



THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS) (ACT 9 OF 2011)

AMENDMENT TO THE CSOS PRACTICE DIRECTIVE: REGISTRATION OF COMMUNITY SCHEMES

Title of Existing Practice Directive: CIRCULAR ON THE REGISTRATION OF COMMUNITY SCHEMES AND SUBMISSION OF ANNUAL RETURNS IN TERMS OF THE COMMUNITY SCHEMES OMBUD SERVICE ACT AND REGULATIONS (DATED 31 AUGUST 2021) (No. 1 OF 2021)

1. EXECUTIVE SUMMARY

- 1.1 As encapsulated in section 36(1) of the Community Schemes Ombud Service Act, 9 of 2011 (the CSOS Act), the chief ombud must issue practice directives regarding any matter pertaining to the operation of the Service. Furthermore, section 36(2) provides that practice directives must, subject to the CSOS Act and the regulations, direct the performance of any act in the operation of the Service.
- 1.2 Accordingly, in order to achieve the aforementioned obligation efficiently, the Acting Chief Ombud is herein amending the Practice Directive CIRCULAR ON THE REGISTRATION OF COMMUNITY SCHEMES AND SUBMISSION OF ANNUAL RETURNS IN TERMS OF THE COMMUNITY SCHEMES OMBUD SERVICE ACT AND REGULATIONS (DATED 31 AUGUST 2021) by adding or removing certain provisions in relation to the requirements for the registration of community schemes with the CSOS.

2. AMENDMENT TO THE CSOS PRACTICE DIRECTIVE: REGISTRATION OF COMMUNITY SCHEMES

- 2.1 The Application and Procedural Requirements for the application of the registration of a community scheme stipulated in paragraph 6.2.1 and 7.1, respectively, of the CIRCULAR ON THE REGISTRATION OF COMMUNITY SCHEMES AND SUBMISSION OF ANNUAL

RETURNS IN TERMS OF THE COMMUNITY SCHEMES OMBUD SERVICE ACT AND REGULATIONS (DATED 31 AUGUST 2021), is hereby amended and substituted as follows:

2.2 The scheme must register with the CSOS as follows:-

2.2.1 **CSOS Connect:** register through the CSOS Connect online platform: (www.csosconnect.org.za / www.csos.org.za or QR Code link to the CSOS website (see below). The person who registers the scheme on CSOS Connect must be linked to the scheme as an authorised representative.



2.2.2 **FOR SUPPORT:** the submission of a fully completed FORM CS1 REGISTRATION OF A COMMUNITY SCHEME (SECTION 59 OF THE CSOS ACT, 2011 READ WITH REGULATION 18) with supporting documents (if available) Email: registration@csos.org.za;
Call centre: 0800 000 653

2.3 The CSOS shall register the community scheme within seven (7) days of receipt of a fully completed FORM CS1 registration form. The registration on the CSOS Connect constitutes the FORM CS1.

2.4 The scheme must within thirty (30) days after receipt of a certificate of registration, file with the CSOS, the supporting documents listed below (where applicable) to be quality assured and approved:-

- Scheme Rules (Management and Conduct)
- Constitution; or
- Memorandum of Incorporation (Articles of Association) or
- Use Agreement; or
- Sectional Title Plans (signed)
- Levy Schedule

- Latest annual financial statement
- Latest audit report of the scheme
- Annual Return for existing schemes
- Any other relevant supporting scheme governance documentation as required by the CSOS.

3. GENERAL MATTERS

The amendment to the CSOS Practice Directive as contained herein, shall become effective on the date of signing this Practice Directive.



THEMBALIHLE MBATHA
ACTING CHIEF OMBUD
COMMUNITY SCHEMES OMBUD SERVICE

DATE: 1 MARCH 2024