MEDIA RELEASE	PSA calls for stability, good governance, and accountability at Community Schemes Ombud Services
DATE	10 November 2026
EMBARGO	None
ENQUIRIES	communication@psa.co.za

The Public Servants Association (PSA) has noted with concern the reported dissolution of the Board of the Community Schemes Ombud Service (CSOS).

The PSA urges the Department of Human Settlements to clarify interim governance arrangements and explain how service delivery will be protected whilst stable leadership is being restored. Uncertainty must be resolved in a manner that upholds the law, protects public interest, and gives employees clear direction. Any outstanding governance concerns or investigations must be dealt with fairly, promptly and without fear, favour, or prejudice. Where wrongdoing is established, those responsible must be held accountable.

The CSOS provides a dispute-resolution service to people living in and managing community schemes, including sectional title developments and homeowners' associations. It also has a mandate to promote good governance in those schemes. According to media reports, the CSOS has been without a permanent Chief Ombud since August 2024. The PSA calls for a firm timeframe to fill the post through the transparent process required by the *CSOS Act*. In the interim, the Department must clarify who is authorised to lead daily operations, who will exercise the functions of the accounting authority, and who can approve expenditure and make decisions essential to service delivery.

The PSA is equally concerned about the long-term financial and operational sustainability of the CSOS. Restoring stability requires a credible plan to safeguard funds, strengthen financial controls, and ensure that the institution has the staff and resources to deliver on its mandate. The Department should set out the steps it will take, who will be responsible for these, and when progress will be reported. The PSA calls on the Department to brief employees and organised labour on the transition and to provide regular updates to the public. Residents deserve timely decisions on disputes that affect their homes. CSOS employees deserve clear leadership and the support to do execute their duties.

END