

STEP 2:

Once you have completed the form:

- ✓ hand it in at any municipal customer care office
- ✓ Emailed application forms and documents can also be sent to the following relevant email addresses:
 - Rates.Rebate@capetown.gov.za
 - Indigent.Relief@capetown.gov.za
 - Payment.Arrangements@capetown.gov.za

Registration for rates and service assistance will be valid for 12 months. For residents 60 years and older the registration will be valid for about three years, until the next General Valuation.

Before you re-apply, you must pay off any money that you owe to the municipality.



Discount assistance for pensioners and social grant receivers

- ✓ Pensioners 60 years or older and people who receive social grants earning R7 500 or less per month may qualify for a 100% rates rebate
- ✓ Pensioners 60 years or older and people who receive social grants earning more than R7 501 but not more than R22 000 per month may qualify for a rates rebate of between 10% and 95%



For more information visit:
www.capetown.gov.za/socialsupport

RATES AND SERVICE RELIEF HELP IS ON OFFER



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Qualifying residents of any age who earn R7 500 or less per month could qualify for a 100% discount on rates, and refuse removal and receive 15kl of water as well as 10,5kl of sewerage services for free.



You can apply if you:

- ✓ are a homeowner
- ✓ earn R7 500 or less per month
- ✓ are the full-time occupant of the home
- ✓ use your home mainly for residential purposes
- ✓ are a child who lives in the home of a parent who has passed away
- ✓ received the house in a divorce settlement

DEBT WRITE-OFF

If you owe the municipality money you may qualify for a once-off 100% debt write-off!

You need to have an installed prepaid electricity meter to qualify.

If no prepaid electricity meter has been installed, please give consent for the installation of these meters with your application.



HOW DO I APPLY?

STEP 1:

Email: Indigent.Relief@capetown.gov.za

Or

Visit your nearest municipal office.

Documents required:

- ✓ proof of identification (ID book/card)
- ✓ bank statements from ALL financial institutions for the last three months or a sworn affidavit stating that you do not have a bank account
- ✓ a bond statement for the last three months or a sworn affidavit stating that you do not have a bond account
- ✓ proof if you receive a disability grant, maintenance grant or pension
- ✓ if you have inherited the house, a copy of the estate documents
- ✓ completed debit order application form where applicable

If employed, include the following:

- ✓ latest salary/wage payslip or a letter from an employer stating your income
- ✓ If you are self-employed, a sworn affidavit stating how much you earn per month

If you are unemployed, you need to provide a sworn affidavit stating:

- ✓ that you are unemployed and that you have no other source of income