

Subject: Dispute resolution.

As a result of concerns raised at the Annual General meeting in respect to a variety of complaints on service providers, it was found that these issues were mostly never brought to the attention of the Directors in order to have such attended to.

Members are requested to report any services not found to be carried out in terms of the service contract, immediately, so as to allow same to be addressed in accordance to contractual terms with the service providers applicable.

The Directors request that all complaints be directed in writing. This also extends to the breach of house rules by members, so that the required attention can be given in good time to any problem between members concerned.

In respect to matters of dispute of an accounting nature, members who have claimed dispute must act quickly and provide full detail of their disputed billing to support the determination thereof.

The Directors therefore set out the following in respect to disputed charges:

1. Any disputed charge whether a service fee, water consumption or fine shall be in writing and to be addressed to the Chairperson of the Association.
2. The disputed item must be reported within 14 days of receipt of invoice or Statement issued or within the month of it becoming due.
3. The disputed item shall be fully described to identify the dispute and be supported with the required recordings or calculations considered to be the members considered determination as the cause of dispute.
4. Where a payment value is in dispute, such sum shall be payable by the member while the dispute is being resolved.
5. Any correction if so determined shall be credited to the member either to levy account or by way of refund to the member.
6. Once the disputed charge has been reviewed by the Directors in meeting, such decision taken by the Directors shall be final and the dispute considered resolved.

The Directors undertake to resolve any dispute within one month of receipt.