

REFUNDS APPLICATION PROCESS

The City of Johannesburg's Revenue & Customer Relations Management Department has a new process on the application of refunds in the City of Johannesburg.

1. Question and Answer: How do I apply for a refund?

- All refund applications must be done in writing
- A service ticket must be logged and a reference number issued for all refund queries
- A service ticket can be logged with the Call Centre on (011) 375-5555 or alternatively at any of our Walk In Centres
- All refunds triggered by a land/property transfer will be refunded to the transferring attorneys unless otherwise stated by the attorneys. (Please note that no refunds to third parties will be done)
- The following documents are essential when applying for a refund:

A letter of request

ID Copies

A transferring letter from the attorneys

Proof of payment

- Required for any payments made after the clearance payment
- Incorrect payments into accounts

A certificate of registration (in cases relating to companies)

2. Question and Answer: When do you issue a refund?

- A refund is issued when one or more of the following has happened.
 - After a land/property transfer was affected and the account has a credit balance.
 - After finalisation/closure of the services has been affected and the account has a credit balance
 - When a resident or business moves into a property a deposit is required to be paid to council as per approved policy. When the property is being vacated the deposit can then be requested as a refund.

It must be noted though that the deposit will firstly be utilised to offset any outstanding debt on the account.
 - When an overpayment has been made on the account and proof of payment can be produced to support the request.

3. Question and Answer: When is an account refundable?

- With regards to the transfer of property refunds, only accounts that are inactive with credit balances will be refunded by the refunds department.

- With regards to refunds due to adjustments, only accounts with credit balances after the adjustment will be refunded by the refunds department.
- With regards to refunds due to incorrect payments, incorrect payments will be refunded provided that proofs of all incorrect payments have been provided.
- In regards to all refunds:

No refunds will be refundable unless all relevant documentation has been attached to a service ticket (refer to question 1)

4. Question and Answer: How long does it take to refund an account?

- An account will be refunded in 30 days upon receipt of a complete service ticket with all relevant documentation attached to the service ticket, and all the services have been finalised accurately on the account.

5. Question and Answer: Do you arrange for us to collect the cheque or do you deposit the monies due to us?

- Customer liaison is responsible for cheque distribution (Contact person: Lucky Tharaga - (011) 358-8261)

6. Question and Answer: How do I transfer credit to another account?

- A service ticket must be logged (refer to Q1)
- Documentation has to be attached to the service ticket such as Proof of payment and a letter of request.

7. Question and Answer: Can I get my refund in cash?

- No, we do not issue cash refunds.
- Refund methods available:
 - Cheques
 - Electronic transfers

For electronic transfers one of the following documents will have to be provided:

- A Cancelled cheque
- A Bank statement
- A letter from the bank confirming banking details

8. Question and Answer: Do you pay interest on refunds outstanding?

- No, we do not as we are not a financial institution