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HEAD: Rates Clearances, Deeds and Refunds

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Ref: S118 Process and Escalated Matters

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**Attention: Property Committee
Cape Law Society**

Conveyancing Attorneys
City of Cape Town

S118 Applications and Escalated Matters – Way Forward

I refer to the meeting held between members of the Property Law Committee of the Cape Town Law Society and the Executive Deputy Mayor on the S118 process, turnaround time and the way forward.

The City reviewed the current processes and procedures and implemented changes to operational workflow to improve turnaround time and service delivery. Despite a concerted effort by the rates clearance department to reduce the turnaround time, currently successful applications is below 15 working days, there are still applications which exceed the aforementioned turnaround time due to various reasons, being technical and interdepartmental issues in the City of Cape Town and others reasons may include incorrect and incomplete applications as well as incorrect payments.

To deal with the latter problem, and avoid the rates clearance section being blamed for all delays, I refer to a previous communication regarding the above and have implemented the following effective immediately:

- ◆ **The Bellville back office has been closed for all S118 queries, via e-mails and/or telephonically.** Any direct interaction with the rates clearance staff in Bellville must stop with immediate effect.
- ◆ **Conveyancers will, effective immediately, stop all direct interaction, telephonically and or via e-mail, with rates clearance staff.** Staff have been instructed not to respond to direct telephone calls and / or e-mails received from attorney firms.
- ◆ **All queries relating to electronic S118 applications must be submitted via Free Format and not via telephone or e-mail.** If need be, staff dealing with the Free Formats will escalate matters to senior staff.
- ◆ **All queries relating to manual S118 applications must be addressed at the applicable area office where the S118 application was submitted.** Should the area office not be able to assist, they will escalate the matter to Cape Town head office for further investigation.
- ◆ **All incorrect and incomplete applications will be rejected. This includes missing documentation and / or incorrect information and payments errors.** Request for rejections will be sent to a senior official for evaluation before the application is rejected.

To accommodate the above and to ensure there is proper control regarding queries, resolved and or still outstanding and escalated matters, a dedicated e-mail address has been created under the supervision and control of one of the senior staff members in the rates clearance department.

All matters not resolved or addressed at an acceptable level can be forwarded to the dedicated e-mail address as listed below on the condition that:

- ◆The above procedure regarding queries for manual S118 applications was followed
- ◆The above procedure regarding queries for electronic S118 applications was followed

Please note:

- ◆Any queries that are submitted to the above e-mail address that does not comply with the above will be rejected and not responded to
- ◆The mail box will not be used for queries, forwarding of diagrams for the opening of scheme information to be loaded onto the Cities records (the attorney is required to submit the approved diagrams to town Planning) or complaints where due process was not followed.
- ◆Included in the e-mail must be dates and type of interactions with the City regarding the matter on hand.
- ◆**The mail box will only be used for the above and if abused will result in this facility being closed**

The e-mail address is:

RatesClearance.ElectronicApplications@Capetown.Gov.Za

Yours faithfully



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