

Good day Pearl

29 Sep 2021

Whenever I write the word 'you', this is to mean the 'CSOS Organisation & Rochelle', and not you personally. I write to you as you are a representative of CSOS.

So what you are telling me is that just because we had the courtesy to 'enquire' as to what was happening to our case on the 27th September/ 2021, your organisation suddenly catches a huge wake-up, get off their lazy behinds and quickly decide to finalize the order. Smacks of suspicion to me!

The CSOS Organisation and our case is a classic case for Carte Blanche!
Numerous Internet Websites and Social Media Groups will love this story.

You totally forgot about us, ... let's face it, to suddenly finalise the Order when we contact you, ... that is no coincidence! Be honest!

We were patiently waiting and waiting and waiting for your Order to no avail! So we thought to send you an email requesting WHAT WAS HAPPENING!

Shame on you! The reason we wanted to act swiftly on the matter is because either all or some of the Body Corporate Team, together with the Caretaker have now embarked on killing 'wildlife', - 6 goslings to be exact.

(See attachment) This is the Body Corporate you love ... the one you make every attempt to free them of all responsibilities! Shame on you!

And to give us an Order, whereby you dismiss EVERYTHING that we reported, is utterly despicable ! Ludicrous and unlawful. Totally biased against the concerned residents of Stralenberg, and all for The Body Corporate Team.

Additionally, a lot of the statements in your Order was 'dishonest!' We sent numerous reports, and numerous photographic evidence! Yet you say you received no evidence which is simply a pack of lies! CSOS is telling Lies!

Your order says that we had no evidence of a lack of maintenance – we sent numerous reports and numerous photos. You did not read through all our submissions. Did Mervin read through them? I am sure Mervin will be shocked to hear about this biased Order. I will send him a copy. Would you like us to resend all our reports and photographic evidence that you are lying about not receiving them? Maybe we will do that just to wake-up everybody!

Almost everything we reported was to do with SAFETY! Just everyday routine SAFETY protocols and SAFETY precautions were not adhered to. People were and still are in danger. If you take the trouble to read our submissions, you will be shocked at how the B.C. Cartel run the place!

I, myself A.R. Stanford-Smyth, was nearly decapitated by a flying pane of glass coming through my open window, and I have a witness who was with me at the time! If I was standing a little bit closer to my window at the time I would have been decapitated. Lack of serious Maintenance! You condone this as you say nothing about it.

Concrete bits and mortar falling down almost killing people on the ground floor! SAFETY CONCERNS ARE JUST IGNORED NOT ONLY BY THE B.C. CARTEL BUT, BY YOUR ORGANISATION (CSOS) AS WELL because you are ignoring our legitimate complaint!

We report SERIOUS SAFETY CONCERNS and you just sweep it under the carpet. You condone the irresponsible actions of the B.C. management team!

Caretaker - Pool acid being poured into the pool whilst children and adults are swimming! You condone this! (This resident sent proof via personal email you received – why do you ignore it?)

Caretaker – tampering with a tenants car and YOU CONDONE THIS? Is this because this tenant is an African lady – Appears that your organisation may be a RACIST ORGANISATION? Why else would you not address her incident?

(This resident sent proof via personal email you received – why do you ignore it?)

Caretaker- Not attending to a tenants leaking roof problem, a topic not even tabled at AGM meetings for some 4 years! This is another African lady – Appears that your organisation may be a RACIST ORGANISATION? Why else would you not address her incident? (This resident sent proof via personal email you received – why do you ignore it?)

Regarding AGM's – Coastal BCM just cherry=pick what they want to address. Fraudulent numbers of members used to qualify for quorum at AGM meetings are the order of the day! To date, I, A.R. Stanford-Smyth have not received a 2020 AGM Minutes Report! That is unlawful. This is how the B,C, Cartel operate! Any individuals who lodge a complaint are ignored and/or blocked from the WhatsApp Group.

The R30K. figure for plumbing repairs, was deduced by the Coastal BCM property management company, not us! Natasha Pretorius of Coastal BCM made the statement that the R30K. cost must be borne/ shared by all tenants of Stralenberg. This was just to protect her friend Phillip Frost. It was his problem that caused the high costs. We can prove it ... you want documents how this expense came about – Get it from Coastal BCM who did not want to divulge it to us in the first instance!

The drunk gardener urinating on the wall is not just about that. It is about how often he gets drunk and gets violent. It is about one day he could interfere with 'children' playing in the garden. Interfere with adults as well. Your Order says that this has got nothing to do with CSOS. NONSENSE! It is about how the B.C. do nothing about this individual's behaviour! Look deeper into the problem, as it has a lot to do about the B.C. and Caretaker's actions & behaviour! It is about CSOS and the B.C.

I have just touched on a few matters reading through your ORDER and am truly disgusted! It appears that Corrupt Government organisations, corrupt officials and incompetent staff raise their ugly heads in all sectors of Governance!

It is quite obvious that Mervin obviously handed over the matter to Rochelle, and Rochelle did not even bother to read through all our emailed reports and Exhibits, i.e. Exhibit, A. B. C, ...etc., etc. For somebody from a supposedly upfront, honest, ethical organisation such as CSOS with supposedly high morals when dealing with tenants grievances, to say that we submitted no evidence, can only be described as intellectually challenged.

Please revert back and tell us 'What in fact do you do for Tenants & Owners' if in our application you do absolutely nothing. Perhaps you only deal with trivial things like "somebody flicked a cigarette stompie in the gutter". As a layman, being the first time I am dealing with this kind of report, first time dealing with CSOS, I am at a loss wondering

'WHAT DO YOU ACTUALLY COVER'? Indeed you are not a friendly organisation, and when dealing with people and accommodation of all sorts, you should be friendly. It appears that if somebody has not filled in a form 100% to your liking, you get aggressive and ditch them. A good example is when the chairman of the Body Corporate Rob could not attend the first Microsoft Meeting, he told your Jabulani very late, in fact when the meeting was going to happen in approx.. 20 minutes. Jabulani said it was okay and he postponed that first meeting for another date and time. We didn't mind as we are friendly. Then when that meeting was held, I could not get into the meeting due to an Internet Connection fault, nor could my agent J Hughes. We then get an email saying – our case is dismissed because we did not attend. Why is it that Jabulani did not just plan another Microsoft meeting like he did for Ron? Biased! To our horror we wriggled and squirmed and reached out to Mervin, who understood our situation and agreed to continue with our case. But when the B.C. could not attend ... you did not email them to tell them that their defence was dismissed? Why the bias? See the difference? You are not 'tenant-Friendly' you are B.C. Friendly!

We have covered everything that one could possibly complain about and yet you reject all of it? All of it! Smacks of suspicion to me! Something is not right!
You are supposedly there to support Tenants & Owners! That's why we all pay a CSOS Levy. Yet you do nothing!
Not even a miserable reprimand made to the B.C. or to the Property Agent who is in bed with the B.C. to ensure continuation of a lucrative contract.
No wonder you have not 1 good report lodged in Hello Peter – go see for yourself! All Bad. Problem is that ... you don't care!

In addition to the above mentioned grievances, here is a brief synopsis of other issues we reported:

- a) Messy rubbish & Litter, discarded nappies, general hygiene issue all over the property.
- b) Piles of builder's rubble and garden refuse left to attract snakes and rodents, danger for children.
- c) Staff getting drunk, loud gatherings in Servants quarters.
- d) Staff getting drunk and urinating in open view of children to see.
- e) Staff getting so drunk, on premises, we have video of staff member staggering and falling down he is so inebriated.
- f) Elderly tenants complain about issues like slippery tiles and the B.C. fobs them off. They get aggressive.
- g) In fact all folks lodging complaints, get ignored if they are not part of the inner-circle of Cartel B.C. members.
- h) If folks follow up about their grievances too many times, the B.C. individual gets abusive, aggressive and starts swearing at them.
- i) If folks continue to enquire whether their complaint has been addressed, they get blocked from the WhatsApp group.
- j) The B.C. and Caretaker rule with fear & aggression, and everybody is scared to challenge them about anything.
- k) When the B.C. get challenged about an incident that should not have occurred they stalk that complainant and get aggressive.

- l) If a tenant wants to put up a notice about a complaint that has not been resolved, it gets removed from the B.C.
- m) When dangerous objects are threatening to fall from the roof, and the B.C. has been informed – they ignore it.
- n) Pinky Mnguni residing in flat no. 12 Stralenberg found Manna (Caretaker) busy letting air out of my car tyre with a sharp object. Ignored because of Racism?
- o) Pinky No.2, flat 6a Patron House had a complaint lodged in April/ 2017 ... not on all AGM's agenda list, remains unresolved in over 4 years, and still waiting for finalisation. Ignored because of Racism?
- p) the 2019 AGM was short of one individual to make up the quorum quota (Because Helen was asked to sign a document which was abruptly pushed under her nose) Fraud?
- q) Issues not addressed on the Agenda list for AGM 2020 is huge another point of concern, 2020 AGM should be deemed null & void.
- r) Coastal BCM / Natasha Pretorius in bed with B.C. Cartel will not reprimand any B.C. members for poor performance as she wants to keep her lucrative contract.
- s) Covid-19 issue: Masks were not 'always' worn by contractors, not properly enforced.
- t) Covid-19 issue: B.C. members themselves not 'always' wearing masks.
- u) Irregular unorthodox repairs done by Phillip Frost drill holes through perimeter walls of the building to effect repairs to a plumbing problem that was his fault.
- v) Instead of repairing one water leak, Philip Frost and B.C. connections like John the Plumber decide to replace the copper pipes for the whole building. Needs investigating!
- w) Tenants have the right to know 'who' got the pile of old copper pipes, which scrap metal dealer they sold it to, and how much they got for it, and into which bank account was it deposited?
- x) The 2020 AGM Minutes were issued to some of the tenants, as late as approx. 4 months late. (Not all as I still have not received mine from Coastal BVC)

Now the latest issue we have, regarding the B.C. & Caretaker is that of the murdered goslings!

We have established that the killing of goslings has been occurring each year. This has certainly not been the first occasion.

I am more than certain that the list of complaints that I have listed here, which were duly reported with supporting evidence will all fall in one or more of your 7 categories you speak of.

Nobody can honestly tell me that none of these complaints fall under the jurisdiction of CSOS!

If that is true, please let me know exactly what CSOS does for tenants, and how do they help tenants that justifies their monthly levies they pay!

The CSOS Organisation and this case is a classic case for Carte Blanche!
Numerous Internet Websites and Social Media Groups will love this story.

This leaves me with one question:
And yes, this is a Question of Law!

To appeal this case: What does it cost?

A.R.Stanford-Smyth
Assisted by Jean LR Hughes/ Durban Agent

From: CSOS Adjudication Order - KZN <kzn-adjorder@csos.org.za>
Sent: Tuesday, 28 September 2021 20:15
To: Jean L R Hughes <jandb@netactive.co.za>
Cc: Al Stanford-Smyth <altecdiving@gmail.com>
Subject: RE: ADJUDICATION ORDER -CSOS-800/KZN/20

Good day , The adjudication was conducted on the 19th of September and the order finalized on the 27th

Regards

CSOS Adjudication Order - KZN

From: Jean L R Hughes <jandb@netactive.co.za>
Sent: Monday, 27 September 2021 00:07
To: 'Pearl Mthethwa' <Pearl.Mthethwa@csos.org.za>
Cc: 'Mervin Dorasamy' <mervin.dorasamy@csos.org.za>; Al Stanford-Smyth <altecdiving@gmail.com>
Subject: Query pertaining to Adjudication ... FW: Case - CSOS 00800-KZN-20 is to go straight to Adjudication
Importance: High

Good day Pearl ...

Re: Case - CSOS 00800/KZN/20

We have not heard from you, or your organisation since the decision was made for our case to go direct to Adjudication on or approx. 25th June 2021.

We would be very grateful if you could send us some information as to the progress if any?

Alternately, we would like to know if the matter has indeed been heard, yet nobody has bothered to inform us.

if the Adjudication still has to take place, can you at least give us a date in the future when it will be heard?

REMINDER:

On the 23 June/ 2021, when Mr. Mervin Dorasamy initially heard of our plight, he assisted us by intervening in the matter at the 'Conciliation Stage', apologised for the delay and said that he would monitor the situation.

Extracts from his email to us on the 23 June/ 2021:

“ I apologise for any delay.”

“ I have requested another Conciliator to set down the Conciliation at the soonest. I have asked this Conciliator to determine from you what the best way is for you to have this conciliation. I will monitor this.”

OUR CONCERNS:

Our concerns are very real in that the latest saga at the Stralenberg Residential Flats is all about 6 goslings that were deliberately killed. The Stralenberg Body Corporate Chairman, Trustees & Caretaker working as a team, have not been truthful about the disappearance of 6 goslings. They seem to have no interest, act vague and come forth with cover-up stories of many versions. The 6 dead goslings were found on the 6th floor level, access to which is under the strict control of the Caretaker. Hopefully we will get ‘as good’ support from our local communities and our local SPCA, like what occurred in Cape Town when 2 goslings were deliberately run over by a motorist.

A similar case of ‘deliberate killing of goslings’ was reported on the News24 website, which occurred in Cape Town.

*We attach the report for your perusal.

**We also include herein below the text description that accompanies this pdf attachment.

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.....

TO WHOM IT MAY CONCERN

The attached pdf report from the **News24. com** website on the 15th November 2018 refers:

This horrendous case: Deliberate Killing of 2 Goslings, is no different to the killing of the Stralenberg 6 Goslings.

In fact, one could say the killing of the Stralenberg 6 Goslings are far worse in that:

- a) There were 6 goslings deliberately killed.
- b) They endured a slow death by being starved.
- c) They endured a horrendous death without the love, bonding, presence and support of their mother.
- d) The mother goose had endured and still continues to endure intense stress missing her goslings, constantly trying to find them.
- e) The mother goose has experienced this separation from her goslings at

Stralenberg each year. (Seems to be a recurring crime)

f) The Stralenberg 6 Goslings were found dead on the 6th floor, behind 'access-controlled' locked doors by a maintenance contractor.

g) Access to the 6th floor level is strictly in the control of the Stralenberg Body Corporate Trustees & Caretaker.

h) The discovery of the dead goslings was made by a maintenance contractor who gained access to the 6th floor, by first obtaining 'keys' from the caretaker.

i) The killings therefore are as a result of a carefully planned predetermined, premeditated murder of defenceless Wildlife.

j) The Stralenberg Body Corporate Chairman, Trustees, and Caretaker have remained vague in our quest for answers, providing ever-changing cover-up stories.

Indeed it was pleasing to read through the News24 website article, (click on links below) and see how the SPCA, the City of Cape Town and local Communities gave their full support in pursuing criminal action against the perpetrator(s).

I have no doubt that once we take legal action against the Stralenberg 6 Goslings killing, and institute litigation against these perpetrators, we will see the same community support here in Margate/ KwaZulu-Natal.

Click on the Links below to visit the Website Article:

<https://www.news24.com/news24/SouthAfrica/News/capetonians-rally-to-assist-sPCA-case-against-man-who-deliberately-killed-two-goslings-20181112>

<https://www.news24.com/news24/SouthAfrica/News/sPCA-to-open-case-against-ct-man-who-deliberately-killed-two-goslings-20181109>

Thank you,

**Jean L R Hughes acting for Al Stanford-Smyth as Durban Proxy Agent
Duly instructed by Al Stanford-Smyth, on behalf of the Stralenberg residents, both tenants & owners**

i) This email is not to be included in the pending adjudication file, as we are well aware that we cannot add anything to our case.

ii) This email is to be treated as an outside report, highlighting the fact that 'nothing-has-changed'.

iii) This email is just an informative email to give your organisation an idea of how we

*still experience problems with the Stralenberg Body Corporate & Caretaker team.
iv) This email is indicative of the excellent support one gets from the local Cape communities, Cape Town City Municipality and especially the SPCA.*

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From: Jean L R Hughes <jandb@netactive.co.za>
Sent: Monday, 28 June 2021 14:32
To: 'Pearl Mthethwa' <Pearl.Mthethwa@csos.org.za>
Cc: 'Mervin Dorasamy' <mervin.dorasamy@csos.org.za>; Al Stanford-Smyth <altecdiving@gmail.com>
Subject: Case - CSOS 00800-KZN-20 is to go straight to Adjudication
Importance: High

Good day Pearl ...

Re: Case - CSOS 00800/KZN/20

As we have not received a formal email from you CANCELLING the proposed new Microsoft Teams Meeting, we have just resent an email to you, prior to this email, with a copy of Mervin Dorasamy's email confirming that Conciliation will not take place as the matter has now been referred direct to Adjudication. Do you know this? Have you been duly informed.

We need to know that you yourself know that this matter has been referred to Adjudication. **Mr. Mervin Dorasamy says in his email below**, that we will receive further correspondence from you.

We presume that this 'Further Correspondence' is in fact confirmation that the Microsoft Teams Meeting has been cancelled.

Please confirm that you have been briefed by Mervin Dorasamy that the proposed Microsoft Teams Meeting has been cancelled, in lieu of the fact that a decision has been made to go straight to 'Adjudication'.

Please also confirm that all parties have been informed accordingly.

We do not want any confusion or conflict with half the members of the parties involved thinking that there is still a Conciliation meeting via a Microsoft Teams Meeting, with other half knowing that the matter has been set direct for Adjudication.

All members of all parties involved in this matter, must be informed of the fact that this matter has been referred straight to Adjudication.

Please understand our concern in two days the 1st July is already upon us! That is the date of the new proposed Microsoft Teams Meeting.

We look forward to your confirmation that you know of this decision yourself and that there are no communication issues.

Thank you,

A. R. Stanford-Smyth altecdiving@gmail.com

(On several occasions I do instruct my proxy agent Jean L R Hughes to send emails on my behalf – his email being: jandb@netactice.co.za)

Please remember include both our email addresses at all times

From: Jean L R Hughes <jandb@netactive.co.za>

Sent: Friday, 25 June 2021 21:16

To: 'Pearl Mthethwa' <Pearl.Mthethwa@csos.org.za>

Cc: Al Stanford-Smyth <altecdiving@gmail.com>; 'Mervin Dorasamy' <mervin.dorasamy@csos.org.za>

Subject: RE: A R Stanford-Smyth appeal for a new Microsoft Teams Meeting schedule

Importance: High

Good day Pearl ...

Just to let you know that Mr. Mervin Dorasamy has decided that this matter is to go direct to Adjudication.

“The outcome of most ‘conciliations’ never come to a solution, in fact 99% of the time they end up in an automatic follow-up Adjudication Process.”

(This was mentioned in our previous email of 31 May/2021 contained herein in this thread.)

Going straight into Adjudication is the best decision and indeed what is currently required!

I presume all parties involved, will be notified of the cancellation of your proposed Microsoft Teams Meeting.

Please keep me informed of any correspondence.

I note with concern that on several occasions (not your fault) correspondence from CSOS officials has been addressed to Jean L R Hughes ... yet I have not been copied.

Please include both email addresses at all times - Jean L R Hughes and myself namely:

jandb@netactive.co.za and altecdiving@gmail.com

Thank you,

A. R. Stanford-Smyth altecdiving@gmail.com

(On several occasions I do instruct my proxy agent Jean L R Hughes to send emails on my behalf – his email being: jandb@netactice.co.za)

From: Pearl Mthethwa <Pearl.Mthethwa@csos.org.za>

Sent: Friday, 25 June 2021 12:14

To: [Jandb@netactive.co.za](mailto:jandb@netactive.co.za); robgrantdavis@gmail.com

Subject: FW: A R Stanford-Smyth appeal for a new Microsoft Teams Meeting schedule

Good Day Sirs

Please note that the above matter is set down for conciliation on 1 July 2021 at 10:00 am and a notice of set down has been sent to the parties.

Kindly confirm your contact details to be used by a conciliator on the day of the hearing.

Your prompt response will be appreciated .

Regards

Pearl Mthethwa

Conciliator KZN Office

7th Floor, Aquasky Towers, 275 Anton Lembede Street, Durban, 4000

T: +27 87 805 0240 | F: +27 (010) 590 6154

www.csos.org.za Fraud Hotline 0800 701 701



Regards

Pearl Mthethwa

Conciliator

KZN Provincial Office

275 Anton Lembede Street 7th Floor Aquasky Towers Durban

T: 031 001 4215 | C: 066 302 6183

www.csos.org.za Fraud Hotline 0800 701 701



About the Community Schemes Ombud Service

The Community Schemes Ombud Service (CSOS) is the regulatory authority for all community schemes in South Africa. Our mission is To facilitate and maintain a world-class dispute resolution service to promote good governance of community schemes by providing education and training to all relevant stakeholders.

We are located at 1st Floor Building A, 63 Wierda Road East, Sandton, Johannesburg, Gauteng, South Africa. For more information about the CSOS, please call +2710-593-0533, or visit www.csos.org.za

Disclaimer:

The information contained in this communication from pearl.mthethwa@csos.org.za sent at 2021-06-25 12:14:04 is confidential and may be legally privileged. It is intended solely for use by jandb@netactive.co.za and others authorized to receive it. If you are not jandb@netactive.co.za you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this information is strictly prohibited and may be unlawful.

From: Mervin Dorasamy <mervin.dorasamy@csos.org.za>

Sent: Wednesday, 23 June 2021 11:18

To: Jean L R Hughes <jandb@netactive.co.za>

Cc: Jabulani Maphanga <Jabulani.Maphanga@csos.org.za>

Subject: Re: A R Stanford-Smyth appeal for a new Microsoft Teams Meeting schedule

Dear Mr Stanford-Smyth,

I have looked into your concerns outlined in your emails to me. My assessment of the query you raised entailed me looking into Microsoft Teams and the technical aspects of the conciliation meeting that was set up. I apologise for any delay. You provide very convincing proof that you attended the meeting. The glitches if any was not due to any fault on your part. Your application could not therefore be closed because of your supposed "non-attendance".

You have paid the dispute fee of R50 for the CSOS service and the matter was not yet dealt with on the merits. You deserve a fair process to ventilate your dispute.

The file is therefore re-opened. Mr Maphanga, the first Conciliator is unwell at the moment and I do not want to delay this matter until his return to the office. I have requested the another Conciliator to set down the Conciliation at the soonest. I have asked this Conciliator to determine from you what the best way is for you to have this conciliation. I will monitor this.

From: Jean L R Hughes <jandb@netactive.co.za>

Sent: Monday, May 31, 2021 3:13 PM

To: Mervin Dorasamy

Cc: Jabulani Maphanga; CSOS INFO; Nompumelelo Mthethwa

Subject: A R Stanford-Smyth appeal for a new Microsoft Teams Meeting schedule

CSOS Admin: Case - CSOS 00800/KZN/20

Attention: MERVIN DORASAMY

REGIONAL OMBUD:

KZN, MP & FS

Dear Mervin,

I am in receipt of your letter dated: **26 May 2021 – Thank you!**

However, it is with the greatest respect that I feel, I should discuss my situation with you direct, as I do not accept the fact that my case (and that of the others I am acting for) should be 'closed', simply due to Technical failures. It is not a case of 'Not Attending'. It is a case of 'The Applicant could not join the meeting due to Technical Faults'. Our case is vital in the sense that it is primarily all about SAFETY ISSUES and routine SAFETY PROTOCOLS & PROCEDURES not adhered to! (I myself have experienced an occurrence whereby I was nearly decapitated by falling glass panes!)

I attended the meeting! I was there for more than an hour. The fact that there were issues with the 'software' is not my problem. I was there 'early'. I took a photo (2 photos in fact – see attachment) of my setup in front of my p.c., waiting for that ever-important invitation. I just sat there and waited for an hour. Nothing happened. Nobody summoned me to do anything. Finally, I got an SMS from one of the participants – Pinky Ntando who told me that the meeting was cancelled. I was shocked. I also learnt that my proxy agent – Jean LR Hughes, using Microsoft Teams on his Cellphone did not manage to join in. The link did not work for him, and he has a 'Top-Of-The -Range-Samsung-Note-10' Smart Cellphone! (How does CSOS assist the poor people who can only afford cheap Nokia Cellphones?)

I take extreme exception to the fact that CSOS is so quick to close my file through no fault of mine, yet when the chairman of Stralenberg Body Corporate emailed Jabulani to inform him that he could not attend the first Digital meeting (24 minutes before start time) due to a relative who took ill, that was okay for him. CSOS was happy to oblige and schedule a new date and time for him.

I immediately applied to Jabulani to reschedule another meeting, (Email attached for your perusal.) Maybe Jabulani inadvertently did not inform you that we (The Applicant & I) could not 'join' or 'enter' into the meeting.

There is no way in the World I would miss this opportunity to join in on the conciliation! Before the meeting, I emailed Jabulani that I would be attending, and likewise Jean LR Hughes emailed Jabulani that he was also joining the meeting. (We can email proof)

How it all started:

The first meeting was for the 28th April/2021

I received the email from Jabulani about a scheduled Microsoft Teams meeting on the 14th April/ 2021. I was immediately concerned about this platform because I have never heard about it before. Ideally, I would have liked a physical meeting in a board-room, rather than a Digital meeting of any sort. But I understand that with the Covid-19 situation, digital meetings are becoming more and more popular. Similarly, technological failures are constantly occurring!

We (My proxy agent Jean LR Hughes and I) received the notice on the 14th April/ 2021.

We continued to email our new concerns to all concerned, even Jabulani, as we decided it was important to have our responses done in writing ahead of time before the Digital Meeting in case we experience 'digital connection problems'. The written emails would be our back-up against digital failures.

I extract, copy & paste the very last paragraph of one of our emails sent by my Proxy Jean L R Hughes to Jabulani whereby we emphasised our concern regarding Digital Meetings. We wanted to put forward as much details/ responses in writing because we are aware of Digital Meetings having problems with 'connecting people'. (Please refer to our last sentence in **Bold type font** below) One just has to go to <https://techcommunity.microsoft.com/> onto the online forums and see how easy these meetings can fail. There are numerous complaints! There are numerous reasons that cause failures, such as firewalls interfering, device specs, software updates, ISP's not up-to-date, server issues, the list is endless. Here is the extract to Jabulani as explained:

In closing we would like to place on record that we are resorting to written responses simply due to the fact that there may be issues whereby Internet Servers could crash or be faulty and all kinds of problems can occur to break the connection. Additionally, there may be some abusive shouting, poor sound quality, echoes, etc., etc, and that would just be totally unacceptable. **We might have only one chance to attend this Digital Meeting and if it fails at least we have our case in writing.**

The above paragraph was emailed to Jabulani as recorded:

From: Jean L R Hughes <jandb@netactive.co.za>
Sent: Wednesday, 28 April 2021 00:57
To: 'Jabulani Maphanga' <Jabulani.Maphanga@csos.org.za>
Cc: 'Nompumelelo Mthethwa' <Nompumelelo.Mthethwa@csos.org.za>
Subject: CSOS 00800/KZN/20 - Major Concerns regarding Safety Protocols bot being applied
Importance: High

*Having shown our concern then about Digital Failures, it is surprising that Jabulani did not inform us that if the Digital Meeting failed, the case file would just be closed. Had he done so, we would have insisted on having a "Trial Microsoft Teams Meeting" before each real meeting was scheduled, given that Microsoft Teams did not appear to be as stable as the general public reports from time to time.

Moving on ...

Then on the day of the meeting, on the 28th April/ 2021 the chairman Rob Davis emailed Jabulani the following:

From: Rob Davis <robgrantdavis@gmail.com>
Sent: Wednesday, 28 April 2021 09:36
To: Jabulani Maphanga <Jabulani.Maphanga@csos.org.za>
Subject: Re: Invitation to Conciliation CSOS 00800/KZN/20

Good Morning Jabulani

I have a family issues that has come up this morning and will not be able to attend the virtual meeting today.

My apologies but I must sort out my mother first. Would it be possible to reschedule this meeting.

Kind regards Rob Davis

****That is 24 minutes before the meeting starts! The very last half-hour!**

Then Jabulani sends us an email notifying us of the new scheduled date and time!

Why should Rob Davis get special privileges? (At the time we had no qualms about his issues – we understand Family comes first!)

Our case is very important. Equally important as it concerns major SAFETY ISSUES. It is extremely important to all whom I act for! In fact Pinky Ntando, one of the owners I act for attended the meeting and actually got through successfully. My proxy agent Jean LR Hughes sent her the 'link' from Jabulani, and she managed to succeed. Closing our case file, means turning your back on poor Pinky's concerns! Closing our case file means turning your back on all the others I act for, and including myself!

We respectfully ask for another meeting to be scheduled, and this time we will be arranging a trial 'connection test' with all of us in the group, prior to the rescheduled meeting. Perhaps this is something we should have done before. I do not know why Jabulani does not insist on having a trial test. (In fact, as a rule - CSOS, should engage in a pre-trial 'connection test' every time, as far as I am concerned.)

Technical failures cannot be a just reason to abruptly close the file. That would indeed be unjust & unconstitutional as our rights to a fair hearing would be jeopardised! It would also mean that you are happy to turn a blind eye to major SAFETY ISSUES raised which if ignored, could endanger people's lives. As previously mentioned in my opening paragraph, I myself have experienced an occurrence whereby I was nearly decapitated by falling glass panes! Please could Jabulani schedule a new meeting! We look forward to an amicable response!

In the same manner that we had no qualms about the chairman Rob Davis being granted a re-scheduled meeting, I am sure that all the participants of the Body Corporate and indeed including the Property Management company would not have any objections for a re-scheduled meeting! We are talking about one hour of everybody's time! One hour for everybody to have a fair hearing! (I am not sure if we can opt for a 'ZOOM' meeting which is

an alternative digital meeting system that is easy to work with.) However if you decide on another Microsoft Teams meeting then we will certainly do a few trial runs before the new date.

*If you decide against a second postponement given that on average, the outcome of most 'conciliations' never come to a solution anyway, and 99% of the time they end up in an automatic Adjudication Process, then we are okay with that as long as you confirm that our matter is not closed (our file is not closed) (our file is re-opened) and that you will be taking into consideration all our 'emailed complaints and our 'emailed relief requests'.

Not only is it unconstitutional and unjust, It would be criminal to ignore these MAJOR SAFETY ISSUES that are an integral part of our application.

Thank you,

A. R. Stanford-Smyth