



STRATTON PROPERTY MANAGEMENT

Property Management with the Personal Touch

Canal East Home Owners Association **Movement over to Stratton Property Management**

Dear Member,

We are proud to announce that your duly elected Trustees have appointed Stratton Property Management to be a part of The Canal East Home Owners Association to serve as your new administrators. Canal East Home Owners Association will formally transfer onto our systems as of the 1st of November 2023.

To facilitate a seamless transition from Dormehl Property Group to Stratton Property Management, it's important to note that there have been no changes to the banking details for levy payments. For your reference, please find the banking information provided below.

Name of Account: **Canal East Homeowners Association**

Bank Name: **Absa**

Branch Code: **632 005**

Account Number: **408 637 342 1**

Account Type: **Cheque Account**

Ref Number: **Please use your current customer code as a reference as this will not change with the transition.**

Stratton Property Management will be distributing your annual levy statements. An important focus area for Stratton Properties service delivery will be endorsing prompt levy payments and applying effective levy collections to expedite the payment of arrear levies.

Our Team:

Below please find the names and contact details of Stratton's management team that will be involved in the administration of your scheme:

Portfolio Manager: Samantha Van Den Ordell - sam@strattonpm.co.za

Executive Manager: Maryna Scheepers - maryna@strattonpm.co.za

Accounts Manager: Lizette Alberts - accounts@strattonpm.co.za

Administration: Megan Nichols - admin@strattonpm.co.za

Office Number (During office hours 8:30am - 4:30pm) - 021 023 2856

After Hours Emergency Contact Number: 072 294 9236

Personal Particulars:

We kindly request your assistance in completing the Owners detail form attached to this notice. This form is designed to confirm the accuracy and currency of the details we received from your previous managing agent. Once completed, kindly send the form to our offices via email at accounts@strattonpm.co.za.

As a valued owner, you will have access to your levy statements, along with all other important documents related to the scheme, through our WeconnectU Online Portal. Please refer to the attached guide to the Online Portal for more information.

At Stratton Property Management, we are committed to establishing a close working relationship with you and ensuring that all values and requirements of the HOA are taken care of.

Should you have any queries or concerns, please do not hesitate to contact us.

Kind regards

SpM - Stratton Property Management

Contact: 021 023 2856

Unit 2, 215 Blaauwberg Road, 7441



WeconnectU

INTELLIGENT PROPERTY
MANAGEMENT SOFTWARE

Owners Login Guide

Upon receiving your first invoice/statement from the system, you will see a message at the bottom of the email: "Please click here to verify your email and activate your account".



Attachments:

[Invoice-INV00229.pdf](#)

[CustomerStatement-PIE001-U3.pdf](#)



TESTRESELLER

ATT: Piet Koorts

Dear Owner,

Please see your attached statement and invoice.

Kindly use the customer code **PIE001-U3** as your payment reference in order to ensure the correct allocation of your payment.

PLEASE NOTE: Your WeConnectU account has not yet been activated. Please [click here](#) to verify your email and activate your account.

Kind Regards

AAADemo Property Management

You will see the following message come up browser where by you can create your own password.



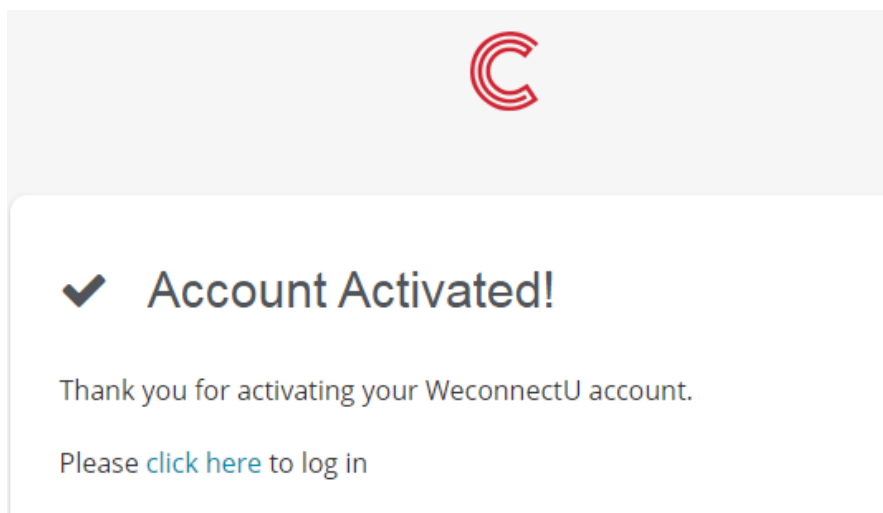
Thank you for activating your WeconnectU account. In order to start using the system, you will need to setup a password for your account.

Please enter your new password below to get started.

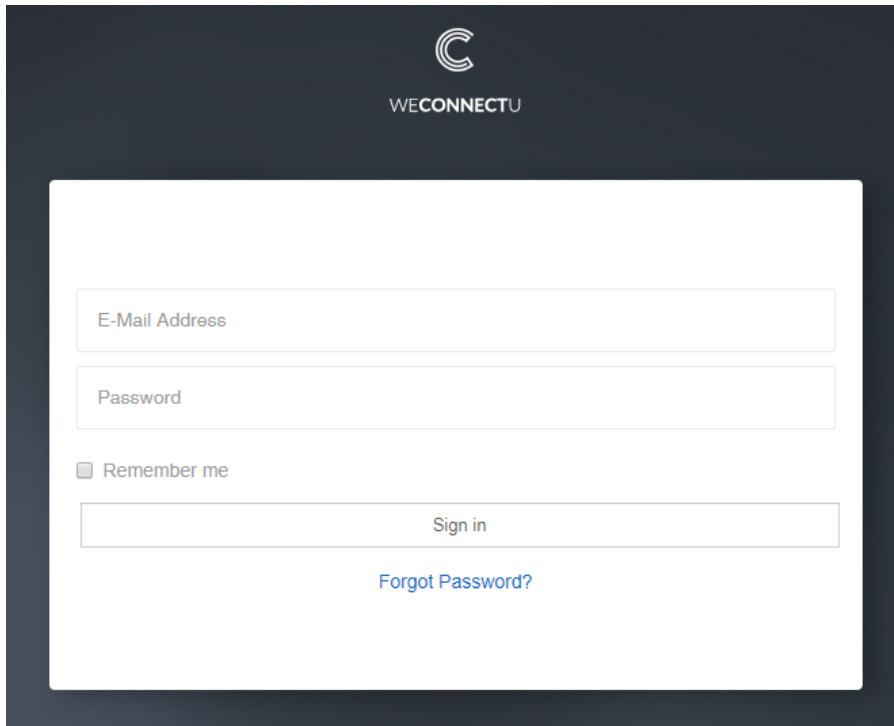
Passwords must be a minimum of 8 characters, and must include a combination of lowercase, uppercase, numbers and special characters (!@#\$\$%, etc.)

Activate ✓

Once you click on “Activate” the following will pop up indicating the your account has been activate. You can click on the link below to login in.

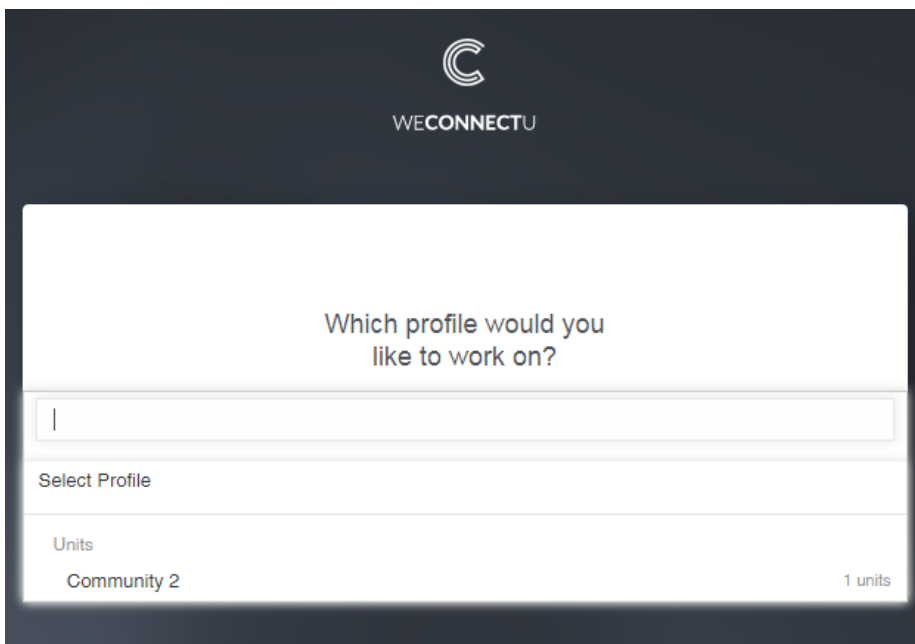


Fill in your email address and your newly created password and click on “Sign in”.



The screenshot shows the WECONNECTU login interface. At the top center is the WECONNECTU logo, consisting of a stylized 'C' icon above the text 'WECONNECTU'. Below the logo is a white rectangular form with a dark border. Inside the form, there are two input fields: the first is labeled 'E-Mail Address' and the second is labeled 'Password'. Below these fields is a checkbox labeled 'Remember me'. At the bottom of the form is a 'Sign in' button. Below the button is a blue link labeled 'Forgot Password?'.

Click on “Select Profile” and then on the relevant community.



The screenshot shows the WECONNECTU profile selection page. At the top center is the WECONNECTU logo, consisting of a stylized 'C' icon above the text 'WECONNECTU'. Below the logo is a white rectangular form with a dark border. Inside the form, the text 'Which profile would you like to work on?' is centered. Below this text is a search input field. Below the search field is a 'Select Profile' button. Below the button is a list of units. The first unit is 'Community 2' with '1 units' listed to its right.

COMMUNITY SCHEMES OMBUD SERVICE



Affordable Reliable Justice

LEGISLATIVE PROVISIONS



WHO IS CSOS

- A **National Public Entity** established in terms of the CSOS Act
- It has a key function of regulating the conduct of parties within community schemes and to ensure their good governance
- An institution of the National Department of Human Settlements
- It is governed by a Board of Directors who is appointed by the Minister



WHAT IS A COMMUNITY SCHEME

In terms of Section 1 of CSOS Act, the term “community scheme” refers to any **scheme or arrangement** where there is **shared use of and responsibility** for parts of land and buildings, including but not limited to:

- **Sectional titles development schemes**
- **Share block companies**
- **Home or property owners associations**
- **Housing schemes for retired persons**
- **Housing co-operatives**

CSOS LEGISLATIVE MANDATE

SECTION 4 OF CSOS ACT

- Develop and provide an alternative dispute resolution service for community schemes that is cost effective
- Provide training & general education on rights and obligations in community schemes- conciliators, adjudicators, trustees, owners, occupiers. Managing agents and any other person the CSOS deem necessary
- Take over and quality control, provide public access to all sectional titles and other community scheme governance documentation
- Promote and monitor good governance of community schemes



REGISTRATION



REGISTRATION PROCESS

ALL COMMUNITY SCHEMES MUST REGISTER

■ CS1 FORM

- ✓ Particulars of the scheme
- ✓ Governance documents
- ✓ Executive Committee
- ✓ Managing Agent
- ✓ Financials
- ✓ Authorised Representative
- ✓ Declaration
- ✓ Supporting Documents



REGISTRATION PROCESS Cont.

REGISTRATION NUMBER

Registration number serves as reference for: -

- ✓ Payment of Levies
- ✓ Request for approval of governance documents (Rules)
- ✓ Submission of Annual Return
- ✓ Amendments of Particulars
- ✓ Application for Waiver or Discount
- ✓ Request to access copy of Rules



PAYMENT OF LEVIES



PAYMENT OF LEVIES

✓ What constitute a CSOS Levy

The lesser of R 40.00 or 2% of the amount by which the monthly levy charged by the Scheme exceeds R 500.00

✓ Scheme Levy

Administrative Fund and Reserve Fund

Excluding – Special Levy

Levy towards the EUA



Affordable Reliable Justice

SCHEME WITHIN A SCHEME

- If unit owner of a Sectional Title is a member to a Home Owners Association (HOA), the CSOS Levy must be calculated on a levy payable to the Sectional Titles Scheme and a levy payable at HOA
- If the membership to the HOA is on a sectional title scheme level and not individual unit owners, then the CSOS levy is payable on an invoice issued by the HOA to the Sectional Title Scheme



Affordable Reliable Justice

INVOICES

CHALLENGES

- ✓ Non submission of levy schedule by schemes
- ✓ Amendment of the Levy payable

SOLUTION

- ✓ Reconciliation Statement
(To be implemented)



Affordable Reliable Justice

FEES



FEES FOR SERVICES RENDERED

- ✓ **Application for Dispute Resolution - R50**
- ✓ **Referral to Adjudication - R100**
- ✓ **Access Fee - R8 per copy**

Applicant bears the costs



INTEREST

INTEREST FOR LATE PAYMENT OR NON-PAYMENT

NCA

2% per month

IMPLEMENTATION

- ✓ Reconciliation of statement
- ✓ Did the Scheme submit the registration documents to CSOS?



GOVERNANCE



FIDELITY INSURANCE

Insurance against risk – fraud or dishonestly

Insurable Person

- ✓ scheme executive;
- ✓ employee or agent of a community scheme who has control over the money of a community scheme;
- ✓ managing agent; or
- ✓ contractor, employee or other person acting on behalf of or under the direction of a managing agent,

FIDELITY INSURANCE

COVER

- ✓ Investments and reserves at the end of the last financial year
- ✓ 25 per cent of the community scheme's operational budget for the current financial year.

RESERVE FUND

- ✓ If less than 25% of the total contribution to the Admin Fund – contribution must be 15%
- ✓ If equal or greater than 100% of the total contribution to the Admin Fund- Nil contribution
- ✓ If more than 25% but less than 100% of the total contribution to the Admin Fund – at least amount budgeted to be spent from the administrative fund on repairs and maintenance to the common property

RESERVE FUND

✓ **WHAT IF RESERVE FUND IS ZERO**

10 YEAR MAINTENANCE PLAN

MANAGEMENT RULE 22

- ✓ major capital items expected to require maintenance, repair and replacement within the next 10 years;
- ✓ present condition or state of repair of those items;
- ✓ time when those items or components of those items will need to be maintained, repaired or replaced;
- ✓ estimated cost of the maintenance, repair and replacement of those items or components;
- ✓ expected life of those items or components once maintained, repaired or replaced; and
- ✓ any other information the body corporate considers relevant.



10 YEAR MAINTENANCE PLAN Cont

- ✓ **Must be approved by Members at General Meeting**
- ✓ **Condition of payment of maintenance from the Reserve Fund**
- ✓ **Report by Trustees on the Implementation maintenance, repair and replacement plan at General Meeting**



GOVERNANCE DOCUMENTATION



NEW SECTIONAL TITLES

FORM B - NOTICE OF AMENDMENT OF RULES

- ✓ Copy of the Rules
- ✓ Approved Sectional Plan
- ✓ If Annex 1 and 2 are adopted- Conveyancer Certificate confirming the adoption
- ✓ CSOS conduct quality assurance – suggest amendments where necessary
- ✓ Ombud issue the certificate approving the rules



EXISTING SECTIONAL TITLES

FORM B - NOTICE OF AMENDMENT OF RULES

- ✓ Copy of the Rules – consolidated Rules including amendments highlighted in bold
- ✓ Resolution approving the amendments
- ✓ Unanimous resolution – Management Rules
- ✓ Special Resolution – Conduct Rules
- ✓ CSOS conduct quality assurance – suggest amendments where necessary
- ✓ Ombud issue the certificate approving the rules – commencement date

Important notes

- ✓ **Provisions of the Sectional Titles Act dealing with Rules have been repealed**
- ✓ **CSOS will not approve any Rules still referencing the Sectional Titles Act provisions that have been repealed**
- ✓ **Rules must be amended to align with the Sectional Titles Schemes Management Act, 2011 and the Regulations, 2016 (Annexure 1 and 2)**
- ✓ **Any amendment or repeal of the provision of the Rules must be consistent with the Act and the Regulations- Reconcilable, Fair and apply equally to all owners**
- ✓ **Compliant to other applicable legislations, i.e Constitution of the Republic of South Africa**



UNDESIRABLE RULES

- ✓ **No slaughter of animals for ritual purposes**
- ✓ **Disconnection of electricity or essential services for non-payment of levies**
- ✓ **Imposition of penalty without due process**
- ✓ **Penalty equal to the double the levy**
- ✓ **Termination of lease agreement**
- ✓ **Use of “specific” or “accredited” service provider**
- ✓ **Referral of disputes to Arbitration**



ANNUAL RETURN



SUBMISSION OF ANNUAL RETURN

FORM CS 2

- ✓ Audited Financial Statement
- ✓ Minutes of the AGM
- ✓ Any changes to the Executive Committee
- ✓ Any change to the levy schedule



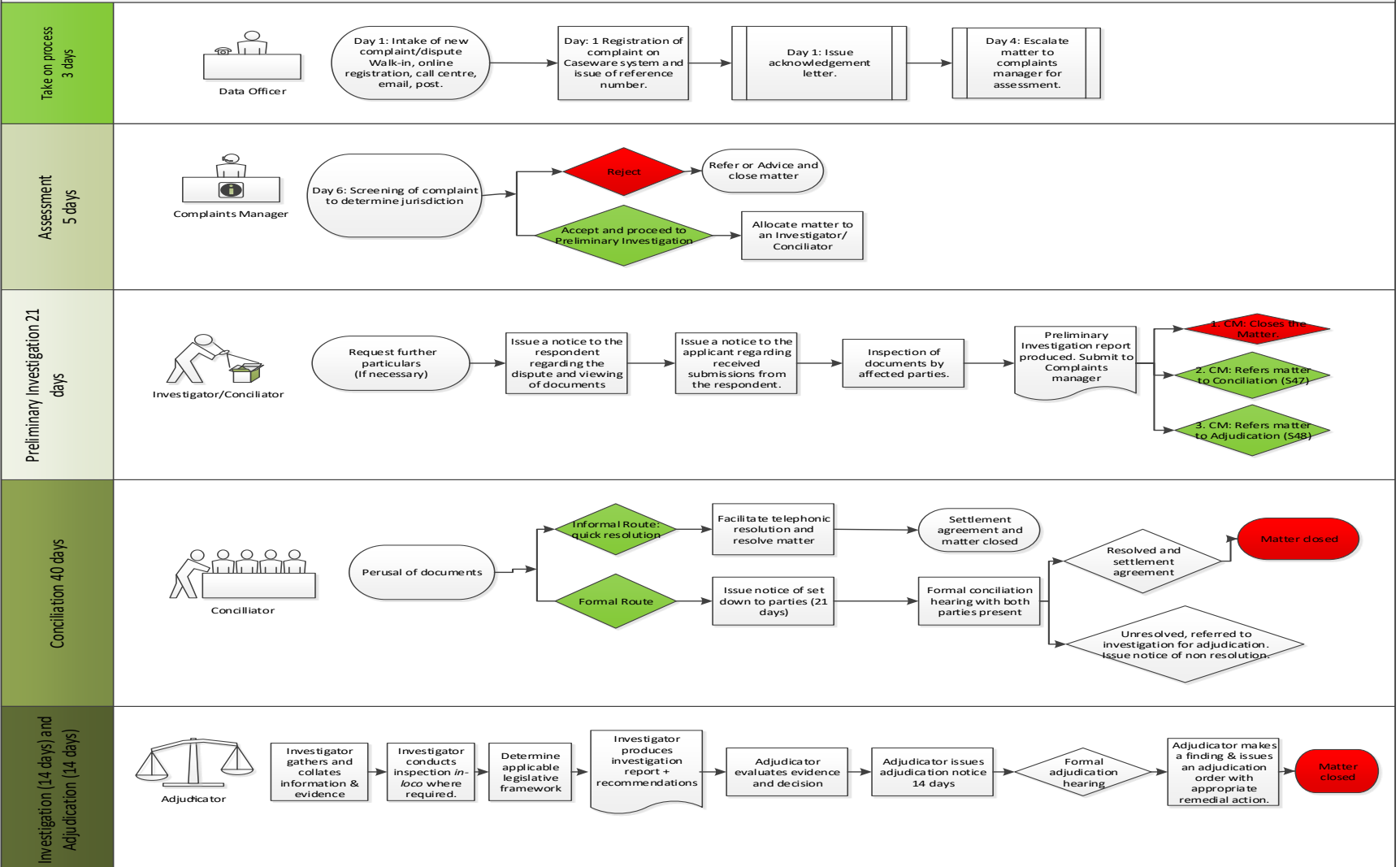
DISPUTE RESOLUTION PROCESS



DISPUTE RESOLUTION PROCESS MAP

Title: Dispute Resolution Process Map

Phase



ENFORCEMENT OF ADJUDICATION ORDERS

- ✓ **Adjudication Orders have an implementation due date**
- ✓ **In the event of non compliance to the order - approach CSOS**
- ✓ **CSOS will provide a copy of the Notice to the Clerk of the Court with the summary of the Ruling ; and**
- ✓ **Copy of the Warrant of Execution**
- ✓ **Scheme/ member will approach the Clerk of the Court within the Scheme's Magisterial Jurisdiction**
- ✓ **Once the Clerk of the Court has issued the Order, then the normal court process follow for the Execution of the Property.**



Thank You

The Community Schemes Ombud Service

1st Floor Building A

63 Wierda Road East, Wierda Valley

Sandton, 2196

T: + 27 10 593 0533

F: + 27 10 590 6154

Fraud Hotline 0+27 800 701 701

www.csos.org.za/ @CSOS_SA



OWNER INFORMATION FORM

Body Corporate/ HOA

CANAL EAST HOMEOWNERS ASSOCIATION

Street Name:

Number:

OWNER DETAILS:

Surname

First Name:

ID Number:

Contact details:

Work:

Fax:

Home:

Mobile:

Email address:

Residential Address:

Domicilium citandi et executandi

Postal Code:

Postal Address:

Postal Code:

Trust name (if applicable):

Registration No:

In the event of a Trust each member/ Director must be listed

Name & Surname:

Contact No:

Name & Surname:

Contact No:

Name & Surname:

Contact No:

Name & Surname:

Contact No:

Name & Surname:

Contact No:

Who is the legally appointed representative of the Trust?

LETTING AGENT DETAILS:

Letting Agent:

Contact person:

Contact details

Ph:

Fax:

Mobile:

Email address:

Signature:

Date:

COMPLIANCE IN TERMS OF THE PROTECTION OF INFORMATION ACT NO. 4 OF 2013 (POPIA)
AND PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000 (PAIA)

I, herewith give consent in terms of section 11 of the Protection of Personal Information Act 4 of 2013 (Hereinafter referred to as "POPIA"), that the Body Corporate / Home Owners' Association (Hereinafter referred to as the "Community") may collect and process all data I have furnished them for the purpose of Security and Protection including, but not limited to, access control by means of any electronic device such as biometric finger printing and facial recognition access control systems and CCTV monitoring.

Furthermore, that the Community may collect and process all data furnished by myself for the purpose the Community deems fit and is reasonably required for any administration process in terms of the Sectional Title Management Act / Companies Act 71 of 2008 (as amended) to comply with the Community Rules or Constitution and relevant rules adopted in terms of the Sectional Title Management Act or Constitution.

This consent includes the collection and processing of Personal Information relating to any minor under my supervision and control for the same purposes as stated above; and I hereby understand and consent that the collection, processing, storage and distribution of my Personal Information by the Community may take place through any ways and means, whether verbal, in writing, in printed or electronically format and may be distributed or shared, which are morally and ethically acceptable in the public sphere and in accordance with the provisions of POPIA read with the provisions of Promotion of Access to Information Act No. 2 of 2000 (Hereinafter referred to as "PAIA"), which is not discriminating, biased or degrading, and which does not unfairly discriminate against me; and I understand that all my Personal Information, which I voluntarily provide to the Community for the effective and efficient administration of my membership, will be collected, processed, stored and distributed for the sole and reasonable purpose it was required for as stipulated in terms of POPIA; and I will inform the Community in writing within reasonable time of my withdrawal of my consent in this regard whenever a material circumstance justifies such withdrawal or whenever the collection, processing, storage or onward transmission of my Personal Information may be harmful or unnecessarily discriminating to me while I am a member of the Community; and

I undertake to immediately advise and inform the Community in writing of any changes to my Personal Information required by the BC / HOA for the efficient and effective administration of my membership of the Community; and I declare that all my Personal Information, which I provide to the Community for the effective and efficient administration of my membership is correct, accurate, valid and complete to the best of my knowledge.

Community Name: _____

ERF / Section number: _____

Full names: _____

Signature: _____

DATE: ____ / ____ / 20__