



## UMZIMVUBU LOCAL MUNICIPALITY

**ATTENTION: ALL EDITORS / REPORTERS**

**MEDIA STATEMENT**

**06 AUGUST 2026 – THURSDAY**

### **UMZIMVUBU LOCAL MUNICIPALITY COUNCIL APPROVES 90% DEBT RELIEF INCENTIVE TO SUPPORT ITS RATEPAYERS**

On 29 July 2026 during the Ordinary Council Meeting, the Umzimvubu Local Municipality Council approved a 90% debt relief incentive scheme aimed at assisting qualifying ratepayers in settling their outstanding municipal accounts while fostering a stronger culture of payment for municipal services.

This intervention follows an extensive debt collection and customer engagement campaign undertaken by the Municipality in line with its Credit Control and Debt Collection Policy. As part of the campaign, municipal officials conducted door-to-door visits across KwaBhaca and EmaXesibeni, delivering demand letters, encouraging the payment of municipal services, and assisting property owners with updating their customer information to improve communication.

The campaign was met with a positive response from residents, with many ratepayers entering into payment arrangements and honouring their commitments. To further strengthen engagement, the municipality also hosted dedicated Ratepayers' Engagement Days in both towns – KwaBhaca and EmaXesibeni, providing property owners with an opportunity to raise concerns, seek clarity on their municipal accounts, and resolve property-related queries.

Following a review of the applicable tariffs, the Municipality noted that property rates had increased significantly compared to previous financial years, resulting in higher monthly rates charges for many property owners. Recognising the financial pressure experienced by residents, Council resolved to revive the 90% debt relief incentive as a practical measure to provide meaningful financial relief while encouraging the settlement of outstanding municipal debt.

"The initiative is expected to deliver mutual benefits by easing the financial burden on indebted ratepayers, improving the Municipality's revenue collection, and reducing the accumulation of debt resulting from escalating interest charges. Ultimately, it will strengthen the municipality's ability to continue delivering essential services to the communities of KwaBhaca and EmaXesibeni", said the Mayor, Cllr Zukiswa Ndevu.

The municipality encourages qualifying ratepayers to make use of the opportunity and work together with the municipality in building a financially sustainable future. The 90% debt relief incentive is effective from 1 August 2026 and will remain available until 31 January 2027.

**For media enquiries kindly contact:** Mrs Nokhanyo Zembe, Senior Manager: Special Programmes and Communications: [Zembe.Nokhanyo@Umzimvubu.gov.za](mailto:Zembe.Nokhanyo@Umzimvubu.gov.za) / 072 091 3957.

**For media interview arrangements:** Ms Khoboso Lebenya, Manager Communication & Public Relations: [Lebenya.Khoboso@umzimvubu.gov.za](mailto:Lebenya.Khoboso@umzimvubu.gov.za) 063 509 7426

