

<b>Meeting:</b>	<b>Quarterly Industry Body Meeting (QIBM)</b>						
<b>Meeting Venue:</b>	<b>Teams Meeting</b>						
<b>Date:</b>	<b>29 June 2023</b>						
<b>Time:</b>	<b>10:00 – 11:00</b>						
<b>Chaired by:</b>	<b>Thembelihle Mbatha</b>						
<b>Scribe:</b>	<b>Christine Mmeti</b>						
<b>Legend:</b> P-Present A-Absent XX-Absent with apology							
<b>Attendees</b>	<b>Initials</b>		<b>P</b>	<b>A</b>	<b>XX</b>		
<b>Thembelihle Mbatha – ACTING CHIEF OMBUD</b>	TM		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		
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				
<b>1.</b>	<b>Opening and Welcome</b>						
	<p><b>TM</b> welcomed all attendees and noted apologies as follows:</p> <p>Kanozi Mlotha</p> <p>Mervin Dorasamy</p> <p>Stephan Vorster</p>						
<b>2.</b>	<b>Minutes of the previous meeting</b>						
	<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.	<b>Matters arising from previous meeting (minute resolutions)</b>
	No matters arising from the previous meeting of 20 February 2023.
4.	<b>Agenda Items – Industry matters</b>
5.	<b>ARC Update</b>
	<p><b>JG</b> advised that ARC had a successful conference in the Western Cape and the next conference will be held in Johannesburg. <b>JG</b> further mentioned that ARC membership is growing rapidly, and they have been busy with the residential community council dealing with challenges particularly the PPRA and the Immigrants Act. <b>JG</b> indicated that there is a judgement that was realised on Immigration Act and the cancellation of ZDP visas was considered unlawful. <b>JG</b> will share the judgement with the CSOS. <b>JG</b> advised that the ARC has its chapter meetings and the CSOS is welcome to attend the meetings. <b>JG</b> mentioned that ARC implemented a new digital platform, and the purpose is to engage directly with its members.</p>
6.	<b>RCC Update</b>
	<p><b>HH</b> advised that the RCC attended the ARC conference in numbers, and they had a meeting confirming their commitment to the industry and advised that they are working on a strategic plan and agendas. <b>HH</b> further mentioned that one of the challenges they are facing is the default in payments due to the current economic climate. <b>HH</b> mentioned that he sent an email to the CSOS with a motivation to look at the processes that the CSOS is following, he further enlightened that when the CSOS issues a directive, they also issue the enforcement order with the provision that it cannot be used until seven days after the date of the first payment due, RCC discovered that it takes Fourty (40) days to get enforcement plus Ninety (90) days of CSOS processes which amount to One Hundred and Fifty (150) days of non-payment and it causes a tremendous accumulation of debt in estates.</p> <p><b>HH</b> mentioned that they had a discussion with Abraham Masilo(GP Ombud) and his office regarding the issue mentioned and <b>HH</b> would like to have further discussions with the CSOS team regarding the situation to resolve the issue.</p> <p><b>AM</b> agreed having a discussion with <b>HH</b> regarding the issue at hand and he mentioned that the challenge will be issuing the directives and the enforcement order simultaneously because some members might want to execute the enforcement order before the expiry date which will create a huge problem. <b>AM</b> further explained that there is an issue with the interpretation of the</p>

	<p>enforcement orders as it does not mention the Seven (7) days but rather a clear indication of the due date. <b>AM</b> advised once RCC receives an enforcement order, members should be given a reasonable time to get financial aid. <b>AM</b> advised that the CSOS takes Five (5) days to issue an adjudication order.</p> <p><b>HH</b> explained the RCC internal processes and the frame they give to members for payment purposes. <b>HH</b> advised that they had an engagement with the Property Practitioner Regulatory Authority on two occasions to assist them in understanding the dynamics of estate management.</p>
<b>7.</b>	<b>CAISA Update</b>
	<p><b>JK</b> advised that they signed the license agreement with CAI and TSB, and they successfully added the first course in April 2023. <b>JK</b> added that all participants passed the assignments and exams, and they will receive certificates from the Tshwane School of Business and CAI in America. <b>JK</b> advised that they plan to schedule their courses for September, October, and November and finalise the 2024 programme as they are hosting the International Professional Community Association Managers workshop towards the end of 2024 in South Africa.</p> <p><b>JK</b> advised that CAISA requested to send their courses to the CSOS database, and they have not received any feedback from the CSOS and would like to know how the problem can be resolved so the stakeholders can know about their courses.</p> <p><b>TM</b> mentioned that she attended one of CAISA’s sessions last year and the CSOS will want to collaborate especially on the Education side.</p> <p><b>JK</b> mentioned that there is an international summit in Dubai and CSOS can reach out to CAISA if they have an interest in attending the summit. <b>TM</b> advised <b>JK</b> to share the international summit information with the CSOS.</p>
<b>8.</b>	<b>CSOS UPDATE</b>
	<p><b>CSOS Inaugural Indaba</b></p> <p><b>TM</b> advised that the CSOS is planning the inaugural Indaba conference and expo on 03-04 August 2023 under the theme “Thought Leadership on Resolving Conflicts and Non-compliance Creatively” and further indicated that the CSOS will be inviting all its stakeholders, including trustees, the boards and managing agents. <b>KM</b> advised that the CSOS will be participating at the Residential Investment and Development Summit alongside other sister entities on 12-13 July 2023 at the Sandton Convention Centre in Sandton.</p> <p><b>CSOS Connect</b></p> <p>According to <b>TM</b>, the CSOS Connect has 3000 user interactions registered on the system, she further indicated that the CSOS Connect will be moving to a new model of Online Login of disputes</p>

	<p>where the user will be able to lodge their disputes online and track the status of the dispute. <b>TM</b> advised that the CSOS is working on an ARP system that is linked to banking to enable the users to process payments that need to go to the CSOS.</p> <p><b>CSOS Levy Model</b></p> <p><b>TM</b> advised that the CSOS has consulted with the Department of Human Settlements regarding the levy model that will be reviewed by the policy committee before sending it to the Minister of Human Settlements. <b>TM</b> further advised that the Minister has appointed the Sectional Title Scheme Management Advisory Council that advises the Minister and consults with Parliament.</p> <p><b>MOU</b></p> <p><b>KP</b> advised that the CSOS signed three MOUs and introduced the Executive Managing Agents to Trafalgar, MidCity, and Preto to provide internships and guidance for EMAs. <b>KP</b> explained that the activities needed were indicated on the MOUs and the CSOS will do a follow-up on the process with the EMAs. <b>KP</b> advised that there is progress as four of the EMAs are already participating in the economy in the sense of managing schemes. <b>KP</b> further advised that the CSOS will release two adverts between July 2023 and March 2024 regarding the loading of Executive Managing Agents.</p> <p><b>LS</b> reported that the CSOS has established two offices in George and Polokwane, and further advised that the CSOS is looking into extending the footprint in the current financial year by adding three offices. The footprint information will be communicated with ARC to extend it to their members informing them of the conduct points in their areas.</p> <p><b>8.1 POPIA</b></p> <p><b>LS</b> Advised that the POPIA presentation was not done, and he will liaise with the legal team to prepare a presentation for the next meeting. <b>LS</b> encouraged the industry members to advise of any POPIA presentation they would like so they can assist. <b>TM</b> advised that the POPIA will be added to the next meeting's agenda.</p>
<p><b>9.</b></p>	<p><b>New Matters</b></p>
	<p>No new matters raised</p>
<p><b>10.</b></p>	<p><b>General</b></p>
	<p><b>HH</b> thanked the CSOS for the opportunity given to ARC and RCC to engage with respect to the amendments to the act and he would like to urge the CSOS to engage further if there are any</p>

	views that are unfavourable to the CSOS or to the Minister. <b>HH</b> advised CSOS to engage further should there be any questions in relation to the RCC and ARC views on various clauses of the act. <b>TM</b> advised that the CSOS will give feedback on any changes in relation to the amendment of the act. <b>TM</b> thanked everyone for attending and adjourned the meeting.
<b>11.</b>	<b>Closure and Next Meeting</b>
	<b>The meeting adjourned at 10:56 am</b> Date of next meeting to be announced.
<b>13.</b>	<b>Acceptance of Minutes by Co-Chairs</b>
	<p><b>Scribe – Christine Mmeti</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2023</b></p> <p><b>Chairperson ARC - Jeff Gilmour:</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2023</b></p> <p><b>Thembelihle Mbatha (Acting Chief Ombud):</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2023</b></p>