Community Schemes Ombud Service
Affordable Reliable Justice

HEAD OFFICE: Die Anker Building, 1279 Mike Crawford Road, Centurion
WWW.CSOS.ORG.ZA EMAIL: info@csos.org.za ENQUIRIES: **0800 000 653** FRAUD HOTLINE: 0800 701 701

GAUTENG: Die Anker Building, 1279 Mike Crawford Road, Centurion. **T:** +27 10 593 0533
KWAZULU-NATAL: 7TH Floor Aquasky Towers, 275 Anton Lembede Street, Durban. **T:** +27 31 001 4215
WESTERN CAPE: 8th Floor Constitution House, 124 Adderley Street, Cape Town. **T:** +27 21 001 2569

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STAKEHOLDER STATEMENT

RECENT DEVELOPMENTS AT THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS)

The Community Schemes Ombud Service (CSOS) wishes to provide assurance to its stakeholders following recent developments relating to the governance of the entity.

To support CSOS during this governance transition, the Minister of Human Settlements, the Honourable Ms Thembisile Simelane appointed Mr. Leshabe Rampedi as Administrator of the entity. His role includes providing leadership, supporting organisational stability and addressing governance and operational challenges pending the appointment of a new Board. The Administrator's responsibilities also include developing a turnaround plan and accelerating the filling of critical vacancies to strengthen CSOS's capacity to effectively deliver on its mandate.

Since his appointment, the Administrator has had meaningful engagements with CSOS employees and management. These engagements have provided an opportunity to gain a deeper understanding of the organisation, its people, stakeholder concerns, performance, operations, current challenges and the critical matters requiring attention. They have also focused on strengthening organisational cohesion, maintaining stability and business continuity, and ensuring that employees and management work collectively in supporting the entity during this period.

In his introduction to CSOS employees, the Administrator emphasised the importance of the services provided by CSOS in accordance with it mandate and expressed his commitment to supporting the entity and working collaboratively with its staff. He further highlighted the importance of cohesion and working together as the entity considers its priorities and future direction.

Looking ahead, the Administrator will continue working with CSOS management and employees on the entity's immediate priorities and future plans, including the development of a turnaround plan, strengthening institutional capacity, addressing critical operational and governance matters, and enhancing service delivery. Engagement with key external stakeholders will also form an important part of this process, providing an opportunity to strengthen relationships, understand stakeholder perspectives and collectively support the future direction of CSOS.

CSOS remains fully operational, and its mandate and services to community schemes continue. The organisation remains committed to supporting homeowners, residents, trustees, managing agents, scheme executives and other stakeholders who rely on CSOS services.

The governance transition provides the necessary oversight to support the organisation as it addresses its current challenges and continues to strengthen its operations. CSOS management and employees will work with the Administrator to ensure that the organisation remains focused on delivering its statutory mandate.

The organisation is also continuing to strengthen its institutional capacity, including through the recruitment of critical executive positions such as the Chief Ombud, Chief Financial Officer and Adjudicator General.

As CSOS celebrated its 10-year milestone this past October, we wish to reiterate the importance of working together with our stakeholders as we continue to deliver on our mandate. The progress made over the past decade has been strengthened by the ongoing engagement, cooperation and support of the community schemes sector and our partners.

As CSOS looks to the future, the organisation remains committed to strengthening stakeholder relationships, promoting organisational cohesion, enhancing its institutional capacity and working collaboratively towards a well-governed and harmonious community schemes sector.

CSOS appreciates the continued cooperation, patience and support of all its stakeholders during this period. Stakeholders are encouraged to continue engaging

with the organisation through the established CSOS channels for services and enquiries.

We urge community schemes to register with CSOS, submit it scheme governance documents and rules for approval, pay CSOS levies and lodge its annual returns. The digital platform to use for all services is CSOS Connect (www.csosconnect.org.za).

CSOS remains committed to accountability, good governance and the effective delivery of services to South Africa's community schemes sector.

For further inquiries, please contact:

Zamangwanya Malgas
Zamangwanya.Malgas@csos.org.za/ 071 880 9169

Issued by

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