



**REGISTER  
NOW..**



Register your cell phone number or update your personal details on the municipal SMS database to receive messages related to Saldanha Bay Municipality's water restrictions, emergency situations (floods, fires, power outages and pipe bursts), notices and announcements.

## SMS DATABASE

### FOR SALDANHA BAY MUNICIPAL UPDATES

Initials: \_\_\_\_\_ Surname: \_\_\_\_\_

Municipal Account Number: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Ward: \_\_\_\_\_ Erf Number: \_\_\_\_\_

Submit your SMS database registration form to any Saldanha Bay Municipal office or submit via email to [register@sbm.gov.za](mailto:register@sbm.gov.za).



SALDANHA BAAI BAY  
MUNISIPALITEIT | MUNICIPALITY | uMASIPALA

[www.sbm.gov.za](http://www.sbm.gov.za)

T: (022) 701 7000 • F: (022) 715 1518  
[mun@sbm.gov.za](mailto:mun@sbm.gov.za) • [www.sbm.gov.za](http://www.sbm.gov.za)  
Private Bag X12 • Vredenburg 7380

## Contact numbers:

<b>Tel:</b>	022 701 7000
<b>Fax:</b>	022 715 1518
<b>Call Centre:</b>	022 701 7061 022 701 6974 022 715 3256
<b>Account Enquiries:</b>	022 701 7040
<b>Tenders:</b>	022 701 6945
<b>Quotations:</b>	022 701 7008
<b>Housing:</b>	022 701 6934
<b>Town Engineers:</b>	022 701 6941
<b>Town Planning:</b>	022 701 7146
<b>Building Control:</b>	022 701 7002
<b>Electrical Services:</b>	022 701 7096
<b>Water and Roads:</b>	022 701 7113
<b>Solid Waste:</b>	022 701 7079
<b>Traffic Services:</b>	022 701 6900
<b>Law Enforcement:</b>	022 701 6912
<b>Police:</b>	10111
<b>Ambulance:</b>	10177
<b>Fire Services:</b>	022 713 1815 086 007 3473



# Vaccinate

so you can be around for the people you love.



### Child-headed households

This is a household in which a child who is younger than 18 years of age is the main caregiver of the said household, and the household is headed by a child as defined in Section 28(3) of the Constitution in which:

- The parents of the household have passed on;
- A minor has assumed the role of caregiver in respect of another minor in the household;
- Such minors reside permanently on the property; and
- The situation pertaining to the household has been verified by a social worker.

### Conditions of approval: The child heading the household must –

- occupy the property as his/her normal residence;
- not be older than 18 years of age; and
- still be a scholar or unemployed.

### HOW DOES ONE APPLY FOR INDIGENT SUPPORT?

- Complete the official application form at any municipal office;
- Bring along your South African identity document;
- Bring along your latest salary slip or a letter from the person you are working for;
- You must declare your total income and that of your spouse or partner living in your home;
- If you are receiving a grant such as a disability pension only, proof of income must be produced in the form of a recent bank statement (not older than three months), IRP5 or SARS return (where applicable) or a copy of the SASSA card (back and front);
- If you are divorced, bring along the divorce order issued by the court; or
- If you inherited the house, bring along a copy of the estate documents.

### ARE YOU UNEMPLOYED AND WISH TO APPLY?

- Bring along your South African identity document and a sworn affidavit of unemployment when visiting the municipal office to complete the application form.

### RATES REBATES

#### How do senior citizens and people receiving a social pension qualify for a rates rebate?

The applicant must be the registered owner of a property and must be a "pensioner".

#### For this purpose, a "pensioner" is described as follows:

"Any person receiving social pension within the Law on Social Pensions (Act 13 of 2004) as well as any person who is not permanently employed and who receives a regular payment from Government, a company or other employer after he has reached the retirement age of his particular occupation or if deceased, his widow, on condition that applications of persons that do not comply with abovementioned definition of a pensioner, but claim to qualify as pensioner due to special circumstances, can be considered by the council, based on merit".



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### Who will be considered for a rates rebate?

A rebate on the rates payable will be granted if the following criteria are met:

- Registered owner of the property;
- At least 60 years of age or in receipt of a disability pension;
- Permanently residing on the property;
- Income does not exceed an amount annually set by the Council;
- May not be the owner of more than one property;
- Must be a South African citizen.

### Value of rates rebate:

Description	Rebate %
With a monthly income not exceeding R12 900	100%
With a monthly income not exceeding R18 300	70%
With a monthly income not exceeding R23 650	50%
Monthly income exceeding R23 650	0%

### How does one apply for a rates rebate?

- The applicant(s) must complete the prescribed application form and submit it to a Commissioner of oath for completion of the sworn statement.
- A certified copy of the applicant's identity document and proof of income must accompany the application form.
- Proof of income must be produced in the form of a recent bank statement (not older than three months), IRP5 or SARS return (where applicable) or a copy of the SASSA card (back and front).

### NOTE

Where the property is jointly owned, the application form must be signed by both registered owners. To qualify for a rebate, proof must be provided every four years before the implementation of the new general valuation roll. Failure to do so will result in the rebate being cancelled.

For more information and to apply, visit your nearest Saldanha Bay Municipal Office or contact: 022 701 6800

## INDIGENT BENEFITS AND RATES REBATE



### SALDANHA BAY MUNICIPALITY IS COMMITTED TO BUILDING A CARING MUNICIPALITY THAT DOES EVERYTHING IT CAN TO HELP THOSE MOST IN NEED OF OUR ASSISTANCE.

To realise this Caring Municipality and maintain the high levels of basic services our residents expect, it is essential that the municipality's accounts are paid. By paying their accounts, our residents ensure that refuse is collected, lights are working, and water is running.

### INDIGENT BENEFITS AND RATES REBATE

If your household income is R6 200 or less per month, we have good news for you as you could qualify for an indigent subsidy.

An indigent household means a family unit comprising of the head of the family, being a natural person, and may include blood-related or adopted dependants who are jointly living on a stand or site on a permanent basis and who receive electricity and/or water from one meter, regardless whether the person rents or owns the property.

The household income is the gross sum of all monthly income of the registered owner and spouse, including wages, salaries, profits, dividends, pensions, rentals, board and lodging, interest received, grants or investment income, excluding the capital proportion of the investment.

### CATEGORIES AND CRITERIA FOR INDIGENT SUBSIDIES ARE AS FOLLOWS:

#### BLANKET APPROACH CATEGORY

Indigent households will be regarded as permanent indigent households that will not be required to annually apply for the renewal of their applications in the following instances:

- If you are the registered owner of the property;
- If you are at least 60 years of age or in receipt of a disability pension;
- If you permanently reside on the property;
- If the value of the property is not more than R220 000; and
- If household income does not exceed the gross income threshold.

Other qualifying households should continue to apply for the indigent subsidy and will only be regarded as permanent indigent households if the abovementioned criteria are complied with.

### QUALIFYING CRITERIA FOR ALL HOUSEHOLDS

- In order to qualify for a 100% indigent subsidy, the qualifying income for a household must be R5 500 or less per month. The income limits for seasonal workers will be calculated over a period of one year;
- The second category is based on an income of between R5 501 and R6 200 per month. Such households will receive an indigent subsidy of 70% of the abovementioned category;

- The Chief Financial Officer may increase the income limitation or the conversion from conventional to prepaid electricity or increase the consumption limitation through a signed memorandum where extraordinary circumstances prevail, for example where the household has to care for dependants or family members who are handicapped or who suffer from chronic or terminal illness, or cares for foster children or in other bona fide circumstances;
- The applicant (occupant or owner) must occupy the main dwelling on a fulltime basis, receive a municipal account in his/her name, be a South African citizen and may not own any other fixed property;
- The indigent subsidy will be allocated monthly by means of a credit entry on the municipal account;
- Proof of income must be produced in the form of a recent bank statement (not older than three months), and in cases where no bank account exists, the consumer must produce a pay slip or other acceptable proof of income, a copy of the SASSA card (back and front) or a sworn statement. Such applications may, however, only be considered after a full investigation by means of a socio-economic survey.

### The following items must also accompany the application:

- (i) Proof of the account holder's identity;
  - (ii) Sworn statement by the applicant that he/she meets the criteria;
- Current indigent account holders with conventional electricity may be obliged to convert to 30 ampere prepaid electricity meters or lower than 30 ampere prepaid electricity meters when funded by Council. No application will be accepted if the consumer refuses to convert to prepaid electricity;
  - Where an occupier applies for indigent support and requests that a prepaid meter be installed and the owner approves the conversion, the cost will be payable by the owner of the property;
  - Deposits for the registration of accounts may be waived; and
  - No indigent consumer will be allowed to have more than one refuse bin.

### Duration of indigent subsidy

If the value of the property is not more than R220 000 and the gross monthly household income is less than R6 200, the indigent subsidy will expire on the implementation of the next general valuation roll.

### Automatic deregistration of indigent households

- If the water consumption of an indigent household exceeds 15 kilolitres of water per month for three consecutive months, the indigent subsidy will be cancelled automatically by the municipality.
- If the electricity consumption of an indigent household exceeds 650 kWh units of electricity per month for three consecutive months, the indigent subsidy will be cancelled automatically by the municipality, except for ESKOM customers.

### How does the indigent subsidy work?

Homeowners/occupiers who qualify will receive:

- 6 kl water + basic charge free;
- 50 kWh electricity + basic fee + capacity fee based on a lower than 30-amp single-phase prepaid or conventional electricity meter;
- Basic charge for site rental of informal settlements;
- Refuse removal charge (four removals per month x1 bin);
- Sewerage charge (flow, availability and sewerage pumping): based on a 250 m<sup>2</sup> erf;
- Assessment rates charge: Valuation limited to R220 000 (rebate of R15 000 + R35 000 + an additional R170 000 on total valuation);
- Free bulk services shall be the provision of communal services (water standpipes, high-mast lighting, ablation (sewerage) facilities and refuse removal) to informal settlements.

People who wish to receive an indigent rebate must apply for indigent support and if the qualifying criteria are met, they will receive the subsidy.

### Remember:

- Applicants must occupy the premises;
- They must complete the official form at any municipal office and submit the relevant supporting documentation;
- Children who live in their deceased parents' home may apply;
- The arrears of residents who have successfully registered for indigent support will be written off once a year;
- Applicants remain responsible to pay the monthly outstanding balance on the account after the indigent subsidy was processed;
- Indigent households will also be assisted by Council to repair water leakages;

### Public benefit organisations

Principles set as qualifying criteria to receive an indigent subsidy:

- The organisation must be registered as a non-profit organisation;
- A certificate and welfare registration number must be provided;
- The management of the non-profit organisation must submit an application for an indigent subsidy annually before 31 March;
- It is the responsibility of the management of such organisation to inform Council if circumstances have changed to such an extent that they no longer qualify; and
- The amount of the subsidy will be based on 75% of the monthly service account of the institution.