



CORPORATE COMMUNICATIONS AND ICT

3366 Besemmer Str Telkom Building
Industrial Site Mahikeng, 2745
Private Bag X 2145, Mmabatho,2735
Tel: +27 (18) 388 4824/5

NWDC Cnr, University & Provident Drive
Private Bag X 2145, Mmabatho,2735
Tel: +27 (18) 388 4913

2nd Floor West Wing, University Drive
Garona Building
Private Bag X 2145, Mmabatho,2735
Tel: +27 (18) 388 4824/5

Media Statement

Attention: Editors/Journalists

08 March 2023

Rental Housing Tribunal and CSOS empower stakeholders

Potchefstroom: The North West Rental Housing Tribunal and Community Schemes Ombud Service (CSOS) will work together to deal with challenges facing landlords, tenants and people living in sectional titles.

CSOS the Community Schemes Ombud Service was established in terms of the Community Schemes Service Act 9 of 2011 to regulate the conduct of parties within community schemes and to ensure their good governance. Community Schemes are defined in the CSOS Act as "living arrangements where there is shared use of and responsibility for land/buildings such as sectional title, homeowners' associations, retirement housing schemes, share block companies and housing cooperatives.

CSOS is mandated to regulate, monitor and quality assure scheme governance documentation; develop and provide a dispute resolution service; provide training for conciliators, adjudicators and other employees of the CSOS; and take custody of, preserve and provide public access electronically or by other means to scheme governance documentation.

According to the Regional Ombud of CSOS, Abe Masilo, CSOS and the Department decided to collaborate after their quarterly meeting held last year in October and realised that their mandate overlap. As a result, they decided to conduct education and stakeholder awareness session for property owners, occupiers and other stakeholders to empower them on the services offered by CSOS.

"We intend to organise an annual plan for the new financial year where we are going to invite other entities like National Home Builders Registration Council (NHBR), Housing Development Agency (HAD)etc, to form part to strengthen the relations with the department. We also provide Alternative Dispute Resolution (ADR) that entails the resolution outside the court. This method is the most cost effective and speedy way of settling disputes through conciliation and adjudication," added Masilo.

The Deputy Director for Rental Housing Tribunal, Mapitse Seate called for more collaboration between the entities. She said the integration will make their work easy in minimising the conflicts between tenants and landlords in community schemes,

because CSOS is an alternative dispute resolution body designed to resolve administrative disputes in all types of community schemes, including sectional title schemes and home owners association.

“We have realized that our people need the services of rental housing tribunal and CSOS because since we have been having these workshops our stakeholders like South African Police Service (SAPS), officials from municipalities, and property professionals are happy with the information they have received, again we would like to intensify these workshops to achieve the mandate of the RHT which is to resolve disputes, said Seate.

The department has committed to work together with the organization to strengthen their union in order to achieve their goal which is to resolve rental housing disputes.

END

Issued by the Department of Human Settlements (North West)

Enquiries: Ms Dineo Lolokwane

SPOKESPERSON: Department of Human Settlements 0833769400\018-388 3291



Let's Grow North West Together