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THIS CITY WORKS FOR YOU

Directorate Revenue – Debtors & Cash – Rates Clearance, Deeds and Refunds

20 October 2011

Attention: Property Committee
Cape Law Society

Conveyancing Attorneys
City of Cape Town

APPLICATIONS FOR SECTION 118 CERTIFICATES – PROJECT ISIS IMPLEMENTATION

I refer to previous communication regarding the above.

The City of Cape Town has developed an Integrated Spatial Information System, called ISIS, which is in the process of being tested for implementation by 28 November 2011.

The above system has a major impact on the end to end process of property transfers. This includes applications for financial values, payments, submitting of transfer documents, the issue of the Section 118 certificate and the updating of ownership. It will also be the basis for the further development of an end to end electronic process for property transfers.

To ensure a smooth and successful conversion from the current systems in use to ISIS, will unfortunately result in a freeze period regarding the processing of any Section 118 applications.

The following guidelines will apply:

- Applications for financial values, manual and electronic, will be accepted and processed until 14H00 on Friday 11 November 2011. Any request received after the aforementioned time and date will be held over until after go live.
- All transfer documents with proof of payment, manual or electronic, submitted until 14H00 on Friday 18 November 2011 will be accepted, processed and the Section 118 certificate issued, taking into account unforeseen delays. Any payments and submissions after the aforementioned time and date will be held over until after go live.

The City of Cape Town apologise for the inconvenience caused. However, the above implementation is important for future developments that will improve and enhance service

delivery. Some of the benefits include the reducing turnaround time with regard to processing Section 118 applications, the timeous update of ownership and ultimately improved refunding any credits on final accounts.

The City of Cape Town will do their utmost to process application received and attend to backlogs due to the freeze period, as soon as possible.

Should there be any uncertainty or queries in this regard, please do not hesitate to call.

Thanking you in advance for your understanding and co operation with regard to this matter.

Yours faithfully



**MR B.D. WILLIAMS
MANAGER: DEBTORS & CASH
DIRECTORATE REVENUE**

Obo The CHIEF FINANCIAL OFFICER