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| Meeting: | Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM) | | | | | | |
| Meeting Venue: | Teams Meeting | | | | | | |
| Date: | 29 March 2021 | | | | | | |
| Time: | 10:00 – 11:00 | | | | | | |
| Chaired by: | Mervin Dorasamy | | | | | | |
| Scribe: | Combined: Wanda Lubelwana | | | | | | |
| Legend: P-present A-Absent X X-Absent with apology | | | | | | | |
| Attendee Name | Initials | | P | A | XX | | |
| Ndivhuo Rabuli – ACTING CO | NR | | X | | 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 | | | | | | |
| Kanozi Mlotha – CSOS Adjudicator General | KM | | 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 | | |
| Johlene Wasserman – CSOS Manager Governance | JW | | | | x | | |
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| 1. | Opening and Welcome | | | | | | |
| | MD welcomed all attendees and noted apologies. | | | | | | |
| 2. | Minutes of previous meeting | | | | | | |
| | The minutes of the previous meeting of 19 November 2020 were read and adopted as a true reflection of discussions at said meeting. | | | | | | |
| 3. | Matters Arising from previous meeting (minute resolutions) | | | | | | |
| | <ol style="list-style-type: none"> 1. Finalisation of MOU – MOU has been signed, CSOS to revert with signed copy for filing purposes. 2. CSOS statement to industry on VBS – resolved, statement issued on 22 Jan 2021. 3. HOA standalone legislation – in progress. 4. Creation of dedicated HOA inbox for schemes quality assurance of documents. | | | | | | |
| 4. | New Matters | | | | | | |
| | No new matters were proposed for the meeting. | | | | | | |
| 5. | Agenda Items – industry matters | | | | | | |
| | 1. MOU | | | | | | |

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| | <ul style="list-style-type: none"> • JG provided an update that the MOU has been signed by ARC, RCC and CAISA independently, scanned and submitted to CSOS with the understanding that CSOS Legal would provide to Acting Chief Ombud for her signature. Following which, a signing ceremony where all partners could sign the master copy needed to be held. • WL proposed tentative date of August 2021. • JG stated a date in August could be tied in with their annual Board meeting planned for August 2021. • HH proposed three options (1) signing ceremony at Pecanwood at next Board meeting, (2) support of August event, or (3) event during the ARC conference in September. • DU mentioned that there is an industry expectation that this needed to be resolved so a date as early as May is preferred. <p>RESOLUTION:</p> <p>1. JG & WL to take discussion offline and confirm dates for PR around the MOU signing.</p> |
| | <p>2. Standalone Legislation</p> <ul style="list-style-type: none"> • JG stated that this is still in discussion by industry and once there is consensus, that this will be communicated to CSOS. • MD mentioned that it is important that CSOS has insight into what industry is proposing and that consultation between industry, CSOS and the department is done. <p>RESOLUTION:</p> <p>1. Update was noted.</p> |
| 5 | OPERATIONAL UPDATE |
| | <ul style="list-style-type: none"> • MD conveyed the following update: <ul style="list-style-type: none"> - that the CSOS Head Office /Gauteng Customer Service offices have relocated to Centurion and that a feasibility study is underway to explore the CSOS regional footprint: whether they should be satellite offices or fully fledged offices; - that the CSOS is operating under level one, walk-ins are allowed under strict conditions and in compliance to current regulation; - that conciliations and adjudications are largely conducted through electronic platforms, however requests for person-to-person interventions are being addressed on a case-by-case basis; that the CSOS is in the process of procuring an automated system; - that the CSOS has developed a guide/information sheet for the public on how to accurately lodge a dispute with the CSOS and types of matters that can be lodged; - that internally, the CSOS has created a forum for conciliators and adjudicators for the sharing of information and quality assurance in terms of the Law and settlement agreements; - that the CSOS has started with contact training for stakeholders; - that the CSOS has created a dedicated email address for the escalation of complaint applications lodged but unresolved; - the registration drive is still under way, the CSOS is seeing a gradual increase in scheme registrations but not at the levels desired; - the CSOS is engaging extensively on legislative amendments and is engaging the Department on this matter; - that Practice Directives are now separated and are specific to the type of scheme so that there is no conflation of legislation that applies to sectional title versus free hold as an example; and |

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| | <p>- Community Scheme Certificates are going out in greater numbers, they are available at regional offices and CSOS does deliver.</p> <p>WL provided an update on the recent awareness campaign, tactics and media platforms.</p> <p>KM mentioned that the CSOS has worked hard on improving turnaround times and this will filter through in the next coming days.</p> <p>AB made an appeal for industry bodies to communicate to members the benefits of settling at conciliation stage rather than adjudication, as it is beneficial for both parties.</p> <p>MW shared the contact details for CSOS in the Eastern Cape offices for governance and dispute queries.</p> <p>DU raised the issue of annual returns required of community schemes (HOA specifically), he requested clarity on which amendments of particulars form and what supporting documents are needed to be supplied. He mentioned in instances where their members have submitted change in scheme rules, whilst the legislation is clear that for sectional titles such change in rules must be approved by the CSOS, however he is of the view that the CSOS does not have the jurisdiction for HOA's and requested a CSOS position on this. The challenge he is seeing on the ground is that HOAs have submitted Changes in Rules and they have been declined by CSOS. He mentioned his interpretation may be incorrect but that it may be that a sectional title thought process is applied universally.</p> <p>HH supported the point raised by DU referred to the case of St Francis Links, who submitted an application for which there has not been a CSOS response.</p> <p>RESOLUTION:</p> <ol style="list-style-type: none"> 1. CSOS to provide direction in respect of amendment of particulars. 2. CSOS to look into the St Francis Links issue. |
| 5. | GENERAL MATTERS |
| | <p>JG requested that ARC, RCC, and CAISA update be a standing item for future meetings and requested an invite be sent for a CAISA representative to be part of the QIBM.</p> <p>HH requested explanation as to why the CSOS levy is charged twice for schemes within a scheme - JG clarified that there are sectional titles within a HOA's and in some instances, these sectional titles would pay a CSOS levy as sectional title and for the HOA, requested guidance from CSOS.</p> <p>HH enquired whether the CSOS training programs have been submitted to SAQWA and do they have a qualification in terms of a standard. He mentioned that the courses that they offer to estate managers and property managers are approved by an American institution and have been adapted for local use. He wanted to open up a discussion on how to take the American course and make sure that it is line to South African legislation and taking CSOS courses to SAQWA.</p> <p>In response, MD stated that the type of training that the CSOS offers is geared at creating understanding of the mandate, what this sector is, understanding of rights and responsibilities, CSOS process and procedures. There is a desire to formalise the training and a service provider has been appointed to formalise the material and also look into its accreditation.</p> |
| 4 | Closure and Next Meeting |
| | To be confirmed. |
| 7. | Acceptance of Minutes by Co-Chairs |
| | Scribe - Wanda Lubelwana: |



Signed Electronically

Date Accepted : 14/04/2021

Chairperson ARC - Jeff Gilmour:

Signed Electronically

Date Accepted : XX/XX/2021

Mervin Dorasamy (Meeting Chairperson) :

Signed Electronically

Date Accepted : XX/XX/2021