

INDIGENT SUPPORT

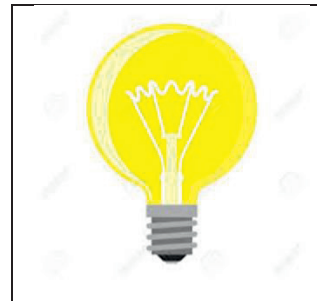


Indigent household support is one of the Lesedi Local Municipality's service delivery mandates. Even during the difficult times of COVID19, Lesedi Local Municipality remains committed to continually provide free basic services to Indigent Households. The Municipality therefore urges those who meet the qualifying criteria to receive the indigent subsidy to apply.

Indigent Registration:

Lesedi Local Municipality has an approved Indigent Management Policy which is aimed at the provision of free basic services to households who meet the requirements as stipulated in the policy. The basic services covered by the policy are:

- Basic water.
- Basic sewer.
- Basic electricity.
- Refuse removal.
- Free 6kl of water services of the qualifying households.
- Free 50kw/h of electricity services of the qualifying households.



How does a household qualify to be an Indigent Household?

You need to register at your nearest Indigent Office. A household qualifies as an Indigent Household once

when you are responsible for municipal services and your household combined gross income is equivalent to or less than the threshold of R3 720. Any other government grants received by the households such as child support grant is not considered as additional income.

The applicant must be the registered owner of a property or an occupier of a childheaded household where the property is registered in the name of the deceased parent or deceased parents, employed / unemployed / people with disability. Once your status has been confirmed and your application is approved, you will then qualify for free municipal services as stated above.

What do I need to register?

The account holder / applicant must present the following documents on application:

- Proof of gross income: this must not exceed R 3 720 per household per month.
- Ownership status / proof of residence. The applicant must be the registered owner of the property or proof of accountability in case a childheaded household where the property is registered in the name of the deceased parents.
- Letter of authority where the property is registered in the name of the deceased.
- Valid Copy of the applicant Identity and of all occupants.
- Pension certificate or card in case of a pensioner.
- Municipal account.
- Three (3) months bank statement (employed) and an affidavit.
- Affidavit for unemployed

I have registered, what happens now?

Once you have finalised your registration, a verification officer will verify your information submitted. This process will involve a site visit to the applicant's residence. When complete, a report is generated and referred to Finance Department to consider the status of the registration.

The Finance Department will then make its recommendations based on the application and reports submitted. If your application is approved, you will receive a notification / letter informing you of the approval. You will then be allocated the free basic municipal services in line with the Indigent Policy. All outstanding balances up to the date of approval will be written off once in a life time of an indigent.

Should you consume more than the allocated quantities, you will be required to pay for the excess / extra consumption on a monthly basis. Accounts not settled on a monthly basis will be subject to Credit Control measures. Should your application be rejected. You will be required to pay for all your consumed services. It is advisable that you enter into a settlement agreement with the municipality, to avoid credit control being implemented.

Is there a time limit to my Indigent Status?

You will be an approved Indigent for a period of 12 months, after that period you will need to reregister to qualify again for Indigency. You are required to re-apply 3 months before the end of 12 months.

Where do I register?

Lesedi Local Municipality:

Heidelberg offices:

1 HF Verwoed & Louw Street, Heidelberg, 1438

Ratanda offices:

2842 Heidelberg Rd & Makoe Street, Ratanda, 1441

Impumelelo offices:

217 Impumelelo Street, Impumelelo, 2260

Vischkuil offices:

116 Melmon Street, Endicott, 1574

Or

Download the indigent application form at www.lesedi.gov.za - once the application form is completed, hand it in at any of the above stated municipal offices with all the required supporting documents.

Will I ever be terminated from the Indigent Support?

You will be terminated from the support under the following circumstances:

At the end of the 12 month period.

Upon the sale of the property and the debt written off will be reversed.

When status change in the household, and the gross income exceeds the threshold of R3 720, except child grants received.

Non - Compliance

If then the applicant is found to have falsy disclosed his/her personal status,

All arrears will be payable immediately.

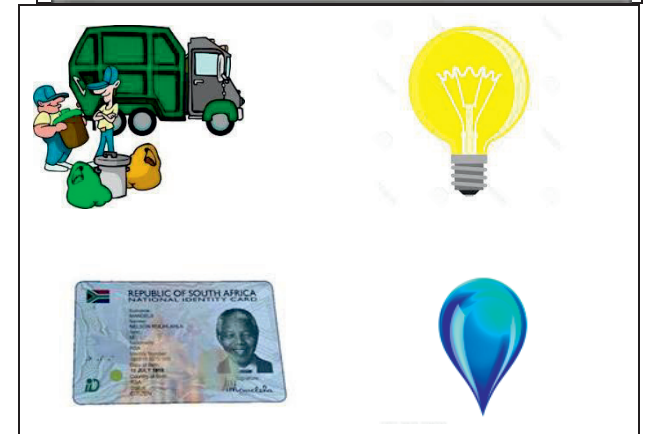
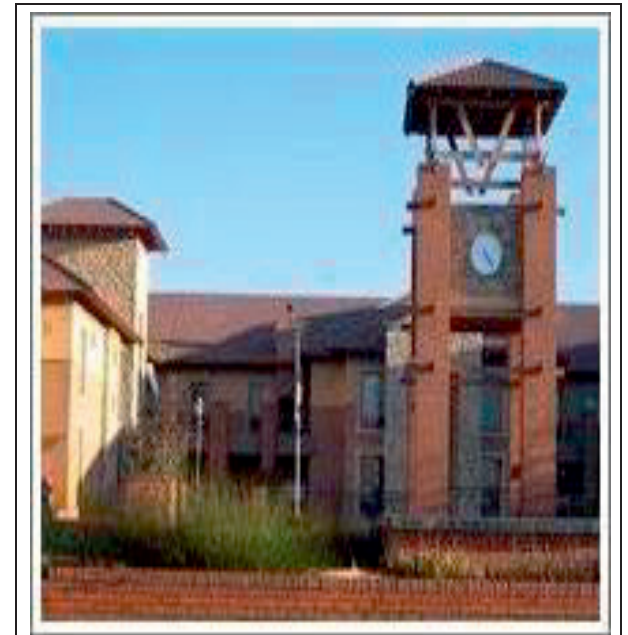
Stringent Credit Control measures will apply.

For any questions, please contact the Indigent Management Office at the following numbers:

(016) 492 – 0058 – Tshepiso Dlamini

(016) 492 – 0218 – Vusi Mathebula

(016) 492 – 0048 – Sindiswa Boyi



For more information please contact the Indigent Management Office At (016) 492 – 0058/0218/0215/0223/0096/ 0048/ (016)330-0454 or www.lesedi.gov.za

Acting Municipal Manager – S'busiso Dlamini