

<b>Meeting:</b>	<b>Quarterly Industry Body Meeting (QIBM)</b>
<b>Meeting Venue:</b>	<b>Teams Meeting</b>
<b>Date:</b>	<b>25 March 2024</b>
<b>Time:</b>	<b>11:00 – 12:00</b>
<b>Chaired by:</b>	<b>Thembelihle Mbatha</b>
<b>Scribe:</b>	<b>Christine Mmeti</b>

**Legend:** P-Present A-Absent XX-Absent with apology

<b>Attendees</b>	<b>Initials</b>		<b>P</b>	<b>A</b>	<b>XX</b>		
<b>Thembelihle Mbatha – ACTING CHIEF OMBUD</b>	TM		X				
Abe Masilo – REG OMBUD GP	AB		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				
Mlondolzi Vava - Manager Research, Knowledge Management and Education	MV		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				

<b>1.</b>	<b>Opening and Welcome</b>
	<p><b>TM</b> welcomed all attendees and noted apologies as follows: Maletsatsi Wotini – REG OMBUD WC Mpho Mogashu - Legal Advisor</p>
<b>2.</b>	<b>Agenda of the meeting</b>
	<p>The agenda of the 25<sup>th</sup> of March 2024 meeting was adopted with additional item under new matters.</p> <p><b>9.1. SETA Learnership Program</b></p>
<b>2.</b>	<b>Minutes of the previous meeting</b>
	<p>The minutes of the previous meeting of 31 January 2024 were adopted without changes, as a true reflection of the proceedings of the meeting. Duly moved by <b>HH</b> and seconded by <b>KP</b> and <b>MD</b>.</p>
<b>3.</b>	<b>Matters arising from previous meeting (minute resolutions)</b>
	<p><b>HH</b> advised that RCC has made a written submission regarding changes to the CSOS Act and they have not received any feedback on proposed changes to the Act. <b>TM</b> advised that the CSOS will not make any amendments to the Act before requesting inputs. <b>TM</b> advised the members to send the proposed changes to the office of the Chief Ombud and <b>MD</b>(Acting Adjudicator General).</p> <p><b>JG</b> reported that the ARC received a White Paper for Human Settlements two days before the closing date for submission of comments. <b>TM</b> advised that the Department of Human Settlements (DHS) afforded an extended time for the comments and members can go ahead with the comments using a Policy on DHS platform that has been made available for comments. <b>TM</b> advised that the CSOS will send an email address to use for any inputs on the White Paper.</p>

	<p><b>TM</b> explained that the CSOS did not get many expressions around the Sectional Titles section of the White Paper and further added that the Sectional Titles Schemes Management Advisory Council provided comments around the Housing Act section on the white paper and there was still an opportunity for comments to be submitted on or before 31 March 2024.</p>
<p><b>5.</b></p>	<p><b>ARC Update</b></p>
	<p><b>JG</b> advised that the ARC conference is still underway, and a draft agenda has been sent out. <b>JG</b> advised that an email will be sent out to <b>CM</b> with full information for the Conference. <b>JG</b> advised that the ARC membership is growing. <b>LS</b> indicated that the CSOS will participate in the ARC conference.</p>
<p><b>6.</b></p>	<p><b>RCC Update</b></p>
	<p><b>HH</b> advised that the RCC had legal practitioners to apply for a clarity order against PPRA regarding the views of undesirable practices in relation to the letter that was sent to the Centurion Golf Estate. <b>HH</b> mentioned that the CSOS had no mandate in dealing with the issue relating to real estate, PPRA is the point of contact in this matter. <b>HH</b> mentioned that the RCC tried to negotiate with the PPRA and they are not open to dealing with the matter.</p> <p><b>HH</b> stated an apology as the RCC could not get the Mpumalanga representative to attend the CSOS training scheduled on XXXXX in Polokwane.</p> <p><b>HH</b> advised that the estates were becoming self-sustainable due to a lack of service delivery from the local government and are taking functions and changing MOIs (Memorandum of Incorporation) to enable them to render services such as establishing reservoirs, water and solar supply as they could not rely on the local government. <b>HH</b> further mentioned that the rates and taxes that needed to be paid were rendered by State Owned Entities.</p> <p><b>AM</b> noted an apology from the RCC regarding the Polokwane training. <b>AM</b> advised that the communique regarding the PPRA matters would not be directed to the Centurion Golf Estate but directed to all schemes. <b>AM</b> advised that the CSOS will discuss the PPRA matter with its legal team to decide whether the CSOS will join the Court in the application. <b>AM</b> added that the HOA which is governed by the Companies Act should deal with the administration of the scheme.</p>

	<p><b>AM</b> advised that the PPRA matter will take the parties to a collision course if it is not resolved around the table with all parties involved to reach an understanding. <b>AM</b> further suggested a meeting between CSOS, PPRA, and Industry Bodies to sit and try to resolve the issue before proceeding to Court. <b>LS</b> suggested that <b>HH</b> and <b>AM</b> work together in facilitating the meeting with the PPRA to resolve the matter.</p> <p><b>HH</b> indicated that the above-mentioned issue is not with the CSOS but with the PPRA defining the undesirable practices in a specific format that the RCC does not agree with. <b>HH</b> further mentioned that the RCC had written to the PPRA's current CEO on two occasions and there was no positive response received. The PPRA will not change its views on undesirable practices, which closes the door to an open discussion hence the matter is currently with the RCC attorneys.</p> <p><b>AM</b> advised that an attempt should be made by the CSOS to hold a meeting with all parties. <b>AM</b> further indicated that he will not be able to take part in the meeting as he will be on sick leave. <b>HH</b> explained that he is acting as a Chairperson of the Board of Directors and that, action was taken by the RCC Board. <b>HH</b> further mentioned that the meeting could be facilitated if the CSOS could get the PPRA to change their viewpoint and further explained that the RCC's point of view is to jointly approach the Court.</p> <p><b>LS</b> requested the Acting Adjudicator General <b>MD</b> to facilitate the meeting between RCC, CSOS ACO and PPRA to resolve the issue.</p>
7.	<b>CAISA Update</b>
	<p><b>JK</b> advised that CAISA is looking forward to a discussion with the CSOS regarding the SETA learnership program.</p>
8.	<b>CSOS UPDATE</b>
	<p><b>LS</b> advised that the CSOS was working on the registration of schemes across the country and that the CSOS team will be on the ground in ensuring that the schemes are registered. <b>LS</b> requested the industry body members to work together with the CSOS to ensure compliance.</p>

	<p><b>MD</b> advised that the CSOS issued an amended Practice Directive effective from the 01<sup>st</sup> of March 2024 which lessens the burden of how the schemes are to register with the CSOS. <b>MD</b> added that the CSOS will share an updated training schedule with the industry bodies.</p> <p><b>KP</b> reported on the drafted Transformation Concept Note that was submitted to the Board for approval. <b>KP</b> further added that, valuable input from the CSOS Board was incorporated in the final draft concept note and would be resubmitted to the Board for final approval prior to commencing with roundtable discussions. <b>KP</b> advised that the CSOS will send scheduled dates for roundtable discussions to the industry bodies.</p> <p><b>KP</b> advised that the CSOS had a session with the Property Sector Charter Council (PSCC) on the development of a draft Community Schemes Sector Code. <b>KP</b> further indicated that, a draft Community Schemes Sector Code would be consulted with industry stakeholders and published for public comments through the PSCC.</p> <p><b>KP</b> indicated that the CSOS anticipates receiving valuable input from stakeholders on the draft Community Schemes sector code which is aimed at measuring CSOS compliance with the BBEE.</p> <p><b>KP</b> advised that the appointment of new adjudicators will be finalised on the 31<sup>st</sup> of March 2024 and further mentioned that the COS acknowledges the current delays due to the lack of a panel of adjudicators in place.</p>
<p><b>9.</b></p>	<p><b>New Matters</b></p>
	<p><b>9.1 Services SETA Learnership programme</b></p> <p><b>JG</b> mentioned that the industry bodies received a letter requesting participation in the CSOS learnership program and further added that, the RCC Board requested more information on the Service Level Agreement (SLA). <b>HH</b> added that the letter has been circulated and the RCC board would like to make an informed decision.</p> <p><b>HH</b> advised that RCC sent a request on the 21<sup>st</sup> of March 2024 for the CSOS to share an SLA that outlines the terms and conditions; to clarify the expectations for the</p>

	<p>learnership project. <b>HH</b> agreed with <b>JG</b> that CAISA had more insight on training issues and that the estates were willing to accommodate the learners once there was an agreement on the SLA.</p> <p><b>KP</b> indicated that the industry bodies showed interest in the learnership program. <b>KP</b> further reported that, the Services SETA approached the CSOS and offered funding for 30 learners and CSOS should find host companies to form part of the program. The offer was in light of the CSOS being among the top 25 levy paying employers. <b>KP</b> indicated that the CSOS is finalising processes to give effect to the learnership program. <b>KP</b> further mentioned that, the Legal Services unit has been requested to draft an SLA that will be shared with the industry bodies. <b>KP</b> further advised that the CSOS will be paying for a stipend and procuring working tools for the learners and these, among others, will be included in the SLA. <b>KP</b> requested the industry bodies to indicate the number of learners they were willing to host and the assistance needed from the CSOS.</p> <p><b>KP</b> advised that the program will cover 70% on-the-job and 30% theory. <b>LS</b> added that there is a huge interest from industry bodies and advised <b>KP</b> to share the SLA and engage with the members. <b>LS</b> further indicated that an update will be shared in the next quarterly meeting.</p> <p><b>JK</b> advised the CSOS to schedule a workshop to discuss the requirements prior to circulating a draft SLA. <b>LS</b> requested <b>KP</b> to schedule a workshop to discuss the SLA and give an update on the final agreement. <b>TM</b> added that <b>KP</b> will schedule a meeting to give more information on the project and added that the cost will be funded by the CSOS, and the team will look at the SETA time frames for the learnership.</p>
10.	<b>General</b>
	<p><b>TM</b> requested that <b>CM</b> should create a yearly calendar of dates for the next quarterly meetings.</p>
11.	<b>Closure and Next Meeting</b>

	<p><b>The meeting adjourned at 12h05</b> Date of next meeting to be announced.</p>
<b>13.</b>	<b>Acceptance of Minutes by Co-Chairs</b>
	<p><b>Scribe – Christine Mmeti</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2024</b></p> <p><b>Chairperson ARC - Jeff Gilmour:</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2024</b></p> <p><b>Thembelihle Mbatha (Acting Chief Ombud):</b> <b>Signed Electronically</b> <b>Date Accepted: XX/XX/2024</b></p>