



5 YEARS OF POWERING PROPERTY

(By Elwin Els)



Elwin Els

Five years, 232 community schemes, nearly 13,000 units and we are just getting started.

About ZenTeq

ZenTeq is a specialist community scheme administrative and operational support business based in South Africa. Founded in **2021**, **ZenTeq** currently manages **232 community schemes** comprising **12,936 residential and commercial units** as well as multiple city improvement districts. **ZenTeq's** services span accounting and financial administration, compliance management, utility management, levy collection and arrears recovery, attorney coordination, digital infrastructure, dedicated scheme banking, and developer support. **ZenTeq** also operates an entrepreneur model designed to help property professionals launch or scale their own managing agent businesses.

The ZenTeq Story in Numbers

On the 1st of July 2026, **ZenTeq** celebrates five years of operation — five years of building the administrative backbone that keeps South African community schemes running smoothly, protecting and enhancing property values, and empowering the next generation of property entrepreneurs and practitioners. What started as a conviction that the industry needed a better model has grown into something the numbers now speak for themselves.

5

years of powering properties across South Africa.

232

community schemes under management.

12,936

residential and commercial units serviced.

Where It All Began

ZenTeq was founded on a simple but powerful observation: traditional managing agents were doing too much of the wrong thing and lost touch with the essence of what property management is. They were spending their energy on administration, compliance paperwork, and operational firefighting — when their real value lay in client relationships, business development, investment enhancement, and community leadership.

The founding vision was to decouple the back office from the front office. To build a specialist administrative and operational engine that managing agents, property entrepreneurs, and developers could plug into — so they could scale without proportionally scaling their overhead.

Five years later, that vision is no longer a proposition. It is a proven model.

"We did not set out to be another managing agent. We set out to help make managing agents better."





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The Journey: From First Community Scheme to 232 Complexes

The early days were defined by proving the model worked. The first community schemes to come on board were a test of every system, every process, and every relationship. Could a specialist back-office provider genuinely deliver better outcomes than a traditional in-house approach? The answer, consistently, was yes.

Growth followed trust. Word spread in the industry — among trustees who experienced cleaner financials and faster response times, among managing agents who found they could take on more clients without burning out their teams, and among developers who needed a credible partner to help new community schemes hit the ground running.

Today **ZenTeq's** portfolio spans **232 community schemes** and **12,936 units** — a scale that brings genuine economies of operation, deeper institutional knowledge, and a level of systems sophistication that smaller operations simply cannot match.

Key milestones along the way:

- Building a specialist compliance capability at a time when CSOS and STSMA enforcement was still finding its feet.
- Launching the entrepreneur model — giving ambitious property professionals the infrastructure to build their own agencies without starting from zero.
- Establishing dedicated banking arrangements for every community scheme under management, ending the risks of pooled fund arrangements and still enhancing automation.
- Building out the legal and attorney coordination function to handle levy arrears recovery without putting schemes through unnecessary trauma.
- Scaling the digital infrastructure to give trustees, owners and portfolio managers real-time visibility of their community scheme's financial position.
- Developing the utility management service in direct response to the crisis of spiralling electricity and water costs in community schemes.
- Developing services to assist new developments.

What 'Powering Property' Actually Means

ZenTeq's tagline — Powering Property — is not a marketing phrase. It is a description of a function.

Community schemes are complex entities. They have financial obligations, legal compliance requirements, physical infrastructure to maintain, and dozens — sometimes hundreds — of owners whose interests must be balanced and protected. The managing agent or trustee at the centre of that complexity needs reliable, expert support to do their job well.

That is what **ZenTeq** provides. Not just administrative processing, but the full operational backbone:

- Accounting, reconciliation, budgeting and financial reporting.
- Compliance management: CSOS, STSMA, POPIA, tax and labour law.
- Digital infrastructure: cloud storage, document management, real-time reporting.
- Dedicated community scheme banking and payment controls.
- Levy collection and arrears management.
- Attorney coordination and legal support.
- Utility management and billing accuracy.
- Developer support from community scheme registration through to steady-state management.

When all of these functions are handled by a specialist with the scale to do them properly, managing agents can focus on what they are best at: building relationships, growing their portfolios, and leading their communities.

"At 232 schemes and nearly 13,000 units, we have the institutional knowledge and systems depth to solve problems that smaller operations encounter for the first time."



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The Entrepreneur at the Centre

One of **ZenTeq's** most distinctive contributions to the South African property management industry has been the entrepreneur model. The traditional barriers to entry in community scheme management are significant: regulatory requirements, administrative capacity, technology infrastructure, and the capital to start and sustain operations while a portfolio is being built.

ZenTeq removes those barriers. By providing the back-office infrastructure, compliance expertise, and operational systems, **ZenTeq** allows **property entrepreneurs** — **estate agents, facility managers, rental agents, and industry professionals** — to launch and scale their own agencies without carrying the full overhead themselves.

This is not a franchise arrangement. It is a genuine partnership: the entrepreneur brings the client relationships and local knowledge; **ZenTeq** brings the systems, support, and scale. Both grow together.

Five Years In: What We Have Learned

Five years of operating at scale across South Africa's community scheme sector has taught the **ZenTeq** team several enduring lessons.

Compliance does not get simpler over time. The legislative environment — STSMA, CSOS, POPIA, evolving tax requirements — continues to add complexity. Trustees and managing agents who rely on memory and manual processes will always be one step behind. Specialist support is no longer a luxury; it is a risk management tool.

Utilities are the fastest-growing source of community scheme disputes. As electricity and water costs escalate, metering accuracy, billing transparency and proactive monitoring have become critical functions. Community schemes that do not have these under control face owner disputes, litigation, and cashflow instability.

Scale creates resilience. Managing 232 community schemes means **ZenTeq** has encountered virtually every operational scenario the sector can produce. That institutional knowledge — built into systems, processes, and the team's expertise — is available to every scheme in the portfolio, regardless of its size.

Relationships are the foundation. Behind every complex number and every compliance requirement is a trustee, an owner, or a managing agent who needs a reliable partner. The administrative excellence only matters if it frees up the people at the front of the business to do the relationship work well.

Looking Ahead: The Next Five Years

The South African community scheme sector is growing. Urbanisation, densification, and the continuing shift toward sectional title and homeowners association living means more schemes are being registered every year, more developers are entering the market, and the management of those schemes is becoming more complex, not less.

ZenTeq's focus for the next five years is to deepen its capabilities in three areas:

- **Utility management:** expanding the service to cover pre-paid meter implementation, smart metering, and proactive leak detection — turning utilities from a cost centre into a managed asset.
- **Developer partnerships:** building formal relationships with property developers earlier in the development lifecycle, so that community schemes launch with the right governance structures, financial models, and management support from day one.
- **Entrepreneur growth:** scaling the entrepreneur model to bring more qualified property professionals into the ecosystem, growing the combined portfolio while maintaining the quality of support that 232 schemes have come to rely on.

The foundation is built. The systems are proven. The team is ready.

"Five years ago we set out to power property in South Africa. Today, 232 community schemes and nearly 13,000 families are proof that the model works. We are just getting started."



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JOIN THE ZENTEQ ECOSYSTEM

Whether you are a trustee looking for reliable administrative support, a managing agent wanting to scale without scaling your overheads, or a developer seeking a specialist partner for your next community scheme — **ZenTeq** has the experience, the systems, and the team to support you.

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