

Dear Sir/Madam,

We have pleasure in advising you that STBB now offers you the opportunity to use our services to open/close your CITY OF JOHANNESBURG account on registration. We must, however, emphasise that it is not our responsibility to automatically do this for clients.

Should you wish to use of our services, kindly complete the Proxy attached. The fees for the services are set out at the bottom of the Proxy. By completing and signing the Proxy, you are instructing STBB to: send you your Council pack or to act on your behalf at Council. You authorise STBB to retain the fee set out on the Proxy so we can attend to the selected services.

You also have the option to handle the opening/closing of your account directly with CITY OF JOHANNESBURG. A Council pack will be emailed to you to enable you to make application.

Once the Deeds Office has updated the Land Information System showing that the property has been sold, STBB will engage with Council and apply for the commencement of the Change of Ownership.

During this stage, Council will continue to bill the seller's account. All charges will be transferred off the seller's account and onto the new account when the account is opened. It is imperative that neither the purchaser nor the seller pay any money into the seller's account after registration.

As soon as the seller's account has been closed and the purchaser's account is open and active, we can apply for any refund, if one is due to the seller, to be processed.

Council will pay all refunds into STBB's trust account. Refunds will be paid over to the seller when the funds reflect in our bank account.

We thank you for instructing us and look forward to being of assistance to you.

Kind regards,
STBB

TERMS AND CONDITIONS:

1. STBB will assist clients in opening/closing accounts and obtaining refunds, if one is due. We must, however, adhere to CITY OF JOHANNESBURG's internal policies and procedures (which change from time to time without notification). This supersedes any desired outcomes you might have and we cannot be held liable for any processing errors done by Council. STBB will aim to resolve all work and queries as quickly as possible.
2. STBB will charge the applicable fee to your account before any work is started or submitted to Council.
3. CITY OF JOHANNESBURG: We will endeavour to provide feedback when progress has been received on matters, alternatively every 2–4 weeks. The process for opening or closing an account at CITY OF JOHANNESBURG can take between 2–6 months, depending on all internal processes at Council running smoothly. Please note that once the account has been closed, we can then apply for a refund and this can be a lengthy process. All refunds are released to the transferring attorneys' trust account.
4. An application for a refund (if any) is requested once the account has been finalised up to the date of registration. This can take between 60–90 days for the payment to be released to the transferring attorneys.
5. Council only takes the date of transfer into account when attending to the opening and closing of an account. NO other date will be considered. If occupation is given prior to or after this date, the consumption charges must be recovered directly between the purchaser and seller.

Please note: No monies should be paid into CITY OF JOHANNESBURG accounts after the clearance figures have been paid or registration has taken place, as this will delay any refund due to the seller.

6. NEW OWNERS must NOT make any payment into a previous owner's CITY OF JOHANNESBURG account. All charges billed during the Change of Ownership process will be transferred onto the new account when it is opened i.e. from the date of registration onwards.

We suggest you retain an amount between:

R5 000.00 – R10 000.00 for free-standing properties; and

R1 500.00 – R2 500.00 for flats or units in a complex per month until such time as you have received your first account from CITY OF JOHANNESBURG.

7. STBB cannot be held responsible for any incorrect capturing at CITY OF JOHANNESBURG of personal information and/or addresses. Should there be any incorrect capturing on their system, an additional fee of R1 50.00 will be charged to rectify the error, as all correct information has been provided to CITY OF JOHANNESBURG.
8. Kindly note that CITY OF JOHANNESBURG does not pay out refunds if the amount is less than R300.00, in accordance with their policies.
9. STBB will not be liable for billing errors/reversals of any utilities or services and back-dated accounts processed by CITY OF JOHANNESBURG. In the event of this happening, kindly contact CITY OF JOHANNESBURG directly as our mandate is to open and/or close your account.

FEES:

Council pack only	R632.50 incl. VAT
To open a new CoJ account	R1 265.00 incl. VAT
To close a CoJ account	R1 265.00 incl. VAT

THE PROCESS AND GENERAL TIMELINES FOR SELLERS:

- The first step in the process is that the Deeds Office needs to update the Land Information System (LIS) to record that you have sold the property. This takes about 10 weeks, from the date of registration, to be updated.
- Once the update has been completed, we can start the process and apply for the Change of Ownership at CoJ. The Change of Ownership is where CoJ simultaneously closes the seller's account and open an account for the new owner of the property. Processing takes approximately 4–6 weeks from the date of application.
- During this time, Council will continue to bill all charges to your municipal account. Please DO NOT pay any money into your account and DO NOT allow the new owner to pay into your account either. Any payment made into your account after registration will delay and compromise the Change of Ownership process.
- When the new owner's account has been opened, Council will move all charges, from the date of registration, off your account and onto the new owner's account for payment.
- A recon will be done on your account and your deposit released to establish if a refund is due to you. Should there be a credit on your account, we will apply for the refund at this time.
- Refunds take several weeks to be processed and it can be a lengthy wait for our sellers.
- Once approved and released, all refunds are paid into STBB's Trust Account. Your refund will be paid to you from this account once it reflects.

We must emphasise that it is not our responsibility to enter into billing disputes with Council following registration. Our mandate is to open/close CoJ accounts and apply for a refund, should one be due to the seller after the Change of Ownership has been finalised.

THE PROCESS AND GENERAL TIMELINES FOR PURCHASERS:

- The first step in the process is that the Deeds Office needs to update the Land Information System (LIS) to reflect that you are the new owner of the property. This takes about 10 weeks, from the date of registration, to be updated.
- Once the update has been completed, we can start the process and apply for the Change of Ownership at CoJ. The Change of Ownership is where CoJ simultaneously closes the seller's account and opens an account for the new owner of the property. Processing takes 4–6 weeks from the date of application.
- During this time, Council will continue to bill all charges to the seller's municipal account. Please DO NOT pay any money into the seller's account. Any payment made into the seller's account after registration will delay and compromise the Change of Ownership process.
- When your new account has been opened, Council will move all charges, from the date of registration, off the seller's account and onto your new account for payment.
- Your new account details i.e. account number and PIN code will be emailed to you once the new account has been opened.
- We will also ensure that your email and contact number have been loaded onto the database, ensuring that you receive your monthly bills via email.

We must emphasise that it is not our responsibility to enter into billing disputes with Council following registration. Our mandate is to open/close CoJ accounts and apply for a refund, should one be due to the seller after the Change of Ownership has been finalised.

CITY OF JOHANNESBURG

PROXY

To Whom It May Concern,

STBB Attorneys do hereby confirm that we have been instructed by the following client/s to act on their behalf.

I/We, the undersigned,

Name/s: _____

Identity Number/s: _____

Of _____

(Property Details)

Email: _____

Mobile Number: _____

Do hereby appoint, _____, from **STBB** with the power of substitution to be my/our representative before **CITY OF JOHANNESBURG** to open/close my/our account and process any refund on the abovementioned property/ies on my/our behalf.

By signing this Proxy, you confirm that you have received, read and accepted the STBB Terms and Conditions attached hereto. In addition, you authorise STBB to retain the fee of ~~R550.00~~ exclusive of VAT in order for us to attend to the service/s.

R1 265.00 (incl. VAT)

Signature/s

Date