

Meeting:	Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM)						
Meeting Venue:	Teams Meeting						
Date:	20 February 2023						
Time:	10:30 – 11:30						
Chaired by:	Lesiba Seshoka						
Scribe:	Christine Mmeti						
Legend: P-Present A-Absent XX-Absent with apology							
Attendees	Initials		P	A	XX		
Adv Boyce Mkhize – CHIEF OMBUD	BM		X				
Abe Masilo – REG OMBUD GP	AB				X		
Maletsatsi Wotini – REG OMBUD WC	MW				X		
Mervin Dorasamy – REG OMBUD KZN	MD				X		
Lesiba Seshoka – CSOS Exec Corp Affairs	LS		X				
Kanozi Mlotha – CSOS Adjudicator General	KM				X		
Thembelihle Mbatha - CFO	TM		X				
Johlene Wasserman – Governance Manager	JW				X		
Precious Nkgapele – CO PA	PN		X				
Siyethemba Mthethwa - MarComms	SM		X				
Doniah Motsoeneng - MarComms	DM				X		
Jeff Gilmour – ARC CHAIR	JG		X				
Hannes Hendriks – RCC CHAIR	HH			X			
Stephan Vorster – RCC DIRECTOR GP (E&S REGIONS)	SV		X				
Johan Kruger – CAISA DIRECTOR	JK		X				
1.	Opening and Welcome						
	<p>LS welcomed all attendees and noted apologies as follows:</p> <ul style="list-style-type: none"> Kanozi Mlotha Mervin Dorasamy Maletsatsi Wotini Abe Masilo Johlene Wasserman 						

2.	Minutes of the previous meeting
	<p>The minutes of the previous meeting of 20 February 2023 were adopted as a true reflection of discussions at the said meeting.</p>
3.	Matters arising from previous meeting (minute resolutions)
	<p>JG reported on behalf of HH on the outstanding matter of the code of conduct for the residential communities and the submission to the information regulator and that the RCC board met and got approval to develop a code of conduct and they are waiting for the final approval.</p>
4.	Agenda Items – Industry matters
	<p>4.1 ARC Update</p> <p>JG advised that the program for the upcoming ARC conference to be held on the 16 -18 May 2023 has been sent out to CSOS and further indicated that MD will do a presentation on the approach to internal dispute resolution and the Chief Ombud will present on the CSOS update.</p> <p>JG mentioned that the ARC membership is increasing rapidly and further indicated that the ARC plans to conduct workshops and scheduled chapter meetings in KZN, Gauteng, North West and Western Cape and the meeting dates will be sent to CSOS.</p> <p>LS congratulated ARC on the growing membership and indicated that the CSOS has already started with the internal processes to participate at the upcoming ARC conference and will ensure that the CSOS also participate at the chapter meetings.</p> <p>4.2 RCC Update</p> <p>There was no update on RCC. JG proposed that HH will send a document of any update regarding RCC.</p> <p>4.3 CAISA Update</p> <p>JK indicated that CAISA conducted a community conversation webinar last year which was well attended, and they will do a follow up again this year. JK announced that they have finalised the first course with Tshwane School for Business and Society that will be conducted in April 2023 and further indicated that he will have a meeting with Johlene on the 02 March 2023 to discuss the education for managers in the industry.</p>

LS requested clarity on who the target audience for the course are and what the course is about. **JK** explained that the course is an introduction course called the essentials of community association management that consist of four modules that covers the legal basis of HOA, maintenance, facilities management, finance , governance, and meetings. **JK** added that anyone working in a community association is a target audience for the course mentioned.

4.4 CSOS Update

BM thanked the members for partnership and collaboration and further indicated that the CSOS presented the 2023/2024 annual service plan to the Minister and the plan was sent to parliament for adoption. **BM** added that the CSOS has an issue with registration of schemes and had launched a project to have a team on the ground to conduct a physical verification of schemes to ensure that the CSOS registration is in order as the law indicate that all schemes must be registered with CSOS.

BM mentioned that the CSOS has a significant amount of reserve funds that are not yet allocated and further urged the industry members to encourage their members to make sure their account statements are updated.

BM mentioned that the CSOS agreed with the Minister of Human Settlement that the CSOS Board Chairperson will draft and send the letter of legislative programs to the Minister. **BM** indicated that there is an advisory council that has been established last year to provide the STSMA and the Minister is finalising the structure. The purpose of the advisory council structure is to have the STSMA that guides and advise the Minister on everything happening in sectional titles.

BM announced that the CSOS is launching satellite offices in Polokwane and George to enhance the CSOS accessibility.

TM mentioned that the CSOS is busy reviewing the levy model and it is in consultation with the Minister of Human Settlements. **TM** added that CSOS have identified thirty (30) top community schemes that will be checked if their books are done accordingly and further mentioned that the CSOS have started engaging with managing agents for now and will later roll to other big schemes.

TM mentioned that the CSOS has been receiving financial distress from the schemes now that the 2% charge has been implemented on the outstanding levies and they are looking into 12-months arrangements with the schemes to pay their outstanding CSOS levies.

5.	New Matters
	No new matters raised
6.	General
7.	Closure and Next Meeting
	The meeting adjourned at 10:59 am Date of next meeting to be announced.
8.	Acceptance of Minutes by Co-Chairs
	<p>Scribe – Christine Mmeti Signed Electronically Date Accepted: XX/XX/2023</p> <p>Chairperson ARC - Jeff Gilmour: Signed Electronically Date Accepted: XX/XX/2023</p> <p>Adv Boyce Mkhize (Chief Ombud): Signed Electronically Date Accepted: XX/XX/2023</p>