



Pensioners Legacy and Relief Programme Customer FAQ



1.What is a pensioner property rates rebate?

Property rates relief provided by the City to qualifying senior citizens who meet the approved Property Rates Policy requirements.

2.Must existing beneficiaries re-apply for 2026/27?

No. Existing approved rebates continue until 30 June 2027, subject to applicable conditions.

3.Who must submit a new application?

People who recently became eligible, including homeowners who turned 60, and eligible pensioners who have never previously applied.

4.Is the rebate automatically activated when I turn 60?

No. First-time applicants must apply and satisfy the qualifying requirements.

5.What are the thresholds for pensioners aged 60 – 69?

Qualifying applicants earning below R13 519 gross per month may qualify for the 100% tier. Those earning from R13 519 to R23 172 may qualify for the 50% tier, subject to City policy.



6.What property value threshold applies to ages 60 – 69?

R1.5 million. Rates may be levied on the value above the applicable threshold.

7.What applies to pensioners aged 70+?

Qualifying applicants may receive a 100% rebate up to the R2 million property value threshold, irrespective of income and subject to other qualifying requirements.



8.Does being 70+ make the rebate automatic?

No. A new applicant must still apply and satisfy the other requirements.

9.Can I receive the pensioner rebate on several properties?

No. The rebate applies to one qualifying property.

10.What happens if the property exceeds R1.5m or R2m?

Rates may be levied on the value above the applicable rebate threshold.





11.What is the R300 000 residential threshold?

For the qualifying first/primary residential property, the first R300 000 of market value is excluded from rating before property rates are calculated.

12.How is R300 000 calculated?

It comprises the R15 000 statutory MPRA exclusion plus the R285 000 additional City-funded threshold.

13.Does every property I own receive R300 000?

No. Second and subsequent residential properties receive the statutory R15 000 exclusion in accordance with policy.

14.Where can I obtain or submit an application?

Request and submit forms through ratescomments@joburg.org.za, use official City online channels at www.joburg.org.za, or visit any City of Johannesburg Customer Service Centre. An official tracking reference number is issued for all submissions across all channels.

15.Should I keep proof of submission?

Yes. Keep copies of the application, supporting documents and the relevant reference number or proof of submission.

16.Does my municipal account need to be up to date?

Eligibility remains subject to the approved Property Rates Policy and applicable credit-control requirements. Customers with arrears should engage the City regarding an approved payment arrangement or any formal billing dispute.

17.What if I default on an approved payment arrangement?

Default may affect continued eligibility for the rebate in accordance with applicable City policy and credit-control rules. Customers should engage the City before an arrangement falls into default.

18.What if my income or circumstances change?

Notify the City where circumstances relevant to your rebate change, including income, ownership or primary-residence status.



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