

## Biography

Speaker: Louise Muller  
Position: Director: Valuations  
Company: City of Cape Town  
Country: South Africa



---

Louise has over 30 years of experience in local government finance in South Africa. She has spent almost 30 years in various roles at local government level, with the last 20 being at senior management level. She also spent almost 5 years at national government level directing Project Viability, a national programme assisting municipalities in financial distress. These roles were all supported by her Bachelor Degree in Accounting Science, majoring in Accounting, Local Government Accounting and Taxation and Auditing.

For the last 8 years Louise has been in the position of the Director: Valuations, educationally supported by taking all the courses required for a post graduated diploma in Property Valuations. The City of Cape Town Valuation Department values over 900 000 properties, handling all data collection, CAMA appraisals, value reviews, valuation disputes and customer related queries to maintain the City's Valuation Roll. The Valuation Roll is updated annually via a Certified Supplementary Valuation Roll and completely revised through revaluing all properties at a new valuation date at least every 3 to 4 years – although we want to reduce this period in the future. The department also takes responsibility for the Rates Policy regarding the setting of property tax rates for various different property categories, the related modelling of these tax rates, and the annual budgetary provisions for municipal property rates together with consideration of the credit control and debt collection strategies required to manage property tax arrears.

Louise has been involved in other roles such as the oversight over the City of Cape Town's shareholding in the Cape Town International Convention Centre (CTICC) and advising on the potential entity types and business plans for various City ventures; reviewing the national tariff proposals for electricity increases and providing comment to the National Energy Regulator; examining the potential of alternate revenue sources in terms of the South African local government legislation; advising on financial issues related to the Integrated Rapid Transport System in Cape Town, as well as advising on financial aspects of many other special projects.

Louise is a long-standing Institute Council Member and past-President of CIGFARO, the Chartered Institute of Government Finance, Audit and Risk Officers. This is a sister organisation to GFOA in USA and Canada and CIPFA in the UK, all organisations that support ethical and excellent public finance management. CIGFARO is also a partner to SARPA, the South African Revenue Protection Association and Louise is a long-standing member of the Executive Committee of SARPA.