

25 May 2021

To all TRUST stakeholders:

I wish to bring the following challenges to your attention:

Today , 25 May 2021, there is no Assistant Master in the trust section. Assistant Master Ms Walters should be back in office tomorrow. Assistant Mater Mr Rebe is on extended leave (returning 1 July 2021). The third Assistant Master's position is vacant since the Assistant Master retired in 2020 – the post has not been filled yet).

There are two estate controllers currently in office (Ms Langeni dealing with trust number ending in 1, 2 and 3 and Ms Edwards dealing with estate numbers 4, 5 and 6). Mr Hermanus (who deals with number 7, 8 and 9) is on extended leave as well and is only returning at the end of June 2021.

Ms Ontong has been brought into trust section and is tasked to register new trusts. She works from home in Paarl and work is weekly dispatched to her and collected. We endeavour to register all new trusts as soon as possible. Please ensure that all documentation are fully completed, signed and lodge with proof of payment of the R250 registration fee. Failure to lodge all required documents in one batch may result in your new trust documents rejected and returned to you via normal post. We do not have the resources to post all documents back via registered post.

The trust section is backlogged, but we had a meeting on 17 May 2021 and the staff have committed to prioritise and endeavour to get the backlogs of appointments and trust registrations up to date by the end of June 2021. Deregistration of trusts for instance is currently not identified as a priority in this office in view of the workload challenges currently experienced as a result of the vacancies. Staff members will deal with incoming post when time allows for it eg. after new trusts and amended (new) Letters of Authority have been dealt with.

Often when a complaint is received regarding no/ slow response times and investigated , it is found that a letter has been dispatched to a client but for some unknown reason, same has not reached the intended recipient. I recommend that you send a person to the Master's office to check the file (trust section is located on the 9th floor). If the file is not readily available, a requisition form must be completed and given to the Admin/Registry clerk so that the file can be drawn (often from the basement for older files) and be available, say within 5 working days. If there is no reply letter on the file, the issue must first be taken up with the applicable estate controller, then after 15days escalate it to the Assistant Masters and thereafter, if no reply was received after another 15 days, lodge a complaint with the Deputy Master.

Kindly do not address e-mails to more than one person as this clogs the server and chances are that you will get no reply as the many staff members will not have any idea who has/will be responding to the enquiry.

Please note that the trust section does not deal with testamentary trusts but only with inter vivos trusts (trusts with a T or IT number).

I DICK
DEPUTY MASTER