

# NAMA NEWS

JULY 2019



NATIONAL ASSOCIATION  
OF MANAGING AGENTS  
SHAPING OUR PROFESSION

## Water meters in sectional title schemes

CORPORATE MEMBERS



SECTIONAL  
TITLE  
SOLUTIONS



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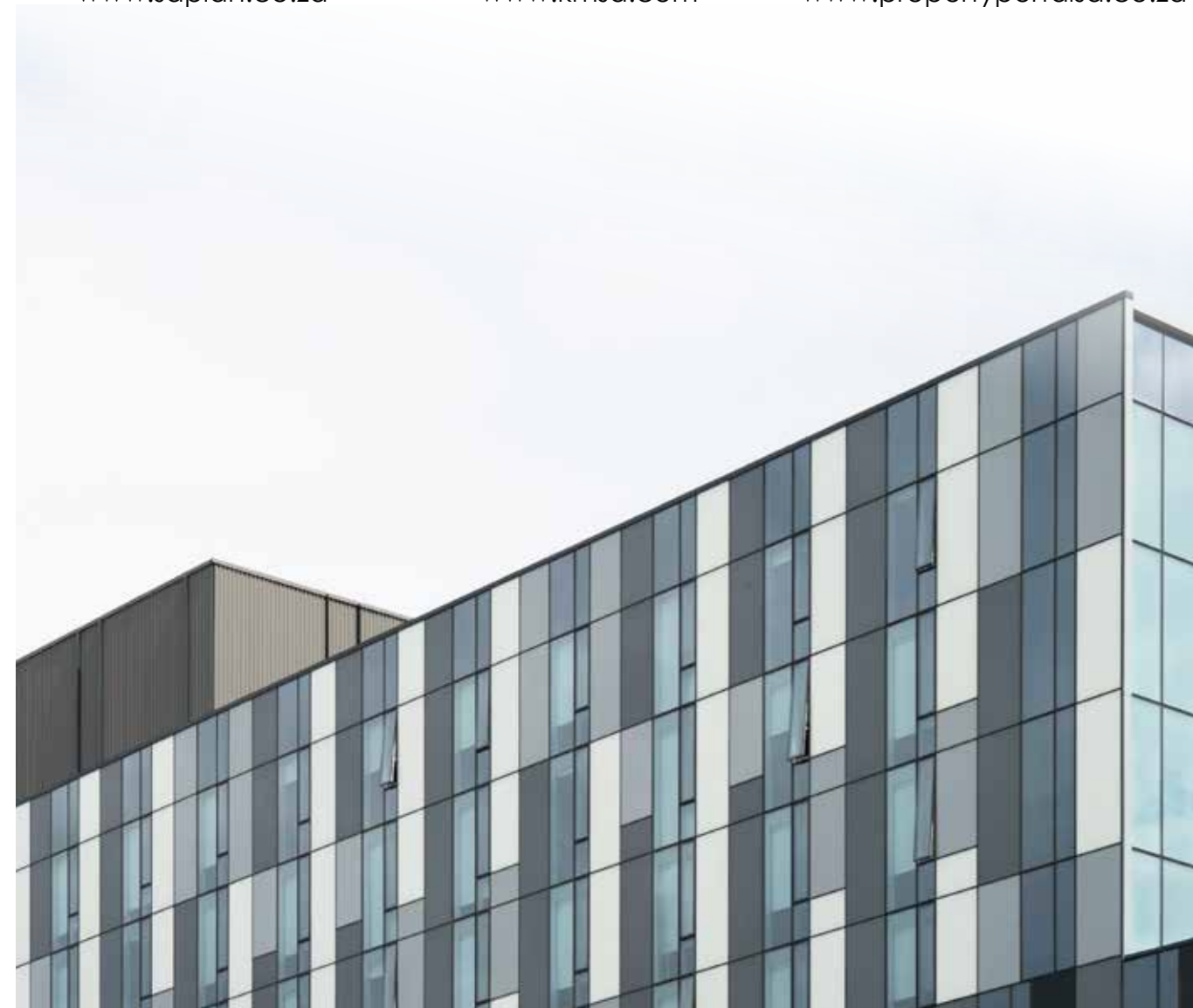
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# WATER METERS IN SECTIONAL TITLE SCHEMES

By Auren Freitas dos Santos, Paddocks

My wife and I live in a free-standing home and we try to be responsible water users at all times, given the unrelenting water crisis in the Western Cape, coupled with the insanely high costs of water in Cape Town. When we receive our monthly municipal account affirming our water saving efforts, we feel a sense of pride and accomplishment for doing our part to minimise the Cape's huge water demand. This is why we get really angry when we see some of our neighbours wasting water, without any regard to the serious situation facing every Capetonian.

[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  
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**Mobile:** 083 321 1018



# How **residentportal** is improving scheme management

Independent property management consultant, Credo Trom, says **residentportal**, the feature-rich community scheme communication app, is greatly enhancing the service he offers to his clients.

Trom, who has been in the property management industry for seven years, moved into private consulting after he recognised the need for an intermediary between managing agents, on the one hand, and trustees, directors and scheme property owners and tenants, on the other.

“Portfolio managers deal with multiple schemes simultaneously and, without access to software that enables computerised logging and tracking of requests in each scheme, it is easy to fall behind with the myriad of functions they are expected to deal with,” he notes. “**residentportal** provides the solution.”

[READ MORE](#)



# PLANNING A BODY CORPORATE PROJECT ?

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Barry Livsey



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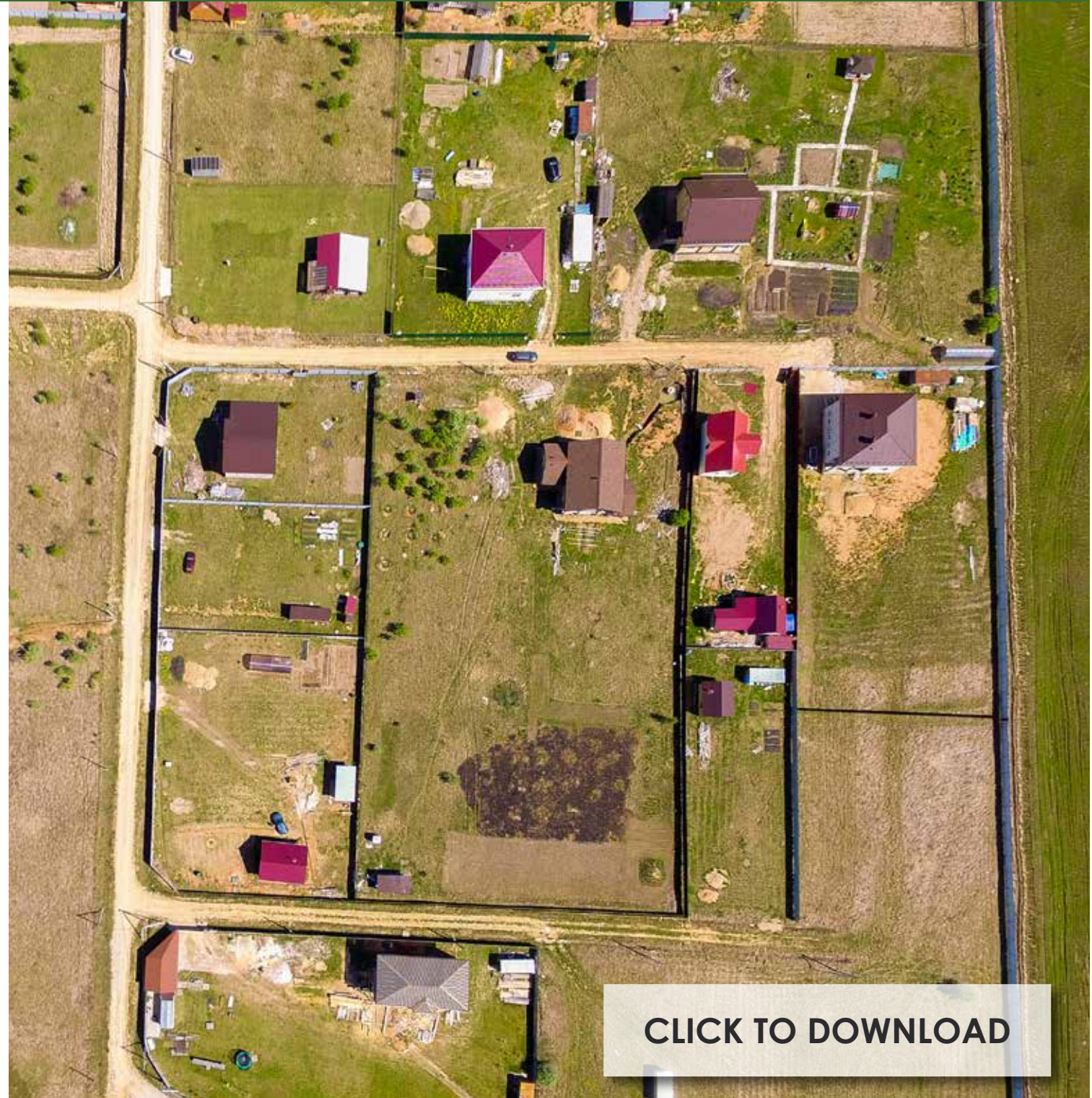
CALLING ALL PERSONS  
IN THE MANAGEMENT OF  
COMMUNITY SCHEMES

# CSOS REGISTRATION

In terms of section 59 of the Community Schemes Ombud Service Act, 2011 (the Act) read together with regulation 18(3), all Community Schemes are required to register with the Community Schemes Service (CSOS) with effect from 07 October 2016 or within 30 days of incorporation.

Any person who fails to comply with the Act or its regulations is guilty of an offence and is liable, on conviction, to a fine or imprisonment for a period not exceeding five years or to both.

To register, download CS1 Registration Form at [www.csos.org.za](http://www.csos.org.za)



[CLICK TO DOWNLOAD](#)



# FIDELITY FUND CERTIFICATE [FFC] RENEWALS



The Annual renewal for the 2020 FFC certificates opened on 1 July 2019 with the closing date being 31 October 2019. Managing Agents are included in the definition of an Estate Agent in Section 1 of the Estate Agency Affairs Act, 112 of 1976 and therefore must be in possession of a valid Fidelity Fund Certificate.

This requirement will be reaffirmed in the Property Practitioners Bill once promulgated. Being admitted as Full Members [Managing Agents] to NAMA is subject to providing a valid Fidelity Fund Certificate each year. Application for the renewal of Fidelity Fund Certificates include payment of the prescribed renewal fees and any late renewal will accumulate monthly penalties.

Should any Managing Agent cease to operate they must advise the EAAB Board in writing before 31 October 2019. Audit reports must be submitted online via the my EAAB Auditors Portal. Once our Full Members [Managing Agents] have obtained their 2020 Fidelity Fund Certificates [FFC's] you are requested to provide a copy thereof to [accounts@nama.org.za](mailto:accounts@nama.org.za) and to your regional secretary.

**More details can be obtained on the EAAB website.**





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





# 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.





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*\*Only 12 spaces available!*

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



# EVENTS



## NAMA NATIONAL

31 July 2019 | **National AGM, Centurion Golf Estate, Centurion, PTA**

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

## GAUTENG NORTH REGION

1 August 2019 | **Breakfast Seminar and Regional AGM**

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

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

27 July 2019 | **Regional Golf Day**

14 August 2019 | **Breakfast Seminar and Regional AGM**

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

14 August 2019 | **Regional Meeting and AGM**

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 and Regional AGM, JHB**

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

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

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

## GAUTENG EAST REGION

6 August 2019 | **Breakfast Seminar and Regional AGM**

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

16 August 2019 | **Breakfast Seminar and Regional AGM**

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 and Regional AGM**

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



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