



## SETTLEMENT AGREEMENT IN TERMS OF SECTION 47 OF THE COMMUNITY SCHEMES OMBUD SERVICE ACT NO 9 OF 2011

Reference Number: CSOS - 709/WC/17

In the matter between:

NTOMBOZUKO MANYANA  
APPLICANT

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And

SILVER MEADOWS BODY CORPORATE  
VOLTANO PROPERTY MANAGEMENT SERVICES  
RESPONDENT

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### 1. SUMMARY OF DISPUTE

The Community Schemes Ombud Service received an application for dispute resolution from the Ms Ntombozuko Manyana (Applicant) alleging the following against the respondent:

- the water bill she received in respect of March 2017, indicating usage of 42 kilolitres, is clearly wrong as it does not correspond with her normal usage (in months before March 2017 and thereafter) of between 4 and 6 kilolitres. It is her view that the excessive usage is either due to a wrong reading/faulty meter or a third party having consumed the huge amount of water. In this regard, she confirmed having seen workers employed by the developer of the sectional title scheme working on the premises and doing something with her meter on one occasion and also working on geysers in the scheme on another;
- efforts to have the water bill investigated thoroughly have not lead to any satisfactory conclusion.

### 2. SETTLEMENT AGREEMENT

During the Conciliation Hearing held on 20/04/2018 the parties agreed as follows:

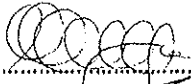
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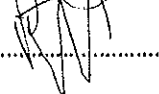
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- The only fault that could be found in the manner Voltano Property Management handled the matter was establishing better communication between the Applicant and the developer.
- Voltano Property Management Services, although it is no longer the managing agent for the scheme, will make payment of an amount of R500 into the account of the Applicant in full and final settlement of any claim that the Applicant may have against either one of the Respondents. Payment will be made within 7 (seven) days of the date hereof. For this purpose, the Applicant confirmed her bank account details as follows:

Absa Bank, Bellville, Branch Code: 632005, account number: 405 975 9208

- The Applicant may, to the extent she wishes to, take the matter up with the developer Inframax, at her own volition and risk.
- The Applicant will, at her own risk, approach the current managing agent to arrange a payment plan for the outstanding amount on her levy bill, caused by the aforesaid water bill.

Name: Mombzuko Mlangano Signature  (Applicant) – Date: 2018/04/20

Name: Pieter Francois Myburgh Signature  (Respondent) – Date: 2018/04/20

Confirmed by: Hannchen Louw Signature  (Conciliator)

Date: 20/4/2018