

SECTIONAL TITLE PROPERTY OWNERS

INTRODUCTION

There are around 3000 Sectional Title property in the jurisdiction of Madibeng. There are considered to be residential properties in terms of categories of property rates policy.

Previously, these accounts were sent to the Body Corporate or Managing Agent who then billed a portion of these charges to the individual property owners.

From 1 July 2009, the council will be implementing the Municipal Property Rates Acts which requires all municipalities to bill Sectional Title property owners (not tenants) individually.

WE NEED YOUR POSTAL ADDRESS

As rates accounts were previously sent to the Body Corporate or Managing Agent, the Council does not have a postal address for individual Sectional Title property owners. For the Council to ensure that the rates accounts are delivered timeously every month to Sectional Title property owners, we require the postal address. Sectional Title property owners can get a copy of the Update Your Details form by either downloading it from the Council's website or

- Email us at ratespolicy@madibeng.gov.za and requesting us to email a copy of the form; or
- Faxing us at 012 318 9427 and requesting a copy of the form; or
- Call 012 318 9445 / 012 318 9519 / 012 318 9436
- Please note that changes of addresses MUST BE MADE IN WRITING.

Sectional Titles property owners can return the form to us by either:

- Email (Remember only scan documents can be sent as we require your signature as evidence of your request)
- Fax: 012 318 9427
- Post: Budget and Treasury Office

Revenue Division

P. O. Box 106, Brits, 0250

UPDATING YOUR CONTACT DETAILS

In order for us to be able to send you your statement we need to have your current postal address and contact details. So if you are having or have changed your postal address, please make sure you notify us timeously (at least one month in advance of your change of address. THIS MUST BE DONE IN WRITING.

- Email (Remember only scan documents can be sent as we require your signature as evidence of your request)
- Fax: 012 318 9427
- Post: Budget and Treasury Office

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CHARGES TO BE BILLED TO YOU DIRECTLY

Sectional Title property owners will receive an individual municipal account from 1 July 2009.

The account will be for assessment rates, refuse and sewer.

The charge will no longer be billed to the Body Corporate or Managing Agent although your consumer services (water, electricity) will continue to be billed to you by the Body Corporate or Managing Agent.

PAYING YOUR MUNICIPAL ACCOUNT

All accounts not paid by the due date indicated on the statement will begin to accrue interest, so make sure you pay on or before the due date. The Council has a variety of quick and easy options for Sectional Titles property owners to pay their municipal accounts.

Debit orders – this is the easiest method of payment.

To get a copy of the debit order form:

- Visit our main offices or satellite offices
- Download it from our website
- Send an email to and we will email you a copy of form

Complete it and submit it to our main offices (Brits) and your account will be paid automatically every month for an amount that you also designate.

Remember that the debit order is implemented in-line with the billing cycle of your account and will therefore be deducted from your account on the due date of your statement.

Remember that **you must attach**

- A cancelled cheque as proof of your banking details
- The debit order form must be stamped by the bank and confirm your banking details;

Internet payment - internet banking is quick and safe and you can pay at any time of the day. Simply register on your bank's internet site. Once registered, you can select "Madibeng Local Municipality" from the list pre-defined beneficiaries to make your payment into the Council's ABSA account.

You must use 12 digits or 7 digit municipal account number as your reference number and check your statement to ensure the payment reflects on it.

Paying at banks – you can pay at any bank branch, ATM, via cell phone banking, ABSA self-help kiosks where the Local Municipality of Madibeng is listed on the pre-defined list of beneficiaries.

Madibeng municipal offices – you can also make payments at municipal offices or satellite offices where there are cashiers, we do not accept credit cards at these offices, only cash or cheques.

In the case of payment of deposits for new accounts or payments for accounts that have been cut – off, only bank guaranteed cheques / cash will be accepted.

You must keep your receipts as proof of payment. Remember to check that the payment reflects on your next accounts.

Easy pay outlets – you can pay at any easy pay outlet (such as Pick 'n Pay, Shoprite Checkers, Spar etc) Credit cards are accepted as a method of payment at easy pay outlets; however individual transactions that exceed R4000.00 will incur an interest charge of 2.5% per transaction.

SA Post office – you can pay cash or cheque at any SA Post office. Credit cards are not accepted at the Post office.

Please note that for queries relating to **direct payments** (bank payments/internet banking) – please call Mrs. Florence Mokoena and Mr. Sam Ndlovu at **012 318 9432**

LOGGING QUERIES ABOUT YOUR MUNICIPAL ACCOUNT

If you have any query about the changes on your municipal account, you must log a query with us.

You can email us at statements@madibeng.gov.za

Please include the following details in your email:

- Name of account holder
- Property description / address
- Phone (cell, home and work)
- Email (work and home)
- 12 digit or 7 digit municipal account number

SELLING YOUR PROPERTY? YOU MUST GET A CLEARANCE CERTIFICATE

From 1 July 2009, all sectional title property owners wanting to sell their property will be required to obtain a Clearance Certificate. This is a Certificate issued by a municipality confirming that there are no outstanding charges on the property for rates, sewerage or refuse collection. In the past, your body corporate would issue the relevant conveyancing Attorney with a letter confirming that the account on a specific property was paid up. Now, the individual property owner will be responsible for applying for a Clearance Certificate in respect of rates refuse collection and sewerage. The body corporate will still issue a letter in respect of other municipal charges (water and electricity).

The Clearance Certificate process comprises two parts. When you make the application, you will be given a set of Clearance figures. These figures indicate how much is outstanding on a particular account as well as the overpayment unit like date of transfer of the unit. This must be paid up in full before a Clearance Certificate is issued (this is then the second part of the process). The Clearance Certificate is an instruction to the Deeds Office that transfer of the property can take place as all outstanding municipal debt has been settled.

To apply for a Clearance Certificate you or your Attorney must complete the prescribed application form which you can:

- Download it from Madibeng website
- Collect forms at any of our municipal offices
- Request clearance department to fax the form to you.

Please remember that you will need the following information to complete the form:

1. Stand number
2. Suburb name and extension
3. Scheme name and scheme number

4. Unit number

5. Account number

6. Your name

7. The purchasers name, ID number, contact numbers and postal address details.

Please remember that your clearance certificate will only be available for collection from our municipal offices in Brits.