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## City of Johannesburg Metropolitan Municipality

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# **JOBURG DEBT REHABILITATION PROGRAM AMENDED PHASE 3 – IMPROVED QUALIFYING CRITERIA FREQUENTLY ASKED QUESTIONS (APRIL 2022)**

## **What is Joburg Debt Rehabilitation Program?**

The Joburg Debt Rehabilitation Program aims to assist defaulting customers in **bringing** their outstanding municipal accounts up to date.

## **Who may apply for this program?**

Residential customers, small businesses, faith-based organisations or places of worship, and non-profit organisations, Old Age Homes, Orphanages and Body Corporates may apply on the condition that they comply with the qualifying criteria.

## **How will this benefit pensioners and indigent customers who cannot afford to sign an acknowledgement of debt?**

The City has made provision for customers who cannot afford to pay their outstanding debt. 100% of debt above 90 days (about three months) to be written off where the applicant is a pensioner or registered indigent customer.

## **Can residential customers from Soweto who receive electricity from Eskom also apply?**

Yes, because the program is not just about one service (i.e., electricity) but caters for all five services billed on the municipal account.

## **What are the qualifying criteria?**

- The write-off is applicable to residential, small businesses, faith-based organisations or places of worship, non-profit organisations, Old Age Homes, Orphanages, and Body Corporates account holders.
- The market value of the property and all properties owned by the applicant must not exceed R2,5 million (excluding business, churches, and non-profit organisation customers).
- The account holder's account balance must be in arrears for more than 90 days at the time of submission of the application.
- The combined gross income from all activities of the account holder/s and spouse must be less than R22 000 per month.

- 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 shall be written off on the condition that the account holder/s settles that account in full. The scale to be used will be:
  - 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 sundry charges (i.e., disconnection fees and interest charges) shall be reversed.

Small businesses, places of worship and non-profit organization will be required to provide the latest audited annual financial statements with a turnover not exceeding R3 000 000.

Account must be kept up to date for twelve months from the date of initial write off.

#### **When does the programme start?**

1 March 2022.

#### **When does the Programme end?**

30 June 2022.

#### **Requirements when applying for this write off:**

- The account holder must have a valid South African identity document or a document that confirms the legal residence in South Africa.
- The account holder must produce the latest copy of their municipal account.
- Proof of income for the account holder and spouse.
- Certified bank statement, for all accounts, held by the account holder and spouse, for a period of three months before date of application.
- The account holder must complete the application form, in the case of deceased estates, the person in possession of the Letter of Authority from the Master of the Court's office.
- The account holder and his/her spouse must give the City permission to perform a background check through a reputable credit bureau.
- 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:
  - ✓ the location of the device
  - ✓ the reading on the device
  - ✓ the meter number

- The account holder must sign an appropriate agreement with the City.
- The City reserves the right to cancel the agreement and reinstate debt written-off should it be discovered that the account holder provided the City with falsified information.
- Small businesses, places of worship and NGO's/non-profit organisations must submit audited financial statements and six months banks statements.

### **How will I know that my application is approved?**

The City appointed a "Debt write-off" committee that will consider all applications. The committee will assess all applications on a case-by-case basis. A decision taken based on the predetermined qualifying criteria. The committee will meet on regular basis to consider applications, customers will be informed of the decision of the Committee.

### **What happens when the customer violates write-off conditions?**

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

### **Where can customers apply and submit application forms for the debt write off?**

- Customers can send an email to [rehabilitation@joburg.org.za](mailto:rehabilitation@joburg.org.za)
- Visit [www.joburg.org.za](http://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. See below all category A physical addresses

<b>Region A</b>	Waterfall Customer Service Centre, Cnr Woodmead and Waterfall drives, Midrand
<b>Region B</b>	Randburg Civic, Cnr Bramfischer & Jan Smuts roads, Randburg. (011) 326 0691
<b>Region C</b>	Roodepoort Civic Centre, 100 Christiaan De Wet Road, Florida Park (011) 761-0111 Roodepoort City Hall, 62 Berlandina Street, Roodepoort. (011) 761-6000
<b>Region D</b>	Jabulani Civic Centre, 1 Koma Road, (011) 930 0192
<b>Region E</b>	Sandton Customer Service Centre, 137 Daisy Street, Sandown, Sandton (011) 582 1400
<b>Region F</b>	Thuso House Customer Service Centre, 61 Jorissen Street, Braamfontein. (011) 628 4081
<b>Region G</b>	Lenasia Civic, Cnr Rose Avenue and Elands Street, Lenasia Ext 1 (011) 854-1870

