

Deceased Estates & Estate Planning

DON'T LEAVE YOUR FAMILY A MUNICIPAL BILLING PROBLEM!

Your home is part of your legacy. Keeping your property affairs in order today prevents legal battles, account freezes and debt complications for your loved ones tomorrow.

A MUNICIPAL ACCOUNT IS NOT A TITLE DEED

- Changing a name on a municipal bill does not legally transfer property ownership.
- The death of a registered owner does not automatically transfer property to a spouse, child, or family member.

3 STEPS TO PROTECT YOUR FAMILY LEGACY TODAY

- Update Your Contact Details: Keep your email address and mobile number accurate on e-Joburg so you never miss critical account alerts.
- Draft a Valid Will: Clearly document your property inheritance to safeguard your heirs.
- Follow Legal Estate Channels: When an owner passes away, the estate must be formally administered through the Master of the High Court and an appointed Executor.

NEED DECEASED ESTATE ACCOUNT ASSISTANCE?

The City cannot determine inheritance rights, but we can guide your family on managing the municipal account while the legal process is underway.

For guidance on deceased estate matters, refer to the Legal Department at Thuso House, or speak to a customer relations agents at your nearest Customer Service Centre for general municipal-account assistance!

KNOW YOUR RELIEF. PROTECT YOUR LEGACY.



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A message brought to you by: City of Johannesburg
Group Finance: Communications and Stakeholder Management

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Protecting Your Family Legacy

Deceased Estate Checklist

After the loss of a property owner - take the right steps:

STEP 1:

Report and administer the deceased estate through the appropriate legal process.



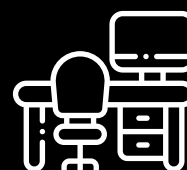
STEP 2:

Obtain the relevant authority/documentation for the executor or legally appointed representative.



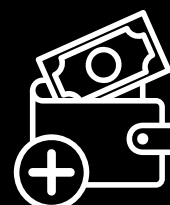
STEP 3:

Gather the municipal account, death certificate, identification and other required supporting documents.



STEP 4:

Engage the City regarding the municipal account and ongoing charges.



STEP 5:

Apply/re-apply for Rebates (Ensure new qualifying owners claim available rebates).



STEP 6:

Once ownership is legally updated, ensure municipal records and any applicable rebate applications are updated.

