Dear Conveyancer

To assist us to deal with your applications accurately and timeously, we would like to request that these applications are completed in full and that the following is taken into consideration.

1. **Turnaround time**

As a client you may expect any application to be dealt with in this office within 5 working days. We will endeavour to deal with any urgent applications within 3 working days. Please refer to the procedure below on the urgent application process. Due to the volume of work received in the office as well as the implementation of new office processes, as stipulated by our internal policies and procedures, these turnaround times had to be implemented. These turnaround times apply to manual applications received as well as e-filing requests.

2. **Urgents**

Urgent requests (any application required before the stipulated 5 working day turnaround time) must be requested on an official letterhead and this will be routed through to the Cash Hall Team Leader to endorse and depending on the exceptional circumstance of the request, this will batched and dealt with within 1-3 working days (depending on the workload).

3. **Searching**

The staff is frequently asked to spend a large portion of their day searching for documents. Please note that the searching for:

- Copies of receipts
- Copies of deeds of sales
- Documents attached in error by yourself e.g. Original Power of Attorney’s, rates certificate
- Certain amendments (see point 4)

will only be done on Friday mornings. These requests must be on an official letterhead and may be

a) mailed to vmuskett@sars.gov.za
b) faxed to 033-3554546 – marked attention: V. Muskett
c) hand delivered – marked attention: V. Muskett
4. Amendments

The following amendments will be dealt with immediately on presentation of a Power of Attorney

- Spelling errors
- Square metres
- Minor property description

Any other amendments (as this involves drawing our long copies from our store rooms) will form part of the Friday morning work (refer to point 3). It is very important that you are able to provide us with the original WIP number in these cases.

5. “Other” folder

The ‘other’ folder is where all receipts without a stipulated PMB conveyancer’s name are placed for collection. To ensure that all receipts are placed in the correct conveyancer’s folder, please note that at the bottom of all the TD forms, the name of the PMB conveyancer must be reflected. May I request that each conveyancer check the “other” folder on a regular basis?

6. TD 6

Please note that in all cases TD 6 forms must be submitted in duplicate.

I would like to take this opportunity to thank you for your support and hope that we can continue building strong relations. Please feel free to contact me with any concerns.

Regards,

[Signature]

TPSC Team Leader: Pietermaritzburg