

TheEdgeProperty.com

FRIDAY, APRIL 7, 2017 . ISSUE 2386/2017 . PP19055/06/2016(034530)

ONLINE + OFFLINE

AVAILABLE ONLINE + OFFLINE

WHERE DO I GET A COPY OF THIS WEEKLY PULLOUT?

GO TO

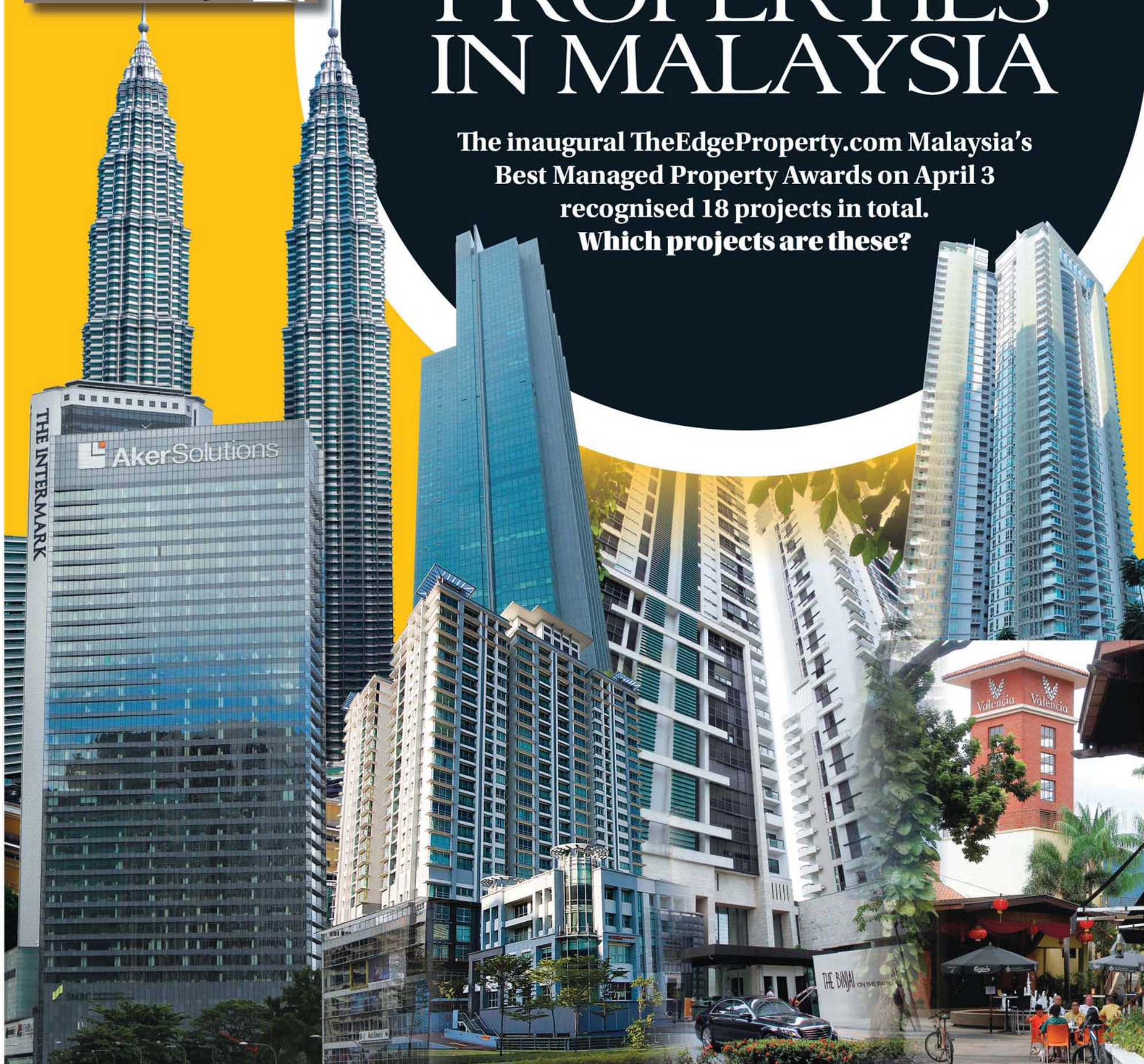
TheEdgeProperty.com

TO DOWNLOAD FOR FREE



THE BEST MANAGED PROPERTIES IN MALAYSIA

The inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards on April 3 recognised 18 projects in total. Which projects are these?



TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017



The Edge Property
Malaysia



Publisher and Group CEO
Ho Kay Tat

THEEDGE
PROPERTY.COM
MAKE BETTER DECISIONS

The Edge Property Sdn Bhd (1091814-P)
Level 3, Menara KLK, No 1 Jalan
PJU 7/6, Mutiara Damansara, 47810
Petaling Jaya, Selangor, Malaysia

TheEdgeProperty.com

Managing Director/Editor-in-Chief
Au Foong Yee

EDITORIAL

Editor Lam Jian Wyn
Contributing Editor Sharon Kam
Deputy Chief Copy Editor
James Chong
Senior Copy Editor
Shanthy Murugiah
Senior Writer Tan Ai Leng
Writers Rachel Chew, Natalie Khoo,
Shawn Ng, Lum Ka Kay
Art Director Sharon Khoh
Design Team Nik Edra, Henry Lee

For New Launches/Events/
Press Releases/News Tips
email: propertyeditor@bizedge.com
Tel: 03-7721 8211 Fax: 03-7721 8280

ADVERTISING & MARKETING

Head of Marketing and Sales
Sharon Chew (012) 316 5628
Senior Account Managers
Cecilia Too (012) 319 7666
Jayne Law (016) 929 3309
Account Managers
Jayremy Sim (011) 1669 6039
Jocelyn Poo (012) 611 5626
Marketing Support & Ad Traffic
Madeline Tan (03) 7721 8218
email: mkt.tep@bizedge.com

NEGOTIATOR ADVISORY SERVICE

Senior Manager Elizabeth Lay
Senior Associate Stannly Tan
Associate Karen Wong

For enquiries and listings
email: propertysupport@bizedge.com
GL: (03) 7721 8175/ 8172

TheEdgeProperty.com pullout is published by The Edge Property Sdn Bhd. It is available with *The Edge Financial Daily* every Friday. The pullout is also distributed at more than 200 offices, shopping complexes, condos, medical centres, F&B outlets and LRT stations in the Klang Valley. You can also download it for free at www.TheEdgeProperty.com

The Edge Malaysia

EDITORIAL

Editor-in-Chief Azam Aris
CORPORATE
Chief Operating Officer Lim Shiew Yuin
ADVERTISING & MARKETING
Chief Commercial Officer
Sharon Teh (012) 313 9056
General Manager
Kingston Low (012) 278 5540
Senior Sales Managers
Fong Lai Kuan (012) 386 2831
Gregory Thu (012) 376 0614
Kamaleesan Parama (012) 394 4855
Michael Tan (012) 213 0252
Creative Marketing
Chris Wong (016) 687 6577
Head of Marketing Support & Ad Traffic
Lorraine Chan (03) 7721 8001

Why this Award?

BY AU FOONG YEE

TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 has been born out of an in depth understanding of the Malaysian real estate landscape and what is lacking for the country to be a desirable international property investment destination.

Capital appreciation is key for property investors. This is especially so with prices of property escalating with little or no sign of respite.

Central to enhancing property value would be the quality of its management and maintenance. Ironically, this is one facet of the real estate industry eco-system that has been grossly ignored.

It is this gap that TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 seeks to address.

Just imagine what our cities would look like should they house high-rise buildings that are poorly maintained...Are we in danger of becoming a slum?

What do we need in Malaysia to ensure that we are not headed that way?

The answer lies in a collective effort by the authorities, developers, property managers, owners and consumers, of course.

It is through this Award that TheEdgeProperty.com strives to create awareness and drive home the importance of top-in-class management practices in Malaysia and, by extension, what is required for this to be a reality.

The seed of a well-managed building is sown at the project drawing board. Buildings designed with best global management practices in mind clearly offer an edge for sustainable and quality building management efforts.

On the flipside, any attempt by an overzealous developer to, for instance, over provide for

amenities or to focus primarily on the aesthetics of a building could well translate into a nightmare for a building manager. Financial sustainability is crucial.

First of its kind

We are pleased to note that TheEdgeProperty.com Malaysia's Best Managed Property

TheEdgeProperty.com
MALAYSIA'S
BEST MANAGED
PROPERTY
AWARDS 2017



Awards 2017 is the first of its kind in Malaysia, and possibly in this part of the world.

Besides raising the bar on property management practices in Malaysia, it is our aspiration to create an index of top quality-managed buildings. In due time, we see investors, both local and foreign, seeking out not only quality-managed buildings but also developers who are responsible for these buildings.

Though this is the Awards' debut year, the number of submissions received was far beyond our expectations. We would like to humbly believe that the positive response can only be a testament to a need for the recognition and promotion of top-in-class property management practices in Malaysia.

Kudos to each and every one of those who have submitted themselves to be ranked. It certainly speaks well of their aspiration to be the best in class globally.

Au Foong Yee is the managing director and editor-in-chief of TheEdgeProperty.com. She was behind the conception of The Edge Malaysia Property Excellence Awards, The Edge Malaysia Top Property Developers Awards and Haven My Dream Home Contest of The Edge.

LOW YEN YEING | TheEdgeProperty.com



TheEdgeProperty.com editorial team.
(From left) Writers Rachel Chew, Shawn Ng, Au, contributing editor Sharon Kam, writer Natalie Khoo, senior writer Tan Ai Leng and writer Lum Ka Kay.



TheEdgeProperty.com
MALAYSIA'S
BEST MANAGED
PROPERTY
AWARDS 2017

THE WINNERS

EDITOR'S CHOICE AWARDS

ICONIC INNOVATION

PETRONAS TWIN TOWERS

Editor's Choice Awards

EXEMPLARY COMMUNITY BUILDER

UEM SUNRISE BERHAD

Editor's Choice Awards

BUILT FOR SUSTAINABILITY

THE PINNACLE @ SUNWAY CITY

Editor's Choice Awards

NON-STRATA COMMERCIAL CATEGORY

NON-STRATA RESIDENTIAL CATEGORY

STRATA COMMERCIAL CATEGORY

STRATA RESIDENTIAL CATEGORY

STRATA MIXED CATEGORY

PETRONAS TWIN TOWERS

GOLD

VALENCIA, SUNGAI BULOH

GOLD

INTEGRA TOWER

GOLD

THE BINJAI ON THE PARK

GOLD

SOLARIS DUTAMAS

GOLD

THE PINNACLE @ SUNWAY CITY

SILVER

DUTA NUSANTARA

SILVER

MENARA BANGKOK BANK @ BERJAYA CENTRAL PARK

GOLD

28 MONT'KIARA

GOLD

SOLARIS MONT'KIARA

SILVER

WISMA SELANGOR DREDGING

BRONZE

DUTA TROPIKA

BRONZE

MERCU SUMMER SUITES

SILVER

MADGE MANSIONS

SILVER

MENARA PKNS

Special Mention

RIVERVIEW KEMENSAH

Special Mention

QUEENSBAY MALL

SILVER

THE OVAL KL (EAST TOWER)

Special Mention

PRESENTED BY

TheEdgeProperty.com

PARTNERS



Panasonic

SUPPORTED BY



THE JUDGES



PICTURES BY KENNY YAP | TheEdgeProperty.com



From left: Wong, TheEdgeProperty.com contributing editor Sharon Kam, Au, Ting, Ng, Lim, Tan and Tjoe.



Datuk Jeffrey Ng
Chairman, Malaysian REIT
Managers Association

Ng has more than 30 years of experience in finance, corporate planning and executive management in the property and hotel industry in Malaysia and Australia. He is also the CEO of Sunway REIT Management Sdn Bhd (manager for Sunway REIT), chairman of the Real Estate Housing Developers' Association (Rehda), non-executive director of United Overseas Bank (Malaysia) Bhd and director of Urban Hallmark Properties Sdn Bhd.

TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 is a very commendable and timely initiative by TheEdgeProperty.com to recognise excellence in property management. The property market today still suffers the notion of "First-class buildings with third world maintenance mentality". There is an urgent need to holistically address the *tidak apa* maintenance attitude. I sincerely hope that this Awards will be one of the catalysts to bring all stakeholders a step closer in the right direction in terms of improvement in property management standards.

The number of submissions received for this inaugural Awards was

far beyond my expectation. However, the quality and standard of submissions to meet the evaluation criteria were varied ranging from basic to comprehensive. It is my belief that owners, property developers, property managers and other stakeholders will be more geared, inspired and captivated by such awards of excellence.

This will inevitably elevate the property management standards in the country to reach higher and more professional levels in the future. Accordingly, well-managed properties should deliver more customer satisfaction as well as enjoy better capital appreciation growth in the long term.

Congratulations to all the well-deserving awardees for the efforts to showcase their skills and capabilities. Yes, "First-class buildings with world-class maintenance attitude" can be attained over time.



Professor Ting Kien Hwa
Vice-president, The Malaysian
Institute of Professional Property
Managers (MIPPM)

Prof Ting is a professor in property investment of Universiti Teknologi MARA and a visiting professor in real estate investment of University of Reading Malaysia, Johor Bahru.

He is active in the Royal Institu-

tion of Chartered Surveyors Malaysia branch, National Property Research Expert Panel (NAPREC of INSPEN), International Property Measurement Standards of World Bank and the International Land Measurement Standards of FAO-UN.

There are currently many different types of property awards. But TheEdgeProperty.com Malaysia's Best Managed Property Awards is unique as it focuses on the best managed properties. This Awards fills the missing gap in the many awards that focus on the pre-development, development and investment stages of real estate.

Completed buildings will remain for decades and property management is the bedrock of the property industry. A poorly-managed and maintained real estate will deteriorate rapidly, destroying all the efforts put into the design and construction of the property.

Property management has traditionally been the Cinderella of the property industry. The property management team often work behind the scenes in an efficient and cost-effective manner.

This new Awards is not only a measure of property management success but the pinnacle of achievement for property managers and the property management firms who have demonstrated excellent management expertise, industry experience, local market knowledge, integrity and ethics. Sound technical knowledge and capabilities are not sufficient — they also have to have good working relationships with the management bodies as well as support from the tenants and owner-residents of a building.

With more high-rise and stratified buildings and properties coming into the Malaysian property market, Th-

eEdgeProperty.com Awards puts into focus the need for professional property management.

The inaugural winners are very deserving as they reflect the best practices of property management in Malaysia. I am also truly impressed with the standards and quality of the submissions. Visiting the buildings and meeting with the management bodies/residents have provided additional insights into the challenges of managing different types of strata properties.

I have no doubt that the Awards has provided the foundation for the recognition of successfully managed properties. The Awards, I believe, will continually do so in the years to come.

With the recognition, I am sure the winners and indeed the entire property management fraternity will be further motivated to excel in the management of properties in Malaysia.



Dr Suntoro Tjoe
Member, The Building
Management Association of Malaysia

Dr Tjoe is the managing director of Meadow Facilities Sdn Bhd that provides integrated property and facility management services. The company presently manages assets worth more than RM3 billion in Malaysia. Prior to this, he was an associate director of

a leading international property consultation firm in Bangkok where he gained most of his experience in facility and property management in the Southeast Asian region. He has more than 30 years of experience in the field.

TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 has certainly excited the property management industry in Malaysia.

Property management is a "second-class" industry and it is an unwanted and unglamorous profession in Malaysia. The Awards definitely brings the industry to light and gives due exposure and recognition to the profession, which is ultimately needed for the fast growing property development market in the country.

It is hoped that the Awards will be the eye-opener to all property development players in the market and make property management an integral part of the property development life cycle.

The Awards is the first of its kind in Malaysia and certainly sets a new standard for the property management industry in the country. Hence, the Awards must continue for many years to come.

The maiden Awards' winners are truly best managed properties in the country in their respective categories.

Although the entries for the Awards were dominated by the big boys, more property managers are encouraged to participate in the coming years. It is a showcase of property managers' talents and passion for the profession.



Dr Lim Lan Yuan
 President, The Association of
 Property and Facility Managers,
 Singapore

Dr Lim has many years of experience in the real estate and construction field. A tribunal member of the Strata Titles Boards in Singapore, Dr Lim also chairs the technical committee responsible for the development of building maintenance standards.

I would like to congratulate Foong Yee and her colleagues from TheEdgeProperty.com for coming up with this inaugural Malaysia's Best Managed Property Awards. For the longest time, developers and owners have not given much attention to the impact of design and construction on future maintenance. The focus of the Awards on how buildings are maintained and managed is to be applauded. This Awards would encourage more people to better understand the importance of a well-managed and maintained property in sustaining values and quality.

The quality of the projects in this year's Awards ranges from good to excellent. The better ones are able to display good management in terms

of building performance and maintenance, financial control, operating procedures, compliance with the law, innovation and kerb appeal. The management standards of the top winners of this Awards are comparable to those internationally. The winners clearly deserve the accolades given to them.



Chris Tan
 Managing partner, Chur Associates

Tan is a lawyer, founder and managing partner of Chur Associates. He is also a regular guest speaker for both corporate and public events, guest commentator at radio stations and a frequent contributor for local and overseas publications on real estate.

Kudos to TheEdgeProperty.com Malaysia for recognising the trend in incubating and elevating the standard of property management in Malaysia. This is a progressive initiative as Malaysia is in her last lap towards the developed nation status. We have world-class buildings in Malaysia and these buildings need to be well-managed for long-term sustainability. Properties need to be progressively managed in order for their values to be preserved and enhanced. I am confident this unique Awards shall be an important landmark in the history of real estate in Malaysia.

I am very encouraged by the number of submissions received this year notwithstanding the short notice and this being the inaugural edition of the Awards. The winners are all worthy within the requirements set and represent the best in class submission. It's a great learning process for everyone, the nominees, the judges and the organiser.

Personally, I am very impressed by the shortlisted nominees in their efforts to host the judges for the site visits given the rare recognition ever given to property management. Everyone is a winner from the moment the decision was made to participate in this Awards.



Wong King Wai
 Deputy editor, City & Country,
 The Edge Malaysia

Wong is the deputy editor of City & Country, the property pullout of The Edge Malaysia. He has been with this property pullout of The Edge for over eight years.

The Awards recognises the unsung heroes of the property industry — the property managers, who spend many hours behind the scenes to ensure a property is managed properly and well maintained so that tenants or residents have nothing to worry about.

Moreover, their activity also helps in maintaining the value of the properties, which we know should appreciate over time. But if the property is badly managed then values will be affected. Hopefully this Awards will encourage property managers to continue the good work they do.

The winners are deserving; their efforts in managing a property are commendable. The quality of entries varied but this being the first year of the Awards, I believe the quality will only get better.



Au Foong Yee
 Managing director and
 editor-in-chief, TheEdgeProperty.com

Au is a pioneer of The Edge Malaysia. The founding editor of City & Country (property pullout of The Edge) and Haven (bi-monthly interior design magazine published by The Edge Malaysia Top Property Developers Awards, The Edge Malaysia Property Excellence Awards and Haven My Dream Home Contest. Au was also The Edge Malaysia's chief marketing officer and then managing director before she was tasked with helming TheEdgeProperty.com.

If there must be just one takeaway from the judging process of the Awards, it would be the passion and commitment displayed by both owners and managers of the winning buildings/projects.

The strong rapport is more apparent in the residential category where owners clearly work very closely with their respective property managers. Very hands-on, these owners do not believe in leaving the fate of their property entirely to property managers.

This helps to explain why some of the older buildings won while other newly-built buildings lost out.

Whether or not a building has been designed and built to facilitate quality property management also matters.

On a different note, all owners and property managers who put in submissions for the Awards must be congratulated. The fact that you have offered your respective building/project to be scrutinised resonates with TheEdgeProperty.com's quest to raise the bar on property management in Malaysia.

Syabas to the winners. To the rest, we look forward to your submissions again next year.

THE JUDGING CRITERIA

TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 aims to recognise buildings with excellence in property management. The inaugural awards received more than 50 submissions. The call for entries began on Nov 18, 2016 and closed on Jan 23, 2017. Submissions could also be made online via www.theedgeproperty.com.

Submissions are open to:

1. Any strata and non-strata buildings in Malaysia, managed either in-house or by any property manager
2. The entries may be property of any size and type in Malaysia
3. The property must be fully completed and have received its Certificate of Completion and Compliance (CCC) or Certificate of Fitness of Occupation (CFO).
4. The property must fully comply with statutory requirements (ie renewed licences, permits, approvals)

There are seven (7) main judging criteria:

1. Maintenance

- a. Quality of M&E and building services
- b. Cleanliness and upkeep of facilities

2. Administration

- a. Working committee procedures and compliance
- b. Transparency of accounts

3. Collections

- a. Debtor aging / Billing / Collection ratio
- b. Proportion of debtors
- c. Collection procedures — notifications, reminders, warning

4. Financial sustainability

- a. Adherence to budget
- b. Cost optimisation initiatives and innovations (eg energy saving measures (eg LED bulbs, sensors), water harvesting)

5. Security

- a. Use of technology (CCTV)
- b. Proactive measures to enhance building security

6. Community and communication

- a. Community building initiatives
- b. Procedures for tenant or occupant liaison (includes booking for facilities) and dispute resolution

7. Development value / yield

- a. Comparative growth in value over time
- b. Comparative rental yield

Projects submitted were shortlisted based on the above criteria. The judges then made site visits to the shortlisted projects before the final decisions were made. The winning projects were announced and honoured at an awards ceremony on April 3, 2017. Details of the winners and the awards dinner were published in TheEdgeProperty.com pullout and online at www.theedgeproperty.com.

AWARDS NIGHT



PICTURES BY LOW YEN YEING, SAM FONG & KENNY YAP | TheEdgeProperty.com



Gold winners and Editor's Choice recipients: (from left) Nippon Paint Malaysia GM of sales Tay Sze Tuck, Au, Berjaya Land GM Khaw Su Mei, Henry Butcher Malaysia (Mont'Kiara) business development director Ronny Yong, Gamuda Land club operations and townships senior group GM Tang Meng Loon, Solaris Dutamas MC chairman Lai Chee Hoe, UEM Sunrise Bhd COO of commercial Raymond Cheah, MD/CEO Anwar Syahrin Abdul Ajib, KLCC Property Holdings CEO Datuk Hashim Wahir, Sunway Property and Facilities Management COO Cheng Jew Keng, KLCC Urusharta head of Facilities Management Shamsudin Ishak, SCM Property Services COO of development Datuk Roslan Ibrahim, 28 Mont'Kiara MC committee members Basil Lau and Teh Kwan Wey, The Binjai on the Park MC chairperson Cynthia Lim, Henry Butcher Malaysia (Mont'Kiara) ED Low Hon Keong, Knight Frank Malaysia ED Natallie Leong, TheEdgeProperty.com contributing editor Sharon Kam and Panasonic Malaysia deputy MD Hiroyuki Muto

In honour of Malaysia's best managed properties

BY TAN AI LENG

Properties, regardless if they are big or small, landed or non-landed, a single building or a vast township, residential or commercial, all need tender loving care. And care has been demonstrated in the winning projects of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

The winners were feted at a glittering event at One World Hotel, Petaling Jaya on the evening of April 3, witnessed by more than 350 guests. Pride was obvious on the faces of those responsible for the success of the winning projects, particularly the property owners and property management teams.

Altogether, 18 projects received recognition and this was spread across three main categories, namely residential, commercial and mixed developments. The residential and commercial categories were further broken down to strata and non-strata segments.

There is no denying that for Petronas Twin Towers in KLCC, Kuala Lumpur, in order to maintain its stature as the country's main architectural icon and to ensure it continues to sparkle everytime its picture is taken, its maintenance and property management have to be significantly more than excellent.

Hence, it came as no surprise that the world's tallest twin towers walked away with the Gold award in the non-strata commercial category at the inaugural Awards.

Petronas Twin Towers also received TheEdgeProperty.com Editor's Choice Award: Iconic Innovation. TheEdgeProperty.com Editor's Choice Awards recipients were selected by the editors at TheEdgeProperty.com to recognise excellence in a project, building, company or personality that promotes top quality property management practice.

Winning the Silver in the non-strata commercial category was The Pinnacle @ Sunway City in Petaling Jaya, Selangor. Wisma Selangor Dredging located opposite the Petronas Twin Towers received the Bronze and Menara PKNS received a special mention. Both the decades-old properties proved that values can grow with age if a property is kept fit and relevant with the times.

The Pinnacle, which was developed and managed by Sunway Property, was also chosen as the recipient of the Editor's Choice Award: Built for Sustainability.

There were two Gold winners in the strata commercial segment, namely office projects Menara Bangkok Bank @ Berjaya Central Park and Integra Tower, both located in the heart of KL.

Security, accessibility and convenience top the attributes of Menara Bangkok Bank, a Grade A 48-storey office tower with a striking facade that forms part of the Berjaya Central Park development. Meanwhile, Integra Tower is a component of the integrated stratified commercial development, The Intermark.

Queensbay Mall from Bayan Lepas, Penang and Mercu Summer Suites in KL were joint Silver winners in this category.



TheEdgeProperty.com managing director and editor-in-chief Au Foong Yee delivering her speech during the awards gala dinner.

The inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 recognised 18 properties across five categories for their excellence in property management.

The Gold winner in the non-strata residential category was Valencia township in Sungai Buloh, Selangor while Duta Nusantara and neighbouring Duta Tropika won the Silver and Bronze, respectively. Riverview Kemensah received a special mention.

The 288-acre Valencia features the first resident-only golf course in Malaysia with 900 units of townhouses, semi-dees, bungalow lots, garden terraces, town villas and SoHo (Small-office Home-office) residences structured into four precincts.

In the strata residential category, luxury condominiums The Binjai on the Park located in KLCC and 28 Mont'Kiara in Mont'Kiara, KL were joint Gold winners.

The eight-year-old The Binjai on the Park commands by far the highest price psf of living space. The dream address houses 171 units in two towers of 44 and 45 storeys, designed to offer unobstructed views of the KLCC development anchored by the iconic Petronas Twin Towers.

Meanwhile, 28 Mont'Kiara, which was completed at end-2012, comprises two 40-storey towers with 460 units.

Madge Mansions in Taman U Thant, KL was the Silver winner while The Oval KL (East Tower) received a special mention.

The mixed development category saw Solaris Dutamas and Solaris Mont'Kiara taking the Gold and Silver, respectively.



Strata residential category winners: (from left) Tay, Kam, Gamuda Land COO Ngan Chee Meng, Tang, Lau, Roslan, Teh, Hashim, Low, Cynthia, The Oval KL (East Tower) JMB chairman Captain Khoo Chin Yew, Henry Butcher Malaysia (Mont'Kiara) building manager Keith Lee, Hiroyuki and Au.



Non-strata residential category winners: (from left) Tay, Kam, Henry Butcher Malaysia (Mont'Kiara) senior property manager Norhayati Bonah, Duta Tropika director Abdul Kayum Syed Ahmad, Ngan, Tang, Henry Butcher Malaysia (Mont'Kiara) property management director of operations Ho Kim Heung, Duta Nusantara Homeowners director Mohd Hisham Musa, RiverView Kemensah residents association chairman Shahrudin Ali, Firdaus & Associates Property Professionals MD Firdaus Musa, Hiroyuki and Au.



Strata commercial category winners: (from left) Tay, Kam, Khaw, Yong, Kumpulan Wang Persaraan COO Nik Ahmad Fauzan Nik Mohamed, Leong, SCM Property Services GM Paul Richard, Mercu Summer Suites JMB chairman Sandeep Singh, Queensbay Mall MC operation senior manager David Raj, chairperson Tan See Bin, Hiroyuki and Au.



Non-strata commercial category: (from left) Kam, Tay, SDB Properties head of business unit Peter Quah, head of communications and corporate affairs Lina Othman, Sunway Integrated Properties senior GM Ong Chin Teck, Cheng, Shamsudin, Hashim, PKNS Real Estate CEO Farku Radzi Abdul Ghani, Hiroyuki and Au.



Strata mixed development category winners: (from left) Tay, Kam, Lai, Cheah, Solaris Mont'Kiara MC chairman Sivam Kandiah, Henry Butcher Malaysia co-founder and director Lim Eng Chong, Hiroyuki and Au.

Solaris Dutamas is a well-known destination for those who appreciate art and the finer things in life. This artistic DNA of the project has become a catalyst to pull in the crowd to this hip and happening address off Jalan Duta in KL.

UEM Sunrise Bhd, the developer of 28 Mont'Kiara, Solaris Mont'Kiara, Solaris Dutamas and Mercu Summer Suites, also received the Editor's Choice Award: Exemplary Community Builder. As the master developer of Mont'Kiara, its community building efforts have resulted in making the expat enclave into one of the most wanted addresses in the country.

Organised in partnership with Nippon Paint

Malaysia and Panasonic Malaysia, the Awards is supported by the Malaysian Institute of Professional Property Managers (MIPPM), the Building Management Association Malaysia (BMAM), the Malaysian REIT Managers Association (MRMA) and The Edge Malaysia.

More than 50 entries were received during the submission period which opened in Nov 18 last year and closed on Jan 23 this year. Entries were open to all stratified and non-stratified buildings, managed in-house or by property managers. Following close scrutiny of the submissions, 22 entries were shortlisted for site visits.

The judges were TheEdgeProperty.com managing director and editor-in-chief Au Foong Yee, MRMA chairman Datuk Jeffrey Ng, MIPPM vice-president Professor Ting Kien Hwa, BMAM committee member Dr Suntoro Tjoe, Association of Property and Facility Managers in Singapore president Dr Lim Lan Yuan, Chur Associates managing partner Chris Tan, and The Edge Malaysia deputy editor of City & Country Wong King Wai.

The judging criteria cover maintenance quality, administration of the working committee, collections, financial sustainability, security, community and communications as well as the development's value or yield.

In her speech at the Awards night, Au said the night marks a new milestone for the Malaysian property sector.

"You are here both to witness and to celebrate the putting in potentially the final and most pertinent piece of the brickwork of real estate excellence in Malaysia."

The Awards is the first of its kind and was mooted to recognise real estate that is managed with

excellence. It aims to raise the bar on Malaysian property management practices, benchmarking it against the best in class globally.

"We would like to congratulate all those who have submitted themselves for this ranking — it certainly speaks well of their desire to be the best in class."

"This Awards was prompted by an understanding of the real estate landscape and what is demanded to take Malaysia forward as a desirable international property investment destination," she said.

Whether or not a real estate is managed with excellence will determine its future value growth or deterioration, she stressed.

"Property investment is not just about buying a roof over one's head. Neither is it about merely securing a business address. It is about creating value from one's investment, especially at a time when prices are creeping up. One of the significant building blocks of value creation in a property lies in its upkeep and maintenance."

She noted that developers also play an important role in making a building sustainable as a well-designed building will set the foundation for sustainable property management.

In conjunction with the Awards, TheEdgeProperty.com will also be holding a half-day symposium on property management on April 8 with the aim of creating awareness and educating the public on quality property management attributes and their impact.

More photos of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 are available at www.theedgeproperty.com.my/property-award-2017

PRESENTED BY

TheEdgeProperty.com

PARTNERS



Panasonic

SUPPORTED BY



PHOTO GALLERY



PICTURES BY LOW YEN YEING, SAM FONG & KENNY YAP | TheEdgeProperty.com



- 1 The Awards ceremony saw as many as 350 guests including property managers, property developers and property owners.
- 2 Knight Frank Malaysia MD and MIPPM president Sarkunan Subramaniam (sixth from right) with the Knight Frank Malaysia team.
- 3 The 'powerful' duo from the Malaysian Institute of Estate Agents, Erick Kho (left) and Lim Boon Ping, posing for the camera during the cocktail session before the gala dinner.
- 4 UEM Sunrise COO of commercial Raymond Cheah, Au, Kam and UEM Sunrise MD/CEO Anwar Syahrin Abdul Ajib.
- 5 Victor Tay (left) and Fadzri Md Jaafar from Gamuda Land celebrate the company's win.
- 6 (From left) Adzman Shah Mohd Ariffin (Exastrata Solutions) taking a selfie with Professor Ting Kien Hwa (MIPPM) and Firdaus Musa (Firdaus & Associates).
- 7 Paul Richard (SCM Property Services) celebrating the team's success.





8

8 Nippon Paint Malaysia GM of sales Tay Sze Tuck (fourth from left) and the Nippon Paint team.



9

9 Panasonic Malaysia deputy MD Hiroyuki Muto (fifth from left) with the Panasonic team.

10 Au, Wong Meng Lee (Nippon Paint Malaysia) and Wong Siew Wai (Vizeum Media Services).

11 Gamuda Land COO Ngan Chee Meng (back row, fifth from left) with the Gamuda Land team.

12 Sunway Bhd MD of the property development division for Malaysia and Singapore Sarena Cheah (back row, sixth from left) with the Sunway team.

13 GuocoLand (Malaysia) MD Datuk Edmund Kong (fifth from right) with the GuocoLand team.

14 (From left) Vincent Ng (Kim Realty), Dr Lim Lan Yuan (Property & Facility Managers Association Singapore), Datuk Christopher Boyd (Savills Malaysia), Choy Yue Kwong (Rahim & Co), Foo Gee Jen (CBRE WTW) and Boon Ping.

More photos of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 are available at www.theedgeproperty.com.my/property-award-2017



10



11



12



13



14

EDITOR'S CHOICE AWARDS

ICONIC INNOVATION

Petronas Twin Towers continues to excite

PICTURES BY LOW YEN YEING | TheEdgeProperty.com

PETRONAS TWIN TOWERS

BY TAN AI LENG

For more than 20 years since its construction, the status of Petronas Twin Towers as the nation's pride and joy has been indisputable. The exceptional edifice in the heart of the capital city is so eye-catching that it has inadvertently become a selling point for many-a-high-rise property which offers views of it.

Not surprisingly, the Petronas Twin Towers has been selected as a recipient of TheEdgeProperty.com Editor's Choice Awards in conjunction with the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, in which it has also received the Gold award under the non-strata commercial category.

The Editor's Choice Awards recognise excellence in a project, building or company that promotes top quality property management practice.

"Petronas Twin Towers, the Jewel of Kuala Lumpur, stands out for its 'Iconic Innovation,' an outstanding attribute that extends beyond a distinctive world-class design to encompass a very strong yet sustainable property management practice," the judges, comprising of editors from TheEdgeProperty.com, declare.

"The high-level security that is in place is but just one of the numerous compelling features of this iconic building. As this is no ordinary building, its management, naturally, demands a level of skill and consistency like no other," they add.

A global attraction

For the developer and owner of the twin tower — KLCC Property Holdings Bhd, the quintessential building is like the jewel in a crown, a success no others could replicate.

Petronas Twin Towers is part of the expertly-planned KLCC development, a purpose-built, fully integrated inner city project, which is also a main node in the country's well-publicised Multimedia Super Corridor (MSC).

KLCC Property and KLCC Real Estate Investment Trust (REIT) Management Sdn Bhd CEO Datuk Hashim Wahir concurs that the innovation and determination to build the highest building in the world by former group CEO of Petronas, the late Tun Azizan Zainul Abidin, has successfully attracted global attention to Malaysia.

Completed in 1996, Petronas Twin Towers, better known as KLCC, is a happening place for locals and travellers alike. A tour of Kuala Lumpur is not complete without a stopover to the national skyscraper.

An architectural marvel

The superstructure, which has become a cultural and architectural icon in KL,



Petronas Twin Towers is one of the must-visit sites for tourists.

was designed by Argentine American architect Cesar Peilli.

Peilli is listed as the 10 most influential American architects by the American Institute of Architects (AIA) in 1991. Besides Petronas Twin Towers, he designed the World Financial Centre complex in Manhattan, New York; Shanghai International Finance Centre in Pudong; The Landmark in Abu Dhabi; and Aria Resort & Casino in Las Vegas.

The 88-storey twin towers, overlaid with a glass façade, were built using reinforced concrete and stainless steel. The shape of the building is based on the Rub el Hizb – a symbolic eight-pointed star under Islamic culture.

Among its outstanding features is a sky bridge located on the 41st and 42nd floors, which serves as a link between the two towers as well as an alternative fire evacuation route.

One of the highlights of visiting KLCC includes a view from the sky bridge, the highest access point for visitors in the towers, which offers a spectacular vista of the KL metropolis.

More to come

Despite its success and status, the de-

velopment of KLCC is not about to stay stagnant. Hashim says the development of the iconic building will continue with upcoming developments surrounding the twin towers.

"Despite being swarmed by new developments, the company still has about 14 acres of land surrounding the twin towers to develop," he reveals. "More values and innovative elements could be injected into the development, making its presence relevant to the market, not just a symbol of the country."

"With more to offer, Petronas Twin Towers will continue to excite the market with more offerings, but currently, I can't share more as we are still in the planning stage," he tells TheEdgeProperty.com.

From level 54 in Tower 2, where this interview was held, he pointed out a construction site next to KLCC Park and the mosque surrounding KLCC, giving an idea of the upcoming developments.

Hashim says part of the development is a joint-venture between KLCC Holdings Sdn Bhd and Qatari Investment Authority. It consists of a retail podium, 2,000-bay basement carpark, office towers and a five-star hotel — Fairmont KL.

The new development will be linked to Suria KLCC via a pedestrian walkway, as the future MRT station of the Sungai Buloh-Serdang-Putrajaya Line (SSP Line).

"Tentatively, there will be a retail street link from the MRT station to KLCC. However, the future retail environment will need to incorporate art elements. This is the thing my successors need to think about in the future as consumers want a range of elements in the retail environment," says the 60-year-old Hashim, who hails from Johor.

He emphasises the company's future developments surrounding KLCC will not be taller than the Petronas Twin Towers but will be something different that could complement the skyline of KL.

Backed by a solid firm

KLCC Properties and KLCC REIT are the units under the entity KLCCP Stapled Group, which was listed on May 2013 under the REITs sector in the Main Market of Bursa Malaysia Securities Bhd.

KLCC Properties is the property investment arm of Malaysia's national oil company — Petroliaam Nasional Bhd (Petronas).

The properties under KLCCP are Menara Dayabumi and Menara Maxis while the three assets under KLCC REIT's portfolio are Petronas Twin Towers, Menara 3 PETRONAS and Menara ExxonMobil.

According to the KLCCP Stapled Group 2016 annual report, Petronas Twin Towers remained the highest revenue contributor in the office segment at 72% or RM423.5 million, with profit before tax (PBT) of RM368.2 million, representing 70% of total office segment PBT.

According to the company's asset revaluation report dated January 2017, Petronas Twin Towers' market value has increased RM320 million to RM6.91 billion, the highest among all other assets.

(From left) Nippon Paint Malaysia general manager of sales Tay Sze Tuck, TheEdgeProperty.com managing director and editor-in-chief Au Foong Yee, Hashim, TheEdgeProperty.com contributing editor Sharon Kam and Panasonic Malaysia deputy managing director Hiroyuki Muto at the Awards.

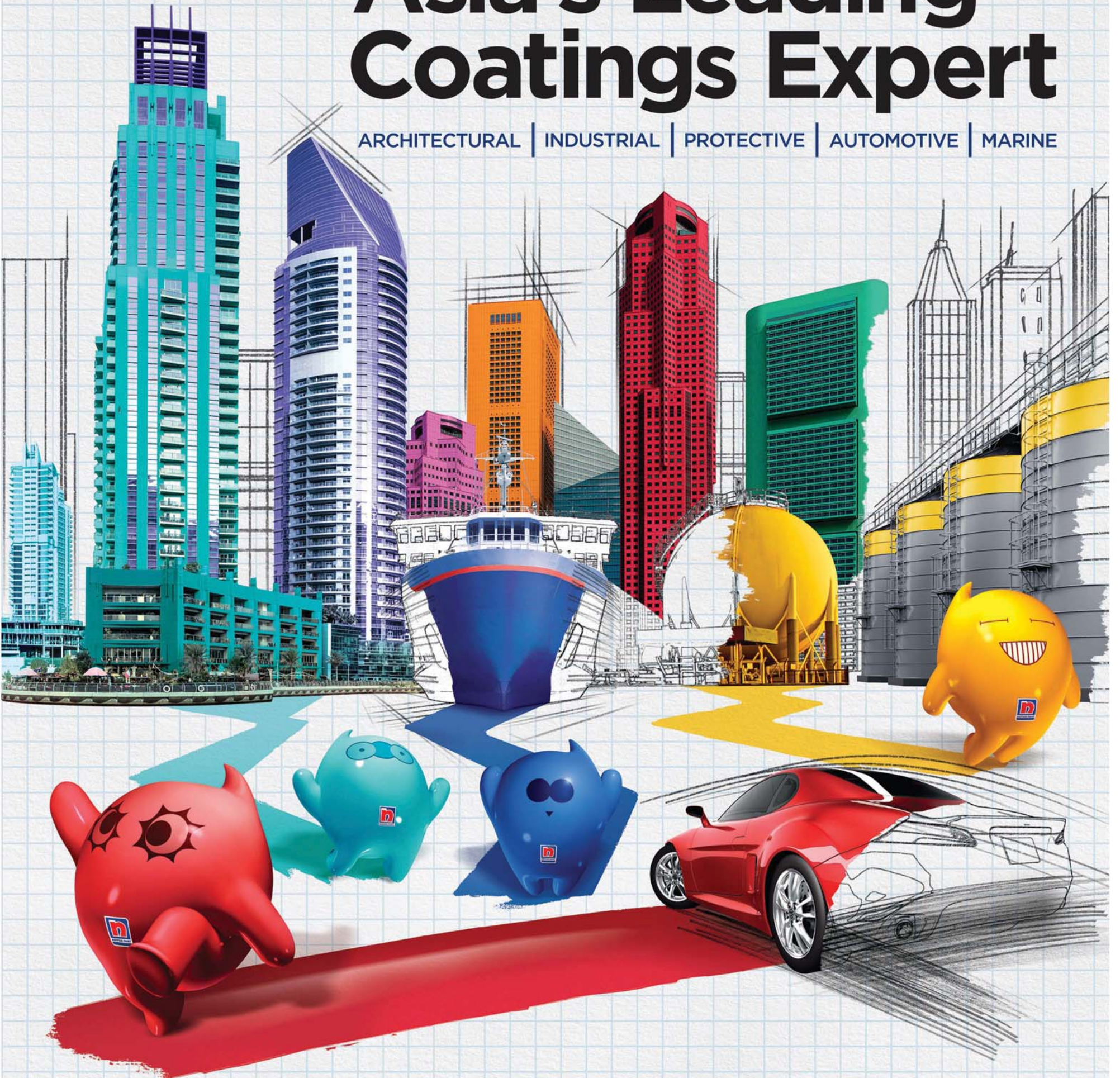


#PaintAllSurfaces

with

Asia's Leading Coatings Expert

ARCHITECTURAL | INDUSTRIAL | PROTECTIVE | AUTOMOTIVE | MARINE



Scan me. It will make your day.



THE COATINGS EXPERT®

1-800-88-2663 www.nipponpaint.com.my

EDITOR'S CHOICE AWARDS

EXEMPLARY COMMUNITY BUILDER

A strong sense of community points to a successful development

UEM SUNRISE BHD

BY RACHEL CHEW

Take a stroll on Jalan Kiara, the main arterial road of Mont'Kiara in Kuala Lumpur and you will find an international school, trendy retail shops, a shopping mall, office blocks, landed and high-rise residences, eateries and a police station all located within the 1km length road.

Go beyond Jalan Kiara to Jalan Kiara 3, Jalan Kiara 4, Jalan Kiara 5, Jalan Desa Kiara and Jalan Duta Kiara, you will find more condominiums, schools, a medical centre, art gallery, more retail projects and business hubs. But you would notice that as you move along these roads, there are a number of bus stops placed intermittently. For residents of Mont'Kiara, its master developer UEM Sunrise Bhd has long rendered a free shuttle bus service for Mont'Kiara residents that goes around the area. There is also a direct bus service to the city transit hub, KL Sentral.

Besides the free shuttle bus service, the developer also set up exclusive community centres known as the UEM Sunrise Fun Zone (set up since 2008) and UEM Sunrise Chill Out Zone (since 2012).

These two facilities are used to conduct and coordinate community programmes for the residents of UEM Sunrise-managed properties in Mont'Kiara. The UEM Sunrise Fun Zone is skewed towards children-friendly events such as Cherry Time and Wizard of Fun Zone. Meanwhile, the UEM Sunrise Chill Out Zone organises events for adults such as language classes, dance and cooking classes, golf friendlies, badminton tournaments and craft workshops, among others.

The two zones are also used for events to foster better relationships and networking among the international residents living in properties managed by UEM Sunrise in both its central and southern regions.

In acknowledgement of its passion and commitment towards community building and management, particularly in the Mont'Kiara enclave, UEM Sunrise has been awarded the TheEdgeProperty.com Editor's Choice Award: Exemplary Community Builder in conjunction with the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017. The Awards recognises excellence in a project, building, company or personality that promotes top quality property management practices. The winners are selected upon careful and detailed scrutiny of all the submissions received for TheEdgeProperty.com Malaysia's



UEM SUNRISE

Chinese New Year celebration event organised by UEM Sunrise.

Best Managed Property Awards 2017.

The editors were impressed with the developer's continued investment in Mont'Kiara that has successfully transformed the area into a sought-after address for both locals and foreigners.

"Building community-oriented projects has been a key focus of UEM Sunrise. A developer plays a significant role in building a strong sense of community as we are empowered to first lay the foundations of a community through the design of a development," says UEM Sunrise managing director and CEO Anwar Syahrin Abdul Ajib.

The developer believes that a good development goes beyond unique architectural design and a well-

constructed building. "A good development is much more than a showcase of industry-leading and innovative design; a good development is about its people and its ability to serve the needs of the community that it houses."

"It is about uplifting the quality of life for our purchasers. It is also about our buyers feeling secure knowing that they are providing the best for themselves and their families," he adds.

"A sense of community is a mark of a top-quality development. It is an intrinsic component of a successful development as a well-designed development helps shape the community and gives the residents living in the community a sense of belonging."

Anwar cites an example. When UEM Sunrise designs public spaces that can be used to promote art and cultural activities at Publika, Solaris Dutamas, it is also helping to shape and inspire a community to come together to celebrate the arts.

Public spaces are one of the common community features in all of UEM Sunrise's developments. These include Yoga terraces and wellness gardens that serve as a platform for the community to come together.

"For example, at 28 Mont'Kiara, we included plenty of open spaces complete with landscape and outdoor amenities that not only create a sense of harmony with the environment, but also allow people to come together to enjoy the outdoors," he explains.

Anwar promises to further build on this "placemaking" aspiration by capitalising on the public spaces at its Puteri Harbour development, Mall of Medini and Anjung, all in Johor as well as at Publika Kuala Lumpur to undertake activities that create community dynamics and vibrancy at the built environments.

"For us, we always strive to deliver quality developments that are sustainable and holistic. This means that the residents living and working in our communities will have access to a wide array of amenities that cater to their lifestyles. We also make a concerted effort to listen to the community's needs in order to design an ecology of developments and amenities that will help improve their lives," says Anwar.

Sustainability

Besides listening to the community's needs, Anwar believes a development and its features must last into the future.

"Long-term sustainability lies at the heart of all our developments. Before we embark to convert a piece of land into a development, we will first seek to understand how we can best transform the land into a development that would best meet the community's needs, or best complement the amenities in nearby neighbourhoods," he says.

Projects that offer sustainability and that can create a strong sense of community are becoming more attractive as they are better differentiated in an increasingly competitive property market, he adds.

On winning the award, Anwar attributes it to the efforts of the UEM Sunrise team and the support from its customers. "UEM Sunrise is proud to have won the Editor's Choice Award by TheEdgeProperty.com as winning this award is significant for the UEM Sunrise family who have worked tirelessly to ensure that we constantly create and bring quality developments to the market. I am extremely honoured to be working alongside the best and most hardworking talents in the industry," says Anwar.



SAM FONG | TheEdgeProperty.com

(From left) Nippon Paint Malaysia general manager of sales Tay Sze Tuck, TheEdgeProperty.com managing director and editor-in-chief Au Foong Yee, Anwar, TheEdgeProperty.com contributing editor Sharon Kam and Panasonic Malaysia deputy managing director Hiroyuki Muto at the Awards.



28 Mont'Kiara



Solaris Dutamas



Summer Suites

UEM SUNRISE AND SCM PROPERTY SERVICES WIN BIG AT



**28 Mont'Kiara
Gold - Residential Category**

**Best Editor's Choice Award
Exemplary Community Builder**



**TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017**

**Solaris Dutamas
Gold - Mixed Development Category**

**Summer Suites
Silver - Commercial Category**

SCM Property Services Sdn Bhd ("SCM") is a wholly-owned subsidiary of UEM Sunrise Bhd with over 35 years experience in Property and Facilities Management. As a Sirim ISO 9001:2008 certified company, SCM has adopted Integrated Standard Operating Procedures (ISOP) for its operations which have proven to be a powerful tool in enhancing the efficiency and quality of its property and facilities management performance.

SCM provides full property and facilities management services in a comprehensive bundle that meets the demands of any community. It manages all types of properties from single residential units to large communities and provides expert management services such as maintenance, security, insurance management, capital improvements and customer service.

SCM is currently managing 22 developments in Klang Valley with a total staff strength of 135 embracing a diversity of talents, considerable depth and breadth of skill, knowledge and expertise with the longest track record of managing a single development continuously for the last 24 years.



PROPERTY SERVICES SDN BHD



A member of UEM Group

Developer
UEM Sunrise Bhd (830144-W)
Level U2, Block C5, Solaris Dutamas
No. 1, Jalan Dutamas 1
50480 Kuala Lumpur
Tel : 603-2718 7788
Fax : 603-2714 2113

Property Manager
SCM Property Services Sdn Bhd (83722-M)
Level U2, Block C5, Solaris Dutamas
No. 1, Jalan Dutamas 1
50480 Kuala Lumpur
Tel : 603-2717 7044
Fax : 603-2714 2113

03-2717 7044
scm.services@uemsunrise.uemnet.com



EDITOR'S CHOICE AWARDS

BUILT FOR SUSTAINABILITY

Designed for long-term performance

THE PINNACLE,
SUNWAY CITY

BY NATALIE KHOO

Sunway Property proves that its tagline as a Master Community Developer is not merely an empty slogan but one founded on substance. In recognition of its enduring efforts in maintaining the sustainability of its buildings, Sunway has been awarded TheEdgeProperty.com Editor's Choice Awards for The Pinnacle @ Sunway, a visually-commanding office tower in Sunway City, Selangor.

"Departing from classic mediocrity as a developer, Sunway Property has opted for a bold albeit painstaking route of crafting a building with strong sustainable property management attributes. It is not just powered by intelligence, but is designed with its occupants in mind. The result is a design that stands the test of time — a building 'Built for Sustainability,'" say the editors of TheEdgeProperty.com.

The Editor's Choice Awards is another accomplishment for The Pinnacle in addition to the Silver in the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017. The accolades recognise excellence in a project, building or company that promotes top quality property management.

A step towards a smart sustainable city

"Sustainability is an important consideration while we were designing The Pinnacle because Sunway City is a low-carbon city, which we are working towards elevating into a smart sustainable city. The Pinnacle has to not only fit into the master plan, but be a leading smart and green building within the city," Sunway Property and Facilities Management Sdn Bhd (SPFM) chief operating officer Cheng Jew Keng tells TheEdgeProperty.com.

As Sunway Group's asset management firm, SPFM has been involved in The Pinnacle project since day one of the planning and construction. Hence, it is the natural proxy to manage the internationally-tenanted office as it can provide the best support in terms of building synergistic linkages between the tenants and other businesses.

"Property management has always been perceived as 'maintenance' management, responsible for making sure all equipment do not break down. The emphasis on sustainability has now given a new dimension and motivation to the property management team," Cheng adds.

Cheng shares that when The Pinnacle was conceptualised, Sunway had entered into "a new era of sustainability," credited as Malaysia's first green township to be certified with a Green Building Index. At the same time, it had crystallised its build-own-operate business model with the listing of Sunway REIT which



PICTURES BY SUNWAY PROPERTY

Completed in 2013, Sunway Pinnacle @ Sunway is a visually-commanding office tower in Bandar Sunway, Selangor.

Cheah: We always look to integrate sustainability approaches into our business models, processes and developments because it protects the future for the stakeholders and generations beyond us.



completed the group's full value chain.

"To complement Sunway's positioning as a world-class city and add diversity to our community, we had wanted to have a sustainable commercial building to attract like-minded MNCs and, together, establish Sunway City as a new corporate address. It means long-term thinking for future generations. When we build, we know that we are not just building houses or offices but a better community for everyone to thrive and grow. It means developing without compromising the future while adding value to a triple bottom line of people planet and profits in the present," says Cheng.

Meanwhile, the managing director of Sunway Bhd's property development division for Malaysia and Singapore, Sarena Cheah, says The Pinnacle has proven that thinking and acting sustainably works.

"The building has achieved a lower outgoing rate compared to average. In addition, SPFM has been proactively seeking ways to integrate IoT-enabled solu-

tions, while exploring renewable energy — which we believe will exponentially improve the way people live, learn, work and play," she says.

"Connecting this to financial sustainability, we believe that this interplay of factors — designing and building with sustainability in mind, a strategic location, a supportive team, good tenants, advanced technology, measurable performance, a culture of continuous improvement — will all lead to financial sustainability," Cheah emphasises.

On a larger scale, Sunway strives to build sustainable townships across environmental and socio-economic aspects that can safeguard people's wellbeing and foster strong communities.

"For example, Sunway City is the only township in the nation to have seven components within an 800-acre site spanning 650,000m³. In tandem with its expansion, the Sunway Group has in the past decade formalised a strategy to grow the city sustainably. Championed by Sunway City's task force, the City aims to achieve carbon neutrality by 2020 while continuing to drive economic and employment opportunities through four areas: urban

environment, transport, infrastructure and buildings, as outlined in the Ministry of Energy, Green Technology and Water's Low Carbon City Framework," she explains.

"We always look to integrate sustainable approaches into our business models, processes, and developments because it protects the future for the stakeholders and generations beyond us. Sunway ensures its newer buildings incorporate green features while its older buildings are retrofitted for environmental performance through Sunway Property's Asset Enhancement Initiative," adds Cheah.

She also thinks that SPFM's operations, which place emphasis on well-defined measurable goals, is the way to go, and Sunway's culture of continuous improvement will drive the consistent growth of its communities.

Intelligent design leads to ease of management

SPFM was part of the design and build process, facilitated by Sunway Construction's use of Virtual Design Technology. The team at SPFM, which consists of 12 engineers, was with the development team from the beginning, providing data and insights cultivated from managing a successful portfolio of properties.

"With SPFM's involvement from the start, we were able to plan for the asset's entire life cycle and eliminate possible gaps caused by design deficiencies, wrong choice of finishes, and mechanical and engineering systems which would all lead to higher maintenance, or even worse, customer dissatisfaction," says Cheng.

For The Pinnacle, SPFM has managed to keep the outgoings for the buildings at 24% below the market average.

Some of the efforts taken to monitor energy use include motion-sensored temperature and lighting controls. The elevator access controls, intrusion alerts, 24-hour CCTV, security patrols, and other security installations keep everyone safe.

"There are other intricacies like market studies, careful review of the product, considerations for special technical solutions, searching for contractors with the right expertise, etc. Reducing carbon footprint and taking care of the overall city's living environment are our forte in a bigger picture," Cheng elaborates.

Cheng is a believer of sustaining growth for future generations as it is ingrained in Sunway's DNA.

"The planet has finite resources and it is important for us to commit to creating a sustainable environment for the betterment of community when we build. It was a worthwhile investment for us to build The Pinnacle as a sustainable building for these reasons. The outcome has been very encouraging — from the marketing perspective, we successfully secured the support from leading MNCs who share the same beliefs. From the economic perspective, Sunway's ecosystem is now stronger with them joining our community; and from the living perspective, we are able to keep our building green and energy efficient for the stakeholders in Sunway city," concludes Cheng.



(From left) Nippon Paint Malaysia general manager of sales Tay Sze Tuck, TheEdgeProperty.com managing director and editor-in-chief Au Foong Yee, Cheng, TheEdgeProperty.com contributing editor Sharon Kam and Panasonic Malaysia deputy managing director Hiroyuki Muto at the Awards.

LOW YEN YEING | TheEdgeProperty.com

THE
pinnacle
SUNWAY

SUNWAY[®]
PROPERTY

Master Community Developer

THANK YOU FOR YOUR SUPPORT

This is dedicated to our ever-supportive tenants as a sign of appreciation for turning The Pinnacle Sunway into the towering success that it is today.



SILVER
Non-Strata Commercial Category
EDITOR'S CHOICE AWARD
Built for Sustainability



Our Valued Tenants



SUNWAY[®]

THE WINNERS

NON-STRATA COMMERCIAL CATEGORY — GOLD



Timeless beauty preserved

PICTURES BY SAM FONG | TheEdgeProperty.com

PETRONAS TWIN TOWERS

BY TAN AI LENG

The Petronas Twin Towers, more popularly known as KLCC, is the pride of our nation, but its symbolic status is not the winning factor. What is impressive is how the building has remained relevant and brand new even after 21 long years. Its high level of maintenance, tight security and forward thinking has successfully won the judges' approval to emerge the Gold winner in the non-strata commercial segment in the first TheEdgeProperty.com Malaysia's Best Managed Properties Awards 2017.

Developed by KLCC (Holdings) Sdn Bhd, the towers are owned and managed by KLCC Management Sdn Bhd. KLCC Urusharta Sdn Bhd (KLCCUH), a wholly-owned KLCC Property Holdings Bhd company, is the property manager for the stately edifices located at Jalan Ampang, Kuala Lumpur. Petronas Twin Towers is also one of the properties under KLCC REIT's property portfolio, besides other assets including Menara ExxonMobil and Menara 3 Petronas.

KLCCUH, a management company which also manages the Putrajaya Wetlands, Menara ExxonMobil, Kompleks Dayabumi, Menara Maxis and KLCC Park, started managing Petronas Twin Towers since its completion in 1996. A Management Review Committee (MRC) chaired by the head of KLCCUH and other department heads discuss matters pertaining to the building's Quality Management System every six months.

KLCC Property Holdings Bhd and KLCC Real Estate Investment Trust (REIT) Management Sdn Bhd CEO Datuk Hashim Wahir says forward thinking is the most crucial element. "An iconic and sustainable building may not necessarily be the tallest building, but it must be a memorable one."

"Until today, KLCC has remained the tallest twin tower building in the world and whenever there is any news about Malaysia, it will always be the representative image. This is something we are proud of, thanks to the late Tun Azizan," says Hashim.

The late Tun Azizan Zainul Abidin, who is also the former group CEO of Petrolia Nasional Bhd (Petronas), is the key person behind the vision of building the highest twin towers in the world. At 451.9m, the 88-storey landmark held the record for the world's tallest building from 1998 to 2004. According to the Skyscraper Center's report, it currently ranks the ninth tallest building globally.

Situated on 5.37 acres, the freehold development has a gross floor area of 4.6 million sq ft. It is currently 100% occupied, with prominent ten-



ants such as Petronas, Khazanah and Sapura Kencana.

According to Hashim, the average monthly rental rate for its office space is about RM14 psf, which is the highest in KL.

The most wanted address

Being the first and tallest twin towers in the city centre, Petronas Twin Towers has created the most wanted address in the country as well as in the South-east Asia market.

Although KLCC is surrounded by many imposing structures and new office blocks with various offerings, Hashim notes that its comprehensive amenities and quality services still make

it highly attractive. "The quality of the building and structure sets a foundation for us, and my job is to provide the best service to the customers to retain their tenancy," he adds.

With Petronas as the main tenant, KLCC is also recognised as the home for Malaysia's oil and gas industry as most of the players, including downstream sectors as well as the financial corporations, want to have an office close to the country's oil producer.

No expenses spared

Hashim shares that security, connectivity and a comfortable working environment are the main concerns for the tenants. "Details are important, such as

Despite being surrounded by new office buildings, Petronas Twin Towers is still the most wanted address for many MNCs.

PROJECT DETAILS

- Project name:** PETRONAS Twin Towers
Address: PETRONAS Twin Towers, Jalan Ampang, Kuala Lumpur City Centre, Kuala Lumpur, 50088, Malaysia
Developer: KLCC (Holdings) Sdn Bhd
Development type: Office towers
Project size: 5.37 acres
Tenure: Freehold
Completion date: March 1, 1996
No. of storeys: 88
Built-up (gross floor area): 4.6 million sq ft
Land area: 21,740 sq m
Maintenance fees (psf): RM2.25
Occupancy rate: 100%
No. of carpark bays: 5,400
Facilities:
- Fitness centre
 - Malaysian Petroleum Club (restaurants and lounge)
 - Sky bridge and observation deck (tourist attraction)
 - Souvenir shop
 - Conference rooms
 - Philharmonic hall
 - Petrosains (Science Discovery Centre)
 - Prayer hall
- Energy saving features:**
- LED lighting at staircases, lobby and office floors
 - Re-commissioning works of the building systems
 - Installation of Energy Management System components to track and control energy consumption
 - Motion sensors and photocell sensors that automatically switch off lighting when sensing daylight
 - Water-saving toilet fittings
 - Promoting the use of biodegradable and eco-friendly products and sourcing energy-efficient equipment that reduces the overall building's carbon footprint
 - Variable Air Volume (VAV) Boxes – varying the airflow at a constant temperature
 - Variable Speed Drive (VSD) – to control AC motor speed and torque by varying motor input frequency and voltage
 - Air Conditioning Cool Down Mode – to reduce cost by lowering the ambient temperature rather than switching off completely, allowing for it to cool down more easily when required
 - Double glazed window panels – the sealed air gap between the two panes acts as an added layer of insulation from both internal and external elements
- Security features:**
- Security control room (SCR)
 - Alarm handling system
 - Uninterrupted power supply (UPS)
 - Digital video recording system
 - Video management system
 - CCTV system
 - ANPR system – Automatic Number Plate Recognition
 - Help point system in underground car park
 - X-Ray machines and metal detectors



Petronas Twin Towers has a tight security check on visitors who enter the office building.

the time needed to get to the intended levels and cleanliness. Toilet hygiene is a priority, especially for a world-class building. Toilet conditions reflect the quality of the property manager as well as the mentality of the people who work there," he opines.

Hashim notes that Petronas Twin Towers is built with good material, which has made the maintenance work easier as the management team only needs to make sure the contractor increases the cleaning frequency and adopt a high level of cleanliness.

The on-going cleaning of the gleaming towers' façade all year round, except during bad weather, ensures it looks brand new.

"We have spent millions of ringgit every year to clean the building. For us, it's not about sparing the money but these are the essential expenses to ensure the building is in pristine condition," he adds.

Another key in ensuring the lowest breakdown rate of all services is by engaging the original manufacturer for the facilities, such as elevators, to make sure they get immediate assistance and the best maintenance quality. Hashim highlights Petronas Twin Towers has the record of the least breakdown of services or lift entrapment in Malaysia.

Green initiatives

In 2014, KLCCUH embarked on initiatives to obtain the Green Building Index (GBI) Malaysia certification for Petronas Twin Towers. The efforts paid off when it attained the Provisional Gold Certification in April 2015.

The key GBI initiatives include upgrading the building management system, installing water efficient toilet flushing system and variable fan drivers for lift motor rooms and fire fans.

Besides this, the management com-

pany also promotes the usage of biodegradable and eco-friendly products as they not only benefit the environment but also help reduce cost. This includes promoting the use of non-toxic recycled content materials and products low in Volatile Organic Compounds (VOC) in paint and adhesive or furnishings such as carpet flooring or ceiling insulation.

"KLCCUH has incorporated energy-efficient measures throughout the building in order to optimise cost," says Hashim. These measures include re-commissioning works of the system. For instance, it has phased out T8 fluorescent tubes in Tower 1 to T5 fluorescent tubes instead in 2011. For Tower 2, T8 fluorescent tubes were replaced by LED tubes, which are less energy consuming and easier to install, in 2016.

The management company also keeps improving the maintenance system through upgrading, overhaul or re-engineering from time to time.

Community relevance

Having been with the company for 36 years, Hashim has witnessed the dynamic changes of the city landscape. However, despite the many new developments, he opines KLCC has managed to capture the attention of visitors and big companies for its relevance in the market.

The other components of the development — Suria KLCC, KL Convention Centre, Dewan Filharmonik Petronas, the public park and Mandarin Oriental Hotel, have brought in new elements from time to time to keep KLCC vibrant. This is boosted by the direct connectivity to the mass rapid transit (MRT) system.

Furthermore, the sheltered walkway link to the Bukit Bintang Shopping Belt has also channelled visitors to KLCC, making it a centre for business, leisure and entertainment as well as transportation.

Prepared against possible crisis

With easy accessibility, security is also a priority for the property man-

ager, especially when recent terrorist attack cases overseas have spurred public concern about the safety of the country's most iconic building.

Hashim stresses that crisis management started long before the public raised their worries. Besides the routine fire drill, the property manager also planned for emergency evacuations against external attacks.

"Back in 2001, the day after the September 11 attack, we conducted an emergency evacuation drill to familiarise occupants with the evacuation route and for the property manager to identify and improve the plan," he recounts. "All the security procedures and systems are in place. In case of emergencies, the evacuation process could be done smoothly."

He notes that KLCC has been classified as a government building under the Malaysian National Security Council. In the event of any serious attacks, the police will take control to ensure the occupants' and visitors' safety.

Sustainability founded on original design

Hashim opines that for a building to be sustainable, the key lies in the planning and design process. "The foresight is important at the planning stage. A quality building that can last for decades needs a good design, choices of building material and the flexibility of space," he stresses.

At the same time, the property management also plays an important role in prolonging the life cycle of the building.

After more than two decades, KLCC has remained the icon of the country, attracting 45 million visitors every year. "The efforts and expenses we put in are worth it as many first-time visitors think this is a new building," he says.

Moving forward, Hashim is confident the continuous hard work and cooperation among the developer, owner and property manager will ensure KLCC remains relevant and iconic for decades.



Hashim: Details are important to differentiate us from others.

THE WINNERS

NON-STRATA COMMERCIAL CATEGORY — SILVER



Managed right from its inception

PICTURES BY SUNWAY PROPERTY

THE PINNACLE, SUNWAY CITY

BY NATALIE KHOO

Stepping into The Pinnacle @ Sunway lobby seems to transport you into a futuristic expanse, yet one that exudes warmth and security within its solid structure.

The iconic 27-storey office which sits on a 1.8-acre site could hardly be missed along the drive into Sunway City, Selangor as it is the tallest building in the area. With a gross lettable area of 704,024 sq ft, one of its unique selling points is its 25,000 sq ft floor plates, catering to companies that want to fit their entire operations on a single floor.

Other attractive features are a double-volume sky lounge, gymnasium, lactation room, prayer rooms and additional meeting rooms on Level 14.

During construction, Sunway Construction utilised local materials and employed the Virtual Design Construction technology to minimise waste. Trees from the original site were transplanted and The Pinnacle has 27% green spaces. These efforts have earned it both the Building & Construction Authority (BCA) Greenmark gold rating and Green Building Index certification. Managed with Sunway's Computerised Maintenance Management System (CMMS) and Building Automation System (BAS), it is also MSC Malaysia certified.

Stepping up to the task of managing this remarkable building is Sunway Property & Facilities Management Sdn Bhd (SPFM), Sunway Group's asset management firm. In recognition of the high standards practised by the team in ensuring long-term sustainability, The Pinnacle has won the Silver award in the non-strata commercial category in the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017. It also received TheEdgeProperty.com Editor's Choice Award: Built for Sustainability.

Overcoming initial resistance

"When we first started developing The Pinnacle, we encountered some



problems because at that time, Sunway City was better known as a 'fun' resort city and many companies had difficulties perceiving it as a work location," chief operating officer of SPFM, Cheng Jew Keng tells TheEdgeProperty.com.

"Only when the building was completed with the amenities, connectivity and accessibility joined by the seven supporting components of Sunway City — residences, retail, hotels, a theme

Sunway Pinnacle is the tallest building at Sunway City, standing at 27 storeys with a gross lettable area of 704,024 sq ft.

park, education institutions, a medical centre and other offices — did they accept the work-life balance concept?"

"Today, we have achieved 99% occupancy rate," says Cheng, adding that their international tenants include those from Germany, France and Sweden, which adhere to strict regulations on safety and energy conservation.

"At Sunway, we look at the bigger picture. It is too late to start managing when the building is completed. It all starts from the very first day during the planning stage," stresses Cheng.

Satisfied tenants equal smooth collection

Based on a survey conducted in 2016, 98% of Sunway Pinnacle's tenants reported they were satisfied with the building's maintenance. The Pinnacle has also been achieving a collection rate of 94% at an average collection period of two days with 95% making payments.

"A satisfied customer will be a paying customer. In the recent Malaysian Institute of Professional Property Managers (MIPPM) conference, most questions raised were on how to sue [defaulting] tenants. I had to voice my opinion that the most important aspect is not on how we can take legal action against our tenants, but to ensure they are fulfilled," says Cheng.

"I feel that litigation is the last resort. It is costly, time-consuming and causes friction. It is better to engage with our tenants to find out the issues they face and how we can assist them towards settlement," Cheng emphasises.

No compromise on security

The same survey also shows that 100% of the tenants are satisfied with the security at The Pinnacle.

A total of 211 CCTV cameras keep the whole building under surveillance round the clock. Sunway City itself is equipped with more than 3,000 CCTVs monitored by Sunway Group. Cheng notes that although The Pinnacle is interconnected with bridges and walkways to the Sunway Pyramid Shopping Mall, Sunway Resort Hotel & Spa and the Bus Rapid Transit (BRT) station, the vigilance kept ensures security at The Pinnacle is not compromised.

"The security guards are trained by Sunway's own private security force

Cheng: At Sunway, we look at the bigger picture. It is too late to start managing when the building is completed. It all starts from the very first day during the planning stage.

SAM FONG | TheEdgeProperty.com

On par with international standards

One of the tenants which has been headquartered at The Pinnacle @ Sunway since May 2013 is Roche (Malaysia) Sdn Bhd. "In fact, we just expanded last year to another floor at The Pinnacle for the regional shared service centre office," finance and administration director of Roche, Mathis Heuss shares with TheEdgeProperty.com.

eEdgeProperty.com.

Previously located at Jalan Tun Razak, Heuss says The Pinnacle at Sunway City was the best fit for its relocation because of the generous floor plate which has enabled it to compress operations into one floor instead of the previous three.

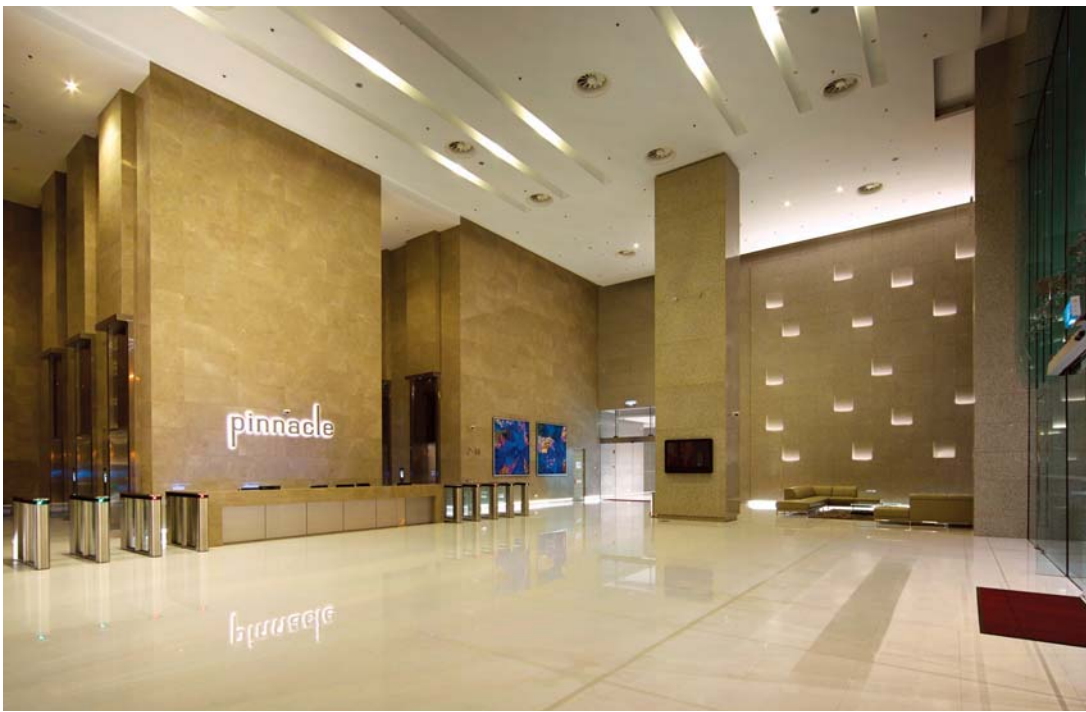
"This translated into a double-digit discount for us," says Heuss. Sunway is also more traffic-friendly compared to their former location. "Although I stay in the KLCC area, it actually takes me only about half an hour to reach office because traffic is heavy on the reverse direction. My staff members also enjoy the connectivity via major highways as well as the BRT station. Most of our clients are also located in the vicinity of Petaling Jaya," says Heuss.

As one of the first tenants, he has seen the amenities growing over time. "Everything is so easily accessible here, from restaurants to healthcare to banks. What we truly appreciate is the management team's response when we encounter issues as we always get an answer from them. My staff members'

satisfaction is very high and we do not have much to complain about," says Heuss.

As a global leader in sustainable practices in the pharmaceutical industry, Roche has to adhere to strict global guidelines like their yearly goals of carbon dioxide emission reduction. Heuss declares the building's security and safety features meet the group's globally audited scorecard.

Having experienced being based in its Switzerland headquarters in Basel, which is one of Europe's most sustainable and professionally managed buildings, and having visited many headquarters in Asia, Heuss offers, "I will say that The Pinnacle is up to standard. Not only are we a part of the office building, we are a part of the entire township and community."



led by ex-policemen who patrol the building diligently, besides armed auxiliary police stationed at the lobby. The Pinnacle also integrates a Visitor Management System (VMS), which is a kiosk for visitors to register themselves and process their own visitor cards, after their information is recorded at the security control on the first visit," says Cheng.

Optimising resources

Cheng shares that Sunway has invested in a web-based property management system in 2015 to handle billings and collections as well as tenancy management called the YARDI Voyager.

The system has contributed to greater efficiency and productivity. "We have a team of seven credit controllers, each capable of handling 200 accounts, compared to the previous system which was very time-consuming. For example, the new system will help keep track of tenancy expiration, instead of requiring manual checking. The time saved enables the team to carry out value-added services such as building relationships and exploring further innovations and improvements," says Cheng.

The team has also ensured resources are optimised. "The Pinnacle is managed at RM1.14 psf instead of the industry average of RM1.50 psf. We also operate on 25% less water and 32% less energy than non-green buildings," Cheng highlights.

The Pinnacle runs a low-cost system which minimises the use of conven-

The grand lobby of The Pinnacle @ Sunway.

The generous Level 14 facilities floor features a double-volume Sky Lounge.

A boutique gym at Level 14 for the tenants' usage.

The Pinnacle @ Sunway is fitted with LED lightings.



tional cleaning materials that could be harmful. "At Sunway, we train all our cleaners quarterly on how they should dress, or how to use certain chemicals," Cheng explains.

Cheng likens building maintenance to a human body, whereby if one part breaks down, it cannot function optimally.

"We do a lot of preventive maintenance to ensure we are always ahead. We cannot leave things to chance and it is important to ensure everything is always in tip-top condition. We don't start to repair only when things break down or when people start complaining," he says.

Another principle Cheng believes in is to never avoid tenants when problems arise. "It is important for us to resolve issues with our tenants and respond within the time frame promised. That is how you build lasting trusted relationships with them," says Cheng.

PROJECT DETAILS

Project name: The Pinnacle, Sunway City

Address: The Pinnacle Sunway, Persiaran Lagoon, Bandar Sunway, 47500 Selangor

Developer: Sunway City Sdn Bhd

Development type: Office

Land size: 1.8 acres

Tenure: Leasehold 99 years, expiring on 1 April 2097

Completion date: 2013

No. of units: Provision for every floor to be subdivided to a maximum of 8 units of office suites, depending on tenant's requirement

No. of storeys: 27

Unit built-up sizes:

NLA: 580,000 sq ft

GFA: 1,141,147 sq ft

(including car park)

Maintenance fees: RM1.01 psf

Occupancy rate: 99%

No. of car park bays:

The Pinnacle @ Sunway: 1,000 parking bays at the basement of the building.

Sunway City Integrated Development: More than 10,000 interconnected car park bays

Facilities:

The Sky Garden, The Sky Lounge, gymnasium, nursing/lactation room, prayer rooms and additional meeting rooms

MSC-status facilities:

Multiple service providers available for tenants, wireless broadband connection, voice over IP (VoIP), intelligent building management systems (Building Automation System) and 24/7 tech support

Disabled-friendly facilities:

Wheelchair ramp, wheelchair lift control, disabled-friendly washrooms and eight parking bays for the disabled

Other facilities:

Car park provision for 'hybrid cars' and expectant mothers

Energy-saving features:

- High-performance low E-glazing for heat reduction, T5 fittings for all fluorescent luminaries
- Motion sensors for all common areas for energy efficiency
- Rainwater harvesting for landscape irrigation and sanitation
- CO sensors at the return duct to modulate the fresh air vent to maintain CO2 level to be less than 1,000ppm
- Motion sensors to optimise energy consumption
- Energy-efficient heat recovery system for air-conditioning and flexible central chilled-water air-conditioning
- Automated temperature control

Security features:

- 24-hour CCTV monitoring and comprehensive security system
- Flap barrier card access system
- Security escort service after working hours
- 24-hour joint patrolling by Auxiliary Police

Sunway's direct involvement sustains strong value

Managing director of Sunway Bhd's property development division for Malaysia and Singapore, Sarena Cheah, recognises that property management is crucial in the entire property development value

portfolio of assets totalling 30 million sq ft in gross floor area.

"The Pinnacle was the first time we exploited Sunway Construction's Virtual Design Construction capabilities for one of our own buildings. It is also a data-driven design, which no other company can support better than SPFM," Cheah tells TheEdgeProperty.com.

As the largest co-investor in its developments, the consistent performance of its properties has a direct impact on Sunway.

Cheah notes that TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 is a good

step towards raising the bar on Malaysian property management.

"It showcases the importance of managing and sustaining a property, which will inadvertently add value to its stakeholders. Buildings that are well maintained will draw better tenants and improve rental yields. Besides granting occupants peace of mind, quality environments reinforce trust and, in turn, market appreciation and repeat investments in Sunway properties. Ultimately, a well-planned and sustainable building saves manpower and cost in the long run, as it eases maintenance and consumes less energy," she says.



chain. As such, Sunway operates all the properties that it builds and owns, via its management arm, Sunway Property & Facilities Management Sdn Bhd (SPFM).

"SPFM is experienced from managing our vast

THE WINNERS

NON-STRATA COMMERCIAL CATEGORY — BRONZE



Thirty something and still in top condition

WISMA SELANGOR DREDGING

BY SHAWN NG

Located in the heart of Kuala Lumpur city centre, Wisma Selangor Dredging is a low-density office complex comprising four towers, namely West, North, South and East.

With its strategic location on Jalan Ampang, every tower offers fine views of the central business district and city centre. What's more, it has the iconic Petronas Twin Towers and Suria KLCC Shopping Centre as its neighbour right across the street.

The 32-year-old office building is the first property development undertaken by niche developer Selangor Dredging Bhd (SDB) in 1985. The developer currently owns the office complex and occupies a total of 20,738 sq ft space there.

Despite its age, Wisma Selangor Dredging is still in great shape today. And just like the 15-year-old Tanduk Rusa trees at its central courtyard, the building continues to "bloom" despite its age as an inviting destination for both business and leisure. At the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, the office building took Bronze in the non-strata commercial category.

The courtyard, which connects the four office towers, is a unique feature of Wisma Selangor Dredging. It is filled with greenery and houses cafes and eateries. There is even a fountain within, offering occupants as well as the public a spot to take a breather.

The building's tenants include the British Council, BAE System Projects (M) Sdn Bhd, the Malaysian Chamber of



PICTURES BY SDB

Mines, China Construction Bank, Al-Rajhi Bank, and various foreign embassies.

Proactive property management

"Wisma Selangor Dredging is over 30 years old and many of its mechanical and electrical equipment (M&E) has aged. Many of the elements and parts have become obsolete and it is sometimes a challenge trying to get the replacement parts or equivalent," says SDB head of business unit Peter Quah, who is responsible for the management of the building.

"However, we are proud that through proper maintenance over the years and gradual upgrading of these M&E equipment, the

Quah: We always remind ourselves to be geared towards achieving customer satisfaction.



The 15-year-old Tanduk Rusa trees at the central courtyard of Wisma Selangor Dredging continue to bloom.

property has served the tenants well over the years," he says.

Besides the M&E equipment, many of the cold water supply pipes have also aged over the years since its completion in 1985, but the property management has embarked on an exercise to replace these pipes, he explains.

Another challenge that the property management is facing is the current economic scenario which has impacted many sectors.

"In the past year or so, we have seen a reduction in the number of tenants in the building. However, SDB is working tirelessly to secure new tenants that would be well suited to the building," he says, adding that nearly 25% of the current tenants have been with the building for more than 15 years.

Being the developer, property manager and one of the occupiers of Wisma Selangor Dredging, the company has put a lot of effort and attention into the building's upkeep. This includes ensuring tenants' satisfaction.

"We always remind ourselves that the work we do is geared towards achieving and raising customer/tenant satisfaction," says Quah.

To support this, the property management has set up the Customer Relations Management (CRM) system in 2012, followed by the Customer Tracking System (CTS) last year to ensure all issues related to tenants' feedback, requests, complaints, etc are closely monitored and resolved.

CRM is an internal recording and monitoring system of all complaints/feedback (concerns) from tenants. It also tracks action taken to ensure all cases are attended to and closed in a timely manner.

As for CTS, the system is able to track all the concerns lodged by the tenants and initiate immediate action.

Energy savings a focus going forward

Meanwhile, Quah notes that the property management team has adopted a sustainable and cost-efficient method in running the building.

For the financial year ended March 31, 2016 (FY2016), the assessment, electricity charges, maintenance, staff cost and upkeep of the building have made up 75% of total expenses. Hence, to reduce the cost, the property manager is looking at putting in place more energy efficient measures, he offers.

"Various cost-saving measures were undertaken last year, namely the installation of energy saving light fittings at all lift lobbies and basement car parks, implementing a Building Automation System (BAS) to regulate the lift lobby lights, the amount of chilled water to the 45 AHUs (air handling units) on every floor and air-con chillers to regulate the operation of the water pumps," he says.

The building was also installed with LED lights in 90% of its common areas recently and this resulted in energy

PROJECT DETAILS

Project name: Wisma Selangor Dredging

Address: 142-C, Jalan Ampang, 50450 Kuala Lumpur

Developer: Selangor Dredging Bhd

Development type: Office complex

Project size: 2.7 acres

Tenure: Freehold

Completion date: 1985

No. of units: 180 with total NLA of 352,305 sq ft

No. of storeys:

North Block (5 storeys), South Block (12 storeys), East Block (7 storeys) and West Block (20 storeys)

Unit built-up sizes: 3,500 to 5,000 sq ft

Occupancy rate: 93.42%

No of carpark bays: 459

Facilities:

F&B outlets, banking facilities, education facilities, concierge service, season and reserve parking services, free wifi at the central courtyard area, money changer, convenience store, event hall for community activities, handyman services, cleaning services, common lavatory facilities on every floor in each block, pest control

Energy-saving features:

LED lighting, Building Automation System, Variable Speed Drive for Motor (chiller, cooling tower, pump)

Security features:

- **CCTV surveillance system – 4 tiers**
- **Visitor management system at concierge**
- **Lift card access system**
- **Car park access and monitoring**
- **Dedicated security guard at every block ground floor lift lobby**
- **Security check point system for guard patrol and monitoring**

savings of more than 10% on a monthly basis.

Quah points out that for a property manager, an important function would be to keep expenses within budget, hence there is a continuous effort to identify areas where it could cut cost without compromising on the quality of service and the wellbeing of the tenants.

As such, the team has embarked on a research to identify the latest trend or technology enhancements that can be adopted at Wisma Selangor Dredging. "For example, we are studying the possibility of installing solar panels at the roof level," says Quah.

Rental yields have risen

According to SDB, the value of the project has increased to RM318 million as at end-2016 from RM160 million as at end-2004, nearly doubling its value over 12 years.

Meanwhile, the net rental yield of the building had risen to 5.05% last year from 4.73% in 2004. It achieved its high-yield of 5.26% in 2013.

According to Quah, the property management team will strive to improve on all fronts; be it in customer service, maintenance, security, administration and other matters so that Wisma Selangor Dredging can remain competitive and maintain tenant loyalty.

Raising awareness on the value of a well-managed property



TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 is an excellent platform to showcase Malaysian managed properties against the best-in-class practices globally, says Selangor Dredging Bhd (SDB) managing director Teh Lip Kim.

SDB is the developer and owner of Wisma Selangor Dredging, the Bronze winner in the non-strata commercial category of the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards.

The award, Teh adds, is also an incentive for building managers as well as residents and tenants to appreciate the importance of a well-managed building. "A well-taken care of building with continuous upgrades, preserves the look and feel of the building and enhances the value of the property," she says.

The developer recognises that in this day and age,

sustainability is a critical factor in ensuring the long-term success of a building.

"Wisma Selangor Dredging's timeless architecture, with four standalone blocks that circle an open courtyard and a central fountain, remains the area's one-of-its kind office complex till today," she says.

She adds that the building is designed for both business and recreation, and it is more than an icon of brick, steel and glass.

"As our first property, every element of Wisma Selangor Dredging is selected with the intent to set the precedence for all our projects," she shares.

Moving forward, besides looking for ways to be more relevant, the company will constantly challenge itself and come up with developments that will benefit residents.

Teh notes that the company will also place greater emphasis on sustainability and in adopting green practices in its developments.

THE WINNERS

NON-STRATA COMMERCIAL CATEGORY — SPECIAL MENTION

TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017

Overcoming the challenges of an aged building

PICTURES BY LOW YEN YEING | TheEdgeProperty.com

MENARA PKNS

BY NATALIE KHOO

Busting the myth of how old buildings equate to a run-down management, Menara PKNS Petaling Jaya has certainly proven otherwise. Situated 14km east of Kuala Lumpur city centre, the 20-storey office building with a gross floor area of 627,678 sq ft stands tall on Jalan Yong Shook Lin in Petaling Jaya, Selangor.

Completed in 1995, Menara PKNS is now 22 years of age and one of the oldest buildings that is shortlisted in TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 earning a Special Mention (non-strata commercial development) for its efforts.

Menara PKNS is one of six buildings owned by PKNS Real Estate Sdn Bhd, better known as PREC and one of four managed by PREC.

PREC is a special entity established in 2012 as an investment arm for the Selangor State Development Corporation (PKNS) group of companies. As a vital unit under the Selangor state government, PREC spearheads real estate-related investments for the whole group. The company's diversified real estate portfolio includes property investment, asset management, retail management and advisory.

Besides Menara PKNS PJ, among other assets owned and managed by PREC are Menara Worldwide in Bukit Bintang, SACC Mall, Kompleks PKNS Shah Alam and Kompleks PKNS Bangi. PREC intends to acquire more viable commercial assets in the future.

Challenges during takeover

The CEO of PREC, Faku Radzi Abdul Ghani, shares that when PREC first took over Menara PKNS from its parent company, the management of the building was fragmented and documentation on the property was scattered.

"It took us almost a year to compile all the necessary information, and to list



Completed in 1995, Menara PKNS is now 22 years of age.

Faku: What separates average property managers from good ones is how fast they respond to a matter.



down the machineries in the building which were in need of fixing. It took us some time to tackle all the problems that were faced by the previous management. Previously, there were more than 10 departments taking care of the building maintenance and management. When we took over, we appointed a team of 13 people to manage the building. This allowed the team to be more focused which translates to more efficiency at work as well," says Faku.

He also notes that the team came up with the preventive maintenance system to ensure that it would be able to track the lifespan of the various machineries as well as the expiration of their tenants' leasing.

"The preventive maintenance programme is very important for us because we need to know the condition of our equipment and prepare in advance for any

expected breakdowns or to carry out necessary upgrades. Otherwise, one day a few of the machineries may need refurbishments all at the same time and then we would have to fork out a few million ringgit at one go," says Faku.

On top of that, PREC is also developing a mobile application for its internal property management team to be implemented by 2Q2017 to enable its property managers to track the preventive maintenance system, on the go.

There are a number of other upgrading works that the team is currently doing on the building. "We are in the middle of replacing our fluorescent lights (36 watts) to LED lights (18 watts) at all parking areas. LED lights are expensive, but we feel that in the long run, we will achieve more cost savings. Other measures taken by us includes turning off an extra chiller when it rains.

"We also minimise the usage of our lifts during non-peak times without affecting the waiting time for our tenants," says Faku, adding that effective building operations is important in property management.

Security is also vital in order to create a safe environment for the tenants.

Security guards will conduct vehicle searches should any issue of safety and security get triggered or raised while body inspection is also carried out when necessary on visitors before entering or leaving the building. Visitation is only allowed during normal building operational hours while for contractors, entry is only permitted with a work permit issued and approved by the building management.

Strong tenants

Menara PKNS has a high 97% occupancy rate. Some of their main tenants include TNB Careline, TNB Energy Services Sdn Bhd (TNBCS), courier service company TNT, Selangor Business School and Malaysian Qualifications Agency (MQA).

"MQA has been with us for over 20 years. It just expanded two more floors last year while TNT has been with us for the past seven years. We very recently saw TNBCS join us as a tenant. I think this speaks very much of our credibility as a property manager. If we are not good, it will be very hard to attract these tenants," says Faku.

The rental collection rate of Menara PKNS is more than 98% on the average.

"Some of our tenants even pay in advance. That reflects their confidence in us," he says.

Ever since PREC took over Menara PKNS, costs have also been managed well with budget adherence an important aspect for Faku's team.

Teamwork and moving forward

Faku credits the success of the building management to his property management team.

In his opinion, anyone can be a prop-

PROJECT DETAILS

Project name: Menara PKNS PJ

Address: Menara PKNS, No.

17, Jalan Yong Shook Lin,

46050 Petaling Jaya, Selangor

Developer: Perbadanan Kemajuan Negeri Selangor (PKNS)

Development type: Commercial office building

Gross floor area: 627,678 sq ft

Tenure: Leasehold 99 years

up, expiring on 17 July 2107

Completion date: 1995

No. of storeys: 20

For landed:

Land area: 73,141 sq ft

Operations cost: RM1.90 psf

Occupancy rate: 97%

No. of car park bays: 585

Facilities:

- OKU & VIP toilets
- CCTV
- OKU ramp & parking
- Mini mosque room (surau)
- Cafeteria

Security features:

- Security guard
- 24-hour CCTV system
- Panic button system
- Electronic patrol guard system
- Hand held metal detector
- Vehicle search
- Body inspection
- Visitor registration

erty manager given he or she undergoes training and learns the ropes. However, what separates average property managers from good ones is how fast they respond to a matter and their interaction with the tenants.

"At PREC, we try our best to address any issues raised by the tenants. They can easily call us anytime via our hotline when they need to. We also frequently communicate and engage with our tenants. When they organise any event, we try to participate and show our support as well," says Faku, adding that the property management team headed by PREC general manager of property and facility management, Yusri Abdul Manaf often joins the team to discuss how to improve their work.

Moving forward, PREC is looking to potentially inject Menara PKNS into a real estate investment trust (REIT) once it is ready. They are also looking to inject more capital to refurbish the building.

"We will be injecting some RM4 million to turn the building into an MSC status grade office, as well as to refurbish the lobby and the food court. We are targeting for all these refurbishments to be completed by the end of next year. We are grateful for this recognition but we are looking forward to continue raising our standards and are certainly not resting on our laurels," says Faku.

Elevate building quality for global recognition

TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 will act as a benchmark for the Selangor State Development Corporation

(PKNS) for their upcoming projects, says Noraidah Mohd Yusof, CEO of PKNS, the developer of Menara PKNS Petaling Jaya which received a Special Mention at the inaugural awards on April 3.

"We want to elevate the quality of our building construction for our future buildings to ensure those projects are recognised globally. As a developer, it is important for us to develop buildings that take into account not only the aesthetics but their maintenance in the future.

She notes that a well-maintained office building will give others the good impression that PKNS buildings are easily maintained.



PKNS REAL ESTATE

THE WINNERS

STRATA COMMERCIAL CATEGORY — GOLD



Emphasising security while upholding convenience

PICTURES BY LOW YEN YEING | TheEdgeProperty.com

MENARA BANGKOK BANK @ BERJAYA CENTRAL PARK

BY TAN AI LENG

Located at Jalan Ampang, Kuala Lumpur, Menara Bangkok Bank at Berjaya Central Park is situated right opposite Renaissance Hotel just 1km away from KLCC.

Next to it is the Bukit Nanas monorail station and a five-minute walk across the street would get you to the Dang Wangi Light Rail Transit station. Furthermore, not one but two bus stations are located right in front of the building.

With its location and excellent public transportation accessibility, the 48-storey Grade A office tower with a striking facade has attracted a number of entrepreneurs and business owners to set up office there. The building offers 171 units of corporate office suites in flexible layouts from 775 sq ft to 12,000 sq ft (entire floor). Sitting on a 2.7-acre freehold site, Menara Bangkok Bank is part of the Berjaya Central Park development which comprises two 48-storey towers — one is an office tower (Menara Bangkok Bank) while the other is a branded residential tower (The Ritz-Carlton Residences).

Although being accessible poses a huge advantage, this comes with greater risk of a breach in the building's security. Hence, one major task of the building's management is to maintain adequate security without hampering the public transportation convenience enjoyed by the building's occupants. It is this smart balancing act that has helped Menara Bangkok Bank @ Berjaya Central Park emerge as one of the Gold winners in the strata commercial category of the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd property manager Lee Siang Ling says security is the management's top priority and an aspect that it does not compromise on. Henry Butcher was appointed by Wangsa Tegap Sdn Bhd, the developer of Berjaya Central Park and a wholly-owned subsidiary of Berjaya Corporation, to manage and maintain Menara Bangkok Bank since 2015, four months before the building was completed in June 2015.

"Security and convenience are two things that most people want but are very hard to accommodate. As the property manager of Menara Bangkok Bank, we try our best to ensure the need for both elements are met," she tells TheEdgeProperty.com.

Five-tier security barrier

In terms of security, visitors can only access the underground or on-the-ground parking floors and ground



Menara Bangkok Bank (the right tower) is part of the Berjaya Central Park development.

Joint Management Committee

POSITION

Chairman

Mahdi Aliabadi

Treasurer

Alex Chiew Wei Ping

Secretary

Tiffany Chow Siok Koon

Developer's representative

Kamarul Zaki Kamarull Azman

Committee

Too Shu Fung and
Joshua Lim Chu Ern

floor. To go to the offices, visitors are required to register themselves at the lobby to collect the visitor's pass that only allows them to go to dedicated levels.

In fact, Lee notes that there is a 5-tier security system for visitors and a 4-tier security system for the building's occupants and tenants.

The security barriers include the car park barricade system, the visitor management system which requires all visitors to register themselves at the lobby, the security turnstile gate before entering the lift lobby, the lift access control system and the office suites' entrance access system.

The security team also strictly con-

trols the loading bay entrance to make sure all contractors are registered before they enter. There is a specific lift for them to access dedicated floors.

"Undeniably, the security is tight as we want to ensure the safety of the tenants and their properties, as well as the visitors. This is to ensure that in the event of any emergencies, we can evacuate everyone safely," she notes.

There are dedicated lifts outside the building which allow visitors coming from the monorail station to reach the building directly through the first floor, which features retail lots, but not directly to the office building. There is also an air-conditioned link bridge to the monorail station. The link bridge opens from 6am to 11pm daily to prevent outsiders from accessing or being in the building during wee hours.

"We strictly monitor the people who come into the building, where they are going and [when they leave]. Even tenants who forget to bring their access cards are required to register themselves at the lobby to get a temporary daily access card," Lee says.

Adopting modern technologies

Menara Bangkok Bank demands attention the moment one enters its driveway. Visitors are first welcomed by a fountain with a water curtain and as one enters the building, they are greeted by the high ceilings of the reception lobby that some may mistake for a hotel lobby. Henry Butcher Malaysia (Mont'Kiara) executive director Low Hon Keong opines that Menara Bangkok Bank stands out from surrounding buildings with its facade design and grand entryway.

The building is also green as it has received the BCA Green Mark Gold Certification by the Singapore Building and Construction Authority.

"It is a benchmark for a sustainable built environment by incorporating the best practises in environmental design and construction, and the adoption of green building technologies," he notes.

Completed in June 2015, Menara Bangkok Bank is equipped with modern technology to enhance its security as well as to conserve energy, including motion sensors and high-speed destination-controlled lift system as well as a carbon dioxide level monitoring system.

Low says a well-designed building using good quality materials can contribute to the building's sustainability.

"For instance, the building design which emphasises good air ventilation and natural lighting as well as the use of double-glazed Low E glazing for heat and sound insulation could help in reducing the perpetual cost such as electricity," he explains.

The 17 units of Inverter Elevators in the building also help in reducing energy consumption by up to 50%, depending on their capacity and speed. "The maintenance for the lifts

Building offices that last into the future

Berjaya Land Bhd assistant general manager of property development and management Kamarul Zaki Kamarull Azman says it took the project team almost five years to plan and design Menara Bangkok Bank. "We envisioned an iconic building and for that we needed to have all the best features and facilities that could meet the requirements of business owners [not only] today but also in the future," says Kamarul, who also represents

Wangsa Tegap Sdn Bhd, the developer of Berjaya Central Park, a wholly-owned subsidiary of Berjaya Corporation Bhd.

To realise the vision, Wangsa Tegap had engaged Henry Butcher Malaysia as the property manager and consultant for the design of the interior layout, four months before the building was completed.

He notes that to become a sustainable iconic building, green

features are important elements that can ensure that the building functions well in the long term.

Besides the design and the selection of materials, Kamarul says the property manager also plays an important role in serving and taking care of not just the building but its tenants and occupants.

"Combining a quality building with good management service creates an iconic building for the business owners," he offers.



Above: The driveway of Menara Bangkok Bank @ Berjaya Central Park.

Left: The fountain has impressed many visitors.

is provided by the original elevator manufacturing company — Hitachi. In case of any emergency such as entrapment, the service provider has a team of standby personnel who can respond to an emergency report within 30 minutes from the time of the report," he says.

Mahdi Aliabadi, who owns office suites at Menara Bangkok Bank, is currently the chairman of the Joint Management Committee (JMC).

Operating a business consultancy with customers from overseas, Mahdi says it benefits customers to have an office that has such great connectivity and accessibility.

The JMC treasurer Alex Chew Wei Ping concurs. "Traffic congestion deters many from working in the city centre. Commuting to work by public transport will become a future trend and offices with access to public transportation will definitely have the pull factor," he says.



(From left) Chew, Mahdi, one of the owners Diyana Azhari, Kamarul, Lee and Low at the interview.

Mahdi also believes the soon-to-be completed Ritz-Carlton Residences will boost demand for offices here. Ritz-Carlton Residences is slated to be completed in the third quarter of this year.

Menara Bangkok Bank's office suites have seen their prices escalate since their completion in June 2015. Low says the office suites were sold at RM1,000 psf during the launch back in 2013. Their current value is about RM1,350 psf on average, an appreciation of 35%.

In terms of rental rates, the owners enjoy monthly rentals of about RM6.50 to RM7.50 psf, giving them a rental yield of about 5.7% to 6.6% based on the current market price.

High collection rate

Henry Butcher Malaysia (Mont'Kiara) has managed to maintain a service charge collection of close to 100%. Currently, the service charge is RM1.10 psf including centralised air-conditioning during working hours.

Lee says it follows a standard operating procedure in collecting service charges, including sending payment invoices, reminder calls as well as weekly visits, to ensure owners are aware of the payment due date.

"We also send out updates on monthly expenses to the owners. The transparency in account updates does help us gain the owners' confidence in the property manager," she notes.

Being a mere two-year-old building, Menara Bangkok Bank's current occupancy rate stands at 50%, but Lee says the current service charge is sufficient for a healthy cash flow.

To further enhance customers' satisfaction, the property manager also circulates a customer survey questionnaire every six months to obtain feedback on the current state of building maintenance services being delivered.

PROJECT DETAILS

Project name: Menara Bangkok Bank @ Berjaya Central Park
Address: 105, Jalan Ampang, 50450 Kuala Lumpur
Developer: Wangsa Tegap Sdn Bhd
Development type: Commercial
Project size: 2.7 acres
Tenure: Freehold
Completion date: June 2015
No. of units: 171
No. of storeys: 48
Gross floor area (sq ft): 1,342,339
Maintenance fees: RM1.10 psf
Occupancy rate: 50%
No. of car park bays: 695

Facilities:

- Direct link bridge to KL Monorail station — Bukit Nanas station
- Centralised air-conditioning system to each office suite
- Variable refrigerant volume (VRV) technology
- Fibre optics backbone system for high speed Internet access
- Surau
- Driver's Lounge

Energy-saving features:

- Double-glazed Low E glazing for heat and sound insulation
- Motion sensors
- High speed destination-controlled lift system
- Carbon dioxide level monitoring system

Security features:

- Turnstile access system
- Dedicated floor control system concierge
- 24-hour CCTV surveillance
- Visitor management system
- Roller shutter at the link bridge to monorail

THE WINNERS

STRATA COMMERCIAL CATEGORY — GOLD



Grounded on a firm foundation

PICTURES BY LOW YEN YEING | TheEdgeProperty.com

INTEGRA TOWER

BY TAN AI LENG

In the inceptive TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, Integra Tower has been crowned the Gold winner under the strata commercial segment for its sterling fulfilment in all the seven criteria set, which are maintenance, administration, financial stability, security, community, communication, and development value or yield.

Integra Tower is a freehold purpose-built Grade A commercial office building positioned at the pivotal point between Jalan Ampang and Jalan Tun Razak, Kuala Lumpur. Boasting a total net floor area of approximately 760,715 sq ft, it is a component within the integrated stratified commercial development called The Intermark, which also comprises a retail centre (Intermark Mall), a four-star hotel (Doubletree by Hilton KL) and a 62-storey office building (Vista Tower).

All these four components own individual strata titles and are managed by different property managers, while the common areas of these four buildings are managed by Intermark Management Corporation.

The Intermark was developed by The Intermark Sdn Bhd, a unit of BlackRock Inc, an American global investment management corporation based in New York, US.

Completed in 2013, the 39-storey freehold Integra Tower was acquired in 2015 by the Retirement Fund Incorporated (KWAP), Malaysia's second largest pension fund, marking its presence in domestic real estate investment market.

Designed to be column-free with a central core, it has one the largest floor plates in the Golden Triangle, measuring an average 25,000 sq ft, which could comfortably accommodate 262 people per floor.

A manager that fulfils all criteria

To ensure profitable returns, KWAP set a list of criteria in the selection of the property manager for Integra Tower. The criteria include the company's track record, proven capabilities of the management team, its best practices and the flexibility of the company's standard operating procedures (SOPs) in managing Grade A offices.

Besides these, KWAP CEO Datuk Wan Kamaruzaman Wan Ahmad notes that the company also needs to adopt property management systems for both accounting and operations, for efficient management and monitoring of operations, with the system being accessible to property owners at all times.

Knight Frank Malaysia Sdn Bhd was



Integra Tower is also Malaysia's first pre-certified Platinum LEED building.

PROJECT DETAILS

- Project name:** Integra Tower
Address: 345, Jalan Tun Razak, 50400 Kuala Lumpur
Developer: The Intermark Sdn Bhd
Development type: En bloc stratified commercial office building
Tenure: Freehold
Completion date: 2013
Nett lettable area: 776,715 39 sq ft
No. of storeys: 39 storeys
Unit built-up sizes: 1,066,919 sq ft
Maintenance fees: RM2.20 psf
Occupancy rate: 80%
No. of car park bays: Sharing with The Intermark
- Facilities:**
- Centralised air-conditioning system
 - Raised flooring within leasable space
 - Energy-saving features
 - Rainwater harvesting system
 - T5 & LED lights
 - Light sensors
- Security features:**
- CCTV
 - Security guard
 - Visitor Management System
 - Lift Destination Control System

system, but ultimately it relies on the quality of the building and the materials used.

"For instance, Integra Tower uses double-glazed glass, which helps to conserve energy. This is something a property manager can't change if it's not part of the original construction," she explains to TheEdgeProperty.com.

At the same time, a good design itself is not enough to set Integra Tower apart. Wan Kamaruzaman says, with a strong foundation, property management is equally important in boosting its value towards becoming a sustainable building.

"It [property management] is a specialised skill that requires meeting all stakeholders' objectives, especially that of the property owners, tenants and relevant authorities. Apart from performing operational functions, securing rental payments, controlling cost and complying with regulations, a property manager also needs to handle emergencies and resolve disputes," he elaborates.

He says the teamwork with Knight Frank has seen good results and both parties are moving forward to enhance the value of the building as well as make Integra Tower a sustainable building.

"KWAP is not a passive owner despite having a property manager. We continue to work alongside Knight Frank to move in the right direction, equipped with best practised SOPs and an established system, and enhanced by a capable and committed team," he emphasises.

appointed as the property manager for Integra Tower in August 2015, as the company had fulfilled all the criteria. Established in 2002, it is a property management and real estate consultancy firm which manages 23 properties totalling 12 million sq ft in Malaysia.

Strong cooperation leads to enhanced value

A well-designed building must go hand in hand with good property management to enhance its value.

Knight Frank Malaysia property management commercial executive director Natallie Leong says a property manager could increase capital expenditure to improve the building to prolong the life cycle of the

Wan Kamaruzaman: Property owners need to work together with property managers to ensure the future development moves towards the right direction.



SHAHRIH YAHYA | TheEdgeProperty.com



Far left: All visitors are required to register themselves at the lobby of Integra Tower.

Left: The driveway entrance of Integra Tower.

Meeting tenants' expectations on premium service

Leong says, companies and tenants who are willing to pay higher fees for a Grade A office space expect not only a nice office with good views, but also premium service from the property manager.

Housing multinational companies from financial, information technology, oil and gas sectors as well as embassies, the building management team has to stay alert all the time as these companies can't afford any downtime during or even after office hours.

Knight Frank Malaysia property management (commercial) senior manager Vignesh Pillai says there are some internal and external challenges when managing the building.

Internally, the company relies heavily on outsourced service providers, such as cleaning, security and air-conditioning, for which it does not have full control. The solution is to set up an SOP and KPI (key performance indicator) for the contractors to follow.

Externally, there are some possible risks which could cause a breakdown, such as water and electricity supply disruption. To solve this problem, the Integra building has back-up water tanks as well as dual-sourced power in addition to generator power available for the tenants' emergency use.

High collection rate

Currently, Integra Tower's service charge, including centralised air-conditioning, is RM2.20 psf, a rate that has been maintained since Knight Frank Malaysia's appointment.

On the collection rate, Leong notes that Integra Tower has achieved a

high collection of 90%, including the rental collection within the month of billing; within the gap of two months after billing, the collection rate is 100%.

"Quality tenants and proper collection processes are keys to the favourable collection rate. For new tenants, we will assist the landlord in screening the financial status of the tenants to ensure they have the financial strength to operate their businesses in this premium building," she adds.

Security is top priority

Security is the major challenge for an office located in the heart of the KL city centre. To ensure security procedures are able to be carried out smoothly, communication with the tenants and owners of the building is crucial to let them understand the security functions.

Leong opines that sometimes, a level of convenience needs to be compromised as security and convenience rarely go hand in hand.

In Integra Tower, the management has implemented safety features such as a security speed gate at the ground floor, access card control, computerised Visitor Management System (VMS), electronic security log on Guard Tour System and an emergency response team as well as full CCTV coverage, comprising 145 cameras in every common area.

Maintenance challenges

The façade maintenance work is another great challenge for Integra Tower. Built mainly by glass, the cleaning is quite demanding, especially in hot and dusty weather.

"We try to clean the glass twice a year, as it is a long process. Each session takes about three to four months to complete, depending on weather conditions. The cleaning fees are also quite costly, about RM100,000 per session," she reveals.

In addition, the material is imported. In the event of damage, to source the glass from its manufacturing country to Malaysia will take some time.

"To solve this problem, we have to keep some inventory of the glass and other necessities in the building and check the inventory from time to time, to make sure stocks are replenished when the inventory is running thin," she explains.

(From left) Lim, Leong and Vignesh from Knight Frank Malaysia, the property manager for Integra Tower.



In managing this Grade A building, Leong says the biggest ticket item is electricity, which takes about 30% of the total annual expenses. To mitigate this, Integra Tower is taking a long-term approach by ensuring all the systems are serviced and maintained at the optimum level.

Besides this, Knight Frank Malaysia building manager Lim Shao Yi says Integra Tower is also phasing out some older appliances and replacing them with new technologies which could help curb consumption, such as LED lightings, and timers and sensors in common areas.

Crisis management

Leong says being part of the integrated development is an advantage for Integra Tower, as it provides conveniences to its occupants, but it also means outsiders can access the tower easily.

An evacuation plan during an emergency is important, but on top of that Knight Frank Malaysia has also identified the building's lock-down procedures and communication flow to prepare for unforeseen situations.

"We have clear communication with the connecting building's representatives such as Pavilion shopping mall and Doubletree by Hilton Hotel, to identify the responsibilities that need to be taken by each party as well as identifying the boundaries of each building to facilitate immediate action," she explains.

In the event of emergencies, such as an external attack, street rally or robbery turned chaotic, the property manager will be able to lock down the whole building, preventing all entries and exits. "If anyone needs to leave the building during emergencies, we have a special evacuation route to bring them out of the building safely," she reveals.

Lim notes that the tenants in Integra Tower, especially oil and gas companies, are very concerned with the safety procedures and features.

"We conducted a fire drill exercise in January this year without advanced notice. All the tenants had participated and were very co-operative in following the evacuation procedures. The fire drill exercise ended within 58 minutes," she shares.

Excellent management retains a building's attractiveness

"A good design is the foundation for a building to be sustainable," The Intermark Sdn Bhd director Patrick Liau concurs.

Integra Tower, a component of The Intermark, is Malaysia's first pre-certified Platinum LEED (Leadership in Energy and Environment Design) building and currently the only building in

KL's CBD that meets the qualifications. It has double-glazed low emission glass that provides heat insulation and maximises natural light transmission at the same time.

The building design, which is 20% more energy efficient than a typical one, and the way materials are sourced and wastes are disposed of have been the key criteria considered for this certification.

One of the earliest recognitions Black Rock

received for the sustainability of Integra Tower was the 2013 The Edge-PAM Green Excellence Award.

Liau also stresses that with excellent management, a good building will last long and retain its attractiveness.

"We are very pleased with Knight Frank as the property manager. The team has worked very closely with us over the years, seeking feedback on areas to improve and, most im-

portantly, taking that feedback on board," says Liau, who is also the director of Black Rock Property Malaysia Sdn Bhd.

"One of [Black Rock's] key investment strategies is to reposition and refurbish assets in prime locations into Grade-A quality real estate to meet the needs of tenants, as well as investors seeking core assets. The Integra Tower, within The Intermark complex, is one such project," he concludes.





THE WINNERS

STRATA COMMERCIAL CATEGORY — **SILVER**

A management that tackles challenges head-on

MERCU SUMMER SUITES

BY SHAWN NG

Right in the heart of Kuala Lumpur city's Golden Triangle, Mercu Summer Suites with its two towers stands proud along Jalan Cendana. The strata commercial development comprising two 24-storey towers on a 10-storey podium was developed by UEM Sunrise Bhd.

The project has a total of 879 units of office suites that come with residential elements, located above the podium which houses the car park, landscaped decks and 11 retail units at the lobby entrance. Offering a combination of work, lifestyle and residential elements, its occupants are able to work and stay in the office suites and enjoy the convenience offered by businesses at the retail units including cafes, convenience stores and children pre-school facilities.

Summer Suites has been managed by SCM Property Services Sdn Bhd, a wholly-owned subsidiary of UEM Sunrise, since the development was completed in March 2015.

Despite being just two years old, its property management has successfully tackled a number of unique challenges and at the TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, it has won the Silver award in the strata commercial category.

The building attracted a lot of interest when it was launched in 2011, SCM Property Services general manager Paul Richard says.

"The project, which was already completely taken up by buyers, achieved 80% occupancy within six months after vacant possession. The building is about 70% occupied today," he offers.

Chairman of Summer Suites Joint Management Body (JMB) Sandeep Singh says the project has drawn many start-up businesses to set up offices there.

"Summer Suites is just a stone's

throw away from KL city centre and is surrounded by international hotels, financial centres and retail amenities, so it makes sense for entrepreneurs to develop here. It is very difficult to find another place like this in town," Sandeep says.

An unusual challenge

Richard notes that the project is sought after by foreign businessmen and expatriates. Hence, the business infrastructures in Summer Suites such as meeting rooms, conference rooms and cafes have been set up to cater to their needs, Richard says.

However, with its location in KL city, good accessibility and conveniences at its doorstep, Summer Suites started becoming a home-sharing business (eg Airbnb) hotspot, which quickly turned out to be a challenge for the property manager.

"The biggest issue was that some owners were disturbed by the activities of the Airbnb guests at night," he says. To tackle the problem, the management came up with a handbook to regulate these guests.

JMB treasurer Aravind Sinniah also notes that the three-tier security system and extensive CCTV coverage of the building and surrounding areas of about 95% have helped its security personnel to be vigilant and to react quickly when the need arises.

Like a double-edged sword, home-sharing businesses may pose some problems but they have also contributed to the building's vibrancy, says Sandeep.

"We just have to manage the prob-

(From left) Aravind, Richard and Sandeep are working closely to ensure the building is well-managed.



PICTURES BY LOW YEN YEING | TheEdgeProperty.com

Mercu Summer Suites is a two-year-old building situated along Jalan Cendana, KL.

lems because a bulk of owners here are investors, who want some returns from their units," he adds.

Indeed, managing the property is not just about the hardware but about managing people, comprising occupants, visitors and owners. And with that comes varied expectations.

"SCM Property Services is not perfect, but we will strive to meet their expectations and deliver results," he says.

As an owner in Summer Suites, Sandeep is very satisfied with the performance of the property manager. He cites an incident that convinced him of the management team's abilities to do a good job.

"I remember the cleaning services provider decided to stop their services with very short notice last year, but SCM Property Services was able to get a new provider within two days and get them to start work on Jan 1 this year," he recalls.

Having the competitive edge

Mercu Summer Suites is one of UEM Sunrise's many successes. Having done exceedingly well during its launch in 2011, the development continues to do well two years after its

completion.

"It is always positive news when we learn that our project is well maintained and can therefore contribute to capital appreciation or strong rental yield," UEM Sunrise Bhd managing

director/CEO Anwar Syahrin Abdul Ajib says of the commercial development that had won the Gold at TheEdgeProperty Malaysia's Best Managed Property Awards 2017 in the commercial category (strata).

Besides strengthening the developer's reputation as a market leader, Anwar notes that the Awards has enhanced the attractiveness of its developments beyond the notion of architecture and design, giving them the competitive edge in a tight commercial property market.

Going forward, UEM Sunrise will continue to

deliver sustainable developments and nurture thriving communities, he says.

"We aim to do so through our top-quality sustainable developments that are complemented with the best property management services," Anwar says.

"As we work to bring original and innovative concepts to the property market, we also want to better showcase how sustainable developments, based on industry-leading construction and property management practices, can build value over time," he adds.

PROJECT DETAILS

Project name: Mercu Summer Suites

Address: No.8, Jalan Cendana, Off Jalan Sultan Ismail

Developer: UEM Sunrise Bhd

Development type: Office suites with residential elements

Project size: 1.65 acres

Tenure: Leasehold (Expiring on Jan 22, 2108)

Completion date: March 31, 2015

No. of units: 890

No. of storeys: 34

Built-up sizes: 444 sq ft to 1,348 sq ft

Maintenance fees: RM0.55 psf

Occupancy rate: 70%

No. of car park bays: 881

Facilities:

Swimming pool, Jacuzzi, meeting room, conference room, gymnasium, outdoor yoga terrace, games room

Energy-saving features:

Motion sensors, Variable Refrigerant Volume (VRV) air-conditioning, timer for water features, mineral paint for external walls, green curtain, LED external feature lights, Building Automation System (BAS)

Security features:

CCTV, tower lobby access, guard tour system, emergency power generators, lightning protection, moving in/out protocol (timing restrictions), security audit/review by neutral parties

Additional future conveniences

Going forward, SCM Property Services is looking to introduce new technologies and provide more services.

"We are always thinking about innovation, and there are many in the pipeline. For example, we launched an online portal early this year to provide in-house facilities such as bookings, making payment of maintenance fees, viewing utility bills, and related services," offers Richard.

He adds that the more eco-friendly portal will help save some cost in terms of paper usage.

Awards can level the playing field

Richard notes that its Silver award at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 has encouraged the property manager to do even better in the future.

"We believe that the Awards is a very good platform for all property management companies to stay competitive and to ensure the highest standards at all times for the properties under their care," he says.

Sandeep says it is good that the Awards recognises good players in the local property management industry, which is still at an "amateur" level compared to the industry in developed countries.

"This Awards will encourage the good ones to continue to do a great job, and I believe the bad apples in the industry will disappear gradually," he adds.

"A property's value is indirectly affected not by the external factors alone but the internal factors as well such as the upkeep of the building itself," he elaborates.



THE WINNERS

STRATA COMMERCIAL CATEGORY — SILVER

TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017

Striving to be the 'preferred mall' among Penangites

PICTURES BY QUEENSBAY MALL

QUEENSBAY MALL

BY LUM KA KAY

Located in Bayan Lepas, Queensbay Mall opened its doors to the public on Dec 1, 2006. Strategically located, the mall is a 15-minute drive from the Penang International Airport, Penang Bridge and the Sultan Abdul Halim Muadzam Shah Bridge (Penang second bridge).

Sitting on 13.96 acres of freehold land, the strata commercial development has a gross built-up of 2.5 million sq ft and about 1 million sq ft in net lettable area making it the largest shopping destination in the southern region of Penang Island.

Developed by CP Mall Sdn Bhd, the mall was acquired by CapitaMalls Asia (CMA), a unit of Singaporean property developer CapitaLand Ltd, in 2010. About 92% of the mall's strata area is owned by CMA while the rest is owned by 116 individual parcel owners.

The mall is currently 98% occupied, anchored by AEON along with 10 junior anchors including Chi Fitness, Harvey Norman, Golden Screen Cinemas, Newy Karaoke Box, Uniqlo, Forever 21 and Padini Concept Store. There are over five levels of retail outlets carrying 400 local and international retail merchants, some of which are exclusively available at the mall in the entire northern region of Peninsular Malaysia.

In 2016, the annual shopper traffic was recorded at about 15 million while the annual vehicular traffic was about 3.5 million, says Queensbay Mall Management Corporation (MC) senior operations manager David Raj S Kolandesamy.

"Despite the challenging operating environment, [I believe] the mall will continue to do well as it is well-located, has a good retail mix and caters to the needs and aspirations of its target market.

"Our management team regularly refreshes the tenant mix and brings in new brands to improve our offerings. We also ensure that the asset is well maintained through continuous asset enhancement initiatives," David says.

And it looks like all the MC's hard work has paid off as Queensbay Mall took home the Silver in the strata commercial category of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 on April 3.

Major upgrades in 2016

The MC was officially formed on January 2015 and a year later, it embarked on some major upgrading works on the mall.

Among the improvements to the 10-year-old mall that David and his team had taken on in 2016 include toilet upgrading works, refurbishment of the baby-changing and nursing rooms, new ceiling installation for the centre and north atrium of the mall, and other



Queensbay Mall Management Corporation

Chairperson

Tan See Bin

Operations

David Raj S Kolandesamy

Marketing and leasing

Kelly Tan

Finance

Khor Bee Peng

Human resource and administration

Ong Hooi Nee

In 2016, the annual shopper traffic of Queensbay Mall was 15 million.

Singapore Green Mark Gold Plus award in 2016," reveals David.

Prior to that, it was the first mall in Penang to receive the Penang Green Office award in 2015; and Rainwater Harvesting incentives and Aqua Save certificate in 2015.

"Apart from the maintenance of the building and facilities, the mall carries out exciting and experiential events and activities to enhance shoppers' satisfaction through good retail offerings and high quality customer service. The effort was also recognised by TripAdvisor, which awarded Queensbay Mall with a 4-star Certificate of Excellence for two consecutive years (2015 and 2016)," shares David.

Sustainability

The mall also boasts sustainability or green features. Chairperson of the MC Tan See Bin says the three main elements that drive sustainability in Queensbay Mall are energy efficiency, sustainable water usage and recycling.

"While a well-designed building is a good foundation for sustainability, the market and the mall need to evolve according to changes in tenants' requirements and increasing expectations from shoppers," she notes.

"Hence, it is critical that strategic plans are in place to improve the overall facilities to ensure the mall can deliver good services currently while, at the same time, meet future expectations," she adds.

On a micro-level, the MC will replace one of the chillers in the mall which will improve efficiency and reduce energy consumption as part of its sustainability management. Also in the works is the replacement of the mall lighting with LED lights. This will further reduce electricity consumption in the mall.

Its success at TheEdgeProperty.com Malaysia's Best Managed Property Awards, Tan says, will motivate

PROJECT DETAILS

Project name: Queensbay Mall
Address: 100, Persiaran Bayan Indah, 11900 Bayan Lepas, Penang
Developer: C P Mall Sdn Bhd

Property owner information:
Management Corporation of Queensbay Mall (Approximately 92% of strata area is owned by CapitaLand Mall Asia, and 8% owned by 116 individual parcel owners)

Development type: Commercial (shopping mall)

Project size: 13.96 acres

Tenure: Freehold

Completion date: 2006

No. of units: 571

No. of storeys: 9-storey shopping complex comprising 5-storey shopping floors, 6-storey multi-level car park and 2-storey basement car park

Gross built-up: 2.5 mil sq ft

Maintenance fees: RM2.10 psf

Occupancy rate: 98%

No. of car park bays: 2,500

Facilities:

- Free wheelchair service
- Mobile phone charging service
- Recycle bins
- Coin-operated locker service
- Air-conditioned surau
- Taxi stand
- Disabled-friendly toilet with automatic sliding door, equipped with modern toilet fitting and emergency call button system
- Nursing room with basin and private breastfeeding room

the MC further to bring the mall to greater heights.

"The win has greatly motivated our team as we have put in a lot of effort to ensure that Queensbay Mall runs smoothly and efficiently. All this would not have been possible without the support from the team, the parcel owners, tenants and shoppers," she says.

Moving forward, David shares that the marketing team of the MC is working closely with the Penang state tourism board and relevant bodies to promote the mall and to further tap on rising tourist arrivals.

At the same time, Queensbay Mall will continue to strive to be the market leader in carrying out fresh and exciting events and activities as well as serving the community through various corporate social responsibility (CSR) initiatives, notes David.

For the past two years, the mall has successfully orchestrated various thematic festive décor for Hari Raya, Christmas, Chinese New Year, Malaysia's National Day as well as Halloween to attract shoppers to the mall.

"It is our goal to have our shoppers proudly claim Queensbay Mall as their preferred mall which they frequent and a place they feel comfortable each time they visit the mall.

"It is always a challenge to emerge as victors in a competitive industry but the Queensbay Mall team will strive harder to create new and unique experiences to cater to the needs of our shoppers," says David.



David (left) and Tan will strive harder to create new and unique experiences for shoppers.

THE WINNERS

NON-STRATA RESIDENTIAL CATEGORY — GOLD



A securely protected enclave

PICTURES BY PATRICK GOH | TheEdgeProperty.com

VALENCIA, SG BULOH

BY NATALIE KHOO

As we drive towards Valencia, the wide tree-lined roads welcome us into a far different world from the busy traffic we have left behind. The security guards are strict, asking many questions and forms of verification before letting us through into the exclusive township development.

The 288-acre gated residential development in Sungai Buloh, Selangor features the first residents-only golf course in Malaysia. It has close to 900 homes comprising a mix of townhouses, semi-detached houses, bungalow lots, garden terraces, town villas and Small-office Home-office (SoHo) units structured into four precincts (North Golf Precinct, South Golf Precinct, Hill Court Precinct and Garden Precinct). The development is mainly freehold except for the Garden Precinct.

Accessibility is via the Sungai Buloh exit on the North Klang Valley Expressway, and also through the Penchala exit on Damansara-Puchong Expressway. The recent completion of the mass rapid transit (MRT) line has also added convenience to the residents in the area with the Sungai Buloh MRT station a 15-minute drive away.

Some 30% of the residents in Valencia are expatriates and those with school-going children could send them to the ELC International School and IGB International School located nearby.

Completed in 2012, it is currently managed by Gamuda Land Property Services Sdn Bhd, a subsidiary of developer Gamuda Land — the property arm of Gamuda Bhd. It has done such a good job that Valencia came out the Gold winner in the residential category (non-strata) at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

The township development had previously won the Malaysia Landscape Architecture Award in 2009 and had achieved an outstanding Con-



struction Quality Assessment System (CONQUAS) score of 80.1, under the low-rise building category.

A different ball game

Gamuda Land senior group general manager of club operations and township Tang Meng Loon notes that managing a township with a sheer size such as Valencia comes with significant challenges especially with regards to security surveillance and management.

"For us, when it comes to managing a township, we are very stringent about security. We employ various levels of security measures and use of technology, from perimeter fencing surveillance to stringent vetting of visitors and contractors, including different methods of ground patrol to keep our township safe and secure," says Tang.

Valencia is surrounded by an anti-climb fence and equipped with 140 CCTV cameras. The CCTV is monitored by an in-house officer at the control room. Meanwhile, there is

only one entry and one exit point into the township while the residents' lane has double barrier access control enabling only one vehicle at a time to pass through the entry gate.

"For example, when a visitor, contractor or a non-resident wants to visit a resident, the guards conduct very stringent checks and will call the resident via our intercom system linked between the guard house and residences before they are allowed to enter. We call this the Visitor Management System (VMS). Even if the visitor wants to just drop off something, if the resident is not in, we won't allow the visitor to enter. Of course, sometimes we may anger the resident because we are so strict with their guests but we rather face their momentary ire than to compromise on their long-term safety," adds Tang.

The 288-acre gated residential development in Sungai Buloh, Selangor features the first residents-only golf course in Malaysia.

However, plans are in place to make the system more efficient by developing a customer portal using a smart phone application. This will provide total property management solutions to all residents, among which include new methods of security verification for visitors which will reduce the queue time at the security post and help reduce congestion.

Apart from the security system itself, the neighbourhood has six in-house security officers and 35 outsourced security guards. There is also one armed guard and two guard dogs that are deployed during the night shift, while 24-hour CCTV surveillance further reinforces the security measures. Furthermore, Valencia's roads are curvilinear roads which help to slow down vehicular speed.

Abundant facilities and amenities

Residents in Valencia have a vast array of facilities and amenities to enjoy at the Village Square comprising a convenience shop, art class, music centre, hair and beauty salon, kids day-care centre and a chiropractic treatment centre.

"The Village Square is in fact closed to the public, but residents can bring their guests to the Village Square once they have gone through our security clearance," says Tang.

"Meanwhile, there is also a clubhouse that houses tennis courts, an Olympic-sized swimming pool, wading pools, Jacuzzi, steam room, playground, jogging track and a gymnasium," says Tang.

The Golfers' Terrace at the clubhouse also caters to golfer residents as well as private parties and meetings.

Currently, 35 full-time landscaping and housekeeping assistants work



There is only one exit and one entry point into the township while the residents' lane has double barrier access control enabling only one vehicle at a time to pass through the entry gate.



Tang: Our dedicated team wants to make sure continuity and sustainability are carried through after the development is handed over to the residents.

PICTURES BY LOW YEN YEING | TheEdgeProperty.com



seven days a week at Valencia while there are three building maintenance technicians, four clubhouse sports and recreation assistants and supervisors, and two lifeguards stationed at the swimming pool.

"We ensure that every critical aspect is covered in our maintenance programme so that nothing is left to chance. Operating procedures, systems and processes are also put in place to ensure that everyone knows their roles and responsibilities," says Tang.

A different property management team will "audit" the different projects/precincts from time to time to make sure there is "check and balance" as well as to come up with different ideas on how the quality of maintenance can be improved.

"We [the township management division of Gamuda Land] manage other Gamuda Land developments as well such as Kota Kemuning, Bandar Botanic and Jade Hills and Madge Mansions. So, the different teams will visit the other respective projects to check on whether the checklists have been ticked. We also sit down for meetings to share our ideas on raising our standards as different developments have their own sets of challenges when it comes to management," explains Tang.

Community initiatives

Frequent engagements with the residents are often carried out to understand the needs of the residents and to resolve any issues faced by the community.

Left: The landed houses in Valencia have land areas ranging from 2,432 sq ft to 5,280 sq ft.

Right: The Village Square comprises a convenience shop, art class, music centre, hair and beauty salon, kids day-care centre and a chiropractic treatment centre.



"The Valencia Home Owner's Association (VHOA) and the township team work closely together. We have regular meetings and we [the management team] are always prepared to address any of the residents' concerns and work together with them to further enhance the township's operations," says Tang.

A quarterly newsletter for residents is published so that the residents can be updated on all activities happening in Valencia.

"Some of the activities we have organised for the residents include Dengue/Zika talks by the Ministry of Health, dialogue sessions between the police and residents, community get-together events including charity events, festive parties as well as golf, swimming, tennis, taekwondo and aerobic lessons," says Tang.

Prudent expenditure

Based on the current collection ratio (average rate based on a three month period from Aug 16 to Oct 16), the team has managed to maintain a 98% collection rate.

"This is possible due to the stringent credit control policies and procedures to track the monthly collection. Our staff will give residents a courtesy call if they miss a payment. Residents are also encouraged to sign up for the auto debit facility so that they do not have to worry about missed payments and late payment interests," says Tang.

He is also serious about ensuring that resources given to the team are optimised and adhere to the budget set.

"We track our expenses closely on a month-to-month basis to keep expenses within budget and negotiate for the best price from our vendors. As part of our cost optimisation initiatives, we have re-evaluated our machinery operating hours and installed timers to reduce energy consumption and wastage. Some of our lights have been retrofitted with Light-emitting Diode (LED) light, including the flood lights. We are doing this in stages, and this will result in more cost savings so that we can channel the surplus funds to meaningful capital enhancement works," says Tang.

Ensuring capital growth

Tang notes that good property management is integral to Gamuda Land's commitment to deliver sustainability in all their developments to ensure consistent quality of life for their homeowners as well as ensuring capital growth of their homes.

"We are very encouraged by this award and it will certainly motivate our team towards the path of continuous improvement. A development may have a tremendous master plan, but if it is not maintained two, three years down the road, it becomes run down. Our dedicated team wants to make sure continuity and sustainability are carried through after the development is handed over to the residents. This award validates our efforts thus far and calls for greater effort down the road for excellent management practices," says Tang.

Sustainability creates values

For a development to be able to create value, first and foremost it needs to be sustainable, Gamuda Land chief operating officer Ngan Chee Meng says.

"For the township of Valencia, for instance, we believed that even at the planning stages, the whole master plan needed to be planned in a way that was easy to maintain later on. The clusters of houses are arranged in a way which is easy for the different precincts to be gated and guarded," says Ngan.

Valencia in Sungai Buloh, Selangor won the Gold in the residential (non-strata) category at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

Ngan also points out that most of Gamuda

Land's townships also adopt the natural approach such as in Valencia whereby matured trees are planted in the township and the focus is on using softscape instead of hardscape in their landscape design.

"Hardscape is usually harder to maintain compared to softscape because it [softscape] is within a natural environment. The landscape outside the owner's house is not under their [the resident's] control so it is important for us as the developer to ensure the landscaping in the development is planned for the long run," Ngan explains.

He adds that proper maintenance is an important aspect of sustainability and in ensuring good quality of life for the homeowners.

"Being recognised as a winner for this award adds to our credibility and trust in us as a developer that delivers value-sustaining homes for

our customers. If the property is well maintained and is in a good location, this keeps the residents happy because they are able to enjoy the quality of life in a comfortable environment which the property developer has promised them. Not only that, a well-maintained property is more sought after in the market and will yield better rental rates or subsale prices for our customers," Ngan adds.

He considers TheEdgeProperty.com Malaysia's Best Managed Property Awards as a platform to set the benchmark for well managed properties which will yield healthy returns in time.

"It is also the first such award in the country and will definitely draw attention to the importance of well managed properties, be it landed or high-rise," Ngan concludes.

PROJECT DETAILS

- Project name:** Valencia
- Address:** VS-01-03, Valencia Club, Elitis Gapura Senja, 47000 Sungai Buloh, Selangor
- Developer:** Gamuda Land
- Development type:** Township
- Project size:** 288 acres
- Tenure:** Freehold (except Garden Precinct)
- Completion date:** 2012
- Project components:**
 - Townhouses
 - Semi-detached houses
 - Bungalow lots
 - Garden terraces
 - Town villas
 - SoHo
- No. of units:** 887
- For landed:** Land area 2,432 sq ft – 5,280 sq ft
- Maintenance fees:** From RM568.17 per month
- Occupancy rate:** 99%
- Clubhouse common area parking:** 80 units
- Facilities:**
 - Malaysia's first residents-only nine-hole golf course
 - Residents' clubhouse that includes an Olympic-sized swimming pool, wading pools, a Jacuzzi, a steam room, children's playground, a jogging track and a gymnasium
 - F&B outlets
 - A village square comprising
 - convenience shop
 - art class
 - music centre
 - beauty spa
 - hair and beauty salon
 - daycare for children
 - chiropractic centre
 - florist and gift shop
- Energy-saving features:**
 - Building backed up by generator set
 - LED lights for clubhouse and common areas
 - Rainwater harvesting for golf course and landscape irrigation
- Security features:**
 - Gated-and-guarded with three-tier security system, perimeter fencing and 24-hour CCTV surveillance (142 CCTV cameras)
 - Anti-climb fence
 - Dedicated visitors' lane and contractors' lane
 - Visitor identity classification — Guest / visitor / contractor
 - Intercom system linked between the guard house and residences
 - One in-house officer on duty at all times
 - Total five in-house officers and 31 security guards, including one armed guard and two guard dogs which are divided into two shifts manning the common areas
 - Calls from residents to guard house are recorded
 - Smart tag for residents' entry and exit

THE WINNERS

NON-STRATA RESIDENTIAL CATEGORY — SILVER



Strong leadership key to sound management

SUHAIMI YUSUF | TheEdgeProperty.com

DUTA NUSANTARA

BY RACHEL CHEW

When Duta Nusantara won the Silver award in TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 for the non-strata residential category, it attested to the strong leadership by the homeowners' association, complemented by the hard work from the property manager.

The 10-year-old landed residential development located in Jalan Sri Hartamas 1, Kuala Lumpur is jointly managed by Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd's building management team led by Joseph Chan, and DN Homeowners Bhd which is helmed by the chairman, Andy Khoo Boo Teik. The partnership began two years ago and both have discovered that a shared vision is crucial in ensuring the success of a residential management.

"Our vision is simple. We want to ensure this place is run well, safely protected and kept on trend. We don't want Duta Nusantara to be just a shell, but a home to our residents who have come from around



Duta Nusantara is one of the first high-end landed residential projects in Mont'Kiara.

the world. We hope people stay here not just because of the facilities and location, but because they can find a sense of home that no other place can provide," Khoo stresses.

Being one of the first high-end landed residential developments in the vicinity, the 35-acre Duta Nusantara comprises 42 bungalows and 136 semi-dees with built-ups ranging from 3,690 sq ft to 6,530 sq ft. It is about 90% occupied, with about half by owner-occupiers while the rest are rented

to locals, expats from UK, US, India and France.

Developed by SP Setia Bhd and completed about 10 years ago, the Balinese resort-style development is equipped with a wide range of facilities, such as a swimming pool, tennis court, function hall, meeting room, green pocket park, gymnasium and BBQ pit.

Over the past two years since the project's developer handed over its management to the owners, the board of directors and the property manager have kept the project in good condition and have constantly upgraded the facilities and amenities for the comfort of its residents.

"As one of the board of directors and residents, it is nice to know that Duta Nusantara is recognised as one of the best managed landed residential projects in the nation. It will certainly encourage the team to do even better in future," says Khoo.

Support and trust

Meanwhile, Chan attributes the recognition to the support from the board of directors. "As the property management team hired by the board, the dai-

ly management work and upgrading plans will not be carried out efficiently without the support from the board."

He adds that the management team is given almost a free hand to run the place. "It is about the trust between both parties. While we are entrusted with making daily management decisions, we keep the board posted on issues and suggestions in our weekly and monthly reports," Chan shares.

Khoo wholly agrees that trust is the key to a successful working relationship between the property management and board of directors.

"We need to have a trustable and disciplined property management team because we [the board of directors] do not directly control daily management tasks. We need the team to coordinate with third party service providers to keep the area running smoothly every day," says Khoo.

The initial hurdles

When S P Setia decided to pass on the property management after eight years of serving the project since it was delivered in 2007, the board of directors had appointed Henry Butcher as the property management service provider for Duta Nusantara.

However, the initial adjustment period was not without any hitches, Khoo discloses. "Henry Butcher has an established property management system. However, Duta Nusantara, being an eight-year-old property then, already had our own standard operating procedure and system, which the residents were happy with. Rather than overhauling the existing system, we needed a team to manage the property our way," Khoo recounts.

This led to a number of manager replacements from Henry Butcher before Khoo invited Chan, who used to work under S P Setia in managing Duta Nusantara until his retirement in 2012, to lead the management team again in July 2015.

"Duta Nusantara is not a new proj-

CONTINUES ON PAGE 32

DN Homeowners Bhd

BOARD OF DIRECTORS

Chairman

Andy Khoo Boo Teik

Directors:

Wong Tat Chung

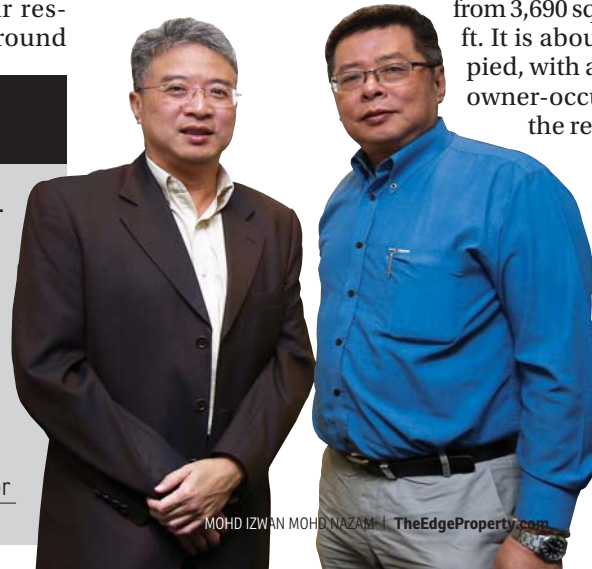
Mohd Hisham Musa

Renata Anita De Raj

Dr Kubendran T Munusamy

Wong Rhen Yen

Tan Cheng Swee @ Tan Cheng Hor



Khoo (left) and Chan work as a team.

MOHD IZWAN MOHD NAZAM | TheEdgeProperty.com

PROJECT DETAILS

Project name: Duta Nusantara

Address: Duta Nusantara, Jalan Sri Hartamas 1, 50480, Kuala Lumpur

Developer: S P Setia Bhd

Type: Semi-dee and bungalow

Project size: 35 acres

Tenure: Freehold — individual title

Completion: 2007

Total units: 178 (Bungalow: 42, semi-dee: 136)

Unit built-up:

Bungalow: 4,870 sq ft to 6,530 sq ft

Semi-dee: 3,690 sq ft to 4,560 sq ft

Land area:

Bungalow: 6,436 sq ft to 10,170 sq ft

Semi-dee: 4,030 sq ft to 9,230 sq ft

Maintenance fees:

Bungalow: RM1,320 per month

Semi-dee: RM990 per month

Occupancy rate: Averages 90%

Facilities:

- Swimming pool, BBQ pit, function hall (clubhouse foyer), tennis court, gymnasium, meeting room, function room, green park with gazebos and playground

Energy-saving features:

- Changed swimming pool filter pumps to energy-saving pumps and reduced monthly electricity bill for swimming pool by 50%
- Obtained street light billings under DBKL since September 2016

- Water feature operates at fixed regular hours
- Security on patrol ensures all lightings and air-conditioning are shut off in tennis court, gym and function rooms if not in use

Security features:

- Automatic Number Plate Recognition (ANPR) system
- 24-hour guard (two shifts with two guard dogs at night)
- All-round CCTV with detectors
- Intercom system in every house
- Centralised alarm system for each house connected to security control room

- All visitors are screened and verified before entering the area
- Security personnel follow visitors to ensure they go to the specified house
- Hourly security patrols around estate by bicycle and motorcycle
- Reports on any burnt-out street light and facility malfunction
- All live-in maids are not allowed to go out without owner's approval by email or letter
- All part-time maids and drivers must register themselves every morning and submit registered identification cards with photos

THE WINNERS

NON-STRATA RESIDENTIAL CATEGORY — BRONZE

TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017

A close-knit community forms the crux of Duta Tropika

SUHAIMI YUSUF | TheEdgeProperty.com

DUTA TROPIKA

BY RACHEL CHEW

A good neighbourhood is more than just a place where people can walk without fear of crime or where facilities and amenities are ample and well maintained.

"A great neighbourhood should be measured by the sense of community that prevails — a place where its residents know each other and the children can play safely within its perimeters.

"They [residents] act as a community and not as individuals when they need to voice out something for their homes and the neighbourhood," says Duta Tropika's homeowner association alternate director Muhammad Azhan Abdul Hamid.

Duta Tropika is a high-end villa development nestled on a freehold land along Jalan Dutamas 1, Kuala Lumpur. As a resident and owner here since day one, Azhan is proud to say a strong sense of community is what makes Duta Tropika a unique development.

"You will not get this [sense of community] anywhere. We [the residents] know each other. We have close relationships with each other and help each other when the need arises," he says. "For example, we have an active WhatsApp group chat, which the property management team is also part of, to share information, ask for opinions and to discuss community activities."

It is this sense of community that has helped the project receive the Bronze award in the non-strata residential category of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

Duta Tropika is currently being managed by Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd.

Completed in August 2006 by SP Setia, the developer was the property manager of Duta Tropika from day one until Henry Butcher was appointed as the new property management team in March 2015.

"The board of directors is happy with the services provided by Henry Butcher. The 2016/2017 contract renewal says it all. We shortlisted three companies last year, but we decided to choose Henry Butcher because of their serious commitment to the property and community," Azhan notes.

Duta Tropika director Adrian Khor Aik Leng adds that one of the best initiatives by Henry Butcher was the WhatsApp group chat.

"Penny Ong [Henry Butcher Malaysia building manager] is very responsive to the residents' questions and concerns [in the chat]. I think this is something that we were looking for — a committed and responsible property management team," Khor shares.



Duta Tropika Board of Directors 2016/2017

Chairman / Alternate Director

Tan Sri Abdul Rashid Abdul Manaf / Puan Sri Camilla Yap Tee Neo

Directors / Alternate Directors

Agnes Yong Mei Kwan / Gweny Yong Mei Lan
Shokofeh Keykhosrow Pour / Muhammad Azhan Abdul Hamid
Jonathan James Allwood / Shontelle Gail Allwood
Joshua Mark Curis Green / Bronagh Lorien Louise Holland

Directors

Adrian Khor Aik Leng
Abdul Kayum Syed Ahmad
Cigala Francesco
Venkata Chellam Subramaniam

The challenge

Ong says there were a number of challenges during the transition phase when it first took on the management task at Duta Tropika. One was the case of the missing layouts and building plans of the project.

"Some layout drawings of the project were missing during the transition so we had to create a compound of the drawings by sourcing them piece by piece from contractors and the developer. The drawings are important especially when the houses start to age and may have leakage problems. They also help with the maintenance of building façades to ensure they look the same as in day one," explains Ong.

In terms of quantity, Duta Tropika, Ong admits, does not boast many facilities. "We have a swimming pool, a children's playground, function room and gym. However, having fewer

facilities than others does not mean that the property is any easier to manage, she says. "Because Duta Tropika has few facilities, the available facilities are in high demand by the residents," she adds.

Meanwhile, the management team has upgraded the swimming pool by adding more sunbathing deck chairs and shades. The team has also added a sound system and projector in the function room, upgraded the IT system as well as the security system in phases.

Moving forward, the board of directors and the management team plan to resurface the internal road, as well as continue with the security upgrading project which has already seen a new security card system, a new gate installed at the main entrance, as well as an investment in a security mobile application called Graaab.

The mobile app enhances the security and communication in the community with features like emergency assist, intercom call, real-time notice board and visitor registration.

"Every resident has this app to en-

Duta Tropika is a high-end villa development nestled along Jalan Dutamas 1, Kuala Lumpur.

(From left) Ong, Henry Butcher (Mont'Kiara) assistant general manager Norhayati Bonah, Khor and Azhan.

CONTINUES ON PAGE 32



LOW YEN YEING | TheEdgeProperty.com

PROJECT DETAILS

Project name: Duta Tropika

Address: Jalan Dutamas 1, 50480, Kuala Lumpur

Developer: Setia Duta One Sdn Bhd

Type: 3-storey courtyard villas

3-storey garden villas

3½-storey garden villas

Project size: 13 acres

Tenure: Freehold

Completion date: August 2006

Total units: 138 villas

Unit built-up and land area:

3-storey courtyard villas

Land area: 2,400 sq

ft to 4,815 sq ft

Built-up area: 3,818 sq

ft to 6,356 sq ft

3-storey garden villas

Land area: 2,085 sq

ft to 7,447 sq ft

Built-up area: 4,212 sq

ft to 6,850 sq ft

3½-storey garden villas

Land area: 2,085 sq

ft to 4,940 sq ft

Built-up area: 4,803 sq

ft to 5,354 sq ft

Maintenance fees:

Service charge: RM790 + 6% GST

Sinking fund: RM79.01 + 6% GST

Total: RM921.15 (including GST) for each house

Occupancy rate: 82%

Carpark bays:

Car park bays per house: 2 to 3

Visitor parking at

ingress/egress: 4

Visitor parking at the

housing area: 20

Facilities:

- Swimming pool

- Jacuzzi

- Sauna

- Gymnasium

- Function hall

- Community centre

- Children's playground

- Open field/lawn

- Visitor parking

Security features:

- Intrusion Detection System

- CCTV video surveillance system

- Guard patrol system

- Visitor management system (Graaab)

- Home alarm system (with panic button)

- Vehicle and pedestrian access control system



THE WINNERS

NON-STRATA RESIDENTIAL CATEGORY

HARIS HASSAN | TheEdgeProperty.com



S P Setia: Keep sustainability in mind when designing a project

Duta Nusantara and Duta Tropika, the Silver and Bronze winners respectively in the non-strata residential category of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, were developed by one of Malaysia's top developers, S P Setia Bhd.

Both projects were completed a year from each other and both are located in the same Dutamas vicinity in Kuala Lumpur.

"More than 10 years back, luxury developments with the gated-and-guarded concepts were very limited. Duta Nusantara was de-

signed with 42 units of bungalows in the centre of the master plan surrounded by 136 units of semi-detached homes linked with roads and walkways connected to the beautiful clubhouse," its deputy president and chief operating officer Datuk Wong Tuck Wai recalls.

There are a total of 11 different designs of these homes in the low-density development to cater to the various tastes and preferences of discerning homebuyers. The lush landscape offers a calming effect for residents while a very effective security system was put in place, allowing its residents to sleep peacefully at night.

"Meanwhile, Duta Tropika is located on a

long and narrow strip of land, hence the architect had proposed courtyard villas in the centre of the development sandwiched by garden villas on both sides," he shares.

Each garden villa features a balcony with white glazing on the top floor which reflects the house light when switched on.

"What makes the homes here even more unique is that an entire floor of each of them is a Master Suite. This development also features a clubhouse with swimming pool, gazebos and a spa pool," Wong adds.

As a developer, Wong says it is crucial that the sustainability aspect of the development is incorporated from the design stage.

"It is important that good practices are put in place at this juncture as this will serve well for the sustainability of the project even after it is passed on to the joint management body (JMB) or management corporation (MC)," stresses Wong.

"We would like to congratulate the managements of these two projects for winning the awards as a recognition of their efforts.

"We hope both will continue to do their best in maintaining the said properties and to ensure that the value of these properties are protected and appreciated, and that the quality of living continues to be enhanced in the years to come."

Improvement projects to upkeep value of Duta Nusantara

FROM PAGE 30

ect. We did not need to start all over from scratch. Joseph (Chan) was the one who set up the [management] system in the early days [when he was with S P Setia]. No one understands this project and management system better than him and he had a good track record because he used to work here before his retirement," Khoo explains.

Armed with his familiarity of Duta Nusantara and knowledge in property management, Chan settled the transitioning issues, recovered lost data and picked up the daily management task, within six months after rejoining the team.

"My task is not to teach the board how to manage the property but to make sure everything runs smoothly as before, while proposing new improvements," Chan notes.

Ongoing upgrades

Some of the major improvements implemented in the past two years were re-tarring a 3km road within Duta Nusantara, refurbishing the swimming pool and water features, as well as revamping the security system.

Moving forward, there will be more enhancements made, such as upgrading the gym and tennis court, pruning trees and beautifying the park, and restoring the rubber flooring at the children's playground. "The upgrading work will never end as property maintenance work is a cycle," quips Khoo.

"We are fortunate because S P Setia is a very strong and thoughtful developer. We were given guidelines and schedules of facility maintenance, which spells out the frequency for re-tarring the road, servicing the pool and so on," Khoo shares.

The greatest challenge

Contrary to general perception, Khoo reveals that neither executing upgrading works nor collecting



The balinese style swimming pool in Duta Nusantara.

funds is the greatest challenge in property management.

"The biggest challenge is we can't please everyone. Some are happy with the upgrading works, while some are reluctant to change. However, our job is to upkeep the property with as little complaints as possible, and try to make the community happy," Khoo notes.

The property manager has successfully maintained 90% in total fee collection. "Just like other developments, there are some hardcore ones who will drag the payment. However, we have yet to require legal action. Most will settle the bill when we send out the first reminder," says Chan.

Going beyond the call of duty

Duta Nusantara is located at Jalan Sri Hartamas 1, just a few steps away from Solaris Dutamas and Kompleks Kementerian Dalam Negeri (KDN) Kuala Lumpur.

"There are advantages and disadvantages with this location. We are happy with the convenience provided by the mall nearby but we are also concerned about security," says Khoo, referring to

the late night crowd and traffic.

The junction directly at the development's entrance is also a cause for concern. "Duta Nusantara is located right opposite KDN and cars are allowed to make u-turns at the junction, at the same point where cars come in and out of the development. There is no restraint to slow down the cars on either side of the roads," Khoo explains.

The board has written to the local authority to address the issue but has received a negative response. "We are requesting a traffic light, or if that cannot be done, at least a speed bump. However, the local authority thinks it is not appropriate," Khoo says. "We are still trying to convince the authorities."

He explains that even though Jalan Sri Hartamas 1 is beyond the Duta Nusantara perimeter, the traffic condition indirectly threatens the safety of residents.

"We go beyond our duties because we want our residents to be safe going out and coming in," Khoo says, highlighting the commitment of the board of directors and the property management team towards its residents.

Strong sense of community in Duta Tropika

FROM PAGE 31

sure whoever that comes into the neighbourhood is someone authorised by a resident," Ong notes.

Khor says security has always been the biggest concern of the community because Duta Tropika is located right opposite the busy Solaris Dutamas integrated development that features the Publika Mall.

"We can't deny that Solaris Dutamas did add value to Duta Tropika because the one-stop shopping hub is just a few steps away from our homes. However, we are also concerned with issues like loud music at night and double parking on the road sides," Khor says.

While nothing can be done because this is beyond Duta Tropika's perimeters, Khor says the board of directors, management team and the residents have acted as a community in raising the issue to the local authority.

"The pressure from a community is stronger than from an individual," he shares.

Automated maintenance schedule

One unique aspect of Duta Tropika's management system is its automated maintenance schedule mechanism.

It is a custom-made checklist and schedule for the property management team to check different aspects and parts of the property, its facilities and even outside its perimeters, weekly and monthly.

"It sounds silly to walk around the neighbourhood with a checklist. However, this is the most efficient way to keep track of the condition of the property and spot things that are not in order. The board and Henry Butcher actually sat down and built the mechanism together," Azhan says.

He explains that through regular checks and records, the daily operation efficiency is enhanced and, more importantly, information gathered from the checks can be used to build a Duta Tropika database.

"With all these recording work, we are able to build a database from the dashboard. You will know what and where the most common problems are. We can then schedule our manpower and resources better. This record will be very important as a reference of accurate information when Duta Tropika is to go through a major refurbishment project in the future," says Azhan.

SUHAIMI YUSUF | TheEdgeProperty.com



The high-end villas in Duta Tropika.



HENRY BUTCHER MALAYSIA (MONT KIARA) SDN BHD

We at HENRY BUTCHER MALAYSIA (MONT KIARA) SDN BHD would like to express our great appreciation to our clients; THE BINJAI ON THE PARK MANAGEMENT CORPORATION, BERJAYA CENTRAL PARK JOINT MANAGEMENT BODY, SOLARIS MONT' KIARA MANAGEMENT CORPORATION, DT HOMEOWNERS BERHAD, DN HOMEOWNERS BERHAD, AND OVAL KL (EAST TOWER) JOINT MANAGEMENT BODY for their contribution and support to our team in the process of document submission as well as site inspection for TheEdgeProperty.com MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2017.

- PROPERTY MANAGEMENT
- FACILITY MANAGEMENT
- TENANCY MANAGEMENT
- PROJECT MANAGEMENT
- REAL ESTATE AGENCY

Business Enquiry feedback.mk@henrybutcher.com.my

03-6205 3330

UNIT D4-3-3, SOLARIS DUTAMAS, NO.1, JALAN DUTAMAS 1, 50480 KUALA LUMPUR.

THE WINNERS

NON-STRATA RESIDENTIAL CATEGORY — SPECIAL MENTION



Creating an ideal community at RiverView Kemensah

PATRICK GOH | TheEdgeProperty.com

RIVERVIEW KEMENSAH

BY TAN AI LENG

Located in Kuala Lumpur's Taman Melawati in Hulu Kelang, RiverView Kemensah is a freehold low-density landed residential development by Loh & Loh Development Sdn Bhd.

Completed in 2009, the development comprises 87 houses — 78 units of semi-dees and nine units of bungalows. The 13.44-acre development lies next to the Klang River.

A residents' association was formed in 2011 and two years ago, it appointed Firdaus & Associates Property Professionals Sdn Bhd as the housing enclave's property manager. And at the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, the well-maintained development earned itself a Special Mention under the non-strata residential category.

RiverView Kemensah Residents' Association chairman Shaharuddin Ali tells TheEdgeProperty.com the main reason Firdaus & Associates was chosen was because of its experience in the industry. Besides, its office is located close to RiverView Kemensah. "So we expect immediate response from the property manager if there is an emergency here," Shaharuddin quips.

As soon as Firdaus & Associates took



The entrance of RiverView Kemensah.

over the property management role, the first thing it did was to station its property management department's building executive Muhamad Amirul Abdul Rahim at RiverView Kemensah six days a week to provide assistance to the residents.

RiverView Kemensah Residents' Association secretary Muffriezal Ahmad Sufian lauds the immediate action taken by Firdaus & Associates.

For him, beyond maintenance and upkeep of the development itself, it is the relationship between the residents and their property manager that matters.

"Whenever something happens in the neighbourhood, such as fallen trees or safety issues, we know there will be someone on standby here for us to help solve the problem," he adds.

Rectifying problems

The new property management team had quickly identified a few problems

From left: Amirul, Shaharuddin, Fauzi, Faiyaz, Firdaus & Associates head of property management - commercial Rozaini Nizar, Muffriezal and Firdaus & Associates head of property Othman Mohammad.



LOW YEN YEING | TheEdgeProperty.com

that needed to be fixed, and it came as no surprise that the main problem was the poor collection of service charges.

"The poor collection of service charges could jeopardise future maintenance and repair works," says Faiyaz Ahmad Maruf, director of Firdaus & Associates.

Other areas that needed attention were related to maintenance such as lack of cleanliness and broken facilities; and a lack of proper security monitoring.

According to Faiyaz, when the company first took over, the service fee collection outstanding was about RM125,000, which translated to three to four months of outstanding payments per unit.

The property manager took immediate action which included sending reminders and invoices to the residents as well as courtesy calls to follow up on the payments and putting up notices regarding the defaulters near the entrance.

Stern action was taken on residents who failed to pay for more than three months. "If the residents do not pay the service charges for up to six months, a Letter of Demand will be sent out followed by legal action," he explains.

Within a year of implementing these measures, significant improvements were seen as the outstanding amount in February this year decreased to RM18,000 or down to 0.43 months of outstanding payment per unit.

"This is a good sign. With more funds being collected, it will help to improve and upgrade the overall environment at RiverView Ke-

PROJECT DETAILS

Project name: RiverView Kemensah
Address: Jalan Melawati 5A, RiverView Kemensah, Taman Melawati, Ulu Kelang, Gombak 53100 Selangor

Developer: Loh & Loh Development Sdn Bhd

Development type: Bungalows and semi-dees

Project size: 13.44 acres

Tenure: Freehold

Completion date: 2009

No. of units:

Bungalow: 9 units; Semi-dee: 78 units

Gross built-up sizes:

3-storey semi-dee: 4,210 sq ft

3-storey bungalow: 4,000 sq ft

Gross land area:

3-storey semi-dee: 3,200 sq ft

3-storey bungalow: 6,000 sq ft

Maintenance fees:

Semi-dee: RM480 psf

Bungalow: RM720 psf

Occupancy rate: 100%

No. of car park bays: 5 visitor parking bays

Facilities:

- Management office
- Guard post
- Two playgrounds
- Nine gazebos
- Two water ponds
- Sheltered waiting area with wall fans

Energy-saving features:

- Timer set for lighting
- LED lights

Security features:

- Access control with barrier gates and access card scanning
- 24-hour security guard
- 32 units of CCTV cameras

Residents' Association of Riverview Kemensah

Chairman

Shaharuddin Ali

Vice-chairman

Suhaili Yunus

Secretary

Muffriezal Ahmad Sufian

Treasure

Hidayah Hassan

Committee members

Nik Ezanee, Faudzillah Razali, Indran Nair, Muhamad Zainy and Jefry Rizal

Harmonising development and natural surroundings

A well-thought-out design is crucial for a development's sustainability. Loh & Loh Corporation Bhd managing director Marc Loh (pictured) tells TheEdgeProperty.com, the group approaches all developments with the intent of harmonising development and the natural surroundings of the land such as rivers, views, terrain and infrastructure.

"For RiverView Kemensah, this approach was adopted and the development was designed to

maximise the beauty of the land by capitalising on the idyllic and calming river and the magnificent view of the quartz hills of Melawati," he says of RiverView Kemensah, the niche landed housing development in Taman Melawati, Kuala Lumpur that received a Special Mention at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, in the non-strata residential category.

Loh believes a well-designed development

coupled with good property management will help to upkeep the conditions of the living environment, not only in the short term but for the future.

Thus, understanding the type of residents that the development will appeal to and the needs of these residents are important for the developer to deliver the right product.



mensah," he says.

In January this year, RiverView Kemensah residents agreed to increase the service charges by 20% in tandem with the rising maintenance cost. With that, monthly service charges for semi-dees was increased to RM480 from RM400; while the fee for bungalows was increased to RM720 from RM600 a month.

Age is not a problem

Meanwhile, Firdaus & Associates director Tunku Datuk Prof Dr Fauzi Tunku Datuk Abdul Malek Al-haj says a well-designed property serves as the foundation for good property management but the level of maintenance enhances its property value.

In RiverView Kemensah's case, the selling price of a semi-dee unit rose 15.6% to RM2.5 million in 2016 year-on-year (yoy), while the bungalow unit was transacted at RM4.3 million last year, an increase of 9.9% yoy.

As for rental, Faiyaz says the average monthly rental for semi-dees is RM7,000 and for bungalows is RM10,000 a month.

Assuming the purchase price of RM2.5 million (last year's transaction price), the 12-month rental yield of a semi-dee is about 3.82%.

"A good management is important to ensure good returns on investment. The growth of the property value will not be sustainable without putting any efforts in managing the property," he concludes.

Panasonic



A WORLD OF SOLUTIONS, NOW IN ONE PLACE.

The first of its kind for Panasonic in the ASEAN region, the **Panasonic HOME-2-COM Solution Center** has been established to inspire B2B visitors in the aspect of total Home, Town and Commercial spaces. Among the key products and solutions showcased here are Indoor Air Quality (IAQ), Energy and LED Lighting, Security, Communication, Professional AV, Smart Systems and Lifestyle Appliances. Visit our showroom now to discover how our technology supports your vision for a better world.

A Better Life, A Better World

HOME·2·COM SOLUTION CENTER

Operating Hours:
Mondays – Fridays | 10am – 5pm
Closed on Saturdays, Sundays, & Public Holidays.

Address:
PANASONIC HOME-2-COM SOLUTION CENTER
Unit G-2, G Floor, The Vertical Podium,
Bangsar South, Jalan Kerinchi, 59200 Kuala Lumpur.
Tel: 03-2242 1326

*For a guided tour, please call us for an appointment.
*May occasionally be closed for private events.
*Terms & Conditions apply.

THE WINNERS

STRATA RESIDENTIAL CATEGORY — GOLD



Efficiency and professionalism — marks of a top management

THE BINJAI ON THE PARK

BY SHAWN NG

As probably the most expensive high-rise residence in Malaysia, The Binjai on the Park in Kuala Lumpur City Centre (KLCC) has added another feather to its cap by bagging the Gold award at the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 under the strata residential category.

Developed by Layar Intan Sdn Bhd, a subsidiary of KLCC Property (Holdings) Sdn Bhd, The Binjai on the Park consists of 171 condominium units housed in two towers of 44 and 45 storeys, specially oriented to offer unobstructed views of the KLCC development anchored by the iconic Petronas Twin Towers.

The built-ups for the standard units range from 2,228 sq ft to 3,757 sq ft while the typical penthouses range from 4,230 sq ft to 7,298 sq ft.

Two multi-level super penthouses, measuring 14,294 sq ft and 19,180 sq ft, sit atop each of the towers, each complete with an internal lift, a direct lift from the lobby and a private infinity pool offering a magnificent 360-degree view of the heart of the capital. The bigger of the ultra-posh penthouses is tagged at RM50 million today, while the typical condo units are priced from RM9 million to RM10.6 million.

The eight-year-old condo is about 60% occupied as at end-2016 not including the many foreign owners who utilise their units as one of their many holiday homes around the world.

It may not come as a surprise to many that such an exclusive project should emerge as the top winner in its category as the owners of these units would demand nothing less than the best management for their buildings.

Efficient systems and services

In line with its prestige, its developer had installed various state-of-the-art systems in the condominium such as the supervisory control and data acquisition (SCADA) system, the waste collection system and the chilled water chemical treatment system, just to name a few.

Of special note is the building automation system (BAS), which monitors the building's air ventilation, air-conditioning and lighting. There are also other systems to ensure smooth operations and energy efficiency.

All efforts have been made to ensure life at the condominium is as comfortable and easy as possible. Besides the hardware, there is also a variety of services on hand for its residents. For instance, a privilege



The Binjai on the Park is probably the most expensive high-rise residence in Malaysia.

The Binjai on the Park management committee

POSITION

Chairlady

Lim Yee Li

Secretary

Viscountess U May Lin

Treasurer

Tan Kim Seng

Committee member

Har Soo Yoke

(developer's representative)

Committee member

Lin Yu Lin



(From left) Henry Butcher senior building manager of property management division Paris Tian, Low, Lim and Har.

PICTURES BY KENNY YAP | TheEdgeProperty.com

attached to this exclusive address is the buggy service which ferries residents to requested destinations in the vicinity including to Suria KLCC shopping centre and KLCC Park.

"We had only one buggy at the beginning and the residents complained of having to wait up to 10 to 15 minutes sometimes, so we added another one to increase the frequency," recalls Henry Butcher Malaysia Sdn Bhd executive director Low Hon Keong. Henry Butcher is The Binjai On The Park's appointed property manager.

The concierge service provided by Henry Butcher is also noteworthy. Manned by five management personnel, it delivers professional personal assistance to residents. From making appointments with service providers to safekeeping of parcels and keys to booking cabs and other requests, the service is available 24/7.

Rescuing it from the red

With a maintenance fee of RM0.74 psf per month, one may think that The Binjai on the Park is always in tiptop condition, but the eight-year-old condominium actually went through a tough period before the current property manager, Henry Butcher, took over.

When it came into the picture, the management had heaped up bad debts amounting to about RM1 million, derived from the defaults in maintenance fees, utility bills and sinking fund payments.

Once Henry Butcher was appointed as the property manager, the team began fixing the problem and the condo was rescued from a hole of debt.

"We managed to achieve a collection rate of more than 100% for maintenance fee. We recovered the RM1 million in bad debts, thanks to the effort put in by our team, which came up with instalment plans for the defaulters," Low explains.

Currently, the maintenance fee collection



Units in The Binjai on the Park offer spacious floorplans.

amounts to about RM400,000 per month at the same rate of RM0.74 psf.

Constant challenges

With the biggest obstacle removed, the team began preparing itself to face whatever challenges that it may encounter down the road — and there were quite a few.

One major challenge for the property management team was in dealing with certain “dissatisfied” residents. There will always be some people who are more difficult to satisfy and would nitpick about the work done by the property manager while others come up with strange requests, says Low. He recalls, for example, a foreign tenant who constantly complained about the size of the gym room and refused to comply with house rules.

“The tenant used the gym room every day, and he would switch off the air-conditioning in the room every time, regardless of other users. He argued that he wanted to sweat while he worked out,” Low recounts.

Nevertheless, he adds that the team has to constantly maintain its professionalism when dealing with all tenants or circumstances.

Focus on property management

Paying a premium for high-end living, unit owners and tenants naturally have higher expectations.

Low believes that communication is one of the keys in ensuring a property is well managed. With proper communication, the relationship between all



The typical condo units are priced from RM9 million to RM10.6 million.

stakeholders can be strengthened and that can contribute towards smooth management operations.

“Henry Butcher has allocated 15 staff members to take care of The Binjai on the Park. We work closely with the management committee members in the Joint Management Body (JMB),” he notes.

Low points out that the quality and capability of property managers in the country vary greatly. For the longest time, the importance of property management has been ignored by property buyers who were, more often than not, more concerned about the reputation of the developer of a project they are interested in, he says.

However, with the mushrooming

of strata developments, he believes it is time for stakeholders to focus more on property management to ensure the long-term sustainability of such properties in Malaysia.

Hence, TheEdgeProperty.com Malaysia's Best Managed Property Awards is timely as it encourages people to recognise the importance of property management, says the chairlady of the JMB of The Binjai on the Park, Cynthia Lim.

“Property management is crucial in securing the value of the property, not only for investors but also for the residents. For potential buyers, they can be rest assured that the property is well managed with transparency,” she emphasises.

Starting off on the right footing

Property developers play a very important role from the commencement of a project beginning with the planning phase of a development, says KLCC Property Holdings Bhd head of marketing and sales Terri Har. KLCC Property Holdings is the developer of The Binjai on The Park luxury condominium in KLCC — the Gold winner of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 under the strata residential category.

According to the developer, its job is not

done even when a building is completed and handed over. It also has to ensure a property is well maintained in the future. “It is important to work hand in hand with the property manager to ensure that the common areas or facilities are well maintained and to improve the building sustainability from time to time.

“For The Binjai on the Park, we were very worried as the systems are very high-tech and we did doubt if a property manager capable enough of managing it can be found. But the

result is very satisfying. Henry Butcher has been maintaining the systems at tip-top condition and delivering results,” Har says. Henry Butcher Malaysia is the property manager of The Binjai on The Park.

Har believes the award won by The Binjai on the Park will definitely boost the property manager's image and reaffirm the developer's commitment and reputation to ensure premium services are offered to the discerning property owners.

PROJECT DETAILS

Project name: The Binjai on the Park

Address: No 16 Persiaran KLCC, Kuala Lumpur City Centre

Developer: Layar Intan Sdn Bhd, a subsidiary of KLCC (Holdings) Sdn Bhd

Development type: Condominium

Project size: 1.743 acres

Tenure: Freehold

Completion: 2009

No. of units: 171

No. of storeys: Two towers of 44 and 45 storeys

Built-up sizes (sq ft):

- Standard – 2,228, 3,218 and 3,703

- Standard penthouse – From 4,230 to 7,298

- Super penthouse – 14,294 and 19,180

Maintenance fees: RM0.74 psf

Occupancy rate (%):

60%, excluding foreign owners who use the units as one of their many holiday homes around the world

Total car park bays: 424

Facilities:

Squash court, tennis court, 24m swimming pool, heated Jacuzzi, sauna, gym, yoga room, multipurpose function hall, casual lounge, 24-hour concierge service, piped-in music at the lobby, concealed sprinkler and smoke detector, ducted air-condition system to the unit, automated waste disposal, handicapped-friendly access, storage room at basement, special driver's room

Energy-saving features:

- Triple-volume grand lobby to encourage natural ventilation, with glass louvres providing natural lighting
- LED lighting at common areas and service areas of each floor
- Photocell sensor system for ground floor and lower ground floor lighting
- Lighting timer system

Security features:

- 1) A substantial number of security guards
- 2) Unique and comprehensive integrated security system:
 - Access card system
 - Barrier gate system
 - Perimeter vibration system
 - Panic button system
 - CCTV
 - VMS (visitor management system)
 - Voice/intercom system
 - ERT (emergency response team)
- 3) Buggy service to surrounding areas in the KLCC precinct

THE WINNERS

STRATA RESIDENTIAL CATEGORY — GOLD



An effective team built on mutual respect and trust

28 MONT'KIARA

BY RACHEL CHEW

Situated at the junction between Jalan Duta Kiara and Jalan Kiara, the twin towers of 28 Mont'Kiara offer a panoramic view of the area including mixed commercial development Solaris Mont'Kiara and integrated development Solaris Dutamas located within a walking distance from the luxury condominium.

Comprising two 40-storey towers, the development was completed by UEM Sunrise Bhd at end-2012. The condominium houses 460 units with built-up sizes ranging from 1,478 sq ft to 6,465 sq ft.

Currently 80% occupied, it is home to more than five nationalities who can now take pride in the condominium's success at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 by taking the Gold in the strata residential category.

"I was here [at 28 Mont'Kiara] since day one. The [property management] team loves this place. Our goal is the same as the MC, which is to make 28 Mont'Kiara the pride of Mont'Kiara. We want to make sure it is a place that people will feel proud of and want to live in," says SCM Property Services Sdn Bhd general manager Paul Richard. SCM Property Services is the property management arm of UEM Sunrise and the condominium's caretaker.

Richard, who is also the general manager of UEM Sunrise's property and facilities management division, says SCM was poised to be the property management team of 28 Mont'Kiara as much as the condo's Management Corporation (MC) wanted them to manage the team.

"When 28 Mont'Kiara's vacant possession was handed over, the developer had to manage the property until the MC was formed. SCM, as the developer's property management arm, was therefore involved in managing the property since day one and it has continued to manage the property even after the MC was formed till today," Richard shares.

Given SCM's commitment and familiarity with the project, the MC has remained supportive of SCM.

"We have an excellent relationship. SCM has never failed us. They keep us posted on issues and complaints during our fixed monthly meetings. The meetings are straightforward, open and transparent. They also propose good ideas for improvements that we can do for the condominium," says 28 Mont'Kiara MC chairman Chee Kok Leong.

Some of the condominium's common facilities are the indoor golf simu-



28 Mont'Kiara is a luxury condominium located in the heart of Mont'Kiara.

Richard (left) and Esther Ong, the resident manager of 28 Mont'Kiara.



28 Mont'Kiara management corporation committee 2016/17

Chairman

Chee Kok Leong

Treasurer

Anthony Goh Hock Siang

Secretary

Chan Choon Ngai

Committee members:

Teoh Cheong Guan

Teh Kwan Wey

Ng Kim Swee

Basil Lau Sieu Hieng

Chin Wan Loy

Valliyappan Chettiar

Raymond Lee Wei Hwa

Chan Ken Yew

Yeo William Rodney

Diane Christine Smith

Teoh Ai Sim



lators, a 50m lap pool, reflexology path, a games room, a function room with a fully-equipped kitchen, a basketball court, badminton court, tennis court, water features and a sky pavilion.

Yearly upgrades

One of the team's key performance indicators is to carry out at least one upgrading project every year. Last year, the team replaced the flooring of all 19 lifts in the project and, this year, the committee is planning to change the signage of 28 Mont'Kiara at the entrance.

"We want to let people know, 'Hey, you have arrived in 28 Mont'Kiara' once they see the signage at the front of the entrance. It is also our long-standing project to maintain the pride and image of 28 Mont'Kiara," Chee offers.

Considering that 28 Mont'Kiara is a relatively new development, is it necessary to aim for an upgrading project every year?

Richard says it is necessary, in order to maintain the value of the development.

"28 Mont'Kiara is new, but improvements and constant upgrades are necessary to upkeep the value of the development. There are fixed yearly refurbishment items in our guide book but if the fund is big enough, why not do more to enhance the value of the development as well as the comfort level of living here?" he says adding that the fund is "quite healthy" at the moment.

"We are hitting an average of 85% to 90% maintenance fee collection. For the remaining 10% to 15%, we are following the guidelines under the Strata

PICTURES BY LOW YEN YEING | TheEdgeProperty.com



PROJECT DETAILS

- Project name:** 28 Mont'Kiara
Address: 32, Jalan Kiara, Mont'Kiara, 50480, Kuala Lumpur
Developer: UEM Sunrise Bhd
Development type: Condominium
Project size: 5.78 acres
Tenure: Freehold
Completion date: December 1, 2012
No. of units: 460
No. of storeys: Two tower blocks, 40 storeys each
Unit built-up sizes: 1,478 sq ft to 6,456 sq ft
Maintenance fees: RM0.29 psf
Occupancy rate: 80% (estimation)
No. of carpark bays: 1,496
- Facilities:**
- Indoor golf simulator
 - BBQ terrace
 - Children's playground
 - Driver's room
 - Multipurpose hall that can turn into two badminton courts/half basketball court
 - Gymnasium
 - Swimming pools
 - VIP lounge
 - Sky pavilion
 - Two tennis courts
 - Yoga terrace and convenience store
- Energy-saving features:**
- Aluminium screen (louvers) as sun shading
 - High coefficient of performance air-conditioners
 - LED light bulbs for car park floors
- Security features:**
- CCTV
 - Access card system

Management Act. However, we always start with the soft approach first, such as sending out reminders," Richard notes.

Tapping on technology

He attributes the high collection rate partly to the in-house online portal service provided.

"We can remind residents when payments are due through this portal. Residents are given a password and username to access the portal for notices or to book facilities as well," he explains.

Chee adds that the portal has brought a number of benefits.

"This is not something fancy. It is just a simple portal but it brings so many benefits like to gently remind residents of the maintenance fees, to make announcements, as well as to allow residents to book our facilities efficiently. Just log in

and you will see what day and what time a particular facility is available for use. First-come first-served, so there are no more arguments in the management office," Chee quips.

Moving forward, the management team will be launching a new payment gateway.

"We are in the middle of preparing [the payment gateway], we are trying to get the right rate for the service, we don't want to burden the owners to pay a high additional charge for using it. We are looking at launching it in the second quarter of this year," Richard says.

The secret of success

To deepen the bond between the MC, property management team and the residents, 28 Mont'Kiara often holds celebrations during festive seasons

(Clockwise from top left) The water feature, lap pool, Jacuzzi, children's playground, foyer.

where everyone is invited to join.

"We have celebrations for most of the festive seasons. The latest one was during Chinese New Year. We had a big celebration with a lion dance performance," recalls Chee.

Besides that, as part of the Mont'Kiara community, residents get to enjoy other activities and services provided by UEM Sunrise for residents in its property developments in Mont'Kiara. This includes a free shuttle bus service which goes around Mont'Kiara and to KL Sentral.

Building and maintaining good relationships with all stakeholders is crucial in the successful management of a property.

Richard says property management becomes much easier when you have a happy property management team.

"Some property managers may tell

you the biggest challenge is to manage the team or to communicate with the residents. In my opinion, if your team is happy, they will deliver. When they deliver, the residents will be happy so there will be less complaints," he explains.

However, making the team happy is not an easy task. One has to provide a good working environment, but more importantly, Richard says, "happiness" is in gaining the respect and trust of the MC and the residents.

"I think the first thing to do in building the excellent relationship with the management team is to understand the relationship and what it entails," offers Chee.

"For us, SCM is our caretaker, they are not some people that we hire to do stuff for us. We are collaborating, we are working together to make this place the best place it can be," he declares.

Awards helps to identify quality developments

TheEdgeProperty.com Malaysia's Best Managed Property Awards helps set the benchmark for industry best practices in Malaysia, and will go a long way to encourage good

property management practices across the board, says UEM Sunrise Bhd managing director and CEO officer Anwar Syahrin Abdul Ajib.

"I believe that this award can help purchasers identify quality developments and give them the assurance that they are buying a home with good property management practices. In relation to UEM Sunrise, this award will help strengthen our reputation as a trusted developer that delivers quality developments with end-to-end service," he says.

UEM Sunrise is the developer of 28 Mont'Kiara, the Gold winner at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 in the strata residential category.

"We are very proud to be the recipient of this inaugural Awards as it is testament to our capabilities as a leading property developer. We are honoured to be recognised for our

strong track record in delivering world-class developments and best-in-class property management practices. We will strive hard to continue to exceed global standards, not only for 28 Mont'Kiara but for all our properties in the region as well as overseas," he says.

In developing the luxury condominium in Mont'Kiara, Kuala Lumpur, UEM Sunrise had envisioned it to be a unique urban sanctuary.

"28 Mont'Kiara is a place for urban residents seeking a space that balances sophistication and innovation to call home. Our efforts to make 28 Mont'Kiara a desirable development

include leveraging a strategic and prestigious location to build a home that complements the cityscape of KL while providing respite from the city's hustle and bustle," he says.

In order to create a unique habitat, UEM Sunrise made an effort to include numerous open spaces complete with landscaping and outdoor amenities, as well as architectural and design elements that harmonises with the environment. "This unparalleled luxury and exclusiveness that is built on sustainability sets 28 Mont'Kiara apart from the others," Anwar adds.



THE WINNERS

STRATA RESIDENTIAL CATEGORY — SILVER

Where quality is upheld in both construction and management

MOHD IZWAN MOHD NAZAM | TheEdgeProperty.com

MADGE MANSIONS

BY SHAWN NG

As a luxurious low-density residential strata development situated in the heart of Kuala Lumpur city, Madge Mansions has been a sanctuary for those who treasure privacy and exclusivity.

Strategically located along Jalan Madge near the city's Embassy Row, Madge Mansions comprises a total of 52 signature suites housed in three 10-storey towers with only two units per floor.

Built by Gamuda Land, the property development arm of Gamuda Bhd, the project completed in 2014 is TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 Silver winner in the strata residential category.

The award is a much anticipated and welcomed one for Gamuda Land senior general manager of club operations and township management Tang Meng Loon. It is not just a win for the development but the Awards in general will spur the industry to put greater emphasis on quality and sustainability in property management practices, he says.

For Madge Mansions, the award comes on the heels of the projects' achievement of a 82.5 score for CONQUAS or the Certification of Construction Quality Assessment System, the highest score in Southeast Asia (outside Singapore) for high-rise developments to date. Developed by Singapore's Building and Construction Authority (BCA), CONQUAS is a quantitative measure of the overall quality of a building's workmanship during the various stages of construction. It acts as a health scan to check the general workmanship standard of a project.

"TheEdgeProperty.com Malaysia's Best Managed Property



Awards win for us will add to the company and Gamuda Bhd's credibility of delivering sustainable homes for our customers," he enthuses.

"We would like to thank our property management team and the residents at Madge Mansions for their dedication and commitment, which helped the building

Madge Mansions will be launching a e-portal for residents to submit their feedbacks.

Tang (left) and Gamuda Land's COO Ngan Chee Meng believe the win will add to Gamuda Bhd's credibility of delivering



Award is proof of project's quality and sustainability

Being recognised as a winner of TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 is a testament of Madge Mansions' quality and sustainability, says its developer Gamuda Land's COO Ngan Chee Meng. The project took the Silver in the strata residential category of the inaugural Awards.

"This award is also an excellent platform to set the benchmark for well-managed properties which will yield healthy returns in time," he says.

"As it is also the first such award in the country, it will definitely draw attention to the importance of well-managed properties, be they landed or high-rise," he adds.

Looking ahead, Ngan says, the developer will con-

tinue to raise the bar in all aspects of property development, such as infrastructure, security and safety, phasing of current and future precincts, from master planning, to crafting beautiful environments to choosing strategic locations, in order to provide truly sustainable developments that offer value for its customers.

"All these aspects, coupled with proper maintenance are able to ensure sustaining values for our homeowners including capital appreciation year after year," he says, citing the townships developed by the company such as Horizon Hills in Johor, Bandar Botanic and Kota Kemuning in Selangor which have garnered about 21% to 47% capital appreciation over the years.

emerge as one of the winners," says Tang.

The development is about 67% occupied currently and is being managed by Gamuda Land's property management division. The Joint Management Body (JMB) formed by its owners had appointed the property manager in May 2016.

With the efforts of the property management, the team is proud to say that their achievement in all aspects of the building, including maintenance, administration and collection of charges, have delivered positive results, especially the communication between the property management team and the residents, offers Tang.

Sustainability is everyone's responsibility

Tang believes the most important factor in ensuring the sustainability of Madge Mansions is the people involved in managing it and its residents.

"We can have all the operating procedures, systems and processes in place, but at the end of the day, it is the people who make things happen," he says.

Hence, a property will need a committed management team to pull all the strings together while on the other end, the residents have to believe in the team and be willing to work together, he adds.

Among the services provided by the management team is the 24/7 concierge service, where the team has designated two coordinators and two professional mechanical and electrical (M&E) technicians to solve M&E problems in a residents' unit, pick up their kids from school and arrange private functions and other personal requests.

Tang says the team has to pay attention to residents' feedback and requests, and respond to them swiftly.

"What the residents want is our attention, so we engage with them face-to-face to provide them personalised and sincere contact. Sometimes, it can be very stressful for us but we always give our best to deliver quality services to them," he says.

On top of the concierge service, the team has also introduced a mobile application dubbed SnagR Defect Management, which makes it easier for both the management and the residents to record and monitor the process of defects rectification with a mobile device.

Madge Mansions features comprehensive facilities including an Olympic-length 50m salt water infinity pool, a sunken Jacuzzi, sun decks, a glass lantern gymnasium and many more.

In addition, most of the signature suites in the building feature a private Jacuzzi dip pool or spacious lanai for recreation and relaxation. With spacious built-ups ranging from 3,500 sq ft to 8,400 sq ft, the 52 signature suites are private sanctuaries in the heart of the city. Ensuring that it stays in pristine condition is no mean task but the property management team and the JMB are definitely proving themselves more than capable.

PROJECT DETAILS

Project name: Madge Mansions

Address: No. 12, Jalan Madge, Taman U Thant, 55000 Kuala Lumpur

Developer: Gamuda Land

Development type: Strata residential

Project size: 2.16 acres

Tenure: Freehold

Completion date: Dec 22, 2014

No. of units: 52

No. of storeys: Three blocks of

10-storey towers with two

levels of basement car park

Unit built-up: 3,500 sq ft to 8,400

sq ft

Maintenance fees: RM0.55 psf,

including sinking fund

Occupancy rate: 67%

No. of carpark bays: 194

Facilities:

- 50m salt water lap pool with a sunken Jacuzzi
- Wading pool
- Sun decks
- Landscaped gardens
- Gymnasium with a panoramic pool view
- Reflective pool
- Children's play corner
- Barbecue area
- Dedicated space for private functions
- Majority of the units feature a private Jacuzzi dip pool or spacious lanai
- 24/7 concierge services

Energy-saving features:

- Timer for swimming pool, centralised kitchen exhaust fan and the lights at common area
- Swimming pool lights changed from halogen bulbs to LEDs for better energy efficiency
- Strategically positioned T5 lighting tubes for optimum energy efficiency without having to compromise on visibility and safety
- Lights with photocell sensor
- Lockers with individual light switches installed where lights are automatically switched off when not in use

Security features:

- 24-hour CCTV
- Dome cameras strategically installed at common areas
- Utilisation of Perimeter Fence Intrusion Detection System (PIDS) which alerts the security team of any breach that occurs at the perimeter fence
- Video Intercom System (VIS) enables residents to communicate and verify their guests or visitors with the main security control room
- Access card system at all lobby entrances, lifts and doors in the building prevents unauthorised entry

THE WINNERS

STRATA RESIDENTIAL CATEGORY — SPECIAL MENTION

TheEdgeProperty.com
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2017

'Property management is a personalised service'

THE OVAL KL
(EAST TOWER)

BY LUM KA KAY

With its prestigious KLCC address in Kuala Lumpur, luxury condominium The Oval KL is developed by Titan Debut Sdn Bhd, a wholly-owned subsidiary of GuocoLand (M) Bhd. Completed in 2009, the development sits on a 2.14-acre freehold land and consists of twin 41-storey condominium towers known as East Tower and West Tower. The land area of East Tower is about 0.95 acre. Each tower comprises 70 units with two layout types — Sky Villa (3,750 sq ft) and Mansionary Villa (7,600 sq ft).

The Sky Villa units are located from the second till the 32nd floors while the Mansionary Villa units occupy the 33rd to 40th floors. The average selling price for the condo units is RM1,100 psf.

At TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 on April 3, the nine-year-old The Oval KL East Tower received a Special Mention in the strata residential category.

"When it comes to maintaining such a high-end property, there are several things that we scrutinise and make sure we do not compromise, among them are cleanliness and security," says building manager Keith Lee from Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd. Henry Butcher has been appointed by the Joint Management Body (JMB) of The Oval KL (East Tower) to manage and maintain the facility since October 2014.

The common areas of The Oval KL (East Tower) are always kept clean. "There



The Oval Kuala Lumpur in Lorong Kuda, Kuala Lumpur city centre.

LOW YEN YEING | TheEdgeProperty.com

are five people taking care of cleanliness from as early as 7am to 7pm daily.

"The team of professional cleaners uses buffing machine, high pressure water jet, scrubbers and others to improve the quality and efficiency of their cleaning task," Lee tells TheEdgeProperty.com.

On security, Lee says that as a building manager, it is his task to monitor the appointed security guards at all times and give them continuous evaluation to ensure their quality is kept on par.

"Security is our utmost priority and patrolling is done every two hours and more than 20 clocking points are set to ensure all the common areas of the property are covered. And if we find that the guards are not performing, we will have to take action [to maybe replace them]," he says.

One might wonder if there is any challenge when it comes to maintaining a property with a relatively low occupancy (58%). Lee says it has not been a challenge, in fact, it has brought the occupants of The Oval KL (East Tower) closer together.

"Residents here always enjoy hanging out at the swimming pool area and we also organise festive celebrations throughout the year," he adds.

Important to be present

To the JMB chairman of The Oval KL (East Tower) Captain Khoo Chin Yew, it is very important for a building manager to be stationed at the property at most, if not all, times.

"The housekeeping and the security team by the previous property management team did not meet our expectations. And the previous building manager was not around when we needed to see the person, so there were a lot of complaints.

Therefore we formed a committee to take over the property management.

"For us, it is very important that the building manager is present. Not to mention that there are many expats living in this building, hence, expectations are high. As long as you have a good building manager, the JMC will not encounter major challenges.

"We have a meeting once a month and there's constant communication between us and the building manager. Residents are very comfortable with how things are going," he says.

Khoo adds that in terms of finances, the JMB is getting stronger with more surplus and savings.

"Henry Butcher Malaysia works very well with the JMB [of The Oval KL (East Tower)]. This positive working relationship has made this property one of the best managed residences and one of the best places to stay in KL," he adds.

Lee meanwhile notes that a supportive JMB is crucial to facilitate the job of a building manager.

Lee (left) notes that property management in The Oval KL (East Tower) is a 'personalised service' while Khoo places emphasis on the constant presence of the property manager.



SAM FONG | TheEdgeProperty.com

'A well-maintained building reflects well on its developer'

GuocoLand Bhd group managing director Datuk Edmund Kong believes that a developer must ensure a property it builds can function efficiently in the long run with minimal maintenance.

"As developers, we pool everything together to build buildings. We also put in the necessary hardware and software with the ultimate aim for the end product to function efficiently as planned.

"Just as we want to be cost effective during the development stage of the building, it is also our responsibility to ensure that the maintenance cost can be kept to the minimum when we hand over the property," says Kong.

GuocoLand is the developer of The Oval KL Luxury condominium project. Its East Tower received a Special Mention in the strata residential category at the inaugural TheEdgeProperty.com Malaysia's Best

Managed Property Awards 2017.

"A well-maintained property will reflect well on the developer and enhance its reputation, besides increasing the property's value," he says.

"Our strategic sustainability aim is to ensure all our developments are planned, designed, delivered and operated responsibly while delivering value to our key stakeholder groups over a sustainable period."

On the first of its kind awards in the country, Kong says it "will draw healthy competition among the properties, and put on some form of 'pressure' towards creating a better managed environment and space for residents.

"In other words, the award is actually creating a good platform for all developers to benchmark against each other in terms of asset management. In fact, this is not only good for the residents or property owners but also brings a host of benefits to the developers in the long run," he says of TheEdgeProperty.com Malaysia's Best Managed Property Awards.

PROJECT DETAILS

Project name: The Oval KL (East Tower)
Address: No 5, Lorong Kuda, 50450 Kuala Lumpur
Developer: Titan Debut Sdn Bhd (a wholly-owned subsidiary of GuocoLand Malaysia Bhd)
Development type: Condominium
Project size: 0.95 acre
Tenure: Freehold
Completion date: 2009
No. of units: 70
No. of storeys: 41 (including ground floor, excluding three levels of basement parking)
Unit built-up sizes/land area:
 Sky Villa: 3,750 sq ft
 Mansionary Villa: 7,600 sq ft
Maintenance fees: RM0.55 psf (including RM0.05 for sinking fund)
Occupancy rate: About 58%
No. of car park bays: 148
Facilities: Swimming pool, gymnasium, sauna and steam room, common lounge area and driver's waiting area
Energy-saving features: LED light bulbs at certain areas, solar LED light at swimming pool lounge area, timers to control lights
Security features: Security guardhouse, 24-hour security guard service, card activated controlled access, CCTV surveillance system

"It's important to have a good team [to back me up] and of course a supportive JMB. The JMB here is made up of residents who are of various expertises, so I can just turn to them anytime should I need to clarify something," he adds.

On managing The Oval KL (East Tower), Lee says the challenge that he constantly faces is having to respond quickly when an issue arises.

"Our biggest challenge is to provide doorstep services to property owners so I think our difference is that we provide personalised services to the property owners here and we also respond to our property owners in a very short period of time," he says, adding that property owners of The Oval KL (East Tower) usually expect the building manager to call them up and inform them about the monthly service charges.

The JMB has managed to collect more than 90% of the service charge billings issued for 2015 and 2016.

Khoo adds that for the residents, having a lift that works well is very important because the lifts bring the residents directly to their units. "And Lee is able to prioritise our needs, so that's important [for him as a building manager]."

Moving forward, thanks to the strong financial sustainability of The Oval KL (East Tower), the management may install public announcement (PA) systems in the building's lobby and lifts not only to play music throughout the building but also for emergency purposes.

THE WINNERS

STRATA MIXED CATEGORY — GOLD

Excellent services ensure top-notch state

PICTURES BY UEM SUNRISE

SOLARIS DUTAMAS

BY LUM KA KAY

Taking a stroll through Publika, the mall component of Solaris Dutamas in Kuala Lumpur, is like walking through a quirky art gallery. As you walk along window shopping you may run into unusual sculptures and other works of art. It also features an open piazza for events and activities. Indeed a visit to the art-themed Publika is never boring.

The home of Publika is Solaris Dutamas, a modern integrated development that also offers offices, residential suites and other retail lots. Located off Jalan Duta and neighbouring affluent areas such as Mont' Kiara, Bukit Tunku and Sri Hartamas in KL, the development has attracted both locals and foreign expats especially those who seek a modern working environment, a fun lifestyle and of course those who appreciate the arts.

Developed by UEM Sunrise Bhd, the 17-acre development was completed end-2009. Solaris Dutamas houses over 250 retail outlets, 1,260 retail and commercial office suites and 780 designer suites. The development is laid out in four parallel rows, all of which are linked. The retail segment is made up of two rows with the offices and designer suites above them housed across three 24-storey blocks. The retail segment, which includes the mall, has achieved over 80% occupancy while the office suites are about 90% occupied. The designer suites have an occupancy rate of 90%.

There is no doubt that managing an integrated development with different components offers a mixed bag of challenges for its property manager but it certainly looks like the management has it all under control as Solaris Dutamas has taken the top spot at the TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 by winning the Gold in the mixed development category.

Combating security and crime

The development is being managed by SCM Properties Sdn Bhd, a wholly-owned subsidiary of UEM Sunrise. SCM Properties has been managing the development since its completion. Its general manager Paul Richard says the team, working with the Management Corporation (MC), has been doing its best to keep everything in the development in top-notch condition.

He admits it is not easy to manage such a huge development (17 acres). Publika itself has a net lettable area of 360,311 sq ft and a gross floor area of 612,552 sq ft. There is also a corporate tower within Solaris Dutamas which is owned by Pelaburan Hartanah Bhd in which SCM manages the common areas.

One major challenge for the prop-



erty manager is in maintaining good security. "You see, we have various exit and entry points in this development," explains Richard. It did not help when in January last year, Solaris Dutamas was listed as a probable terrorist hot-spot in the country.

"Hence, we have been working closely with the Sentul Police Station where armed guards were deployed to patrol this whole area. Besides, we also have an auxiliary police team to monitor Solaris Dutamas in order to ensure the safety of this development by staying vigilant at all times.

"Moreover, this area is frequented by expatriates and we must show them

Spanning across 17 acres, Solaris Dutamas was completed at end-2009.

It is a joint effort by the MC, SCM Properties and retail tenants to ensure excellent services in Solaris Dutamas, say Richard (left) and Lai.

Solaris Dutamas management committee**POSITION****Chairman**

Lai Chee Hoe

Treasurer

Chong Ken Yen

Secretary

Ling Li Wynn

Voting members

Devamanokaran Poonagasu

Sivam Kandiah

Irene Tan Ean Chieen

Ermira Faridah Mohd Said

that Solaris Dutamas is a safe place for them," he says, adding that the entire development is monitored by a 24-hour CCTV system, including the outer perimeters of Solaris Dutamas.

Among other challenges that SCM Properties faces in managing the development include maintaining the façade of Solaris Dutamas. "One of the challenges that we face in managing such a huge mixed development is to maintain the façade of the buildings here. We must make sure that the façade is uniform, as stated by the Strata Management Act 2013. We do not allow owners to change the current façade.

"So we do constant site monitoring, and to cultivate awareness among the tenants and residents, we send out newsletters during renovation applications and annual general meetings to ensure that they follow the laws," says Richard.

Green targets

The management is currently working on implementing energy-saving features into the development. Richard notes that it is important to go green to optimise cost.

"We are now changing the light bulbs in this development into energy-saving ones. We are targeting to reduce the energy consumption by at least 20%.

"Together with the MC, we have worked out a detailed cash flow plan for the purchase of lights and/or equipment with the fund available for a period of two years. The savings we make will be used to further procure other



MOHD IZWAN MOHD NAZAM | TheEdgeProperty.com



lights and/or equipment in stages as well as to ensure fund sustainability throughout the exercise," he says.

Other energy-saving efforts SCM Properties has embarked on include adopting timer management through the Building Automation System and switching off mechanical systems such as escalators, lifts and ventilation systems in stages or completely during off-peak periods.

Continuous enhancement every year

SCM Properties will be looking to further enhance Solaris Dutamas, having conducted an in-depth study recently on the overall enhancement of the property.

In the works include the construction of a new link bridge from the Green Zone of Solaris Dutamas to the bus stop. It is also replacing the carpet for the common corridors of all office suites, upgrading the current CCTV system to enable face recognition to prevent loitering and intrusions, and doing landscaping enhancements of the surroundings.

"These enhancements will be carried out in stages. Every year we have a refurbishment plan. One thing that SCM Properties does is that we will give all the properties we manage an annual refurbishment plan. We will go down to each site and see what we can improve," Richard says.

Not only that, the team is guided strictly by a standard operating procedure that follows ISO 9001:2008 standards. The performance of service providers is also tracked and evaluated through a service level agreement, notes Richard.

Well-versed in Strata Management Act

Chairman of Solaris Dutamas MC Lai Chee Hoe says SCM Properties has been doing a good job so far, thanks to their good understanding of the Strata Management Act.

"They are well-versed with the Act and their operational procedures relate closely to the Act, for instance in the use of funds from the sinking fund and maintenance fund, and the transfer of such funds from one to the other.

"Such a task requires detailed knowledge of the provisions in the Act for it to be carried smoothly," notes Lai, who is a lawyer himself. The collection rate so far is about 80%.

According to him, the usual concerns



Publika is housed in Solaris Dutamas, an integrated development that also offers offices, residential suites and retail lots.



SUHAIMI YUSUF | TheEdgeProperty.com

Publika Square serves as the common area for the community of Solaris Dutamas.



A visit to the art-themed Publika is never boring.

among the residents besides security are related to the facilities such as the swimming pool, badminton court and cleanliness of the common areas.

"I think SCM Properties has done a very good job as they have taken care of all our concerns. They often take the initiative to propose changes to the MC and let us decide," he says.

Lai comments that as a proprietor, he is quite pleased to deal with SCM Properties.

"This is because they can ensure that I'm adhering to all the legal issues and that all matters pertaining to maintenance and the general upkeep of the building is carried out in an efficient and timely manner," he adds.

Property management in the end, Richard says, boils down to the people who are part of the team. "If you can manage your people well, I think you are on your way to hitting the homerun.

"This achievement doesn't lie just on one person, but it's with my team as well. We have proven that we are able to deliver what we are supposed to by working closely with the MC. It is a joint effort between the MC, us, as well as the retail tenants."

PROJECT DETAILS

- Project name:** Solaris Dutamas
- Address:** Level G1, Block D1, Solaris Dutamas, No.1 Jalan Dutamas 1, 50480 Kuala Lumpur
- Developer:** Sunrise Alliance Sdn Bhd (a wholly-owned subsidiary of UEM Sunrise Bhd)
- Development type:** Mixed development
- Project size:** 17 acres
- Tenure:** Freehold
- Completion date:** 2009 (retail mall, Publika: 2011)
- Project components (for mixed development):** Retail and commercial office suites, designer suites, corporate office tower and retail mall
- No. of units:** 2,290 units — 250 retail outlets, 1,260 retail and commercial office suites, 780 designer suites and 1 corporate tower
- No. of storeys:** Varied
- Built-up of the entire development:** 2.14 million sq ft
- Maintenance fees:**
- Service charge:** RM3.90 psf;
- Sinking fund:** RM0.41 psf
- Occupancy rate:**
- **Publika:** About 80%
- **Office suites:** About 90%
- **Residential (designer suites):** About 90%
- No of car park bays:** 4,801
- Facilities:**
- **Commercial and retail — park and Publika Square**
- **Residential — games room, swimming pool, management office, multipurpose hall, gym**
- Energy-saving features:**
- **LED lighting, Building Management System (BMS)**
- Security features:**
- **CCTV**
- **Access card system**

Sustainability, a core value for UEM Sunrise



UEM Sunrise Bhd managing director and CEO Anwar Syahrin Abdul Ajib (pictured) believes that a well-maintained project would translate into economic benefits for its purchasers.

Commenting on Solaris Dutamas' win at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017, Anwar says: "As a property developer, winning the award is good news for us as we want to ensure that our development is not only the best in terms of quality at the point of delivery, but have the growth potential in the property market."

The integrated development, which features office suites, designer suites, retail lots and the Publika mall, has won the Gold at the Awards in the mixed development category.

The accolade, he adds, will help build investor confidence in UEM Sunrise as a reputable property developer that delivers as well as maintains excellent projects.

UEM Sunrise designed Solaris Dutamas as an integrated development to work, live and play. "To further add vibrancy to the development, we also built public spaces that can be used to promote arts and culture. This additional leisure element complements the lifestyle of the well-heeled residents living in the vicinity of Solaris Dutamas.

"In general, we envisaged Solaris Dutamas to be a sustainable and holistic development that gives residents easy access to commercial, leisure and lifestyle amenities at their doorstep," Anwar says.

According to him, TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 will help raise the standards of property management practices in the country, as developers strive to meet global benchmarks.

As for UEM Sunrise, he says sustainability will continue to be a core value that drives its developments as it continually seeks out ways or technologies to reduce environmental impact while raising the efficiency of its developments.

THE WINNERS

STRATA MIXED CATEGORY — SILVER

PROJECT DETAILS

Project name: Solaris Mont'Kiara (Phase 2)
Address: No. 2, Solaris Mont'Kiara, Jalan Solaris, 50480, Kuala Lumpur
Developer: Sunrise
Development type: Commercial
Project size: 4.48 acres
Tenure: Freehold
Completion date: December 2007
Project components: Retail & office
No. of units: 346
No. of storeys: Three blocks of 8, 10 and 8 storeys, respectively
Unit built-up sizes: 400 sq ft to 25,650 sq ft
Maintenance fees: RM6.29 per share unit
Occupancy rate: 94%
No. of car park bays: 1,600
Facilities:

- Food and beverage outlets
- Montessori centre
- 24-hour security
- MATV cable-ready
- Hypermarket
- Valet service
- Various banks

Energy-saving features:

- LED lights at ground floor and level 1 common area
- Photocell lighting at office corridor
- Lighting turned off during non-peak hours
- Sensor installed for escalators

Security features:

- 24-hour security surveillance
- 24-hour CCTV surveillance
- More frequent clocking schedule for night shift
- More security manning for night shift

Upholding brand and reputation with professional management

SOLARIS MONT'KIARA

BY RACHEL CHEW

It was a sunny Monday afternoon when Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd executive director Low Hon Keong and Solaris Mont'Kiara's Management Corporation (MC) chairman Sivam Kandiah met up with TheEdgeProperty.com at Dal.Komm Coffee outlet at Solaris Mont'Kiara, Kuala Lumpur.

"We suggested meeting up here for a few reasons — to show support for our tenants. We always host meetings with business partners at our tenants' shops to let them feel the vibrant environment and atmosphere we have here at Solaris Mont'Kiara. It is also a chance for us to check if everything is in order and to see if the tenants have any complaints or anything to tell us but are too busy to pop-in at the management office," says Sivam.

Solaris Mont'Kiara won the Silver at the TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017 in the strata mixed development category.

Developed by UEM Sunrise Bhd and delivered in December 2007, Solaris Mont'Kiara is a commercial development along Jalan Duta Kiara in Mont'Kiara.

Developed in two phases, Phase 1 consists of rows of 3- to 5-storey shopoffices while phase 2 is an L-shaped business hub that comprises three blocks of 8- to 10-floor office suites (274 units), a 2-storey retail podium (72 units) and a 4-storey basement car park with 1,600 parking bays.

Henry Butcher took over the property management of the business hub (phase 2) in July 2016 when it was appointed by the MC, to replace the previous one.

"Our greatest challenge is that Solaris Mont'Kiara is well-known so we have to make sure it runs well because

it will have a direct impact on the reputation of Henry Butcher otherwise," says Low.

"It is never an easy move to change the property management company because the committee will need to go through a long process to find the right one and the transition process is often long and complicated," says Sivam.

However, the management committee concluded that Solaris Mont'Kiara deserves to be managed better and many things need to be improved. At its annual general meeting (AGM) held in July last year, the resolution to terminate the previous property management company was passed smoothly. "The new team has proven that it was the correct decision. They have achieved a lot over the past eight months," says Sivam.

Henry Butcher conducted a comprehensive building audit to pinpoint upgrading works that were needed, including upgrading the CCTV system as well as freshening up the façade of its buildings, part of a RM1.6 million façade revamp project.

"If you notice, there is no proper covered drop off point in this L-shaped building. To provide convenience to customers while giving a lift to the look of this mature development, the team and the MC hired an architect to put in the new drop off point. It will roughly cost us RM1.6 million. This revamp project will be discussed this coming AGM in June," offers Low.

From left: Sivam and Low.



Solaris Mont'Kiara is a commercial development along Jalan Duta Kiara in Mont'Kiara.

The safety issue

Solaris Mont'Kiara is a vibrant night-spot and safety is often the main concern of its tenants.

"We will not deny that we do have a handful of club and pub tenants. I must say they are one of the nicest tenants who give us very good cooperation. What is beyond our control are the customers," Low shares. It therefore works closely with the police through the Mont'Kiara Consultative Council (MKCC). MKCC is a body comprising residents' associations, management corporations and joint management bodies in the Mont'Kiara vicinity. It has established a relationship with Dewan Bandaraya Kuala Lumpur (DBKL) as well as the police in maintaining the safety in Mont'Kiara area.

Besides that, the management team is also trying to find a solution to the traffic congestion during peak hours at Solaris Mont'Kiara.

Sustainability — the hallmark of a good development

UEM Sunrise Bhd developed Solaris Mont'Kiara as a mixed-strata development in the prestigious Mont'Kiara enclave to cater to the needs of those living in the vicinity.

"The development boasts a comprehensive and diverse offering of office and retail spaces targeted at urban city dwellers. Formerly marketed and known as SohoKL, UEM Sunrise is proud to have built an award-winning project that has become essential in supporting a community of working professionals and residents in the area," says UEM Sunrise managing director and CEO Anwar Syahrin Abdul Ajib when asked to comment on Solaris Mont'Kiara's

success as the Silver winner in the strata mixed development category at TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

Even though UEM Sunrise is only responsible for the maintenance until a Joint Management Body (JMB) or Management Corporation (MC) has been established, the developer continues to look for ways to add value and to improve the quality of life of the residents living within its developments.

"As a developer whose core value is sustainability, we are committed to supporting the community of residents within each of our developments by providing them with an array

of lifestyle amenities, commercial opportunities and others, even after a property development has been completed or after the project has been passed to the JMB/MC," Anwar notes.

Elaborating on the 10-year-old Solaris Mont'Kiara's success at the first of its kind Awards in Malaysia, Anwar says a good property development is more than a well-designed building.

"For us, the hallmarks of a good development include the development's ability to stand the test of time. We hope that this award will continue to inspire the industry to grow towards developing global best practices together".

"We may decide to enlist the help of the traffic police to ease traffic flow during peak hours but for a long-term solution, we will have to review the traffic system of the entire Mont'Kiara," Low says.

Indeed the MC and Henry Butcher aim to make Solaris Mont'Kiara a pleasant place to work and play. The MC has even taken the effort to paint the road kerbs on Jalan Solaris and assign cleaners to maintain the surroundings just so visitors feel welcomed even before they reach Solaris Mont'Kiara. "To be honest, this is not part of our job but we do not mind doing more than what we should because we want visitors to Solaris Mont'Kiara to feel welcomed once they turn into Jalan Solaris," Sivam says.

Low likens property management to "a housewife's job".

"As the property manager, you have to take care of every single little thing in the development. From the brand of the toilet paper to advice on legal issues, the property management team is the one who solves the problem," he says. However, he adds, it is also a job that one derives a lot of satisfaction from.

In conclusion, Sivam says: "Property management plays an important role in the upkeep of a place so that it continues to create value for owners, tenants, as well as the area in which it is located".

FREEHOLD



The Heart Of Modernity



Affordable SoHo Units From Only RM238,800*

*Terms and conditions apply



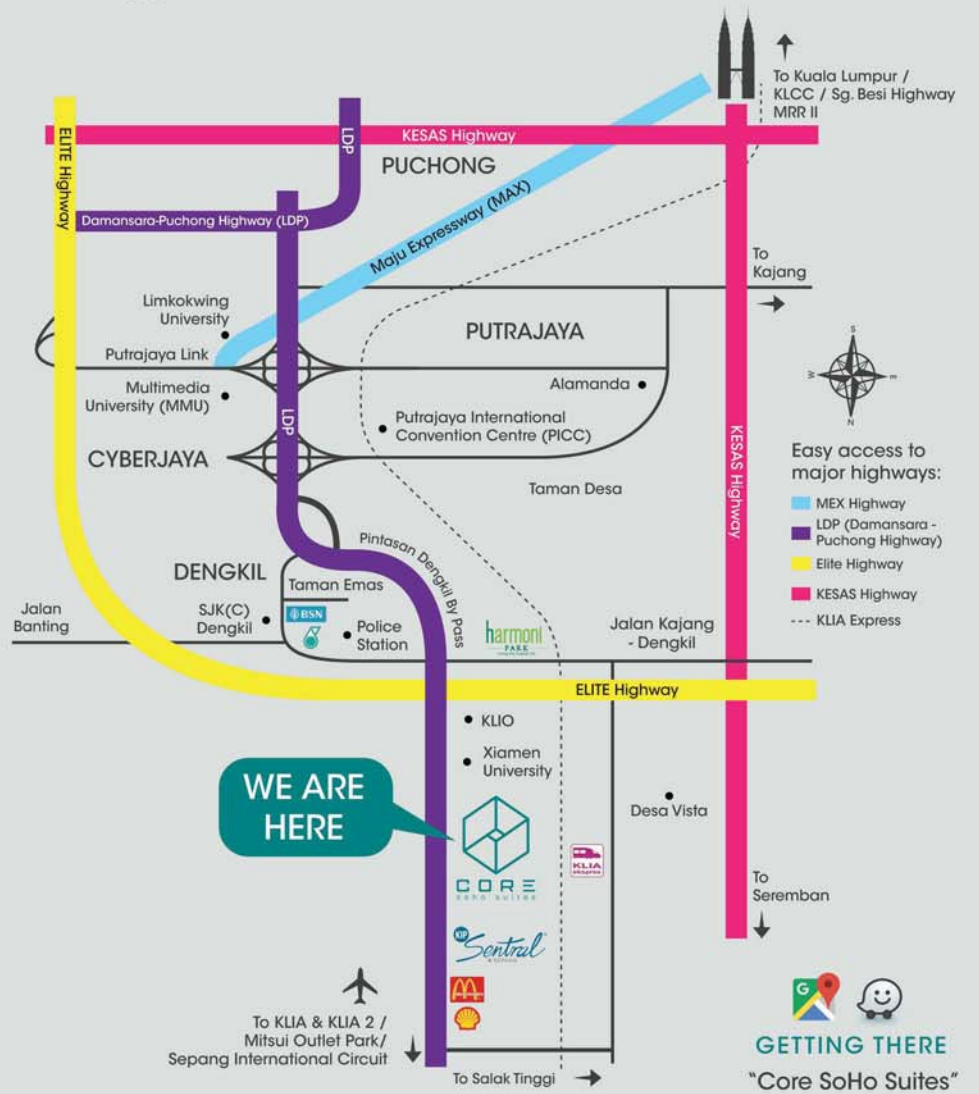
Show Unit Launch!

8th & 9th April 2017 | 10am - 6pm

Light refreshments will be served

Venue
KiP Mall Kota Warisan
Kota Warisan, 43900 Sepang, Selangor

"KipMall Kota Warisan"



Developer: CAHAYA SERJAYA SDN BHD (944802-P) Unit B-6, Block B, Tingkat 6, Menara KIP, No.1, Jalan Seri Utara 1, Sri Utara Off Jalan Ipoh, 68100 Kuala Lumpur. Fax:03-6258 8919 www.facebook.com/kipgroup

For sales and enquiries, please call: **+6019-208 0000** | www.kipgroup.com.my

Developer's License: 14496-1/09-2018/0719 (L) • Validity: 21/09/2016 - 20/09/2018 • Advertising & Sales Permit No: 14496-1/09-2018/0719 (P) • Validity: 21/09/2016 - 20/09/2018 • Approving Authority: Majlis Perbandaran Sepang • Building Plan Approval No: MPSEKANG 600-34/4/59 • Tenure: Freehold • Expected Date of Completion: Sept 2019 • Total No. of Units: 466 Unit (SOHO) • Selling Price: Block A: (288Unit) RM343,800.00(min) - RM371,800.00(max) • Block B (178 Unit): RM325,800.00(min) - RM350,800.00(max) • Encumbrance: United Overseas Bank (Malaysia) • Bumiputra Discount: 10%.

CONGRATULATIONS

TO THE WINNERS OF

TheEdgeProperty.com

MALAYSIA'S BEST MANAGED
PROPERTY AWARDS **2017**

EDITOR'S CHOICE AWARDS

ICONIC INNOVATION
PETRONAS Twin Towers

EXEMPLARY COMMUNITY BUILDER
UEM Sunrise Berhad

BUILT FOR SUSTAINABILITY
The Pinnacle @ Sunway City

NON-STRATA – COMMERCIAL CATEGORY

GOLD
PETRONAS Twin Towers

SILVER
The Pinnacle @ Sunway City

BRONZE
Wisma Selangor Dredging

SPECIAL MENTION
Menara PKNS

NON-STRATA – RESIDENTIAL CATEGORY

GOLD
Valencia, Sungai Buloh

SILVER
Duta Nusantara

BRONZE
Duta Tropika

SPECIAL MENTION
Riverview Kemensah

PRESENTED BY

TheEdgeProperty.com

PARTNERS



**THE
COATINGS
EXPERT®**

Panasonic



The Gold and Editor's Choice Awards winners of TheEdgeProperty.com Malaysia's Best Managed Property Awards

STRATA – COMMERCIAL CATEGORY

GOLD
Integra Tower

GOLD
Menara Bangkok Bank @ Berjaya Central Park

SILVER
Mercu Summer Suites

SILVER
Queensbay Mall

STRATA – RESIDENTIAL CATEGORY

GOLD
28 Mont'Kiara

GOLD
The Binjai On The Park

SILVER
Madge Mansions

SPECIAL MENTION
The Oval KL (East Tower)

STRATA – MIXED CATEGORY

GOLD
Solaris Dutamas

SILVER
Solaris Mont'Kiara

SUPPORTED BY



Get your property fix from the latest issue of the weekly pullout



April 7, 2017

Go to **TheEdgeProperty.com** to download for free



March 31, 2017



March 24, 2017



March 17, 2017



March 10, 2017



March 3, 2017



STAY UP TO DATE with all things property

www.TheEdgeProperty.com

Where do I get a copy?

DOWNLOAD for free at www.TheEdgeProperty.com
 Every Friday at **MORE THAN 200** offices, shopping complexes, condos, medical centres, F&B outlets and LRT stations in the Klang Valley.
 Distributed with *The Edge Financial Daily*.

CONTACT US
 Editorial | Email: propertyeditor@bizedge.com
 Advertising & Marketing | Email: mkt.tep@bizedge.com
 Customer & Agents Support | Email: propertysupport@bizedge.com