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# REFUNDS
# STEP-BY-STEP
# GUIDELINE

End to end process of how to apply for refunds for all category customers.



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# STEP 1:

## NOTIFICATION TO COJ BY DEEDS OFFICE OF TRANSFER



This takes approximately two weeks from date of transfer and happens automatically without the conveyancing attorney needing to do anything to prompt it.

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# STEP 2:

## REQUEST TO "FINALISE" SELLER'S ACCOUNTS

"Finalisation" is the process in terms of which the City credits the seller's account with the deposit, charges any final amounts that need to be billed to the seller up to the date of transfer, and reverse any incorrect charges billed to the seller's account after transfer.

If, by the time that the seller's COJ invoices are available in the month following transfer, the invoices indicate that "finalisation" has not occurred, the conveyancing attorneys must log a query with the COJ to "finalize" the account/s.

Each account needs its own request for finalization. You should be issued with a reference number for each account.

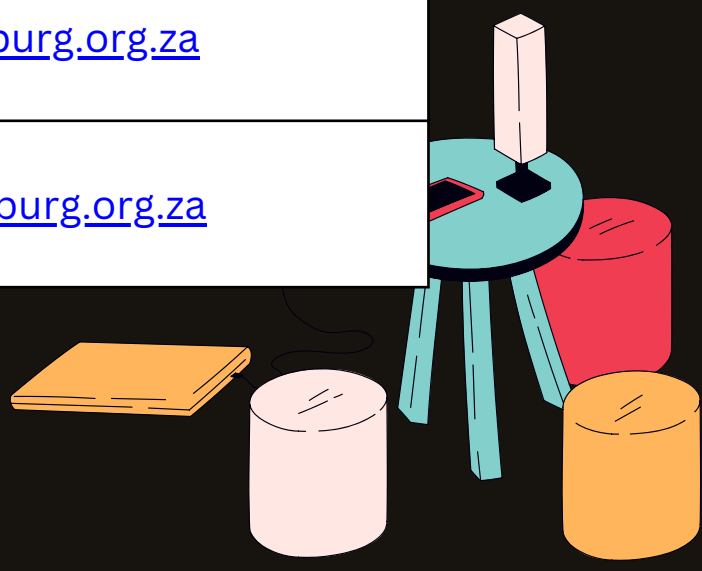


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To log a query for “finalization”, email the relevant Customer Service Centre, based on where the seller’s property is located:

| Customer Service Centre | Email Addresses |
|---|---|
| Midrand Customer Service Centre | regionArevenue@joburg.org.za |
| Randburg Civic Centre | regionBrevenue@joburg.org.za |
| City Hall - Roodepoort | regionCrevenue@joburg.org.za |
| Jabulani Customer Service Centre | regionDrevenue@joburg.org.za |
| Sandton Customer service centre | regionErevenue@joburg.org.za |
| Thuso House Customer Service Centre | regionFrevenue@joburg.org.za |
| Lenasia Civic CSC | regionGrevenue@joburg.org.za |



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# STEP 3:

## ESCALATING FINALIZATION

If within 21 days of having applied for finalization, it has not been done, escalate it by sending another email to the same email address, quoting your reference number, and noting your written compliant in terms of section 16.2 of the COJ's Credit Control and Debt Collection Policy.

If within 21 days of having noted your written compliant, finalization has not been done, escalate it by sending another email to the same address, quoting your reference number and attaching your written complaint, and asking for finalization to take please. Copy in the Municipal Manager and mark the heading of your email "Appeal to the Municipal Manager", in terms of section 16.4 of the COJ's Debt Collection and Credit Control Policy.



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# STEP 4:

## WHEN THE ACCOUNT HAS BEEN “FINALIZED”, APPLY FOR A REFUND/TRANSFER

Apply for the seller’s refund to be paid out when the accounts have been finalized and there is a credit reflecting on the account. You do this by emailing a signed letter from the transferring attorney to the email addresses set out above, attaching proof of transfer having passed, and payment of the rates clearance figures, and the clearance certificate.

The letter itself must be signed and must clearly describe the following: property description, account number(s), transfer date, and request for the refund/s.
Refunds will be paid to the conveyancing attorneys who requested the rates clearance figures.

If the attorney who is applying for the refund (and who did the transfer) is not the attorney who applied for the rates clearance figures, this must be clearly pointed out, and a request for payment to be made to the transferring attorneys specifically must be clearly made. Bank stamped proof of Clearance payment must accompany the request where attorneys differ.

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The COJ does not pro-rate rates charges (or sewer, or refuse charges, as these are also taxes) for the month of transfer. The COJ will only pro-rate electricity and water charges for the month of transfer, based on the transfer date. The conveyancers must do the pro-rating for rates, refuse and sewer charges, on their final accounts, if applicable.



If any payments have been made into the account/s after transfer, bank stamped proof of payment of same must accompany the request for a refund.The bank account holder’s name must be visible on any electronic proof of payments. The party that supplies the proof of payment will be entitled to the refund or payment transfer.

**The following will be accepted with regards to Proof of payments:** Copy of the original Bank statement, Copy of Receipts, Internet printout with a bank stamp, Copy of cheque.

**The following will not be accepted with regards to Proof of payments:** Internet printout without a bank stamp and receipts that are not clear.

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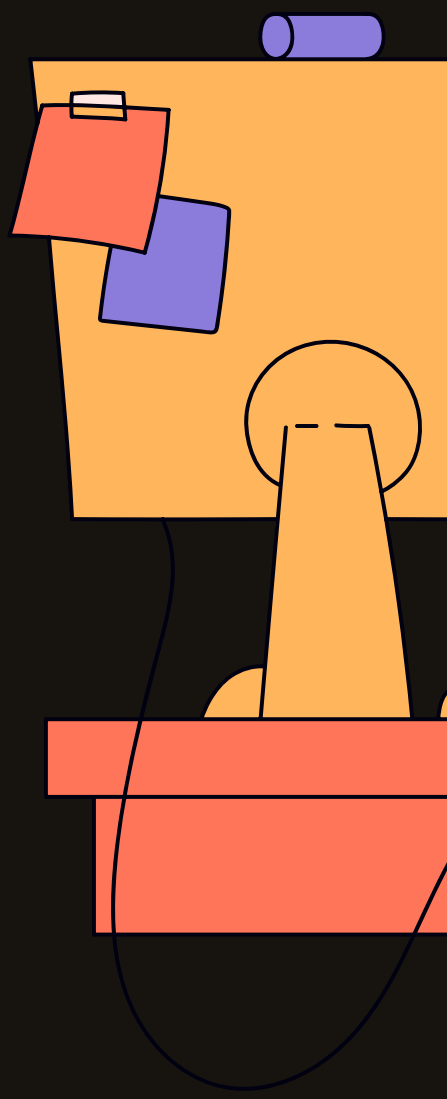
# STEP 5:

## ESCALATE PAYMENT OF THE REFUND

If the refund is not paid out within 30 days of the refund having been requested, escalate it by sending the reference number received when logging the refund request, to the same email address, as a written complaint in terms of section 16.2 of the COJ's Debt Collection and Credit Control Policy.

If the refund is not paid out within 30 days of lodging the written complaint, escalate it by sending another email to the same address, quoting your reference number and attaching your written complaint, and asking for the refund to take place.

As per 16.5 Credit Control Policy, after a period of 90 days from when the query was logged in terms of clause 16.1 or dispute declared in terms of clause 16.2, the query or dispute has not been resolved to the satisfaction of the customer, the customer may:



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# STEP 5:

## ESCALATE PAYMENT OF THE REFUND

- Either appeal the decision made or failure to make a decision to the City Manager in terms of Section 62 of the Municipal Systems Act, or
- Refer the query/dispute to conciliation/mediation at the office of the City's Ombudsman.
- Copy in the Municipal Manager and mark the heading of your email "Appeal to the Municipal Manager", in terms of section 16.4 of the COJ's Debt Collection and Credit Control Policy.

