In terms of Section 53 of the Municipal Property Rates Act, any person who has lodged an objection may, within the prescribed period after receiving the outcome of the objection, request the Municipal Valuer to provide reasons for the decision. Such a request must be in writing and be accompanied by the prescribed fee.

The Municipal Valuer must provide written reasons for the decision within the period prescribed by the Act. Obtaining reasons may assist property owners in understanding how the decision was reached and in determining whether grounds exist for lodging an appeal with the Valuation Appeal Board.

What if I disagree with the outcome of my objection?

Any person dissatisfied with the outcome of an objection may lodge an appeal with the Valuation Appeal Board in accordance with Sections 54 and 55 of the MPRA, subject to the prescribed procedures and timeframes.

Must I continue paying my municipal rates while my objection or appeal is being considered?

Yes, In terms of Section 54(4) of the MPRA, the lodging of an objection or appeal does not defer liability for payment of rates. Property owners remain responsible for paying municipal rates and charges while the objection or appeal process is underway.

Where can I inspect the valuation roll?

In terms of Section 49 of the MPRA, the valuation roll is available for public inspection during the prescribed public inspection period. Details of inspection venues, dates and electronic access are provided in the municipality's public notice.

Contact the Municipal Valuation Office during normal office hours for assistance with inspecting the valuation roll, completing an objection form, understanding the objection process and/or obtaining copies of objection forms.

GEORGE GENERAL VALUATION ROLL

INFORMATION SHEET: OBJECTIONS IN TERMS OF THE MUNICIPAL PROPERTY RATES ACT, 2004 (ACT 6 OF 2004)

PURPOSE OF THE OBJECTION PROCESS

Section 50(1)(c) of the Municipal Property Rates Act, 2004 ("MPRA") allows any person to lodge an objection against any matter reflected in, or omitted from, the valuation roll.

In terms of Section 50(2), an objection must be lodged in relation to a specific individual property and not against the valuation roll as a whole.

The purpose of the objection process is to allow property owners and interested parties to request the Municipal Valuer to review factual information, categorisation, market value, or omissions relating to a specific property reflected in the valuation roll.

PART 1: VALID GROUNDS FOR AN OBJECTION

An objection may be lodged where any of the following information reflected in the valuation roll is believed to be incorrect or omitted:

Property Identification and Description

- Incorrect township, suburb or farm name
- Incorrect erf, portion, section or unit number
- Incorrect sectional title scheme name
- Incorrect physical address
- Incorrect property description

Ownership Information

- Incorrect owner name or incorrect ownership details

Property Characteristics

- Incorrect land extent

Property Category

- Incorrect property category assigned in terms of Section 8 of the MPRA.

Property categories reflected in the valuation roll are determined in accordance with Section 8 of the Municipal Property Rates Act and the municipality's Rates Policy. Property categorisation is generally based on the actual use of the property. Property owners should therefore not assume that a property category is incorrect merely because it differs from the zoning reflected in the applicable land use scheme.

Market Value

- The market value reflected in the valuation roll is considered incorrect.

"Market value", in relation to a property, means the amount the property would have realised if sold on the date of valuation (01 July 2026) in the open market by a willing seller to a willing buyer as defined in Section 1 of the Municipal Property Rates Act, 2004.

Omissions

• Property omitted from the valuation roll.

PART 2: MATTERS THAT CANNOT BE DEALT WITH THROUGH THE OBJECTION PROCESS

The following matters do not form part of the valuation roll and therefore cannot be addressed through the objection process:

Municipal Rates and Tariffs

• The rates account is too high;
• The municipality's rate-in-the-rand is too high;
• Municipal tariffs are too high;
• Municipal rates are unaffordable.

These matters are determined through the municipality's budgeting and policy processes and not through the valuation roll.

Municipal Service Delivery Matters

• Lack of water, electricity, sewerage or refuse removal services;
• Poor road conditions;
• Streetlight failures;
• Service delivery complaints;
• Municipal maintenance issues.

These matters must be reported through the municipality's normal service delivery channels.

Rebates, Exemptions and Reductions

• Pensioner rebates;
• Indigent support;
• Disability rebates;
• Rates exemptions, reductions or rebates granted in terms of the municipality's Rates Policy.

These matters are administered separately from the valuation roll.

Comparisons That Do Not Constitute Valid Objections

• My property value increased from the previous valuation roll;
• My neighbour's property has a lower valuation;
• My rates increased compared to previous years;
• My property sold many years ago for less than the current valuation.

The relevant question is whether the market value reflected in the valuation roll is correct as at the valuation date (01 July 2026).

General Objections

In terms of Section 50(2) of the MPRA, each objection must relate to a specific property:

• An objection may not be lodged against an entire suburb, township or area;
• An objection may not be lodged against the valuation roll as a whole;
• Multiple properties may not be included on a single objection form.

PART 3: FREQUENTLY ASKED QUESTIONS

Do I need a professional valuer to submit an objection?

No, Property owners may submit objections themselves. However, owners may appoint an authorised representative, or professional valuer should they require assistance.

What evidence should I provide with my objection?

Providing supporting evidence assists the Municipal Valuer in considering the objection. Relevant supporting evidence may include:

• Comparable market sales;
• Professional valuation reports;
• Sale agreements;
• Survey diagrams;
• Title deeds;
• Building plans;
• Photographs;
• Lease agreements;
• Any other information supporting the objection.

Can the Municipal Valuer increase my valuation after considering my objection?

Yes, The Municipal Valuer is required to determine the correct market value based on all available evidence. Following investigation, the value may be reduced, confirmed or increased if warranted by the evidence.

Can I object to a property even if I am not the owner?

Yes, In terms of Section 50(1)(c) of the Municipal Property Rates Act, any person may lodge an objection against any matter reflected in, or omitted from, the valuation roll in respect of a specific property.

What happens after I submit an objection?

The Municipal Valuer will investigate the objection and may undertake further inspections or enquiries where necessary. Once a decision has been reached, the objector will be notified in writing in accordance with Section 52 of the MPRA.

How can I obtain reasons for the Municipal Valuer's decision regarding my objection?