



Meeting:	Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM)						
Meeting Venue:	Teams Meeting						
Date:	19 November 2020						
Time:	11:00 – 12:00						
Chaired by:	Ndivhuo Rabuli						
Scribe:	Combined: Wanda Lubelwana & Jeff Gilmour						
Legend: P-present A-Absent X X-Absent with apology							
Attendee Name	Initials		P	A	XX		
Ndivhuo Rabuli – ACTING CO	NR		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				
Wanda Lubelwana – CSOS MarComms	WL		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				
Invitees							
Johlene Wasserman – CSOS Manager Governance	JW		X				
1.	Opening and Welcome						
	JG welcomed all attendees and NR opened the meeting.						
2.	Matters Arising from previous meeting (minute resolutions)						
	<ol style="list-style-type: none"> 1. ARC to provide revised MOU draft to CSOS by end September 2020. 2. It was agreed that the Notice to Members regarding the VBS matter be circulated without delay. 3. RCC to submit their motivation for new legislation to CSOS so that CSOS can engage DHS, CIPC, before engaging the Minister. 						
3.	New Matters						
	<ul style="list-style-type: none"> • HH requested to table a document with a few items for discussion under general. HH stated that in the week prior to this meeting, the RCC held an annual general meeting, the 2nd since their inauguration in September 2019. He mentioned that one of the positive outcomes of the pandemic is that the residential community industry in particular has built resilience and are better able to network, share information and align themselves to certain regulations that are implemented to a specific standard on a national basis. The purpose of the RCC is not to issue instructions but rather to facilitate a process where everybody can get a common understanding of the issues at hand, take these to the Board who are mandated to issue instructions. 						

4.	Agenda Matters
	<p>1. MOU</p> <ul style="list-style-type: none"> • JG stated that from their side they have involved all industry partners in the agreement. Not only ARC, and RCC but that they have engaged the Community Association Institute (CAISA) which is involved in qualifications and professional designations of employees in the residential community industry. CAISA requested to be party to the agreement. The Agreement has been submitted to Lihle, Manager Legal at CSOS and was again resent to Lihle and WL. • NR stated that she will review draft and ensure its signature and revert document to RCC for their signature. <p>RESOLUTION:</p> <ol style="list-style-type: none"> 1. MOU to be signed and finalised by all parties. 2. An official signing event to be held in the new year.
	<p>2. VBS Matter</p> <ul style="list-style-type: none"> • NR stated that since the last QIBM there have not been any new developments. The case is with the NPA and the HAWKS. The CSOS is confident that the case is being properly handled and that ultimately the case will go to court. The CSOS is in constant communication with both parties and are providing any information that they request. Should there be any new developments or changes in the status of the case, the CSOS will share such with ARC/RCC. • HH stated that a CSOS communique on VBS is a matter arising from the previous meeting and that it is now the third meeting in which this item was discussed and an undertaking by CSOS to communicate has not been done. His concern is that resolutions of the QIBM are not being implemented and that this is a frustration to members of the QIBM. • SV stated that it is in the best interest of the CSOS to issue an update on VBS to industry in order to maintain trust and credibility and for industry to note that there is movement on this matter. • NR stated that she does understand the frustration and agreed that a communique will give confidence that the matter is being seen to and not swept under the carpet. <p>RESOLUTION:</p> <ol style="list-style-type: none"> 3. CSOS to publish a notice for circulation to industry and publishing on CSOS website.
	<p>3. OPERATIONAL UPDATE</p> <ul style="list-style-type: none"> • NR stated that the CSOS is operating under Level 1 and that face to face operations have not fully resumed. Conciliations and Adjudications are being done however, some applicants prefer face to face and where possible, they are being accommodated. There is improvement in the distribution of certificates – where previously the lockdown restrictions affected ability to distribute certificates, now the CSOS is no longer facing this restriction and certificates are moving. Registrations by schemes is in decline and one of the strategies to combat this is the planned marketing campaign covering TV, Radio and other media platforms. The CSOS will be investing in a business automation system, allowing easier transaction between the CSOS and schemes, including online applications. NR noted that some schemes have not received their statements, such cases will be handed over to Finance for their resolution. • On the question of standalone legislation for the residential community industry, NR stated that she had a meeting with the Department of Human Settlements wherein she conveyed the need to the department for such. NR reported that the department requested a write up of what issues need to be regulated in the proposed legislation – NR requested assistance from ARC/ RCC in compiling the

	<p>issues or areas that need to be considered in the legislation. NR stated that she can start the process by drafting a working paper detailing the rational and will forward to ARC/RCC for comments and inputs; once finalised the paper will be sent to the Department of Human Settlements for their consideration.</p> <ul style="list-style-type: none"> • NR shared the office closure dates in the festive period, from 24 December 2020 to 01 January 2021. • JG stated that there should be separate requirements for HOAs and Sectional Title in the CSOS Directives or Practice Notes and that currently this is causing confusion in the industry as they cannot be grouped as one because they are constituted differently – one is sectional title and one is free title. JG stated that there has been some development for legislation that separates the two and requested an undertaking from the CSOS, that when they issue a Directive or update, that CSOS considers that these are two totally different environments. He raised an issue with CSOS practice directives being issued under the heading of sectional title, as each scheme type falls under a specific set of legislation, one being the STSMA and other being the Companies Act. • MD stated that they have looked into alternative ways to channel new applications like online through the website and will be introducing SMS notices in the dispute application process. He noted challenges experienced in the enforcement of adjudication orders and in response has developed an info sheet to assist applicants and registrars of the court. A satellite office has been opened in Free State and the CSOS will be looking into capacitating that office going forward; and most recently the application auto response now has more detailed information to give to applicants and answers the “what now?” question. • NR stated that the Gauteng Client Service and Head Office will be moving to new premises in Centurion in the new year, further information to be shared once all contractual issues are finalised. • MW shared that the CSOS has a satellite presence in the Eastern Cape dealing with conciliation and adjudications. • AM mentioned that CSOS regions have a file co-sharing agreement to ease the applications backlog, therefore applications are channelled across regions according ability to handle cases. • NR stated that with JW, CSOS is working on issuing scheme specific directives going forward. • JW stated that there is no contact training currently taking place, but through marketing communications, training videos will be made available online, on YouTube etc. She requested that if QIBM required a training video on a specific subject that this request be forwarded on to her. The Governance unit will be creating a dedicated inbox for HOAs requesting review of their scheme governance documentation such as Constitution, MOI, Article of Association- this is due to increasing demand by HOAs for this quality assurance exercise on their behalf. JW mentioned that a service provider has been appointed to data cleanse the CSOS schemes universe . <p>RESOLUTION:</p> <ol style="list-style-type: none"> 4. ACO to share working draft paper on standalone legislation for HOA. 5. CSOS Governance unit to create a dedicated inbox for HOA applications for scheme governance documentation reviews.
5.	<p>GENERAL MATTERS</p>
	<ul style="list-style-type: none"> • <i>Escalation of Industry Issues</i> <ul style="list-style-type: none"> - HH started with an overview of industry frustration on service delivery queries or issues not being addressed and the confusion on applicability of practice directives for various schemes; the actual list was not presented in the meeting but shared with CSOS execs by WL, via email during the meeting; HH stated that the above are just some of issues that drive the motivation for separate legislation for

	<p>HOAs'. HH highlighted a few examples, for instance an application by Blair Athol in regard to a special levy lodged in August 2020 which has not been responded to.</p> <ul style="list-style-type: none"> - NR noted the concerns and stated that these will be looked into internally and feedback will be provided back to QIBM on solutions going forward. - HH highlighted the good work being done by JW/Marketing on training videos on YouTube, he provided support for initiatives stated by MD on website info sheets, sms notifications as these will help track cases and where they are and stressed the RCC oversight role so that RCC can report back to its members on their engagement with CSOS. He stated that he would rather go back to industry with good news reports rather than bad news – the purpose of the MOU is to work as a team and that before we discuss, directives and practice notes etc. the question that the QIBM should be asking themselves is how to use the QIBM members to ensure mutual beneficiation. - DU asked the question of whether the CSOS has the mandate to tell the HOA to change its rules? This needs to be clarified and communicated to industry.
6 Closure and Next Meeting	
	<p>JG advised that the next QIBM meeting date will be determined later in early 2021.</p>
7. Acceptance of Minutes by Co-Chairs	
	<p>Scribe - Wanda Lubelwana: Signed Electronically Date Accepted : XX/12/2020</p> <p>Chairperson ARC - Jeff Gilmour: Signed Electronically Date Accepted : XX/12/2020</p> <p>Acting Chief Ombud - Ndivhuo Rabuli : Signed Electronically Date Accepted : XX/12/2020</p>