



STAKEHOLDER STATEMENT

THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS)

ATTENTION: CSOS UPDATES

5 December 2025

Dear Stakeholders,

Further to our stakeholder statement dated 20 March 2025, we wish to provide you with an update on pending disputes, adjudication capacity, the Physical Verification and Validation (V&V) process, Debt collection and the ongoing automation of the dispute resolution process through CSOS Connect.

Pending Disputes

We are pleased to announce that the 23/24 financial year backlog is left with under 200 disputes all allocated to adjudicators and anticipated to be finalised at the end of this month (December 2025) and database to be closed.

Although CSOS has made notable progress in reducing the dispute backlog over the past six months.

The 2024/25 financial year is now at 74%. The CSOS is recruiting temporary adjudicators to assist in the eradication of the backlog. Please note that urgent disputes, such as those involving unlawful disconnection of water or electricity without a court order, safety issues, and access to schemes, are still prioritised and addressed within 48 hours.

Adjudication Capacity

In February 2025, CSOS appointed a supplementary panel of 13 external adjudicators to strengthen capacity and improve output. A further expansion of the adjudicator panel, including additional temporary adjudicators, will commence on 5 January 2026 (Q4), in order to eliminate any remaining backlog and significantly enhance dispute resolution efficiency going forward.

Automation of the dispute process through CSOS Connect

We are pleased to advise that the Disputes Module on CSOS Connect has been developed and is currently undergoing quality assurance testing. The official launch is scheduled for the beginning of Q4 in the 2025/26 financial year.

This development marks an important milestone in strengthening system efficiency, reducing turnaround times, and improving stakeholder experience.

Physical Verification and Validation of Community Schemes

February 2025 saw the launch of the second phase of Verification and Validation(V&V) project, where CSOS appointed service providers to carry out a nationwide physical verification and validation of all community schemes. The project applies to both registered and unregistered schemes, Through the V&V CSOS will determine the number of all schemes in the country. It is envisaged that the process will facilitate registration of unregistered schemes and increase compliance by schemes.

The service providers are expected to provide street addresses , GPS coordinates, pictures and contact details of members of the Community Schemes. The service providers will liaise with Managing Agents and executive members and trustees of the schemes. The project is nearing its completion; we therefore urge all stakeholders to co-operate with the service providers and make available information which is being requested.

Continuation of CSOS Debt Collection Initiative

The CSOS confirms that it is continuing with its debt collection processes to enforce levy compliance across all community schemes. Appointed debt collection service providers will persist in engaging Managing Agents and Community Schemes regarding outstanding levies and arrears. Stakeholders are urged to cooperate fully by responding to queries and submitting the required levy schedules and proof of payments to ensure accurate account updates and avoid further enforcement actions.

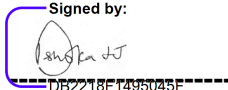
Dispute Enquiries

Should you wish to make any enquiries about your lodged dispute, you may contact the relevant CSOS Senior Manager:

- Renusha Mahabeer: KZN, FS & MP Email: renusha.mahabeer@csos.org.za
- Thora Sikholiwe: WC, EC & NC Email: thora.sikholiwe@csos.org.za
- Charmaine Johnstone: GP, NW & LIM Email: charmaine.johnstone@csos.org.za

For media inquiries, please contact: Zamangwanya Malgas, Senior Manager - Marketing and Communications, email zamangwanya.malgas@csos.org.za cell 0718809169 and Nokwanda Molefe, Senior Manager – Governance, Compliance and Enforcement, email Nokwanda.molefe@csos.org.za. Alternatively, you may contact our Call centre on 0800 000 653 for assistance.

Lesiba Seshoka

Signed by:

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Acting Chief Ombud

Community Scheme Ombud Services (CSOS)