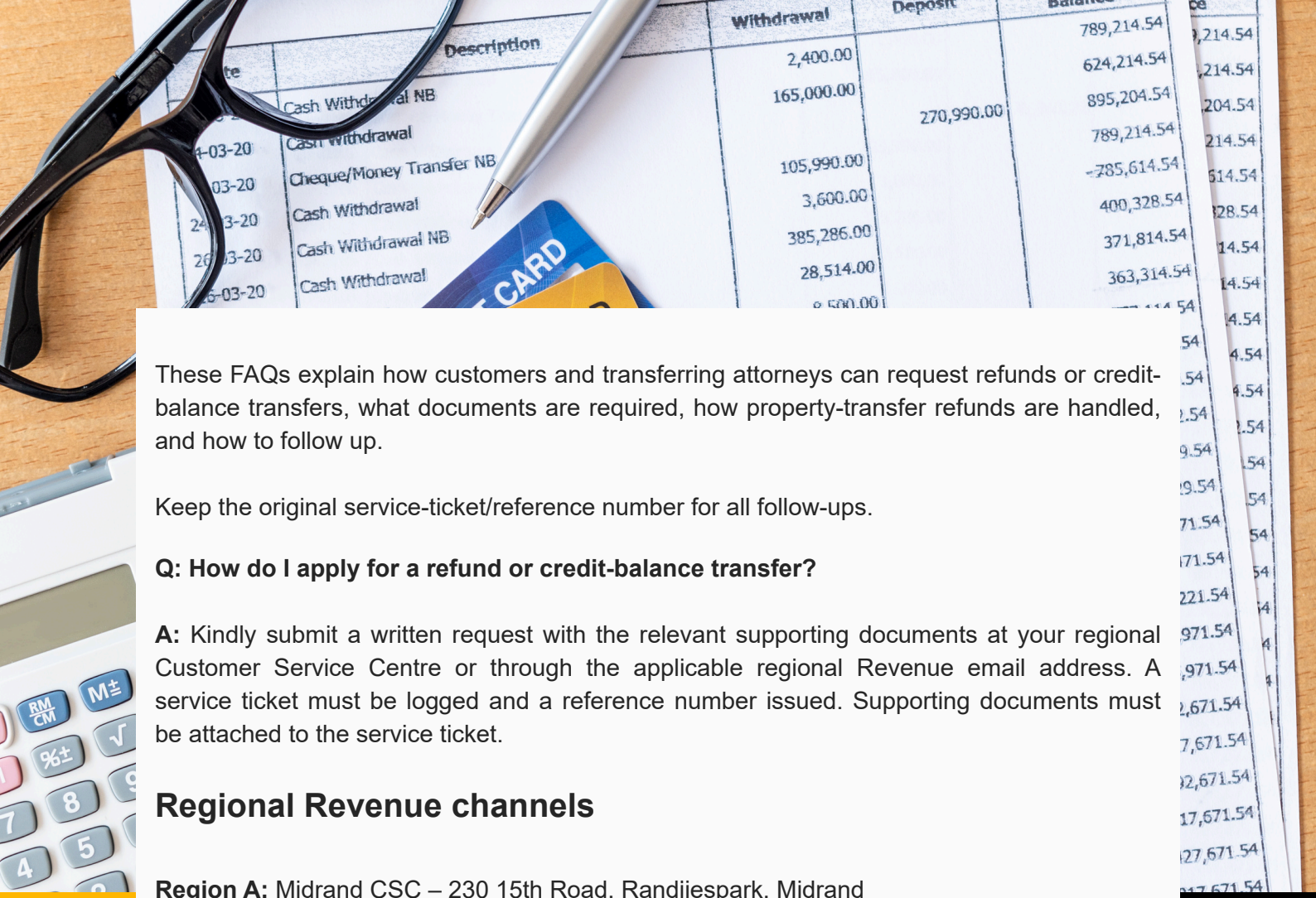
CITY OF JOHANNESBURG

REFUND FAQs

Customer Guide | Revenue Shared Services Centre





These FAQs explain how customers and transferring attorneys can request refunds or credit-balance transfers, what documents are required, how property-transfer refunds are handled, and how to follow up.

Keep the original service-ticket/reference number for all follow-ups.

Q: How do I apply for a refund or credit-balance transfer?

A: Kindly submit a written request with the relevant supporting documents at your regional Customer Service Centre or through the applicable regional Revenue email address. A service ticket must be logged and a reference number issued. Supporting documents must be attached to the service ticket.

Regional Revenue channels

Region A: Midrand CSC – 230 15th Road, Randjiespark, Midrand
regionArevenue@joburg.org.za
Region B: Randburg CSC – Cnr Bram Fischer Drive and Jan Smuts Avenue
regionBrevenue@joburg.org.za
Region C: Roodepoort CSC – 100 Christiaan de Wet Road, Florida Park
regionCrevenue@joburg.org.za
Region D: Jabulani CSC – 1 Koma Road, Jabulani
regionDrevenue@joburg.org.za
Region E: Sandton CSC – 137 Daisy Street, Sandown, Sandton
regionErevenue@joburg.org.za
Region F: Thuso House CSC – 61 Jorissen Street, Braamfontein
regionFrevenue@joburg.org.za
Region G: Lenasia CSC – Cnr Rose & Eland Streets, Lenasia Ext 1
regionGrevenue@joburg.org.za

Q: When is an account refundable?
A: A refund may be considered where an account has a credit balance after the relevant account finalisation, adjustment, deposit release or verified overpayment/incorrect-payment process has been completed. For property-transfer refunds, the seller’s account must first be fully finalised and the final bill produced.

Q: How long does a refund take?
A: An account will be refunded within 30 days upon receipt of a complete service ticket with all relevant documentation attached, provided all services have been accurately finalised. The 30-day period therefore applies to a complete and finalised refund case.



PROPERTY TRANSFER REFUNDS

Q: What must happen before a property-transfer refund is requested?
A: The seller's municipal account must be fully finalised and the final account billed. If it has not been finalised, first log the proper Rates or Billing query so the account can be finalised, the deposit released where applicable, and the final bill produced. Keep the reference number.

Q: Who receives a property-transfer refund?
A: Refunds triggered by a change of ownership are payable to the transferring attorneys associated with the clearance process. A signed attorney's request is required. If the attorneys requesting the refund differ from those associated with the clearance, additional clearance proof may be required.

Q: What should the transferring attorney's request contain?
A: The signed request should identify the property, municipal account number(s), date of transfer and the refund or credit-transfer instruction. Relevant clearance and proof-of-payment documents should be attached where applicable.

Q: What about payments made after registration?
A: Proof of payment is required for payments made after registration so the City can establish who made the payment and whether a refund or transfer is due. The proof must be clear and verifiable in accordance with the City's current requirements.

OVERPAYMENTS AND INCORRECT PAYMENTS

Q: What documents are required?
A: A signed request, identity documents, proof of banking details and proof of the payment being claimed. For joint accounts, the request must identify the intended payee and be signed by the relevant account holders. Banking information must be current and capable of verification.

Q: What if I paid the wrong municipal account?
A: Incorrect-payment transfers and cash corrections are handled through Cash Collections. The Refunds function deals with qualifying credit-balance refunds or transfers. Keep proof of payment and the service-ticket reference number.

Q: Can a refund be paid to a third party?
A: Additional verification is required where payment is requested to a person or entity other than the municipal account holder. Depending on the case, the City may require proof of relationship or authority, registration documents, directors' or trustees' approval, proxy/appointment documents, identity documents and verified banking details.



Q: What is required for companies and other juristic persons?
A: The request should be on the entity's letterhead where applicable and identify the entity, municipal account, authorised representatives and refund instruction. Supporting registration, authority/proxy, identity and banking documents must be supplied as applicable.

Q: How are refunds paid?
A: Refunds are paid by EFT. Cash refunds are not issued. Valid and verifiable banking details must be provided.

FOLLOW-UP AND ESCALATION

Q: How do I follow up on a refund?
A: Use the original service-ticket/reference number and follow up through the same regional Revenue channel or an approved City customer-service channel. Avoid duplicate cases unless the City instructs you to log a new one.

Q: What if the refund case is incomplete?
A: The 30-day refund period applies once the service ticket is complete and the relevant services/account have been accurately finalised. Missing or unverifiable documents, unresolved finalisation issues or banking verification may prevent the case from being ready for payment.

Q: What if an underlying account query remains unresolved?
A: Where a refund depends on an unresolved billing, rates, finalisation or other account query, continue using the original reference number.

Where the matter remains unresolved, customers should follow the query and dispute escalation process set out in the City's approved Credit Control and Debt Collection Policy.

Formal escalation must use the policy and legal provisions current and approved at the time.

Q: What should I keep for my records?
A: Keep the service-ticket/reference number, refund request, supporting documents, proof of payment, relevant municipal statements and correspondence until the matter is concluded.

IMPORTANT CUSTOMER INFORMATION

• A credit balance does not remove the need for verification and supporting documents.
•Property-transferred refunds require account finalisation before the refund can be processed.
• Qualifying municipal arrears may be set off against a credit balance in accordance with the approved Credit Control and Debt Collection Policy.
• Use official City channels and do not send identity or banking documents to unverified addresses.
• For general account queries, contact Joburg Connect on 0860 JOBURG / 0860 562 874.