

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; 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.