



RATES WATCH

MONITORING AND WATCHING YOUR VALUATIONS & PROPERTY TAXES

A positive start to 2023

We started 2023 on a positive note, having installed solar power at our offices late in 2022. This enables us to be fully functional during load shedding. Clients are still able to reach us and our server and website remain up and running without interruption. Load shedding aside, we are eager to see how 2023 develops with all the new valuation rolls that will be implemented.

Shebella CRM system & website revamp

One of our most exciting in-house projects is now up and running: Shebella is our new customer relationship management tool, which we have had custom-developed in order to streamline our work flow and processes. It will enable us to keep track of all communications and interactions with our clients in one central location. Alongside that, we launched our newly revamped website, which was necessary to enable the optimal functioning of the Shebella system.

Shebella was rolled out on 1 February, and all clients should have received e-mail communication to let them know how to register on the portal. We are somewhat concerned about responses to that communication. Of the approximately 9,000 e-mails we sent out, around 8,000 were delivered and we received about 2,250 replies. Whilst this is a good 'open rate' in e-newsletter terms, it means that a large number of our customers have not yet registered on the new portal.

Please check your e-mails for communications from us, or visit the Rates Watch website at www.rateswatch.co.za where you can register or reset your password if you were previously registered.

Your email address is your username, as per the following:



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Sign in to start your session



Use *username* as used in the registration.



Sign In

[Reset password](#)

[Reset username](#)

[Register a new account](#)

[Contact Us/Help](#)

All our communications will now take place via this system, so we urge all our clients to make sure they are able to login or have registered so that we can remain in contact. Our website will also function as a useful resource for anyone wanting to find information on current valuation rolls.

Ekurhuleni: Valuation Appeal Board Hearing & Cost Award

Rates Watch represented a client with sectional title industrial properties. During the objection process, we submitted evidence motivating lower property values which was disregarded by the municipal valuer and the original values remained unchanged. At the appeal hearing the municipal valuer accepted the same evidence and agreed to the proposed values which were exactly the same as those proposed in the objections. These values were confirmed by the appeal board.

This essentially meant that the municipal valuer had failed to perform his duty properly during the objection process. Rates Watch requested the appeal board to make a cost order to recover the unnecessary costs to submit appeals and prepare and attend the appeal hearing to achieve the correct market related municipal values, be awarded.

The appeal board approved this and our client was awarded costs. This sets an important precedent and is also a reminder to municipal valuers to make sure that they carry out their duties properly as prescribed by the Act.

City of Johannesburg Valuation Rolls

The City of Johannesburg has advertised its new General Valuation Roll and it is open from 15 February to 31 March.

There are still objection decisions outstanding for GV2018, along with several appeal hearings. The biggest challenge is that the terms of office of two of the three appeal boards come to an end at the end of March.

We hope that the MEC for Local Government extends their appointments so that they are able to hear these cases, otherwise we anticipate quite a bottleneck in the process. If it is left to one appeal board to finalise the remaining appeal hearings, the process could take a good deal longer than it has until now.

There are approximately 140 GV2018 appeals submitted by Rates Watch still to be heard by the appeal boards.

Success in Tshwane

We are pleased with the savings we have achieved for one of our clients with respect to their properties in the City of Tshwane. We assisted with approximately 90 appeals and the client has ultimately saved over R1 million per month in rates.

New General Valuation Rolls

As mentioned earlier, a complete list of all General Valuation Rolls currently open can now be found on our website, www.rateswatch.co.za, which is easy and user-friendly to navigate.

Cape Town's GV will be open from 21 February – 30 April for inspection and objections. Other GVs to be expected this year include those for Buffalo City, Mbombela and George. A complete list may be found on our website.