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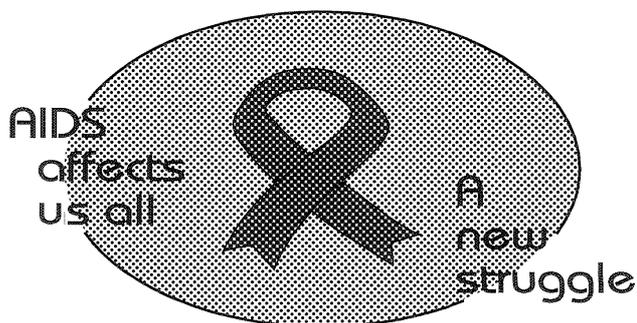
**BUITENGEWONE
PROVINSIALE KOERANT**

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11 JULY 2014
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No. 7311

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DEPARTMENT OF HEALTH

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VENTERSDORP LOCAL MUNICIPALITY

OFFICE OF THE MUNICIPAL MANAGER

Private Bag X1010

VENTERSDORP 2710

TEL (018)264 8500, FAX NR (018)264 8567

PROMULGATION OF PROPERTY RATES TARIFFS

VENTERSDORP LOCAL MUNICIPALITY HEREBY GIVES NOTICE IN TERMS OF SECTION 14(2) OF THE GOVERNMENT PROPERTY RATES ACT, 2004 THAT THE MUNICIPAL COUNCIL HAS PASSED THE FOLLOWING RESOLUTIONS FOR THE RESPECTIVE YEARS FOR THE LEVYING OF PROPERTY RATES

CATAGORY	2009/2010 Council Resolution: 49/2009 Date: 31/05/2009	2010/2011 Council Resolution: C110/09-10 Date: 07/06/2010	2011/2012 Council Resolution: C096/10-11 Date: 31/05/2011	2012/2013 Council Resolution: C215/11-12 Date: 30/05/2012	2013/2014 Council Resolution: C161/12-13 Date: 31/05/2013	2014/2015 Council Resolution: C127/13-14 Date: 30/05/2014
Residential	0.0035	0.00385	0.0039	0.0041	0.0043	0.0046
Business	0.0100	0.01100	0.0121	0.0128	0.0135	0.0144
Agricultural	0.0100	0.00110	0.0121	0.0128	0.0012	0.0013
Government	0.0100	0.01100	0.0121	0.0128	0.0135	0.0144
Day Care Sentre	0.0075	0.00825	0.0091	0.0096	0.0102	0.0108
Vacant Land Residential	0.0035	0.00385	0.0039	0.0041	0.0048	0.0051
Vacant Land Business	0.0100	0.01100	0.0042	0.0045	0.0047	0.0051

LOCAL AUTHORITY NOTICE 98

**THE VENTERSDORP LOCAL MUNICIPALITY
CUSTOMER CARE & MANAGEMENT, CREDIT CONTROL & DEBT
COLLECTION BY-LAW**

PREAMBLE

- (1) In order to comply with and execute the provisions of sections 95, 96 and 97 of the Local Government: Municipal Systems Act, Act 32 of 2000 (hereinafter referred to as "the Systems Act"), the Ventersdorp Local Municipality (hereinafter referred to as "the VLM") has adopted a Customer Care and Management, Credit Control & Debt Collection Policy.
- (2) In terms of the provisions of section 98 of the Systems Act the VLM must adopt a by-law in order to give effect to the implementation and enforcement of the Customer Care and Management, Credit Control & Debt Collection Policy of the VLM.
- (3) This by-law is therefore adopted in order to give effect to the implementation and enforcement of the Customer Care and Management, Credit Control & Debt Collection Policy adopted by the VLM, and to further provide for ancillary matters and procedures related to credit control and debt collection.

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CHAPTER 1: INTRODUCTORY PROVISIONS

1. DEFINITIONS

In this by-law, except where the context otherwise indicates or it is expressly stipulated otherwise, the following words and expressions shall have the respective meanings assigned to them hereunder and words or expressions to which a meaning has been assigned in terms of the provisions of section 1 of the Systems Act, other relevant legislation and the Customer Care & Management, Credit Control & Debt Collection Policy of the VLM, will have the corresponding meaning assigned thereto.

NO.	WORD/EXPRESSION	DEFINITION
“A”		
1.1.	“account”	Means the account furnished to a customer by the VLM subsequent to the conclusion of a service agreement and/or once the customer becomes

		liable for the payment of property rates, and which reflects the amount due to the VLM by such customer in respect of: (a) electricity consumption or availability fees based on a meter reading or estimated consumption; (b) water consumption or availability fees based on a meter reading or estimated consumption; (c) refuse removal and disposal; (d) sewerage services and sewer availability fees; (e) rates; (f) interest; and (g) miscellaneous and sundry fees and collection charges.
1.2.	“agreement” or “services agreement”	Means a written document containing the terms and conditions as well as the rights and obligations of the VLM and the customers within its municipal area in respect of the provision of services by the VLM and the payment therefore by the customer concerned.
“C”		
1.3.	“collection charges”	Means charges which may be recovered by the VLM in terms of the provisions of section 75A of the System Act, and includes the cost— (a) of reminding customers of arrears; (b) for the termination, restriction and reinstatement of municipal services; (c) of any notice rendered, sent or delivered in terms of this by-law; and (d) all legal costs, including attorney and client costs, incurred in the recovery of arrear amounts.
1.4.	“council”	Means the municipal council of the VLM in which the executive and legislative authority of the VLM is vested and which is the decision making body of the VLM, its legal successors and its delegates.
1.5.	“customer”	Means a person or entity liable to the VLM for the payment of property rates and/or tariffs, levies and fees for municipal services and may include an owner of property or an occupier of property and includes a debtor.
“D”		
1.6.	“due date”	Means the date upon which monies are to be paid to the VLM in respect of an account.
“M”		
1.7.	“municipal manager”	Means the municipal manager of the VLM, appointed in terms of the provisions of section 54A of the Structures Act, and refers to the definition of “accounting officer” as defined in terms of the

		provisions of section 1 of the MFMA and also referred to in section 60 of the MFMA, and includes a person acting as an accounting officer, or the person to whom the accounting officer has delegated his/her authority to act.
1.8.	“municipal services” or “services”	Means any and all of the services provided by the VLM to the community, customers, property in respect of: (i) The provision of water and the availability thereof; (ii) refuse removal and disposal; (iii) sewerage and the availability thereof; and (iv) electricity consumption and the availability thereof.
“P”		
1.9.	“property”	Means any portion of land, of which the boundaries are determined, within the jurisdiction of the VLM to which municipal services are rendered and/or regarding which the VLM is entitled to levy any rates, fees and/or tariffs.
“S”		
1.10.	“Systems Act”	Means the Local Government: Municipal Systems Act, Act 32 of 2000, as amended from time to time
“T”		
1.11.	“the policy”	Means the Customer Care, Credit Control and Debt Collection Policy of the VLM.
1.12.	“this by-law”	Means the Customer Care, Credit Control and Debt Collection By-Law of the VLM, as set out herein.
“V”		
1.13.	“Ventersdorp Local Municipality” or “VLM”	Means the VENTERSDORP LOCAL MUNICIPALITY a local government and legal entity with full legal capacity as contemplated in terms of the provisions of section 2 of the Systems Act, read with the provisions of Chapter 7 of the Constitution of the Republic of South Africa and sections 12 and 14 of the Structures Act, with its main place of business and the offices of the municipal manager, as envisaged in terms of the provisions of section 115(3) of the Systems Act, ___ Street, VENTERSDORP, NORTH WEST PROVINCE, and includes: (a) its successor in title; or (b) a structural person exercising a delegated power or carrying out an instruction, in the

		<p>event of any power being delegated as contemplated in terms of the provisions of section 59 of the Systems Act; or</p> <p>(c) in respect of ownership of property, rateability and liability for rates, a service provider fulfilling a responsibility assigned to it through a service delivery agreement.</p>
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2. THE CUSTOMER CARE & MANAGEMENT, CREDIT CONTROL AND DEBT COLLECTION POLICY ADOPTED BY THE VLM

- (1) The VLM has prepared and adopted a Customer Care and Management, Credit Control and Debt Collection Policy as contemplated in terms of the provisions of section 96(b) of the Systems Act.
- (2) In the event of any contradiction and/or inconsistency between the provisions of the policy and this by-law, the provisions of this by-law shall prevail.

3. OBJECTIVE OF THIS BY-LAW

The objective of this by-law is to give effect to the VLM's Customer Care and Management, Credit Control and Debt Collection Policy, its implementation and enforcement as required and in terms of the provisions of section 98(1) of the Systems Act. Without repeating the contents of the policy, the contents of the policy are hereby incorporated into this by-law and assigned the status of a by-law in as far as it is required for its implementation and enforcement.

4. TITLE AND APPLICATION OF THIS BY-LAW

- (1) This by-law is known as the Customer Care and Management, Credit Control and Debt Collection By-Law of the Ventersdorp Local Municipality.
- (2) This by-law revokes all previous by-laws, decisions and/or *ad hoc* clauses within any other by-law regarding the subject matter of this by-law.

5. COMMENCEMENT AND VALIDITY

This by-law shall come into full force and effect upon publication hereof in accordance with the provisions of section 13 of the Systems Act.

6. RESPONSIBLE AUTHORITY

The responsible authority for the adoption, publication and implementation of this by-law is the VLM, and where applicable the council of the VLM.

CHAPTER 2: CUSTOMER CARE

7. CUSTOMER CARE OBJECTIVES

The objectives of customer care is to focus on the needs of the customer in a responsible and pro-active way, to enhance the payment for services and to create a positive and cooperative relationship between the customer and the VLM or where applicable a service provider.

8. METERING

- (1) Within the administrative and financial ability of the VLM, the VLM will endeavour to read all meters reflecting the consumption of electricity and water on a monthly basis.
- (2) Customers are entitled to request verification of meter readings and accuracy within reason, but may be held liable for the cost thereof and remain liable for the payment of accounts as set out in the provisions of section 12(3) below, notwithstanding the verification process.

9. ACCOUNTS AND BILLING

- (1) Accounts must be rendered and administered in accordance with the policy, other prescribed requirements and any other applicable law.
- (2) Failure by the VLM to render an account does not relieve a customer of the obligation to pay any amount that is due and payable in terms of this by-law.
- (3) The VLM may, in accordance with the provisions of section 102 of the Systems Act—
 - (a) consolidate any separate accounts of a customer liable for payments in terms of this by-law to the VLM;
 - (b) credit any payment by such customer against any account of that customer; and
 - (c) implement any of the debt collection and credit control measures provided for in the policy and/or this by-law in respect of any arrears on any of the accounts of a customer.
- (4) The total amount due and payable by a customer constitutes a consolidated debt, and any payment made by a customer of an amount less than the total amount due, will be allocated in reduction of the consolidated debt in the order prescribed.
- (5) The VLM may appropriate any payment received from a customer towards the payment of any debt in its sole discretion.
- (6)
 - (a) Any amount paid by a customer in excess of an existing debt may be held in credit for the customer in anticipation of future rates and fees for municipal services.
 - (b) No interest is payable to the customer on any amount contemplated in paragraph (a).

10. PAYMENT FACILITIES AND METHODS

The VLM will operate and maintain suitable payment facilities accessible to customers and customers may utilise the payment facilities and methods provided in the policy.

11. INCENTIVES AND PROMPT PAYMENT

The VLM will afford the customer the incentives for prompt payment as provided in the policy.

12. CUSTOMER ASSISTANCE PROGRAMMES

The VLM will implement the customer assistance programmes provided in the policy.

13. CATEGORIES OF DEBTORS

The VLM elected to differentiate between different categories of debtors and to further apply different criteria for the payment of arrears as set out in the policy, which provisions of the policy are by means of this by-law incorporated herein.

14. ESTIMATED CONSUMPTION

- (1) The VLM may have an estimate made of the consumption of water or electricity for any relevant period and render an account to the customer on this basis, if—
 - (a) no meter reading could be obtained in respect of the period concerned; or
 - (b) no meter has been installed to measure the consumption on the premises concerned;
 - (c) the meter was defective or not functioning properly or at all;and the customer concerned is liable for payment in respect of such estimated consumption.
- (2) If the VLM is able to establish the true consumption of water and/or electricity subsequent to an estimate having been made in terms of sub section (1) above, the VLM will adjust the account to reflect such true consumption.
- (3) In as far as possible the VLM should endeavour to make the estimate by taking into account data pertaining to the consumption of the property concerned, or where no such data is available or reliable, take into account data in respect of related property(ies).

CHAPTER 3: CREDIT CONTROL AND DEBT COLLECTION

15. CREDIT CONTROL AND DEBT COLLECTION OBJECTIVE

The objective of credit control is to collect payment from ratepayers, customers and customers for municipal services rendered to customers and the objective of debt collection is to collect such payment in a sustainable manner and to provide for measures to assist the VLM therein.

16. CREDIT CONTROL PRINCIPLES

Credit control and debt collection will be implemented and executed by the VLM in accordance with the provisions and principles provided in the policy.

17. SERVICE APPLICATION AND AGREEMENTS

- (1) All customers must complete and sign an official application form, formally requesting the VLM to provide municipal services to such customers. The most important rights and obligations of the customer and the VLM must be included in the service application form as well as the terms and conditions upon which the VLM will provide the municipal services to the customer, and no municipal services will be rendered by the VLM to a customer if the application form is not duly completed and signed and approved by the VLM.
- (2) Upon the approval of an application by the VLM, the official application form will constitute a service agreement between the customer and the VLM, which service

agreement sets out the terms and conditions upon which the VLM will provide the municipal services to such customer. The municipal manager may from time to time direct that a new agreement be concluded. The credit-worthiness and other information which the VLM deems necessary in order to approve an application may be obtained and confirmed by the VLM.

- (3) A copy of the application form, conditions of services and extracts of the policy and this by-law, must be handed to every customer upon request.
- (4) All customers shall pay a deposit as determined from time to time by council of the VLM, which deposit may be increased to 3 (three) times the monthly consumption of the property by the municipal manager or his designated official in the event of non-payment.
- (5) Customers are responsible for costs of collection and interest in the event of delayed and/or non-payment.
- (6) Existing customers of services may be required to sign new agreements as determined by the municipal manager from time to time.
- (7) If a customer fails or refuses to sign a new service agreement or pay the deposit as stipulated by VLM, the VLM may discontinue services until the necessary agreement has been signed or deposit been paid.
- (8) The customer will also be held accountable for services already provided, costs incurred and any other costs associated with the collection of service fees and costs incurred.
- (9) All applicants for municipal services may be checked for credit-worthiness including checking information from banks, credit bureaux, other local authorities, trade creditors and employers.
- (10) A customer may terminate an agreement for the provision of any municipal service by notice in writing of not less than seven days to the VLM, of his or her intention to do so.
- (11) The VLM may, subject to compliance with the provisions of this by-law and any other applicable law, by notice in writing of not less than 14 (fourteen) days, to a customer, terminate his or her agreement for the provision of the municipal service concerned, if the customer-
 - (a) has not used the municipal service during the preceding 6 (six) months and has not made arrangements to the satisfaction of the VLM for the continuation of the agreement; or
 - (b) has, in relation to the municipal service concerned, failed to comply with any provision of this by-law and has failed to rectify such failure; or
 - (c) has failed to pay any prescribed fee, collection charge or interest due and payable in respect of the municipal service concerned; or
 - (d) has made an arrangement with another services provider to provide the municipal service concerned to the customer; or
 - (e) has vacated the premises to which the agreement concerned relates.
 - (f) a customer to whom notice has been given in terms of this sub-section, may within the period of 14 (fourteen) days referred to in that subsection, make written representations to the VLM why the agreement concerned should not be terminated and if such representations are unsuccessful, either wholly or in part, the agreement concerned may only be terminated if the decision on such representation justifies it.

18. RIGHT OF ACCESS TO PREMISES

The VLM may exercise its right of access to premises in terms of the provisions of section 101 of the Systems Act through the municipal manager or any authorised official or duly appointed agent of the VLM.

19. ENFORCEMENT MECHANISMS

- (1) A customer must make payment to the VLM of the amount reflected on the account of the customer as being the amount due and payable by the customer to the VLM, failing which the VLM is entitled to employ the debt collection measures provided for in the policy, this by-law or any other applicable legislation.
- (2) The VLM may, in addition to any civil legal procedures to secure payment, which procedures are not classified or to be considered as “debt collection and credit control measures” as referred to in section 102(1)(c) of the Systems Act, of any in arrear amount of accounts, take the following action to secure payment of such amount:
 - (a) the termination or restriction of the provision of any municipal service to the property concerned; and/or
 - (b) the allocation of the whole or a portion of a payment of an account, or the whole or a portion of a pre-payment for future accounts, as payment for arrear municipal service fees or rates.
- (3) The VLM may terminate, suspend, restrict or disconnect the provision of water or electricity, or both, to any property if the customer in respect of the municipal service concerned—
 - (a) fails to make full payment of any account or arrears specified in an account;
 - (b) fails to enter into an agreement for the payment of arrears before the termination, suspension, restriction or disconnection of the service concerned; or
 - (c) fails to pay any instalment payable in terms of an agreement referred to in paragraph (b) above before or on the due date;
 - (d) fails to comply with any condition of provision in respect of electricity or water, as the case may be, imposed by the VLM;
 - (e) obstructs the efficient provision of electricity or water to another customer;
 - (f) provides electricity or water to a person who is not entitled thereto or permits such provision to continue;
 - (g) causes a situation relating to electricity or water which, in the opinion of the VLM, is dangerous or constitutes a contravention of any applicable law;
 - (h) in any way reinstates the provision of a previously terminated, suspended, restricted or disconnected electricity or water service;
 - (i) is placed under provisional sequestration, liquidation or judicial management, or commits an act of insolvency in terms of the Insolvency Act, Act 24 of 1936, or is subject to an administration order granted in terms of the provisions of section 74 of the Magistrates Court Act, Act 32 of 1944, and there is a failure to enter into a new service agreement within 14 (fourteen) days of the VLM requiring such service agreement; or
 - (j) contravenes any provisions of the policy or this by-law in any manner whatsoever.
- (4) The VLM must reinstate full levels of provision of any electricity or water service terminated or restricted after—

- (a) the full amount of arrears, including interest and collection charges, if any, have been paid; or
 - (b) an agreement for the payment of arrears has been entered into; or
 - (c) the full amount of arrears in respect of any agreement, including interest and collection charges if any, and any increase deposit, have been paid, or any additional security required has been provided, and any other condition of the policy which the VLM may consider appropriate, has been complied with.
- (5) The cost of the termination, suspension, restriction or disconnection, and the reconnection thereof, will be determined by tariffs approved by the VLM and will be payable by the customer.

20. THEFT AND FRAUD

- (1) Any person found to be illegally connected or reconnected to municipal services, tampering with meters, the reticulation network or any other supply equipment or committing any unauthorised act associated with the supply of municipal services, as well as theft of and damage to the property of the VLM, will be guilty of an offence and liable to criminal prosecution.
- (2) The VLM will immediately terminate the supply of services to a customer should such conduct as referred to in sub-section (1) above, be detected at the property of the customer or the property occupied by the customer.
- (3) The total account owing, including interest and collection fees, assessment of unauthorised consumption, discontinuation and reconnection fees, and increased deposits as determined by the VLM, will be due and payable before any reconnection can be sanctioned.

21. DEBT COLLECTION PROCESS AND PROCEDURES

Debt collection processes and procedures including the application of debt collection measures will be executed and implemented in accordance with the provisions of the policy.

22. RATES CLEARANCE CERTIFICATES

A rates clearance certificate as referred to in terms of the provisions of section 118 of the Systems Act, will be issued by the VLM in accordance with the provisions of the policy relating thereto and the provisions of section 118 of the Systems Act.

23. DEBT COLLECTION COSTS

A prescribed collection charge may be levied against the account of a customer, in respect of any relevant action taken in terms of, or for the purposes of the policy or this by-law and the customer will be liable for any and all legal fees and costs for the collection of any arrears when such an account is handed over to debt collectors or attorneys for the collection of arrears.

24. PRE-PAID METER SYSTEM

The pre-paid meter system of the VLM will be operated and implemented in terms of the provisions of the policy relating thereto.

CHAPTER 4: MISCELLANEOUS, ENFORCEMENT AND CRIMINAL OFFENCE

25. PRIMA FACIE EVIDENCE OF DOCUMENTATION

For the purposes of the recovery of any amount due and payable to the VLM in terms of the policy or this by-law–

- (a) a copy of any relevant account; and
- (b) an extract from the VLM's records relating to the quantity of consumption or provision of any municipal service and the period of provision of such service,

certified by an authorised official as being correct, constitute prima facie evidence of the information contained in such documents.

26. PRESERVATION OF RIGHTS CONSEQUENT TO NON-COMPLIANCE

A failure by the VLM to comply with any provision of the policy or this by-law does not in any way affect the liability of any person to pay any amount due and payable to the VLM as contemplated in the policy or this by-law, nor the right of the VLM to recover such amount.

27. OFFENCES

Any person who-

- (a) obstructs or hinders any councillor, official or employee of the VLM in the execution of his/her duties in terms of the policy or this by-law;
- (b) unlawfully uses or interferes with the VLM's equipment or consumption of services supplied;
- (c) tampers with any equipment of the VLM or breaks any seal on a meter;
- (d) contravenes or fails to comply with the provisions of the policy or this by-law;
- (e) fails to comply with a notice served in terms of the policy or this by-law; or
- (f) executes any of the actions referred to in section 21(1) of this by-law;

is guilty of an offence and liable on conviction to a penalty and/or criminal prosecution.

LOCAL AUTHORITY NOTICE 99**THE VENTERSDORP LOCAL MUNICIPALITY****TARIFF BY-LAW****PREAMBLE**

- (1) In terms of the provisions of the Constitution of the Republic of South Africa, 1996 (hereinafter referred to as "the Constitution"), and section 75A(1) of the Local Government: Municipal Systems Act, Act 32 of 2000 (hereinafter referred to as "the Systems Act"), the Ventersdorp Local Municipality (hereinafter referred to as "the VLM"), is entitled to levy and recover fees, charges or tariffs in respect of any function or service of the VLM.
- (2) In terms of the provisions of section 74(1) of the Systems Act and the provisions of section 62(1)(f)(i) of the Local Government: Municipal Finance Management Act, Act 56 of 2003 (hereinafter referred to as "the MFMA"), the VLM has adopted a Tariff Policy on the levying of fees, charges or tariffs on municipal services provided by the VLM itself or by way of service delivery agreements.
- (3) This Tariff Policy adopted by the VLM reflects the principles referred to in terms of the provisions of section 74(2) of the Systems Act and addresses the matter referred to in terms of the provisions of section 74(3) of the same Act, as well as a schedule containing the municipal tariffs of the VLM pertaining to the municipal services as set out in the Tariff Policy (also referred to as the "Tariff Schedule").
- (4) The municipal tariffs as set out in the Tariff Schedule of municipal tariffs annexed to the tariff policy must undergo annual revision and must be tabled together with the Multi-Year Annual Tabled Budget to the council of the VLM for consideration and approval thereof, subject to public participation and comments obtained annually before the 31st of March of each year in terms of the provisions of section 17(3)(a)(ii) read with the provisions of section 22 of the MFMA.
- (5) The adopted municipal tariffs apply to the Multi-Year Annual Budget in respect of a specific year during which the income is based on such adopted municipal tariffs, read with the general tariff principles contained in the tariff policy.
- (6) The VLM adopted a Tariff Policy and a Tariff Schedule as referred to above and this By-Law is adopted by the VLM in terms of the provisions of section 75(1) of the Systems Act in order to give effect to the implementation and enforcement of the Tariff Policy.

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1. DEFINITIONS

The words and expressions used in this By-Law shall have the respective meanings assigned to them in terms of the Tariff Policy of the VLM, and words or expressions to which a meaning has been assigned in terms of the provisions of section 1 of the Systems Act will have the meaning assigned thereto by such Act. All headings are included for convenience only and shall not be used in the interpretation of any of the provisions of this by-law.

2. THE TARIFF POLICY ADOPTED BY THE VLM

This VLM has prepared and adopted a policy, known as the Tariff Policy of the VLM (also referred to as "the policy"), as contemplated in terms of the provisions of section 74(1) of the Systems Act. The policy comprehensively and in detail deals with and regulates the matters as prescribed in the provisions of sections 74(2), 74(3) and 75(2) of the Systems Act and therefore it is not necessary for this By-Law to restate and repeat same. Therefore and without repeating the contents of the policy, the contents of the policy are hereby incorporated into this By-Law by reference and *mutatis mutandis* assigned the status of a By-Law in as far as it is required for its implementation, enforcement and to be given effect to, as referred to in terms of the provisions of section 75(1) of the Systems Act.

3. OBJECTIVE OF THE BY-LAW

The objective of this By-Law is to give effect to the implementation and enforcement of the policy of the VLM as required in terms of the provisions of section 75(1) of the Systems Act.

4. TITLE AND APPLICATION OF THE BY-LAW

- (1) This By-Law is known as the Tariff By-Law of the VLM.
- (2) This By-Law revokes all previous By-Laws, decisions and/or *ad hoc* clauses within any other By-Law, regarding the subject matter of this By-Law.

5. RESPONSIBLE AUTHORITY

The responsible authority for the adoption, publication and implementation of this By-Law is the VLM and where applicable the municipal council of the VLM.

6. COMMENCEMENT AND VALIDITY

This By-Law shall come into full force and effect upon publication hereof in accordance with the provisions of section 13 of the Systems Act.

7. ENFORCEMENT AND COMPLIANCE WITH THIS BY-LAW

The VLM shall enforce compliance with this By-Law.

8. POWERS OF THE VLM IN TERMS OF THE SYSTEMS ACT OR THIS BY-LAW

Where the VLM executes any actions or conducts functions in terms of this By-Law the VLM may in addition to any rights and powers given to the VLM in terms of the Systems Act or this By-Law:

- (1) access any premises and/or execute work on and/or inspect any premises;
- (2) question a person present on any premises in respect of any matter which may be relevant to the work or inspection;
- (3) question a person whom the VLM believes may have information relevant to the work or inspection;
- (4) inspect any document that a person is required to maintain in terms of any law or may be relevant to any work or inspection;
- (5) copy any document referred to in sub-section (4) above, or if necessary remove the document in order to copy it;
- (6) take photos or make audio-visual recordings of anything or any person, process, action or condition on or regarding any premises;
- (7) do whatsoever is necessary for the execution of work or the conducting of an inspection including removing any object or item from the premises, such as to enable the VLM to do what is required to give effect to and/or enforce the provisions of this By-Law.

9. OBSERVING FUNDAMENTAL RIGHTS

The VLM must, when exercising any right in terms of this By-Law, do so with strict regard for decency and orderliness and with regard for each person's human rights including the right to dignity, freedom, security and privacy.

10. NON LIABILITY OF THE VLM

Neither the VLM nor any employee, official, person, body, organisation or corporation acting on behalf of the VLM shall be liable for any loss or damages of whatsoever nature howsoever arising whether, direct or consequential, suffered or sustained by any person as a result of or arising from the VLM enforcing, imposing, giving effect to or taking any act or omission in respect of any matter in terms of this By-Law.

11. CODE OF ETHICS

- (1) All the officials of the VLM shall embrace the spirit of Batho Pele and treat all rate payers, owners, consumers, customers and debtors with dignity and respect at all times.
- (2) Employees of the VLM shall execute their duties in terms of this policy in an honest and transparent manner whilst protecting the confidentiality of information of rate payers, owners, consumers, customers and debtors in accordance with the provisions of the Promotion of Access to Information Act, Act 2 of 2000.

12. AUTHENTICATION OF DOCUMENTS

Any document requiring authentication by the VLM shall be sufficiently authenticated if signed by the Municipal Manager, or by a person duly authorised to do so, on behalf of the VLM, by resolution of the VLM and shall constitute *prime facie* proof of the authenticity, existence and contents of the document.

13. PRIMA FACIE EVIDENCE

In legal proceedings by, or on behalf of the VLM, a certificate reflecting any information required in terms of this By-Law included in such a certificate and which is signed by the Municipal Manager, or by a person duly authorised to do so, on behalf of the VLM, by resolution of the VLM, shall subject to the provisions of section 3 of the Law of Evidence Amendment Act, Act 45 of 1988, upon its mere production constitute *prima facie* evidence of the contents of the certificate.

14. PROVISION OF INFORMATION

A rate payer, owner, consumer, customer and debtor or person within the municipal area the VLM must provide the VLM with accurate information requested by the VLM that is reasonably required by the VLM for the implementation or enforcement of this By-Law.

15. FALSE STATEMENTS OR INFORMATION

No person shall make a false statement or furnish false information to the VLM or falsify a document issued in terms of this By-Law.

16. OFFENCES

- (1) It is an offence for any person to:
 - (a) unlawfully and intentionally or negligently interfere with any actions taken by the VLM in terms of this By-Law;
 - (b) contravene or fail to comply with any provision of this By-Law in as much as this By-Law places an obligation or duty on such a person to comply with this By-Law;
 - (c) contravene or fail to comply with a condition or prohibition imposed in terms of this By-Law;
 - (d) contravene or fail to comply with any conditions imposed upon the granting of any application, consent, approval, concession, exemption, rebate or authority in terms of this By-Law;
 - (e) fail to provide information or provide false or misleading information reasonably requested by the VLM;
 - (f) fail or refuse to give access required by the VLM in terms of the provision of this By-Law;
 - (g) fail to comply with the terms of a notice served upon him/her in terms of this By-Law;
 - (h) fail or refuse to provide the VLM with a document or information that the VLM is entitled to in terms of this By-Law;

- (i) disclose any information relating to the financial or business affairs of any person which information was acquired in the performance of any function or exercise of any power in terms of this By-Law;
 - (j) fail to comply with any lawful instruction given in terms of this By-Law; or
 - (k) obstruct or hinder the VLM in the execution of the VLM's duties under this By-Law.
- (2) Any alleged offence committed in terms of sub-section (1) above, may be referred to the South African Police Services by the VLM for investigation with a view to possible prosecution.

17. PENALTIES

A person who contravenes or fails to comply with any provision of this By-Law, or commits an offence as set out in this By-Law, shall be liable on conviction to a fine or imprisonment, or in the case of any continued offence to a further fine or imprisonment for every day during the continuance of such offence.

18. AVAILABILITY OF BY-LAW

A copy of this By-Law shall be included in the VLM's Municipal Code as required by the provisions of section 15 of the Systems Act and a copy of this By-Law shall be available for inspection at the offices of the VLM at all reasonable times and shall also be available from the VLM against payment of an amount as determined by the Council.

LOCAL AUTHORITY NOTICE 100**THE VENTERSDORP LOCAL MUNICIPALITY****PROPERTY RATES BY-LAW****PREAMBLE**

- (1) The Constitution of the Republic of South Africa, 1996, and the Local Government: Municipal Property Rates Act, Act 6 of 2004 (hereinafter referred to as "the MPRA"), empowers the Ventersdorp Local Municipality (hereinafter referred to as "the VLM") to impose rates on property.
- (2) In terms of section 4(1)(c) of the Local Government: Municipal Systems Act, Act 32 of 2000 (hereinafter referred to as "the Systems Act"), the VLM may, *inter alia*, levy rates on property to finance operational expenditure of the VLM.
- (3) In terms of section 62(1)(f)(ii) of the Local Government: Municipal Finance Management Act, Act 56 of 2003 (hereinafter referred to as "the MFMA"), the Municipal Manager of the VLM appointed in terms of section 82 of the Local Government: Municipal Structures Act, Act, 117 of 1998 (hereinafter referred to as "the Structures Act"), must, in his capacity as the accounting officer of the VLM, ensure that the VLM has and implements a rates policy and further gives effect to such policy by adopting a by-law in terms of the provisions of section 6 of the MPRA.
- (4) The VLM has adopted a rates policy as contemplated above.
- (5) This by-law is adopted in order to give effect to the implementation of the Rates Policy of the VLM.

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CHAPTER 1: INTRODUCTORY PROVISIONS

1. DEFINITIONS

- (1) In this by-law, except where the context otherwise indicates or it is expressly stipulated otherwise, the following words and expressions shall have the respective meanings assigned to them hereunder and words or expressions to which a meaning has been assigned in terms of the provisions of section 1 of the MPRA will have the corresponding meaning assigned thereto.

NO.	WORD/EXPRESSION	DEFINITION
“B”		
1.1.	“bona fide agricultural / farming purposes”	Means farming / agricultural land or property zoned as agricultural / farming and used predominantly for bona fide farming purposes, including subsistence farming and the use of the property for eco-tourism and game farming and hunting purposes.
“C”		

1.2.	“council”	Means the municipal council of the VLM in which the executive and legislative authority of the VLM is vested and which is the decision making body of the VLM, its legal successors and its delegates.
“E”		
1.3.	“exemption”	In relation to the payment of a rate, means an exemption granted by the VLM in terms of the provisions of section 15 of the MPRA.
“M”		
1.4.	“MFMA”	Means the Local Government: Municipal Finance Management Act, Act 56 of 2003.
1.5.	“MPRA”	Means the Local Government: Municipal Property Rates Act, Act 6 of 2004.
1.6.	“MPRA Rate Ratio Regulations”	Means the Municipal Property Rates Act: Regulations on the Rate Ratio between Residential and Non-Residential Properties promulgated in terms of the provisions of section 83 of the MPRA and published in GN R195 in GG 33016 of 12 March 2010.
1.7.	“municipal property”	Means property owned by, vested in or under the control and management of the VLM.
“P”		
1.8.	“public service infrastructure”	Means public service infrastructure as defined in the Municipal Property Rates Act 6 of 2004
“R”		
1.9.	“rateable property”	Means property on which the VLM may in terms of the provisions of sections 2 and 7 of the MPRA levy a rate, excluding property fully excluded from the levying of rates in terms of the provisions of section 17 of the MPRA.
1.10.	“rebate”	Means a discount granted in terms of the provisions of section 15 of the MPRA on the amount of the rate payable on the property.
1.11.	“reduction”	Means the lowering in terms of the provisions of section 15 of the MPRA of the amount for which the property was valued and the rating at that lower amount.
1.12.	“residential property”	Means improved property which is: (a) used predominantly (60% or more) for residential purposes, with not more than 2 (two) dwelling units per property, and includes any adjoining

		<p>property registered in the name of the same owner and used together with such residential property as if it were one property (any such grouping shall be regarded as one residential property for rate rebate or valuation reduction purposes); or</p> <p>(b) a unit registered in terms of the Sectional Titles Act, used predominantly (60% or more) for residential purposes, and includes any unit in the same sectional title scheme registered in the name of the same owner which is used together with the residential unit as if it were one property, for example a garage or domestic worker's quarters (any such grouping shall be regarded as one residential property for rate rebate or valuation reduction purposes and for clearance application purposes); or</p> <p>(c) owned by a share-block company and used predominantly (60% or more) for residential purposes; or</p> <p>(d) a retirement scheme or life right scheme used predominantly (60% or more) for residential purposes; or</p> <p>(d) a residence used for residential purposes situated on property used for or related to educational purposes;</p> <p>but excludes hostels, flats, old age homes, guesthouses and any vacant land irrespective of its zoning or intended usage.</p>
"S"		
1.13.	"Sectional Titles Act"	Means the Sectional Titles Act, Act 95 of 1986.
1.14.	"service provider"	Means a service provider as contemplated in subparagraph (c) in the definition of "the VLM".
1.15.	"State"	In so far as it relates to property owned and used by the State, means property owned and used by the National Government and North West Provincial Government for the provision of community type services, including but not limited to police stations, hospitals. All other property owned and utilised by the State will be classified in accordance with its zoning i.e. business for offices, residential for housing schemes etc.
1.16.	"Structures Act"	Means the Local Government: Municipal Structures Act, Act 117 of 1998.

1.17.	“Systems Act”	Means the Local Government: Municipal Systems Act, Act 32 of 2000.
“T”		
1.18.	“the/this by-law”	Means the Rates by-law of the VLM as adopted by the VLM in terms of the provisions of Section 6 of the MPRA and published in terms of the provisions of section 13 of the Systems Act.
1.19.	“the rates policy”	Means the Rates Policy of the VLM.
1.20.	“Town Planning Scheme”	Means the Ventersdorp Land Use Management Scheme, or any revision or amendment thereof, which is in operation as contemplated in terms of the Town Planning and Townships Ordinance 15 of 1986, or any amendment or replacement of this Ordinance.
“V”		
1.21.	“vacant land”	Means a property without any improvements thereto.
1.22.	“valuation roll”	Means a valuation roll prepared in terms of the provisions of section 30 of the MPRA or a supplementary valuation roll prepared in terms of the provisions of section 78 of the MPRA.
1.23.	“Ventersdorp Local Municipality” or “VLM”	Means the VENTERSDORP LOCAL MUNICIPALITY a local government and legal entity with full legal capacity as contemplated in terms of the provisions of section 2 of the Systems Act, read with the provisions of Chapter 7 of the Constitution of the Republic of South Africa and sections 12 and 14 of the Structures Act, with its main place of business and the offices of the municipal manager, as envisaged in terms of the provisions of section 115(3) of the Systems Act, ___ Street, VENTERSDORP, NORTH WEST PROVINCE, and includes: <ul style="list-style-type: none"> (a) its successor in title; or (b) a structural person exercising a delegated power or carrying out an instruction, in the event of any power being delegated as contemplated in terms of the provisions of section 59 of the Systems Act; or (c) in respect of ownership of property, rateability and liability for rates, a service provider fulfilling a responsibility assigned to it through a service delivery agreement.
“Z”		

1.24.	“zoning”	Means the purpose for which land may lawfully be used or on which buildings may be erected or used, or both, as contained in the applicable Town Planning Scheme, or any revision or amendment thereof, and “zoned” has a corresponding meaning, provided that where a property carries multiple zoning rights, the categorisation of such property will be in accordance with the highest rating category.
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2. THE RATES POLICY ADOPTED BY THE VLM

This VLM has prepared and adopted a property rates policy as contemplated in terms of the provisions of section 3(1) of the MPRA.

3. OBJECTIVE OF THE BY-LAW

The objective of this by-law is to give effect to the implementation and enforcement of the rates policy of the VLM as required in terms of the provisions of section 6(1) of the MPRA.

4. TITLE AND APPLICATION OF THE BY-LAW

- (1) This by-law is known as the Property Rates By-Law of the Ventersdorp Local Municipality.
- (2) This by-law revokes all previous by-laws, decisions and/or *ad hoc* clauses within any other by-law, regarding the subject matter of this by-law.

5. RESPONSIBLE AUTHORITY

The responsible authority for the adoption, publication and implementation of this by-law is the VLM and where applicable the council of the VLM.

6. COMMENCEMENT AND VALIDITY

This by-law shall come into full force and effect upon publication hereof in accordance with the provisions of section 13 of the Systems Act.

CHAPTER 2: RATING PRINCIPLES AND CATEGORIES OF PROPERTY

7. OPERATIONAL BACKGROUND AND PRINCIPLES

- (1) The rates policy has been prepared to ensure equitable treatment by the VLM in the levying of rates on property owners, including owners under sectional title as contemplated in terms of the Sectional Titles Act, as well as any other person who may become liable for the payment of rates based on the guiding principles of equity, affordability, poverty alleviation, social and economic development, financial sustainability and cost efficiency.
- (2) The rates policy must be read in conjunction with the provisions of the Town Planning Scheme and the Town Planning and Townships Ordinance 15 of 1986, and any other

applicable legislation, including, but not limited to, the MFMA, the Systems Act or any legislation which replaces any of the aforementioned acts or ordinance.

- (3) The rates policy is herewith given effect to, implemented and may be enforced with the power of a by-law.
- (4) As provided in the MPRA, the VLM has elected to differentiate between various categories of property and property owners and has set out these distinctions in the rates policy. Some categories of property and categories of owners are granted relief from rates in the rates policy. The VLM has, however, not grant relief from rates in respect of payments for rates to any category of owners or properties on an individual basis, other than by way of an exemption, rebate or reduction as provided in the rates policy.
- (5) Rates are levied in accordance with the provisions of the MPRA as a cent-in-the-rand based on the property value determined for a property as contained in the valuation roll and supplementary valuation roll. The rate charged as a cent-in-the-rand for residential properties is the base rate and the rate charged in respect of all other categories of property is reflected as ratios to the residential rate.

8. CATEGORIES OF PROPERTY FOR LEVYING OF DIFFERENTIAL RATES

- (1) The VLM levies different rates for different categories of rateable property, provided that the maximum ratio to the rate on residential property which may be imposed on farming/agricultural property, public service infrastructure property and public benefit organisation property may not exceed the ratio as published in terms of the MPRA Rate Ratio Regulations.
- (2) All rateable property are classified within a specific category and rated upon the said classification, which will be in accordance with the permitted use thereof, unless otherwise stated in the rate policy.
- (3) For purposes of levying different rates based on the permitted use of properties in terms of the provisions of section 8(1)(b), read with sections 3(3)(b) and 3(3)(c) of the MPRA, the following categories of property are determined and the main criteria to be used in order to determine the category of the property are set out in the rates policy:
 - (a) Residential property;
 - (b) Business and commercial property;
 - (c) Industrial property;
 - (d) Mining property;
 - (e) Public service infrastructure property;
 - (f) Municipal properties;
 - (i) Municipal Property: Not Rateable; and
 - (ii) Municipal Property: Rateable;
 - (g) Farming/agricultural property;
 - (h) State-owned or Organ of State-owned property;
 - (i) Smallholdings used for;
 - (i) bona fide agricultural/farming purposes;
 - (ii) residential purposes;
 - (iii) Mixed use;
 - (iv) industrial purposes;
 - (v) business and commercial purposes; and
 - (vi) any other purpose than those specified above;

- (j) Protected areas;
- (k) Property used for Multiple Purposes;
- (l) Education;
- (m) Public benefit organisation property; and
- (n) Property used for Religious purposes.

CHAPTER 3: EXEMPTIONS, REDUCTIONS AND REBATES

9. CATEGORIES OF PROPERTY OWNERS FOR PURPOSES OF EXEMPTIONS, REDUCTIONS & REBATES

The rates policy makes provision for exemptions, reductions and rebates from the payment of the rate levied and categorises different categories of property owners for purposes of exemptions, reductions and rebates from the payment of a rate levied on the different categories of property, these categories are as follows:

(1) **EXEMPTIONS:**

The VLM will consider an exemption from rates payable by owners of the following properties:

- (a) An owner of residential property;
- (b) Property owned by the VLM;
- (c) Property owned by Public Benefit Organisations;
 - (i) State or Organ of State owned Health Care Institutions;
 - (ii) Welfare Institutions;
 - (iii) Educational Institutions;
 - (iv) Charitable Institutions;
 - (v) Sporting Bodies;
 - (vi) Cultural Institutions;
 - (vii) Museums, Libraries, Art Galleries and Botanical Gardens;
 - (viii) Youth Development Organizations; and
 - (ix) Animal Welfare;
- (d) Property used for Religious purposes;

(2) **REDUCTIONS:**

The VLM will consider reductions from rates payable by owners of property on an *ad hoc* basis, in any of the following circumstances:

- (a) partial or total destruction of a property and/or improvements on such property; and
- (b) in the event of a disaster, as defined in terms of the provisions of the Disaster Management Act, Act 57 of 2002, directly or indirectly affects the property.

(3) **REBATES:**

The VLM will consider rebates from rates payable on the following categories of property and/or for the following categories owners of property:

(3A) Categories of property:

- (a) Business, commercial and Industrial property;
- (b) State-owned or Organ of state-owned property;
- (c) Farming/agricultural property; and
- (d) Public Service Infrastructure property.

- (3B) Categories of owners:
Retired and Disabled Persons

CHAPTER 4: GENERAL

10. FURTHER PROVISIONS IN THE RATE POLICY

The rate policy also provides for matters relating to the:

- (a) determination of special rating areas;
- (b) consideration of rate increases;
- (c) notifications of rates;
- (d) payment of rates;
- (e) payment of rates on property in sectional title schemes;
- (f) furnishing of accounts;
- (g) frequency of valuation;
- (h) participation of the community;
- (i) property register;
- (j) certificate of occupancy;
- (k) rating of property used illegally; and
- (l) inspection of and objections to entries into the valuation roll.

CHAPTER 5: LIABILITY FOR RATES AND GENERAL VALUATION

11. LIABILITY FOR RATES

- (1) The levying of rates on property will be effected in terms of the rate policy and the provisions of MPRA.
- (2) Rates will be recovered monthly or annually.
- (3) If an amount due for rates on a property is unpaid by the owner of the property, the municipality may recover the amount from the tenant, occupier of the property or, the agent of the owner.
- (4) Where the rates levied on a property are based on a supplementary valuation made in terms of the provisions of section 78(1) of MPRA, such rate will be payable from the date contemplated in terms of the provisions of section 78(4) of MPRA.
- (5) Recovery of rates due will be in accordance with the Customer Care and Management, Credit Control and Debt Collection Policy of the VLM read together with the Customer Care and Management, Credit Control and Debt Collection By-Law.

12. GENERAL VALUATION

- (1) The VLM will undertake a general valuation of all rateable properties in its area of jurisdiction and a valuation roll be compiled after 4 (four) financial years.
- (2) The VLM will undertake supplementary valuations on an ongoing basis and prepare a supplementary valuation roll once during each financial year.
- (3) The VLM will in accordance with the provisions of section 79 of MPRA, make amendments regularly to the particulars on the valuation roll, only the electronic copy of the valuation roll will be updated to incorporate such amendments, except those changes to the roll in such circumstances where the provisions of section 78 of MPRA

applies, which may only be effected through a supplementary valuation in accordance with such section.

NO.	CATEGORY//DESCRIPTION	APPLICABLE REBATE
1.	EXEMPTIONS:	
1.1.	RESIDENTIAL	R 50 000.00
2.	REDUCTIONS:	
2.1.	partial or total destruction of a property and/or improvements on such property	25%
2.2.	in the event of a disaster, as defined in terms of the provisions of the Disaster Management Act, Act 57 of 2002, directly or indirectly affects the property	50%
3.	REBATES:	
	State Properties	0%
	Residential Properties	0%
	Public schools	0%
	Private schools	25%
	Public Service Infrastructure	30%
3.1.	FARMING/AGRICULTURAL LAND:	
3.1.1.	THE EXTENT OF THE MUNICIPAL SERVICES PROVIDED TO FARMING/AGRICULTURAL PROPERTY:	
	No municipal roads next to property	7.5%
	No municipal sewerage to the property	7.5%

	No municipal electricity to the property	7.5%
	No water supply to the property by the municipality	15%
	No refuse removal provided by the municipality	7.5%
3.1.2.	<p>THE CONTRIBUTION OF THE FARMING/AGRICULTURE PROPERTY TO THE LOCAL ECONOMY:</p> <p>A REBATE MAY BE GRANTED TO THE OWNER OF FARMING/AGRICULTURAL PROPERTY WHICH CONTRIBUTES SUBSTANTIALLY TO JOB CREATION, AND THE SALARIES/WAGES OF FARM WORKERS ARE REASONABLE, E.G. IF THEY MEET MINIMUM STANDARDS SET BY GOVERNMENT OR IF THEY ARE IN LINE WITH THE SECTOR'S AVERAGE. IN THIS REGARD THE CRITERIA ARE AS FOLLOWS AND SHOULD BE SUBSTANTIATED BY THE INFORMATION PROVIDED IN SCHEDULE "D":</p>	
	Salaries/wages of farm workers meet minimum standards.	5%
3.1.3.	<p>REBATES MAY BE GRANTED AFTER SUBMISSION OF PROOF BY THE OWNER, AS PER SCHEDULE "B", TO THE EXTENT TO WHICH AGRICULTURE ASSISTS IN MEETING SERVICE DELIVERY AND DEVELOPMENT OBLIGATIONS OF THE VLM AND CONTRIBUTION TO THE SOCIAL AND ECONOMIC WELFARE OF FARM WORKERS:</p>	
	If the owner is providing permanent residential property to the farm workers and such property is registered in the name of such farm workers.	5%
	If such residential properties are provided with potable water.	5%
	If the owner has provided electricity to the residential properties of his farm workers.	5%
	If the owner is availing his land/buildings to be used for the purposes of a cemetery, education and/or recreational purposes of the farm workers and their dependants and the nearby	5%

	community in general.	
3.2.	FARMING, BUSINESS, COMMERCIAL AND INDUSTRIAL:	
3.2.1.	CONTRIBUTION TO JOB CREATION:	
	1 to 10 workers:	2,5%
	11 to 50 workers	5%
	51 workers or more	7,5%
3.2.2.	SOCIAL UPLIFTMENT OF THE LOCAL COMMUNITY: (specify criteria and extent in order to calculate percentage of rebate)	
3.2.3.	ESTABLISHMENT OF INFRASTRUCTURE FOR THE BENEFIT OF THE LOCAL COMMUNITY: (specify criteria and extent in order to calculate percentage of rebate)	
3.3.	RETIRED AND DISABLED PERSONS ON RESIDENTIAL PROPERTY ONLY:	
	Owner with a gross monthly income from R 0 – R 2 400.00	100%
	Owner with a gross monthly income from R 2 401 – R 4 500.00	40%
	Owner with a gross monthly income from R 4 501 – R 6 500.00	30%
	Owner with a gross monthly income from R 6 501 – R 8 500.00	20%
	Owner with a gross monthly income from R 8 501 – R 11 000.00	10%
3.4.	PUBLIC SERVICE INFRASTRUCTURE:	
	The following rebate will be granted:	30%

NOTICE – CHANGE OF TELEPHONE NUMBERS: GOVERNMENT PRINTING WORKS

As the mandated government security printer, providing world class security products and services, Government Printing Works has adopted some of the highly innovative technologies to best serve its customers and stakeholders. In line with this task, Government Printing Works has implemented a new telephony system to ensure most effective communication and accessibility. As a result of this development, our telephone numbers will change with effect from 3 February 2014, starting with the Pretoria offices.

The new numbers are as follows:

- Switchboard : 012 748 6001/6002
- Advertising : 012 748 6205/6206/6207/6208/6209/6210/6211/6212
- Publications Enquiries : 012 748 6052/6053/6058 GeneralEnquiries@gpw.gov.za
 - Maps : 012 748 6061/6065 BookShop@gpw.gov.za
 - Debtors : 012 748 6060/6056/6064 PublicationsDebtors@gpw.gov.za
 - Subscription : 012 748 6054/6055/6057 Subscriptions@gpw.gov.za
- SCM : 012 748 6380/6373/6218
- Debtors : 012 748 6236/6242
- Creditors : 012 748 6246/6274

Please consult our website at www.gpwonline.co.za for more contact details.

The numbers for our provincial offices in Polokwane, East London and Mmabatho will not change at this stage.

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