



**YOU CAN DO MORE
WITH A LITTLE HELP**



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

INDIGENT BENEFITS AND RATES RELIEF

The City of Cape Town is committed to building a caring city that does everything it can to help those in need.

If your total household income is R7 500 or less per month, you could get discount on certain services that the City supplies (indigent support).

Discount on rates and refuse removal for persons of any age earning:

- R4 500 or less = 100%
- between R4 501 and R6 000 = 95%
- between R6 001 and R7 500 = 90%

Who can apply for indigent support?

YOU CAN APPLY IF YOU:

- are a homeowner
- earn R7 500 or less per month
- own only one property
- are the full-time occupant of the home
- use your home mainly for residential purposes (60% of the size of the house or property)
- are a child who lives in the home of a parent who has passed away, or
- received the house in a divorce settlement

PLEASE NOTE:

If you owe the municipality money you may qualify for a once-off 100% write-off (cancellation) of this debt. This only applies if you have a prepaid electricity meter. As part of the indigent benefits, these devices will be installed at your property for free.

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

How do I apply?

STEP 1:

Download the Application for Indigent Support form at capetown.gov.za/Indigentbenefits or send an email to Indigent.Relief@capetown.gov.za or collect one from your nearest municipal office.

You will need to include the following with your application:

- 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
- if you have inherited the house, a copy of the estate documents



If you are employed, please also include the following in your application:

- 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
- proof if you receive a disability grant, maintenance grant or pension
- completed debit order application form where applicable.

If you are unemployed, please also include the following in your application:

A sworn affidavit stating:

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

STEP 2:

Once you have completed the form, hand it in at any municipal Revenue walk-in office or post the documents to:

Director Revenue, City of Cape Town,
PO Box 655, Cape Town 8000

- If you are posting your form, remember to include a certified copy of your ID or other proof of identification.

• Emailed application forms and documents can also be sent to the following email addresses:

- Rates.Rebate@capetown.gov.za
- Indigent.Relief@capetown.gov.za
- Payment.Arrangements@capetown.gov.za

• Once you have registered as indigent you will need to re-apply every 12 months from date of approval. However, if you are 60 years or older, your application will remain valid until the next municipal valuation of your property, which is expected to be valid until 30 June 2023 or until a supplementary valuation is implemented. Before you re-apply, you must pay off any money that you owe to the municipality.

How do rates rebates (discounts) work for people over 60 or who receive a social grant?

- Pensioners 60 years or older and persons who receive social grants earning R4 500 or less may qualify for a 100% rates rebate
- Pensioners 60 years or older and persons who receive social grants earning more than R4 501 but not more than R17 500 may qualify for a rates rebate of between 10% and 95%



CAPETOWN.GOV.ZA / INDIGENTBENEFITS

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