

Complaints raised with Welgemoed CID team

Complaint	Name	Complaint date	Subject	Resolution	Reply date	Who replied
1	Person A	10-Jun-25	Community Member Complaint against Director	Mediation correspondence managed.	10 Jun 2025, 15:43	Director
2	Person B	26-Aug-25	4 August WCID public meeting feedback.	Minutes of the public board meeting has bene placed on the website.	28 Aug 2025, 13:39	Director
3	Person B	26-Aug-25	PAIA Manual links not working	Paia links have been revised.	28 Aug 2025, 8:30..	WCID Manager
4	Person B	27-Aug-25	Term 2 planting policy not posted on the website	Planting policy has bene placed on website	27 Aug 2025, 12:01	WCID Manager
5	Person A	27-Aug-25	Complaints regarding transparency from WCID and handling of 4 Aug Public Board Meeting	Minutes of the public board meeting has bene placed on the website.	28 Aug 2025, 17:38	Director
6	Person C	10-Sept-25	Complaint about the planting strategy and its implementation not complying with the business plan	Planting strategy communicated. ...	10 Sept 2025, 16h30	Director
7	Person B	12-Sept-25	Complaints not loaded on the WCID website	Summary of complaint register will be reflected on website	22-Sept-25	WCID Manager
8	Person B	16-Sept-25	PSOs being used for gardening	PSO assisted with transport during day. Alternative plans considered.	13-Oct-25	WCID Manager
9	Person B	16-Sept-25	Website none compliant - Director details not updated	Website information to be updated	22-Sept-25	WCID Manager
10	Person A	20-Sept-25	Follow On from 4- August meeting - WCID manager remuneration reporting	Remuneration managed by committee. Query to historic AFS information provided.	06-Nov-25	WCID Manager
11	Person D	21-Sept-25	2025 Director Nomination Process	Notice date corrected and nomination pro cess clarified	22-Oct-25	WCID Manager
12	Person B	22-Sept-25	Unsafe Swings at Sluysken Park	Feedback given that CCT attended to swings and regular cleaning plans shared.	23-Oct-25	WCID Manager
13	Person B	23-Sept-25	Garden Maintenance and Composting Practices at Sluysken Park	Regular cleaning practice shared, requested a proposal on composting request.	23-Oct-25	WCID Manager
14	Person E	21-Nov-25	Misleading communication and failure to provide Term 1 communication strategy	Referral to Website as information source provided. Additional feedback mailed.	00-Jan-00	Director
15	Person E	21-Nov-25	Board Election Process & Lack of Declared Vacancies at AGM	Ballot results noted. Voting process stated.	21-Nov-25	WCID Manager
16	Person F	24-Nov-25	Crime Reporting	Reporting explained, weekly reporting set out. Monthly official stats per Website.	04-Dec-25	WCID Manager
17	Person E	26-Nov-25	Request for contract documentation, financial details & clarification on business plan commitments	Requests for documentation to be handled via a PAIA procedure	26-Nov-25	WCID Manager
18	Person E	29-Nov-25	Lack of consultation on the WCID 2nd Term Business Plan	Feedback provided on PP process in 2024 to 2025.	12-Dec-25	WCID Manager
19	Person E	01-Dec-25	Delayed response time	Armed response noted as private service agreement. PSO & WCID not involved in AR services.	01-Dec-25	WCID Manager
20	Person B	02-Dec-25	Validity of WCID 2025 AGM	Objections considered, answered to CCT CUID department. Amendment was approved.	17-May-26	WCID Manager
21	Person E	03-Dec-25	T2 Formal objection to validity of WCID AGM 2025	Objections considered, answered to CCT CUID department. Amendment was approved.	17-May-26	WCID Manager
22	Person C	04-Dec-25	T2 Objection - amended business plan	Objections considered, answered to CCT CUID department. Amendment was approved.	17-May-26	WCID Manager
23	Person G	05-Dec-25	T2 Objection	Objections considered, answered to CCT CUID department. Amendment was approved.	17-May-26	WCID Manager
24	Person B	17-Dec-25	Sluysken Park management & maintenance issues	Logged the maintenance issue with CCT and Truform, cleaned the park equipment.	20-Dec-25	WCID Manager
25	Person B	18-Dec-25	Website Search Tab is non-functional	Seach function works as intended. WCID search function not a website search function, merely a word comparative search	18-Dec-26	WCID Manager
26	Person H	29-01-26	Outsourcing of cleaning and greening	Processes under review with the Board	13-Feb-26	WCID Manager
27	Person I	13-Feb-26	Use of PSOs for cleaning and greening services	Information given regarding current impact and long term solution.	14-Mar-26	WCID Manager
28	Person B	30-Jan-26	Request for Confirmation of Marketing and Advertising Policy	No marketing / advertising policy exists for WCID.	05-Mar-26	Director
29	Person H	05-Mar-26	Access to Confidential information	Unsubstantiated and resolved	16-Mar-26	WCID Manager
30	Person D	18-Feb-26	Urgent - Concerns about potential abuse of WCID Public Safety Vehicles and apparent/ potential breach of fiduciary duty by director	Detailed response by Chairperson	08-May-26	Director
31	Person B	02-Mar-26	Unresolved Safety Hazard at Sluysken Park and damaged rubber mat	Feedback on addressed safety concerns	18-Mar-26	Director
32	Person B	03-Mar-26	Maintenance and safety concerns - Sluysken Park	Greening team servicing the park currently	03-Mar-26	WCID Manager
33	Person J	26-Mar-40	Welgemoed Entrance	Will be taken into consideration	15-Mar-26	WCID Manager
34	Person H	10-Mar-26	PSOs being used for garden services	Information given regarding current impact and long term solution.	16-Mar-26	WCID Manager

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35	Person H	26-Mar-26	Official complaint against Operations Manager due to his lack of performance in the fulfilment of duties to respond timeously to queries - PSOs BEING USED FOR GARDEN SERVICES	Unsubstantiated and resolved	26-Mar-26	Director
36	Person B	07-Apr-26	Formal complaint regarding failure to implement the approved environmental education component of the Term 2 Business Plan	WCID was part of educational with WFSS in March 2026. It is not a mandate for WCID to be an educational entity.	07-Apr-26	WCID Manager
37	Person H	07-Apr-26	WCID website Complaints Register not being updated	Updated	15-Apr-26	WCID Manager
38	Person D	25-Apr-26	Messages on the WNW1 group	Messages deleted	25-Apr-26	WCID Manager
39	Person H	30-Apr-26	Complaint against the WCID Manager for making false statements to a resident. Failure of the Board to correct.	Various response messages	15 May 2026 1 June 2026	Director
40	Person H	16-May-26	Provide copies of 18A certificated received by WCID	WCID is a NPC with approved tax exempt status. Donations are funded from tax exempt income and thus are not required to be tax deductible expenses. No tax is payable on	15-Jun-26	WCID Manager
41	Person H	18-May-26	Delay in posting that the amended business plan approved	Approval was shared on the same day as WCID received the notification.		Director
42	Person H	18-May-26	False, incorrect and misrepresentation of information posted in complaints register	Updated the complaint register for 4 points.	15-Jun-26	WCID Manager
43	Person E	18-May-26	Proxy solicitation within the WCID	No wrong doing identified with proxy solicitation.	15-Jun-26	Director
44	Group 14 Res	14-May-26	Renosterveld in Welgemoed	Noted the concerns.	21-May-26	WCID Manager
45	Group 7 Res	21-May-26	Renosterveld in Welgemoed	Noted the concerns.	21-May-26	WCID Manager
46	Person D	11-Jun-26	Lack of community involvement in site selection and planting	Volunteer group invitations circulated with responses received ed	11-Jun-26	WCID Manager
47	Group 9 Res	15-Jun-26	Renosterveld in Welgemoed	Noted the concerns.	15-Jun-26	WCID Manager
48	Person B	29-Jun-26	Sluysken Park maintenance, safety hazards and operational follow-through	Noted and addressed concerns	30-Jun-26	WCID Manager
49	Person H	01-Jul-26	Refusal of WCID to provide bills of quantities for Goewerneur Park	During the Goewerneur Park feedback session the BOQ data will be prented.	01-Jul-26	Director
50	Person H	03-Jul-26	FORMAL MISCONDUCT COMPLAINT – WCID DIRECTOR		00-Jan-00	Director
51	Person D	03-Jul-26	Apparent violations of CID by-law and board observer agreement	Detaile response provided. Board Observer has no problems with WCID interaction at Board meeting level or operatuionally.	05-Aug-26	Director
52	Group 11 Res	13-Jul-26	Objection to the planting of Renosterveld	Noted the concerns.	13-Jul-26	Director
			A - 3, B - 16, C - 2, D - 5, E - 7, F - 1, G - 1, H - 11, I - 1, J - 1, Grps - 4, Total 52			