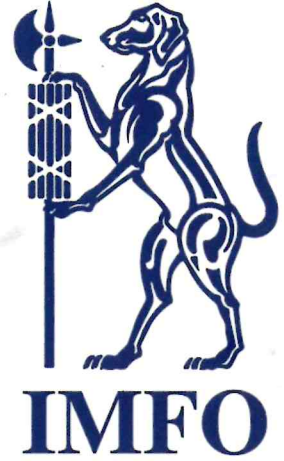


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# THE MUNICIPAL PROPERTY REGISTER & REVENUE MANAGEMENT: PUTTING ACCURATE PROPERTY DATA TO WORK

By Janet Channing, Managing Director MetGovis and Finalist in the 2015 Regional Business Achiever Awards, BVA

The Local Government: Municipal Property Rates Act, No 6 of 2004 (MPRA), provides for the preparation and establishment of a spatial register of properties. Spatial reports are essentially pictures. Traditionally the property register has been used exclusively as the platform for the preparation and maintenance of valuation rolls. The purpose of this article is to illustrate other applications for this critical business intelligence.

The Chief Financial Officer, Msunduzi Municipality, Ms Nelisiwe Ncgobo, states that the accurate, current spatial reports are the cornerstone to revenue management intelligence within this high capacity municipality. The Msunduzi Municipality's Municipal Manager, Mxolisi Nkosi, recently won the Best Performing Municipal Manager Award in KwaZulu-Natal for 2014/2015.

Spatial reports are accessible to both municipal management, officials and ratepayers which makes local government business much easier.



Msunduzi InSight Analysis, water meter status

## ▶ Data accuracy is key to municipal success

Standard procedures for collecting and maintaining property data should be established. Property data changes frequently so datasets such as the valuation roll, financial records and deeds information must regularly be aligned with the spatial property register. The maintenance of the spatial property register supports the financial success of a municipality.

Financial data is constantly in the public domain. As a ratepayer if you receive an account which is inaccurate you query it and persist with the query until it is rectified. This includes all the items which are consolidated onto your account whether these are water, electricity, refuse or property rates.





### ▶ Maintenance of a Spatial Property Register

Municipalities must maximise all potential revenue sources. It is their mandate to ensure that all properties are correctly charged for property rates and the municipal services rendered to each property. It is vital that accurate billing information is regularly maintained.

Property is an immovable asset but it is not static. Property is bought, sold, sub-divided, consolidated and re-zoned. Vacant land is improved, and existing buildings are demolished and re-developed. All these triggers must be captured and processed through the spatial property register to ensure that this essential data base remains accurate and up-to-date. The once off establishment of the spatial property register is not adequate. In order for it to be useful and effective, the register must be maintained by the municipality. Regular, monthly reconciliations are required to both the billing system and the consolidated valuation roll.

### ▶ 'Real time' updating of valuation rolls

The Local Government: Municipal Property Rates Act, No 6 of 2004, has been amended with some significant changes to the legislative framework. These amendments are effective from 1st July 2015. One of the most notable changes is the 'real time' updating of valuation rolls. Reviewed values for properties where a change has triggered a re-valuation are billable from the first day of the month following the posting of the review notice to the registered owner. This places further emphasis on the need for property registers to be updated and accurate. Lags will equate to revenue slippage.

### ▶ Global Learnings

I recently travelled to Istanbul. This banner below shows the challenges of local government across the globe and how customer care should be a priority wherever you are. The challenge for effective local government is to provide sustainable solutions for our communities.



### ▶ MetGovis makes It easy

MetGovis is the leader in property and revenue management solutions. We have a range of products and services to suit your organisation's property intelligence requirements, which are fully compliant with the MPRA legislative changes. Since 1994, we have worked with municipalities, valuers and property professionals by providing them with an accessible and flexible technology platform. Please contact us for comprehensive hands on training on the MPRA amendments and how to meet the procedural compliance requirements using our system solution within your municipality.

Tel 033 343 2868

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