Issue 5
June

Aloe

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.

2023

City of Windhoek
The Gateway to Endless Opportunities

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The Gateway to Endless Opportunities

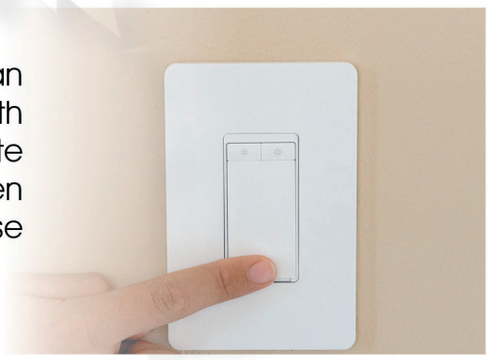
City of Windhoek

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

TOGETHER WE CAN BEAT THE VIRUS

LET'S SAVE ENERGY AT WORK

Did you just pass by an unoccupied office/toilet with lights on? Wow!! Participate in switching OFF lights when not in use



Issued by: Office of the Chief Executive Officer
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A striking theatre performance *on the impact of plastic waste was part of the activities during the CoW commemoration of World Environmental Day.* ***READ MORE ON PAGE 11***



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

Editorial

Greetings to our esteemed Aloe readers,

As the chill of winter settles over our beautiful city, we extend our warmest greetings to each of you. June appears to be the coldest month thus far since the start of winter. Winter in Windhoek brings a unique charm and a different rhythm to our daily lives. However, we should always try to extend our caring hands to the less fortunate in our city who may be having a hard time keeping warm. The small contribution you can make to the few will make a big difference in their lives, whether you do it in your capacity or as part of your corporate social responsibility of your entity.

In this issue you will find some of the highlights of our activities since the last issue. We want to make you aware of the ongoing project that requires a token key change for prepaid electricity meters to upgrade the current Standard Transfer Specification five (STS5) to STS6 so that your meter can accept new tokens after November 24, 2024. All prepaid electricity meters must be updated to comply with the new requirement. As of 19 June 2023, there are 56,000 prepaid electricity meters installed in Windhoek, and we have so far updated nearly 5000 meters since the project began in April. The City's is aiming to have all meters updated by 30 June 2024 to allow enough time to complete the project should there still be some meters that have not been updated. However, the above goal is only achievable if we can maximize cooperation with all prepaid electricity owners by allowing our field staff access to update the meters and ensure you are not left in the dark by the 24 November 2024.

At the last ordinary Council meeting in May, the council declared water shortages starting 1 May due to insufficient water flowing into the dam that supplies Windhoek. As water is a precious resource essential to sustaining the life and well-being of our community, we must conserve water by ensuring that every drop of water counts. The importance of saving water by reducing our consumption by at least 10% cannot be overstated, and we therefore urge all residents to actively participate in water saving measures. Remember that every drop saved counts. By adopting water-saving measures as part of our lifestyle, we can collectively make a difference.

We would like to take this opportunity to invite all residents to participate in the Vivo Energy Windhoek Marathon, which will take place on 29 July 2023. This event is hosted in partnership with the City of Windhoek, and we are privileged that proceeds from registration fees will be donated to the Windhoek Residents Mayoral Trust, which focuses on supporting community development, supporting the residents in need, and promoting urban food and nutrition security, among other activities. To register for the marathon, please click on this link: www.entryninja.com/events/79237-vivo-Windhoek

Until next time.

Warmest 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 Aloe is a monthly publication. Readers' contributions should be submitted by the second week of the month for consideration. Please submit your contribution to cowcommunication@windhoekcc.org.na.

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Mayor's corner

Official statement by His Worship, Mayor Joseph Uapingene during the ordinary council meeting of 29 June 2023.



Councillor Joseph Uapingene, Mayor of the City of Windhoek.

This council meeting focuses on pertinent and outstanding human capital matters which will be deal with in-camera once the previous minutes are approved. It is imperative that we take clear decisions today that set a solid foundation, with adequate staff complements in critical functional areas. We can no longer continue in a vacuum of unfilled critical vacancies with the ever-growing public demands for service. We must be deliberate in our efforts to balance the ratio of public servants to residents, and this means taking firm decisions to appoint the right candidates. It is unfortunate that some staff appointments and recruitment processes preceded our time in office. However, as leaders, we are now at the helm and under scrutiny to take decisions (which may at times be unpopular with some).

That said, we have a duty vested in us as Council to ensure that the organisational capacity to respond to public needs and strategic imperatives, is constant and effective.

Therefore, we cannot avoid addressing the current staff matters and I implore all of you to take these matters seriously and exercise due care for the long-term sustainability and effectiveness of the organisation and responsibility towards our residents. My expectation for tonight's deliberations is that we attend to the outstanding staff matters with objectivity and duty of care. We are about to welcome the new CEO in August 2023 and he needs to be supported by strong, competent, and responsive functional areas in order to deliver against the strategic plan.

Finally, as a parting thought before we commence with our discussions, allow me to quote from one of Africa's greatest writers, critics and considered forefather of African literature, Chinua Achebe: "One of the truest tests of integrity is its blunt refusal to be compromised." Honourable councillors, I look to you for wisdom, maturity and commitment towards a common goal that does not compromise on the long-term sustainability and effectiveness of this organisation. Let us also demonstrate our collective strengths and finalise the outstanding staffing matters before the new CEO's arrival so that he may find a stable base to commence his duties with confidence and trust in us as leaders.

On a lighter note, please be reminded of the upcoming VIVO Energy Windhoek Marathon taking place on 29 July 2023. We anticipate at least 1000 participants (runners) and all proceeds will go towards the Windhoek Mayoral Fund, which renders assistance to our vulnerable residents. There will be 42, 21, 10 km runs and a 5km walk/run of which I encourage councillors and officials to partake in the latter. It is only N$100 to register and all your family and friends are welcome to participate in this worthy cause. Further details will be communicated via the Corporate Communications division.

I thank you all,

Joseph Uapingene
City of Windhoek Mayor

The Windhoek Jazz Festival Returns:
A Thrilling Line-up in the Making.

By Abigail Beukes *(Communication intern)*





The highly anticipated Windhoek Jazz Festival is making a grand comeback, promising an unforgettable experience for music lovers. This year, the festival organisers have implemented an exciting selection process for both local and established artists. Let's take a closer look at how the artist line-up for this year's festival will be curated.

To give local talents a chance to shine, a call for artists has been announced and will remain open until the 5th of July. Musicians from Windhoek and surrounding areas are encouraged to submit their applications for consideration.

Once the submission period closes, a panel of five judges, will carefully evaluate the entries. The judges will assess the artists' musical abilities, originality, stage presence, and overall potential to deliver an outstanding performance at the festival. Their expertise will be instrumental in selecting the most deserving acts.
On the 18th of August, the Windhoek Jazz Festival will host a thrilling local artist challenge. Up-and-coming musicians will compete against each other, bringing their best performances to the stage. The judges will evaluate their talent, while the audience will also have a say through public SMS voting. This combination of expert judgment and public opinion ensures a fair and transparent selection process.

Not only will emerging artists have the opportunity to showcase their talents, but established artists will also face off in a battle of musical prowess. These accomplished musicians will go head-to-head, captivating the audience with their exceptional skills and stage presence. However, unlike the local artist challenge, the selection of established artists will rely solely on public SMS voting. This democratic approach allows the festival-goers to have a direct influence on the line-up.

The Windhoek Jazz Festival's return brings immense excitement and anticipation, as the artist selection process promises to deliver a line-up that celebrates both emerging and established talents. As we eagerly await the festival, let us celebrate the richness of jazz and the incredible talents that will grace the stage. Get ready for a remarkable musical experience at the Windhoek Jazz Festival!

In a delightful act of reminiscence from the last jazz festival, we invite you to take part in our exciting competition.

To enter, all you need to do is uncover the names of the talented artists who graced the stage at the WJF 2019. With a range of thrilling prizes up for grabs, it's time to dust off your magnifying glass and embark on a captivating journey to reveal all the hidden names.

- Yvonne Chaka Chaka
- Rose Black
- Fu Jazz Band
- Sean K
- The Ugly Creatures.
- Garth Taylor

Name: .....

Cellphone Number: .....

WJF 2019 ARTISTS

Y	L	T	U	T	G	A	R	T	H	T	A	Y	L	O	R	D	M
Z	T	H	E	U	G	L	Y	C	R	E	A	T	U	R	E	D	Z
G	K	I	A	S	C	V	R	R	F	R	I	V	Y	R	T	T	U
Y	G	P	K	F	B	A	E	Z	N	N	N	Z	H	V	V	K	P
L	X	B	V	S	E	A	N	K	H	F	X	B	V	R	U	M	I
E	J	A	M	D	M	D	N	E	I	Z	G	Q	K	R	R	Q	Q
N	Y	V	O	N	N	E	C	H	A	K	A	C	H	A	K	A	Z
J	R	O	S	E	B	L	A	C	K	C	H	C	E	D	T	I	N
T	G	U	C	A	U	S	Z	T	Q	S	P	C	W	X	V	H	N
U	D	J	X	X	L	S	P	R	B	O	G	O	N	H	T	Q	N
U	I	A	F	F	Y	S	F	U	J	A	Z	Z	B	A	N	D	B
N	P	A	K	V	I	S	B	U	U	Y	T	Z	F	Q	F	T	H

Find the following hidden words in the puzzle:

FUJAZZBAND ROSEBLACK YVONNECHAKACHAKA

GARTHTAYLOR SEANK THEUGLYCREATURES

Send your competition entry to cowcommunication@windhoekcc.org.na to stand a chance to win Windhoek Jazz Festival-branded goodies.

City of Windhoek's Fleet Division Revolutionises Manufacturing with In-House Production of Skip Containers.

By Abigail Beukes *(Communication intern)*



The 5 containers made by the fleet division.



Fleet Division usually tasked with revamping the skip containers.

The City of Windhoek's Fleet Division has recently made significant strides in transforming its manufacturing capabilities by producing skip containers internally. This innovative approach showcases the division's capacity and potential to create essential items that were previously outsourced, leading to substantial cost savings and improved service delivery. Under the leadership of Municipal Fleet Manager Israel Kahiurika, the division has successfully completed five skip containers, setting a remarkable precedent for future endeavours.

The primary objective behind this internal production initiative is to build trust and foster collaboration among various city departments. By demonstrating their ability to manufacture items that were previously sourced externally, the Fleet Division aims to highlight its competence and reliability. During the COVID-19 pandemic, the city heavily relied on external service providers, resulting in considerable expenses. Recognising this as an opportunity for growth, the division decided to leverage its capacity and potential to manufacture these items in-house, effectively reducing costs by nearly half.

Previously, the division was entrusted with the responsibility of carrying out repairs and maintenance on the skip containers utilised by the Solid Waste Management Division.

One notable success story in the division manufacturing journey is the production of stands/basis for tanks for the first project. Initially, there were plans to outsource their manufacturing, but the Fleet Division took the bold step of attempting it in-house. The project was a resounding success, and the stands have been distributed throughout the city, functioning flawlessly without any issues. Mr. Narib, the head of the Department of Infrastructure, played a significant role in providing guidance and expertise during the manufacturing process, further solidifying the division's commitment to collaboration.

Buoyed by their achievements, the Fleet Division is planning to commercialize their mechanical workshop in future, particularly the welding and fabrication section. The vision is to transform this workshop from a maintenance facility into a full-fledged manufacturing plant capable of producing various iron-based products. By reducing reliance on outsourcing, the division aims to capitalize on their qualified personnel and student interns, who possess the necessary skills to manufacture items in-house at significantly lower costs.

The financial benefits of this approach are impressive. An estimate shows that by manufacturing skip containers in-house, the division can save approximately N$20,000 per container, with an estimated cost of N$7,000 compared to the previous outsourcing cost of N$27,000. These savings can further increase when manufacturing in bulk. By optimizing costs through in-house production, the division can redirect funds to other essential service delivery areas, benefitting both the organization and the residents of Windhoek.

The proactive nature of the Fleet Division manufacturing efforts has garnered positive attention from both internal and external stakeholders. The acting CEO of the City of Windhoek, Faniel Maanda upon witnessing the division manufacturing capabilities, expressed satisfaction and support for their initiatives. Other municipalities have also taken notice, with enquiries and orders already pouring in. The workshop's ability to manufacture high-quality products has positioned the division as a reliable supplier within the region.

The Fleet Division manufacturing capabilities extend beyond skip containers. They have proven their expertise in hydraulic repairs for solid

waste trucks, welding and repairs for parks, and even the remanufacturing of durable items like the Valentine's heart. By focusing on long-lasting and sustainable solutions, the division ensures that their products withstand the test of time, resulting in significant savings over the years.

With the successful completion of five skip containers and plans to expand manufacturing capabilities, the Fleet Division is ready to make a lasting impact. Their goal of achieving a 60% in-house production ratio, combined with strategic outsourcing, demonstrates a well-balanced approach to optimize costs while leveraging their internal capabilities.



Municipal Fleet Manager Israel Kahiurika, the division has successfully completed five skip containers, and handed it over to Fred Koujo, Chief of Solid Waste Management who received it with much appreciation.



New skips in the making.

Windhoek Residents Mayoral Trust to benefit from Windhoek Marathon

By Botha Ellis *(Communication officer)*



The new Vivo Energy Windhoek Marathon n 29 July this year will consist of a full marathon (42km), half-marathon, 10km and 5km categories with the registration fee proceeds being donated to the Windhoek Residents Mayoral Trust - a legal entity through which vulnerable residents and social welfares are supported.
The City of Windhoek Deputy Mayor, Magdalena Lombardt, who spoke at the launch at Zoo Park on 7 June, said: "It is more than just a race. It is important for us to join hands and make a meaningful impact in our community. With each stride taken, we will contribute to the betterment of our society by supporting various charitable causes and uplifting the lives of those in need."

Prospective participants can register to take part until 21 July (scan the QR code below); Fees are N$250.00 for the marathon and half-marathon, N$100.00 for the 10km, and N$50.00 for the 5km. The deputy mayor called on Windhoek residents and visitors to support the event. "I encourage all residents, whether

seasoned runners, or first-time participants, to embrace the challenge, push their limits, and experience the sense of accomplishment that comes with crossing the marathon's finish line," she said.

Vivo Energy Namibia is the main sponsor of the new marathon on the country's long-distance calendar and according to their managing director, Mr Edward Walugembe, they are proud to support a cause that promotes health and wellness, community engagement, and social responsibility. "At Vivo Energy Namibia we strongly believe that physical activity and sports are essential to maintaining a healthy lifestyle. This maiden marathon provides an opportunity for people of all ages and fitness levels to come together and challenge themselves while also enjoying the camaraderie of others," he explained. Mr Walugembe encouraged Namibians from all walks of life to register for the event. "We call on athletes, schools, families, social entities and corporate companies to register. I firmly believe that by supporting this marathon, we can make a difference in the lives of people as a collective. We look forward to an exciting and successful marathon, and we are proud to be part of this wonderful community," he concluded.



Vivo Energy Namibia managing director, Mr Edward Walugembe.



The City of Windhoek Deputy Mayor, Magdalena Lombardt.

The Windhoek Residents Mayoral Trust

Council, per Resolution 121/06/2016, resolved to establish the Mayoral Relief Fund to support vulnerable community members and individuals who are in extreme need within the boundaries of the City of Windhoek. Following requisite ministerial approval, the entity was officially launched by its Patron H.E. Monica Geingos, First Lady of the Republic of Namibia, at an inaugural fundraising dinner held on 5 October 2017. In support of this effort, the Windhoek Residents Mayoral Trust was established with the general purpose to allocate grants and donations in respect of applications received from vulnerable members of the community and social welfare causes as may be identified by the appointed trustees in line with the approved policy guidelines. By this bold intervention, the City of Windhoek expressed its readiness to continue its active contribution towards social progression by improving all residents' quality of life as articulated in our mission.



The CoW and Vivo Energy Namibia are partners in the new Windhoek Marathon which will be held for the first time on 29 July 2023.





Photos 5 and 6: The launch of the new Vivo Energy Namibia Windhoek Marathon on 7 June at the Zoo Park was a colourful, energy-filled event attended by stakeholders from the various industries involved.

Support for entrepreneurs who help find solutions to plastic pollution

By Botha Ellis *(Communication officer)*

The theme for World Environment Day on 5 June 2023 focused on solutions to plastic pollution under the campaign #BeatPlasticPollution. In celebration of this important annual event, the City of Windhoek (CoW) and our partners organised an art exhibition on 9 June at Town House. "The exhibition showcased art made from plastic waste with the aim to serve as a platform to encourage communities to reuse and recycle plastics. The art on display were arranged in different categories, namely engineering, decoration and furniture, and fashion," explained Lorraine !Goases, the City of Windhoek section head Environmental Engineering in the department of Economic Development and Community Services. The entries of the exciting exhibition were evaluated by expert judges from the Recycle Namibia Forum, the College of the Arts, Plastic Packaging, and Coca-Cola Namibia. Cash prizes of around N$30 000 - sponsored by Coca-Cola Namibia and the Namibian Chamber of Environment – were awarded as follows:



1. Fashion (up-and-coming): Ronaldo Haigomab – N$3 333.00



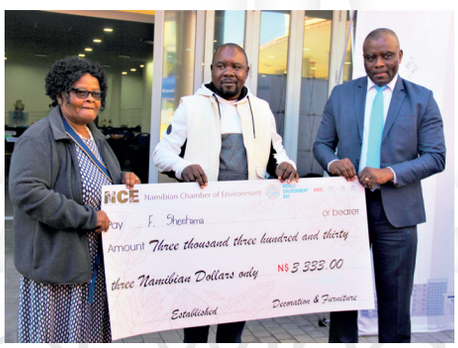
2. Fashion (established): Amore Swartbooi - N$3 333.00



3. Fashion (school level): Khomastura High School – N$3 333.00



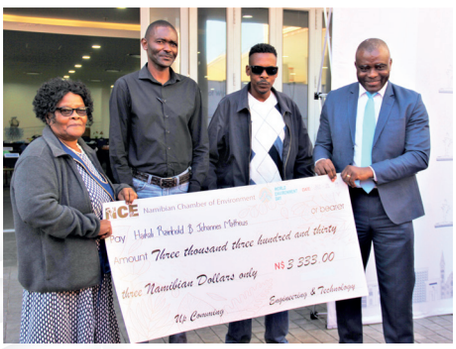
4. Decoration and furniture (up-and-coming): Ester Shikulya - N$3 333.00



5. Decoration and furniture (established): F Sheehama - N$3 333.00



6. Decoration and furniture (school level): Khomastura High School – N$3 333.00



7. Engineering and technology (up-and-coming): Rainhold Haikali and Johannes Matheus - N$3 333.00



8. Engineering and technology (established): Gideon Katjimba - N$3 333.00

This year's World Environment Day commemoration aimed to raise awareness on plastic pollution and focused on finding conservation champions with best-practice solutions to plastic pollution. During her welcoming address, CoW Deputy Mayor, Magdalena Lombardt, said: "One of the key strategies implemented by council is the establishment of efficient waste collection and disposal systems. We have implemented segregated waste collection practices to ensure that plastic waste is properly separated and managed. This enables council to divert plastic waste away from landfills and instead, towards recycling facilities, for re-purposing into new products. Our Solid Waste Management division is introducing waste buy-back centres across the city. These centres will play a pivotal role in creating a circular economy by incentivising the collection and recycling of plastic waste. Residents can bring their plastic waste to these centres, where it is weighed and purchased at a fair price. This initiative will not only provide a financial incentive for individuals to recycle but also promote a sense of ownership and responsibility among the community."

Ms Alka Bhatia, the UN Resident Representative to Namibia, remarked that the United Nations' Sustainable Development Goal (SDG) 12 talks to "Responsible consumption and production," which is the driving force of the global economy, and focuses on ensuring sustainable consumption and production patterns. "Changing our consumption, production, and disposal habits is essential to ensuring a more sustainable future. By the year 2050, 9.6 billion people are expected to live on the planet. It is now necessary to switch from a linear to a circular economy," said Ms Bhatia. Her remarks were delivered by Mr Wilmot Reeves, an Economic Advisor at the United Nations Development Programme (UNDP).

Representing the CoW junior council at the commemoration event, Deputy Junior Mayor, Yanessa De Oliveira said: "On the fourth of June the junior councillors and volunteers from various high schools across Windhoek held a cleanup campaign in some of the city's informal settlements. We were given two plastic bags, one black and one clear bag - into which we put all the recyclable waste like plastics and paper. I feel that we made a difference even if it was just a small one. We realise that if we don't keep our city clean it will have a lot of negative impacts on our health and local economy. Epidemics can break out and people will get sick more often. Pollution can also lead to the death of many plants and animals due to the destruction of their natural habitats. This can impact tourism negatively, because no tourist would want to visit a place that's dirty, unsafe and unsightly. These are all good reasons why we should take better care of the city."



#BeatPlasticPollution: *Lorraine !Goases, the City of Windhoek section head Environmental Engineering, announced the winners of the CoW exhibition which showcased art made from plastic waste.*



Solution-driven: *CoW Deputy Mayor, Magdalena Lombardt, says that council implemented segregated waste collection practices to ensure that plastic waste is properly separated and managed.*

The world is being inundated by plastic. More than 400 million tonnes of plastic is produced every year, half of which is designed to be used only once. Of that, less than 10 per cent is recycled. An estimated 19-23 million tonnes end up in lakes, rivers and seas. Today, plastic clogs our landfills, leaches into the ocean and is combusted into toxic smoke, making it one of the gravest threats to the planet. Not only that, what is less known is that microplastics find their way into the food we eat, the water we drink and even the air we breathe. Many plastic products contain hazardous additives, which may pose a threat to our health. Over two thirds of the 430 million tonnes of plastic generated each year, according to the UN Environment Programme (UNEP), are short-lived products that are disposed of quickly. Less than 20% of waste is recycled annually despite a sharp rise in waste production worldwide in recent decades. A third of all food produced each year, or 1.3 billion tonnes, is wasted, which has a big impact on climate change.

The good news is that we have science and solutions to tackle the problem –and a lot is already happening. What is needed most now is a surge of public and political pressure to scale up and speed actions from governments, companies and other stakeholders to solve this crisis. This underscores the importance of World Environment Day mobilising action from every corner of the world. World Environment Day 2023 showcased how countries, businesses and individuals are learning to use the material more sustainably, offering hope that one day, plastic pollution will be history.



Change required: *According to the UN, changing our consumption, production, and disposal habits is essential to ensuring a more sustainable future. Mr Wilmot Reeves, UNDP Economic Advisor, represented the organisation at the CoW commemoration of World Environment Day.*



Youth in action: *Speaking during the World Environment Day commemoration at Town House, CoW Deputy Junior Mayor, Yanessa De Oliveira, said that there are many good reasons why we should take better care of Windhoek.*



Environmental protection stakeholders from various industries attended the CoW commemoration of World Environmental Day on 9 June.



A striking theatre performance on the impact of plastic waste was part of the activities during the CoW commemoration of World Environmental Day.



Congratulations: *CoW Deputy Mayor, Magdalena Lombardt and her family enjoyed the excellent items on display during the exhibition aimed at serving as a platform to encourage communities to reuse and recycle plastics. The art on display were arranged in different categories, namely engineering, decoration and furniture, and fashion.*

#SOCIAL MEDIA CHATS

Your questions answered

By Lydia Shifa *(online communication officer)*

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

City of Windhoek, please do something about Havana 4-way. I know it's not hard. Seriously speaking this is one of the busiest intersections in Windhoek and the way the City of Windhoek keeps ignoring it is alarming

The City of Windhoek is busy with a project to expand Peter Eneas Nanyemba (former Monte Cristo) road into a dual carriageway, traffic lights can only be put up once the upgrading work is complete.

Are municipal swimming pools still operating? And will the Olympia swimming pool be open tomorrow 11 June 2023?

Unfortunately, our public swimming pools are now closed for the winter season. They will only be reopened from 30 August 2023. However, our swimming pool lapas are still available to book for private functions during this period.

Good day, I want to know if I buy a prepaid electricity token, how long before it expires?

There is no time limit on the validity of a token, however, a token cannot be older than 50 transactions. This means that if you buy a token and did not punch it into your meter, it will remain valid till you put in 50 tokens and then the meter will not accept it. If for example you buy and recharge a token once a month, it may remain valid for approximately 4 years, however, if you buy tokens more often, it decreases the validity period.

Good day, I just want to find out the process if I want to replace my wheelie bin because mine is damaged. What should I do and who should I call?

You may bring your broken wheelie bin to our Solid Waste Management offices in the Northern Industrial area and we will replace it at no cost or call us at 061 290 3110 to request delivery of a new wheelie bin at your address, where you should produce the broken bin.



Guys, do you know that the City of Windhoek charges N$ 300 for refunds if you happen to buy power for the wrong account? I have no idea what is included in the amount but it's really too high.

The N$345 charge is a call our fee for the electrician. A City of Windhoek electrician has to come to your meter and punch in the wrong token in order to cancel it because once a token is issued it remains valid, even if it is deleted from our system.

Morning what do I do if I need a water card for the public taps in the informal settlement and how much does it cost?

Good day. You need to take your letter of acknowledgment of occupancy from our Human Settlement division and your identity document to our Customer Care office (opposite Katutura Shoprite), Ombili, Wanaheda and Maxwilili offices, to get a water token. The token fee is 300 dollars.

Media releases and public notices

We often release important information to the public, through the media, in the form of media releases and public notices. Many of these only appear once in some media, so to support the longevity of public messages, and to help ensure that our residents remain updated, we include selected ones in the Aloe.

City of Windhoek

Vision: To be a SMART and Caring City by 2022



20 June 2023

The City of Windhoek hereby warns residents about scammers calling residents and requesting that they make payments to avoid disconnection of municipal services. This is a scam, and the City of Windhoek did not delegate anyone to call residents requesting them to make payments via e-wallet payments or EFT/online payments to avoid disconnection.

Please take note that all payments for municipal services are done at our cash halls when paying cash and not in the streets. Residents are therefore warned NOT to make payments to anyone other than Council officials stationed at our cash halls where they will be issued with a receipt.

Apart from paying at our cash halls, residents may also make use of the following payment options:

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

Our banking details are as follows:

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

Reference: Always quote your 8-digit account number, reflected on the municipal statement as beneficiary reference, when making payments. Payment confirmation should be sent via email to: payments@windhoekcc.org.na

Residents are also warned to refrain from providing fraudulent proof of payment documents to our offices, as it is a criminal offense.

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E-mail: cowcommunication@windhoekcc.org.na

City of Windhoek

Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

Disconnection of accounts in arrears

13 June 2023

Please be aware that our Debt Management division will embark on a robust enforcement of the City's Credit Control Policy by suspending all services on accounts in arrears (30 days and older) starting Monday, 19 June 2023. All our customers are urged to pay their municipal bills and make payment arrangement to avoid their services being disconnected.

City of Windhoek Customer Contact Centre number: 061 – 290 3777

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

PUBLIC NOTICE

Electricity pre-paid meters resetting team moves to Klein Windhoek, Ludwigsdorf and Avis suburbs



26 June 2023

Residents are hereby informed that the City of Windhoek will be carrying out the Token Identifier (TID) key change token exercise at **Klein Windhoek, Ludwigsdorf and Avis suburb** from **3 to 21 July 2023. Customers are urged to recharge all unused credit tokens purchased before the meter update, as they will no longer be accepted by the meter after the update.**

The City of Windhoek is rolling out a TID project under which all electricity pre-paid meters in Windhoek are required to be reset by entering a key change token. The current pre-paid electricity metering Standard Transfer Specification-Five (STS5) token identifier will expire on **24 November 2024** for all meters. Therefore, a token key change is required to update the meters to STS6 to ensure that they continue working after the deadline.

Customers are encouraged to cooperate and allow access to our TID Rollover Field officers to enter their premises and enter the key change token into the meters. The officers will carry out their duty per suburb every Monday to Friday between 8:00 and 19:00, and weekend appointments will be between 8:00 and 16:30.

The TID Rollover Officers will be identified by their CoW-branded personal protective equipment (PPE), official identity cards, and branded vehicles with the City of Windhoek logo.

If you have any suspicions about people visiting your premises with regard to this project, kindly call us at 061 290 2242/3777.



Official identity cards

Enquiries:
TID Rollover Project Enquiry
Tel.: +264 61 290 2242/3777
Email.: TID@windhoekcc.org.na
https://www.tidrollover.com/



Official team and vehicles

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City of Windhoek

Vision: To be a SMART and Caring City by 2022

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.

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PUBLIC NOTICE

Possible observable changes to drinking water due to use of borehole water

12 June 2023

To ensure the required water supply to residents, please take note that we will start supplementing Windhoek's drinking water supply via our emergency borehole scheme today. As a result there may be some observable changes from the norm as regards the taste, colour and smell of our drinking water. Despite this, we remain committed to ensure the quality of Windhoek's drinking water and want to assure residents that our drinking water remains fit for human consumption. Areas where the observable changes may be most obvious include Olympia, Suiderhof, Kleine Kuppe, Cimbebasia, Prosperita, Auasblick, Pionierspark, Academia, Rocky Crest, Hochland Park, and Luiperdsvallei, as these areas will henceforth receive borehole water exclusively.

The suburbs of Eros, Klein Windhoek, Avis, Windhoek CBD, Hochland Park, Ludwigsdorf, Dorado Park, and Windhoek North will receive a blend of borehole, NamWater and reclaimed water and hence the observable changes in drinking water should be less. The rest of Windhoek will receive a blend of NamWater and reclaimed water, as before, and no observable changes in drinking water are expected. This water supply strategy will remain in place until we receive noticeable inflows into the NamWater surface sources.

For any enquiries, please contact our Customer Contact Centre on 061 – 290 3777.

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PUBLIC NOTICE

City public swimming pools closed for the winter. Lapa's available for private functions.

12 June 2023

Please take note that our public swimming pools are now closed for the winter period, until 30 August 2023. However, our swimming pool lapa's are still available to book for private functions during this period. For bookings please contact the CoW pool administrators as follows:

Swimming pool	Telephone number	Business hours
Western Suburbs / Katutura swimming pool	061- 290 3578 / 3337	7h30 - 16h30 *13h00 - 14h00 Closed for lunch*
Olympia swimming pool	061 – 290 3089	7h30 - 16h30 *13h00 - 14h00 Closed for lunch*

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Aloe "seen around"





We are taking significant steps towards ensuring the safety of pedestrians by installing pedestrian rails along the main roads in Windhoek. "This project aims to restrict illegal road crossing, guide pedestrians to nearby crossing opportunities, and ultimately reduce pedestrian fatalities along arterial roads," said Horst Lisse, chief engineer Planning, Design and Traffic Flow at the City of Windhoek. The project, which is being implemented in phases, focuses on two key areas within the city, namely Independence Avenue (Katutura), where rails will be installed from Hans Uirab Street up to Abraham Mashego Street, and Mandume Ndemufayo Road (CBD) where rails will be installed between Fidel Castro Street and Sam Nujoma Drive. The rails will serve as visual cues for pedestrians, indicating safe crossing points and encouraging the use of designated areas. The project is part of our initiatives aimed at encouraging alternative modes of transportation in Windhoek.



Fanuel Likuti (left) worked on erecting the barriers at the Black Chain shopping complex and said: "This is a very nice initiative and it will really help with the safety of our people. We see a lot of unnecessary deaths due to people crossing the street without looking out for cars."



***ABOVE:** Hilma is a trader at the Black Chain shopping complex. She had the following to say about the pedestrian rails that were installed: "We appreciate the efforts to keep us safe, because the aftermath of the accident scenes are often gruesome. I know many people had lost their lives here. However, in my honest opinion, this will become an inconvenience for us, as we won't be able to carry our things across the street anymore. Keep in mind that we carry our items all the way from home - which is already some distance away. I'm also concerned that the new rails will cause congestion at the traffic light – as traders look for the most convenient spots from where to sell their goods."*



***LEFT:** We joined Vivo Energy Namibia on 7 June in launching the Vivo Energy Windhoek Marathon at Zoo Park. Speaking at the launch, City of Windhoek Deputy Mayor, Magdalena Lombardt (left) said the Vivo Energy Windhoek Marathon is more than just a race as it will also contribute to causes that uplift the lives of those in need and the betterment of our society.*

Aloe "seen around"





A group of Namibia University of Science and Technology (NUST) students visited us on 9 May to learn more about our solid waste management practices. They received a presentation on the work of the Solid Waste Management division, followed by a question and answer session, and then toured the CoW autoclave and incinerator, the Kupferberg landfill site, and the Kleine Kuppe and Eros transfer stations. The group's leader, Abner Shifula (NUST junior lecturer: Geotechnical Engineering), said: "I would like to extend my sincere thanks for welcoming us to your facilities. It was such a great pleasure to visit the City of Windhoek, Solid Waste Management division and to learn about solid waste management in the capital. The students learned so much from the excursion and they loved the goodies you provided after the Q&A session. Thanks again for everything and I am looking forward to collaborating in the future."





COMMUNITY EMPOWERMENT THROUGH LEADERSHIP TRAINING: *The leadership and basic financial training for the recently-elected community leaders from Windhoek's Khomasdal, Moses Garoeb and Windhoek Rural (mix settlement) neighbourhoods continued on 11 June at Town House. The training that aims at capacitating the community leaders with relevant skills to help them manage their neighborhoods was attended by 60 participants. The participants were active in their discussions with the City's officials who presented on topics such human settlements, solid waste management amongst other topics.*



Former Windhoek Mayor, Muesee Kazapua, paid a visit to the office of current Mayor Joseph Uapingene on 13 June. Cllr Uapingene said he invited the former mayor so that he could tap into the knowledge and expertise acquired over the five years that Kazapua served as Windhoek Mayor. Kazapua congratulated the mayor on his appointment and good leadership while advising him to prioritize service delivery and which should be delivered without compromise regardless of political affiliation. The former Mayor noted that the Windhoek Mayor position needs to be changed from part-time to full-time because Windhoek is metropolitan and cannot be run on a part-time basis.

He further noted that the 12-month term for the mayor is also unsustainable, as the time is too short to plan and implement mayoral plans. He proposed that the mayor's term be changed to a five-year contract to allow for consistent planning. He advised the mayor and other councillors to lobby, through organizations like ALAN and regional representatives in the National Council, for the amendment of the local authority act so that the mayor's position is made full-time and to run for a term of five years. The former mayor advised Cllr Uapingene to use platforms such as the Mayoral Business Forum and international relations to lobby for resources that could solve the city's development needs. He expressed his passion for the elderly residents, pleading with the current mayor to look into their plights as most of them cannot afford to pay for municipal services.

Kazuapua advised the current mayor to investigate ways of improving food security in Windhoek by utilizing riverbeds as gardens and assisting residents set up backyard gardens. The former mayor expressed his availability to serve Windhoek, advising the Cllr Uapingene to establish a Mayoral Advisory Forum to bring together all Windhoek former mayors to share ideas and use previous experiences to solve challenges facing the city.

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

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027

City of Windhoek

Male engagement sessions

2023



Healthy Men for a Safe Society.

20 April	Greenwell Matongo
11 May	Chairman Mao Zendong
20 July	Maxuilili Center
24 August	Soweto Market



UNAIDS