



POLICY DOCUMENT

INDIGENT POLICY



Approved – Resolution 11979

POLICY REVIEW COMMITTEE (26) : 15.05.2017
POLICY WORKSHOP FOR COUNCILLORS : 04.10.2017
U M C : 21.11.2017

(S80) PORTFOLIO: FINANCIAL SERVICES (243) :
E C :

30.05.2017
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PREAMBLE

In terms of section 74 of the Local Government Municipal Systems Act 2000, a municipal council (hereinafter referred to as the council) must adopt and implement a tariff policy. In terms of section 74(i) of the Act in adopting a tariff policy, the council should at least take into consideration the extent of subsidization of tariffs for poor households.

Arising from the above, the council needs to approve an indigent support policy. The indigent support policy must provide procedures and guidelines for the subsidization of basic services and tariff charges to its indigent households.

WHEREAS the Council has committed itself to render a basic level of services necessary to ensure an acceptable and reasonable quality of life for all its residents which takes into account health and environmental considerations

WHEREAS the Council has committed itself to charge for the rendering of basic services in a manner that ensures all residents can afford for such services and to ensure that for those consumers who are indigent and poor, services are free and subsidized;

WHEREAS Council needs to have an approved Indigent Support Policy .

WHEREAS such policy must provide procedures and guidelines for the provision of free services beyond the relief already provided by Councils universal relief for free and subsidised services contained in the Rates and Tariff Policies, specifically for a category of consumers who are classified as indigent.

NOW THEREFORE the Council of uMhlathuze Municipality has adopted the Indigent Support Policy set out hereunder: -

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1. PURPOSE

The purpose of this policy is to ensure compliance with the provisions of Section 96(b) of the Municipal Systems Act, Act 32 of 2000 and that a register is compiled of all indigent households within the municipal area and that all registered indigent households have access to basic municipal services and that they receive dedicated financial assistance with their municipal service levies and arrears on the municipal accounts of the properties on which they reside.

2. PRINCIPLES

- 2.1 The review, approval and application of this Policy represent the reasonable measures within available **resources**, taken by the municipality in pursuance of the said constitutional obligations.
- 2.2 The aforementioned should therefore not be viewed in isolation of measures taken by other spheres of government as part of an integrated national poverty alleviation strategy, such as social grants, free primary health care, housing, etc.
- 2.3 The primary purpose with this revision is to ensure that provision is made for households that have to consume more services than the free services already provided in the Rates and Tariff Policies, but who cannot pay for such additional usage;
- 2.4 Indigent debtors should have access to basic services in terms of the South African Constitution, hence those services delivered by this municipality, which are regarded, as being basic to the indigent, must be described in this policy. It is critically important to note that this Council has expanded its definition of basic services to be inclusive of Property Rates for the purposes of this Policy;
- 2.5 To ensure that all applicants make a full disclosure upon completion of application forms for indigent registration. For this purpose, the criteria for the identification of indigent households must be clear and transparent;
- 2.6 Indigent debtors are mostly not able to fully meet their obligations for services consumed and property taxes on their monthly accounts; hence this policy must provide guidelines on affordability of tariffs for property tax and services for indigent debtors
- 2.7 This policy will also provide guidelines on how to deal with the historic arrears of newly registered indigents.
- 2.8 This policy will address the municipal accounts of households of a deceased estate without a formalized indigency status.
- 2.9 The consumption of metered services by indigent debtors must be maintained at lowered levels to increase affordability of charges on the municipal accounts of the properties on which they reside, hence this policy will provide guidance on technical aspects of the delivery of such services.
- 2.10 The indigent register will be published in a format determined by the Chief Financial Officer

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- 2.11 Facilitation of skills training and other education related programs should be attempted to develop the indigent to become self-sufficient and thereby reduce the rate of indigency.
- 2.12 Temporary employment in lieu of account payment may be considered for indigent households, should such job opportunities arise within the municipality.
- 2.13 Water supply to Indigent must be restricted to 6 kl per month.
- 2.14 Electricity supply to indigent households should be limited to a 20 amp circuit breaker and via a prepayment meter.

3. DEFINITIONS

“Basic Municipal Services” –

Basic Municipal Services means a municipal service, subsidized by the municipality that is necessary to ensure an acceptable and reasonable quality of life and if not provided, would endanger public health or safety or the environment. For the purposes of this policy basic municipal services refers to the following services supplied by the municipality plus property rates:

- I. Water and Sewerage;
- II. Electricity;
- III. Refuse Removal;
- IV. Housing Rental: Municipal Properties;
- V. Property Rates

“Free services”: means the extent of basic services including property rates which are provided to residents of the Municipality completely free of charges.

“subsidized services”:- means the discount provided to residents of the Municipality to the actual cost of basic services.

“cost of services”: - means the cost per unit of measure for residential consumers for basic services and rate in the rand for property rates, which are based on annual adopted MTREF. Units of measure are:

- Property Rates: Rates in the Rand of municipal property valuation;
- Electricity : Rands per Kilowatt hour;

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- Water: Rands per Kiloliter;
- Refuse: Rands per residential trolley bin;
- Sewage: Rands per kiloliter of water usage.

“Child headed households”-

Child headed households for the purposes of this policy refer to households headed by a person under the age of 18, who permanently resides at the address of the household.

“Deemed Indigent Household”-

Means individuals who live together in a single residential property and **require additional** basic services for free over and above that which they automatically qualify for in terms of the Free and Subsidized Services charges offered by the Rates and Tariff Policies.

“Affordability of services for an Indigent Household”-

Any household owning the property on which it resides, which is responsible for the payment of services and rates, earning a combined gross income equivalent to or less than two times the Government pension grant, as prescribed by the National Department of Social Development or in line with the National Indigence Framework issued by the Department Local Government (DLG), who qualify, according to the policy, for rebates/remissions or a services subsidy.

Examples hereof include social pensioners, the unemployed and child-headed families who are unable to fully meet their obligations for municipal services consumed and property taxes on their monthly accounts. Any other Government grants received by such households will not be considered as additional income.

Any household owning property or which has Ingonyama Trust rights to such property, but whose **domestic** (circumstances are of a nature where they have to consume more services than the free services provided in the Rates and Tariffs Policy and the household income can be clearly be measure as below *twice the Government Pension Grant, as prescribed by the National Department of Social Development or in line with the National Indigence Framework issued by the Department Local Government (DLG), who qualify, according to the policy, for rebates/remissions or a services subsidy. Examples hereof include social pensioners, the unemployed and child-headed families who are unable to fully meet their obligations for municipal services consumed and property taxes on their monthly accounts.*

Informal business activities and ownership of material possessions such as expensive material appliances, furniture and equipment etc will be considered as indigent triggers for the purposes of this Policy.

“Indigent Person”-

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for the purposes of this Municipalities Constitutional mandate will be a person responsible for the payment of services but who cannot afford to pay for such services.

“Social Package for Indigent Household”-

Social package means those municipal service delivery levels and financial benefits that the municipality can package together to the benefit of the qualifying residents who are captured on the Indigent Register for this Municipality.

“Tenant”-

Tenant in terms of this policy refers to a person residing on municipal owned property and who has a formal lease agreement with the municipality for housing purposes.

”Rural”-

Areas outside the formalized and the legislatively proclaimed township land and related suburbs.

4. EXCLUSIONS – REGISTERED INDIGENT HOUSEHOLDS

Indigent relief will NOT be granted where the applicant, household, occupants/ residents and/or dependants residing on the property, as the case may be, -

- 4.1 receive significant benefits or regular monetary income that is above the indigent qualification threshold;
- 4.2 where the applicant is living in circumstances of possessing household goods , plant and equipment which value is far beyond that affordable by doubling the Government Pension Grant;
- 4.2 where the applicant is not registered as consumer of services in the records of Council;
- 4.3 where the applicant own/s more than one (1) property, registered individually or jointly;
- 4.4 where the applicant rent/s or subleases his property or part thereof to any third party during the duration of the grant period; or
- 4.5 applicant tampers or illegally connects or reconnects services prior to this application, until such time as the total costs, penalties, other fees, illegal consumption and any applicable tariffs and rates due to the Council have been paid in full.



5. EXCLUSIONS – DEEMED INDIGENT HOUSEHOLDS

Indigent relief will be withdrawn where upon verification the deemed indigent household, including occupants/residents and/or dependants residing on the property, as the case may be, -

- 5.1 receive significant benefits or regular monetary income that is above the indigent qualification threshold;
- 5.2 owner of property owns more than one (1) property, registered individually or jointly.
- 5.3 owner of property rent or sublease his property or part thereof to any third party.
- 5.4 deemed indigent household tampers or illegally connects or reconnects services.
- 5.5 business activities are being conducted on property.
- 5.6 properties registered in name of National, Provincial or Local Government.
- 5.7 owner of property applies to be excluded from deemed indigent relief.

6. DEEMED INDIGENT HOUSEHOLD

Households that require basic municipal and property rates for free in addition to that approved by Council for the annual adoption of the Municipal MTREF will potentially qualify to be registered as Indigent

- 6.1 Indigent support will be given on a monthly basis, and the extent of the monthly support will be determined by the national policy guidelines and the Council's budgetary provisions in respect of:
 - 6.1.1 free basic water;
 - 6.1.2 free refuse collection;
 - 6.1.3 free basic electricity or energy (depending on which service level is applicable);
 - 6.1.4 free basic sanitation; and
 - 6.1.5 assessment rates for property values not exceeding certain value as determined by council from time to time.



- 6.2 the level of indigent support granted shall not exceed the actual monthly billing to the account in respect of the services referred to in the preceding paragraph.
- 6.3 the relief will be subject to national policy guidelines and the Council's budgetary provisions.
- 6.4 the recipient's monthly account will be credited with the amount of indigent relief granted in terms of this policy.

7. PERIOD OF RELIEF

Application based Indigent relief is granted for a reviewable period of 24 months which is determined by Council from time to time.

8. APPLICATION AND REGISTRATION

- 8.1 The application must be made in the forms prescribed in the Annexure included in this policy at any of the offices of the Financial Services Department. Applicants will be assisted by staff from the Financial Services – Customer Service Section.
- 8.2 The applicant must complete the indigent application form at the municipality's designated facilities and the following documentary proof must be submitted with each application:
- Copies of proof of existence of each member of the household i.e. birth certificates or identity documents.
 - A copy of the most recent municipal account of the property or the correct account number.
 - Documentary proof of the total monthly income of the household (e.g. Pension receipt advice, UIF Cards, Salary advice, letter from an employer) **or** a written declaration stating the alternative sources and approximate amounts of the total income generated monthly by the household including monies collected through self employment schemes such as the selling of vegetables etc.
 - In case of tenants on municipal properties, a copy of the rental contract or the correct rental account number.
- 8.3 After confirmation on the application form by a municipal official that the information on the application and supporting documents have been verified to be true and conforming to the registration criteria, the application is approved and captured on an indigency register/database kept by the Municipality.



9. RESPONSIBILITIES OF REGISTERED INDIGENT HOUSEHOLDS

- 9.1 The applicant must accept technical assistance by the Municipality to make his/her current monthly consumption of services more affordable through the supply of limited services, as soon as the application is successful.
- 9.2 The applicant must accept the limited level of service.
- 9.3 The registered indigent must always ensure that her/his monthly consumption does not exceed the limited level of services allocated in terms of this policy. Normal rates, fees and requirements to pay an account will apply, should a household account exceed the scheme benefits.
- 9.4 No debt collection or credit control measures will be instituted against the indigent for as long as the account for consumption over and above the free use is paid in full every month.
- 9.5 The indigent household, who receives their electricity supply from the Municipality through a prepayment metering system, may purchase additional electricity above the free allocation unless the sale of electricity is blocked in terms of the provisions of the Credit Control Policy or Bylaws.
- 9.6 Should the situation of the registered indigent household change, the onus is on that household to either inform the municipality that re-evaluation may be considered or to apply for de-registration.
- 9.7 Should the indigent family receive a donation in the form an asset, such as the building of an additional room, a plasma or similar TV, etc, the indigent family must declare such donation to the municipality.

10. SOCIAL PACKAGE

10.1 Social Package

This social package detailed in this clause as well as clause 12 hereunder may be amended annually during the budget review process.



10.2 Licenced Area

It is specifically emphasized that Council support in respect of electricity will be limited to it's licensed area of jurisdiction.

10.3 Service delivery levels

The municipality will take reasonable precaution within its financial means to ensure the prevention of loss or wastage of metered services at qualifying indigent households by:

- Installing a prepayment type electricity meter free of charge
- Installing a water device to either limit water flow rate or to distribute full flow daily water quotas to individual residences to ensure lower consumption and hence to increase affordability of water levies on municipal accounts. The type of device will be determined by the Chief Financial Officer in consultation with the Deputy Municipal Manager Infrastructure & Technical Services
- Repairing water leaks on the premises of an indigent household. A separate policy on how this process will be managed and be made available within budget constraints will be submitted by the Deputy Municipal Manager Infrastructure & Technical Services

10.4 Arrears of indigent household

Directly after the registration of the household qualifying as indigent, the debt collection actions to recover the total outstanding amount will be suspended.

If the indigent customer is unable to pay the required amounts in respect of tampering and/or services consumed illegally, a minimum period of 1 year without electricity will apply for each transgression

This total outstanding to Council in respect of the indigent household's municipal account will then immediately be written off for successful applicants and reported on to Council on a quarterly basis.

10.5 Additional benefit to child headed households

As almost every child headed household has a zero base income, they may be referred to social workers.

10.6 Rental arrears of Indigent Households

If a residential tenant with a legal lease agreement with the municipality is registered on the indigency register, his/her rental arrears will also be written off.



The monthly rent levy will then be reduced by 100%.

10.7 Unrestricting of Water for the purposes of a funeral / traditional ritual.

The water to the premises of an indigent household will be unrestricted for a period of 3 days in the case of a funeral / traditional ritual.

Application for such restoration must be made in writing and must be accompanied by a copy of the relevant death certificate.

11. AFFORDABILITY OF SERVICES

In an attempt to make services more affordable to the indigent household, the following additional measures will be implemented:

11.1 Electricity

Electricity will only be supplied via a prepayment meter.

11.2 Water

Metered consumption of water will be reduced to 25 litres per person per day for poor households to address the affordability of their current monthly accounts.

A first level of 8 members per household will apply – This equates to 6 000 litres (6 kilolitre) per month.

In order to accommodate indigent households of more than 8 members, water reduction will be increased in intervals as follows:

1 to 8 members	-	6 000 litres (6 kilolitre) per month
9 to 16 members	-	12 000 litres (12 kilolitre) per month
17 to 24 members	-	18 000 litres (18 kilolitre) per month
24 to 30 members	-	24 000 litres (24 kilolitre) per month
thereafter in equal intervals.		

11.3 Refuse Removal Services Charges

There will be no charge on the municipal account of the property for refuse removal for registered indigent households where property is less than that value approved by Council on an annual basis R120 000. Where property is in excess of the Free value



adopted by Council annually and indigent households meets qualifying criteria , then such refuse charge will be free.

Council will supply Free Refuse collection in Traditional arears through the use of skips

11.4 Sewerage Service Charges

There will be no charge on the municipal account of the property for sewage for registered indigent households where property is less than where property is less than that value approved by Council on an annual basis R120 000. Where property is in excess of the Free value adopted by Council annually and indigent households meets qualifying criteria , then such sewage charge will be free.

12. REMOVAL OF NAME FROM THE INDIGENT REGISTER

12.1 Termination of Registration

The registration will be terminated under any one of the following circumstances:

- Upon the death of the account holder. If his/her family still reside on the property, a new application must be made.
- Upon the sale of the property.
- If the registered indigent is not resident on the property any more.
- If it is discovered after approval that the person/applicant applying on behalf of a household has supplied false information, it will also result in the Municipal Account of the property on which they reside to be debited with all monies previously credited and Credit Control and debt collection measures being instituted and he/she may be prosecuted.
- If it is found that the financial status of a registered indigent household has improved sufficiently.
- Indigency status re-evaluation may be performed either at any stage or by no later than 12-month intervals. This re-evaluation may be performed by way of a physical inspection or an electronic verification through the credit bureaus.
- As soon as the finances of an indigent household have improved, the registered indigent may apply to be de-registered at the designated facility of the municipality. The tariffs on the account of the property will be normalised upon de-registration and the debtor must apply to indicate which of the restricted



services must be un-restricted to allow increased consumption. Any restrictions carried out due to credit control will not be un-restricted and no increased consumption will be enabled if the municipal account is in arrears again.

12.2 Ad hoc Evaluation

Ad hoc evaluations / electronic verifications through the credit bureaus will be undertaken on all registered indigent households exceeding certain consumption levels which indicate abuse or if false information on applications is suspected and when the property is sold within 1 year after being included on the indigent register.

12.3 Integrated Indigent Exit Programme

Registered indigent households may be referred to social workers to be linked to social, economic and educational services as well as training and/or job opportunities via different sectors of government.

13. PENALTY

The municipality has the right to claim back all benefits given in case of the discovery of fraudulent registration.



INDIGENT APPLICATION FORM

Instructions:

- 1) Please ensure that this form is completed as accurately as possible.
- 2) Please ensure that you receive a receipt as proof of application.
- 3) Applications with missing information and / or without all the relevant supporting documentation will not be processed until such time that all required supporting documentation have been submitted to the Indigent Office or relevant Ward office.

Note:

- 1) Submission of complete application form does not necessarily ensure approval of registration as an Indigent person.
- 2) Payment for services provided by Council is still the responsibility of the account holder.

SECTION 1: PERSONAL DETAILS OF THE OWNER

(Person who's name appears on the account for municipal services)

Account Number		Ward		ID Number		Age	
Applicant's Surname						Male	Female
Full Name(s)							
Level of Education							
Residential Address							
						Postal Code	
Postal Address							
						Postal Code	
Contact Telephone Numbers	Home			Work			
	Cell No.			Other Contact No.:			
						Postal Code	

SECTION 1.1: PERSONAL DETAILS OF TENANT

Account Number		Ward		ID Number		Age	
Applicant's Surname						Male	Female
Full Name(s)							
Level of Education							
Residential Address							
						Postal Code	
Postal Address							



				Postal Code			
Contact Telephone Numbers	Home			Work			
	Cell No.			Other Contact No.:			
				Postal Code			
MARITAL STATUS: Please indicate your current marital status by marking the appropriate block							
Married		Co-habitation			Divorced		
Antenaptual Contract		In community of Property			Common Law		
Separated		Widow(er)			Single		
Is the Applicant the:	Tennant		Owner		If Resident, provide owners contact information		
Reason why owner is not applicant							
Owner's Name & Surname							
Owner's ID Number					Phone/Cell no.		
Owner's Address							
					Postal Code		
Is the Applicant the Account holder?	Yes		No		If NO, provide the account holder's contact information		
Account holder's Name & Surname							
Account holder's ID Number					Phone/Cell no.		
Do you own any other property?						Yes	No
If Yes, please provide address							
					Postal Code:		

SECTION 2: SOCIO-DEMOGRAPHIC PROFILE OF HOUSEHOLD										
Type of Household:	Child Headed		Youth Headed		Single-Parent Headed		Pensioner Headed		Unemployed	

How many people are in your household (HOUSEHOLD is the number of people residing at the address)
Please record the following information for each person in your household.

1. Name & Surname							
What is his/her relationship to you?							
Gender:				Male		Female	
ID Number:		Highest Qualification:					
Has he/she got any other training?							
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)							
Name of Employer? (Please specify company and if self-							



employed, the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					
2. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)					
Name of Employer? (Please specify company and if self-employed, the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					
3. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)					
Name of Employer? (Please specify company and if self-employed, the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					
4. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)					
Name of Employer? (Please specify company and if self-employed, the place)					



the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					
5. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)					
Name of Employer? (Please specify company and if self-employed, the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					

6. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)					
Name of Employer? (Please specify company and if self-employed, the place)					
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)		Weekly	R _____	Monthly	R _____
Other skills					
7. Name & Surname					
What is his/her relationship to you?					
Gender:			Male		Female
ID Number:		Highest Qualification:			
Has he/she got any other training?					



What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)			
Name of Employer? (Please specify company and if self-employed, the place)			
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)	Weekly	R _____	Monthly R _____
Other skills			

8. Name & Surname			
What is his/her relationship to you?			
Gender:		Male	Female
ID Number:		Highest Qualification:	
Has he/she got any other training?			
What is his/her employment status? (E.g. Permanently/ Piece job/ Self-employed/ Scholar/ Student/ Pensioner/ Disabled/ Unemployed)			
Name of Employer? (Please specify company and if self-employed, the place)			
How much he/she earn per week/month? (Please indicate M = Monthly, W = Weekly)	Weekly	R _____	Monthly R _____
Other skills			

SECTION 3: INCOME

Total Household Income (Actual figure)	R _____	
Source of Income? – Answer Type: Option (Select only one possible answer)		
Type of Income	No. of people per household receiving this type of income	Total
Full time Employed		
Part-time Employed/ Piece job		
Self Employed		
Government Grant		
Maintenance Grant		
Other		

SECTION 4: SERVICES AND SUPPORT TO HOUSEHOLD

Municipal Services received at the Household: - Answer Type: Check Box (Select one or more possible answers)		
Rates	Yes	No
Refuse Removal	Yes	No
Sewage	Yes	No
Water	Yes	No
Electricity – ESKOM	Yes	No



Electricity – Municipality	Yes	No
Pre-Paid meter – Electricity	Yes	No

I, _____ (please print name) the undersigned, hereby declare that the information provided above is to the best of my knowledge true and correct and further acknowledge that:

1. This application for Indigent Registration is subject to Council approval or whosoever is authorized to do so.
2. I acknowledge outstanding amounts owing to the Council on account number _____ and accept that it remains an obligation from my side.
3. I must pay all future service consumption rendered by the Council to me and if I fail to pay, the normal credit control policy measures will be applicable to me.
4. This information is public and Public Sector includes the Provincial and national Government as well as the Credit Bureau.
5. I agree/give consent that the Council will install water Pre-paid meter/ electricity Pre-paid meter if approved as Indigent.
6. In terms of the Indigent Management Policy, an application will be processed **ONLY** if supported by the following:
 - a. Copy of Municipal account
 - b. Copy of ID
 - c. Confirmation of Pension status – if applicable
 - d. Copy of Proof of Income
 - e. Affidavit
 - f. Copy of Death Certificate, if owner is deceased
 - g. Letter of Authority for Beneficiary
7. I am aware that any false declaration will lead to my immediate disqualification from the system.
8. I hereby give consent that my details can be verified on national databases (e.g. Home Affairs, Credit Bureaus etc.) for reference checks.

Signed at _____ on this _____ day of _____ 20____.

Signature of Applicant _____

Date

Include Mandatory Documents									
Copy of Identity Document	Yes		No		Proof of Income/ Attestation	Yes		No	
Municipal Account	Yes		No		Letter of Authority	Yes		No	
Letter of Executorship	Yes		No		Will	Yes		No	
Title Deed	Yes		No						
Comments by Official:									

Signature of Official

Date



Comments by Ward Councillor:

Signature of Ward Councillor

Date

POLICY REVIEW COMMITTEE (26)
POLICY WORKSHOP FOR COUNCILLORS
U M C

: 15.05.2017
: 04.10.2017
: 21.11.2017

(S80) PORTFOLIO: FINANCIAL SERVICES (243) :
E C :

30.05.2017
07.11.2017