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UPDATE



24-HOUR CALL CENTRE
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WATER AND SANITATION
012 358 2111

CUSTOMER CARE
012 358 9999

METRO POLICE
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2021/22 1ST EDITION



A Re Yeng now commutes to Menlyn area

Commuters who make use of the A Re Yeng bus service can now directly commute from the Pretoria CBD to Menlyn. The City of Tshwane has expanded its A Re Yeng bus operations to Menlyn, in the east of Tshwane, by means of Line 2B.

Passengers will board the bus using the existing Tshwane Bus Services kerbside bus stops that have an A Re Yeng pole installed next to them.

Revised schedules have been developed to optimise fleet availability, which includes revising low-demand services and schedules, as well as optimising routes.

Operating times are as follows:

Weekdays: 06:00 to 20:30
Weekends: 06:00 to 18:30



New commuters need to obtain a Connector card in order to board A Re Yeng buses. This card can be purchased from mobile kiosks, existing A Re Yeng stations and walk-in customer care centres in the Pretoria CBD (Sammy Marks and Church Square).

Current commuters will be able to use their existing cards to access the A Re Yeng operations to Menlyn. There will be a mobile kiosk at Menlyn Park Shopping Centre and Menlyn Maine.

Menlyn route from Hatfield

From Hatfield, the route to Menlyn will start at Loftus Versfeld Station on Lynnwood Road towards the east. The bus will proceed east on Lynnwood Road and turn right into Atterbury Road. It will proceed on Atterbury Road and turn right in a clockwise directional sequence into January Masilela Drive, then right into Aramist Avenue, and right into Lois Avenue. From Lois Avenue, the bus will then proceed back to Atterbury Road.

The forward kerbside bus stops are as follows:

Tshwane Bus Services bus stop name	Street name	Next crossing street
Lynnwood O-3	Lynnwood Road	Hay Street
Lynnwood O-6	Lynnwood Road	Pienaar Drive
Lynnwood O-7	Lynnwood Road	Ox Street
Lynnwood O-8	Lynnwood Road	Lower Terrace Road
Atterbury O-2	Atterbury Road	11 th Street
Atterbury O-6	Atterbury Road	23 rd Street
Atterbury O-9	Atterbury Road	Access to BP garage
Atterbury O-10	Atterbury Road	Lois Avenue
Dallas	Atterbury Road	January Masilela Drive
Sun Times Square	Aramist Avenue	Lois Avenue
Lois I-9	Lois Avenue	Atterbury Road



On the return trip, the bus will proceed from Atterbury Road, turn left into Lynnwood Road and proceed to Loftus Versfeld Station.



The return kerbside bus stops are as follows:

Tshwane Bus Services bus stop name	Street name	Next crossing street
Atterbury I-4	Atterbury Road	N1 (national road)
Atterbury I-5	Atterbury Road	Justice Mahomed Street
Atterbury I-8	Atterbury Road	The Village Road
Atterbury I-11	Atterbury Road	Lynnwood Road
Lynnwood I-9	Lynnwood Road	King's Highway
Lynnwood I-10	Lynnwood Road	Brooklyn Road
Lynnwood I-13	Lynnwood Road	Jan Shoba Street
Lynnwood I-16	Lynnwood Road	University Road



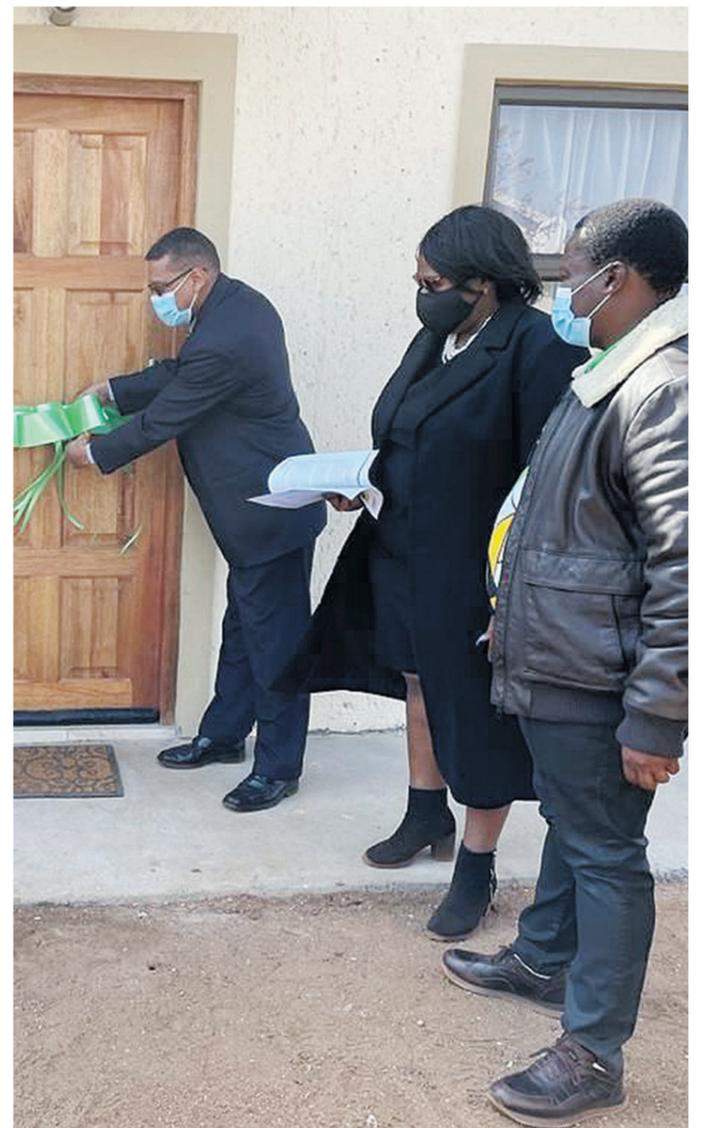
Embracing partnerships that support the work of the City



The city of Tshwane, in partnership with Nissan SA and Habitat for Humanity South Africa, handed over 24 houses to families in Ga-Rankuwa during August 2021. The handover ceremony was held at the Nissan Development Area, Ga-Rankuwa Ext 10. The project aims to improve the social condition of deserving beneficiaries by assisting a total of 200 families in gaining access to housing opportunities that will allow individuals and the Ga-Rankuwa community to thrive and live dignified lives. This initiative started in 2011

“The project aims to improve the social conditions of deserving beneficiaries”

when Nissan SA approached the City to request to be allocated serviced stands on which it would construct 200 houses for families living near Nissan SA in Rosslyn as part of its corporate social responsibility. The City contributed to the project by providing serviced land and ensured that each house was connected to services, such as water and electricity. This partnership with Nissan SA and Habitat for Humanity is a humanitarian collaboration with various stakeholders coming together for one common goal of providing housing to underprivileged members of the society.



Women build houses for their vulnerable sisters

A group of women volunteered their time to build houses for destitute families headed by women in Ga-Rankuwa Ext 10. These hard-working and motivated women prepared the construction sites, poured foundations, constructed external and internal walls, mixed cement, moved blocks, plastered walls and cleared the site after completion. The crew leaders are unemployed community

members who are trained by Habitat for Humanity and are given a stipend for their services. Crew leaders are available throughout the week, and community members and builders are encouraged to interact with them. This Women’s Build project was made possible by the City of Tshwane in partnership with Nissan, Nedbank and Habitat for Humanity.

We maintain direct engagement with our Tshwane residents through digital media

Thanks to the Virtual Outreach Programme Tshwane residents can sort out their municipal account issues after hours. This programme allows residents to access City account consultants via Zoom.

The programme aims to assist residents whose accounts are in arrears to conclude settlements and set up monthly repayment arrangements. Those who are unable but willing to pay will be informed of the various options available to them.

Due to the COVID-19 pandemic, the City embarked on this programme as an effort to accommodate residents who prefer face-to-face communication through a digital platform rather than via telephone.

“Customers must pay the monies they owe to ensure quality service delivery”

The virtual outreach service via Zoom comprises virtual account consultants serving as hosts, where each host is issued with a passcode and unique Meeting ID for customers to connect with a host. The automated system also enables residents to share a screen view with their host. When logging in on Zoom, the passcode will place a customer in the queue for assistance. The host will then accept the customer and the customer will automatically be connected to share a screen view with the host. Customers should have their account numbers at hand when logging in on the Zoom platform.

Since an interpersonal communication network will be active, the customer will be required to submit his/her account number and any other attachments, such as a photo of the electricity and/or water meter reading to enable immediate correction of the account, where necessary. It is essential that customers pay the monies they owe to the City to ensure quality service delivery. The City needs to collect revenue to maintain, fix and upgrade services to the residents of Tshwane.



The current virtual outreach focuses on the following services:

- Account and billing queries, and corrections of estimations
- Credit control and assistance with repayment arrangements
- Repairs of water leakages and faulty electricity meters
- Property rates queries
- Indigent-related queries and registration

Do the right thing and pay your municipal account



Avoid credit control actions and debt collection measures by paying your municipal account in full and on time at any approved internal pay point or third-party pay point.

Pay at any City of Tshwane customer care walk-in centre, through e-Tshwane, or at the Post Office, Pick n Pay, Usave, OK, Spar, Boxer, Caltex, BP, EP kiosks, Investec, MTN, FNB, Absa, Nedbank, Standard Bank, Shoprite or Checkers. You can also pay via electronic funds transfer.

If your account was not paid on time and in full, and your services have been disconnected, you will have to pay a reconnection fee. Your services will only be reconnected once your account has been paid.

People who are experiencing financial challenges are encouraged to request payment arrangements by email at creditcontrol@tshwane.gov.za or by visiting the nearest City of Tshwane customer care walk-in centre.



www.tshwane.gov.za



The COVID-19 vaccine assists your body to fight off the virus



The City of Tshwane pleads with Tshwane residents to get vaccinated against COVID-19. The safety and well-being of our residents are important, and we appeal to our residents – young and old – to vaccinate. If most of our residents get vaccinated, it will lead to herd immunity in our communities. Herd immunity occurs when a high percentage of the population is vaccinated, ensuring reduced infections and ultimately halting the disease from spreading. Vaccines save millions of lives each year. Vaccines work by training and preparing the body's natural resistance – the immune system – to recognise and fight off the viruses and bacteria they target. After vaccination, if the body is later exposed to those disease-causing germs, the body is immediately ready to destroy them, preventing illness. There are several safe and effective vaccines that prevent people from getting seriously ill or dying from COVID-19. Approved COVID-19 vaccines provide a high degree of protection against getting seriously ill and dying from the disease, although no vaccine is 100% protective.

As of 3 June 2021, the World Health Organization has evaluated that the following vaccines against COVID-19 have met the necessary criteria for safety and efficacy:

- AstraZeneca/Oxford vaccine
- Johnson & Johnson
- Moderna
- Pfizer/BioNTech
- Sinopharm
- Sinovac

1 How COVID-19 vaccines work
COVID-19 vaccines help our bodies develop immunity to the virus that causes COVID-19 without us having to get the illness.

Different types of vaccines work in different ways to offer protection. But with all types of vaccines, the body is left with a supply of "memory" T-lymphocytes as well as B-lymphocytes that will remember how to fight that virus in the future. It typically takes a few weeks after vaccination for the body to produce T-lymphocytes and B-lymphocytes. Therefore, it is possible that a person could be infected with the virus that causes COVID-19 just before or just after vaccination and then get sick because the vaccine did not have enough time to provide protection. Sometimes after vaccination the process of building immunity can cause symptoms, such as fever. These symptoms are normal and are signs that the body is building immunity.

2 Who should get vaccinated?
The COVID-19 vaccines are safe for most people 18 years and older, including those with pre-existing conditions of any kind, including autoimmune disorders. These conditions include hypertension, diabetes, asthma, pulmonary, liver and kidney disease, as well as chronic infections that are stable and controlled.

3 Should I get tested for COVID-19 before taking the vaccine?

No, you do not need to test for COVID-19 infection before receiving the vaccine. If a person is feeling sick or has been in close contact with someone who has tested positive for COVID-19, it is better to wait for 30 days after recovery or after a ten-day quarantine has been completed.

4 If I have had confirmed COVID-19 infection, should I be vaccinated?

Yes. There is good evidence to show that persons who have antibodies to SARS-CoV-2 after infection will develop stronger immune responses to SARS-CoV-2 after vaccination. Evidence has shown that some people with mild or asymptomatic SARS-CoV-2 do not develop strong antibody responses. Therefore, vaccination after COVID-19 infection is a way to strengthen our immune responses and further reduce our chances of getting COVID-19.

5 Why should you wait for 30 days after recovering from COVID-19 to be vaccinated?

The natural immune response to COVID-19 will be boosted through vaccination. Having at least 30 days between infection and vaccination would lead to an enhanced boosting of immunity.

6 Can a SARS-CoV-2 vaccine give me COVID-19 infection?

No. When a COVID-19 vaccine is injected into the shoulder muscle, the vaccine contains only a small part of the SARS-CoV-2 virus, the "spike protein gene". This piece of the gene cannot replicate (grow) on its own, nor can it cause damage to the lungs that an infection with the SARS-CoV-2 virus causes. It is biologically impossible for a vaccine to give a person COVID-19 infection.

If a person develops COVID-19 infection within seven to ten days after receiving the vaccine, this means that the person was exposed to SARS-CoV-2 before receiving the vaccine, and that they were in the incubation (window) period.

7 Can chronic medication affect vaccine efficacy?

From what we know about how vaccines work, the chance of a negative reaction between the vaccine and any medication is very small. Taking medication is not a reason to delay getting the COVID-19 vaccine. Individuals with chronic medical conditions are at high risk of developing severe COVID-19 and will benefit from the vaccine, which will decrease the risk of severe disease. Oral anti-inflammatory or immunosuppressant medications, like cortisone, might interfere with vaccination and make it less effective.

8 What should I do and expect after getting vaccinated?

Stay at the place where you got vaccinated for at least 15 minutes afterwards, just in case you have an unusual reaction so health workers can help you. Check when you should come in for a second dose, if needed. Most of the vaccines available are two-dose vaccines. Check with your care provider whether you need to get a second dose and when you should get it. Second doses help boost the immune response and strengthen immunity. In most cases, minor side effects are normal. Common side effects after vaccination, which indicate that a person's body is building protection to COVID-19 infection, include the following:

- Arm soreness
- Mild fever
- Tiredness
- Headaches
- Muscle or joint aches



Contact your care provider if there is redness or tenderness (pain) where you got the shot that increases after 24 hours, or if side effects do not go away after a few days.

If you experience an immediate severe allergic reaction to a first dose of the COVID-19 vaccine, you should not receive additional doses of the vaccine. It is extremely rare for severe health reactions to be directly caused by vaccines.

Taking painkillers, such as paracetamol, before receiving the COVID-19 vaccine to prevent side effects is not recommended. This is because it is not known how painkillers may affect how well the vaccine works.

However, you may take paracetamol or other painkillers if you do develop side effects such as pain, fever, headache or muscle aches after vaccination.

City of Tshwane fights COVID-19 in hotspot wards

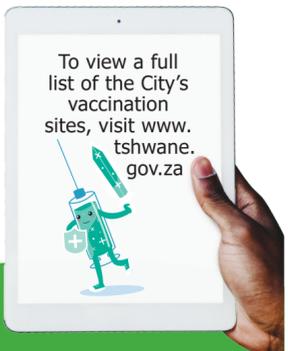


Our COVID-19 Outreach Team visits hotspot areas in Tshwane to screen and test people for COVID-19.

The following services are also rendered:

- Conducting HIV testing
- Monitoring blood pressure
- Distributing condoms
- Issuing chronic medication
- Making referrals to the nearest health facility

We now also administer vaccinations



City donates PPE to informal waste recyclers

Almost 300 informal waste recyclers were supplied with personal protective equipment (PPE) at several City-owned buy-back centres. This included the Atteridgeville, Stinkwater, Ga-Rankuwa and Hammanskraal Buy-back Centres, as well as the Soshanguve and Hatherley Landfill Sites. The donation event took place through a successful partnership between the City of Tshwane and the Department of Forestry, Fisheries and Environment.

During the hard national lockdown, informal waste recyclers were not regarded as essential workers. This is what motivated the donation. The PPE packages comprised one set of work overalls, one pair of gloves and two masks. The equipment is part of the Department of Forestry, Fisheries and Environment COVID-19 Relief Fund package.

Informal waste recyclers collect reusable and recyclable materials

to generate income and to keep the environment clean. For many informal waste recyclers this is their only source of income and requires long, physically demanding hours on the streets to collect recyclables and convey these to their nearest buy-back locations.

Reclaimed materials are then sold to buy-back centres and other collection companies, who in turn sell it to recycling companies that reprocess the material for input into manufacturing.

Recycling is an important part of waste management in South Africa and Tshwane. Recognising the value of informal waste recyclers is part of the process of finalising our Waste Management By-law and Recycling Policy to incorporate waste pickers into the waste management stream, thus ensuring further sustainability in this sector.

Locations and operating hours of City buy-back centres:

FACILITY NAME	ADDRESS	OPERATING HOURS
Atteridgeville Buy-back Centre	Cnr Mmale Street and Schur-veberg Road, Atteridgeville	08:00 to 16:00 Monday to Friday
Stinkwater Buy-back Centre	Stand 2640, Molefe Makinta Highway, Stinkwater	08:00 to 16:00 Monday to Friday
Hammanskraal Buy-back Centre	230 Bleriot Street, Hammanskraal (Next to Tshwane Metro Police Department)	08:00 to 16:00 Monday to Friday

For more information, please contact 012 358 1351/8801.



Toropokgolo e neelana ka didirišwa tša tšhireletšo ya mmele go badiriši ba dilahlwa ka lefsa ba mebileng



Badiriši ba dilahlwa ka lefsa bao batamela 300 ba mebileng ba abetšwe didirišwa tša tšhireletšo ya mmele (PPE) disenthareng tše mmalwa tša go reka dilahlwa tša go laolwa ke Toropokgolo. Tšona di akaretša disenthara tša go reka dilahlwa gola Atteridgeville, Stinkwater, Ga-Rankuwa le Hammanskraal, gotee le Mafelo a Bolahladitlakala a Soshanguve le Hatherley. Tiragalo ye ya neelano e dirilwe ka tšhomišanommogo ye atlegilego magareng ga Toropokgolo ya Tshwane le Kgoro ya Kagodithokgwa, Boreahlaphi le Tikologo.

Ka nako ya kiletšo ya bosetšhaba ya mesepelo ya maemo a godimo, badiriši ba dilahlwa ka lefsa ba mebileng ba be ba sa tšewe bjalo ka bašomedi ba bohlokwa. Se ke sona se hlohleditšego neelano ye. Diphuthelwana tše tša di-PPE di phuthetšwe sete ye tee ya dioborolo tša go šoma, phere ye tee ya ditelafo le dimaseke tše pedi. Didirišwa tše ke karolo ya Sekhwama sa Kimollo ya COVID-19 sa Kgoro ya Kagodithokgwa, Boreahlaphi le Tikologo.

MMC wa Tikologo le Taolo ya Temo, Mokhanselara Dana Wannenburg, o boletše gore badiriši ba dilahlwa ka lefsa ba mebileng ba topa dimatheriale tšego di ka dirišwago gape le tšego di ka bušwago tša šoma ka lefsa go itirela letseno le go dira gore tikologo e dule e hlwekile. Go badiriši ba dilahlwa ka lefsa

ba mebileng ba bantši, wo ke ona mothopo o le noši wa go ba tsenyetša letseno ebile ona mošomo wo o nyaka gore motho a dule a le gona nako ye telele mebileng go topa dilahlwa tšego di ka šomišwago ka lefsa le go di iša lefelong la kgauswi le yena la go reka dilahlwa tšego.

Dimatheriale tšego di kgobokeditšwego di rekišetšwa disenthara tšego di ka di rekago le dikhamphani tše dingwe tša go kgoboketša dilahlwa, gomme ka morago tša rekišetšwa dikhamphani tša go di šomiša ka lefsa tšego di šilago matheriale wo gore o kgone go

dirišwa ge go hlanguwa tše dingwe.

Tšhomišogape ya tšona ke karolo ye bohlokwa ya taolo ya dilahlwa ka mo Afrika Borwa le mo Tshwane. Go lemoga mohola wa badiriši ba dilahlwa ka lefsa ba mebileng ke karolo ya tshepedišo ya go ruma Molawana wa rena wa Taolo ya Dilahlwa le Pholisi ya Tšhomišogape ya Dilahlwa akaretša bao ba topago ditlakala mebileng ka gare ga sehlopha sa taolo ya dilahlwa, go netefatša gore lefapha le le swarelela nako ye telele goya pele.

Mafelo le dinako tša mošomo tša Disenthara tša go Reka Dilahlwa.

LEINA LA LEFELO	ATERESE	DINAKO TŠA MOŠOMO
Atteridgeville Buy-back Centre	Sekhutlong sa Mmale Street le Schurveberg Road, Atteridgeville	08:00 go fihla ka 16:00 Mošupologo go fihla Labohlano
Stinkwater Buy-back Centre	Stand 2640, Molefe Makinta Highway, Stinkwater	08:00 go fihla ka 16:00 Mošupologo go fihla Labohlano
Hammanskraal Buy-back Centre	230 Bleriot Street, Hammanskraal (Kgauswi le Kgoro ya Maphodisa a Mmasepala wa Tshwane)	08:00 go fihla ka 16:00 Mošupologo go fihla Labohlano

Go hwetša tshedimošo ka botlalo, founela 012 358 1351/8801.



How to report the non-collection of waste

Send an email to zodwamh@tshwane.gov.za and customercare@tshwane.gov.za.

Please include the following in the email:

- Subject keyword: Bins not lifted
- Customer or account holder full name and surname, as reflected on municipal account
- Full street name, street number, suburb and region
- Contact number and email address
- Date not lifted
- Municipal account number

Bins that have not been lifted must be reported within 24 hours of not being lifted, otherwise bins will only be emptied on the next weekly scheduled date.



Remember to #reduce #reuse #recycle

Stable. Safe. Delivers

www.tshwane.gov.za



Uplifting schools with the right technological support

A computer laboratory is important in every school to enhance scientific and technological research, and the invention capacity of learners.

Easy access to the internet means instant access to information, allowing learners to conduct independent research right in the classroom.

Using technology can also greatly enhance learners' learning of math and science concepts.

It is for this reason that the City of Tshwane contributed to a new computer lab at Patogeng Primary School in Atteridgeville. The school received 20 computers with access to Wi-Fi as part of the City's social investment initiative to bring much-needed technological enhancement to disadvantaged schools.

While it is not the job of local government to upgrade and maintain schools, the City of Tshwane feels that it is important that we lead by example and uplift our schools with the right technological support.

It is important that we invest in **It is important that we invest in the digital upskilling of learners at a young age**

the digital upskilling of learners at a young age, so that they can learn future skills that will meet the needs of society and labour markets.

We need to see these young learners develop their own South African Facebook and Twitter, but to do that they need access to

resources.

Education has always been a vehicle to lift one out of poverty, and when one ultimately obtains it, no person can take it away from one.

It is disheartening to see the theft of equipment meant to aid learners and the vandalism of school infrastructure.

The City pleads with residents to protect our schools because these schools symbolise hope in that someday we will escape poverty and inequality.

Residents can report any crime anonymously to the Tshwane Metro Police Department 24-hour line, 012 358 7095/7096, or on 012 323 0035/0036.

Alternatively, report crime to the South African Police Service by calling 08600 10111 or 10111.



Non-permitted land use creates social and health problems

Land use management is very important for the social, environmental and economic development of Tshwane communities. Careful consideration goes into the development planning of Tshwane and the Economic Development and Spatial Planning Department has zoning regulations in place to organise and control where and how development takes place.

Without policies and regulations in place, industrial operations could operate right next to residential homes without consideration of how these operations would affect the social, health and economic well-being of residents. It could lead to air and noise pollution, increased traffic and reduced value of residential properties.

The City of Tshwane relies on the cooperation of residents to report non-permitted land uses in terms of its Town-planning Scheme.

Contravention happens when a property owner illegally uses his/her land or property for other purposes than what the zoning rights allow on the property.

For instance, a property that is zoned as Residential 1 should be used for a family dwelling house only and not for business-related uses, such as a commune or guest house. Consent use approval should be obtained to operate a legal land use in terms of zoning regulations. A town planner can be appointed to assist property owners in this regard.

Once the City of Tshwane has been notified of a contravention, a development compliance officer will be assigned to investigate the

alleged contravention.

If a contravention is confirmed, a contravention notice is served on the owner to cease all illegal activity within 28 days.

The matter is then passed to the Municipal Courts of the City of Tshwane to take legal action to force the property owner to cease the illegal activity or to comply with the zoning regulations.

Contraveners of a land use policy or town-planning scheme can be charged with contravening the Property Rates Policy or according to the City's applicable by-laws.

In order to bring a suspected land use or town planning contravention to the attention of the City of Tshwane for investigation, residents must provide the following:

1. The erf number and/or street address of the contravening property.
2. The suburb where the contravening property is located
3. The information must be sent to landusecontraventions@tshwane.gov.za. Land use contraventions can be reported anonymously if the complainant does not want his/her identity revealed. All valid complaints will be dealt with in terms of an established law enforcement process.

SAFEGUARD
your money!
Only transact via
approved municipal
pay points and vendors.

080 874 9263

WWW.TSHWANE.GOV.ZA



012 358 9999 • customer@tshwane.gov.za



UPDATE



SAFEGUARD OUR CITY'S ELECTRICITY ASSETS

Don't allow people to dig in your area without proof of identification and be suspicious when people hang around substations.

Report any suspicious behaviour or digging to 012 358 7095/6. You can also contact your local ward councillor, the Community Policing Forum (CPF) in your area or the nearest police station.

www.tshwane.gov.za



Love the city you are in!

Celebrate spring with friends and family, and memorialise your fun with our picture-perfect tourist attractions.

Tshwane has some great, affordable and fun options for the whole family. From family-friendly venues to playgrounds and wildlife, there is so much to beat the outing blues!

When you visit Tshwane there are many beautiful places to visit and to relax outdoors. You can camp, fish and watch animals at our many resorts.

We love our city, so explore Tshwane and visit the gems that make us a unique capture. There are a variety of leisure facilities, such as resorts, nature reserves, and arts, culture and heritage sites to choose from.

Do not hesitate to visit our website,

www.tshwane.gov.za, for more information.

On the landing page, scroll down to the Explore Tshwane tab and see what suits your mood and taste. All facilities can be used and visited with certain restrictions, so be COVID-19 smart! Before you go somewhere for an outing, ensure that you get all the information and know what is expected from you. When visiting our facilities make sure that you have lots and lots of fun and memories to share!

Local is lekker! Let's do Tshwane tourism! We wish everyone joyful and safe outings, and encourage people to support the local tourism sector.



Adhere to the water restrictions in Tshwane.

No watering or irrigating gardens with hosepipes or sprinkler systems between 06:00 and 18:00.



No washing of vehicles with hosepipes.



No filling of swimming pools.

BE WATER WISE
REUSE IT
CONSERVE IT



Contact the Tshwane Update team

Letters to the Editor

Physical address:
Tshwane House, 320
Madiba Street,
Pretoria Central

Submit your letter to
tshwaneupdate@tshwane.gov.za

Pensioners' rebate on property rates

We have received many letters regarding the pensioners' rebate on property rates. Please find the relevant information below to assist you.

People who can apply for a rebate on property rates must be registered property owners who are –

- 60 years and older;
- disability grantees; and/or
- people who were medically boarded.

This is not an automatic rebate and should be applied for annually. Application forms for the pensioners' rebate on property rates are available from any City of Tshwane office or the City of Tshwane website.

The following criteria must be met:

- 1 The applicant must**
 - be the registered owner of the property;
 - be 60 years of age or older upon application;
 - submit a certified copy of a valid identity document as proof of his/her age;
 - submit proof of his/her monthly income from all sources, including the income of his/her spouse;
 - not receive an indigent assessment rates rebate; and
 - provide medical proof of disability and/or a certificate by a medical officer of health.

- 2 The applicant's account must be paid in full or, if not, an arrangement to pay the debt must be in place.**

- 3 The property concerned must**
 - consist of one dwelling, and no part thereof must be sublet or occupied by anyone other than the applicant and his/her spouse, if any, and dependants without income, if any; and
 - be categorised as residential.

The pensioners' rebate on property rates is levied only for one financial year, which means beneficiaries must apply at the beginning of every financial year.

The pensioners' rebate on property rates will terminate in the following instances:

- Death of the applicant
- Alienation of the property
- When the applicant ceases to reside permanently on the property
- On 30 June of each year (you have to re-apply every year at the end of June)

For more enquiries on this programme, send an email to pensionersrebate@tshwane.gov.za

