

## **OPENING AN ACCOUNTS WITH SILULUMANZI:**

### **OWNER VS TENANT**

With your best interest in mind, Silulumanzi would like to advise you on the following. No longer will tenants be allowed to open water accounts on their name. All water account will have to be strictly opened on the owners name and the reason for this is as follows:

In terms of the municipal by-laws it is the duty of the owner to ensure that the water account on your property is always up to date. In light of the above only property owners would be allowed to open water accounts at Silulumanzi. Property owners that wish to rent their properties out to tenants will have to still keep the water account in their name ensuring that they collect their money including payments for water bills from their respective tenants.

The above will be for the protection of the owners of properties as we are faced with many problems where tenants have vacated the properties without settling their accounts and although Silulumanzi tries to get hold of these tenants, in many cases in line with the by-laws the end result would be that the owner will still be liable for the account. Much to the surprise of many owners, that when they decide to sell their property they cannot get a clearance certificate because their tenants have left the property with outstanding bills attached to it and in many cases these tenants cannot be found.

By maintaining water accounts of their properties, owners will have full control over their properties. There has been a growing number of disputes between owners and tenants which puts owners in a difficult situation, for instance, when an owner is trying to eject a tenant from his property, the owner cannot demand Silulumanzi to disconnect the water supply to this property unless the owner still maintains a water account for this property, and when the tenant himself holds an account and keeps the account up-to-date, this will give no right for Silulumanzi to act upon the request of the owner.

When renting out your property we suggest the following:

- Maintain the water account on the property under your name,

- Take a deposit which will include, cover payments of water bills,
- Report to Silulumanzi when the tenant fails to pay his/her water bill, and request that Silulumanzi temporarily disconnect the supply to the property.

We trust that you will find the above serving you better as Silulumanzi cannot keep control of tenants constantly moving in and out of your property and this will give you the opportunity to have full control of your property and water account.