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CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

DIRECTORATE REVENUE : DEBTORS and CASH : RATES CLEARANCES, DEEDS & REFUNDS

Date/Datum: 06 JULY 2012

**Attention: Property Committee
Cape Law Society**

Conveyancing Attorneys
City of Cape Town

MANUAL AND ELECTRONIC APPLICATIONS – LODGEMENT and QUERIES

Administration and control of applications have highlighted that one of the causes of delays is when electronic applications is submitted manually at area rates clearance counters. As part of the on-going process to improve and enhance service delivery with regard to the processing and issuing of Section 118 certificates the following measures is being implemented, effective from 30 July 2012:

Applications submitted electronically for financial values and subsequently cases created in ISIS, must follow the complete electronic process until the issuing of the Section 118 certificate.

Deviations to the above will result in the application / case being dealt with as manual. Meaning that the electronic status will be cancelled and the admin fee for the manual application will be applicable and need to be paid upfront before submitting the application for processing.

The Section 118 certificate will also not be issued electronically but would have to be collected at the office where the application was submitted – the area rates clearance counters.

In addition, the following will be applicable with regard to queries

The projected turnaround time to process an application is 15 working days excluding the date of submission. Any queries reported for applications within the 15 working days will not be actioned.

All queries regarding electronic applications for Section 118 certificates must be escalated / raised with the Rates Clearance department via a free format. The response time to free format queries will be 4 working days.

Queries relating to electronic applications that are submitted to the area rates clearance counters will be dealt with by the respective office. If the Area office cannot assist, they will escalate the matter and advise the attorney accordingly once the matter has been resolved.

All queries regarding manual applications for Section 118 certificates must be escalated / raised with the relevant Area office - Rates Clearance counter where the original Rates Clearance application, relevant documentation and /or diagrams were submitted. If the Area office cannot assist, they will escalate the matter and advise the attorney accordingly once the matter has been resolved.

To better utilise available resources and to allow for the timeous completion of applications, communication between the Rates Clearance staff and Conveyancers will be limited.

Please do not hesitate to contact our office for clarity of any uncertainty or queries in this regard.

Yours faithfully

A handwritten signature in black ink, appearing to read 'BD Williams', with a long horizontal stroke extending to the right.

BD Williams
Manager: Debtors & Cash
Directorate Revenue
City of Cape Town
OBO Chief Financial Officer