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MEDIA RELEASE

To : News Editors
From : Kgamanyane Maphologela
Director: Communications & Stakeholder Management
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City warns property owners over the annual increases on municipal bills.

City of Johannesburg warns property owners will receive the higher-than-normal municipal bills for the month of July 2023.

Increases in ratepayers' monthly bills results from the implementation of the annual tariffs on municipal service charges, property rates, effected by new property values which are aligned to the General Valuation Roll (GVR) 2023, and the lapsing of pensioner rebates.

All pensioners who received property rebates that lapsed on 30 June 2023, need to reapply and be re-evaluated to qualify for the new rebates. The City is sensitive to the needs of senior citizens, and all municipal accounts of registered pensioners who were previously approved to receive the lapsed pensioner rebates will immediately be flagged from any possible credit control action until the end of September 2023.

This is to allow these vulnerable categories of customers a reasonable time to reapply for a reduction of rates or renew their pensioners' rebates subject to certain criteria. First time applicants who are pensioners, can apply as and when they qualify.

All applications for the rebates received on or by 30 September 2023 will be backdated to 1 July 2023 should they be successful. Pensioner's rebate application forms are available from any municipal Customer Service Centre or on www.joburg.org.za

Kgamanyane Maphologela, Group Finance's Director for Communications and Stakeholder Engagement says: "As a caring City, the City has decided to flag all pensioner accounts who have received pensioner rebates before and have lapsed on 1 July 2023. This is done to cushion vulnerable pensioners who are awaiting the outcome of their applications."

Maphologela says it is important for all customers to continue paying for municipal services until their objections and pensioner rebates are finalised. Having an objection lodged or a pending pensioner rebate application does not mean that it is approved. Only once written correspondence to this effect is received can a property owner start paying on either reduced property value, pensioner rebate on rates or both.

It is vital that property owners pay for municipal services they consume, i.e., water, electricity, sewer and refuse removal in order not to fall in arrears.

Property owners should note that their municipal bills will reflect the property value as per the new GVR2023 from 1 July 2023. Property rates that the ratepayer is charged is based on the market value of the property as determined by a Municipal Valuer in the new GVR2023.

Relief the City offers to residents on different services. The applicant must meet the following criteria:

- Be the registered owner of the property.
- The owner must own and occupy the property
- Be 60 years of age or older upon application.
- Submit a certified copy of a valid identity document as proof of his/her age.
- Submit proof of his/her monthly income from all sources, including the income of his/her spouse.
- All residential properties under the R300 000 threshold will be exempted from paying rates.
- Residents to receive 6 kilolitres of free water.
- Properties valued at R350 000 and below will be exempted from paying waste charges.

Pensioners between ages 60 – 69

- Pensioners whose gross monthly household income is lower than R11 904 and the property value up to R 1.5 million (inclusive of the residential threshold value of R300 000) for pensioners from the age of 60.
- Qualify for 100% rates rebate up to market value of R1.5 million (inclusive of the residential threshold value of R300 000). Rates will be levied on the balance of the values of the properties that exceed the R1.5 million.
- Pensioners whose gross monthly household income is more than R11 904, but equal or less than R20 404, and the property value up to R 1.5 million (inclusive of the residential threshold value of R300 000) for pensioners from the age of 60.
- Qualify for 50% rates rebate up to market value of R1.5 million (inclusive of the residential threshold value of R300 000). Rates will be levied on the balance of the values of the properties that exceed the R1.5 million.

Pensioners of 70 years and above

- Income levels are not considered.
- Qualifies for 100% rates rebate up to market value of R2 million (inclusive of the residential threshold value of R300 000). Rates will be levied on the balance of the values of the properties that exceed the R2million.

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