

Sectional Title property owners:

Here's everything you
need to know about
managing your municipal
account



a world class African city



Introduction

There are around 156 000 Sectional Title properties in the City of Johannesburg. These are considered to be residential properties in terms of categories of properties listed in the City's Rates Policy (May 2008).

Previously, these accounts were sent to the Body Corporate or Managing Agent who then billed a portion of these charges to the individual property owner.

From 1 July 2008, the City will be implementing the Municipal Property Rates Act which requires all municipalities (including Joburg) to bill **Sectional Title property owners (not tenants)** individually.

We need your postal address!

As rates accounts were previously sent to Bodies Corporate or the Managing Agent the City does not have postal addresses for individual Sectional Title property owners.

For the City to ensure that the rates accounts are delivered timeously every month to sectional title property owners we required the postal address. Sectional Title property owners can get a copy of the Update Your Details form by either downloading a form from the City's website at (and select the option for e-services and then follow the prompts to download the form); or

- emailing us at and requesting us to email you a copy of the form; or
- faxing us at 011 381 9642 and requesting a copy of the form: or
- calling Joburg Connect at 011 375 5555 for information or assistance.
- Please note that changes of address **MUST BE MADE IN WRITING**. Faxes can be sent to 011 358-3408/9 and e-mails to joburgconnect@joburg.org.za.

Sectional Title property owners can return the form to us by either

- *email* (IMPORTANT! Remember we can only receive a scan of the document by email, not just an email as we required your signature as evidence of your request)

- *fax* 011 381 3408/9
- *post* Rates Policy Sectional Title Forms
PO Box 1450
Johannesburg, 2000

Updating your contact details

In order for us to be able to send you your statement we need to have your current postal address and contact details. So if you are moving, or have changed your postal address, please make sure you notify us timeously (at least one month in advance of your change of address) **THIS MUST BE DONE IN WRITING.**

You can also download a form from our website at **www.joburg.org.za** (and select the option for e-services and then follow the prompts to download the form); complete it and send it to us by email to **statements@joburg.org.za**; or **fax us at 011 381 9377.**

You can also drop off the form at any Customer Service Centre. **REMEMBER** to include your ID NUMBER and your MUNICIPAL ACCOUNT NUMBER as a reference so we can ensure we change the details of the correct account and account holder!

Rates & refuse removal charges to be billed to you directly in future

Sectional Title property owners will receive an individual municipal account from 1 July 2008.

The account will be for rates and refuse removal charges.

The specific charges will no longer be billed to the Body Corporate or Managing Agent although your water and electricity charges will continue to be billed to you by the Body Corporate or Managing Agent.

Paying your municipal account

All accounts not paid by the due date indicated on the statement will begin to accrue interest so make sure you pay on or before the due date. The City has a variety of quick and easy options for Sectional Title property owners to pay their municipal accounts.

Debit orders – This is the easiest method of payment. To get a copy of the Debit Order Form simply

- visit any one of the City's Customer Service Centres and request a Debit Order Form; or
- download it from our website at (and select the option for e-services and then follow the prompts to download the form); or
- send an email to and we will email you a copy of the form.

Complete it and submit it to a Customer Relations Agent or your nearest Customer Service Centre and your account will be paid automatically every month for an amount that you also designate (up to a maximum of R500 000 per month). Remember that the Debit Order is implemented in-line with the billing cycle of your account and will therefore be deducted from your account on the due date of your statements. Remember that you **MUST ATTACH**

- A cancelled cheque as proof of your banking details;
OR
- The debit order form must be stamped by the bank and confirm your banking details;

Internet banking – Internet banking is quick and safe and you can pay at any time of the day. Simply register on your bank's Internet site. Once registered, you can select "City of Johannesburg" from the list of pre-defined beneficiaries to make your payment into the City's ABSA account. You must use your 9-digit municipal account number as your reference number and check your statement to ensure the payment reflects on it.

Remember it could take up to five working days for internet payments to reflect in our account. So allow time for this when making your payments.

Paying at banks – You can pay at any bank branch, ATM, via cell phone banking, ABSA self-help kiosks where the "City of Johannesburg" is listed on the pre-defined list of beneficiaries. Remember it could take up to five working days

for payments made at banks other than ABSA to reflect in our account. So allow time for this when making your payments.

City Customer Service Centres – You can also make payments at selected City Customer Service Centres where there are cashiers. We do not accept credit cards at these offices, only cash or cheques.

In the case of payment of deposits for new accounts or payments for accounts that have been cut-off, only bank-guaranteed cheques will be accepted.

You must keep your receipt as proof of payment. Remember to check that the payment reflects on your next account.

Easy-Pay outlets – You can pay at any Easy-Pay outlet (such as Pick 'n Pay, Shoprite Checkers, Spar, Best Electric, Score, Lewis, Woolworths, etc). Payments made via these agents could take up to five days to reflect in our account so please ensure you make your payment well before the due date.

Credit Cards are accepted as a method of payment at Easy-Pay Outlets; however individual transactions that exceed a total of R4 000 will incur an interest charge of 2,5% per transaction.

SA Post Office – You can pay with cash or cheque at any SA Post Office. Credit Cards are not accepted at the Post Office.

Logging queries about your municipal account

If you have any query about the charges on your municipal account, you must log a query with us. You can do this in three ways:

Firstly, you can email us at **www.joburg.org.za**. Please include the following details in your email:

- Name of account holder
- Address
- Phone (cell, home and work)
- Email (work and home)
- 9-digit billing account number

Short explanation of what your query is about. *Secondly*, you can call us at Joburg Connect **011 375 5555** and select the option for billing queries and speak to a consultant to register your query. The consultant **MUST** give you a reference number for your query.

Thirdly, you can visit your nearest Customer Service Centre and speak to one of our Customer Relations Agents to assist you. They will give you a reference number for your query

Please give us at least one calendar month to investigate your query and revert back to you. If you don't hear from us within that time, you should call Joburg Connect at **011 375 5555** with your reference number and bring it to our attention.

Moving? Selling? You must get a Clearance Certificate

Clearance Certificates

From 1 July 2008, all Sectional Title property owners wanting to sell their property will be required to obtain a Clearance Certificate. This is a Certificate issued by a municipality confirming that there are no outstanding charges on the property for rates, sewerage or refuse collection. In the past, your Body Corporate would issue the relevant Conveyancing Attorney with a letter confirming that the account on a specific property was paid up. Now, the individual property owner will be responsible for applying for a Clearance Certificate in respect of rates refuse collection and sewerage. The Body Corporate will still issue a letter in respect of other municipal charges (water and electricity).

The Clearance Certificate process comprises two parts. When you make the application, you will be given a set of Clearance Figures. These figures indicate how much is outstanding on a particular account as well as the overpayment until likely date of transfer of the unit. This must be paid up in full before a Clearance Certificate is issued (this is then the second part of the process). The Clearance Certificate is an instruction to the Deeds Office that transfer of the property can take place as all outstanding municipal debt has been settled.

To apply for a Clearance Certificate you or your attorney must complete the prescribed application form which you can

- Download it from the City's website at (select the option for e-services and then follow the prompts to download the form); or
- Collect from any of our Customer Service Centres.

Please remember that you will need the following information to complete the form:

1. Stand number
2. Suburb name and extension
3. Scheme name and scheme number
4. Unit number
5. Account number
6. Your name
7. The purchasers names, I.D number and postal address details.

Please remember that your Clearance Certificate will only be available for collection from our Customer Service Centre in Thuso House in Braamfontein.

City Buzz

The City issues a monthly customer news-letter called City Buzz. It contains helpful information about important contact numbers, tips on managing your account and handy tips on a variety of services the City renders. The newsletter is available for free. It is included in all monthly accounts. Alternatively, you can collect a copy from one of the main Customer Service Centres or download a copy from the City's website at (then click on Residents; then City Departments, then Revenue & Customer Relations Management, then Publications then Newsletters for Customers).

City of Johannesburg

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