

<b>Meeting:</b>	Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM)						
<b>Meeting Venue:</b>	Teams Meeting						
<b>Date:</b>	13 September 2021						
<b>Time:</b>	11:00 – 12:00						
<b>Chaired by:</b>	Adv Boyce Mkhize						
<b>Scribe:</b>	Doniah Motsoeneng						
<b>Legend:</b> P-Present A-Absent XX-Absent with apology							
<b>Attendee Name</b>	<b>Initials</b>		<b>P</b>	<b>A</b>	<b>XX</b>		
Adv Boyce Mkhize – CHIEF OMBUD	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				
Kanozi Mlotha – CSOS Adjudicator General	KM				X		
Siyethemba Mthethwa– CSOS MarComms	SM		X				
Precious Nkgapele – CO PA	PN		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							
Johlene Wasserman – CSOS Manager Governance	JW		X				
<b>1.</b>	<b>Opening and Welcome</b>						
	<p><b>BM</b> welcomed all attendees and noted apologies. Apologies noted as follows: Kanozi Mlotha</p>						

<b>2.</b>	<b>Minutes of previous meeting</b>
	The minutes of the previous meeting of 5 July 2021 were read and adopted as a true reflection of discussions at the said meeting.
<b>3.</b>	<b>Matters Arising from previous meeting (minute resolutions)</b>
	Noted that there were no matters arising from the previous meeting
<b>4.</b>	<b>New Matters</b>
	No new matters were proposed for the meeting.
<b>5.</b>	<b>Agenda Items – industry matters</b>
	<p><b>5.1 ARC Update</b></p> <p><b>5.1.1 JG</b> indicated that ARC Conference will take place in March 2022 at Silver Lakes. He also indicated that he had proposed that they have a collaborative webinar with CSOS and in this regard, they have been in talks with Johlene to have information sharing session on how members of the industry implement their rules and discussion on investigating and looking at some of the rules that are implemented in a homeowner’s association environment as opposed to a sectional title scheme in respect of lawfulness and observance of constitutional rights.</p> <p><b>Resolution: Noted the update provided</b></p> <p><b>5.2 RCC Update</b></p> <p>5.2.1 <b>HH</b> applauded the CSOS indicating that Pecanwood had 46 outstanding cases which had been reduced to 26. He also indicated that they will be holding their AGM during the month of October 2021. One of the big projects they are busy with is the integration of solar with the new regulations that would be coming into effect.</p> <p>5.2.2 <b>BM</b> thanked Abe Masilo and team for really putting their hands on the deck with regards to the dispute resolution matters. He indicated the Dispute Resolution Teams has been focusing their attention on clearing the backlog. Additional part time adjudicators have been engaged to assist with the clearing of the backlog accumulated.</p>

	<p><b>5.3 CAISA Update</b></p> <p><b>5.3.1 JH</b> reported that they have scheduled two courses for this year. The entry level course, the M 100 and then two of the next level courses in October to follow. He also indicated that they had very good interactions with the Tshwane School for Business and Society and SAQA (South African Qualifications Authority) to recognise the courses and had engagements with a main body in America.</p> <p><b>Resolution: More detailed update at a next quarterly meeting on these engagements.</b></p>
6	<p><b>OPERATIONAL UPDATE</b></p>
	<p><b>6.1 Legislation</b></p> <ul style="list-style-type: none"> <li>• BM stated that insofar as the legislative amendments are concerned, that project is still on the go, and the new Human Settlements Minister, Ms Mmamoloko Kubayi-Ngubane has been briefed accordingly. The meeting has been scheduled with the department as well to progress the conversation on the key issues that need to be dealt with around the legislative amendments. The Minister has also undertaken to put the legislative amendment issue on the program for next year, 2022.</li> </ul> <p><b>Resolution: Update at the next quarterly meeting</b></p> <p><b>6.2 Operational Update</b></p> <p><b>BM</b> conveyed the following update:</p> <ul style="list-style-type: none"> <li>- Organisation largely operating remotely, but there is a skeleton staff that is available and that should be available to process whatever matters that are coming through;</li> <li>- that the CSOS will be launching its Service Charter on Friday, 17 September, which is a pledge to CSOS stakeholders and community about what service they can expect from the CSOS;</li> <li>- Appraise the members on the issue previously discussed of the transformation fund and that matter is progressing. The Minister has been briefed with regards to that and a letter</li> </ul>

	<p>with a concept document has also been shared with her, and it is currently in the Minister's office.</p> <ul style="list-style-type: none"> <li>- <b>BM</b> indicated that he hopes that their proposal with regards to the National Treasury retaining the funds for this purpose is going to carry the support that is needed and can then progress quite rapidly in terms of implementation.</li> <li>- Procurement process underway to source assistance around a complete universe of schemes being identified and share some further details as that becomes even much clearer.</li> </ul> <p><b>Resolution: Noted CO updates with appreciation.</b></p>
<b>7.</b>	<b>GENERAL MATTERS</b>
	No general matters were raised
<b>8.</b>	<b>Closure and Next Meeting</b>
	To be confirmed.
<b>9.</b>	<b>Acceptance of Minutes by Co-Chairs</b>
	<p><b>Scribe – Doniah Motsoeneng:</b>  <b>Signed Electronically</b>  <b>Date Accepted</b> : <b>XX/XX/2021</b></p> <p><b>Chairperson ARC - Jeff Gilmour:</b>  <b>Signed Electronically</b>  <b>Date Accepted</b> : <b>XX/XX/2021</b></p> <p><b>Adv Boyce Mkhize (Chief Ombud):</b>  <b>Signed Electronically</b>  <b>Date Accepted</b> : <b>XX/XX/2021</b></p>