



April 2016

22 March 2016

Invitation: Rates Clearance / Deeds and Refund Automation Feedback Sessions – April 2016

You are hereby invited to attend a feedback sessions of the City of Cape Town regarding **Rates Clearance / Deeds and Refund Automation** from 1 to 5 April 2016

Please find further details in the table below.

Item	Detail		
What	Follow Up Sessions: City of Cape Town S118 process / Deeds and Refund Automation		
Duration	2.5 hours per session. Refreshments will be served - Morning session from 09:30-10:00 Afternoon session from 13:00 -13:30		
When	1 st April 2016, 4 th and 5 th April 2016		
Venues & Times	Date	Venue	Time
	1 April 2016	Council Chambers Strand Municipal Offices	10:00 – 12:30
	4 April 2016	Auditorium in Bellville (Map attached)	10:00 – 12:30 13:30 – 16:00
	5 April 2016	Auditorium in Bellville (Map attached)	10:00 – 12:30 13:30 – 16:00
Registration for session	Please register via Rcc.Ct@Capetown.Gov.za and provide firm name (branch also if applicable), number of attendees, venue and time slot. Council chambers in Strand holds 40 people (If need be another session can be arranged) Auditorium in Bellville holds approximately 150 people		
Topics to be covered	<ol style="list-style-type: none"> 1. Welcome & Introduction 2. Background 3. Rates Clearances <ul style="list-style-type: none"> • Workflow Diagram • Key Changes • Issues / Concerns • Queries 4. Move In / Move Out – Buyers and Sellers <ul style="list-style-type: none"> • Ownership Change 5. Refunds Automation (New) <ul style="list-style-type: none"> • Current Refund Process • Goals and Objectives • Bank Details for Refund • Important Notice • Refund Documentation – Extracted from RC Case • Instructions to Refund • Refund Process Flow Overview • Refund Notifications 6. Questions and Answers 		