



CITY OF JOBURG:DEBT REHABILITATION PROGRAMME

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This program seeks the following:

- (i) Rehabilitate the consumers from non-paying to a paying customers.
- (ii) Provide for a once-off debt write off for qualifying customers as at date of approval.
- (iii) Date approved by Council was from 24 February 2022 and the amended report was approved on the 26 April 2022
- (iv) The programme start will start on the 01st March 2022 and End on the 30th June 2022

QUALIFYING CRITERIA

The once off debt write-off will be based on the following qualifying criteria:

No	Qualifying Criteria
1.	<p>Write-off is only applicable to the following account holders:</p> <ul style="list-style-type: none">• Residential account holders• Small business account holders• Faith-based organisation or places of worship• Non-Profit Organisation• Old Age Homes• Orphanages and Body Corporates
2.	<p>The market value of the property and all properties owned by the applicant must not exceed R2,5 million</p>
3.	<p>The account holders account is in arrears for more than 90 days at the time of submission of the application.</p>
4.	<p>Applicants must be registered owners of the property, or a person dully appointed by the master of the high court where a property is part of a deceased estate.</p>

QUALIFYING CRITERIA

No	Qualifying Criteria
5.	100% of debt above 90 days (about 3 months) to be written off where the application is a pensioner or registered indigent customer.
6.	The combined gross income from all activities of the account holder/s and spouse must be less than R22 000 per month and;
7.	<p>Where the monthly gross income from both the residential account holder/s is more than R22 000.00, only a percentage of the debt above 90 days (about 3 months) shall be written off on condition that the account holder/s settles that account in full. The scale to be used will be:</p> <ul style="list-style-type: none">➤ Between R22 000 to R30 000 = 30% write-off of the debt above 90 days shall be offered; all interest and penalty charges shall be reversed➤ Between R30 001 to R40 000 = 20% write-off of the debt above 90 days will be offered; all interest and penalty charges shall be reversed➤ Between R40 001 to R50 000 = 10% write-off of the debt above 90 days will be offered; all interest and penalty charges shall be reversed➤ Above R50 001 = all charges (e.g., disconnection fees) and interest charges shall be reversed
8.	Small businesses, Places of worship and Non-Profit Organization will be required to provide the latest audited annual financial statements with turnover not exceeding R3 000 000
9.	Account must be kept update to date for twelve months from date of initial write off.

REQUIREMENTS WHEN APPLYING FOR DEBT WRITE-OFF

No.	Administrative requirements
(i)	The account holder can apply at any customer service centre of the City.
(ii)	The account holder must have a valid South African identity document or a document that confirms the legal residence in South Africa.
(iii)	The account holder must produce the latest copy of their municipal accounts or know the account number.
(iv)	Proof of income for the account holder and spouse.
(v)	Certified bank statement, for all accounts, held by the account holder and spouse, for a period of three months before date of application.
(vi)	The account holder must complete the application form.
(vii)	The account holder and his spouse must give the City permission to perform a back ground check through a reputable credit bureau.
(viii)	<p>The account holder must provide meter numbers and meter readings of all meters on their properties. Account holders must provide pictures of the metering devices which clearly identify</p> <ul style="list-style-type: none"> • the location of the device, • the reading on the device and • the meter number
(ix)	The account holder must sign an appropriate agreement.

DEBT WRITE OFF COMMITTEE

In order to ensure that there is adequate controls and review over the process, a debt write-off committee will be established, with the appropriate delegations. The members of the debt write-off committee must include the following:

Department /Municipal Entity	Office Bearer
Office of the Group Chief Financial Officer	GCFO / delegated official
Revenue Shared Services Center	Group Head / delegated official
City Power	Managing Director / delegated authority
Johannesburg Water	Managing Director / delegated authority
Pikitup	Managing Director / delegated authority
Property Branch	Group Head / Delegated Officials

The Director Credit Control Management must prepare the files for write-off and provide the secretariat function

WHAT HAPPENS WHEN THE CUSTOMER VIOLATES WRITE OFF CONDITIONS



- ❑ Should the applicant be found to be misrepresenting themselves,
 - ✓ The City will re-instate the debt and institute immediate termination of services.
- ❑ Should the account holder tamper with the City's infrastructure,
 - ✓ The City will re-instate the debt and institute immediate termination of services



WHERE CAN CUSTOMERS APPLY AND SUBMIT APPLICATION FORMS

- ❑ Customers can send an email to debtrehab@joburg.org.za
- ❑ Visit www.joburg.org.za for application forms or complete the online application form
- ❑ Customers may visit any of the City's Revenue Customer Service Centres across the City of Johannesburg

THANK YOU

