



The Gateway to Endless Opportunities

OFFICE OF THE CHIEF EXECUTIVE

Consolidated Feedback Report for Public Meetings held during October/November 2022



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

TABLE OF CONTENTS

TABLE OF CONTENTS	1
FOREWORD.....	2
SCHEDULE FOR PUBLIC MEETINGS TO BE HELD DURING September/October 2023	3
MOSES GAROEB CONSTITUENCY—TOBIAS HAINYEKO HALL.....	6
MOSES GAROEB CONSTITUENCY- EPANDULO.....	9
MOSES GAROEB CONSTITUENCY- CONSTITUENCY OFFICE	11
TOBIAS HAINYEKO CONSTITUENCY – MAXUILILI CENTRE	12
TOBIAS HAINYEKO CONSTITUNCY- OPEN SPACE ONGETE AND ONGAVA.....	14
SAMORA MACHEL CONSTITUENCY-OPEN SPACE GREEN MOUNTAIN ROAD.....	17
SAMORA MACHEL CONSTITUENCY –HAVANA SPORT FIELD	19
JOHN PANDENI CONSTITUENCY – SOWETO MARKET	23
KATUTURA CENTRAL CONSTITUENCY – KATUTURA COMMUNITY HALL.....	27
KATUTURA EAST CONSTITUENCY – KATUTURA EAST CONSTITUENCY OFFICE.....	30
KHOMASDAL CONSTITUENCY – OPEN SPACE FRANKFURT AND INSTANBUL.....	31
WINDHOEK WEST CONSTITUENCY- ROCKY CREST MULTI PURPOSE CENTRE	32
WINDHOEK EAST CONSTITUENCY- DAGBREEK SCHOOL.....	35
WINDHOEK RURAL CONSTITUENCY - MIX	40
WINDHOEK RURAL CONSTITUENCY – GROOT AUB	45
WINDHOEK RURAL CONSTITUENCY- BRAKWATER – PAALTJIES	48

FOREWORD

This report provides feedback on matters raised by residents of City of Windhoek during the October/November 2022 public meetings.

The input and comments were provided by relevant business units of the City of Windhoek.

The Department of the Chief Executive Officer provided the secretariat role and compiled this report and assumes that the responses, explanations, actions given and taken by the various units of the City of Windhoek are completed and accurate.

The next round of public meetings will be publicly advertised in the local print media, City of Windhoek social platforms, radio, mobile public address announcement and by means of flyer and poster distribution at schools, churches and other public places.

The following are attached to this document:

Schedule for the September/October 2023 public meetings

Agenda for the September/October 2023 public meetings

SCHEDULE FOR PUBLIC MEETINGS TO BE HELD DURING SEPTEMBER/OCTOBER 2023

CONSTITUENCY	VENUE	COUNCILLORS	DATE	TIME
Moses Garoeb	Tobias Hainyeko Community Hall	Cllr. Kamati Cllr. Larandja Cllr. Kwenani Hon. S.Ndengu (Moses Garoeb Const. Councilor)	09/09/2023	14h00-17h00
Samora Machel	Green Mountain Road Open Space	Cllr. Kahungu Cllr. Araeb Cllr. Keister Hon. N Kalola (Samora Machel Const. Councilor)	09/09/2023	14h00-17h00
Samora Machel	Havana Playfield- off Eneas Peter Nanyemba Road & Uutapi streets	Cllr. Kahungu Cllr. Araeb Cllr. Keister Hon. N Kalola (Samora Machel Const. Councilor)	10/09/2023	14h00-17h00
Tobias Hainyeko	Open Space c/o Ongete & Ongava streets	Cllr. Nujoma Cllr. Kamati Cllr. Uukule Hon. C Likuwa (Tobias Hainyeko Const. Councilor)	10/09/2023	14h00-17h00
Khomasdal	Open Space c/o Frankfurt & Istanbul streets	Cllr. Kwenani Cllr. Hanases Cllr. Skrywer Cllr. Uapingene Hon. S Angolo (Khomasdal Const. Councilor)	16/09/2023	14h00-17h00
Windhoek Rural (Mix Settlement)	Mix Settlement Open Space	Cllr. Uukule Cllr. Gawanas Cllr. Lombardt Cllr. Hecht Hon. P Adams (Windhoek Rural Const. Councilor)	16/09/2023	14h00-17h00
Khomasdal	Open Space Khomasdal Community Hall	Cllr. Kwenani Cllr. Hanases Cllr. Skrywer Cllr. Uapingene Hon. S Angolo (Khomasdal Const. Councilor)	17/09/2023	14h00-17h00
Katutura East	Katutura East Constituency Office	Cllr. Nujoma Cllr. Larandja Cllr. Lombardt Hon. R Goaseb (Katutura East Const. Councilor)	17/09/2023	14h00-17h00

CONSTITUENCY	VENUE	COUNCILLORS	DATE	TIME
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Windhoek West	Rocky Crest Multi-Purpose Centre	Cllr. Hanases Cllr. Uapingene Cllr. Hecht Cllr. Lombardt Hon. E Muteka (Windhoek West Const. Councilor)	20/09/2023	18h00-21h00
John Pandeni	Soweto Market	Cllr. Kamati Cllr. Larandja Cllr. Keister Cllr. Araeb Hon. J Moonde (John Pandeni Const. Councilor)	23/09/2023	14h00-17h00
Windhoek Rural (Groot Aub)	Windhoek Rural Constituency Office	Cllr. Uukule Cllr. Gawanas Cllr. Lombardt Cllr. Skrywer Cllr. Hecht Hon. P Adams (Windhoek Rural Const. Councilor)	23/09/2023	14h00-17h00
Windhoek Rural (Brakwater)	Brakwater Recreational Park	Cllr. Uukule Cllr. Lombardt Cllr. Gawanas Cllr. Skrywer Cllr. Hecht Hon. P Adams (Windhoek Rural Const. Councilor)	24/09/2023	14h00-17h00
Moses Garoeb	Moses Garoeb Constituency Office	Cllr. Kamati Cllr. Gawanas Cllr. Kwenani Hon. S.Ndengu (Moses Garoeb Const. Councilor)	24/09/2023	14h00-17h00
Windhoek East	Dagbreek School Hall	Cllr. Nujoma Cllr. Hecht Dr. Uukule Hon. B Black (Windhoek East Const. Councilor)	04/10/2023	18h00-21h00
Tobias Hainyeko	Maxwilili Community Centre	Cllr. Nujoma Cllr. Kamati Cllr. Uukule Hon. C Likuwa (Tobias Hainyeko Const. Councilor)	07/10/2023	14h00-17h00
Moses Garoeb	Epandulo Open Space	Cllr. Kamati Cllr. Gawanas Cllr. Kwenani Hon. S.Ndengu (Moses Garoeb Const. Councilor)	08/10/2023	14h00-17h00
Katutura Central	Open Space Shanghai & Independence Avenue	Cllr. Gawanas Cllr. Lombardt Cllr. Nujoma Cllr. Uapingene Hon. R. Katjaimo	14/10/2023	14h00-17h00

AGENDA SEPTEMBER/OCTOBER 2023

1. Opening with prayer
2. Welcoming remarks
3. Announcements/projects
 - 3.1 TID Rollover
 - 3.2 Solid Waste Management and EU Projects
4. Feedback on matters raised at October/November 2022 public meetings
5. Engagement with residents
6. Closure

CONSOLIDATED FEEDBACK REPORT FOR PUBLIC MEETING HELD OCT/NOV 2022.

MOSES GAROEB CONSTITUENCY—TOBIAS HAINYEKO HALL

1. Residents of Nalitungwe requested the City to decentralize the distribution of water form tokens.

Reasons for not decentralizing water forms.

- Household heads within informal areas must first be registered with our office before the issuance of the water forms. This is done with the purpose of linking the water card with the structure number and the owner's information. This further provides a clear record for data management and reduce household ownership conflicts.
- Household heads within formal or lease areas must provide a copy of the lease agreement from Property Management before the issuance of a water form. Property Management also provide the Settlement Development Office with a list of legal household owners (Lease holders), and forms are only issued to people whose names appears on the list. This is to ensure that the water forms are issued to the rightful lessee of a certain erf.
- Household heads of un-numbered structures within informal areas are not eligible to be issued with water forms reasons being that they have only been constructed after the mass numbering of structures in 2020. This is another measure put in place by COW to discourage the daily growth of informal areas in the city.
- The office has learned about the illegal practices by some of the community leaders such as the sale of water forms as well as issuance of forms to people without valid house numbers, including people with formal houses whose water has been disconnected due to non-payment of such services. Likewise, it has been reported to our office that some community leaders have been using the water form to conclude illegal sale of municipal land as well as sales of informal

structures and change of ownership thereof. Hence, the riddance of such services from community leaders.

- It is therefore crucial that the water forms are handled by the office for the above stated reasons.

2. Residents of Soviet Union want to know if the Certificate of Land Occupation is a guarantee for them to be legal occupants of such land.

- It is important to provide essential clarification regarding the Certificate of Acknowledgement of Occupation (CAO), which has recently been a subject of misinformation among some residents. It is crucial to understand that the CAO is not a land title or a proof of land ownership.
- The CAO is a document issued by the City of Windhoek to acknowledge an individual's occupation of a specific piece of land. It serves as a form of recognition of the occupant and their rights to reside or conduct activities on the land, within the framework of the applicable legislation and regulations governing land use. However, it is important to note that presenting a CAO does not confer ownership of the land by the occupant.
- As indicated on the Certificate itself "...This certificate together with the Lease Agreement constitute a complete Acknowledgement of Occupation and it is by no means a land tittle".
- Ownership of land in Windhoek and Namibia at large is established through legally recognized tenure systems, such as freehold, leasehold, customary rights, or other formal mechanisms defined by the relevant land and property laws. The CAO, on the other hand, serves as a recognition of the occupier's presence, but it does not grant any proprietary rights or authority to transfer or sell the land.

3. Residents of Omundi and Omusheshe streets requested the City to either tar or interlocking their streets to enable them to access their house during the rainy seasons.

- The roads have been earmarked to be upgraded to bitumen standard under Phase 13 of the Tarring program. The residents should however be informed that the program is current stagnant due to unavailability of funds.

4. Residents of Omulunga Street requested for additional speed hump near erf no 21.
 - There are three existing calming measures in Omulunga Street. Two of these are in the close vicinity of Erf 21.
5. A resident in Havana Proper lived in this area since 1993 and there is no demarcation-taking place yet.
 - Havana Proper has already been demarcated.
6. Residents in Hifikepunye Pohamba in Moses Garoeb Constituency have only one public toilet and two communal taps; hence, they are requesting the City to provide them with more communal taps and toilets.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year program expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.
7. Residents of Omulunga Street requested for an additional taxi rank towards the inside of their street.
 - The CoW offers three (3) existing taxi stops in Omulunga Street. An investigation to determine whether the distance between the existing stops warrants for an additional taxi stop in the same street will be conducted and implemented if found to be a requirement.
8. Residents who are renting from the City in Havana Ext 1, would like to know for how long they will be renting
 - The rental issue will be attended to once serviced land become available.

MOSES GAROEB CONSTITUENCY- EPANDULO

9. A resident requested for the City to redesign the traffic circle in Eneas Nanyemba Road towards the intersection of Brakwater road and Hereford Street, he claimed that the circle is too narrow especially for the Trucks.
 - The Chicane was introduced as a form of a speed calming measure for the vehicles approaching the intersection. Monte Christo is due for upgrading and such Chicane will not be reinstated.
- 10 A resident requested the City to dropped the road curb at the Havana three way stops at the intersection of Winnie Mandela and Eneas Peter Nanyemba.
 - The intersection of Monte Christo / Matshitshi will be upgraded with the Monte Christo Road upgrading and safer pedestrian crossing opportunities will be created
- 11 Residents of Moses //Garoeb, Oshitenda requested for the streets names in their location for direction purposes.
 - Street names can only be provided once the area has been formalized. Human settlements Division is responsible for formalization of informal settlement and will also include the street names when formalization is done.
12. Residents of Moses //Garoeb, (Oshitenda) requested the City to formalize their informal roads so that they can be access by Emergency services providers in case of emergency.
 - This can only be possible once the informal settlements have been formalised, and proper planning has been done in and around the informal settlements, to allow for the upgrading of the existing roads or construction of new roads as the town planning layout for the area might dictate.

13. Residents of Epandulo would like to know if there is a time frame from the City to start removing people who settled under the power line.
- All houses that are constructed under the power lines, riverbed or any unsuitable areas will receive notices to vacate such inhabitable locations. At the moment there is no stipulated time frame, but residents will be informed once that time comes and given reasonable time to plan for their vacation
14. Residents of Epandulo would like to know if the houses, which constructed after the process of house numbering, has been completed, whether they will be numbered or not because they also want to buy the water tokens.
- Neighborhood committee must compile and submit such list to Human Settlement Division so that the concern can be referred to Council for advice or further directive.
15. Residents of Epandulo, Oshitenda requested the City to assist them with the emptying of their dry toilet which they constructed themselves and also requested the City to provide them with more public toilets in their area because they are finding it difficult to respond to the call of nature especially during night time.
- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.
16. Residents of Epandulo, Oshitenda complained that their water taps are constructed in the same area and requested that they spread across the area.
- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

17. Residents requested the master light in One Nation as people are being attacked at night.

- The residents are requested to provide the exact location which is a hot spot for crime so that area can be given to Electricity Department by City Police for consideration. Council budget for High Mast lights installations every financial year. In the current financial year x 5 sites were identified in conjunction with City Police.

MOSES GAROEB CONSTITUENCY- CONSTITUENCY OFFICE

1. The Walvis Bay Street in Havana, which is considered very dangerous due speeding vehicle, forced the residents to construct temporary speedy humps but the grader removes these humps making vehicles to continue speeding.

- Unfortunately, speedhumps cannot be provided on gravel roads. Unconventional speed calming not to standard and without the necessary warning road signs is considered dangerous and could pose serious threat to nearby residents. The public is discouraged from proceeding with such practice.

2. Residents of Moses Garoeb requests the City of Windhoek to provide electricity in the following areas such Mukwanangombe, Jerry Ekandjo, Kabila and Max Mutongolume

- Council is busy finalizing the 5-year Electrification Plan, which will guide the implementation of the electrification projects in various areas. Once the plan is approved by Council the leaderships of different informal settlements will be given a copy with information indicating the implementation for the next 5 years

3. Residents of Havana, Block 550 has only one public toilet hence more toilets and standpipe are needed.

- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year program expected to be completed by June 2025. The constituencies o Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

TOBIAS HAINYEKO CONSTITUENCY – MAXUILILI CENTRE

1. Residents of Kilimandjaro in the Tobias Hainyeko Constituency would like to know why the City is not providing them with the bus routes to the following areas: Robert Mugabe Avenue, Suiderhof, Kleine Kuppe/Avis and Kleine Kuppe. They are walking long distance to catch those buses at Women Centre bus stop.
 - It is the City of Windhoek's wish to provide a reliable, safe and affordable public transport service to the residents of Kilimanjaro. However, in the absence of essential funding from Central Government, the Council at present does not have the capacity in terms of resources such as buses and drivers available to achieve this goal. However, the residents are advised to make use of the existing bus lines (routes) in the area, Bus Lines 6& 11 that offer passengers exchange to other destinations. We further encourage the residents of Kilimanjaro to make use of the seven (7) existing bus stops in Ongava street.
2. Residents of Tobias Hainyeko would like to know if the certificate of occupation is transferable.
 - The certificate of occupation can be transferred depending on certain circumstance:
 - In case of death, the household ownership can be changed to the surviving spouse, children or the closest relative.
 - If the office has established with beyond reasonable doubts that the house was registered under false presence and or;
 - If the house was registered under the name of the guardian on behalf of the minor child.
 - Kindly note, the office does not support change of ownership if the owner wishes to relocate to a different town or if the house has been sold as this is tantamount to illegal sale of municipal land on which the house is illegally built.

3 Residents of Tauno Hatuikulipi Street wanted to know what happened to the TV, they used to watch at Maxwilili Centre.

- It was resolved by the centre management board that TV watching / viewing will only be restricted to children to watch kids' TV programs / movies (educational and entertainment) and that it will only be conducted during the school holidays to prevent school-going children from roaming in the streets and not to engage in unproductive as well as unhealthy activities.

This decision was taken as a result of an observed trend of unwelcome behavior of adults who use to fight among themselves due to the difference in their preferences on the type of channels to be watched. It was for this reason that the centre management board decided to cease TV watching at Nathanael Maxuilili Community Centre.

4 Residents of Tobias Hainyeko would like to know the procedures one needs to follow to transfer the ownership of the shacks from the parents to their off springs.

- Their parents must write a declaration, submit proof of ownerships, copies of identity documents, proof of income or declaration from Police for a self-employed.

5. Residents of Tobias Hainyeko informed the meeting that the area between Fidel Castro and Bright kindergarten is too dark they are requesting for the installation of streetlights.

- Council is busy finalizing the 5-year Electrification Plan, which will guide the implementation of the electrification projects in various areas. Once the plan is approved by Council the leaderships of different informal settlements will be given a copy with information indicating the implementation for the next 5 years

TOBIAS HAINYEKO CONSTITUNCY- OPEN SPACE ONGETE AND ONGAVA

6. Residents of Omuramba urged the City to speed up the formalization process of their area, which is long overdue.
 - As per the City's 2004 Informal Settlement Status Report, Omuramba informal settlement is not upgradable and requires almost a complete relocation. Such relocation can only happen when an area to accommodate such houses is identified, planned and serviced becomes available.
7. Residents of Okatunda and Okandundu wants their areas to be demarcated, and to be informed about the requirements to be demarcated.
 - The meeting was held between the relevant divisions and the leadership of the above settlements and feedback regarding the status of upgrading of the aforementioned areas was given. Okatunda, being a step ahead of the other two settlements was given a priority of upgrading while others were given a priority of layout plan (redesign).
8. Residents wants to know what is the plan for the open space at the intersection for Ongete and Ongava streets which is currently used as a venue for public meetings
 - The Erf in question is Erf 2322 Okuryangava and it is zoned "institutional". It is therefore reserved for institutional purposes as described in the Windhoek Town Planning Scheme.

9. Residents of Samuel Maharero have no certificates of occupation and without that, they are unable to buy new water tokens
- All residents of Samuel Maharero, who qualify to receive the certificate of occupation have been given certificates except those who are under power lines or who are not surveyed. Those under power line will receive notices so that they can vacate unsuitable areas. Residents without certificates are advised to visit the Settlement Development Office to determine their individual status as to why they did not receive their certificates.
 - It should be noted that the certificate of occupation is not the requirement of the issuance of the water form, if the household owner has been surveyed, they can be issued with a water form. Those in need of water forms are encouraged to visit the settlement development office provided that they are registered. They should bring along a correct house number and a copy of ID of the registered owner.
10. Residents of Okandundu and Okatunda requested for a layout of the areas from the responsible department
- The meeting was held between the relevant divisions and the leadership of the above settlements and feedback regarding the status of upgrading of the aforementioned areas was given. Okatunda, being a step ahead of the other two settlements was given a priority of upgrading while others were given a priority of layout plan (redesign).
11. Residents of Omuramba requested for the cleaning of the Omuramba riverbed channels to avoid the stagnation of rainwater during the rain seasons.
- The riverbed was cleaned last year (2022). The riverbeds are scheduled to be cleaned every second year, unless an emergency warrants immediate attention.

12. Residents of Omuramba complained that Solid Waste management took too long to empty their skip container and that the area surrounding the skip is very dirty and need to be cleaned as well

- Skip containers are cleaned according to a skip container removal schedule at least one a week. Should residents encounter full skips they are encouraged to report these skip containers directly to the SWM Office at 061 2903110. The complained must please be more specific regarding the area and should also provide a contact number.

13. Residents of Omuramba complained that they are no longer receiving black plastics from the litter pickers.

- Black bags are issued and collected twice per week. The complaint/s are requested to be more specific by providing a contact number in order for the SWM Division to engage them directly. Alternatively, the complaint can call the SWM office at 061 2903110.

14. Residents complained that in Ongulumbashe there are only two functional toilets and that the other three are not functional.

- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan. Included in this programme is the extension of water reticulation network (pipelines) to service these standpipes

15. John Otto Nankudhu Day Care centre in Tobias Hainyeko Constituency needs a water tap.

- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

16. Residents of Okatunda wants toilets that are more public built as the current ones are not enough.

- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

SAMORA MACHEL CONSTITUENCY-OPEN SPACE GREEN MOUNTAIN ROAD

1. The residents of Thlabanello (Goreangab Area) requesting the City to grade the small inroads as well whenever they are grading the main gravel roads towards the reception area.

- The streets are narrow which poses access challenges for the graders. Additionally, property encroachment into the road reserve possess a challenge. This will however be investigated and attended in due course.

2. Residents Hadino Hishongwa requested the City to permit them to construct their informal road while they are waiting for the City to develop the formal roads in their area.

- Standard procedure dictates that Engineering drawings be submitted prior to the construction of the roads. Additionally, the roads should comply with City Standard. The residents are advised to prepare a formal proposal for the City's consideration and further direction

3. Residents of Samora Marchel, Hadino Hishongwa, Peter Nanyemba and Thlabanello requested the City to relocate the old Higher Master lights from formal areas where they are no longer need to the informal areas for optimal usage.
 - The Electricity Department has investigated the possibility of relocating existing High mast lights in formalized areas which are switched off. The cost to relocate these lights is more than buying a brand-new light due to the technology used earlier. Council budget for High Mast lights installations every financial year. In the current financial year x 5 sites were identified in conjunction with City Police.
4. Residents of Samora Marchel, Hadino Hishongwa D complained about low water pressure in their area.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies o Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan. Included in this programme is the extension of water reticulation network (pipelines) to service these standpipes
5. Residents of Kahumba Kandola in Samora Marchel Constituency requested the City to remove a heap of waste in their area, which has been accumulated for the past five years, and erect no dumping sign.
 - This open space has been cleaned, should it become dirty again please contact the SWM Office at 061 2903110
6. Residents of Samora Marchel, Goreangab requested the City to extend the provision of water line towards Jeriko's area.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies o Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan. Included in this programme is the extension of water reticulation network (pipelines) to service these standpipes.

7. Residents of Samora Marchel, Greenwell C would like to know if the City could permit them to connect their private toilets to the main sewerage line.
 - All legal title deed holders (owners) of properties, registered at the Deeds Office, placed according to the approved Townships Board layout within this area, with sewer reticulation services in front or in close vicinity of their properties, or with sewer connections already in place can apply for connection

SAMORA MACHEL CONSTITUENCY –HAVANA SPORT FIELD

1. Residents of Katutura Central complained the municipal housing or land allocation waiting list is moving at a slow pace or not moving at all, some residence have been on the waiting list since 2004, and is out dated, you can even find names of people that are dead, the city must do something.
 - Unfortunately, this is true, and this is due to lack of provision of serviced land to allocated to the people on the waiting list. This is a problem that can be solved by making more serviced land available to enable Property Management to allocate land to people on the waiting list. As to the list being outdated, the onus if always on the clients registered to update their records. For those that have applied and are now deceased, such records will always form part of the history of the waiting list and if a person is deceased, when allocation comes, such person will obviously not be allocated and erf but the next qualifying client will be.
2. Residents of Havana Ext 6& 7 requested CoW to provide them with a mobile office at the soccer field for them to be able to recharge their water tokens because the Ombili and Wanaheda offices are far and always overcrowded
 - When dealing with money, certain security measures must be in place, hence in light of an upsurge in criminal activities, a mobile office will not be viable but might considered in the future.

3. Residents of Havana Ext 6&7 requested the City to develop the Havana Sport field into a full fledged recreation facility.

- The Council is currently busy with renovating and upgrading all play parks all over Windhoek including the Samora Machel constituencies to ensure no community is left behind. Once that project is completed the identification and need of more sport facilities will be first on the agenda, provided the line Ministry approves the Capex budget for such developments. It should be taken into consideration sport fields are located strategically to benefit all communities in the surrounding area, there is a sport field at John Ya Otto is part of Samora Machel constituency.
- The Economic Development and Community Services Department through the parks division is currently finalizing Sports and Recreation masterplan this will address these issues and better utilization of spaces for multi-functional purposes.

4. Residents of Samora Machel wanted to know what would happen to the people who build their houses after the process of numbering of houses and registrations for certificates of occupation had already been completed?

- Neighborhood committee must compile and submit such list to Human Settlement Division so that the concern can be referred to Council for advice or further directive.

5. Residents of Brenden Simbwaye requested the City to do a shacks audit in their area because there are many unoccupied shacks that are currently used as storage for stolen things.

- Neighborhood committee must compile and submit such list to Human Settlement Division so that the concern can be referred to Council for advice or further directive.

6. Residents of Havana Extension 6 &7 urged the City to clean their area and indicated that the residents are ready to join hands with the City.
 - Clean-up campaigns are regularly been held mainly on Saturdays by the Solid Waste Management Division. Residents residing in the vicinity of an area identified to be cleaned are usually inform during the week preceding the clean-up campaign. The community is encouraged call the Solid Waste Management at 061 290 3083/2755 for information regarding clean-up campaigns in their areas.
7. Residents of Havana requested the City to provide them with additional water taps at the sites where the water tanks were placed during Covid time.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies o Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.
8. Residents of Havana Ext 6&7 requested for an additional public toilet behind Havana Primary School.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year program expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

9. Residents who residing along Peter Nanyemba Road that side of Havana High school requested for the provision of a skip container.
- The area is quite big and it's difficult to determine where the compliant resides. It will be appreciated if a contact number can be provided to enable the SWM Division to make direct contact with the residents in need of the skip. Alternatively, a written request can be made directly to the SWM offices.
10. Residents of Havana Ext 6&7, Brenden Simbwaye wanted to know if the issuing of water forms can be decentralized to the Constituency office as well.

Reasons for not decentralizing water forms.

- Household heads within informal areas must first be registered with our office before the issuance of the water forms. This is done with the purpose of linking the water card with the structure number and the owner's information. This further provides a clear record for data management and reduce household ownership conflicts.
- Household heads within formal or lease areas must provide a copy of the lease agreement from Property Management before the issuance of a water form. Property Management also provide the Settlement Development Office with a list of legal household owners (Lease holders), and forms are only issued to people whose names appears on the list. This is to ensure that the water forms are issued to the rightful lessee of a certain erf.
- Household heads of an un-numbered structures within informal areas are not eligible to be issued with water forms reasons being that they have only been constructed after the mass numbering of structures in 2020. This is another measure put in place by COW to discourage the daily growth of informal areas in the city.
- The office has learned about the illegal practices by some of the community leaders such as the sale of water forms as well as issuance of forms to people without valid house numbers, including people with formal houses whose water has been disconnected due to non-payment of such services.

- Likewise, it has been reported to our office that some community leaders have been using the water form to conclude illegal sale of municipal land as well as sales of informal structures and change of ownership thereof. Hence, the riddance of such services from community leaders. It is therefore crucial that the water forms are handled by the office for the above stated reasons.
11. Residents of Brenden Simbwaye requested for the provision of extra water taps and public toilets in the area of Oshikango bar.
- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year program expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

JOHN PANDENI CONSTITUENCY – SOWETO MARKET

1. Residents of John Pandeni, Maroela request for a speed humps in Jerusalem Street.
 - Jerusalem Street is on the priority list for implementation (2023 – 2024 FY).
2. Residents of John Pandeni enquired what procedures to be follow if one wants to build a boundary wall.
 - A formal building permit application for the proposed boundary wall must be submitted to the Council (Building Control at the Customer Care Centre) for consideration, and once a building permit has been successfully obtained, only then construction can commence
3. Residence requested for pedestrian crossing lines around Soweto market.
 - Abraham Mashego Street was placed on the speed calming implementation list for 2024 / 25 FY.

4. John Pandeni residence requested the city to put up speed humps in Hendrik Isaac Street.
 - Hendrik Isaac Street received a speedhump during the 2022/2023 FY.
5. Residents of John Pandeni enquire why the city keep charging for the rates and taxes on paid off properties, if one has already paid off the plots?
 - Despite the properties being paid off. Rates and Taxes are still applicable as per the definitions provided in the Local Authority Act 73 (1)(a), (b), and (c). Copied: Rates levied on rate able property. 73. (1) Subject to the provisions of this Part, there shall be levied and paid by the owner of any rate able property in a local authority area, for the benefit of the funds of the local authority council, in respect of each financial year a rate on the basis of the valuation, as shown on the main valuation. Roll, of-
 - (a) the whole of such rate able property, to be known as a general rate.
 - (b) the land of such rate able property only, to be known as a site value rate;
 - (c) the improvement on such land only, to be known as an improvement rate, or
 - (d) such land and such improvements only, to be known as a site and improvement rate.
6. Residents of John Pandeni wanted to know if a house owner is not staying in Windhoek, how do one get monthly statements?
 - Residents can request for statement to be emailed or posted to their new (out of town) postal address. Residents are further are urged to make use of our E- portal online service for ease of access to Municipal Statements. By registering on the City of Windhoek Eportal, clients can add all Municipal accounts wish to access and view history statements as per their requirement. Residents may provide our Contact Center with their Email address where municipal statement can be email on monthly basis 061 290 3777 or enquiry@windhoekcc.org.na

7. Residents of John Pandeni wanted to know why CoW does not write-off debts that has been accumulated by title deed owner who has passed on?
 - City does not have policy provision for estate accounts, hence the credit control applies.
8. Residents of John Pandeni has requested reflection of the discount for pensioners to reflect on the statements?
 - City of Windhoek does not grant discount on billed monthly accounts but only on prepaid electricity.
9. Residents of John Pandeni complained that the riverbed in Maroela has not been cleaned for years, and during rainy season, storm water overflow into residence houses.
 - The riverbed was cleaned last year (2022). The riverbeds are scheduled to be cleaned every end year, unless an emergency warrants immediate attention.
10. Residents of John Pandeni requested for regular City Police patrol in Abraham Mashego street, due to high crime in that area.
 - Zonal Policing allows us to have at least one vehicle in every zone at all times. This allows us to increase visibility and minimize the response time. Resources constraint is hampering the optimal achievement of the object, however, the use of CCTV cameras allows us to breach the gap at crime prone areas. Residents are also encouraged to organize themselves into Neighborhood watch for improved coordination, assistance and deterrence.
11. Residents of John Pandeni requested City Police to patrol in Hawaii street, it is not safe, people are being robbed of their valuable items to and from work on a daily basis.
 - Police presence has been enhanced by zonal deployment. Residents are also encouraged to organise themselves into Neighborhood watch for improved coordination, assistance and deterrence.

12. Residents of John Pandeni complained that electricity department officials are not closing the electric boxes after repair, which become a safety hazard to community
- This is very good observation and community members are encouraged to contact our customer care center once they observe such incidents at 061 290 3777.
13. Residents of John Pandeni requested for a high mast lights in Omungondo Street because it is too dark
- Council is busy finalizing the 5-year Electrification Plan, which will guide the implementation of the electrification projects in various areas. Once the plan is approved by Council the leaderships of different informal settlements will be given a copy with information indicating the implementation for the next 5 years.
14. Residents of John Pandeni complained that the refuse removal assistants are damaging the wheelie bins and it takes long to replace them.
- Please report vandalism of wheelie bins either by COW employees or by the community to 061 2903110/3108/3215. Replacement of broken wheelie bins can be directed to 061 2903110.
15. Residents of John Pandeni complained about heap of waste in Hawaii Street that needs to be cleaned and a no dumping sign be erected
- This open space has been cleaned, should it become dirty again please contact the SWM Office at 061 2903110. The Solid Waste Management Division is in the process of erecting a no dumping sign.
16. Residents of John Pandeni complained that the riverbed in Maroela has not been cleaned for years, and during rainy season, storm water overflow into residence houses.
- The riverbed was cleaned last year (2022). The riverbeds are scheduled to be cleaned every second year, unless an emergency warrants immediate attention.

KATUTURA CENTRAL CONSTITUENCY – KATUTURA COMMUNITY HALL

1. Residents of Katutura Central request for a bridge across at “/Gereb” river where it crosses over Clemens Kapuuu street, near the Bet-El church.
 - The area is not yet formalized, and the request will be considered at the time of formalization and the provision of services.
2. Residents of Katutura Central complained the municipal housing or land allocation waiting list is moving at a slow pace or not moving at all, some residence have been on the waiting list since 2004, and is out dated, you can even find names of people that are dead, the city must do something.
 - Unfortunately, this is true, and this is due to lack of provision of serviced land to allocated to the people on the waiting list. This is a problem that can be solved by making more serviced land available to enable Property Management to allocate land to people on the waiting list. As to the list being outdated, the onus if always on the clients registered to update their records. For those that have applied and are now deceased, such records will always form part of the history of the waiting list and if a person is deceased, when allocation comes, such person will obviously not be allocated and erf but the next qualifying client will be.
3. Residents of Katutura Central wants Cow to give preference to the person living with disability when it comes to land allocation.
 - This already happens. Persons living with disabilities are already given preference for allocation. Each case is however treated per its merits and allocation is subject to availability of land and affordability thereof by the respective clients.
4. Residents wanted to know why is City of Windhoek back charging residents on improvements and ground value and waste management?
 - The City of Windhoek back charges for improvements, ground value and waste management service when these services were not previously billed or were undercharged due to various reasons. The practice is governed by Section 11 (a) (iii) of Act 68 of 1969 the Prescription Act, which specifies that the period of prescription for debts, including judgment of debt, is 15 years.

5. Residents requested the CoW to provide them with a fixed or mobile City Police Station in Katutura Central.
 - Establishment of Police Stations is vested with the Namibian Police Force. Public is encouraged to approach the respective station commander through the Cllr or community leader.
6. Residents of Katutura Central requested for CCTV cameras at Herero Mall.
 - We are pleased to inform that City Police is poised to roll out more than 100 CCTV cameras during the current financial year. Herero Mall is once such place to be considered for CCTV cameras
7. Residents of Katutura Central express concern that shebeens do not adhere to regulation that no person under 18 years should allowed in shebeens by the owners and requesting City Police to enforce that regulation with heavy punishment.
 - Disregard of regulations governing Shebeen operations is regarded as a serious contravention. This could lead to immediate revocation of the Liquor License and with it the Fitness Certificate, and Business Registration after due process. Residents are encouraged to be the eyes and ears of the law enforcement authorities and report any offender to the anonymous numbers listed herewith: Tel: +264612902239; Toll-free: 303302; sms Alert no. 4444.
8. Residents of Katutura central express concern about uncontrolled and unregulated breeding of dogs e.g. pitbulls in backyards, children are walking pitbulls and which puts people lives at risk.
 - Failing to keep vicious dogs securely in a fenced area constitute an offense. Failure could result in a fine of N\$500.00 and confiscation of the dog whereafter it will be put down. Residents are encouraged to be the eyes and ears of the law enforcement authorities and report any offender to the anonymous numbers listed herewith: Tel: +264612902239 ; Tollfree: 303 302; sms Alert no. 44 44.

9. Residents of Katutura Central express health concern about the home shops with sleeping quarters where the food items are sold within one or 2 meters from the sleeping quarters and they questioned how fitness certificates were issued to such home shop.
- An investigation by the Health & Environment Services Division will be conducted as a generalized observation has been noted. Additional information will be required in order to address the specific home shops where this occurrence is taking place.
10. A resident of Katutura Central wants to know when city of Windhoek can allow them to convert their houses from conventional electricity to solar electricity.
- The City of Windhoek allows residents to have grid connected solar systems at their house/businesses to reduce their consumption and get rebate via Net Metering Rules since July 2017. Interested residents can approach our Electrical Department offices or any City of Windhoek registered Electrical Contractor for more information.

KATUTURA EAST CONSTITUENCY – KATUTURA EAST CONSTITUENCY OFFICE

1. Residents of Katutura East enquired when is Sonder Water going to be formalized, if not what will happen to the residence that are settled there?
 - Sonder Water is situated on public open spaces and part of it is in the high Voltage electrical power lines servitude. By law and for safety reasons, no human dwelling is allowed within the high voltage electrical servitude. Given the above, the investigation to assess the upgradability of Sonder Water are under way.
2. Residents of Katutura East complain that renting in Windhoek is very expensive, does the city have a renting policy that regulates property owners with regards to rental.(Land Sell & Land and Housing)
 - Unfortunately, there is nothing enforceable yet in this regard. There is a Rents Ordinance 13 of 1977, but this doesn't seem to be in operation.
3. Residents of Katutura East requested CoW to protect municipal infrastructures against vandalism, e.g. road signs, and start project that can contribute to revenue enhancing and service delivery.
 - Vandalism of road infrastructure constitute an offense that could lead to the arrest of an offender. In accordance with the provisions of the Road Traffic and Transport Act, 1999 (Act 22 of 1999), upon conviction a fine of N\$4000.00 or imprisonment of 1 year or both will be applicable. Residents are encouraged to be the eyes and ears of the law enforcement authorities and report any offender to the anonymous numbers listed herewith: Tel: +264612902239; Toll-free: 303 302; sms Alert no. 44 44.
4. Residents of Katutura East Residents requested the City Police to sensitize and educate the community in regard to by laws.
 - Regular meetings and outreach programs are in place to educate the public. These activities are carried out in consultation with constituency Cllr's and community leaders.

KHOMASDAL CONSTITUENCY – OPEN SPACE FRANKFURT AND INSTANBUL

1. Residents of Otjomuise registered their unhappiness regarding the services they are getting from the City Bus Services. They informed the meeting that buses are coming late or only few buses show up and sometime buses are not coming at all. Therefore, they are requesting the bus services management to consider their plea.
 - At the moment, the City's Public transport buses operates in mixed traffic, sharing road space with other vehicles in the city unlike in other city where public transport vehicle have dedicated lines or priority during peak hours. Hence, buses are expected to be behind route schedule. Secondly, due to lack of funding support towards Public Transport, the city does not have sufficient capacity in terms of resources (buses and drivers) to provide a reliable bus service
2. Residents of Otjomuise, Manheim area requested for provision of services e.g. Electricity, Water and Toilets as their area is always over looked.
 - The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies o Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural , Katutura East and markets are included in this plan.
 - Council is busy finalizing the 5-year Electrification Plan, which will guide the implementation of the electrification projects in various areas. Once the plan is approved by Council the leaderships of different informal settlements will be given a copy with information indicating the implementation for the next 5 years.
3. Residents of 7de and 8ste Laan requested Cow to bring issuing of water tokens to purchase credit for tokens closer to them and to consider mobile office (vehicle).
 - The closet we can go is , Otjomuise Fire Brigade. Discussions are in progress to set up an office for payments and enquiries.

WINDHOEK WEST CONSTITUENCY- ROCKY CREST MULTI PURPOSE CENTRE

1. Mr. Beukes informed the meeting that Triumph College is operating in a residential area, and he question how they got the permission to operate without the concern of the residents.
 - Triumphant College is located on Erf 482, Kornalyn Street, Khomasdal. Erf 482 Khomasdal is zoned 'Institutional' in terms of the Windhoek Zoning (Town Planning) Scheme. As demonstrated by the extract of Table B of the Windhoek Zoning Scheme below, Place of Instructions are allowed as primary land uses and thus do not require the consent of the residents.

Extract of Table B of the Windhoek Zoning Scheme

USE ZONE (1)	PRIMARY USES (2)	CONSENT USES (3)	PROHIBITED USES (4)
IX Institutional	<u>Places of instruction</u> , social halls and places of public worship	Dwelling units, Residential buildings, institutions, special buildings, shops, industrial buildings and business buildings	Other uses not under columns 2 and

For information purposes, a *Place of instruction* is defined by the Windhoek Zoning Scheme as: *a building designed and/or used for educational and cultural purposes, administrative activities related therewith, and board and lodging.*

2. Residents from Cornaly Street in Khomasdal informed the meeting that they are experiencing traffic congestions during peak hours at the traffic lights where Cornaly intersect with Moses Garoeb, they requested the three phases traffic signal to be considered there.
 - The request will be reported to the Chief Engineer: Roads, Planning and Traffic Flow who's responsible for traffic lights. City Police will assist with traffic control in the meantime to ease the traffic congestion.
3. Residents of Hocklandparks requested for more visibility of City Police and the installation of more CCTV cameras in their area because their area is among the areas with the highest-recorded criminal rates in Windhoek.
 - We are pleased to inform that City Police is poised to roll out more than 100 CCTV cameras during the current financial year. The area in question will be prioritized for such CCTV cameras.
4. Residents of Rocky Crest requested additional CCTV cameras to be installed in their suburb and wanted to know if the CCTV camera in Long Island is still functioning
 - We are pleased to inform that City Police is poised to roll out more than 100 CCTV cameras during the current financial year. The area in question will be prioritized for such CCTV cameras. All cameras are maintained on a daily basis by qualified technicians in the employment of City Police.
5. Andrew Kloppers traffic light need the installation of a 3 phase sign and a CCTV camera
 - The request will be reported to the Chief Engineer: Roads, Planning and Traffic Flow who's responsible for traffic lights. City Police will assist with traffic control in the meantime to ease the traffic congestion. The area in question will be prioritized for such CCTV camera installation.

6. Residents informed the meeting that Triumphant College that operating in their residential area, contributed to the crime rate in the area because it is very hard for the residents to differentiate between the genuine students and the criminals, therefore residents are requesting the City Police to do patrol in that area.
 - City Police adopted Zonal Policing that allows us to have at least one vehicle in every zone at all time. This allows us to increase visibility and minimize the response time. Residents are also encouraged to organise themselves into Neighborhood watch for improved coordination, assistance and deterrence. Residents are encouraged to be the eyes and ears of the law enforcement authorities and report any suspicious activity to the following numbers listed herein: Tel: +264612902239; Toll-free: 303 302; sms Alert no. 44 44.
7. Residents of Windhoek West requested the City to make use Junior Councilors to do more education and information sessions among their peers on issues like illegal dumping and the benefit associated with leaving on a clean environment.
 - Currently there is a program in place at Solid Waste Management Division “Catch Them Young Program” that work with peers from different schools around Windhoek. The program focuses on providing information on general waste management, illegal dumping and environmental cleanliness. The Social and Youth Development Division will work in partnership to incorporate the Junior Council members to be part of the educational platform aimed at raising awareness to the youth members in the society
8. Residents of Cornaly Street urged the City to revamp the playgrounds around the City of Windhoek
 - Provide that funding is secured and there is sufficient operational funds this park will be attended to in current financial year.

9. Residents of Windhoek West requested the City to relocate the current dumping site near SOS children home.
 - The SWM division is not aware of a dumping site near SOS Children's home (in Khomasdal). The complainant is requested to provide a street name or contact number. Alternatively, the complainant can call the SWM office at 061 2903110.
10. West requested the City to install smaller pole bins within the residential area and near school to curb the dumping of waste all over Windhoek.
 - The SWM Division is in the process of procuring pole bins. Once it becomes available it will be erected in all areas.
11. Residents wanted to know about the stagnation of building construction happening in Daniel Munamava Street erf no 126.
 - This is a private development, therefore the owner shall be served with a notice of creating a nuisance and remedial action shall be taken.

WINDHOEK EAST CONSTITUENCY- DAGBREEK SCHOOL

1. Residents are requesting pedestrian crossing lines to Hidas Shopping Centre through Sam Nujoma and Nelson Mandela Avenue respectively.
 - Pedestrians are encouraged to cross at signalized intersections where crossing lines are provided. Additional pedestrian crossings will only be considered if there is no safe crossing opportunity within a 400-meter walking distance.
2. Residents are requesting pedestrian crossing lines to Hidas Shopping Centre through Sam Nujoma and Nelson Mandela Avenue respectively.
 - Pedestrians are encouraged to cross at signalized intersections where crossing lines are provided. Additional pedestrian crossings will only be considered if there is no safe crossing opportunity within a 400-meter walking distance.

3. Residents are requesting the expansion of dual road from Hosea Kutako Drive to Von Eck Power Station and link it to Eneas Peter Nanyemba road.
 - This is part of the City's Urban Arterial Road upgrading plan, hence the City is aware of the need and corresponding congestion. Unfortunately, funding is limited with many competing priorities.
4. Residents are requesting for approved budget documents, new tariffs that has been gazetted to be made public via City communication channel such as website and other platform.
 - New tariffs (2023/2024) that has been promulgated are available on the City's website . www.cityofwindhoek.org.na , Budget 2023/2024 will be made available on website as soon as approved by MURD.
5. Residents wanted to know why City of Windhoek still pay 5% of rates and taxes to Khomas Regional Council
 - The City of Windhoek is required to make a 5% payment to Khomas Regional Council . as specified in the Local Authority Act 77 (1) and (2)
6. Residents of Windhoek East wants to know why they are charged for waste management if they are using Rent & Drum for waste removal services
 - Refuse removal and waste management are distinct charges, If property owners opt for other services providers for their refuse removal, they will not be billed by the City of Windhoek for the removal itself, instead, they will be charged on availability fee, which is a minimum charge for the service being made available to them, even if they choose not to use it. On other hand, waste management charges are applicable to each individual property owner and cover service like street, open space cleaning etc. These charges are calculated based on the value of each property. Therefore, even if residents use Rent & Drum for refuse removal, they will still be subject to waste management charges.

7. Residents are requesting permanent patrol from City Traffic Law enforcement at Hidas Centre as taxis and commuters are beyond control and caused traffic obstructions
 - City Police adopted Zonal Policing that allows us to have at least one vehicle in every zone at all time. This allows us to increase visibility and minimize the response time. The area in question will continually receive our undivided attention.
8. Residents of Windhoek East are requesting solar water heaters to be made to all houses in order to avoid evening peak on electricity
 - The City of Windhoek under the Council approved Demand Side Management and Energy Efficiency Plan is promoting the use of Solar Water Geysers hence is encouraging residents that can afford to install Solar Water Geysers. However, due to the huge cost differential between solar and electric geysers, Council cannot make the installation of Solar Water Geysers mandatory as some residents might not afford it.
9. Residents of Windhoek East when will electricity be reformed in such a way that the tariff makes it economically viable for residents.
 - Electricity tariffs are regulated by the Electricity Control Board (ECB) as the regulator in Namibia to ensure the charged tariff are cost reflective i.e. the tariff charged reflect the cost of supplying electricity. The ECB in approving tariff always balance the needs of both Council as a supplier authority and residents/customers to ensure that in keeping electricity tariff cost reflective, they remain affordable to the customers/residents.

10. Residents of Windhoek East wants to know why they are charge for waste management because their waste collection is done by Rent a Drum.

Availability Charge

- The City of Windhoek has the responsibility to manage waste generated within the Windhoek city limits. To align itself with this responsibility, the City provides infrastructure equipment and tools to render the services with immediate effect when requested. The availability charge is levied to all property owners who are not connected to the City for waste removal services. In the event that they require such services, it is made available. This level of preparedness is costly and hence the availability charge is levied to cover such costs.

Waste management charge

- This charge covers the cost for the provision of non-remunerable waste management services i.e. waste services which cannot be attributed to a specific user and covers:
 - the sweeping of streets,
 - the cleaning of public open spaces and riverbeds,
 - the removal of illegally dumped waste,
 - the development and provision of landfill sites, and;
 - the provision of waste management related infrastructure and waste management education programmes.

11. Residents in Klein Windhoek, Eros, and Ludwigdorp requested for regular foot patrol from City Police in their area.

- Police presence has been enhanced by zonal deployment. Residents are also encouraged to organise themselves into Neighborhood watch for improved coordination, assistance and deterrence. City Police adopted Zonal Policing that allows us to have at least one vehicle in every zone at all time. This allows us to increase visibility and minimize the response time. Residents are also encouraged to organise themselves into Neighborhood watch for improved coordination, assistance and deterrence. The NHW would purchase CCTV cameras that will be installed and monitored by city Police

12. Residents enquired as to what has happened to the parking payment system that was put out to tender.

- The parking management bid was awarded to two independent service providers to manage and maintain the public parking areas in the CBD for the next 5 years as listed below:

Key Plot Investments (Pty) Ltd

- Town Square Underroof Parking located between Werner List Street and Mandume Ndemufayo Avenue; Erf 5727 Windhoek Parking (opposite Windhoek Police Station);
- All metered on street parking within the CBD. The metered areas will be extended, encompassing Robert Mugabe Avenue, Lazarett Street, Mandume Ndemufayo Avenue and Prof. Mburumba Kerina Street (*previously known as Bahnhof Street*).

ChargeTech Namibia cc

- Top Parking Deck located at the Municipal Council of Windhoek's Head Office, accessed from Robert Mugabe Avenue.

WINDHOEK RURAL CONSTITUENCY - MIX

1. Residents of Mix Settlement reiterate their request to the City of Windhoek to provide them with public transport because the private transports operating between Windhoek and Mix are charging them uneconomical prices.
 - It is the City of Windhoek's wish to provide a reliable, safe and affordable public transport service that offers greater coverage throughout the entire City including Mix Settlement. However, in the absence of essential funding from Central Government, the City at present does not have the capacity in terms of resources such as buses and drivers available to achieve this goal.
2. Residents of Mix requested the City of Windhoek to do an audit of all unoccupied houses in Mix with numbers, because there are many houses without owners in mix but the City keep on saying that mix is over populated.
 - Neighborhood committee must compile and submit such list to Human Settlement Division so that the concern can be referred to Council for advice or further directive.
3. Residents of Mix would like to know what will happen to those residents who were having incomplete houses during the process of numbering houses, but currently their house are fully completed, will their houses will be numbered in the near future.
 - Neighborhood committee must compile and submit such list to Human Settlement Division so that the concern can be referred to Council for advice or further directive.

4. The residents of Mix requested the City to tell them the exact period when Mix will be demarcated.
- The planning of Mix Settlement has been approved by the relevant planning boards. Subsequent to the planning the surveying of the area was undertaken however, few cadastral issues were identified that needed to be resolved. The City of Windhoek is currently in the process to resolving these issues.
 - The biggest challenge amongst others is that the area cannot accommodate all informal households currently residing there. Over 50% of the houses in Mix cannot be accommodated. A relocation site/s outside Mix need/s to be identified, planned and serviced to accommodate the relocation of excess houses and such development requires cooperation from the mix residents.
 - However, amidst such challenges, Mix settlement is being upgraded incrementally. Houses relocated to Extension 1 will be electrified. A decentralized water treatment plant has been constructed and areas in the vicinity of the plant will be formalized and subsequently connected to the plant.
5. The residents of Mix Extension would like to know for how long they will stay there without any basic services like water and sanitation facilities.
- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year program expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.

6. Residents of Mix would like to know why they must get permission from Cow if they want to replace their old zinc with new ones especially during the coming raining season without extending their structure.
- According to the general conditions of the council resolution 21/02/2020, the minimum distance of 5 meters needs to be maintained between informal structures for safety and accessibility.
 - The uncontrolled construction and extension of (new) structures has resulted in the congestion of most of the informal areas limiting accessibility and posing safety concerns. The compromised accessibility has also limited the City of Windhoek from providing some of the basic services such as blocking emergency vehicles for emergency services in a case of fire or for the installation of bulk infrastructure for communal services such as water pipes for water points and the connection of sewer lines for sanitation. This has created an uncondusive environment for both the residents of such areas in terms of accessibility and safety as well for the City of Windhoek to provide basic services effectively and efficiently and above all, to formalize the area as it is for Mix settlement at the moment.
 - For the City to ensure orderly and habitable settlements in the informal settlements, every building activity needs to be regulated to ensure that the intended extension/renovation does not compromise safety and accessibility. The following procedure should be followed when a house owner needs to extend or renovate arise:
 - The request must be made by the house owner himself or herself.
 - The registered household owner must apply for approval through a detailed letter. The letter must contain the particulars of the applicant such as the Full Name, ID Number, House Number and contact details.

- The office will conduct a site visit to inspect and establish if the activity that the applicant wishes to undertake is in line with the DUP. Approval is only granted if the structure is located in a habitable area, and there is enough distance (5m) between existing structures. If the structure is located in an inhabitable area (under power line servitudes or within riverbeds) and/or there will be no enough distance (5m) between existing structures after the activity then the application is disapproved. Inspections are only done upon receiving application letters based on a first come first serve basis.
 - The office will prepare an approval list at the convenience date of the applicant.
 - The office will share the approval list with City Police.
 - The office will finally conduct another inspection for compliance after undertaking the activity.
7. Residents of Mix still reiterate their request for the City to build for them formal market.
- The request is noted but the residents are advised to identify suitable sites for business activities and submit such sites or proposals for consideration by the Division of Economic Development. May be a Committee from potential traders in the area can also be established to facilitate this process with the Division of Economic Development.
8. Residents of Mix settlement wanted to know if there were budgeted projects for their area during the current financial year 2021-2022.
9. Residents of Mix requested for a mobile office to be taken to their location twice a week so that they can recharge their water tokens.
- When dealing with money, certain security measures must be in place, hence in light of an upsurge in criminal activities, a mobile office will not be viable but might be considered in the future.

10. Residents of Mix Settlement requested the City to build them a community hall

- The Social and Youth Development Division recognize the importance of the role that community centres plays in providing a sense of belonging, connection and support within the community as well as providing a wide range of community development services, activities and resources. It is our desire that in the future, we want all communities within the City of Windhoek to have their own community centres. However, this calls for conducting need assessment through public consultations with the community and stakeholders, planning and budgeting, exploring various funding options for construction of community centres, and establishing partnerships for programming and operations.
- The Social and Youth Development office is planning to conduct a need assessment through community consultation at Mix Settlement in collaboration with Public Participation Office to start the process by September 2023

WINDHOEK RURAL CONSTITUENCY – GROOT AUB

1. A resident requested that a de-bushing exercise around Groot Aub is needed as this poses a threat in the event of fire breakouts.
 - The request is noted. According to the Parks Regulation each resident are requested and allowed to clear an 3 meter strip adjoining their property as a fire break. Attention to bush control will be budgeted in the 2024 2025 financial year.
2. Residents requested for the extension of the Groot Aub cemetery.
 - The Park's Division through its Funeral and Cremation Section has taken note of the request regarding the current status of the cemetery.
 - The Council has been diligently monitoring the situation, and it is evident that the cemetery is gradually approaching its full capacity. While understanding the concerns raised by residents, we regret to inform that extending the cemetery's current size beyond its present capacity is not feasible.
 - However, the division would like to assure Groot Aub community that the Council has proactively planned for future requirements. As part of Council's spatial plan, the Council have allocated a new plot, erf 804 which covers an area of 48826 m. This designated area has been earmarked for the purpose of addressing the community's needs concerning burial facilities.
 - Our dedicated Facility Development section, responsible for the development of the allocated plot, is diligently working to ensure and secure Capital funding through our line Ministry for development of the Cemetery. We understand the importance of providing a respectful and suitable final resting place for our loved ones and will strive to make this facility accessible in a timely manner.

3. Residents requested the City to address the sand mining issue in Groot Aub because the community wants to benefit from the sand mining activities /proceedings).
- The sand mining issue is receiving Council undivided attention and numerous efforts have taken place and continue to be explored in order to ensure sand mining activities resumes without delay in Groot Aub. Of note, Council is in the final stages of completing a feasibility study by end of July 2023 which will provide guidance in terms of ensuring sustainable utilization of sand in Groot Aub. The feasibility study is being carried out in a consultative manner and the affected Operators/Claim Owners have been participating since the commencement of the study and their inputs were considered at every stage. Thus, the issue of sand mining in Groot is anticipated to be concluded in the months of August/September 2023 and thereafter successful applicants will begin with sand mining.
- 4 Groot Aub residents in Heavenly View area complained that they do not have access to water and want the city to allow them to lay a pipe to bring water closer at their own cost.
- The department is busy with the roll-out of communal sanitation (sewer) units (toilets) and communal prepaid water point (standpipes) in the informal settlements, with the current 5-year programme expected to be completed by June 2025. The constituencies of Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East and markets are included in this plan.
 - Included in this program is the extension of water reticulation network (pipelines) to service these standpipes

5. Residents of Groot Aub want to be allowed to construct individual toilets.
 - All legal title deed holders (owners) of properties, registered at the Deeds Office, placed according to the approved Townships Board layout within this area, with sewer reticulation services in front or in close vicinity of their properties, or with sewer connections already in place can apply for connection.
6. A of Groot Aub resident expressed a concern that the City of Windhoek should create awareness on solid waste management as well as take charge of the solid waste issues.
 - The SWM Division has appointed an Education Officer who is task with educating the community across the City on the correct ways of disposing waste. All suburbs will be visited in due course. Residents are requested to report individual houses that makes themselves guilty of such illegal practices to the SWM Division at 061 2903110
7. Residents of Groot Aub request the provision of electricity.
 - Residents are encouraged to approach our office in Groot Aub. Colleagues from Human Settlement should be able to guide them on the process to follow
8. A resident requested that a de-bushing exercise around Groot Aub is needed as this poses a threat in the event of fire breakouts.
 - The request is noted. According to the Parks Regulation each resident is requested and allowed to clear a 3-meter strip adjoining their property as a fire break. Attention to bush control will be budgeted in the 2024 2025 financial year.

WINDHOEK RURAL CONSTITUENCY- BRAKWATER – PAALTJIES

1. The D1491 is the main service road that enables access to numerous properties in Brakwater. The City has been authorizing numerous new developments and subdivisions that dramatically increase the traffic volume on this road, especially on the northern section that has not been tarred. In the 2015/2016 budget the City approved an amount of N\$ 10 million for the tarring of this road. Inconceivably, this intended upgrading of the D1491 has so far failed to materialize.
 - The City is aware of the need and corresponding inconveniences. The tarring of this road is no longer considered a priority, while competing with other priorities, equally considering limited funds available. The tarring of gravel streets in informal areas is currently receiving preference
2. It is most concerning that the City is expecting the owners of smallholdings in Brakwater to pay Windhoek tariffs whereas Farms and other smallholdings in the 2011 Extended Boundary Area have not been charged any municipal fees since 2011. The latest increased municipal fees as per Government Gazette No 7843 of 1 July 2022 includes the properties in the 2011 Extended Boundary Area. Will these properties in the 2011 Extended Boundary Area now finally be charged rates and taxes?
 - All properties within the City of Windhoek boundaries , including those in the 201 Extended Boundaries area, will be charged rates and taxes. The City of Windhoek has already started charging these properties while other have not been charged yet. The reasons for some properties not being charged yet include them not being created on the system and the inability to obtain ownership information from the Deeds office.

3. The Brakwater property owners (private developers) as well as their representatives have continually requested the City to account for the endowment and betterment fees accumulated from Brakwater since 2004 which were to be ring-fenced with interest and used exclusively for future development and bulk infrastructure in Brakwater. Refer to CR105/03/2004 Para 1 and CR267/08/2012 Para 18 and 19.
 - Refer to CR105/03/204 Para and CR267/08/2012 Para 18 and 19
4. The Community urgently seeks a resolve on being charged a 9% endowment fee even though all developers in the area are forced to provide their own bulk infrastructure services. This is in total contradiction to the conditions that have been stipulated in CR105/03/2004 Para 1.
 - Refer to CR105/03/2004 Para 1 and CR267/08/2012 Para 18 and 19
5. The City has not supplied any feasible reason as to why non-residential properties in Brakwater are suddenly being excluded from the ongoing discussions. The community also feels that they should only be contributing 10% and not 20% to the Solid Waste Management Fee as these services are not available in the area. The Brakwater Representatives have requested the CoW Department of Finance in writing dated 21 July 2022 to correct the increase in Solid Waste Management Fee as shown in Government Gazette No. 7843 from the incorrect 23% shown to 20% of Windhoek's tariff. Response to this is still pending.
 - All properties within the City Windhoek boundaries including those in 2011 Extended Boundary Area, will be charged rate and taxes. The of Windhoek has already started charging some of these properties, while other have not been charged yet/ The reasons for some properties not being charged yet include them not being created on the system and the inability to obtain ownership information from the Deeds office.

6. Brakwater Community is extremely concerned about the almost total lack of proactive policing in the area and the constant threat of the criminal activities that have been determined to originate mainly from Okahandja Park, Mix and the property currently housing the Struggle Kids.
- City Police adopted Zonal Policing that allows us to have at least one vehicle in every zone at all time. This allows us to increase visibility and minimize the response time. Residents are also encouraged to organise themselves into Neighborhood watch for improved coordination, assistance and deterrence. Residents are encouraged to be the eyes and ears of the law enforcement authorities and report any suspicious activity to the following numbers listed herein: Tel: +264612902239; Toll-free: 303 302; sms Alert no. 44 44.
7. Of late, the community has experienced a total lack of physical response from City Police and their control room to reports of trespassing, wood chopping, poaching, etc. The Community urgently requires leadership, advice and support from City Police as to their rights on the above issues
- Despite the lack of resources, City Police has achieved numerous successes in the appreciation of numerous suspects for trespassing, wood chopping, poaching, etc.
8. The City is requested to seriously consider the implementation of a satellite police station and a satellite fire brigade within the Greater Brakwater Area to enable acceptable response time to relevant emergencies that may arise.
- Establishment of Police Stations is vested with the Namibian Police Force. City Police Service on the other hand is tasked with the mandate to compliment NAMPOL in the fight against crime and disorder. City Police adopted Zonal Policing that allows us to have at least one vehicle in every zone at all time. This allows us to increase visibility and minimize the response time. Residents are also encouraged to organise themselves into Neighbourhood watch for improved coordination, assistance and deterrence.

9. City Council advises residents to call on the City Police Control Room for assistance with baboons that are problematic. The community wishes to be informed of the type of assistance that can be expected in Brakwater when faced with this issue. We have at least 2 large troops of baboons that are becoming more aggressive and confrontational on an almost daily basis

- Ministry of Environment and Tourism is responsible for the control of problem animal including Baboons. City Police lack appropriate resources including high caliber firearms to deal with problem animals. Public members are discouraged from feeding wild animals as this may attracts them to their houses. All windows of unoccupied houses must be closed. Feeding bowls and water containers for domestic pets must be kept out of sight from baboons. It is also advisable to put a lock on your rubbish bin. Air horn is also handy in scaring baboons away.
- Shooting or injuring baboons is not allowed unless it is completely unavoidable. Kindly contact City Police at our call centre number. Tel: +264612902239; Toll-free: 303 302; sms Alert no. 44 44. Nature Conservation officials can also be contacted, they are:

Mr Penda Shimali - Control Warden +264816515293 MEFT, Regional Services

Mr. Anthony Gurirab - Warden 0814405384 MEFT, Regional Services

10. The shoulders of most of the arterial roads in Brakwater (municipal) are completely overgrown preventing pedestrians from utilizing these and causing unacceptable encroachment into the roads and obstructing the view of traffic signs

No index entries found.

- The grass and bushes along the service road in Brakwater has been divided into 4 sections Lot 7, 8, 9 and 10 and has been attended and completed successfully.

11. The authorities wish to promote “food production” and agriculture in our area (Brak Water). Unfortunately, this is not a viable option due to the following reasons:

- Unsuitable soil in the area
- Unsuitable salty borehole water
- Topographical restrictions
- Exposure to criminal activities
- Lack of knowledge and desire
- Food Nutrition & Food Security is one of the priority components of Council. The Windhoek City Council is aware of the lack of gardening activities to benefit local community.
- However, the Department of EDCS identified 5 sites in the Informal Settlement for the implementation of Community Gardening Projects including Groot-Aub and Mix Settlement.
- This Implementation phase is still on-going with 2 already established gardens in the Goreangab Constituency and Community gardens at 4 Community Centre's.
- Community members can contact the office of Social & Youth Development Division, Section Head: Social Welfare, Mr. Wohler @ 061-2903516 for any further enquiries.