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MEDIA RELEASE
To: **News Editors**
From: **Kgamanyane Maphologela**
Director: Communications & Stakeholder Management
Date: **12 November 2026**

CITY OF JOBURG BRINGS EARLY FESTIVE CHEER TO NEARLY 50 000 PENSIONERS THROUGH PROPERTY RATES RELIEF

The City of Johannesburg is bringing early festive season relief to thousands of elderly homeowners, with nearly 50 000 qualifying pensioners benefiting from property rates rebates aimed at easing the financial burden on senior citizens.

As at 31 October 2026, the City had approved property rates rebates for approximately 49 894 qualifying pensioners, with more than R31.7 million in rates relief recorded.

The rebates form part of the City's ongoing commitment to providing financial relief to qualifying senior citizens, particularly those living on fixed incomes, while promoting affordable homeownership and protecting vulnerable households against increasing living costs.

The latest figures build on the City's support for pensioners during the previous financial year, from 1 July 2025 to 30 June 2026, when more than R329.8 million in property rates relief was granted to qualifying pensioners across Johannesburg.

Kgamanyane Maphologela, Director of Communications and Stakeholder Management in the City's Group Finance Department, welcomed the continued uptake of the programme, saying the relief demonstrates the City's commitment to supporting elderly residents.

"The City is encouraged by the growing number of qualifying pensioners benefiting from property rates relief. As we approach the festive season, this support provides meaningful financial relief to our senior citizens, many of whom depend on limited or fixed incomes.

"Our pensioners have contributed immensely to the development and growth of Johannesburg over many years. It is therefore important that, as a City, we continue implementing practical measures that recognise their contribution and help ease the financial pressures they face," said Maphologela.

He emphasised that the programme is not a once-off festive season intervention, but an ongoing municipal support measure designed to make property ownership more affordable for qualifying elderly residents.

EXISTING PENSIONER BENEFICIARIES DO NOT NEED TO REAPPLY

Maphologela reassured existing pensioner rebate beneficiaries that their approved benefits will continue without interruption for the remainder of the current General Valuation Roll (GVR2023) cycle, subject to compliance with the applicable qualifying conditions.

"Existing beneficiaries do not need to submit new applications simply to retain their approved rebates during the current valuation cycle. We encourage residents who have recently turned 60, as well as qualifying pensioners who have not previously applied, to take advantage of this important municipal benefit," he explained.

The City continues to encourage eligible homeowners to familiarise themselves with the qualifying requirements and submit applications through the designated customer service channels.

WHO QUALIFIES FOR PENSIONER PROPERTY RATES REBATES?

The City provides property rates rebates to qualifying pensioners aged 60 years and older, with different benefits applicable according to age, income and property market value.

1. Pensioners aged 60 to 69 years

To qualify, applicants must own and personally occupy the property for which the rebate is sought.

The following conditions apply:

- The qualifying property market value threshold is R1.5 million, inclusive of the applicable residential property rates threshold.
- Pensioners earning a gross monthly income below R13 519 qualify for a 100% rebate on the applicable rates, subject to successful application.
- Pensioners earning a gross monthly income above R13 519 but below R23 172 qualify for a 50% rebate, subject to successful application.
- Pensioners earning a gross monthly income above R23 172 do not qualify for the income-based pensioner rebate.
- Property rates remain payable on the portion of the property's market value exceeding R1.5 million.
- The rebate applies to only one qualifying property, even where the pensioner owns more than one property.
- Pensioners receiving a qualifying government social security grant may qualify for a 100% rebate, subject to the applicable property value threshold and other qualifying conditions.

2. Pensioners aged 70 years and older

Pensioners aged 70 years and older qualify for enhanced property rates relief, irrespective of their monthly income, subject to the following conditions:

- The applicant must own and personally occupy the property.
- The qualifying property market value threshold is R2 million, inclusive of the applicable residential property rates threshold.
- A 100% rebate on qualifying property rates applies up to the R2 million market value threshold, following successful application.

- Property rates remain payable on the portion of the property's market value exceeding R2 million.
- The rebate applies to one qualifying property only, even where the applicant owns multiple properties.

The City emphasises that pensioner rebates apply specifically to qualifying property rates charges and do not automatically exempt beneficiaries from paying for electricity, water, sanitation, refuse removal or other municipal services.

HOW TO APPLY FOR A PENSIONER REBATE

Qualifying pensioners who are applying for the first time may obtain application forms through the following channels:

- **Customer Service Centres:** Visit any City of Johannesburg Customer Service Centre for assistance with application forms and submission.
- **City Website:** Visit **www.joburg.org.za** to access information and download the relevant pensioner rebate application forms.
- **Email enquiries:** Request information or application forms through **ratescomments@joburg.org.za**.

Completed applications and the required supporting documents must be submitted through the City's designated Customer Service Centres for processing.

Applicants are encouraged to ensure that all required information and supporting documents are provided to avoid unnecessary delays in assessing their eligibility.

PENSIONERS ENCOURAGED TO KEEP MUNICIPAL ACCOUNTS UP TO DATE

The City has also reminded pensioner beneficiaries that maintaining their municipal accounts in good standing remains an important condition for retaining the rebate benefit.

Applications are subject to the applicable account compliance requirements. Where an account is in arrears, an approved payment arrangement or formally lodged dispute may be considered in accordance with the City's relevant policies.

"It is important for pensioners to understand that while property rates rebates provide significant financial relief, beneficiaries remain responsible for paying their other municipal service charges and any property rates that fall outside the approved rebate.

"We encourage pensioners experiencing financial difficulties to engage the City early, rather than allowing their accounts to fall further into arrears. Our Customer Service Centres remain available to provide guidance on municipal accounts, payment arrangements and applicable relief measures," said Maphologela.

He cautioned that failure to honour an approved payment arrangement may result in the withdrawal of a rebate, subject to the City's applicable policies and procedures.

CITY REAFFIRMS ITS COMMITMENT TO SUPPORTING SENIOR CITIZENS

Maphologela said the City would continue promoting awareness of the pensioner rebate programme through its customer education initiatives, community engagements and municipal communication platforms.

"Our responsibility is not only to provide relief, but also to ensure that qualifying residents know about the benefits available to them and understand how to access these benefits.

"As we enter the festive season, we want our senior citizens to experience greater financial peace of mind, knowing that the City remains committed to recognising their contribution and supporting their dignity and well-being.

"We encourage families, caregivers and community organisations to assist eligible pensioners who may not yet be benefiting from this programme to obtain the necessary information and apply," concluded Maphologela.

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