

PHYSICAL ADDRESS 169 Trumpeters Loop The Wilds Pretoria 012-940-8285 www.the-wilds.co.za		POSTAL ADDRESS PO Box 28951 Sunnyside Pretoria 0132 REGISTRATION NUMBER 2003/008761/08
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2025-07-23

To all owners
The Wilds

BILLING CITY CLEANING LEVY

Property owners have now seen that the City of Tshwane has implemented a City Cleaning Levy.

There is also confusion due to some accounts reflecting this cost as Refuse Removal.

This tax has been approved as part of the City Council budget, but it is being challenged in court and is also being investigated, just exactly how it is being implemented and who should be paying it.

Below is a guide for residents on how to handle this.

People using the City of Tshwane waste removal:

- a) You should ONLY have one charge on your account of R447.05. If you have any other charge, you should open a query with the City of Tshwane.
- b) If you live in a sectional title complex, this charge should either be on the complex account or yours. If it is on both, you should open a query on your account with the City. [If you use the services of a Professional Managing Agent, you can also engage with them for guidance.

People NOT using the city for waste removal:

- a) You should only have an amount of R223.53 for the new City Cleaning tax on your account. If you have any other amount, you should open a query with the city. Please note that the Wilds utilise a private company and refuse is billed accordingly.

Opening a Query with the City of Tshwane:

NOTE: As the property owner, any queries should be reported and followed personally. To assist The Wild's owners, the service provider details and permits have been uploaded to the website: www.the-wilds.co.za.

- a) Open a query on www.e-tshwane.co.za
- b) Submit a dispute to disputes@tshwane.gov.za
[If the city does not resolve your query in two weeks before your account is payable, complete an official dispute form (Google Tshwane Dispute form), include your reference number that you received when opening the query. You should receive a DD number in return.
- c) Visit the City of Tshwane offices in Centurion personally.

DIRECTORS

F v Eeden, W Herbst, W Jv Rensburg, C Myburgh, W Strydom, A Philippou, G Muller

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While feedback from Council representatives is that there is not a viable result in queries being resolved, it is needed to ensure that your services are not cut due to non-payment.

In the interim, the HOA has written to the applicable City Council departments and representatives, yet the issue remains problematic and challenging.

HOA

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