

**INTSIKA YETHU MUNICIPALITY**  
**COMMUNITY SERVICES & SOCIAL NEEDS DEPARTMENT**  
**FREE BASIC SERVICES UNIT**

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**INDIGENT SUPPORT POLICY**

**TABLE OF CONTENTS**

1.	DEFINITION OF CONCEPTS.....	5
2.	INTRODUCTION.....	8
3.	LEGAL FRAMEWORK.....	8
4.	POLICY BACKGROUND.....	9
5.	POLICY PRINCIPLES.....	9
6.	POLICY OBJECTIVES.....	9
7.	SCOPE OF APPLICATION.....	10
8.	TARGETING APPROACH.....	10
9.	QUALIFICATION CRITERIA.....	10
10.	APPLICATION PROCEDURE / PROCESS.....	12
11.	PENALTIES & DISQUALIFICATION FOR FALSE INFORMATION.....	15
12.	EXIT MECHANISM.....	15
13.	MONITORING AND EVALUATION.....	16
14.	VERIFICATION OF INDIGENT REGISTER.....	16
15.	FBS COMMUNICATION STRATEGY.....	18
16.	BUDGET.....	18
17.	EXTENT OF INDIGENT ASSISTANCE & SUPPORT.....	18
18.	RIGHT OF APPEAL.....	22
19.	REVIEW AND AMENDMENT OF INDIGENT POLICY.....	22

**ABBREVIATIONS**

***CDW - Community Development Worker***

***CFO - Chief Financial Officer***

***COGTA – Cooperative Governance and Traditional Affairs***

***FBS - Free Basic Services***

***FBSTT- Free Basic Services Technical Team***

***FBE - Free Basic Electricity***

***FBAE - Free Basic Alternative Energy***

***FBRR - Free Basic Refuse Removal***

***H/H - Household***

***ID – Identity document***

***IDP - Integrated Development Plan***

***ISC - Indigent Steering Committee***

***KL – kilolitres***

***LED - Local Economic Development***

***LM – Local Municipality***

***MM – Municipal Manager***

***SLA - Service Level Agreement***

***RSA – Republic of South Africa***

***CBO Community based organization”***

***NGO “Non-governmental organization”***

**VISSION AND MISSION OF INTSIKA YETHU LOCAL MUNICIPALITY**

*“A vibrant developmental municipality that seeks to provide sound governance and ensure sustainable development of its economy and people in an effective manner”*

**MISSION**

*To achieve the above vision, the municipality commits the mission of ensuring striving to achieve:*

- *Effective community participation*
- *Competent and efficient administration*
- *Rendering sustainable and affordable services*
- *Integration of services and activities in order to accelerate delivery*
- *Sustainable economic growth*
- *Adherence to sound environmental principles*
- *Good governance and accountability*

## 1. DEFINITION OF CONCEPTS

**"Municipality"** means the municipality of **Intsika Yethu Municipality**..., established in terms of Section 12 of the Municipal Structures Act, 117 of 1998, and includes any political structure, political office bearer, councillor, duly authorized agent or any employee acting in connection with this by-law by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, Councillor, agent or employee;

**"Ward Committees"** community representatives and as such can act as information routes between communities and municipality

**"Household"** means as a registered owner with children who reside on the same premises;

**Occupant'** means the person who controls and resides on or controls and otherwise uses immovable property, provided that :-

[a] the spouse of the owner of immovable property, which is used by such spouse or owner as a dwelling at any time, shall be deemed to be the occupier thereof;

[b] where both spouses reside on immovable property and one of them is an occupier thereof, the other shall also be deemed an occupier;

**"Owner"** in relation to immovable property, means:-

[a] the person in whom is vested the legal title thereto provided that -

- the lessee of immovable property which is leased for a period of not less than fifty years, whether the lease is registered or not, shall be deemed to be the owner thereof; and
- the occupier of immovable property occupied in terms of a servitude or right analogous thereto shall be deemed the owner thereof;

[b] if the owner is deceased, insolvent, has assigned his or her estate for the benefit of his or her creditors, has been placed under curatorship by order of court or is a company being wound up or under judicial management, then the person in whom the administration of such property is vested

as executor, administrator, trustee, assignee, curator, liquidator or judicial manager, as the case may be;

[c] if the owner is absent from the Republic or if his or her address is unknown to the municipality, then any person who as agent or otherwise receives or is entitled to receive the rent in respect of such property or ;

[d] if the municipality is unable to determine who such person is, then the person who is entitled to the beneficial use of such property;

**“Premises”** includes any piece of land, the external surface boundaries of which are delineated on:-

[a] a general plan or diagram registered in terms of the Land Survey Act, 1997 [Act No.8 of 1997] or in terms of the Deeds Registries Act, 1937 [Act No. 47 of 1937];

[b] a general plan registered in terms of the Sectional Titles Act, 1986 [Act No. 95 of 1986], and situated within the jurisdiction of the municipality;

**“Rates”** means any tax, duty or levy imposed on property by the Council;

**“Indigent Management System”** an electronic management system used by **INTSIKA YETHU** Municipality for the management of the register of indigent households.

**“Programme officer”** an official duly authorised by the municipality, or an employee of a service provider appointed by the municipality, who is responsible to ensure that an assessment, screening and site visits are undertaken.

**“Programme Manager”** a section 57 Manager duly authorized by the municipality, who is responsible for the implementation, monitoring and evaluation of the programme

**“Child headed household”** means a household where both parents are deceased and where all occupants of property are children of the deceased and are all under the legal age to contract for service and are considered as minors in law by the state;

**“Indigent committee”** a committee which will be responsible for the finalization of indigent application

**“Alternative energy”** any source of energy which may be provided in informal settlements where basic services are limited;

**“Accounting officer”** which will be regarded as the Municipal Manager;

**“Registration process”** the process of applying to be a municipal indigent;

**“Verification process”** the process of reviewing applications

**“Budget”** funds allocated for the programme

**“Appeal”** an applicant will lodge a complaint after receiving notification for disqualification

**“Indigent register”** document comprising of all the approved indigent households

**“Poverty is** a condition in which a person or community lacks the financial resources and essentials to enjoy a minimum standard of life and well-being that’s considered acceptable in society.

## **2: INTRODUCTION:**

*As a developmental institution, Intsika Yethu Municipality commits to supporting measures that assist and continuously empower its community. It is accepted that large sections of the community cannot exist without intervention and it is therefore the responsibility of the municipality to support and to ensure that citizens are able to access their constitutional right to have access to a basic level of services.*

*In terms of Section 77 of the Municipal Systems Act, municipalities are responsible for the provision and co-ordination of municipal services in their jurisdiction. Municipalities through financing or arranging for financing thereof of municipal services through entering into SLAs and Funding Agreements with Service Providers.*

*Because of the level of unemployment and subsequent within the municipal jurisdiction, there are both households and citizens who are unable to pay for normal municipal services.*

*The Equitable share allocation facilitates the provision of access to all forms of Free Basic Services.*

*The Municipality therefore adopts an Indigent Support Policy to outline the criteria that will be used to determine who will qualify as an indigent and to ensure that these indigent households have access to at least basic municipal services and is guided in the formulation of this policy by National Government Policy in this regard. This policy also which embodies an indigent support programme not only providing procedures and guidelines for the subsidization of service charges to indigent households in its area of jurisdiction, but also to increase the quality of life of the beneficiaries by assisting them to exit from indigence.*

## **3. THE LEGISLATIVE / LEGAL FRAMEWORK:**

*This policy is designed and implemented within the framework of the following legislation:*

- *Constitution of RSA (Act 108 of 1996)*
- *Intergovernmental Relations Framework Act (Act 13 of 2005)*
- *Municipal Finance Management Act (Act 1 of 2003)*
- *Municipal Property Rates Act (Act 6 of 2004)*
- *Municipal Structures Act (Act 117 of 1997 as amended)*
- *Municipal Systems Act (Act 32 of 2000)*
- *Public Finance Management Act (Act 1 of 1999)*
- *The Promotion of Administrative Justice Act, 2000 (Act 3 of 2000);*
- *The Promotion of Access to Information Act, 2000 (Act 2 of 2000);*



#### **4. POLICY BACKGROUND:**

The Policy seeks to achieve the poverty, unemployment and inequality. The policy has the Municipal economic profile which inform the targeting approaching the municipal using.

#### **5.POLICY PRINCIPLES:**

It is against the above background that the municipality undertakes to promote the following principles:

- 5.1 To ensure that the Equitable Share received annually will be utilized for the benefit of the poor only and not to subsidize rates and services charges of those who can afford to pay.
- 5.2 To link this policy with the municipality's IDP, local economic development (LED) initiatives and poverty alleviation programmes;
- 5.3 To promote an integrated approach to free basic service delivery.
- 5.4 To engage the community in the development and implementation of this policy;

#### **6. POLICY OBJECTIVES**

In support of the above principles the objective of this policy will be to ensure the following:

- 6.1 The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council;
- 6.2 The financial sustainability of free basic services through the determination of appropriate tariffs that contribute to such sustainability through cross subsidization;
- 6.3 Establishment of a framework for the identification and management of indigent households including a socio-economic analysis where necessary and an exit strategy;
- 6.4 The provision of procedures and guidelines for the subsidization of basic charges and the provision of free basic energy to indigent households; and

6.5 Co-operative governance with other spheres of government.

6.6, To enhance the institutional and financial capacity of the Municipality to implement the policy.

## 7. SCOPE OF APPLICATION:

*The scope applies to all members of the Intsika Yethu Municipality who can not afford to pay their rates within the municipality*

## 8. TARGET APPROACH:

*The effective targeting of indigent households and the implementation of this policy will depend largely on the social analysis included in the IDP, the LED initiatives and other poverty relief programmes of the municipality. The socio-economic information and performance indicators contained in these documents must form the basis for the targeting of indigent households.*

*Against the background of such socio-economic analysis, the municipality must within its financial and institutional capacity decide which targeting approach or option should be applied.*

## 9. QUALIFICATION CRITERIA:

*Qualification criteria for indigent support and the municipal services qualifying for such support shall be determined by the municipality from time to time, provided that until the municipality determines otherwise, the following criteria shall apply:*

9.1 *The applicant must be 18 years or older;*

9.2 *The applicant must be a resident of the municipality;*

9.3 *The applicant must be in possession of a valid South African identity document;*

9.4 *The combined or joint gross income of all occupants or dependents in a single household which receives services from the municipality **does not exceed two times pension grant**; however these households may be categorized as follows:*

### 9.4.1 Pensioners

- In the effort to assist needy residents of Intsika Yethu Municipality with the payment of Municipal services, the Council has agreed to a subsidy scheme whereby qualifying households earning does not exceed two times pension grant per month.*

**9.4.2 Permanently employed**

- *In the effort to assist needy residents of Intsika Yethu Municipality with the payment of Municipal services, the Council has agreed to a subsidy scheme whereby qualifying households earning not exceed the equivalent of two state grant per month*

**9.4.3 Unemployed, child headed and people depending on state grants**

- *The household's income, from all sources, shall not exceed the equivalent of two state welfare pensions;*
- *The following child grants received by a household **shall** be excluded from determining household income, provided that the proof of such grants is supplied by the applicant:*
  - *Foster Care Grant*
  - *Care dependency Grant*
  - *Child Support Grant*

9.5 *The applicant must be the owner who receives municipal services and is registered as an account holder on the municipal financial system;*

9.6 *Any occupant or resident of the single household referred to above does not own any property in addition to the property in respect of which indigent support is provided.*

9.7 *The account of a deceased estate may be subsidized if the surviving spouse or dependents of the deceased, who occupy the property, applies for assistance.*

9.8 *For a household to qualify for rebates on rates, the registered applicant must be both the owner and full-time occupant of the property concerned.*

**9.9 Child headed families**

*Being a child-headed family means a household where both parents are deceased and where all occupants of property are children of the deceased and are all under the legal age to contract for service and are considered as minors in law by the state;*

9.9.1 *Still be a scholar or unemployed and be in receipt of a total monthly income from all sources not exceeding the amount determined by the Council time to time.*

9.9.2 *Any applicants owns two stands or sites qualifies to benefit for both sites.*

## **10. APPLICATION PROCEDURES/PROCESS**

### **INSTITUTIONAL ARRANGEMENTS**

#### **10.1 Human resource capacity of the Municipality**

*The FTT of the municipality must establish the application process and should facilitate possible partnerships with other stakeholders so that the communication, registration and verification processes of indigent households can be shared.*

#### **10.2 Dedicated Staff for FBS**

*The municipality must have a dedicated section for FBS under the directorate of Community & Social Service. However, it is of utmost importance to note that the FTT of the municipality will be responsible for the implementation of Free Basic Services.*

#### **10.3 Role played by Ward Councilors, Ward committees and CDWs**

- *Identification of indigents at ward level*
- *Monitoring of the implementation of FBS to the community*  
*May be utilized as the partners of municipality and may be regarded as community facilitators and communicators*
- *Support structures at community level*

#### **10.4 Indigent Steering Committee**

- *An Indigent Committee comprising of designated officials and councilors, preferably ward councilors,*
- *The Indigent Committee must meet regularly, but at least once per month, must be established for the purpose of consideration and finalisation of applications received.*
- *The Indigent Committee must consider each recommended application, assess it in terms of the application and any other knowledge or information which members may have in respect of the applicant.*
- *The Indigent Committee must monitor, in conjunction with ward councillors, ward committees and*

*other persons or organisations it may appoint, the implementation of the indigent support programme, subject to the policy directions of the municipality and in consultation with the municipal manager*

;

### **10.5 Assessment & Screening of Applicants**

*The Council reserves the right to verify the information submitted in the application form. Councillors, Ward Committees, CDW's, Council staff may undertake the house visits to confirm the indigent's claim and living conditions.*

*After the application/registration process, all information must be verified by the Programme Officer or a person approved by the municipality as follows:*

#### **Indigent Management System Check**

*The information on the municipality's Indigent Management System must be checked to determine whether an applicant is already registered within the system as well as to determine dates when these existing applicants should be reviewed.*

### **10.6 Capacity building**

*The municipality must ensure that all officials and councilors are appropriately capacitated in FBS in terms of the following in terms of the following key area:*

- *Database Management*
- *Demand and revenue management*
- *Policy and by-law implementation*
  
- *Training and workshops should be enhanced within the FBS team*

### **10.7 Assignment of powers**

- *Intsika Yethu Municipality is the Service Authority for refuse removal, property rates, no alternative energy.*
- *Eskom remains the Service Authority for electricity;*
- *Services providers that are commissioned by Municipality at that particular period remain in control of Solar.*

### **10.8 Termination of indigent support:**

*Indigent Support will be terminated under the following circumstances:*

- *Death of account-holder;*
- *End of the 12 months cycle;*
- *upon sale of the property;*
- *When circumstances in the indigent household have improved in terms of a gross income exceeding two times the state pension grant;*

*The extent of the monthly indigent support granted to indigent households will be based on budgetary allocations for a particular financial year and the tariffs determined for each financial year. Within the above framework, the following assistance and support will be granted:*

### **10.9 Audit and review**

*The municipality will conduct an audit of the indigent register on a quarterly basis with regard to the information furnished by applicants and possible changes in status, the usage of allocations and debt collection measures applied.*

### **10.10 Application/Registration**

- *A person applying for assistance must complete a formal indigent support application form approved by the municipality. Such forms will be available at approved registration points provided by the municipality.*
- *Applications must be accompanied by the following (**Please Note:** all the supporting documentation should be current, i.e. not more than 3 month old):*
- *A certified copy of the applicant's identity document;*
- *The latest municipal account;*

- *Documentary proof of income, or an affidavit declaring lack of income and/or bank statements.*
  - *Particulars of any other grants received by the accountholder;*
  - *Proof of ownership of business or second properties;*
  - *Certified copies of the deceased (referred to in paragraph 9.9);*
  - *The applicant must consent to the installation of any form of pre-paid meters as a system to limit the consumption of services and to abate the accumulation of debt;*
- *The municipality retains the right to refuse rebates if the details supplied in the application form were incomplete, incorrect or false.*
- *As part of the application, the applicant must be willing to give consent for external scans and credit bureau checks;*
- *If the application is approved, the assistance and support given will be valid for a period of 12 months without guarantee of renewal. The onus remains on the applicant to re-apply for assistance each year, failing which will render the assistance invalid and standardized tariffs and/ or charges reinstated.*

#### **11. PENALTIES AND DISQUALIFICATION FOR FALSE INFORMATION:**

*If the applicant is found to have lied about his/her personal circumstances or has furnished false information regarding indigent status, in which case the following will apply:*

- *All arrears will become payable immediately;*
- *Stringent credit control measures will apply; and*
- *The applicant will not be eligible to apply for indigent support for a period extended for 5 years beyond the financial year in which the misdemeanor is detected.*

*Any detected tampering with the installations of the municipality*

#### **12. EXIT MECHANISM:**

*The Municipality needs to link the indigent register with development initiatives e.g. LED, SIRDP, EPWP etc.*

*As part of its broader poverty reduction programme the municipality undertakes to provide for the participation and accommodation of indigent persons in its LED initiatives and in the implementation of integrated development programmes where possible.*

*Members of households registered as indigent should be prepared to participate in exit programmes coordinated by the municipality in collaboration with other government departments and the private sector.*

*In addition to the above, the Municipality together with the Ward Councillors and CDWs to identify NGOs and Community Based Organisations, like DBSA, IDT, EU and link these with the register-exit strategy.*

### **13. MONITORING AND EVALUATION**

*It is essential that an indigent policy be monitored and evaluated by the monitoring and evaluation committee so as to report back to the relevant National government on the effectiveness of the FBS delivery.*

#### **Reporting**

- 13.1 The Programme Manager shall report on a quarterly basis to the Municipal Manager in a suitable format to enable the Municipal Manager to report to the Executive Mayor and/ or the Executive Council and other interested parties, as the case may be. Such report shall reflect on:*
- 13.2 Number of indigent households applied/ registered for that particular month and a brief explanation of any movements in such numbers;*
- 13.3 Budgeted value of the subsidies allocated per service category;*
- 13.4 Amount of debt accumulating and debt recovery information (number of customers; enquires; default arrangements; growth or diminishing of arrear debtors; ideally divided into wards, domestic, state, institutional and other such divisions);*
- 13.5 Performance of all areas against targets set in the municipality's performance management system.*
- 13.6 Changes in the registered status of indigents.*

### **14. VERIFICATION OF INDIGENT REGISTER:**

*The Indigent Management System must assign an application to a duly appointed official to perform an on-site verification if necessary. The Programme Officer must then verify and assess the registration application, and may make recommendations for the acceptance of the application, or for further investigation which may include an external scan.*

#### **Verification – External Scans**

*An external scan of applicants recommended as suitable candidates for indigent support, may be conducted with UIF, SARS, Department of Welfare, or Credit Bureau after the site visitation has been captured.*



The information gathered through verification must be entered into the Indigent Management System within 72 (seventy two) hours after receipt thereof for finalization of the application.

### **Data Capture**

The indigent registration data must then be captured in an Indigent Management System as per the application form.

### **Recommendation**

Once the verification has been completed the Indigent Management System must generate a **recommendation** based on the information captured in the database.

Those applications that qualify for indigent support in accordance with the system are then to be referred to the **Indigent Committee** for final approval.

### **APPLICATIONS:**

#### **VALIDITY PERIOD:**

Validity period of assistance will be for a maximum period of 12 month. Households must re-apply at the end of a 12 months period.

#### **DEATH OF REGISTERD APPLICANT:**

Applicant In the event that the approved applicant passes away the heir/s of the property must re-apply for indigent support, provided that the stipulated criteria are met.

#### **PUBLICATION OF REGISTER OF INDIGENT HOUSEHOLD:**

Publication of Register of Indigent Households Names of indigent beneficiaries must be open for public perusal and comment. Written objections from the public must be referred to the programme officer who will be responsible for investigating the validity of the complaint and referral to the Indigent Committee for appropriate action.

#### **ARREARS AND ACCESS USAGE OF ALLOCATIONS:**

If the level of consumption of the indigent household exceeds the consumption level approved by the municipality, the household will be obliged to pay for the excess consumption on a monthly basis. Such accounts will be subject to the municipality's credit control and debt collection measures.

*Termination of Indigent Support Indigent Support will be terminated under the following circumstances:*

- *Death of account-holder.*
- *End of the 12 months cycle, except in the case of pensioners and child-headed households.*
- *Upon sale of the property.*
- *When circumstances in the indigent household have improved in terms of a gross income exceeding two times the government pension grant.*

**15. FBS COMMUNICATION STRATEGY:**

- (a) The Council shall, with the aid of Ward Committees, embark on an extensive community communications programme aimed at informing communities of the contents of this policy and the duty on them to pay service charges and contribute to the funds of the Municipality;*
- (b) The Council should endeavour to support and, within its capacity, access skills training and other education related programmes aimed at developing the indigent to become self - sufficient and thereby reducing the rate of indigence*

*The following methods will be used to communicate with the public:*

- *FBS Awareness Campaigns*
- *Traditional Imbizo*
- *Loud Hailing*
- *Churches*
- *Municipal Outreach programmes*
- *Schools*
- *Notice Boards*
- *Flyers*
- *Community Radio Station*
- *Local News papers*
- *Municipal News letter*
- *Social media*

**16. BUDGETING:**

*The Municipality must annually budget for the total indigent subsidy to be granted to indigent debtors in terms of this policy. Such amount must, upon approval of the budget of Municipality be reflected against a separate vote in the name of the indigent subsidy.*

*The total value of the indigent subsidies for all subsidized services must be reflected against such indigent subsidy vote on a monthly basis*

**17. EXTENT OF INDIGENT ASSISTANCE AND SUPPORT**

➤ **Electricity**

- *Each approved indigent household shall receive electricity fully subsidized to a maximum of 50 kWh per month. Each indigent household shall receive this subsidy each month as part of the indigent assistance provided by Council subject to funding being available.*
- *If the debtor uses more than the free allocation of electricity, he/ she will be liable for the purchases over and above the free monthly supply.*

➤ **Refuse removal**

- *Each approved indigent household shall be granted 100% subsidy for refuse removal per month as determined by the Council from time to time. Each indigent household shall receive this subsidy each month as part of the indigent assistance provided by Council subject to funding being available.*

➤ **Property Rates**

*Each registered indigent household shall be subsidized for property rates as provided for in the annual budget check value of the property. Each indigent household shall receive this subsidy each month as part of the indigent assistance policy provided by Council subject to funding being available.*

- *A rebate shall be 100% of the rates based on the ratable value up to R 30,000;*
- *A rebate shall be 75% of the rates based on ratable value **above R 30,000**.*

➤ **Rental (Dwellings and Sites)**

*100% subsidy will be granted in respect of all dwellings, properties or sites belonging to the municipality.*

➤ **Alternative Energy**

*Indigent households in informal settlements where limited or no electricity is available, may be provided with alternative energy sources including, but not limited to: paraffin, fire gel, liquefied petroleum gas, coal, etc. provided that procurement of services shall be subject to the Supply Chain Management regulations of the municipality.*

*Basic alternative energy Service is not naturally in the domain of the municipality. In this regard, municipality will provide for the procurement of pre-determined energy service through the utilization of external Service Providers.*

- *100% subsidy of the pre-determined service for every 2 months will apply.*

- *Each indigent household shall receive this subsidy each month as part of the indigent assistance policy provided by Council subject to funding being available.*

### **Short-term assistance**

*An indigent person in incidental distress may be assisted for a shorter period not exceeding six months. Incidental distress will mean a person that is:*

- *Temporarily unemployed.*
- *Persons who are hospitalized.*

*Such persons qualify for assistance if they are not in receipt of any assistance from any other source or department.*

*Indigent people falling within this category will be re-assessed on a three monthly (quarterly) basis, in the event that it is reported.*

### **Solar**

*Indigent households in informal settlements where limited or no electricity is available may be provided with the service concerned. Basic alternative energy Service is not naturally in the domain of the municipality. Through the utilization of external Service Provider, the municipality will provide for the following:*

- *A once-off amount of subsidy which will be 50% of the installation fee per household. 50% subsidy of monthly fee per month will apply.*
- *Each indigent household shall receive the subsidy in Paragraph 11.9.2 each month as part of the indigent assistance provided by Council subject to funding being available.*

### **Existing arrears of indigent customer**

*Arrears accumulated in respect of the municipal accounts of customers prior to their registration as indigent customers shall be recovered through legal proceedings and/or extended arrangements for payment, depending on which course of action is, in the view of the Municipal Manager, likely to be most advantageous for the municipality.*

#### **➤ Burials**

*In the event of the death of a member of an indigent household, the municipality may exempt the household from the cost of digging and preparation of a grave, provided that the burial takes place in municipal cemetery.*

#### **➤ Transfer of properties**

*In the event of death of the title holder of a property in an indigent household, the municipality may enter into agreements with local attorneys, the Legal Aid Board or the provincial law society for the administration of the estate and the transfer of the property into the name of the successor at the lowest possible cost.*

➤ **Food security**

*Where the need exists, the municipality may enter into agreements with registered non-profitable organizations to establish soup kitchens or other forms of food supply.*

➤ **Education**

*The municipality may, upon application by a school hostel where accommodation is provided for school – going children from rural and urban areas, consider the subsidization of a percentage of the monthly municipal account.*

**Indigent households in retirement centres and old age homes**

*Indigent consumers living in retirement centres or old age homes shall be eligible to qualify for assistance and support in terms of this policy, subject to the following rules and procedures:*

- *The onus will be on the Board of Trustees/Managing Agent (hereinafter referred to as the representative) to apply to the municipality, for indigent status to be granted in respect of water consumption on behalf of the owners of those units, who meet the criteria and conditions for qualification*
- *The onus will be on the unit owner to apply to the municipality for indigent status to be granted in respect property rates and related charges.*
  
- *The representative will submit applications to the Chief Financial Officer.*

*The Programme Officer must verify all applications and he or she must notify:*

- *The representative, whether an application was successful or not with regard to the water consumption; and*
- *The unit owner whether an application was successful or not with regard to the property rates and other related charges.*
- *The Chief Financial Officer will credit the monthly municipal:*
- *Water account of the Retirement Centre or old age Home with water and sewerage charges, the amount of which will be calculated by dividing the total number of kilolitres of water consumed by*

*the number of units in the complex, but up to a maximum of 200 litres of water per day for each unit that qualifies for assistance.*

- *General rates and refuse charges account of the unit owner with the full amount charged.*
- *The representative must, in respect monthly water credits allowed under indigent support, ensure that such credits are off-set against the monthly levies of the relevant individual units; such representative also being required, once every six months, or at such intervals as may be determined by the municipality, to the Chief Financial Officer that the monthly levies of poor households which qualify for assistance, have been adjusted by the amounts credited to the account of the Retirement Centre or Old age Home.*

#### **18. RIGHT OF APPEAL:**

*Any applicant who feels aggrieved by a decision taken in respect of his or her application may lodge an appeal with the Municipal Manager of the municipality within 10 (ten) days from the date on which the decision was communicated to the applicant. The appeal must be in writing and lodged with municipal manager within 14 days after receiving the notification setting out :*

- 1. The reason for the appeal*
- 2. Any other documentary proof in support of the appeal.*

*The appeal shall be decided:-*

- 1. Within 21 days after lodgment of the appeal*
- 2. Strictly in terms of the provisions of the bylaw and this policy*
- 3. By three officials from Community Services department disincinated by the Municipal Manager*

*The decision of the committee is finally and the appealant shall be notified of the outcome in writing*

#### **19. REVIEW AND AMENDMENT OF INDIGENT POLICY:**

*The council has discretional power to amend any clause, stipulation or tariff embodied in this policy in the interest of all the parties concerned at the annual budgetary review of council policy in conjunction with the consideration of the annual budget of the council.*