

Meeting:	Quarterly Industry Body Meeting (QIBM)						
Meeting Venue:	Teams Meeting						
Date:	31 January 2024						
Time:	11:00 – 12:00						
Chaired by:	Thembelihle Mbatha						
Scribe:	Christine Mmeti						
Legend: P-Present A-Absent XX-Absent with apology							
Attendees	Initials		P	A	XX		
Thembelihle Mbatha – ACTING CHIEF OMBUD	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				
Masaswivona Nhlungwana – ACFO	MN		X				
Kedibone Phetla - Executive: Organisational Strategy and Performance	KP		X				
Tshepiso Thipe - Senior Manager • Office of the Chief Ombud	TT		X				
Precious Nkgapele – CO PA	PN		X				
Caroline Nale - Executive Assistant: Adjudicator General	CN		X				
Mlondolozzi Vava - Manager Research, Knowledge Management and Education	MV		X				
Mpho Mogashu - Legal Advisor	MM		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>TM welcomed all attendees and noted apologies as follows: Maletsatsi Wotini – REG OMBUD WC would be released early Jeff Gilmour – ARC CHAIR Johan Kruger – CAISA DIRECTOR</p>
2.	Agenda of the meeting
	<p>The agenda of the 31st of January 2024 meeting was adopted with additional items under new matters.</p> <p>9.2. Comments of the Human Settlement White Paper</p> <p>9.3. Meeting Scheduled in Limpopo</p>
2.	Minutes of the previous meeting
	<p>The minutes of the previous meeting of 26 September 2023 were adopted without changes, as a true reflection of the proceedings of the meeting. Duly moved by HH and seconded by MD.</p>
3.	Matters arising from previous meeting (minute resolutions)
	<p>TM advised that the transformation concept document is not yet approved by the board and confirmed that there are inputs on the documents anticipated to be finalised in February 2024.</p> <p>MD advised that the CSOS will provide feedback on the original MOU and HH advised that the signed MOU can be obtained from JG.</p> <p>HH advised of a telephone conversation with the CSOS legal unit and followed up with an email that is still to be addressed outside of the meeting.</p>
5.	ARC Update
	<p>No update due to non-representation, update will be provided at the next engagement.</p>
6.	RCC Update
	<p>HH advised that the RCC had an Annual General Meeting (AGM) and elected new board members. HH reported that he has been re-elected as the chairperson with Stephan Vorster appointed as the Deputy Chairperson. HH advised that the RCC board decided to extend their chapters to the Southern Cape and Limpopo. HH requested the CSOS to inform the RCC of any future training sessions scheduled in Limpopo to jointly have the session and invite all the estates in Limpopo to establish the RCC Limpopo chapter.</p> <p>HH advised that the RCC is interacting with the Property Practitioner Regulatory Authority regarding undesirable practices. HH further mentioned that the RCC will invite the PPRA for a discussion</p>

	<p>and failure to accept the invite, the RCC will apply for a declaratory order. HH advised that the letter that was sent on 22 October 2023 stated that, the Centurion Golf Estate matter was forwarded to the CSOS and asked if the CSOS was aware of the matter. The RCC requested feedback in that regard.</p> <p>AM advised that the matter is not before the CSOS and they will communicate with PPRA on same.</p> <p>TM advised that the CSOS has not received a case referred by the PPRA and further mentioned that, the CSOS has been in collaboration with the PPRA and shares a level of functions in terms of the mandate especially on the conduct of schemes. TM further advised that, if there is misconduct among the managing agents, the matter would form part of the PPRA as defined under their regulatory space unless it infringes on the governance of the scheme, then the matter can be forwarded to the CSOS.</p> <p>HH advised that the CSOS gives a respondent in a case a chance to provide a reason why the enforcement order should not be issued, and it delays the process of collecting an outstanding debt. HH further mentioned that the above-mentioned step was not part of the initial procedure.</p> <p>AM advised that the issue mentioned by HH has been resolved and the enforcement was delivered within five (5) days.</p>
7.	CAISA Update
	No update due to non- representation, update will be provided at the next engagement.
8.	CSOS UPDATE
	<p>8.1. Transformation Update</p> <p>TM advised that the CSOS plans to expand its footprint and have a presence in the regions. TM further indicated that, the CSOS transformation initiative is still underway and once the concept document is approved, the CSOS will host round table discussions in mid-February/March with stakeholder groups on initiatives.</p> <p>TM requested the industry bodies to assist in ensuring that the schemes are compliant and have them registered with the CSOS. TM further advised that the CSOS has seen a governance gap where schemes that are not registered have been struggling.</p> <p>TM further advised that the CSOS intends to participate in the Comrades Marathon 2024 scheduled in June 2024 and the Amashova Durban Classic scheduled in October 2024. TM added</p>

that the CSOS had positive outcomes from last year's Inaugural Indaba and the event will be hosted on an annual basis. The 2024 CSOS Indaba will be scheduled for July/August 2024 in Gauteng or Western Cape. Details on the event will be shared with the industry bodies accordingly.

TM advised that the CSOS is running stakeholder activations (Customer Relations Management Marketing Campaign (CRM Campaign) which aims to ensure compliance and registration of schemes by posing questions to schemes online to get a feel of what is happening on the ground.

TM advised that the CSOS will share the training plan with the industry bodies to strengthen collaborations.

MD thanked the industry bodies for their support in the CSOS's past events and added that the CSOS team will send the list of scheduled training. **MD** encouraged the industry bodies to identify any training needs within the schemes for directors and estate employees. **MD** advised that the CSOS is planning to do more of the focus trainings and requests can be sent to the CSOS team to assist. **MD** requested RCC to share the contact of the key persons in the regions.

8.2 Levy Update

MN reported that the CSOS conducted research on the levy model, and they needed to get buy-in from the Department of Human Settlements as the custodian of the CSOS regulations. **MN** further advised that the service provider proposed model that sets the levy at flat rate to Twenty Rands (R20). **MN** further indicated that the Department of Human Settlements questioned the Twenty Rands levy flat rate and advised the CSOS to come up with various flat rate options.

MN advised that there is a scheduled meeting with the Department of Human Settlements on the 13th of February 2024 to discuss the above matter and the CSOS will provide feedback to the industry bodies for their input prior to implementing.

TM added that the CSOS wants to have a standardised levy to be transparent to the homeowners.

TM expressed her appreciation for the presence of one of the ARC representatives at the Mbombela office launch and encouraged other industry bodies to participate in the regions to engage with stakeholders.

AM advised of the possible office launch in Rustenburg and Bloemfontein and added that the CSOS will rely on RCC to form part of the launch in Rustenburg.

9.	New Matters
	<p>9.1 Internship Program Proposal</p> <p>HH advised that the RCC's strategic objective is to transform and bring people into estate management. HH further added that the RCC identified an internship program, and they would like to collaborate with the CSOS. HH mentioned that the RCC will make estates available for people who are elected from the program to gain experience by doing basic property management alongside the RCC.</p> <p>KP supported the joint collaboration on the internship program with RCC. KP mentioned that the CSOS received an offer from Services SETA to have 30 learnerships, with 30% learning from the program and 70% learning on the job. KP further mentioned that the program will assist with the transformation program that the CSOS is currently embarking on. KP will schedule a meeting with RCC to discuss the project.</p> <p>9.2 Comments on the Human Settlements white paper</p> <p>TM indicated that the CSOS shared a Human Settlements White Paper document that focuses on incorporating the work of the Department of Human Settlements sister entities. TM advised that the document was gazetted in 2023 and is open for public comments. TM indicated that the CSOS will write a formal letter to the industry bodies requesting comments and inputs on the white paper document. TM further indicated that the document will be binding to all parties involved. TM further referred to section 3.5 on pages 44-45 which deals with Affordable Rental Housing and Social Housing Market which deals with emerging private rental housing subsector, and informal backyard rental.</p> <p>TM further mentioned some guidelines from the Human Settlements white paper such as the Market Support and Facilitation on pages 54-55 of the document. The point mentioned above focuses on how the Government is structured in terms of institutions and whether the mechanism between parties addresses housing, consumer issues, safeguarding of information, and customer satisfaction. TM advised members to explore highlighted issues that deals with empowerment and transformation on pages 59-60 of the Human Settlements white paper.</p>

10.	General
11.	Closure and Next Meeting
	<p>The meeting adjourned at 12h00 Date of next meeting to be announced.</p>
13.	Acceptance of Minutes by Co-Chairs
	<p>Scribe – Christine Mmeti Signed Electronically Date Accepted: XX/XX/2024</p> <p>Chairperson ARC - Jeff Gilmour: Signed Electronically Date Accepted: XX/XX/2024</p> <p>Thembelihle Mbatha (Acting Chief Ombud): Signed Electronically Date Accepted: XX/XX/2024</p>