



Bridge City Management Association (RF) NPC (“BCMA”)

Registration No. 2007/027692/08

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”)

1. INTRODUCTION

This PAIA Manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA).

The purpose of this Manual is to:

- Promote transparency, accountability and effective governance;
- Inform stakeholders of the types of records held by BCMA;
- Provide guidance on how records may be requested and accessed.

This Manual is read together with BCMA’s POPIA Policy.

2. DETAILS OF THE ORGANISATION

Name: Bridge City Management Association (RF) NPC (“BCMA”)

Registration Number: 2007/027692/08

Registered Address:

3 Salta Boulevard, Salta, Sibaya

Postal Address:

3 Salta Boulevard, Salta, Sibaya

Telephone number: 031 561 2496

Email: jo@urbanmgt.co.za

Website: <https://bridgcity.org.za/site/>

BCMA conducts the business of managing the common areas situate within the Bridge City Precinct which includes but is not limited to, security, landscaping, general maintenance and administration.

3. INFORMATION OFFICER

The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA;
- Handling access to information requests.

Information Officer Name: Simphiwe Maphumulo

Contact Details:

Email: simphiwe.maphumulo@gb.co.za

Telephone: 083 627 5501

4. GUIDE ON HOW TO USE PAIA

The Section 10 Guide on how to use PAIA is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department

Physical Address: 27 Stiemens Steet, Braamfontein, 2001

Telephone: (011) 877 3600

Website: www.sahrc.org.za

Email: paia@sahrc.org.za

5. RECORDS HELD BY BCMA

BCMA holds records in the following categories, in its own capacity as a Non Profit Company.

5.1 Corporate Governance Records

- Memorandum of Incorporation (MOI)
- Policies and procedures
- Minutes of meetings of the board
- Minutes of annual general meetings
- Register of Directors
- Intellectual Property such as registered trade marks

5.2 Financial Records

- Accounting records
- Annual financial statements
- Invoices and payment records
- Annual Reports
- Books of Account recording information required by the Companies Act No 71 of 2008

- Supporting Schedules to books of account and ancillary books of account;
- Asset register
- Taxation: Tax Returns and assessments
- Insurance: Details of insurance policies and claims Records

5.3 Operational Records

- Service level agreements with service providers
- Contractor and supplier records
- Maintenance and operational reports for managed precincts.

5.4 Stakeholder Records

- Contact details
- Communications

5.5 Legal and Compliance Records

- Contracts and agreements
- Legal opinions
- Litigation records
- Complaints
- Operational licenses, permits and authorisations

5.6 Records Available in Terms of Other Legislation

Category of Record	Applicable Legislation
Memorandum of Incorporation and company records	Companies Act 71 of 2008
Tax records	Income Tax Act 58 of 1962
VAT records	Value-Added Tax Act 89 of 1991
Employee records	Basic Conditions of Employment Act 75 of 1997
Employment and labour records	Labour Relations Act 66 of 1995
Occupational health and safety records	Occupational Health and Safety Act 85 of 1993
Access to information records	Promotion of Access to Information Act 2 of 2000
Personal information records	Protection of Personal Information Act 4 of 2013
Property management records (where applicable)	Property Practitioners Act 22 of 2019
Members complaints	Community Schemes Ombud Service Act 9 of 2011

6. RECORDS AVAILABLE WITHOUT FORMAL REQUEST

Certain records may be made available without the need for a formal PAIA request, including:

- Public policies
- Governance documents
- Marketing or informational material

To the extent that such records are not confidential, contain personal information, or are otherwise restricted by law.

Access to these records may be obtained via:

- BCMA's website; or
- Direct request to the Information Officer.

7. REQUEST PROCEDURE

A requester must:

- Should a requester wish to request access to a record of any of the above categories of information, the requester must use the form prescribed in terms of PAIA to request access to the record;
- A request must be made to the Information Officer via BCMA's Contact Details set forth in paragraph 3 of this manual;
- The requester must: (i) provide sufficient detail on the request form to enable BCMA's to identify the record and the requester; (ii) indicate which form of access is required; and (iii) indicate if any other manner of communication is to be used to inform the requester and state the necessary particulars to be so informed;
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right;
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the BCMA.

8. FEES

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the prescribed request fee before BCMA processes the request.
- After the Information Officer of BCMA has made a decision in respect of the request, the requester will be notified in the prescribed form.
- If the request is granted, an additional fee, as prescribed in terms of PAIA, must be paid for the search, reproduction and compilation of the information which has been requested, including copying charges and charges for any time that has exceeded the hours prescribed to search for, reproduce and compile the record for disclosure.

10. INFORMATION REGULATOR DETAILS

- **Physical Address:**
JD House, 27 Stiemens Street, Braamfontein
- **Postal Address:**
P.O. Box 31533, Braamfontein, 2017
- **Email:** complaints.IR@justice.gov.za

11. AVAILABILITY OF THIS MANUAL

- This manual is available for inspection during office hours and free of charge at the offices of BCMA at:
Registered Address: **3 Salta Boulevard, Salta, Sibaya**
Telephone: **031 561 2496**
Email Address: **jo@urbanmgt.co.za**
- A copy of this manual is also available at the offices of the South African Human Rights Commission (refer to paragraph 4 of this manual) and on BCMA's website at <https://bridgecity.org.za/site/>

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