



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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SWITCHING ON OF THE CHRISTMAS LIGHTS & MARKET IN THE ZOO PARK

5 - 6 December 2025

CHRISTMAS BASKET - A TIME OF GIVING

Father Christmas • Gifts • Beer Tent
Stalls • Variety of Foods • Arts & Craft
Farm Produce • Kiddies Activities
Family Fun • Photobooth • Music Artists
Competition for the Best Festive Stall



FREE ENTRY



The Annual Windhoek City Kapana Festival 2025 made a vibrant return, once again uniting Namibians in a celebration of culinary excellence, entrepreneurship, and community spirit. For the full story, turn to page 17.





Editorial

Dear Readers,

Warm greetings, and welcome to another edition of the Aloe Newsletter.

As 2025 winds down, the rhythm of our city beats stronger than ever, echoing stories of resilience, innovation, and community spirit across Windhoek. This October edition of Aloe reminds us that progress is not measured only by policies or infrastructure, but by people, residents, partners, and leaders who nurture growth from the ground up.

From the green shoots planted during Arbor Day in Okuryangava to the sizzling energy of the Windhoek City Kapana Festival, October has shown us that Windhoek is more than just a city, it is a living, breathing community united by determination and a shared vision to thrive.

At the Onkugo Yepongo Community Centre, the City of Windhoek and FNB Namibia celebrated Arbor Day 2025 under the theme "Forests and Food." Residents didn't just plant trees, they planted promises of food security, cleaner air, and a greener tomorrow. Hundreds of indigenous trees now shade our public spaces through the Greenery Project, a partnership rooted as deeply as the trees themselves.

In the same spirit of sustainability, Mayor Cllr. Ndeshihafela Larandja launched the Mayoral Backyard Gardening Training Programme, a hands-on initiative empowering household to grow their own food. Beyond vegetables sprouting in backyards, the programme

cultivates dignity, independence, and resilience. Each participant becomes a beacon of change, sharing knowledge and inspiring neighbours to create abundance in their own spaces.

October also reminds us of the critical importance of resilience in the face of climate and disaster challenges. During the International Day for Disaster Risk Reduction commemoration, the City reaffirmed its goal to become a "Disaster-Resilient Hub by 2030." The message, echoed by the Prime Minister and our partners, is clear: we must fund resilience, not disasters. Every step taken to prepare today safeguards lives, communities, and our shared future. This is especially true as we prepare for the rainy season, let us avoid a repeat of what happened at the beginning of the year by ensuring that we do not erect structures in unsafe areas.

Public health and safety remain central to Windhoek's service delivery. In partnership with UNICEF and others, the City observed Health and Hygiene Promotion Month and Global Handwashing Day, proving that something as simple as washing hands with soap can save lives. Likewise, the Windhoek Fire Brigade continues to protect communities through smoke detector and fire-retardant paint projects in high-risk areas, preventing tragedies before they occur. Prevention, education, and partnership remain the pillars of a truly caring city.

And of course, no October would be complete without celebrating Windhoek's vibrant soul, the Windhoek City Kapana Festival 2025. Under the theme "One City, One Sizzle – Together," the festival brought people from every corner of the city to celebrate Namibian flavour, creativity, and entrepreneurship. Beyond the delicious aroma of sizzling meat lies a deeper essence: economic empowerment, cultural pride, and unity. Our local vendors are not just cooks, they are storytellers, innovators, and the backbone of Windhoek's informal economy.

As 2025 draws to a close, one thing is certain: the City of Windhoek is not only building infrastructure, it is building resilience, opportunity, and hope. Every tree planted, every gardener trained, every vendor supported, and every person taught to wash their hands represents progress that truly matters.

Let us carry this spirit of collaboration and care throughout the festive season that is fast approaching. Together, we are not just preparing for the future, we are shaping it, one act of service, one innovation, and one community effort at a time.

Windhoek is growing. Windhoek is learning. Windhoek is resilient. And through every challenge and triumph, we continue, together, to plant the seeds of a sustainable and caring city.

I wish you all the best as you indulge in the stories about our city and join us in celebrating the achievements, lessons, and aspirations that make Windhoek truly remarkable.

Until next time.

Lydia

Aloe

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

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Mayor's corner

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.



A Month of Action, Partnership, and Progress, Building a Smart, Sustainable, and People-Centred

October has been a powerful reflection of the City of Windhoek's ongoing journey towards becoming a smart, sustainable, and people-centred capital. It was a month defined by action, partnership, and shared purpose. As we conclude, I am pleased to share key highlights that demonstrate our collective progress, resilience, and unwavering community spirit.

Our month began with a critical focus on the lifeblood of our city, water. We engaged with the Northern Industrial Forum, including major players like Namibia Breweries and Bokomo, to deliberate on the sustainable use of Windhoek's aquifers. This dialogue underscored our shared responsibility to protect this vital resource while ensuring continued industrial growth and job security. It was a practical reminder that sound decision-making, grounded in evidence and collaboration, remains our strongest tool in safeguarding Windhoek's future.

Our commitment to preparedness was further highlighted during the City of Windhoek Fire Safety Week, launched on October 6th. We continue to raise awareness and strengthen prevention efforts, particularly in informal settlements, because every life lost to preventable tragedy is one too many.

Later in the month, we joined national partners at UN Plaza to reaffirm Namibia's commitment to disaster risk reduction. I reminded participants that every dollar invested in resilience saves four in recovery, a clear example of how foresight and planning translate into lasting security for our people.

Community Engagement

At the core of our city's strategy is the principle that governance must always begin with the people. October provided

numerous opportunities for direct engagement. Khomasdal Constituency Meeting, Residents welcomed ongoing developments, such as a new service station and road expansions, while also voicing concerns about safety, recreation, and equitable land allocation. Listening directly to our residents is where empathy meets accountability.

Katutura East Public Meeting, We held a well-attended gathering where residents raised pressing issues relating to road safety, infrastructure, and community security. These platforms ensure our governance remains transparent,

Waste Management Division, mobilising communities to take ownership of their environment.

October was a significant month for international cooperation and national identity:

Sir Seretse Khama Street Renaming

We proudly hosted a historic ceremony, graced by President Netumbo Nandi-Ndaitwah and Botswana's President Duma G. Boko, officially changing Feld Street to Sir Seretse Khama Street. This act paid tribute to the Founding Father of Botswana



participatory, and responsive.

Our commitment to a beautiful and safe city was on display during the Mayoral Cleaning Campaign in the John Pandeni Constituency. The residents' enthusiasm reaffirmed a simple truth: a cleaner Windhoek is not just a Council responsibility, but a collective one - a demonstration of true civic pride. This spirit continued with the launch of the "Clean Skip Containers Competition" by our Solid

and celebrated the deep bonds of African solidarity between our nations.

25 Years of Windhoek-Berlin Partnership

We were honoured to host the Governing Mayor of Berlin, Dr. Kai Wegner, and his delegation to celebrate this major milestone. The enduring partnership, built on trust and mutual growth, has delivered joint initiatives like the CAPTURE Project and the upcoming Solar Centre, demonstrating how innovation and

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friendship light the way to a sustainable future.

Bremen Sister-City Ties

The visit of Councillor Bettina Hornhues of Bremen, Germany, further strengthened our dedication to education, youth development, and sustainable urban governance.

Honouring Namibian Heroes

We convened an official street renaming ceremony to honour outstanding Namibians whose contributions have shaped our nation's identity, ensuring that the streets we walk on tell our story, one of courage, vision, and nation-building.

Arbor Day and Youth Empowerment

Together with FNB Namibia, we observed Arbor Day under the theme "Forests and Food," planting trees and strengthening our city's green footprint.

On the same day, we unveiled the City of Windhoek Junior Council Garden at Farm Okukuna. This living classroom

of sustainability will supply vegetables to institutions like the Katutura Old Age Home and local soup kitchens. It stands as a symbol of growth, compassion, and intergenerational responsibility.

Mayoral Backyard Gardening

Fifty-five residents from the Katutura Central and Tobias Hainyeko Constituencies completed intensive training in sustainable urban agriculture. Their success stories demonstrate that food security and environmental sustainability can begin in our own backyards.

Smart City Visioning

In collaboration with UN-Habitat, the city hosted a pivotal Visioning Workshop for the Smart City Concept. This reaffirmed our goal of transforming Windhoek into a smart, sustainable, and inclusive city that harnesses innovation to improve service delivery and quality of life.

I led a delegation to the Namibia Football Association for a follow-up meeting on developing a modern Technical Centre in Katutura. This project, including a hotel and sports infrastructure, holds promise

for youth development and economic growth through sport.

We closed the month with a vibrant celebration: the second edition of the Annual Windhoek City Kapana Festival under the theme "One City, One Sizzle-Together." This theme centred on the unity and shared identity of our residents, emphasising that despite our diverse backgrounds, we are all connected by a common culture and a shared home. To our vendors, the Kapana Masters, and our sponsors, thank you for making this event truly about the people of Windhoek.

October has been a month of connection: between residents and their city, between Windhoek and its global partners, and between vision and action. Each engagement, whether local or international, strengthened our shared commitment to a city that listens, learns, and leads with purpose.

As we move forward, may we continue to build a Windhoek that reflects not only our ambitions but our values, a city of resilience, innovation, and compassion. Together, we can and will make Windhoek a model of sustainable urban living for generations to come.



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Mayor Launches Backyard Gardening Training Programme

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



Mayor of Windhoek, Cllr. Ndeshihafela Larandja officially launches the Mayoral Backyard Gardening Training Programme at Farm Okukuna, Goreangab.

The Mayor of Windhoek, Cllr. Ndeshihafela Larandja officially launched the Mayoral Backyard Gardening Training Programme on 15 October 2025, marking a major milestone in the recently introduced Mayoral Backyard Gardening Project. The launch took place at Farm Okukuna in Goreangab, where the first group of trainees began their hands-on learning journey.

community development,” she said.

While interest in backyard gardening has grown in recent years, many residents still lack the technical know-how to start and sustain productive gardens. The Backyard Gardening Training Programme bridges this gap by offering both theoretical and practical training to participants from diverse socio-economic backgrounds, with particular

focus on low-income families, women-headed households, and youth.

A total of 55 participants from the Katutura Central and Tobias Hainyeko constituencies are taking part in the first phase of the training. Each trainee

The programme follows a network pyramid model that promotes peer learning and knowledge sharing within communities. Upon completing the training, each participant is expected to transfer their skills to at least five other community members, multiplying the programme’s reach and ensuring long-term sustainability.



Cllr. Austin Kwenani, Alderwoman Fransina Kahungu, and Mayor Cllr. Ndeshihafela Larandja during the official launch of the Mayoral Backyard Gardening Training Programme at Farm Okukuna.

Training sessions are hosted at Farm Okukuna, which serves as a practical learning hub, a “living classroom” where participants experience the full cycle of food production, from planting to harvesting. The initiative is implemented through a partnership between the City of Windhoek, the Ministry of Agriculture, Water, Fisheries, and Land Reform, the Namibia Aspiring Farmers Association, and agriculture students from the Namibia University of Science and Technology (NUST), currently serving as interns.



Trainees proudly display their starter kits containing essential seeds and tools, a step toward food security and self-sufficiency at home.

The initiative aims to empower residents with the knowledge and skills to grow their own fruits and vegetables, helping households become more self-sufficient amid rising food prices and economic challenges. By promoting backyard gardening, the programme encourages residents to reconnect with food production, improve household nutrition, and strengthen community resilience while supporting environmental sustainability.

receives a starter kit containing essential seeds, basic gardening tools, and composting materials, along with ongoing mentorship to help them apply their new skills successfully at home.



Participants of the training programme during the first practical session at Farm Okukuna.





Planting Seeds of Hope: City of Windhoek and FNB Namibia Celebrate Arbor Day 2025

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



Arbor Day participants proudly display their fruit tree and vegetable seeds they received as part of the 2025 Arbor Day celebrations.

The spirit of growth and sustainability came alive on Friday, 10 October 2025, as the City of Windhoek, in partnership with FNB Namibia, celebrated Arbor Day 2025 at the Onkugo Yepongo Community Centre in Okuryangava under the inspiring theme, "Forests and Food." This vibrant community event carried a powerful message of sustainability, environmental stewardship, and collective empowerment.

More than forty residents from the Tobias Hainyeko Constituency joined the celebration, each receiving vegetable seeds and a fruit tree to plant in their own yards, a gesture symbolising self-reliance, food security, and care for the environment. The event's highlight featured Mayor Cllr. Ndeshifahela Lalandja and Nesdha De Jongh, FNB Namibia's Head of Small and Medium Enterprises, leading the community in planting three fruit trees at the centre. Their actions reflected the shared responsibility between leadership, corporate partners, and citizens in cultivating a greener Windhoek.

In her keynote address, Mayor Lalandja reminded residents that Arbor Day is more than a symbolic occasion, it represents our relationship with nature and a call to nurture it with intention. She encouraged participants to name each tree they planted, giving it personal meaning and significance. "Every tree we plant is a living promise, a promise of nourishment, healing, and environmental resilience," she said.

The event also marked three years of partnership between the City and FNB Namibia through the Greenery Project, an initiative that has significantly transformed Windhoek's urban landscape. Over the past three years, FNB Namibia has contributed 400 plants, including 300 indigenous trees and shrubs and 100 concrete pot plants, strategically placed across public spaces in the city. Valued at N\$900,000, the project promotes sustainable urban living through the use of drought-resistant indigenous species while enhancing the city's natural beauty.

Speaking at the event, De Jongh reaffirmed FNB's commitment to environmental sustainability, noting that the Greenery Project represents an investment in both community wellbeing and the environment. He emphasised that each tree planted is a symbol of partnership and progress, a reminder that sustainability thrives when nurtured collectively.

Community members expressed gratitude and optimism for the initiative. Herman Kapukuru, a resident of Tobias Hainyeko Constituency, thanked the organisers for hosting the celebration in their area and encouraged fellow residents to care for their fruit trees as lasting sources of nourishment and pride.

The 2025 Arbor Day celebration was more than a ceremonial planting, it was an affirmation of Windhoek's ongoing

journey toward environmental resilience, food security, and collective responsibility. This year's Tree of the Year, *Philenoptera violacea*, now stands proudly among the newly planted trees at Onkugo Yepongo, serving as a living reminder of what can be achieved when communities, government, and the private sector work hand in hand for a sustainable future.

Together, let us continue planting seeds of hope for a greener tomorrow.



Mayor Ndeshifahela Lalandja and Nesdha De Jongh, FNB Namibia's Head of Small and Medium Enterprises, plant a tree of hope during the Arbor Day celebration in Okuryangava, a symbolic step towards making Windhoek a greener city.



Progress and Challenges in the Formalization of Windhoek's Informal Settlements

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



Windhoek Mayor, Councillor Ndesihafela Larandja, addresses residents during a public engagement meeting in Tobias Hainyeko constituency.

The City of Windhoek recently convened community meetings at Ongava-Ongete Open Space and the Nataniel Maxuillili Centre to update residents of the Tobias Hainyeko Constituency on ongoing and completed development projects. The engagements form part of the City's continued commitment to transparent governance and community participation in the delivery of municipal services.

A key focus of the meetings was the formalization and upgrading of informal settlements across the constituency, a process aimed at improving access to essential services such as water, sanitation, and electricity while ensuring orderly urban development.

According to updates presented during the sessions, significant progress has been achieved since the current Council took office. To date, over 10,000 structures

have been numbered, 2,894 mapped, and 6,054 land occupation certificates printed, with more than 5,400 certificates already issued to residents. Several areas, including Okahandja Park D, Okatunda, Morning Star, Ongulumbashe, and Omuthiya, are at various stages of layout planning, electrification, and formalization.

However, the City also acknowledged that progress in some areas has been hindered by resistance from residents who are unwilling to relocate their structures to allow for proper demarcation in line with approved municipal layout plans. These relocations are critical for the installation of infrastructure such as water pipelines, sewer systems, and electricity networks.



Alderwoman Fransina Kahungu interacts with residents during the public meeting.

The City explained that the formalization process is being implemented in phases, as it is not feasible to develop all areas simultaneously. For example, once work in Okatunda is completed, attention will shift to other locations such as Okandundu. Nonetheless, resistance to relocation

has led to delays, as the City cannot commence work in new areas before the completion of current phases.

Residents were urged to cooperate with the relocation and demarcation processes and to remain patient as the City continues to roll out services in a structured and sustainable manner. Officials emphasized that essential services can only be provided once land has been properly planned, surveyed, and allocated according to municipal standards.

Despite the challenges encountered, the City reaffirmed its unwavering commitment to collaborating with communities to improve living conditions, promote orderly urban growth, and expand access to vital municipal services across all informal settlements.



A resident of Tobias Hainyeko raises a question during the engagement session.



Residents attentively listen during the City of Windhoek public engagement session.



Community members actively participate and listen during the City's public meeting.

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City hosts Stakeholder Workshop on Shebeen Policy Development

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



City of Windhoek Chief Executive Officer, Moses Matyayi, delivering the official opening remarks at the Stakeholder Workshop on the Shebeen Policy.

The City of Windhoek on Monday, 27 October 2025, officially opened a Stakeholder Workshop on the Shebeen Policy under the theme "Charting a Collaborative Policy Direction for Shebeens in Windhoek." The full-day workshop brought together a diverse range of participants from government ministries, agencies, corporate entities, and civil society organisations to develop practical and sustainable approaches for the regulation and management of shebeens within the city.

be a Sustainable and Caring City by 2027, it is important that we engage all relevant stakeholders to create a policy framework that balances economic opportunity with community safety, public health, and responsible business practices," he said.

While shebeens play a significant role in supporting livelihoods and fostering social interaction within communities, they also present challenges that require careful management. These include land use

The workshop was officially opened by the City's Chief Executive Officer, Moses Matyayi, who underscored the importance of a coordinated, consultative, and inclusive approach to addressing the social, economic, and regulatory dimensions of the shebeen sector. "As the City strives to

- Licensing, regulation, and business registration processes;
- Enforcement and compliance challenges;
- The impact of alcohol consumption on public health, education, and family life;
- The economic role of shebeens in the informal sector; and
- Land use planning, zoning, and location considerations.

Experts from several institutions, including the Ministry of Industrialisation and Trade, the Ministry of Health and Social Services, NAMRA, BIPA, the Social Security Commission, and community-based organisations, shared valuable perspectives on how the shebeen sector can be more effectively integrated into the city's social and economic development framework.

The outcomes of these consultations will inform the development of a comprehensive Shebeen Policy Framework for Windhoek, aimed at promoting responsible business practices, enhancing regulatory compliance, and fostering collaboration among all stakeholders involved in managing the sector.



Kristofina Asino, Manager for Urban Policy, during the Stakeholder Workshop on the Shebeen Policy.

conflicts, noise pollution, public health and safety concerns, and adherence to municipal and national regulations. Throughout the day, participants explored a variety of key topics, including:

According to Kristofina Asino, Manager for Urban Policy, the stakeholder workshop forms part of an ongoing consultative process linked to the broader Shebeen Survey. Further engagements with shebeen operators, affected residents, and the general public will continue in the coming months. The City of Windhoek remains committed to open dialogue and partnership with residents and institutions in shaping policies that advance sustainability, inclusivity, and community well-being.



Participants engaging in discussions during the Stakeholder Workshop on the Shebeen Policy, held under the theme "Charting a Collaborative Policy Direction for Shebeens in Windhoek."



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Windhoek Empowers Communities Through Clean Skip Competition 2025

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

The City of Windhoek’s Solid Waste Management Division officially launched the Clean Skip Competition 2025, a flagship initiative under the ongoing Mayoral Campaign aimed at transforming the city’s Skip Container System. This community-driven campaign sought to promote cleanliness, encourage proper waste disposal, and foster civic engagement across Windhoek’s neighbourhoods.

responsibility of maintaining cleanliness around the containers, ensuring only appropriate waste is deposited, and actively discouraging illegal dumping. All volunteers are



City of Windhoek officials from the Solid Waste Management Division, together with Mayor Ndesihafela Larandja (in blue overalls) and Tate Tomas, who will be responsible for maintaining the cleanliness of the skip and surrounding area at the Single Quarters near the Horse Shoe Market complex, strategizing on-site.



Mayor of Windhoek, Cllr. Ndesihafela Larandja, together with Section Scientist for Research and Education, Mr. Gideon Hengari, during an inspection of clean skip containers.

The competition commenced on 18 October 2025, with Mayor Ndesihafela Larandja personally visiting selected skip sites to assess early progress and amplify awareness. Her presence underscored the city’s commitment to collaborative environmental stewardship.

Targeting seven constituencies in the North-Western suburbs, John Pandeni, Katutura Central, Katutura East, Tobias Hainyeko, Samora Machel, Khomasdal, and Moses //Garoeb, the initiative initially identified three problematic skip containers per constituency, totalling twenty-one skips. However, due to overwhelming community interest, the number of participating skips quickly rose to approximately thirty.

Participation is entirely voluntary, requiring a minimum of five community members per skip. These residents took on the

responsibility of maintaining cleanliness around the containers, ensuring only appropriate waste is deposited, and actively discouraging illegal dumping. All volunteers are

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A well-cleaned skip container and its surrounding area at the Single Quarters near the Horse Shoe Market complex.





Commemoration of the 2025 Health and Hygiene Promotion Month and Global Handwashing Day

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



Mayor of Windhoek, Cllr. Ndeshihafela Larandja delivers the keynote address during the Health and Hygiene Promotion Month and Global Handwashing Day commemoration, held under the theme "Be a Handwashing Hero."

The Municipal Council of Windhoek, in partnership with key stakeholders, commemorated the 2025 Health and Hygiene Promotion Month and Global Handwashing Day on 03 October 2025, under the theme "Be a Handwashing Hero."

The event, held at the City of Windhoek Function Hall, highlighted the importance of handwashing with clean water and soap as one of the most effective measures to prevent disease transmission and promote public health. The commemoration brought together representatives from government, the education sector, health professionals, informal traders, and the community.

In her keynote address, Windhoek Mayor, Cllr. Ndeshihafela Larandja reaffirmed the City's longstanding commitment to promoting hygiene awareness. She noted that the Municipal Council of Windhoek has embraced this initiative for over a decade, following its adoption of the World Health Organization (WHO) initiative in September 2012. "The Health and Hygiene Promotion Month has since become a crucial annual reminder for all members of our communities, from our schools to our businesses, shopping malls, industrial stalls, and food handlers," she said.

The United Nations Children's Fund (UNICEF) Country Representative, Samuel Kweku Ocran, emphasized the global significance of hand hygiene in saving

lives. "Clean hands are one of the strongest defenses against infection and illness. Whether we are at home, at work, in school, or out in public, proper handwashing with soap is proven to protect us and those around us," he said. He added that global research shows that approximately half a million people die each year from diarrheal diseases and acute respiratory infections that could be prevented through effective hand hygiene.



UNICEF Country Representative, Mr. Samuel Kweku Ocran, highlights the global importance of proper hand hygiene in preventing infections and saving lives.

Delivering closing remarks, Deputy Junior Mayor, Cllr. Ellister Groenewald, called on young people and leaders to take up the mantle of advocacy. "We need handwashing heroes who will champion sustained political will, increased funding for water, sanitation, and hygiene interventions, and private sector involvement to achieve hand hygiene for all," he said.

The Health and Hygiene Promotion Month forms part of the City's broader strategy to improve hygiene standards and reduce preventable diseases across Windhoek. Since July, the City has rolled out several health and hygiene interventions, including inspections and education



Deputy Junior Mayor, Cllr. Ellister Groenewald calls on young people and leaders to become "handwashing heroes" and advocates for improved hygiene practices across communities.

campaigns at informal trading sites, Oshetu Market, schools, shopping malls, and informal settlements. The City also enforced health regulations on unfit dwellings under the Public and Environmental Health Act, Act No. 1 of 2015, to safeguard residents' well-being.

This year's commemoration aligns with Global Handwashing Day, a United Nations initiative observed annually on 15 October, supported by UNICEF and the World Health Organization (WHO).

By promoting behavioural change, community empowerment, and consistent hygiene practices, the City of Windhoek continues to champion its vision of building a healthier, cleaner, and safer city for all residents.



Participants from various sectors, including government, education, health, and informal trading, attend the event at the City of Windhoek Function Hall to promote handwashing and public health awareness.



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Windhoek Fire Brigade Hosts International Fire Safety Week 2025

By Colleen Matiti (Intern)



Mayor Cllr. Ndesihafela Larandja officially opens International Fire Safety Week 2025 at the Windhoek Fire Brigade Headquarters.



Raymond Kapia, Chief of Emergency Services

The Windhoek Fire Brigade Services, through the City of Windhoek's Emergency and Disaster Risk Management Division, successfully hosted International Fire Safety Week 2025 from 6-10 October under the theme "Unite to Ignite for a Secure Nation!"

This year marked the second consecutive edition of the event, building on the strong foundation established during its inaugural launch in 2024. The week-long programme brought together key stakeholders, partners, and community members to raise awareness about fire prevention, preparedness, and community safety. The theme highlighted

the importance of unity and collaboration among communities, emergency services, and industry players in creating a fire-savvy society and a fire-resilient Namibia.

The official opening, held at the Windhoek Fire Brigade Headquarters, was graced by Mayor Cllr. Ndesihafela Larandja and Mr. Moses Matyayi, Chief Executive Officer, demonstrating leadership support for efficient and effective municipal services. The event commenced with a vibrant street procession from Angola House to Palm Tree Park, followed by an opening ceremony attended by city officials, members of the fire fraternity,

sponsors, and community members. The procession showcased the discipline of the Fire Brigade, their machinery, and the collaboration between internal and external stakeholders in advancing fire safety.

Throughout the week, participants engaged in a variety of activities, including public demonstrations, exhibitions, and fire safety education sessions aimed at promoting responsible practices in homes, schools, workplaces, and communities. Exhibitors from across the fire industry displayed a range of products and innovations, from firefighting equipment to detection technologies



Exhibitors display firefighting equipment highlighting innovations that support emergency response and public safety.



Exhibitors display firefighting equipment and technologies during the week-long event

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Community members engage in fire safety demonstrations and education sessions, learning how to prevent and respond to fire incidents in homes and workplaces.



Mr. Moses Matyayi, Chief Executive Officer, Steenkamp, SE for Economic Development, Mayor Cllr. Ndeshihafela Larandja and Fire Brigade Chief Raymond Kapia during the official opening of the International Fire Safety Week 2025

and training solutions, strengthening collaboration within the sector and giving the public a first-hand look at the tools that support emergency response efforts.

A highlight of the week was the newly introduced Firefighter Games, which tested participants' endurance, teamwork, and skills. The competition celebrated the dedication and strength of Windhoek Fire Brigade members while

inspiring the public to appreciate the physical and mental demands of the profession.

International Fire Safety Week is a global observance dedicated to raising awareness about fire risks, prevention measures, and emergency preparedness. It serves as a reminder that fire safety is a shared responsibility among individuals, communities, and institutions. The week

reinforced the philosophy that prevention is better than cure, promoting a lasting culture of safety across Windhoek.

The Windhoek Fire Brigade Services extends its gratitude to all exhibitors, sponsors, and participants for their invaluable support. Their collective efforts continue to ignite awareness, inspire responsibility, and strengthen partnerships, contributing to a safer, more resilient Namibia.



Windhoek Fire Brigade firefighters participate in the street procession showcasing their discipline and firefighting machinery.



Windhoek Fire Brigade rolls out the smoke detector and fire-retardant paint projects

By Colleen Matiti (Intern)

The Emergency and Disaster Risk Management Division of the City of Windhoek took major steps during the month of September to improve community safety by launching two key initiatives, the Smoke Detector Project and the Fire-Retardant Paint Project, initiated by the Windhoek Fire Brigade Services.

Maschell, Moses Garoeb, Khomasdal Constituencies, as well as Mix Settlement, areas identified as high risk due to the density of informal housing structures and a history of frequent fire outbreaks. As part of the programme, selected community members received free smoke detectors to install in their homes to promote wider community adoption.

interventions offer a layered approach to fire safety that not only protects lives but also minimizes property damage.

A safer future for Windhoek

These initiatives are also a direct reflection of the City of Windhoek's vision to be a "Sustainable and Caring City by 2027". By investing in prevention, resilience, and community empowerment through education, the City is working towards a future where every resident feels safer and better protected, which is carved into our Mission "To enhance the quality of life for all our people by rendering efficient and effective municipal services".

With continued support from partners and sponsors, the Windhoek Fire Brigade Services plans to expand these educational initiatives and ongoing education and awareness programmes to more communities, ensuring that fire safety becomes a shared responsibility across the city.

For more information on smoke detector initiatives, please contact Mr. Fillipus Sikongo, Senior Station Officer: Community Fire Safety Awareness and Education, at 061 290 3440, or Mr. George Nghidileko, Station Officer: Inspectorate at 061 290 2897.

Why smoke detectors are essential

Smoke detectors are internationally recognised as one of the most effective fire safety devices. They provide an early warning signal when smoke is detected, giving occupants valuable time to escape, alert others, and



A community member receives a smoke detector from the Windhoek Fire Brigade aimed at enhancing early fire detection in high-risk areas.

The fire-retardant paint project was carried out in partnership with Top Score, while the smoke detector project was made possible through sponsorships secured during International Fire Safety Week 2024. These projects underline the City's ongoing commitment to mitigate the risks posed by fires, especially in vulnerable communities.

The roll-out of smoke detectors was conducted in the Samora

call for help. Research has shown that homes with working smoke detectors are significantly less likely to experience fire-related fatalities and to suffer significant damage.

Combined with fire-retardant paint, which slows down the spread of flames on treated surfaces, these



Windhoek Fire Brigade team members engage residents during the roll-out of the Smoke Detector and Fire-Retardant Paint Projects in informal settlements.



Windhoek Fire Brigade officers demonstrate how the smoke detectors work as part of the City's community fire safety initiative.

E-mail: cowcommunication@windhoekcc.org.na





Fund Resilience, Not Disasters: Namibia's Call for Resilience

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



Right Honourable Dr. Elijah Ngurare, Prime Minister of Namibia, and Mayor Ndesihafela Larandja attentively listen as Chief Raymond Kapia outlines the City's disaster preparedness measures.



City of Windhoek's first responders joined the 2025 International Day for Disaster Risk Reduction commemoration at UN Plaza, highlighting their vital role in emergency preparedness and response.



Stakeholders in disaster risk management exhibit innovative solutions and collaborative efforts aimed at enhancing community resilience across Namibia.

The City of Windhoek, in collaboration with the Office of the Prime Minister, commemorated the International Day for Disaster Risk Reduction (IDDRR) 2025 at UN Plaza under the global theme, "Fund Resilience, Not Disasters." The event brought together government officials, regional councils, development partners, civil society, private sector stakeholders, and community representatives to reaffirm Namibia's commitment to building resilience across all sectors.

Mayor of Windhoek, Cllr. Ndesihafela Larandja highlighted the urgent need for risk-informed investment. "Every dollar invested in resilience saves four in recovery," she said, noting the City's Disaster Risk Reduction Strategy and Action Plan 2025–2030, aligned with the Sendai Framework. The plan focuses on risk-informed urban planning, multi-hazard assessments, early warning systems, and sustainable

disaster preparedness financing, aiming to make Windhoek a Disaster-Resilient Hub by 2030.

In his keynote address, Right Honourable Dr. Elijah Ngurare, Prime Minister of Namibia, stressed that "the cost of inaction is always greater than the cost of preparedness." He urged governments, the private sector, and development partners to mainstream disaster risk reduction into policies, budgets, and investments to protect communities and economic development. The Prime Minister further commended the City of Windhoek's swift disaster response efforts.

Ms Hopolang Phororo, UN Resident Coordinator, emphasized that proactive, risk-informed development is crucial. "Resilience is not a one-time effort; it is a continuous choice built through foresight, leadership, and collective responsibility," she said, calling for coordinated action across sectors to safeguard lives and livelihoods.

Benedict Libanda, CEO of EIF Namibia, highlighted the Fund's role in mobilising over N\$5 billion in climate-related resources, including support for local authorities such as Windhoek. These funds have enabled projects that strengthen community resilience, including borehole drilling, climate-smart agriculture, smallholder recovery schemes, and early warning systems, ensuring that municipalities and communities can better withstand droughts, floods, and other hazards.

The day also featured a vibrant exhibition by disaster risk management stakeholders, showcasing innovative solutions and collaborative partnerships to enhance community resilience nationwide.

The 2025 IDDRR commemoration reinforced a clear message: disaster risk reduction is not just a reactive response it is an investment in safety, stability, and sustainable development. Through proactive planning, strategic financing, and multi-sectoral collaboration, Windhoek is charting a path toward resilience, ensuring communities are better prepared for present and future challenges.



Windhoek and Berlin Strengthen 25-Year Partnership with Engagements on Solar Energy, Security, and Education

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



City of Windhoek High officials, City Police representatives, and German delegates pictured after the briefing and City Police headquarters tour.



Berlin Mayor Kai Wegner looks on as Constable Nemwati Katiti from the By-Law Enforcement Unit explains how the speed camera operates to capture speeding vehicles.

In a vibrant affirmation of a quarter-century of collaboration, the sister-city relationship between Windhoek and Berlin entered a new phase of active cooperation in October. A high-level German delegation, led by Governing Mayor Kai Wegner, spent an intensive time engaging with their Namibian counterparts, hosted by the City of Windhoek and Mayor Her Worship Ndesihafela Larandja.

The visit stressed a partnership that is not merely celebrating its history, but actively laying the groundwork for a shared, sustainable future.

The agenda kicked off with a concrete focus on sustainable development, a landmark solar project conceived in Berlin just last year. This rapid-deployment initiative is already taking shape, with a clear mandate to benefit marginalized groups in informal settlements, urban households, and small businesses.

To mark this tangible progress, the joint delegation visited the future site of the project's office in the CBD, a visible symbol of their shared vision. The project timeline is robust, including a "Train the Trainer" program in February 2026 and the official opening of the Solar Centre in April 2026.

The focus then shifted to urban security with a visit to the City Police headquarters. The delegation received a firsthand look at Windhoek's modern approach to public safety, which combines crime prevention

with rigorous by-law enforcement.

City Police Chief Leevi Ileka showcased their technological infrastructure, utilizing a network of 400 cameras and drones monitored from a 24/7 call centre. The Berlin delegation was particularly impressed by the similarities to their own community-focused policing strategies, emphasizing the value of mutual learning in security matters.

The diplomatic high point was a meeting at the Ministry of Home Affairs, Immigration, Safety and Security, where Minister Dr. Lucia lipumbu and Inspector General of the Namibian Police Force Joseph Shikongo warmly received the visitors.

Minister lipumbu lauded the 25-year relationship, emphasizing that such partnerships solidify the historic ties between Namibia and Germany. Mayor Wegner, noting his delight at being the

first governing mayor of Berlin to visit, emphasized the special nature of the bond. Windhoek is Berlin's only city partner in Africa, with a formal Memorandum of Understanding.

Mayor Larandja reinforced the

enduring commitment, stating, "We are celebrating 25 years of partnership, a strong foundation that has been laid, and one on which we will continue to build."

Concluding a packed day, the delegation turned its attention to the next generation at the University of Namibia (UNAM). Following a meeting with Vice-Chancellor Professor Kenneth Matengu, Mayor Wegner delivered a seminar on the success of the partnership.

He spoke openly about the relationship's dimensions, acknowledging Germany's colonial history and emphasizing the importance of "remembrance culture" as a key theme in their cooperation. Mayor Wegner stressed that the anniversary is not merely a celebration but a launch point to deepen cooperation across culture, education, business, and youth engagement, ensuring the enduring legacy of this unique partnership.



Berlin delegation members, representatives from the Ministry of Home Affairs, the Namibian Police Force, and City of Windhoek officials pictured following their engaging discussions.





One City, One Sizzle – Together: the Annual Windhoek City Kapana Festival ignites community and commerce

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



CEO Moses Matyayi delivers his opening remarks at the Annual Windhoek City Kapana Festival 2025.

The Annual Windhoek City Kapana Festival 2025 has officially opened, marking its return as a cornerstone event celebrating Namibian culinary heritage, entrepreneurial zeal, and community unity. Under the theme “One City, One Sizzle – Together,” the festival is fast becoming a vital platform where tradition meets economic opportunity.

In his opening remarks, the Chief Executive Officer welcomed everyone, highlighting the festival’s immediate success since its launch last year. He emphasized that the event is a strategic initiative to empower the local business community.

“Kapana is a beloved delicacy in Namibia, and it is the diversity of our meat culture that truly brings us together. We are proud to bring this authentic township experience into the city center. This festival is a dedicated way to support our Small and Medium Enterprises (SMEs),” the CEO stated. “Last year’s inaugural event proved its value, with several SMEs reporting significant earnings. This is not just a celebration; it’s an economic catalyst. We urge everyone to support our local vendors and enjoy this occasion responsibly.”

The CEO underscored the festival’s

broader vision, calling it a celebration of Windhoek’s warmth, diversity, and entrepreneurial drive. “Events like these remind us that when we work together, support local talent, and embrace our shared heritage, we create opportunities that strengthen our city. In Windhoek, we sizzle together as one city, one people, one flavour!”



(L-R) Cllr Austin Kwenani, Chairperson of the Council Advisory Committee on Economic Development, CEO Moses Matyayi and Strategic Executive of Urban and Transport Planning Pierre van Rensburg, tour the Kapana stalls to show support for local vendors.

Council Member Austin Kwenani, Chairperson of the Council Advisory Committee on Economic Development, echoed this sentiment, emphasizing the cultural and social significance of the festival.

“Under the theme ‘One City, One Sizzle – Together,’ this gathering embodies the spirit of inclusion that defines our capital. Kapana is more than just a meal; it is a story of our people,” Councillor Kwenani asserted.

He elaborated that from the smoky aroma of sizzling beef to the collective laughter around the fire, Kapana represents a social tradition that bridges generations. It is a symbol of the innovation displayed by informal traders who transform simple ingredients into experiences that draw people together.



Cllr Austin Kwenani, Chairperson of the Council Advisory Committee on Economic Development, delivering the welcoming remarks at the opening of the Annual Windhoek City Kapana Festival 2025.

The festival is a direct reflection of the City Council’s developmental vision for a connected, inclusive, and economically vibrant Windhoek.

“Our Kapana vendors are small business owners, job creators, and cultural ambassadors,” the Council Member noted. “By providing this platform, we are fostering pride in local business and encouraging creativity at the grassroots level.”

The event promotes local enterprise, creates short-term employment, and enhances the city’s attractiveness as a destination. The Council Member concluded by thanking the City teams, sponsors, and partners for their hard work, acknowledging that their collaboration has turned an idea into a vibrant annual celebration and a cornerstone of the city’s cultural calendar.

“As the City of Windhoek, we remain committed to building spaces and opportunities where people can connect, thrive, and celebrate their identity. May the sizzle continue, and may the spirit of togetherness live on in our great city.” With these words, the Annual Windhoek City Kapana Festival 2025 was officially declared open.



Windhoek Aims to Become a Smart, Sustainable, and People-Centred City

By Lydia Shifa (Online Communication Officer)



Mayor Ndeshihafela Larandja speaking at the Visioning Workshop for the Smart City Concept



Masayuki Yokota - Head of the Sub-Regional Hub for Southern Africa

Windhoek Mayor, Cllr Ndeshihafela Larandja, has reaffirmed the City of Windhoek's commitment to becoming a smart, sustainable, and people-centred city that enhances the quality of life for all residents.

Speaking at the opening of the Visioning Workshop for the Smart City Concept, organised by UN-Habitat in collaboration with the City of Windhoek on 22 October 2025, the Mayor highlighted the importance of leveraging innovation and technology to address the city's growing challenges.

"The City of Windhoek faces significant challenges in delivering services with limited financial resources, largely due to rapid urbanisation. It is against this background that we have embarked on a journey towards becoming a smart city by integrating physical, digital, and human systems within the built environment to achieve a sustainable, prosperous, and inclusive future for our citizens," she noted.

The two-day workshop seeks to develop a comprehensive Smart City Strategy for

Windhoek with technical support from UN-Habitat. The strategy will guide the City in harnessing technology to improve service delivery, promote environmental sustainability, and foster socio-economic inclusion and prosperity.

The workshop was attended by representatives from UN-Habitat and the City of Windhoek, including Masayuki Yokota, Head of the Sub-Regional Hub for Southern Africa, and Aline Machado Da Matta, Head of the UN Innovation Technology Accelerator for Cities.



Mayor Ndeshihafela Larandja pictured with the participants after the Visioning Workshop for the Smart City Concept

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Groot Aub Infrastructure and Service Delivery Updates

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



Councillor Dr. Otilie Uukule addressing residents during a public meeting in Groot Aub on key infrastructure and service delivery updates.



Faniel Maanda, Strategic Executive for Housing, Property Management, and Human Settlement, sharing updates on ongoing municipal projects in Groot Aub.



Alderwoman Fransina Kahungu engaging residents during the public meeting held in Groot Aub.

The City of Windhoek held a public meeting with residents of Groot Aub on Saturday, 25 October 2025, to provide updates on key infrastructure and service delivery projects in the area. The session, part of the City's ongoing public engagement series conducted in line with Section 88 of the Local Authorities Act, was attended by Councillor Dr. Otilie Uukule and Alderwoman Fransina Kahungu. Also, part of the attendance was City officials, including Faniel Maanda, Strategic Executive for Housing, Property Management, and Human Settlement, together with other municipal representatives.

The meeting highlighted several major developments aimed at improving the quality of life for Groot Aub residents:

- **Water and Sewer:** The City is upgrading the water reticulation system by replacing outdated Class 6 pipes with Class 9 pipes to meet current and future demand. Seven new boreholes have been drilled - two already operational

- and a new 3 km main waterline has been completed. Planning is also underway for a small-scale sanitation package plant to increase capacity beyond the existing oxidation ponds.

- **Electricity:** The City is in the process of acquiring electrical infrastructure from NamPower, valued at approximately N\$25 million, to fully integrate electricity supply into the municipal network. In addition, a new high-mast light has been installed at Block 379 in Extension 1 to enhance public safety.
- **Roads:** Over the past five years, a total of 25 km of internal roads have been graded, with the main road re-graded in 2024. Routine grading is now conducted twice weekly, although water shortages continue to pose challenges for road maintenance.
- **Administration and Service Access:** A temporary municipal office has been established, with sewer connections completed and work on electricity and

perimeter fencing currently underway. Once fully operational, the office will facilitate key municipal services, including land tenure security.

- **Sand Mining:** A moratorium on sand mining remains in place. Future activities will only be permitted under strict environmental conditions, including the submission of an Environmental Impact Assessment (EIA) and an Environmental Management Plan (EMP).

Councillor Dr. Uukule emphasized that these initiatives demonstrate the City's continued commitment to delivering sustainable infrastructure, reliable services, and safer communities. She further encouraged residents to remain patient and actively engaged as implementation progresses.

"Together, we can shape Windhoek into a city of resilience, opportunity, and shared prosperity," she said.



Groot Aub residents listening attentively during the public engagement session with City of Windhoek officials.



Groot Aub residents during the City of Windhoek's public meeting on infrastructure and service delivery improvements.





#SOCIAL MEDIA CHATS

Your questions answered

By **Lydia Shifa** (Online Communication Officer)

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



City of Windhoek, why has Eneas Peter Nanyemba Road been constructed as a highway despite passing through residential areas? The road does not even have designated drop-off zones for taxis and private vehicles.

Thank you for your query. Eneas Peter Nanyemba Road, formerly known as Monte Christo Road, forms part of the City's primary arterial road network. It was designed as a highway to accommodate high traffic volumes between the northern and central parts of Windhoek. This design helps to reduce congestion and improve overall road safety for through-traffic.

While the City acknowledges the residential component around some parts of the road, it is important to note that arterial roads are not intended for direct access or informal stopping, as this would compromise both safety and traffic efficiency. Access is instead provided through designated intersections and signalized junctions to ensure safe and efficient traffic movement.

Several designated intersections have been incorporated into the design to allow vehicles to safely exit the main carriageway when necessary. However, as construction is still ongoing, these facilities are not yet fully visible or operational. They will become accessible upon completion of the project.

There are many businesses along Eneas Peter Nanyemba Road, which is currently under construction. Why were no road exit points provided in front of the bars and other businesses along the road?

Eneas Peter Nanyemba Road is classified as an arterial road designed primarily for high-capacity, uninterrupted traffic flow. For safety and efficiency, direct access and frontage parking along such routes are restricted. Instead, access to adjoining properties is managed through designated intersections and signalized access points.

Except for the erven in the Stop-N-Shop/ Ondoto Street area and the Monte Christo Service Station with its adjacent shopping complex, all other erven along Eneas Peter Nanyemba Road are zoned for residential use. These properties are intended to be accessed via internal streets rather than directly from the arterial road. This approach aligns with urban planning principles that promote both pedestrian safety and effective traffic management.

Furthermore, there are no legally established businesses operating within the road reserve along this section of the arterial. The City engaged affected stakeholders during the planning and implementation phases of the project to ensure compliance with municipal by-laws and development regulations.

The City of Windhoek frequently renames streets, which some residents view as unnecessary and counterproductive. Removing names associated with former oppressors does not change the country's economic conditions. Moreover, residents are often not consulted before these changes. Wouldn't it be better for the City to prioritize projects that have a more tangible impact on residents' lives?.

By renaming our streets, the City of Windhoek is not neglecting its responsibilities to the residents as stipulated in the Local Authority Act. The renaming of streets forms part of the City's broader efforts to promote inclusivity, social cohesion, and a shared sense of identity within a post-colonial society. Street names are not merely administrative labels, they reflect the values, history, and aspirations of the communities they represent. Through this process, the City seeks to ensure that the names of public spaces reflect the cultural and historical realities of Windhoek's residents while preserving the integrity of urban governance processes.

Additionally, it is the community itself that nominates, motivates, and submits proposals for street renaming. The process of naming or renaming streets in Windhoek is guided by the approved Street and Place Naming Guidelines. The process begins with a formal application, which may be initiated by residents, community groups, or institutions. Each proposal is reviewed by the Street and Place Naming/Renaming Committee, which evaluates it based on historical, cultural, geographical, and national significance.

Recommendations from the committee are submitted to the Management Committee and ultimately to the Municipal Council for consideration. Once approved by Council, the decision is formally communicated to the public before implementation.





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

WATER MANAGEMENT

Your Smart Lifestyle

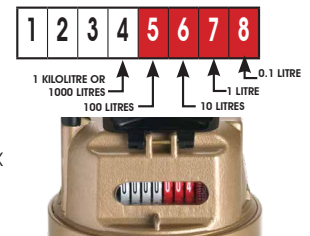
Consumer's social responsibility for sustainability

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!**

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**



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

Household:

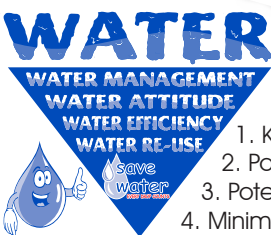
- Weekly water meter readings (on waste removal day)
- Evaluate consumption with target consumption for no. of persons. Reference to the tables below **OLD Water Consumption** or **Efficient Water Consumption**

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) = (m ³) 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) = (m ³) 1kl = 1000 Litres			



Water Management and Water Efficiency contribute to Water Sustainability.

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

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

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

To Measure = To Know

Consumption = current reading – previous reading

Enquiries:

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

Issued by:

Office of the Chief Executive Officer • Corporate Communications, Marketing, and Public Participation
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LinkedIn: /city-of-windhoek

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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027

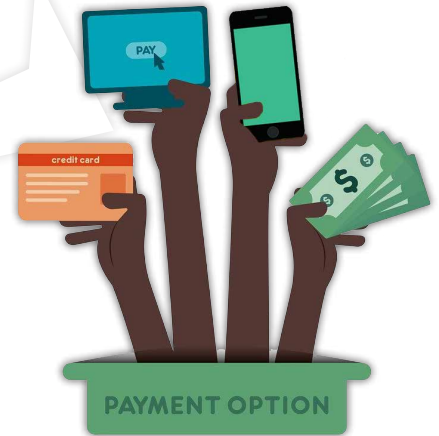


PUBLIC NOTICE DIFFERENT PAYMENT PLATFORMS

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

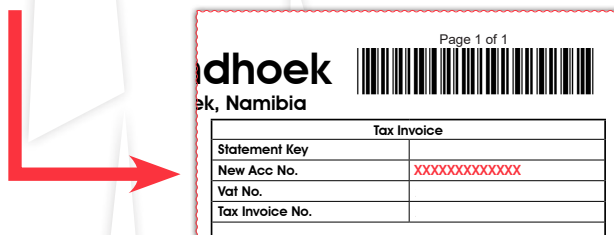
Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

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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The Gateway to Endless

City of Windhoek

Vision: To be a SMART and Caring City by 2022



SELF-READING (SMS)

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

1. Registration

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

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

Send To: 269600

mreg 123456*ABCD123

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

WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT

Tax Invoice	
Statement Key	ABCD123
New Acc No.	123456

2. Reading Submission

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

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

Send To: 269600

mread XYZ123*100

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

How to read your electricity meter



Read only the 5 white digits

How to take your water reading



Read only the first 4 black digits

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

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

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

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

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

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

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

Your cooperation in this regard will be much appreciated.

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

Issued by:

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





City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



2026 NEW YEAR CELEBRATION



Wednesday,
31 December 2025



City of Windhoek Head
Office, Independence
Avenue parking lot



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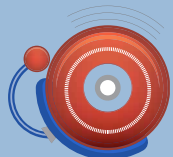
City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



FIRE EMERGENCY

DO'S



Activate alarm and warning system for emergency response

Use the fire extinguisher if it is safe to do so

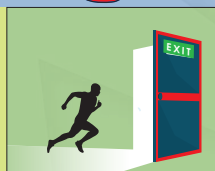


PASS METHOD

PULL
AIM
SQUEEZE
SWEEP



Turn off electrical equipment if it is safe to do so



Immediately go to the fire exit

Gather at an assembly point



ASSEMBLY POINT

DONT'S

Do not jump through a window



Do not use the elevator to evacuate from fire

Do not open hot doors during fire



Do not hide in any furniture or room



Do not return to get your belongings



EMERGENCY NO: 061 211111



Issued by:

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

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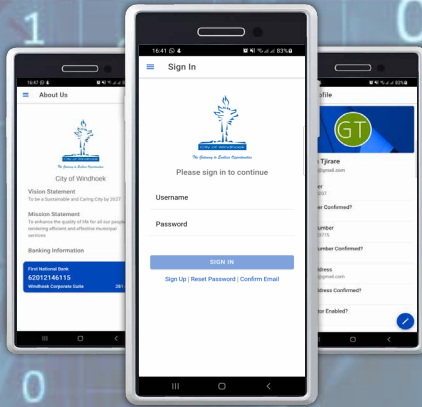
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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



DOWNLOAD THE CITY OF WINDHOEK APP



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.



Aloe “seen around”



Councillor Austin Kwenani, Theopoline Kueyo from UNAIDS, and Lion Kahimise, Environmental Health Practitioner, pictured with participants during the Men Engagement Workshop organized by the City of Windhoek in partnership with UNAIDS. The workshop was held at the City Function Hall under the theme “Let’s Talk: A Direct and Inviting Call to Action.”



Alderwoman Fransina Kahungu, Nesdha De Jongh, Rosa Kantema, and City Police Deputy Chief Eliaser Iiyambo.



Section Head: Corporate Communications (PRO), Lydia Amutenya, Dr. Mushandja, Lecturer at the Namibia University of Science and Technology (NUST), and Corporate Communication Officer, Cillie Kapolo, share a cheerful moment after Dr. Mushandja received a token of appreciation for her valuable input and assistance in the development of the City of Windhoek Communication Policy.

Aloe “seen around”



Colleagues from Emergency Services and family members on the street recently renamed in honor of Khama Simataa.



Section Head SME Development Leonora Joodt pictured with Strategic Executive Economic Development & Community Services Zurilea Steenkamp during the Annual Windhoek City Kapana festival.



Accountant, Revenue Collection Finola Scott pictured enjoying during at the Annual Windhoek City Kapana Festival.



The City of Windhoek team at the Windhoek Show Ground, proudly displaying their Silver Certificate for their outstanding exhibition stand.



Her Worship, Mayor Ndeshihafela Larandja (centre), with the Berlin delegation and City of Windhoek officials.

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

E-mail: cowcommunication@windhoekcc.org.na



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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!



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