

**06 May 2024**

## **STATEMENT TO THE CSOS STAKEHOLDERS**

The Board of the Community Schemes Ombud Service (CSOS) has taken note of the article published in the **Sunday Times on 05 May 2024**, titled “**Probe opens can of worms over R116m ICT Tender.**” We wish to provide clarity on our stance regarding the issues mentioned in the report.

The Board recognises the critical importance of accountability and transparency in our operations and we are currently undertaking an internal process to address the findings of the audit report, adhering to the policies of CSOS and the laws of the country, without fear, favour, or prejudice.

Regarding the challenges associated with the implementation of the CSOS Connect platform, our executives actively engage with all stakeholders to expedite resolution of any system issues as they arise in the ordinary course of business. We are dedicated to delivering a robust and efficient digital platform that facilitates seamless interaction and compliance for all users.

As we navigate these complex matters, our focus is on reaching a comprehensive resolution. We are committed to transparency and will ensure that all findings and subsequent actions are communicated clearly to our stakeholders, at the appropriate time.

As the CSOS Board we wish to reiterate our unwavering commitment to serving the community schemes’ best interests and maintaining the integrity of our organisation. We are deeply appreciative of the continued patience and support from all our stakeholders.

**-Ends-**



## About the CSOS

The CSOS was established in terms of the Community Schemes Service Act, 2011 (Act 9 of 2011) to regulate the conduct of parties within community schemes and to ensure their good governance. Community Schemes are defined in the CSOS Act as “living arrangements where there is shared use of and responsibility for land/buildings such as sectional title, homeowners’ associations, retirement housing schemes, share block companies and housing cooperatives.”

It came into operation on the 7th of October 2016 when the CSOS Act was proclaimed into law by the President with a mandate to:

- Develop and provide a dispute resolution service;
- Provide training for conciliators, adjudicators and other employees of the CSOS;
- Regulate, monitor and quality assure scheme governance documentation; and
- To take custody of, preserve and provide public access electronically or by other means to scheme governance documentation.

In terms of section 22(1) of the CSOS Act, CSOS funding is derived from levies charged to community schemes, fees charged for dispute resolution, money appropriated by Parliament, gifts or donations made to the service with the approval of the Executive Authority, the Minister of Human Settlements