



a world class African city

City of Johannesburg Metropolitan Municipality

Communications & Stakeholder Management

Thuso House

PO Box 5000

61 Jorissen Street

Johannesburg

www.joburg.org.za

MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 27 February 2026

City's Midrand Customer Service Centre Relocates to New Address.

The City of Johannesburg wishes to inform residents and stakeholders that the Midrand Customer Service Centre will close on **27 February 2026** at its current location as the Centre relocates to new premises.

The Centre is moving from **No. 300, 15th Road, Randjespark, Midrand** to **No. 230, 15th Road, Randjespark, Midrand**.

Kgamanyane Maphologela, Director for Communications and Stakeholder Management in Group Finance, said the relocation forms part of the City's ongoing efforts to improve service delivery and enhance the overall customer experience.

"We would like to apologise to our residents for any inconvenience that may be caused during the relocation process. However, this move is aimed at improving our service offerings and ensuring a better customer experience for all residents," said Maphologela.

Maphologela further confirmed that the Centre will officially resume operations at the new location on Wednesday, 3 March 2026.

Residents are encouraged to utilise other Customer Service Centres across the City during the transition period.

Customers who prefer face-to-face assistance may visit the following nearby Customer Service Centres:

- Rabie Ridge Customer Service Centre (Ext 4 & 5)
- Corner of Koraan and Kraai Avenues, Rabie Ridge
- Sandton Customer Service Centre 137 Daisy Street, corner of Daisy and Grayston Streets, Sandton
- Thuso House Customer Service Centre 61 Jorissen Street, Braamfontein

Customers may also utilise the Regional Revenue Office email addresses below:

Regional Revenue Offices (Email Contacts):

Midrand – regionArevenue@joburg.org.za

Randburg – regionBrevenue@joburg.org.za

Roodepoort – regionCrevenue@joburg.org.za

Jabulani – regionDrevenue@joburg.org.za

Sandton – regionErevenue@joburg.org.za

Thuso House – regionFrevenue@joburg.org.za

Lenasia – regionGrevenue@joburg.org.za

For more information on all customer service offerings, residents can visit:

www.joburg.org.za

www.e-joburg.org.za

or call **0860 562 874** (0860 JOBURG).

ENDS –

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