



11th Floor A Block  
Metropolitan Centre  
158 Civic Boulevard  
Braamfontein

PO Box 1049  
Johannesburg  
South Africa  
2000

Tel +27(0) 11 407 7354  
Fax +27(0) 11 339 1531  
[www.joburg.org.za](http://www.joburg.org.za)

a world class African city

**MEDIA RELEASE**

**FOR IMMEDIATE RELEASE**

**Date: 03 July 2026**

**CITY OF JOHANNESBURG CONFIRMS RESOLUTION OF MATTER AFFECTING THUSO HOUSE CUSTOMER SERVICE CENTRE**

The City of Johannesburg confirms that it has settled the outstanding amount of more than R3.4 million relating to the execution process involving Thuso House Customers Service Centre. The financial obligation has been settled and operational processes are underway to reopen the facility.

City Manager, Dr Floyd Brink, acknowledged the incident, explaining that it arose from an administrative error dating back over a decade ago. He confirmed that the outstanding amount has since been settled and that the City is finalising the necessary operational arrangements to reopen the Thuso House.

This incident occurred following the execution of a court process that resulted in the temporary removal of certain office equipment, the City settled the outstanding amount and is working with the Sheriff to restore normal operations. The payment was delayed due to administrative system challenges, which have since been resolved.

The City assures residents that this matter has not affected the continued delivery of municipal services and that every effort is being made to reopen the Thuso House Customer Service Centre as quickly as possible. Municipal services remain available through the City's network of Customer Service Centres and its digital platforms.

Customers are highly encouraged to utilize the City's robust digital and remote service channels to save time and travel costs. More and more customers are choosing to transact with the City and engage online.

These include:

- The e-Joburg Portal: For statement downloads, billing queries, and online payments.
- The CoJ CSD Mobile App: For on-the-go account management and logging service breakdowns.
- Regional Email Channels: For direct communication with dedicated regional agents:

Customer Service Centre	Email Addresses
Midrand Customer Service Centre	<a href="mailto:regionArevenue@joburg.org.za">regionArevenue@joburg.org.za</a>
Randburg Civic Centre	<a href="mailto:regionBrevenue@joburg.org.za">regionBrevenue@joburg.org.za</a>
City Hall - Roodepoort	<a href="mailto:regionCrevenue@joburg.org.za">regionCrevenue@joburg.org.za</a>
Jabulani Customer Service Centre	<a href="mailto:regionDrevenue@joburg.org.za">regionDrevenue@joburg.org.za</a>
Sandton Customer service centre	<a href="mailto:regionErevenue@joburg.org.za">regionErevenue@joburg.org.za</a>
Thuso House Customer Service Centre	<a href="mailto:regionFrevenue@joburg.org.za">regionFrevenue@joburg.org.za</a>
Lenasia Civic CSC	<a href="mailto:regionGrevenue@joburg.org.za">regionGrevenue@joburg.org.za</a>

Residents and customers requiring in-person assistance are encouraged to visit the following Customer Service Centres in Region F while the Thuso House Customer Service Centre remains temporarily closed:

- Eureka House Customer Service Centre – 91 Marlborough Road, Springfield.
- Vrededorp Customer Service Centre – 3 Sonneblom Street, Vrededorp.
- Reuven Customer Service Centre – 40 Heronmere Road, Booyens.

The City appreciates the patience and understanding of residents while the final operational arrangements are concluded. We remain committed to ensuring uninterrupted access to municipal services and will continue to provide updates as they become available.

**ENDS**

Issued by the City of Johannesburg

For enquiries, kindly send an email to [mediaqueries@joburg.org.za](mailto:mediaqueries@joburg.org.za)