



CITY OF JOBURG: DEBT REHABILITATION PROGRAMME

Presentation by: Elias Setelele



AGENDA

- Objective of the Program
- Qualification Criteria
- Requirements when Applying for Debt Write off
- Debt Write off Committee
- What happens when the Customer Violates Write off Conditions
- Where can the Customers apply and Submit application
- The End





OBJECTIVE OF THIS PROGRAM

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







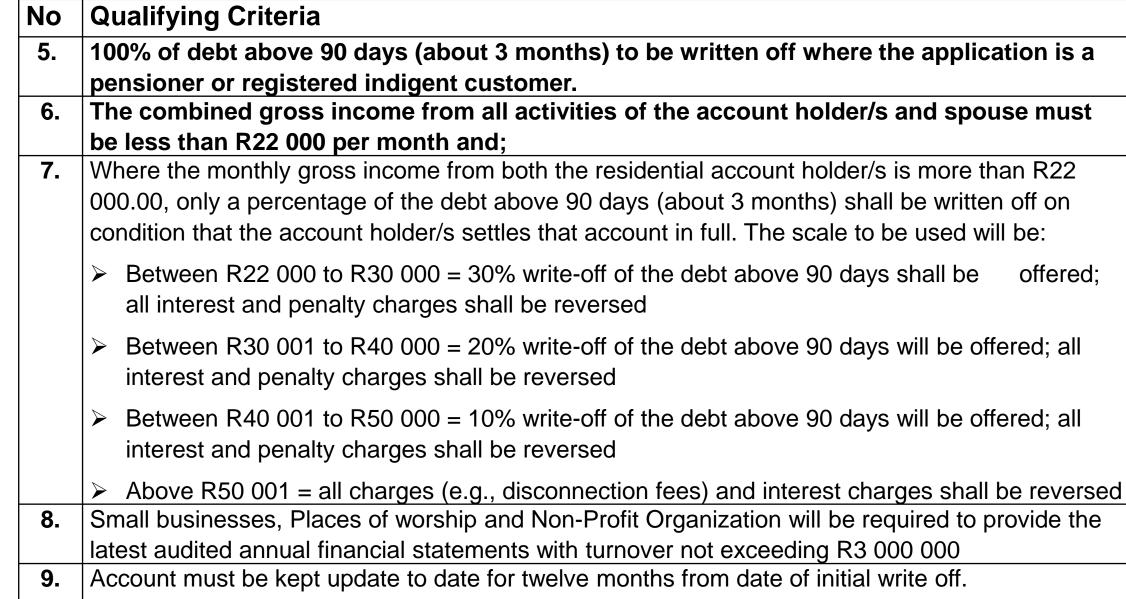
The once off debt write-off will be based on the following qualifying criteria:

No	Qualifying Criteria		
1.	Write-off is only applicable to the following account holders:		
	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.	The market value of the property and all properties owned by the applicant must not		
	exceed R2,5 million		
3.	The account holders account is in arrears for more than 90 days at the time of		
	submission of the application.		
4.	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.		



QUALIFYING CRITERIA







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)	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 and	
	the meter number	
(ix)	The account holder must sign an appropriate agreement.	

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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