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# INFO PACK – ACCOUNT CLOSURE / REFUNDS

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## Account Closure & Recovery of Credit Balances (Refunds)

In order for the transferring attorney to pass transfer at the deeds office a rates clearance needed to be obtained. This entailed making payment of not only the arrears or current balance but also Rates and services 3-4 months in advance. A portion of the advance payment together with any deposit which was being held by the City of Johannesburg must be refunded after the account has been finalised.

### FTA can assist with the finalisation of COJ accounts and the refund process.

Our fee to assist with same is broken down into two parts –

- Admin fee R2599 including VAT (R2260 + vat) - Payable in advance.
- + 10% of the amount which is refunded or transferred\* - Payable on completion & subject to VAT. (e.g. Commission payable on a R1000 refund would be R100 + vat = R115)

Fees quoted are valid for new instructions received between 01/07/2026 – 30/06/2027.

Process to be followed should you wish for us to attend the City's offices on your behalf –

- 1- Print and complete the letter of authority (see following pages)
- 2- Make payment of our admin fee R2599.00
  - Account Name - Fast Track Admin cc
  - Bank - FNB
  - Branch - Northcliff (253705)
  - Account # - 62063373890
  - Account Type - Current/Chq
  - Reference – Please use Refund and the account number as the reference. EG “Refund 551234567”
- 3- Email the completed authority to act, proof of payment and the letter from the attorneys confirming that the transfer was registered to [info@fasttrackadmin.co.za](mailto:info@fasttrackadmin.co.za)

\*It should be noted that before the City will refund any amounts they will first check if the same account holder is in arrears on accounts for other properties. If the City identifies accounts with arrears the credit from the account for the property which was recently sold will be transferred to the account with the arrear balance. Should this happen the refund process would be deemed to be completed and the 10% commission will be payable on the amounts transferred as well as any remaining balance which is refunded.

We look forward to being of assistance.



Unit 2, 77 Park Drive  
Northcliff

Reg 2003/104654/23  
VAT 4470221120

Email – info@fasttrackadmin.co.za  
Tel – 011 678 0172

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### Letter of Authority (Individual)

Date \_\_\_\_\_

### **CLOSURE / FINALISATION OF MUNICIPAL ACCOUNTS & REFUND APPLICATION(S)**

To Whom It May Concern:

I/We \_\_\_\_\_ as the former owner(s)

of the property known as \_\_\_\_\_

hereby appoint and authorise Fast Track Admin CC and their representatives to deal with the City of Johannesburg on my behalf.

They are authorised to draw prints & information relating to the property, lodge disputes & apply for refunds etc.

The authority is valid for six months from the date stated above and applies to all accounts linked to the abovementioned property.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

**\*\*NB\*\*** An ID copy must be submitted along with the completed and signed form.

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**Letter of Authority (Business)**

Date \_\_\_\_\_

**CLOSURE / FINALISATION OF MUNICIPAL ACCOUNTS & REFUND APPLICATION(S)**

To Whom It May Concern:

I \_\_\_\_\_ as a member/director of  
\_\_\_\_\_ CC / Pty Ltd which was the previous owner of the property  
known as \_\_\_\_\_

hereby appoint and authorise Fast Track Admin CC and their representatives to deal with the City of Johannesburg on behalf of the company.

They are authorised to draw prints & information relating to the property, lodge disputes & apply for refunds etc.

The authority is valid for six months from the date stated above and applies to all accounts linked to the abovementioned property.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

**\*\*NB\*\*** An ID copy of the director issuing this authority must be submitted along with the completed and signed form.

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### Letter of Authority (Trusts)

Date \_\_\_\_\_

### **CLOSURE / FINALISATION OF MUNICIPAL ACCOUNTS & REFUND APPLICATION(S)**

To Whom It May Concern:

I \_\_\_\_\_ as a Trustee of the \_\_\_\_\_

which was the previous owner of the property known as \_\_\_\_\_

hereby appoint and authorise Fast Track Admin CC and their representatives to deal with the City of Johannesburg on behalf of the trust.

They are authorised to draw prints & information relating to the property, lodge disputes & apply for refunds etc.

The authority is valid for six months from the date stated above and applies to all accounts linked to the abovementioned property.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

**\*\*NB\*\*** An ID copy of the trustee issuing this authority must be submitted along with the completed and signed form. A certified copy of the stamped letter of authority confirming that the person signing is a trustee should also be attached.

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