



2017-09-12

**Attention: Property Committee  
Cape Law Society**

Conveyancing Attorneys  
City of Cape Town

**S118 - AUTOMATION OF REFUND – INSTRUCTION TO REFUND**

I refer to previous communication, with specific reference to my communication dated 6 April 2017, regarding the "Instruction to Process Refund" form as part of the automation of refunds for the final account(s) of the seller as part of the S118 process

As per the above communication, the "Instruction to Process Refund" form has now become mandatory and the validation has been implemented in the automated refund process as the phased in period has lapsed.

Refunds for manual S118 applications will have to comply with the required process, procedure and all required documentation, with specific reference to banking details via the Corporate Call Centre or Revenue Walk in Centres.

**Please Note:**

**Despite the abovementioned communication, there are still conveyancers that does not attach the mandatory "Instruction to Refund" form which has resulted in more than 1650 refunds being in a pending status. Messages have been sent to attorneys to attach the document but still no response. This is having a huge administrative impact on the processing of refunds and turnaround times.**

**A kind request that the "Instruction to Refund" document be attached where requested. Failing to meet this requirement by 22 September 2017, all those refund matters in pending will be rejected and the matters closed and the seller informed accordingly**

**Going forward, those refund cases where the mandatory document is not attached will be rejected after notifying the seller and those refunds will have to follow the manual process and procedure via the Corporate Call Centre or Revenue Walk in Centres.**

Yours faithfully

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