



HouseHoppers Consulting (Pty) Ltd | Registration No.: 2015/350398/07 | Vat No.: 4150274076 | PO Box 1334
Strubensvalley, 1735 | Email: info@househoppers.co.za | Tel: 086 124 6873 | Website: www.househoppers.co.za

ACCOUNT CLOSINGS DOCUMENTATION AND INFORMATION

Below and attached you will find all that is needed to close your utility accounts. Please remember to take the readings of all your meters on date of registration. Please note that if you need to close the Eskom account, we will only invoice your file once we received the readings. Please read through the utility information document very carefully as it details the full process. Please also be aware that the timeframes given are guidelines only, HouseHoppers facilitates the process but is still very reliant on the City of Johannesburg to process the work, which may be hampered by unforeseen delays from time to time.

ACCOUNT CLOSINGS AND REFUNDS REQUIRES THE BELOW:

- **Information Sheet** (Attached)
- **Letter of Authorization** (Attached)
- **Copy of ID** (all owners who appear on the accounts)
- **Company or Trust Documents** (If applicable)
- **Copy of all accounts to be closed, or accounts numbers and pin numbers**
- **Transferring Attorney Letter** (Can be obtained from your transferring attorney- This will be a letter addressed to The City of Johannesburg)
- **A copy of the Deed** (Can be obtained from your transferring attorney)
- **Proof of payment for the clearance figures** (Can be obtained from your transferring attorney)
- **Clearance certificate** (Can be obtained from your transferring attorney)
- **Buyers contact details to ensure their accounts are opened timeously to avoid any delays with the refund process** (getting them to open their accounts in time could save you up to 36 weeks on the refund process)

Please be aware that the City of Johannesburg will only refund the funds to the transferring attorneys

ACCOUNT CLOSINGS AND REFUND PRICING:

- **Sectional Title Property – R1890.00** (To close, process adjustments and Apply for the refund)
- **Full Title Property – R2500.00** (To close, process adjustments and Apply for the refund)
- **Full Title Property with Eskom – R3000.00** (To close, process adjustments and Apply for the refund)
- **Refund Only - R850.00** (To apply for the refund due on the account and to follow up an till paid out)
- **Eskom Only – R1200.00**

Should we need to source other documents on your behalf there will be an additional fee of R350.00



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ADDITIONAL INFORMATION:

A 10% Discount for the Buyer and Seller will be applied if they **both** use our services simultaneously for the same property.

Councils LIS (Land Information System) Department can take up to 2-8 weeks to update as you being the previously registered owner. Once updated, we aim to have your account closed shortly after. Once the accounts have been closed the relevant adjustments will be made and an application for the refund will be submitted.

Please take note that the attached terms and conditions is an extract of the terms and conditions relating to the closings.

USEFUL TIPS:

Full Title Property – This is a free standing home

Sectional Title Property – This is either a flat or a property within a complex.

Please remember to take the readings on all your meters on date of occupation AND registration.

OTHER SERVICES OFFERED BY HOUSEHOPPERS:

Account Closings and Refunds: closings@househoppers.co.za

Account Queries and Meter Applications: queries@househoppers.co.za

HouseHoppers Moves: bemoved@househoppers.co.za

Or visit our website for more information: www.househoppers.co.za