

Trustee Summary Guide CSOS Practice Directive 1 of 2025 What Every Trustee Needs to Know

Introduction

Good governance starts with understanding your responsibilities.

CSOS Practice Directive 1 of 2025 provides guidance on the administration of matters by the Community Schemes Ombud Service (CSOS). While the Directive primarily affects CSOS procedures, it reinforces the importance of good governance, accurate records and consistent administration within community schemes.

Important: The Practice Directive does not replace or amend the Community Schemes Ombud Service Act 9 of 2011 (CSOS Act), the Sectional Titles Schemes Management Act 8 of 2011 (STSMA) or the Prescribed Management Rules (PMRs). Trustees must continue to comply with these legislative requirements.

Why Does This Matter?

Effective governance helps to:

- Improve transparency and accountability.
- Reduce the likelihood of disputes.
- Support informed decision-making.
- Promote confidence among owners and residents.
- Protect the long-term value of the community scheme.

Trustee Responsibilities

Trustees should ensure that their scheme maintains:

- ✓ Accurate trustee and owner records.
- ✓ Properly documented trustee resolutions.
- ✓ Complete meeting agendas and minutes.
- ✓ Financial records and supporting documentation.
- ✓ Up-to-date insurance and maintenance information.
- ✓ Clear and consistent communication with owners.

Good record management makes it easier to respond to enquiries, resolve disputes and demonstrate compliance where required.

Practical Governance Tips

- Hold regular trustee meetings and keep comprehensive minutes.
- Ensure all trustee decisions are formally recorded.
- Review governance and financial records on a regular basis.
- Maintain a proactive maintenance plan.
- Communicate important decisions to owners promptly and clearly.
- Seek professional advice where legislative or governance issues arise.

Key Legislative References

- ✓ Community Schemes Ombud Service Act 9 of 2011 (CSOS Act)
Establishes the Community Schemes Ombud Service and regulates dispute resolution for community schemes.
- ✓ Sectional Titles Schemes Management Act 8 of 2011 (STSMA)
Provides the legal framework for the management and administration of sectional title schemes.
- ✓ Prescribed Management Rules (PMRs)
Set out the operational and governance requirements for sectional title schemes, including meetings, trustee duties, financial management and record keeping.
- ✓ CSOS Practice Directive 1 of 2025
Provides procedural guidance on the administration of matters before the Community Schemes Ombud Service.

How Rubrix Can Help

Rubrix Community Living Administrators partners with trustees to strengthen governance through:

- Governance and compliance support.
- Meeting administration.
- Financial administration and reporting.
- Record management.
- Practical guidance on legislative compliance.
- Ongoing trustee support.

Strong Governance Builds Stronger Communities
Rubrix Community Living Administrators