



### QUALIFYING DEBT TO BE CONSIDERED FOR WRITE OFF

DEBT CATEGORY	CONDITIONS
Arrear debt (property rates and services, including sundry charges) that is older than <b>3 financial years</b> will be considered for write off when you enter into a payment arrangement with the City.	A valid payment arrangement must be made for debts that do not qualify for a write off. Debts will be reinstated if you fail to make payments on the agreed payment arrangement, and we will continue with debt management actions.
Debt on all residential properties with a zero municipal valuation that form part of either the City's rental stock, low cost housing initiatives or Breaking New Ground (BNG) projects.  These properties are deemed as indigent, as the occupants are low income earning residents.	This will only apply to the City's rental properties, low cost housing initiatives and BNG project properties.
Debt older than <b>3 financial years</b> , linked to the City's housing rental debtors, will be considered for write off when you enter into a payment arrangement with the City.	Payment arrangement required.  Debt will be reinstated if you fail to make payments on the agreed payment arrangement, and we will continue with debt management actions.
Debt that is older than <b>3 financial years</b> for the City's Property Management Department lease debtors will be considered for write off when you enter into a payment arrangement with the City.	Payment arrangement required.  Debt will be reinstated if you fail to make payments on the agreed payment arrangement, and we will continue with debt management actions.

## PAYMENT ARRANGEMENT REQUIREMENTS

If you would like to enter into a payment arrangement, please take note of the following:

### Property rates and services accounts

Residential properties	Business and other properties	City's housing rental accounts	City's property lease accounts
<p>Before entering into a payment arrangement, you will have to pay your current account upfront as well as an additional sum towards the outstanding amount.</p> <p>The amount will be based on affordability and the account history.</p> <p>Visit your nearest <a href="#">walk-in centre</a> and for more information, visit: <a href="http://bit.ly/CCT-PaymentPlan">http://bit.ly/CCT-PaymentPlan</a></p> <p><b>Or contact:</b>  <b>Phone:</b> 0860 103 089  <b>Email:</b>  <a href="mailto:Payment.Arrangements@capetown.gov.za">Payment.Arrangements@capetown.gov.za</a></p>	<p>Before entering into a payment arrangement, you will have to pay your current account upfront as well as an additional sum towards the outstanding amount.</p> <p>The amount will be based on affordability and the account history.</p> <p>Visit your nearest <a href="#">walk-in centre</a> and for more information, visit: <a href="http://bit.ly/CCT-PaymentPlan">http://bit.ly/CCT-PaymentPlan</a></p> <p><b>Or contact:</b>  <b>Phone:</b> 0860 103 089  <b>Email:</b>  <a href="mailto:Payment.Arrangements@capetown.gov.za">Payment.Arrangements@capetown.gov.za</a></p>	<p>Visit your <a href="#">local housing office</a> to find out how you can enter into a payment arrangement.</p> <p><b>Or contact:</b>  <b>Phone:</b> 021 444 0333  <b>WhatsApp:</b> 063 299 9927</p> <p><b>Email:</b>  <a href="mailto:tenancymanagement.debtwriteoff@capetown.gov.za">tenancymanagement.debtwriteoff@capetown.gov.za</a></p>	<p><b>Email:</b>  <a href="mailto:propertymanagement.arrangements@capetown.gov.za">propertymanagement.arrangements@capetown.gov.za</a></p> <p><b>Phone:</b> 021 444 0110 to find out how you can enter into a payment arrangement.</p>
<p><b>Documents required:</b>  <b>If you are the property owner:</b></p> <ul style="list-style-type: none"> <li>• A certified copy of your ID</li> <li>• Proof of income</li> <li>• Three months' bank statements of all financial institutions</li> <li>• Affidavit if unemployed</li> </ul> <p>If the account is in more than one person's name, you must also provide a letter of consent from all account holders.</p>	<p><b>Additional documents to that of residential:</b></p> <ul style="list-style-type: none"> <li>• CK/CM/Trust document depending on the type of organisation</li> <li>• Letter of consent signed by director, owners or member depending on the type of organisation</li> <li>• Letter of consent must indicate the type of arrangement that is being authorised</li> </ul> <p>Three months' bank statements of all financial institutions</p>	<p><b>Documents required:</b></p> <ul style="list-style-type: none"> <li>• A certified copy of your ID</li> <li>• Proof of income</li> <li>• Affidavit if unemployed</li> </ul>	<p><b>Documents required:</b></p> <ul style="list-style-type: none"> <li>• A certified copy of your ID</li> <li>• Proof of income</li> <li>• Affidavit if unemployed</li> </ul>