a world class African city

City of Johannesburg Metropolitan Municipality
Revenue & Customer Relations Management Department

Thuso House
61 Jorissen Street
Braamfontein

PO Box 5000
Johannesburg
South Africa
2000

Tel +27(0) 11 628 4490
Fax +27(0) 11 358 3585

www.joburg.org.za

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TO: Johannesburg Attorneys Association Members
All Conveyancers registered with the City of Johannesburg

Dear Attorney/Conveyancer

EFT PAYMENT PROCESS FOR CLEARANCE CERTIFICATES

As the City of Johannesburg continuously strives towards better service for our customers, we have implemented an easier and safer way for you to pay for clearance certificates via EFT (Electronic funds transfer).

Although the above process was implemented and communicated in September 2012 we have noticed that the process is not followed and creates unnecessary delays when issuing Clearance Certificates.

The following should be noted when paying for a Clearance Certificate:

EFT PAYMENTS

- All application fees should be paid into the Sellers Rates & Taxes account upon application.
- Payment of the clearance figures must be allocated as per **page 2** of the payment schedule. In some instances there will be more than one account linked to the property i.e Rates & Taxes and Utilities. The payment must be allocated to the individual accounts to avoid delays.
- Where multiple accounts are displayed separate EFT transactions should be concluded, quoting the respective account numbers as reference to the transaction.
- Only EFT payments made from the Transferring Attorneys Trust account will be accepted.
- Proof of payment/s must be e-mailed by the Transferring Attorney to the following address: **eftclearancepayments@joburg.org.za**
- The clearance payment schedule must be attached to the proof of payment/s.

- Upon receipt of the proof of payment/s we will by re-turn e-mail advise on reference number to be used when collecting the Certificate.
- Certificates will be issued within 24 to 48 hours after receipt of proof of payment.
- The City no longer accepts cheque payments.

Cash Payments or payments made at 3rd party vendors

- Printing of certificates on cash/3rd party payments will only be issued once the payment reflects on the City's system.
- Cash payments must be done well in advance of the payment "**Due By**" date stipulated on the payment schedule.
- All Certificates can be collected from the City's Walk in Centre at Thuso House Braamfontein on producing the applicable reference number.
- The City of Johannesburg banking details are
  - Standard Bank
  - CIN AA45
- In order to comply with the Municipal Systems Act 32 of 2000 Section 118 sub-sections (1A) as amended "*A prescribed certificate issued by a municipality in terms of subsection (1) is valid for a period of 60 days from the date it has been issued*".

Should you have any further queries, please do not hesitate to contact the Clearance Directorate on 011-628-4490 or the Call Centre.

Please note payments must be allocated as per the Clearance figures, incorrect allocations remain the responsibility of the payer to correct.

Yours faithfully,

Jacques Maart
Deputy Director Clearance
City of Johannesburg