

MEDIA STATEMENT

THE COMMUNITY SCHEMES OMBUD SERVICE CONSOLIDATED PRACTICE DIRECTIVE 1 OF 2025

The Acting Chief Ombud of the Community Schemes Ombud Service (CSOS) acting in terms of section 36 of the Community Schemes Ombud Service Act 9 of 2011 (CSOS Act), has issued out a consolidated Practice Directive.

Section 36 of the CSOS Act provides that the Chief Ombud must issue practice directives with regard to any matter pertaining to the operation of the Service and such Practice Directives must, subject to this Act and the regulations, direct the performance of any act in the operation of the Service.

CSOS received valuable comments from the public and its stakeholders and these have been considered.

The existing Practice Directives of CSOS have been revised to the extent necessary and a consolidated Practice Directive issued. This Practice Directive will guide the community scheme industry on all matters pertaining to CSOS mandate and functions.

A copy of the Practice Directive 1 of 2025 is attached and also uploaded on our website (www.csos.org.za) and the CSOS digital platform, CSOS Connect (www.csosconnect.org.za).

We urge all schemes to register with CSOS, file their annual returns, pay CSOS levies, lodge disputes, submit rules for approval and file other applicable applications through CSOS Connect.

Stakeholders are invited to communicate with CSOS for any clarity or regulatory support.

The CSOS call centre number is 0800 000 653. Email: info@csos.org.za



Kedibone Phetla
Acting Chief Ombud
Community Schemes Ombud Service
Date: 18 July 2025

