



1. BACKGROUND

GISSA Eastern Cape provides various CPD related conferences, workshops and seminars to its members nationally and provincially. One key topic that was highlighted were the revenue challenges faced in municipalities related to land and property ownership. As Gisc professionals play a huge role in municipalities to manage and maintain spatial datasets, provide analytical skills and methodology and to promote the profession as a whole. One of the poorest provinces in South Africa, is the Eastern Cape, which ultimately impacts service delivery and the ability to collect revenue. As the municipalities are providing services to communities, the ability to manage revenue collection is very difficult due to the complexity of the past relating to land and ownership. The workshop held on the 22 of August 2024, in East London provided multiple stakeholders to engage, share and discuss current challenges.

2. SITUATIONAL STATUS OF LAND IN THE EASTERN CAPE, SOUTH AFRICA

South Africa in 2024, is still facing mayor challenges relating to land, ownership, tenure and access to assets. Although legislation is in place, to rectify these challenges, implementation across sphere of government has been a challenge. The Eastern Cape faces similar challenges, but also needs to deal with legacy issues of former homelands. With the demarcation of municipalities, the ability to generate revenue is impeded by the current land ownership and tenure status. Municipalities struggle to collect revenue from services delivered to households. This impacts service delivery, maintenance of infrastructure and sustainability of such municipality.

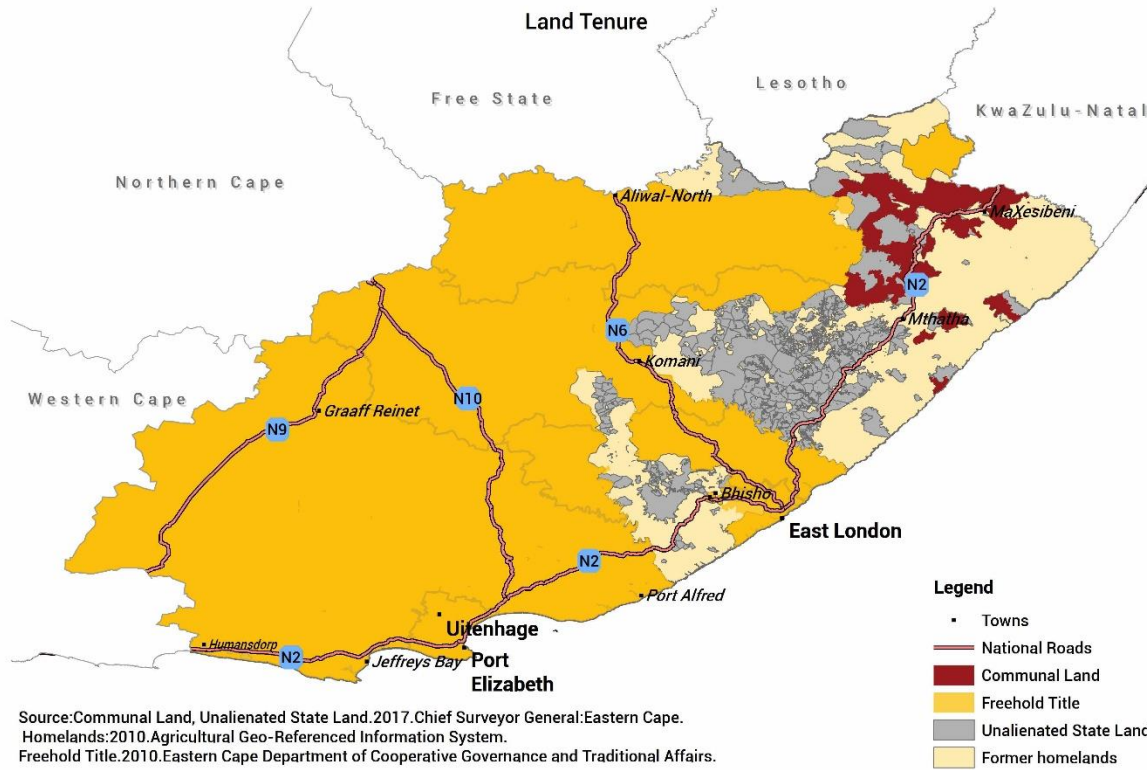


Figure 1 Provincial Spatial Development Framework, 2019, Department of Cooperative Governance and Traditional Affairs, Bhisho, Eastern Cape

3. STATELAND

Ms. Molepo is a Project Coordinator at the DALRRD within Property Management directorate. Having working in various departments as a property manager, key role being IAR management and all other activities related to IAR.

Ms. Molepo holds a N.Diploma in Real Estate and an Adv. Diploma in Real Estate both obtained from University of Johannesburg.

Ms. Molepo started in property valuation in the private sector from 2015 to 2019 and transitioned into property management in government from 2019 to date.

Ms. Molepo has a passion for the property industry having obtained various vital skills needed to be an effective property specialist.



State land is land which is held by the national and provincial governments but excludes Local Authority and Parastatal land. In terms of the

[Government Immovable Asset Management Act 19 of 2007](#)

➤ Section 4 (2), A custodian—

(a) acts as the caretaker in relation to an immovable asset of which it is the custodian.

(b) may—

(i) in the case of a national department, acquire and manage an immovable asset as contemplated in section 13 and, subject to the State Land Disposal Act, 1961 (Act No. 48 of 1961), or any other Act regulating the disposal of state land, dispose of that immovable asset.

(ii) in the case of a provincial department, subject to the relevant provincial land administration law, acquire, manage and dispose of an immovable asset; and

(c) is, subject to section 18, liable for any action or omission in relation to an immovable asset of which it is the custodian, excluding an act or omission in good faith.

The 1993 interim Constitution (Act 200 of 1993) separated the custodianship (ownership) of state-owned immovable property between the National Government and the nine Provincial Governments based on the designated functions of such governments and the legislation administered by the respective spheres of Government.

Custodian departments are obligated to manage and maintain their own Immovable Asset Register (IAR). State land is land which is held by the national and provincial governments but excludes Local Authority and Parastatal land.

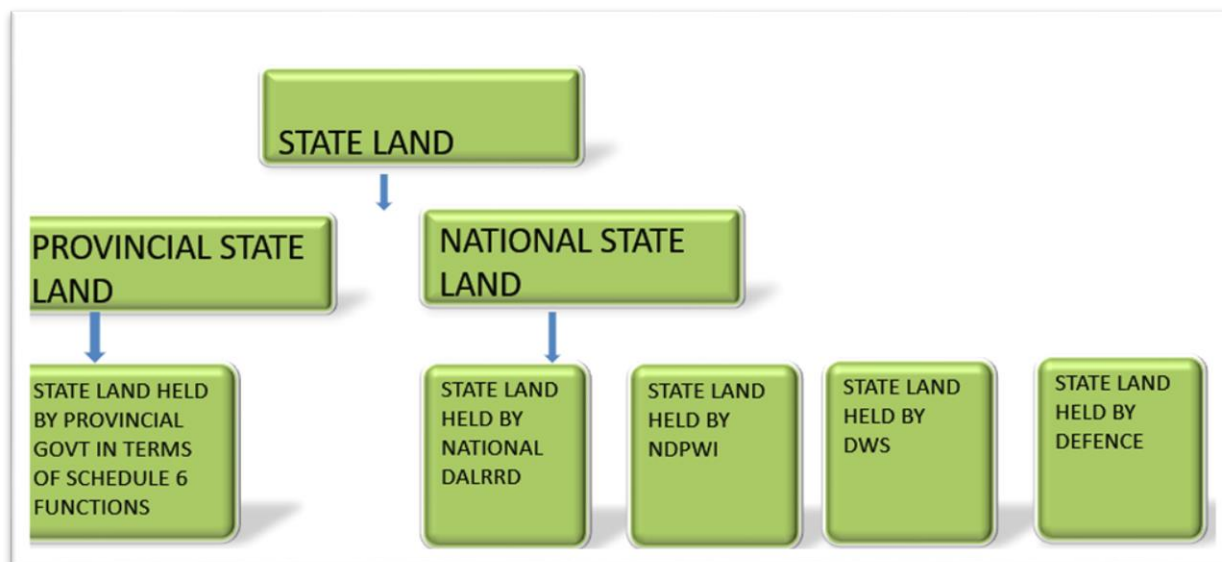


Figure 2 PRESENTATION ON STATE LAND OWNERSHIP,2024, Department of Agriculture, Land Reform and Rural Development, East London

Provincial State Land is land used for Schedule 6 functions or State Domestic Functions. SDFs are public service infrastructure that were constructed or developed to perform service delivery objectives of the government. These include schools, clinics, hospitals, etc, and such are linked to provincial competencies. Facilities such as police stations, border control posts, military bases are linked to national competencies. Public service infrastructure (as defined in Act 6 of 2004) include road reserves, harbors, waterworks, etc.

DALRRD is the custodian of all land confirmed vested or deemed vested with the national government located in the former TBVC states i.e. Transkei, Bophuthatswana, Venda, Ciskei and the former self-governing territories of Qwa Qwa, KaNgwane, Gazankulu, Lebowa and KwaNdebele.

3.1. LAND TRANSFERRED FROM OTHER GOVERNMENT DEPARTMENTS FOR LAND REFORM PURPOSES.

Immovable assets acquired in terms of the Restitution of Land Rights Act, 1994 (Act No. 22 of 1994) and temporarily held by the Department for future transfer to claimants. Immovable assets held by the Minister, in trust for traditional communities, as provided in relevant title deeds. Some immovable assets may have been acquired and transferred to National Government as part of asset forfeiture proceedings involving the Asset Forfeiture Unit.



3.2. CATEGORIES OF STATE LAND HELD BY DALRRD

Ex SADT - is land which was acquired by the previous SADT for incorporation into homelands.

1. Transferred Ex-SADT-Former SADT land transferred to the former TBVC states and Self-Governing Territories and registered in the name of the former TBVC Governments or Self-Governing Territories

2. Ex-SADT not transferred-Former SADT land which was supposed to have been transferred to the former TBVC States and Self-Governing territories but never materialized

Communal Land

1. Tribal Land held in Trust -properties registered in the name of the former Minister of Native Affairs and his followers in trust of a tribe, Chief/Headman, community or individual; Ministers acted as Trustees.

2. Land allocated to a tribe- Former SADT land transferred to the former TBVC States and Self-Governing Territories by proclamation, but which was allocated by Government Notice to certain Tribal Authorities and which land was included in their tribal area; land allocated to a tribe for own use, but registered in the name of former TBVC States, Self-Governing Territories or SADT land which has now become State land in terms of the Interim Constitution (Act 200 of 1993)..

R293/1962 towns- R293 towns refers to proclaimed towns in the former TBVC states and self-governing territories that were planned by the former Department of Development Aid and developed in cooperation with the former homeland's government.

4. LAND TENURE

Land Tenure can be defined as the relationship that individuals and groups hold with respect to land and related resources. Land tenure rules define the ways in which property rights to land are allocated, transferred, used, or managed in a particular society.

Tenure Categories include:

- De Facto
 - Exists in reality, even though not officially recognized by laws
- De Jure
 - Legally recognised, regardless of whether the practice exists in reality.



The process of subdivisions also effect land tenure. Subdivisions is a land survey related activities which can be described as the following:

- Subdivisions:
 - Change in tenure from one property owner to multiple possible owners.
 - A 3-phase process. Each phase has its own terminology.
 - Local authority and other authority CONSENT in terms of
 - SPLUMA (16 of 2013)
 - Advertising & Ribbon Development Act (21 of 1940)
 - EC Roads Act (3 of 2003)
 - SANRAL Act (7 of 1998)
 - Subdivision of Agricultural Land Act (70 of 1970)
 - Certain consents are time bound (valid for a limited period)
 - SPLUMA
 - Act 70 of 1970
 - SANRAL

The subdivision of land procedure commences when a Town Planner or Land Surveyor submit application to Local Municipality and other relevant Organs of State. Under relevant legislation A Professional Land Surveyor must:

- Prepare the diagrams and general plans
- Place beacons
- Submit all records to the Surveyor-General

The Surveyor-General approves the subdivision and keeps a record of these diagrams. A General Plan approved by the SG does not lapse, only the municipal consents are often conditional and can lapse. This is normally the land use management procedures under the Town Planning Departments.

All Conditions need to be met BEFORE registration of land rights.

Deeds Office REGISTRATION function includes:

- Original statutory consents AND approved SG plans are registered with the Deeds Office by a Conveyancer.
- Township Register is opened by the Conveyancer once all conditions have been met.



- Land parcels can be transferred to beneficiaries.
- Confirmation of Registration of Township shows on WinDeed
- Date of Registration & Erf size of erven shows on WinDeed
- Historic Statutory Consents
- Pre-December 2020 there were multiple pieces of legislation governing statutory consents.
- SPLUMA (since 2015)
- Ordinance 33 of 1934 (former Transkei)
- Ordinance 15 of 1985 (former Cape Province)
- Act 15 of 1987 (former Ciskei)
- Act 113 of 1991 (repealed in 2015)
- DFA (repealed in 2015)
- All legislation provided for time bound consents, except Act 113/1991
- Unregistered townships will likely have lapsed
- Unregistered townships in terms of 113/1991 remain valid.

Presented by Colin Davies, Professional Land Surveyor and Director of NPM Geomatics.

5. COMMUNAL LAND RIGHTS

The land question' in South African national politics continues to dominate party-political battles. However, most of these battles refrain from engaging with 'communal' landholdings that are under the custodianship of traditional leaders.

Of further concern, the legislation not only remains ambiguous about traditional leaders' land administration functions and powers but is also conceptualized within Western frameworks.

Ambiguity and Western centrality, in turn, hinder planning efforts and municipal service delivery in South Africa's rural regions, while residents continue to live without tenure security and enhanced socio-economic prospects.

The Economic Freedom Fighters' (EFF) successful political campaign to mobilise land as a symbol of colonial and apartheid theft has placed 'the land question' at the centre of South Africa's party – political battles (Kepe & Hall, 2018)



For the EFF, the ruling African National Congress (ANC) has failed to address this theft, thereby fuelling their calls for ‘the land to be nationalised and returned to the black African majority (via) expropriation without compensation’ (EFF, 2019:9).

Expropriation without compensation, in turn, necessitates amendments to Section 25 of the Constitution of South Africa (RSA,1996).

- Yet, during these strident political confrontations over land ownership, the topic of ‘communal land’ – which is officially state-controlled trust land – hardly ever surfaces as a matter of urgent concern.
- At least 17 million South Africans live on ‘communal’ landholdings that are under the jurisdiction and custodianship of approximately 800 traditional leaders (Oomen, 2005; Branson, 2016).
- Most of this land, however, continues to be held in trust by the state, which is a remnant of the 1936 Native Trust and Land Act.
- While this Act was repealed in 1991, residents of ‘communal’ landholdings continue to live without tenure security (DU Plessis, 2011). Neither they nor traditional leaders officially own the land.
- As residents of ‘communal’ landholdings occupy and use land under a system of rights that is conveyed through oral traditions, this land is neither documented nor registered under the formal cadastre (Hull, Sehume, Sibiyi, Sothafile & Whittal, 2016).
- Residents are, therefore, not formally recognised as legal land rights holders; hence, their tenure insecurity.
- Furthermore, while ‘communal’ landholdings are under custodianship of traditional leaders, their functions and powers regarding rural land administration remain undefined, despite the fact that institutions of traditional authorities are recognised in the Constitution (RSA, 1996), the Traditional Leadership and Governance Framework Act (RSA, 2003), and the Spatial Planning and Land Use Management Act (SPLUMA) (RSA,2013).
- To worsen matters, “land administration (in South Africa’s rural regions) was officially halted by the state in 1996 without repealing the legislation governing land allocations.
- Legal ambiguity over who controls ‘communal’ landholdings and land allocation functions is hampering planning efforts and municipal service delivery in South Africa’s rural regions.
- There is also a process of rapid rural densification happening in communal areas (Wotshela, 2018).
- By contrast, over 50% of South Africans living on “communal” landholdings depend on state-issued social grants as their main source of income, while supplementing this income with subsistence farming practices (Budlender, Mgwebe, Motsepe & Williams, 2011;Ntingi, 2016).



- As a result of dysfunctional state structures, traditional leaders continue to perform land administration functions, even if they are not legally mandated or supported to do so.

5.1. African Indigenous land laws

- For scholars of African indigenous land laws, the idea of absolute ownership is an inappropriate resolution to the complex tenure practices found on 'communal land'
- Absolute ownership, they argue, ignores residents' multiple land interests, and the embedded and overlapping nature of indigenous tenure systems that partially survived the insidious land laws passed under colonialism and apartheid.
- For Okoth-Ogendo (2008), the meaning and nature of poverty in African onto-epistemologies is derived not only from how individuals or groups relate to a physical place, but also from how individuals relate to all members of a community and vice versa.
- What this socio-political order then establishes is not a property right over a specific parcel of land, but rather a set of reciprocal rights and obligations that bind together and confer power over land in community members (Winkler & Duminy, 2016).
- Reciprocal and obligatory rights are understood as a continuous performance and not as a finite action, as found in Western land ownership laws.
- This continuous performance of reciprocal and obligatory rights determines who may have access to land and its associated resources.
- This alternative conceptualisation of poverty in land also determines who controls and manages associated resources on behalf of those who have access to the land.

5.2. Current complexities of 'communal land' in the former Transkei and Ciskei areas

- Land administration has, for the most part, collapsed in South Africa's communal areas: PTOs may or may not be issued; registers or rights holders are seldom updated, and land allocation takes place on an ad hoc basis without legal security (Cousins, 2007).
- As mentioned earlier, SPLUMA (RSA, 2013) assumes a taken-for-granted norm that land is owned in accordance with Western conceptualisations of property and bounded.
- Key assumptions about absolute ownership remain unchallenged.
- Moreover, taken-for-granted norms preclude any acknowledgement of, or means to address ongoing tenure insecurity.



- SPLUMA also uncritically accepts the spatial demarcation of traditional councils as established by the 1951 Bantu Authorities Act and reinforced via the Traditional Leadership Framework Act (RSA,2003).
- Of equal concern, contentious land ownership issues remain unresolved (Oomen, 2005), thus creating in the minds of municipal officials, traditional leaders and residents alike an incorrect presumption that ‘communal land is owned by the chiefs’.
- On the whole, SPLUMA is vehemently criticised by agrarian, land and legal scholars for devolving too many powers to traditional councils.
- Unlike the acclaim SPLUMA receives in urban contexts, its relevance in rural settings remains doubtful.
- “SPLUMA seems to be geared only (towards) urban planning, and it bypasses rural development needs”.
- Regardless of a perceived urban bias, Regulation 19 of SPLUMA (RSA,2015) recommends that traditional councils enter into “service level agreements with local municipalities” for the purpose of “outsourcing some planning functions to traditional councils”.
- But SPLUMA’s regulations refrain from explicitly stating which planning functions may be outsourced.
- A general lack of clarity and guidance found in the planning legislation serves only to create untenable situations, in which municipal officials, elected ward councillors, and traditional leaders are constantly embroiled in ‘conflicting rationalities’.
- Furthermore a lack of clarity regarding traditional leaders precise duties vis-à-vis ward councillors duties is creating factionalised insurrections at the expense of collective action.
- A duplication of duties and functions is equally found between DMs and LMs, and between municipalities, provincial and national tiers of government, thereby adding layers of bureaucracy to an already ineffective planning system.
- Of further concern, traditional councils are excluded from planning and land-use management decisions in accordance with the Constitution (RSA, 1996) and the SPLUMA regulations (RSA, 2015).

Presented by Craig Sam, Professional Town Planner.

6. HUMAN SETTLEMENTS

Since the provision of the first subsidy in 1994 until today, the South African government has provided between **two and three million subsidised housing units**—popularly known as RDP



housing—for low-income beneficiaries. In 2004, the (then) Department of Housing issued its new policy, Breaking New Ground (BNG), that aimed, among other targets, to unlock the asset value of government subsidised houses, ensure the functioning of the entire residential property market, and create a link between government subsidy markets and the private market so that subsidy beneficiaries could use their houses as a step-up onto the property ladder. Following from this, the research papers, below, use qualitative and quantitative methodologies to assess how government subsidised houses have performed for their beneficiaries. This project builds on the Township Residential Property Markets and the Housing Entrepreneurs in South Africa projects. (Centre for Affordable Housing Finance in Africa, 2024).

Although this initiative provided housing and property for many households, a key element of ownership has not been concluded. Many of these RDP townships are not registered in the rightful owner's name as listed on the housing beneficiary databases. A Happy Letter is normally provided to the owner, to accept the house provided, but the procedure of issuing title deeds are lacking. Therefore, a fluidity of owners and tenants occurs. The municipalities have the challenge of servicing these towns but cannot recoup or provide indigent grants to the owners, as ownership hasn't been concluded. Thus, many municipalities have RDP houses on their own Asset Registers. This impacts the issuing of indigent grants and equitable share allocation not even mentioning the lack of ownership to the household.

6.1. RATEABLE PROPERTIES OWNED BY DALRRD

Properties are not registered.

Cannot identify or verify user of municipal services

No address or street names

Human Settlement houses are still in the name of the municipality and not in the rightful owner.

As the custodian of various categories of land, we are liable for property related costs charged on such properties.

However, there are properties that are not "rateable properties"

Communal land as described in the previous slides, is categorized as properties that are not "rateable" as it is impossible or unreasonably difficult to establish a market value.



DALRRD also has unsurveyed, unregistered state land AND surveyed, unregistered state land- such land is not “rateable”.

Challenges experienced include:

Illegal occupation on state land

Incorrect billing of rates and taxes in respect of state land parcels by municipalities e.g., billing incorrect custodian for certain land parcels

Lack of integration amongst government spheres

Possible solutions include:

Continuous engagements amongst government spheres

Developing policies to assist in containing illegal invasion state land

- Officials are also often encumbered by irrational and self-serving political directives that obviate and override established plans.
- Dysfunctional state structures, inadequate state budgets for rural development programmes, ineffective councillors, a relatively high turnover of officials, and a “complete vacuum of land administration in the Eastern Cape” all serve to strengthen traditional leaders’ positions, despite their deliberate exclusion from formal decision- making processes.
- In fact, traditional leaders are “filling the state-created vacuum by taking on greater land administration roles.
- Rural landholdings are subdivided on an ad hoc basis without any recognition of established plans.
- Such ad hoc practices result not only in a loss of economically viable land, but also in unsustainable rural densifications, since “communal” landholdings remain attractive to residents for economic reasons.
- Rapid development on erstwhile productive agricultural land is resulting in a loss of economically viable land.
- ‘Communal land’ continues to be subdivided without formal approval, and these subdivisions are unregistered.



- This informal approach is very attractive to residents, because 'communal land' is free of municipal planning, the imposition of rates and service charges and can also be an income-generating opportunity for families.
- **Conclusion**
- Planning in the former Transkei and Ciskei areas has become a futile exercise.
- Since universal solutions will continue to produce ineffective planning outcomes, alternative and situated options need to be explored.
- One such option might include an area-based approach to planning, where CPAs (or similar structures) are explored with residents of some 'communal' landholdings, while traditional leadership structures are explored in other contexts.
- However, an area-based approach will not resolve contentious land ownership issues.
- Nor will it resolve residents tenure insecurities, dysfunctional state structures, inadequate state budgets for agrarian development, and self-serving political interests.
- Extensive and radical structural and legislative transformation is needed if policymakers hope to address these problems.
- Nevertheless, an area-based approach may facilitate alternative outcomes to ad hoc subdivisions on 'communal land', while planning for much needed engineering services and economic development opportunities.
- Planners might also need to become more sensitive to the fact that absolute ownership circumscribes existing tenure practices on 'communal land'.
- Instead of asking: Who owns land?, it might be more useful to ask: Who owns what interest in the land?
- Current planning systems and practices, however, undermine possibilities of recognising long-established tenure practices on 'communal' landholdings that include embedded and overlapping rights based on interests, belonging, participation, flexibility, and a continuous performance of land-use management systems and practices are also ignorant of conceptual distinctions between access to land and control over land administration.
- Furthermore, planning laws, theories and practices default too quickly to a 'rigid divide between urban and rural, modern and traditional'.

7. LAND RIGHTS AND MUNICIPAL REVENUE ENHANCEMENT VALUATIONS

Municipal Property Rates Act



•Determine value by looking at sales in the market, is part of the General Valuations Roll of a municipality. It's normally conducted by Mass appraisal and or separate valuations for more complex property types. Public Participation is key for property owners to object and or appeal against the values of properties. The approved General Valuation allows municipalities raise rates. The valuation tariff (rates) is normally stipulated as a Cent in Rand Value, which differs between rating categories. Rates is a key income stream for municipalities thus makes up for a large proportion of its operating funds.

Challenges that occurs is that municipalities cannot charge rates for non-registered properties but still have serviced the property.

Value Capture

Residual land values are much less than developed land. Municipalities need to look at strategic land parcels and best and highest use to enhance rate base. But also increase sales of water and electricity.

- Municipalities needs to look at catalytic land –to unlock development potential.
 - Increase municipal rate base
 - Increase service sales
 - Increase of jobs in construction, maintenance and retail sector.

For Example:

The municipality owns a vacant piece of land of 20 000 sqm which is valued at R2,000,000

•A developer approached the municipality to develop a large district shopping mall on the land.

•The municipality issues a 30-year lease at R160,000 per month with escalation of 6% per year.

The Future Value of the lease is an estimate of R10,891575.85

•The developer creates a 18000sqm shopping centre which is valued at R2.2 billion.

•Municipal rates at 1.6 c in the rand for business sites.

The total revenue from rates for the long-term lease will be an estimated:

•=R3 104 548,33 per month income on rates or R R37 254 580,00 per annum

Therefore, using value capture methods, the municipality can enhance its operating budget income, by leasing valuable vacant land, entering into long term leases, which provides real rights to the tenant, and capture the new developments rates.



Vacant land that is not zoned for public open space, can be a mechanism to increase municipal revenue.

8. CHALLENGES FACING LOCAL MUNICIPALITIES

The Eastern Part of the Eastern Cape still faces service delivery challenges, but the municipalities are struggling to collect revenue.

Some of the challenges include:

- Lack of ownership transfer for Human Settlements.
- Lack of Transfer of old Townships established during form Homelands Administration.
- Inability to provide indigent benefits to RDP/Human Settlement Households due to ownership.
- Inability to recover service charges and rates
- Expanding settlements, with services but is located on unalienated state land.
- This also impacts the ability to obtain equitable share, and registration as an indigent per policy of Midvaal Municipality and Buffalo City Metropolitan Municipality as examples.

8.1.1. Midvaal Indigent qualification criteria:

9.1 Four categories of indigents will be considered:

9.1.1 Category 1: Registered property owners (not tenants) who will benefit from the rebates in section 11.1 – 11.11 (must qualify in terms of section 9.2 – 9.9 below); 9.1.2 Category 2: Deemed indigents who will benefit from the rebates in section 11.1 – 11.11 (must qualify in terms of section 9.11 – 9.19 below); 9.1.3 Category 3: Other indigents who do not own property in Midvaal Local Municipality and will only qualify for benefits in terms of sections 11.11 and 11.14. 9.1.4 Category 4: RDP property owners for which the property is still in the process of being transferred to the beneficiary's name will benefit from the rebates in sections 11.1 – 11.11 (must qualify in terms of section 9.2 – 9.9 below). These properties shall be levied for refuse and sewer services where the occupiers are already receiving the services

8.1.2. Buffalo City Metropolitan Municipality Indigent Policy:

8.1.2.1. TARGETING AND QUALIFICATION CRITERIA

12.1 There are several ways in which the indigent can be targeted for the indigent subsidy and the wider social services provided by a municipality, including service levels, service consumption, property value, household income and geographic (zonal) targeting. Buffalo City Metropolitan Municipality has targeted its indigent households through the socio-economic information and



performance indicators contained in the IDP, local economic development initiatives and its other poverty relief programmes.

Indigent subsidy shall, within the financial ability of the municipality, be allocated to owners or tenants of premises who receive electricity (either from Council or directly from Eskom), water, sanitation, refuse removal, fire levy, or assessment rates services from the Municipality, in respect of charges payable to the municipality for such services (this may be done in the form of write off, rebate or otherwise).

The Buffalo City Metropolitan Municipality has, within its financial and institutional capacity, chosen to use the following qualification criteria:

12.1.1 First Qualification Criteria: - Property value: Any property with a value which is less than or equal to the value of a new RDP house (**equal or less than R120,000**) will be considered to be occupied by indigent resident/s as follows:

12.1.1.1 The property may only be used for residential purposes.

12.1.1.2 Must be a permanent resident of Buffalo City Metropolitan Municipality;

12.1.1.3 Must be a South African citizen;

12.1.1.4 The applicant may not be the registered owner of more than one (1) property.

DOES NOT QUALIFY IF INCOME IS MORE THAN 3000 BUT PROPERTY VALUE IS LESS THAN R120K – REFER TO SECOND CRITERIA

FORMAL APPLICATION NOT REQUIRED IN RESPECT OF THIS CRITERIA

REGISTER WILL BE AUDITED AND WHERE FALSE APPLICATION, PENALTIES, REVERSAL, PROSECUTION WILL BE INSTITUTED 16

This value referred to in the above paragraph 1.1.1 will be determined by Council from time to time. This qualification necessitates honesty on the part of the recipient when the occupant of the property earns more than the threshold amount. The municipality reserves the right to withhold or cancel the subsidy should the household be earning an income above the aforementioned threshold limit.

12.1.2 Second Qualification Criteria: - Gross Income less tax and pension: A single household where the combined income of the household (gross household income) does not exceed the poverty threshold value, as determined by Council from time to time or the value of two (2) state social grants per month. Child grants will not be considered when determining household income. A household shall comply with the following criteria:-

12.1.2.1 The property may only be used for residential purposes;

12.1.2.2 Must be a permanent resident of Buffalo City Metropolitan Municipality;

12.1.2.3 Must be a South African citizen;



12.1.2.4 The applicant may not be the registered owner of more than one (1) property.

Rural applicants will be considered according to this criteria. Where an applicant's gross household income is equal to or less than the secondary qualification threshold, but the property value is more than the threshold of the first qualification, the application will not be considered, e.g. Gross household Income is say R2000, but the property value is say R200, 000.00.

Exemptions

Indigent relief will not be granted where the household, occupants, residents or, dependants, as the case may be:- 17

- In the event that the applicant is a tenant on the property with no documentary proof of the rental agreement between the owner and tenant.
- Receive significant benefits or regular monetary payments that are above indigent qualification threshold. Any benefits deemed to be paid for by a third party, will be regarded as additional income to the household.
- Are not registered at the Council as consumers of services rendered by Council.
- Own more than one (1) property.
- Where the RDP Property Value (excluding improvements) of the property is equivalent or more than R120 000. 00.

12.2 PROPERTY OWNERSHIP:

12.2.1 Living in a property owned by a member of the household, with the homeowner residing at that property.

12.2.2 Any occupant or resident of the single household may not own any property in addition to the property in respect of which indigent support is provided.

12.2.3 Property of indigent household may be inspected annually to determine validity of application or indigence.

12.2.4 Neither the applicant nor other members of the household has other properties registered in their names.

12.2.5 The applicant cannot be an employee of the state or state institutions

12.2.6 The property must serve as a household residence and cannot be used for any other purpose.

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BUFFALO CITY METROPOLITAN MUNICIPALITY

12.3 REGISTRATION:



The household must be a resident of and have a registered rates and / or services account with the Municipality, except households in informal settlements and in rural areas where no accounts are rendered and those households who may qualify for the indigent support as indicated in Section 12 below

12.4 SOUTH AFRICAN CITIZENS OR RECOGNISED REFUGEES:

Members of the household must be South African citizens (with ID card) or have recognised refugee status (proof of status needed).

12.5 TENANTS:

A tenant or occupier as described in Council Credit Control Policy can apply for the benefits in respect of the charges he/she is billed for while the landlord remains liable for all ownership related charges such as rates.

12.6 DECEASED ESTATES:

The account of a deceased estate may be subsidised if the surviving spouse or dependants of the deceased who occupy the property apply for assistance. This includes minor children in the case of child-headed households.

12.7 CHILD-HEADED HOUSEHOLDS

The child-headed households will be treated as special cases subject to the following conditions:

- The normal qualifying criteria for indigent support is complied with
- The account of the deceased parents will be closed and finalised
- The eldest child signs the user agreement with the Municipality with assistance by the appointed legal guardian,
- The indigent application form is completed
- The status of the household is reviewed in terms of this policy

9. GIS TOOLS TO ENHANCE REVENUE IN LOCAL MUNICIPALITIES

GIS is a key tool to manage municipal data, locational data, assets, revenue and service delivery. Two service providers presented services and projects implemented to enhance municipal revenue.

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



GEOLOCATE is a wholly black-owned consulting company offering services and products within the following domains - Geographical Information System (GIS), Remote Sensing, Location Based Services (LBS) and Surveying. They are based in East London, Eastern Cape.

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Our approach to GIS implementation could be to serve a single, specific purpose, or to perform an on-going function, or to serve a wide range of purposes across many departments.

We adopt a project management approach in developing and implementing a GIS in your organisation.

GIS NEEDS ASSESSMENT

We help you understand and document how GIS can be used to support the business needs of your organisation.

We help you identify and define the information products to be created by the GIS.

We help you identify and define the datasets required in order to create information products.

We will document this and produce a needs assessment report.

GIS DATABASE DESIGN & DEVELOPMENT

Our experienced database designers will help to define and implement a data model that supports your business processes. Our approach includes defining a conceptual data model, to a logical data model and finally a physical database implementation.

GIS SYSTEM DESIGN & INTEGRATION

Is your data in hardcopy maps, computer aided draft and drawing (CAD) or other formats? We have the experience in converting and migrating various data formats.

We employ the latest ETL tools in data conversion and migration.

GIS APPLICATION DEVELOPMENT

Our application development process begins with a detailed specification requirement and an iterative process that ensures that applications meet the users' needs.

GIS SUPPORT

We provide both on-site and off-site technical support.



LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



GEODATA

Home / GeoData



We can help you power your E-GIS with accurate and reliable data. We can help you find the right data for your project. We can help you to better organise, store and understand your data. Our service allows us to assess your data needs, how best to store and manage your data.

DATA NEEDS ASSESSMENT

Do you have the data to support your business process? We have the expertise to help you define, to source, to manage and store the data you require. We begin by determining your analysis and presentation needs and then identify available data sources. We then evaluate the data in terms of content, accuracy, precision, and currency in order to determine if they are fit for purpose and to be included in your spatial database.

DATA CONVERSION

Our data conversion service includes scanning of paper maps / drawings / documents, digitizing from scanned paper maps / drawings / documents, or file format conversion.

SCANNING

Is your data in paper form? A lot of your data might be maps / drawings / documents; we have the equipment and expertise to scan these. We are able to scan using large and small format scanners. Your scanned maps / drawings / documents can also be integrated to your existing spatial features.

DIGITISING

Let us help you get additional value in your paper maps. We create vector data which can be integrated with the rest of your spatial database through a process of on screen digitising.

FILE FORMAT CONVERSION

We leverage the latest technology in converting data between file formats. With our file format conversion technology you are assured that your data can be used and shared exactly when, where and how it's needed. We support over three hundred file formats.



LAND AND MUNICIPAL REVENUE ENHANCEMENT WORKSHOP



GEOCODING

Home / GeoCoding

| | | | | |
|-----------------------|-------------|----|-------|--------------|
| 60 W 23rd St | New York | NY | 10010 | 212-366-1373 |
| 529 5th Ave | New York | NY | 10017 | 212-808-0309 |
| 1880 Broadway | New York | NY | 10023 | 212-246-9734 |
| 1280 Lexington Ave | New York | NY | 10028 | 917-492-8870 |
| 8900 S Lafayette Ave | Chicago | IL | 60620 | 773-723-5458 |
| 11088 N US Hwy 15 | Aberdeen | NC | 28315 | 910-693-2745 |
| 4310 Buffalo Gap Rd | Abilene | TX | 79606 | 325-690-0152 |
| 3335 Cobb Pkwy NW | Acworth | GA | 30101 | 678-574-4715 |
| 1038 N Rohlwing Rd | Addison | IL | 60101 | 630-953-1060 |
| 5051 East Ray Rd | Phoenix | AZ | 85044 | 480-783-9001 |
| 98-051 Kamehameha Hwy | Aiea | HI | 96701 | 808-485-6940 |
| 100 S Colonial Dr | Atabaster | AL | 35007 | 205-620-2079 |
| 5419 Wilton 1604 N | San Antonio | TX | 78253 | 205-620-2079 |

We can help you locate your addresses or points of interest on a map. Our approach to geocoding involves address cleaning, address resolving and address report.

ADDRESS CLEANING

This involves a process of parsing, normalization and standardisation.

With address cleaning each address record is split into its components (street number, street name, suburb, city, municipality, province)

With address cleaning we are able to ensure the highest level of accuracy possible per address record.

ADDRESS RESOLVING

The cleaned address data is cross checked against our reference database.

This allows for the assignment of a geographic coordinate against each resolved record.

ADDRESS REPORT

A report indicating the level of accuracy of the geocoding process will be provided.

GEOFORMS

Home / GeoForms



Save time, save money and free up critical resources. Create and deploy custom forms for collecting data in the field. Replace paper forms with geo-enabled smart forms. GeoForms support the data input types.

DESIGN

We will work with you in the design of your data collection form. We support the following data input types: Simple Text, Numeric, Location, Sound clip, Multi-line Text, Drop-down List, Date, Picture, Checkboxes, Radio Buttons, Barcodes, Video.

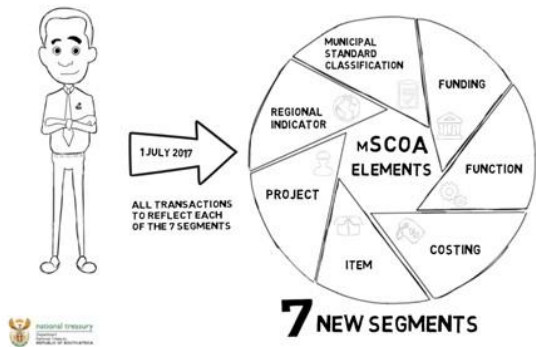
COLLECT

We will provide you with an interface to streamline your data collection. This runs on Android based smart phones.

STORE AND DISPLAY

We provide you with a cloud based storage and display solution.

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



15 BUSINESS PROCESSES

- 1 CORPORATE GOVERNANCE
- 2 MUNICIPAL BUDGETING, PLANNING AND FINANCIAL MODELING
- 3 FINANCIAL ACCOUNTING
- 4 COSTING AND REPORTING
- 5 PROJECT ACCOUNTING
- 6 TREASURY AND CASH MANAGEMENT
- 7 PROCUREMENT CYCLE: SUPPLY CHAIN MANAGEMENT, EXPENDITURE MANAGEMENT, CONTRACT MANAGEMENT AND ACCOUNTS PAYABLE
- 8 GRANT MANAGEMENT
- 9 FULL ASSET LIFECYCLE MANAGEMENT INCLUDING MAINTENANCE MANAGEMENT
- 10 REAL ESTATE AND RESOURCE MANAGEMENT
- 11 HUMAN RESOURCE AND PAYROLL MANAGEMENT
- 12 LAND USE AND BUILDING CONTROL MANAGEMENT
- 13 VALUATION ROLL MANAGEMENT
- 14 REVENUE CYCLE: METER READING, BILLING ACCOUNTS RECEIVABLE AND REVENUE MANAGEMENT AND RECEIVING
- 15 CUSTOMER CARE, CREDIT CONTROL AND DEBT COLLECTION



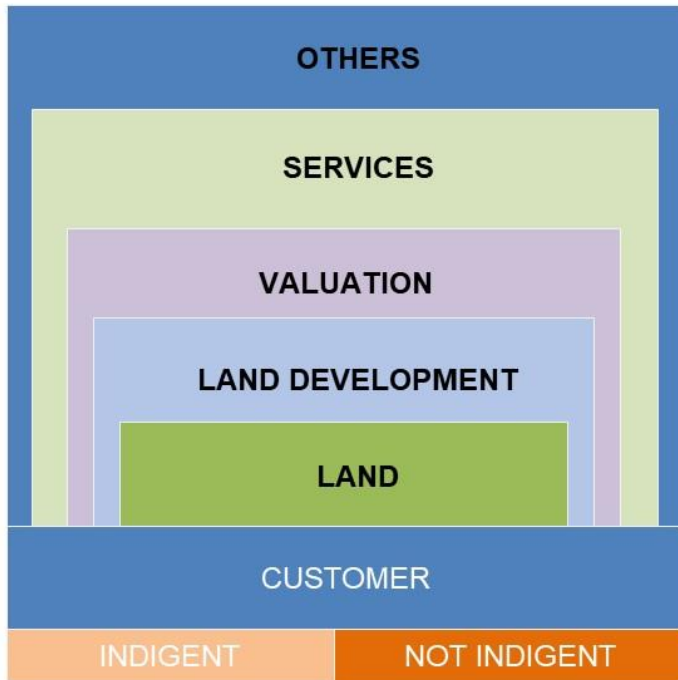
mSCOA

Of all data collected has a location element on it

Source: National



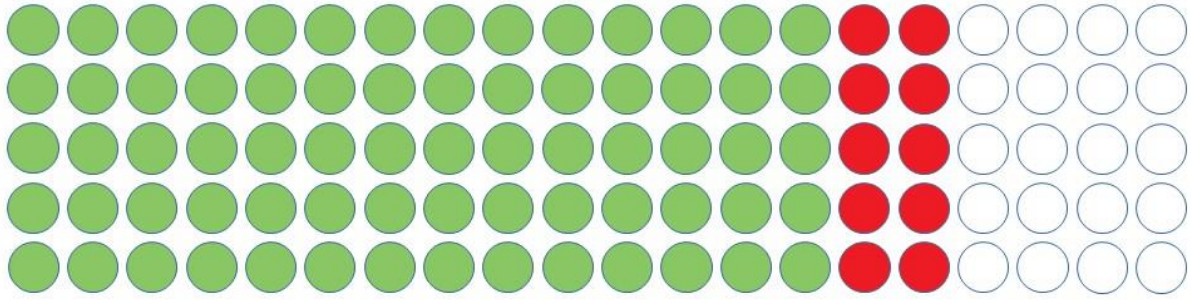
Municipalities data generated are mostly linked to a location such as MSCOA regulations needs a regional code within the municipal accounting systems and reporting. Other data such as services, billing, valuations, land development, land, customer, indigent or non-indigent has a location data element.



Of all data collected has a location element



DK



80%
Of all data collected has a
location element

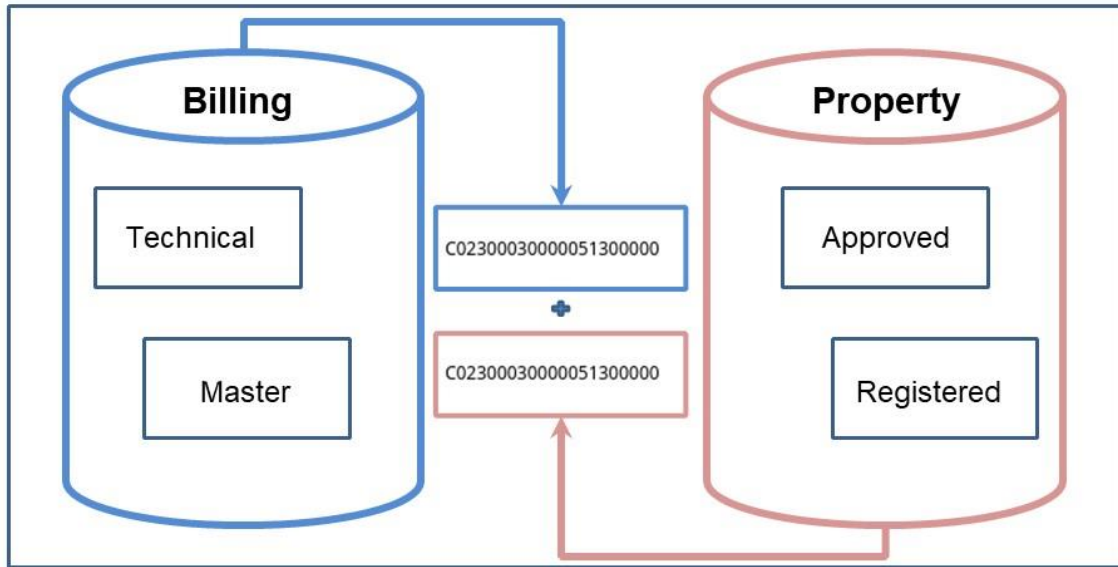


10%
Is actually used to Power
Business Decisions

Source: carto.com



DR



DK



BILLING DATA PROCESSING

DRAFT

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



Billing

Technical

Master

| connection_object | tion_object_desc | erf_number | gis_number_for_co_b | unit_number_for_cob | mr_unit |
|-------------------|------------------|------------|------------------------|---------------------------|----------|
| 10018034 | ERF 513 CINTS... | 513 | C02300030000051300000 | 1230500000513000000000000 | 80012350 |
| 10018034 | ERF 513 CINTS... | 513 | C02300030000051300000 | 1230500000513000000000000 | 80012350 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 1240100000008000000000000 | 30012410 |

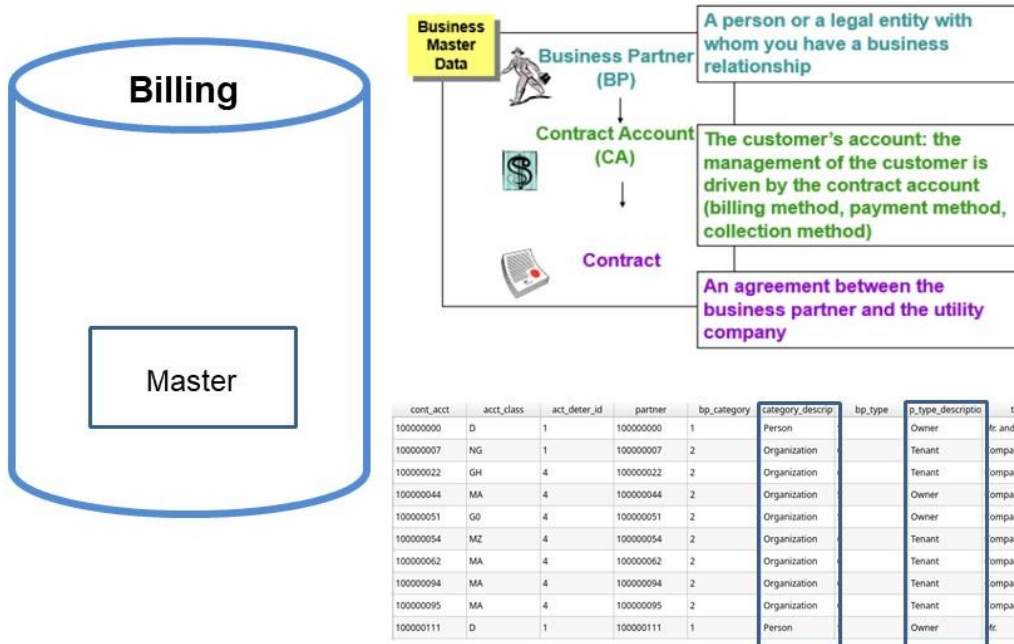
| cont_acct | acct_class | act_deter_id | partner | bp_category | category_descr | bp_type | p_type_descriptio | title |
|-----------|------------|--------------|-----------|-------------|----------------|---------|-------------------|--------------|
| 100000000 | D | 1 | 100000000 | 1 | Person | 5 | Owner | Mr. and Mrs. |
| 100000007 | NG | 1 | 100000007 | 2 | Organization | 6 | Tenant | Company |
| 100000022 | GH | 4 | 100000022 | 2 | Organization | 6 | Tenant | Company |
| 100000044 | MA | 4 | 100000044 | 2 | Organization | 5 | Owner | Company |
| 100000051 | G0 | 4 | 100000051 | 2 | Organization | 5 | Owner | Company |
| 100000054 | MZ | 4 | 100000054 | 2 | Organization | 6 | Tenant | Company |
| 100000062 | MA | 4 | 100000062 | 2 | Organization | 6 | Tenant | Company |
| 100000094 | MA | 4 | 100000094 | 2 | Organization | 6 | Tenant | Company |
| 100000095 | MA | 4 | 100000095 | 2 | Organization | 6 | Tenant | Company |
| 100000111 | D | 1 | 100000111 | 1 | Person | 5 | Owner | Mr. |



DRAFT



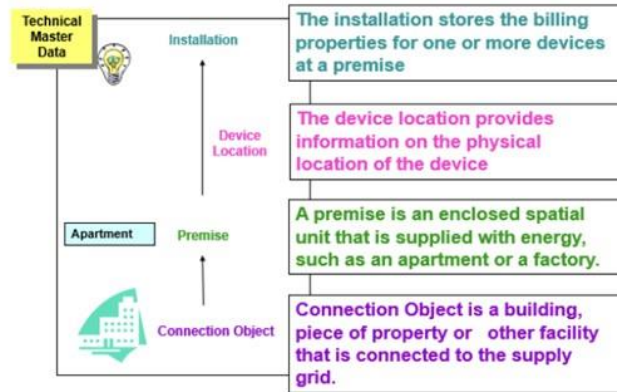
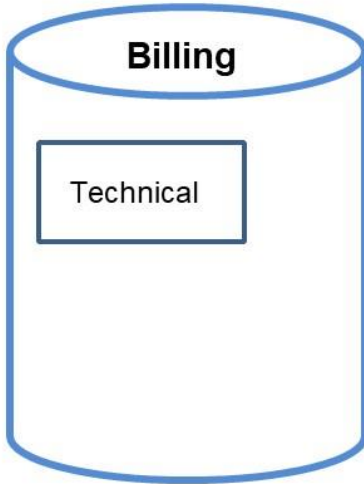
Customer information is held in the **Business Master Data**.⁴



OK



Property information is held in the **Technical Master Data**.⁵



| connection_object | tion_object_desc | erf_number | gis_number_for_co_b | unit_number_for_cob | mr_unit |
|-------------------|------------------|------------|------------------------|----------------------------|----------|
| 10018034 | ERF 513 CINTS... | 513 | C02300030000051300000 | 12305000005130000000000000 | 80012350 |
| 10018034 | ERF 513 CINTS... | 513 | C02300030000051300000 | 12305000005130000000000000 | 80012350 |
| 10018034 | ERF 513 CINTS... | 513 | C02300030000051300000 | 12305000005130000000000000 | 80012350 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |
| 10018910 | ERF 80 | 80 | C071000200000080000000 | 12401000000080000000000000 | 30012410 |

DK

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



| cont_acct | premise | connection_object | gis_number_for_co_b | contract | rate_cat | rate_category_text |
|-----------|---------|-------------------|-----------------------|----------|------------|---|
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172912 | BSC_AV_RES | Basic Water Res/Dom/Churches/Sports/ONN |
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172913 | FIRE_DOM | Fire Levies - Domestic |
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172914 | WTR_CO_DOM | Water Consumption Domestic Users |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050777 | SAN_ONN | Basic Sanitation, OLD, NGO, NPO |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050780 | BSC_AV_RES | Basic Water Res/Dom/Churches/Sports/ONN |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050783 | WTR_CO_NGO | Water Consumption NGO User |
| 100000022 | 7024323 | 10018910 | C07100020000008000000 | 5050786 | SAN_INST | Basic Sanitation Institutions |
| 100000022 | 7024323 | 10018910 | C07100020000008000000 | 5050789 | WTR_INST | Basic Water for Institutions |

Each service has a contract:

- Water
- Sanitation
- Fire

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



| cont_acct | premise | connection_object | gis_number_for_co_b | contract | rate_cat | rate_category_text |
|-----------|---------|-------------------|-----------------------|----------|------------|---|
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172912 | BSC_AV_RES | Basic Water Res/Dom/Churches/Sports/ONN |
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172913 | FIRE_DOM | Fire Levies - Domestic |
| 100000000 | 7023390 | 10018034 | C02300030000051300000 | 5172914 | WTR_CO_DOM | Water Consumption Domestic Users |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050777 | SAN_ONN | Basic Sanitation, OLD, NGO, NPO |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050780 | BSC_AV_RES | Basic Water Res/Dom/Churches/Sports/ONN |
| 100000007 | 7024322 | 10018910 | C07100020000008000000 | 5050783 | WTR_CO_NGO | Water Consumption NGO User |
| 100000022 | 7024323 | 10018910 | C07100020000008000000 | 5050786 | SAN_INST | Basic Sanitation Institutions |
| 100000022 | 7024323 | 10018910 | C07100020000008000000 | 5050789 | WTR_INST | Basic Water for Institutions |

Each service has a SGCode / LPI Key
There are about 140 000 records

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



| POSSIBLE SGCode | NOT A SGCode |
|-----------------|--------------|
| 47163 | 295 |

| gis_number_for_co_b | n |
|-----------------------|----|
| C08700010000068200000 | 90 |
| C02500010000207500000 | 9 |
| C02500030000020100000 | 9 |
| C02500030000386800000 | 9 |
| C02500030000464000000 | 9 |
| C03800420000000600000 | 9 |

| gis_number_for_co_b | n |
|-----------------------|-----|
| C09999999999999999999 | 700 |
| C01000040000089700000 | 6 |
| C11700069999999900000 | 6 |
| C01000040000012300000 | 5 |
| C01000040000052700000 | 5 |
| C99900060000000000000 | 5 |

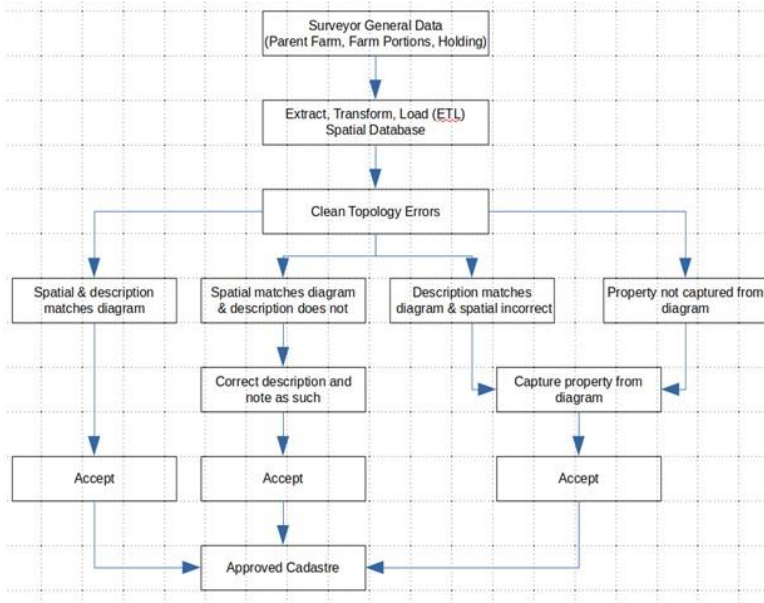


DKI



PROPERTY DATA PROCESSING

DRAFT

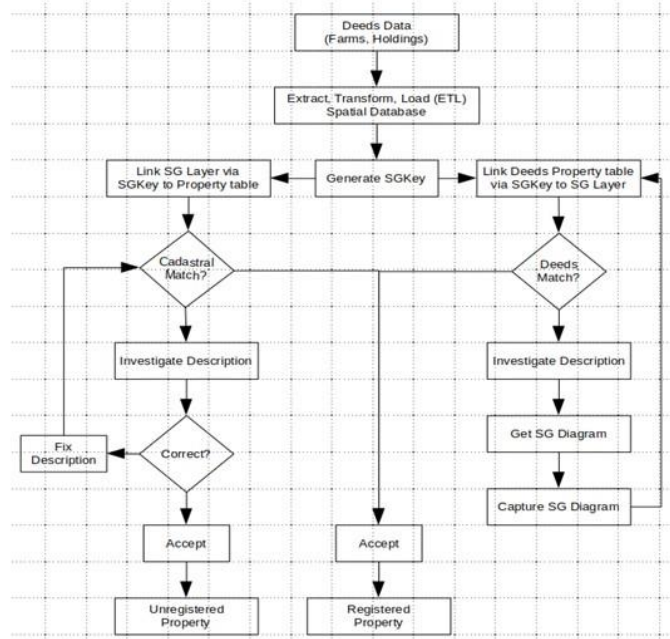


Approved Property Layer

DK



Registered Property Layer



DR

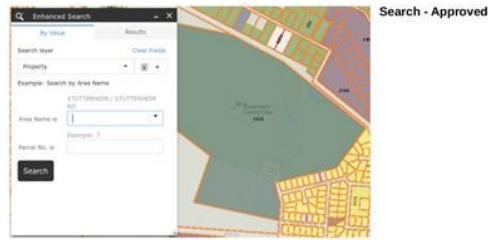
LAND AND MUNICIPAL REVENUE ENHANCEMENT WORKSHOP



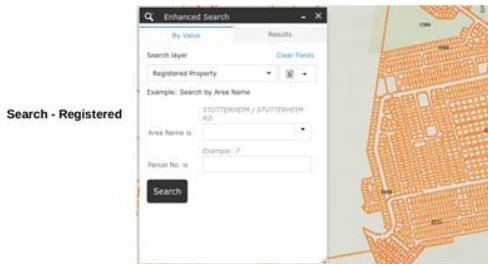
OK



Property Search



Search - Approved



Search - Registered

DK



**BILLING DATA &
PROPERTY DATA
INTEGRATION**

DRAFT



47166

C02300030000051300000

Registered Property Layer

| Property Layer | Count |
|----------------|-------|
| Registered | 43739 |

Approved Property Layer

| Property Layer | Count |
|----------------|-------|
| Approved | 2441 |

10%
Is actually used to Power
Business Decisions



80%
Is actually used to Power
Business Decisions





46180

97%

10%
Is actually used to Power
Business Decisions



80%
Of all data collected has a
location element on it



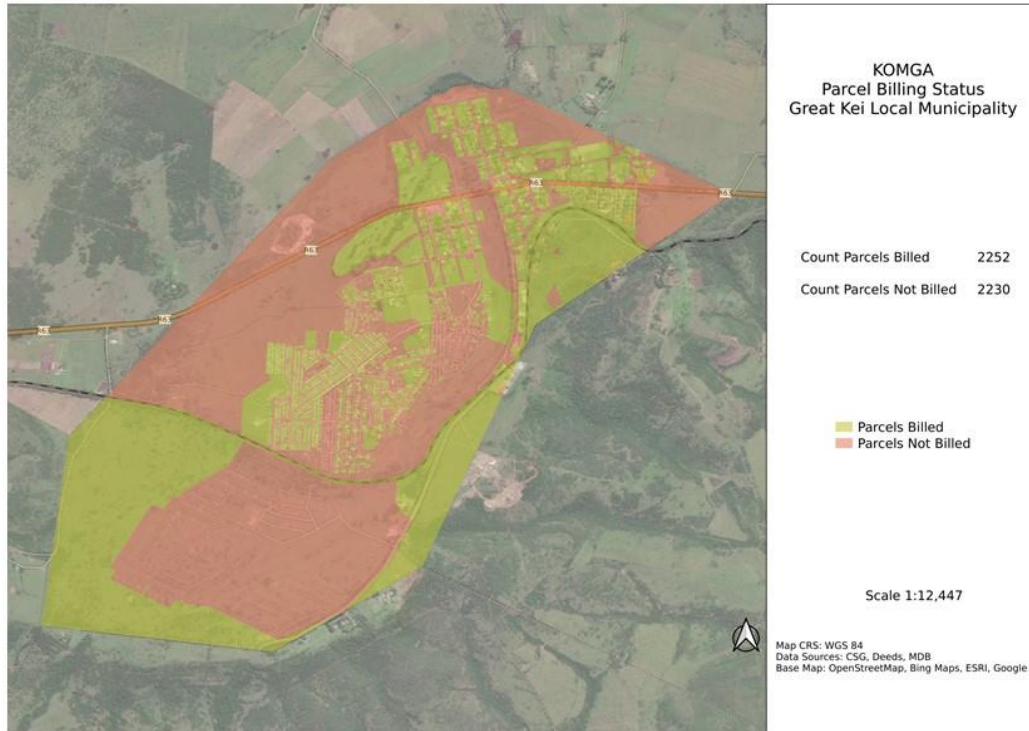
OK!

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP

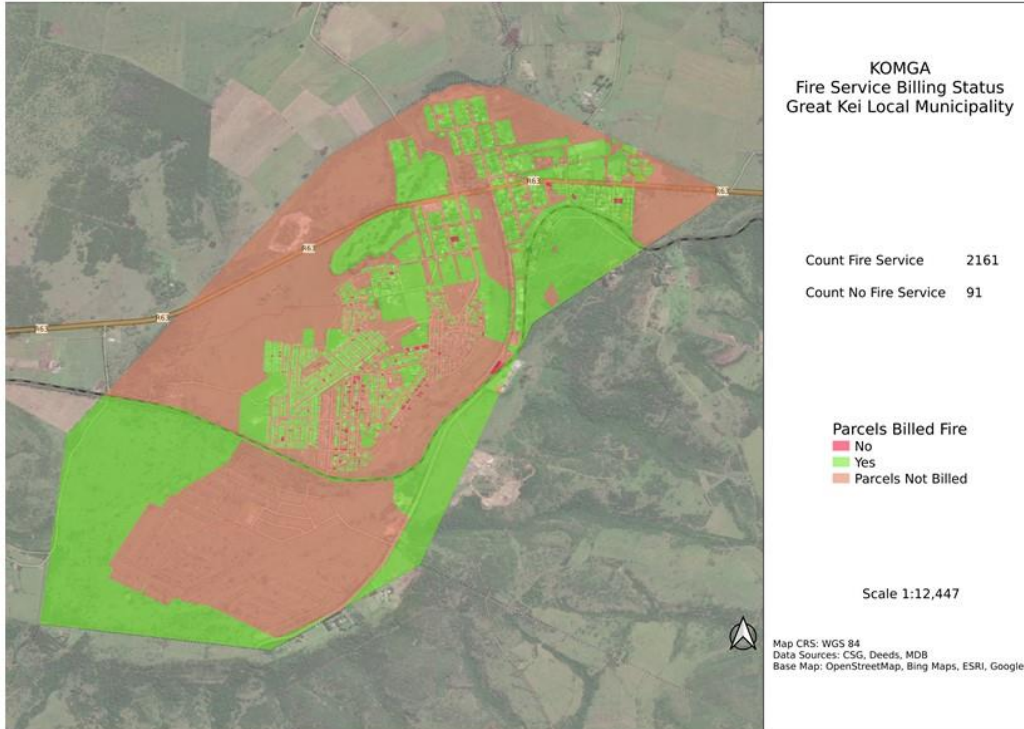


OK!

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP

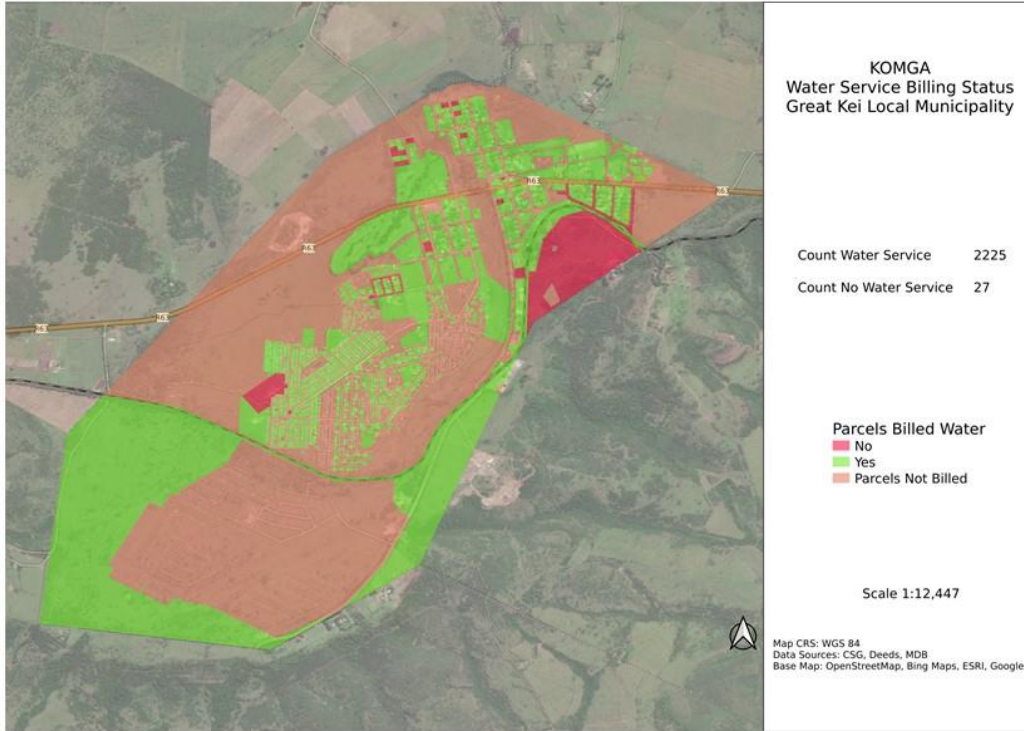


LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



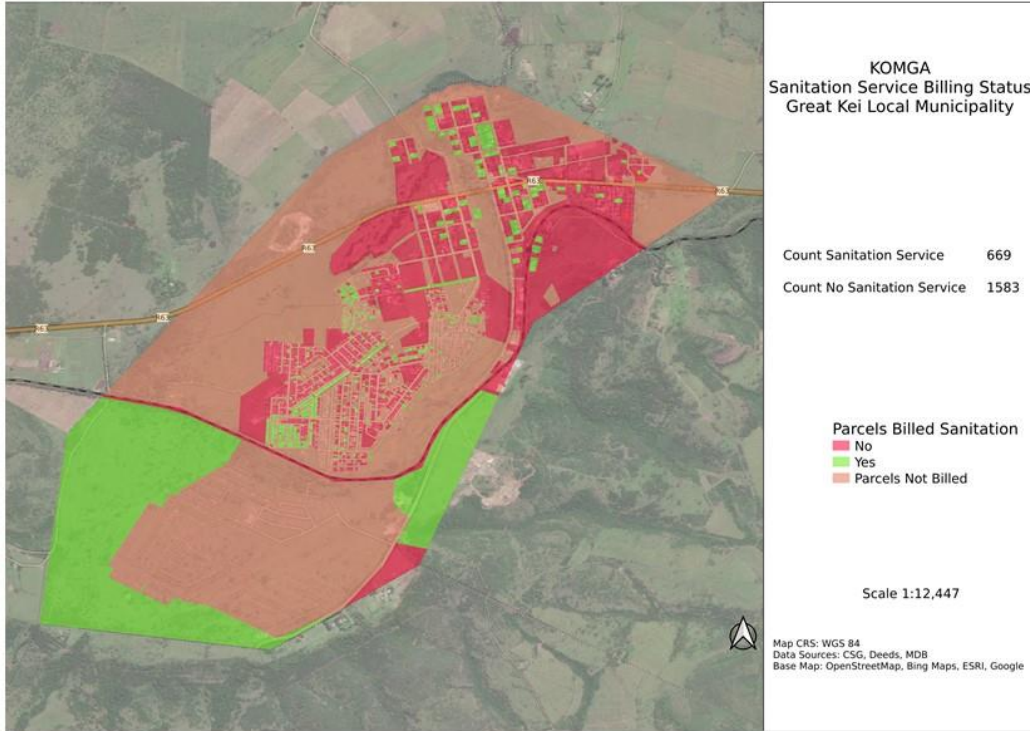
DK

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



OK!

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



DK



986

13%

| |
|------------------------------|
| Cancelled |
| Consolidation |
| Erf / Farm does not exist |
| Erf / Farm Reserved |
| Re-layout |
| Subdivision |
| Withdrawn |
| Other |
| In Buffalo City Municipality |



OK!



Erf 6340



OK



Erf 6340



9.1. 1MAP MUNICIPAL SOLUTIONS

Nic Klopper, the Managing Director of 1Map is a qualified as engineer and started career in programming in 1988. Developed software for voter roll compilation for 1994 elections - this required GIS and since then, it has been a passion.

Nic believes that GIS is highly underrated and am constantly exploring fields, other than engineering and Town Planning where GIS can be used to great benefit.

1map Spatial Solutions (Pty) Ltd t: +27 21 873 0546
26 Richter Avenue, Wellington m: +27 83 445 0211
Western Cape, South Africa w: www.1map.co.za



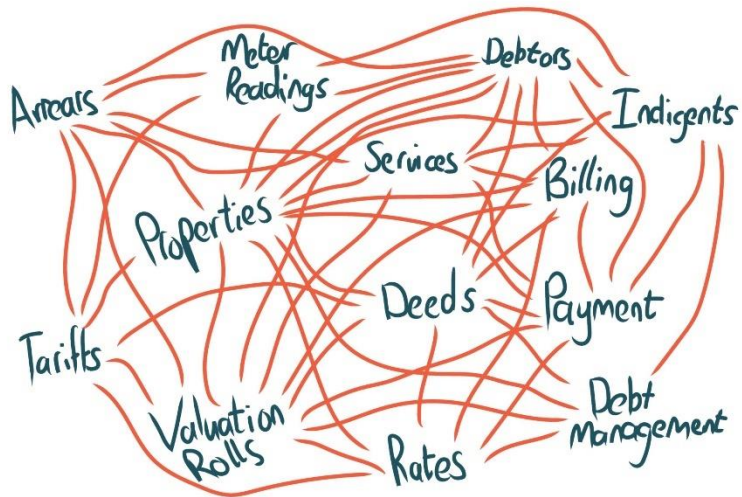
1map CityManager



See. Understand. Act.



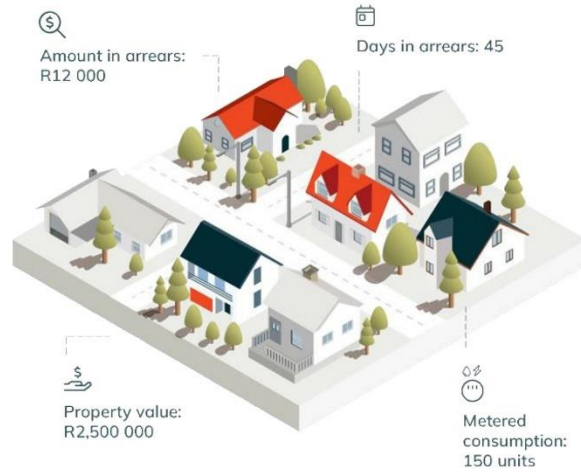
Cities are
Complex...



2024/07/01



What if understanding
your municipality's
data
was as simple as
looking at
a **map**...?



A picture
is worth
a thousand
words
rows



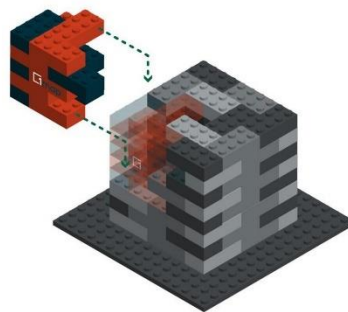
Changing how GIS
is used in the
modern City



Integrating GIS into
Workflows



Web App



API / Embeddable Widget



Mobile App

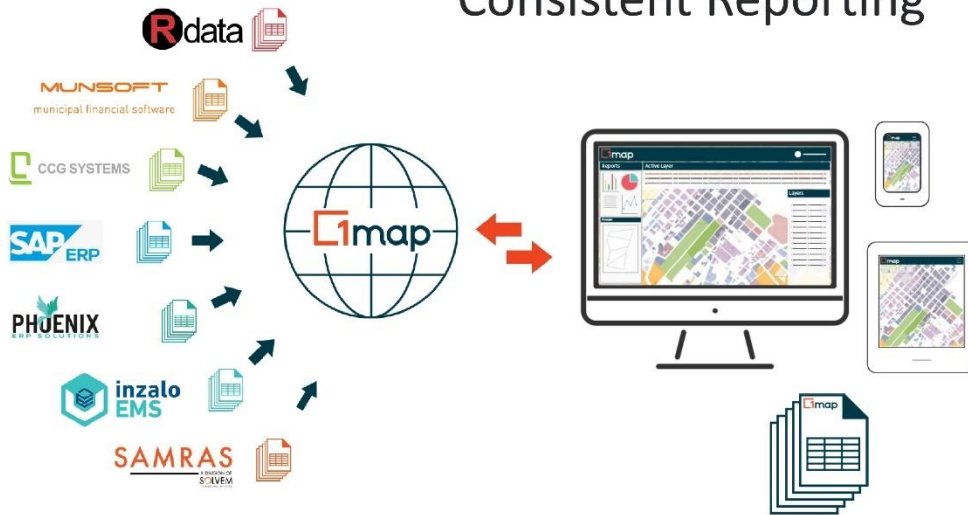




What is 1map?



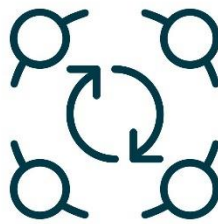
Consistent Reporting





What makes 1map different?

Built for Cross
Platform Online
Collaboration



Automated Data
Integration

Designed to Embed
into your users'
Workflow



1map CityManager

- Revenue Management
- Property Valuation and Tax
- Debtors and Collections
- Service Billing Audit
- Meter Reading Maps
- Fixed Asset Register

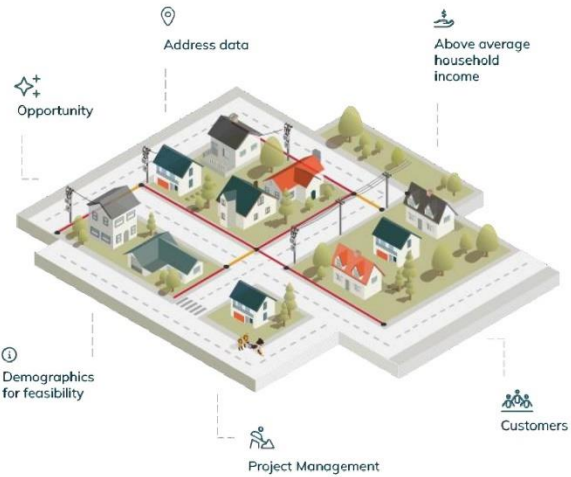


2024/07/01



1map NetworkManager

- Managing Utility Networks:
 - Fibre to the Home
 - Water
 - Electricity
- Planning, fieldwork, billing
- Spatial asset register



2024/07/01

Billing versus Valuation Roll



| | |
|--|-------------|
| Valuation value (GV/SV) | 430,000.00 |
| Fin market value (Rates) | 9,000.00 |
| Match Val / Rate category | N |
| Valuation category description (GV/SV) | RESIDENTIAL |
| Fin category description (Rates) | VACANT LAND |

R 421,000 Difference!

LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



Completeness: identify unbilled services

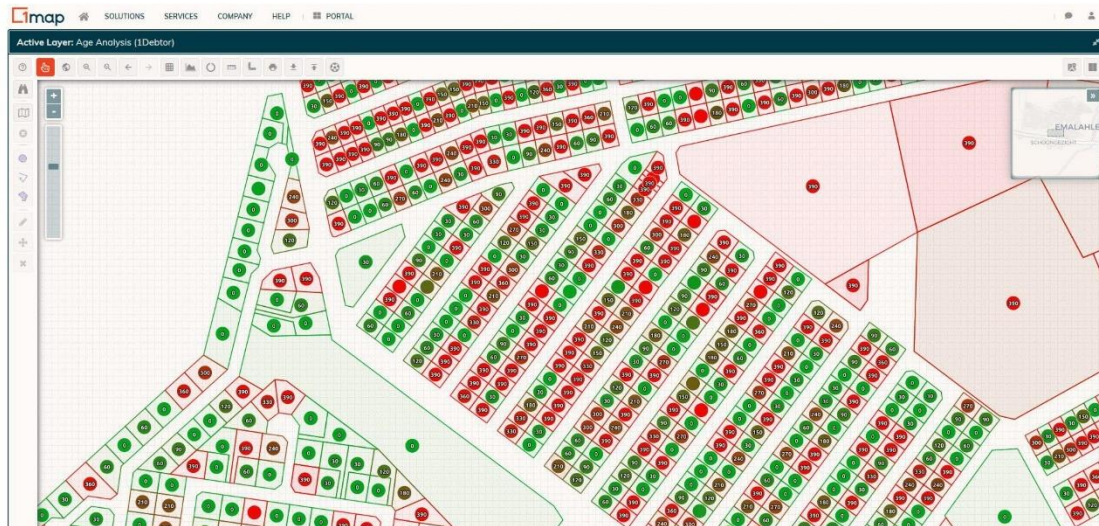


The screenshot shows the i1map software interface. A table is displayed with the following data:

| Account No | Main service descri... | Sub-service descrip... | Tariff code | Tariff description |
|------------|------------------------|------------------------|-------------|---------------------------------|
| 0002311003 | ELECTRICITY | METERED | 00E050 | ELEC CONS RES (C1) (E10531) |
| | RATES | AVAILABILITY | 000011 | RESIDENTIAL |
| | SEWERAGE | AVAILABILITY | 00S015 | SEWER - RES (C1)(SE0701) |
| | WASTE | AVAILABILITY | 00R007 | REFUSE DOMESTIC (RF0801) |
| | WATER | METERED | 00W011 | WATER CONS-DOMESTIC C1 (WA0701) |

The table is overlaid on a map showing streets like Birkholz Avenue, N12 Freeway, and Wimbledon Street. A legend in the bottom left corner shows icons for Electricity, Rates, Sewerage, Waste, and Water.

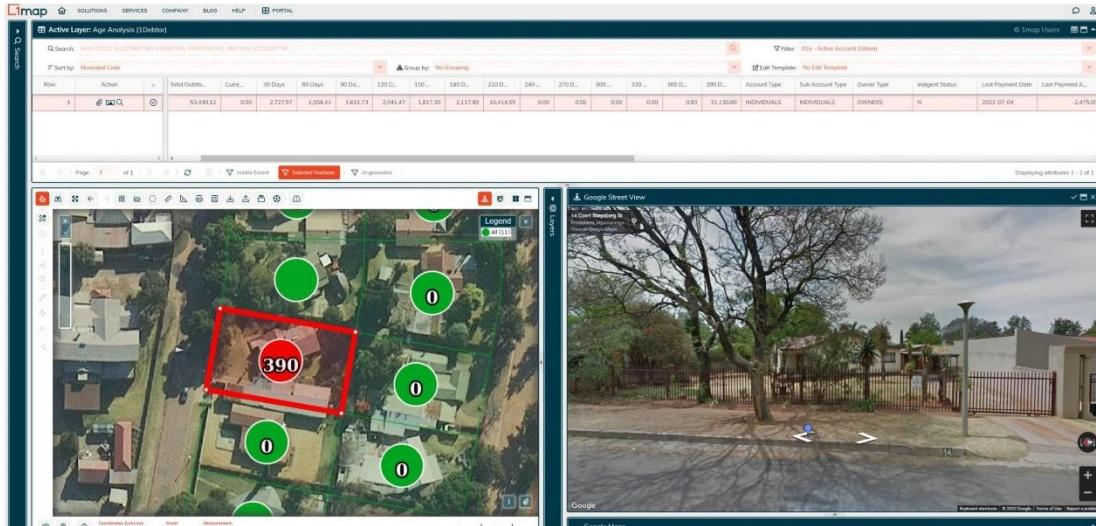
Debtors' age analysis by days



LAND AND MUNICIPAL REVENUE ENCHANCEMENT WORKSHOP



Debtors' age analysis by days



Revenue by service





Thank you

Nic Klopper
+27 83 445 0211
nic@1map.co.za



10. RECOMMENDATIONS

- The land issues in the Eastern Cape requires strong political drive as it impacts development opportunities, property ownership upgrading, land management and tenure security.
 - Participants to discuss the findings with their senior management and HOD's
 - (Cogta EC, OTP, DARDLR)
- Provide municipalities with a toolkit to understand the issues relating to land tenure and state-owned land.
- Promote Gisc in municipalities, as these professionals can make large contribution to identification of land, revenue gaps, infrastructure and provide effective solutions.
- Circulate discussion paper to all GISSA members



11. The workshop was arranged by Gissa Eastern Cape Executive Committee Members:

- Annemarie Fish
- Sibonise Mlomzale
- Afika Khutshwa
- Langaletu Majola
- Ziyaad Ryneveld

DRAFT