

Annexure C

Summary of comments

Summary of comments	Response from CoJ	Department to Action	Way forward
Region B			
Marks Park			
15 February 2022			
A customer suggested that property values should not be increased by more than 30%. The last time it was indicated that values increased by 300%, and the appeal remains outstanding.	Valuations explained how market values are determined and advised on the legal processes to follow. The client was also informed on the appeal board being an independent body.		
Residents complained about the appeal process taking too long and not being resolved.	An explanation was given on the appeal board, the appointment, functions and duties and that COJ does not have control over the process and duration.		
A business property owner complained about the market value being too high, valued at higher than purchase price. It was mentioned that the property is surrounded by dilapidated buildings. The customer also complained about the sewer charges being different on adjacent properties even though the erf sizes are similar. It was indicated that the legal valuation processes were followed, and all outcomes led to an increase in the market value.	The valuer extensively explained the valuation methods and how the value is determined. The property owner was advised to submit contact details so that the query could be investigated.	Valuations	
A customer complained that the City is billing rates for the substation adjacent to the owner's property.	The valuer asked for the customers contact details and property information so that the query could be investigated.	Valuations	
Customers enquired as to how the rates are calculated on the property and requested the City to circulate such information.	Rates and taxes department explained the different categories of property, property types and how rates are levied.		
Property owners mentioned that they prefer physical meetings as opposed to online sessions.	The concern was noted. Meetings were virtual last year due to the Covid19 pandemic. Customers were also informed on the hybrid meeting setup for this year.		
The City should reconsider how values are being adjusted at reviews, especially the	Rates and taxes said that the information is updated by valuations thereafter		

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GV2013 as the accounts have to be backdated and adjusted.	passed on to transaction processing whereby the accounts are adjusted accordingly.		
Customers argued that market values have decreased in the area and wanted to know if the City considers that.	The valuer explained that it considers the property market even in cases where values have decreased.		
Most of the customers complaints were on market value being too high and the fact that there is no feedback received from objections, queries or appeals.	The valuer re-iterated on the methods of valuation and the process of achieving a market value. The valuer also reminded the customers on the reference numbers received and updating e-mail addresses with COJ for ease of communication.		
Suggestions were made to have a team from COJ at the meeting who can assist customers with their issues from the various departments (ME's) on site too.	Rates and taxes acknowledged the suggestion and encouraged customers to attend COJ open days.		
A customer asked if COJ expedites the appeal process when the customer's services are terminated.	The valuer explained that there are certain instances where an appeal can be expedited, e.g., it can be escalated if there is a pending clearance application.		
A customer asked if the property branch staff can allocate a time slot at the office to assist the customers with individual queries.	Rates and taxes advised clients to attend open days to deal with such matters.		
Customer proposes that the pensioner rebate threshold be R3 million for 2022/23 policy.	Rates and taxes noted the customer suggestion.	Rates and taxes	
Customer said that reviews do not serve the residents. Customer requested a list of property owners affected by reviews to lodge a claim as the system is considered to be flawed.	The valuer explained the review process.		
There was an enquiry about the penalty rate and its procedure for imposing or reporting to law enforcement.	Rates and taxes explained the unauthorized use tariff and how it occurs and the procedure to enquire/resolve it.		
A customer asked why the market value is double compared to purchase price.	The valuer reminded the customer about the explanation on how the market value		

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	is determined. Arm's length transactions, depends on the sale conditions at the time. Dates of sales are considered, and open market transactions are considered.		
Ferndale recreation centre			
16 Feb 2022			
A customer wanted to know where the information of the presentation can be retrieved.	Rates and taxes advised the client that the presentation and all the information discussed can be downloaded from the City of Joburg website.		
A customer asked if working from home will trigger the unauthorised use (penalty) tariff on a property.	Rates and taxes explained that working from home will not trigger unauthorised usage.		
A customer wanted an explanation on the agricultural residential category.	Rates and taxes explained the category with zoning and usage rights of a property.		
A business owner complained that in the retail centre, businesses are charged business rates, yet, on surrounding neighborhood, most of the houses are operating spaza shops and are not charged business rates.	Rates and taxes advised the client to report the affected properties to the planning or law enforcement department in case of the property being used illegally. An explanation was given on the unauthorized use tariff.	Council	The City needs to deal with this spaza shop issue, it has been raised in almost in all the regions.
A resident stated that SAPOA has advised the property owners to pay rates as per the previous market value until the objections and appeals process has been completed for the property owner.	Rates and taxes informed the residents have the obligation to pay rates accounts irrespective an objection or appeal pending.		
A customer complained of overvalued property and that the appeal process is taking too long to resolve.	The valuer explained how a market value is achieved. The valuer also informed the customer about the appeal board being an independent body.		
A new owner of a property owner asked if he is liable for adjustments on account prior to ownership.	Rates and taxes explained that the adjustments will be done on the account number of the previous owner who will be notified by COJ. However, if the date of implementation was prior to sale, then the new owner will be affected. The new owners account number will also reflect		

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	the market value review decision of the appeal board and the account will also be adjusted accordingly.		
A customer enquired where the market value of a property can be obtained and when the next general valuation will be done.	The valuer said that the account holder can view the market value on the municipal statement. For other property values or information, the customer can visit the City of Joburg who can assist with checking the information on the system. The valuer explained the date of valuation being 1 st July 2022, and thereafter the implementation date for 2023.		
The customer argued that rates keep on increasing and wanted to understand what the purpose of the current valuations and a new valuation roll citing nonservice delivery from the City's side.	Rates and taxes explained the process as per the MPRA and indicated that the IDP and budget meetings which will take place in April/May 2022 will give an overview of the service delivery commitments.		
Riverlea Recreational Centre			
17 February 2022			
A suggestion was made by a customer that the valuation appeal board get representation with people on the ground or councillors, as the board is not in sync with the area and values.	The valuer explained that the appeal board is an independent body, and that COJ has no participation to the appeal board operation.		
The customers complained that the walk-in centres are too far to travel to and that transport costs are unaffordable. The people want a walk-in centre in Riverlea.	The regional manager informed all that the recreation centre is currently a walk-in centre. It was operational 5 days a week, however, due to the low turnout of customers, it now operates every Monday and Wednesday.		
A suggestion was made for the private school rate and category to be reviewed as some are businesses and listed on JSE. The opinion is that the private school rate should not be lower than the residential rate.	Rates and taxes explained the PBO category and tariff. The comment was noted.	Rates and taxes	
Residents wants an open day for city to come deal with issues in the area.	Comment was noted.	Revenue	The issue will be forwarded to Revenue.

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A customer asked if the valuation is based on the land or building of an erf. The customer said that one property is renovated whilst the other is not and wants to know how the market value would be fairly determined.	The valuer explained that the land and permanent structure are valued. The customer was advised to inform the City if in disagreement with the market value and the valuation processes to follow.		
The customer enquired what is COJ giving to property owners and who is exempt from paying.	Rates and taxes described the rebates, reductions, and exemptions as per the rates policy as well as the application procedure. The customer was also notified about the Covid19 residential rebate that was given to all residential property owners in 2020, including the disaster rebate for businesses and the debt rehabilitation program.		
A customer asked for a list of expenditure for all revenue collected based on the aggregate value (R1.3 trillion) of all properties within the COJ.	Rates and taxes referred the client to the budget and IDP office.		
The property owners in the area do not agree with the COJ market value as there are squatter camps next to and across their property. The property owners believe that the properties are now valueless.	The valuer explained how market values are determined through CAMA. The customer was advised to inform the City if in disagreement with the market value and the valuation processes to follow.		
A property owner complained that the value of two of the same properties next to each other are vastly different and how could it be so.	The valuer explained that all properties are unique however, if they are of the same size and structure the customer may follow the valuation process to query.		
A customer asked how long a pensioner rebate application takes to process.	Rates and taxes advised up to 30 days.		
Region A			
Midrand Fire Station			
21 February 2022			
A property owner complained that property rates charged are more on an improved property than depilated property.	The City explained that rates are based on the market value as reflected in the City's general valuation roll.		
Property owners in Midrand complained that ward 112 has illegal squatters, potholes etc.	It was agreed that the issue will be forwarded to the regional office.	Regional office	The issue will be forwarded to the Regional Office.

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Complexes including sectional title units complained that sewer charges were backdated, and the City did not explain the reason behind the backdating process.	The City explained that complexes were undercharged in the past, hence, the backdating.		
A property owner was concerned that the City's property market value will increase by 84% in the next valuation roll, given the 84% increase in 2018. It was indicated that the owner's property was increased from R2.6 million to R4.9 million.	The City explained that market prices would be the guiding factor for the 2023 valuation roll.		
It was suggested that the residential threshold be increased from R350 000 to R400 000	The suggestion was noted.	Rates Policy	
Residents wanted to know if they must renew the pensioner rebate yearly.	The City explained that pensioner rebate is valid for the during of the general valuation roll.		
Residents complained that the City is not applying unauthorised tariff as most residential property owners have turned their houses into business properties.	The issue was noted	Rates Policy	To conduct a public campaign on unauthorised usage.
Residents wanted to know the reason behind water estimations as opposed to actual readings. A property owner complained that the first estimated reading cost was R11500, second one was R12000 and third one escalated to R33 000. 00	The City explained that it is allowed to estimate for a period of six months in terms of the City's by-laws.		
Residents complained that they still get calls from lawyers although they have entered credit arrangements with the City.	The issue was noted.		
Residents complained that they get termination letters even though they have logged water metre readings queries.	The City explained that residents needed to pay the City for current readings even if they have valid queries, since queries lodged refers to the past not the current readings.		
Residents complained that the City is double dipping, in the sense that during the implementation of the general valuation roll, the City increases property around 85 % and at the same time increases the property rates tariffs.	The City explained that they don't increase tariffs during the year of the implementation of the valuation roll.		

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Ivory Park North Hall			
22 February 2022			
Residents asked if the City considers property owners who are not working and are below the age of 60.	The City explained that property owners who are not working and are below the age of 60 are considered in the Rates Policy and in the ESP policy.		
A property owner complained that sewer backdating adjustments done by the City is unfair given the country's financial status.	The issue was noted.		
Property owners asked if the City considers the fact that the property market is down.	The City explained that it considers that the property market is down as it considers economic conditions when valuing properties.		
There was a complaint about poor customer service from the Ivory Park office.	The issue was noted.	Regional Office	The issue will be forwarded to the Regional Office
It was proposed that the City consider increasing the R350 000 property threshold	The input was noted.	Rates Policy	The property threshold is linked to the general valuation roll. It will be reviewed in the next general valuation roll.
Property owners complained that they are paying the City's debt, yet the debt keeps on accumulating.	The City explained that property owners needed to pay both the old debt and the current services to ensure that the debt does not keep on accumulating.		
Customers enquired about the objection process.	Valuations explained the objection process, it was noted that the objection process for 2018 was closed, however, property owners were told that they could dispute values at any time by completing Section 78 form.		
After two hours, the Councillor took to the podium to complain that the City did not inform his office about the meeting and requested that the meeting be rescheduled. In addition, it was stated that the City is issuing high bills that property owners do not understand, following that most residents left, and the meeting continued with few residents.	The meeting continued.		
Rivonia Recreational Club			
23 February 2022			

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The councillor present advised that information was obtained from estate agents regarding the value of the property and was submitted as supporting documents to valuations.	The valuer explained that estate agents' information may not be relevant as they use current market information whereas the data collected for GV2018 was as of 01 July 2017. The valuer advised that research may rather be done on actual sale transactions in the area as at the date of valuation which would be acceptable evidence.		
The councillor asked if all the outstanding reviews and appeals (as reflected in the presentation) will be attended to before the new general valuation roll 2023.	The valuer explained that it will not be possible to complete all as the appeal board only schedule sittings a few times a week. Customers were informed that the appeal board is an independent body and does not form part of COJ. Customers were advised that the City now has 3 appeal boards to deal with the volume of reviews and appeals received.		
A resident asked if the MMC: Finance could outline the 7 mayoral priorities.	The MMC: Finance described the 7 mayoral priorities.		
A customer asked if the reviews and appeals are carried over to the new valuation roll.	Rates and taxes explained that reviews and appeals are not carried over into a new roll. A municipality has a general valuation roll every 4 years and each roll follows the legal valuation processes as per the MPRA.		
A customer wanted to know if an appeal still goes ahead even if the property has been sold.	The valuer explained that the party who lodged the appeal will be contacted as per the details on the appeal form. The appellant may continue to attend the hearing or notify the new owner of the property to attend the appeal hearing as a third party.		
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Customers are enquiring as to why the sewer tariff is so high and based on stand size instead of water consumption.	Rates and taxes explained that the infrastructure needed on a bigger stand to run the sanitation is more than a smaller stand hence the charges are based on stand size. It was advised that this enquiry will be forwarded to Joburg water for further clarity.	Joburg water	The issue will be forwarded to Joburg Water.
A property owner asked why the charges of the previous owner are reflecting on the customers statement as the body corporate backdated charges of the previous owner.	Rates and taxes advised that a body corporate is allowed to claim charges up to a period of 3 years like rates can recover taxes up to a period of 30 years.		
Residents complained that there is no communication in terms of rates clearances or from the body corporate and even the managing agents in the area.	Rates and taxes advised the customers to initiate contact with the body corporates and managing agents as well		

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	as COJ to resolve account discrepancies.		
A new property owner wanted to know if the sale price of a newly purchased property is considered when determining the market value of the property.	The valuer explained the date of valuation and how market value is determined as per the methods of valuation.		
Residents wanted to know if COJ has a deadline for the resolution of appeals.	The valuer explained that there is no deadline as COJ is not involved in the appeal board process as the board is an independent body who schedules hearings as and when available to do so.		
A new property owner wanted to know if the sale price of a newly purchased property is considered when determining the market value of the property.	The valuer explained the date of valuation and how market value is determined as per the methods of valuation.		
Diepsloot Youth Hall			
24 February 2022			
Residents asked the City to explain the valuation method.	The valuer explained how market values are determined through CAMA. The customer was advised to inform the City if in disagreement with the market value and the valuation processes to follow.		
The City was asked to install prepaid metres. Due to estimated readings, residents suggested that the debts be written off	The prepaid water meters request will be forwarded to Joburg water. Customers were encouraged to apply for debt rehabilitation.		
There was a complain that most residents are billed on estimates.	The issue will be forwarded to Joburg water	Joburg Water	The issue will be forwarded to Joburg water
It was suggested that the City charges a flat rate for the Diepsloot area.	The City explained that in terms of the Act, property rates must be charged based on the market value		
The community complained that there is running water which is not accounted for.	The issue was noted.	Joburg water	The issue will be forwarded to Joburg water
A customer asked if the City could transfer funds from the old account to the new account to avoid termination of services.	The customer was asked to provide details to credit control so the issue could be resolved.		
Region B			
Cosmo City			

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23 February 2022			
It was asked if the Rates Policy caters for property owners who are disabled and not working.	The City explained that disabled persons are catered for in the Rates Policy and in the Expanded Social Package Policy.		
There is a complain that property owners received letters which indicated that they were owing the City already prior to taking occupation in 2006.	The City explained that it is not possible to owe the City prior to transfer of ownership, however, a sample will be done to investigate the claim	Rates Policy	To investigate the claim that property owners owed the City prior taking occupation in 2006.
The RDP residents are off the view that the city should not be billing them for services as their properties are 100% subsidized.	The City explained that all property owners in terms of the MPRA are supposed to pay property rates (based on property value), however some property owners are given rebate due to affordability status.		
Residents asked if the City could install water meters to avoid estimations.	The input was noted. The City noted that prepaid water meter owners do not have to pay for sewer.	Billing/Joburg water	The issue will be forwarded to Joburg Water.
Residents requested that the City considers debt write off programme for everyone in the area especially RDP houses.	The Input was noted, and residents were advised to apply for the debt rehabilitation programme.		
There was a complain that since 2006, water meters were not serviced.	The complaint was noted	Billing	To be forwarded to Jourg water
Roodepoort Civic Centre			
23 February 2022			
A customer wanted to know why the City is charging the complex, business rates as opposed to residential, given that in the 2013 valuation, the complex was charged residential rates. Residents mentioned that the application forms for changing from business to residential were completed yet the amount owed was not reversed, in some cases half of the amount was reversed. The City told residents to pay the amount outstanding on business rates.	The City explained that property owners do not rezone the land, in most cases properties are zoned business and as a result categorized as business and charged as business irrespective of usage. The Rates Policy caters for those property owners who are charged business as opposed to residential. The affected owners are requested to complete a standard application form.		
Residents wanted to know why the City is not implementing the credit by laws which indicated that the Council must sort out disputes/queries lodged for accounts within 14	The City explained that queries are categorized per service; some will be resolved within 14 days, others will be resolved with 30 days etc. The City		

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days. A resident complained that the City takes about 10 to 120 days to resolve a query. The Mayor indicated that no accounts will be terminated if there is a dispute on them yet the City continues to terminate services even if there is a dispute. In some cases, clients are not able to pay the estimated accounts due to affordability.	acknowledged that it does not resolve all the queries as it is supposed to. Open days are organised to assist with all kinds of queries. Termination does not happen in cases where a query has been lodged.		
Residents wanted to know who is liable for clearance certificate between purchaser and a seller.	The City explained that the property owner is supposed to pay the clearance, however, there are circumstances where the owner does not have cash, in that case it is allowed that the purchaser pay for the clearance certificate. The owner is advised that he/she is still liable for the arrears.		
A resident complained that a new proposal to switch off prepaid services is unfair given that the client has already paid for the services.	The City explained that property owners could not apply for prepaid meters because they are owing the City. They enter in arrangement with the City to pay the debt over time. The prepaid meter gets installed because of the arrangement. Some property owners do not honor the payment arrangement and the City will switch off the prepaid meter because the prepaid meter was installed because of the arrangement. The issue was noted.	Credit Control	Credit control to reconsider the new proposal.
Customers complained that the ESP does not cover property owners who lost jobs due to pandemic since their properties are more than R500 000. A resident proposed that the ESP limit be increased to R2million. A special consideration under ESP for the unemployed residents was suggested.	The City stated that ESP is meant to assist property owners who are in distress, it's not everybody in the City who will qualify for ESP. Pensioners above 60, with property value below R2.5m, will qualify for pensioner rebate. The 70-year-old and above will qualify if the property is below R2.5 million irrespective of income. Property owners below the age of 60 will qualify for ESP on condition that the property value is not more than R500 000. The suggested comments were noted.	Rates Policy	The R500 000 is linked to the duration to the general valuation roll. The review of the R500 000 could be done next year during the implementation of the next general valuation roll.

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	Property owners were urged to submit their comments			
Residents complained that waters meters in Linden are getting stolen.	The issue was noted.	Joburg water		The issue will be forwarded to Joburg water
Residents wanted to know if the City will apply the R200 surcharge for electricity this financial year.				
A resident wants to know what happens if the purchased property price is lower than the market value as recorded in the City's general valuation roll.	The City explained that valuation is based on the market value as at the date of the valuation roll.			
A pensioner complained that it is unfair that pensioners do not qualify for rebates due to property market value. It was indicated that the valuation in the retirement village seems to be inconsistent, since similar properties differ in values.	Residents were urged to complete Section 78 form to have their market values investigated in cases of valuation inconsistency.			
A resident complained that he was charged vacant land rates as opposed to residential.	The City asked the owner to provide the details so the query can be resolved. The City explained that the owner needed to submit occupational certificate so the category can be changed from vacant to residential.			
Residents suggested that sewer consumption be based on usage as opposed to the stand size.	The City explained that currently it's a policy decision that sewerage on residential properties is charged on the size of the stands. Business properties sewerage is charged on water consumption.	Joburg Water		The issue will be forwarded to Joburg water
The City was requested to install prepaid meters to avoid estimations.				
The property owner has been trying to get clearance certificate because a meter reading has not been done in the past five years.	The City asked the property owner to provide her contact details.			
A sectional title wanted to know if they must apply for change of category from business to residential yearly given that the rating changes annually.				

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A sectional title owner wanted to know if electricity can be brought directly from the City to avoid churches.				
It was asked why the prepaid meters are not available for Florida area.	The issue was noted.	Joburg water		The issue will e forwarded to Joburg water
Region E				
Sandton offices				
24 February 2022				
I bought a sectional title unit that I use as the place of residence. I realised that the City is charging me a business rate. I completed the application form, but I am still charged business rates.	The query is noted. The property owner was requested to provide the details of the property so that the query can be investigated and resolved.	Rate Policy section		
My mother has received an invite for the appeal hearing. My mother is happy with the current value of the property. Is she forced to attend the appeal, or can she tell the appeal board that she is happy with the value and is withdrawing the appeal?				
How long does it take to make changes on my account after the appeal decision? I have been waiting over two months for the implementation of the appeal decision.	The query is noted. The implementation of the decision of the Valuation Board Appeal decision does not take long to be affected in the billing system, The query will be investigated as a matter of urgency as to why the value and the adjustments have not been done.	Transaction processing		
I have the resident permit and I was told that I do not qualify for pensioner rebate, Can I apply for pensioner rebate even though I have resident permit.	The question is noted. All property owners who meet the qualification criterion for pensioner rebate can apply for the pensioner rebate. The pensioner was advised to send the completed application form to the Property Branch.	Property Branch		
My property is under appeal. Can I pay the value that I think is correct until the Valuation appeal is finalised?	The question is noted. The property owner was advice to pay the account in full until the appeal has been finalised. Where the value is reduced, and the property owner was paying in full the City will refund the overpayment with interest.			

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I stay in Key next to a City Power substation. The grass is not cut, and the doors of the substation are not locked.	The complaint is noted. The resident was requested to provide the details so that the matter will be reported to City Power.		
Marlboro Community Hall			
24 February 2022			
The residents asked how the market value is determined in the area as informal settlements are all over.	The valuer explained how COJ values the properties and the CAMA model that is applied. The customers were informed to notify COJ by following the legal processes if in disagreement with the market values.		
Many customers complained that being a registered property owner makes rates payment compulsory, whereas informal settlement inhabitants are not liable for anything. The residents are left without services that's being paid for whether it is received or not and the informal settlements continue to steal services illegally, live for free and get away with it.	Rates and taxes advised that the point is noted and will submit to council to consider.	Council	?
The residents argued that market values are not just and when COJ is notified about it, nothing gets done to rectify it. No presence of valuers is noticed in the area carrying out investigations and the COJ market value is not a true reflection of the condition in the area. Residents suggested that the market values be revised.	The valuer explained that inspections are done to properties as and when necessary, especially on those where objections have been received. The customers were asked to submit the reference numbers so that the valuer could investigate existing enquiries. The customers were also informed about the section78 query route if no submissions were previously done at valuations. These issues will be directed to the valuer and area manager responsible.	Valuations	?
A customer asked what the source of data for mass valuations is.	The valuer explained the various sources are used such as actual sale transactions from the Deeds office,		

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	property reports and market information.			
A pensioner suggested that the pensioner threshold be reviewed as pensioners cannot afford to pay rates.	Rates and taxes advised that this is the opportunity to make the submission in writing before the 07 March 2022 as explained in the rates policy review presentation.			
A customer enquired why he must pay his account if he has an ESP and why should the ESP be renewed every 6 months.	Rates and taxes advised that the customer is liable for all charges that reflected on the account prior to ESP approval. The customer was also informed that the renewal must be done to assess the customers financial position in case of a change in the customers circumstances.			
A customer was gifted an apartment and states that all account payments were made on time to the body corporate. The customer received a statement from COJ for outstanding rates. The customer was under the impression that the accounts were up to date.	Rates and taxes advised the customer those payments made to a body corporate usually reflect the levies of the body corporate as well as utilities, however rates are paid directly to COJ as per the separate rates account number.			
The residents asked how the market value is determined in the area as informal settlements have dominated all the space.	The valuer explained how COJ values the properties and the CAMA model that is applied. The customers were informed to notify COJ by following the legal valuation processes as per the MPRA if in disagreement with the market value.			
Many customers complained that being a registered property owner makes rates payment compulsory, whereas informal settlement inhabitants are not liable for anything. The residents are left without services that's being paid for whether it is received or not and the informal settlements continue to steal services illegally, live for free and get away with it.	Rates and taxes advised that the point is noted and will submit to council to consider.	Council		?
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Norscot Manor			
1 March 2022			
A customer enquired as to why the church was re-categorized as business through a supplementary valuation. A review has been submitted by the organisation and the reference number was received. The church is awaiting the outcome and wants to know the duration of the review process.	The valuer explained the religious category, the criteria and advised on the supplementary valuation and findings. The customer was asked to leave the property information so that it could be investigated. An explanation was given about the appeal board and its duties.		
A customer said that a NPO is run from a residential property and wanted to know if the property could qualify for a rates rebate.	The valuer enquired if the property is registered in the name of a private person and about the zoning and use as residential. The valuer then explained for a property to qualify for a rates rebate, it must be registered in the name of the NPO. The customer was also informed about using a property illegally and advised about informing the planning department and obtaining consent use etc. for conducting certain activities on a residential property. The property owner was also made aware of the unauthorised use / penalty tariff.		
A resident said that the properties are overvalued by 15-20% in the area.	The valuer explained the valuation method that is used to value residential properties. The customer was also advised to follow the legal processes if in disagreement with the COJ market value.		

Summary of comments	Response from CoJ	Department to Action	Way forward
A customer enquired about the pensioner rebate and if the husband or the wife's age is considered.	Rates and taxes explained the pensioner rebate criteria as per the rates policy and advised that either party who reaches pensionable age may apply if registered as owner of the property and resides in the property.		
The pensioner is 74 years old and complained that the pensioner rebate application was rejected due to the property market value being R2 501 000.	The valuer requested for the property information to investigate the value.	The pensioner is 74 years old and complained that the pensioner rebate application was rejected due to the property market value being R2 501 000.	The valuer requested for the property information to investigate the value.
The customer wants to know why the sewer levy is based on stand size and not water consumption.	Rates and taxes explained that the infrastructure required for sanitation is more on a larger stand compared to a smaller stand. The councilor also explained the sewer connections and infrastructure needed for sanitation services.	The customer wants to know why the sewer levy is based on stand size and not water consumption.	Rates and taxes explained that the infrastructure required for sanitation is more on a larger stand compared to a smaller stand. The councilor also explained the sewer connections and infrastructure needed for sanitation services.
A resident said that these policy review meetings have not been well advertised.	Rates and taxes informed the customer of the various methods of communication that is used to notify residents such as the councilor briefing sessions, account statement messages since December 2021, SMS's, social media platforms like twitter and Facebook. It was also explained that pamphlets could not be printed and issued due to Covid19 pandemic.	A resident said that these policy review meetings have not been well advertised.	Rates and taxes informed the customer of the various methods of communication that is used to notify residents such as the councilor briefing sessions, account statement messages since December 2021, SMS's, social media platforms like twitter and Facebook. It was also explained that pamphlets could not be printed and issued due to Covid19 pandemic.
The residents complained that rates are paid timeously however no services are being delivered. The residents of this area want to boycott paying rates and taxes.	The councilor explained the IDP and budget process and how funds are allocated and spent. The citizens were advised to participate in the upcoming IDP and budget process. The councilor mentioned that there is always a shortage of funds and boycotting will have a direct impact as there will be even lessor funds to render services.		

Summary of comments	Response from CoJ	Department to Action	Way forward
The residents complained that there is no water at the properties, every corner is an excavation site, holes are left open in Fourways. A resident inspected the work done on a pipe which was observed as poorly done and the pipe is bound to burst soon.	Rates and taxes advised the residents to report all services required by municipal entities to the councilors, as well as the urban inspector in the ward from CRUM department who are responsible for service delivery. The councilor also took the customers details to investigate the situation.	Joburg water	?
Residents complained about poor customer service in the walk-in centers. The officials at the centers can never provide explanations on the queries or accounts and are unable to resolve the issues. Customers are just given a reference number with no feedback provided thereafter. The customers say that staff are unprofessional and disrespect the residents of COJ.	Revenue took the customers details to resolve the issue.	Revenue	?
A property owner asked what a reasonable discrepancy between a bank market value is and the COJ market value.	The valuer started by explaining the importance of the date of valuation. Then explained how banks determine the market value and the time period that is used. Then emphasized on the difference between the dates that are used as banks use data of the last 12 months and do not use the COJ date of valuation hence the difference. However, if the date of valuation was the same, then a discrepancy should only be 10%.		
A resident commented that rates are paid however there is no service delivery in the area. The resident gave various instances whereby the community had to get together to do or even complete the work that COJ is responsible for. The residents log calls but nothing gets done. All that is being told on follow ups calls to the call centre is that the call will be escalated but then remains unresolved. (The resident criticized the branch and tree cutting as the branches and trimmings are left on the floor instead of being removed. The	Rates and taxes acknowledged the comment and will forward the issue to revenue.	Revenue	?

Summary of comments	Response from CoJ	Department to Action	Way forward
residents collected and disposed of it at own cost. Huge potholes are left unfixed and the resident paints around it to signal a warning.)			
A resident requested that a speed bump be installed on a dangerous intersection where many accidents occur.	The councilor took the residents details to log the request with the relevant entity.		
A property owner asked what a reasonable discrepancy between a bank market value is and the COJ market value.	The valuer started by explaining the importance of the date of valuation. Then explained how banks determine the market value and the time period that is used. Then emphasized on the difference between the dates that are used as banks use data of the last 12 months and do not use the COJ date of valuation hence the difference. However, if the date of valuation was the same, then a discrepancy should only be 10%.		
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A resident requested that a speed bump be installed on a dangerous intersection where many accidents occur.	The councilor took the residents details to log the request with the relevant entity.	A resident requested that a speed bump be installed on a dangerous intersection where many accidents occur.	The councilor took the residents details to log the request with the relevant entity.

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Jabula Recreation Centre			
28 February 2022			
The councilor enquired about the PBO ratio that is blank on the rates policy presentation.	Rates and taxes advised that the current ratio is 1:0.25		
The residents explained that many have been in the area for years and no upgrades have been done to the properties. The market values have increased by 50% which is too high. The residents want to know how the market values are determined.	The valuer explained the comparable sales method which reflects actual sales transactions that are analyzed. Sales are proof of actual market transactions which are an indication of market value as at the date of valuation. Customers were informed about the legal valuation processes to follow if in disagreement with the COJ market value.		
Pensioners enquired about backdating the pensioner rebate on the account to 01 July 2018. The appeal has been concluded resulting in a market value decrease which is below the pensioner rebate threshold. The customer has applied in 2018 for the pensioner rebate which was declined due to market value.	Rates and taxes advised that if the effective date is 01 July 2018, and there was a pensioner rebate application on record at the time, the account will be adjusted accordingly.		
A sectional title resident wants to know why sectional title values differ in the area even though the sizes and layout are very similar.	The valuer asked the customer for contact details to investigate the enquiry.		
A customer asked if external factors are considered when determining market values.	The valuer advised that external factors are considered.		
A customer wants to know why COJ differentiates between multi-dwelling and flat on the sewer tariff	The query was noted and will be submitted to Joburg water for clarity.	Joburg water	?
The councilor enquired about the PBO ratio that is blank on the rates policy presentation.	Rates and taxes advised that the current ratio is 1:0.25		
The residents explained that many have been in the area for years and no upgrades have been done to the properties. The market values have increased by 50% which is too high. The residents want to know how the market values are determined.	The valuer explained the comparable sales method which reflects actual sales transactions that are analyzed. Sales are proof of actual market transactions which are an indication of market value as at the date of valuation.		

Summary of comments	Response from CoJ	Department to Action	Way forward
	Customers were informed about the legal valuation processes to follow if in disagreement with the COJ market value.		
Pensioners enquired about backdating the pensioner rebate on the account to 01 July 2018. The appeal has been concluded resulting in a market value decrease which is below the pensioner rebate threshold. The customer has applied in 2018 for the pensioner rebate which was declined due to market value.	Rates and taxes advised that if the effective date is 01 July 2018, and there was a pensioner rebate application on record at the time, the account will be adjusted accordingly.		
A sectional title resident wants to know why sectional title values differ in the area even though the sizes and layout are very similar.	The valuer asked the customer for contact details to investigate the enquiry.		
A customer asked if external factors are considered when determining market values.	The valuer advised that external factors are considered.		
A customer wants to know why COJ differentiates between multi-dwelling and flat on the sewer tariff	The query was noted and will be submitted to Joburg water for clarity.	Joburg water	?
A 65-year-old customer said that an application for a pensioner rebate was done months ago with no response from COJ. The account reflects no rebate to date.	Rates and taxes advised the customer that it should not take more than 30 days to approve. The customer was asked to kindly e-mail a copy of the application so that it can be investigated.	A 65-year-old customer said that an application for a pensioner rebate was done months ago with no response from COJ. The account reflects no rebate to date.	Rates and taxes advised the customer that it should not take more than 30 days to approve. The customer was asked to kindly e-mail a copy of the application so that it can be investigated.
East Bank Hall			
28 February 2023			
A resident enquired about the 2023 valuation criteria.	Valuation explained that the 2023 valuation criteria will be the same as 2018, market value will be used as the determining factor.		
Residents asked what they can do to protect themselves against higher valuation values.	The City explained that property owners can protect themselves from high		

Summary of comments	Response from CoJ	Department to Action	Way forward
	market values by knowing their market values. The City advised property owners to lodge objections if they are not satisfied with market values recorded in the City's general valuation roll		
Residents asked the City to stop placing termination letters outside their houses as those notices have personal information which could be used for fraud.	The issue was noted.	Credit control	To be forwarded to credit control.
Residents complained about water meter estimates.	The issue was noted.	Joburg water	To be forwarded to Joburg water.
Residents complained that service delivery is not linked to rates payment, in addition residents also complained that they are charged the same rate as the suburbs.	It was explained that property rates are based on market value and utility services are charges based on usage irrespective of location.		
There was a concern that registered property owners are paying for the informal settlements as they are not charged by the City.	The issue was noted.	Council	The issue will be forwarded to Council as part of the Rates Policy review submission.
The residents wanted to know why appeals are taking longer to resolve.	The City explained that the appeal board in an independent body and schedule appeals as in when they are available to do so.		
It was suggested that the City considers charging business property owners, same rate as residential properties for rates and utilities. It was highlighted that most of business owners are struggling and can no longer afford to pay exorbitant business charges.	The City advised property owners to submit comments in relation to that.		
The City was asked to explain the difference between services and property rates.	The City explained that property rates is a tax on the property, based on the market value and utilities are paid for services such as water, electricity etc., based on usage.		
It was asked if the debt rehabilitation program is still on.	The City explained that the debt rehabilitation programme is closed, a new programme has been approved by Council. Residents will be advised of the criteria used.		

Summary of comments	Response from CoJ	Department to Action	Way forward
Ennerdale Civic Center			
The meeting at Ennerdale was disrupted. The attendees did not have an opportunity to asked questions. The community leadership took over the meeting and addressed their issues relating to the petition that they have submitted to the City.			
Lenasia Civic Centre			
4 March 2022			
A resident enquired as to why vacant land rates are more expensive than residential even though the zoning is residential.	Rates and taxes explained the city encourages development on empty stands to boost economic growth, hence the higher tariff.		
Some customers said that the period for residents to submit input towards the policy is too short. The date should be extended.	Rates and taxes advised that the period to submit input is during the public participation review meetings which commenced on 15 February and will end on 07 March 2022.		
A resident asked what ESP is about in the policy.	Rates and taxes explained as the details and criteria of ESP as per the current rates policy.		
A customer asked if services can be terminated even though ESP was approved on that property.	Rates and taxes explained that if arrangements for payment were made prior to ESP approval, it must be followed through as the customer is still liable for amounts owing on account. Termination will be activated if payments are not received.		
Old people say that they do not have access to e-mail.	Rates and taxes advised that the world is now advanced in technology and the means of communication are changing hence all need to adapt.		
A resident asked if ESP caters to the retrenched.	Rates and taxes advised the customer to visit the nearest customer centre at the ESP office to apply as there are criteria for the unemployed and an affordability assessment will be done.		

Summary of comments	Response from CoJ	Department to Action	Way forward
A pensioner stated that the market values in the area are not realistic. The property owner resides in the house since the 1960's and the surrounding area has much degraded. The house walls have cracks, the windows are out of shape, the condition of the house is poor. It is an old house in the area. The area is also surrounded by poverty with informal settlements out of control.	The valuer explained how market values are determined. The valuer also requested for the customers property details to investigate.		
The community wants to know if COJ considers the area's environment when determining the market values as the area is encircled by informal settlements.	The valuer explained the comparable sales method and the CAMA model. The valuer also advised on the legal valuation processes to follow with COJ when in disagreement with property market values.		
A residents wanted to know if rates are determined by the land size.	The valuer explained that the market value of the property determines the rates payable. The valuer advised that when determining values, the size, improvements, condition of property and surrounding area are all considered.		
The residents want to know why the rates are increasing when the area has degraded and continues to be damaged due to overpowering informal settlements taking over.	The valuer requested for the property information so that the values can be investigated and advised the customers on following the legal valuation process with COJ to investigate the market values.		
There were suggestions to reduce the vacant land tariff as the land in this area is now not suitable for development as informal settlers are taking over all available space and investors would not invest in Lenasia.	Rates and taxes acknowledged the suggestion.	Rates policy	?
A resident asked if ESP caters to the retrenched.	Rates and taxes advised the customer to visit the nearest customer centre at the ESP office to apply as there are criteria for the unemployed and an affordability assessment will be done.		
A pensioner stated that the market values in the area are not realistic. The property owner	The valuer explained how market values are determined. The valuer also		

Summary of comments	Response from CoJ	Department to Action	Way forward
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The community wants to know if COJ considers the area's environment when determining the market values as the area is encircled by informal settlements.	The valuer explained the comparable sales method and the CAMA model. The valuer also advised on the legal valuation processes to follow with COJ when in disagreement with property market values.		
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There were suggestions to reduce the vacant land tariff as the land in this area is now not suitable for development as informal settlers are taking over all available space and investors would not invest in Lenasia.	Rates and taxes acknowledged the suggestion.	Rates policy	?
Region D			
Protea Glen Library			
2 March 2022			

Summary of comments	Response from CoJ	Department to Action	Way forward
Residents wanted to know who qualifies for pensioner rebate.	The City explained that pensioner rebate is categorized into two, 60-69 years of age depending on income and property threshold, 70 and above depending on the property threshold of 2.5 million		
Residents wanted to know if churches qualify for pensioner rebates.	The City explained that churches are exempted from paying rates subject to certain conditions.		
Dhlamini Hall			
3 March 2022			
Property owners asked the City to explain pensioner rebate.	The City explained that the pensioner rebate is categorized into two: 60-69- and 70-year-old. 60-69 is dependent on the income and for 70+ year old's income is not considered. The qualification criteria is the property threshold of R2.5 million.		
Property owners wanted to know why the City can't link its valuation to the banks' valuation.	The City explained it cannot link the City's valuation to the banks valuation as the City's GV has a start date and an end date, and is valid for 4/5 years.		
It was proposed that the property threshold be increased to R350 000 to R500 000.	The suggestion was noted.	Rates Policy	???
The residents were concerned that the same criteria used for Sandton area was also used for Protea Glen.	The City explained that valuation considers the location although the criteria is the same.		
Residents complained about blocked drainage, illegal dumping etc.	The issue was noted by the Regional Office.		
Residents wanted to know the collection rate and the spending rate for the area.	The City explained that the information is available through the speaker's office, residents were encourage to attend the IDP meetings for more information.		
Residents were concerned that the Rates Policy assumes that they are going to sell their properties as it is not the case all the time.	The issue was noted		
Residents complained that they are charged for water although they have prepaid meters	The Resident was asked to provide details so the query could be resolved.		

Summary of comments	Response from CoJ	Department to Action	Way forward
Residents wanted to know what influences the review of the Rates Policy	The City explained that the review is influenced by the MPRA which states that the Rates Policy must be reviewed annually.		
The property owner complained that the City is charging him business rates as opposed to residential rates	The City explained that rating is based on zoning, if a property is zoned business, it will be classified as such and charged business. However, the property owner was requested to complete the standard application form to apply for residential rating.		
Diepkloof Hall			
4 March 2022			
It was suggested that the ESP be renewed once a year as opposed to six months.	The suggestion was noted.	Social development	The suggestion will be forwarded to social development.
Residents complained about the City's billing, saying that the City issued a statement indicating that the amount owing was R15000, then it escalated to R18000, then R23000, and R25000.	The revenue department requested customers details to be able to resolve the query.		
Residents asked what they must bring when applying for debt rehabilitation.	The City explained that residents must bring bank statement, ID etc.		
Residents complained that the printers are not working in the local office.	The regional office noted the issue.		
A resident enquired about the qualifying criteria for child-headed households.	The City explained that the property should not be more than R2.5 million, the parent must be terminally ill, and if the parent is deceased, a death certificate of the parent must be provided.		
It was asked if mentally challenged persons could apply for ESP	The City explained that they could apply for ESP, the family was requested to visit the regional office.		
It was suggested that the City considers using alternative sources of energy such as solar system to avoid being off-line.	The suggestion was noted.		