

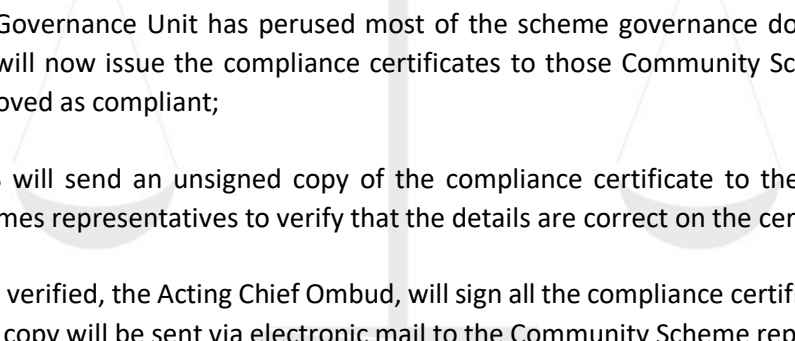
*Affordable Reliable Justice*

**25 MAY 2020**

**TO: COMMUNITY SCHEMES / SCHEME EXECUTIVES / MANAGING AGENTS / ATTORNEYS**

**DIRECTIVE REGARDING AMENDMENT OF RULES AND ISSUING OF COMPLIANCE CERTIFICATES DURING THE LOCKDOWN PERIOD**

**A. The CSOS advises that the following measures will be put in place regarding the issuing of compliance certificates:**

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1. The Governance Unit has perused most of the scheme governance documentation and will now issue the compliance certificates to those Community Schemes' rules approved as compliant;
  2. CSOS will send an unsigned copy of the compliance certificate to the Community Schemes representatives to verify that the details are correct on the certificate;
  3. Once verified, the Acting Chief Ombud, will sign all the compliance certificates, where after copy will be sent via electronic mail to the Community Scheme representative;
  4. The CSOS will thereafter allow for the Community Scheme to engage the services of a courier to collect the original certificate at the CSOS Head Office in Sandton;
  5. Considering the restrictions posed by the Lockdown, and the fact that CSOS is not fully operational, the certificates can only be picked up on Fridays and Mondays between, 10:00 and 14:00. The Community Schemes are requested to provide a copy of an email received from CSOS confirming the pick-up to the courier company. Without the email, the courier company or community schemes might not be allowed entry at the security gate.
  6. Lastly, should the certificates not be collected during this period, the certificates will be held until such time that the CSOS is fully operational;

Sincerely,

**NDIVHUO RABULI**  
**Chief Ombud (Acting)**

