

Meeting:	Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM)						
Meeting Venue:	Teams Meeting						
Date:	28 March 2022						
Time:	09:00 – 10:00						
Chaired by:	Adv Boyce Mkhize						
Scribe:	Doniah Motsoeneng						
Legend: P-Present A-Absent XX-Absent with apology							
Attendee Name	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		
Kedibone Phetla – Acting Governance Executive	KP				X		
Precious Nkgapele – CO PA	PN		X				
Siyethemba Mthethwa - MarComms	SM		X				
Jeff Gilmour – ARC CHAIR	JG		X				
Hannes Hendriks – RCC CHAIR	HH				X		
Dirk Uys – RCC WC	DU		X				
Stephan Vorster – RCC DIRECTOR GP (E&S REGIONS)	SV		X				
Johan Kruger – CAISA DIRECTOR	JK		X				
1.	Opening and Welcome						
	<p>BM welcomed all attendees and noted apologies.</p> <p>Apologies noted as follows:</p> <p>Kedibone Phetla</p> <p>Johlene Wasserman</p> <p>Hannes Hendricks</p>						

2.	Minutes of previous meeting
	<p>The minutes of the previous meeting of 21 December 2021 were adopted as a true reflection of discussions at the said meeting.</p>
3.	Matters Arising from previous meeting (minute resolutions)
	<p>There were no matters arising from the previous meeting</p>
4.	Agenda Items – Industry matters
	<p>4.1 ARC Update</p> <p>4.1.1 JG indicated that there are still concerns relating to delays in matters to be heard. He said there is a particular matter in the EC which has been going on for several years although the matter has been finalised. He also said that they just emerged from a successful conference, and they completed a survey which will be sent to Johlene to share with other CSOS colleagues. The survey was basically on topics discussed at the conference which will assist planning for the 2023 conference.</p> <p>JG further indicated that he participated in a panel called by the Competition Commission which hopefully cleared the misconceptions on HOA's roles specifically on the approval and appointments of service providers.</p> <p>The update provided was noted</p> <p>4.2 RCC Update</p> <p>4.2.1 DU indicated that they currently have an issue with the Property Practitioners Act and asked SV to further elaborate on the matter.</p> <p>SV said they are currently facing difficulty in terms of interpreting the Act and the role that the HOAs vs Estate Agents play in this relationship. The RCC has received an opinion from</p>

Advocate Barend Heystek and has been distributed to various estates. The RCC will further unpack the opinion and advise accordingly and inform the CSOS on the impact the Property Practitioners Act has on the industry.

Resolution: JG to share the legal opinion with the CSOS to reflect on it and provide feedback on the impact the PPA has on the industry at the next quarterly meeting.

4.3 CAISA UPDATE

4.3.1 **JK** confirmed that with regards to the recognition of courses with different academic institutions, they have signed an agreement between the Community Schemes Association Institute in America and Tshwane School for Business and Society. The agreement has been formalised. Secondly the overview of all the courses has been submitted to the Tshwane School for Business and Society. They will go through their quality assurance process. Once that process is finalised the content will be localised. The next step will be with SAQA.

Resolution: Itemise recognition of courses on the agenda for the next quarterly meetings to get regular update.

4.4 CSOS Update

Backlog Update

4.4.1 **KM** reported that they have six outstanding matters which they expect to be finalised by Thursday. From more than 2700 that they had from April, only six are outstanding. The entire backlog has been cleared.

BM asked **KM** to update the meeting on the high-level processes that the organisation is embarking upon as Dispute Management to prevent a slide back on a backlog situation and how stakeholders can assist. **KM** stated that the cause of the backlog might be several requests for postponements they get and when Managing Agents are representing the Scheme, at times there is no resolution or letter of authority which then prolongs the matter.

KM said they will draft a communique on how schemes can assist to avoid the backlog, which can be shared with the Schemes. She also indicated how they are currently working to speed up processes in dispute management.

Resolution: AG to share the communique with the association who will then disseminate it nationally to their members.

Levy Allocation Drive

4.4.2 **TM** presented the CSOS' Levy Allocation Drive advert which explains how levies are calculated, how schemes can get their statements and proof of payment from CSOS, as well as how to notify the CSOS of any changes in scheme details. She further explained the changes in the reference numbering convention used for levy payments.

TM also added that the CSOS now does issue invoices as opposed to the past when none were issued. She added that the Practice Directive was in the process of being updated.

Billing Project

4.4.3 **TM** said that the project went live on 14 February 2022. 3 000 schemes were billed. A further 14 000 schemes had been billed as of 11 March 2022. The schemes were broken down as follows: 419 in MP, 749 in EC, 407 in NW, +3 000 in WC, 8 000 in GP, +4 000 in KZN. She added that about 7 000 duplicate schemes had been picked up and that the CSOS was dealing with the duplications. CSOS would be issuing statements on 31 March but that there was also a capability to issue statements as and when they are requested.

DU welcomed the initiation and asked if all schemes are billed or only the registered ones.

TM confirmed that not all schemes are billed, only the registered are being billed. She further updated everyone on the Lightstone and Data Cleansing projects which the CSOS was running concurrently. She stated that the projects would enable the CSOS to know the complete universe of schemes.

Resolution: CFO to give billing update per province at the next quarterly meeting.

5. GENERAL MATTERS

5.1 **BM** stated that due to capacity issues, the CSOS had been under pressure with the processing of its governance documents – particularly with the review of the rules of schemes. He added that the CSOS was working on strengthening the capacity of the

	<p>governance section and that they were also working on speeding up the issuing of certificates. He apologised for any delays.</p> <p>He further said that the CSOS was in the process of developing a new organizational structure aimed at improving the efficiency of the organisation.</p> <p>BM spoke about the issuing of annual returns and said that this was done with the view to determine if, in that current year there is still compliance with acceptable governance frameworks. He stated that the CSOS would only process annual returns related to the current financial year as those from previous years would no longer be relevant. He also gave an update on the Business Automation System procured by the CSOS, which he said was under development. The system would digitise CSOS for faster, more efficient operations.</p>
<p>6.</p>	<p>Closure and Next Meeting</p>
	<p>The meeting adjourned at 10:38. The next meeting is still to be confirmed.</p>
<p>7.</p>	<p>Acceptance of Minutes by Co-Chairs</p>
	<p>Scribe – Doniah Motsoeneng: Signed Electronically Date Accepted: XX/XX/2022</p> <p>Chairperson ARC - Jeff Gilmour: Signed Electronically Date Accepted: XX/XX/2022</p> <p>Adv Boyce Mkhize (Chief Ombud): Signed Electronically Date Accepted: XX/XX/2022</p>