

HOLIDAY PROGRAMMES AT YOUR LIBRARY

The winter holidays have arrived sooner than you have anticipated, and now you are wondering what to do with the kids? Why not visit your nearest library and let them enjoy reading as they discover new and exciting things. During the month of July the City will be hosting Holiday Programmes at your nearest library. A number of libraries will offer exciting activities to entertain children of all ages. These wonderful activities will be offered free of charge during library working hours. And the good news is you don't even have to be a member.

The City does however encourage young and old to join one of its libraries and membership is free for anyone who lives, works or studies in Johannesburg. Membership is valid for two years and entitles one to borrow books and printed single music scores. Besides lending out material, the City's libraries offer a wide range of other services and programmes including literacy classes; story telling sessions for youngsters; homework assistance; educational support services; business opportunities and development support services; reading development programmes and so much more.

To register as a library member, you will need to present your identity book, with proof of residence and children will need to show their birth certificates. A library card is then issued, giving you full access to a hub of education and fun learning.

For more information on the Holiday Programmes at your library visit www.joburg.org.za or call 011 375 5555.

DID YOU KNOW?

The Johannesburg Public Library based in the city centre, in Market Street has over 1.5-million books in its collection and more than 250 000 members. Also on the premises are a number of specialist libraries:

- Central Reference Library
- Children's Library
- Michaelis Art Library
- Multimedia Library
- Music Library
- Harold Strange Library of African Studies
- Newspaper Reading Room
- Cybase centre
- Young Adults' Reference Library

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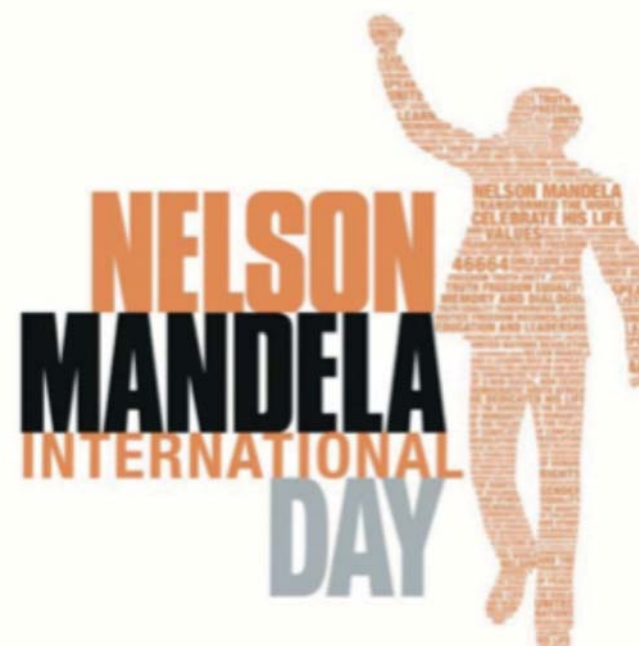
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Holiday programmes for the kids at your library

Visit your nearest library and let them enjoy reading as they discover new and exciting things



STAND UP AND MAKE A DIFFERENCE – MAKE EVERY DAY A MANDELA DAY

Mandela day on 18 July is more than just celebrating the legacy and life of Nelson Mandela. It is a call to action for people everywhere to take responsibility for making the world a better place, one small step at a time, just as Nelson Mandela did. The City of Joburg encourages residents to give as little as 67 minutes to better their communities. To find out 67 things that communities can do to make a difference visit http://www.nelsonmandela.org/mandeladay/67_ways.html.

Always "Take Action. Inspire Change. Make Every Day a Mandela Day"

Thinking of buying or selling property?

Part 2

Now I have my clearance certificate, what's next?

In the previous issue of JoziBill we looked at what is required from you when buying or selling property and we also looked at how to apply for your clearance certificate. A Clearance Certificate certifies that all outstanding Revenue Service Fees have been paid as per Section 118, and that there are no outstanding queries on the seller's/owner's account. The Deeds Office requires the Clearance Certificate before a change in ownership can be registered. Upon transfer of the property, the customer must ensure that the account is finalized and closed.

This issue of JoziBill looks at how customers can finalise their account and apply for a refund. To initialise the process, customers must visit one of our Customer Service Centers and fill in a form known as a 'Cancellation of Consumer Agreement' to have the water and electricity account finalised. Following this finalisation, the customer may apply for the deposit, paid with the clearance amounts, to be refunded.

Customers should note that refunds will only be done once the Change of Ownership has been concluded. Additionally, a refund can only be paid out once all outstanding money or debits related to the property have been settled.



Do you pay your municipal accounts via debit or credit cards?

Do you pay your municipal account via debit or credit card at an EasyPay pay point, such as Pick 'n Pay, Shoprite or Checkers? As of 1 June 2011, all customers who pay by debit or credit card at an EasyPay will be charged an administration fee of 2.5% for all transactions exceeding R5 618.00. This includes payments within the same billing period on any number of accounts.

Requirements for Refunds: Transfer of property

Attorneys letter

- The attorneys letter will be required for all refund requests that have been triggered by transfer of property or move in and move out process.

Clearance proof of payment

- The clearance proof of payment will be required if the attorneys on our system do not match or correspond with the attorneys' letter produced. The proof of payment is proof of the correct attorneys to be refunded, it should be accompanied by a clearance certificate.

Letter of request from the consumer

- This letter of request will be required only in instances where the attorneys have given an instruction to refund directly to the consumer, and the account is a joint account and /or in instances whereby the transfer is over a year old.
- This letter of request is to be accompanied by copies of Identity Documents (ID)

Letter of executorship

- This letter will be required in conjunction with the letter from the attorneys if it is a deceased estate.

Requirements for Refunds: EFT refunds

The following are requirements for EFT refunds:

- letter of request informing us to refund via EFT/ This letter can be substituted by a service ticket with the same instructions
- A bank statement with a bank stamp or...
- A cancelled cheque
- A stamped letter from the bank confirming banking details

Authenticity of the documentation

Letter of request from the consumer should have:

- Name of the account
- The account number
- The request details
- The payment method (not necessary if a cheque is to be provided)
- Signature

Attorneys letter should have:

- Property description (not necessary if the account number has been provided)
- Date of the transfer
- Request details
- Signature (not necessary if our system corresponds with the letter)

Proof of payments

The following will be accepted:

- Bank statement
- Copy of Receipts
- Internet printout with a bank stamp
- Copy of cheque

The following will not be accepted:

- Internet printout without a bank stamp
- Receipts that are not clear
- Affidavits



In the next issue of JoziBill we will be giving you tips on what to do when buying property.