

Zwaanswyk Association of Property Owners (ZAPO)



Conflict Resolution Based on the MOI

Step 1: Complaint raised

- Submitted to Board / management (usually via email)

Step 2: Board consideration

- Board reviews the issue
- May engage service providers or relevant parties

Step 3: Decision / action

- Board decides what action to take
- Must act in best interests of the CID

Step 4: Communication

- Outcome communicated directly or via meeting feedback / minutes / reports

Step 5: Escalation (if unresolved)

- Member can:
 - Raise again at AGM
 - Demand a meeting (10% rule)
 - Potentially pursue external routes e.g. City of Cape Town

Outcomes of complaints under the MOI

1. No action

- If complaint falls outside ZAPO's mandate

2. Operational instruction

- Board instructs contractors (e.g. Premier / Omnivision)

3. Corrective action

- Fix infrastructure (fence, cameras, etc.)

4. Strategic / policy change

- Adjust security strategy or processes

5. Governance escalation

- Matter taken to:
 - Full Board
 - Members' meeting