



2015-12-11

Attention: Property Committee  
Cape Law Society

Conveyancing Attorneys  
City of Cape Town

**S118 – AUTOMATION OF REFUND APPLICATIONS – PROCESS AND REQUIRED MANDATORY DOCUMENTS**

I refer to previous communication and discussions held, as per our feedback sessions, regarding the above matter.

The development for the automating of the refund application process, as an added functionality to the S118 process, is nearing completion and it is anticipated to be completed and tested by end of January 2016. Depending on the successful User Acceptance Testing, it is envisaged that implementation and go live will take place by the end of January 2016.

Information / feedback sessions will be held towards the end of January 2016. Depending on the above, these sessions will most probably take place in the last week of January 2016.

The aim and purpose of this development is to automatically create the refund request after registration of the transfer and thereby improving the turnaround around time for the refunding of any credit due to the seller without having to submit the refund request form and or any other documentation after registration.

The process in short is as follows:

**Electronic:** A draft refund case will automatically be created, of which you will be notified, at a pre-determined stage in the S118 process. The refund request form will automatically be created from the information provided on the S118 application and all relevant documentation will be migrated from the S118 rates clearance case to the refund case created.

The attached authorisation form will be the only mandatory document required for the refund process and must be submitted and attached to the refund case.

Once notified that the draft refund case has been created, the above mandatory form can be submitted and attached up until date of registration in the Deeds Office.

Should the documentation not be provided timeously as required the refund case will be closed due to non-performance.

**Manual:** A draft refund case will automatically be created, of which you will be notified, at a pre-determined stage in the S118 process. All relevant documentation will be migrated from the S118 rates clearance case to the refund case created.

The attached mandatory authorisation form, the prescribed refund application form as well as all other required supporting documentation stipulated on the reverse side of the refund request form must be submitted to the area office where then S118 application was submitted to be attached to the refund case.

Once notified that the draft refund case has been created, the above documentation can be submitted up until date of registration in the Deeds Office.

Should the documentation not be provided timeously as required the refund case will be closed due to non-performance.

Feedback sessions to discuss the refund process in more detail, will be arranged once the testing has been completed and the development implemented.

A kind request, to assist with the phased in approach that will be followed once the refund development has been implemented, is that the attached form be included when submitting the transfer documents after payment verification. This form can be attached under "other documents".

Yours faithfully



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

## INSTRUCTION TO PROCESS REFUND

TO: XYZ Test Attorneys

**TRANSFER OF ERF 123456 CAPRICORN IN THE PROVINCE OF WESTERN CAPE, TO (insert Buyer's name)**

**I/we the undersigned**

DAWN MARGARET MUNRO  
Identity Number 6907070816087  
Unmarried

**I/we hereby authorise**

XYZ Test Attorney

To complete, sign and submit the City of Cape Town Request for Refund form with all relevant and required documents ( for manual applications) and/or to submit all relevant banking details (for electronic applications) in order that any possible refund due to the seller by the City of Cape Town after the registration of the aforesaid transfer and after the finalization of the sellers municipal account for rates and services can be deposited, subject to the City of Cape Town's Credit Control and Debt Collection Policy into the sellers/conveyancer's bank account as more fully described below.



Seller



Conveyancer

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Account No: \_\_\_\_\_

Branch No: \_\_\_\_\_

\_\_\_\_\_  
Signature of Attorney

\_\_\_\_\_  
Authorised Signature (seller)

I (**insert full names of the conveyancer**) of (**insert full name of firm**) duly authorised hereto by way of special or general power of attorney, (*delete whichever is not applicable*) acknowledge and confirm that the information as provided by me in the attached City of Cape Town Request for Refund form (Manual Application) and or Banking details provided ( Electronic Applications) to be true and correct and that I have verified the banking details of the recipient of the refund to be true and correct. I confirm that the refund can be processed into the above bank account and that the City of Cape Town shall not be liable for any claim of whatsoever nature that may arise from this transaction.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20YY

\_\_\_\_\_  
Signature of Attorney



## INSTRUCTION TO PROCESS REFUND

TO: XYZ Test Attorneys

**TRANSFER OF ERF 123456 CAPRICORN IN THE PROVINCE OF WESTERN CAPE, TO (insert Buyer's name)**

**I/we the undersigned**

Taufiq Palmer  
Identity Number 8803312552080  
and  
Amina Palmer  
Identity Number 8803310225080  
Married in community of property to each other

**I/we hereby authorise**

XYZ Test Attorney

To complete, sign and submit the City of Cape Town Request for Refund form with all relevant and required documents ( for manual applications) and/or to submit all relevant banking details (for electronic applications) in order that any possible refund due to the seller by the City of Cape Town after the registration of the aforesaid transfer and after the finalization of the sellers municipal account for rates and services can be deposited, subject to the City of Cape Town's Credit Control and Debt Collection Policy into the sellers/conveyancer's bank account as more fully described below,



Seller



Conveyancer

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Account No: \_\_\_\_\_

Branch No: \_\_\_\_\_

Signature of Attorney

Authorised Signature (seller)

I (**insert full names of the conveyancer**) of (**insert full name of firm**) duly authorised hereto by way of special or general power of attorney, (*delete whichever is not applicable*) acknowledge and confirm that the information as provided by me in the attached City of Cape Town Request for Refund form (Manual Application) and or Banking details provided ( Electronic Applications) to be true and correct and that I have verified the banking details of the recipient of the refund to be true and correct. I confirm that the refund can be processed into the above bank account and that the City of Cape Town shall not be liable for any claim of whatsoever nature that may arise from this transaction.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20YY

\_\_\_\_\_  
Signature of Attorney

## INSTRUCTION TO PROCESS REFUND

TO: XYZ Test Attorneys

TRANSFER OF ERF 123456 CAPRICORN IN THE PROVINCE OF WESTERN CAPE, TO (insert Buyer's name)

I/we the undersigned

Amien Isaacs

Identity Number 480529

Married out of community of property

I/we hereby authorise

XYZ Test Attorney

To complete, sign and submit the City of Cape Town Request for Refund form with all relevant and required documents ( for manual applications) and/or to submit all relevant banking details (for electronic applications) in order that any possible refund due to the seller by the City of Cape Town after the registration of the aforesaid transfer and after the finalization of the sellers municipal account for rates and services can be deposited, subject to the City of Cape Town's Credit Control and Debt Collection Policy into the sellers/conveyancer's bank account as more fully described below,



Seller



Conveyancer

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Account No: \_\_\_\_\_

Branch No: \_\_\_\_\_

\_\_\_\_\_  
Signature of Attorney

\_\_\_\_\_  
Authorised Signature (seller)

I (insert full names of the conveyancer) of (insert full name of firm) duly authorised hereto by way of special or general power of attorney, *(delete whichever is not applicable)* acknowledge and confirm that the information as provided by me in the attached City of Cape Town Request for Refund form (Manual Application) and or Banking details provided ( Electronic Applications) to be true and correct and that I have verified the banking details of the recipient of the refund to be true and correct. I confirm that the refund can be processed into the above bank account and that the City of Cape Town shall not be liable for any claim of whatsoever nature that may arise from this transaction.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20YY

\_\_\_\_\_  
Signature of Attorney

## INSTRUCTION TO PROCESS REFUND

TO: XYZ Test Attorneys

TRANSFER OF ERF 123456 CAPRICORN IN THE PROVINCE OF WESTERN CAPE, TO (insert buyer's name)

I/we the undersigned

MR. JOHN DOE

In my/our capacity as Trustee/Trustees, for the meantime of

JOHN DOE FAMILY TRUST (the trust or seller)

IT12345/01

Acting in terms of a Letter/ Letters of Authority issued by the Master of the High Court:  
at \_\_\_\_\_ on \_\_\_\_\_

I/we hereby authorize

XYZ Test Attorney

To complete, sign and submit the City of Cape Town Request for Refund form with all relevant and required documents ( for manual applications) and/or to submit all relevant banking details (for electronic applications) in order that any possible refund due to the seller by the City of Cape Town after the registration of the aforesaid transfer and after the finalization of the sellers municipal account for rates and services can be deposited, subject to the City of Cape Town's Credit Control and Debt Collection Policy into the sellers/conveyancer's bank account as more fully described below.



Seller



Conveyancer

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Account No: \_\_\_\_\_

Branch No: \_\_\_\_\_

\_\_\_\_\_

Signature of Attorney

\_\_\_\_\_

Authorised Signature (seller)

I (insert full names of the conveyancer) of (insert full name of firm) duly authorised hereto by way of special or general power of attorney, *(delete whichever is not applicable)* acknowledge and confirm that the information as provided by me in the attached City of Cape Town Request for Refund form (Manual Application) and or Banking details provided (Electronic Applications) to be true and correct and that I have verified the banking details of the recipient of the refund to be true and correct. I confirm that the refund can be processed into the above bank account and that the City of Cape Town shall not be liable for any claim of whatsoever nature that may arise from this transaction.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20YY

\_\_\_\_\_

Signature of Attorney



## INSTRUCTION TO PROCESS REFUND

TO: XYZ Test Attorneys

TRANSFER OF ERF 123456 CAPRICORN IN THE PROVINCE OF WESTERN CAPE, TO (insert Buyer's name)

I/we the undersigned

KWAME OSABUKO NUAKO  
duly authorised hereto by a resolution of the Directors of  
Jasmine Otisa Caruso  
7777

I/we hereby authorise

XYZ Test Attorney

To complete, sign and submit the City of Cape Town Request for Refund form with all relevant and required documents ( for manual applications) and/or to submit all relevant banking details (for electronic applications) in order that any possible refund due to the seller by the City of Cape Town after the registration of the aforesaid transfer and after the finalization of the sellers municipal account for rates and services can be deposited, subject to the City of Cape Town's Credit Control and Debt Collection Policy into the sellers/conveyancer's bank account as more fully described below.



Seller



Conveyancer

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Account No: \_\_\_\_\_

Branch No: \_\_\_\_\_

\_\_\_\_\_  
Signature of Attorney

\_\_\_\_\_  
Authorised Signature (seller)

I (insert full names of the conveyancer ) of ( insert full name of firm ) duly authorised hereto by way of special or general power of attorney, (delete whichever is not applicable) acknowledge and confirm that the information as provided by me in the attached City of Cape Town Request for Refund form (Manual Application) and or Banking details provided ( Electronic Applications) to be true and correct and that I have verified the banking details of the recipient of the refund to be true and correct. I confirm that the refund can be processed into the above bank account and that the City of Cape Town shall not be liable for any claim of whatsoever nature that may arise from this transaction.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20YY

\_\_\_\_\_  
Signature of Attorney