

2026

Issue 7
August



Aloe



The Gateway to Endless Opportunities



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.

6 Windhoek Gains Global Insights to Drive the Future of Urban Transport

9 Khomasdal set for 750 new residential erven and closer municipal services

14 Groot Aub Municipal Services Remain Free of Charge as Development Continues



Zoo Park to Receive N\$1 Million Upgrade During the 2026/27 Financial Year... Read more on page 5.



Our Values: Teamwork | Customer Focus | Communication | Fairness and Equity | Integrity

Table of Contents

- 3** Editorial
- 4** The Mayor's Take
- 5** City Unveils Zoo Park Upgrade Among Other Development Projects for 2026/27
- 6** Windhoek Gains Global Insights to Drive the Future of Urban Transport
- 9** Khomasdal set for 750 new residential erven and closer municipal services
- 10** Samora Machel Moves Towards Formalisation and Improved Services
- 12** Development projects gain momentum In Tobias Hainyeko
- 14** Groot Aub Municipal Services Remain Free of Charge as Development Continues
- 16** City of Windhoek Makes an Impact at the 25th Ongwediva Annual Trade Fair
- 17** Understanding Your Utility Bill: A Guide to Meter Readings
- 18** Through the Lens: Photographers Capture Namibia's Stories
- 20** Know your Councillor: Councillor Demetreo Ronaldus Beukes - Community-Rooted, City-Focused
- 22** 309 Households Relocated to Havana Extensions 8 and 11 are Seated According to the Approved and Proposed Township Layout in Moses //Garoëb Constituency
- 24** City Junior Council Inspires Opuwo Primary Learners to Become Changemakers
- 26** One Man's Bakkie, Driving a Cleaner Moses //Garoëb
- 28** Highlights from the Municipal Council of Windhoek
ORDINARY COUNCIL MEETING HELD ON THURSDAY, 27 AUGUST 2026
- 29** # SOCIAL MEDIA CHATS
- 30** Seen Around





Editorial

August has been a month of progress across Windhoek, reminding us that building a city is about much more than infrastructure and projects. At the heart of the city are its people, the residents we serve, whose lives we work to improve as we shape the future of Windhoek.

Throughout the month, the City engaged directly with residents across various constituencies, providing updates on development projects, service delivery initiatives and future plans.

These engagements once again demonstrated the value of maintaining open communication with residents. They offered an opportunity not only to report on progress but also to listen to concerns, receive feedback and strengthen the partnership between the City and the people we serve.

One of the highlights announced during these engagements was the planned upgrade of Zoo Park, an iconic public space located in the heart of Windhoek. For many residents, Zoo Park is more than just a recreational facility. It is a place of relaxation, social interaction, and shared memories.

The planned revitalisation of the park, together with the beautification of strategic locations across the city, reflects our commitment to creating an urban environment that residents can take pride in while enhancing the quality of life for those who live, work and visit Windhoek.

Development is also about creating opportunities and improving living conditions for residents. Updates shared with residents during the ongoing public engagements highlighted important progress in residential development, electrification and access to municipal services.

Behind every new erf, every household connected to electricity, and every service brought closer to residents is a family whose daily life stands to improve. These projects are helping to

lay the foundation for more inclusive and sustainable communities while responding to the city's growing demand for land and services.

As Windhoek continues to grow, so must our ability to plan for the future. This was evident in the City's participation in the 5th International Transport Summit in Moscow, where valuable lessons were gathered on innovation, mobility and smart city solutions.

While the technologies and systems showcased may seem far from our local realities, the objective remains the same: finding practical ways to improve the daily lives of residents through safer, more efficient and accessible transport systems. The exposure gained will contribute to informed planning as Windhoek continues to evolve as a modern African capital.

This edition also reminds us that development takes many forms. Sometimes it can be measured in kilometres of road upgraded or the number of households electrified. At other times, it is reflected through art, creativity and culture.

The "Namibia - A Photographic View" exhibition highlighted the power of storytelling through photography and the important role that culture plays in shaping communities, preserving identities and creating economic opportunities. Such initiatives demonstrate that cities thrive not only through physical development but also through nurturing creativity and human expression.

Equally important are the everyday stories that often go unnoticed. In this edition, we shine a spotlight on Thomas Otto from Moses //Garoëb Constituency, whose personal commitment to keeping his community clean serves as a powerful reminder that every resident has a role to play in city-building. His story embodies the spirit of active citizenship and demonstrates how individual actions can contribute to collective impact.

Within our own organisation, the feature on meter readings provides valuable insight into the work carried out daily by City employees to ensure fair and accurate service delivery. It also reflects our ongoing commitment to transparency and empowering customers with information that helps them better understand and manage their municipal accounts.

As we move into September and welcome the arrival of spring, let us continue to strengthen the partnerships, embrace innovation, and build on the community spirit that makes progress possible.

We hope you find this issue of Aloe informative and worthwhile.

Until next month, happy reading!

Lydia Amutenya

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The Mayor's Take

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

Dear Residents,

A strong city is built not only through the efforts of the Council but also through the active participation of its residents. I am pleased to highlight two important developments that reflect our commitment to creating a more responsive, inclusive, and safer Windhoek.

Throughout August, we emphasized the importance of collaboration as a united city, from providing platforms for residents to express their voices to responding to veld fires and enhancing our approach to disaster risk reduction.

One of the important activities during this month was the commencement of the 2026 Public Meetings Programme on 8 August, which will continue across the various constituencies until 13 September 2026. These meetings provide an important opportunity for residents to engage directly with Council, raise concerns, share ideas and learn more about developments and priorities in their communities.

I encourage residents to make use of these platforms and participate actively. Your views matter. Meaningful public participation allows us to better understand the challenges facing our communities and ensures that residents are partners in shaping the future of our city. A responsive municipality is one that listens, engages and works together with its people.

Another matter that required a strong collective response during August was the veld fires in the Ongos and Daan Viljoen areas between 11 and 14 August. These fires affected thousands of hectares and placed considerable pressure on firefighting and emergency response resources.

I wish to express my sincere appreciation to the City of Windhoek's Fire Brigade

and Emergency Management teams, as well as the national government, private sector, surrounding communities and other stakeholders who worked tirelessly to contain the fires. The support received through donations of food, medical supplies and other essential items also demonstrated the strength of community solidarity during a difficult time.

These incidents serve as an important reminder that disaster preparedness is a shared responsibility. The City's Disaster Risk Reduction Strategy and Action Plan 2026-2030 recognises wildfires as a significant hazard to Windhoek and emphasises the importance of preparedness, prevention, coordinated response and continued investment in risk reduction.

As we move through the dry season, I urge all residents to remain vigilant. Property owners should keep their surroundings clear of dry and overgrown vegetation and take the necessary precautions to reduce the risk of fires. Residents who intend to conduct any burning are requested to notify the Windhoek Fire Brigade in advance by calling 061 211 1111.

The City has also developed Grass Fire Safety Tips and Fire Prevention Measures to help residents protect their families, properties and communities. The information is available from City offices and through our social media platforms.

Let us remember: fire safety is everyone's responsibility.

As Council, we remain committed to working with residents to build a Windhoek that is responsive, prepared and resilient in the face of challenges. I encourage you to participate, speak up, stay informed and work with us in building a safer and stronger city for all.

I thank you.



TOGETHER
WE MAKE
PROGRESS



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City Unveils Zoo Park Upgrade Among Other Development Projects for 2026/27

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

The City of Windhoek has announced that the first phase of the Zoo Park upgrade, valued at N\$1 million, will be implemented during the 2026/27 financial year. The project was among several development and service delivery initiatives presented during a public engagement meeting with residents of the Windhoek East Constituency held at Dagbreek School.

The Zoo Park upgrade forms part of the City's ongoing efforts to revitalise public open spaces and enhance Windhoek's urban environment. Phase one will include horticultural landscaping, the installation of a modern automated irrigation system, and the rehabilitation of green spaces. Procurement is expected to take approximately three months, with implementation anticipated to be completed within six months of the contract award.

Speaking at the engagement, Councillor Jesaya Ikali highlighted the importance of public meetings as platforms for accountability, reporting on municipal services, and engaging residents on issues affecting their communities. He emphasised that building a better

Windhoek requires collaboration between the municipality, residents, and other stakeholders.

Residents were also informed of plans to beautify key locations, including Langerhans Circle, Independence Circle, Fire Brigade Circle, and the intersection of Hosea Kutako Drive and Independence Avenue. The project will include the installation of automated irrigation systems and is expected to commence in October 2026. In addition, the City announced plans to upgrade the Olympia Swimming Pool to support year-round use.

On municipal debt, officials informed residents that the City's contract with RedForce ended on 31 July 2026, with debt collection now managed directly by the municipality. Customers previously under RedForce may enter into 12-month repayment arrangements, while qualifying residents were encouraged to apply for the City's Debt Relief Programme. Council approved debt write-offs totalling N\$724 million in 2023 and 2025, and the application process remains open to qualifying residents.

The engagement also highlighted ongoing pothole repairs and maintenance programmes across the constituency. Residents raised concerns regarding tariffs, infrastructure maintenance, illegal dumping, and service turnaround times, with City leaders reaffirming their commitment to addressing these concerns and strengthening service delivery.

Addressing broader urban challenges, Councillor Ivan Skrywer noted that rapid rural-to-urban migration continues to place pressure on municipal services and infrastructure. He called for coordinated engagement among all stakeholders while encouraging residents to take greater ownership of cleanliness and civic responsibility within their communities.

Closing the engagement, Councillor Ignatius Semba reassured residents that Council remains committed to ongoing consultation and collaboration in addressing service delivery challenges. He encouraged communities to remain proactive partners in finding solutions and contributing to the continued growth and development of Windhoek.



Community Engagement: Residents of the Windhoek East Constituency gathered at Dagbreek School to engage with the City of Windhoek on municipal services, development priorities, and matters affecting their community.





Windhoek Gains Global Insights to Drive the Future of Urban Transport

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

As cities across the globe search for smarter ways to tackle traffic congestion, improve mobility and keep pace with rapid urban growth, the future of urban transport has become one of the defining challenges of modern city development. From sustainable public transport systems to intelligent traffic management and digital mobility solutions, cities are increasingly seeking innovative ways to move people safely, efficiently and sustainably.

It is against this backdrop that a City of Windhoek delegation led by Mayor Cllr. Sakarias Uunona participated in the 5th International Transport Summit held in Moscow, Russia, in August 2026. The summit brought together more than 200 delegates from 43 countries representing 61 cities, and provided a valuable platform for city leaders, transport authorities, urban planners and industry experts to exchange experiences, explore emerging trends and share solutions to common urban mobility challenges.

The City's participation, made possible by the Government of Moscow, created an opportunity for Windhoek to benchmark

its transport initiatives against international best practices while identifying innovative and practical solutions that could strengthen service delivery and mobility within the Namibian capital.

A key focus of the summit was the role of technology and data in shaping future transport systems. Discussions highlighted intelligent traffic management systems, digitalisation, integrated public transport networks and sustainable mobility solutions. These engagements demonstrated how cities are using innovation to improve transport efficiency, reduce congestion and enhance commuter experiences.

Reflecting on the summit, Mayor Uunona said Windhoek could draw valuable lessons from Moscow's transport systems, particularly in areas such as integrated public transport, traffic-monitoring technology and commuter safety. He noted that passenger rail transport remains a long-term opportunity worth exploring as part of the City's future mobility planning.

The Mayor also highlighted the

importance of embracing technology to address congestion and improve road safety. Moscow's use of extensive camera networks, traffic-monitoring systems and digital applications illustrated how real-time information can support better traffic management while improving security and convenience for commuters.

Another important outcome was Windhoek's continued participation in the Urban Transport Data Project, which strengthens the City's capacity to utilise transport data, modelling and forecasting in support of evidence-based planning and investment decisions.

Technical visits to Moscow's transport infrastructure further provided delegates with first-hand exposure to modern public transport systems and intelligent mobility solutions, reinforcing the importance of integrated planning, innovation and strategic investment in addressing future transport needs. The delegation gained valuable insights that will contribute to the City's ongoing efforts to develop a more efficient, sustainable and accessible urban transport system.



Transport Innovation Visit: Summit participants, including the Windhoek delegation, visited the Centre for Advanced Development of Moscow Transport to learn about Moscow's innovative approaches to public transport development.



Innovation in Motion: Moscow's driverless tram experienced by delegates during a technical site visit highlights the city's commitment to smart and sustainable transport innovation.





Windhoek Delegation at the Moscow Transport Summit: From left, Chris Eita, Manager: External Relations and Networking; Councillor Ricardo Garoeb; Mayor Sakaria Uunona; CEO Moses Matyayi; and Pierre van Rensburg, Strategic Executive: Urban Transport and Planning. The delegation joined global leaders and transport experts in exchanging insights on innovative and sustainable urban mobility solutions.



Learning from Innovation: Mayor Sakarias Uunona engaging the officials during a briefing in Moscow's mobile traffic management unit, which supports real-time traffic monitoring and operational response across the city centre.



Strengthening City Partnerships: Mayor Sakaria Uunona and Cllr. Dada Morero, Executive Mayor of the City of Johannesburg, connect on sustainable urban development and transport innovation at the International Transport Summit in Moscow.



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

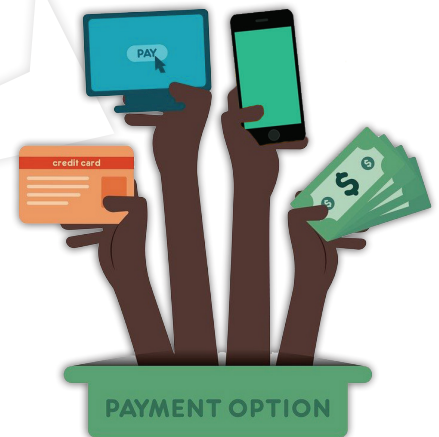
Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

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"



Page 1 of 1

Windhoek
Windhoek, Namibia

Tax Invoice

Statement Key	
New Acc No.	XXXXXXXXXXXXXX
Vat No.	
Tax Invoice No.	

INV XXXXXXXXXXXXX

CITY OF WINDHOEK
P O Box 59, WINDHOEK NAMIBIA
Telephone No: (061) 290 2911
TAX INVOICE
VAT Reg. Number 2646057-01-5

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Khomasdal set for 750 new residential erven and closer municipal services

By Cillie Kapolo (CPRP), Communications Specialist



Residents of the Khomasdal Constituency turn out in numbers to raise their concerns and hear about ongoing and planned developments in their area during a public meeting with the City of Windhoek.



Councillor Ricardo Garoeb delivers welcoming remarks during the public meeting with residents of the Khomasdal Constituency.



Councillor Austin Kwenani during the public meeting with residents of the Khomasdal Constituency.

Residents can look forward to new residential opportunities and improved access to municipal services, following updates provided by the City of Windhoek during a public meeting held recently at the corner of Frankfurt and Istanbul streets.

The City is planning two new townships on Farms RE/999 and 1032, which are expected to provide approximately 750 erven. Environmental Impact Assessments for both developments have been completed and the reports submitted to the Environmental Commissioner for consideration. The planned developments form part of the City's efforts to facilitate residential development and respond to the growing demand for serviced land in Khomasdal.

The City also provided updates on electrification projects in several areas of the constituency. At Erf 1355, 34 houses are expected to be connected to electricity once outstanding lease agreements have been signed. Residents who have agreed to share the erven have therefore been urged to conclude their lease agreements as soon as possible to allow the electrification process to proceed.

At Erf 3161, opposite Otjomuise Clinic, all 36 houses have already been fitted with ready boards and overhead electrical lines. The connections are expected to be switched on in the coming weeks, once the necessary applications have been processed. Electrification is also progressing in Otjomuise Extensions 6 and 7, where a total of 209 houses are expected to be connected before November 2026.

In an effort to make municipal services more accessible, the City further announced plans to bring selected services closer to residents within the Khomasdal Constituency. From early next year, residents are expected to access services such as purchasing water tokens and paying for municipal services at the Khomasdal Fire Brigade office, reducing the need to travel to Katutura or the central town area.

The development is part of the City's broader efforts to improve access to municipal services and bring essential services closer to the communities it serves. The City will continue engaging residents on developments in the constituency, particularly those relating to residential land, electrification and access to municipal services.



Willem Kalimbo, a City official from the Electricity Department, provides an update on the electrification of informal settlements in the Khomasdal Constituency.



Councillor Werner Tjiuiko during the public meeting with residents of the Khomasdal Constituency.

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Samora Machel Moves Towards Formalisation and Improved Services

By **Steven Kashekele**, Corporate Communication Officer



Samora Machel community members attend the public meeting to engage on development and service delivery issues at the Blue Church in Hadino Hishongwa.

For thousands of residents in Samora Machel, the prospect of living in a more formally planned and better-served community is gradually becoming a reality.

The City of Windhoek is making progress with plans to upgrade informal settlements across the constituency, while simultaneously working on major water, sanitation, road and public infrastructure improvements. Together, these interventions form part of a broader effort to create safer, more organised and sustainable communities.

At the centre of this work is the planned upgrading of 10 informal settlement areas into formal townships. Four areas located on Farms 1008 and 1007 near Goreangab Dam have already been approved and recommended by Council, bringing these communities a step closer to formal development.

Environmental Impact Assessments for all 10 planned areas have also been completed, with the reports submitted to the Environmental Commissioner for consideration.

a health facility and a police station, ensuring that essential public services are incorporated into the developing communities. Construction of the schools is already underway.

For residents, formalisation also means improved opportunities to access municipal services and secure their place within the City's formal planning framework. As part of this process, 4,479 certificates are ready for collection, while 1,743 structures with TL number markings have been converted to their respective blocks. The City has also issued 3,261 water application forms, supporting efforts to expand access to water services.

The work extends across several informal settlement areas, where the City continues to map and record structures and process applications for extensions and renovations. These areas include Tlabanelo G, F and B; Hadino Hishongwa B and C; Farm 1007; parts of Brendan Simbwaye C, G, H, N and O; and the GIZ-COW project area.

Improving Water and Sanitation

While land formalisation is progressing, the City is also planning major investments in water and sanitation infrastructure, particularly in Havana.

On Farm 1008, the City has already rearranged 348 households according to the proposed township layout, while the reorganisation of households on Farm 1007 is continuing.

Importantly, the planning goes beyond residential plots. Land has been set aside for two schools,



Havana community members attend the public meeting and engage on issues affecting their community.



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A view towards of Eneas Peter Nanyemba Road leading to Ongos Valley, where planned infrastructure upgrades are set to improve connectivity and service delivery.



view of part of the Samora Machel Constituency, where the City of Windhoek is advancing plans to upgrade 10 informal settlement areas into formal townships.

A key component is the planned upgrade of the bulk wastewater network, which transports wastewater to treatment facilities. Improving this network will strengthen wastewater movement and treatment capacity and support the expansion of sanitation services as communities grow.

In Havana, the planned interventions include an earmarked water treatment facility and expanded sanitation infrastructure in the Ongos Valley area. These improvements will support the development and upgrading of sanitation infrastructure and make it easier for households and public facilities to connect to the sewer network.

For residents, these investments have the potential to translate into improved sanitation, better public health conditions, and more reliable municipal services.

Addressing Roads and Safety

Infrastructure challenges remain, however, and residents have used public meetings

to raise concerns directly with the City.

The Havana 4-Way intersection is among the issues receiving attention. The completion of the Eneas Peter Nanyemba Road upgrade has been delayed by outstanding relocation matters. The City is addressing the matter through the appropriate legal processes, while affected households have already been allocated plots in Havana Extensions 8 and 11.

Once the area is cleared, vendors operating within the road reserve can be relocated to the planned community market, allowing the outstanding road works to proceed.

Residents have also called for speed humps along the road leading to Ongos Valley, citing safety concerns, particularly with two schools located near the busy road. Additional CCTV cameras and the expansion of the taxi rank towards Ongos Valley were among other concerns raised.

Water, electricity, public transport and safety also remain key priorities for the

community, highlighting the importance of continued investment alongside the formalisation programme.

Windhoek mayor, Cllr. Sakarias Uunona, assured residents that their concerns had been heard and would receive the necessary attention.

The developments in Samora Machel illustrate the scale and complexity of transforming informal settlements into integrated urban communities. From securing land and planning neighbourhoods to expanding water and sanitation networks, building schools and addressing roads and safety, the City's interventions are laying the groundwork for communities that are not only formally recognised, but also better connected to essential services.

For Samora Machel residents, the journey towards formalisation is still ongoing. But with planning advancing and infrastructure projects taking shape, the vision of better-serviced communities is steadily moving from plans on paper towards reality.



Councillors Fransina Kahungu engage with the Samora Machel community at the Blue Church in Hadino Hishongwa, emphasising "constructive dialogue" and the need for "practical interventions" to improve service delivery and living conditions.



Community members actively raise questions and concerns during the public meeting, contributing to discussions on the upgrading and development of informal settlements.



Havana residents raise questions and concerns on water, sanitation, roads and safety during the public meeting.





Development projects gain momentum in Tobias Hainyeko

By Cillie Kapolo (CPRP), Communications Specialist



Residents of the Tobias Hainyeko Constituency attend the City of Windhoek public meeting held at the Maxuillili Centre in Babylon.

Residents of the Tobias Hainyeko Constituency are set to benefit from a number of development initiatives aimed at improving public infrastructure, emergency services and access to basic services.

The projects were highlighted during a recent public meeting with residents, where the City of Windhoek provided updates on developments underway across the constituency, including the redevelopment of Tukondjeni Market, the expansion of the Maxuillili Fire Station, and the formalisation and electrification of informal settlements.

A key development is the planned redevelopment of Tukondjeni Market, also known as Stop n Shop, on Erf 955 in Okuryangava. The City has allocated N\$1 million towards feasibility studies and architectural designs for the project, which is expected to improve the working environment and facilities for approximately 460 local traders.

The Maxuillili Fire Station is also being expanded, with the second phase of the project currently underway. A budget of

N\$3 million has been allocated for the expansion, which is intended to increase the station's capacity and strengthen emergency response in the constituency.

Progress is also being recorded in the formalisation and electrification of informal settlements in Tobias Hainyeko. In Babylon, approximately 273 households in Blocks 3221 and 3217 have concluded lease agreements and obtained lease rights. Electrification work is currently underway, with contractors on site.

In Okatunda, approximately 260 households that have signed lease agreements have already been electrified. Meanwhile, formalisation efforts are continuing in Kilimandjaro, where several blocks have been pegged. Internal demarcation and realignment are underway, alongside the process of concluding lease agreements with residents.

Residents were also informed that the monthly rental payable under new lease agreements is currently N\$200.38, effective from 1 March 2026. The amount was adjusted from N\$113.14 in line with

the Namibia Inflation Rate, following no rental increases since 2008.

Deputy Mayor of Windhoek, Nangula Amutenya, used the meeting to call on residents to take greater responsibility for protecting municipal infrastructure in their neighbourhoods.

Amutenya said vandalism of municipal assets, including water points, streetlights and public facilities, places additional pressure on the City's limited resources, as funds have to be redirected towards repairs instead of new developments and addressing existing service gaps.

She urged residents to become the "eyes and ears" of their communities by reporting vandalism and helping to safeguard infrastructure provided for public use.

The City said it will continue engaging residents and working with communities in Tobias Hainyeko to advance settlement formalisation, improve public facilities and expand access to essential services.



Councillor Matheus Shoongo addresses residents during the City of Windhoek public meeting with residents of the Tobias Hainyeko Constituency.



Deputy Mayor of Windhoek, Cllr. Nangula Amutenya, delivers welcoming remarks and provides an update on key developments in the Tobias Hainyeko Constituency.



David Negonga, Section Head: Leaseholds and Settlements, and Wilhelm Kalimbo from the Electricity Department provide updates on the formalisation and electrification of informal settlements in the Tobias Hainyeko Constituency.



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SELF-READING (SMS)

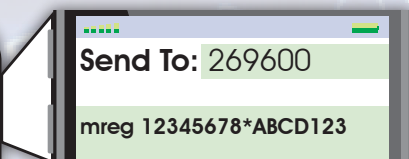
This service allows you to submit your monthly water / electricity meter reading via SMS. Below is the information on how to register and submit your reading.

1. Registration

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

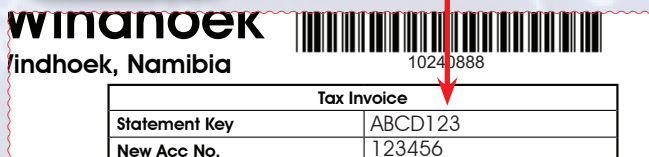
Your SMS should look like this: **EXAMPLE**

mreg (space) accountNo*statementKey → send to 269600



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 YOUR STATEMENT

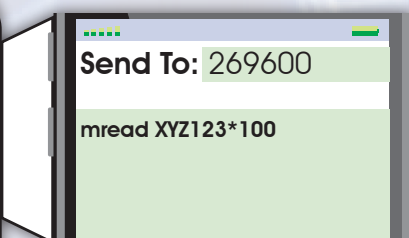


2. Reading Submission

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.

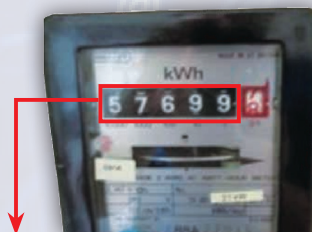
Your SMS should look like this: **EXAMPLE**

mread (space) MeterNo*Reading → send to 269600



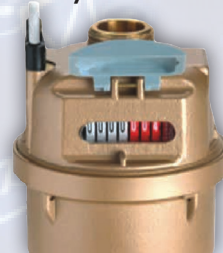
The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted.

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





Groot Aub Municipal Services Remain Free of Charge as Development Continues

By **Steven Kashekele**, Corporate Communication Officer



Community members of Groot Aub turn out in numbers for a consultative meeting with government and local authority representatives, where key development plans and service delivery issues were discussed.

Residents of Groot Aub have been assured that municipal services currently provided by the City of Windhoek remain free of charge, while government continues to invest in infrastructure and development projects aimed at improving living conditions and supporting the settlement's long-term growth.

The assurance was given during a consultative meeting between the Minister of Urban and Rural Development, Honourable Sankwasa James Sankwasa, the Municipal Council of Windhoek, the Khomas Regional Council and the Groot Aub community on Tuesday, 4 August 2026. The engagement formed part of government's ongoing efforts to strengthen collaboration with residents and provide updates on key development initiatives taking place in the settlement.

Addressing the meeting, the City of Windhoek's Strategic Executive for Property Management and Human Settlements, Faniel Maanda, reaffirmed the City's commitment to the development of Groot Aub. He explained that residents continue to benefit from a range of municipal services provided by the City at no cost, including water, sewerage and solid waste management.

Maanda further highlighted the City's continued investment in infrastructure, particularly the ongoing Phase 2 Groot Aub Water Pipeline Upgrade, which is designed to improve the reliability and capacity of the community's water supply network. The water pipeline replacement brings the City's total investment in Groot Aub's water infrastructure to N\$18.4 million, including N\$11 million spent on pipeline materials alone.

The consultative meeting focused on several strategic matters affecting Groot Aub, including the extension of municipal boundaries, land ownership and title regularisation, the approval of building plans, municipal service delivery, housing development, business opportunities and future spatial development projects. With an estimated population of approximately 20,000 residents, Groot Aub continues to experience rapid growth, making coordinated planning and investment increasingly important.

Deputy Mayor Councillor Nangula Amutenya described the meeting as an important platform for collaboration between all spheres of government.

"Today's consultative meeting presents an important opportunity for constructive dialogue, collaborative problem-solving, and the identification



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of practical interventions that will accelerate development and enhance service delivery for the residents of Groot Aub," she said.

The Deputy Mayor added that the City values its longstanding partnership with the Ministry of Urban and Rural Development and remains committed to transparent governance, responsible service delivery and sustainable urban planning. She further stressed the importance of the Ministry, the Khomas Regional Council and the City of Windhoek remaining aligned in their vision for Groot Aub to ensure coordinated planning and effective implementation of development initiatives.

Honourable Minister Sankwasa James Sankwasa acknowledged that meaningful development takes time and requires ongoing cooperation from all stakeholders. "Rome wasn't built in one day," the Minister told residents, assuring the community that development projects will continue to be implemented in Groot Aub.

The Minister also expressed serious concerns regarding the illegal sale of land within the settlement, warning that those involved would face legal consequences. "All individuals selling land here in Groot Aub, I want to see a list of your names, and you will have to deal with the police. Whatever amount you have been paid for the land, you will need to refund that amount because this is not your property. Land in Namibia has designated administrators. Obtain a lease agreement, as it is a legal document that will allow you to build on your land," he stated.

Windhoek Rural Constituency Councillor Willem Gariseb welcomed the engagement, saying it demonstrated government's commitment to listening to communities and working together to address issues affecting residents. He described the meeting as an important platform for dialogue, allowing community members to share concerns, identify challenges and contribute towards practical solutions that will improve service delivery and enhance the quality of life in Groot Aub.



Honourable Minister Sankwasa James Sankwasa addresses Groot Aub residents, assuring the community that development will continue while calling for cooperation and patience as the settlement grows.



City of Windhoek Strategic Executive for Property Management and Human Settlements, Daniel Maanda, updates residents on the City's ongoing commitment to service delivery and infrastructure development in Groot Aub.



Groot Aub Community members take the opportunity to raise questions and share their concerns during the interactive consultative meeting.





City of Windhoek Makes an Impact at the 25th Ongwediva Annual Trade Fair

By Anna Shiimi, Communication Officer - Trainee

The City of Windhoek's participation in the 25th Ongwediva Annual Trade Fair, held from 20 to 29 August 2026 under the theme "A Resilient, Inclusive and Sustainable Economy," culminated in a proud achievement as the City was recognized as the Best Exhibitor in the Sustainable Impact Category.

The recognition reflected the collective efforts of the various departments and sections that contributed to the City's exhibition, while highlighting its commitment to sustainable development, innovative municipal services and a resilient city economy.

The exhibition provided an opportunity for the city to engage directly with residents, visitors and stakeholders while showcasing its core municipal services, development initiatives and programs. Visitors could make enquiries on various municipal services, including account and billing matters, account balances and meter readings, while also receiving information on the City of Windhoek Mobile App and other available digital services.

Among the developments that attracted interest was the City's Goreangab water infrastructure and planned housing development at Goreangab Extension 8, near the waterfront. Visitors were introduced to the housing model for the new project, which is planned to provide additional housing opportunities as the area continues to develop. The project formed part of the City's broader efforts to support integrated and sustainable urban development.

The city also used the opportunity to share information about the history and development of the Goreangab Water Treatment Plant, which was originally commissioned in 1968. As the infrastructure aged, it was subsequently replaced and upgraded, with the current plant commissioned in 2002. The development of the plant demonstrates the importance of continued investment in reliable water infrastructure to support Windhoek's growing population.

Communication played a central role in extending the City's presence beyond the exhibition venue. Engaging content

was developed and shared across the City's social media platforms before and throughout the Trade Fair, encouraging residents and visitors in and around Ongwediva to visit the stand and learn more about the City's services and initiatives.

The campaign generated strong visibility and engagement, particularly on Facebook and LinkedIn, demonstrating public interest in the City's activities, services and achievements, while reinforcing the value of strategic communication in reaching wider audiences.

Updated brochures, information materials and service-related content were also made available to ensure that visitors received relevant and current information.

The Ongwediva Annual Trade Fair therefore served not only as a platform to showcase the City of Windhoek, but also as an opportunity to connect with communities, share information, highlight development projects and demonstrate the City's commitment to sustainable, innovative and people-centered development.



Petrus Nendongo, Laboratory Information Management System Administrator at the North Gammams Laboratory and Purification Plant, explains the Goreangab Water Reclamation Plant to visitors during the Trade Fair.



Best Exhibitor: City staff Haingura Athanasius, Beverly Eimann, Taliya Luuli and Petrus Nendongo poses for a picture after being honoured as the Best Exhibitor in the Sustainable Impact Category at the Trade Fair.





Understanding Your Utility Bill: A Guide to Meter Readings

By Anna Shiimi, Communication Officer - Trainee

Every month, the Department of Finance & Customer Services metering section tracks utility usage across our community to ensure fair, transparent, and accurate billing. To help you better manage your household services, Control Officer of Meter Reading Pack Mokaleng breaks down how meter readings work, why they matter, and how to spot unusual charges.

What Is a Meter Reading?

A meter reading is the physical capture of data directly from your water or electricity meter. It records your actual household consumption over a set period, ensuring that your monthly invoice reflects exactly what you used rather than an average projection.

When are Readings Taken?

Meter readings are taken by the City of Windhoek's meter-reading team between the **16th of one month and the 15th of the following month**. This reading cycle also applies to residents who have registered as self-readers, who are required to submit their readings within the same period.

For accurate recording, residents should only record the black numbers on the water meter, as these indicate the consumption in cubic metres (m³). The red numbers represent litres and smaller units and are not required for the meter reading.

Taking regular and accurate meter readings allows residents to monitor their monthly water consumption closely. By keeping track of these readings, sudden increases in consumption can be identified early, which may indicate a hidden plumbing leak or a faulty meter.

How do Estimations Work?

If a meter reader cannot access your property during the reading cycle, due to locked gates, overgrown landscaping, or unrestrained pets, our system automatically generates an estimated reading.

The Estimation Formula: Estimations are calculated based on your preceding month's usage, specifically your previous month's consumption pattern.

Water Usage: For standard residential households, normal water consumption is expected to stay below 30 kiloliters per month. Water billing operates on a progressive rate: the more water you consume over a short period of time, the higher the rate charged per unit.

Electricity Billing: Unlike water, electricity operates on a flat rate, meaning there are no penalty surcharges for higher volume usage.

Be in charge of your account and Take Action on Your Account

If you notice that your monthly statement reflects an estimated reading rather than an actual one, or if you suspect an error, we encourage you to contact our Customer contact Centre or metering section. Our team will help you clarify your meter readings.



Municipal water meter showing the reading from left to right. Only the black numbers are recorded when taking the meter reading.



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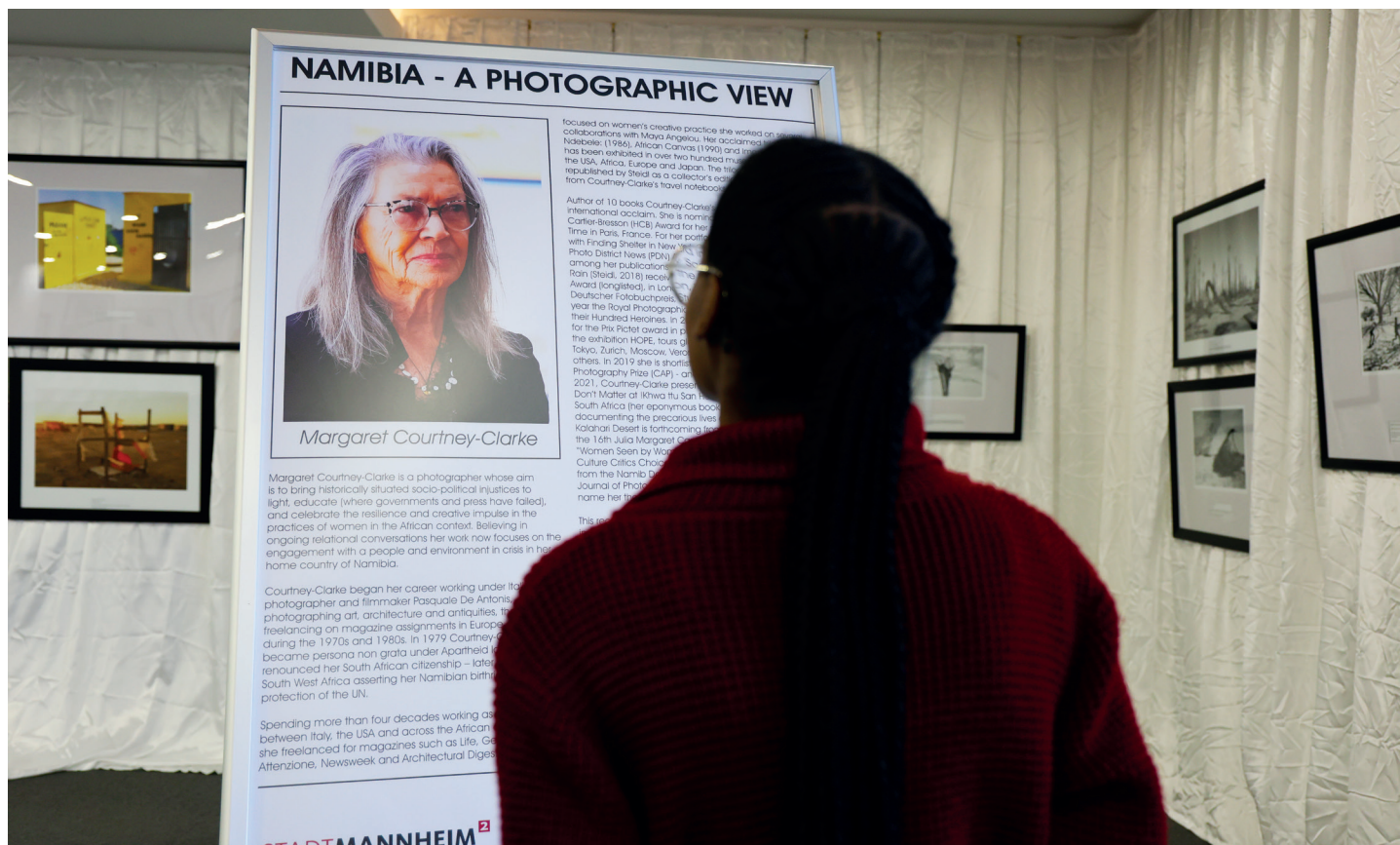
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Through the Lens: Photographers Capture Namibia's Stories

By Cillie Kapolo (CPRP), Communications Specialist



What does Namibia look like when seen through the eyes of people who take the time to listen to communities, document their challenges and tell stories that often go beyond the headlines?

That question was at the heart of "Namibia - A Photographic View", an exhibition that brought together the work of photographers Margaret Courtney-Clarke and Rachel Ngeitokondjo Sakeus at the City of Windhoek Function Hall.

Although the exhibition has closed, the stories captured through their lenses continue to offer perspectives on Namibia's people, communities, environment and social realities.

The exhibition formed part of cultural cooperation between the City of Windhoek and the City of Mannheim, Germany, with the involvement of the Reiss-Engelhorn Museums and the National Art Gallery of Namibia.

Courtney-Clarke's work, selected as the winning submission, documents challenges experienced by communities across Namibia, including drought, poaching, contaminated water, informal settlements, sanitation challenges and the impact of floods on homes and livelihoods.

However, her work goes beyond documenting hardship. By spending time with marginalised communities and listening to their experiences, she seeks to capture not only the challenges people face, but also their resilience and the ways in which they respond to them.

Her approach reflects the words of renowned French photographer Henri Cartier-Bresson: "It is an illusion that photos are made with the camera... they are made with the eye, heart and head." For Courtney-Clarke, photography is therefore not only about seeing, but also about listening.

While Courtney-Clarke's work takes viewers across Namibia, Sakeus turns her lens towards Katutura, a community she knows intimately. Her series, "Tura Story", draws on her own experiences and the history of the community to present a personal perspective on everyday life in Katutura.

Together, the two bodies of work offer contrasting yet complementary perspectives of Namibia. One documents social and environmental realities across the country, while the other tells the story of a community from within.

According to Michelle Van Wyk, Director of the National Art Gallery of Namibia, the exhibition brought together perspectives that engage with Namibia's historical and contemporary social and political realities, while creating a platform for Namibian photographers to share their work locally and internationally.

The selected artistic work was first presented as a solo exhibition at Gallery ZEPHYR -



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Khomas Regional Governor, Honourable Sam Shafishuna Nujoma; Ouslow, music artist; Cllr. Sakarias Uunona, Mayor of the City of Windhoek; Cllr. Nangula A. Amutenya, Deputy Mayor of the City of Windhoek; Christian Specht, Mayor of Mannheim; and photographers Magreth Courtney and Rachel Sakeus during the official opening of the photo exhibition at the City of Windhoek Function Hall recently.

Raum für Fotografie at the Reiss-Engelhorn-Museen in Mannheim, Germany, with the intention of subsequently taking the exhibition to additional venues in Germany and Namibia.

Beyond photography, the exhibition also highlighted the growing role of the creative sector in Namibia's development.

Delivering the keynote address at the official opening at the City of Windhoek Function Hall, Khomas Governor Honourable Sam Nujoma called for greater recognition of artists as entrepreneurs. He emphasised the role of leadership in creating an environment where culture can be practised, developed, preserved and transformed into opportunities for social and economic advancement.

Nujoma noted that the Eighth Administration, under the leadership of President Dr. Netumbo Nandi-Ndaitwah, has identified the creative economy as one of the country's priority areas of national development, alongside youth empowerment, education and skills development.

He said recognising creativity as both a cultural asset and an economic resource could contribute to enterprise development, employment creation and greater opportunities for young creatives.

Mayor Christian Specht, meanwhile, described the exhibition as more than a cultural event, saying it also contributes to strengthening the relationship between Windhoek and Mannheim.

He said the photographs capture landscapes, experiences and realities deeply connected to Namibia, while the joint initiative demonstrates how cultural cooperation can strengthen relationships between cities and their people.

The event was officially opened by Windhoek Mayor Councillor Sakaria Uunona, together with Mannheim Mayor Christian Specht and Governor Nujoma.

Also in attendance were Windhoek Deputy Mayor Councillor Nangula Albertina Amutenya, other councillors, City of Windhoek Chief Executive Officer Moses Matyayi, artists and members of the public.



Photographers Rachel Ngeitokondjo Sakeus and Margaret Courtney-Clarke participate in a panel discussion facilitated by Michelle Van Wyk (far right), Director of the National Art Gallery of Namibia.





Know your Councillor:

CLLR DEMETREO RONALDUS BEUKES -

Community-Rooted, City-Focused

By Anna Shiimi, Communication Officer - Trainee



Councillor Demetreo Ronaldus Beukes

With more than a decade of experience in adult education, community development and grassroots empowerment, Councillor Demetreo Ronaldus Beukes brings a strong community-focused perspective to the City of Windhoek Municipal Council.

Born on 17 October 1987, Councillor Beukes is a Namibian national and a newly elected Municipal Council Member. He was inaugurated on 05 December 2025 following the Regional and Local Authority Elections held on 26 November 2025.

Residing in Groot-Aub, Windhoek Rural, Councillor Beukes has a strong connection to rural communities and understands many of the challenges they face. However, his mandate extends beyond his immediate community, as he represents the wider City of Windhoek and contributes to matters affecting residents across the capital.

As a dedicated father of four, his commitment to community development is closely connected to his belief in creating better opportunities and living conditions for families.

A Foundation in Community Development

Councillor Beukes' academic and professional journey has been strongly centred on community development and leadership. In 2021, he obtained a Certificate of Education in Development (NQF Level 4) from NAMCOL. He subsequently earned a Diploma in Community Development and a Diploma in Leadership and Management from ALISON University in the United Kingdom in 2022.

His training extends beyond formal qualifications and includes adult education, entrepreneurship, ICT literacy and advocacy against gender-based violence. These skills have equipped him with practical knowledge to engage communities, identify local challenges and support initiatives aimed at improving social and economic wellbeing.

More Than a Decade of Community Service

Councillor Beukes has extensive experience working directly with communities. From 2009 to 2020, he served as a Literacy Promoter under the Ministry of Education, Arts and Culture, where he facilitated adult education classes and supported community development initiatives.

His passion for education also saw him serve as a Relief Teacher at Groot-Aub Primary School, giving him first-hand





exposure to the educational needs of children and families in rural communities.

His commitment to youth development extends beyond his professional responsibilities. He volunteered with Kayec Trust in support of youth development programmes and was actively involved with Hope Initiative Southern Africa Namibia (HISA) as a Family Support Volunteer, where he participated in planning and implementing community empowerment initiatives.

Leadership Rooted in the Community

Councillor Beukes' leadership experience has largely been built at grassroots level. He served as Secretary of the Groot-Aub Community Development Committee and as a member of the Think Tank Development Committee, contributing to strategic planning and local development initiatives.

His involvement in gender-based violence prevention programmes and youth empowerment initiatives further demonstrates his commitment to addressing social challenges and supporting stronger communities.

These experiences have shaped his belief that communities should not simply be recipients of development, but should actively participate in identifying their needs, shaping solutions and contributing to the development of their own areas.

A Vision for Windhoek Rural

As a Municipal Council Member, Councillor Beukes is passionate about the development of Windhoek Rural and ensuring that rural communities are meaningfully considered within the broader growth of the city.

His priorities include land, housing, water, electricity, roads, sanitation, transport, education and economic opportunities. He believes residents should have equitable access to municipal services and opportunities that can improve their living conditions and livelihoods.

While Groot-Aub remains an important part of his community identity, Councillor Beukes recognises that his responsibility is to the wider City of Windhoek. He therefore brings the experiences and concerns of rural communities into broader municipal discussions.

A Growing Role in Council

Councillor Beukes serves as a member of

the Council Management Committee and has also been appointed Chairperson of the Council Advisory Committee for Spatial Planning and Urban Mobility.

This responsibility places him in discussions that influence how Windhoek develops, including spatial planning, land use, infrastructure and how residents move between communities, workplaces, services and other parts of the city.

His experience working at community level provides a practical perspective as he contributes to these broader Council responsibilities.

Connecting with the Community

Highly organised, reliable and adaptable, Councillor Beukes has strong

competencies in project development, community engagement and leadership. His ability to communicate in English and Afrikaans, coupled with conversational Damara/Nama, enables him to engage with residents from diverse backgrounds.

For Councillor Beukes, leadership is ultimately about being present in the community, listening to residents and ensuring that their concerns are represented within the appropriate municipal structures.

As he continues his tenure on the City of Windhoek Municipal Council, his years of service in education, community development and grassroots leadership provide a strong foundation for his role in serving residents across Windhoek.





309 Households Relocated to Havana Extensions 8 and 11 are Seated According to the Approved and Proposed Township Layout in Moses //Garoëb Constituency

By Steven Kashekele, Corporate Communication Officer



The City of Windhoek continues to make meaningful progress in upgrading informal settlements and improving living conditions, with key developments highlighted during a recent public meeting at the Max Mutongolumbe TB Clinic.

Community members raised concerns around safety, water and other service-delivery challenges. While these concerns remain important, Council and the City are proud to report back to the community on the progress already achieved.

A total of 309 households relocated to Havana Extensions 8 and 11 are now seated according to the approved

and proposed township layouts. The relocation means improved access and road connectivity, creating clearer routes for emergency vehicles and improving the City's ability to respond quickly to incidents such as fires and other emergencies.

Havana Extension 8 has been approved by the Urban and Regional Planning Board, surveyed and is currently being registered at the Deeds Office. Extension 11 has been submitted to the Board for consideration.

The City has also planned five townships to support the upgrading of informal settlements in the constituency. Three townships on Farms 1028 and 1029

have already been approved and recommended by Council, while Environmental Impact Assessments have been completed for all five planned townships.

Another major milestone is the allocation of land for a district hospital, which is already under construction, bringing much-needed healthcare infrastructure closer to residents.

Progress is also being made in household surveying and land administration. 16,588 structures have been numbered, 10,887 households surveyed, and 7,318 certificates printed, of which 6,115 have been issued.



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City of Windhoek officials respond to questions from residents during the public meeting, providing updates on service delivery, safety and ongoing development projects.

In Moses //Garoëb, 1,500 water forms have also been issued.

Meanwhile, the City continues with relocations, household reorganisation, mapping and digitisation across several settlements, including Max Mutongolume, Kavikunua, Kambahahiza, Mandume Ndemufayo and others.

The challenges are real, but so is the progress. Through planning, infrastructure development and improved land administration, the City continues to lay the foundation for safer, better-served and more sustainable communities in Moses //Garoëb.



City Councillor Matheus Shoongo facilitates the public meeting, guiding the discussion and ensuring residents have an opportunity to raise their concerns and engage with City officials.



A view of Max Mutongolume, where 309 households relocated to Havana Extensions 8 and 11 are now seated according to the approved and proposed township layouts, improving road connectivity and emergency access.



A community member raises a question and shares concerns during the public meeting.



City Junior Council Inspires Opuwo Primary Learners to Become Changemakers

By **Steven Kashekele**, Corporate Communication Officer



Junior Councillors, Opuwo Primary School learners, teachers and City officials pose at the popular "I Love Windhoek" landmark, a favourite spot for capturing Windhoek memories.

The City of Windhoek's Junior Council brought a message of leadership, compassion and service to learners at Opuwo Primary School during an inspiring courtesy visit, encouraging young people to become responsible citizens and changemakers in their communities.

The City's Junior Council consists of 76 junior councillors representing various schools across Windhoek. Through their programmes and outreach initiatives, the young leaders are actively involved in projects aimed at making a meaningful difference in the lives of others.

Speaking during the visit, CoW Junior Mayor Cllr Kovil Kambai outlined some of the key initiatives driven by the Junior Council, with a strong focus on caring for vulnerable members of society. Among these is an elderly outreach project, through which junior councillors visit old-age homes, spend time with senior citizens, prepare meals and present them with gifts.

"Help the elders. Fetch firewood for them. Take care of them. Be a changemaker," Cllr Kambai told the learners, encouraging them to embrace kindness and make a

positive difference wherever they can. He also highlighted the Junior Council's cancer project, which focuses on supporting young people affected by cancer. "Everyone has to be supported," he said, emphasising the importance of compassion and standing with those facing difficult circumstances.

Another important initiative is Farm Okukuna, located just outside Windhoek aims to contribute towards promoting food security. Cllr Kambai encouraged learners and teachers to start small gardens at their schools and homes, saying such initiatives could help communities become more self-reliant.

The visit also gave learners an opportunity to ask questions about the Junior Council, including the standards expected of councillors, what makes a good junior councillor and how one can qualify to serve. Responding to the learners, CoW Community Development Officer and Junior Council Coordinator, Helena Ndeutapo, stressed that leadership begins with strong values and personal integrity. She explained that the Junior Council follows basic rules, including respecting

other people's property and not taking what does not belong to them. Do not steal," she said. "Even at your schools, learners should not steal textbooks or money."

Ndeutapo reminded the learners that the values they develop at a young age will shape the kind of leaders they become in future. "Once you grow up, you will be leaders and may be entrusted with government resources. If you learn to steal, how will you handle government resources for the fair benefit and distribution to the people of the country?" she asked.



An Opuwo Primary School teacher gives a vote of appreciation, thanking the City for giving learners this valuable experience.



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Some of the City of Windhoek's 76 Junior Councillors, representing various schools across the capital.



Opuwo Primary School learners take their seats in the City of Windhoek Council Chambers for a firsthand experience of local government.



Teachers from Opuwo Primary School accompany learners during their educational visit to the City of Windhoek.



City's Community Development Officer and Junior Council Coordinator, Helena Ndeutapo, speaks to learners about values and responsible leadership.



Junior Mayor Cllr Kovii Kambai encourages learners to show compassion and become changemakers in their communities.





One Man's Bakkie, Driving a Cleaner Moses //Garoëb

By Steven Kashekele, Corporate Communication Officer



Thomas Otto stands beside the waste skip container, where his commitment to a cleaner Moses //Garoëb Constituency continues to make a difference.

For three years, Thomas Otto has used his pick-up bakkie to do something simple but meaningful: collect plastic waste and take it to the main skip container next to the Max Mutongolume TB Clinic.

A waste management volunteer residing in the Moses //Garoëb Constituency, Otto believes that keeping communities clean should not be seen as the responsibility of the municipality alone. "Most people think that it is a sole responsibility of the municipality to collect waste," says Otto. "That's the example I want to give to people, that you have a responsibility as well."

His commitment is a reminder that cleaner communities require a partnership between the City and its residents. While the City of Windhoek continues to provide waste collection services, improve access roads and invest in the planning and development of informal settlements, residents also have a role to play by disposing of waste responsibly and discouraging illegal dumping. For Otto, collecting waste is not about recognition. It is about leading by example and showing that every resident

can contribute towards a cleaner environment. His efforts come at a time of significant change in Moses //Garoëb Constituency. One of the biggest achievements in the area has been the relocation of more than 309 households to Havana Extensions 8 and 11, where they are now seated according to the approved and proposed township layout.

The reorganisation is also improving service delivery. With clearer roads and better access, municipal waste collection vehicles can reach more households and collect refuse more efficiently.

Progress is equally being made in household surveying and land administration. A total of 16,588 structures have been numbered, while 10,887 households have been surveyed. The City has printed 7,318 certificates, of which 6,115 have already been issued. In Moses //Garoëb, 1,500 water forms have also been issued.

Meanwhile, the City continues with relocations, household reorganisation, mapping and digitisation across settlements including Max Mutongolume, Kavikunua,

Kambahahiza and Mandume Ndemufayo.

As communities become more organised and accessible, the delivery of essential services, including waste collection, becomes easier. But Thomas Otto's message remains clear: a clean city cannot depend on municipal services alone.



Thomas Otto takes a moment in his pick-up bakkie after offloading collected waste, chatting with the City of Windhoek Marketing & Events Management Section Head, Fortune Nanus.



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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE

IMPORTANT REMINDER: VERIFY YOUR MUNICIPAL ACCOUNT PAYMENTS

The City of Windhoek kindly requests all residents and account holders to carefully review their monthly municipal statements to ensure that all payments made are correctly reflected on their accounts.

We have identified a significant number of **EFT / Online payments** received with incorrect, incomplete, or invalid payment references. When a **WRONG** reference is provided, we are unable to identify the account / invoice to which the payment should be allocated. As a result, these payments remain unallocated and may not appear on the customer's municipal account which may also lead to suspension of services due to arrears on the account.

To avoid unnecessary delays residents and account holders are urged to:

1. Always use the correct municipal account number or invoice number when making payments.
2. Review municipal statements regularly to confirm that all payments have been allocated.
3. Retain proof of payment for future reference.

Correct Reference to use when making online payments:

If a payment does not reflect on your municipal account, please contact our Call Centre for assistance at **081 950 3777** or email your proof of payment to payments@windhoekcc.org.na.

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"

Page 1 of 1

Windhoek
Windhoek, Namibia

Tax Invoice

Statement Key	
New Acc No.	XXXXXXXXXXXX
Vat No.	
Tax Invoice No.	
Statement Date	
Group Account No.	
Reference	
Due Date	2019/03/15

INV XXXXXXXXXXXX

CITY OF WINDHOEK
P O Box 59, WINDHOEK NAMIBIA
Telephone No: (061) 290 2911
TAX INVOICE
VAT Reg. Number 2646057-01-5

Your cooperation will assist us in ensuring the accurate and timely allocation of payments to customer accounts.



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Highlights from the Municipal Council of Windhoek

ORDINARY COUNCIL MEETING HELD ON THURSDAY, 27 AUGUST 2026

By Cillie Kapolo (CPRP), Communications Specialist



German Government Withdraws EUR11 Million Grant for Sustainable Urban Mobility Project

The German Government has withdrawn an EUR11 million grant that was earmarked for the City of Windhoek's Sustainable Urban Mobility Project.

The grant was allocated during government negotiations between Namibia and Germany in October 2021 and was to be provided through the German Development Bank, Kreditanstalt für Wiederaufbau (KfW), under the German Climate and Technology Initiative (DKTI).

The funding aimed to support sustainable urban mobility initiatives in Windhoek, focusing on reducing greenhouse gas emissions, improving public transport efficiency, and aiding the city's transition to lower-carbon urban transport.

The original project proposed developing a Non-Motorised Transport network, which included bicycle lanes to encourage residents to walk and cycle instead of relying on motorised transport.

As part of the project preparations, the City conducted a feasibility study from November 2024 to April 2025 to assess the proposed non-motorised transportation network. This study found

that the expected increase in cycling and other forms of non-motorised transport was significantly lower than initially projected.

Additionally, the anticipated reduction in carbon dioxide emissions did not meet the threshold required under the German climate-funding mechanism.

In light of these findings, the German Government requested that the City propose an alternative project that would satisfy the initiative's climate impact requirements and be sufficiently developed for appraisal and funding before the grant expired.

In response, the City submitted a new proposal for an Electric Bus Project at the end of October 2025.

This proposal was reviewed by KfW, and further discussions occurred between KfW, the City of Windhoek, and the Development Bank of Namibia.

Despite these efforts, the German Government ultimately decided to withdraw the grant funding.



NAMIBIA TRAINING AUTHORITY

City Secures N\$1.2 million Training Grant for Firefighting and Rescue Programmes

The City of Windhoek is set to benefit from N\$1.2 million in training funding from the Namibia Training Authority (NTA) to support accredited firefighting and rescue operations programmes offered through the City's Emergency Management Training Centre (EMTC).

The Municipal Council of Windhoek approved the City entering into a Training Grant Agreement with the NTA for the implementation of the National Vocational Qualification in Firefighting and Rescue Operations Levels 1 and 2.

The funding will cover approved training-related costs for 40 trainees enrolled in the two programmes. The grant will run from 1 April 2026 to 30 June 2027, in accordance with the terms and conditions of the agreement.

The EMTC obtained accreditation from the NTA in 2024 as a vocational training provider for Firefighting and Rescue Operations Levels 1 to 4.

The accreditation positioned the Centre as a recognised provider of vocational education and training in the emergency management sector.

The grant is expected to enable the EMTC to expand its training capacity while reducing the financial burden on trainees. The agreement also strengthens the City's capacity to develop skilled personnel in firefighting, rescue operations and emergency management.

The agreement is aligned with the City's strategic priorities relating to human capital development, service excellence, emergency preparedness and institutional sustainability, and supports the City's broader objective of building a skilled and responsive workforce.

The NTA funding will be adjusted quarterly based on the number of trainees.

Additionally, the agreement stipulates that trainees covered by the grant will not incur any extra fees for the training services provided under this agreement.

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



SOCIAL MEDIA CHATS

Your questions answered



By Lydia Shifa, Communication Specialist

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, the new Eneas Peter Nanyemba Road (formerly Monte Christo Road) is already falling apart before the paint on the traffic lines even dries properly. Is this what N\$381 million buys us, or are we just accepting substandard work as the new normal? The City of Windhoek and project contractors need to give taxpayers answers!

The construction of Eneas Peter Nanyemba Road is funded by the Road Fund Administration (RFA) and is being implemented under a Design, Build and Transfer arrangement. Under this arrangement, ownership and maintenance responsibilities will only be transferred to the City of Windhoek upon the successful completion and formal handover of the project.

Until the handover process is concluded, the Developer of Ongos Development Township and the appointed Engineer remain responsible for the design and construction of the road, as well as the rectification of any defects identified during the project.

The City of Windhoek is aware of concerns regarding deterioration at certain intersections along the road. These concerns have been formally brought to the attention of the Developer and the Engineer responsible for the project.

Investigations are currently being undertaken, in consultation with the Developer and the Engineer, to establish the causes of the observed deficiencies and determine the appropriate remedial measures. The responsible parties remain accountable for addressing any defects identified before the road is formally handed over to the City.

Is the City of Windhoek aware of several manhole covers missing across Windhoek? these open manholes pose a significant safety risk to pedestrians, motorists and surrounding communities. What is the City doing to address the problem?

The City of Windhoek acknowledges the public safety concerns associated with missing manhole covers and damage to other municipal infrastructure. The City has identified theft, vandalism and the unauthorized removal of municipal infrastructure as the primary causes of missing manhole covers.

Based on the City's maintenance and incident records, approximately 180 manhole covers were recorded missing across the city as of 24 August 2026. The estimated cost of replacing a standard manhole cover, including materials, labour and associated works, ranges between N\$6,500 and N\$7,500 per cover. As a result, the City spends approximately N\$500,000 annually replacing missing or stolen manhole covers.

We encourage residents to report any suspected theft of manhole covers to the City's Customer Contact Centre at 081 950 3777 or via email at enquiry@windhoekcc.org.na

City of Windhoek, you are increasing your electricity tariff every year and this is really becoming unsustainable. We need to demonstrate as residents to end this day-light robbery.

Please take note that the primary driver of the electricity tariff adjustment is the increase in the cost of bulk electricity supplied to the City by NamPower.

For the 2026/27 financial year, NamPower received approval from the Electricity Control Board for a 3.7% increase in its bulk electricity tariff. As the City of Windhoek purchases its electricity from NamPower, any increase in bulk supply costs has a direct impact on the cost of providing electricity to residents, businesses and institutions across the city.

The City's average tariff adjustment of 3.6% is therefore necessary to accommodate the increased cost of bulk electricity purchases while ensuring the continued provision of a secure, reliable and high-quality electricity supply to all customers.

What factors informs your tariff adjustments? ariff raise shouldn't be triggered by the need for funds but rather the proportion of service delivery as opposed to billing proportion. You can't let citizens pay more on the very same services. Upgrade and add value to service before you ask for more!

The 4% tariff adjustment was approved to ensure the continued financial sustainability of Council and to enable the uninterrupted delivery of essential municipal services.

The increase takes into account the rising cost of providing services, including inflation, maintenance and rehabilitation of infrastructure, and operational costs including funding of additional staff members to improve vacancy ratio that is affecting service delivery.

It also supports Council's ongoing investment in maintaining and improving service delivery to residents and businesses while keeping the increase as affordable as possible.

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Seen Around

City of Windhoek at the 25th Ongwediva Annual Trade Fair: A glimpse of the City's participation at the 25th Ongwediva Annual Trade Fair, where officials engaged with visitors, shared information on municipal services, and connected with residents and stakeholders. The vibrant trade fair provided an opportunity for the City to showcase its work, interact with the public, and promote its services beyond Windhoek.



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

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/city-of-windhoek



www.windhoekcc.org.na

Seen Around

Namibia: A Photographic View: A glimpse into an exhibition that brought Namibia's people, places and stories into focus through the lenses of Margaret Courtney-Clarke and Rachel Ngeitokondjo Sakeus. From communities and everyday life to the country's social and environmental realities, the exhibition offered visitors an opportunity to see Namibia from different perspectives and experience the power of photography to tell stories, spark conversation, and connect people.



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

E-mail: cowcommunication@windhoekcc.org.na

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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



ANNUAL WINDHOEK CITY *Kapana Festival 2026* *Grilling culture, serving memories*

 30 OCTOBER 2026 |  09H00 – 23H00

 City of Windhoek Front Parking, Independence Avenue

