



Honouring Our Senior Citizens: A Comprehensive Guide to the City's Pensioner Legacy & Relief Campaign

Written by Poppy Louw

October marks International Older Persons Month, a time dedicated to recognizing and celebrating the immense contribution senior citizens make to our families, neighborhoods, and the broader city of Johannesburg. In honour of our older residents, the City of Johannesburg's Group Finance Department has officially launched the Pensioner Legacy & Relief campaign.

This major campaign is designed to bring tangible financial relief to senior households, protect family property legacies across generations and simplify municipal account management.

Whether you are a pensioner wanting to lower your monthly property rates, a family seeking clear guidance on managing a loved one's property account after their passing, or a caregiver helping an older relative, this detailed feature provides all the information and steps you need.

1. Pensioner Property Rates Rebates: Easing Your Monthly Living Expenses

Fixed incomes can make managing household budgets challenging. To ensure senior citizens can remain securely in their homes without financial distress, the City provides structured property rates rebates of up to 100%, depending on age and monthly household income.

To qualify for a pensioner rates rebate, applicants must meet the following baseline requirements:

- **Age Threshold:** You must be 60 years of age or older on the date of application.
- **Registered Ownership:** You must be the registered owner of the residential property.
- **Primary Residence:** The property must serve as your sole and primary place of residence.
- **Account Status:** The municipal account must be in your name, and accounts must be up to date or covered by an approved payment arrangement.

Breakdown of Rebate Categories

- **100% Property Rates Rebate:** Granted to pensioners aged 60 and above whose total monthly household income falls below the City's specified threshold, or to

pensioners aged 70 and above regardless of income (subject to property valuation limits).

- **Partial Rebates (40% to 50%):** Offered on a sliding scale for pensioners earning above the minimum threshold up to the maximum allowable monthly income limit.
- **Universal R300 000 Residential Exemption:** In addition to specific pensioner rebates, all residential property owners in Johannesburg automatically benefit from a baseline rates exemption on the first R300 000 of their property's market value.

Expanded Social Package (ESP) Integration

Vulnerable senior citizens with low income or zero pension earnings can also register for the City's Expanded Social Package (ESP). Qualifying for the ESP unlocks additional monthly relief, including:

- Subsidised or free basic water and electricity allocations.
- Rebates on sewer and refuse removal charges.
- Referral to social support programs operated by the City's Social Development Department.

2. Protecting Your Family Property: The Deceased Estate Roadmap

A central pillar of the Pensioner Legacy & Relief campaign is educating families on proper property account management when a property owner passes away.

Delaying the administration of a deceased estate often leads to mounting municipal debt, estimated billing, and unnecessary legal hurdles for surviving family members. To assist families during times of bereavement, the City has launched the official Deceased Estate Checklist.

Step-by-Step Estate Management Guide:

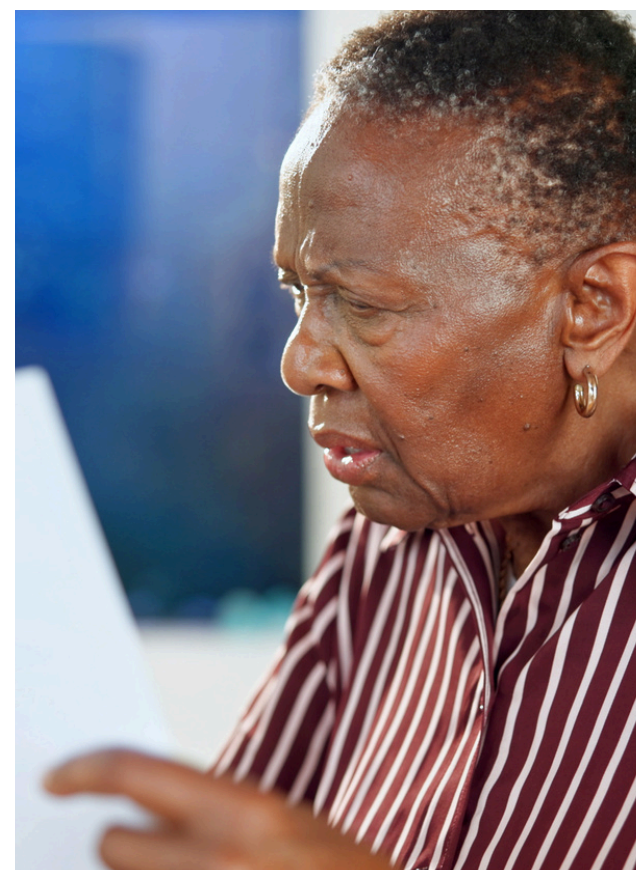
1. **Immediate Notification:** Notify the City's customer care team as soon as possible after the registered owner's passing by presenting a certified copy of the Death Certificate.
2. **Formal Executor Appointment:** Ensure a legal Executor or Estate Representative is formally appointed through the Master of the High Court.

3. **Registering the Executor with the City:** The appointed executor must submit their Letters of Executorship to Group Revenue. This grants them legal authority to discuss account details, submit actual meter readings and request necessary billing adjustments.

4. **Maintaining Monthly Consumption Payments:** While the formal estate administration is underway, surviving occupants or family members should continue paying for current ongoing consumption (electricity, water, refuse, and sanitation) to prevent historical debt accumulation.

5. **Final Property Transfer:** Work with a registered conveyancing attorney to complete the legal transfer of property title to the rightful heirs, allowing the old municipal account to be formally closed and a new account opened.

Why This Matters: Proactive estate management ensures that properties remain legally protected, debt-free, and safely transferred to the next generation without risking utility disconnections or legal disputes.





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3. Application Checklist: What You Need to Apply

To ensure your application for a pensioner rebate or account update is processed quickly and without delay, please gather certified copies (not older than 3 months) of the following documents:

Document Required	Purpose	Notes
South African ID	Proof of identity & age	Certified copy of smart ID card or green ID booklet.
Proof of Ownership	Verifies property title	Title Deed copy or official municipal account statement.
Proof of Income	Determines rebate percentage	3 months' recent bank statements, pension slip, or SARS tax certificate.
Affidavit (if unemployed)	Confirms income status	Sworn affidavit stating zero income or informal support.
Municipal Account	Account identification	Latest City of Johannesburg bill in the applicant's name.

1. Frequently Asked Questions (FAQs) for Senior Residents

Q: Do I need to reapply for my pensioner rebate every year?

Pensioner rebates are generally aligned with the cycle of the City's General Valuation Roll. However, if your income or marital status changes, or if you move to a new property, you must notify Group Revenue immediately.

Q: What happens to the pensioner rebate if the registered owner passes away?

If the deceased was married in community of property, the surviving spouse can apply to continue receiving the rebate, provided they meet the age and income requirements and submit the necessary surviving spouse application forms.

Q: Can I apply on behalf of an elderly relative who cannot visit a customer centre?

Yes. A family member, caregiver, or legal representative can submit the application on behalf of a pensioner, provided they bring a signed letter of authority/power of attorney, certified copies of both parties' IDs and all required supporting documents.

5. Convenient Ways to Access Services

The City offers multiple channels so senior citizens and their families can access relief without hassle:

- e-Joburg Digital Portal: Register online at www.e-joburg.org.za to view monthly statements, log queries, submit meter readings, and manage account details from home.
- Regional Customer Service Hubs:** Visit your nearest regional municipal customer service centre across Regions A through G to speak directly with a dedicated customer service consultant.
- Customer Care Call Centre:** Dial 0860 JOBURG (0860 562 874) for step-by-step guidance on rebate forms, estate checklists and billing support.

Your municipal payments power Johannesburg's development. Let us help you claim the financial relief you deserve and secure your family's home for generations to come.

