

**UGU DISTRICT MUNICIPALITY**



<b>Policy Custodian</b>	<b>Budget and Treasury Office</b>
<b>Policy Name</b>	<b>Indigent Support Policy</b>
<b>Policy Number</b>	<b>17/1/10/P</b>
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# Indigent Support Policy

## CONTENTS

	Page no.
PREAMBLE	3
1. INTRODUCTION	3
2. DEFINITIONS	3-4
3. POLICY OBJECTIVES	4-5
4. LEGISLATIVE FRAMEWORK	5
5. POLICY APPLICATION	5
6. CRITERIA FOR QUALIFICATION FOR INDIGENT SUPPORT	5
7. APPLICATION FOR INDIGENT SUPPORT AND REQUIREMENTS	6
8. AVENUES FOR SUBMISSION OF APPLICATION FORM	6
9. PROCESSING OF INDIGENT SUPPORT APPLICATION	7
10. DURATION OF THE INDIGENT SUPPORT BENEFIT	7
11. RESPONSIBILITY OF THE INDIGENT SUPPORT APPLICANT/BENEFICIARY	7-8
12. WITHDRAWAL OF INDIGENT SUPPORT BY THE MUNICIPALITY	8
13. EXTENUATING CIRCUMSTANCES	8
14. WHAT DOES INDIGENT SUPPORT BENEFIT COVER	9
15. MANAGEMENT OF THE ACCOUNT	9
16. MISCELLANEOUS	9
17. COMMUNICATION	9
18. MONITORING AND EVALUATION	10
19. PROVISION FOR DOUBTFUL DEBT FOR INDIGENT CUSTOMERS	10
20. COMMENCEMENT OF THE POLICY	10
21. AMENDMENTS AND/OR ABOLITION	10
22. COMPLIANCE AND ENFORCEMENT	10
23. POLICY REVIEW	10
24. ANNEXURE A	12-13
25. ANNEXURE B	14-15



# Indigent Support Policy

## PREAMBLE

WHEREAS section 74 of the Local Government: Municipal Systems Act, No. 32 of 2000, requires that the Council should, in formulating a Tariff Policy for the municipality, at least take into consideration the extent of subsidisation of tariffs for poor households.

WHEREAS Council therefore needs to approve an Indigent Support Policy.

WHEREAS such policy must provide procedures and guidelines for the subsidisation of basic services and tariff charges to its indigent households; and

WHEREAS the Council has committed itself to render a basic level of services necessary to ensure an acceptable and reasonable quality of life, which considers health and environmental considerations.

NOW THEREFORE the Council of the Ugu Municipality has adopted the Indigent Support Policy set out hereunder:

## 1. INTRODUCTION

The Indigent Support Policy is a legal imperative, a tool designed to ensure that persons and households classified as indigent have access to basic services as defined in the Constitution of the Republic of South Africa, Act No 108 of 1996. The policy is a result of continuous prevalence of indigence and poverty within communities. This policy therefore is a tool of intervention to alleviate the plight and to encourage indigent households to live within affordable consumption levels. The Indigent Support Policy is aimed at ensuring that the State fulfil its constitutional obligation contained in the Bill of Rights. This policy must be read in conjunction with the Credit Control Policy and applicable legislative frameworks.

## 2. DEFINITIONS

For the purpose of this policy, any word or expression to which a meaning has been assigned in the Act, shall bear the same meaning in this policy, and unless the context indicates otherwise –

**“Act”** means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000), as amended from time to time

**“Annexure A”** being the new application for Indigent Support

**“Annexure B”** being the renewal application for Indigent Support

**“Authorised Officer”** means any official of the Municipality who has been authorised by the Council to administer, implement and enforce the provisions of this Policy;

**“by-law”** means a by-law adopted by the Council;

**“Council”** means the Council of the Ugu District Municipality;



## Indigent Support Policy

**“Dwelling”** means property registered in the deeds office or allocated to a family by the Traditional Authority, with an Ugu water connection

**“Flow of water”** means the amount of water flowing pass a valve per unit of time.

**“Household”** means all the people who permanently reside in the dwelling;

**“Indigent criteria”** means any household which is responsible for the payment of services, including a child headed household, earning a combined gross income equivalent to or less than two time the government pension grant as prescribed by the National Department of Social Development or in line with the National Indigent Framework issued by the Department of Local Government (DPLG), who qualify, according to the policy for subsidy support or service subsidy, provided that child support grant is not included when calculating such household income;

**“Indigent person”** a person lacking the basic necessities of life in respect of water and sanitation services, who meets the criteria for indigent support as per the policy

**“Indigent Register”** is the list of all beneficiaries of the Indigent Support subsidy

**“Indigent Support”** means assistance to the poor and the needy that qualify as per criteria set out by Council;

**“Indigent Tariff”** means a set amount linked to a specific service as advertised by the Council;

**“Municipality”** means Ugu District Municipality;

**“Municipal manager”** means the Accounting Officer of the Municipality

**“Occupier”** means any person who occupies any property or part thereof, without regard to the title under which such person occupies the property concerned.

**“Services”** means the basic services referred to in this Policy;

### 3. POLICY OBJECTIVE

The objective of this Policy is to ensure the following:

- 3.1 The provision of basic services to the community in a sustainable manner, within the financial means of the Municipality; and
- 3.2 To provide procedures and guidelines for the subsidisation of service charges to its indigent households, using a portion or the whole of the Equitable Share for this purpose.
- 3.3 The municipality also recognises that many of the residents can simply not afford to pay the required service charges and the municipality will endeavour to ensure affordability through:
  - 3.3.1 Setting tariffs which will balance the economic viability of continued service delivery; and
  - 3.3.2 Determine appropriate service levels.
- 3.4 The Council will be guided by the following principles in implementing this policy:
  - 3.4.1 Due regard shall be had to the Constitution of the Republic of South Africa, the Local Government: Municipal Systems Act, 2000, and other relevant legislation;
  - 3.4.2 Relief provided under this policy must, to the extent that is practicable, be practical, fair, equitable and justifiable, in order to avoid alienating any group or groups;



## Indigent Support Policy

- 3.4.3 Bureaucratic administration of the policy must be efficient;

### 4. LEGISLATIVE FRAMEWORK

The Constitution of the Republic of South Africa, 1996

The Municipal Systems Act, 2000 (Act 32 of 2000)

The Municipal Finance Management Act, 2003 (Act 56 of 2003)

National Framework for Municipal Indigent Policies

Guidelines for Municipal Indigent Policies, 2006

Credit Control and Debt Collection Policy

Protection of Personal Information Act 4 of 2013

### 5. POLICY APPLICATION

- 5.1 The scope of this policy extends to all indigent households within the area of jurisdiction of the Ugu District Municipality area.
- 5.2 Strenuous efforts are made to ensure that all who qualify as indigent are recognized and receive all services, and rebates that they are entitled to.
- 5.3 The Indigent Support Programme must be accessible to all qualifying indigent persons.

### 6. CRITERIA FOR QUALIFICATION FOR INDIGENT SUPPORT

- 6.1 The indigent subsidy shall apply to a household per dwelling and not an individual.
- 6.2 The property must be zoned residential.
- 6.3 The total gross monthly income of all members of the household must not exceed two old age grants (excluding disability and child grant).
- 6.4 Indigent support will apply to all households whose total monthly income is less than or equal to the above-mentioned amount, irrespective of the source of income.
- 6.5 Child headed household's dependant on foster care social grants qualify.
- 6.6 The applicant as well as any other member of the household shall not own other fixed property other than the one on which they reside, whether within or outside of the municipal area.
- 6.7 Multi-unit residential - bulk users and Non-Government Organizations are excluded from this Policy.
- 6.8 The indigent subsidy is eligible to South African residents only.



## Indigent Support Policy

### 7. APPLICATION FOR INDIGENT SUPPORT AND REQUIREMENTS

- 7.1 The legal owner of a dwelling who is responsible for the payment of the water and sanitation services account must apply for the household to be registered as indigent. An exception will be made for applications received from beneficiaries of a property owned by a deceased individual(s) when they apply to benefit from the indigent support program.
- 7.2 Application forms are available from any of the of the Ugu District Municipality offices (see Schedule A) and can also be posted or emailed on request and the following documents should be submitted together with the certified application form:
  - 7.2.1 Certified copies of identity documents for household members 18 years and above.
  - 7.2.2 Certified copies of birth certificates of household members younger than 18 years.
  - 7.2.3 Certified copies of proof of income or written affidavits confirming status of employment or circumstances from each household member 18 years and above
  - 7.2.4 Proof of ownership (urban) or occupancy (rural) e.g. Title deed (urban), letter from Ward Councillor confirming occupancy status or Permit to Occupy (rural)
  - 7.2.5 Where property owner(s) or account holder is deceased, a legal document proving ownership or inheritance and a certified copy of the death certificate.
  - 7.2.6 Where property owner(s) or account holder is deceased, and there a no legal documents proving ownership or inheritance the following will be required to consider the application: -
    - 7.2.6.1 Affidavits of applicant, confirming relation to the deceased and occupancy and that he/she is permitted to be the account holder
    - 7.2.6.2 Affidavits of 1 family member and all siblings confirming occupancy, relation to the deceased and permission to be the account holder
    - 7.2.6.3 Certified copy of death certificate
- 7.3 Department of Cooperative Governance and Traditional Affairs Consent Form
- 7.4 Certification on all documents should not be older than 3 months.

### 8. AVENUES FOR SUBMISSION OF APPLICATION FORMS

- 8.1 Submit through Ward Councillor.
- 8.2 Submit to any of Ugu District Municipality offices as indicated below: -
  - 8.2.1 Head Office Address: 28 Connor Street, Port Shepstone, 4240
  - 8.2.2 Park Rynie Office: 1 Preston Rd, Park Rynie, 4182
  - 8.2.3 Oslo Beach Office, 96 Marine Drive, Oslo Beach, 4240
  - 8.2.4 Harding Office, 186 Musgrave Street, Harding, 4680
- 8.3 Emailed application forms are also acceptable to the following email address [Indigent@ugu.gov.za](mailto:Indigent@ugu.gov.za)



## Indigent Support Policy

### 9. PROCESSING OF INDIGENT SUPPORT APPLICATION

- 9.1 Upon receipt of the completed Indigent Support Application with relevant documents attached as set out in either Annexure “A” or “B” all documents are checked, and ownership verified on systems available to the Municipality and a reference number inserted onto each application as provided by the Billing-System and application uploaded.
- 9.2 Thereafter the application is sent to the Free Basic Services Coordinator, and a letter is sent to applicant if more information is required. If all the required information and the applicant meets the criteria, the application will be approved, and the credit will be processed for debt outstanding on approval.
- 9.3 Payments received whilst approving indigent support will be written back to Indigent Support.
- 9.4 The status will be updated on the Billing System and the tariff changed to the Indigent tariff as set out by Council annually.
- 9.5 Updating of the Indigent Support Application register.
- 9.6 The application will be processed within twenty-one (21) working days of receipt by the Municipality.
- 9.7 A letter informing the applicant of the status of the application will be sent to the applicant within twenty-one (21) working days of finalizing the application scrutiny process via all communication avenues (via post, email and telephonically), provided Ugu has said contact information on the system

### 10. DURATION OF THE INDIGENT SUPPORT BENEFIT

- 10.1 Indigent support is only provided for a period of 36 months (3 years), from date of approval, where after the applicant must re-apply on the prescribed form, confirming that their circumstances have not changed since initial application and that they still qualify for indigent support in terms of the latest criteria.
- 10.2 The Municipality will send a written notice to the approved household, at least two months prior to expiry of the approval, but the onus still rests on the owner of the property to re-apply. The written notice will be sent via post or email, and short messages are also sent to the customers.

### 11. RESPONSIBILITY OF THE INDIGENT SUPPORT APPLICANT/ BENEFICIARY

- 11.1 Should, at the most, twenty-one (21) working days lapse without receiving any feedback regarding the application, the applicant should enquire as to the status of the application with the Municipality through the Account Call Centre on 08000 92837, or any Enquires office.
- 11.2 The onus is on the beneficiary to inform the Municipality of any change in his/her status or personal household circumstances that might affect their Indigent status.
- 11.3 A household member must immediately request de-registration if their circumstances have changed to the extent that the household no longer meets the requirements set out in this Policy. Failure to



## Indigent Support Policy

disclose will result in such a person being immediately liable to repay to the Municipality all the debt accumulated from such date of change in indigent status and immediately removed from the indigent register of the Municipality. Such debt will be recovered in terms of the applicable Credit Control and Debt Collection policy.

- 11.4 A household member must apply for Indigent Support when the main account holder is deceased. A certified copy of the death certificate must be attached to the application to avoid removal from the Indigent Support.
- 11.5 The person applying after the death of the account holder should also attach a certified copy of the Letter of Executorship or certified copy of the Will for (urban) Permit to Occupy from the Traditional leader or letter from the Ward Councillor (rural) stating that the new applicant will be the recipient of said property together with all other relevant documents as per Annexure "A" or "B" attached.

### 12. WITHDRAWAL OF INDIGENT SUPPORT BY THE MUNICIPALITY

- 12.1 The Indigent support shall be withdrawn by the Municipality in the event of the beneficiary misusing the system or providing incorrect information.
- 12.2 In this regard the Municipality shall recover from the recipient the amount of relief furnished by debiting the beneficiary's account.
- 12.3 The Municipality shall apply its credit control policy in accordance with the Credit Control and Debt Collection policy.
- 12.4 The Municipality shall institute a criminal charge of fraud against the beneficiary and may not again be considered for indigency relief for a period extending for two years beyond the financial year in which the misconduct is detected.
- 12.5 The Indigent support will cease, and the consumer will be removed from receiving free basic services should re-application not be received by the Municipality.

### 13. EXTENUATING CIRCUMSTANCES

- 13.1 In the event of death of one of the members of the household, and where the flow of water has been limited, full flow will be reinstated from the day of death to the day of the funeral after which the flow shall be limited again.
- 13.2 In the event of a household member suffers from a sickness requiring excessive usage of water and is under a home-based care programme, such a household will be eligible to apply for additional allocation of water, approval of which is subject to the Municipality's conditions.



## Indigent Support Policy

### 14. WHAT DOES THE INDIGENT SUPPORT BENEFIT COVER?

On approval of the application the Municipality shall provide the following

- 14.1 Basic Municipal Services which include:
  - 14.1.1 Access to a minimum safe water supply i.e. 6kl of water free of charge on a monthly basis or as determined by Council
  - 14.1.2 A 100 % rebate of the water basic charge
  - 14.1.3 A 100 % rebate on all sanitation charges
  - 14.1.4 A credit equivalent to the outstanding balance on the dwelling at the date of approval.

### 15. MANAGEMENT OF THE ACCOUNT

- 15.1 All services used in excess of the basic municipal services level shall be levied at the current scale of tariff and payable on the due date.
- 15.2 If the excess account is not paid for as and when due, the services shall be restricted to the basic level and the normal Credit Control and Debt Collection policy shall be implemented.
- 15.3 Any credit balances on the customer account shall be written back to Indigent Support Allocation

### 16. MISCELLANEOUS

Should any circumstances not covered by this policy regarding the administration of the Indigent Support policy arise, and is urgent, it shall be referred to the Chief Financial Officer.

### 17. COMMUNICATION

From time to time the Municipality will endeavour to communicate its Policy adequately, so that members of the community are apprised of the existence of such a policy or any amendments that may have been done by Council.

- 17.1 Structures and or platforms that shall be used to communicate the benefits of the policy shall include:
  - 17.1.1 The Ward Committees
  - 17.1.2 The Ward Councillors
  - 17.1.3 Community meetings
  - 17.1.4 Budget and IDP road shows
  - 17.1.5 Special events
  - 17.1.6 Local media
  - 17.1.7 Traditional Leaders
- 17.2 Any communication issued by the Municipality must be coordinated by the Communications Unit or the Accounting Officer or his delegated authority.



## Indigent Support Policy

### 18. MONITORING AND EVALUATION

- 18.1 Reporting on Indigent Support shall be done quarterly by means of supplying status of consumers and number of households receiving the support.
- 18.2 Indigent register updated on an ongoing basis.
- 18.3 This is reported in the SDBIP quarterly review.

### 19. PROVISION FOR DOUBTFUL DEBT FOR INDIGENT CUSTOMERS

The amount owed by Indigent Customers will be claimed against the provision of Free Basic Services from Equitable Share upon Council resolution.

### 20. COMMENCEMENT OF THE POLICY

The policy shall commence upon approval by Council.

### 21. AMENDMENTS AND/OR ABOLITION

Any amendments and /or abolition will have to be approved by the Council

### 22. COMPLIANCE AND ENFORCEMENT

The policy will be in accordance with the Acts, guidelines and all relevant legislations

### 23. POLICY REVIEW

The policy will be reviewed on an annual basis

#### Records of Approval

Meeting	Date	Resolution
<b>Review 2021/2022</b>		
Policy Review Committee	20 January 2022	Recommended to MANCO
MANCO	24 January 2022	Recommended to Portfolio Committee on Finance
Portfolio Committee on Finance	03 February 2022	Recommended to EXCO
EXCO	06 March 2022	Recommended to Council
Council	26 May 2022	Approved



## Indigent Support Policy

<b>Review 2022/2023</b>		
Policy Review Committee	10 February 2023	Recommended to MANCO
MANCO	24 April 2023	Recommended to Portfolio Committee on Finance
Portfolio Committee on Finance	16 May 2023	Recommended to EXCO
EXCO	17 May 2023	Recommended to Council
Council	25 May 2023	Approved
<b>Review 2023/2024</b>		
Policy Review Committee	14 February 2024	Recommended to MANCO
MANCO	11 March 2024	Recommended to Portfolio Committee on Finance
Portfolio Committee on Finance	14 March 2024	Recommended to EXCO
EXCO	20 March 2024	Recommended to Council
Council	23 May 2024	Approved
<b>Review 2024/2025</b>		
Policy Review Committee	18 February 2025	Recommended to MANCO
MANCO	19 May 2025	Recommended to Portfolio Committee on Finance
Joint Portfolio Committee on Finance and EXCO	26 May 2025	Recommended to EXCO
Joint Portfolio Committee on Finance and EXCO	26 May 2025	Recommended to Council
Council	29 May 2025	Approved





### ANNEXURE A - APPLICATION FOR INDIGENT SUPPORT

SURNAME: \_\_\_\_\_ (of Applicant-where registered owner is deceased attach copy of death certificate, letter of executorships and id copy of executor)

FIRST NAMES: \_\_\_\_\_

I.D. NUMBER: \_\_\_\_\_ (Copy of identity document must be attached)

LOT NUMBER: \_\_\_\_\_ AREA: \_\_\_\_\_ STREET ADDRESS: \_\_\_\_\_  
(Proof of ownership (a copy of death certificate must be provided where owner is deceased, letter of executorships and id copy of executor) must be attached)

WARD NO. \_\_\_\_\_ WARD COUNCILLOR: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

e-MAIL of applicant \_\_\_\_\_

**MEMBERS OF THE HOUSEHOLD MUST BE LISTED, PLEASE USE A SEPARATE SHEET IF MEMBERS ARE MORE THAN THE SPACE PROVIDED: (copies of identity documents for all members and proof of income for members who are 18 years and older must be attached)**

ID NUMBER	INITIALS AND SURNAME	Gross Monthly Income	SOURCE OF INCOME
TOTAL INCOME FOR THE HOUSEHOLD			

DETAILS OF ANY PROPERTIES, **OTHER THAN THE ONE GIVEN ABOVE**, OWNED or LEASED BY

MEMBERS OF THE HOUSEHOLD: \_\_\_\_\_

I \_\_\_\_\_ ID. NO. \_\_\_\_\_

Hereby declare that:

1. The information stated above is correct.
2. That I understand the conditions applicable to Indigent Support.
3. That I have received a copy of the Council's Indigent Support Policy.

Signature or Mark of applicant: \_\_\_\_\_ DATE: \_\_\_\_\_  
(note that applicants may be prosecuted for giving false or incomplete information)

I, \_\_\_\_\_ hereby confirm that the above declaration was made and signed in my presence. **Can only be completed by a Commissioner of Oaths or the Local Municipality Ward Councillor.**

SIGNATURE and STAMP OF COMMISSIONER OF OATHS



### COMPLETING INDIGENT SUPPORT APPLICATION FORM MADE EASY

**1. WHO IS THE REGISTERED OWNER?**

The person in whose name the property is registered as per Deeds Office.

**2. WHAT QUALIFIES AS PROOF OF OWNERSHIP?**

2.1 A certified copy of the title deed.

2.2 A letter from the municipality stating that ownership vests with the said person.

2.3 A letter from the bank, where title deed is held as security for a loan.

2.4 In the informal settlements or Ingonyama Trust Land areas a letter from the councillor or the tribal authority stating that ownership vests with the said person.

**3. WHAT IS A LOT NUMBER?**

3.1 In the formal settlement – the property description as per title deed

3.2 In the informal settlement – not applicable

**4. STREET ADDRESS**

4.1 In the formal settlements – the residential address other than the lot number

4.2 the informal settlements – isigodi and where applicable induna yesigodi

**5. WARD NUMBER** – as per municipal boundaries or voting stations

**6. WARD COUNCILLOR** – as per local municipality

**7. POSTAL ADDRESS** – where you would like to receive your post or any other information regarding your application and/or account related information

**8. MEMBERS OF A HOUSEHOLD**

All people who regard the property as their permanent residential property including members who reside anywhere else for purposes of being near their workplace or any other purposes

**9. GROSS MONTHLY INCOME**

Total income before deductions of any kind or form per member of the household

**10. SOURCE OF INCOME - HOW YOU MAKE A LIVING**

10.1 From employment

10.2 Self-employed i.e. in business of any kind Grants

10.3 Investments

10.4 Inheritance or trust

10.5 Anything that gives you income

**11. SUPPORTING DOCUMENTATION THAT MUST ACCOMPANY THE APPLICATION FORM**

11.1 Copies of identity document for **all members** of the household. Proof of ownership of property being supplied with municipal services.

11.2 Copy of death certificate of property owner where applicable.

11.3 Proof of income for **all members of the household 18 years or older** in the form of one of the following, a letter from employer, latest salary advice, a pension card, a stamped UIF card, current 3 months bank statement, sworn affidavit to confirm unemployment or other source of income.

11.4 Cogta Consent Form In Terms Of Section 69(6)(b)

11.5 Where property owner(s) or account holder is deceased, and there are no legal documents proving ownership or inheritance kindly enquire with the Municipality regarding required documents

**ALL COPIES MUST BE CERTIFIED.**

***Certified and completed application and relevant documents can be e-mailed to [indigent@ugu.gov.za](mailto:indigent@ugu.gov.za)***





## ANNEXURE B – RENEWAL APPLICATION FOR INDIGENT SUPPORT

SURNAME: \_\_\_\_\_ (of Applicant-where registered owner is deceased attach copy of death certificate, letter of executorships and id copy of executor)

FIRST NAMES: \_\_\_\_\_

I.D. NUMBER: \_\_\_\_\_ (Copy of identity document must be attached)

LOT NUMBER: \_\_\_\_\_ AREA: \_\_\_\_\_ STREET ADDRESS: \_\_\_\_\_  
(Proof of ownership (a copy of death certificate must be provided where owner is deceased, letter of executorships and id copy of executor) must be attached)

WARD NO. \_\_\_\_\_ WARD COUNCILLOR: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

e-MAIL of applicant \_\_\_\_\_

**MEMBERS OF THE HOUSEHOLD MUST BE LISTED, PLEASE USE A SEPARATE SHEET IF MEMBERS ARE MORE THAN THE SPACE PROVIDED: (copies of identity documents for all members and proof of income for members who are 18 years and older must be attached)**

ID NUMBER	INITIALS AND SURNAME	Gross Monthly Income	SOURCE OF INCOME
<b>TOTAL INCOME FOR THE HOUSEHOLD</b>			

DETAILS OF ANY PROPERTIES, **OTHER THAN THE ONE GIVEN ABOVE**, OWNED or LEASED BY MEMBERS OF THE HOUSEHOLD: \_\_\_\_\_

I \_\_\_\_\_ ID. NO. \_\_\_\_\_

Hereby declare that:

1. The information stated above is correct.
2. That I understand the conditions applicable to Indigent Support.
3. That I have received a copy of the Council's Indigent Support Policy.

Signature or Mark of applicant: \_\_\_\_\_ DATE: \_\_\_\_\_  
(note that applicants may be prosecuted for giving false or incomplete information)

I, \_\_\_\_\_ hereby confirm that the above declaration was made and signed in my presence. **Can only be completed by a Commissioner of Oaths or the Local Municipality Ward Councillor.**

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SIGNATURE and STAMP OF COMMISSIONER OF OATHS

## Indigent Support Policy

### COMPLETING INDIGENT SUPPORT APPLICATION FORM MADE EASY

**1. WHO IS THE REGISTERED OWNER?**

The person in whose name the property is registered as per Deeds Office.

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2.5 A certified copy of the title deed.

2.6 A letter from the municipality stating that ownership vests with the said person.

2.7 A letter from the bank, where title deed is held as security for a loan.

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Total income before deductions of any kind or form per member of the household

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10.7 Self-employed i.e. in business of any kind Grants

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10.10 Anything that gives you income

**11. SUPPORTING DOCUMENTATION THAT MUST ACCOMPANY THE APPLICATION FORM**

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11.6 Copy of death certificate of property owner where applicable.

11.7 Proof of income for **all members of the household 18 years or older** in the form of one of the following, a letter from employer, latest salary advice, a pension card, a stamped UIF card, current 3 months bank statement, sworn affidavit to confirm unemployment or other source of income.

11.8 Cogta Consent Form In Terms Of Section 69(6)(b)

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