



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

2025

The Gateway to Endless Opportunities

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WARNING: FLOOD RISKS

The rainy season is upon us, bringing a high risk of flash floods to the Windhoek area. Due to our unique geography, sudden floods can develop with little to no warning. We urge all residents to maintain extreme vigilance during periods of heavy rainfall. Monitor the official City of Windhoek platforms for critical, real-time updates and take all necessary measures to safeguard your property and family.



Farewell to the outgoing Councillors, highlights and reflections on page 4





Editorial

A Season of Care, Compassion and Renewed Hope

As we turn the final pages of 2025, Windhoek stands at a meaningful crossroads one defined by compassion, leadership, and a shared commitment to building a city where no one is left behind. This year concludes with a gesture that speaks to the heart of who we are: a city that cares. Council's approval of an additional N\$200 million for the expansion of the Debt Relief Programme is not merely a financial intervention; it is a reaffirmation of dignity, humanity, and municipal solidarity.

For many pensioners and vulnerable households, Christmas truly came early. Pensioners aged 60 years and older who previously found themselves excluded due to technicalities in their applications, now have a renewed opportunity for relief through a debt write-off made possible by the N\$100 million allocated specifically for them. A further N\$100 million was set aside for persons with disabilities, child-headed households, orphanages, and charitable NGOs. This decision reflects a City Council determined to restore hope where it matters most.

Registration for the Debt Relief Programme, which runs from 25 November to 19 December 2025 and resumes on 12 January 2026, reminds us that support is not seasonal but ongoing. With accessible registration centres across the city, the message remains clear:

We see you. We hear you. And we are committed to bringing you municipal services.

This year also showcased countless acts of compassion from the broader community. The Windhoek Junior Council, through its heartfelt donation to CHICA House, displayed remarkable empathy and leadership among our youth. Likewise, partners such as Santam Namibia strengthened the City's disaster readiness through the donation of flood warning signs and awareness billboards. These contributions highlight the deep-rooted generosity that continues to shape our capital.

As we celebrate these achievements, we also pause to honor another significant milestone: the conclusion of the 2020–2025 Council tenure. A special farewell ceremony recently paid tribute to the outgoing Council, whose five-year term came to an end following the regional and local authority elections of 26 November.

As the curtains close on this chapter, Windhoek recognizes a Council that led during one of the most challenging periods in our city's history. They stepped into leadership at the height of a global pandemic a moment that reshaped economies, tested institutions, and placed extraordinary pressure on municipal systems. From the outset, they were tasked not simply with governing, but with steadying a city navigating uncertainty.

Their tenure was significant it preserved rebuilt stability of this great institution. Despite all challenges faced, this Council sustained effort, they steered Windhoek from crisis response of COVID-19 to long-term planning. Their leadership helped anchor the financial turnaround strategy and strengthen performance systems that will benefit the city for years to come.

While we await the swearing-in of the new Council who will usher in a fresh chapter in Windhoek's journey toward a more sustainable, caring, and inclusive future, we honour the legacy of the leadership that has brought us this far. Their work has guided Windhoek through challenge and, more importantly, prepared it for possibility.

As we step into 2026, may the spirit of compassion that defined this year continue to light our path. The stories in this final issue of the Aloe Newsletter are stories of relief, generosity, partnership, and leadership that remind us that

progress is not measured only in the projects we complete, but in the lives, we uplift and the communities we strengthen.

Thank you for walking this journey with us throughout 2025. May your festive season be filled with peace, gratitude, and renewed hope.

Together, we build a Caring City.

Lydia

Aloe

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Mayor's corner

Compiled by By: Anna Shiimi (Communication Trainee)

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

As we close off the final mayoral column of 2025, I am filled with deep gratitude for the collective journey we have travelled this year. It has been a year of steady progress, strengthened partnerships, and a renewed commitment to placing our residents at the centre of service delivery. This moment allows us not only to reflect on what we have achieved, but also to appreciate the resilience that carried us through challenges and positioned the next Council for a stronger 2026.

Throughout the year, our city proved that governance is strongest when it listens, responds, and collaborates. From constituency engagements to international partnerships, from clean-up campaigns to youth initiatives, every effort reaffirmed a simple truth: Windhoek moves forward when its people move with it.

Residents voiced their concerns on safety, land, service delivery, mobility, and community facilities, reminding us that development must always begin with the lived experiences of our people. Their honesty strengthened our resolve to govern with empathy, accountability, and discipline.

We saw tangible results across Windhoek. Informal settlements benefited from expanded electrification, new sanitation hubs, additional water points, and ongoing mapping and numbering of structures to improve access to services. Our mobility agenda also advanced, through the Urban Mobility Conference and meaningful improvements to road infrastructure.

International cooperation brought fresh momentum. Twinning agreements, diplomatic engagements, and technical exchanges helped strengthen our efforts in smart city development, climate resilience, and youth empowerment. These partnerships affirmed that when cities learn from one another, they grow stronger together.

Windhoek's compassion shone equally bright. Through the Windhoek Residents Mayoral Trust and committed community partners, we supported families affected by fire, vulnerable learners, the elderly, and households facing hardship. These gestures reminded us that a caring city is

defined not only by infrastructure, but by the dignity it extends to its people.

As the year draws to a close, recent engagements highlight how far we have come. On 12 November, the Schools Recycling Competition showcased the creativity and environmental leadership of our young people. Seventy-two schools participated under the EU-funded "Improving Solid Waste Management" project with our sister city, Bremen. Havana Primary School's exceptional performance, winning all categories, filled us with pride and hope for a greener future.

Their achievements, together with the ongoing Waste Buy-Back Centre Challenge and the construction of our second Buy-Back Centre in Okuryangava, reaffirm our commitment to a Zero-Waste-to-Landfill future.

Just two days later, on 14 November, we celebrated a milestone in community upliftment as fifty-eight houses were handed over to new owners in Otjomuise Extension 10. The revival of the Mass Housing Development Programme, through the City, the National Housing Enterprise, and the Ministry of Urban and Rural Development, ensured that these homes were not only built, but ready for dignified occupation. As Councillor Sade Gawanas highlighted, this achievement demonstrates what is possible when institutions work in unity.

Looking ahead, Council is excited to host the Annual Christmas Market on 5 and 6 December under the theme "Christmas Basket, A Time of Giving". The market will coincide with the switching on of the Christmas lights on 5 December. This initiative aligns with our strategic themes of Social Progression, Economic Advancement, and Infrastructure Development, ensuring inclusive socio-economic opportunities for all. We warmly invite residents and visitors to join us in the CBD and Zoo Park for the festivities.

We are also preparing for the 2026 New Year Celebration, taking place on 31 December at the Independence Avenue parking lot. Local performing artists and food and bar vendors have been invited to help create a

vibrant and proudly Windhoek experience as we usher in the new year together. It reflects our belief that celebrations should uplift local talent and local enterprise.

These final engagements of the year align with the broader work we have pursued throughout 2025. They remind us that progress is never the result of one effort; it is built by many hands choosing hope over hesitation and unity over indifference. Each initiative, whether a garden planted, a street renamed, a clean-up campaign launched, or a family supported, has contributed to a city defined not only by ambition but by compassion.

This moment also marks the end of the five-year term of the current Council. It invites humility and reflection. Over the past five years, through challenges and triumphs, we have grown as leaders entrusted with the aspirations of the people of Windhoek. We faced difficult debates, made tough decisions, and celebrated victories that brought dignity to thousands. We strengthened the City's financial footing, revived partnerships, insisted on accountability, and made service delivery a lived experience for many more residents.

The legacy of this Council will not only be recorded in documents, it lives in the neighbourhoods that are cleaner, the homes that are brighter, the youth who are empowered, and the residents who feel seen and heard. Whether remembered in grand terms or simple acts, history will record that we cared, we acted, and we served Windhoek with honesty and purpose.

As we prepare for 2026 and the transition ahead, let us carry forward the lessons of this term: that leadership is strongest when it is participatory, progress is most meaningful when it is inclusive, and a city's greatness is measured not by its buildings, but by its humanity. May we continue to build a Windhoek that is cleaner, safer, smarter, greener, and more dignified for all.

I thank you.

Ndeshihafela Larandja
Mayor



Windhoek bids farewell to outgoing councillors as City prepares for new leadership

By **Cillie Kapolo (CPRP)**, Corporate Communications Officer



Her Worship, Mayor Ndesihafela Larandja, interacting with guests during the farewell event hosted at the Windhoek Country Club.



City of Windhoek CEO, Mr. Moses Matyayi, delivering remarks in honour of the outgoing Council.



A stunning Deputy Mayor, Cllr Clemencia Hanases, captured at the Council Members' Farewell Event after delivering the Vote of Thanks.

The City of Windhoek on Monday, 24 November 2025, hosted a formal farewell ceremony for the outgoing 2020-2025 City Councillors, marking the end of a significant chapter in local governance as the municipality prepares to welcome a new Council following the regional and local authority elections held on 26 November 2025.

In her keynote address, Windhoek Mayor, Cllr Ndesihafela Larandja, reflected on the extraordinary challenges faced by the outgoing Council, which assumed office at the height of the COVID-19 pandemic. She highlighted the Council's efforts to stabilise the City's finances, strengthen service delivery, and restore operational discipline during a period she described as "a defining juncture in the story of Windhoek."

Mayor Larandja praised the diverse Council for navigating coalition politics, demonstrating unity of purpose, and

laying the foundation for a more resilient municipality. "This Council took a City facing a perfect storm and steered it back to calmer waters," she said, noting that the financial sustainability plan and other reforms had placed Windhoek on a stronger footing.

Speaking at the event, City of Windhoek Chief Executive Officer, Moses Matyayi, commended the outgoing Council for its strategic leadership and for creating an enabling environment for the administration to deliver on its mandate. He said the partnership between political leadership and the administrative arm had been central to restoring operational discipline, improving institutional performance, and accelerating reforms aimed at strengthening governance.

"This Council provided clear policy direction and demonstrated a commitment to accountability," Matyayi said. "Their

leadership enabled us to implement key interventions such as the financial turnaround strategy, performance improvement initiatives, and critical infrastructure projects that support service delivery."

The CEO also highlighted the importance of continuity as the City transitions to new leadership. "Municipal

progress is built on consistency and shared responsibility," he added. "As the administration, we stand ready to support the incoming Council with professionalism, transparency, and a strong institutional framework that has been significantly strengthened over the past five years."

Delivering the Vote of Thanks, Deputy Mayor Cllr Clemencia Hanases expressed gratitude to the outgoing councillors, City employees, and residents for their collective contribution during the five-year term. She commended the administrative arm for turning nearly 2,000 Council resolutions into action and acknowledged residents for their patience and resilience.

"As we pass the baton to the incoming leaders, we do so with optimism," Hanases said. "The challenges remain, but the foundation is now solid."

With the regional and local authority elections completed, the City of Windhoek now turns its attention to welcoming a new Council that will be sworn in on 3 December 2025, followed by the election of Office Bearers and an induction programme. The incoming Council is expected to carry forward the mandate of building a sustainable, caring, and inclusive capital for all residents.

Held at the Windhoek Country Club and Resort, the farewell ceremony was attended by dignitaries, including the former Windhoek councillor and now Governor of the Khomas Region, Hon. Sam Shafishuna Nujoma, members of the diplomatic corps, regional and local authority leaders, and senior officials of the City.



Outgoing Councillors share a joyful moment, raising their glasses in a toast to their remarkable term.



Santam donates flood warning signs to boost Windhoek's disaster preparedness

By **Cillie Kapolo (CPRP)**, Corporate Communications Officer



Her Worship, Mayor Ndeshihafela Larandja, pictured with Chief Raymond Kapia and Deputy Chief Kupaha Uazukwani of Emergency Services during the official handover ceremony.



Abel Hamutenya, Section Head for Disaster Risk Management, joins Santam Namibia CEO Franco Feris and Chief Raymond Kapia of Emergency Services at the handover of flood warning signage.

The City of Windhoek has strengthened its disaster preparedness initiatives following the donation of flood warning signs and fire and flood risk awareness billboards worth N\$174,674.69 from Santam Namibia.

The handover ceremony, held on three November 2025 on Pelican Street in Hochland Park, highlighted growing collaboration between the City and Santam Namibia to enhance community safety and resilience against climate-related hazards.

Her Worship, Ndeshihafela Larandja, Mayor of the City of Windhoek, commended Santam Namibia for its partnership and reaffirmed the municipality's commitment to building a safer and better-prepared capital. "Disaster risk reduction is not only the responsibility of the City or government, but a shared duty for all of us," she said. "Through awareness, preparedness, and partnership, we can mitigate risks and protect our capital."

Santam Namibia's Chief Executive Officer, Franco Feris, expressed pride in partnering with the City to enhance disaster prevention and management efforts. He said the donated signs would play a vital role in saving lives and promoting public awareness. "Santam remains committed to supporting initiatives that build resilience, strengthen preparedness, and uplift communities by reducing the impact of disasters," Feris said.

Delivering remarks on behalf of the City's Chief Executive Officer, Moses Matyayi, Abel Hamutenya, Section Head for Disaster Risk Management, said the collaboration reinforces the City's goal

of becoming a "Sustainable and Caring City by 2027." He emphasized the importance of integrating financial resilience into disaster management frameworks to safeguard infrastructure and livelihoods.

"Beyond preparedness, we must secure the long-term resilience of our urban environment," Matyayi said in his message. "The presence of Santam Namibia provides a timely reminder of the important role of disaster insurance and risk transfer mechanisms in funding resilience, not disasters."

Divisional Head for Emergency and Disaster Risk Management, Raymond Kapia, described the donation as a powerful example of corporate social responsibility in action. "These signs are more than just symbols, they are constant reminders of risk in flood-prone areas and reinforce the importance of community preparedness," he noted.

The flood warning signs will be installed in low-lying and flood-prone areas across the city, while awareness billboards will promote safety and prevention measures. The initiative aligns with the City's Disaster Risk Management Strategy, the Namibia Disaster Risk Management Policy, and the Sendai Framework for Disaster Risk Reduction (2015-2030).



Mayor Ndeshihafela Larandja, Franco Feris, Santam Namibia CEO, and Abel Hamutenya, Section Head for Disaster Risk Management, unveil one of the new flood warning signs donated by Santam Namibia.



A newly erected warning sign on Pelican Street in Hochland Park alerts residents to potential flooding in the nearby riverbed, part of Santam Namibia's donation to enhance community safety.



Santam Namibia CEO Franco Feris, Mayor Ndeshihafela Larandja, Chief Raymond Kapia of Emergency Services, Madrie Erasmus (Head: Underwriting & Risk, Santam), and Thabo Mabaso (Head: Corporate Communications, Santam Shared Services) stand beside the unveiled Depth Marker sign indicating water levels at a flood-prone area in Hochland Park.



Windhoek Jazz Festival delivers an unforgettable fusion of musical and cultural celebration

By Lydia Shifa (Online Communication Officer)



Jazz fans turned out in numbers, filling the Hage Geingob Stadium with energy and excitement as they cheered on their favourite performers, lighting up the Windhoek Jazz Festival stage on Saturday, 01 November 2025.

The Windhoek Jazz Festival 2025 once again proved why it remains one of the City's most beloved cultural highlights. This year's edition brought together celebrated musicians and enthusiastic fans from across the continent, including South Africa, Mozambique, Botswana, and Namibia, uniting people of diverse backgrounds through the universal rhythm of jazz.

As one of the City's flagship cultural events, the festival plays a pivotal role in positioning Windhoek as a premier entertainment and tourism destination. It also provides an invaluable platform for Namibian artists to share the stage with leading regional and international acts. Over the years, it has grown into a major fixture on the national events calendar, championing local talent and contributing to the growth of the creative industry.

Despite its brief pause from the entertainment scene, the festival returned stronger than ever, drawing an impressive crowd and presenting a thrilling lineup of acclaimed artists,

including Sipho "Hotstix" Mabuse, Kelly Khumalo, Moreira Chonguica, Sereetsi & The Natives, Henry Philemon, and Zama Jobe. Namibia's very own stars, Bongani Soul, Sigera Jazz Jazz, Swingers Jazz Band, Ugly Creatures, Esme Songbird, Botselo, and Harmonic Grooves, took to the stage with unforgettable performances that earned resounding applause.

The festival was further honoured by the presence of distinguished guests, including the Minister of Gender Equality and Child Welfare, Hon. Emma Kantema, the Minister of Information and Communication Technology, Hon. Emma Theofelus; and Former First Lady, Madam Monica Geingos, who joined residents in celebrating this vibrant fusion of music and culture.

The City of Windhoek extends heartfelt appreciation to all jazz enthusiasts who attended, as well as to the corporate partners and sponsors whose generous contributions made this year's event a resounding success. Our valued partners included the National Arts Council of Namibia, 99FM, Adforce Namibia, NBC Digital News, The Brief, Hilton Windhoek, Pupkewitz Automark, South African Airways, and NACIN.

The Windhoek Jazz Festival 2025 was an unforgettable musical celebration, and we look forward to the 2026 edition of the festival.



Windhoek Junior Council delivers hope and essential support to CHICA House

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



Junior Mayor, His Worship Milano Gogol, hands over donations to Ms. Barseba Tjiposa, Matron of the CHICA House under the Cancer Association of Namibia.

The Windhoek Junior Council showcased its strong commitment to community service on 5 November 2025 by donating food items, cleaning materials, washing detergents, toiletries, nappies, second hand clothing etc. worth approximately N\$12,000 to the Children Fighting Cancer House (CHICA), a vital facility operated by the Cancer Association of Namibia (CAN).

The impactful gesture is the culmination of the Junior Council's two-month-long "Cancer Awareness Project," which focused on providing tangible support to children undergoing cancer treatment and their families. Through a coordinated city-wide effort spanning various schools, the young leaders successfully collected a diverse array of necessities, including non-perishable food, toiletries, stationery, and second-hand clothing.

Windhoek Junior Mayor, Councillor Milano Gogol, affirmed the depth of the project's dedication in his address. "This donation is more than just material goods; it is a symbol of compassion, unity, and hope," he stated.

Councillor Gogol stressed the core belief that the young leaders understand "the power of service" and the importance of giving back. He proudly acknowledged the "tireless effort, time, and generosity" of the Junior City Council, which shows "that even small actions can bring comfort and

strength to those fighting one of life's toughest battles."

The current beneficiaries of this generosity are six children, aged two to ten years old, and their six mothers, who rely on the CHICA House as a temporary home, often for six months to a year, while the children receive daily chemotherapy.

The donation

was met with immense gratitude from the facility's staff. Barseba Tjiposa, the Matron of the CHICA House, shared her overwhelming emotion, stating the gesture would really go a long way in assisting the six young residents and their mothers who stay at the house for long-term care. Barseba Tjiposa assists with the daily logistics of transporting children to and from the hospital.

Speaking on behalf of the City of

Windhoek, Helena Ndeutapo, Community Development Officer and Junior Councillors Coordinator, expressed the City's immense pride in its youth leaders.

"The City of Windhoek is proud of the effort and rigor from the junior councillors, and grateful that this initiative was done with empathy and purpose," Ndeutapo remarked. She concluded with the hope that the donation would "bring hope, happiness, and light to the hearts of the needy."

The event, which underscored strong community and school support, was well-attended by coordinating teachers, fellow Junior Councillors, and supportive students, reflecting the widespread impact of the campaign.

Councillor Gogol closed by expressing gratitude to the Cancer Association of Namibia CAN, the parents, schools, and teachers, as well as to Helena Ndeutapo, Junior Councillors Coordinator, and the City of Windhoek for providing the necessary platform. He concluded with a forward-looking wish for the donation to be "the beginning of a continued partnership and community action for a healthier, more caring Windhoek and Namibia at large."



Some of the food cans arranged by the Junior Council to spell out "CHICA House," symbolizing their joy and love upon completing their assignment.



Havana's Ondobe Eleven and Goreangab Netball Club Win Big at the 2025 Kasi Cup

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



Ondobe Eleven players celebrate after being crowned the 2025 Kasi Cup soccer champions at the John Ya Otto Sports Field.



Goreangab Netball Club lifts the 2025 Kasi Cup trophy after securing first place in the netball division.

The 2025 Kasi Cup, held from 15-16 November at the John Ya Otto Sports Field in Wanaheda, drew strong community participation and showcased the growing impact of grassroots sport across Windhoek's informal settlements.

Established in 2011 under the City of Windhoek's Informal Settlement Sports Tournament Programme, the annual competition aims to promote social integration, youth development, and community engagement through sport. Over the years, the Kasi Cup has grown into a flagship event, providing young people with a platform to showcase talent, foster teamwork, and build community pride.

This year's edition attracted 1,826 soccer players representing 83 teams and 108 netball players from nine teams, hailing from informal settlements including Greenwell Matongo, Havana, Okahandja Park, Ombili, Hakahana, Otjomuise, Babilon, Goreangab, 7de Laan, 8ste Laan, Oshitenda, Groot Aub,

Ongulumbashe, Mix, and Ozohambo zaKuaima.

In soccer, Ondobe Eleven from Havana claimed the 2025 title with a thrilling 2-1 victory over Okahandja Park United in the final, while Bravo United finished third. In netball, Goreangab Netball Club emerged as champions, with Otjomuise Netball Club in second place and Thlabanelo Netball Club taking third.

Winners in both sports received sports equipment valued at N\$5,000 for first place, N\$3,000 for second, and N\$2,000 for third, alongside medals and trophies. Five outstanding individual performers, from both categories, also received recognition for their contributions to the tournament.

The two-day event drew large crowds, creating an energetic atmosphere filled with music, cheering, and community pride. The City of Windhoek extended its gratitude to Omulunga Radio and OTB Sport for their continued support, whose

sponsorships contributed significantly to making the tournament a great success.

Organisers reaffirmed that the Kasi Cup remains a key platform for youth development and community cohesion, with planning for the 2026 edition already underway to expand participation and further nurture sporting talent across Windhoek's informal settlements.



Bravo United players receiving their medals after securing third place in the soccer category.



Okahandja Park United took second place.



Otjomuise NC took second place.



Thlabanelo Netball Club proudly accepting their third-place medals in the netball division.



Mayors Unite in Windhoek for Namibia National Mayors' Forum Annual General Meeting 2025

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



Windhoek Mayor, Her Worship Ndesihafela Larandja, delivers welcoming remarks at the opening of the Namibia National Mayors' Forum Annual General Meeting 2025, held at the City of Windhoek Function Hall.



NNMF President, Hon. Leonard Hango, delivers the official opening address, emphasizing unity and collaboration among Namibia's local authorities.



City of Windhoek Chief Executive Officer and NALAO President, Mr. Moses Matyayi, underscores the pivotal role of mayors in improving service delivery and community well-being.

The City of Windhoek officially welcomed mayors from across Namibia to the Namibia National Mayors' Forum (NNMF) Annual General Meeting 2025, held in the capital from 6-7 November. The two-day event brought together leaders from towns, cities, and villages across the country to deliberate on key priorities for collaboration, service delivery, and sustainable urban development.

In her welcoming remarks, Windhoek Mayor Her Worship Ndesihafela Larandja emphasized the importance of unity, collaboration, and shared purpose in advancing service delivery and sustainable growth within local authorities. She commended the mayors for their continued dedication over the past five years, stressing that the Forum remains a vital platform for exchange, reflection, and partnership.

"When we work together hand in hand, we build a stronger, more resilient network of local governments capable of driving

sustainable development," she said.

Delivering the official opening remarks, NNMF President Leonard Hango, reflecting on the Forum's progress, commended the collective efforts made to strengthen local governance and foster collaboration among Namibia's municipalities. He highlighted that the NNMF continues to serve as a key platform for knowledge sharing and joint problem-solving in addressing challenges such as rapid urbanization, infrastructure deficits, and limited budgets.

Hango also emphasized the importance of unity among local authorities, referring to the Memorandum of Understanding signed between the NNMF, the Association of Local Authorities in Namibia (ALAN), and the Namibia Association of Local Authority Officials (NALAO) on 6 November. The MoU establishes a framework for cooperation among the three bodies, paving the way for the eventual formation of a single, unified Local Government Umbrella

Association in Namibia. "We must continue leading with vision and integrity to ensure prosperity for our communities and our country," he urged.

Also speaking at the opening was City of Windhoek Chief Executive Officer and NALAO President, Moses Matyayi, who reminded mayors of their central role in improving residents' daily lives. "As council members, you don't only deal with governance issues, you deal with bread-and-butter issues. You are the conduit of what makes residents happy," he said. Matyayi further noted that Namibia's 57 local authorities collectively serve about 1.5 million people, highlighting that effective and accountable local governance is fundamental to national development

The Annual General Meeting continues with discussions focused on strengthening collaboration, addressing urban development challenges, and enhancing the effectiveness of local authorities across Namibia.



Mayors and representatives from towns, cities, and villages across Namibia gather in Windhoek for the two-day NNMF Annual General Meeting 2025.



Leaders from ALAN, NNMF, and NALAO mark the signing of a Memorandum of Understanding to enhance collaboration and pave the way for a unified Local Government Umbrella Association.

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City of Windhoek Starts Construction of Second Waste Buyback Centre in Okuryangava

By Lydia Shifa (Online Communication Officer)



Mayor of Windhoek Ndeshihafela Larandja delivers the keynote address during groundbreaking of the second waste buyback center in Okuryangava.

The City of Windhoek, with financial support from the European Union (EU), has begun construction of a second Waste Buyback Centre (WBBC) in Omuvapu Street, Okuryangava.

The project was officially launched on 4 November during a groundbreaking ceremony attended by community members, regional and local leaders, and representatives of the European Union.

Speaking at the groundbreaking ceremony, Windhoek Mayor Cllr. Ndeshihafela Larandja noted that the centre is funded through a N\$44 million EU grant and implemented under a cooperation agreement between the City of Windhoek and its partner city, Bremen.

The Mayor said the construction of the new centre presents a paradigm shift in the City's approach to waste management, focusing on waste minimisation and/or recycling, which

is one of the key objectives of the Council aimed at empowering residents, including the youth. "We anticipate that the construction of the second Waste Buyback Centre will greatly enhance public awareness and serve as a catalyst for all residents, particularly those in informal settlements, to participate in a circular economy model. The City of Windhoek is committed to building a sustainable future where every resident contributes to protecting our environment," she said.

Khomas Region Governor, Hon. Sam Shafiishuna Nujoma, also attended the ceremony and noted that the initiative aligns with Namibia's national development priorities outlined in Vision 2030, the Fifth National Development Plan (NDP5), and the Harambee Prosperity Plan II (HPP II), the frameworks that place strong emphasis on sustainable economic growth, job creation, poverty reduction, and environmental conservation.

He described the Waste Buyback

among youth and women." This, he added, directly supports government efforts to build a green economy and promote inclusive industrialisation through innovative waste management practices.

Hon. Nujoma further commended the partnership between the City of Windhoek, the European Union, and the City of Bremen, noting that such collaborations are vital for achieving the Sustainable Development Goals (SDGs).

The new centre follows the success of the first Waste Buyback Centre in



Prof. Manfred Hinz Patterman, Cllr. Ndeshihafela Larandja, Mayor of the City of Windhoek, Hon. Sam Shafiishuna Nujoma, Governor of the Khomas Region, H.E. Ana Beatriz Martins, Ambassador of the European Union to Namibia, and a community member who gave a vote of thanks on behalf of Hon. Likuwa Christopher, Regional Councillor of Tobias Haiyeko Constituency breaking ground of the second waste buyback center in Okuryangava.

Centre as a practical example of how national priorities are being implemented at the local level. "By advancing waste segregation, recycling, and value addition, the project creates opportunities for income generation and small business development, especially

Katutura, established in April 2024 along Hans Dietrich-Genschler Street. To date, the Katutura centre has invested approximately EUR 50,000 in purchasing recyclable materials from residents, diverting more than 120 tonnes of waste from the municipal landfill.

EU Ambassador to Namibia, Ana Beatriz Martins, reaffirmed the European Union's commitment to supporting the project and strengthening the circular economy in Namibia.

The event was also attended by the Ambassador of the Federal Republic of Germany to Namibia, Dr. Thorsten Hutter.



City of Windhoek officials and members of the community sat listening attentively during the groundbreaking of the second waste buyback center in Okuryangava.



Parliamentary Standing Committee Engages Informal Traders in Windhoek

By Lydia Shifa (Online Communication Officer)



Zurilee Steenkamp Strategic Executive of Economic Development & Community Services pictured during the visits to the informal traders in town with the parliamentary standing committee

Members of the Parliamentary Standing Committee on Economy and Industry, Public Administration, and Planning conducted a visit to SMEs markets across the city in early November to familiarize themselves with the conditions of informal traders operating in the capital.

The programme began at the City of Windhoek Council Chambers, where the delegation received a comprehensive briefing from the City's Chief Executive Officer, Moses Matyayi, and senior management. The presentation outlined the City's ongoing challenges in managing informal trading, as well as current interventions and strategies designed to support and improve the sector.

Following the briefing, the Committee proceeded with on-site visits to various trading facilities across the city. Committee Chairperson, Hon. Iipumbu Shiimi, explained that the purpose of the visit was to gain a deeper understanding of the key challenges and opportunities faced by

SMEs and informal traders. The findings from this visit will be compiled into a report with recommendations to the National Assembly, which will help guide legislative oversight, budget allocations, and policy reforms. "As we all know, the SME and informal sectors are critical to the livelihoods of our people. Through their hard work, SMEs and informal traders put food on the table for many families and employ a significant number of Namibians. It is therefore essential that State institutions, including municipalities, provide adequate trading and workshop facilities to support them," he said.

The site visit began at Post Street Mall, where traders highlighted the need for shaded trading areas and on-site storage facilities for their merchandise.

At the trading area under the bridge near Wernhil Shopping Centre, traders expressed appreciation for the recent demarcation and

cleaning of the market. However, they raised concerns regarding rental fees, noting that the monthly charges, ranging from N\$208 to N\$380 depending on stall size, are often unaffordable due to inconsistent income. As a result, many traders have accumulated arrears of up to N\$20,000 or more.

Traders at Havana 4-Way informed the Committee that they were aware of plans for a new market and requested priority consideration once construction begins.

The Committee also visited Bokamoso Entrepreneurial Centre and Liyeta Market, concluding their tour at Oshetu Market (Single Quarters), where members indulged in the famous delicious Kapana.

The visiting delegation included Committee Chairperson Hon. Iipumbu Shiimi, Hon. Hilma Iita, Hon. Imms Nashinge, Hon. Michael Mulunga, Hon. Sharonice Busch, Hon. George Kambala, Ms. Marta Itope, and Hon. Lilani Brinkman.

The visiting delegation included Committee Chairperson Hon. Iipumbu Shiimi, Hon. Hilma Iita, Hon. Imms Nashinge, Hon. Michael Mulunga, Hon. Sharonice Busch, Hon. George Kambala, Ms. Marta Itope, and Hon. Lilani Brinkman.



An informal trader at the Oliyeta Market engages the city of Windhoek senior officials and the parliamentary standing committee upon their visit



The parliamentary standing committee and the city of Windhoek officials pictured at the end of their day visit to the informal markets around Windhoek.



Simple Guide to Municipal Rates and Taxes for Property Owners

By **Elicia Mueshixua** (Accountant, Rates & Sewerage, Refuse & OSSC)

When you acquire a new home or vacant land, the local authority begins billing you for essential municipal rates and taxes related to your property. **These financial obligations commence the moment the property is officially registered in your name**, whether you have moved in or the property remains undeveloped.

What Exactly Are Property Rates?

Property rates are compulsory charges levied by the local authority on the owners of rateable properties within its area. These charges are governed by the **Local Authority Act 23 of 1992** and are

calculated based on the official valuation of each individual property.

When Are Rates and Taxes Payable?

Property rates are typically due and payable on a **monthly basis**.

As a property owner, it is crucial to ensure your personal and contact information is constantly updated with the City of Windhoek (or your specific local authority). This guarantees the prompt and reliable delivery of your monthly account statements.

Why Do Property Taxes Increase?

An increase in your rates and taxes can generally be attributed to one or more of the following factors:

- **Property Revaluation:** A change in your property's officially assessed value, often updated during a general revaluation exercise.
- **Property Improvements:** An increase in value due to renovations, additions, or other improvements made to the property.
- **Tariff Adjustments:** Annual adjustments in the municipal tariffs approved by the local authority.

Understanding the Components of Your Rate Bill

Your municipal rates are often broken down into two main components:

Component	Description	Basis for Charge
Rates Windhoek Site	This is the land levy paid by property owners.	It is calculated solely on the Site Value (the value of the land itself), as per Section 73 of the Local Authority Act 92 of 1992.
Rates Improvement	This is the improvement levy paid for structures on the land.	It is calculated on the Improvement Value (the value of buildings and other permanent structures), as per Section 73 of the Local Authority Act 92 of 1992.

Waste Management Services

In addition to property rates, you are charged a fee for **Waste Management Services**. These charges are calculated based on a combination of both the **land value** and the **improvement value** of your property.

These fees are essential for funding critical city services, including:

- Street cleaning and sanitation.
- Maintenance of public spaces and riverbeds.
- Removal of illegally dumped waste.
- Overall efforts to maintain city cleanliness.

These charges vary depending on the specific property and are applied city-wide.

Key Terminology Explained

To better understand your municipal account, here are a few key terms:

- **Vacant Land:** Property that is currently unimproved or undeveloped.
- **Consent Use:** The lawful and permitted purpose for which a parcel of land may be used, as authorized by law.
- **Site Value:** The determined value of the land itself, excluding any structures.
- **Improvement Value:** The determined value of any structures or permanent improvements (like buildings) on the land.
- **Residential Property:** A property primarily designated to serve as a living unit or residence.

- **Non-residential Property:** A property that is designated for commercial, industrial, or other uses, and does not serve as a residence.

Understanding the components of your municipal bill, from Site and Improvement levies to Waste Management Services, empowers you as a property owner.

Now that you know what you are charged and how the calculation is determined by your municipal council (governed by the Local Authority Act), you can better manage your property finances. By keeping your information updated and understanding the valuation process, you ensure compliance and contribute directly to the essential services that maintain your community and city.



City-Wide Recycling Competition Fosters Environmental Responsibility Under EU-Bremen Partnership

By **Colleen Matiti** (Intern)



Her Worship, Cllr. Ndeshihafela Larandja, Mayor of the City of Windhoek, delivers her keynote address during the Pre-Primary and Primary Schools Recycling Competition held under the Improving Solid Waste Management in Windhoek project.

The City of Windhoek's commitment to sustainable urban development and youth empowerment took center stage on 11 November 2025 at the Prize Handover Ceremony for the 2025 Pre- and Primary Schools Recycling Competition. The vibrant event celebrated the creativity of hundreds of learners who transformed waste into valuable items across categories like Fashion, Decorative Arts, and Science & Engineering.

The competition is a core component of the "Improving Solid Waste Management in Windhoek" project, a major initiative funded by a generous EUR 2.1 million (approx. N\$36.8 million) grant from the European Union, implemented in partnership with the City of Windhoek's Sister City, the Free Hanseatic City of Bremen.

In her Keynote Address, Mayor Ndeshihafela Larandja emphasized that the event was more than a celebration; it is a reaffirmation of our shared commitment to environmental stewardship. She highlighted the strategic importance of engaging learners, stating, "Our children are not only the future, but they are powerful agents of change today".

The competition aligns seamlessly with the City's Integrated Waste Management Plan (2022–2027), which aims for a zero-waste-to-landfill approach. The "Catch Them Young" concept, central to the initiative, has reached an impressive 72 schools across Windhoek, including pre-primary, primary, and secondary institutions, with a focus on low-income and informal settlements to ensure an inclusive approach.

Speaking on the City's behalf, a representative noted that the competition encourages learners to view waste not as a nuisance, but as a valuable resource, fostering circular economies through education and innovation.

The entries, showcasing originality, craftsmanship, and environmental messaging, demonstrated that young learners are applying knowledge in practical, real-world contexts. Petrina Shiweda, Deputy Director of Lifelong Learning from the Ministry of Education, commended the program for being a dynamic extension of the school curriculum.

This initiative cultivates in our young people a deep sense of responsibility and active citizenship, she noted, adding that students are developing critical thinking, creativity, and problem-solving skills crucial for their future.

The competition is just one element of the broader EU-funded project. The mayor detailed several parallel initiatives driving the city towards a cleaner future, Waste Buy-Back Centre Challenge, an active challenge encouraging schools to collect and deliver recyclables, teaching learners

the principles of a circular economy.

Construction has begun on a second Waste Buy-Back Centre in Okuryangava, which will support sustainable business models and generate income for residents.

A community-driven contest where residents are assigned responsibility for keeping local skip containers clean, with winners to be announced later this month.

Moses Van Der Byl Primary School, the reigning 2023 champions, graciously hosted the initial showcasing and judging. Principal Ripiza Tjihambumba thanked the City, emphasizing the urgency of the efforts. The recycling competition we witnessed today is an indication that there are concerted efforts towards Zero Waste to Landfill, given our dwindling capacity at the City's only Kupferberg landfill site.

The mayor closed by thanking all partners, schools, and learners, declaring, "I am confident that today's efforts will bear lasting fruit as we continue to build a city that is not only cleaner and greener, but also more united and empowered". The message was clear: through active citizenship, innovation, and international cooperation, Windhoek is resolutely on its way to reclaiming its title as one of the cleanest cities in Africa.



Her Worship, Cllr. Ndeshihafela Larandja, Mayor of the City of Windhoek in pink, and Alderwoman, Cllr. Fransina Kahungu on the far right congratulate learners from Havana Primary School for winning first place in all categories.





Windhoek Awards Clean Skip Containers Champions, Paving the Way for a Dignified City

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



The Havana Four-Way Committee proudly showcases their award after securing 1st place, receiving an Ohlthaver & List Group retail voucher valued at N\$12,000.



The winners pictured with the sponsors and Her Worship, Councillor Ndeshihafela Larandja.

The City of Windhoek's Solid Waste Management Division hosted a dynamic prize handover ceremony on 25 November 2025, celebrating the finale of the successful Clean Skip container Competition 2025. This initiative, a key pillar of the Mayoral Clean City Initiative, is actively rewriting the narrative of waste management in the capital by championing community ownership and environmental stewardship.

The competition was developed under the larger project for "Improving Solid Waste Management," funded through a critical grant from the European Union and the Free Hanseatic City of Bremen. In his welcoming remarks, Acting Chief of Solid Waste Management, Mr. Gideon Hengari, welcomed Her Worship, Councillor Ndeshihalefa Larandja, Mayor of the City of Windhoek, and emphasized the competition's transformative approach. Instead of merely managing skip containers, the focus shifted to empowering residents.

The pilot competition targeted 32 historically problematic skip container sites in the North-Western suburbs. Local residents voluntarily formed independent, community-led oversight committees. These groups were not paid

but were driven purely by a desire for a cleaner, safer, and more dignified living environment, demonstrating remarkable collective responsibility.

The rigorous judging process, which assessed criteria like cleanliness, correct usage, and community involvement, culminated in the announcement of the top performers. The Havana Four Way committee secured the Floating Trophy and the first-place prize, a Retail Voucher worth N\$12,000.

Joseph Nelenge, the leader of the winning committee, thanked the City of Windhoek and Mayor, acknowledging the difficulty of educating the community but affirming her dedication: "We will continue keeping our skips clean and our town to reclaim back our title as the cleanest city in Africa. "The success was made possible by robust private-sector support: 1st Place Prize: Ohlthaver & List Group (Retail Voucher N\$12,000), 2nd Place Prize: Plastic Packaging (Retail Voucher N\$7,000), 3rd Place Prize: Shoprite (Retail Voucher N\$4,000)

Sponsors, including the Plastic Packaging and Ohlthaver and List Groups, received certificates of appreciation for their invaluable contributions. Mr. Rowan Swartz, representing Plastic Packaging, expressed

the company's commitment to supporting recycling and clean-city initiatives.

The city announced that, based on the resounding success of the pilot phase, the Clean Skip container Competition will be expanded to other constituencies and institutionalized as an annual flagship programme in 2026.

Mayor Larandja was commended by speakers for creating a programme that has successfully involved and motivated communities, proving that a clean city is a result of shared effort. The ceremony concluded with a call to action for all residents to embrace this new culture of accountability and protection of their environment.



Her Worship, Councillor Ndeshihafela Larandja, and the Acting Chief of Solid Waste Management, Mr. Gideon Hengari, applaud in appreciation as the winners are announced.





#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 am a resident of Ebandulo in the Moses //Garob Constituency and have lived in this area for more than 32 years. Despite this, the location has still not been formalized. We have observed other areas established after ours being formalized, while there has been no progress in Ebandulo for many years. Could the City of Windhoek please explain why the formalization of Ebandulo is taking so long?

The Ebandulo settlement is located across two erven: Erf RE/2341, which is zoned as Public Open Space and serves as a servitude for high-voltage electrical lines, and a portion of Erf 3270, which is zoned as undetermined.

In 2004, the settlement consisted of approximately 108 structures. By the time it was profiled in March 2020, this number had grown to around 500 structures. The section of Erf 3270 currently occupied is situated on a very steep slope, with an average gradient of 1:5, rendering the area unsuitable for development.

Furthermore, the presence of a powerline servitude and the natural drainage direction—which flows opposite to the existing sewer network—pose additional challenges for the provision of municipal services.

Due to these factors, Ebandulo has been identified as one of the informal settlements requiring full relocation once suitable serviced land becomes available. Residents have been informed about these constraints through various public consultations, including the annual public meetings.

The City of Windhoek's latest round of the Debt Relief Programme appears to exclude several vulnerable groups who are equally in need of assistance. What happens to households that have accumulated debt due to unemployment and other socio-economic challenges? Additionally, Also, what happens to those who previously benefited from debt relief but have accrued new debt due to continued non-payment?

Please take note that the latest round of debt relief is only targeting the following groups, namely:

1. pensioners who were 60 years or older by 30 November 2023, but whose previous applications were rejected for various reasons
2. Persons with disabilities
3. Child-headed households (21 years and younger)
4. Orphanages
5. NGOs (charitable organisations)

Groups not listed above do not form part of the target of this latest relief programme. Any decision to extend relief to additional categories rests solely with the Council and is dependent on the availability of financial resources. At this stage, no determination has been made to extend debt relief to any groups beyond those specified above.

Please note that writing off debt carries significant financial implications for the Council, as it remains responsible for settling outstanding payments for services consumed, particularly to NamPower and NamWater.

City of Windhoek, I would like to apply for a prepaid water meter. Could you please advise on the application process?

You may get a form from our Cash Hall located at the Head Office. The following documents and conditions are required:

- A certified copy of the property owner's identification document.
- The title deed of the property concerned.
- An up-to-date municipal account.
- Payment of the prepaid meter fee (N\$5,700), if not opting for instalment payments.





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

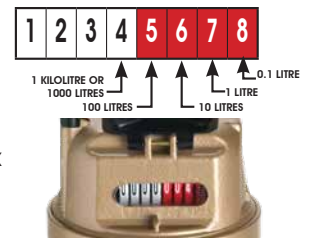
WATER MANAGEMENT

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

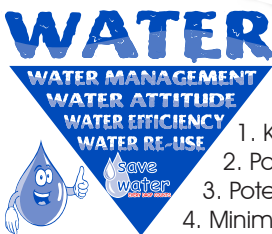
Date	Period No. of days	Reading	Consumption Current - previous	Average daily Consumed/ days
First date	NA	111.111	NA	NA
Second day	1 day	111.222	0.111	0.111
8 days later	7 days	111.999	0.777	0.111

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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2026 NEW YEAR CELEBRATION



Wednesday,
31 December 2025



City of Windhoek Head
Office, Independence
Avenue parking lot



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PUBLIC NOTICE

REGISTRATION FOR DEBT RELIEF PROGRAMME

25 November 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:

1. Persons with disabilities
2. Child-headed households (21 years and younger)
3. Orphanages
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 12 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:

1. Old Council Chambers (City of Windhoek Head Office)
2. Soweto City of Windhoek Office
3. Single Quarters (Oshetu) Community market office

Who Should Register?

- Pensioners aged 60 years and older by or before 30 November 2023
- Estate late accounts where the deceased was 60 years or older by 30 November 2023
- Persons with disabilities
- 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.



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/city-of-windhoek



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City of Windhoek

Vision: To be a **Sustainable** and **Caring City** by 2027



PUBLIC NOTICE

DIFFERENT PAYMENT PLATFORMS

Esteemed customers,

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

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



BANKING DETAILS

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

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

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

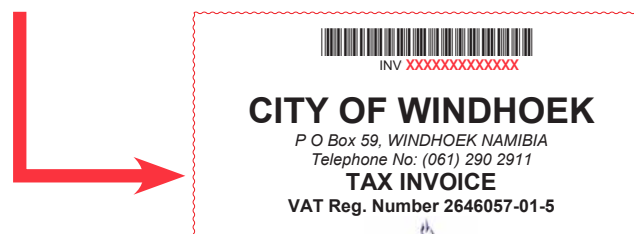
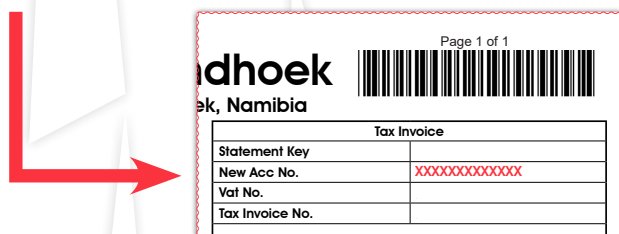
Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

Important to Note

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

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

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



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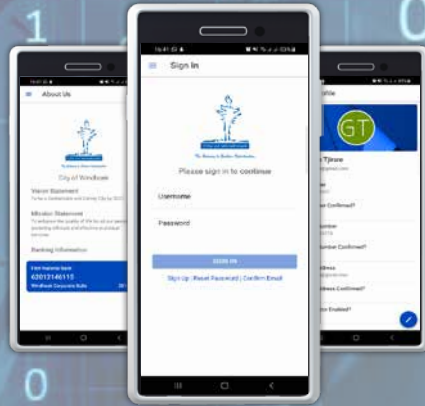
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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



DOWNLOAD THE CITY OF WINDHOEK APP



Available on the
App Store

GET IT ON
Google play

Traffic fines

Did you know that you can view traffic fines on the City of Windhoek App?

All you need to do is upload your ID on the app, add it to your profile and activate the services. After the ID is approved by our back-office team, you will be able to view.

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.

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.

E-mail: cowcommunication@windhoekcc.org.na



Aloe "seen around"



City of Windhoek's Manager of Parks and Kasi Cup organiser, Uakazuvaka Kazombiaz, pictured with the tournament's Best Referee award recipient



Jazz enthusiasts enjoying the vibrant atmosphere at the recently held Windhoek Jazz Festival at the Hage Geingob Stadium.



Mr. Pierre van Rensburg, the City of Windhoek's Strategic Executive for Urban and Transport Planning, spotted unwinding and enjoying the jazz vibes in the company of friends.



Artisans from the Windhoek City Police, who assisted with the installation of the new flood-warning signs, pictured with Chief of Emergency Services Raymond Kapia.



Councillors Sade Gawanas and Ivan Stryker share a warm smile at the farewell ceremony hosted in their honour at the Windhoek Country Club.



Former Windhoek Councillor and now Khomas Regional Governor, Hon. Sam Nujoma, joins City Councillors Ivan Stryker, Queen Kamati, and Dr. Ottilie Uukule in raising a toast at their farewell ceremony at the Windhoek Country Club, celebrating the conclusion of their term of service.



Aloe "seen around"



Mandume Primary School scooped the second prize in fashion design.



: Prof. Manfred Hinz Patterman, Cllr. Ndeshihatefa Larandja, Mayor of the City of Windhoek, Hon. Sam Shafiishuna Nujoma, Governor of the Khomas Region, H.E. Ana Beatriz Martins, Ambassador of the European Union to Namibia, and a community member who gave a vote of thanks on behalf of Hon. Likuwa Christopher, Regional Councillor of Tobias Haiyeko Constituency



Alderwoman Fransina Kahungu, with Councillor Matheus Shoongo at the farewell ceremony hosted in their honour at the Windhoek Country Club.



Rev. Joel Fikeipo and Ndapandula Haitemba, Executive Secretary to the Department of Electricity, spotted at the farewell ceremony marking the completion of the Council's 2020-2025 term.



Junior Councillors pictured with the Chica House Representatives, teachers and City of Windhoek Officials.

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



City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



THANK YOU

The City of Windhoek thanks all sponsors, artists, service providers, and attendees for making the 2025 Windhoek Jazz Festival a success! Together, we brought Windhoek to life with music and joy!

Sponsors: NACN, 92.5FM, nbc, adforce, BR/EF, Hilton Windhoek, PUPKEWITZ AUTOMARK, SOUTH AFRICAN AIRWAYS



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