

WHO WE ARE

The Community Schemes Ombud Service (CSOS) is the regulatory authority for all community schemes in South Africa. It came into operation on the 7th of October 2016 with a mandate to: regulate the conduct of parties in community schemes, regulate, control and quality assure all scheme governance, provide a dispute resolution service, provide stakeholder training, consumer education and awareness for property owners, occupiers and other stakeholders and ensure that the organisation is managed in an efficient and sustainable manner.

A Community Scheme is any scheme or arrangement in terms of which there is shared use of and responsibility for parts of land and buildings. This includes Sectional Title Schemes, Homeowners' and Property Owners' Associations, Share block companies, Retirement Villages and Housing Co-operatives.

WHAT YOU CAN GENERALLY EXPECT AT A CSOS SERVICE POINT

You can expect the personnel to:

- deal with you professionally and accord you fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social attributes;
- identify themselves by name;
- address you directly, with respect and due regard for your human dignity and other human rights and
- treat you courteously and provide you with an apology coupled with an explanation and remediation if things go wrong.

If you phone us, you can expect personnel to:

- answer the phone courteously, identify the centre and provide you with their name;
- be helpful and deal with your inquiries promptly;
- transfer your call to the appropriate Business Unit/person, where necessary;
- in cases of an unsuccessful transferred call, a message will be recorded and responded to within 24 hours.

If you send an email, you can expect to:

- receive a courteous and clear reply;
- receive an acknowledgement of receipt within two (2) working days and detailed correspondence within seven (7) working days if your matter is complex;
- receive correspondence in simple language and where possible, in your preferred language.

If you lodge a complaint, you can expect the following:

- Complaints are lodged through email or by a telephone call - the contact information is listed at the end of this Service Delivery Charter.
- Receipt of all complaints will be acknowledged within two (2) working days.
- The name and contact details of the person handling your query will be provided, where possible.
- A progress report will be issued within seven (7) working days.
- The complainant will receive a full response upon finalisation of the case.

OUR RESPONSE

- **Simple cases will be resolved within seven (7) days of receipt.**
- **In responding to complex cases, a progress report will be provided to the complainant within fourteen (14) days and resolved within the 90day period allowed for resolution of such matters.**

SERVICE STANDARDS FOR SPECIFIC SERVICES RENDERED AT OUR SERVICE POINTS

Generally, for all Services: A Client will not spend more than two (2) hours in the queue before being attended to

a) Community Scheme registrations:

- A community scheme must file the registration Form CS 1, within 30 days of the coming into effect of this Regulation.
- A submitted scheme registration form (CS form 1) will be processed within 48 hours of receipt, at no cost.

b) Regulate, monitor and control quality of scheme's governance documentation:

- Quality assurance of scheme rules will be completed within 30 working days of receipt, at no cost to the Scheme.

c) Issuing of compliance certificate:

- When the scheme rules are compliant, a compliance certificate will be issued within 48 hours at no cost.

d) Application for discount or waiver:

- Applications for waivers or discount by schemes or individuals will be responded to within 7 days of request at no cost.

e) Annual Returns:

- All community schemes must file their annual returns to the CSOS within 4 (four) months after the end of the community scheme's financial year and CSOS will respond within 30 days after receipt of the annual returns.

f) Amendment of community scheme Particulars:

- Application to notify CSOS of any changes in the registration information will be processed within 7 days at no cost.

g) Application for special or unanimous resolution:

- Application to obtain a special and unanimous resolution in the respective Scheme will be processed within 30 days at no cost.

h) Access to information:

- Application for access to information according to PAIA Act will be processed within 7 days at no cost.

i) Payment of Levies:

- Scheme owners are obliged to pay their monthly CSOS levies to their schemes.

OUR KEY SERVICE BENEFICIARIES

- Sectional title schemes.
- Homeowners' and property owners' associations.
- Housing co-operatives.
- Share block companies.
- Housing schemes for retired persons.

OUR PLEDGE

We, the incumbents of the Community Schemes Ombud Service, hereby pledge that:

We will uphold and protect the Constitution and rule of law and render an accessible, fair, speedy and cost-effective service, in the interest of an effectively regulated Community Scheme sector. To do this, the Entity will promote and live by its value statement as it relates to:

- Excellence
- Accountability
- Independence
- Integrity
- Responsiveness
- Innovation

SERVICE-BENEFICIARY OBLIGATIONS

We count on a strong partnership with our stakeholders for the realisation of the promises in this Charter. We also count on our stakeholders to be courteous towards our staff and treat them with respect. In order for us to adhere to the service standards noted above, we require stakeholders to adhere to the following:

- Requests for services must be clear (preferably in writing using form available on the CSOS website and via walk-ins).
- All requirements for a service must be adhered to.
- Proper contact details must be provided on the application forms for all our services.
- Clear and readable supporting documents must be submitted together with the application form.

- CSOS collects levies on a quarterly basis and these are payable to a nominated CSOS Bank Account.

j) Provide training to community schemes:

- CSOS will provide training to community schemes at no cost.

k) Provide awareness to our stakeholders:

- CSOS will provide education and awareness to Community schemes at no cost.

l) Provide dispute resolution:

Disputes will be resolved within 90 days as follows:

- A matter is set down after 35 days of assessment
- Disputes are conciliated within 20 days, with a fee of R50 payable.
- A conciliation agreement will be issued within 48 hours after a hearing.
- An adjudication is conducted on the papers within 40 days after an unsuccessful conciliation with a fee of R100 payable.
- Quality Assurance of the draft adjudication order is conducted within 7 days.

HEAD OFFICE

Building 4, Berkley Office Park, 8 Bauhinia Street
Highveld Techno Park, Centurion
0619
Email Address: info@csos.org.za
Contact Number: 0800 000 653

GAUTENG

Berkley Office Park, 8 Bauhinia St
Highveld Techno Park, Centurion
0169
T: (+27 10) 593 0533
F: (+27 10) 590 6154

KWAZULU-NATAL

A: 7th Floor, Aquasky Towers, 275
Anton Lembede Street, Durban
T: +27 087 805 0235

WESTERN CAPE

A: 8th Floor, Constitution House,
124 Adderley Street, Cape Town
T: +27 087 805 0226



PLAY YOUR PART

BLOW

THE WHISTLE ON

CORRUPTION

It is your responsibility to report fraud and corruption.

Members of the public must report fraud and corruption they witness anywhere – no matter how small or big.

Disclosure may be made by using any of the following methods:

- **CSOS Fraud hotline: +27872889684.**
- **E-mail: Fraudalert@csos.org.za.**
- **Telephone: 0800 701 701 National Anti-Corruption Hotline (NACH) toll free number.**
- **Website: publicservicecorruptionhotline.org.za.**
- **E-mail: Integrity@publicservicecorruptionhotline.org.za**



Affordable Reliable Justice

Twitter: @CSOS_SA Facebook: CSOS.SouthAfrica

www.csos.org.za





Community Schemes
Ombud Service

VISION

A credible, world class *OMBUD SERVICE* for community schemes in South Africa.

MISSION

To promote harmonious community schemes by providing regulation, education and accessible dispute resolution services to all relevant stakeholders.

VALUES

ACCOUNTABILITY

We strive to always serve the best interests of our stakeholders, to honor our commitments, to act responsibly and to take ownership of our words, our actions and our results.

EXCELLENCE

We apply innovative capabilities to providing our services to community schemes in a timely, cost-effective and professional manner.

INDEPENDENCE

We act objectively, without fear or favor, in the undertaking of our services.

INTEGRITY

We execute our work in an honest, ethical, transparent and fair manner.

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www.csos.org.za