

10 February 2023

For immediate release

THE CSOS PREPARES TO UNDERTAKE A NATIONWIDE VERIFICATION OF COMMUNITY SCHEMES

The Community Schemes Ombud Service (CSOS) is set to conduct a four-month nationwide verification of Community Schemes beginning, Monday 13 February 2023.

CSOS aims to physically verify and register schemes throughout South Africa, as required by law.

All Schemes must be registered with the CSOS and the CSOS is mandated to collect CSOS levies from all Schemes according to Section 59 of the CSOS Act and Regulation 18(2)(a)(v) of the CSOS Act. There are significant differences between schemes registered with the Deeds Office and the CIPC and those on the CSOS records.

CSOS is a regulator and Ombud for all community schemes in South Africa. Community schemes are living arrangements where there is a shared use of and responsibility for land/ buildings such as sectional titles, homeowners' associations, retirement village, housing cooperatives and share block companies.

CSOS has appointed a panel of service providers who will conduct physical verification and registration of Schemes throughout South Africa.

The project will also highlight the organisation's new technological advances as it enters a new era of digital automation via CSOS Connect. "As an organisation, we have made significant strides toward realising our vision of a digital self-service solution and platform for our stakeholders. A digital platform that facilitates engagement with the CSOS has been completed in order to provide you with a real-time connection experience, hence the code name: "**CSOS Connect**", says CSOS Chief Ombud, Advocate Boyce Mkhize.

"The platform allows users to register a Scheme and upload documents; make changes to the Scheme details, deactivate the scheme, link the Scheme to a specific agency profile, delink the




Scheme; and upon successful registration, users will receive a registration certificate signed by the Chief Ombud” says Adv Mkhize.

Prior to the CSOS Connect System, Schemes had to manually complete the registration form, the CS1 form, along with supporting documentation, and the CSOS would then register the Scheme onto its database.

It is important to note that, even though CSOS has digitized this function, the requirements, and criteria for registering a Scheme remain the same.

The trained field workers to conduct physical verification of Schemes and drive towards registration will be wearing T-shirts branded with the CSOS logo with identification cards. **The identification card will** bear the following details:

- CSOS logo;
- Photograph of fieldworker;
- The campaign tagline “Verification, validation & registration of Community Schemes in SA”;
- Name and surname of field worker and
- ID number of field worker




**Community Schemes
Ombud Service (CSOS)**

Verification, validation & registration of Community Schemes in SA

NAME: _____

SURNAME: _____

ID NUMBER: _____



Anyone can check with CSOS at any time to see if the field worker is indeed with CSOS. Schemes seeking clarification or assistance are encouraged to contact our friendly call centre agents at **080 000 0653** or Senior Manager: Governance, Compliance and Enforcement: Johlene Wassermann at Johlene.Wasserman@csos.org.za.

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