

NAMA NEWS

AUGUST 2019



NATIONAL ASSOCIATION
OF MANAGING AGENTS
SHAPING OUR PROFESSION

The Executive Managing Agent

CORPORATE MEMBERS



SECTIONAL
TITLE
SOLUTIONS



CONTENTS

Newsletter

([Click here](#) to go directly to Newsletter)

Executive Managing Agent

Article by Tertius Maree, Tertius Maree and Associates

03

Maintenance Repair and Replacement Fund

Article by Ane de Klerk, Paddocks

04

Bulletin

([Click here](#) to go directly to Bulletin)

Advertorials

05

Sectional Title Management

11

NAMA National Conference 2019

14

UP Enterprises and NAMA Sectional Title

Management Course

17

NAMA Events

20

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THE EXECUTIVE MANAGING AGENT

By Tertius Maree from Tertius Maree and Associates

Do the trustees have any residual role?

The legislative regime for sectional title management has become substantially more constrained, specialised and difficult, in fact beyond the abilities of the ‘layman trustee.’ It is probably not an exaggeration to say that the majority of trustees today are not qualified to act as trustees. This to an extent that it is becoming more and more difficult to find candidates for trusteeship.

CLICK TO READ ARTICLE



Maintenance Repair Replacement Fund



by Ané de Klerk, Paddocks

Diving into the Scheme's Maintenance Repair and Replacement fund when your back's against the wall

[CLICK TO READ ARTICLE](#)

One of the biggest challenges managing agents and trustees often face is how to deal with a significant expense that no one anticipated. The requirement for a 10 year maintenance repair and replacement plan ("MR&R plan") has forced trustees to think and plan ahead, however some expenses remain quite simply unforeseeable. A practical example of such unforeseeable expenses is as follows:

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



Jonathan Ridley
Nedbank Head: Business
Banking Investments and
Corporate Saver

Nedbank 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.

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
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- 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 for more info.
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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

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Property Managers

are using **residentportal** to streamline their business.

residentportal, the community scheme management portal, is proving to be a business-critical tool for some managing agents as well as being highly advantageous to owners of properties managed by them.

A portfolio manager at a property management company in Edenvale, says that prior to being introduced to **residentportal**, his company had tried out four or five other portal solutions, but these had not proved adequate to meet the company's full requirements.

residentportal is also available in a white labelled version, which allows the property manager to market it under their own brand. This is key for delivering a consistent marketing message and brand identity.

[READ MORE](#)

residentportal

078 798 3378

info@residentportal.co.za

www.residentportal.co.za

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NEMACS (PTY)LTD

(NATIONAL ESTATE MANAGEMENT AND CONTROL SERVICES)

A SECTIONAL TITLE MAINTENANCE MANAGEMENT APP

CONTACT US: admin@nemacs.co.za

SECTIONAL TITLE MANAGEMENT

**The
question is...**

Must a Managing Agent
be registered with the
Estate Agency Affairs
Board (EAAB) and have
a valid Fidelity Fund
Certificate?



Sectional Title Managers should be aware of the provisions of the Specification of Services Notice published under Government Notice R1485 of 17 July 1981 which brings them squarely within the definition of an 'estate agent' as contained in section 1 of the Estate Agency Affairs Act.

That Specification of Services Notice provides that a Sectional Title Manager will be an estate agent if that person collects or receives monies payable by a person to and on behalf of a Body Corporate in terms of the Sectional Title Act in respect of any unit.

The Regulation, therefore, essentially deals with the payment of monthly levies or any other monies due and owing by the owner of a unit to the Body Corporate. A Sectional Title Manager therefore, who collects or receives such monies is an estate agent by definition and is consequently obliged to comply fully with the provisions of the Estate Agency Affairs Act and all regulations promulgated thereunder.

Sectional Title Managers should note that if they fail to register with the Estate Agency Affairs Board, and be issued with a valid Fidelity Fund Certificate, the provisions of Section 34A of the Estate Agency Affairs Act will apply.

In that event such persons will not be entitled to receive any remuneration, or other payment arising from the rendering of the Sectional Title Management functions and services, nor will any person in the employ of the Sectional Title Management enterprise be entitled to the payment of such remuneration.

The jurisdiction of the regulator over Sectional Title Managers will be extended once the Property Practitioners Bill is promulgated into law. Pursuant to the wider provisions of the Bill a Sectional Title Manager who, for example, fails timeously to convene, say, an Annual General Meeting of a Body Corporate will, unlike the presently prevailing position, be subject to the disciplinary jurisdiction of the new Regulator.

Bearing the above in mind it will be necessary for the Estate Agency Affairs Board and/or its successor Regulator to facilitate the creation of new occupational qualifications for Sectional Title Managers in accordance with the criteria established by the Quality Council for Trades and Occupations (QTCO).

The Regulator will, thus, be required in due course to constitute a Committee of Expert Practitioners (CEP) for this purpose and Sectional Title Managers will certainly have representation on this qualification facilitation body.

It is, perhaps, premature at this stage to deliberate the final outcome of these planned discussions on the creation of the required qualifications but Sectional Title Managers may rest assured that their educational interests and requirements will definitely be taken into account in the drafting of the proposed new occupational qualifications.

One thing is clear - the question of the regulation of Sectional Title Managers has been largely clarified in the Property Practitioners Bill so that, once the Bill is promulgated, Sectional Title Managers will fall squarely within the definition of “property practitioner” as contained in that Act.

Sectional Title Managers will, accordingly, henceforth, be regulated on the full gamut of the professional services that they render and the regulation of this important sector will no longer be confined merely to the collection and receipt of monies due to Body Corporates.

Contact Information

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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

REGISTRATIONS CLOSE ON 15 AUGUST 2019





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

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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distributed to an average of
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Contact Lizbé at namanews@nama.org.za for more information



EVENTS

GAUTENG NORTH REGION

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

For more information email Lizbé at namanorth@nama.org.za

KWAZULU-NATAL REGION

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

EASTERN CAPE AND BORDER REGIONS

23 October 2019 | **Regional Meeting**

For more information email Lizbé at namanorth@nama.org.za

EVENTS

GAUTENG WEST REGION

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

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

For more information email Nelia at namawest@nama.org.za

GAUTENG EAST REGION

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

For more information email Isabella at namaeast@nama.org.za

WESTERN CAPE REGION

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

6 December 2019 | **Social Event**

For more information email Kate at namawc@nama.org.za

FREE STATE REGION

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

For more information email Isabella at namaeast@nama.org.za



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