

# SharedLiving

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Issue 30



**SPECIAL  
EDITION**

**INTRODUCING  
OUR NEW  
BOARD  
MEMBERS**



**SCAN ME**

Accountability, Excellence,  
Independence, Integrity

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# Gedeelde Lewe Ukuhlalisana Tsamisana Ho Dulisana Mmoho

**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, Excellence, Independence, Integrity

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MEET  
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# ACTING CHIEF OMBUD'S FOREWORD



**Dear stakeholders,**

I am delighted to welcome you to this special edition of our magazine. As the Acting Chief Ombud, it is both an honour and a privilege to introduce our newly appointed Board of Directors to you, our valued clients, partners, and industry.

After a strategic and thoughtful process, our new Board officially assumed duties on 01 August 2025. This marks a significant milestone for the CSOS, as we usher in a new era of leadership, innovation, and accountability. The Board comprises individuals with a rich blend of expertise, leadership experience, and a shared commitment to our mission of promoting good governance and transparency in community schemes.

This dynamic team brings diverse perspectives and deep industry knowledge that will undoubtedly strengthen our governance and enhance strategic decision-

making. We are confident that their contributions will help us achieve our ambitious goals and deliver sustained value to all our stakeholders, from property owners and managing agents to the broader communities we serve.

In this edition, we have dedicated space for you to get to know your Board members, their backgrounds, their skills they bring to the organisation. We also hope to share a message from our chairperson, offering insight into the direction CSOS is taking and reaffirming our commitment to service excellence and sector transformation in the next edition.

Now, for one of the most exciting announcements: The Annual CSOS Indaba is set to take place on 23–24 October 2025 in Fourways, Gauteng! The Indaba presents a unique opportunity for CSOS to showcase our expertise, demonstrate our

impact, and reaffirm our commitment to tackling industry challenges head-on.

We invite all stakeholders to engage, participate, and collaborate with us as we shape the future of community scheme governance together. It's more than just an event, it's a platform to connect, learn, and lead.

More information will be shared soon! Be sure to follow us on social media to stay updated on the programme, speakers, and how you can be part of this transformative experience.

Thank you for your continued trust and support. We look forward to walking this journey with you, with renewed energy, fresh leadership, and a shared vision for excellence.

Enjoy the read!

**Kind Regards,  
Kedibone Phetla  
Acting Chief Ombud**



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# GET TO KNOW YOUR BOARD MEMBERS



## MS. LERATO MOAMOGWA



**M**s. Moamogwa brings valuable expertise in construction, quantity surveying, and project

coordination to the Board, with strength in built environment governance and stakeholder management. She holds a Post-Graduate Certificate in Quantity Surveying and a National Diploma in Building Science from the University of Johannesburg, providing her with comprehensive technical knowledge of construction processes and cost management principles that are essential for understanding community scheme maintenance and development issues.

Currently serving as an Officer for National Youth Service Coordination at the National

Youth Development Agency, Ms. Moamogwa has demonstrated exceptional skills in stakeholder management, contract administration, and quality assurance, competencies directly applicable to community scheme governance. Her experience includes training administration, event management, and comprehensive reporting systems that ensure accountability and transparency.

Her previous role as Executive Personal Assistant at the National Youth Development Agency equipped her with executive-level administrative expertise, budget management

capabilities, and strategic event coordination skills. Ms. Moamogwa's background as Head of Marketing and Communication at the African National Congress Women's League Young Women's Desk showcases her advocacy abilities, particularly in policy positions and stakeholder liaison, skills crucial for effective ombud service.

Her hands-on construction experience as Site Agent at Perfect Defects Pty Ltd provides practical insight into building quality, project scheduling, and budget management. This technical foundation, combined with her strong analytical and problem-solving skills, positions her to effectively evaluate disputes related to construction defects, maintenance issues, and financial management within community schemes.

## MR. HEINRICH GIOVANNI APRIL



**M**r. April brings distinguished parliamentary and public sector leadership

experience to the Board, having served as a Member of Parliament from 2019-2024 with extensive expertise in policy development, legislative oversight, and stakeholder engagement. His service on the Portfolio Committee on Small Business Development and Portfolio Committee on Tourism has equipped him with comprehensive understanding of policy formulation, legislative compliance, and strategic oversight, competencies directly applicable to community scheme governance and dispute resolution.

His academic foundation includes an Advanced Diploma in Public Administration from the University of the Western Cape, with Honours in Public Administration currently in progress and a master's in public administration planned, demonstrating his commitment to continuous professional development in governance and public management. Mr. April is also participating in the Nyukela Programme for Senior Management Services, further enhancing his strategic leadership capabilities.

As a community leader, Mr. April has demonstrated exceptional commitment to social development through his leadership of the "Genoeg is Genoeg" campaign in Ekurhuleni and his role heading the Anti-Drug and Gangsterism Campaign. These initiatives showcase his ability to implement targeted interventions, manage

community partnerships, and assess program effectiveness.

His expertise in strategic leadership, change management, financial oversight, and service delivery innovation positions him to contribute significantly to the Board's mandate of ensuring effective dispute resolution and promoting good governance within community schemes. Mr. April's deep understanding of legislative frameworks, including the Constitution, Public Financial Management Act, and Housing Act, combined with his familiarity with governance guidelines such as the King Report, ensures he can provide informed guidance on regulatory compliance and fiduciary responsibilities.

## MS. MADINOGE LETSIE



**M**s. Letsie brings exceptional experience in social work, municipal governance, and legislative oversight to the Board, with a comprehensive understanding of community dynamics and public service delivery that is invaluable for community scheme dispute



resolution. She holds a Bachelor of Arts in Social Work and Bachelor Honours in Psychology from the University of the North, providing her with deep insight into human behaviour, conflict resolution, and community development principles essential for effective ombud services.

Her extensive social work career spanning over two decades (1995-2008) across multiple organizations including SANCA, the Department of Social Development, and NG Welfare has equipped her with exceptional skills in case management, community intervention, and stakeholder mediation. Her role as HIV/AIDS Coordinator at Merafong Local Municipality demonstrates her ability to manage complex public health initiatives and coordinate multi-stakeholder programs.

Ms. Letsie's distinguished public service includes serving as Executive Mayor of Merafong Local Municipality (2011-2021) and as a Member of the Provincial Legislature (MPL) in the Gauteng Provincial Legislature (2021-2023). This executive and legislative experience provides her with comprehensive understanding of municipal governance, budget management, policy implementation, and regulatory oversight. Her mayoral tenure particularly demonstrates her ability to manage complex municipal issues, oversee service delivery, and navigate stakeholder relationships, skills essential for understanding the

operational challenges faced by community schemes.

Her multilingual capabilities (SePedi, Sesotho, isiZulu, isiXhosa, English, Afrikaans, SeTswana) enable her to communicate effectively with diverse communities, while her skills in policy making, negotiation, critical analysis, and working under pressure position her to contribute meaningfully to dispute resolution processes. Ms. Letsie's combination of social work expertise, municipal leadership experience, and legislative oversight background makes her uniquely qualified to understand both the human dynamics and governance complexities inherent in community schemes.

#### MS. MARINA DUMAKUDE



**M**s. Dumakude brings exceptional technical and executive leadership expertise to the Board, with 25 years of distinguished experience across infrastructure development, manufacturing, gas, and energy sectors. She holds a degree in

Industrial Engineering from Technikon Witwatersrand and a Master of Engineering in Civil Engineering, providing her with comprehensive technical knowledge essential for understanding complex construction and infrastructure issues that frequently arise in community scheme disputes.

As Managing Director of Tangeliza Services (Pty) Ltd since 2005, Ms. Dumakude has demonstrated exceptional strategic leadership in construction project management, from initiation to completion, with expertise spanning roads construction and maintenance, stormwater management, and earthworks. Her technical project management skills and operational management experience position her to effectively evaluate construction-related disputes and infrastructure maintenance issues within community schemes.

Ms. Dumakude's current role as Deputy Chairperson of the Housing Development Agency (HDA) Board since 2021 provides direct, relevant experience in housing and human settlements governance. Under her leadership as Chairperson of the Land, Properties, and Projects Development Committee, the HDA's performance improved dramatically from 2.9% to 91% over three financial years. Her membership on the Audit and Risk Committee demonstrates her commitment to financial oversight and

regulatory compliance - critical competencies for community scheme governance.

Her presidency of the South African Forum of Civil Engineering Contractors (SAFCEC) since 2019 reflects industry recognition of her leadership capabilities and deep understanding of construction industry challenges. This role, combined with her previous engineering experience at major organizations including Eskom, ACSA, and AFROX, provides her with comprehensive insight into quality management, regulatory compliance, and stakeholder management across complex technical projects.

Ms. Dumakude's proven track record in governance, strategic planning, and regulatory compliance, coupled with her technical expertise in construction and infrastructure development, makes her uniquely qualified to contribute to the Board's mandate of resolving disputes related to construction defects, maintenance issues, and governance challenges within community schemes. Her nomination by SAFCEC underscores industry confidence in her technical competence and leadership capabilities.

#### MS. MOGANAMBAL KAREN MUTHEN CA(SA)

**M**s. Muthen brings distinguished financial leadership and governance expertise to the Board, having served as Chief



Financial Officer across multiple sectors including public entities, banking, and manufacturing over a 20-year career span. Her extensive experience in financial oversight, strategic planning, and regulatory compliance, combined with her role as Audit & Risk Committee Member at constitutional institutions such as the Financial & Fiscal Commission (2018-2022), has equipped her with comprehensive understanding of corporate governance, risk management, and fiduciary oversight directly applicable to community scheme administration and dispute resolution.

Her exceptional academic foundation includes a CA(SA) designation from SAICA (2004), Master of Business Administration from Gordon Institute of Business Science (2007), Master of Laws in Commercial & Business Law from the University of the Witwatersrand (2017), and Labour Dispute Resolution Practitioner certification (2018), demonstrating her commitment to continuous professional

development across finance, business strategy, and legal frameworks. Ms. Muthen has maintained active SAICA membership for over 20 years, ensuring current knowledge of accounting standards and professional best practices.

As a senior executive, Ms. Muthen has demonstrated exceptional capability in managing complex financial operations, having overseen budgets ranging from R1.2 billion at HIP Housing to R3 billion at Gautrain Management Agency. Her leadership of the Finance & Supply Chain Management Department at the National Development Agency, managing 15+ team members while serving on the Grant Management Technical Review Committee, showcases her ability to implement strategic financial controls, manage stakeholder relationships, and ensure regulatory compliance in public sector environments.

Her expertise in financial reporting, internal controls, supply chain management, and performance measurement positions her to contribute significantly to the Board's mandate of ensuring effective governance and financial oversight within community schemes. Ms. Muthen's deep understanding of legislative frameworks including the Public Financial Management Act and National Treasury regulations, combined with her legal training in contract law, labour relations, and dispute resolution, ensures she can provide informed



guidance on regulatory compliance, risk mitigation, and effective resolution of community scheme disputes.

#### MS. BUSISIWE NZO PrQS



University Investment Company, where she provides strategic input on operational feasibility, governance frameworks, and stakeholder alignment. Ms. Nzo also served as Chairperson of another sister entity Social Housing Regulatory Authority (SHRA), offering insight into regulatory systems and developmental mandates across provincial housing programmes.

Ms. Nzo's professional foundation is rooted in her BSc Honours in Quantity Surveying from the University of Port Elizabeth (2000), advanced studies in Property Development at the University of Cape Town (2015), and international leadership development at IESE Business School, Barcelona (2017). She is a Professional Quantity Surveyor and active member of the ASAQS, with ongoing involvement in mentorship and registration of emerging professionals.

Her expertise in cost engineering, project audits, value engineering, contract law, public infrastructure procurement, and strategic planning positions her to contribute meaningfully to the Board's mandate. Having managed portfolios exceeding R200 million, including hospitals, educational facilities, and government properties, Ms. Nzo provides well-rounded insight into both technical delivery and governance.

Ms. Nzo's commitment to ethical leadership and inclusive development has been recognised through national

awards including Top 40 Under 40 (2012), Businesswoman of the Year: Entrepreneur (2016), and SAIBPP100 Woman Leader (2022).

#### MR. M.O.S. ZUNGU



Mr. Zungu brings over 30 years of leadership, strategy, and public sector governance to the Board, having served in executive roles across national, provincial, and local government spheres, including his current tenure as Head of Department for Human Settlements in KwaZulu-Natal. His experience managing large-scale budgets and overseeing workforce teams of over 700 professionals positions him as a seasoned administrator capable of aligning service delivery with national priorities.

Throughout his career, Mr. Zungu has consistently championed human settlement development, institutional transformation, and intergovernmental coordination. As Chief Operations Officer and Deputy Director General (2011–2019), he led KwaZulu-Natal's Human Settlements

Development Grant (HSDG) programmes, driving efficiency, integrated planning, and provincial housing delivery without fiscal regression. His clean audit records, B-BBEE Compliance Awards, and recognition at the Premier's Service Excellence Awards reflect a sustained commitment to governance excellence and regulatory compliance.

Mr. Zungu holds a Bachelor of Arts in Psychology & Development Studies (University of Zululand, 1992), a BA Honours in Development Studies (1993),

and a Master of Science in Surveying & Mapping from the University of Natal (2002). These qualifications support his technical and strategic contributions in spatial planning, property development, and housing asset management across provincial and municipal domains.

His leadership as Municipal Manager at KwaDukuza Local Municipality (2007–2011) was marked by transformative service delivery and infrastructure expansion, including the landmark Ballito Access

Road project. Mr. Zungu's municipal tenure featured notable achievements in IDP finalisation, indigent support, traffic unit staffing, and energy master planning, all aligned to constitutional mandates and community empowerment.

Mr. Zungu's deep expertise in housing policy, programme management, service delivery integration, and cross-sectoral transformation strengthens the Board's capacity to drive strategic oversight and regulatory compliance in the administration of community schemes.

Ms. Nzo brings extensive technical, strategic, and governance expertise to the Board, drawing on over two decades of leadership in quantity surveying, infrastructure development, and executive oversight within South Africa's built environment and housing sectors. Her career spans public and private engagements, including serving as Principal at Lakhanya Quantity Surveyors, leading cost management on major infrastructure projects, and overseeing compliance, contract management, and feasibility assessments across multiple entities.

Her broad board experience includes roles on national councils and disciplinary committees such as our sister entity, National Home Builders Registration Council (NHBC), Durban University of Technology Council, and the Nelson Mandela

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CSOS INDABA

2025

Sustainable Governance: Shared Responsibility

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- 4 **BALLITO:** Suite 6; Second Floor, Regency House, 3 Douglas Crowe Drive Ballito
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