

Apply for your property tax rebate now

We offer a number of rebates for various categories of ratepayers. The closing date for applications for rebates is the end of August. So, if you qualify for a rebate of any sort, or currently receive a rebate that you wish to continue receiving, now is the time to submit your application form.

Qualifying ratepayers may apply for the following rebates:

- Pensioners
- Heritage sites
- Private schools
- Genuine agriculture (farming)
- Indigents
- Private sports clubs
- Social funding

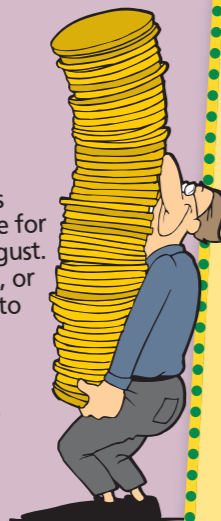
Completed application forms for any of these rebates must be received by the City's Rates and Taxes Department before 31 August 2008. The exception to this is the Pensioners rebate, for which residents can apply when they reach the age of 60.

Applications can be made at any of the City's Customer Service Centres. Simply ask for the relevant rebate application form. Once you have completed the form, you can return it to your nearest Customer Service Centre. Remember, we need the original copies of the form, so you must hand deliver or post the forms to us. There are conditions to qualifying for certain rebates, and these can be found on the back of the application form.

Some important things to remember:

- You must submit the original signed copy of the application form.
- The application form must be signed by a Commissioner of Oaths.
- You must attach a certified copy of your South African ID.
- Pensioners must attach proof of their gross monthly income (like bank statements for 3 months, investments, pensioner's card, etc.).

You can call Joburg Connect on **011 375 5555**, or email them at joburgconnect@joburg.org.za if you need more information about rebates.



Pikitup service centres

Pikitup's head office is situated on the Corner of Bertha and Juta Streets in Braamfontein. Refuse collection services are provided from 11 depots strategically located around the city.

Pikitup will be collecting domestic and commercial waste on the public holiday, Monday 16 June, as normal.

OUR DEPOTS

- | | | |
|---|---|--|
| Avalon
Calandula Street,
Klipspruit West | Midrand
Unit 6, Alphen
Square North,
cnr 16th and George
Avenues,
Halfway House | Norwood
Cnr. Short and Pine
Streets, Orchards |
| Marlboro
9th Street,
Marlboro | Southdale
Cnr. Side & Third
Streets, Southdale | Zondi
666 Koma Road,
Soweto |
| Randburg
Cnr Braam Fischer &
Hans Schoeman
Streets,
Randburg | Selby
Cnr. Village & Usher
Streets, Selby (JHB
CBD) | Waterval
Johannes Road,
Albertsville |
| Central Camp
Cnr Old Potch Road
& Nicholas Street,
Diepkloof | Roodepoort
10 Granville Road,
Lea Glen,
Roodepoort | |



For any Pikitup queries or problems, please call Joburg Connect on **011 375 5555** and select the option for Pikitup.

Time limit for Municipal Services Subsidy extended

If you currently receive the Municipal Services Subsidy (MSS), you'll be pleased to know that there's been an extension to the three year limit for the subsidy on water and power charges. The MSS has been extended to allow benefits and subsidies to continue until 31 August 2008. After this time you'll need to apply for assistance under the Expanded Social Package. To do so, please enquire at your nearest Customer Service Centre or call Joburg Connect on 011 375 5555 and select option for general enquiries.

Contact us:

Joburg Connect - one number for all billing queries related to the City of Johannesburg

011 375 5555

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| <ul style="list-style-type: none"> • Fraud and Corruption Hotline
0800 002 587 • Emergency Connect – for life-threatening emergencies only
011 375 5911 • Fax proof of payment for reconnections to the Credit Management Unit
011 358 3164 • Tracking of building plan applications
011 407 6058 / 6217, or www.joburg.org.za, select the e-services option and follow the Building Plan Progress buttons | <ul style="list-style-type: none"> • Log on to receive your statement via email www.joburg.org.za, select the e-services option and click the Account By Email button • Report change of postal address for statements
statements@joburg.org.za or 011 381 9377 • Send proof of payment for account queries to cashcollections@joburg.org.za, 011 358 3044 / 3843 or deliver by hand to your nearest Customer Service Centre. 011 375 5555 to follow up after you've sent proof of payment • For queries regarding the City's implementation of the National Credit Act, please nca@joburg.org.za |
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Contact details: City Buzz

Editor: Mandy Jean Woods, Revenue & Customer Relations Management Department. For queries contact us at citybuzz@joburg.org.za. To get your electronic copy of this and previous issues of City Buzz, log on to www.joburg.org.za, click on Residents, then City departments, then Revenue & Customer Relations Management, then Publications, and then Newsletters for customers.



a world class African city

CITY BUZZ

CUSTOMER NEWSLETTER FOR THE RESIDENTS OF THE CITY OF JOHANNESBURG

Contact us:
011 375 5555
or visit us at www.joburg.org.za



Paying by Debit Order

The most convenient method of paying your services account each month is by Debit Order. Simply set it up once and then relax, knowing that it'll be paid on time and in full every time. You can collect a Debit Order Form from any of our Customer Service Centres; simply complete it and hand it in to the Centre staff. Remember, for Internet banking you just need to register through your bank. When you want to make a payment, select City of Johannesburg from the list of pre-defined beneficiaries to make your payment into the City's ABSA account. Remember to use your municipal account number as your reference number, and check your statement to ensure the payment reflects on it.

Setting up a debit order

Application forms can be faxed, emailed or posted to you. You can also download a copy from the City's website at www.joburg.org.za, or go to one of the nearest Customer Service Centres.

Cancelling a debit order

To cancel your debit order you must write a cancellation letter. This letter must contain

- your municipal account number
- the date you want the debit order (ACB) facility to be cancelled
- your full bank account details (i.e. bank name, bank account number and bank branch code), and
- your signature.

You can send this letter

- via fax to **011 358 3044** or **011 358 3843**
- via scan and email to cashcollections@joburg.org.za, or
- by hand to your nearest Customer Service Centre.

We no longer accept credit card or debit card payments

We no longer accept credit card or debit card payments for your municipal services account at any of our Customer Service Centres. This is because charges related to credit card payments have increased to the point where it's no longer viable for us to carry these costs.

The only means of payment at these Centres is cash or cheque. Debit orders and Internet transfers are still the most convenient method of payment for you.

EasyPay outlets (such as Pick n Pay, Shoprite Checkers, Spar, etc.) will continue to accept credit card payments, and you can also make a payment at any bank branch, ATM machine, and the SA Post Office.



There are a number of City Power centres at which various services are offered. Every centre is open from 08h00 - 17h00.

Walk in Centre	Physical Address	Telephone Number
Roodepoort	Cnr West Lake & Hamberg Road , Florida	011 470 3600
Reuven	40 Heronmere Rd	011 490 7279
Hursthill	Cnr Perth & White Hall Street	011 830 0041
Midrand	Dale Rd Ext. East, Glen Austin	011 256 8500
Lenasia	Ex – Corobrick Complex, Plot 9 K43 Rd, Lenasia South	011 857 1842/3/5
Randburg	Cnr Hans Strydom & Hans Schoeman	011 793 1105
Siemert Rd	108 Siemert Rd	011 402 5750
Alexandra	Corner 9th Road & East Lane, Kew	011 443 8800

Frequently Asked Questions



What is Change of Ownership?
Change of Ownership is when a property is sold by the original owner and purchased by a new owner. This change in ownership is documented in the Deeds Office.

The new owners become liable for payment of assessment rates, sewer and refuse removal charges from the first day of the month following the successful registration of the property by the Deeds Office.

Why are there legal fees charged to my account?
Your account was handed over for legal action for collection of debt.

Why was my debit order payment rejected?
Payments are rejected because you didn't have enough money in your bank account at the time payment was due. You'll need to send a copy of your bank statement that covers the payment rejection date to our Cash Collections department within 48 hours, in order to resolve your query. You can send this in one of the following ways:
1) Via fax, to **011 358 3044** or **011 358 3843**
2) Via scan and email to **cashcollections@joburg.org.za**
3) By hand to your nearest Customer Service Centre.

If I'm unable to settle the outstanding balance on my water account, can I make an arrangement to settle it over time?
In the case of all water accounts other than those account numbers starting with 44, you can make an arrangement to settle the arrears amount over a mutually agreed period by visiting any Customer Service Centre. For all accounts prefixed with 44, you can visit Johannesburg Water, 17 Harrison St, Marshalltown.

How do I request a copy of my tenant's statement?
Collect a copy from any Customer Service Centre.

I receive two accounts, one for rates and taxes and one for water and power. Is it possible to consolidate these two accounts into one?
Yes, if the name and surname of both the accounts are the same. Call Joburg Connect on **011 375 5555** and request to do this.

Why must I pay for a Clearance Certificate?
A Clearance Certificate is required before a property can be sold, and ensures that all outstanding debts owed to the City for rates and services.

Why is my payment not reflecting on my account?
If you've paid after the due date stated on your account, payment will not reflect until the following month. However, it could be that your payment went into a suspense account or an incorrect account number was specified to the cashier.

If your payment isn't reflecting, you should fax a copy of your receipt to **011 358 3843** or **011 358 3044** for the Electronic Payments department to allocate your payment to your next account. It'll then reflect after 10 days on the system and on your next statement.

From which date is the owner responsible for a new property that she/he has bought?
The new owner becomes liable to pay for rates and services from the first day of the month after the property has been transferred into their name.

Querying your account?

If you have a billing problem regarding your account, please contact us urgently to ensure we sort it out. If you're currently in discussions with us regarding a billing query, please continue to check your statement until the resolved issue is reflected on your account. Remember, always continue to pay your account, even if we are discussing a query with you. If you have any queries, please call Joburg Connect on **011 375 5555** and select the Account and Billing Queries option to register and follow up on your query.



Joburg Water customers beware

If you received an email stating that Joburg Water's banking details have changed, it's a hoax. A hoax email with Joburg Water's logo sent to some unsuspecting customers with a fake signature is claiming that Joburg Water has changed their banking details with effect from 01 February 2008. This is not true and customers are advised not to deposit or make payments into the fake account.

The correct banking details for Joburg Water remain as follows:
Bank: ABSA
Account No: 405 439 4809
Branch Code: 637956

Please ignore this email or any other related pamphlets disguised as official correspondence from Joburg Water, as this is the work of individuals or parties trying to defraud our customers.

Joburg Water has launched an investigation onto the origin of the fake correspondence and you are also encouraged to make use of an anonymous tip-off service on **0800 1500**, should you wish to report the culprits. For any further assistance, call Joburg Connect on **011 375 5555** and choose the option for Joburg Water.



New Building? You need a Certificate of Occupancy

It's compulsory for a Certificate of Occupancy to be issued by the City for every building constructed, prior to occupation. This ensures that the owner is safeguarded in that the requirements set out in the National Building Regulations and Building Standards Act, 103 of 1977 (Section 14), are met.

The responsibility for obtaining a Certificate of Occupancy lies with the property owner. In cases of residential properties, the residential rates tariff is dependent on proof that a Certificate of Occupancy has been issued, and the type of dwelling should be stated on the Certificate of Occupancy (for example a single dwelling, cluster complex, town house complex).

A Certificate of Occupancy is confirmation of the state of the property at the time of issue and can't be backdated or issued with retrospective effect. The effective date for the residential rates tariff will, therefore, be that of the Certificate of Occupancy. A Certificate of Occupancy should be issued immediately prior to the developer, trust, company, owner or purchaser taking over the property.

The process follows the approval of the building plans, although the approval of a Site Development Plan may be a requirement before a building plan can be approved. There are three main inspections by the Building Control Department of Development Planning and Urban Management:

- Trenches and foundations
- Open drains (sewer drainage and connections), and
- Final inspection for Certificate of Occupancy based on the National Building Regulations.



In addition, both an electrical and a plumbing compliance certificate are required, whilst in more complicated buildings clearances for fire, engineers, roof, health, glazing and other compliance certificates may be required prior to an Certificate of Occupancy being issued.

A Certificate of Occupancy is also necessary before water and electricity deposits can be accepted for newly created properties (i.e. properties which have not been billed separately before). However, it doesn't impede the development of the site since the builder's water and electricity supply is received from a temporary supply connection. These supply connections can be made available on application and presentation of approved building plans by City Power and Joburg Water.

Your road-related questions answered



What is the Johannesburg Roads Agency (JRA) responsible for?

- Roads
- Sidewalks
- Storm water drains, pipes, channels, manholes, etc.
- Traffic lights
- Road markings
- Bridges
- Footpaths
- Kerbs
- Speed humps
- Traffic circles and roundabouts
- Grading of gravel roads
- Road closures

What is the JRA doing about potholes?

We aim to fix potholes that are reported to us within three working days from the time of reporting. Call Joburg Connect on **011 375 5555** and choose the JRA option to report all potholes.

How do I report traffic problems?

Our Operations Centre is responsible for the city's traffic mobility problems and incidents.

Please register a road or traffic problem by calling Joburg Connect on **011 375 5555** and choose the JRA option, or email them at **hotline@jra.org.za**

My vehicle was damaged due to a pothole. How do I make a claim?

Public Liability Claims (for damage to property or personal injury) should be directed to:

- Public Liability Claims JRA, P/Bag X70 Braamfontein, 2017
- Tel: 011 298 5148
- Fax: 011 298 5182
- Email: **dsefathle@jra.org.za**

How do I make a request for a traffic circle/speed hump on my road?

Call Joburg Connect on **011 375 5555** and choose the JRA option, or fax a request to **011 298 5176**. We will arrange a site inspection to determine if your request is valid.

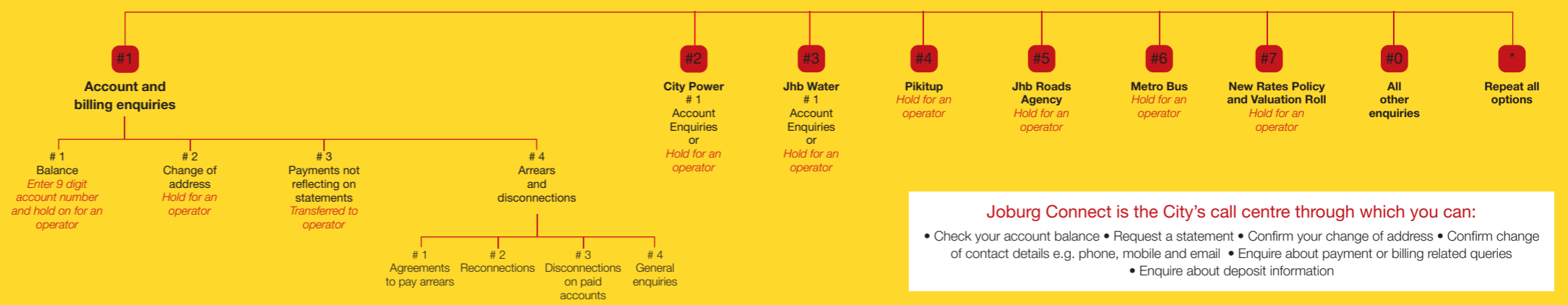
www.joburg.org.za



Do it all with one call...

When you dial Joburg Connect on 375 5555 you will reach an automated answering system which will take you through the following options:

Welcome
Remember to have your account number ready when you call us



Joburg Connect is the City's call centre through which you can:

- Check your account balance
- Request a statement
- Confirm your change of address
- Confirm change of contact details e.g. phone, mobile and email
- Enquire about payment or billing related queries
- Enquire about deposit information