

## FREQUENTLY ASKED QUESTIONS ON SECTIONAL TITLE PROPERTY

### **1. If you are not receiving a rates account.**

Ask the managing agent for a copy of their account; or

Call the Joburg Call Centre on 0860-JOBURG or 0860 562 874 or email us at [joburgconnect@joburg.org.za](mailto:joburgconnect@joburg.org.za) and ask to be given the account number. To do this you will need your ID number and your physical address, your unit number and your complex name. Then request a duplicate statement be posted or emailed to you.

### **2. How can I receive my account by e-mail?**

To register to receive your account by e-mail, simply log onto the City's website and select the option for e-Services on this site or [click here](#) and follow the instructions to register to get your statement by email. You will need your municipal account number to do this. If you have a problem please email us at [statements@joburg.org.za](mailto:statements@joburg.org.za).

### **3. Garages and storerooms?**

In some complexes garages and other units such as storerooms are registered as separate units. These units therefore have a separate market value and receive separate accounts for rates.

### **4. Domestic refuse removal charges.**

Charges for domestic refuse removal are now based on the value of the property.

### **5. Due date for account payments**

Council issues statements in arrears and allows a 30 days settlement period. The settlement date is reflected at the foot of each month's statement.

### **6. Tariffs**

If the Body Corporate comprises a mix of residential and business units, the rates tariff is applied to all the units based on the zoning of the property. There is not a separate zoning for each unit and therefore the zoning of the property is used to determine the tariff. Accordingly the business tariff is being charged.

This zoning is termed "Multiple Purpose" Accordingly the Multiple Purpose tariff is being charged. This is the same tariff in cents as the Business Tariff. Domestic Sectional Title property owners can write to the City's Rates & Taxes Directorate at [ratespolicy@joburg.org.za](mailto:ratespolicy@joburg.org.za) or PO Box 1450, Johannesburg, 2000 requesting that their rates tariff be reviewed to fall in line with those applicable to residential properties. This will be considered and can only be approved if and once Council has adopted a resolution regarding the request.

### **7. Water, electricity and sewerage charges**

The Body Corporate will still be billed for water and electricity supply and sewerage charges, and rates in instances where the Body Corporate owns a unit or part of the property.

Customers should note:

This is correct. The owner of a Sectional Title property will receive a rates bill (which includes refuse collection charges).

### **8. Rates charged to owner**

Property rates is always charged to the owner of the property, and not the tenant, so if your account is still in the name of the previous or wrong owner, please contact the City to update your details and postal address. Click here to complete the online address form.

Customers should note:

If you have purchased a Sectional Title property during the past 12 months, please call the Joburg Call Centre on 0860-JOBURG or 0860 562 874 or email at [joburgconnect@joburg.org.za](mailto:joburgconnect@joburg.org.za) and check that we have your details as the listed owner of the property.

### **9. What happens after I send my address to you?**

Rates and Taxes will have the postal address on the billing system changed from that of the Managing Agent to the address that you have supplied.

This change in address will reflect on the computer immediately, but it will only activate with the next statement run.

### **10. How can I pay my account?**

Preferably by electronic banking. The Council bank is Standard Bank. For security reasons banking details will not be supplied by the City of Johannesburg. There are however, various processes for payment via Standard Bank branch, ATM payments, cell phone banking, internet banking and telephone banking etc.

### **11. I receive a rates account but it is still in the name of the previous owner?**

In order to have your name corrected please contact the City to update your details and postal address. Please inform the Rates and Taxes Department in writing. Email us with your relevant property information at: [ratespolicy@joburg.org.za](mailto:ratespolicy@joburg.org.za) (refer to your Title Deed document and inform us of your property registration date, stand number, Township Name and other relevant property information).

### **12. The property value on the account cannot be correct.**

Property values are based on market trends. Should you seriously dispute the property valuation, you may write to the Municipal Valuer. All Valuation related queries must be addressed to: Valuation Services, 4th Floor, A-Block, Metropolitan Centre, Braamfontein or you may write to [valuationenquiries@joburg.org.za](mailto:valuationenquiries@joburg.org.za).

### **13. When will I receive my first account. They say the property is not on the system.**

There are a number of properties not yet on the system. We are presently collating the information so that these properties can be loaded onto the billing system.

Once the data is loaded, an account will be sent to you directly, or it may be sent care of the Managing Agent. The City suggests that you follow up monthly with our Call Centre to verify

whether the account has been created and if so, please also confirm that the postal address is correct.

**14. Will there be penalty charges on this late account?**

No penalty charges are levied on accounts that are created in arrears. However, it will be necessary for you to pay the full amount owing on the account on or before the due date stated on the account since interest is charged on accounts not fully paid before due date.

**15. Can I make arrangements to pay off the balance on the account?**

Yes, arrangements can be made but you will have to visit one of our Customer Care Centres since the arrangement requires your signature.

**16. When do receive my monthly statement?**

Council issues statements in arrears and allows a 30 days settlement period. The settlement date is reflected at the foot of each month's statement.

For your convenience you can update us via email at [statements@joburg.org.za](mailto:statements@joburg.org.za), or via fax on 011 381 9377 or visit your nearest Customer Service Centre and fill in the Update/New Contact Information form provided.

Alternatively, post your address changes to:

Updated address details  
Revenue and Customer Relations Management Department  
Revenue Management Directorate  
Billing, Invoicing and Distribution  
PO Box 5000  
Johannesburg  
2000

Provide us with your postal address, email address and phone numbers and include your identity number and account number with the change of address notification. Please include details of your next of kin in case of emergencies.