



Beresford Williams
MANAGER: Debtors and Cash

T: 021 400 3095 M: 0843003095
E: Beresford.Williams@capetown.gov.za
Ref: Attorney Information Sessions Feedback

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Attention: Property Committee
Cape Law Society

Conveyancing Attorneys
City of Cape Town

E Services: Rates Clearance Automation (RCAP) – Feedback Sessions

We refer to our previous communiques regarding the above subject heading.

Assurance was given that we would **go live** with the enhanced rates clearance process on **21 October 2014**.

To ensure that you are aware of what these Rates Clearance process changes are, and how it will impact you, we invited Conveyancing Firms and Attorneys to attend an Attorney information session which was held in the Reiger Room, Good Hope Centre during the week of 13 – 17 October. Two hour sessions were conducted daily to accommodate all.

The purpose of the sessions was to enlighten all conveyancing attorneys on the enhanced rates clearance (RCAP) process. The approach of the sessions was practical and interactive to enable all to use the enhanced system as intended and thereby improve the overall rates clearance business performance and turnaround time.

Feedback from Conveyancer information sessions:

Firstly, thank you to those who made an effort to attend the sessions. All groups indicated that the sessions were very useful to them. There was also a request from most attendees for a follow up session to be held six months post go-live.

Attendance

Invitations were sent to Law Society and 3rd party vendor sites well in advance. Attendance at the 10 x 2-hour sessions was however poor. A total of 107 persons attended the sessions.

Key Changes for Conveyances going forward

It was communicated that a Rates Clearance Portal is still a vision for the future and that the rates clearance process improvements and system enhancements for go-live on 21 October 2014 is another big step towards this vision.

The table below describes the key changes which were communicated and discussed at the sessions.

Key Changes for Conveyancing Attorneys		
	OLD	NEW
Attorney Contract Account	N/A	<ul style="list-style-type: none"> When registering on CoCT's E-Services portal for Conveyancing services, Attorneys will be allocated a Contract Account. The purpose of the contract account is in order for the attorney to be billed for each Rates Clearance Application. Monthly invoices will be issued to the Attorneys for all transactions for that month. Non-payment will result in Attorneys not being able to apply for Rates Clearance.
Payment Schedule and Unique Payment Reference Number	<ul style="list-style-type: none"> Payments made on an individual contract account level. 	<ul style="list-style-type: none"> The Payment Schedule will no longer display the admin fee - admin fee will be billed to the new Attorney Contract Account. One payment – The Summary page of the Payment Schedule will have a unique payment reference number with a total amount due. This unique reference number must be used when making payment against the total amount due.
Notifications	<ul style="list-style-type: none"> No notifications to Attorneys 	<ul style="list-style-type: none"> Once Attorneys submit their applications the system will perform various validations automatically. Should any of the validations fail; the Attorney will receive a notification via email of any failed validations and the progress or delay thereof.
Refunds	<ul style="list-style-type: none"> Requested via Customer Care 	<ul style="list-style-type: none"> Refund Application information will form part of Rates Clearance application.
Updated Application Form	<ul style="list-style-type: none"> Old CoCT logo 	<ul style="list-style-type: none"> New CoCT Logo Conveyancer information fields updated. Refund information updated.

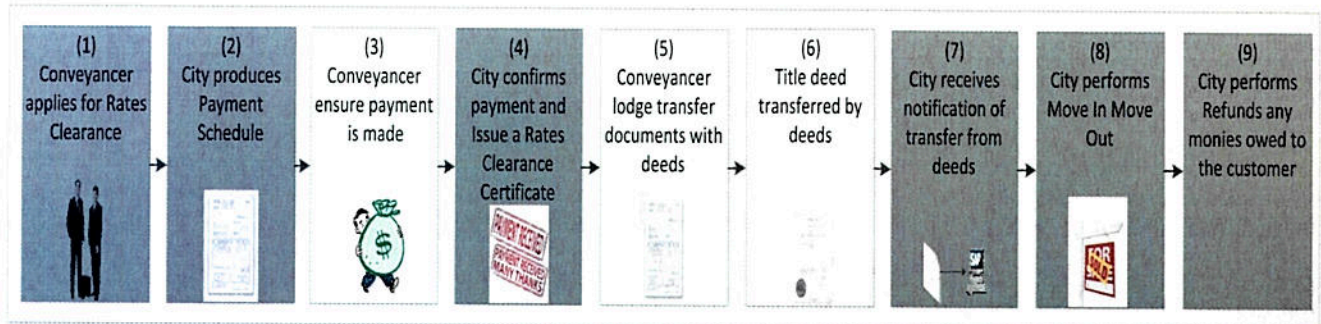
Issues / Concerns raised at sessions

Conveyancing Issues	CoCT Response
Property Description: There is general concern as to where Town Planning gets their district information from. Attorneys get their district information from Deeds office.	Revenue Rates Clearance will raise these concerns at the PVC meeting.
Check new or updated Deeds clause regarding names on application vs Deeds vs ID.	Revenue Rates Clearance to investigate.
Contact people and contact numbers provided by CoCT site, not accessible.	For registration please use Email address: Help.Uces@capetown.gov.za For any concerns on your application please use Free Format on the vendors' software
Impact on rates clearances for 20 th December 2014 deadline for Attorneys – to finalise their open matters, so pay-outs can happen in December.	We have sufficient Rates Clearance staff on duty to maintain the SLA in respect of issuing Rates Clearance certificate
What is possibility of setting up Helpline instead of having Free Format?	3 rd Party vendors do have a call centre or person/s to contact.
Including the Attorneys' File Reference Number on application form, invoice and payment documents. Will assist Attorneys with their internal accounting process.	The project team will investigate post go-live and revert.
Couriers – currently one runner may do work for more than one conveyancer attorneys	On go-live 21 October 2014 this should not be an issue. It will only become a challenge when the Rates Clearance Portal commences
Time frames for Refunds – “too long”	Revenue Rates Clearance has recently acquired the AMIMO (Automated Move In Move Out) process to run more efficiently, which will result in accelerating the Refunds process.
Move In Move Out – ensure correct billing to new owner.	AMIMO was successfully implemented in May 2014 to alleviate missing transfers
When will we be able to access the fully automated rates clearance portal for Conveyancers?	A final date for the Portal has not yet been set.
What is impact for rates clearance applications made before 21 October 2014?	No changes will affect applications received before 21 October 2014. Only applications received on 21 October and beyond will be impacted by enhanced rates clearance process.
Will the enhanced process impact turnaround time for rates clearances.	Yes, depending on the information and the correct registration of the Conveyancer Attorneys on the CoCT E-Services portal website

BACKGROUND TO RCAP PROJECT

The outcome of the RCAP project will be timeously and accurately issue a Rates Clearance certificate by the Rates Clearance section of Revenue department, which will involve strong interdependencies on the rates clearance users, sister departments and all relevant stakeholders in the Property Value Chain for the Transfer of Property.

Transferring of a property:



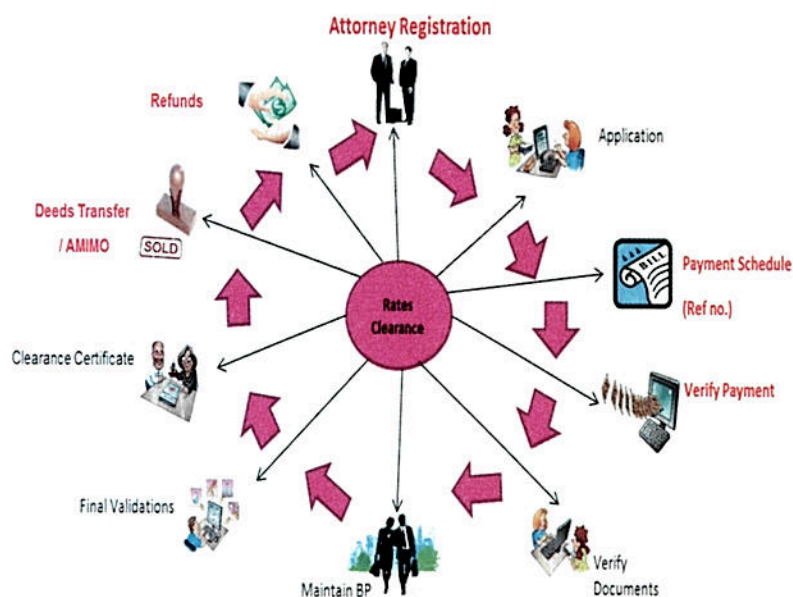
Rates clearance automation & portal (RCAP) project

The RCAP project includes the development of an enhanced rates clearance process. The enhanced rates clearance process is designed to electronically record the submission of applications by applicants, electronically manage and process the application up until it reaches the Transfer of Ownership stage.

Applications for Rates Clearances are made through the City of Cape Town's **Walk-in Centres** or **third party electronic vendors**.

In the enhanced rates clearance process people will be doing things differently and/or be doing different things. See the overall key changes and benefits in the below diagrams.

Rates Clearance Process at a glance



Key benefits and changes of the RCAP Project

- Process improvements thereby improving efficiency and reliability
- Optimised and automated rates clearance back-office engine
- New case types with added validation & richer functionality
- Introduction of workflow and notification functionality
- Integration of workflows for service departments and back end users
- Notifications
- Automated Move-in/Move-out solution
- Automated payment verification
- Automated billing of conveyancer
- Integration of sub-processes (e.g. business partner handling, section 118(3))
- Increase modularization and reuse
- Increase maintainability
- Increase user guidance through the process

Where are we now with the RCAP project?

We are currently in the Go-Live stage of the RCAP project. Awareness and education sessions were held with relevant stakeholders and the feedback from conveyancing attorneys were positive. There was buy-in and commitment from stakeholders as they recognise the future benefits for all.

The RCAP project does not stop after go-live. Post project activities will involve:

- Stabilising (secure and sustain the core RCAP system functionality)
- Synthesizing (build for the future by adding more capabilities to the RCAP process and system), and
- Synergising (achieve value by thoroughly mastering these capabilities).

We envisage that this can take up to 6 months post go-live.

Please direct all questions or queries to:

Ewert Kotze / Cloonette Henry

RCAP Project Manager

Email: Ewert.Kotze@capetown.gov.za / Cloonette.Henry@capetown.gov.za

Desiree Katz

RCAP ERP Project Manager

Email: Desiree.Katz@capetown.gov.za

Kariema Gool

RCAP Change Manager

Email: Kariema.Gool@capetown.gov.za

Yours faithfully



BD Williams
Manager: Debtors & Cash
Revenue
City of Cape Town