



COLLAB CITIZEN APP

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The Collab Citizen app allows users to log and track service requests, report faults, and receive notifications

Q	A
<u>RATES DEPARTMENT</u>	
1. What is an SRA levy and who has to pay?	A Special Rating Area (SRA) refers to a clearly defined geographical area, approved by the Overstrand Municipality, in which property owners can raise levies to fund 'top up' services for that specific area. There are currently three Special Rating Areas in the Overstrand Municipality, i.e Kleinmond SRA, Onrus/Vermont SRA and Hermanus SRA.
2. Can the Municipality adjust property rates during a financial year?	Yes, property rates may be adjusted during a financial year as consequence of a supplementary valuation on the property in terms of section 78(1) of the Municipal Property Rates Act (Act 6 of 2004).
3. I own a vacant property, why am I paying for services?	In addition to property rates, availability charges are also levied on vacant properties. These charges are based on cost recovery for the various municipal services that are available to property owners. The municipality incurs cost for providing the infrastructure and bulk services capacity for all properties including vacant properties. The availability fees for the respective municipal services are therefore payable to recover the fixed cost in respect of the availability of the services to the vacant properties.
<u>CLIENT SERVICES</u>	
4. How do I open a Municipal Account in my name after purchasing a property?	Complete Application and Agreement for Municipal Services form. Submit copies of all owner's ID's if property is registered in a private person/s name. If the property is registered in a Trust or Company, a copy of the registration certificate and copies of all responsible person/s ID documents is required. A reconnection fee is payable as per approved tariffs. The fee is payable with immediate.

5.	How do I close my Municipal Account after selling a property?	Complete the Disconnection Application form. Form should be signed by all owners of the property. Attach proof of not older than 3 months verified banking details (i.e. E-Stamped, Bank Verification letter). If registered in a Business or Trust, Proof of directorship or Authorisation letter from Registered Trustees must be attached. If the name of Banking Details differs, a Resolution Letter from the owner/s, Business, Trustees must be attached.
6.	When will I receive my monthly Municipal Account?	Monthly Municipal Accounts are sent either via email and/or MMS. Please provide us with valid email addresses and/or mobile numbers to ensure prompt delivery. The emails are sent from statements@billit.co.za and can both emails and MMS's can be expected between the 27 th and the 30/31 st of each month.
7.	Why is my account so high?	<p>All residents are charged the same tariffs. Rates and Water and Electricity consumption elevates municipal accounts. Rates are calculated from the property Valuation. The higher your property is valued at, the higher the property rates are. The more water and electricity are used, the higher your bill.</p> <p>Various reasons may contribute to a high account, for example:</p> <ul style="list-style-type: none"> • Increase water and electricity usage. • Billing of sewer tanker charge. • Account period might be longer than 30 days. <p>Please contact Client Services at 028 313 8000 to determine the actual reason for the high account.</p>
8.	Why are Admin and Penalty Fees charged to my account?	Penalty and Admin fees are charged to overdue accounts. Payments of Municipal Accounts are due on or before the 20 th of each month.
9.	What are Basic Fees?	The Basic monthly charge is to cover the costs of keeping you connected to the network. This fee goes toward maintaining your service connection, paying back the Capital invested, covering salaries and wages, as well as any other costs. All erven in the Overstrand area pays Basic monthly charges for services so that costs are distributed fairly between all consumers.
10.	How do I claim a refund of a credit on my closed account?	Provide us with confirmed Banking details not older than 3 months with your request for refund. If the property was registered to more than one person, approval must be given from all owners permitting refund to take place to given Bank Account.
11.	Should I continue paying even though I have a query on the account?	Yes, you should pay at least what you think the monthly debit amount should be, as you are still consuming.
12.	Why was my arrears instalment plan deactivated?	It could be due to late payment or short payment.
13.	Is it possible to transfer credits from my one account to the other?	Yes, some documentation is required, but it is possible.

Metered Services

14.	How do I shut off the mains water supply?	The main tap (stopcock) to your property is the main isolating valve. This is what you turn off to stop the water supply when you need to fix a leak. It can be in the form of a stopcock, or a ball valve located on the pipe on your property between the meter and the house. Since the pipe is usually laid underground, it can develop underground leaks. Always keep the area around the stopcock clear and clean to ensure you have immediate access to it in the event you have to shut off the water supply to the house.
15.	Who is responsible for repairing leaks?	The owner or occupier is liable for repairs on the inside of property boundaries. When the meter is located inside the property boundary, the Municipality will repair the pipe up to the inlet side of the meter, and the meter itself. Please ensure that Overstrand Municipality staff has safe access to this pipe and the water meter.
16.	I have fixed all the leaks. Can I apply for any discount	Yes, Overstrand Municipality may, at its absolute discretion, provide a financial adjustment to the water rate tariff in accordance with the Overstrand Municipal Customer Care, Credit Control and Debt Collection Policy. A discount will be applicable on the excess sewer consumption charge as calculated. The water leakage discounted tariff will not be considered in the instance of irrigation systems. An application will only be regarded as a valid application if complete information and documentation as prescribed here is received.