true to the legacy of a leader who has always placed people at the heart of his service. Delivering the vote of thanks, Samuel Kamati, Acting Section Head for Social and Youth Development at the City of Windhoek, praised the gesture: "It is with immense gratitude and a deep sense of Honor that we gather to celebrate a remarkable leader and statesman, the Former President Hifikepunye Pohamba. This act of giving embodies the spirit of respect and unity that binds us as a nation. We thank the Office of the President, the organizing team, and the elders whose vibrant spirits enriched this celebration."

As the day ended, one thing was clear, this was more than a birthday celebration. It was a moment of connection across generations, a reminder of the values of respect, gratitude, and service that continue to inspire Namibia.



Elder Bernhard Strodicke delivering welcoming remarks on behalf of his fellow residents.



Frans Gooseb, Special Assistant to Former President Hifikepunye Pohamba, handing over gifts of the elder's Katutura Old Age Home to Samuel Kamati, Acting Section Head for Social and Youth Development at the City of Windhoek.



Elders of the Katutura Old Age Home pictured with the gifts they received.





#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.

Question: I do not understand why the City of Windhoek insists on Fitness Certificates for businesses, particularly small and medium enterprises (SMEs), while public institutions such as Katutura Hospital appear to operate under questionable conditions. Why are City health officials, who are responsible for building clearances, not addressing this matter? Surely, this building is not fit for occupation. How long will this situation persist?

Response: Thank you for raising this concern. Please note that the Municipal Council of Windhoek does not have the jurisdiction to enforce requirements on government institutions. Matters of this nature should be directed to the Ministry of Health, through the Environmental Health Practitioners in the Khomas District, as well as the Ministry of Works, which is responsible for the maintenance of government facilities.

Furthermore, it is important to clarify that Fitness Certificates are only applicable to business entities operating for profit within the municipal boundaries. As a government institution, the hospital does not fall under this category.

Question: I have noticed that my water and electricity meter readings have not been taken for the past year. Instead, my account has been based on estimated readings, which I believe are being overestimated, resulting in unnecessary charges. I kindly request that the Meter Reading Department conduct an actual reading at my Erf.

Response: Thank you for bringing this matter to our attention. We will refer your concern to our Customer Contact Centre for investigation. To help avoid estimated readings in the future, we encourage you to register as a self-reader and submit your own readings between the 21st and 30th of each month. Each SMS submission costs 40 cents. For your convenience, we have attached a leaflet with step-by-step instructions on how to register.

Should you require further assistance, please contact our Customer Contact Centre at 061 290 3777.

Question: Good day, I have a large tree in my yard that is starting to damage my wall. Could you please direct me to the relevant department responsible for tree cutting, as I would like the City to remove it?

Response: Good day. Please note that the City of Windhoek is not responsible for cutting or removing trees located on private properties, as this falls outside the Council's jurisdiction. You will therefore need to engage a private company to assist with the removal, provided the tree is not a protected species.

For further guidance, you may contact our Parks Division at 061 290 3545.

Question: Good day, The water meter at my house seems to be stuck. What should I do and how can I submit my readings now that the meter is no longer reading?

Response: If you experience a stuck water meter at your premises, please follow the steps below:

1. Report it immediately

Report your stuck meter at our Customer Contact Centre at 061 290 3777 or email enquiry@windhoekcc.org.na

2. Continue making payments

While waiting for your meter to be replaced, please continue paying for water consumption based on your average monthly bills from previous months. This will help you stay up to date with your municipal account and prevent an excessive bill once the meter is repaired.

3. Manage your water usage

Continue practicing water-saving measures by fixing leaks and reducing water wastage on your premises to maintain your average consumption.





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

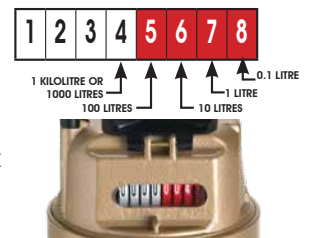
WATER MANAGEMENT

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

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

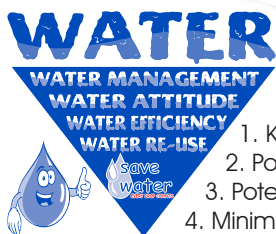
To Measure = To Know

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



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City of Windhoek

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City of Windhoek WhatsApp Channel



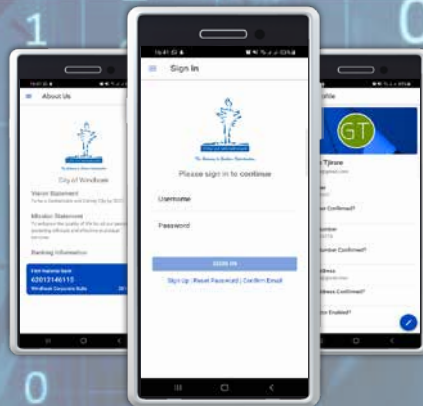
Scan here to join
our WhatsApp Channel

E-mail: cowcommunication@windhoekcc.org.na



City of Windhoek

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DOWNLOAD THE CITY OF WINDHOEK APP



Incident reporting

Did you know that you report incidents on the city app?

Issues such as water leaks, overflowing sewers and power outages can be reported on the app. Simply add your phone number, email address and activate the service on the app.

Meter readings

Did you know that you can submit your meter readings on the city app?

Simply add your phone number and activate the service on the app.

Accounts

Did you know that you can add multiple accounts on your city app?

All you have to do is add the account number and statement key.



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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

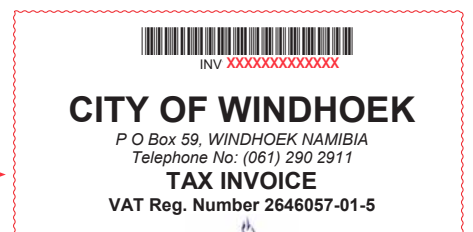
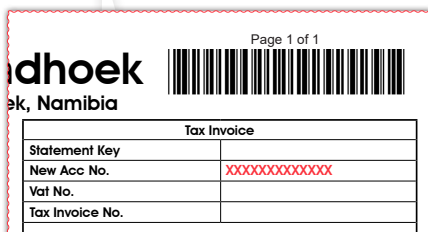
Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

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"



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ELECTRIC VEHICLE EXHIBITION



EXPLORE NAMBIA'S ELECTRIC VEHICLE FUTURE!

Electric vehicles

E-bikes

Electric buses and e-forklifts

Demonstrations of charging technology

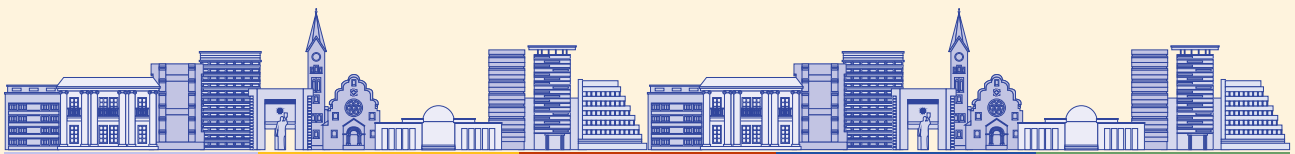


Date: 15 September 2025,

Venue: City of Windhoek, Independence Avenue Parking Lot

Time: 11:00 to 17:00

OPEN TO THE PUBLIC!



E-mail: cowcommunication@windhoekcc.org.na

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/CoWMunicipality

/city-of-windhoek

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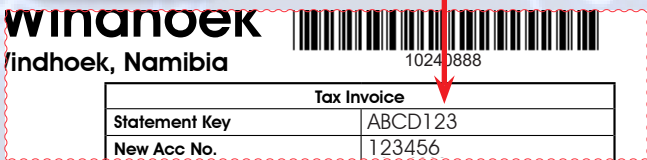
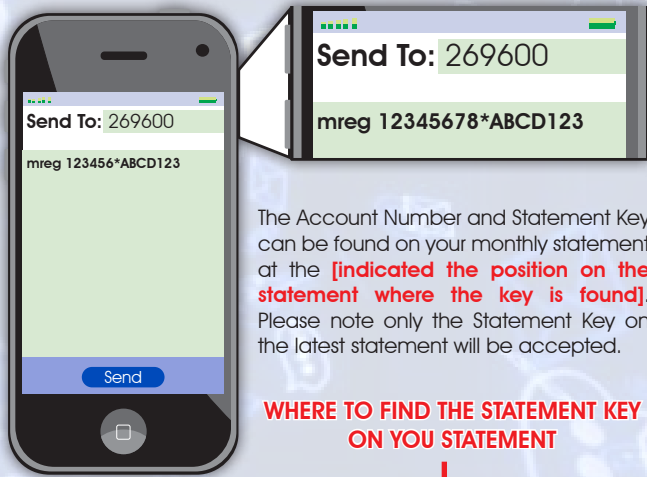
SELF-READING (SMS)

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.

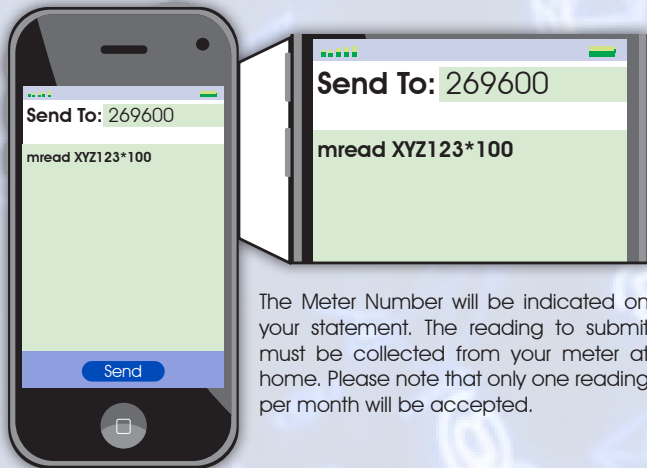
Your SMS should look like this: **EXAMPLE**
mreg (space) accountNo*statementKey → send to 269600



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



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.

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 Corporate Communications, Marketing and Public Participation
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Aloe “seen around”



Keetmanshoop Municipality councilors and officials together with City of Windhoek officials, pictured after visiting the Electricity Load Centre.



Grata Haukongo, a resident at Katutura Municipal Old Age Home, delivering a birthday message during former President Hifikepunye Pohamba's 90th birthday lunch held at the establishment.



Kamati Samuel, Acting Section Head for Social Welfare, delivering a vote of thanks on behalf of the City of Windhoek during the lunch and gift handover by the Office of former President Hifikepunye Pohamba in celebration of his 90th birthday.





Aloe "seen around"



Walvis Bay Municipality officials during the Tripartite Group meeting with the City of Windhoek and Swakopmund Municipality.



An electricity charging port at the City of Windhoek, ready for use.



Happy Al Steenkamp Primary School learners showing off their newly donated tracksuits, received through the Mayoral Winter Drive donations for 2025.



Elders of the Katutura municipal old Age Home with gifts donated by the Office of former President Hifikepunye Pohamba, as part of celebrating his 90th birthday.

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

E-mail: cowcommunication@windhoekcc.org.na



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