

# NAMA NEWS

FEBRUARY 2019



NATIONAL ASSOCIATION  
OF MANAGING AGENTS  
SHAPING OUR PROFESSION

**EXCLUSIVE USE AREAS . . .  
WHAT YOU GET IS OFTEN  
NOT WHAT YOU SEE!**

CORPORATE MEMBERS

**KingPrice**  
INSURANCE



SECTIONAL  
TITLE  
SOLUTIONS



NEDBANK



weconnectu  
INTELLIGENT PROPERTY  
MANAGEMENT SOFTWARE (IPMS)

**GLOVENT**  
SOLUTIONS

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residentportal



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Electricity & Water Metering



# EXCLUSIVE USE AREAS . . . WHAT YOU GET IS OFTEN NOT WHAT YOU SEE!

By: Karen Bleijs, Sectional Title Attorney

**Most people know that the common property in a sectional scheme is owned by all members of the body corporate in undivided shares. But misconceptions around exclusive use areas (e.u.a's) still abound . . .**

An e.u.a. ALWAYS form part of the common property at a scheme, simply because everything shown on the sectional plan that does not form part of a section always forms part of the common property.



[CLICK TO READ ARTICLE](#)

EAAB Invitation

# ***FIC - Risk Management, Compliance Programme & Self-Assessment of compliance***

The Financial Intelligence Centre Amendment Act, 2017 has effected far reaching changes which affect accountable institutions, that is of utmost importance for estate agency firms to ensure they fully comply.

The Estate Agency Affairs Board cordially invites all Principals and Compliance Officers to attend this workshop. The programme will cover how estate agency firms need to develop systems, processes and structures to effectively deal with their statutory duties to prevent non-compliance.

We look forward to your attendance at the workshops and interacting with you in the interests of a compliant real estate sector.

RSVP: [margie@eaab.org.za](mailto:margie@eaab.org.za)



The EAAB will be holding more of these same workshops in other areas. Dates and venues will be advised in due course.

Time	Date	Venue
05 March 2019	Registration 13h00 Start: 13h30 / Close: 15h30	International Convention Centre, ICC, 2 Marine Park Complex, 22 Esplanade Street, East London
07 March 2019	Registration 13h00 Start: 13h30 / Close: 15h30	Protea Marine, Marine Drive, Summer- strand, Port Elizabeth





EAAB Invitation to attend a  
**Provincial Stakeholder Engagement** on

# ***Transformation within the Real Estate Sector***



The Estate Agency Affairs Board (“the EAAB”) cordially invites both members of the general public and practicing estate agents, whether or not a valid fidelity fund certificate has been issued to them by the EAAB, or former estate agents who may wish to re-enter the estate agency sector, to attend a stakeholder engagement workshop at a venue most accessible to them.

The aim of the workshop is to share the EAAB’s novel, exciting and innovative transformation opportunities that are now available to all Previously Disadvantaged Individuals (“PDI’s”) in the fast evolving real estate sector.

The primary objective of the workshop is to ensure the rapid, meaningful and sustainable transformation of the real estate sector to be more representative of South African demographics.

We look forward to your attendance at the workshops and interacting with you in the interests of a transformed real estate profession.

**RSVP: [lindani.tshabalala@eaab.org.za](mailto:lindani.tshabalala@eaab.org.za) or [mandisa.shirries@eaab.org.za](mailto:mandisa.shirries@eaab.org.za)**

The EAAB will be holding more of these same workshops in other areas. Dates and venues will be advised in due course.

Time	Date	Venue
05 March 2019	Registration 09h30 Start: 10h00 / Close: 12h00	International Convention Centre, ICC, 2 Marine Park Complex, 22 Esplanade Street, East London
07 March 2019	Registration 09h30 Start: 10h00 / Close: 12h00	Protea Marine, Marine Drive, Summer- strand, Port Elizabeth



# PAYMENTS AND RECEIPTS SOLUTIONS FROM NEDBANK

Managing your cash flow can sometimes prove challenging. Research indicates that 1 in 4 businesses have trouble collecting payments from customers and about 43% of businesses have customers who are more than 90 days past due on payments.



**A**t Nedbank we understand that late payments can cripple the ability of businesses to operate successfully. This can cut into working capital and the ability to properly manage cashflow.

As your banking partner we take a holistic view of your business to offer more integrated transactional and working capital solutions designed to optimise the money flows of your business.

With **Whole-view Business Banking™** from Nedbank, we offer you:

## TIME

- An integrated solution between your business system and bank enables seamless payments and receipts. No more time wasted on manual recapturing and reconciliation of payments. You can also set up who in your company should receive notifications, and by which preferred channel.

## MOBILITY

- The **Nedbank App Suite** allows you to access your banking while away from your business premises. You can also manage your business from anywhere in the world with our web based accounting and payroll solutions.

- Our mobile card acceptance device is convenient, portable and secure, giving you the flexibility and confidence to accept payments anywhere.
- Invoices and payment reminders can be sent to customers immediately after delivering the goods or services. Customers can make payment from their phones, using a 3D Secure payment page.

## // Did you know?

About 43% of small businesses have customers who are more than 90 days past due on payments. In fact, one in four small businesses have serious trouble collecting payments from their customers. //

## INFORMATION

- Customisable notification solutions keep you informed of transactional activities on your bank account. You can even set your notifications to be sent at specified intervals directly to your business system, allowing you to automate operational processes such as dispatching goods on receipt of payment.

## SECURITY

- Our electronic banking solutions use an advanced protection system that integrates numerous precautions, such as security tokens, software and hardware certificates and passwords, giving you and your customers peace of mind.
- Transaction notifications can be sent to you by SMS or email, as specified by you.
- Website payments by your customers are secured using a 3D Secure payment page.

## REDUCED RISK

- Upfront verification of a current or savings account. By using the **Account Verification Service™** you reduce the risk of unpaids as well as the fraudulent redirection of funds. This means that you get your money in the bank quicker.

## MORE CASH

- Nedbank provides a group of specialists to evaluate your debtors' book and, can offer you up to 80% of funds to be released as cashflow.

## CONVENIENCE

- **eBilling** or **ePay DiVert** make it easy to distribute invoices and payment requests. Your customers can effect payment online or by using a 3D Secure payment page.

// Sometimes a change in approach can change everything. Sometimes a few changes can drastically improve your cashflow fluctuations. //

See money differently with Whole-view Business Banking™ from Nedbank. With a full picture of your business, we can manage your payments and receipts through multiple channels – with one integrated solution. Our deeper understanding of your business will take it even further than before.

**Contact us at [business@nedbank.co.za](mailto:business@nedbank.co.za)** to discuss your payments and receipts requirements and see how we can find solutions for you.

see money differently

**NEDBANK**



# THE CSOS WELCOMES APPOINTMENT OF NEW BOARD MEMBERS

**Sandton, 09 January 2019** – In terms of section 7(8) of the Community Schemes Ombud Service Act, 2011 (Act No. 9 of 2011), the Community Schemes Ombud Service is pleased to announce the appointment of new Board Members by the Minister of Human Settlements, Ms N.C. Mfeketo (MP), effective 01 January 2019 to 31 December 2021.



## MEMBERS TO THE CSOS BOARD ARE:

- Mr M Tyamzashe (Chairperson)
- Mr M Ramataboe (Deputy Chairperson)
- Ms B Zulu
- Ms A Olifant
- Ms L Noge-Tungamirai
- Mr R Jock
- Mr T Holmes

In the interest of continuity, the CSOS welcomes the reappointment of Mr Taurean Holmes and Mr Rajesh Jock to the list of current board members.

## SPOKESPERSON

**Wanda Lubelwana**  
Manager Marketing and Communications  
Cell: 082 7961805

## MEDIA ENQUIRIES

**Doniah Motsoeneng**  
[doniah.motsoeneng@csos.org.za](mailto:doniah.motsoeneng@csos.org.za)



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  
EMMA SADLEIR**

**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.

# 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



# New Introductory Programme

NAMA AND ENTERPRISES UNIVERSITY OF  
PRETORIA – ANNOUNCES NEW INTRODUCTORY  
PROGRAMME IN SECTIONAL TITLE MANAGEMENT

**NAMA believes that education is the best investment. It is also NAMA's mission to nurture growth in the industry and to adequately train professionals to effectively manage the affairs of community schemes.**

It is not only important that a community scheme employs the services of an accredited, well-trained and successful managing agent but that a managing agent company can employ a professional property manager.





Since the latter part of 2016 the NAMA Executive envisioned a joint collaboration with Enterprises University of Pretoria to develop a programme that will not only professionalise the industry but provide a career path for people working in the industry. It was further envisaged that this would move NAMA and the industry closer to widespread acceptance of community scheme management as a profession.

**We are delighted to announce that NAMA and the University of Pretoria, have completed the development of the 1st phase, being the introductory programme, of a three-year course in sectional title management.**

It is anticipated that this programme will improve standards of professional practices and enhance the reputation of the community scheme profession.

NAMA envisions that this programme will align the organisation with international standards and be at the forefront of endorsing and accrediting membership to the organisation in the future.



# RESULTANT DAMAGE TO A UNIT

By: Mike Addison, Addsure

Mr. X suffers resultant damages to his or her section because of the burst geyser.

He/she rejects the appointment of a contractor by the managing agent and states that the damage must be assessed, and he will then obtain his own contractor. He wants the cash pay-out.

He/she never attends to the repairs and the sagging ceilings deteriorate further.

# WELCOME

to our new members

Click on the logo to visit the website



# EVENTS



## GAUTENG NORTH REGION

**5 April 2019 | Barefoot Bowls Day**

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

## KWAZULU-NATAL REGION

**28 February 2019 | Breakfast Seminar**

**13 April 2019 | ST Training Seminar**

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

## GAUTENG WEST REGION

**12 March 2019 – Breakfast Seminar**

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



# EVENTS

## GAUTENG EAST REGION

**12 March 2019 | Breakfast Seminar**

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

## WESTERN CAPE REGION

**22 February 2019 | Breakfast Seminar**

**10 May 2019 | Breakfast Seminar**


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

## EASTERN CAPE AND BORDER REGIONS

**21 February 2019 – Regional Meeting**

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





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



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