



Enquiries: F Fikeni

Ext: 1116

Date: 11 February 2026

### **NOTICE 75/2025/26**

#### **NOTICE ON MUNICIPAL ON ACCOUNT QUERY FOR THE 2025/26 FINANCIAL YEAR**

The municipality will be visiting All Towns with the intention of resolving Customer queries on property rates and services.

This is in line with Section 95(f) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000), which provides as follows:

#### *Customer care and management*

95. *In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity—*

*(f) provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such persons to receive prompt redress for inaccurate accounts.*

To lodge a query, –

- send an email to [revenue.enquiries@wslm.gov.za](mailto:revenue.enquiries@wslm.gov.za); or
- contact the Municipal office on 051 653 1777.

For more information, visit the nearest municipal office in your respective town.

**A schedule of customer query outreach dates is provided below for the local areas (Municipal wards):**

**For any enquiries, please contact the below assigned municipal officials.**