

TOGETHER WE CAN BEAT THE VIRUS

Aloe



City of Windhoek

The Gateway to Endless Opportunities

Issue 4
August

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.

2021

- Mayor's corner: **an update from council ~ 'Women arise'** 3
- New ambulances improve emergency response 4
- City distributes over 16 000 certificates of acknowledgement for land occupation in one year 5
- Social Media Chats 6
- Media releases and public notices 7



COW PUBLIC EVENTS CALENDAR - SEPTEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	31 Month-end Street Market Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market Economic Development & Community Services (C. Kaverua)	2	3	4 Month-end Street Market Economic Development & Community Services (C. Kaverua)
5	6	7	8	9	10	11
12	13	14	15 World Clean-up Day	16 International Day for the Preservation of the Ozone Layer	17	18 World Water Monitoring Day
19	20	21 Zero Emissions Day	22 Car Free Day	23	24	25 World Biodiversity Day
26 World Environmental Health Day	27 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	28	29 World Rivers Day	30 Month-end Street Market Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market conomic Development & Community Services (C. Kaverua)	2 Month-end Street Market Economic Development & Community Services (C. Kaverua)

To be a SMART and Caring City by 2022



Namibia's popular Olympians, *Christine Mboma and Beatrice Masilingi, visited the City of Windhoek in August, shortly after their return from the Tokyo Olympic Games. They were received by Mayor Job Amupanda, Deputy Mayor Clemencia Hanases, and new CoW chairperson of the management committee, Councillor Ndeshihafela Larandja (right).*
Read more about the visit on page 8

/cityofwindhoek
Visit our website: www.windhoekcc.org.na
E-mail: communication@windhoekcc.org.na



Editor: *Lydia Amutenya, section head, Corporate Communication*

Editorial

Dear Aloe readers,

A lot has happened since the last issue of the Aloe. While we should remain cautious and take necessary preventative measures when it comes to COVID-19, I would like to acknowledge our efforts in responding to the pandemic as a country and in particular, our City, which was once the epicenter of the virus. Kudos to our frontline and healthcare workers, who on a daily basis, come face to face with the virus in line with their duty while putting their lives on the line for our wellbeing. They continue to extend their caring hands under difficult circumstances with commitments and perseverance. Our collective efforts as a nation are highly appreciated and commendable. With the impact of COVID-19 on almost every aspect of life and without ignoring our challenges, we need to be optimistic and look forward in anticipation that better days are coming.

The third of August 2021, will remain a memorable day in our history when our very own young sprinter Christine Mboma put up an electrifying performance and brought an Olympics silver medal to the land of the brave. We remain proud of the outstanding performance of the entire Team Namibia at the just ended Tokyo 2020 Olympics games. We wish them well all in their future.

Lately, the City of Windhoek has been experiencing an undesirable situation of reoccurring incidences of illegal occupation of land in the informal settlements. While the land remains the most needed commodity, the prevailing challenges facing the timely delivery of land in urban areas such as Windhoek remain. Urbanization and its effects have not spared Windhoek, being the biggest city in Namibia with a population estimated at half a million. While council is hard at work to look at suitable and sustainable strategies in addressing the land issue, there is a need for collective understanding about the consequences of unprocedural land occupation in Windhoek. We are therefore calling our residents to be patient and give the council the time to work on a lasting solution to the land issue.

Lastly, as we fast approach the driest months of the year coupled with seasonal strong winds, let us be extra cautious when handling fire to prevent veld fire. As we all know, the good rains we received earlier this year has also made it more dangerous for veld fire to spark because of the dry vegetation that can burn quickly.

Let us continue to rally behind the efforts of the council in realising our dream of making Windhoek a smart and caring city for all. Please remember that you can contact us for any contributions, story ideas, feedback, or suggestions at our e-mail: cowcommunication@windhoekcc.org.na

I encourage you to take part in our short Aloe Survey. It will not take up much of your time and your contribution will help us serve you better. Please find the link to participate in the survey below.

We wish you a pleasant read of this edition, until next time, keep safe!

Regards,

Lydia

The Aloe Survey

We need your help in continuously improving our external newsletter, The Aloe. Please let us know what you think about the content, design and availability of the publication by answering a few, short questions (six questions only). To take the survey now, please click and follow this link:

CLICK HERE
to take the Aloe Survey



Thank you for taking the time to fill out this survey.

Survey available on our website at:

http://www.windhoekcc.org.na/aloe_survey.php

Aloe

The Aloe is produced by the Corporate Communications, Marketing and Public Participation division in the Office of the Chief Executive Officer. The public is welcome to give constructive feedback via the editor's column. If you have any comments, suggestions or contributions, send us an e-mail to cowcommunication@windhoekcc.org.na, or use our Post Office Box 59, Windhoek to send us a contribution via mail.

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Mayor's corner

an update from council ~ 'Women arise'

Adapted by Botha Ellis (Corporate Communication officer) from a council speech by Deputy Mayor Clemencia Hanases

Every year in August, our southern neighbour, South Africa, marks Women's Month. We join them in paying tribute to the more than 20 000 women who marched to the Union Buildings on 9 August 1956 in protest against Pass Laws for women. The year 2021 also marks the 26th anniversary of the Beijing Platform for Action, which created a platform for greater gender equality. This year's commemoration is held under the theme "The year of Charlotte Mannya Maxeke: Realising Women's Rights." Charlotte Maxeke was a South African religious leader, social and political activist and the first black South African woman to graduate with a university degree. She graduated from Wilberforce University, Ohio in 1903, where she studied under Pan-Africanist, W.E.B Du Bois, and received an education focused on developing her as a future missionary in Africa.

> ***"The year of Charlotte Mannya Maxeke: Realising Women's Rights."***

Ensuring and protecting rights for all has been a constant struggle for women, as we battle the devastating COVID-19 pandemic. The pandemic impacted our nation and her people in countless ways. What was initially a health crisis has impacted the economy, health, education, food security and gender equality. Women also face the second pandemic of gender-based violence – as we continue to see and hear about in the media on an almost daily basis.

Women's Month allows us to gauge how far we have come in transforming society, particularly the transformation of unequal power relations between women and men. While also focusing on and addressing gender oppression, patriarchy, sexism, racism, ageism, structural oppression, and creating a conducive environment which enables women to take control of their lives. At this juncture, I'd like to pause, to remember the life and contribution of our colleague,

> ***We have the opportunity as women, mothers, spiritual, and community leaders to develop the blueprint for a brighter, happier, safer future.***

Ms. Gladys Capuyan, coordinator Product Development in the Economic Development division, who tragically passed away in May this year due to COVID-19. We carry fond memories of her time with us in our hearts forever. We lost too many colleagues already to the pandemic. To the bereaved families, friends, and co-workers, may you receive comfort and strength through our Lord and know that we mourn your loss deeply.

I draw on the above as part of my call to all Namibian women; rise! Gone are the days of suffering in silence, intimidation, harassment, violence, murder, child trafficking, and the denial of human dignity. I want us as women to start raising ourselves up, nurturing children with solid values, and actively participating in local and international arenas - be it in sport, business, education, politics, science, engineering, the medical and legal fraternities, vocational trades, manufacturing, or entrepreneurship. We are the hope and salvation of our nation.

We have the opportunity as women, mothers, spiritual, and community leaders to develop the blueprint for a brighter, happier, safer future. Let's leave a legacy for future generations to benefit from, improve on, and carry forth. With these few words, I leave you with the following by Michelle Obama: "No country can ever truly flourish if it stifles the potential of its women and deprives itself of the contributions of half its citizens."

Clemencia Hanases
Deputy Mayor



Women arise: *Windhoek Deputy Mayor, Clemencia Hanases is calling on Namibian women to develop a blueprint for a brighter, happier, safer future for all.*



COVID impact on leading ladies: *Gladys Capuyan, City of Windhoek coordinator Product Development, in the Economic Development division, tragically passed away in May this year due to COVID-19.*



Michelle Obama: *The former American First Lady continues to inspire women across the world to be their best selves. Photo: Instagram.*

New ambulances improve emergency response

By Botha Ellis *(Corporate Communication officer)*

The City of Windhoek acquired two, new ambulances and medical rescue training equipment in June through a grant by the Ministry of Urban and Rural Development.

During the official handover of the ambulances in Windhoek, Deputy Mayor Clemencia Hanases said: "This is a substantial addition to our fleet of nine ambulances. As a result, we aim to render more efficient, medical emergency response services." The deputy mayor said that seven of the City's ambulances have already clocked more than 200 000 kilometres. The City has been operating its assets beyond sustainable capacity, because of financial constraints, she explained. In the 2019/20 reporting period, our emergency services responded to 7903 hazard and emergency calls – almost 80 per cent of these being ambulance call-outs. "The cost of a new ambulance, without equipment, is over N$900 000.

This investment greatly enhances our capabilities. We are grateful for the support by the ministry. We can now improve our services, especially to our vulnerable residents in Windhoek's informal settlements," said deputy mayor Hanases.

The City's mission is to enhance the quality of life of all our people by rendering efficient and effective services. This kind of support from the Namibian Government to local authorities paves the way forward for strategic engagements, including the need to explore a more sustainable funding model in the form of subsidies from the central government.

The deputy mayor said this is important in ensuring that emergency fire and ambulance services are well resourced to meet their obligations. The government declared emergency and disaster risk management services as essential services. The City maintains a professional fire brigade service, on a fulltime basis, with an annual operational budget of close to N$107 million. Annually, 71 per cent of all call-outs for emergency and disaster risk management services are to informal settlements in Windhoek.

Most of our residents in these areas can unfortunately not afford to pay our tariffs. As a result, only about 30 per cent of our total expenditure is recovered. Hence the need to recover the rest of the expenses via additional levies and subsidies. Deputy Mayor Hanases stressed that continued support from the government improves the health outcomes of our people. "The donation of the new ambulances is an example of a strong partnership between the city council and the ministry, and an expression of genuine concern for our people. We remain grateful," she concluded.



Genuine concern: *In a show of genuine concern for the wellbeing of residents, the Ministry of Urban and Rural Development donated two, new ambulances to the City of Windhoek. Deputy Minister Natalia Goagoses (right) handed over the keys to the new ambulances to Deputy Mayor Clemencia Hanases at Government Park in Windhoek.*



Example of sustainable partnership: *Deputy Mayor Clemencia Hanases (left), seen here with CoW acting CEO George Muyumbelo during the ambulance handover, believes that the City's emergency and disaster risk management services to Windhoek residents will improve with the support from the government.*

City distributes over 16 000 certificates of acknowledgement for land occupation in one year

Contributed. Adapted by Botha Ellis
(Corporate Communication officer)

In the publication 'Build Environment' by Alexandrine Press, the authors argue that investments in cities and their infrastructure are considered to be highly necessary in African cities. Therefore, according to them, there is a fine line between 'grab' and 'development,' and exclusion and inclusion when it comes to land in the African context. Whether city expansions and the development challenges and investment opportunities that come with it in African cities, automatically lead to urban land grabs is debatable.

However, few will argue that issues related to land tenure in cities are usually directly related to the question of housing and other basic infrastructure and, hence, indirectly to livelihoods. In recognising this, the City of Windhoek has issued 16 129 so-called acknowledgement certificates of land occupation to residents in informal settlements between July 2020 and July 2021. Handing over the acknowledgement certificates is the first step for these residents towards attaining land tenureship.

To provide immediate relief for Windhoek residents, the council allows households with genuine needs for accommodation (including those on the waiting list), living outside of unplanned informal settlements, to enter informal settlements where space for residential purposes is still available. Each request will be assessed on its own merits and the need must be proven to be genuine.

Households that qualify, receive Certificates of Acknowledgement of Occupation. According to our Development and Upgrading Policy, a land tenure acknowledgement means that a resident's informal structure in the informal settlement was registered and formal acknowledgement of occupation was issued (except for those occupying areas deemed unsuitable for occupation due to associated risks such as structures erected in riverbeds, under power lines, etc).

For this to happen, an application to that effect should be submitted to the department of Housing, Property Management and Human Settlement. To simplify the application process, a standard form exists.

Further to the above, we are also working on implementing two important projects, namely:
(1) Pre-allocation of land in low-income areas, and
(2) Publication of the waiting list.

To accelerate access to land in the informal settlement areas, land that has undergone initial planning stages (layout, supported by council and cleared by the environmental commissioner) will be pre-allocated to prospective buyers, tenants, or members of a saving group, in line with the Development and Upgrading Policy. This will allow the allocation of land that is still undergoing development, rather than wait until all processes are completed. To ensure that the allocation of land is transparent, we are working on finalising and then publishing the waiting list.

The leadership of the Municipal Council of Windhoek does not condone illegal land occupation activities that takes place in the city. Residents should desist from participating in any illegal activities, including land grabs, and instead endeavour to take part in the process put in place by the council to help address the need amicably.



16 000 and counting: *Over 16 000 Windhoek residents in a single year can now depend on an acknowledgement of their land tenureship from the City of Windhoek. Land holders receive an official Certificate of Acknowledgement of Land Occupation from the City as part of an organised process.*



Develop and upgrade: *Following extensive research on sustainable land delivery to the low and ultra-low households, the City of Windhoek passed the Development and Upgrading Strategy to consider what land development products should be offered to the City's low and ultra-low households, how these relate to affordability levels, and how continuous improvement of living conditions may be encouraged and facilitated.*

#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'll share a selection of informative questions and answers that were discussed on our social media channels. Enjoy this month's edition.

Where can I report corruption involving City of Windhoek officials? Please free us from City employees at water and electricity departments as well as those responsible for building inspection.

We are sorry to hear about your unpleasant experience.

Kindly report any suspected corrupt conduct from our officials via our anti-fraud e-mail: fraud@windhoekcc.org.na so that we can investigate.

I just wanted to ask/suggest to enhance the beauty of our City. I am wondering if it will not be a good idea to have a beautifully designed boards reading "welcome to WINDHOEK", the capital city of Namibia" on all roads that gives entrance to Windhoek.

Our Tourism Section is busy with this project and has been engaging Roads Authority to implement it.

However, they have been experiencing a few delays due to roads expansion on the sides of Okahandja and the Hosea Kutako International Airport.

At this point, the two parties are busy identifying a suitable site to erect the first signage on the B1 road towards Okahandja.

I used to do self-reading on my water bill but on 20th or 21st of the month you already release our statements, why can't you wait until 28 - 29?

Good day. The readings you are submitting are for the following month's billing, hence the period of submission is 20 to 31 of each month.

Why do you collect rubbish bins at 03:00-04:00am when the bins aren't outside yet? And some weeks you don't collect at all even!!

Our teams start working from 04:30am until they complete their daily work, which they are expected to complete by 12:00pm.

It is necessary for them to start working early in order to avoid too much traffic, work while it's cooler instead of midday when it's hot and to allow them to finish their work on time.

If your bin was out by the time our team comes in your street and it was not collected, kindly call our solid waste management division on 290 3110 to arrange for collection.

Why can't elderly people get free water from City of Windhoek?

Pensioners already get a discount on water and electricity. However, the situation of pensioners is a bit difficult to solve because some pensioners are staying with people in their homes, some of whom are working, but refuse to contribute to the bill.

Good day. My wheelie bin is old and damaged beyond repair. How can I replace it?

Good day. Below is the process how you can replace your old or damaged wheelie bin.

- The owner of the plot should request for a bin replacement at our Solid Waste offices in Northern Industrial area or call the office at 290 3111/10.
- The owner should already be charged and paying for waste removal on their municipal statement.
- The old bin should be damaged beyond repair for a replacement to take place.
- Once the request for a bin replacement is logged, a City official will be send to the address to verify the status of the bin on site before delivery of a new bin can be processed.
- If the old bin is in a fair condition, the bin will not be delivered and the client will be informed accordingly.
- If the bin is indeed old and damaged, the city will deliver a new bin to the address.
- Once the replacement bin is delivered, the City will take the old bin.





Media releases & 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'll include selected ones in the Aloe from now on.

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

TOGETHER WE CAN BEAT THE VIRUS

EARLY CHILDHOOD DEVELOPMENT (ECD) AND PRE-PRIMARY EDUCATION ENROLMENT FOR 2022

Enrolment for early childhood development and pre-primary for children between the ages of two and five years at the City of Windhoek early childhood development (ECD's) centres is now open for the year 2022.

Please note the following:

- Application forms are available from **20 August 2021**, between **8:00** and **16:30** daily from the two ECD centres indicated below, at a cost of **N$50.00** per application form:

  - Rocky Crest ECD Centre, located at the corner of Liberty Island and Lanzarote streets in Rocky Crest, next to the playground; and
  - Jonas Haiduwa ECD centre, located at Onyarayongongwe Street, in Okuryangava.

- Applications will be open for all Windhoek residents.
- The closing date for applications is **10 September 2021**.

The following documents should be submitted with all applications:

- two certified copies of the applicant child's birth certificate or passport; and
- two colour passport photos of the child applying for enrolment.

Please note that enrolment can only be done by a parent/guardian responsible for the care of a specific child.

For any enquiries, please contact Ms. Tella Ortmann on 061 - 290 3053/3790

Issued by: Office of the Chief Executive Officer
Corporate Communication, Marketing and Public Participation
E-mail: cowcommunication@windhoekcc.org.na

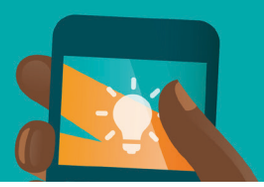
You can now pay your **water & electricity account with eWallet.**

It's easy:

1. Dial *140*392# to access your eWallet
2. Select 'Buy/Get cash at shop'
3. You'll receive a One-Time PIN (OTP)
4. Give your cellphone number and OTP to the cashier
5. You've paid your bill!

There are 4 other ways to pay:

Cellphone Banking | Online Banking | FNB App | FNB ATMs



FNB
How can we help you?

INFORMAL SETTLEMENT UPGRADING

Gearing Towards Incremental Housing Development

INFORMAL SETTLEMENT UPGRADING PILOT PROJECT



HOUSING OPTIONS
1. BASIC SHELTER
2. 1 BEDROOM
3. 2 BEDROOMS

DOCUMENTS REQUIRED TO REGISTER:

- Proof of ownership of erf
- Certified copies of identity documents of spouse (if applicable)
- Marriage certificate (if applicable)
- Latest pay slip/s or proof of incomedeclaration of income from the police
- Postal address and contact number

A proud initiative by:

For more information, contact:
City of Windhoek - Charmaine Kavarure: 290 3417/2415 | NHE - Ndaty Tshilunga: 292 7251
Charmaine.Kavarure@windhoek.org.na | shafombabit@nhe.com.na

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

TOGETHER WE CAN BEAT THE VIRUS

BUS FARES INCREASE FOR THE 2021/22 FINANCIAL YEAR



Dear Residents

Kindly be informed that the City of Windhoek will increase the municipal bus fares effective from 12th July 2021. This is in line with the Government Gazette 7570 (N258-286) and the City of Windhoek Tariffs for the 2021/22 Financial Year.

The bus fares will increase as follows:

- Smart card fare will increase from N$ 7.00 to **N$7.50** per trip
- Cash fare will increase from N$ 8.00 to **N$ 8.50** per trip

Passengers must obtain receipts from the bus driver every time they enter a municipal bus in exchange for their payments. Any passenger without a receipt will be regarded as an illegal passenger and will be asked to pay or leave the bus by the Bus Inspectors or City Police officers.

If a bus driver refuses to provide a passenger with a receipt, such passenger must inform the Bus Inspectors or City Police Officers at the nearest checkpoint.

Aloe "seen around"

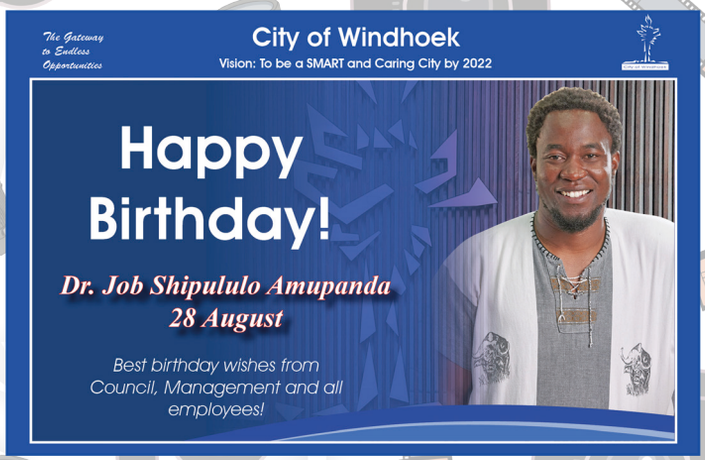


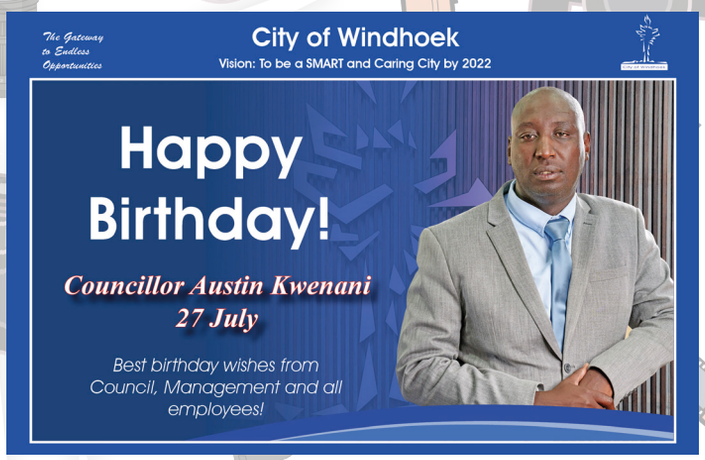
Namibia's popular Olympians, *Christine Mboma (second from the left) and Beatrice Masilingi, visited the City of Windhoek in August, shortly after their return from the Tokyo Olympic Games. They were received by Mayor Job Amupanda, Deputy Mayor Clemencia Hanases (left), and new CoW chairperson of the management committee, Councillor Ndeshihafela Larandja (right). Mayor Amupanda told the athletes: "Your achievements remind us about how difficult it is to train and support athletes. We are using your performances to shame ourselves into not just cheering you on, but asking, what is it that we have done for sport and sport development in Windhoek, and also in Namibia?"*

Referring to the period of time between when Frank Fredericks last won medals for Namibia at the Olympics an now, the mayor said that it will be a great shame if the country has to wait another 20 years for athletes to perform well at the highest level. "The City of Windhoek wants to be unique and different. While others are simply celebrating and hoping for the best, for another Olympic medal in 20 years, we aim to do something impactful in sport development. It's not just about giving a T-Shirt and a sweet; we have to prevent any other young woman from going through what Christine and Beatrice had to go through. It's no use to simply celebrate the end result, without making the necessary investments, for example in infrastructure, to make a tangible difference," he explained.

Coach Henk Botha expressed his gratitude to the City of Windhoek for the support given since they've been back from Europe. "I hope that our achievements will show Namibia that we do not need to look at colour, religion, race, gender, political affiliation, or whatever other differences between us, in order to work together. We can stand and work together in unity to make a difference in each other's lives," said Mr. Botha. Christine was humble in expressing her thanks, by saying: "Thank you to all Namibians for your love and keeping us in your prayers. It has been a great experience thus far." Beatrice add that, "The encouragement from everyone really means a lot to us. We will take all the advice on board and try our best to keep on making you proud of us."

The City will establish a team to look into how best we can support the Olympians and sport development in general.











With the end of each rainy season, our Parks division cleans the sidewalks, traffic islands, and traffic circles of various busy routes in the city. The City contracted 35 SME's to do the weeding and cleaning in cooperation with our internal teams. According to Jaco Fourie (left), the section head for Logistical Support at the Parks division, Windhoek has grown so big that it takes a long time to do the cleaning with our limited internal resources only, hence the outsourcing of some of the cleaning work.

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