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## **CITY' S AMENDED CRITERIA FOR DEBT REHABILITATION PROGRAM**

The City has improved and amended the qualifying criteria for its Debt Rehabilitation program which was approved at a council meeting held on 26 April 2022. This amendment was in response to feedback received from CoJ customers who have been applying for the program since applications reopened on 1 March 2022 for the 3<sup>rd</sup> phase. Indebted ratepayers have until 30 June 2022 to apply for the amended debt rehabilitation program which is aimed at providing financial relief to qualifying property owners whose municipal accounts are in arrears.

### **DEBT REHABILITATION PROGRAM SUMMARY**

The amendments to the qualifying criteria are as follows:

- 1) Write-off is only applicable to the following account holders:
  - Residential account holders
  - Small business account holders
  - Faith-based organisation or places of worship
  - Non-Profit Organisation
  - Old Age Homes
  - Orphanages and Body Corporates
- 2) The property value must not exceed R2.5 million.
- 3) The account in arrears must not be more than 90 days at the time of submission of the application.

- 4) Applicants must be registered owners of the property, or a person duly appointed by the master of the high court where a property is part of a deceased estate.
- 5) For small businesses, places of worship and non-profit organisations to benefit provided gross revenue income is not more than R3 million per annum.
- 6) 100% of the 90-day debt will be written off if the applicant is a pensioner or registered as indigent on the City's data base.
- 7) The combined gross income from all activities of the account holder/s and spouse must be less than R22 000 per month.
- 8) Monthly gross income is between R22 001 to R30 000, 30% debt will be written off.
- 9) Monthly gross income is between R30 001 to R40 000, 20% debt will be written off.
- 10) Monthly gross income is between R40 001 to R50 000, 10% debt will be written off.
- 11) All interest and penalty charges will be reversed for each of the income categories above.
- 12) Monthly gross income is above R50 000, no debt write off and only interest and penalty charges to be reversed.
- 13) Account must be kept up to date for twelve months from date of initial write off.
- 14) Ratepayers must pay current monthly consumption.
- 15) Metered services to be regularly inspected.
- 16) Smart meters to be installed.
- 17) Applications can be made online, via email ([debtrehab@joburg.org.za](mailto:debtrehab@joburg.org.za)) or at any of the City's Customer Services Centres.

For more information on the revamped Debt Rehabilitation Programme, ratepayers can visit the City's website [www.joburg.org.za](http://www.joburg.org.za) or visit any customer service centre.