



The official Newsletter of Rehoboth Town Council

Volume 1

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RTC @ Work



REHOBOTH TOWN COUNCIL

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Mr. Simeon Kanime
Chief Executive Officer

CEO's Brief

With its large track of land and size-able population, Rehoboth is calling for all to tap on investment opportunities that the market offers.

There is a massive need for a credited Vocational Training Centre, particularly in the field of agriculture to complement the prospective widely open agricultural opportunities.

In addition, there are other trades that a vocational training centre may offer such as as metal fabrication, auto mechanic, plumbing, electricity, bricklaying and many more.

The Council therefore encourage prospective investors to take advantage of the town's proximity to the city to invest in the noble investment oppurtunities the town has to offer.

We can proudly say that return on investment is guaranteed. In essence, private and state functions have been evading Rehoboth due to lack of hosting and accommodation facilities.

These facilities are often build outside town in the townlands that offers exquisite natural beauty and feel of the environment.

It is therefore the wish of Council to see at least two hospitality facilities developed in the town, offering services such as conferencing facilities, wedding receptions, corporate entities team building and retreats to mention a few.

We call on our community and investors to take our hands to untap the potential of this beautiful town with its vast oppurtunities for old and young.

In the same breath, we would like to thank our community, the people of Rehoboth who are committed and dedicated towards the growth of our Town. Your individual contributions, support and payment for services rendered does not go unnoticed.

We are mindful of the challenges we are facing daily as a town and a community, and are working towards improving service provision, ultimately, the lvelihoods of our people through collective effort and dedication to improve lives.

It is our mision to become a unified, sustainable and attractive town. We take pride in publishing our first edition of the RTC Newsletter, a step towards improved service delivery and transparency, keeping our residents informed and educated about the affairs and operations of Council.

Did you know ?

Rehoboth meaning "broad places" in Hebrew, (Gen. 26:22) in the Bible) is the gateway to the South, being the first Town from the Capital City Windhoek.

The Tropic of Capricorn passing through Rehoboth aid in dividing the Earth into different parts and marking the southern boundary of the tropics. The Tropic of Capricorn, like the Tropic of Cancer is also significant to the Earth's amount of solar insolation and the creation of seasons.

Rehoboth is one of the few southern towns with Town lands, approximately 65 000km². The topography is relatively flat, rendering the land suitable for all types of land uses - housing, agriculture ,industries lodging, farming and so much more.

In addition the Town is blessed with natural hot water springs, believed by elders to have medicinal value and are used by locals who do not have Geysers, for bathing, especially during winter.

The town with its untapped potential has about 9000 households and it's population is projected to be between 40 000 to 60 000 people.

There is an unprecedented land demand for all types of land uses, especially housing and agriculture. Thus, any investment in these sectors of the economy shall unquestionably, be sternly considered.

With its unique culture, community and way of life, Rehoboth surely is a destination of choice.



A new Dawn for RTC



It is a new dawn for Rehoboth, the time has come for us to un-tap the potential of our town and its surroundings. When we took over the political administration from the previous Council, my political colleagues and I knew that it was to be a journey worth traveling.

We made a commitment that this journey should be about realizing a dream of a better life for all our people in our town. It is our aim to create improved mechanisms to strengthen the accountability and governance.

The overall turn-around times of administrative and professional work will require significant improvement and we have made great strides in this regard amidst the challenges we encounter along the way, we choose to soldier on for the greater good of us all.

Too often the single most important objective of serving our people, becomes an abstract idea that is regarded as the exclusive domain of the political principals, which is not the case, it needs to be a collective effort from us all. Equally with the politicians, it is important that we focus our energies on the mandates we have from our respective political parties.

Our differences should only be an indication of a strong democratic

council, not an impediment to deliver services to our people.

It is commendable to note the improvements in relation to our spending and expenditure patterns, but we need to do more. Every day is a pursuit to change for the better in all aspects of revenue collection and service delivery.

The ever present excuse of lack of resources might be a legitimate one, but the key question is how effectively we use the resources at our disposal. It is our prerogative to ensure effective and efficient service delivery.

In our quest to make Rehoboth the ideal destination of choice, we need to work hard, as a council, management, officials and residents alike. It is of paramount importance to synchronize our programmes and plans with targets to achieve our broader goals of effective and efficient service delivery.

It is a call on us all, we must all commit to making Rehoboth a better place. May I take this opportunity to give my sincere appreciation to each and everyone for your support and trust in us, to make Rehoboth a better place for us all.



Human Resources

Search for HR Manager finally over



"our workforce is our most valuable assets, each one of our staff members play a very important role in the daily operations of RTC "

Mr. Ronald Windswaai - Manager Human Resources

New yet old addition to the Structure of the Rehoboth Town Council is Mr. Ronald Robert Windswaai, duly appointed as Manager: Human Resources and Corporate Affairs.

Mr. Windswaai commenced duty as manager from 03 May 2022. Prior to that Mr. Windswaai was employed by Aranos Town Council from December 2020 to 30 April 2022 as Chief Executive Officer.

Before leaving for Aranos in 2020 , Mr. Windswaai served in the Town Planning Division in the Technical Department at Rehoboth Town Council from 2011 to 2020, where he was overall responsible for

town planning activities and also served as administrative officer in the department under the Technical Manager at the time.

Mr Windswaai boast with more than 27 years of experience in the local authority fraternity, serving for three terms as CEO at various towns in the Southern Region. Being a holder of a Diploma in Human Resource Management majoring with Management Practice, coupled with a Bachelors and Honors Degrees in Business Administration, currently busy pursuing his Masters Degree in Management.

Being employed in the human

resources department, Mr Windswaai is confident that he will assist RTC to achieve its strategic goals, especially in the areas of Workplace Law and Organisational Development, Works Skill Planning; Alignment of the current structure to serve the need of the organisation; to mention a few.

"Human resources is the most important asset at any organisation, therefore my aim is to ensure that we grow together as team, to strive towards employee satisfaction and succession planning within the legal frame works governing our operations" he said.

Council Meetings Schedule

All Council Meetings are at 10h00

- Thursday 28 July 2022
- Wednesday 31 August 2022
- Thursday 29 September 2022
- Thursday 27 October 2022
- Wednesday 30 November 2022

Public Meetings Schedule

All Council Meetings are at 15h00

- Sunday 07 August 2022 Kawuki
- Sunday 14 August 2022 Burgers Hoek
- Sunday 21 August 2022 Hermanus Van Wyk Saal
- Sunday 28 August 2022 Oanob Saal



Borehole commissioned for Stadium Project



Rehoboth Town Council proudly tested and commissioned a new borehole for the envisaged Sport Field at portion 74 in Block E. The Council through its procurement processes appointed Reho Drilling cc to drill a solar powered borehole, install five water storage tanks with a combined capacity of 50 cubic meters to supply water that will be used for the construction, irrigation of grass and possible green project and maintenance of the Sports field.

The Project started in 2021 when RTC partnered with GIZ-ISUD and GIZ-S4DA (Sport for Development Africa) to construct an ‘informal’ sportsground in Block E. The construction will entail a multi-purpose court and a football pitch with technical equipment for green grass.

GIZ-S4DA in collaboration with the Town Council; handed out a bid for the construction in May 2022, hence the construction process will kick off in due course. The Council has so far spend a total of N\$238 061.50 to drill the borehole, install solar system, water tanks and security fencing around the water point. We are now looking forward for GIZ to finalize the appointment of the contractor who will execute the civil works of upgrading the sport field.

Meanwhile a focus group consisting of stakeholders in the sports fraternity in the town are trained as trainers for sports for development and a Steering Committee established from participants for the construction, maintenance and sports development in the town.



New Pump Station for Block H



Her Worship the Deputy Mayor pictured with the CEO Mr Kanime & Team with the Contractor, Sebke Civil Contractor during the hand over ceremony.

Rehoboth Town Council takes pride in yet another Project to the tune of N\$4.1 million completed successfully and handed over to Town Council. The Council appointed Sebke Civil Contractor CC in 2021 to Construct the Sewer Network and Pump station for Block H, Extension 1. The Pump station was later expanded to cater for other extensions such as Ext 2, 3 and 4 and also Ext 7 and 8 of Block E.

It is worth mentioning that the servicing of Block H will indeed lighten up the Block E area since the council envisage to upgrade one kilometer of electricity network services with streetlights as part of this project.



Another Milestone achieved *Fire station become a reality*



His Worship the Mayor, Enrico Junius with Councilors , hon. Coetzee & hon. Khariseb pictured with RTC Team, PENATU Trading Team and Dunamis Consulting Team at the groundbreaking ceremony.

In terms of section 30 of the LA Act, the establishment and maintenance of a fire brigade is critical and essential part of a community infrastructure, hence Rehoboth Town Council put shoulder on the wheel to make this a reality. The Council, through its Procurement process, appointed PENATU Trading cc for the N\$ 4. 146,317.53 Project and construction commenced on Erf 926 Extension 3, Block G. The Fire Station is envisaged to be completed by February 2023 for the Fire Brigade to be fully functional as per the project schedule with the prospects of employing approximately twenty (20) skilled and semi skilled local people in the building industry.

The primary goal of the Fire Department is to provide fire protection and rescue services through a range of programs designed to protect the lives and property of our residents from the adverse effects of fire, sudden medical emergencies, motor vehicle accidents or exposure to dangerous conditions created by man or nature. Currently, the Town Council employed one permanent Fire Officer with three (3) Temporary Assistant Fire Officers and seven Volunteer Fire Officers in its team.

" I am pleased that the project finally kicked off for us to have our own Fire Station after so many years of existence, this will definitely help us to be able to improve our response in terms of extinguishing, protecting lives and properties during fires in the town, rescuing and protecting people in the event of a road traffic collision, and rescuing and protecting people in the event of other emergencies from a well equipped and established Fire Station" the Mayor said during the ground breaking ceremony. He promised the team that he will have his hands on the project to ensure successful completion and maintenance of the fire brigade.

In his remarks, Hon. Jacky Khariseb encouraged young people especially woman, to be part of the Fire Response Team urging the Contractor to ensure that local people are employed during the construction phase, noting that Rehoboth has skilled people in the construction industry. " I am happy to be part of this milestone, moreso seeing young people from the town to volunteer their services for this very noble, challenging and dangerous profession. I trust that we will see more young people from Rehoboth to be part of the RTC Fire Brigade, I in particular,want to see more woman as I see only one lady among the gents", Khariseb said.



Love where you live

Report illegal dumping and help us keep our town clean

Illegal dumping is the disposal of trash generated at one location and disposed of at another location without legal permission. This includes dumping yard waste, appliances, tyres and other garbage in river beds, vacant plots and public open spaces.

The Environmental Health Division continue to face an uphill battle with maintaining a clean and healthy town with the scourge of the ongoing illegal dumping in and around town.

We have noticed with dismay that some residents are not bothered by the cleanliness of the environment they live in and dump refuse just any where open. This includes dumping yard waste, appliances, tyres and other garbage in river beds, public open spaces and empty erven.

Equally guilty are private property owners who leave their vacant plots to fall into a state of neglect and ruin. Vacant pieces of land owned by individuals and companies, but also various government ministries are among several health challenges that the Town Council Health Division is faced with.

The Council urge property owners to clean and clear all grass, debris, weed and bushes in order to control nuisance. Failure to adhere to regulations and our call to clean vacant erven, may have consequences as the situation force the Town Council to have problematic sites cleaned up and recoup the costs from the property owners. To avoid unnecessary charges on your municipal bill, please ensure your vacant property is maintained. in the end, maintaining a clean and healthy town is the responsibility of us all.

REFUSE REMOVAL PROGRAM

Monday

Block A / Block B / Shopping Centre

Tuesday

Block B / Block F / Block G

Wednesday

Block G / Block D/ Block C

Thursday

Block E / Town Lands

Friday

Litter collection and loading from the road

Report illegal dumping and get paid !

In an attempt to strengthen our efforts to maintain a clean and healthy environment, the Town Council introduced a

Report & Get Paid Campaign

This campaign is introduced to encourage residents to report illegal dumping and illegal connection of services to the Environmental Health Division.

Follow these steps and walk away with N\$250,00 for helping us maintain a clean town:

- 🔑 Snap a picture of the perpetrator whilst busy dumping.
- 🔑 Get the address /location of the area where the waste is illegally dumped.
- 🔑 Contact the Health Inspectors and report.
- 🔑 Submit the pictures and details to the number or email address that will be provided to you.
- 🔑 When proof is provided and confirmed you will receive payment for reporting.

Your identity will be confidential at all times.

Please submit your complaint regarding waste management to the Administrator at 062:521839





Re-think Water are compulsory

The Town Council resolved at its Ordinary Council meeting that prepaid water meters are compulsory for all residents.

This decision is in an effort to address the non-payment of services as well as to accord residents a chance to pay off arrears on their accounts with flexible repayment options. Residents are encouraged to re-think water usage and make use of the opportunity to settle their municipal accounts and be in good standing with Council.



Please take note of the following steps when applying for Pre-paid water meter:

- ◆ On the date of application, the customer is required to pay a deposit of N\$500 and complete the necessary application form.
- ◆ The customer is then afforded the opportunity to repay the outstanding amount over a period of 12 months.

The following documents will be required on the date of applying for a prepaid meter:

- ◆ Your most recent municipal account;
- ◆ The title deed of the property
- ◆ The owner's identification document.

Note:

These tariffs are applicable from 1 October 2021 as per the gazetted tariffs but only implemented as from 01 April for the financial year 2021 / 2022, (Government Gazette 7648).

If there is an outstanding debt on your municipal account please ensure that you visit the Credit Control Division, pay the necessary deposit 30% / 50%, etc depending on the number of times you have made an arrangement before visiting the Procurement Officer for the application for a prepaid meter.



Pre - Paid Water Meter Tariff:

- ◆ Residents N\$ 3200.00
- ◆ Businesses N\$ 3500.00

Finance Department



Mr Zeino Theron - Manager Finance, Procurement, IT and Transport

Our Roles & Responsibilities

"Without funds to implement the policies, councillors will not be able to "make a difference" or serve their communities well. Effective financial management ensures that there are funds available to implement council policies. This is a great responsibility as municipalities are responsible for managing large amounts of money and delivering services that affect people's lives every day"

The main responsibility of this Department is to render effective and efficient accounting and financial services to the Town of Rehoboth in line with its mission of "providing innovative financial solutions for optimal client satisfaction"

The Department consists of the following divisions:

- Customer Care
- Credit Control
- Debtors & Revenue
- Creditors & Expenditure
- Fleet Management
- Procurement and
- Information Technology

Customer Care Division :

Your first stop when visiting the RTC Finance Department. Guided by the Customer Care Charter, our Customer Care Officers are there to:

- Provide assistance to our customers,
- To verify and resolve service enquiries on your municipal account.
- Perform calculations on final consumption charges, over or under charges on customer accounts
- To verify master records and other customer related matters

Credit Control Division :

Your second stop to verify and resolve municipal service enquiries or challenges you may have on your municipal account.

Guided by the Customer Care Charter, our Credit Control Officers are there to:

- Regulate the disconnection and reconnection of services to properties within the Local Authority Area;
- Provide public assistance with regard to municipal services which have been disconnected;
- Assist the public with arrangements and the reconnection of services;
- To execute the credit control and other related policies within the Council
- To resolve enquiries related municipal accounts; and
- Other credit control related matters.



“ Good financial management is the key to local authority service delivery – Effective procurement is important in ensuring council achieve their objectives, demonstrate value for money and deliver benefits to the community when purchasing goods and services”



Procurement Division :

The procurement division serves the customers of Rehoboth Town Council by procuring goods and services the Council need in a timely manner at the same time maintaining the institution's financial health.

The objective of the Division is to seek and purchase products and services at the best possible price and value. With the aim of giving priority to local suppliers and contractors when possible, to promote local economic development when goods and services are to be procured.

Enquiries on the procurement process and any other procurement related matters can be addressed to the procurement officer at email:

procurement@rtc.org.na

Fleet / Transport Division :

The Fleet / Transport division is responsible maintaining vehicles, registering and licensing vehicles, disposing of redundant vehicles and finding ways to cut costs and maximize profits to the benefit of the Rehoboth Community. In essence, the Town Council is in the process of disposing redundant vehicles and recently procured new vehicles vide Council resolution :**RTC15/31/03/2012/2ndOCM**.

The Council encourage residents to report any misuse of Council vehicles, also to support the Council in safeguarding the assets of the Town. For enquiries on transport related matters, please feel free to write to the transport officer on email: **nelr@rtc.org.na**

Accounts :

Take note that municipal service accounts are mailed by the 25th day of each month, not receiving account statements does not exempt any customer from paying for services. It is the clients responsibility to contact the Customer Care Division if you have not received your account by the 5th day of the following month. Customers are urged to ensure that the accounts are paid no later than the 15th day of the month following the month in which the account was rendered. If the 15th day is not a working day, the next working day will be the last day for payment.

Please ensure to pay your account as early as possible to avoid the long queues on month end and on the last day for payment. In the event that your account is not settled by the due date, your electricity supply will be disconnected without further notice and only be restored against payment of reconnection and late fee charges.

Payment options:

The Rehoboth Town Council offers the following payment options in addition to payments made in the cash halls:

- Over the counter payment at any First National Bank branch. A copy of the municipal account being settled is required for this payment option.
Payment can be made at any Nampost offices countrywide, a copy of the municipal account being settled is required for this payment option.
- Internet payments can be made through all commercial banks in Namibia.
- Payments can be made at ATMs of First National Bank clients only.

Keep your taps running & your lights on
No payment constitutes disconnection of services

Property Valuation Roll

What is Valuation?

Valuation is a process of estimating the value of a property.

Importance of a Valuation Roll:

- Serves as a Property Register
- Levying of Rates and Taxes
- Can assist in securing a loan
- Issuing of Valuation Certificate

Why Valuation

Valuation is required for various purposes, namely:

- For determining the market value of property
- For determining a lease rental.
- For determining reserved price/upset price
- For determining the Insurance Value of Property
- Rating Valuation (rates and taxes/ Valuation Roll)
- Interim Valuation & Subdivisions
- For development viability
- For exchange
- For Betterment fees
- For Endowment fees
 - For Compensation
 - For Expropriation
 - For donation
 - For Exchange & Betterment fee
- For Compensation & Endowment fees

Levying of Rates & Taxes:

Section 73 to 78 of the Local Authorities Act No 23 of 1992 as amended deals with the above, however, first:

- Determine the rate factor through a Council Resolution
- Gazette the Rate Factor
- Commence levying rates and taxes

Rating Valuation:

- Council approval
- Ministerial approval
- Gazetting of the Valuation to be undertaken
- Appointment of the Valuer
- Advertisement of the Provisional Valuation roll
- Constituting and Valuation Court
- Implementation of the approved Valuation Roll
- Objections and dealing with objections to values in the Provisional Valuation Roll.

Determining a Rate Factor:

- During annual budgeting:
- Determine contribution amount required from rates and taxes
- Obtain total ratable value from the Valuation Roll

Workout the rate factor.

- Land value= N\$ 65 000.00
- Rate factor N\$ 0.03 cent per N\$
- Thus N\$ 65 000.00 × N\$ 0.03/N\$-per financial year
- N\$ 1 950/12 month= N\$ 162.50 per month

Formula application :

Required amount: Rates and Taxes Contribution:

N\$ 300 000.00

Total ratable value N\$ 10 000.00

Rate factor =

Rates and Taxes Contribution divided by

Total Ratable value therefore:

$N\$ 300\,000.00 / N\$ 10\,000.00 = N\$ 0.03 \text{ cent per N\$ per year}$

Do you know our building Application Fees?

RESIDENTIAL, SCHOOL PRIVATE INITIATIVES AND AGRICULTURAL PLOTS

◆ Buildings <10m2	N\$ 150.21
◆ Buildings >10m2 but <40m2	N\$ 281.63
◆ Buildings >40m2 but <60m2	N\$ 375.52
◆ Buildings >60m2 but <90m2	N\$ 469.30
◆ Buildings >90m2 but <120m2	N\$ 563.20
◆ Buildings >120m2 but <160m2	N\$ 657.07
◆ Buildings >160m2 but <200m2	N\$ 750.95
◆ Buildings >200m2 but <250m2	N\$ 844.82
◆ Buildings >250m2 but <500m2	N\$ 938.61
◆ Buildings >500m2 but <2000m2	N\$ 3 754.48
◆ Buildings >2000m2+	N\$ 7 508.93
◆ Approval of first floor and upper floor depending on the size Boundary wall/meter :	N\$ 1.43

BUSINESSES, GENERAL RESIDENTIAL, SCHOOL GOVERNMENT INITIATIVES AND CHURCHES

◆ Buildings <10m2	N\$ 152.34
◆ Buildings >10m2 but <40m2	N\$ 571.13
◆ Buildings >40m2 but <60m2	N\$ 761.51
◆ Buildings >60m2 but <90m2	N\$ 951.91
◆ Buildings >90m2 but <120m2	N\$ 1 142.28
◆ Buildings >120m2 but <160m2	N\$ 1 332.67
◆ Buildings >160m2 but <200m2	N\$ 1 523.05
◆ Buildings >200m2 but <250m2	N\$ 1 714.52
◆ Buildings >250m2 but <500m2	N\$ 1 903.79
◆ Buildings >500m2 but <2000m2	N\$ 7 615.19
◆ Buildings >2000m2+	N\$ 15 230.39

◆ **Approval of first floor and upper floor depending on the size Boundary wall/meter : N\$ 3.94**

DWELLINGS UNDER SELFHELP SCHEME:

◆ Buildings <40m2	N\$ 70.75
◆ Buildings >40m2 but <70m2	N\$ 141.44
◆ SWIMMING POOLS	N\$ 400.07
◆ LAPA	N\$ 363.58

INSPECTION :

◆ Foundation Inspection	N\$ 165.00
◆ DPC Inspection	N\$ 165.00
◆ Final Completion Inspection	N\$ 321.18
◆ Re – Inspection	N\$ 321.18
◆ RE – APPROVAL OF PLANS	N\$ 88.87
◆ ERF IDENTIFICATION	N\$ 82.65
◆ SECTIONAL TITLES PER SQUARE METER :	N\$ 82.65 (NEW)

Please take note: Building plans will be submitted and lay for 10 to 14 days before approval.



Moments captured





RTC ACCOUNT DETAILS

ELECTRICITY SERVICE ACCOUNTS:

Beneficiary Name : Rehoboth Town Council
Bank Name : First National Bank
Branch Name : Rehoboth
Branch Number : 280972
Account Number : 62103821551
Reference : Your Account Number

WATER & OTHER MUNICIPAL SERVICES

Beneficiary Name : Rehoboth Town Council
Bank Name : First National Bank
Branch Name : Rehoboth
Branch Number : 280972
Account Number : 55590028351
Reference : Your Account Number

PREPAID WATER METERS

Beneficiary Name : Rehoboth Town Council
Bank Name : First National Bank
Branch Name : Rehoboth
Branch Number : 280972
Account Number : 62060955625
Reference : Your Erf Number

BUILT TOGETHER PROGRAM

Beneficiary Name : Rehoboth Town Council
Bank Name : First National Bank
Branch Name : Rehoboth
Branch Number : 280972
Account Number : 62120281449
Reference : Your Account Number

NOTE:

Pre-paid electricity units can be obtained from the different AVM purchasing points, at any FNB ATM and through your online banking application.

Frequently asked questions

When will my water or electricity be disconnected ?

- For residential accounts, your services will be disconnected if your account is in arrears for 30 days or more.
- Businesses accounts are not allowed to be in arrears.

How much do I pay if my water or electricity is disconnected?

- For your services to be reconnected, a minimum of one third (30%) of your account must be paid if your Services are disconnected for the first time.
- If services are disconnected for a second time, 50% of the account is due before reconnection will be made.
- If you had an arrangement and it was not honored, a minimum of 50% of your account must be paid.

Who is allowed to make arrangements on his municipal account?

- Any residential customer with a municipal account.
- An arrangement may be made only by the owner of the account.
- No third parties may act on behalf of the owner.
- No arrangements are allowed for business accounts.

When will water and electricity services be reconnected after a payment has been made?

- Rehoboth Town Council will need up to 72 hours to re-open your services.

Does the Finance Department offer after hours service reconnection ?

- After-hours services are NOT available.