City of Johannesburg Metropolitan Municipality
CREDIT MANAGEMENT

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To All Conveyancers. Date 4 November 2020

Please note that all applications must be done online as per attached process.

Note the different e-mail addresses created for **Specific Functions/Stages** and note that we do not deal directly with runners/consultants on these emails.

For your Information:

We have different staff members attending to these email inboxes, ***do not send the same query to multiple inboxes as this causes duplications and unnecessary delays***. Please see the email addresses below for your attention:

- **Clearance Applications:** If you have a problem loading an application, **please send the screenshot with the error that you received** and the following documentation to – **eClearanceapplication@joburg.org.za** so that we can investigate. ***Please note that no queries with 800 or 2200 reference numbers will be done on this email address as this is strictly only for applications that cannot be loaded online***

    - Application form duly completed with the relevant information.
    - Deeds Search
    - Offer to purchase
    - I.D Copy of Seller/s
    - I.D Copy of Purchaser/s

- **Clearance Queries** – Any queries relating to clearances where you have received an 800 or a 2200 reference number must be sent to the following email address to be investigated and if possible for the override to be done – **eClearancetracking@joburg.org.za**

- **Clearance Figure Payments for Certificates** – Please send proof of payment and figures to – **eftclearncepayments@joburg.org.za** (or if you have a query on the certificate)

- Certificates will be sent to attorneys from – **eClearance.Certificates@joburg.org.za**

For any other Queries please sent your emails to the following relevant regional emails:

- Waterfall Customer Service Centre - regionArevenue@joburg.org.za
- Randburg Civic Centre - regionBrevenue@joburg.org.za
- Roodepoort Civic Centre and City Hall - regionCrevenue@joburg.org.za
- Jabulani Civic Centre - regionDrevenue@joburg.org.za
- Sandton Customer Service Centre - regionErevenue@joburg.org.za
- Thuso House Customer Service Centre - regionFrevenue@joburg.org.za
- Lenasia Customer Service Centre - regionGrevenue@joburg.org.za
- Credit Control - Creditcontrol@joburg.org.za

Regards

City of Johannesburg
Clearance Department