



# OFFICE OF THE CHIEF EXECUTIVE

## Consolidated Feedback Report for Public Meetings held during October 2021



## TABLE OF CONTENTS

<b>FOREWORD</b> .....	2
<b>SCHEDULE FOR PUBLIC MEETINGS TO BE HELD DURING NOVEMBER 2022</b> .....	3
<b>AGENDA NOVEMBER 2022</b> .....	5
<b>MOSES GAROEB CONSTITUENCY: EPANDULO</b> .....	6
<b>TOBIAS HAINYEKO CONSTITUENCY – MAXUILILI HALL</b> .....	8
<b>KATUTURA CENTRAL: KOMMANDO HALL</b> .....	13
<b>KATUTURA EAST CONSTITUENCY</b> .....	18
<b>JOHN PANDENI CONSTITUENCY: CCN HEAD OFFICE</b> .....	20
<b>WINDHOEK EAST CONSTITUENCY: DAGBREEK SPECIAL SCHOOL</b> .....	23
<b>WINDHOEK RURAL CONSTITUENCY: MIX SETTLEMENT</b> .....	26
<b>WINDHOEK RURAL CONSTITUENCY: GROOTAUB</b> .....	27
<b>BUSINESS IN THE CITY: OSHETU MARKET</b> .....	30

## FOREWORD

This report provides feedback on matters raised by residents of the City of Windhoek during the September/October 2021 public meetings.

The inputs and comments were provided by the 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 complete and accurate.

The next round of public meetings will be publicly advertised in the local print media, radio, mobile public address announcements and by means of flyer and poster distributions at schools, churches and other public places.

**The following are attached to this document:**

- Schedule for the November 2022 public meetings
- Agenda for the November 2022 public meetings

## SCHEDULE FOR PUBLIC MEETINGS TO BE HELD DURING NOVEMBER 2022

CONSTITUENCY	VENUE	COUNCILLORS	DATE	TIME	MINUTES/ LOGISTICS MOBILIZING/MEDIA	CONTACT NUMBERS
Katutura Central	Katutura Community Hall	Cllr. Amupanda Cllr. Lombardt Cllr. Nujoma Hon.R Katjaimo (Katutura Central Const. Councilor)	05/11/2022 Saturday	10h00 - 13h00	<b>KAUTA</b> Muhaindjumba Shifa	0812158327 0817424172
John Pandeni	Soweto Market	Cllr. Kamati Cllr. Larandja Cllr. Keister Hon. J Moonde (John Pandeni Const.Councilor)	05/11/2022 Saturday	10h00 - 13h00	Katuuu <b>NANUS</b> Groenewald Botha	0812567569 0812488593
Samora Machel	Green Mountain Road Open Space	Cllr. Kahungu Cllr. Araeb Cllr. Keister Hon. N Kalola (Samora Machel const. councilor)	05/11/2022 Saturday	10h00 - 13h00	<b>IYAMBO</b> Haingura Uushona Amutenya	0812984957 0817423625 0812706167
Moses Garoeb	Moses Garoeb Constituency Office	Cllr. Kamati Cllr. Amupanda Cllr. Kwenani	06/11/2022 Sunday	10h00 - 13h00	Katuuu Kauta <b>UUSHONA</b> Nanus Botha	0812567569 0812158327 0812706167 0812488593
Samora Machel	Havana Playfield	Cllr. Kahungu Cllr. Araeb Cllr. Keister Hon. N Kalola (Samora Machel const. councilor)	06/11/2022 Sunday	10h00 - 13h00	Iyambo Muhaindjumba Haingura <b>SHIPANGA</b> Shifa	0812984957 0817424172 0817423625 0812413313
Katutura East	Katutura East Constituency Office	Cllr. Nujoma Cllr. Larandja Cllr. Hecht Hon. R Goaseb (Katutura East Const. Councilor)	12/11/2022 Saturday	10h00 - 13h00	Iyambo <b>MUHAINDJUMBA</b> Kauta Haingura Shifa	0812984957 0817424172 0812158327 0817423625
Windhoek Rural (Groot Aub)	Windhoek Rural Constituency Office	Cllr. Dr OS Uukule Cllr. Amupanda Cllr. Lombardt Hon. P Adams (Windhoek Rural Const. Councilor)	12/11/2022 Saturday	10h00 - 13h00	<b>KATUUU</b> Haingura Kauta Uushona Botha	0812567569 0817423625 0812158327 0812706167
Windhoek Rural (Mix Settlement)	Mix Settlement Open Space	Cllr. Uukule Cllr. Amupanda Cllr. Lombardt Hon. P Adams (Windhoek Rural Const. Councilor)	13/11/2022 Sunday	10h00 - 13h00	<b>IYAMBO</b> Muhaindjumba Shipanga Nanus Botha	0812984957 0817424172 0812413313 0812488593
Khomasdal	Khomasdal Community Hall	Cllr. Kwenani Cllr. Hanases Cllr. Skrywer Hon. S Angolo (Khomasdal Const. Councilor)	13/11/2022 Sunday	10h00 - 13h00	Katuuu Haingura <b>KAUTA</b> Shifa	0812984957 0817423625 0812158327
Windhoek East	Dagbreek School Hall	Cllr. Nujoma Cllr. Skrywer Hon. B Black (Windhoek East Const.Councilor)	16/11/2022 Wednesday	18h00 - 21h00	Muhaindjumba Katuuu Botha	0817424172 0812567569

Windhoek West	Rocky Crest Multi-Purpose Centre	Cllr. Hanases Cllr. Uukule Cllr. Hecht Hon. E Muteke (Windhoek West const. councilor)	16/11/2022 Wednesday	18h00 - 21h00	Iyambo <b>HAINGURA</b> Shifa	0812984957 0817423625
Tobias Hainyeko	Maxwilili Community Centre	Cllr. Nujoma Cllr. Kamati Cllr. Uukule Hon. C Likuwa( Tobias Hainyeko Const. Councilor)	19/11/2022 Saturday	10h00 - 13h00	<b>IYAMBO</b> Muhaindjumba Shipanga Kauta Botha	0812984957 0812567569 0812413313 0812158327
Businesses in the City of Windhoek	Oshetu Market	Cllr. Skrywer Cllr. Hanases	19/11/2022 Saturday	10h00 - 13h00	Katuuu Haingura <b>UUSHONA</b> Shifa	0817424172 0817423625 0812706167
Moses Garoeb	Ebandulo Open Space	Cllr. Kamati Cllr. Amupanda Cllr. Kwenani <b>Vacant</b> (Moses Garoeb Const. Councilor)	20/11/2022 Sunday	10h00 - 13h00	Iyambo Katuuu <b>SHIPANGA</b> Haingura Shifa	0812984957 0817424172 0812413313 0817423625
Khomasdal	Open Space c/o Frankfurt and Istanbul Streets	Cllr. Kwenani Cllr. Hanases Cllr. Skrywer Hon. S Angolo (Khomasdal Const. Councilor)	20/11/2022 Sunday	10h00 - 13h00	<b>MUHAINDJUMBA</b> Nanus Uushona Kauta Botha	0812567569 0812488593 0812706167 0812158327

## AGENDA NOVEMBER 2022

1. Opening Prayer
2. Welcoming remarks
3. Strategic Plan 2023-2027
4. Current financial status of CoW
5. Budgeted Project for FY 2022/2023
6. Land delivery and Housing: Affordable CoW housing project and Informal settlement up grading project
7. Prepaid water meter role out and Informal Settlement Prepaid water meters(Challenges)
8. Cleanliness of the City and Buyback center
9. Electrification Project
10. Formalization of Informal Settlements
11. Trading markets for vendors
12. Social ills: Drugs, Prostitution, etc
13. Consolidated Feedback Report

# CONSOLIDATED FEEDBACK REPORT FOR PUBLIC MEETINGS HELD DURING SEPTEMBER / OCTOBER 2021

## MOSES GAROEB CONSTITUENCY: EPANDULO

1. Residents of Kapuka kaNauyala requested for provision of High Mast lights in their area.
  - ✓ The City of Windhoek constructs several High Mast Floodlights on an annual basis. The positions of high mast lights are chosen through consultation with the City Police, Namibian Police and Constituency Councillors and are approved by Council. Residents are encouraged to consult their Constituency Councillors to engage with City Police or the Namibian Police to identify high crime areas where high mast floodlights can be constructed. Eehambo DaNehale (Interlocks) will receive High Mast light during the current FY.
2. Residents of Kapuka kaNauyala requested for the provision of formal roads and the grading of these roads thereof in their area.
  - ✓ The roads are too narrow as houses are obstructing the roads hence our machines are unable access the area.
3. The residents of Ombili wanted to know when the City would finalize the tarring of the following streets: Uupopo, Iipupu and Ongarayongwe.
  - ✓ None of the streets listed here are included in the tarring program as previously approved by Council. Some streets in the area have been included in previous Phases. The required interventions will be investigated on the mentioned streets, in order to add to future projects.
4. Residents of Kapuka kaNauyala would like to know the sizes of the houses which the City will construct for its's residents.
  - ✓ Houses constructed under the Affordable Housing Programs vary in size and the options include co-house, one-bedroom and two-bedroom. All options allow for expansion. Exact details of the size and design can be obtained at the Division of Housing and Land Delivery, Housing Section at the Head Office or during scheduled consultative meetings for project areas. For a more practical example, residents are encouraged to visit completed houses in areas such as Onyika, Freedom Land, Havana etc. and where possible talk to project beneficiaries.

5. Residents requested for a speed hump at Ombili Woerman brock 4 way stop due to number of accidents happening there.
  - ✓ The intersections of Onyaroyongue / Omonyambambi Streets and Omuryambambi / Etetewe Streets (Ombili Woerman brock) will be investigated for possible Four-Way Stops during the 2022/2023 financial year.
6. Residents of Kapuka kaNauyala wanted to know whether the people who will be relocated to the City 's reception houses will they going to pay, or the City will pay for them.
  - ✓ Reception Houses, or more formally '*Relocation Centre*'s is an initiative of the Municipality aimed at establishing relocation centers for use as temporary accommodation by beneficiaries of the Affordable Housing Program (both the Pilot Project currently being implemented, and the planned Windhoek Affordable Housing Program) whilst their house is under construction. Households relocated temporarily to a Reception Centre will be accommodated for a duration of one (1) month free of costs except for costs associated with their consumption or use of basic municipal services e.g., water, sewer, electricity etc. It is expected that, within a period of one (1) month, their house will be completed and will then be assisted to move to their new house.
7. Residents requested the City to permit them to construct individual toilets for themselves.
  - ✓ The owners of properties (registered owners) that are in close vicinity of water and sewer network and that are able to connect without any major capital investment may do so, in their individual ownership capacity (provide proof of ownership deed, lease, etc.) can apply for a sewer connection given that there is a parallel water connection application, because water is required for the flushing of the waterborne toilets to avoid for blocking of the sewer network.
8. Residents of Kapuka kaNauyala requested the City to assist them in emptying their pond which they constructed themselves as it currently costing them around N\$ 1000.00 per month
  - ✓ CoW has gazette tariffs for its nightsoil truck. Residents should apply with CoW offices for emptying of the pond and will be charged the relevant tariff.
9. Kapuka kaNauyala residents requested to be provided with individual electricity.
  - ✓ The Electricity Department will provide electricity services to these locations once the areas are upgraded by Housing, Property Management & Human Settlement Department. This is also subject to availability of funds from Central Government.



## TOBIAS HAINYEKO CONSTITUENCY – MAXUILILI HALL

1. Residents wanted to know when will the City give them permission to expand their houses.
  - ✓ Any informal settlement resident who would like to extend his/her house structure must request for a permission to do so by writing a letter in which he/she would give reasons for such extension. Such letter must be submitted to the office of the Manager: Human Settlement Division, who will investigate and assess such request in accordance with the provisions of the Development and Upgrading Policy.
2. Residents of Tobias Hainyeko Constituency requested for installation of CCTV cameras on streetlights in their area.
  - ✓ The Department of City Police through partnership with India plan to install six (6) CCTV cameras in Tobias Hainyeko Constituency during the current financial year at various crime hotspots.
3. Residents of Tobias Hainyeko requested for the placement of speed calming on the Brakwater road due too high speeds and reckless driving by some drivers.
  - ✓ Brakwater Road is an excessively long arterial road, while arterial roads do not receive humps. Four pedestrian crossings in a form of a speed humps are planned along the Brakwater Road, pending approval of funds under the 2022/2023 financial year.
4. Babylon B residents requested the City to connect the toilets in their area to the main sewerage system.
  - ✓ Properties owners (proof of ownership deed, lease, etc.) that are in close vicinity of water and sewer network and without any need for major capital investment can do so, in their individual ownership capacity (provide proof of ownership deed, lease, etc.). Owner must apply for a sewer connection given that there is a parallel water connection application, because water is required for the flushing of the waterborne toilets to avoid for blocking of the sewer network.
5. Residents complained about the overflowing toilet next Mandume kindergarten in Babylon.
  - ✓ This problem was attended to and resolved, residents are urge to report to Customer Call Centre @0612903777 for future overflowing of sewer.
6. Residents of Tobias Hainyeko requested the City to cease the process of electing community leaders through political party's membership cards.

- ✓ City of Windhoek through the public participation section has started with the establishment of neighborhood committees the process is planned to be concluded during the current FY. The community structure will also be established in Tobias Hainyeko Constituency.
7. The residents of Babylon B requested for the removal of illegal houses which were built through the assistance of community leaders.
    - ✓ Council via Resolution 30/02/2021 (Prevention of Land Invasion) read together Council Resolution 219/10/2021 adopted zero (0) tolerance on Land Invasion. Specific cases of land invasion or unauthorized land occupation must be reported without delay (ASAP) to the City Police or the Division of Property Management (Katutura Customer Care Centre).
  8. Tobias Hainyeko residents appealed to Public Participation Section to do their public announcement in all the vernaculars spoken in their Constituency.
    - ✓ Announcements are done in English; however, officials translate the message in vernaculars that are predominately spoken in the specific area.
  9. Residents of Tobias Hainyeko requested the City to consult the defaulters first before handing over their accounts to Red Force.
    - ✓ All clients handed over to Red force are sent a final SMSs prior to handover with a due date of 7 days to come and make an arrangement. Hence, they are only handed over after 7 days if there was no response. Clients are encouraged to regularly update their contact details to be reached.
  10. Residents of Tobias Hainyeko Constituency (Maxuilili Hall) requesting Fire fighters to improve on their dispatch efficiency.
    - ✓ We appreciate the advice and would like to assure the residents, that the Emergency Management has a standard operating procedure (SOP) in place. The SOP dictates that control room operator upon receiving a distress call will dispatch an emergency vehicle within a 1 minute after obtaining the relevant information from a caller, if such resources are available. We must be mindful that resources might already be committed to other emergencies especially during a busy day/evening where Snr Officers advice is required to direct resources adequately. Should an investigation reveal that this operational order was violated; the normal industrial action is taken against a member without delay. This however is a matter that is constantly monitored by the supervisors and found that delays are most caused by:
      - ✓ Residents from the informal settlement areas take long to call the emergency operations centre upon discovery of a fire or emergency. There were cases whereby our emergency control room was notified one hour after the incident had occurred.
      - ✓ Some callers do not know their street names.

✓ In most cases the callers cannot provide the call taker with street name or pronounce the street correctly as a result the Emergency Management will be directed first to a school or police station to meet someone to direct them to the scene of emergency.

✓ Residents call the emergency services via other sources such as NAMPOL, Marshal rangers or MTC

Some incidents occur in areas where there is no street access at all; not to mention street names.

We are well aware of the above factors and it is for this reason that the Division initiated an integrated community Education and risk awareness campaign with the aim to raise public awareness and to educate them on emergency preparedness procedures. The challenge that we are facing as a Municipality is caused by the social issues associated with informal settlement areas. As a result, the majority of informal settlement residents tend to ignore the important information that is given through these platforms by our professionals. On the other hand, the lack of adequate infrastructure such as proper roads and street demarcation or general lack of application of town planning principles can diminish effective municipal service delivery whether it is Police, Waste Management, water or electricity supply to the residents. Regarding the water in our tanks, we always have water in our fire engines from our grass fire units which hold 400 to 600 liters of water, our fire engines have different tank capacities that holds from 2500 up to 10 000 liters of water, so yes we always have water in our fire engines.

In conclusion, Education and awareness are of paramount effect in combating fire outbreaks in the informal settlement. Therefore, residents are encouraged to seek information at any time and not wait until they have been affected by a fire incident. Installation of portable smoke detection for early warning, have fire extinguishers in the dwellings, keeping of a water bucket in the dwelling, construct the dwellings with fire resistant materials, maintaining a minimum of 3 meters' distance between different dwellings, avoid illegal electric connections, proper and safe handling of flammable gases and liquids. Maintaining accessibility for emergency trucks and not rely on footpath. always Have the emergency number **061-211111**, create neighborliness and have each other's telephone numbers at hand.

11. Tobias Hainyeko residents requested the City to engage them regularly and update them on the development projects planned for their Constituency.

✓ Residents are engaged through scheduled public meetings and ad hoc meetings, as well as other media platforms like newspapers and social media.

12. Tobias Hainyeko residents request the City to speed up the process of land allocation.

✓ The request is noted, and residents are assured that land allocation is high on the Municipality's Agenda. [Waiting list](#), [other housing schemes](#), [ppp](#), [affordable housing](#)

13. Residents want to know whether it is their duty to report a full skip-containers in their area to solid waste and if so, where should they report.
  - ✓ Solid Waste Management Division is responsible to keep track of all full skips and to service them regular as per schedule. However skips can get full of the next day of service, therefore if residents observed full skips they can call Solid Waste Management office at 061 290311 during office hours.
14. Mukwanangombe residents requested for the upgrading and grading of the gravel road.
  - ✓ None of the streets listed here are included in the tarring program as previously approved by Council. Some streets in the area have been included in previous Phases. The required interventions will be investigated on the mentioned streets, in order to add to future projects.
15. Mukwanangombe residents complained of not receiving black bags regularly and removal of full black bags.
  - ✓ Solid Waste Management have the teams responsible for litter pickings, street sweeping and collection of black bags. The fixed term contract employees must issue two black bags weekly to each household on the condition that they return full black bag to the worker. Residents are encouraged to report waste related concerns to Solid Waste Management Office at 061-290 3110 during officer hours. The complaint will be recorded and attended to immediately.
16. Residents of Tobias Hainyeko requested for the City to build sport facilities in their Constituency.
  - ✓ The City is currently busy with the renovating and upgrading various play parks all over Windhoek including the Tobais Hainyeko Constituencies. Once that project is completed the identification and need of more sport facilities will be first on the agenda. There is Babylon Playpark in Omuvalu street is within the radius around this suburb. Erf 790 in Okahwe street is reserved for sports and recreation development however the terrain is challenging due to the river course and also semi encroached. This area will be developed under the masterplan. Erf 2347 in Onguari street is served for as Public Open Space, all this will be scrutinized for development given the outlay. A portion of Erf 3315 in Omuvalu street an informal pitch will be developed.

17. Babylon A residents requested for grading of their gravel roads.
- ✓ The residents of Babylon should rest assured that the grading of their gravel road will commence soon
18. Residents wanted to know when will the City give them permission to expand their houses.
- ✓ Any informal settlement resident who would like to extend his/her house structure must request for a permission to do so by writing a letter in which he/she would give reasons for such extension. Such letter must be submitted to the office of the Manager: Human Settlement Division, who will investigate and assess such request in accordance with the provisions of the Development and Upgrading Policy.
19. Babylon A residents requested for the continuous awareness campaign on health and hygiene matters
- ✓ The health and hygiene session will take place on 25 March 2022 at Babilon A settlement.
20. Residents complained about being charged for calling the Emergency Services for fire incidents.
- ✓ The Division does not charge the CALLERS who report the incidents. However, the caller's details (name & Contact number) is noted down for occurrence book record and for calling back in case the response team is unable to locate the incident scene. Therefore, If there is any resident who was charged for reporting an emergency incident, they are advised to visit Fire Brigade Head Quarter, Sheffield street, Northern industria area or contact Mr Lucas Hatutale 0612902837 / Mr Nafitalie Isaaks 0612902807 / Reception 0612902897. Kindly provide us with the following information.
    - Municipal account number (CoW statement for the bill)
    - Your full names
    - ID or DoB number
    - Incident date
    - Incident address
    - Where possible, the details of the property owner (erf number, name, contact number)
  - ✓ However, it must be noted that emergency services are provided at a fee that is charged on the owner of the property or patient / guardian to whom the service was rendered.
  - ✓ It is important to note that Council recently approved a fire brigade services levi to be paid by each property owner (residential) for the availability, maintaining and procuring fire brigade equipment. The levi will also cover for the emergency response of vulnerable communities.

21. Residents of Tobias Hainyeko constituency requested the City to build them more sport facilities in their constituency.
  - ✓ The city is currently busy with renovating and upgrading various play parks all over Windhoek including the Tobias Hainyeko constituency. Once that project is completed the identification and need of more sport facilities will be first on the agenda.
22. Residents of Babylon A and B want an update on their application for electrification of their houses, they alleged some applicants' houses have already been electrified while some applicants did not get any response yet.
  - ✓ Thirty-one (31) houses in Babylon will be electrified during the current financial year in project is in process.

## KATUTURA CENTRAL: KOMMANDO HALL

1. Residents of Katutura Central Constituency requested for the repair of the Katutura (Golgotha) Cemetery boundary wall that has been damaged.
  - ✓ The damages on Sukkot street side has been repaired, however no repairs has been done on the on the side of Troas street due to pending insurance claim (BC003-21/22), once the claim is processed the City will commence with repair works to the wall.
2. Residents of Katutura Central Constituency complained that the renovation of the playground in Sukkot Street is taking too long to be completed.
  - ✓ The Upgrading of Sukkot Park was our central project as a starting point to revamp all the Play Parks but the COVID-19 pandemic brought the project to a stand still (stopped).
  - ✓ The play park has now been completed with the help of Road North Maintenance by levelling the sand at mini soccer field and with the help of the VTC interns who worked timeously, to repaired the palisade fence, installed swing, see-saw and soccer goal posts.
3. Residents of Katutura Central requested the City to build them a market near Auas Primary School.
  - ✓ City of Windhoek already have Menarovandu industrial park in close vicinity and a additional market is earmarked to be constructed in the same constituency. Residents are encourage to apply for stalls at the above mentioned markets and at any other markets when advertised.

4. Residents of Katutura Central complained about the removal of vendors who were operating between Woermann Brock and Pick-n-Pay when the area was under construction as they now have nowhere else to operate from.
  - ✓ The area under question is private property and vendors are encourage to apply for stalls at our markets.
5. Residents of Katutura Central requested that the Herero Mall be developed into a market.
  - ✓ The Herero Mall has been approved for the construction of the market, which will be developed as soon as funds become available.
6. Residents of Katutura Central requested for provision of more informal markets in their area.
  - ✓ The construction of trading facilities is guided by a needs assessment that includes the feasibility of the market and site, the availability of land (site) and the securing of funds for capital projects.
7. Residents of Katutura Central Constituency requested for the repair of streetlights in Rama and Kamberipa Streets that are broken.
  - ✓ Kindly report these to the City of Windhoek contact center @ 061 2903777 in the future. The maintenance head has been informed.
8. Residents of Katutura Central complained about a drainage in the riverbed behind Namibia English Primary School that is blocked and requires to be unblocked as it produces very bad smell.
  - ✓ This riverbed was cleared mid-week of March 2022
9. Residents of Katutura Central requested for the cleaning of the riverbed in Willie Gulubane Street which is full of grasses.
  - ✓ This riverbed was cleared mid-week of March 2022.
10. Residents of Katutura Central requested for the cleaning of riverbed near BSK shopping complex.
  - ✓ This riverbed was cleaned.

11. Residents of Central requested for provision of speed hump in Traugott Handura, Willie Gulubane, Exodus and Bishop Tjitjo Streets.
  - ✓ Traugott Handura Street has been added to the investigation list. Once the investigation is finalized and speed calming is warranted, such speed calming will compete for priority as every year there is only limited funds available for speed calming. Priority lists are reviewed twice each financial year.
  - ✓ Willie Gulubane is a short local street. The street is already included on our investigation list for speed calming. Once the investigation is finalized and speed calming is warranted, such speed calming will compete for priority as every year there is only limited funds available for speed calming. Priority lists are reviewed twice each financial year.
  - ✓ Exodus Street is a short local street and is currently not warranted considering limited resources to provide speed calming and an already long priority list, while no funds were availed for speed calming for the past three financial years.
  - ✓ Bishop Tjitjo streets is a short local street and is currently not warranted considering limited resources to provide speed calming and an already long priority list, while no funds were availed for speed calming for the past three financial years.
12. Residents requested the City to repair road signs in Katutura Central that are broken.
  - ✓ The root cause of damage to traffic signs is vandalism and theft. Stolen material is either used to build kambashu's or sold as scrap metal. The police alone cannot prevent the above crimes from taking place hence the request to the public to be the eyes and ears of the police and report any theft of vandalism at our toll-free number and SMS no. Toll free no. 302 302
13. Residents requested the City to clean the riverbed at Nama10 and Sin Street as it floods during the rain seasons.
  - ✓ The riverbed has been cleaned recently.
14. Residents requested the City buses to extend their operating hours until 22h00 at night because taxis are not safe this time around.
  - ✓ Unfortunately, due to government funding towards implementing Public Transport in Local Authority areas remaining absent, the extension and/or improvement of the service is not financially possible.
15. Residents of Katutura Central Constituency requested the City Police to do morning and evening patrols in riverbeds in order to avert rape and robbery incidents happening in the area.
  - ✓ A joint operation with NAMPOL called Uukongo was launched on the 23 September 2022, to avert the criminal activities in Katutura Central in particular and Khomas Region in general. Uukongo operation is using the pro and reactive policing strategies.



16. Residents of Katutura Central Constituency requested for a mobile City Police office in their area.
  - ✓ Due to financial constraints, City Police currently is not in the position to open up an office in the Katutura Central Constituency, however City police vehicles are deployed in the Zone for crime prevention.
17. Residents of Katutura Central Constituency requested for the City to put up streetlights in the following area in this Constituency; Bethuel Church, Malaka-Draai, Nama 10, between KFC& the Black Chain Mall and Herero Mall.
  - ✓ The mentioned areas are already provided with streetlights. The root cause of non-functional streetlights is vandalism and theft. Resident are encourage to report vandalism to City Police.
18. Residents requested the City to clear the bushes along Malaka Draai riverbed.
  - ✓ The riverbed has been cleared during current financial year.
19. Residents of requested City Police to do foot patrol as this would more effective than when they are in their vehicles.
  - ✓ This complain has been attended to through Uukongo operation which launched on the 23 September 2022 and still going on.
20. Residents wanted to know whether the Pensioner Discount is applicable to both those with pre-paid meters and conversional.
  - ✓ Benefit is only applicable to pre-paid meters. This is in line with the metering policy to encourage the prepaid meter roll out which is beneficial to council in terms of cash flow and upfront revenue collection as well as beneficial to the clients/pensioners as it helps them control the monthly spending and avoid accumulation of debts which they will struggle to pay.
21. Residents requested that the City Front Line staff have name tags put on for them to identify the in case they want to report poor service delivery.
  - ✓ City is in the process of procuring name tags and corporate wear for all front desk official to ease the identification of employees.
22. Residents expressed concern over the high cost in transfer of ownership of houses after the original owner dies and requested the City to appoint lawyers to assist them in this regard.

23. Residents requested the City to clean the riverbed at Nama 10 at Sen Street as it floods during the rain seasons.

✓ The riverbed has been cleared during current financial year.

24. Pensioners requested for their debts be written off.

✓ Residents are advised to continue making payment while waiting for the approval.

25. Residents requested for the renovation of UN Plaza as it is dilapidated.

✓ Facility Maintenance can commence with a scoping, costing and budgeting.

26. Residents requested for installation of pre-paid water meters in Katutura.

The City of Windhoek prepaid water meter roll-out officially kicks off in September 2021.

**Requirements:**

1. Application should be done by owner of the account.
2. Certified copy of the identify documents of registered/property owner.
3. Municipal bill(s) must be up to date.
4. 4. Payment of approval installation cost.

27. Residents requested for the disinfection the canal behind the UN plaza as it smells badly and is the breeding ground of mosquitoes.

✓ Larvicide can be applied to stagnant pools of water to control the breeding of mosquitoes; however, disinfection cannot be done where running water is involved. The disinfection chemicals will be washed away and will be ineffective. The cause of the stench is due to decomposition of waste/ debris in the water. As such, cleaning of the canal is advised.

28. Residents requested the City to allow them operate businesses in Un Plaza once again.

✓ Industrial stalls at UN Plaza were advertised in the local newspaper in January 2021 and those selected are informed to occupy the premises.

29. Residents requested the City to establish small committees in the Constituency to attend to issues quicker.

✓ In line with our informal settlement Development and Upgrading Policy neighborhood committees are establish in the informal settlements, residents of the formal areas are advised to form neighbourhood watch group to work together with City Police to fight crime or to contact the City Call Centre at 061-2903777 for service related queries.

✓ For crime prevention residents are encourage to form Neighbourhood Watch Groups work to together with Police.

30. The residents for repair of the streetlight in Rama street that is damaged.
- ✓ Kindly report these to the City of Windhoek contact center @ 061 290 3777, in the future. The maintenance head has been informed.
31. Residents requested the City to provide special treatment to people with disabilities i.e. provide them with special rate on municipalities.
- ✓ Currently the City of Windhoek has only subsidized tariff provision for Old Age residence.
  - ✓ Thus, special service rates for people with disabilities matter shall be forwarded to council for consideration.
32. Residents requested for installation of CCTV Cameras at BSK Shopping Complex and the Katutura Health Centre.
- ✓ The installation of a CCTV camera at BSK Shopping complex will be budget during the 2022/3 financial year. However, City Police will install a CCTV camera during this financial year at the Clemence Kapuuo bus stop.
33. Residents complained that the City's Emergency Service- Fire brigade charge them when called to a scene although they sometimes arrive late when the fire has already caused damage.
- ✓ The Division does not charge the CALLERS who report the incidents. However, the caller's details (name & Contact number) is noted down for occurrence book record and for calling back in case the response team is unable to locate the incident scene.
  - ✓ Therefore, If there is any resident who was charged for reporting an emergency incident, they are advised to visit Fire Brigade Head Quarter, Sheffield street, Northern industria area or contact Mr Lucas Hatutale 0612902837 / Mr Nafitalie Isaaks 0612902807 / Reception 0612902897. Kindly provide us with the following information.
    - Municipal account number (CoW statement for the bill)
    - Your full names
    - ID or DoB number
    - Incident date
    - Incident address
    - Where possible, the details of the property owner (erf number, name, contact number)
  - ✓ However, it must be noted that emergency services are provided at a fee that is charged on the owner of the property or patient / guardian to whom the service was rendered.
  - ✓ It is important to note that Council recently approved a fire brigade services levi to be paid by each property owner (residential) for the availability, maintaining and procuring fire brigade equipment. The levi will also cover for the emergency response of vulnerable communities.

## KATUTURA EAST CONSTITUENCY

1. Residents requested for the rezoning of Sonderwater settlement in Katutura East Constituency in order for them to set up businesses in that area
  - ✓ Sonderwater is under a servitude line; no development should take place under a servitude line.
2. Residents requested for the provision of speed humps in the following streets:
  - ✓ Mika Shimbuli: speed calming has been completed.
  - ✓ Paul Erlich Paul Ehrlich is a short local street. The street is added on our investigation list for speed calming. Once the investigation is finalized and speed calming is warranted, such speed calming will compete for priority as every year there is only limited funds available for speed calming. Priority lists are reviewed twice each financial year.
  - ✓ Andrew Mogalie Streets is a short local street. There is already one speed hump present in the street and currently no further speed calming is warranted considering limited resources to provide speed calming and an already long priority list, while no funds were availed for speed calming for the past three financial years.
3. Residents requested for provision of more toilets at Sonderwater.
  - ✓ The City commenced with the 5-year plan for provision of communal water (metered standpipes) and sanitation (toilets) during 2019, and has to date installed 181 communal water points and 98 toilets over the six (6) constituencies [*Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East*]. The City further plans to install a further 102 communal water points (standpipes) and 182 communal toilets at the six (6) constituencies. Samuel Maharero and Ehafo is one of the Settlements included in the constituencies, and these services will be provided as planned, and far as the existing network infrastructure allows for connection to it without any further bulk infrastructure extension requirements at this juncture, due to capital investment cost implications.
4. Resident of Katutura East Constituency request the City to consider opening an office in Sukkot Street, Dolam area to provide municipal services to Senior Citizens.
  - ✓ Currently we have two offices in the proximity of Katutura Central where our residents get services, that is Katutura Customers Care next to NamPost in independence avenue and Soweto Customer Care near Soweto market in Hendriks Isaack street. We have taken recognition of our Senior Citizens request, and our residents at large are informed that the division has taken note of their outcry, and plans are in place to set up more satellite offices to accommodate our resident in the future.
5. Residents of Katutura East Constituency requested the City to revamp the recreation area alongside the Claudius Kandovazu Street as it is dilapidated.
  - ✓ Erf 7357 is under a servitude line; no development should take place under a servitude line.

6. Residents of Katutura East Constituency requested the City to establish an open GYM in the park in that area.
  - ✓ Council is in the process to secure donations to establish at least 5 open Gyms all over Windhoek including Katutura east.
7. Residents requested for City Police to pick up all astray dogs roaming the streets of Katutura as they pose danger to residents, especially children.
  - ✓ Residents are encouraged to report stray dogs to City Police who will inform SPCA to come and pick up stray dogs. Dogs owners are encouraged to take care of their dogs per as per city of Windhoek bylaws, failing to do so, they law will take its own course.
8. Residents of Katutura Central constituency complained that the renovation of the playground in Sukkot Street is taking too long to be completed.
  - ✓ The Upgrading of Sukkot Park was our central project as a starting point to revamp all the Play Parks. This project was however interrupted by COVID-19 Pandemic which brought the project to stand still (stopped).
  - ✓ This project have now been completed with the help of Road North Maintenance by levelling the sand at mini soccer field and with the help of the VTC interns who worked timeously, to repair the palisade fence, installed swing, seesaw and soccer goal posts.

## JOHN PANDENI CONSTITUENCY: CCN HEAD OFFICE

1. Residents of John Pandeni Constituency complained about the increase of drug abuse in the area
  - ✓ After receiving this complain an environmental scanning was conducted, which led to identification of some suspected houses, searching of those houses took place and drugs were found in some of those houses. Community members are still encouraged to report to City Police if the suspect people using drugs or drug traffickers.
2. Residents of John Pandeni (Freedomland A&B) complained that the land allocated for an open market in their area has been occupied by a church building.

- ✓ Council per Resolution 28/02/2011, inter alia resolved that Portion of Erf T, Okuryangava (measuring ±1039 m<sup>2</sup> in extent) be leased to Noah's Ark Social Development Organisation at a monthly rental of N\$580.83.00 for a period of five (5) years: The lease commenced on the 01 June 2012 and expired on the 31 May 2017, it should be noted that the lessee did not comply to special conditions.
  - ✓ The property supposed to be used for operating a small medium enterprise with the aim of uplifting the economic living standards of its members. The land in question was for small market and cannot be sold without Council approval.
  - ✓ The site inspection conducted on 29 March 2022, it revealed that the property is not yet developed and still vacant.
3. Residents of John Pandeni would like to know why some households have two different bills. i.e. one for rate & taxes and one for water.
    - ✓ Some clients prefer it so, while other might have opened the water and electricity account a while before we received the deed of transfer from the Deed Office. Client who wants the accounts combined can make such request and any of our cash halls.
  4. Residents of John Pandeni Constituency complained about vandalism taking place at playground in the area and request the City to come up with plans to curb this.
    - ✓ The City Police Crime Prevention unit has been alerted about unwanted activities within play parks and will carry out regular patrols in these areas, however the council is also requesting to report such culprits to the police, the best control mechanism is for community members to take ownership and help preserve play parks for the wellbeing of their own community.
  5. Residents of John Pandeni Constituency requested the City to provide them with a soccer field in the area.
    - ✓ The John Pandeni constituency was awarded with land for sport facility, it was known as the Black Africa soccer stadium on erf 10618, this land was portioned into residential and the remaining portion is POS but its small for a soccer field development. Nonetheless, the John Ya Otto stadium can be utilized for activities within the constituency. There is new Playground developed at corner of Independence and Ceasar streets.
  6. Residents of John Pandeni Constituency requested for provision of library in their area
    - ✓ This could be considered once Council makes resources available.
  7. Pensioners of John Pandeni Constituency requested that they also benefit from the discounted electricity tariffs even though their houses have now been put in their children 's name.

- ✓ The purpose and intention of the pensioner's tariff is to benefit the pensioners at their dwellings where they reside. This is already a difficult task in terms of implementation since some of the pensioner move back to the villages and no longer stay in the house and this is difficult to prove. By virtue of transferring the house to the children's name, this then means that the house no longer belongs to the pensioner but to the child who just like any other ordinary resident and does not qualify for the pensioner scheme.
- 8. Residents requested for the tarring of the following streets Gottlieb Mungunda, GBS Kanguuehi and Ruso.
  - ✓ All listed roads are included under Phase 8 of the tarring program, which is planned for the 22/23 FY.
- 9. Residents of John Pandeni Constituency wanted to know why the City back date the reading of faulty water meter as if this was caused by the residents themselves.
  - ✓ When the meter is faulty, water is still consumed. That is why the client will be charged average of normal consumption. The client is not deprived to use water during that period or inconvenience to use water for the period the meter is faulty.
- 10. Residents requested the City to write off debts of senior citizens and vulnerable people, including the unemployed.
  - ✓ Residents are advised to continue making payment while waiting for the approval.
- 11. Residents of John Pandeni constituency complained about lack of proper maintenance of the playground in Luxury Hills since its inauguration.
  - ✓ The state of the park it was in bad conditions by that time there was no contractor appointment for horticultural maintenance cleaning services. Now, the new contractor has been appointed for two yearly maintenance contract and the Play Park it looks clean and neat.
- 12. Residents of John Pandeni requested City Police to intensify patrols in Agrippa Street as resident's safety is really compromised by group of dangerous young people.
  - ✓ A joint operation with NAMPOL called Operation Uukongo was launched on the 23 September 2022, to avert the criminal activities in this particular area and Khomas Region in general. Operation Uukongo is using the pro and reactive policing strategies and some suspects have been arrested in action.

## WINDHOEK EAST CONSTITUENCY: DAGBREEK SPECIAL SCHOOL

1. Residents of Windhoek East Constituency wanted to know what procedures she had to follow in order for her to donate N\$ 3000.00 to the City for planting at the Zoo Park as the park looks neglected.
  - ✓ The Parks Division is grateful for the noble gesture, but it is unfortunate that there are procedures to be followed. A letter needs to be submitted to the CEO's Office, which will be table to the Councilor's for approval, to ensure the authentic of the donation the Minister will give the final approval thereof.
2. Residents of Windhoek East Constituency complained that the playground in Joseph Wood Street has become a laundry spot for everyone and requested the City to do something to stop this.
  - ✓ The City Police crime prevention unit has been alerted about unwanted activities within play parks and will carry out regular patrols in these areas. However, a proposal to upgrade and develop this park has been received by the council from one of the residents with a maintenance plan.



3. Resident wanted to know why they pay for duplicate monthly statements.
  - ✓ Municipal mailing and printing cost is growing very high. It has been observed that some clients `statements will be mailed and yet they will request duplicate statements several times which double or triple the cost. Clients can choose their e-mails to be e-mailed or posted to a reliable address.
4. Residents requested the City of Windhoek to remove VAT on municipal bills for private properties.
  - ✓ VAT need to be charge on some services e.g. Waste Management and for private properties having business consent.
5. Pensioners residing in Klein Windhoek requested to write –off their debts as they have done so with pensioners residing in Katutura.
  - ✓ Not only pensioners’ debts staying in Katutura were written off but included all arrears in Windhoek in 2018. Since 2018 no write off was approved hence any future debt write off will apply to all.
6. Residents requested the City of Windhoek make public the names of, businesses and Government Ministries that owe the City.
  - ✓ All clients confidentially should be maintained as per our agreement with our clients hence the request cannot be implemented.
7. Residents of Windhoek East suggested that refuse lorries collect their refuse only every two (2) weeks in the area during daylight from 08h00 to 16h00 for security and noise reasons since Rent n Drum is operating in the area
  - ✓ We are by policy obliged to collect waste once a week. If there is no need, we would look for exemption from Council. The time cannot be altered due to the busy schedule we have.
8. Residents of Windhoek East Constituency requested for provision of small refuse bins i.e. 130lt in order for them to pay lower tariffs.
  - ✓ The smaller bin in the two-bin system is being investigated and would soon be presented to Council for approval.

9. Residents of Windhoek East complain about big trucks over 50tons that park in Josph Wood and John Ludwig streets and request that a sign prohibiting such vehicles from parking in such areas should be put up there.
  - ✓ Plans are underway to erect the road sign and to issue possible citations to the offenders.
10. Residents of Windhoek East Constituency complained about the roaming of Baboons in the area of Zenobia/Babs Street that cause harm and threaten residents in their houses.
  - ✓ City Police have procured hunting rifles and officials will be trained to training the Ministry of Environment
11. Residents of Windhoek East Constituency requested the City Police to control traffic at streets that cross Sam Nujoma such as Aeadie, Berg and Heinitzburg streets for better traffic flow especially during morning and afternoon weekdays
  - ✓ Plans are in place to place officers at identified problematic routes to assist with traffic flow.
12. Residents of Windhoek East complained about poaching of Wild animals going on a in Avis as poachers lay traps to catch small antelopes as well as collection of firewood in the area.
  - ✓ A joint intervention between City Police, NAMPOL and the Ministry of Environment has been carried out, suspects were caught and their items were confiscated. After this intervention City Police did not receive any complain regarding poaching of Wild animals in the Avis area. However, residents are encourage to report any suspected activities.
13. Residents of Windhoek East Constituency complained about drugs that are being sold at the Gobabis Taxi rank.
  - ✓ An undercover operation was carried out in this area and this operation led to the arrest of 4 suspects and a recovery of drugs to the street value of N\$420 500 in Rocky crest.
14. Residents of Windhoek East requested the City to clean the Klein Windhoek river to minimize flooding.
  - ✓ It will be investigated and added to the program.
15. Residents wanted to know why the boundaries of Windhoek local authority were extended or increased to nearly the size pf Tokyo of Japan.
  - ✓ The extension of the Windhoek municipal boundaries was a decision by the Minister of Urban and Rural Development.
16. Residents requested the City of Windhoek to terminate their agreement with Red force in order for defaulters to make arrangements directly with the City to pay their outstanding

debts as the current arrangement puts them under too much pressure and harassment by Red force.

- ✓ There is a contractual obligation between Red force and City and cannot be terminated with no cost implication. Only accounts with arrears more than 120 days are handed over to Red fore therefore City believes clients were given enough time to make arrangements prior to handover
- 20 Residents wanted to know why building plans are taking too long to be approved.
- ✓ In most cases delays are caused by incomplete applications or where the nature of the application requires further consultation or special Council approval e.g. three story building, increased coverage, etc.
- 21 Residents requested that the City of Windhoek make public the names of people, businesses and Government Ministries that owe the City.
- ✓ All clients confidentially should be maintained as per our agreement with our clients hence the request cannot be implemented.

## WINDHOEK RURAL CONSTITUENCY: MIX SETTLEMENT

1. Residents of Mix Settlement requested for provision of a community hall
  - ✓ It is a fact that community centres/halls are playing an important role in uplifting community socially and economically. For the past years, community members in various locations are requesting that community centres should be established. However, due to financial constraints, building of community centres cannot be realized soon. The only solution is through public and partnership including community members themselves in order to mobilize funds to address the needs.
2. Residents of Mix Settlement requested for the removal of moratorium to allow them to extend their existing houses
  - ✓ Any informal settlement resident who would like to extend his/her house structure must request for a permission to do so by writing a letter in which he/she would give reasons for such extension. Such letter must be submitted to the office of the Manager: Human Settlement Division, who will investigate and assess such request in accordance with the provisions of the Development and Upgrading Policy.
3. Residents wanted to know what will happen to the residents who residing on top of the main water pipe

- ✓ Residents who residing on top of the main water pipelines, should be relocated, same as was done with those who resided under High Tension Overhead Powerlines.
- 4. Residents requested for provision of bus services to Mix settlement.
- ✓ Unfortunately, due to government funding towards implementing Public Transport in Local Authority areas remaining absent, the extension and/or improvement of the service is not financially possible.
- 5. Residents of Mix Settlement requested the City to build for them an open market.
- ✓ The construction of trading facilities is guided by a needs assessment that includes the feasibility of the market and site, the availability of land (site) and the securing of funds for capital projects.

## WINDHOEK RURAL CONSTITUENCY: GROOTAUB

1. Residents of Groot Aub complained about drug abuse in the settlement and requested Police presence in order to do something about it
  - ✓ The City police together with the Namibian Police Force has lodged a joint operation in Groot Aub. Crimes of concern that were identified such as Drug abuse, Domestic Violence, Assault with the intent to cause grievous bodily harm(AGB) and Housebreaking and Theft have been dealt with extensively. Number of operations has led to the arrest of suspects and confiscation of drugs and operations are ongoing.
2. Residents requested for the provision of bus services in Groot Aub Settlement.
  - ✓ Unfortunately, due to government funding towards implementing Public Transport in Local Authority areas remaining absent, the extension and/or improvement of the service is not financially possible.
3. Residents of Groot Aub wanted to know the extent to which Windhoek borders were extended and what is the exact borders for Groot Aub i.e. where it starts and ends.
  - ✓ Map indicating the extended Municipal boundary and the extent of Farm Groot Aub No. 267 is available in the Boardroom of the Constituency Office and with Municipal officers in the same office. To ensure wider access, the Manager: Peri-Urban and Satellite Suburbs under which Groot Aub falls in terms of administration will ensure that the map is available for inspection by any resident at the offices used by the Municipality.

4. Residents of Groot Aub requested for that moratorium be revisited to allow residences to extend their existing houses.
  - ✓ Groot Aub is a formal area with over nine hundred (900) erven in three (3) approved townships. Therefore, the approach to development in Groot Aub is orderly and formal. The Municipality is taking necessary steps aimed at suspending moratorium on extending houses or construction of new houses. One of the steps currently underway is the survey of all the occupied land parcels to confirm whether such houses conform to the approved layout plan for the area. The mapping process will be followed by signing of lease agreement for those without any form of title. A conveyancer was appointed to register the three (3) approved township in the Deeds Office which will then pave way for proclamation of the three (3) townships as approved townships. The proclamation of the townships will allow for eventual sale of residential and commercial zoned land parcels.
  - ✓ Any informal settlement resident who would like to extend his/her house structure must request for a permission to do so by writing a letter in which he/she would give reasons for such extension. Such letter must be submitted to the office of the Manager: Human Settlement Division, who will investigate and assess such request in accordance with the provisions of the Development and Upgrading Policy.
5. Residents of Groot Aub wanted to know when the City will allow them to build with brick houses.
  - ✓ Groot Aub is a formal area with over nine hundred (900) erven in three (3) approved townships. Therefore, the approach to development in Groot Aub is orderly and formal. The Municipality is taking necessary steps aimed at suspending moratorium on extending houses or construction of new houses. One of the steps currently underway is the survey of all the occupied land parcels to confirm whether such houses conform to the approved layout plan for the area. The mapping process will be followed by signing of lease agreement for those without any form of title. A conveyancer was appointed to register the three (3) approved township in the Deeds Office which will then pave way for proclamation of the three (3) townships as approved townships. The proclamation of the townships will allow for eventual sale of residential and commercial zoned land parcels
6. Residents of Groot Aub requested for the provision of individual electricity.
  - ✓ The Electricity Department will provide electricity services to these locations once the areas are upgraded by Housing, Property Management & Human Settlement Department. This is also subject to availability of funds from Central Government.

7. Residents of Groot Aub complained about flood occurrences in the area and requested the City to use bulldozers to dig trenches to redirect the water into rivers.
  - ✓ This matter falls within the mandate of the Department of infrastructure and Technical services (Roads & Storm water Division) and must be referred accordingly. The Emergency & Disaster Risk Management however in 2021 saw the need to carry out a flood risk assessment in the Groot Aub area which revealed that specific properties have been identified to be located directly within the path of a water channel in a riverbed, which is challenging to re-divert the waters from its initial flow, hence the recommended flood resilience measure is to relocate all properties within the riverbed to higher ground. The issue regarding relocation was referred to the Human Settlement Division for further investigation and action.
8. Residents wanted to know how they can benefit from Sand mining activities in their respective areas.
  - ✓ Residents can approach the Department of Economic Development and Community Services (Health and Environment Services) in order to familiarize themselves with Council Policy and requirements that can enable them to benefit from the commercial sale of sand and gravel resources found in their respective areas.
9. Residents of Groot Aub requested for provision of communal toilet in their area.
  - ✓ The City commenced with the 5-year plan for provision of communal water (metered standpipes) and sanitation (toilets) during 2019, and has to date installed 181 communal water points and 98 toilets over the six (6) constituencies [*Tobias Hainyeko, Moses Garoeb, Samora Machel, Khomasdal, Windhoek Rural, Katutura East*]. The City further plans to install a further 102 communal water points (standpipes) and 182 communal toilets at the six (6) constituencies. Groot Aub is one of the townships included in the constituencies, and these services will be provided as planned, and far as the existing network infrastructure allows for connection to it without any further bulk infrastructure extension requirements at this juncture, due to capital investment cost implications.
10. Residents of Groot Aub complained about lack of maintenance on sewerage lines as the lines in the area are constantly blocked.
  - ✓ Because there is not enough water in the reticulation system, the sewer system cannot operate effectively, and blockages occur frequently. CoW respond and mobilise when calls of blocked sewers are received, but the problem will not be solved until the water supply is solved.

11. Residents of Groot Aub complained about low water pressure and interruptions in their area.
  - ✓ A new reticulation network is designed and will be constructed when funds become available. Tests done on the current network shows that too many illegal offtakes are installed and no matter how much water is pumped into the network; it is impossible to put it under pressure.
12. Residents of Groot Aub requested for provision of more skip containers in their area.
  - ✓ Residents are requested to identify and list area which require skip for consideration and encouraged to refrain from littering therefore make use of skips and white containers which are already provided.

## BUSINESS IN THE CITY: OSHETU MARKET

1. Traders at the markets suggested that the City should consider handing over the stalls left by deceased people to their family members for business continuity and to avoid job losses.
  - ✓ The Municipal Council of Windhoek wishes to avoid a scenario where stalls effectively become the ownership of a family on a permanent basis, which in most cases result in stalls being sub-leased by family members at a profit instead of to continue the business. If family members are involved in the business operations, they are advised to declare such a partnership in advance to enable the remaining family member, whose name is not on the lease agreement, to continue. In the absence of such declarations, Council advertises all vacant lockable stalls at the markets in local newspapers to ensure a fair and transparent process in the allocation of the stalls. However, family members of deceased tenants at the markets are still eligible to and are encouraged to apply for stalls once such advertisements have been placed in the newspapers.
2. Vendors at Oshetu Market complained about the malfunctioning of the refrigerator container for storing meat and request the City to repair it.
  - ✓ The container, referred to above, was placed at the market during 2012 and stopped working due to a mechanical breakdown. Unfortunately, the type of container installed at Oshetu Community Market is no longer in production and as such the parts that need to be replaced have since been modified to fit newer models, hence are not available for this container. The Municipal Council of Windhoek will rather consider the replacement of the container depending on the availability of funds.
3. Vendors complained about broken stall doors which forces them to pack up every day and requested that these doors be fixed.

- ✓ Due to operational challenges within the Division of Facility Maintenance, who is responsible for the repair of roller shutter doors, this matter could not be resolved to date.
  - ✓ The Division of Economic Development is exploring other avenues with the Department in question.
4. Vendors at Oshetu Market requested the City to allocate a specific spot to Salsa vendors as they currently operate all over the place.
    - ✓ The Salsa vendors have been allocated stands at the market, however they refuse to operate from the allocated stands. Unfortunately, due to Covid-19 protocols, especially the social distance requirements, no other spaces can be considered at the market as that would result in congestion and breach of social distance requirements. The Salsa vendors are kindly requested to operate from their allocated spaces at the market.
  5. Vendors at Menarovandu market requested the City to remove wrecked cars and car parts at this market in order to create enough space for vendors to operate from.
    - ✓ Unauthorized Vehicles that are parked at the premises and that does not belong to a tenant or a client are towed away regularly. A private tow away operator is informed about the unauthorized vehicles and then it gets towed away. Additionally, vendors are strongly urged to also take responsibility to keep their trading spaces clean and clutter free.
  6. Vendors requested the City to avail them a spot where they can cook and warm their foodstuffs since they are no longer allowed to use gas stoves in the markets.
    - ✓ This matter should be reported to the market committees for consideration by the committee and the municipal staff at the specific market.
  7. Vendors requested for prompt replacement of bulbs in the toilets at the markets.
    - ✓ All fused bulbs in the toilets at the all the markets have been replaced.
  8. Vendors at Menarovandu complained that there are vendors operating outside this market and requested for their removals.
    - ✓ The unauthorized operators in the cul de sac is regularly removed by City Police (Bylaws and Traffic Division, however this remains a recurring misconduct by transgressors. The Economic Development Division and City Police Bylaws Division has set up a joint working committee to address these issues on a proactive manner and to find a permanent solution.
  9. Vendors requested for replacement of bulbs in the B East area of the Oshetu Market
    - ✓ All fused bulbs in the toilets at the all market have been replaced.



10. Vendors requested for the replacement of bulbs in the toilets at the Oshetu Market as it is too dark

✓ All fused bulbs in the toilets at all the market have been replaced.

11. Vendors complained that business Fitness Certificate renewals take too long to be finalized and requested the City to speed up this process

The department is in the process of finalizing internal processes and modalities for implementing the following:

✓ Online Business Registration Application System for New Applications;

✓ Satellite Offices for Business Registration;

✓ Review of Business Registration Process

12. Vendors requested the City to allocate the stalls that have been vacant/been closed for too long now for others to operate from.

✓ The Municipal Council of Windhoek advertises all vacant lockable stalls at the markets in local newspapers to ensure a fair and transparent process in the allocation of the stalls. The latest advert for stalls was placed in the newspapers during November 2021.

13. Vendors requested the City to avail them a spot where they can cook and warm their foodstuffs since they are no longer allowed to use gas stoves in the markets.

✓ This matter should be reported to the market committees for consideration by the committee and the municipal staff at the specific market.

14. Vendors at Oshetu Market complained about the malfunctioning of the refrigerator container for storing meat and requested the City to repair it.

✓ The container, referred to above, was placed at the market during 2012 and stopped working due to a mechanical breakdown. Unfortunately, the type of container installed at Oshetu Community Market is no longer in production and as such the parts that need to be replaced have since been modified to fit newer models, hence are not available for this container. The Municipal Council of Windhoek will rather consider the replacement of the container depending on the availability of funds.