

SharedLiving

Jan - Mar 2025

Issue 28

85%

REDUCTION IN DISPUTE BACKLOG

SAYS ABRAHAM MASILO, ACTING
ADJUDICATOR GENERAL



VERIFICATION AND VALIDATION OF SCHEMES UNDERWAY



CASE CLOSED

TERMINATION OF ELECTRICITY
AND REFUSAL OF ACCESS



Accountability, Excellence,
Independence, Integrity

www.csos.org.za



Gedeelde Lewe Ukuhlalisana Tsamisana Ho Dulisana Mmoho



VISION: To be a reliable and transparent regulatory authority for community schemes in South Africa

MISSION: To regulate community schemes to ensure good governance by providing education and training to all stakeholders and an accessible dispute resolution service

VALUES: Service Excellence, Independence, Integrity and Accountability.

www.csos.org.za



EDITOR: Lesiba Seshoka (Executive Corporate Affairs); Zamangwanya Malgas (Senior Manager: Marketing and Communications); Doniah Motsoeneng (Communications Officer)
CONTRIBUTORS: Mervin Dorasamy (Regional Ombud: KZN, FS & MP); Nokwanda Molefe (Senior Manager: Governance); Claire Hallett (Conciliator: KZN); **ART DIRECTOR:** Siyethemba Mthethwa (Communications Officer)

Contents

ACTING CHIEF
OMBUD'S
FOREWORD

4



85% REDUCTION
IN DISPUTE
BACKLOG

6



COMMUNITY
SCHEME'S
VERIFICATION
AND VALIDATION
UNDERWAY

8



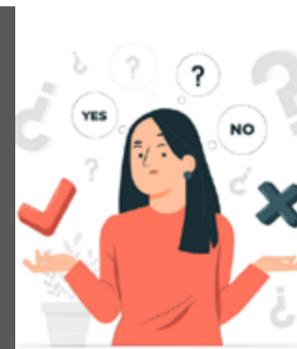
WHAT'S THE
DEAL WITH
DRONES?

9



RULES: TO SIGN
OR NOT TO SIGN

11



ENHANCING
COMPLIANCE
IN COMMUNITY
SCHEMES

13



DECLARATION
AND PAYMENT OF
QUARTERLY CSOS
LEVIES

14



CASE CLOSED
TERMINATION OF
ELECTRICITY

16



ACTING CHIEF OMBUD'S FOREWORD



Dear stakeholders,

As we close out the financial year and step into 2025/26, I am thrilled to share some significant achievements with you. We ended the year on a high note, successfully reducing our backlog by an impressive 85%. When I took on the role of Acting Chief Ombud in August last year, I acknowledged the backlog and outlined our plans to address it. While it may not have been reassuring at the time, I promised swift action, and I am proud to say we are seeing significant progress

Over the past six months, CSOS has made remarkable strides in reducing the dispute resolution backlog. With 85% of cases resolved, our commitment to improving dispute resolution processes is evident. Our Dispute Resolution Team has worked diligently to finalize cases, significantly enhancing turnaround times and efficiency. However, we still have some older disputes pending, awaiting allocation to an adjudicator, which we are working hard to finalise. The CSOS connect Dispute module is currently undergoing testing, and we are aiming to go live in Q1.

I want to take this opportunity to thank community scheme members for their patience as we continue to refine our dispute resolution system. Our goal is to provide an effective, transparent, and streamlined process that

serves the best interests of all stakeholders.

We are also currently conducting a Scheme Verification and Validation drive to ensure all schemes are registered and compliant. From February 2025 to January 2026, CSOS will be embarking on a process of physically verifying and validating both registered and unregistered community schemes. Field workers are collecting information such as GPS coordinates, street and postal addresses, photographs of schemes, contact details of scheme management, and CSOS registration numbers. The team will also assist in completing and signing CSOS registration forms (CS1 Forms) with all necessary documents to facilitate scheme registration on CSOS connect.

For transparency and security, field workers will carry official access letters as proof of their representation of CSOS.

Stakeholders are encouraged to request and verify these letters if needed.

This is the second time CSOS is running the Verification and Validation process. The project aims to confirm the accuracy and completeness of information related to community schemes, ensuring that they are registered and compliant with the CSOS Act. If you have any doubts, please don't hesitate to reach out to our Call Centre to verify these service providers.

Operationally and performance-wise, we are finalizing our quarterly and annual performance reviews to see if we have met our targets. We will share these results with you once they are verified and audited.

I promised not to just talk about our strategies but to show you, our actions. I hope you see the strides we are making as an organization to live up to our

slogan of providing affordable, reliable justice. CSOS is here for you, ready to assist with any community scheme-related matters.

We welcome your feedback, and my door, along with those of the Executives, is always open to you. We are accountable to you as our stakeholders, and if you are not satisfied with our services, it means something needs to change.

As usual, we have insightful information specifically packaged for you. Please go through our newsletter and enjoy the read. I also encourage you to let us know what you would like to see in this publication to better cater to your needs and improve our services. Please utilize our call center and our info mailbox at: info@csos.org.za

**Sincerely,
Kedibone Phetla
Acting Chief Ombud**

GET IN TOUCH WITH US - 0800 000 653



GAUTENG REGIONAL OFFICE
Berkley Office Park, 8 Bauhinia Street,
Highveld Techno Park, Centurion



KZN REGIONAL OFFICE
7th Floor Aquasky Towers, 275 Anton
Lembede Street, Durban



WESTERN CAPE REGIONAL OFFICE
8th Floor Constitution House,
124 Adderley Street, Cape Town

85% REDUCTION IN DISPUTE BACKLOG



**Acting Adjudicator
General, Abraham
Masilo**

The CSOS is making remarkable strides in reducing the dispute resolution backlog over the past six months. With an impressive 85% of cases successfully resolved, this demonstrates our commitment to improving dispute resolution processes. Our Dispute Resolution Team has been working diligently to finalise cases, significantly improving turnaround times and efficiency. However, while substantial progress has been achieved, several older disputes remain pending and are currently awaiting allocation to an adjudicator.

“The CSOS remains committed to processing cases in chronological order, ensuring that the oldest disputes are addressed first. Additionally, we continue to prioritise urgent disputes, such as unlawful disconnection of water or

electricity without a court order, safety concerns, and access restrictions. These critical cases are handled within 48 hours to protect the rights and well-being of affected community scheme members” says the Acting Chief Ombud, Ms Kedibone Phetla.

OUR LATEST STATISTICS FOR THE 2023/24 FINANCIAL YEAR HIGHLIGHT OUR PROGRESS AS FOLLOWS:

- Disputes Received: 15,514
- Disputes Finalised: 13,529
- Disputes Pending Finalisation: 1,985

To further enhance efficiency, the organisation appointed thirteen (13) external adjudicators in February 2025. This expansion has significantly strengthened the adjudication capacity, accelerating the resolution of pending

disputes. Additionally, CSOS is considering further expansion of the adjudicator panel to sustain and improve these efforts.

In a major step forward, CSOS is in the final stages of developing an automated dispute resolution system through CSOS Connect. The new Disputes Module is undergoing rigorous quality assurance and testing, which commenced in March 2025. A full review of this initiative will be conducted at the end of Quarter 2 of the ensuing financial year to assess its impact and effectiveness.

The Acting Chief Ombud further appreciates the patience of community scheme members as the organisation continues refining the dispute resolution system. “Our goal is to provide an effective, transparent, and streamlined process that serves the best interests of all

stakeholders” she further said.

FOR ANY ENQUIRIES REGARDING LODGED DISPUTES, PLEASE CONTACT THE RELEVANT CSOS SENIOR MANAGER:

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

The Acting Adjudicator General, Mr Abram Masilo said the CSOS remains dedicated to ensuring fair, efficient, and accessible dispute resolution for all community schemes. We will continue implementing new strategies to improve our services and meet the needs of our stakeholders.

**Complex neighbours
keeping you up at night?**

0800 000 653

**Talk to us about your rights,
visit [CSOS.org.za](https://www.csos.org.za)**



COMMUNITY SCHEME'S VERIFICATION AND VALIDATION UNDERWAY

In accordance with national law, all community schemes must be registered with the Community Schemes Ombud Service (CSOS). Failure to do so constitutes a criminal offence. To address this, CSOS has launched a Verification and Validation (V&V) project to confirm and validate community schemes across South Africa.

From February 2025 to January 2026, CSOS will conduct physical verification and validation of both registered and unregistered community schemes. Field workers will collect information such as GPS coordinates, street and postal addresses, photographs of schemes, contact details of scheme management, and CSOS registration numbers. They will also help complete and sign CSOS registration forms (CS1 Forms) with all necessary documents to facilitate scheme registration.

For transparency and security, field workers will carry official access letters as proof of their representation of CSOS. Stakeholders are encouraged to request and verify these letters if needed.

THE APPOINTED SERVICE PROVIDERS ARE:

- Delta Built Environment Consultants (Pty) Ltd
- Leolo and Partners Chartered Accountants Incorporated
- MBS Consulting Solutions (Pty) Ltd
- Miyacom IT Consultants (Pty) Ltd
- Pound Holdings (Pty) Ltd
- Simvaw Holdings (Pty) Ltd
- Ubuntu Business Advisory and Consulting (Pty) Ltd

This is the second time CSOS is running the Verification and Validation process. The project aims to confirm the accuracy and completeness of information related to community schemes, ensuring they are registered and compliant with the CSOS Act.

There is no fee to register a community scheme with CSOS. All scheme executives, including but not limited to the board of trustees, directors, and management associations, have a duty to register their schemes with CSOS.

“We encourage community scheme dwellers and scheme executives to cooperate with these service providers and field workers during the verification process. Ensuring that your scheme is registered with CSOS guarantees compliance with the law and can help manage and resolve disputes within your scheme,” says Acting Chief Ombud, Ms. Kedibone Phetlha.

Registration does not require a visit to CSOS offices. The system has been automated, and schemes can now register online via the CSOS Connect portal at www.csosconnect.org.za. If you're unsure about the registration status of your scheme, you can contact the CSOS directly or visit our website.

WHAT'S THE DEAL WITH DRONES?

As technology rapidly develops, community schemes need to constantly adjust their approach to and perspective of new technological advancements, incorporating them into their operations and governance documentation, to remain effective and relevant in an ever-changing world.

This rings true for installations such as solar panels, inverters, and biometric access control – these installations requiring consideration towards process and protocols for installation and how these devices may impact the community scheme and its members.

Modern technologies can often lead to better resource management and improved service delivery, however, there is a necessity to safeguard the usage to protect the privacy of schemes members and restrict total enjoyment of the technological device – the device in question, drones.

Interestingly, the term “drone” is believed to be coined from the similarities in movement and sound of unmanned aircraft to the “male bee”.

WHAT IS A DRONE AND WHAT LEGISLATURE GOVERNS DRONE USE:

In 2015 with the introduction of Part 101 of the South African Civil Aviation Regulations



regarding the use of drone, South Africa became one of the first countries to effect comprehensive drone laws and is a member of the International Civil Aviation Organisation (ICAO).

The South African Civil Aviation Authority (“SACAA”) is the governing body responsible for regulating drone operations, the Regulations providing the framework. Strict regulations are in place to ensure safety, privacy and security when using drones.

A drone, also known as an unmanned aerial vehicle, is a remotely piloted aircraft system. Drones can be flown by way of a controlled remote – or can be flown autonomous utilising specific programming. Drone models are equipped with modern technology such as GPS (Global Positioning System) radar control, infrared, and high-resolution cameras. The operation of drones varies,

based on the technology it is equipped with.

LICENSING REQUIREMENTS: Specific licencing requirements must be adhered to, dependent upon the usage of the drone.

If the aircraft is being used solely for recreational or sport purposes, then it is governed by Recreation Aviation Administration South Africa (RAASA).

<https://www.gov.za/documents/notices/civil-aviation-act-designation-recreational-aviation-administration-south-africa>

As per the RAASA, the operator of a drone for recreational usage (sometimes referred to as hobbyists) are not required to be in possession of a license for the usage of the drone nor is there an obligation to have the remotely piloted aircraft approved and registered. It

is specifically noted that the drone must be operated on property owned by the operator or other property where the operator has permission to operate a drone.

However, if the aircraft is used for commercial purposes, professional or aerial commercial work, then it would likely be classified as a drone and would have to be regulated by the SACAA.

The drone operator must have a remote pilot aircraft (RPA) licence and must be older than 18 years in terms of the licence requirements.

Individuals who do not adhere to the regulatory requirements could be found guilty of gross negligence and face severe penalties.

The operator of a drone must ensure that the regulations are always adhered to, such regulations depicting where and when a drone can be used. In summary:

- Drones should not be flown above 120 meters above ground level.
- Drones should be kept at least 50 meters away from people, vehicles, and animals.
- Drones should not be flown overpopulated areas, national parks, or sensitive infrastructure.
- Drones should not be flown within 10 kilometres of an airport without special permission from the SACAA.
- Drones may only be flown during daylight hours.
- Drones weighing more than 7 kilograms (15.4 pounds) may not be flown.

IMPACT OF DRONES AND COMMUNITY SCHEMES:

Within the confines of a community scheme, drone operators must ensure that the governance rules of the scheme are adhered to, and to prevent the cause of any nuisance to fellow community members privacy, damage to their property or injury.

It is understood that a primary utilisation of a drone is for activity pertaining to recording



or photographic uses – which would lead any homeowner and community scheme member to be concerned as to their privacy rights and POPIA complaints.

Regarding the Protection of Personal Information Act, 2013 (POPI Act), such legislation protects an individual from the unlawful processing of their personal information. Collecting data (be it footage or photographs) - is included under the term "Collection" in the definition of "processing" in the POPI Act therefore the SACAA drone regulations must take the provisions of POPI Act into account.

In Sectional Title - Bodies Corporate, Section 13(1) (d) of the Sectional Titles Schemes Management Act 8 of 2011 ('STSMA') states that an owner must *'use and enjoy the common property in such a way as not to interfere unreasonably with the use and enjoyment thereof by other owners or other persons lawfully on the premises.'*

For community schemes other than Bodies Corporate but not limited to Homeowners Associations or Share Blocks, a community scheme member has the reasonable expectation of their privacy on their own private property.

It is therefore reasonable to anticipate that drone operators must be respectful of such expectation and ensure compliance to Conduct Rules, seek approval from the community scheme executive (trustees or directors) prior to operation as well as consent of any community member whose image

or likeness is captured in the drones' recorded 'data'.

Referring back to Community Schemes adjusting their approach to technological advancements, should a Scheme be concerned as to drone operation, or resolve to permit the usage of drones with specified conditions (as an example : such a condition being The flying of drones is prohibited , except with express written permission of Management and the pilot being in possession of the appropriate license), amendments to the schemes rules must be performed.

Bodies Corporate would need to use Section 10(2)(b) of the STSMA, and by way of a special resolution, attend to the amendment of the Conduct Rules, thereafter, register such amended

rules with the CSOS.

Homeowners Associations (HOA) will need to peruse their governance documentation detailing the process to amend the Rules and the percentage of members votes required, such governance documentation being the Constitution or Memorandum of Incorporation.

HOA Rules can be amended or revoked if they are unreasonable, unnecessary, or simply unwanted by most owners. The amendment or revocation of the rules will require a members vote at an AGM or a properly constituted special general meeting. The amended rules do not need to be submitted to the CSOS for registration.

To summarise, a drone operator must abide by regulations ensuring safety, security, and privacy.

RULES: TO SIGN OR NOT TO SIGN

Ever wondered what the rules in your community scheme are and why they're so important? Section 10 of the Sectional Titles Schemes Management Act (STSMA) is key to making sure everything runs smoothly. From the very start, schemes need to create rules that help with administration and management, while also making sure owners can enjoy their rights. These rules aren't just made and forgotten, they must be sent to the CSOS for a thorough check and approval by the Chief Ombud. This strict approval process shows just how crucial these rules are, as they bind all owners and occupants, helping to keep the harmony and order.

Section 10 of the Sectional Titles Schemes Management Act (STSMA) is crucial for the governance of sectional title schemes. It requires that schemes develop and adopt rules from the date of their establishment. These rules are designed to ensure proper administration and management of the schemes, as well as to protect



the rights and responsibilities of the owners and occupants.

The rules as envisaged in Section 10 are one of the primary governance documents which a scheme must file with CSOS upon registration.

Further to developing rules, schemes must amend their rules when necessary. These amendments must be submitted to CSOS for approval by the Chief Ombud before the rules become operational.

The practice of amendment, substitution and repealing of rules is a long standing one and is an obvious action amid development of the property and living space sector.

Over the past months the CSOS has identified a concerning trend in the rules being submitted for approval, where rules are being amended to include provisions which may have an adverse effect on body corporates members. This trend has led to increased scrutiny in the process of approving rules. The Prescribed Management Rules (PMR) set out clear directions on various aspects of scheme management. PMR 25 deals with the contribution and charges of the body corporate. PMR 25(4) and (5) deal specifically with legal costs

to be paid by a member of the body corporate. PMR 25(4) rule states that the legal costs must be reasonable and PMR 25(5) deals with the debiting of a members account for charges which are not contribution charges.

In recent weeks there has been an influx of amendments of rules submitted, and a provision which has been included in the rules is the payment of legal costs by members of the body corporate on the scale of attorney and own client.

These rules have raised concern in that body corporates intend on imposing legal costs in a manner that is contrary to the provisions of PMR 25(4) and (5). The courts have set precedents on issues of legal costs. In a recent judgement handed down by the South Gauteng High Court in the Katsi matter confirmed that legal fees can be recovered from members of a body corporate, however the fees must be recovered in line with the provisions of PMR

25(4)(5). This is further echoed in a 2020 judgement handed down in the KZN High Court in the Zikalala matter where the court held that legal fees can be recovered from body corporate members, provided that the conduct rules specify the liability of the owners, however, the rules must be aligned with PMR 25(4)(5).

The CSOS has been receiving amendment of rules from schemes and noted the attempt to sneak in the provision to recover costs on an attorney and own client scale. These rules are being scrutinized with a fine toothcomb to ensure that undesirable rules are not imposed on owners. The CSOS holds the opinion that the scale of payment cannot be determined by the body corporate or the managing agent. Only a court of law can make a ruling on the scale of costs. The CSOS has been adamant that rules must be aligned with PMR 25(4)(5) and will not approve rules which seek to enforce the contrary.



delay progress, Ms. Molefe notes.

The CSOS Act, under Section 34, outlines penalties for non-compliance, ranging from fines to imprisonment—an indication of the seriousness with which adherence to regulations is viewed. Plans are underway to enforce these penalties where necessary, underscoring CSOS’s commitment to upholding standards.

Community schemes, including sectional title developments, have evolved significantly, reflecting broader societal changes and the modernization of property and living spaces. Central to this evolution is the Community Schemes Ombud Service (CSOS), established to regulate and enhance the living experience of scheme members through effective governance and accessible dispute resolution mechanisms.

The CSOS Act and its companion legislation, the Sectional Titles Schemes Management Act (STSM Act), play pivotal roles in defining the responsibilities of property owners, management agencies, and body corporate trustees. These laws aim to safeguard the rights of owners and occupants, ensuring schemes operate with integrity and accountability.

Key to this regulatory framework is the mandatory registration of community schemes with CSOS, accompanied by the submission of mandatory governance documents. These include scheme rules, financial

ENHANCING COMPLIANCE IN COMMUNITY SCHEMES

The Community Schemes Ombud Service (CSOS) is ramping up efforts to ensure compliance within community schemes across South Africa. Upon registration, schemes are required to submit crucial governance documents within thirty (30) days, a vital step in promoting transparency and accountability.

Heading this initiative is the Governance, Compliance, and Enforcement (GCE) Unit, employing a multifaceted approach. From friendly reminders to proactive site

visits, the GCE Unit supports managing agents and body corporates in meeting these requirements. Ms. Nokwanda Molefe, Senior Manager for Governance, emphasizes their hands-on approach: “Our team is dedicated to providing ongoing support, and we’re seeing positive responses from some schemes achieving compliance.”

However, challenges persist, including non-responsive managing agents and occasional submission of incorrect information. Despite persistent engagement, these hurdles can

statements, and other prescribed records, crucial for transparent and well-administered schemes.

Despite the decade-long presence of the CSOS Act, registration rates have been slower than expected, highlighting ongoing challenges. To streamline the process, CSOS has relaxed initial requirements, allowing schemes to register and submit documents promptly after receiving their registration certificates. While progress has been made, bridging the gap between existing and registered schemes remains a priority for CSOS.



Get it sorted!

FILE A DISPUTE

CSOS
Community Schemes Ombud Service

Dear Esteemed Stakeholder

Declaration and Payment of Quarterly CSOS Levies

Section 59 of the CSOS Act of 2011 urges all schemes to adhere to the Act by ensuring that all levy payments are made to the service (CSOS) on a quarterly basis as per the guidelines of the practice directive.

We request all schemes and/or managing agents ensure that all payments due are processed by the 31st of March to avoid interest charges on overdue accounts and non-compliance with the CSOS Act.

Stakeholders are further informed that pre-bills will be issued and sent to all Managing agents by the 15th of March.

CSOS urges schemes to make use of the CSOS levy calculator to compute the amount payable to the CSOS upon making the payment.

Invoices and statements will be sent to all schemes from the 1st of April 2025, please send through the levy schedule(s) and Proof of payments for all payments made to **levypayments@csos.org.za**.

We thank you for your continued co-operation.

BE COMPLIANT
Pay your CSOS levies

CSOS
Community Schemes Ombud Service

0800 000 653 | levypayments@csos.org.za

CASE CLOSED

THE ELECTRICITY SUPPLY TO MY SECTIONAL TITLE UNIT HAS BEEN TERMINATED ... THE DIRECTORS HAVE DENIED ME ACCESS TO THE HOA ...

The application can be brought in terms of any sub-section on under "Prayers for Relief" in terms of section 39 of the CSOS Act No.9 of 2011. The Applicant proves that the granting of the relief is in fact urgent.

Alternatively, where, for example, the electricity or water supply to a unit has been terminated simply because money is owed to the body corporate, or access to a scheme or unit is denied for some reason, then the application must be brought in terms of section 39(7)(b) of the Act under "any other order proposed by the chief ombud".

A dispute application is lodged with CSOS in terms of Section 38 of the CSOS Act which provides:

38. Applications

- (1) Any person may make an application if such person is a party to or affected materially by a dispute.
- (2) An application must be-
 - (a) made in the prescribed manner and as may be required by practice directives;
 - (b) lodged with an ombud; and
 - (c) accompanied by the prescribed application fee.
- (3) The application must include statements setting out-
 - (a) the relief sought by the applicant, which relief must be within the scope of one or more of the prayers for the relief contemplated in section 39;
 - (b) the name and address of each person the applicant considers to be affected materially by the application; and
 - (c) the grounds on which the relief is

sought.

- (4) If the applicant considers that the application qualifies for a discount or a waiver of adjudication fees, the application must include a request for such discount or waiver.

In addition, Section 36 provides:

36. Practice directives

- (1) The chief ombud must issue practice directives with regard to any matter pertaining to the operation of the Service.
- (2) Practice directives must, subject to this Act and the regulations, direct the performance of any act in the operation of the Service.

Most importantly, Clause 33 of the Practice Directive on Dispute Resolution, 2019, in respect of URGENT APPLICATIONS FOR DISPUTE RESOLUTION, provides: -

33 URGENT MATTERS

- 33.1 The Applicant can submit an application for the matter to be heard on an urgent basis.
- 33.2 The applicant must demonstrate that there is a current, genuine emergency requiring an urgent adjudication order. The urgency cannot be used to circumvent the ordinary conciliation and adjudication processes.

Dispute Application Email addresses:

Western Cape, Eastern Cape and Northern Cape: Wc-complaints@csos.org.za

Gauteng, North West and Limpopo: GP-complaints@csos.org.za

KwaZulu-Natal, Free State and Mpumalanga: KZN-complaints@csos.org.za

Comply with the law

Register your residential complex with CSOS

NOW!

0800 000 653
info@csos.org.za



Can I approach the CSOS for urgent assistance? The good news is YES YOU CAN! As with a Court application, the CSOS does accept urgent dispute resolution applications, and will hear these matters within 24 hours (circumstances permitting); provided that all other prerequisites are complied with, such as full details of the dispute being received, the opposing party or parties being notified and given the opportunity to state their case, and the dispute resolution fee being paid to the CSOS. It is also imperative that the matter is actually urgent, and that the urgency is not self-created or simply perceived by the party bringing the application as being urgent, whereas it really is not urgent.

CONTACT US!



- 1 CENTURION:** Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion
- 2 DURBAN:** 7TH Floor Aquasky Towers, 275 Anton Lembede Street, Durban
- 3 POLOKWANE:** Standard Bank Square, 49 Hans Van Rensburg St, Polokwane
- 4 BALLITO:** Suite 6; Second Floor, Regency House, 3 Douglas Crowe Drive Ballito
- 5 GEORGE:** 14 CJ Langenhoven Road, George Central
- 6 MBOMBELA:** Block 1 Riverside Office Park, 1 Aqua Street, Riverside Park Extension 24, Mbombela
- 7 BLOEMFONTEIN:** Suite 11, Hydro Park 2, 135 – 141 President Reitz Avenue, Westdene, Bloemfontein
- 8 RUSTENBURG:** New Heights, 67 Brink Street, Rustenburg