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Ref: Incomplete or Unclear Documents

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Attention: Property Committee
Cape Law Society

Conveyancing Attorneys
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S118 Applications – Incomplete or Unclear Documents

Although certain documents are mandatory, depending on the type of application, problems and delays are being experienced with supporting documents not submitted. For example S31 certificates when sub division applications are submitted has become a matter of concern since go-live of the enhance RCAP project. In other instances mandatory documents are not clearly visible and can therefore not be accepted in terms of Council process and procedure, for example copies of Identity documents.

To address any uncertainty regarding the above two scenarios and to ensure that there are no unnecessary delays or cancellation of applications, the following processes needs to be followed:

(1) Incomplete Documents

When a message is received from Council regarding additional transfer documents required, which will be in the format of a documents rejection message, the additional documentation must be attached and the "Verify Documents" button be activated again to initiate the processing of the application by Council.

If the above process is not complied with, the application will and cannot be processed

Please note:

If the required documentation is not attached and the "Document Verification" process not completed within the time frame of 5 working days allocated for the above process, the application will automatically be cancelled and a new application will have to be submitted.

(2) Unclear Documentation

When a message is received from Council regarding documents being unclear, which will be in the format of a documents rejection message, the additional documentation must be attached and the "Verify Documents" button be activated again to initiate the processing of the application by Council.

In these cases, a certified copy by the transferring attorney will be acceptable. To overcome this problem and avoid unnecessary delays, a kind request that certified copies be submitted upfront.

If the above process is not complied with, the application will and cannot be processed.

Please note:

If the required documentation is not attached and the "Document Verification" process not completed within the time frame of 5 working days allocated for the above process, the application will automatically be cancelled and a new application will have to be submitted.

The administration of the above delays outside of the normal S118 application process is not only causing delays but is also placing a huge burden on the rates clearance staff as these applications must be monitored and investigated on a daily basis.

If due process is not followed, irrespective if the documents are attached or not, the application will be cancelled and a new application must be submitted and will be dealt with as a new application.

Yours faithfully



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