



HouseHoppers (PTY) LTD | Registration No.: 2023/216048/07 | VAT: 4420304364 | 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.



Did you know, HouseHoppers does not take a percentage of the refund paid to you?
It's all yours!
Plus, we get your refund paid out in 6 months*!

*Ts & Cs apply

FULL TITLE ACCOUNT CLOSINGS REQUIRE THE BELOW INFORMATION:

- Information Sheet *(Attached)*
- Resolution Letter *(Attached)*
- Company or Trust Documents *(if applicable)*
- Copy of ID
- Copy of all accounts to be closed, or accounts numbers and pin numbers *(These are important to ensure that the correct accounts are closed for the correct property)*
- Transferring Attorney Letter *(Can be obtained from your transferring attorney- This will be a letter addressed to The City of Johannesburg)*
- Clearance Figures *(Can be obtained from your transferring attorney)*
- Proof of payment for the clearance figures as well as clearance certificate *(Can be obtained from your transferring attorney)*
- Bank Stamped Proof of payments for payments made after clearance. *(If Applicable)*
- Deed of Transfer/ Deed search *(Can be obtained from your transferring attorney)*

- Date stamped Water and Electricity meter photos *(Please use a digital camera that will allow a date stamp and ensure that the reading and serial numbers are clear)*
- 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)*

NOTE: *The City of Johannesburg will only refund the transferring attorneys*

HouseHoppers Account Closing Pricing:

- **Sectional Title Property – R1 800.00** *(To close, process adjustments and to apply for the refund on the account)*
- **Full Title Property – R2 250.00** *(To close, process adjustments and to apply for the refund on the account)*
- **Eskom Closing – R3 000.00** *(To close, process adjustments and to apply for the refund on the Eskom account)*
- **CoJ Refund Application Only - R1 200.00** *(To apply for the refund due on the account and to follow up until paid out)*
- **Eskom Refund Application Only - R1 850.00** *(To apply for the refund due on the account and to follow up until paid out)*
- **Adjustments – R850**

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

ADDITIONAL INFORMATION:

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

If the account closing pertains to a stand consolidation or subdivision the process will differ, and additional charges will be applicable.

USEFUL TIPS:

Full Title Property – This is a free standing home

Sectional Title Property – This is either a Townhouse or an apartment (Water and Electricity bills through the complex).

OTHER SERVICES OFFERED BY HOUSEHOPPERS:

Account Openings: openings@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

NOTES:



Office Line: 0861 2 HOUSE (46873)

Website: www.househoppers.co.za

Postal Address: PO Box 1334, Strubensvalley, 1735

The City of Johannesburg, Ekurhuleni, Mogale City, Tshwane, Johannesburg Water, City Power, Eskom

LETTER OF AUTHORIZATION IN RESPECT OF OPENING CLOSING AND QUERYING MUNICIPAL
ACCOUNTS

I, _____ ID Number: _____
Cell: _____ give my permission, that any official employee of Househoppers
and their affiliates (CLK), have my full permission to do the following applicable items on my behalf for my
account/s:

- Apply for refunds
- Complete and sign application forms
- Opening / Closing of accounts
- Accessing of online statements
- Enter into a service agreement with the relevant Local Government
- Generally handling our affairs relating to municipal accounts ☐ Any general queries to do with the
below address:

Physical Address:

Legal Address:

HouseHoppers processes your information in accordance with the Protection of Personal Information Act No. 4 of 2013. For HouseHoppers to render its services, the information provided will be shared with the relevant municipalities and entities including, but not limited to, the municipalities listed above. HouseHoppers will retain your personal information for a period of 48 months, thereafter. You have the right to request, where necessary, the correction, destruction or deletion of your personal information as provided for in terms of section 24.

Initial

If you were introduced to HouseHoppers by a third party, where HouseHoppers and the third party have an active SLA agreement, HouseHoppers will share information back to that third party as part of the on-going SLA to ensure that quality and services levels are being maintained. The information shared will be limited to the progress status of the work being done.

By signing this form, I confirm that I have received, read, understood and agreed to the HouseHoppers terms and conditions and give full permission to HouseHoppers and its Employees to deal directly with the applicable municipalities for my accounts on my behalf.

Yours faithfully:

Name: _____ Sign: _____

Email: _____

Date: _____

Initial



HouseHoppers is an independent rates consultancy company which aims to assist buyers and sellers in opening and closing their utility accounts. Our thorough knowledge of the different Municipalities workings, aids us in providing you with a stressfree process without ever having to personally visit the necessary offices.

PLEASE ENSURE THAT YOU READ THE FOLLOWING INFORMATION TO ENSURE THAT YOU UNDERSTAND THE PROCESS, AND TO AVOID ANY MISUNDERSTANDING AND UNNECESSARY FRUSTRATION. THE MUNICIPALITIES PROCESSES ARE VERY DIFFERENT IN COMPARISON TO NORMAL CORPORATIONS. THE OPENING AND CLOSING PROCEDURES ARE DETAILED SEPARATELY FOR YOUR EASE OF REFERENCE. THIS IS A LIVING DOCUMENT THAT IS REVISED OFTEN TO KEEP UP WITH THE EVER-CHANGING COUNCIL PROCESS. PLEASE ENSURE THAT YOU HAVE THE LATEST VERSION.

We aim to provide you with feedback every 2 weeks. Although this is not always possible, we will at the very least send progress reports when progress has been made on the account. Should you require feedback other than the before mentioned times, please feel free to contact the coordinator handling your file

ACCOUNT CLOSING AND REFUNDS

The City of Johannesburg, Ekurhuleni, Mogale City, Tshwane, Johannesburg Water, City Power, Eskom

When selling a property, it is necessary for the sellers to ensure that their utility accounts are closed. In saying that sellers are actually not able to physically close the accounts until the buyers have opened theirs, in fact it is a simultaneous action, when the buyer opens their accounts the sellers' accounts are automatically closed. It is imperative to get the accounts closed as quickly as possible as incorrect charges will continue to be levied against the sellers account until the new owner's accounts have been opened. It takes an extraordinary amount of time to have these charges reversed, so we do all that we can to avoid this step. Househoppers makes contact with the new buyers to assist them in opening their account or as a last resort force closing the account which results in a disconnection. The expected period in which to have refunds paid out differs on every file, if all goes according to plan with no issue the time frame is approximately 6 months. There are 3 major steps in obtaining a refund; account closure, adjustments (split charges) and then the refund application- all of these are explained in more detail below, each one of these steps must be completed before the next can be started. Your file will be allocated to a different Househoppers facilitator for each one of these steps. Sectional title accounts are the same beside the fact that there is no water and electricity, the same process is followed but only for the rates and refuse account.

GENERAL:

- Municipal accounts can only be closed after the property has registered into the new owner's name.
- The accounts are closed from the date of transfer only- NOT date of occupation- if you gave occupation of the property prior to the transfer the purchaser will need to reimburse you directly for any consumption from occupation up until the date of transfer. To calculate the split charges between the two accounts please see the note on **occupational rent split** charges below.
- Please do not make any payments into the account after the clearance figures have been made otherwise, we will need the proof of those payments (stamped by the bank, if done via EFT and a plain copy of the receipt if not) to have them refunded to you.
- As of Jan 2013, refunds will ONLY be paid to the transferring attorneys and not the clients.
- It is advisable to record all meter readings on date of occupation and date of transfer, and generally best to do it photographically, with a camera that is able to include a date stamp; these readings are only ever used if there is a discrepancy with the billing or refund on the account.
- Eskom accounts are closed with the readings on the day the property is handed to the new owners, either on date of occupation or date of transfer, the buyers accounts are opened with these same readings so please ensure they are accurate and both parties agree on them.
- Please beware the following rates scenarios will be incurred additional Househoppers fees--1) If a property is a double stand, a double rate update fee will be charged --2) If rates accounts are found to be in the previous, previous owners names, a double rates update will need to be done --3) If the LIS has not been updated, a separate query will need to be logged with the GIS department to have it updated before the rates account can be created.

ACCOUNT CLOSURE:

This is the very first step in the process. It is important to get the accounts closed as quickly as possible to ensure that no charges (not always possible) or very little charges are levied on the account after the property has transferred. We do this by making contact with the new buyers and urging them to get their accounts open as quickly as possible. Failing this we wait for the ownership details to be updated and then force close the water and electricity which could result in a disconnection of services- it takes 4-8 weeks to have the ownership details updated. In force closing the accounts we delink the meters from your account and link them to the new buyers' rates account and with no meters linked to your account, no further water or electricity charges will occur. This can only be done after the buyer's rates account has been opened. Rates accounts can only be closed in the rates department, not over the counter at the walk-in centers or at the call center. When the property registers in the deeds office, the deeds office sends the updated information to the relevant municipalities, via direct link, this then updates their system, which is the main system where the relevant municipalities draw all their information from. Occasionally there is an issue with the updating of the system and if that happens then the rates department will be unable to close the account and open a new account for the purchaser. Should we need to resolve an issue like these additional charges may be incurred as it would constitute a separate query. You will know when all the accounts have been closed when the account stops billing. Please remember that water and electricity are billed in arrears.

Eskom accounts should be closed on the day the property changes hands either from date of occupation or transfer, whichever is sooner, this should be done very shortly after the handover. Accounts are closed with the readings submitted and the new buyers accounts are opened with the same readings, so if there is a discrepancy with the readings it will cause an issue with the billing. Once the account has been closed you will receive a FINAL bill which will detail the refund due to you, after which Eskom will require a signed bank form (stamped by the bank) to process the refund. Please do not make any payments into the account after you have requested to close it and have submitted readings. Eskom will offset your last bill against the deposit held in your account. This will speed up the process and may hopefully avoid having to request any refund, you will be expected to settle any debited balance which may occur from doing it this way. Eskom will only pay refunds into bank accounts that match the name of the account holder and they are currently experiencing major problems with the refunding of accounts.

ADJUSTMENTS (SPLIT CHARGES):

Are done once the all the accounts have been closed. The relevant municipality reverse any incorrect charges that were levied against the account, from date of transfer onwards; please remember that water and electricity are billed in arrears on the invoices, so there may be one or two valid invoices and charges on the bills following date of transfer. Adjustments can take several weeks to complete (12-36); as they are processed by the different departments responsible for those services. Once an adjustment application has been made the relevant department has 12 weeks to process it, if they don't complete it in the stipulated amount of time it is escalated to a supervisor and then a department head, this is done on the same initial reference number. Properties that were transferred over 2009/2010/ 2011 are severely delayed with the adjustments as they need to be processed over the old and new systems (VENUS and SAP). With the change in systems there have also been many changes with policies and procedures and there will be many more to come, which means that some departments may work according to new and some according to old which causes additional delays in processing your refund. Please remember that the municipalities only concern themselves with date of registration and not occupation so your refund will only be calculated from date of transfer, if your purchaser took early occupation, they will need to reimburse you directly for any consumption- please see the "*occupational rent split charges*" note below.

OCCUPATIONAL RENT SPLIT CHARGES:

If the purchaser took occupation prior to registration, then the seller should bill the purchaser directly for all consumption up until date of registration only, thereafter the Council will adjust the bills accordingly. Please remember to take readings on date of registration; these will only be used should a query arise as the Council has their own way of calculating the split charges. The Council regards occupation rent as a private agreement between buyer and seller and do not concern themselves with the split charges during this period, they only concern themselves with the charges prior to transfer for the seller and charges after transfer for the buyer. To calculate the what amounts should be billed to purchaser prior to registration, take the entire bill for the water and/ or electricity including the service charges and Vat and divide the amount by the number of days stated on the bill and pro rata the amount. Please remember that consumption is billed in arrears and on odd days (18th- 15th of a month) so there may be an additional bill after registration for consumption. Rate's sewer and refuse are **not** normally billed to the purchaser during the occupational lease period (but this may vary depending on the contract you signed), the seller is also liable for the rates sewer and refuse for the month that the property was registered.

REFUNDS can only be applied for once the 2 steps above have been completed, so when the full refund amount is available in the account, we make an application for it to be paid out. This involves submitting the refund letter and clearance proof of payment and requesting for the account be refunded- this process can anywhere from 4-8 weeks. As of Jan 2013, the refunds department will only issue refunds to the transferring attorney who will then in turn refund the seller. Househoppers does an estimate refund calculation for you at the beginning of the process, below is a brief note on how it is calculated, it does not account for unforeseen billing issues.

REFUND CALCULATIONS

The full amount paid for clearance figures is seldom refunded to the seller, as the prior month's charges and the following month's charges, until date of transfer, are normally settled with this money, then the water and electricity charges that are billed in arrears must also be deducted. As a general rule; the amount left in the account on date of transfer is slightly more the amount that should be refunded. As the seller you are liable for the rates, refuse and sewer for the month of transfer, water and electricity are then calculated until date of transfer so please check the dates of the readings on the back of the statement for more accurate amounts. Any arrear amounts (tenant accounts included) must be settled first from the total amount paid. Be sure to check that the readings end on an actual reading and not estimates as this may affect the final amount to be paid out.

SUMMARY FOR ACCOUNT CLOSINGS

- HH to receive ALL documents before the file is invoiced
- Payment required before work will commence
- All accounts closed
- All accounts adjusted
- Refund application made and processes finalized

Please note that once the accounts are open and active any further queries on the account will be charged for as a separate query. HouseHoppers cannot be held liable for any errors with the billing process.

Although HouseHoppers has a thorough knowledge and understanding of Council processes and procedures and we are most certainly able to speed up the process, we are still at the mercy of the Council to process the work. Errors and issues are very common when dealing with the relevant municipalities. There may be unexpected delays from time to time which we cannot be held liable for and ask for your patience and understanding whilst we work on your behalf with one of the most difficult companies in South Africa.

WHILE THE IMPOSSIBLE DOES TAKE TIME, MIRACLES TAKE A BIT LONGER

For more information call **HouseHoppers** on **086 124 6873** or visit our website **www.househoppers.co.za**

TERMS AND CONDITIONS

General

1. HouseHoppers Consulting - is an independent rates consultancy company that assists consumers with account opening, account closure, obtaining refunds, and resolving billing errors with the relevant municipalities.
2. HouseHoppers Consulting – has various departments which deal exclusively with certain aspects, such as either opening and account, closing an account or raising a query on an account. Kindly note that you need to establish at the onset which department's service you will require so that we can quote you accordingly and accurately.
3. Kindly note that HouseHoppers Consulting acts as a facilitator in this process with the relevant municipality and with our thorough knowledge of the different municipalities' processes and workings, we are able to facilitate the process within the legal requirements.
4. Kindly note that while HouseHoppers Consulting facilitates the process, we are still at the mercy of the municipalities to process the work and any errors made by municipalities cannot be attributed to HouseHoppers.
5. The timeframes provided by HouseHoppers are only educated estimations and while HouseHoppers strives to resolve all tasks and inquiries, occasional unforeseen delays may occur.
6. HouseHoppers is required by law, to and shall follow all and any processes and procedures set out by the relevant municipalities. These legal constraints supersede any "desired" outcomes of the client's. Kindly note that all fees due for work processed, and accepted by a client, will still be payable should the "desired" outcome not be achieved, and if the work has been done in accordance with the relevant municipalities' policy and procedures. If an issue cannot be resolved following municipal procedures and factual information, we may recommend involving a legal entity on a case-by-case basis. This will be discussed directly with the client on a case by case basis should the need arise.
7. Municipalities frequently change their policies and procedures without prior notification, potentially causing delays. HouseHoppers shall not be held liable for any delays as a result of these changes as same are beyond the control of HouseHoppers. HouseHoppers endeavors to inform the client as soon as it becomes aware of such change in any of the municipality policy's and procedures.
8. HouseHoppers aims to provide regular feedback to its clients on account progress at least every four weeks. If you require feedback between these intervals, please feel free to contact your HouseHoppers coordinator directly, and they will revert within a reasonable timeframe.
9. The relevant municipalities may request additional information during the account opening, account closure, or query processes, which can cause unforeseen delays, which delays HouseHoppers shall not be liable for. In addition the relevant municipalities may require supplementary information beyond the initial requirements, resulting in further unforeseen delays, which delays HouseHoppers shall not be liable for.
10. HouseHoppers may at time collaborate with independent service providers as and when necessary in providing their services to you. In this regard, the client's information will be shared with these service providers for the sole purpose of HouseHoppers providing the agreed upon service to the client, and their terms and conditions will apply. Please contact us for copies of these service provider terms and conditions we will endeavor to have these terms and conditions available on our website.
11. HouseHoppers cannot be held responsible for any disconnections that may occur at a property, especially due to non-payment of accounts. HouseHoppers will not be liable for any loss, damage, or inconvenience caused under any circumstances. In the event that you have a historical dispute on an account with a municipality, please ensure to keep your current payments up to date while the dispute is being attended to by our query department.
12. HouseHoppers will handle its client's information in compliance with the Protection of Personal Information Act No. 4 of 2013. In order to provide our services, the information you provide will be shared with relevant municipalities and entities, including but not limited to those listed on the authorization form you provide. We will retain your personal information for a period of 48 months. You have the right, as outlined in section 24 of the Protection of Personal Information Act No.4 of 2013., to request the correction, destruction, or deletion of your personal information if necessary.
13. Once a matter has been completed, the client's file will be archived within 30 days after completion. Clients will receive prior notification before the archiving process takes place. Please note that our file archiving procedures adhere to the regulations of the Protection of Personal Information (POPI) Act. Should you wish to retrieve your file from our office after it has been archived, this will incur an additional charge, which charge the client will be liable for.
14. It is the client's responsibility to ensure that all documents are filled out correctly and the correct information is supplied to avoid delays or errors resulting in incorrect information being supplied.
15. If you were referred to HouseHoppers by a third party, and there is an active Service Level Agreement (SLA) between HouseHoppers and that third party, HouseHoppers may share information with the third party to ensure the maintenance of quality and service levels. The shared information will be limited to the progress status of the work being performed and will comply with the Protection of Personal Information Act No. 4 of 2013.
16. HouseHoppers is strictly prohibited from accessing or disclosing information from any municipality or entity without proper authorization from the property owner or their authorized representative.

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FEES

17. All fees for HouseHoppers' services must be paid in advance before any work can commence.
18. Prices quoted do not include any verbal exchanges between yourself and HouseHoppers, unless such verbal exchanges are specifically itemized on the written quote and information email. The bounds of the agreement between HouseHoppers and the client will be limited to the contents of the accepted written quote and these terms and conditions. No variations of the agreements will be enforceable unless same are reduced to writing and signed by both parties.
19. HouseHoppers Investigation fees are nonrefundable under any circumstances whatsoever, whether the "desired" outcome is achieved or not, within the estimated time frame or not.
20. HouseHoppers standard fees are only refunded at the sole discretion of the management of HouseHoppers, and will be subject to an administrative fee deduction and deduction for work already processed on the file.
21. HouseHoppers will not refund their standard fees for the following, including but not limited to, low or nil refund due to unforeseen circumstances or where there is a delay in any process or the existence of an account that has already been opened without the knowledge of the client or HouseHoppers (HouseHoppers does not check the existence of an account before initiating the process).
22. Please ensure to use the correct reference when making payments.
23. Should a special arrangement be made in respect of payment of our fees, any fees not settled within the specified timeframe will be referred to a debt collection agency, resulting in additional charges. The responsibility for payment of these fees remains with the client.
24. Any entity that provides HouseHoppers authority to work on an account, including but not limited to a Home Owners Associations, Developers or Executor of a Deceased Estate also remains responsible for the payment of Househoppers fees.
25. The HouseHoppers service is mandated to complete the work stipulated and discussed. If additional queries should arise prior to, during or after the process, these will be billed as separate queries as they are not included into the mandated service price and you will be liable for payment thereof in accordance with the invoice.

ACCOUNT OPENING:

26. Account opening: When new accounts are opened, they are created with the same information as the previous owner's account. Any discrepancies or errors from the

previous owner's account will carry over to the new account. Correcting these errors will be considered a separate query to the account opening, which may result in additional fees.

27. Eskom Accounts can only be opened once all the Eskom Annexures and Home power forms are completed and initialed on each page. The account is opened using the electricity reading from the date of transfer. If there are no date-stamped pictures from the transfer/occupation date, Eskom will use the last available actual reading on their system closest to the transfer date. This reading cannot be disputed with Eskom. Please note that Eskom may update their documents without notice, and we may require you to sign new forms, resulting in potential delays.
28. An account opening service (from a new account or existing account) exclusively pertains to opening an account and does not include any other services such as valuation queries, billing dispute resolutions, or address changes, among others. Subdivision and consolidation accounts have slightly different procedures for opening and closing, and separate fees apply for processing such work.
29. Any account that requires the creation of a new rates account (opening, closing, or queries) is dependent on the up-to-date status of the Land Information System (LIS) with the new ownership details. If the LIS is not updated within the required timeframe and HouseHoppers needs to intervene to update it, additional charges will apply as it will be considered a separate query.

ACCOUNT CLOSING:

30. Account closings and refunds: All accounts to be closed by HouseHoppers must be stipulated by the client on the information sheet. HouseHoppers cannot be held liable for any omitted accounts which were not stipulated by the client.
31. Obtaining Documents: HouseHoppers offers a courtesy service to assist clients in obtaining documents through their appointed transferring attorneys. While we will make every effort to assist, it remains the client's ultimate responsibility to ensure all necessary documents are obtained. If attorneys require payment for obtaining archived or other documents, the client and attorney must address the matter directly and HouseHoppers shall not be liable in this regard.
32. No monies should be paid into relevant municipalities' accounts after the clearance figures have been issued and paid. If monies have been paid after the date of transfer additional HouseHoppers fees may be applicable to have these additional amounts refunded.
33. Providing buyer information is crucial to ensure timely account closures. Failure to supply this information may result in delays in the closing process.
34. HouseHoppers shall not be held liable if refunds are rejected due to incorrect council processing.
35. If refund amounts are estimated at the beginning of the process. These are very basic calculations and do not include a full investigation into the account which could reveal

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- billing errors and which could alter the initial estimated refund.
36. Readings are needed when closing an Eskom account. It is the client's responsibility to submit same to HouseHoppers, if the client fails to comply therewith, then Eskom will use the readings closest to the closing date, which could result in under or overcharges being levelled against the account.
 37. There are several steps involved in obtaining the refund and each step may be handled by a different coordinator.
 38. Accounts are closed from the date of transfer and no other date. If occupation is given prior to/ after this date, the consumption charges must be recovered directly between the buyer and the seller as this falls outside the Mandates services of HouseHoppers. Additional fees will be applicable for recons done for occupational periods if requested by the client.
 39. Section 118(1) Clearance: If Section 118(1) is applied to clearance figures and the account is in a debit balance with the municipality, no refund will be issued as the debit remains due and outstanding.
 40. HouseHoppers shall not be held responsible if the municipality reconciles the account(s) and determines that there is an outstanding amount owed after the account has been closed and refunded. In such cases, HouseHoppers will need to conduct an investigation, and additional fees may apply which the client will be liable for.
 41. If a query or property transfer is older than 3 years HouseHoppers will not be able to assist with obtaining the refund as the period has been archived on council's system.
 42. All queries received by HouseHoppers require a thorough investigation, the investigation's primary purpose is to identify the root cause of the issue and enable HouseHoppers to develop the most effective resolution method for the client. During the Investigation Process, HouseHoppers do not log references for queries for this reason.
 43. Investigation fees are non-refundable under any circumstances, Investigation fees are payable upfront before any work will commence.
 44. The HouseHoppers resolution steps are based upon facts and information provided by the client and the municipality. In situations where there is insufficient factual evidence to resolve the matter, it may need to be handled by a legal professional, a service that HouseHoppers does NOT provide, although we can offer recommendations in this regard.
 45. In the event that a query remains unresolved the client will be liable for the work already completed on the file by HouseHoppers and the client will not be eligible for a refund.
 46. The Investigation process typically spans from 2 to 6 weeks, with variations depending on the circumstances of each file. There may be a delay from time to time as additional information may be required or little to no information has been received by the client.
 47. If a query extends beyond a period of 3 years, HouseHoppers will be unable to assist with its resolution, as such data is archived within the municipality's system. In such instances, legal intervention will be necessary. Clients will be advised if a matter requires legal intervention and HouseHoppers can offer recommendations in this regard, and the client can choose to engage directly with such legal professional.
 48. Valuation files are backdated solely to the current valuation roll in accordance with the rates Act, The Valuations department does not reopen previous valuation rolls for amendments or adjustments. If such action is necessary, it must be pursued on a legal basis, and this is NOT a service HouseHoppers offers.
 49. HouseHoppers cannot guarantee the successful location of job cards that contain information about meters at the property. While every effort will be made to locate the required job card or explore alternative solutions to resolve the billing issue, no guarantee can be given, as specified in clause 44.
 50. There may be delays related to meter installations which are caused by the municipality, including but not limited to errors in the relevant municipal systems or shortages of stock items among other unforeseen circumstances. HouseHoppers endeavours to speed the process up as much as possible but we still function within the limitations of the municipality's processes and procedures, and shall not be liable for any delays as a result thereof.
 51. It is the client's responsibility to inform HouseHoppers of any installations that have taken place at the property and to try and obtain a copy of the works order/ Job card from the technician that is doing the installation. This information can be obtained from the foreman, who usually makes contact with the owner for the installation.
 52. HouseHoppers specializes in managing municipal billing matters. While we assist with meter installations, we are not responsible for any untidy conditions left by technicians at the property, such as disorganized meter boxes with cables or issues related to the pavement, etc.
 53. HouseHoppers shall not be held liable if the municipality installs an incorrect water or electricity supply connection at the property, namely either single phase, three phase or prepaid or post paid. While we make every effort to ensure the accuracy of document submissions, there may be instances when technicians install the wrong supply, over which we have limited control, and which we shall not be liable for.
 54. When collaborating with Developers, the Developers are considered our clients. HouseHoppers cannot be held responsible for any shortcomings in feedback provided by the Developer to property owners or the quality of such feedback.

QUERIES & METER APPLICATIONS:

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55. The completion and resolution of a query are valid for 30 days, which corresponds to a billing cycle on the relevant municipality's system. HouseHoppers takes no responsibility for any additional errors on the account, whether directly related to the initial query or not.
56. If any additional errors arise on the account, an Investigation will be necessary to look into the account and the standard fees will apply.
57. Interest reversals can only be processed with the factual information from the council's system. HouseHoppers cannot guarantee reversals of interest on an account related to missed payments, non-payments, or incorrect billing. If interest is not reversed after an account correction, a separate query for interest reversal must be initiated with the legal department of the respective municipality. It's important to note that HouseHoppers is not qualified to handle such legal queries.
58. The client's instructions to HouseHoppers Consulting shall be precise, clear and comprehensive and in particular. Instructions given by the client shall be recognised by HouseHoppers as valid only if timeously given specifically in relation to a particular matter in question. Oral instructions, standing or general instructions or instructions given late, even if received by HouseHoppers without comment, shall not in any way be binding upon HouseHoppers, but HouseHoppers may act thereupon in the exercise of its absolute discretion.
59. The client undertakes that no claim shall be made against any directors or employees of HouseHoppers which imposes or attempts to impose upon such person any liability in connection with the rendering of any services, which are the subject of these trading terms and conditions, and hereby waives all and any such claims.
60. Without prejudice to any of HouseHoppers' rights and securities under these trading terms and conditions, the client indemnifies and holds harmless HouseHoppers against all liabilities, damages, costs and expenses whatsoever incurred or suffered arising directly or indirectly from or in connection with the client's express or implied instructions.
61. HouseHoppers shall not be liable for any claim of whatsoever nature (whether in contract or in delict) and whether for damages or otherwise, howsoever arising including but without limiting the generality of the aforesaid –
 - 61.1. Any negligent act or omission or statement by HouseHoppers or its employees, agents or nominees; and/or
 - 61.2. Any act or omission of the client or agent of the client with whom HouseHoppers deals; and/or
 - 61.3. Any loss, damage or expense arising from the services provided by HouseHoppers; and/or
 - 61.4. Any loss, damage or expense arising from or in any way connected with any circumstance, cause or event beyond the reasonable control of HouseHoppers, including but without limiting the generality of the aforesaid, strike, lock-out, stoppage or restraint of labour; and/or
- 61.5. Damaged or injury suffered by the client or any person whatsoever arising out of any cause whatsoever as a result of HouseHoppers execution or attempted execution of its obligations to the client and/or the client's requirements or mandate;

Unless such claim arises from a grossly negligent act or omission on the part of HouseHoppers or its employees.
62. Notwithstanding anything to the contrary contained in these trading terms and conditions, HouseHoppers shall not be liable for any indirect and consequential loss arising from any act or omission or statement by HouseHoppers, its agents, employees or nominees, whether negligent or otherwise.
63. These terms contain the whole agreement between HouseHoppers and the client, and no variation of these trading terms and conditions shall be binding on HouseHoppers unless embodied in a written document signed by and duly authorised by Management or authorised person. Any purported variation or alteration of these trading terms and conditions otherwise than as set out above shall be of no force and effect, whether such purported variation or alteration is written or oral, or takes place before or after receipt of these standard trading terms and conditions by the client.
64. This document is subject to revisions as the business evolves. Please ensure that you have the most recent version available.
65. By accepted the quote provided by HouseHoppers Consulting I agree to the above terms and conditions noted.



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ESKOM ACCOUNT CLOSING

Eskom prefer to work with owners directly, should you choose to follow the process of Closing your account directly with Eskom, below is the step-by-step breakdown on completing the documents and following the process of closing the Eskom Account.

ESKOM DOCUMENTS:

- **Eskom Bank Form** – This needs to be bank stamped in order for Eskom to apply for a refund.
- **Affidavit stamped by the commissioner of oath** – This is required if the account is in both names.

Supporting Documents Required:

- Company or Trust Documents *(if applicable)*
- Copy of ID *(all sellers who appear on the offer to purchase)*
- Transferring Attorney Letter *(Can be obtained from your transferring attorney- This will show who the seller and purchaser are as well as the transfer date)*
- If Business / Trust - Vat registration certificate
- Eskom bill *(These are important to ensure that the correct accounts are closed for the correct property)*
- Date stamped Electricity meter photos *(Please use a digital camera that will allow a date stamp and ensure that the reading and serial numbers are clear)*

All documents need to be emailed to Eskom Customer Service: Gauteng@eskom.co.za (all regions).

NB:

When taking a picture of your Electricity meter, Eskom advise that it is best to have 3 readings,

1. **Highest KWH reading is the standard reading**
2. **Second highest reading is the off-peak reading**
3. **lowest reading is peak reading**

The readings on the meter will change to show the 3 different readings.

On the smart meters you can push the back space button twice to go back to the first reading which should be the standard reading. Each time it changes it will show the KWH reading, reading date and time of reading.

The off peak and peak reading should add up to the standard normal reading.

For example,

Your Standard reading shows **400 KWH**

Off peak reading shows **201 KWH** Peak
reading shows **199 KWH**

$$201 \text{ KWH} + 199 \text{ KWH} = 400 \text{ KWH}$$

Closing the Account and Applying for the Refund:

Step One: Eskom will use your readings along with the closest actual readings on their system to close the account. Once the account has been closed Eskom will process an adjustment on the account, reversing all the charges that are billed to the account after the final readings as well as the security deposit will be released into the account. You will receive a Final bill from Eskom showing all these details on a statement. The estimated time frame for the final bill to be issued is +-1-4 weeks, provided they do not have any queries.

Step Two: Once the final bill is issued, the final balance will reflect if there is a credit or debit on the account. If the Eskom account is in a debit this will need to be settled. If the Eskom account is in a credit, you can then apply for the refund by submitting the Eskom Bank Form.

Step Three: Refund application, the estimated time frame for a refund to be approved and paid out is +-60-90 days, provided they do not have any queries.

Please ensure that your email has the relevant email subject heading as follows:

- For Applications related queries, please use #Application and the Province your request relates to.
- For Accounts related queries, please use #Accounts and the Province your request relates to.
- (Opening of account and closing of Account) For Move In / Move Out related queries, please use #MIMO and the Province your request relates to.
- For Disconnections and Credit Extensions, please use #DCE and the Province your request relates to.

In order for Eskom to effectively assist you, please provide them with your account or meter number, two contact numbers and a description of your request.

Provide them with as much information as possible and they will assist you.

It generally takes them 14 working days to respond. However, once the email has been sent it is best to go to the customer walk in centre with the documents to ensure your account is closed.

Please note that once transfer goes through and the move out has been done with Eskom, the new owner will run a risk of disconnection if their account is not opened.

Currently most of the Eskom walk in centres are closed, its best to contact the Eskom call centre to see which branch is open.

OTHER SERVICES OFFERED BY HOUSEHOPPERS:

Account Openings: openings@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



CLIENT SERVICE MANDATE

At HouseHoppers, we are committed to delivering exceptional service to our clients. Our mandate is founded on the following principles:

CLEAR AND OPEN COMMUNICATION:

We maintain transparent and open lines of communication throughout our dealings. Regular updates or as needed and promise that we provide clear and informative updates, every step of the process.

SIMPLIFIED PROCESSES:

Our goal is to streamline complex procedures in dealing with municipalities. By implementing proven strategies and leveraging our expertise, we aim to simplify processes and deliver results

EXCEPTIONAL SERVICE:

We go beyond expectation to provide exceptional service. Our Friendly staff provide guidance and ensure that a difficult process becomes as easy and efficient as possible, prioritizing your satisfaction as our foremost goal. Our dedication aims to provide you with the best possible service by adopting unique solutions to unconventional problems

ETHICAL PRACTICES:

We adhere to the ethical guidelines and procedures set out by the municipalities and governing bodies. Our practices are grounded in integrity, transparency, and a strong commitment to doing what is right for our clients and the community.

ACCOUNTABILITY:

In the rare event of challenges arising, we promise swift and effective problem resolution. Our proactive approach ensures that issues are addressed promptly, allowing us to maintain a positive and productive work ethic

This mandate serves as our pledge to you, outlining the core values and commitments that define our client service.

We look forward to the opportunity to exceed your expectations and contribute to the success of your endeavours.

[T&C's apply](#)

