

## **STAKEHOLDER COMMUNICATION: JUNE 2020**

### **1. Human Resources**

3 Estate Controllers passed away.

1 Switchboard operator retired.

1 Administrative Clerk retires at the end of June.

5 Staff Members tested positive for COVID 19.

Since the beginning of May, approximately 40 staff members self-isolating.

2 staff members on maternity leave

Staff on annual leave and family responsibility leave

### **2. Operations of the Office**

The Office operates daily with available staff working staggered times.

Staff takes work home to process matters as far as possible.

Staff on ground floor accepts original documents and provide stamped copies as proof of submission.

Public who may wish to report new estates may consult with a Helpdesk operator. It is encouraged that this be avoided.

Submission of original documents is encouraged to avoid full mail boxes, duplication of matters submitted, time and paper waste.

Request for distribution by members in estates which have been advertised during lock down, should be dealt with by the executor. It is suggested that the full distribution to heirs are not made in case of objections which we have not received.

### **3. Communication**

Telephone communication should be avoided as much as possible since staff is intermittently in the office. This will reduce frustration.

Currently, we have a high influx of e-mail communication and therefore request patience as the office is dealing with same as soon as possible.

E-mail communication should be escalated to the relevant Estate Controller first, thereafter to the Assistant Master, then Deputy Master. Stakeholders send e-mails to many staff members, clogging the system. Staff can only receive a limited number of e-mails. We are aware that the website is referring that mails be escalated to the MasterCapeTown or the Head of Office. This is unfortunately not sustainable.

The Post office opened on Monday, 22 June. We have obtained large numbers of post since Monday and we are processing same.

In the same way, we have posted the Letters of Authority which we were unable to post.

### **4. Request for Fast Track files**

We are experiencing difficulty with stock. Stakeholders are requested to submit the fast track matters in their own folders.

We are unable to accept request from individual members. As agreed we only deal with Brenton Ellis at this stage.