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MEDIA RELEASE

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For Immediate Release

CITY OF JOHANNESBURG ISSUES FINAL CALL FOR DEBT RELIEF APPLICATIONS AS 31 OCTOBER DEADLINE APPROACHES

Johannesburg, 12 October 2026 – The City of Johannesburg is urging qualifying residents and municipal account holders to take advantage of the remaining application period for the Debt Relief Programme (Phase 4), which officially closes on 31 October 2026.

With fewer than three weeks remaining, the City appeals to customers who have not yet applied to act without delay and avoid the anticipated last-minute rush at customer service centres and through online application channels.

The programme, which commenced on 1 November 2025 following Council approval, forms part of the City's ongoing efforts to assist qualifying customers experiencing financial difficulties, rehabilitate municipal accounts, encourage responsible payment behaviour and strengthen the City's long-term revenue sustainability.

By the end of July 2026, the City had received 18,043 applications, representing approximately R2.052 billion in outstanding municipal debt linked to applications across various customer categories. These figures demonstrate the significant demand for municipal debt relief and the importance of providing qualifying customers with an opportunity to regularise their accounts.

Director: Communications and Stakeholder Management in Group Finance, Kgamanyane Maphologela, emphasised that customers should not wait until the final days of the application period.

“We are making a final appeal to all qualifying residents and account holders who have not yet submitted their applications to act now. The Debt Relief Programme presents an important opportunity for eligible customers to address historical municipal debt and work towards restoring their accounts to good standing.

“We encourage customers to submit complete applications, together with all required supporting documents, well ahead of the closing date. Early submission allows sufficient time for applications to enter the assessment process and reduces the risk of delays associated with the last-minute rush,” said Maphologela.

DEBT RELIEF IS SUBJECT TO QUALIFYING CRITERIA

The City wishes to remind customers that the Debt Relief Programme is not an automatic or blanket cancellation of municipal debt.

Applications are assessed individually in accordance with Council-approved eligibility requirements and the applicable conditions of Phase 4.

Customers are encouraged to take note of the following important conditions:

- **Relief is not automatic:** Submission of an application does not guarantee approval. Each application must meet the prescribed qualifying criteria.
- **Relief differs by customer category:** The extent of relief depends on the applicable customer category, qualifying debt and programme conditions.
- **Current municipal accounts remain payable:** Customers must continue paying their current monthly municipal charges in accordance with the programme requirements.
- **Complete documentation is essential:** Applicants should ensure that the prescribed application form and all required supporting documents are submitted.
- **Beware of fraudulent intermediaries:** Customers should use official City channels and avoid individuals or organisations promising guaranteed approval in exchange for payment.

The City further emphasises that debt relief must be accompanied by a commitment to sustainable payment behaviour to prevent customers from accumulating new municipal arrears.

HOW AND WHERE TO APPLY

Customers who believe they qualify for the Debt Relief Programme are encouraged to submit their applications through the City's approved channels before the closing date.

1. Revenue Customer Service Centres

Visit an official City of Johannesburg Revenue Customer Service Centre for assistance with the application process and submission of the required documentation.

2. City of Johannesburg Website

Visit www.joburg.org.za and select the Debt Relief Programme link or icon to access the relevant application information and online process.

Applicants should ensure that all information supplied is accurate and that the necessary supporting documents are included.

FINAL DEADLINE: 31 OCTOBER 2026

Maphologela reiterated that the City remains committed to supporting qualifying customers while safeguarding municipal revenue needed to sustain essential services.

“This programme is about giving qualifying customers an opportunity to address their historical debt while building a culture of consistent payment for municipal services. Every account that is successfully rehabilitated contributes to a more sustainable revenue environment and ultimately supports the City's ability to deliver services.

“The closing date is 31 October 2026. We therefore urge residents not to leave their applications until the last moment. Act now, use the official application channels and ensure that your application is submitted before the deadline,” concluded Maphologela.

The City of Johannesburg reminds all qualifying customers: Do not wait until the last day. Apply for Debt Relief Phase 4 before 31 October 2026.

ENDS

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