

# NAMA NEWS

JUNE 2019



NATIONAL ASSOCIATION  
OF MANAGING AGENTS  
SHAPING OUR PROFESSION

## Boundary Walls in Community Schemes

CORPORATE MEMBERS

*KingPrice*<sup>™</sup>  
INSURANCE



SECTIONAL  
TITLE  
SOLUTIONS



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SA Plan [www.saplan.co.za](http://www.saplan.co.za)







# BOUNDARY WALLS IN COMMUNITY SCHEMES

By: Marina Conostas, BBM Attorneys

Typically, not much notice is paid by a prospective purchaser in a Community Scheme to the innocuous looking boundary wall surrounding his unit or free- standing home. There are way more exciting viewing delights, such as bathrooms, kitchens and sunken lounges. And yet, the humble boundary wall could land up costing the most money in repairs, maintenance and possible litigation claims. It is well worthwhile to observe the wall or fence with a great deal more circumspection.

[CLICK TO READ ARTICLE](#)



# NEDBANK'S FULL RANGE OF BANKING SOLUTIONS UNLOCKS PROPERTY SECTOR POTENTIAL



**Jonathan Ridley**  
Nedbank Head: Business  
Banking Investments and  
Corporate Saver

**N**edbank has an extensive package of solutions to ensure that entrepreneurs find innovative ways to manage cashflow effectively and optimise savings, especially so in the property sector which is expected to play a significant role in helping to grow South Africa's economy. While the recent political and economic events have inspired optimism in the country, there is a need to be circumspect and look for both growth enablers and savings through financial services offerings that gives one the edge, says Jonathan Ridley Nedbank Head: Business Banking Investments and Corporate Saver.

Ridley says the business sector must choose a bank that offers a package of solutions that is agile and meets their needs, ensuring that entrepreneurs find innovative ways to manage cashflow effectively and optimise savings.

**Nedbank, as a money expert, is confident that its solutions for the NAMA membership allows clients to focus on their business ...**

NAMA has played a key role in educating its members on the regulations and terms and conditions that govern the property industry for over 40 years. Nedbank is a supporter of the National Association of Managing Agent's goal to be recognised as an industry authority.

Given the complexities of the property sector, Nedbank, as a money expert, is confident that its solutions for the NAMA membership allows clients to focus on their business, assured that their financial goals are being met.

Building, growing and sustaining a business is complex and challenging. We understand it takes dedication to maintain product and service excellence, manage an enterprise and still turn a profit. Having the right partner who understands your needs and can journey with you on these goals is critical, says Ridley.

In line with the full range of banking solutions and needs of NAMA members, Nedbank has a **Whole-View Business Banking™** philosophy which compliments and addresses business needs by providing a birds-eye view of your business and a different perspective on how your money needs to flow to match your goals.

For more information on how our package of solutions can help your business maximise savings and achieve your goals, please email [business@nedbank.co.za](mailto:business@nedbank.co.za).

**see money differently**

**NEDBANK**

# Whether you live in a Homeowners Association or a Body Corporate we have a solution for you.

Sectional Title Solutions is a solutions-driven consultancy business, focusing on delivering value-added products and services to Sectional Title Bodies Corporate and Homeowners Associations.

We aim to provide sustainable solutions that will benefit all unit owners and stakeholders, while reducing inefficient costs and generating much-needed revenue for Bodies Corporate and Homeowners Associations. Ultimately, we aim to ensure financial sustainability and protection of the unit's investment value for its owner.

## Our value-added solutions include:

- state of the art Fibre-To-The-Home solutions
- innovative arrear levy and project funding solutions
- cost-saving energy efficiency and solar solutions
- revenue generating outdoor media and advertising solutions
- legal and levy advisory services

Our solutions-based approach, combined with our emphasis on a symbiotic working relationship with managing agents and their estates, is what adds real value to our clients.

Guided by this “win, win, win” philosophy, STS has partnered with several industry leaders as well as smaller niche specialist service providers, to provide our clients with the most effective value-added solutions, regardless of the size of the clients' unique project requirements.

Contact us on +27 11 977 1977 or [info@stsolutions.co.za](mailto:info@stsolutions.co.za) for more info.  
[www.stsolutions.co.za](http://www.stsolutions.co.za)



SECTIONAL  
TITLE  
SOLUTIONS

# FEATURES FOR UTILITY OPERATORS



## Revenue Collection

Revenue collection through multiple channels and methods e.g. Smart Wallet, STS prepaid, Credit/Debit Card, FPOS, EFT



## Advanced Tariff Engine

Customisable tariff engine including standard structures like Incline block, time-of-use, maximum demand, capacities etc. Support for variable and fixed charges



## Utility Meter Network Management

Remote meter configuration, AMR/AMI, network exception reporting, meter asset management



## Analytics & Reporting

Network reconciliation report, advanced analytics, consumption and exception reporting



## Communication Tools

Customisable alerts and reports through emails and SMS. Utility notifications, credit level low, balance update, alerts etc.



## Move-in, Move-out

Self-service for utility connections associated with move-in, move-out applications through the eServices storefront



## eServices Storefront

eServices storefront for delivery of additional services to building tenants and residents



## Serious Security

Hosted on AWS, Urbanise Strata combines world-class hosting and application security including user-security and access controls

**Contact info:** Valerie Robinson  
**E - mail:** [valerie.robinson@urbanise.com](mailto:valerie.robinson@urbanise.com)  
**Mobile:** 083 321 1018

Need a portal for your complex?



**residentportal** is an easy to use communications platform for your community.

Looking for an easy way to communicate with residents?

Need to share important information like rules and regulations, application forms and contacts?

Want to track requests for maintenance, payment approvals or general enquiries in one central place?

Tired of lost emails, requests for the same documents and contacts or just looking for a portal for residents?

PACKAGES			
Pro	Standard	Light	Free
<div>This package includes:<ul style="list-style-type: none"><li>• online statements</li><li>• vehicle register</li><li>• pet register</li><li>• domestic worker register</li><li>• additional information</li><li>• everything from the standard package</li></ul></div>	<div>Our most popular package includes a secure user area for residents. Residents can:<ul style="list-style-type: none"><li>• log requests</li><li>• view notifications</li><li>• download documents</li><li>• book facilities</li><li>• everything from the light package</li></ul></div>	<div>For complexes that don't require a secure user area, this package includes:<ul style="list-style-type: none"><li>• the ability to share documents</li><li>• everything from the free package</li></ul></div>	<div>The package includes a customisable landing page with<ul style="list-style-type: none"><li>• complex information</li><li>• facilities</li><li>• address</li><li>• contacts</li><li>• map</li></ul></div>
R699pm	R349pm	R99pm	Free



**Managing Agents**

Need a solution for your complexes but want to keep your branding? **Come talk to us!**

We can include your company name, logo, contact information and link from your existing website.

**residentportal**

[www.residentportal.co.za](http://www.residentportal.co.za)  
[info@residentportal.co.za](mailto:info@residentportal.co.za)

# COMMUNITY SCHEMES OMBUD SERVICE

CLICK HERE TO READ THE LETTER  
FROM NAMA TO THE OFFICE OF THE  
COMMUNITY SCHEMES OMBUD SERVICE

CLICK HERE TO READ THE LETTER CSOS:  
REGISTRATION AND PAYMENT OF LEVIES :  
NOTICE OF NON-COMPLIANCE



**SharedLiving**  
Issue 7

**DOWNLOAD MAGAZINE**

**Performance  
Information:**  
January – March 2019

**Participation in  
sectional title  
schemes –  
changing the bad  
to the good**

Service Excellence, Transparency, Integrity  
Innovation, Fairness, Independence

[www.csos.org.za](http://www.csos.org.za)

**CSOS**  
Community Schemes  
Ombud Service

J. van der Merwe | 2019





NATIONAL ASSOCIATION  
OF MANAGING AGENTS  
SHAPING OUR PROFESSION

# 2019 NAMA NATIONAL CONFERENCE 19-20 SEPTEMBER 2019 THE BOARDWALK HOTEL, PORT ELIZABETH



The theme focuses on legislation training and the challenges faced within community scheme management. An exciting and captivating programme, presenting a line-up of professional speakers and breakaway sessions where managing agents, trustees and service providers will be trained and provided with plenty of networking opportunities.

**JOIN US** for the opening Cocktail Function followed by an Awards Gala Dinner where NAMA Members and industry role players will be acknowledged.

**DON'T MISS OUT!** Our members, associates and stakeholders are all invited and urged to participate.



**KEYNOTE  
SARAH HOFFMAN**

**REGISTER ONLINE\***

\*view all the conference documents and early bird discount

NAMA PROMOTES AND ADVANCES THE INTERESTS OF MANAGING AGENTS AND COMMUNITY SCHEMES THROUGH EFFECTIVE TRAINING AND TO DEVELOP A MUTUAL PLATFORM FOR ALL ROLE PLAYERS IN PROPERTY MANAGEMENT.

*Don't miss out!*

## REGISTER AS A FULL DELEGATE AND RECEIVE THE FOLLOWING:

- Opening reception
- Gala awards dinner
- Keynote speaker
- Breakaway sessions
- Motivational speaker
- All lunches and refreshment breaks

## NEW PARTICIPATING COMPANIES **REGISTERED:**

- Pretor Group
- Pam Golding Property
- Kansai Plascon
- Prominent Paints
- Eagle Blue Management Agents
- Elmo Stuart Inc.
- Afrisec Strategic Solutions (Pty) Ltd
- AON South Africa (Pty) Ltd
- Whitfields
- Jack Allers
- Addsure
- iSmart Utility Metering (Pty) Ltd
- ICI Dulux
- Contour Technology (Pty) Ltd
- TAG (Pty) Ltd





# PARTICIPATE AND JOIN US AT THE CONFERENCE BY:

- Sponsoring
- Exhibiting
- Placing of your company advertisement in the NAMA Conference Booklet
- Attending as a Full Delegate or a One Day Delegate

**[www.namaconference.co.za](http://www.namaconference.co.za)**

# New Introductory Programme in Sectional Titles Management

5 CPD points from ECSA | 5 CPD points from SACNASP

Presented by the Department of Construction Economics,  
University of Pretoria in collaboration with the National  
Association of Managing Agents (NAMA).


[CLICK FOR COURSE OUTLINE](#)



The Introductory Programme in Sectional Titles Management provides you with the opportunity to gain a solid foundation in all matters relating to sectional titles that will enable you to follow a career path in the sectional titles industry as portfolio manager.

The programme covers topical issues of sectional titles management, including the development of sectional titles schemes and the opening of sectional titles registers, relevant legal aspects such as the law of contract, administrative principles relating to sectional titles schemes, occupational health and safety, land use management, the dynamics of property

transactions, dispute resolution, the Sectional Titles Schemes Management Act, the Community Schemes Ombud Service Act and professional communication.



The NAMA Newsletter is  
distributed to an average of  
**70 000** readers every month!

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the NEXT ISSUE!**

Full page Advertisement/Advertorial and website link for only R450,00 p/issue

Company logo and website link for only R200,00 p/issue

*\*Only 12 spaces available!*

**Contact Lizbé at [namanews@nama.org.za](mailto:namanews@nama.org.za) for more information**



# EVENTS



## GAUTENG NORTH REGION

30 July 2019 | **Breakfast Seminar**

2 November 2019 | **Intermediary Sectional Title Training Seminar**

For more information email Lizbé at [namanorth@nama.org.za](mailto:namanorth@nama.org.za)

## KWAZULU-NATAL REGION

27 July 2019 | **Introductory Sectional Title Training Seminar**

19 October 2019 | **Introductory Sectional Title Training Seminar**

20 November 2019 | **Cocktail Event**

23 November 2019 | **Intermediary Sectional Title Training Seminar**

For more information email Vanida at [namakzn@nama.org.za](mailto:namakzn@nama.org.za)

## EASTERN CAPE AND BORDER REGIONS

25 July 2019 | **Regional Meeting**

23 October 2019 | **Regional Meeting**

For more information email Lizbé at [namanorth@nama.org.za](mailto:namanorth@nama.org.za)

# EVENTS



## GAUTENG WEST REGION

7 Augustus 2019 | **Breakfast Seminar, JHB**

22 October 2019 | **Breakfast Seminar, Potchefstroom**

7 November 2019 | **Intermediary Training, JHB**

For more information email Nelia at [namawest@nama.org.za](mailto:namawest@nama.org.za)

## GAUTENG EAST REGION

1 August 2019 | **Breakfast Seminar**

30 November 2019 | **Intermediary Sectional Title Training Seminar, JHB**

For more information email Isabella at [namaeast@nama.org.za](mailto:namaeast@nama.org.za)

## WESTERN CAPE REGION

2 August 2019 | **Sectional Title Introductory Training Seminar**

16 November 2019 | **Intermediary Sectional Title Training Seminar**

6 December 2019 | **Social Event**

For more information email Kate at [namawc@nama.org.za](mailto:namawc@nama.org.za)

## FREE STATE REGION

24 August 2019 | **Breakfast Seminar**

For more information email Isabella at [namaeast@nama.org.za](mailto:namaeast@nama.org.za)





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S O L U T I O N S



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