

2ND CSOS INDABA 2024



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**12-13
SEPTEMBER 2024**



**BOLIVIA LODGE,
POLOKWANE, LIMPOPO**



Affordable Reliable Justice

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**Promoting Well Governed,
Empowered And Transformed
Community Schemes.**

Feedback from Transformation Session



Status on Transformation

Action	Date	Status/ Way Forward
<ul style="list-style-type: none"> • Concept Note approved with Minister's recommendations • Draft BBEE Scorecard for Managing Agents and Community Schemes finalised • 18 Consultation Sessions held on Concept Note and draft Scorecard for Community Schemes and Managing Agents 	<ul style="list-style-type: none"> • March 2024 • April 2024 • April to July 2024 	Analysis of input/ recommendations
<ul style="list-style-type: none"> • Draft Report with recommendations from roundtable consultation sessions in progress • Approval of recommendations by the Board 	<ul style="list-style-type: none"> • July to August 2024 • October 2024 	Draft Report underway - to be submitted to the Board for approval
<p>Learnership Programme Implemented</p> <ul style="list-style-type: none"> • 22 cohort of learners hosted: <ul style="list-style-type: none"> ➤ 7 learners hosted under CSOS ➤ 14 learners hosted by Industry ➤ 1 learner resigned – job opportunity ➤ 30% classroom-based learning ➤ 70% on-the-job training • 6 MOUs signed with Host Companies - Pretor, Trafalgar and 4 CSOS EMAs 	01 Aug '24 to 31 Jul '25	<ul style="list-style-type: none"> • Appointment of Services SETA Accredited Service Provider • 30% Classroom-based learning to run for 3 months
Draft Transformation Strategy finalised	November 2024	Draft Transformation Strategy to incorporate Board approved recommendations
<ul style="list-style-type: none"> • Consultation on Draft Transformation Strategy and Score card. • Consolidation of Input on Draft Transformation Strategy 	<ul style="list-style-type: none"> • October 2024 - November 2024 • February 2025 	Anticipated three (3) consultations sessions to finalise the Transformation Strategy and the score card.

MOUs signed in support of Transformation initiatives



- Incubated 3 EMA's who signed MOU with 2.
- Open doors subcontracting



- In progress :
 - Services SETA
 - ARC, RCC, CAISA



Inaugural Indaba Commitment on Transformation of the sector: What are the things that need to be done for CSOS to accelerate transformation in the sector?

CSOS/ Pretor Learnership Programme

- Pretor Group currently hosting five (5) of the CSOS learners and is extremely impressed with them.
- As a result of Pretor's extensive in-house training, Pretor is confident that they will be able to **absorb at least 3 learners at the end of the programme.**
- These learners have been assigned to the following departments within Pretor:
 - Sectional Title
 - Home Rentals
 - Collections
 - Clearances
- The learners joined Pretor on 1 August 2024 and is eager to train, educate, and provide practical work experience to all the learners.
- Quarterly feedback will be given to CSOS on the activities implemented and progress made.



Inaugural Indaba Commitment on Transformation of the sector: The CSOS must ensure that emerging Black Managing Agents are genuinely integrated into the sector and perform meaningful work.

CSOS/ MidCity EMA Incubation Programme

- In 2022, CSOS signed an MOU with MidCity in view to empower emerging Managing Agents (EMAs) in the Community Schemes
- In giving effect to the CSOS/ MidCity MOU, MidCity signed the Agreement with **Rampedi Properties and Segole Properties (CSOS EMAs)**.
- MidCity together with Rampedi Properties was appointed to manage and facilitate the process to establish and manage a Body Corporate Green Hills Afri Village
- Currently manages with 2172 units



Transformation Strategy Concept Note Interventions

- **The concept document aims** to explore the transformation of the community scheme sector, focusing on the integration of sustainability, inclusivity, and community engagement.

CONCEPT NOTE: "Catalysing Change: A Strategic Blueprint for Transforming the Community Schemes Sector".

- CSOS will utilise the following themes to facilitate the transformation strategy:
 - **Theme 1:** Capacitation and access to funding.
 - **Theme 2:** Market access and opportunities.

Transformation Strategy initiatives

Capacitation and access to funding	Market access and opportunities
<p>Training Programmes: Provide access to training programmes aimed at providing technical skills and knowledge required for various roles in the property sector</p> <p>Working in partnership with transformed higher education institutions (universities) and Technical and Vocational Education and Training (TVET) Colleges -develop special dispensation for the training and development of the historically disadvantaged which must include recognition of prior learning.</p> <p>Education and Certification Programmes: Offer educational opportunities and certification courses tailored to the property sector.</p> <p>Financial Literacy and Access to Finance Workshops</p>	<p>Designating and preparing PDIs to serve as EMAs.</p> <p>Develop twinning/incubation programme and/or subcontracting with seasoned Executive Managing Agent Companies that already exist (Models)</p> <p>In order to protect public investment, qualified EMAs with the necessary training and experience will be assigned to government-owned Community Schemes, such as Public Works and Public Schemes., SHRA social housing.</p> <p>Access to Information: Ensure that individuals have access to information about available properties, market trends, regulations, and financing options.</p>
<p>Entrepreneurship Development Programmes: Empower individuals to become property entrepreneurs by offering entrepreneurship development programmes.</p>	<p>Facilitate Incentive /financing /start up programmes (Banks , NHFC)</p> <p>Back-office support and operating System</p>
<p>Internship and Apprenticeship Opportunities: Create internships and apprenticeship programmes with property firms, real estate agencies, construction companies, and government agencies.</p>	<p>Women in Human settlement value chain Social compact commitments</p>
<p>Mentorship and Networking: Pair individuals with mentors and provide opportunities for networking with established professionals in the property industry. (e.g. – MOU signed and more)</p>	<p>% of procurement spend from businesses owned by designated groups</p>
<p>Networking Events and Industry Associations: Facilitate networking events, workshops, and conferences where individuals can connect with industry professionals, potential employers, and peers.</p>	<p>Report on property sector code compliance within the sector</p>
<p>Diversity and Inclusion Training: Incorporate diversity and inclusion training into capacitation programmes to raise awareness of biases and promote inclusive practices within the property sector.</p>	<p>Database of Designated group suppliers – Panels</p>

Key highlights on input received under Theme: Capacitation and Access to Funding

Proposals from the Roundtable Sessions	Areas of alignment with CSOS Concept Note	Resolutions/ Action required
<ul style="list-style-type: none"> • Funding for incubation of EMAs (MidCity Incubation Programme with Ramped Properties estimated at R95 000 on operational costs as at May 2024) • Costs of setting-up are a hindrance (i.e. licenses and systems) • Stringent funding requirements • Professional Indemnity is a challenge 	<ul style="list-style-type: none"> • Facilitate Incentive /financing /start-up programmes (Banks, NHFC). • Back-office support and operating systems 	<ul style="list-style-type: none"> • To facilitate funding, the CSOS is to engage/ collaborate with the Banking Institution of South Africa (BASA)/ Banks/ Development institutions • Engage with the NHFC • Engage with PPRA on their Transformation Fund as legislated • <i>We Connect IT System</i> to be explored for EMAs
<ul style="list-style-type: none"> • CSOS to identify capacity gaps in light of the transformation programmes to be introduced. • Skills gap and pool of qualified persons is diminishing. • There is a gap between what the Universities provide and what the industry require. Misalignment between education and career opportunities. • Review of the current EMA NQF level requirements to consider Recognition of Prior Learning. 	<ul style="list-style-type: none"> • Training Programmes: Working in partnership with transformed higher education institutions (universities) and Technical and Vocational Education and Training (TVET) Colleges • Current MOU between CSOS and UNISA. 	<ul style="list-style-type: none"> • Capacity gap analysis to be conducted in the property sector. • Establish a panel of Estate Agents and all other services required to operate a scheme. • Signing of MOUs with higher institutions of learning • Develop an accredited training programme to address the limited tertiary or industry specific training – also proposed at 2nd Indaba

Key highlights on input received under Theme: Capacitation and Access to Funding

Proposals from the Roundtable Sessions	Areas of alignment with CSOS Concept Note	Resolutions/ Action required
<p>CSOS value proportion; placements, monitoring mechanism and exit strategy on the EMA programme should be clearly articulated.</p>	<p>Current EMA Programme</p>	<p>CSOS to develop a framework for the EMAs – Currently in progress</p>
<ul style="list-style-type: none"> • Consideration for learnerships and graduate programmes – youth advancement • A developed course should align with an apprentice/ learnership/ in-service training 	<p>Internship and Apprenticeship Opportunities</p>	<p>Graduate programmes to be considered as part of the CSOS proposal</p>
<ul style="list-style-type: none"> • Concept note is silent on Homeowners Associations (HOAs) - Concept note to be conceptualised to include HOAs. 	<ul style="list-style-type: none"> • Scorecard on Managing Agents and Community Schemes • CSOS Legislation review 	<ul style="list-style-type: none"> • Engage with the Association of Residential Communities (ARC).

Key highlights on input received under Theme: Market Access and Opportunities

Proposals from the Roundtable Sessions	Areas of alignment with CSOS Concept Note	Resolutions/ Action required
<ul style="list-style-type: none"> • There are challenges on how public schemes are ran and managed by municipalities and state-owned entities. • Directive through the DHS to look at the parameters within which an establishment of a social scheme need to take place at Provincial and Municipal level. • Parameters should cover the CSOS to a point that, if necessary, social schemes should not be considered for approval if there is no proper plan and funding in place in terms of management and upkeeping/ maintenance of such scheme. 	<ul style="list-style-type: none"> • Opportunity on management of Public Schemes 	<ul style="list-style-type: none"> • CSOS to engage with the DHS, Provincial and Municipalities on the proposed Directive. • CSOS to coordinate and report on a pilot project of managing a public scheme. • Develop a public scheme management model in consultation with the industry • CSOS to facilitate and engage with Municipalities and CoGHSTA on the management of public schemes – Proposed at 2nd Indaba
<ul style="list-style-type: none"> • More awareness on CSOS – CSOS is still unknown to the community schemes • Communication Strategy on transformation to be developed 	<ul style="list-style-type: none"> • Access to information • Current Visibility drive 	<ul style="list-style-type: none"> • Continued CSOS awareness and visibility drive. • Development of Transformation Communication Strategy – share transformation messages on different social platforms . • CSOS know your Rights and Obligation in a community scheme booklet/ Framework shared with Property Practitioners via PPRA.
<ul style="list-style-type: none"> • CSOS to be involved at development stage of a scheme • CSOS to advertise the participation EMAs at development stage of schemes 	<ul style="list-style-type: none"> • Networking events and Industry Associations • Entrepreneurship Development Programmes 	<ul style="list-style-type: none"> • CSOS to collaborate with Developers, NHBR, other institutions to participate at scheme development stage – Proposed at 2nd Indaba



Thank you



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