

TSANTSABANE LOCAL MUNICIPALITY



BAD DEBT WRITE OFF POLICY 2026/27

Subject: Bad Debt Write Off

Date:

Council Resolution: ITEM SCM /2026

INDEX

Page

Contents

1. DEFINITIONS	3
2. PURPOSE OF POLICY	3
3. STEPS TO BE TAKEN BEFORE WRITING OFF DEBT	3
3.1 CREDIT CONTROL AND DEBT COLLECTION POLICY ACTIONS.....	3
3.2 ESTATE NOTICES MONITORING.....	4
3.3 TRACING OF DEBTORS.....	4
3.4 PREVENTION OF PRESCRIPTION OF DEBT.....	4
3.5 GENERAL.....	5
4. WRITE OFF DEBTS OWING TO THE MUNICIPALITY	6
4.1 GENERAL CONDITIONS.....	6
4.2 SPECIFIC CONDITIONS.....	6
4.3 FINAL ACTION.....	8
5. DELEGATED AUTHORITY.....	8
6. CREDIT BUREAU LISTING	8
7. BAD DEBTS RECOVERED	9
8. IMPLIMENTATION.....	9

1. DEFINITIONS

For the purposes of this policy the following definitions are applicable:

"Debt" - means an amount owing to the Municipality;

"Debtor" – means a person who owes the Municipality money for services rendered;

"Accounting Officer" – the Municipal Manager appointed in terms of Section 82 of the Municipal Structures Act, 1998 (Act No. 117 of 1998);

"Council" – means the council of the Tsantsabane Municipality;

"Municipality" - means the Tsantsabane Municipality.

2. PURPOSE OF POLICY

3.1 Section 96 of the Local Government : Municipal Systems Act, 32 of 2000, provides that a municipality must collect all money that is due and payable to it, subject to provisions of the Act and other applicable legislation.

3.2 It is recognized, however, that circumstances may arise which may make the recovery of certain debts impossible, impractical or financially unfeasible, and that such debts may have to be written off.

3.3 The purpose of this policy is to provide a framework for:

3.3.1 limiting the circumstances contemplated in 3.2;

3.3.2 determining, when such circumstances have arisen, whether to write off any debts; and

3.3.3 the procedures for writing off such debt.

3. STEPS TO BE TAKEN BEFORE WRITING OFF DEBT

Before consideration is given for the write-off of any debt the following steps should be taken:

3.1 CREDIT CONTROL AND DEBT COLLECTION POLICY ACTIONS

All the applicable actions as contained in the Credit Control and Debt Collection Policy

of the Municipality should have been executed and implemented.

3.2 ESTATE NOTICES MONITORING

Estate notices in the Government Gazette must be checked regularly to enable the municipality to institute claims against insolvent and deceased estates of persons owing money to the Municipality.

3.3 TRACING OF DEBTORS

In the event that the debtor's address is not known, all reasonable steps must be taken to trace the debtor. A reasonable effort to trace the debtor will include, but is not limited to, the following:

- (a) Utilizing all the information available (such as vehicle registration number, school attended by children, etc.) to locate the debtor;
- (b) Utilizing the telephone directory for the last town or city in which the debtor lived to locate the debtor and/or his/her relatives; and
- (c) Contacting the following institutions or persons in order to locate the debtor:

- The Vehicle Registration Authorities;
- The Department of Home Affairs; and
- Officials and/or colleagues at the debtor's last place of employment.

The Accounting Officer shall consider all other economically viable avenues for debt recovery, including the use of tracing agents, factoring of debts, recourse against sureties, guarantors or lessees, etc.

3.4 PREVENTION OF PRESCRIPTION OF DEBT

- (a) Prevention:

Proceedings out of the appropriate court having jurisdiction for the recovery of a debt must be commenced as soon as is appropriate in order to prevent prescription of the debt. Proceedings out of the appropriate court having jurisdiction for the recovery of a debt must be commenced as soon as is appropriate in order to prevent prescription of the debt. A summons process for payment of the debt must be successfully concluded as soon as possible to prevent prescription of the debt in terms of the Prescription Act.

- (b) Prescription Act, 1969 (Act No. 68 of 1969):

Section 10 (1) of the Prescription Act provides that a Section 10 (1) of the Prescription Act provides that debt shall be extinguished by prescription after the lapse of the period which in terms of the relevant law applies in retrospect of the prescription of such debt. Shall be extinguished by prescription after the lapse of the period which in terms of the relevant law

applies in respect of the prescription of such debt. The Municipality cannot legally enforce payment of a debt once the debt has prescribed, but the period of prescription is interrupted :-

- (i) By the service on the debtor of any process whereby the creditor claims payment of the debt (Section 15). "Process" means a Summons or Notice of Motion, which must actually be served on the debtor and not simply issued by the court, and does NOT include a registered letter of demand.
- (ii) the debtor acknowledges liability, whether expressly or tacitly (Section 14); payment of a portion of the debt can constitute a tacit acknowledgement of liability. By the service on the debtor of any process whereby the creditor claims

The completion of prescription may also be delayed in certain circumstances (Section 13).

- (c) In terms of Section 11 of the Prescription Act, 1969 (Act 68 of 1969), the periods of prescription of debts are as follows:

- (i) **Thirty years** in respect of -
 - any debt secured by a mortgage bond;
 - any judgment debt;
 - any debt in respect of any taxation imposed or levied by or under any law; and
 - any debt owed to the State in respect of any share of the profits, royalties or any similar consideration payable in respect of the right to mine minerals or other substances.
- (ii) **Fifteen years** in respect of any debt owed to the State and arising out of an advance or loan of money or a sale or lease of land by the State to the debtor, unless a longer period applies in respect of the debt in question in terms of paragraph (i) above.
- (iii) **Six years** in respect of a debt arising from a bill of exchange or other negotiable **instrument** or from a notaries contract, unless a longer period applies in respect of the debt in question in terms of paragraph (i) or (ii) above.
- (iv) **Three years** in respect of all other debts, save where an Act of Parliament provides otherwise.

3.5 GENERAL

Should all the above efforts prove to be unsuccessful and the debtor cannot be traced or it would be uneconomical to take the matter any further, only then must a submission be made requesting the write-off of the debt. This submission must detail all steps taken and the Municipality must maintain audit trails in such instances, and document the reasons for the abandonment of the

actions or claims in respect of the debt.

4. WRITE OFF DEBTS OWING TO THE MUNICIPALITY

4.1 GENERAL CONDITIONS

The Municipality will consider debts for write-off in the following general circumstances:

- (a) When debts have prescribed, as contemplated, as contemplated in paragraph 3.4 above;
- (b) When debts have not been recovered from the deceased, where their estates have been finalized, and recovery of the debts from the heirs is not possible;
- (c) When debts are owed by debtors who cannot be traced, notwithstanding compliance with the provisions in paragraph 3.3 above;
- (d) When no source documentation is available to substantiate or prove the claims, provided that the Accounting Officer must have satisfied him/herself that all reasonable steps have been taken to locate the source documents;
- (e) When the debtor has emigrated without paying the debts, leaving no assets available for attachment and the debtors' whereabouts are unknown; and
- (f) When it is not economical to pursue the debt further.

Note: Unless affordable arrangements can be made with tracing agents or attorneys, or attorneys, the costs associated with the tracing of a debtor and subsequent legal costs occasioned thereby, could exceed the amount claimed. It would therefore not be in the Municipality's interest to attempt recovery of debts where the prospects of recovery are remote, and where the possibility exists that the costs associated with recovery may exceed the debt.

4.2 SPECIFIC CONDITIONS

The Municipality will consider debts for write-off in the following specific circumstances:

4.2.1 Debt associated with ownership of property (Rates accounts):

Debt raised by Council for the services rendered to registered owners of the property/land, i.e. Assessment rates, Refuse removal, Sewerage, Availability fees for Electricity and Water, will not be written-off except when the property

is disposed of in the liquidation process and the proceeds do not cover the outstanding debt, the balance can then be written-off as irrecoverable.

4.2.2 Metered Services Debt:

Debt owed to Council due to consumed metered services, i.e. Water and Electricity consumption will be regarded as irrecoverable in the following instances:

In the circumstances contemplated in 4.1 (a) to (f) above.

4.2.3 Sundry Debt

Debt owed to Council arising from auxiliary services rendered by Council will be regarded as irrecoverable in the following instances:

- If the debt has prescribed;
- In the circumstances contemplated in 4.1 (a) to (f) above.

4.2.4 Indigent Household Debt:

5.2.4.1 Debt owed to Council by an Indigent Household, when registering for the first time in terms of the official Indigent Policy, shall be written off as a once off concession, subject to a thorough audit investigation and certification to the effect that the household is a bona fide indigent as stipulated in the Indigent Policy.

5.2.4.2 Debt owed by the deceased estate of the breadwinner of a registered indigent household shall be written off in instances where the next of kin present proof that the property transfer fees has been paid and the service contract is signed in his/her name.

4.2.5 Special Cases:

The allocation of RDP houses by the Department LED and Planning, has in some instances resulted in debt raised for the property in the name of the person allocated the house, but who never took occupation due to one of the following reasons:

- Occupation taken up by illegal occupants;
- Failure to inform the rightful owner about the allocation;
- Alteration of allocation not effected in Council records;

In the above-mentioned cases there will never be a need to implement the Credit

Control and Debt Collection Policy; therefore write-off should take place immediately when the Department involved in the allocation of property, issues a memorandum that confirms the above. Furthermore the write-off should be effected and later reported to Council for ratification purposes.

4.3 FINAL ACTION

Whenever all the legal avenues, procedures and steps listed above have been exhausted, the arrear amounts should be classified as irrecoverable and should be written off by the person to whom the authority to do so has been delegated under the Municipality's system of delegations by the person to whom the authority to do so has

Immediately after 30 June each year, or more regularly if requested by Council, the Accounting Officer must present to the Council a report listing the following:

- (a) For noting – details of the debts that was written off during the year ending 30 June under delegated authority, together with the reasons for the write offs;
and
- (b) For consideration – details of any debt, not included under (a) above, which is believed to be irrecoverable, together with the reasons for this conclusion. The council shall then approve the write-off of such arrears, if it is satisfied with the reasons provided.

5. DELEGATED AUTHORITY

The Accounting Officer be given delegated authority to write-off debt under the following circumstances:

- a. the debt amounts to five thousand rand (R5 000.00) or less;
- b. all reasonable steps have been taken to recover the debt as stipulated under paragraph 4 above;
- c. the debt is considered to be irrecoverable in terms of any one of the conditions stipulated in paragraph 4.5 above.

In such cases, the reason for each write-off be listed in the report against each individual item, and audit trails for each write-off must be kept for control purposes.

6. CREDIT BUREAU LISTING

Debtors whose debts are written off due to any of the following reasons must be listed with the Credit Bureaus:

- Untraceable;
- Insolvent;
- Emigration.

7. BAD DEBTS RECOVERED

The approval of Council for the write-off of any debt does not mean that actions to recover the money will be terminated, however, further actions will be instituted depending on the costs involved and if debt is recovered it will be recorded in the financial records of Council as recovered.

8. IMPLIMENTATION

This policy will be effective on the date of adoption by Council.

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