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A PULLOUT EVERY FRIDAY WITH **THE EDGE** **FD** FINANCIAL **DAILY** BY THE NUMBERS

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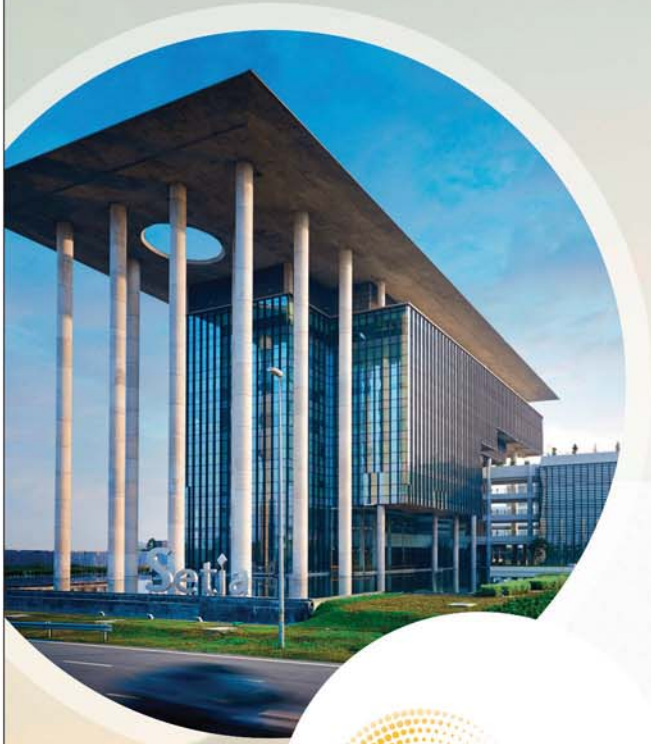
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Setia

REFLECTING ON THE PAST. LIVING IN THE PRESENT. PREPARING FOR THE FUTURE.

At S P Setia, we don't just build homes. We create possibilities for the well-being of future generations. Winning the EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018 serves as an encouragement for us to continue to build a safe, sustainable and shared future for all.

Stay Together. Stay Setia
livelearnworkplay



LEADING PIONEERS SUSTAINABLE LIVING

DEVELOPING A BOND WITH THE WORLD

At S P Setia, we have long believed that sustainability will serve as the building block for our countless projects. The Group's vision, mission and core values have always served as a tool to help us achieve our desired development goals to improve quality of life, and become more environmentally, socially and economically sustainable.

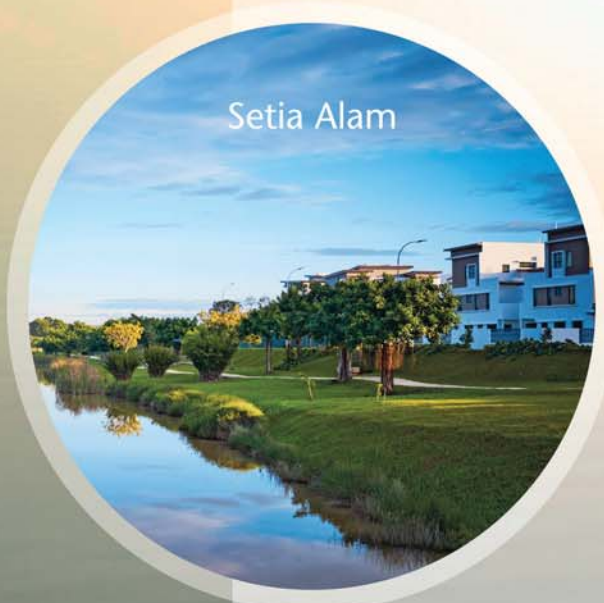
A DESERVING WIN

Over the years, S P Setia has been recognized and awarded for our leadership, accomplishments, and impact on the development forefront. Winning the EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018 serves as a reminder that we need to continue to embrace the responsibility to effect positive change, to celebrate our leadership and commitment towards sustainable living.

DEVELOPING A SUSTAINABLE FUTURE

In essence, sustainable development refers to, 'development which meets the needs of the present without compromising the ability of future generations to meet their own needs'. Our developments include stringent quality control that is maintained throughout from sourcing of materials to final product – developments that are designed to reduce the overall environmental impact during and after construction. Reducing the ecological footprint and carbon emissions of the built environment, in the context of increasing population and urbanisation, is an imperative.

With successful ventures such as Setia Alam, Setia Eco Park and Setia Eco Glades, it is clear that sustainable development is beyond theory for us at S P Setia.



CONSERVATION THAT WORKS

In each of our project, we maintain and enhance economic opportunity and community well-being while protecting and restoring the natural environment upon which our development thrives on. At S P Setia, we believe that the success of sustainable community living relies greatly on the biodiversity present, offering psychological, health and social benefits to residents in the long term – hence the reason why we place such great emphasis on conserving the original environments, wildlife and terrain.

IN FOSTERING G D WE LIVE IN

A WORTHY INVESTMENT

We believe that land value is not just based on our development. It involves our immediate surroundings, nearby townships and the future generation. At present, we have succeeded in completely changing market perceptions of property development as a whole, the value of Setia Alam, Setia Eco Park and Setia Eco Glades' original site, the location of each development and their surrounding townships.



CREATING SUSTAINABLE VALUE

The humble *kampung*, how it served as an inspiration for each one of S P Setia's development still remains as a winning solution and continues to navigate our journey forward. Put together with our total development philosophy of *LiveLearnWorkPlay*, we look not just to fulfilling a market need but also to fulfil our obligations as a corporate citizen.

A PLACE TO LIVE, LEARN, WORK AND PLAY NOW AND IN THE FUTURE

Leading up to the future, we will continue to create vibrant living standards, building on long-term sustainability development of the communities we share. Together, we'll strive for a much better future, today.

Setia Eco Glades



Setia Eco Park



WINNER OF THE EDGEPROP MALAYSIA'S
RESPONSIBLE DEVELOPER:
BUILDING SUSTAINABLE
DEVELOPMENT AWARD 2018.

- 10-time winner of the FIABCI Prix d'Excellence Award
- 10-time winner of the FIABCI Malaysia Award
- 10-time winner of The Edge Top Property Developer Award
- 8-time winner of the Aon Best Employers Malaysia Award



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A PULLOUT EVERY FRIDAY WITH **THE EDGE** FINANCIAL **FD** DAILY MARKET RECORDS

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MALAYSIA'S BEST MANAGED
PROPERTY AWARDS **2018**

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AND THE AWARD GOES TO...

Which projects are among the best managed in the country? Which developer is committed to sustainability? Which project boasts outstanding yet sustainable landscaping? Find out inside!



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The Awards, a year on



“It is through these efforts and only with support from all real estate industry stakeholders and consumers that sustainable developments can be a reality in Malaysia.”

Au Foong Yee
EdgeProp.my
managing director
and editor-in-chief



EdgeProp Malaysia's Best Managed Property Awards stemmed from our conviction that excellent property management practices is key for Malaysia to make her mark on the global real estate investment map.

Top-in-class property management practices are never an afterthought in the development ecosystem.

Whether or not a building, a cluster of buildings or landscape can be managed well, rests fundamentally on its design and construction. This underscores the vital role of property developers.

Ultimately, only real estate that is managed with excellence will stay sustainable in its function and capital value.

The debut of the Awards in 2017 has confirmed our suspicion of a general apathy and lack of awareness towards how real estate is managed in the country.

A year on, EdgeProp.my has gained considerable traction in our bid to educate and inform industry stakeholders and Malaysians in general on the “what” and “why” of quality property management. This is reflected in the number and quality of submissions received for the Awards this year.

We are especially encouraged by the added support this year from the Real Estate and Housing Developers' Association Malaysia (Rehda), the Institute of Landscape Architects Malaysia (ILAM), Architect Centre Sdn Bhd and Deloitte Malaysia for auditing the results.

Rehda's commitment to benchmark Malaysia's property management practices speaks volumes of its desire to raise the bar on the nation's real estate.

With the partnership with ILAM, we have extended the Awards to recognise landscaping initiatives that are outstanding and sustainable.

Architect Centre, a subsidiary of the Malaysian Institute of Architects, provides property inspection and building advisory services. With its expertise, we are able to scrutinise the entries further on their compliance to building safety requirements.

In the process, we have learnt that certain industry practices warrant urgent review. It is regrettable, for instance, that lifts in some high-rise buildings have been operating without valid regular inspection and approval from the Department of Occupational Safety and Health Malaysia.

This situation has apparently arisen due to a “gap” between the building management's application for and the issuance of the 15-month approval.

Irrespective of the circumstances leading to the delay, there is no compromise for safety. We are not on a witch hunt; we hope that this matter is viewed seriously and urgently.

Moving forward

The submission categories and criteria have been reviewed for relevance. The properties are now adjudged based on their respective age of either below 10 years or 10 years and above.

We have also introduced three new categories:

- Specialised category
- EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award
- EdgeProp-ILAM Malaysia's Sustainable Landscape Award

It is through these efforts and only with support from all real estate industry stakeholders and consumers that sustainable developments can be a reality in Malaysia.



(From left) EdgeProp.my senior writer Tan Ai Leng, writer Natalie Khoo, writer Lum Ka Kay, senior writer Rachel Chew, writer Shawn Ng, Au, executive editor Sharon Kam and editor Lam Jian Wyn.

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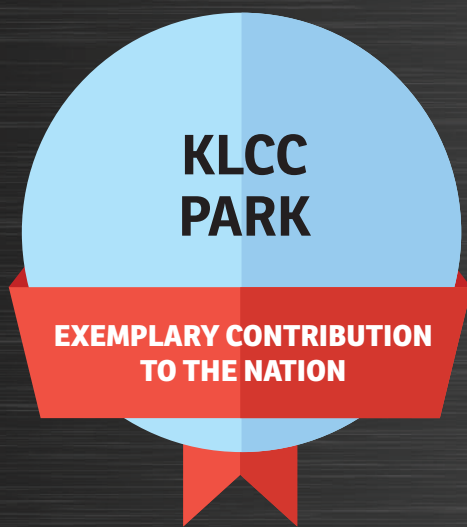
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RESULTS



**THE
WINNERS**
at a glance

Editor's Choice Awards 2018



EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018



EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018



EdgeProp Malaysia's Best Managed Property Awards 2018



BELOW 10 YEARS

Multi-Own Strata — Residential Category

<p>QUAYSIDE SEAFRONT RESORT CONDOMINIUMS</p> <p>GOLD</p>	<p>CRADLETON AT ECO MAJESTIC</p> <p>SILVER</p>	<p>THE VERANDAH AT ECO BOTANIC</p> <p>SILVER</p>	<p>PARK SEVEN</p> <p>BRONZE</p>	<p>BY THE SEA</p> <p>BRONZE</p>
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Non-Strata — Office Category

MENARA
BINJAI

SILVER

Non-Strata — Residential Category

THE HILLS
PRECINT,
HORIZON HILLS

SPECIAL MENTION

Mixed Development — (Entire) Category

MENARA 3
PETRONAS

GOLD

Specialised Category

ECO BUSINESS
PARK 1

GOLD

ABOVE 10 YEARS

Multi-Own Strata — Residential Category

<p>MONT'KIARA PALMA</p> <p>GOLD</p>	<p>SRI PENAGA CONDOMINIUM</p> <p>GOLD</p>	<p>MONT'KIARA AMAN</p> <p>SILVER</p>
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Retail Category

<p>QUEENSBAY MALL</p> <p>SILVER</p>	<p>GURNEY PLAZA</p> <p>SILVER</p>
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Non-Strata — Office Category

MENARA
SUNWAY

GOLD

Specialised Category

KLCC PARK

GOLD

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BEST MANAGED
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MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

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EDITOR'S CHOICE AWARDS

MALAYSIA'S EXEMPLARY REAL ESTATE

INDUSTRY LEADER 2018

Datuk Seri FD Iskandar,
President, REHDA Malaysia

EXEMPLARY CONTRIBUTION TO THE NATION

KLCC Park

EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER: Building Sustainable Development Award 2018

AME Development Sdn Bhd
Paramount Property Development Sdn Bhd
S P Setia Bhd Group

BELOW 10 YEARS MULTI-OWN STRATA RESIDENTIAL

GOLD: Quayside Seafront Resort Condominiums

SILVER: Cradleton At Eco Majestic

SILVER: The Verandah At Eco Botanic

BRONZE: Park Seven

BRONZE: By The Sea

BELOW 10 YEARS NON-STRATA RESIDENTIAL

SPECIAL MENTION:
The Hills Precinct, Horizon Hills

BELOW 10 YEARS NON-STRATA OFFICE

SILVER: Menara Binjai

BELOW 10 YEARS MIXED DEVELOPMENT (ENTIRE)

GOLD: Menara 3 PETRONAS

BELOW 10 YEARS SPECIALISED CATEGORIES

GOLD: Eco Business Park 1

ABOVE 10 YEARS MULTI-OWN STRATA RESIDENTIAL

GOLD: Mont'Kiara Palma

GOLD: Sri Penaga Condominium

SILVER: Mont'Kiara Aman

ABOVE 10 YEARS NON-STRATA OFFICE

GOLD: Menara Sunway

ABOVE 10 YEARS RETAIL

SILVER: Queensbay Mall

SILVER: Gurney Plaza

ABOVE 10 YEARS SPECIALISED CATEGORIES

GOLD: KLCC Park

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD 2018

GOLD: Damansara Uptown

GOLD: Jade Hills

SILVER: Twin Arkz @ Bukit Jalil

SPECIAL MENTION:
The Leafz @ Sungai Besi

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OVERVIEW

CELEBRATING EXCELLENCE in property management

BY LUM KA KAY

Introduced last year with the aim of raising the benchmark in property management in Malaysia, EdgeProp Malaysia's Best Managed Property Awards has expanded with a new category and two new awards in 2018.

The two new awards were EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award and EdgeProp-ILAM Malaysia's Sustainable Landscape Award — the latter being a collaboration between EdgeProp.my and the Institute of Landscape Architects Malaysia (ILAM). Editors of EdgeProp.my had also decided on the winners for the Editor's Choice Awards.

The winners were announced and feted at a glittering gala dinner at One World Hotel, Petaling Jaya on May 7, witnessed by more than 350 guests from the real estate industry.

EdgeProp Malaysia's Best Managed Property Awards 2018 saw over 60 submissions. The call for entries began in November last year and ran for over a month. Entries were open to all strata and non-strata developments, managed in-house or by any property or building manager.

"A year on, I am pleased to report that EdgeProp Malaysia's Best Managed Property Awards has not only uncovered real estate with excellent property management but, more importantly, also created awareness on an urgent need for better property management practices in the country.

"This is reflected in the increased number and higher quality of submissions received," said EdgeProp.my managing director and editor-in-chief Au Foong Yee in her speech.

She also noted that raising the benchmark of property management requires the support of all stakeholders where developers, consultants, contractors, property managers and consumers have equally important roles to play.

"This Awards, as far as we know, is the first of its kind. The Awards' objective is clear — to benchmark Malaysia's property management practices, which, as we know, is a crucial component of the real estate ecosystem.

"It is only when a real estate is managed well that it can stay sustainable — in its function, aesthetics and, ultimately, the all-important capital value," she said.

In her speech, Au also stressed the importance of building safety, especially for high-rise buildings.

"Are the buildings that we live, work or play in safe? The award site visits conducted have revealed certain industry practices that are lacking. All the feedback has been duly conveyed to the parties concerned.

"Let us not wait for a tragedy to strike before we do the right thing," she added.

The winning projects in the anchor awards were divided by their age — below 10 years and above 10 years. On top of the residential, commercial and mixed development categories, a new category was introduced — the specialised category. The Gold winner in the above 10 years Specialised category was KLCC Park in Kuala Lumpur city centre, which is managed by KLCC Urusharta Sdn Bhd, a subsidiary of KLCC Property Holdings Bhd.



(From left) Nippon Paint Malaysia general manager of sales Tay Sze Tuck, EdgeProp.my executive editor Sharon Kam, Hashim, Au and Panasonic Malaysia deputy managing director Hiroyuki Muto.



(From left) Tay, Kam, FD Iskandar, Au and Muto.

The 60-acre green lung is the quintessential urban park where people come to unwind or simply enjoy the lush greenery in the heart of the city. Hence, it is no surprise that the 22-year-old KLCC Park also received the Editor's Choice: Exemplary Contribution to the Nation title for its exceptional effort and commitment in maintaining the park in pristine condition for the enjoyment of its visitors.

"The park has always been special to KLCC Group and Petronas, particularly for those who have witnessed its transformation from bare land into a park.

"This prestigious award is even more significant for us as we celebrate our 23rd anniversary this year. The park was designed to showcase tropical greenery by integrating nature's creation into the development — a perfect symbiosis of flora and fauna," said KLCC Property Holdings group CEO Datuk Hashim Wahir during his acceptance speech.

Meanwhile, Real Estate and Housing

Developers' Association Malaysia (Rehda) president Datuk Seri Fateh Iskandar Mohamed Mansor — more fondly known as FD Iskandar — was honoured with the Editor's Choice: Malaysia's Exemplary Real Estate Industry Leader 2018.

Since he took over the position in 2014, FD Iskandar has led and helped to steer the industry through some challenging times.

"This award will be a permanent reminder for me and a source of inspiration to all those who are working tirelessly to make a positive difference for the good of the real estate industry. My deepest gratitude to the people who have supported me throughout my career since my humble beginnings almost three decades ago.

"I'm forever grateful to the continuous and unconditional support from my loved ones, which has kept me going this far. My term will end very soon but it has been an enriching and unforgettable experience," said FD Iskandar in accepting the award.

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SCAN NOW for a video on the Awards

He is also Glomac Bhd's group managing director and CEO.

Noting the importance of sustainable growth not only for the real estate industry but also for homebuyers, he added that sustainability is an integral part of everything that a developer does, right from the planning and design stage.

"It [building a sustainable property] is

PICTURES BY LOW YEN YEING | EdgeProp.my



EdgeProp MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

OVERVIEW



(From left) Panasonic Malaysia strategic B2B development manager Adrian Heong, strategic B2B development general manager Tan Chee Hon, Lafarge Malaysia director of communications Ong Ping Ping, Au, Nippon Paint Malaysia head of project marketing Datin Wong Meng Lee and EdgeProp.my senior account manager Ian Leong.

not merely to win awards, but more importantly [to come up with] designs that are also practical to maintain and manage in the future. In addition to being cost-effective in the long run, it has to carry a huge influence on the lifelong sustainability of a property and its inherent maintenance and management life cycle.

"This maintenance culture is essential and we should continue to educate the general public including ourselves — the developers — on the significance of sustainability and eventually everyone in the industry must buy into this new norm and new standard," he said.

Meanwhile, SP Setia Bhd Group, Paramount Property Development Sdn Bhd and AME Development Sdn Bhd were the inaugural winners of EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018. The award recognises the fundamentals of excellent property management — that a real estate is purposefully designed and built for sustainability. A sustainable development begins with a responsible developer.

Besides KLCC Park, the Gold winners for the main awards in the above 10 years division were Mont' Kiara Palma in Mont' Kiara and Sri Penaga Condominium in Bangsar in the multi-own strata residential category, as well as Menara Sunway in the non-strata office category.

Mont' Kiara Aman won Silver in the multi-own strata residential category while Penang malls Queensbay Mall and Gurney Plaza emerged as joint Silver winners in the retail category. The former mall had also won Silver in the inaugural awards last year.

In the below 10 years division, Eco Business Park 1 in Iskandar Puteri, Johor was the Gold and only winner in the specialised category. In the multi-own strata residential category, Quayside Seafront Resort Condominiums won Gold while the Cradleton

precinct at Eco Majestic, Semenyih and The Verandah at Eco Botanic in Iskandar Puteri, Johor both received Silver. Park Seven in Kuala Lumpur city centre and By The Sea in Batu Ferringhi, Penang jointly won Bronze in that category.

The Hills precinct of Horizon Hills, Johor received a special mention in the non-strata residential category while Menara Binjai took home Silver in the non-strata office category. Both were the only winners in their respective categories.

Meanwhile, the first EdgeProp-ILAM Malaysia's Sustainable Landscape Award saw Damansara Uptown in Petaling Jaya as well as Jade Hills in Kajang bagging Gold. Twin Arkz at Bukit Jalil garnered Silver while The Leafz in Sungai Besi received a Special Mention.

EdgeProp Malaysia's Best Managed Property Awards 2018 was organised in partnership with Nippon Paint Malaysia and Panasonic Malaysia, supported by the Association of Property and Facility Managers, Singapore (APFM), Architect Centre Sdn Bhd, ILAM, the Building Managers Association of Malaysia (BMAM), Rehda, the Malaysian Institute of Professional Property Managers (MIPPM), and the Malaysian REIT Managers Association (MRMA).

The judges for this year's anchor awards were Au, MRMA chairman Datuk Jeffrey Ng, BMAM member Dr Suntoro Tjoe, APFM president Dr Lim Lan Yuan, Chur Associates founder and managing partner Chris Tan, MIPPM president Sarkunan Subramaniam, FD Iskandar, and Architect Centre accredited architect and trainer Anthony Lee Tee. Judges for EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018 were Au and ILAM president Assoc Prof Dr Osman Mohd Tahir.

For more news, videos and photos, go to www.edgepropbma.com.



Au: Raising the benchmark for property management requires the support of all stakeholders in the property industry.



Zurich Insurance Malaysia Bhd assistant vice-president and head of general agency development Danny Ee (left) and EdgeProp.my account manager Khairul Amilin Ismail.



(From left) Red Ideas Sdn Bhd director Ignatius Ho, associate director — creative and operations Ong Wai Hong, and director David Foo.



EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Awards 2018
(From left) Tay, Kam, AME Development Sdn Bhd director Simon Lee, S P Setia Bhd president and CEO Datuk Khor Chap Jen, Paramount Property Development Sdn Bhd property division CEO Beh Chun Chong, Muto and Au.



EdgeProp-ILAM Malaysia's Sustainable Landscape Award
(From left) Tay, Kam, Exsim Group head of corporate communications Michelle Siew, Hoda Design Sdn Bhd principal and landscape architect Ho Peng Ming, See Hoy Chan Sdn Bhd CEO Joe Tan, Praxcis Design Sdn Bhd director Yap Nga Tuan, Gamuda Land executive director Datuk Abdul Sahak Safi, Muto and Au.

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MALAYSIA'S BEST MANAGED
PROPERTY AWARDS **2018**



The top winners of EdgeProp Malaysia's Best Managed Property Awards 2018.



S P Setia Bhd Group CEO and president Datuk Khor Chap Jen (sixth from right) with some of the group's top management celebrating its win for EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award.



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SCAN NOW for more photos of the event



Eco World Development Group Bhd achieved triple wins with Eco Business Park 1 winning Gold in the below 10 years specialised category, and Cradleton at Eco Majestic as well as The Verandah at Eco Botanic winning Joint Silver in the below 10 years multi-own strata residential category.



Eastern & Oriental Bhd chairman Datuk Azizan Abdul Rahman (left) and senior general manager for group marketing and sales Wayne Wong.

PHOTO GALLERY



(From left) Gurney Plaza centre manager Peter Chan, CapitaLand Retail Malaysia Sdn Bhd northern region general manager for mall management Selina Ng, EdgeProp.my managing director and editor-in-chief Au Foong Yee, CapitaLand Retail Malaysia assistant vice-president for retail management Trish Ang and Queensbay Mall management corporation chairperson Tan See Bin.



Winner of Editor's Choice: Malaysia's Exemplary Real Estate Industry Leader 2018 Rehda president Datuk Seri FD Iskandar with wife Datin Seri Hafizah Zakaria.



FIABCI Malaysia chapter vice-president Mike Geh (left) taking a selfie with Kim Realty Sdn Bhd CEO Vincent Ng and Malaysian Institute of Estate Agents president-elect Lim Boon Ping.



Malaysian Institute of Professional Property Managers president Sarkunan Subramaniam (left) and Sunway Property and Facilities Management Sdn Bhd chief operating officer Cheng Jew Keng joining each other in a toast.



Gamuda Land celebrates its double win at the awards.



Exsim Group head of corporate communications Michelle Siew (fourth from left) and Hoda Design Sdn Bhd principal and landscape architect Ho Peng Ming (fifth from left) with staff from both companies.



(From left) AME Development Sdn Bhd marketing executive cum customer relations coordinator Steph Lim, sales and marketing executive Jenny Ong, sales and marketing department marketing manager Lee Ling Sien and business development manager Tain Siew Fung.



Sri Penaga residents cheer as the condominium was announced the Gold winner in the above 10 years multi-own strata residential category.



More than 350 guests attended the Awards night.

THE JUDGES

Raising awareness on good property management

PICTURES BY LOW YEN YEING | EdgeProp.my



(From left) Au, Dr Lim, FD Iskandar, Sarkunan, Lee, Tan, Dr Osman, Ng, Dr Suntoro and EdgeProp.my executive editor Sharon Kam.



Au Foong Yee

EdgeProp.my managing director and editor-in-chief

Second year on, the traction gained by the Awards is reflected in the number and quality of entries received. It is heartening to note that more and more industry stakeholders — property developers, managers, owners and occupants — now acknowledge there is an urgent need for Malaysian properties to be better managed.

Thanks to the commitment and untiring efforts of fellow judges, the winner selection process this year has climbed up several notches. While the level of scrutiny has never stayed at the superficiality of a building to start with, the judging process has since dived deep down to examine the safety of residents in the buildings.

We have detected, unfortunately, a certain lackadaisical attitude towards the safety of buildings and, by extension, that of its occupants. Clearly, over time, some assumptions on safety had been made.

In fact, some weaknesses are even being dismissed as industry practice.

The judging process has provided numerous takeaways but, for me, top of the list would be the need for all building stakeholders to take a hard and honest look at safety-related issues. After all, the pillar of best-in-class managed property rests on the safety of its residents.



Dr Lim Lan Yuan

The Association of Property and Facility Managers (Singapore) president

There was a general improvement in the quality of the entries this year. The submissions this year showed better features of good management. The general upkeep and state of maintenance of many of the projects submitted were better, with many having carried out improvement and upgrading works, had clearer operating procedures set out, and had better financial control and management of issues.

The main takeaway is that there is an increased awareness of the importance of good property management. Owners as well as managers are increasingly more conscious of the need to exercise control of the physical assets they own and manage. Their commitment and interest are clearly displayed in many of the projects.



Sarkunan Subramaniam

Malaysian Institute of Professional Property Managers president

I'm glad this award sets a benchmark for what a best managed property is. It is clear that many properties and property managers are not aware of where they fall when they look at themselves — whether the property is well or badly managed. They don't know the benchmark but this Awards teaches them to set targets and to understand where they fall.

As judges, we were able to see a variety of submissions. I would like to encourage

more properties to apply for this Awards next year, because it is not about getting or winning an award — it's about figuring out where you stand.

To the winners, kudos. For those who didn't win, keep going and improve! For those who didn't submit, submit! The Awards is synonymous with good investment value. What we have seen — buildings that have won the Awards — have gained recognition in the market as well-managed and therefore have maintained or improved their economic value even in this current market.



Chris Tan

Chur Associates founder and managing partner

What is pleasing to me is the participation of property owners because, at the end of the day, it is important for the owners to be aware and see the value of this.

Property management is a thankless job. People are always asking for lower maintenance cost and when things happen,



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MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

finger-pointing starts. We want to encourage good property management because there is a lifespan for good properties, design-wise and maintenance-wise. We see that there are many properties neglecting management.

A good property developer will need to take into account all of these because good maintenance is a good selling point. And good valuation will then be given to a well-maintained property. To put this into perspective, people like to check the land tenure — freehold or leasehold — when they invest in properties. A freehold property that is badly managed or a leasehold property that is well managed — which brings more value to property owners? A freehold but badly managed property will be a pain for life.

Also, we would like to encourage more submissions for the coming year, especially those under REITs such as warehouses, malls and office buildings.



Dr Suntoro Tjoe

Building Managers Association of Malaysia member

I see a very drastic difference for this year's Awards submissions. The entries are more and the quality is much better than last year's. I find it very difficult to allocate marks for the shortlisted entries. All the entries are very competitive, showing that participants paid good attention to the requirements.

However, the entries are still dominated by market leaders. The individual properties... we don't see a lot of them. But of course, the quality has improved, and we hope that property developers, management corporations (MCs) and joint management bodies (JMBs) recognise that this is something good for their capital appreciation and yield.

For EdgeProp.my, please continue to have this every year, and we hope that there will be more participation from the market and more JMBs and MCs will come forward to apply, especially those in the category of medium cost. We hope to see more specialised property types as well, such as healthcare, education and retail.

was lacking and too generalised. I hope that the quality of submissions will continue to improve over time.

This year's winners showed the importance of complementary roles played by professional property managers and members in the MCs and JMBs. For residential properties, the higher the level of personal commitment and professionalism displayed by individual members in the MCs and JMBs, the better managed the properties, especially for older properties. For commercial properties, they either engage experienced "in-house" property managers or outsource professional property managers. Hence, it is not surprising that older properties of more than 10 years old look as good as newer properties in terms of functionality and ambience. Accordingly, the value of such properties is unlikely to decline, thanks to the proactive efforts of the MC and JMB members.



Datuk Seri FD Iskandar

Real Estate and Housing Developers' Association Malaysia president

Malaysians generally have embraced the culture of maintenance as an integral part of urban living. Our cities have grown exponentially and the implications have been profound. Stratified properties including gated-and-guarded communities with a sizeable expatriate population, especially in the Klang Valley, Johor and Penang, have created demand for top-quality services and maintenance in a sustainable environment. This year's entries have showcased some very impressive expertise and abilities of Malaysian property management companies.

Although technological advancement has been a game-changer in this industry and breeds unlimited customised choices and personalised online apps, the human factor in personalised services and conversion of problems and issues into economical solutions remains a major one that determines quality and high standards. However, keeping costs low in a highly competitive environment remains the biggest challenge.

Congratulations to EdgeProp.my. It is hoped that this Awards will help bring industry standards to a new level to be on par with other world-class cities.



Datuk Jeffrey Ng

Malaysian REIT Managers Association chairman

The quality of submissions for EdgeProp Malaysia's Best Managed Property Awards 2018 varies significantly. On one extreme, there were submissions that had very transparent disclosures and relevant information with proper substantiation, while on the other extreme, submission information



Anthony Lee Tee

Architect Centre accredited architect and trainer

The better-managed properties have incorporated careful and considered designs and layouts from the early stages and showed minimal issues over unresolved construction defects. Properties that have incorporated long-term management and maintenance factors are clearly ahead of the others. These properties fetch better yields and in the long run are easier and cheaper to manage. Most importantly, they are also safe for their occupants.

It is also wonderful to know that many owners and residents of residential buildings have begun to take an active role in the management of their properties. However, there is still plenty of room for improvement. There is a lack of awareness towards building safety related to defects, fire protection, invalid licensing for lifts and escalators, and others. The importance of building safety compliances must be emphasised for the protection of property and lives.

A big kudos to EdgeProp.my for its far-sightedness in introducing this very timely and important Awards. I believe there is currently no such Awards anywhere in the world that is able to create such an effective awareness and recognition towards property management.

THE JUDGES

EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018



The judges

**Assoc Prof LAr
Dr Osman Mohd Tahir**

Institute of Landscape Architects Malaysia (ILAM) president

The finalists of EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018 have shown their strong commitment to sustainable landscape development. They have raised standards further by adopting best management practices as seen in their management systems, innovation and creativity. This has given a very positive impact not only to the quality of the environment but also on the social interaction and economic value of a place.

It is our aim, through this award and recognition, to shape our cities and future by creating holistic quality developments with unique and sustainable landscapes. In recognising their efforts, we hope it will pave the way towards a more sustainable landscape environment leading to the creation of liveable and sustainable cities.

We hope to see more entries in the future, offering new ideas, new systems, and best management practices with the integration of green technology and green innovation.

Au Foong Yee

EdgeProp.my managing director and editor-in-chief

Flora and fauna play a key role in how and where we live, work, learn and play. Yet, landscaped initiatives are often taken for granted. Sustainable real estate goes beyond mere brick and mortar. Like buildings and townships, landscaped initiatives too must be designed, built and maintained for sustainability. Often, less is definitely more.

The award has drawn participation from a spectrum of captivating landscaped initiatives. More significantly, they push the envelope in promoting landscape that is sustainable. It is encouraging to see their unwavering efforts towards sustainability.

To raise the bar on the Malaysian landscape industry, benchmarking it against the global best is the ultimate goal of this award. However, this is only possible if sustainability is a key consideration of any project, big or small. The days of whimsical creativity are over.



Judging criteria

EdgeProp Malaysia's Best Managed Property Awards 2018

The Awards recognises buildings that show excellence in property management. This is the second year of the Awards. The call for entries began in November 2017 and closed in January 2018.

Submissions were open to: There are seven (7) main judging criteria:

- Any strata and non-strata buildings in Malaysia, managed either in-house or by any property manager
- Properties of any size and type in Malaysia
- Properties that are fully completed and have received the Certificate of Completion and Compliance (CCC) or Certificate of Fitness for Occupation (CFO)
- Properties that fully comply with statutory requirements (ie renewed licences, permits, approvals)

Properties that have previously won Gold are not entitled to enter for a period of three years from the year of winning.

The anchor Awards offers a total of nine categories in two divisions — below 10 years and above 10 years (based on the age of the projects). The categories are:

- Multi-own strata residential
- Non-strata residential
- Single-own residential in a mixed strata
- Multi-own strata office
- Non-strata office
- Single-own office in a mixed strata
- Mixed development (entire)
- Retail
- Specialised category (such as industrial buildings, heritage buildings, parks and public housing)

Projects submitted were shortlisted based on seven main criteria. The judging panel — which comprised representatives from EdgeProp.my and industry experts — then made site visits to the shortlisted projects before the final decisions were made.

The final results were audited by Deloitte Malaysia and the winning projects were announced and honoured at an Awards ceremony on May 7, 2018.

Maintenance

- Quality of M&E / building services
- Cleanliness and upkeep of facilities
- Special / key features of the building

Administration

- Standard operating procedures
- Transparency of accounts (financial governance, procurement process, etc)

Collections

- Debtor ageing / billing / collection ratio
- Proportion of debtors
- Collection procedures – notifications, reminders, warnings

Financial sustainability

- Adherence to budget (eg budget vs actual expenditure)
- Cost-optimisation initiatives and innovations such as energy-saving measures, water harvesting, design features or beautification projects and efficient supervision of maintenance work

Security

- Use of technology
- Proactive measures to enhance security

Community and communication

- Community-building initiatives
- Procedures for tenant or occupant liaison such as booking for facilities and dispute resolution

Development value/yield

- Comparative growth in value over time
- Comparative rental yield

Editor's Choice Awards 2018

Selected by the editors of EdgeProp.my, the Editor's Choice Awards recognises excellence in a project building or company that is committed to top-quality property practice. It is also accorded to any individual who has demonstrated outstanding contribution towards the promotion of sustainable development in the Malaysian real estate sector.

EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018

This award recognises property developers who are committed to building developments that are designed and built for best-in-class property management. The winning developer must show commitment to building sustainable* projects moving forward.

Judging criteria

- Project(s) must be completed with CCC or CFO
- Details of the sustainable project(s) — architecture, design, construction methods, maintenance cost and effectiveness
- Vision, commitment and efforts made towards the building of sustainable development(s)
- How the company promotes the following attributes demanded of a sustainable development:
 - Community living
 - Communications
 - Innovations
 - Respect for nature and environment

The award is based on submissions and the winners are decided by the editors of EdgeProp.my.

* A sustainable development is one that meets the needs of the present and future without compromising the building maintenance.

EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018

This award benchmarks projects or spaces that are designed, built and maintained for sustainability. Winning project or projects can be indoors or outdoors and in all sizes.

Submissions are open to:

- Entrants who are certified landscape architects under ILAM (corporate, graduate or foreign member)
- Any property developers
- Projects that have been fully completed for no less than 12 continuous months and are located in Malaysia

Judging criteria

- Ecological and environmental values
- Designed and built for cost-effective maintenance
- Community-oriented planning and design
- Functionality
- Aesthetics and creativity
- Placemaking

The judging panel comprised representatives from EdgeProp.my and the Institute of Landscape Architects Malaysia (ILAM) who, after shortlisting the entries, made site visits, following which the final decisions were made. The results were audited by Deloitte Malaysia.



The results of EdgeProp Malaysia's Best Managed Property Awards 2018 were audited by Deloitte Malaysia.

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WINNERS

EDITOR'S CHOICE
**EXEMPLARY
CONTRIBUTION
TO THE NATION**
ABOVE 10 YEARS
Specialised category

GOLD
KLCC Park

The 60-acre KLCC Park with lush greenery and water features serves as a green lung in the bustling city.


EdgeProp.my

**Tour KLCC Park
NOW!**

PICTURES BY LOWYEN YEING | EdgeProp.my

An oasis amidst KL city's skyscrapers

BY TAN AI LENG

Situated right at the doorsteps of Suria KLCC shopping centre and the world-famous Petronas Twin Towers, the 60-acre KLCC Park or Taman KLCC certainly holds its own as one of the most iconic landmarks in Kuala Lumpur.

Its lush greenery, undulating pedestrian walkways, coupled with attractive water features, make up a green oasis in the midst of skyscrapers.

During weekdays, the park offers the workers from the surrounding offices some calm respite from the stress at work but come weekends, the park is a hive of activity as families gather to enjoy the great outdoors, right in the heart of the city.

The 22-year-old urban park has successfully won the people's approval and has been accorded the Editor's Choice Exemplary Contribution to the Nation title at the second EdgeProp Malaysia's Best Managed Property Awards recently. The park also emerged as the Gold winner in the Specialised category (above 10 years) of the Awards.

The accolades follow the success of Petronas Twin Towers, which won the Gold and Editor's Choice awards at the inaugural Awards last year. This year, besides KLCC Park, Menara 3 PETRONAS also bagged Gold in the below 10 years mixed development (entire) category. All the winning projects are managed by KLCC Urusharta Sdn Bhd, a



Hashim: This park is a gift to the community.

subsidiary of KLCC Property Holdings Bhd (KLCC Property). The park is owned by the Federal Land Commissioner and leased to KLCC Property's subsidiary, KLCC Park Sdn Bhd.

KLCC Property Group CEO Datuk Hashim Wahir tells EdgeProp.my that KLCC Park is key to the overall KLCC development, which includes the office towers, mall and

KL Convention Centre, simply because the entire development of KLCC was envisioned as a garden city of lights (bandar cahaya).

"This park is a gift to the community. Not only does it serve as a green lung in the bustling city, but it is also where people could enjoy at leisure, be it a place to meet up or just to enjoy some fresh air," says Hashim, who is also KLCC Real Estate Investment



Fountains, water cascades and reflecting pools are scattered around the park.

Trust (REIT) Management Sdn Bhd's CEO. He himself exercises at the park at least once a week while taking the opportunity to do some spot checks as well.

Indeed, a number of KLCC Property staff and people who work around the area come as early as 6am or in the evening either to jog or take a stroll in the park.

KLCC Park is also a popular venue for na-



EdgeProp

MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2018

The biggest challenge in managing KLCC Park is to ensure it constantly looks fresh and vibrant.



Project Details

NAME	KLCC Park
ADDRESS	Kuala Lumpur City Centre, Kuala Lumpur
DEVELOPER	KLCC (Holdings) Sdn Bhd
DEVELOPMENT TYPE	A public park within a mixed commercial development
PROJECT SIZE	60 acres
TENURE	99 years lease
COMPLETION DATE	1996
PROJECT COMPONENTS	Hardscape, softscape, water features, lake, symphony fountains, children's playground, children's wading pool, a 1.3km jogging track and sculptures

FACILITIES

Jogging track (1.3km), children's playground (2 acres) and wading pool, drinking water fountain, wakaf and rest areas, rain shelters, public toilets, police beat base

ENERGY-SAVING FEATURES

Energy conservation: Digital timer for park lighting

Energy saving devices: Motors with inverters, variable frequency drive for pumps, LED lights for street and pool

Water conservation: Condition-based method to control the amount of water into the symphony lake fountain, irrigation system for watering the plants

SECURITY FEATURES

Security guard patrols, crime prevention through environment design, CCTV, anti-crash bollards, police beat base, no public vehicles are allowed within the park

tional celebrations, such as the National Day and New Year countdowns. During such events, the park will see 80,000-strong crowds.

"Close to 60% of the 106-acre development has been allocated for the park. It was undeniably a cautious decision as it was the most valuable piece of land in the capital city," offers Hashim, as he gazes down at the park from the 52nd-floor of one of the twin towers.

Designed by the late Brazilian landscape architect Roberto Burle Marx — who was also a naturalist, ecologist, artist and musician — the 60-acre urban park was to showcase the country's heritage of tropical flora. Hence, a total of 1,900 indigenous trees and 66 species of palms were planted while about 60 trees at the original site — which was once home to the Selangor Turf Club — were transplanted to the park.

The main attractions of the park are undoubtedly the water features such as the children's wading pool, the water cascades and the colourful symphony fountain that never fails to draw a crowd when it comes on. There is also a 2-acre children's playground, a popular spot for families.

All the elements of the park when combined echo the landscape architect's design objective — "to leave the world a little more sensitive and a little more educated about the importance of nature".

Fresh, clean and safe

It costs millions of ringgit a year to maintain the park and close to half of that is spent on the

infrastructure as well as on security and safety.

Hashim notes that the management's main challenge is to ensure that the park constantly looks fresh and vibrant. Towards this end, a high level of cleanliness is maintained at every inch of the park, including the toilets.

"Cleanliness is a tough task for a park that caters to the public and is open from 6am to 10pm, with an average footfall of around 20,000 people daily," he says.

To ensure good hygiene and safety, routine checks on the park facilities and water quality (chlorine level) are carried out daily.

As for security, a police beat base has been set up at the park while close to 40 security guards carry out 24-hour patrols. On top of that, the management also uses an integrated security system that includes a security control room, CCTV, uninterrupted power supply and a digital video recording and management system.

In future, Hashim reveals that KLCC Park is set to become a smart park as it will adopt the Internet of Things to enhance the facilities as well as the safety and environment-friendly (energy savings) aspects of the park.

"We are excited to be chosen as one of the best in the country. We take pride in that as it is a testimony of our commitment. We have a clear philosophy in managing our assets and that is to maintain KLCC Park in pristine condition. We are doing this not because of awards, but for the benefit of our tenants and the community," he says.



The park has an average footfall of 20,000 people daily.



KLCC Park has become one of the preferred places for people to meet up.

WINNERS

EDITOR'S CHOICE

MALAYSIA'S EXEMPLARY
REAL ESTATE INDUSTRY
LEADER 2018Datuk Seri
FD Iskandar

A fearless champion of real estate

BY LAM JIAN WYN

Securing a meeting with Datuk Seri Fateh Iskandar Mohamed Mansor — affectionately known as FD in the property industry — is notoriously difficult.

After all, this corporate chieftain wears many hats. While he helms property developer Glomac Bhd, sits on a variety of listed company boards across industries that include IT, telecommunications and media, as well as a staggering number of taskforces, business groups and councils, he is known first and foremost as president of the Real Estate and Housing Developers' Association (Rehda).

Yet, the gracious and affable man, whose days are evidently a constant stream of interruptions, makes time to champion the cause of real estate as he and the association “do it genuinely for the love of the stakeholders, the industry and the country as a whole,” he tells EdgeProp.my.

“That in itself is very gratifying because we do it for a cause and for the good of the industry and we strongly believe it is also for the good of the nation,” he stresses.

Given his dedication to the industry, it is only fitting that he is accorded the Editor's Choice — Malaysia's Exemplary Real Estate Industry Leader 2018 award at EdgeProp Malaysia's Best Managed Property Awards 2018.

The award — presented by the editors of EdgeProp.my for the first time ever — recognises his outstanding and exemplary leadership in these especially trying times for the real estate sector.

FD Iskandar ascended to the presidency in 2014, a period many real estate players and observers would say was the turning point of the sector's decline into its current state of sluggishness.

Stringent credit controls, escalating costs of doing business and a yawning gap between would-be homebuyers' incomes and property prices have battered the real estate market.

Rehda had responded to these challenges by lobbying the government for incentives to help homebuyers purchase affordable homes, such as the My First Home Scheme for homes priced up to RM500,000 introduced in 2015, the First Home Deposit Scheme (MyDeposit) under Budget 2016 with an allocation of RM200 million that offers RM30,000 for each affordable housing unit built, and the Step-Up Financing Scheme.

Most recently, Rehda had successfully appealed to the federal government to lift the ban on the development of high-rise homes priced above RM1 million, offices and shopping malls.

“We always tell our members to do their research. For example, why shouldn't developers be allowed to build offices if they are able to guarantee 80% occupancy?” he asks.

However, most recently, the Valuation and Property Services Department's “Malaysian Property Market Report 2017” showed that the number of overhang units has reached a record-high of 24,738 units worth a staggering RM15.64 billion.

To this, FD Iskandar says that nowadays, developers are more focused on cash flow than on profit. Thus, we can expect even more

**FD Iskandar:
When people
buy properties,
it is ultimately
to invest in
their future.**



EdgeProp.my

FD ISKANDAR
says...

is ultimately to invest in their future,” he says.

He acknowledges that property management is often overlooked and underrated because of its mundane nature, yet it is far from an easy task.

“But at the same time, I feel there is a general awareness these last few years of how important property management is in stratified and communal living, which has become part and parcel of city living in our rapidly urbanised population,” he observes.

He notes that as Malaysia becomes increasingly cosmopolitan, the bar has been raised on real estate.

“This is where design innovations and creativity of developers carry a huge influence on the life-long sustainability of properties and its inherent maintenance and management issues.

“Developers now realise that it is never merely enough to build and sell properties but it is essential to ensure that their developments are sustainable and deliver top-quality services, and that when the management committee, joint management body or residents' association takes over in any strata development or landed guarded community, the promise made of a quality lifestyle living can continue and is sustainable.”

Good property management is also vital in ensuring that Malaysian real estate continues to draw international investors and foreign capital.

“It helps that we now have the latest amendments to the laws relating to strata titles and strata management, and this can only be a step forward for the industry as a whole to ensure the dynamics of communal living issues are addressed and our benchmark and standards are raised to international levels.

“Therefore, standards have to be raised, expectations are also heightened and it benefits the property owners and residents because it makes the industry highly competitive, highly professional and highly matured,” he says.

initiatives by developers to sell properties.

Nevertheless, the problem fundamentally goes back to a lack of timely quality data. FD Iskandar says Rehda has been pushing for a centralised authority for affordable housing that has the mandate to override federal and state-level government obstacles and oversee all development-related matters, including the collation of big data.

While data on the ground is scant, what the industry does know, however, is that housing demand will continue to grow. In broad strokes, household sizes will shrink — from five to six people per home to three to four people — as the population grows to a projected 33 million by end-2018. This necessitates stratified living, especially in urban areas, and thus the importance of proper management.

Hallmarks of a sustainable development

Good property management, in turn, is enabled by thoughtful planning and design, which is the hallmark of a sustainable and viable development. This is where developers lead the way, says FD Iskandar.

“Everybody wants to build iconic buildings but it is also important to be practical. This is because when people buy properties, it

Above: Wisma
REHDA.Right: FD
Iskandar (third
from left)
at a media
briefing.

REHDA



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WINNERS

EDGEPROP MALAYSIA'S
RESPONSIBLE DEVELOPER:
Building Sustainable
Development Award 2018

S P Setia Bhd Group

All-encompassing tenets of development

BY LAM JIAN WYN

What is the foundation of responsible property development? What ensures the longevity of a project and the community that inhabits and animates its spaces?

Multiple award-winning property developer S P Setia Bhd Group, one of the nation's most esteemed builders, has all-encompassing tenets that it has applied time and again to its townships, integrated developments and projects, some of which have become landmarks and landscape-redefining catalysts in their own right.

For S P Setia, sustainability has been embedded in its DNA from the start. With a vision of creating and giving value sustainably, the developer has established tenets of sustainability that it has perfected over the years. It addresses issues such as the environment, cost and community.

On this score, the developer leads the winners of EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018. This inaugural award was accorded at EdgeProp Malaysia's Best Managed Property Awards 2018 on May 7.

"For S P Setia, we have always taken cognisance of the sustainability factors in our developments. Right from the start of our master planning, we've considered and given importance to the different aspects of sustainability such as the environment, community, social impacts and financial viability of the development. We are glad our efforts in these details all these while have been recognised," says its CEO and president Datuk Khor Chap Jen.

It starts from the beginning

S P Setia's approach to responsible development entails a lot of planning — beginning from the land itself.

"When we look at a piece of land, we steer away from certain things... like forest reserves, water catchments — those things are a no-no for us, because we feel that although we want development, there are certain things we cannot touch because it affects the environment. So we will say no to certain land even if it's good to have a development there," Khor shares with EdgeProp.my.

In this spirit, the developer strives to honour the land's natural form as much as possible.

"We try not to move earth from other sites, and instead use what is available on the land. Of course, it is savings for us as well. We don't try to alter nature for us. For example, if there is a stream on the site and you fill it up, nature will find its own way... and it will come back to haunt you," Khor cautions with a cheeky yet knowing look.

He cites developments such as Setia Eco Templer in Rawang and Setia Eco Glades in Cyberjaya as examples of properties that conform to the land's original qualities. In the case of the former, the streams on site have become the residential enclave's centerpiece nine creeks, while in the latter's case, its swampy land turned out to be the perfect tableau for its island-like concept.

At the same time, they are mindful of preventing issues such as flooding. This requires striking a balance between form and



S P Setia prefers big parks, such as this one in Setia Alam, as it is better for fostering community bonds and hosting festive celebrations.

function. For instance, to make it more acceptable for residents to have storm drains in front of their homes, S P Setia will transform them into streams and further beautify them.

The preservation of nature is but one cornerstone of S P Setia's tenets of responsible development. Cost and community size are also issues that it is equally mindful of.

The sweet spot

Khor says S P Setia has found the sweet spot in terms of cost and community size.

Costs are kept to the minimum by prioritising practicalities and usefulness. For instance, the landscape of Setia Eco Park largely comprises informal landscaping, eschewing manicured and exotic plants. "This is also for the convenience of the local authority," he points out. While certain parts of their townships — such as the entrance — feature more expensive landscaping to make a statement, this is done strategically.

Meanwhile, its townships' parks — which are a vital community space — are deliberately large, as opposed to comprising clusters of smaller parks. This encourages socialising among its denizens and provides the perfect stage for festive celebrations and casual community events such as amateur band shows that reinforce their sense of belonging in the township, says Khor. Moreover, with enough people regularly using the parks, the authorities will be more likely to continue maintaining them, he notes.

With experience, S P Setia has discovered the optimum size of a community — according to him, it is about 300 to 400 people. This is the typical size of a village, which is small enough for people to know and watch out for each other, yet large enough for economies of scale. "When it becomes too big, it is not conducive," says Khor.

For instance, the cost of security and maintaining facilities when divided among a population this size is affordable. In addition, the size of the facilities is kept pragmat-



Khor: Right from the start of our master planning, we've considered and given importance to the different aspects of sustainability.

ic. "We think of how it will affect the joint management body. There's nothing too inconvenient for daily maintenance," he says.

The developer strives to keep service charges at around RM100 to RM150 a month for terraced homes, RM200 to RM300 for semi-detached houses and under RM500 for bungalows. This is as low as rates can go before services suffer, he notes.

Learning from past mistakes

In its four-odd decades in the business, S P Setia has learnt several lessons that it has applied to constantly improve itself.

Given its size — it has thousands of acres of land and several completed and ongoing developments in the Klang Valley, Penang, Johor, Singapore, Vietnam, Australia and

the UK — mistakes are bound to be made. To ensure that all their employees learn from these mistakes, S P Setia set up marketing and technical forums that enable its staff to learn from one another.

Employees are actively reminded to set their egos aside and not be afraid of chastisement when they share their experiences. "As a member of Team Setia, don't think of yourself as a person. If mistakes are made, we do not punish immediately, but we find out the cause," says Khor.

It is this team spirit that has kept the developer at the forefront, he says, who has been with the group since 1995.

"We have been through good and bad times — I would like to say we are 'tahan lasak,'" he adds with a smile.

PICTURES BY LOW YEN YEING | EdgeProp.my

WINNERS

EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER:
Building Sustainable Development Award 2018

AME Development



Revolutionising industrial real estate

BY LAM JIAN WYN

Mention the industrial property sector and the image conjured in the minds of most people is no doubt one of grimy and gritty factories and warehouses set in the outskirts of towns. This stigma is compounded by the employment of foreign labour and the attendant implication of social ills.

However, as the adage goes, in danger lies opportunity. This sector, fraught with problems, was also ripe for disruption. So AME Development Sdn Bhd seized the opportunity to do so.

AME Group — which AME Development is part of — has parlayed its hard-won lessons, technical expertise, sizable network of connections, and a significant amount of blood, sweat, tears and money to shake up the industrial property segment, with lofty long-term goals of helping Malaysian industries scale the value chain and leaving a legacy of sustainable industrial parks.

Given its commitment from the beginning to the end to build industrial parks that can be sustainably run and to invest in holistic solutions that address and anticipate their clients' every need, AME Development is indeed a deserving recipient of EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018.

The challenges were many — from unfavourable policies that discourage foreign investment to the lack of proper infrastructure and utilities. But the challenges are worth it, says AME Group director Simon Lee.

"It's not easy to make money. [As a group], we may make a bit [about over 30% in margins], but all this effort [considered], we are not making fast food — we are making fine dining. It's so hard but it's worth it," he tells EdgeProp.my.

AME Group's ambitions are rooted in its past experiences. The group is headed by four directors — siblings Simon and Kelvin, who are engineers and quantity surveyors by training; Kang Ah Chee; and Lim Yook Kim. The former two set up a steel fabrication business in 1995 while the latter two began their construction business in 1984. The four set up the AME Group in the 1990s. Today, the group also includes civil and building construction AME Construction Sdn Bhd, steel fabrication and installation firm AME Engineering Industries Sdn Bhd, and mechanical and electrical contractor Asiamost Sdn Bhd.

Even before setting up AME Development in 2008, the group had built factories for its customers and quickly realised the shortcomings of such piecemeal activities. The directors knew they had to take a different tack to create a product with more longevity.

"A lot of them [our customers] needed tailor-built factories. So we would buy small parcels. After some time, we realised that we cannot control the surroundings and the infrastructure [of the area]," recalls Lee.

This prompted their official venture into real estate development. Following three years of landbanking — with the acquisition of a parcel of land at the Indahpura township in Kulaijaya from the Genting Group — their maiden project named i-Park @ Indahpura was launched in 2011. Today, the group has four industrial projects



The on-site dorms have boosted productivity by 50% as they live closer to work and are happier in their pleasant surroundings, claim the parks' tenants.



Simon: People now talk about trends, and we are very adaptive to changes. We adopt a lot of new things to be sustainable.



The environment of AME Development's industrial parks is clean, green and welcoming.

under its belt, including i-Park @ SiLC and District 6 @ SiLC at the Southern Industrial and Logistics Cluster in Nusajaya, and SME City @ Indahpura.

"With industrial parks, people see factories, production... but we look at them differently. People now talk about trends, and we are very adaptive to changes. We adopt a lot of new things to be sustainable," Simon says.

He cites concerns by foreign companies over security, which led them to develop what he claims is the first guarded industrial park in Johor.

"We did it for better security and control, to institute all the infrastructure," he explains.

AME Group became aware of even more challenges that their clients faced. Productivity was affected by workers living off-site — sometimes, the buses ferrying them to the factories would break down, while at other times, they would go AWOL. In response, the group built dormitories in some of their industrial parks.

"The factories' staff told us that with the dorms, productivity rose by 50% because their workers live in a very good environment. They are very happy, so their productivity also goes up," he says.

The dorms — with each 850 sq ft unit housing up to 14 people — are set in a clean and comfortable environment, replete with a canteen, mini market, clinic, and store selling long-distance call cards and prepaid mobile phone top-up cards. Face-recognition technology and thumbprint scanning systems there discourage trespassers. A dorm manager lives there to ensure that any emergencies — such as illnesses, breakdowns or fights breaking out — are dealt with immediately.

Meanwhile, the environment of their parks is clean, green and welcoming, thanks to features such as plant nurseries, landscaped parks and lakes, as well as amenities such as clubhouses, swimming pools and gymnasiums. The monthly maintenance fee per month for their parks comes up to RM0.03 psf, a rate set since 2011. AME Development is managing the parks and will continue to do so if the tenants wish, notes Simon. They will also maintain the RM0.03 psf rate for as long as they can.

While it is a costly endeavour in terms of outlay and maintenance — which AME Development foots, charging buyers only on a pay-per-use basis — Lee says it is vital to attracting a younger crop of good talent as

well as helping these companies go up the value chain. After all, better facilities will help these companies to qualify for more sophisticated jobs, enabling them to embark on more higher-value manufacturing work.

On the cards are business hotels just outside their parks to cater for visitors such as managers and auditors, as well as to host training sessions for employees in their parks. This is part of AME Development's holistic approach to develop a sustainable eco-system for their clients, says Simon.

Beyond hardware, the company is also invested in the "software" of their clients' business, to ensure the longevity of their presence here.

"We work with universities and government agencies to offer scholarships at our tenants' factories and upskill their workers."

Currently, the majority of their occupants — up to 80%, for i-Parks — are foreign companies. Simon hopes to increase the proportion of Malaysian tenants to at least half of their parks, as it would demonstrate that Malaysia's manufacturers are becoming more sophisticated. Performing this national service, so to speak, will demand a lot of time and energy, but judging from how tenacious AME Development is, it is up for the fight.

PICTURES BY LOW YEN YEING | EdgeProp.my

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WINNERS

EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER:
Building Sustainable Development Award 2018

Paramount Property Development Sdn Bhd



Making sustainability paramount

BY LAM JIAN WYN

You could say that Paramount Property Development Sdn Bhd is comfortably into its middle age. With 40 solid years of experience, the former rice miller had launched a slew of townships in its native Kedah, before venturing into the Klang Valley with a number of large-scale developments and boutique projects across different sectors. It has delivered 14,000 properties to date.

Its first development, Taman Patani Jaya, was launched in 1981, followed by the up-scale Bandar Laguna Merbok in 1996. This 493-acre picturesque development on the banks of Sungai Merbok has the distinction of being Kedah's first gated-and-guarded community. To date, the developer has completed over 10 communal living projects.

However, the company is not past its prime yet. In fact, it has merely begun its journey. "We want to be here for another 100 to 150 years," its CEO of property division Beh Chun Chong tells EdgeProp.my.

With the longevity of its company and the needs of future generations in mind, Paramount Property continues to refine its products and services in a bid to ensure that its properties become even more sustainable.

Taking measures such as assisting the joint management committees (JMCs) and residents' associations (RAs) in managing their residential developments, setting up a product design and innovation (PDI) department that transforms the collated feedback from their customers, paying for necessary improvements out of their own pocket even after their properties' vacant possession and adopting new technologies has earned Paramount Property Development the EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2018.

Real aftercare

"Our obligations towards our buyers do not end after we hand over our properties," says Beh.

For the developer, this means fixing flaws in its projects even after the properties have been delivered to buyers, at the company's own cost. Beh cites the facilities floor at Paramount Utropolis as an example. Buyers had complained of getting caught in the rain because there is no covered walkway from the car park. Acknowledging that this was an oversight on their part, Paramount Property built the walkway at no charge to the buyers.

Likewise, the pool tiles at Sejati Residences' clubhouse's swimming pool were changed from small one square inch tiles to two square inch tiles for easier maintenance.

In addition to that, it also helps buyers of its communal living properties to set up JMCs and RAs — going as far as to arrange for payment schemes that will ensure a continuous flow of funds.

"We run campaigns to raise awareness and encourage them [buyers] to sign up with perks. This ensures that payments are always made. Having a system is important because if fewer people pay, then services suffer. Funds are the lifeline of the development," he points out.

Currently, the monthly maintenance and security charges for its projects range from RM50 (Azelia, Bukit Banyan, Kedah)



to RM821 (for the larger homes at Sejati Residences, Cyberjaya).

Meanwhile, the collection rates for its projects range from 86% (Azelia and Eugenia, 868 units total, Bukit Banyan, Kedah) to 100% (KU Suites, 238 units, Selangor).

Paramount Property also seeks to provide its JMCs with recurring income, through building commercial properties that can service the population within and outside its developments.

Meanwhile, its products are designed to lower costs. For instance, higher outlay in the form of better security cameras and other technologies reduce the need for more security guards, translating into long-term savings, Beh says. "We have to be bold enough to explore something new."

At its Sejati Residences' clubhouse, features that minimise energy consumption include double-volume windows to maximise natural lighting, and a large fan that eliminates the need for air conditioning. LED bulbs are used because they cost less to replace in the long run.

The developer's properties are also designed with feedback from their buyers. Its PDI department — which comprises 10 architects and engineers — makes decisions on various things, from the minor such as the placement of switches, to the major such as the mechanical engineering of a building and the type of facilities in a communal living development, based on user experience.

To implement a minimum baseline of sustainable development, it has adopted industrialised building technology, which allows them to build properties that have the best standards. "For example, when we ask architects to design a 3-bedroom apartment, we find that some are good with space configurations while others are not so. So we pick the best one. A lot can be achieved through standardisation, because then we can set our minimum standards," he says.

(Top) Paramount Property changed the pool tiles at the Sejati Residences' clubhouse to larger ones for easier maintenance.

(Right) Beh: We want to be here for another 100 to 150 years.



Future goals

To realise its vision, Beh says, Paramount Property has outlined three goals — to reduce maintenance fees by 30% starting from this year, achieve green certification for all its new launches, and set aside a contingency sum of 40% for sustainability initiatives. "We believe that 30% is achievable — any less and it is meaningless; any more and we may be setting ourselves for failure," he explains.

One way Paramount Property aims to

achieve this goal is through product design; in fact, the PDI department has been tasked with working on designs that lower management fees.

In addition to achieving green certifications, its new launches starting from this year will also be designed to bring maintenance fees down.

"We must think of our shareholders — but in terms of products, we must stand in the shoes of our customers first. When we do things right, the profits will follow," he says.

PICTURES BY LOW YEN YEING | EdgeProp.my



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WINNERS

BELOW 10 YEARS
Mixed development (entire)

GOLD

Menara 3 PETRONAS



Striving to be the best

BY TAN AI LENG

Developed as an extension of Malaysia's architectural icon, the 88-storey Petronas Twin Towers, Menara 3 PETRONAS has risen up to be one of the "most wanted" office addresses in Kuala Lumpur.

Part of the KLCC development that also features the Kuala Lumpur Convention Centre, Suria KLCC shopping centre and the 60-acre KLCC Park, the 59-storey building was completed in 2011 on a 1-acre plot fronting Persiaran Petronas.

At a height of 267m, the project comprises 53 storeys of offices above the podium block of six retail floors that are connected to Suria KLCC. It also has four basement levels of car park. It has a gross floor area of 1.5 million sq ft with a net lettable area of 812,806 sq ft for offices and 133,190 sq ft for retail.

Following on the heels of Petronas Twin Towers' success at the inaugural EdgeProp Malaysia's Best Managed Property Awards last year, Menara 3 PETRONAS has also won Gold at this year's Awards, in the below 10 years mixed development (entire) category. The 2018 Awards also saw KLCC Park winning Gold in the above 10 years specialised category as well as the title Editor's Choice — Exemplary Contribution to the Nation.

Developed by KLCC (Holdings) Sdn Bhd, Menara 3 Petronas is owned by KLCC Real Estate Investment Trust (REIT) and managed by KLCC Urusharta Sdn Bhd, a facility management company and a unit of KLCC Property Holdings Bhd. KLCC Urusharta also manages Petronas Twin Towers, KLCC Park, Menara ExxonMobil, Kompleks Dayabumi and Menara Maxis.

According to KLCC Urusharta's valuation as at end-2017, Menara 3 PETRONAS is worth some RM2.05 billion.

The building is mainly occupied by Petrolia Nasional Bhd and its contractors as well as multinational companies (MNCs) such as Bloomberg Malaysia, Mitsubishi, McKinsey and Microsoft Malaysia.

"Currently, the Twin Towers and Menara 3 office spaces are fully occupied, yet we still receive enquiries from companies that are looking to set up office here," says KLCC Property and KLCC REIT Management Sdn Bhd group CEO Datuk Hashim Wahir.

"Its prime location in the heart of the city, well-maintained facilities and high security levels are what make KLCC one of the most sought-after addresses among MNCs," he adds.

Current office rental at Menara 3 Petronas averages around RM14 psf to RM15 psf — the highest in Kuala Lumpur city centre and possibly the country.

"Security and a healthy and comfortable environment are our priority in managing the buildings," says Hashim. Menara 3 Petronas is equipped with an intelligent Building Management System (BMS) and Building Control System.

Meanwhile, the retail space at Menara 3 PETRONAS is also close to 100% leased out to international and local brands including DUCK by Vivv Yusof and De Beers.

Shopping at or visiting the KLCC precinct is popular among both locals and tourists. Not only do they have easy access to the area via the light rail transit which has a stop there, they can also use the covered walkway that

Menara 3 PETRONAS is one of the most wanted places for MNCs who want to set up their offices in Kuala Lumpur city centre.



PICTURES BY LOW YEN YEING | EdgeProp.my

Project Details

PROJECT NAME	Menara 3 PETRONAS
ADDRESS	Kuala Lumpur City Centre, Kuala Lumpur
DEVELOPER	KLCC (Holdings) Sdn Bhd
DEVELOPMENT TYPE	Office and retail
PROJECT SIZE	1 acre
TENURE	Freehold
COMPLETION DATE	2011
PROJECT COMPONENTS	53-storey offices, 6-level retail space and 4-level basement car park
NO. OF STOREYS	59
NET LETTABLE AREA	Office: 812,806 sq ft Retail: 133,190 sq ft
MAINTENANCE FEES	Up to RM2 psf for office; RM2.80 psf for retail
OCCUPANCY RATE	100%
CAR PARK BAYS	193
FACILITIES	Business centre, high-speed broadband, KLCC Park, pantry and sky lobby
ENERGY-SAVING FEATURES	Building Management System, LED lights, motion sensors and Energy Management System
SECURITY FEATURES	Security control room, alarm handling system, uninterrupted power supply, digital video recording system, CCTV system, access card system, and automatic plate number recognition

towers, park and mall. Besides this, an automatic plate-number recognition system is also used in the building, which enables the security team to capture the vehicle plate number and driver's face image.

Besides the routine upkeep of the building, Hashim says the company is also working hard to achieve full Green Building Index (GBI) certification for Petronas Twin Towers and Menara 3 PETRONAS this year. It already has a Provisional GBI Certification in 2015.

Meeting the full GBI certification entails the upgrading of the BMS especially the energy management component to monitor and control energy consumption, the use of LED lighting in the common areas as well as the commissioning of the electrical, heating, ventilation and air-conditioning system at Menara 3 PETRONAS.

links KLCC to Bukit Bintang and the Pavilion Kuala Lumpur mall.

According to KLCCP Stapled Group's annual report for 2017, the visitor footfall in the KLCC precinct has exceeded 48 million annually, with Suria KLCC and the adjacent retail podium at Menara 3 PETRONAS achieving an impressive RM2.6 billion moving annual turnover.

With such high visitor numbers, safety, maintenance and utility consumption have become major concerns for KLCC Urusharta in managing the properties here, says Hashim.

While keeping the overall precinct vibrant, the company maintains high security by combining state-of-the-art technology, manpower (guards and auxiliary police), security procedures and physical facilities such as air gate and X-ray machines.

There are a total of 634 cameras installed in the KLCC precinct, including at the office

Hashim: Security and a healthy and comfortable environment are our priority in managing the buildings.



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WINNERS

BELOW 10 YEARS
Specialised category

GOLD

Eco Business Park 1



A business park that you want to live in

PICTURES BY LOW YEN YEING | EdgeProp.my



(Top) Eco Business Park 1 in Johor.

Hoe says the challenge is to ensure tip-top condition of the development while keeping cost low.

BY SHAWN NG

Industrial areas coming up today are certainly not what they used to be. Bumpy dirt roads, trucks running riot, and as for maintenance — what maintenance? But those are past images that modern industrial areas are gradually shedding.

Industrial parks like Eco Business Park 1 in Johor — the Gold winner of EdgeProp.my Malaysia's Best Managed Property Awards 2018 in the below 10 years specialised category — is clean, green and provides a sustainable environment for businesses to grow, and for people to work and perhaps even live in.

Besides factories, warehouses and offices — the bread and butter of an industrial park — Eco Business Park 1 features a football field, cycling paths, jogging track, outdoor gyms, gazebos, parks and business incubators to promote a healthy lifestyle and community interaction, says Eco World Development Group Bhd (EcoWorld) divisional general manager Datuk Hoe Mei Ling.

"The development also offers comprehensive integrated facilities such as a centralised lorry depot, on-site workers' dormitories and generous road width to help business owners improve the efficiency of their operations," she tells EdgeProp.my.

To date, the developer has handed over the 376 factory units in Phase 1 and 188 warehouse units in Phase 2. The units in Phase 1 are currently enjoying an occupancy rate of 90%. Located on a 612-acre freehold site in Johor Bahru, it is the first of EcoWorld's series of business parks.

In addition to the "hardware", the devel-

oper — through its property care services and common area support services department EcoWorld Residence Club and Eco World Property Services Sdn Bhd (EWPS) respectively — provided the "software" to owners to speed up the process of moving in and starting operations.

"We offer a one-stop business solution, which includes loan applications, pre-assessment under the Department of Environment, application for incentives from the government, obtaining business licence, recruiting talents and assisting them in renovation and moving in," she says.

While the factories are under construction, the owners can use the business incubators in the business park to hold meetings with their customers. With the assistance of the team, some owners are able to kick-start their businesses as soon as two months after getting their keys.

Kurawah Fire System Sdn Bhd director Jeffery Kok, who is one of the owners, notes the strong engagement between the developer and the owners.

"The developer organises a lot of business and networking events that benefit the owners. We get to know each other and the latest policy updates and, most importantly, we can grow our business better," he says.

Like most projects, Hoe says the challenge is to ensure tip-top condition of the development while keeping cost low.

"We do most of the maintenance work on our own and only outsource when necessary. For instance, we have our own in-house manager to oversee the maintenance of the landscape and common areas," she elaborates.

Datuk Chang Khim Wah
President and CEO of EcoWorld

EcoWorld has established a distinctive brand that is reflected in our vision of creating tomorrow and beyond. In order to realise this, we ensure that all our developments are master planned for long-term sustainability through several key DNAs or what we would like to call the four pillars that encompass architecture, environment, security and community. Regardless of the size of the project, our goal is to ensure that our residents and customers' lifestyle and investment are assured by creating well-thought-out master plans that include world-class landscaping, excellent and out-of-the-box amenities, connectivity, infrastructure, security and commercial hubs."



SUHAIMI YUSUF | THE EDGE

Project Details

NAME	Eco Business Park 1
ADDRESS	No. 2 & 6, Jalan Ekoperniagaan 1/5, Johor Bahru, Johor
DEVELOPER	Eco Business Park 1 Sdn Bhd
DEVELOPMENT TYPE	Non-strata industrial park
PROJECT SIZE	612 acres
TENURE	Freehold
COMPLETION DATE	Phase 1 — March 2016 Phase 2 — January 2018
PROJECT COMPONENTS	2-storey cluster factory, semidee factory, cluster retail warehouse and shopoffice
NO. OF UNITS	Total — 909 units Phase 1 — 376 units Phase 2 — 188 units
UNIT BUILT-UP SIZES	Factory — 4,878 sq ft, 5,939 sq ft and 9,081 sq ft Shopoffice — 3077 sq ft Warehouse — 4,245 sq ft to 5,295 sq ft
MAINTENANCE FEES	RM0.026 psf
OCCUPANCY RATE	90% for Phase 1
CAR PARK BAYS	2,200
FACILITIES	Centralised lorry depot, workers' dormitories, cycling path, jogging track, outdoor gyms, gazebos and parks, business incubators
ENERGY-SAVING FEATURES	Tinted windows, skylight and louvres to ensure ample cross-ventilation and natural lighting, ceiling heights of up to 8m to ensure proper ventilation, north-south orientation, LED lights, rainwater harvesting system
SECURITY FEATURES	Advanced visitor management system, 24-hour CCTV monitoring, enhanced perimeter fencing (3m height), on-site and off-site auxiliary police, boom gate and smart tag access, panic button for all park users

It also saves cost by using LED lights in common areas, as well as using underground and rain water to irrigate the landscaped areas.

Balancing security and convenience is another major task. "If you want to have very stringent security, you will also create a lot of inconvenience to residents," says Hoe.

Hence, to reduce the inconvenience, EWPS has introduced a visitor management system mobile app to enable owners to pre-register their visitors, make emergency calls and contact security guards. Once pre-registered, the visitor will receive a QR code pass to be presented to the security guards at the guard house for verification. This speeds up the process while still ensuring the security of the business park.

Looking ahead, EWPS aims to build a holistic business community in Eco Business Park 1 by bringing together a diverse range of businesses — from small and medium enterprises to multinational corporations.

Hoe says the team is open to more new

technologies and services in the future. "The market is always evolving, so at any point, if we see that there are certain things that we can do better and bring our business park to another level, we will definitely go for it," she concludes.



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Upkeep the 'A' standard

BY RACHEL CHEW

As a new developer and owner of a Grade A office building in Kuala Lumpur city centre, Khor Joo Saik Sdn Bhd (KJS) has had some false starts when it came to managing the property following its completion.

In hindsight, KJS project manager for Menara Binjai David Hong says it is not difficult to build a Grade A commercial office building, but to ensure that it keeps its Grade A standards long after its completion is a whole different kettle of fish.

"We [KJS] are new to property development — what more to building management — but we believe in professionalism, so after the building [Menara Binjai] was completed in August 2012, we looked for a professional property manager and leasing team to manage and bring in tenants.

"We started with two different service providers — one for the building management and one for leasing. Three years thereafter, we consolidated the two and awarded the contract to Knight Frank Malaysia in August 2015," says Hong.

Located at the junction of Jalan Binjai, Jalan Ampang and Jalan Tun Razak, Menara Binjai is strategically located next to the Ampang Park LRT (Light Rail Transit) Station.

The 35-storey building with a total net lettable area of 314,919 sq ft offers 29 levels of offices; a ground floor as lobby, retail and banking; a mezzanine floor; and four podiums of car parks in addition to another four basement car park levels.

It features a grand lobby, sky garden, triple volume garden terrace every three floors, conference facilities, gym and data centre. Its tenants at the ground floor include a bank and an F&B outlet. There is also a clinic located at Level 5 and a convenience store at basement Level 1.

Menara Binjai is a certified MSC Malaysia Cybercentre-status office building and the first office building in Malaysia accorded the Green Building Index certification and Singapore's Building and Construction Authority's Green Mark Gold. A building of such high quality certainly requires good maintenance, and at EdgeProp Malaysia's Best Managed Property Awards 2018, the project emerged as the Silver winner in the below 10 years non-strata office category.

The task of the property manager is not only in maintaining the building and its facilities, but also in proposing upgrading and improvement projects, says Knight Frank Property Management Sdn Bhd building manager Zaidi Abu Samah.

"One key thing for us is to keep up with technology, such as the recent LV Main Switch Board Automatic Transfer Switch upgrading project. We found the system's existing secondary mechanical-based interlock presenting reliability concerns, so we have upgraded it to an electrical-based one to better address any potential gaps and to mitigate power supply interruptions during the switch-over from TNB (Tenaga Nasional Bhd) to Genset supply," cites Zaidi.

As an MSC-status building, it needs to provide an assurance of continued power supply. "The assurance of continued power supply is one of Menara Binjai's competitive factors in the current slow office market.

Menara Binjai is a certified MSC Malaysia Cybercentre-status office building.



This feature is attractive to multinational IT companies that support global operations," he offers.

The project's current occupancy is 92% while the collection rate from tenants is 96% including the monthly maintenance and service charge of RM1.70 psf.

"One of our tenants is the British High Commission, which means we have to meet their expectations for high security — and the fact that they have remained leasing with us is proof of our security standards," says Knight Frank Property Management executive director Lee Siow Sung.

Besides the use of CCTV cameras and the strict registration procedure for visitors, contractors and goods deliveries, the parking of motorcycles at the building is also limited to tenants with reserved parking access for security reasons.

The owner and property management team constantly have the comfort and convenience of its tenants in mind. For instance, the owner has constructed a new covered pathway from Menara Binjai to Ampang Park LRT Station.

"Jalan Binjai is closed until 2022 for the mass rapid transit works, so there is traffic congestion in the area during peak hours. KJS, in collaboration with Knight Frank, ex-

plored an initiative to create a new rear exit from the building to allow direct access to Jalan Tun Razak as an alternative for tenants to exit the building," shares Knight Frank Property Management associate director Vignesh Pillai.

Indoor comfort levels are maintained



(From left) Zaidi, Lee, Vignesh and Hong.

Project Details

PROJECT NAME	Menara Binjai
ADDRESS	2, Jalan Binjai, off Jalan Ampang, Kuala Lumpur
DEVELOPER	Khor Joo Saik Sdn Bhd
DEVELOPMENT TYPE	Office building
PROJECT SIZE	1.064 acres
TENURE	Freehold
COMPLETION DATE	Aug 12, 2012
NO. OF UNITS	42
NO. OF STOREYS	35
MAINTENANCE FEES	RM1.70 psf
OCCUPANCY RATE	92%
CAR PARK BAYS	469
FACILITIES	Gym and conference hall
ENERGY-SAVING FEATURES	Features that meet the Green Building Index as well as Singapore's Building and Construction Authority's Green Mark Gold
SECURITY FEATURES	Visitor management system integrated with card access system

with green features such as double-glazed low-emission glass that provides excellent heat and sound insulation, shielding building occupants from glare while permitting maximum natural light transmission. The building is also a pioneer in the use of energy-efficient Green Chillers.

The landlord has also invested in a fully automated lift destination control system, which Hong says saves 30% of energy and minimises waiting and travel time. Menara Binjai is only the second building to use this lift system in Kuala Lumpur, offers Vignesh.

Moving forward, the team will be starting a rain-water harvesting project by the middle of the year to further its commitment to a greener urban environment.

"KJS is a very responsible developer. David [Hong] sits in our bi-weekly meetings and listen to our feedback and report. Some would say it will be stressful to have a hands-on client, but for our team, we feel blessed. David is very supportive and easy to communicate with, as he really understands the building and shares the same mindset as us — to keep the 'A' standard of this Grade A building intact," Vignesh says.



MENARA BINJAI
KUALA LUMPUR

THE AWARD-WINNING GREEN OFFICE TOWER



Menara Binjai is a 35-storey Grade A commercial office tower located along Jalan Binjai and within the vicinity of KL's famed Golden Triangle. Strategically located next to the Ampang Park LRT Station, the building is also conveniently surrounded by premium residential developments, 5-star hotels and embassies.

Owned by Khor Joo Saik Sdn Bhd, Menara Binjai was designed by the award-winning Veritas Architects, the building has been conferred the Malaysian Institute of Architects Architectural Steel Awards in 2013, A Cityscape award winner for emerging markets in 2012 for the category of sustainable development and The Edge Green Excellence award in 2013.

Menara Binjai is Malaysia's first dedicated office building that was accorded the Green Building Index (GBI) certification, as well as the Building and Construction Authority (BCA) Green Mark Gold certification. These certifications have recently been successfully renewed for a subsequent 3 years, till 2021. Menara Binjai is also a certified MSC Malaysia Cybercentre with a triple power supply redundancy.

Among the facilities offered within the building include a grand lobby, a sky garden, triple volume garden terraces on every third floor, conference facilities, a gym, a data centre, a banking hall, clinic and F&B amenities, a convenience store and ample covered carparks.

The building is managed by Knight Frank Property Management Sdn Bhd, an established property management organization that currently manages a portfolio of office and retail properties in excess of 14 million square feet of net lettable area throughout Malaysia.

Having been shortlisted for Malaysia's Best Managed Property Awards 2018 by EdgeProp, Menara Binjai was recently awarded the Malaysia's Best Managed Property Awards 2018 by EdgeProp on 7th May 2018.

For more information, please contact:

LANDLORD

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Whilst every reasonable care has been taken in the preparation of these particulars, no warranty is given or implied by both the property manager, Knight Frank Property Management Sdn Bhd and the Landlord as to the accuracy of this information. Intending tenants should satisfy themselves on all pertinent matters.

WINNERS

BELOW 10 YEARS
Multi-own strata residential

GOLD

Quayside Seafront
Resort Condominiums

Running a condo like a luxury resort

BY NATALIE KHOO

It is easy to fall in love with Quayside Seafront Resort Condominiums. Pleasing to the eye, the exclusive 21-acre development — comprising three phases of condominiums — is kept and managed like a luxury resort hotel.

Located on Penang island, Quayside is developed by Eastern & Oriental Bhd (E&O) at the developer's flagship development of Seri Tanjung Pinang.

The condominium development consists of seven towers built over three phases, offering a total of 1,246 units. The three phases are Quayside Seafront Resort Condominiums, Andaman at Quayside and 18 East at Andaman. The development was completed in 2016 and is now under the management of a joint management body.

Its most outstanding feature is the expansive 4.5-acre water park that offers pools, waterfalls, water slides, water cascades, fountains, sandy beach lagoons and spa pavilions. The water park was conceptualised by Geyer Coburn Hutchins of Seattle, one of the world's leading landscape architecture firms.

The development also has a clubhouse offering a host of recreational facilities and a 700m seafront promenade. Security-wise, there is a multi-layered sophisticated security system as well as a 1,068m perimeter wall with fibre sensors.

"With a development of this magnitude, Quayside has a 104-member-strong management team that provides 24/7 maintenance support 365 days of the year," E&O senior general manager for property management Eira Skelchy tells EdgeProp.my. There is also a 21-member team of cleaners to keep everything spick and span. Their efforts are reflected in the recent EdgeProp Malaysia's Best Managed Property Awards 2018, where Quayside Seafront Resort Condominiums was crowned the Gold winner in the below 10 years multi-own strata residential category.

Residents play their part as well by embracing green and sustainable living initiatives such as having recycling bins for household waste, a facility for the disposal of electronic and electrical appliances and a composting site, as well as initiating a community herb garden.

"We also ensure that all works by mechanical and electrical contractors are supervised by our in-house maintenance staff to ensure the services are up to mark," says Skelchy.

Meanwhile, E&O group marketing and sales senior general manager Wayne Wong emphasises that a well-managed property positively shapes the impression of potential buyers and tenants. Indeed, the present owners and residents' appreciation of the property is reflected in the low turnover rate of residents — a mere 1.21%. The occupancy rate of Quayside stands at 88% while the service collection rate is close to 100%.

"As you walk the grounds, you can appreciate how well Quayside is taken care of and kept running like a five-star hotel. More importantly, you get a sense of the living environment that residents enjoy," he says.

The condo units here have seen healthy capital appreciation. At its first launch in 2009, a unit at Quayside was priced at an average RM732 psf. In 2015, a similar unit on the secondary market has seen an average transaction of RM860 psf, up by 17.49%.



Quayside is the only condominium in Penang — if not the region — offering residents a private expansive 4.5-acre waterpark.



Leong: The close relationship that we have with the property management team has contributed to the prudent budget utilisation.



Skelchy: Our golden rule is to always act professionally.



Wong: A well-managed property positively shapes the impression of potential buyers and tenants.

The latest tower launch in 2013 touched RM1,782 psf.

Wong adds that effective property management is vital in ensuring that completed projects continue to live up to their intended brand promise and value proposition.

"A well-maintained property is an advertisement of the lifestyle that we deliver through our properties, which goes a long way in attracting quality tenants and enhancing rental yields," he says.

Considering the upkeep required for the project, the management has to be prudent with the budget set. "To give you an idea of the extent of the maintenance required for Quayside, there are 342 CCTVs, 33 lifts, two 'genset' rooms, 24 water tank rooms, seven low-voltage rooms, the 4.5-acre waterpark, the 1.4 km jogging and cycling path and more!

"Clearly, a sizeable budget is required to keep everything running in tip-top condi-

tion while maintaining the resort-feel of the space. The onus is on us to support the joint management committee (JMC) in ensuring that the budget is utilised prudently.

"For instance, the management has been using in-house maintenance resources, which has saved us thousands of ringgit while the standard operating procedure is for a minimum of two quotes before works and services are awarded or purchases are done," offers Skelchy.

"Over and above this, it is the close relationship that we have with the property management team that has contributed to the prudent budget utilisation," says Quayside JMC chairman Leong Wai Hong. "Our criteria for excellence in managing a residential property may be summed up as the five Cs — competency, commitment, compliance, communication and comprehensiveness," he adds.

Residents can be rest assured that any

Project Details

PROJECT NAME	Quayside Seafront Resort Condominiums
ADDRESS	Jalan Seri Tanjung Pinang, Tanjung Tokong, Penang
DEVELOPER	E&O Property (Penang) Sdn Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	21 acres (11.5 acres of recreational and green space)
TENURE	Freehold
COMPLETION DATE	Phase 1: Quayside Seafront Resort Condominiums — 2013 Phase 2: Andaman at Quayside — 2015 Phase 3: 18 East at Andaman — 2016
NO. OF UNITS	1,246
NO. OF STOREYS	High-rise: 5 towers of 27 to 30 storeys; Low-rise: 2 towers of 7 storeys
UNIT BUILT-UP SIZES	877 sq ft to 7,169 sq ft
MAINTENANCE FEES	RM0.35 psf
OCCUPANCY RATE	87.4%
CAR PARK BAYS	1,699
FACILITIES	Clubhouse with a mini theatre, cafe, function room, sky lounge and gym, among others. Waterpark with swimming pool, beach pool, adventure pool and waterslide pool, Jacuzzi, hot and cold spa pools, massage pavilions, cabanas and beach promenade
GREEN PRACTICES	LED lights; paperless billing, receipts and newsletter; composting and others
SECURITY FEATURES	Integrated security system, fibre-optic fence protection system, CCTV cameras, motion detectors, visitor management system, access card system and others

problems and feedback can be communicated to the property management team easily via email and WhatsApp group chat, which facilitates quick responses and decisions by the JMC, Leong says.

"For the most part, our residents are aware of the 'house rules' and understand that a condominium is a shared property, but there may still be a few demands that we cannot oblige.

"Simple gestures go a long way to help resolve disagreements, such as inviting the complainant to our office to discuss the issue over a cup of tea and to find workable options wherever possible. Our golden rule is to always act professionally," says Skelchy.

Ultimately, the residents must be happy. To further achieve this, there are pedestrian crossings and traffic management for the residents' school-going children, buggy service for the elderly and physically challenged and a 24-hour assistance to owners and residents in emergency situations such as kitchen fires, civil disturbances or power outages.

"It is an honour for the team's efforts to be recognised by EdgeProp Malaysia's Best Managed Property Awards 2018. This will motivate us to uphold our present high standards of service as we strive to raise the bar. We are very grateful to have the continued support of the Quayside JMC, without which this achievement would not have been possible," Skelchy concludes.



Actual image of Quayside

Feel the breeze

The last of the towers in the most prime of locations – **18 East, Andaman at Quayside** at Seri Tanjung Pinang – is a premium reserve collection of exquisitely-appointed residences, with dedicated entrances and personalised privileges, set within a completed 4.5 acre waterpark. Each of the one-, two- and three-bedroom units have exceptional views – the ocean, the hills or Gurney Drive – take your pick. Review your day, or plan the next from your lofty, comfortable perch in the sky. Home is everything you dreamed it would be.

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Seri Tanjung Pinang, Tanjung Tokong, 10470 Penang, Malaysia.
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Quayside

SEAFRONT RESORT CONDOMINIUMS



WINNERS

BELOW 10 YEARS
Multi-own strata residential

JOINT SILVER

Cradleton
at Eco Majestic

Begin with an end in mind

PICTURES BY LOW YEN YEING | EdgeProp.my



The 59-acre Cradleton precinct is a stratified landed development in Eco Majestic, Semenyih.

Project Details

NAME	Cradleton @ Eco Majestic
ADDRESS	Jalan Eco Majestic 1, Eco Majestic, Semenyih, Selangor
DEVELOPER	Eco Majestic Sdn Bhd
DEVELOPMENT TYPE	Landed strata residential
PROJECT SIZE	59 acres
TENURE	Freehold
COMPLETION DATE	April 2017
NO. OF UNITS	612
UNIT BUILT-UP SIZES	2,019 sq ft to 2,634 sq ft
MAINTENANCE FEES	RM0.13 psf
OCCUPANCY RATE	12.25%
CAR PARK BAYS	108
FACILITIES	Guardhouse and gateway, grand roundabout with water features, ceremonial and multipurpose plaza, pavilions, viewing deck and botanical garden, linear and central park, jogging and cycling track, playground, fitness stations
ENERGY-SAVING FEATURES	LED street lighting and compound lighting, backup generator and others
SECURITY FEATURES	Anti-climb fence, four-tier security system, perimeter Intrusion Detection System with CCTV, home Intercom system, 24-hour patrolling system complemented by EcoWorld Auxiliary Police

BY LUM KA KAY

One major challenge in managing strata residences is the lack of understanding of its residents about strata living. At the Cradleton precinct — the first phase of the 1,089-acre Eco Majestic township development in Semenyih — Eco World Property Services Sdn Bhd (EWPS) made it a priority to engage with its owners and residents right from the get-go, making sure they understood what it means to own a strata property and to live in a strata community.

Developed by Eco World Development Group Bhd (EcoWorld) and launched in 2015, the 59-acre Cradleton precinct — comprising 612 terraced homes — has clinched Joint Silver in the less than 10 years multi-owned strata residential category at EdgeProp Malaysia's Best Managed Property Awards 2018.

Another Silver winner in the same category was The Verandah precinct at EcoWorld's Eco Botanic township in Johor.

"At the time of launch, stratified landed developments were still relatively new to the market. Hence, introducing a stratified community living concept and making sure the owners and residents understand and agree to adhere to community rules and by-laws were challenging for us," says EcoWorld divisional general manager Evon Yap.

Eco World Residence Club head Yvonne Tey points out that strata communities are governed by the Strata Management Act 2013.

"Before the Act came into place and before strata landed homes came into the picture, the guardhouses in gated-and-guarded communities were actually illegal structures. On top of that, if residents didn't pay their service charges, they couldn't be challenged because they are not bound by the Act. But with strata landed homes,

everything is done properly," says Tey.

"Another difference would be the renovation guidelines. Strata property owners are not allowed to renovate their properties including extensions and changing of façades."

According to Yap, from the very beginning, multiple initiatives have been carried out to help raise awareness on strata living.

"We made sure our residents were informed about the rules, by-laws and renovations guidelines right from the sales stage. During handover, we again reminded and updated owners of the rules and guidelines. Educating the residents from the start and reinforcing the principles of strata living have proven to be effective as they help to reduce problems and disputes commonly faced in such developments.

"This also makes it easier for the future joint management body and management corporation to manage the project," she says.

Handed over about a year ago, Cradleton's terraced homes are currently only about 12% occupied, of which 60% are tenanted.

"We anticipate the rate to increase to 33% in the next three months, taking into consideration that some of the homes are currently undergoing renovations," offers Yap. Notably, she adds that the collection rate has been steady at 85% for the past 12 months.

Based on its "begin with an end in mind" strategy, EWPS has set key performance indices and aligned all property management activities with standard operating procedures and work standards. For instance, its innovative and sustainable security system was chosen to address some of the potential security shortfalls commonly faced in strata developments.

EWPS has also taken steps towards digitisation of some aspects of property management. "We have come up with a mobile app for the convenience of residents. We call

it the Eco World Community App.

"Using the app, residents can interact with their neighbours and EWPS. They receive community updates and news, book facilities and register their contractors and guests," says Yap.

Despite going digital, EWPS believes there is no substitute for that personal touch and this is seen in its 100% staff-led initiative known as the EcoWorld Class that helps cultivate a "serve with care" culture and drive the team to deliver exceptional services to residents.

Cradleton joint management body chairman Keyy Lim is all praise for EWPS' proactiveness in handling residents' requests.

"We have a great two-way communication with the EWPS team as we aim towards the same objective — to make Eco Majestic a great place to live. The EWPS team is responsive and proactive; they have the residents' priorities in mind," he says.

Datuk Chang Khim Wah
President and CEO of EcoWorld

The role of the developer is crucial as they are the ones who create and design the development and would therefore

be able to incorporate the sustainable elements from the get go. The award serves as a testament to our promise to deliver unmatched product and service quality in all our developments as well as our continuous efforts in delivering sustainable development which will in turn increase the value of the property in the future."



Tey (left) and Yap believe educating residents from the start on strata living could reduce problems and disputes commonly faced in such developments.

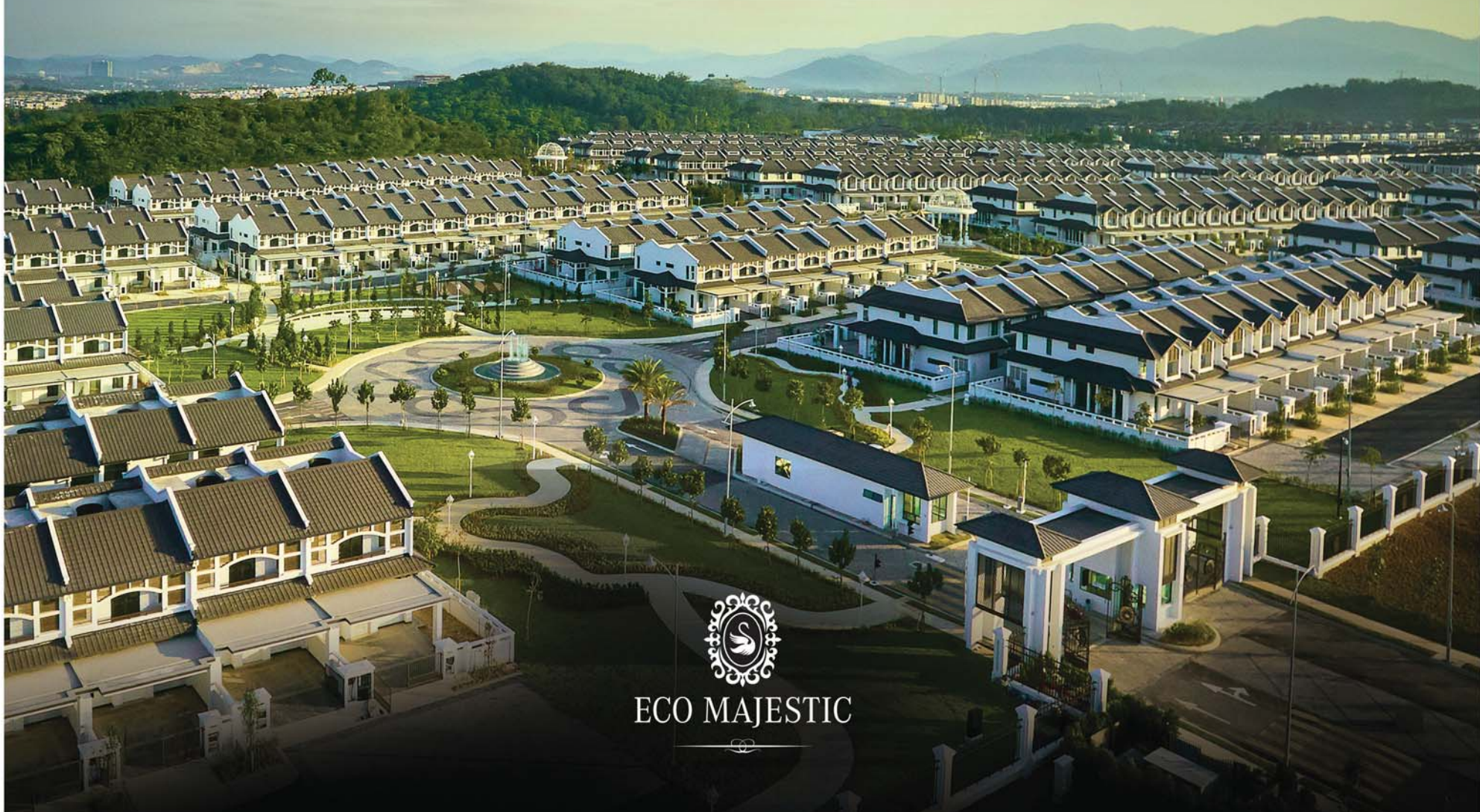


Winner in the
Multiple-owned Strata Residential Category



We are delighted to announce a new accomplishment for
Cradleton, Eco Majestic.

It is a true honour to receive this Award and we share this recognition
with our cherished community, who continues to be the prime motivator
in our drive for excellence and in delivering enduring value to all.



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WINNERS

BELOW 10 YEARS
Multi-own strata residential

JOINT SILVER

The Verandah
at Eco Botanic

EdgeProp

MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2018

A place where cultures blend

ECO WORLD DEVELOPMENT GROUP BHD



The Verandah precinct consists of 624 units of 2-storey cluster and semidee homes on a 68.82-acre land.

Datuk Chang Khim Wah
President and CEO of EcoWorld

EdgeProp Malaysia's Best Managed Property Awards is a great platform to create awareness on the importance of property management. With current lifestyles emphasising more on the whole living environment, property management has become an integral part of any development.

The developers play a vital role as they are the ones who create and design. Hence, a carefully crafted master plan is essential in ensuring long-term sustainability of any property. For EcoWorld, all our developments are strata developments and with the Strata Act in place, maintenance of the overall development will be easier, thus ensuring future value growth for all parties."



SUHAIMI YUSUF | THE EDGE

BY SHAWN NG

To create a home for people of different cultures with different expectations, as well as to ensure they live happily and in harmony together, sounds like a tough job — but that is what Eco World Property Services Sdn Bhd (EWPS), the property management arm of Eco World Development Group Bhd (EcoWorld), has been working hard to achieve at The Verandah, a residential project with lush, breathtaking gardens and parks at Eco Botanic in Johor.

The property management team must have done something right as the project emerged as one of the Joint Silver winners in the below 10 years multi-own strata residential category at EdgeProp Malaysia's Best Managed Property Awards 2018 recently.

Also winning the Silver in this category was EcoWorld's Cradleton precinct at Eco Majestic, Semenyih.

Launched in September 2013, Eco Botanic is EcoWorld's first township development. The 270-acre freehold development in Iskandar Puteri comprises cluster homes, semidees, super-links, bungalows, condominiums, shopoffices and a street mall.

The Verandah precinct consists of 624 units of 2-storey cluster and semidee homes on a 68.82-acre land. It was handed over in September 2016 and the joint management body (JMB) was formed in November 2017.

Wahid Ali Mohd Khalil, one of the committee members of the JMB and a retiree, is appreciative of the prompt service provided by the property management team.

"I engage with the staff very frequently. Whenever there is any problem, I look for them and they will attend to it swiftly, like

within half an hour or one hour. So, we can have peace of mind as there is someone we can rely on," he offers.

According to EcoWorld divisional general manager Datuk Hoe Mei Ling, around 70% of the residents in The Verandah are locals while the rest are expatriates from Japan, South Korea, the UK and China. Most of the residents are white-collar workers, professionals and senior managers, who often have high expectations on the quality of living, she added.

"So, the main challenge for us is to manage their expectations and ensure that they live happily here," she tells EdgeProp.my.

To create a sense of belonging in a community, activities such as communal farming were set up while the many gazebos and soft landscape in the development serve to encourage residents to spend time together outdoors.

Other community events such as cooking classes, cuisine carnivals, festive celebrations and recycling workshops have also been held to help foster a vibrant and sustainable community.

"We want residents to interact with each other and embrace their different cultures. The emphasis is on promoting human interaction from the macro to micro levels. Expansive public parks and gardens as well as thriving commercial offerings help to nurture the nascent community," offers Hoe.

An interesting communal feature at The Verandah is its edible garden. It is situated next to the management office and is tended to by the residents and the management team. Chili, lady's fingers, rosemary, eggplant and pandan are harvested and shared among the residents.

Besides nurturing community bonding, residents are also encouraged to strive to-



Hoe: We want residents to interact with each other and embrace their different cultures.

wards being an eco-friendly community. One of its green initiatives is to convert garden and food waste into composting materials that can be used as fertilisers through their own composting machine.

"The residents appreciate the composting machine because not only are they concerned about the environment, the machine also helps us to reduce cost on fertilisers," says Hoe.

At the end of the day, Hoe admits, a sustainable community is achieved when there is trust and respect among residents as well with the property management team. "We realise the importance of building trust between us and the residents. People want to be respected and listened to when they bring up issues to property managers, so we always listen and solve the issues together," she concludes.

Project Details

NAME	The Verandah at Eco Botanic
ADDRESS	Jalan Eko Botani 2/1, Taman Eko Botani, Iskandar Puteri, Johor
DEVELOPER	Eco Botanic Sdn Bhd
DEVELOPMENT TYPE	Strata residential
PROJECT SIZE	68.82 acres
TENURE	Freehold
COMPLETION DATE	September 2016
PROJECT COMPONENTS	2-storey cluster homes and semidees
NO. OF UNITS	624
UNIT BUILT-UP SIZES	2,340 to 3,420 sq ft
LAND AREA	2,240 to 3,200 sq ft
MAINTENANCE FEES	RM0.085 psf
OCCUPANCY RATE	40%
FACILITIES	Clubhouse with gym, sauna, pool, function hall, children's playroom, games room; basketball court, water activity lakes, edible garden and communal farming in every precinct, gazebos and bicycle lane, among others
ENERGY-SAVING FEATURES	Optimal window-to-wall ratio (WWR), tinted glass, solar water heating system, north-south orientation, open green spaces, LED lights, water efficiency system, rainwater harvesting system and others
SECURITY FEATURES	Road safety planning, car-free zone, enhanced perimeter fencing with intrusion detection features and 360° pan-tilt-zoom cameras, smart tag access system and EcoWorld Auxiliary Police



MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

WINNERS

BELOW 10 YEARS
Multi-own strata residential

JOINT BRONZE

Park Seven

Forging lifelong relationships

PICTURES BY LOW YEN YEING | EdgeProp.my



Park Seven condominium was completed in April 2008.

Project Details

NAME	Park Seven
ADDRESS	5, Persiaran KLCC, Kuala Lumpur
DEVELOPER	SDB Properties Sdn Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	1.6 acres
TENURE	Freehold
COMPLETION DATE	April 22, 2008
NO. OF UNITS	105
NO. OF STOREYS	20
UNIT BUILT-UP SIZES	2,257 sq ft to 7,192 sq ft
MAINTENANCE FEES	RM0.36 psf
OCCUPANCY RATE	94.9%
CAR PARK BAYS	377
FACILITIES	Swimming pool, Jacuzzi, heated children's pool, toddler's play room, yoga and pilates studio, multipurpose hall and function room
SECURITY FEATURES	Audio and video intercom, CCTV system, guard patrols, panic button system and access card system

BY SHAWN NG

Things often deteriorate as they age. Once-perfect buildings will start showing leaks and cracks, and property owners will expect their property management to fix them.

For SDB Property Management Sdn Bhd, the property manager of Park Seven condominium in Kuala Lumpur city centre, upholding professionalism and maintaining a strong bond with residents are key ingredients to a well-maintained property with happy residents.

SDB Property Management is the property management arm of developer Selangor Dredging Bhd (SDB), who built and completed Park Seven in April 2008. Located a stone's throw away from Petronas Twin Towers and KLCC Park, the low-density luxury condominium has only 105 units housed in seven 20-storey towers. Park Seven is SDB's first high-rise residential development in Malaysia. At the recent EdgeProp Malaysia's Best Managed Property Awards 2018, Park Seven won joint Bronze in the below 10 years multi-own strata residential category, together with By The Sea — another residential project managed by SDB Property Management.

"With the building now touching 10 years, we have to consistently update our systems, technology and equipment so that the expectations and needs of residents are well taken care of," says SDB Property Management head of business unit Peter Quah, who is also SDB's head of post development.

The recent upgrades include the CCTV system, audio and video intercom system, gym equipment, adoption of LED lights in the common areas and having two new pumps for the swimming pool.

"We had recently also done a building audit for Park Seven to identify crack lines on its bare-finish concrete facade and had rectified them. Looking ahead, we are exploring methods to beautify the facade and camouflage the touch-up marks on these lines on the surface.

"We would like to adopt more technolo-

SELANGOR DREDGING



Quah: With the building now touching 10 years, we have to consistently update our systems, technology and equipment.

Left: The current occupancy rate for Park Seven is about 95%, of whom 30% are foreigners.

gies at Park Seven, such as timers to control our equipment and a digital notice board in the common lobby and in passenger lifts, while we upgrade the landscape to be more lively and lush, and refurbish and upgrade the playground facilities," he says.

Maintenance aside, SDB Property Management has established a customer relationship management (CRM) system to respond to issues and requests from residents.

"The CRM system enables us to manage, track and organise data records of owners and residents at Park Seven. In addition, we have an online complaint system through our company website, where the customer tracking system enables them to lodge any complaint they have via the internet," offers Quah. Besides that, Park Seven also has a handyman service to respond and rectify

problems within 48 hours, concierge service and shuttle van service for residents.

The current occupancy rate for Park Seven is about 95%, of whom 30% are foreigners. "Our residents have high expectations. Customer satisfaction is our utmost priority. This relates back to our promise to build lifelong relationships with our customers," he emphasises. Activities and events are also held every year to encourage interaction among residents so that they too could build lifelong relationships with each other.

The efforts that have been put in are bearing fruit. The customer satisfaction index among Park Seven residents stood at 68% in the second half of 2017, exceeding the target of 60% set by the team.

On top of that, Park Seven has seen an increase in capital value over the past three

years with the average property price of a condo unit increasing by 20.67% from RM850.42 psf in 2015 to RM1,026.22 psf today.

Meanwhile, Park Seven management corporation (MC) chairman Tan Mei Sian says SDB Property Management has been playing an integral part in the overall running of Park Seven.

"They have been prompt in responding to our requests and have been offering us excellent quality of service and good preventive maintenance of the property.

"It is important that we create a safe and sustainable living environment for our community and families," she says.

For the MC and property management team, winning the Bronze award will inspire the team to work harder and achieve higher standards going forward, says Quah.

Teh Lip Kim
Managing director of SDB



Park Seven is special to me and my family as the land was owned by my late father Teh Kien Toh, the founder of SDB. It is also the first high-rise residential development by the company in Malaysia. Hence, we are delighted to know that Park Seven is well-maintained and we value the fact that a well-maintained development correlates to having stronger rental yield and higher return on investment.

EdgeProp Malaysia's Best Managed Property Awards is an excellent platform to showcase buildings that are well kept and run. While there are already awards to recognise the concept, design and quality of developments, acknowledging that a development is managed and maintained well is extremely important in the long run."



WINNERS

BELOW 10 YEARS
Multi-own strata residential

JOINT BRONZE

By The Sea



Going above and beyond

BY NATALIE KHOO

The first thing that strikes you upon stepping into By The Sea is its clean, polished and sleek minimalist facade, followed by the refreshing breeze.

As its namesake suggests, this premium 138-unit beachfront development in Batu Ferringhi, Penang offers stunning views of the sea. Developed by Selangor Dredging Bhd (SDB), it comprises three blocks ranging from 5 to 11 storeys. The development was completed in 2015. This year, it has emerged as a Joint Bronze winner in EdgeProp Malaysia's Best Managed Property Awards 2018 under the below 10 years multi-own strata residential category. The other winner was Park Seven, also by SDB.

Most of the units at By The Sea are used as vacation homes, homestays or for short-term leases. Thus, the challenge lies in the management and finding a balance between dealing with guests' requests and following house rules, such as donning the right swimming attire and bringing pets into the premises. Currently, the development is under a joint management body (JMB).

"To overcome these issues, there is constant communication between the owner and agent. Thus, we are able to inform the guests on the house rules and also ensure smooth operation of the management office and By The Sea. To ensure peace of mind for all our guests, safety and security are paramount. We have well-trained in-house and outsourced security guards to patrol, check and ensure that all tenants and guests adhere to the rules and regulations of the property," says SDB head of post development Peter Quah, who is responsible for the management of the building.

As a majority of the occupants are short-term tenants, they are mostly handled by an agent or caretaker of the unit. "Should any issue or problem occur, we will inform the owner, then we will communicate with the agent for their further arrangement. If the unit owner or agent requires our assistance, we will try our best to resolve the issue," he offers.

By The Sea has a customer service department that records all complaints and issues raised, and ensures they are resolved within a specific time frame. They also conduct community functions and resident

engagement sessions on top of regular joint management committee meetings.

SDB has undertaken two corporate social responsibility (CSR) projects — a beautification of the beach, which involves adding sand and planting more coconut trees to offer residents a clean and unobstructed beachfront, and the Sungai Satu river rehabilitation project.

"RM2 million was spent to improve the quality of the river that runs through the land. We used a bio-engineering system that relied wholly on flora and fauna to mitigate flooding and ensure the water is cleaned before it reaches the sea. In the end, we successfully transformed the Class IV upstream river quality into a Class II downstream river quality and delivered a beautiful natural environment that is now enjoyed by the residents and the public," explains Quah.

The team continuously engages with sub-contractors who are well-trained and understand all their mechanical and electrical equipment. They practise preventive maintenance to avoid unplanned downtime and equipment failures.

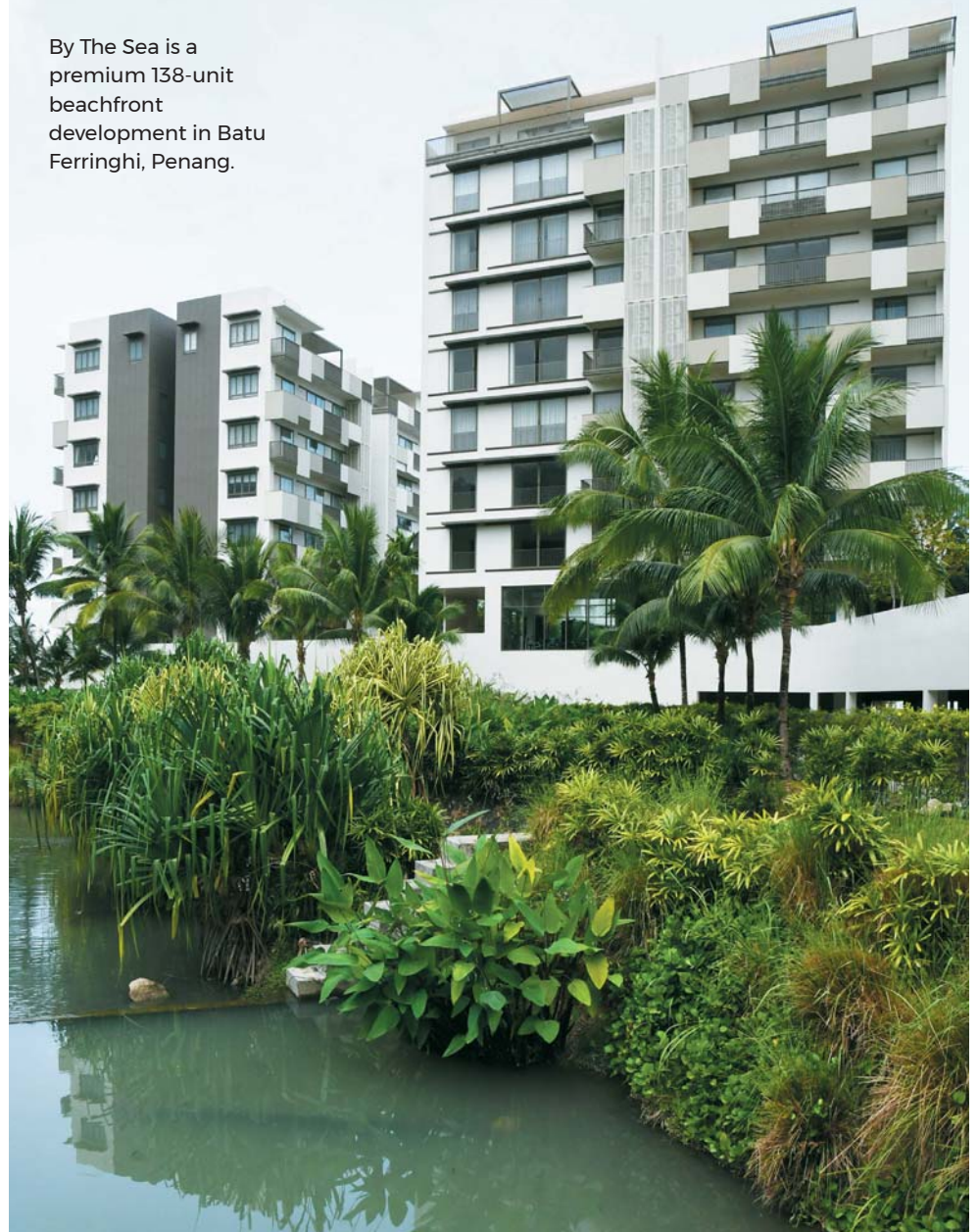
Meanwhile, By The Sea JMB chairman Lewis Loo adds: "By The Sea has been driven by a team experienced in managing operational issues and providing solutions, which makes my role as chairman much easier. SDB property management is very passionate in CSR, integrity and innovative practices to ensure that the building is run as efficiently as possible."

"We also carry out monthly maintenance checks while our technical personnel carries out daily routine checks according to the inspection check list (daily/weekly/monthly) and conduct monthly meetings for case updates and follow-up sessions. Similarly, to ensure top-notch cleanliness and upkeep, we maintain a daily check list and inspection. Every morning, we hold a meeting and a joint inspection with the cleaning supervisor once every two days," says Quah.

The team also adopted cost optimisation initiatives using contractors and suppliers that are cost-effective and credible in their work, after making several comparisons.

For Quah, the award will drive them to work harder to keep the building as good as new. "It is not just about managing the development but also to build relationships with the homeowners."

By The Sea is a premium 138-unit beachfront development in Batu Ferringhi, Penang.



PICTURES BY LOW YEN YEING | EdgeProp.my



Teh Lip Kim
Managing director of SDB



"For long-term sustainability, we ensure that we have all the necessary in-house expertise, and that we work closely with our consultants and suppliers. This allows us to develop and manage the properties as best as we can to deliver the best product experience for our customers. Environmental sustainability was very high on the agenda. This was because we had a polluted river running through the land and instead of just covering it up, we decided to rehabilitate it."

Quah: It is not just about managing the development but also to build relationships with the homeowners.

Project Details	
PROJECT NAME	By The Sea
ADDRESS	Jalan Batu Ferringhi, Batu Ferringhi, Pulau Pinang
DEVELOPER	Crescent Consortium Sdn Bhd
DEVELOPMENT TYPE	Mixed development / commercial strata
PROJECT SIZE	4.7 acres
TENURE	Freehold
COMPLETION DATE	March 2015
NO. OF UNITS	138
NO. OF STOREYS	From 5 to 11 storeys
UNIT BUILT-UP SIZES	1,030 sq ft to 2,444 sq ft
MAINTENANCE FEES	RM0.50 psf
OCCUPANCY RATE	93%
CAR PARK BAYS	178
FACILITIES	Swimming pool, monkey park, gym by the river, communal area, lobby waiting area, playground, beach side tilted tree house, function room, covered parking lot
ENERGY-SAVING FEATURES	LED lights, timer and sensors, natural light design, natural ventilation, Building Efficient Index: 74.11 (2017)
SECURITY FEATURES	A 4-tier security system including CCTV, security control room, patrolling, barrier gate, access card system, intercom and perimeter fencing

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WINNERS

BELOW 10 YEARS
Non-strata residential

SPECIAL MENTION

The Hills Precinct,
Horizon Hills

Commitment to the community

The Hills Precinct is a gated residential development located at the highest part of Horizon Hills.



BY SHAWN NG

A non-strata gated-and-guarded development often looks nice and well-kept when the property developer is maintaining the surroundings. But what happens when the local authorities or residents take over? There is no assurance that the place will be just as well-maintained as when the developer was taking care of the facilities and public areas.

For property developer Gamuda Land, it does not see its role end even after the handing over of public infrastructure to the local councils. Rather, it feels that it has an even more crucial responsibility to ensure that its developments continue to be maintained well.

“Our commitment to our community is that we will always have our presence wherever we go. We have in place our Gamuda Land Property Services team that is always on ground with the community to ensure the development is well-maintained.

“After the handover, it doesn’t mean that we can just wash our hands and escape from our responsibility. We will be acting as a bridge to connect the residents and the local council to resolve any issues,” says Gamuda Land executive director Datuk Abdul Sahak Safi.

Over at Horizon Hills in Johor, for instance, the developer has been working closely with the residents to manage the township and it has no intention to stop doing so, even after the township’s public infrastructure is handed over to the authorities in the future. In fact, one of the precincts, The Hills Precinct at Horizon Hills, received a Special Mention at EdgeProp Malaysia’s Best Managed Property Awards 2018.

Located at the highest point of Horizon Hills, The Hills Precinct is one of 11 residential precincts at the 1,200-acre township which is being jointly developed with UEM Sunrise Bhd. The gated precinct was completed last year and is a non-strata residential development spanning over 75 acres. It consists of 558 units of linked, cluster and bungalow homes.

“We have set up a residents’ committee (RC) and our township management team has been working closely with the RC right

Abdul Sahak: After the handover, it doesn’t mean that we can just wash our hands and escape from our responsibility.



from the beginning, working on tightening house rules, processes, building relationship with the authorities, etc. The team is always contactable whenever the RC needs assistance and is always willing to lend a hand,” Abdul Sahak says.

One of the key areas that the developer’s township management team and the RC pay crucial attention to is security, which according to Abdul Sahak was one of the key factors that drew buyers to the township.

Almost half of the residents at Horizon Hills come from more than 40 different countries, including China, South Korea, Japan, Denmark, Italy and Dubai.

Hence, in order to maintain the high level of security at The Hills Precinct, home-sharing businesses are not allowed in the neighbourhood.

“The external elements brought on by home-sharing is most debatable but at The Hills Precinct, homestays and home-sharing are prohibited because we don’t want to compromise on our security,” he says, adding that the team continuously reviews and enhances its security standard operating procedures and security staff while working closely with the police.

“As residents, we need to ensure that we obey the deed of mutual covenant and any house rules in order to live in a harmonious community. Everyone needs to play his or her part for this to be a safe

and well-kept community,” says resident Bathuma Kumari Veeriah.

It is extremely important, she adds, to have good property management to safeguard not only the community but also the value of their homes. A well-maintained development is more sought-after in the market and will yield better rental rate or sub-sale price.

“At Horizon Hills, the residents are still able to get good value for our property although the township has been launched 10 years ago, due to good maintenance,” Bathuma notes.

According to the developer, a bungalow unit was transacted at RM5 million in December 2016, 178% higher than the RM1.8 million in the principle sale and purchase agreement signed in October 2013.

In the near future, Gamuda Land will be digitising its property management services to serve its customers better and enhance its communication with the residents.

“We believe that open communication and information sharing is the key to a better managed property. Through various communication formats, our township management team is constantly reachable and issues are looked into at a faster pace,” offers Abdul Sahak.

The company plans to roll out an online customer portal and a mobile app to allow residents to engage with the management team with ease, pre-register their guests,

Project Details

NAME	The Hills Precinct at Horizon Hills
ADDRESS	Horizon Hills, Iskandar Puteri, Johor
DEVELOPER	Jointly developed by Gamuda Land and UEM Sunrise Bhd
DEVELOPMENT TYPE	Non-strata residential
PROJECT SIZE	75 acres
TENURE	Freehold
COMPLETION DATE	2017
PROJECT COMPONENTS	2-storey link houses, 2- and 3-storey cluster homes, and 2- and 3-storey bungalows
NO. OF UNITS	558
UNIT BUILT-UP SIZES	Link houses: from 3,087 sq ft; cluster homes: from 2,887 sq ft; bungalows: from 5,457 sq ft
LAND AREA	Link houses: 26 ft by 80 ft (2,080 sq ft); cluster: 32 ft by 75 ft (2,400 sq ft); bungalows: 80 ft by 100 ft (8,000 sq ft)
MAINTENANCE FEES	Link houses: RM176 per month; cluster homes: RM220 per month; bungalows: RM385 per month
OCCUPANCY RATE	70%
FACILITIES	An 18-hole designer championship golf course, 150,000 sq ft clubhouse, Olympic-sized swimming pool, gym, yoga and dance room, tennis court, grand ballroom, cafe and restaurant, badminton court and others

and even stay in touch with the latest community news and update.

“This recognition adds to our credibility as a developer that places great emphasis on our community’s well-being. This also encourages us to continue to do better in our future developments,” he says.

Well-maintained properties, he adds, keep residents happy as they are able to enjoy quality lifestyle living in a comfortable environment.



D'Suites, Horizon Hills
Johor



When we create a home, we create a personality.

A home can mean so many different things.
It's a place where friends and family can come together.
It's a place where moments are created and shared.

So when we think of the home place,
we think about more than just laying out living spaces.
We think through the indoor and outdoor livability
and about how people and families can interact with nature.

We have a cascading water feature arrival court,
and connected walking trails in the gardens.
We have an outdoor interactive learning garden,
and an edible garden for the community.

It's our way of connecting you with the community,
with nature and with yourself.



Horizon Hills Development Sdn Bhd (691032-H)
No.1, Jalan Eka, Horizon Hills,
79100 Iskandar Puteri, Johor.



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+607 232 3433

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WINNERS

ABOVE 10 YEARS
Non-strata office

GOLD

Menara Sunway

Adapting to
changing
market needs

BY NATALIE KHOO

Standing tall in Bandar Sunway, Selangor, Menara Sunway has been a landmark in the township for more than two decades. Welcoming its first occupants in 1993 as the corporate headquarters for its developer Sunway Group, Menara Sunway has today expanded its range of tenants to international companies. Among its tenants are the Panasonic Financial Centre, pharmaceutical company Merck and process transformation company Sutherland Global Services Malaysia.

The Gold winner of EdgeProp Malaysia's Best Managed Property Awards 2018 in the above 10 years non-strata office category has certainly stood the test of time. Menara Sunway is owned by Sunway Real Estate Investment Trust (REIT).

Managed by Sunway PFM Sdn Bhd, its chief operating officer Cheng Jew Keng shares with EdgeProp.my that constant improvements and refurbishment have been carried out in the building over the years based on data collected via research and development.

"We have a team of engineers and our own in-house Facility Management Centre of Excellence that emphasises on data collection analysis in order to drill down into how we can improve a system, optimise and retrofit to meet market expectations," he says.

Sunway PFM's team of 13 engineers also put their heads together to work out how they could leverage technological advancements to make the building smart and sustainable.

According to Cheng, maintaining an ageing building like Menara Sunway can be tough due to high maintenance cost. An old building may also have to deal with living with a physical design, which some may consider "obsolete" while the market's expectations of an office space is constantly evolving.

"With Sunway being the builder, owner and operator of our properties, we will need to have a continuous optimisation route. Essentially, that means that Sunway PFM would need to constantly evaluate the building's performance and operations. We need to have a series of audits annually to

determine the effectiveness of the building's systems and work towards improvement," Cheng shares.

This has augured well for the building's upkeep. For a 20-over-year-old building, Menara Sunway is performing at 11% below its baseline of 200 Building Energy Index while outgoings are RM1.36 psf, 9% below the market average of RM1.50 psf, which is typical of buildings with a legacy of systems of more than 10 years. The energy reduction efforts are expected to save Menara Sunway a total of RM2.88 million in electricity bills from 2016 to 2020.

The occupancy rate of Menara Sunway stands at 93% to date. About 80% of the building's occupants are Sunway Group's staff. "As these tenants are 'family', demand levels are even higher," says Cheng.

"Menara Sunway is more or less operated as a serviced office. For example, if they [the tenants] want to change a bulb, we charge a small fee for it. We have a strong group procurement policy. Besides, we get bulk discount so it is cheaper to [replace] something through us rather than from an external party. We do everything online including a requisition system. The rates are on the system. Tenants can also file any feedback or complaints to us," he adds.

By 2020, however, Menara Sunway will have a centralised infrastructure, where individual systems can communicate with one another, resulting in cost, operations and maintenance efficiency.

Cheng also believes that having a culture of preventive maintenance and conducting periodic predictive maintenance on critical equipment are crucial, and they are able to do that using the Computerised Maintenance Management System (CMMS).

"We have adopted a paperless and efficient environment in our maintenance work through the use of wireless tablets to record work orders and obtain customer feedback. The surveys are streamed to the CMMS for online reporting. This helps the maintenance team to focus on technical problems rather than spend unproductive time on paperwork," he says.

Cheng notes that this Award gives them a

Cheng: With Sunway being the builder, owner and operator of our properties, we will need to have a continuous optimisation route.



By 2020, Menara Sunway will have a centralised infrastructure, where individual systems can communicate with one another, resulting in cost, operations and maintenance efficiency.

“

We are inclined to choose property managers who are able to demonstrate the ability to lead in sustainability initiatives as well as those who have proven management systems — including securing payments, performing preventive maintenance, handling disputes and other vital tasks in managing a property well. Menara Sunway is managed by Sunway PFM, an established facility manager with a proven track record. With Menara Sunway, they have effectively repositioned a 25-year-old building into an energy-efficient smart building with sound data-driven methods, and integration of IoT (Internet of Things) without compromising on maintenance quality and service productivity.”

Datuk Jeffrey Ng was a judge of the Awards and had abstained from evaluating Menara Sunway

Datuk Jeffrey Ng
CEO of Sunway REIT



Project Details

PROJECT NAME	Menara Sunway
ADDRESS	Level 4, East Lobby, Menara Sunway Annexe, Jalan Lagoon Timur, Bandar Sunway, Subang Jaya, Selangor
DEVELOPER	Menara Sunway Sdn Bhd
DEVELOPMENT TYPE	Office building
PROJECT SIZE	19.73 acres
TENURE	Leasehold of 99 years (74 years left)
COMPLETION DATE	1993
NO. OF UNITS	79
NO. OF STOREYS	19
BUILT-UP AREA	GFA office: 399,446 sq ft GFA car park: 266,696 sq ft Net lettable area: 291,370 sq ft
MAINTENANCE FEES	RM1.36 psf
OCCUPANCY RATE	93%
CAR PARK BAYS	603

FACILITIES

Over 30 in-building facilities including lactation room, cafeteria, penthouse shared meeting rooms, courtyard, visitor management system, Sunway iLabs (co-working space, meeting space and picnic area) and Menara Sunway Clubhouse

ENERGY-SAVING FEATURES

Conversion into energy-efficient lights, motion sensors in washrooms, virtual key systems for lifts, rainwater harvesting and eco walk with solar panels

SECURITY FEATURES

Buggy services after working hours, 111 CCTVs, security escort services, armed auxiliary police and visitor management system

THANK YOU

This is dedicated to our valuable colleagues and tenants as a sign of appreciation for turning Menara Sunway into a sustainable workplace.



GOLD

Above 10 Years Non-Strata Office Category



WINNERS

ABOVE 10 YEARS
Multi-own strata residential

JOINT GOLD

Mont'Kiara Palma



An old dame shines in Mont'Kiara



SCM PROPERTY SERVICES

Project Details

NAME	Mont'Kiara Palma
ADDRESS	Jalan Kiara, Mont'Kiara, Kuala Lumpur
DEVELOPER	Sunrise Bhd (now known as UEM Sunrise Bhd)
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	8 acres
TENURE	Freehold
COMPLETION DATE	June 30, 1994
NO. OF UNITS	405
NO. OF STOREYS	Majestic — 37, Royal — 35
BUILT-UP AREA	529,195.08 sq ft
UNIT BUILT-UP SIZES	1,208 sq ft to 1,390 sq ft
MAINTENANCE FEES	Service charge RM0.25 psf or RM2.63 per share unit
SINKING FUND	RM0.04 psf or RM0.40 per share unit
OCCUPANCY RATE	86%
CAR PARK BAYS	588
FACILITIES	Two swimming pools, two wading pools, Jacuzzi, sauna, four tennis courts, two squash courts, table tennis, multi-purpose hall, two badminton courts, and others
ENERGY-SAVING FEATURES	Use of LED lights and timer for pumps
SECURITY FEATURES	CCTV (analog)

BY LUM KA KAY

Situated right at the heart of the hip and affluent township of Mont'Kiara in Kuala Lumpur, this nearly 24-year-old condominium shows no sign of ageing.

Perhaps a little old-fashioned, but definitely still looking good, Mont'Kiara Palma was developed by Sunrise Bhd (now UEM Sunrise Bhd) and completed in 1994. The 8-acre freehold project comprises two blocks housing 405 homes.

From the outside, one would not think that there would be a picturesque man-made lake fringed by lush landscaped footpaths, a lakeside Japanese restaurant and two large swimming pools within, all kept in relatively pristine condition — one of the reasons it was judged the Joint Gold winner in the more than 10 years, multi-owned strata residential category at EdgeProp Malaysia's Best Managed Property Awards 2018. The other Joint Gold winner was Sri Penaga Condominium.

SCM Property Services Sdn Bhd general manager Paul Richard says Mont'Kiara Palma has been managed by SCM Property Services, a wholly-owned subsidiary of UEM Sunrise since its completion back in June 1994.

"There were a lot of ups and downs in the early days but that's property management. One of the areas that we pay a lot of attention to in Mont'Kiara Palma is the relationship between the management team and the residents.

"We have built the kind of rapport where we can look at day-to-day needs as well as overall needs that could enhance the development, together. It has come to a point where we're all like a family here," he tells EdgeProp.my.

Mont'Kiara Palma residential manager Felicia Neoh concurs, noting that the trust shared between the management team and



LOW YEN YEING | EdgeProp.my

Top: Mont'Kiara Palma was completed in 1994.

(From left) Neoh, Loh and Richard believe a good relationship between the management team and the residents is crucial to property management.

Anwar Syahrin Abdul Ajib Managing director and CEO of UEM Sunrise



This win is a testament to our strong track record in delivering world-class developments and best-in-class property management practices. From our pioneering recycling scheme for residents, garden-club to encourage green fingers, to a kitchen waste composting system and so much more, the residents of Mont'Kiara Palma have always enjoyed a progressive evolution of clean living under SCM Property Services and UEM Sunrise. With a focus on green and clean long-term sustainability, Mont'Kiara Palma will continue to be well managed decades or even centuries later!"



its residents is the key to the successful management of the development.

"It is the trust given to us by the residents and owners here. They believe in the management team, hence they're all very cooperative," she says.

For Mont'Kiara Palma management corporation (MC) chairman Edwin Loh, the main challenge in property management is in forming a good management committee.

"If you don't have a good team, odd things such as mismanagement of funds may happen or there would be minimal upgrading works on the development.

"Having a good and stable MC team is crucial; we are fortunate to have built such a team here in Mont'Kiara Palma. Also, we have a very good property manager — Felicia [Neoh] has been with us since day one, and we have worked with her very well," he shares.

Loh believes good property managers must understand their roles and responsibilities. Although the property does not belong to them, they should take care of it like it is their own home, he adds.

As the Mont'Kiara Palma residents are made up of a substantial number of expatriates, especially Japanese, Richard says the management team has to spend more

time to understand and find effective ways to work with them.

For a property aged over 20 years that still offers its residents a serene park-like setting with fountains and a lake filled with fish and terrapins, mature trees and shrubs, it is essential that maintenance and constant upgrading works be carried out.

Recent refurbishment works carried out include tarring of the roads as well as cleaning the man-made lake via natural organic methods. The MC and property management team are planning to make an elevated 2-acre green area in the project more accessible for its residents to enjoy.

For both its residents and property management team, winning the award is a testament to other property owners and managers that a property that is over two decades-old could be managed well, which has also contributed to the project's steady rents and value appreciation over the years.

According to Neoh, the rental of a unit here 20 years ago was about RM3,000 per month, depending on furnishing. Current rents hover around RM4,000 and above. Short-term rentals such as Airbnb, however, are strictly prohibited at Mont'Kiara Palma.

With regard to rental, SCM Property Services has a leasing unit that assists property owners to lease their properties. "We started this last year and the response has been overwhelming. We have about 10,000 property owners registered with us for this leasing service. Getting the right tenant is important, thus we will do our best to control the quality of tenants," says Richard.

In terms of capital appreciation, Neoh says the launch price for Mont'Kiara Palma was about RM250,000 but today's sub-sale price is at least triple of that.

They say that "old is gold," and Mont'Kiara Palma is certainly shining like a jewel within Kuala Lumpur's concrete jungle, thanks to the passion of its MC and property management team.



MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

WINNERS

ABOVE 10 YEARS
Multi-own strata residential

JOINT GOLD

Sri Penaga Condominium

Living by the Sunshine Test

BY NATALIE KHOO

Sri Penaga Condominium in Bangsar by Bandar Raya Developments Bhd (now BRDB Developments Sdn Bhd) was completed in June 1995. It comprises 304 units across two 22-storey blocks and one 7-storey block.

This resort-like condominium has been maintained so well that even the tiles in its common area are still the original ones used. The Joint Gold winner in the above 10 years multi-own strata residential category at EdgeProp Malaysia's Best Managed Property Awards 2018 certainly does not look its age. The other winner was Mont'Kiara Palma.

Some of the biggest challenges in managing an older building is dealing with owners' proposals for major apartment renovations, says management committee (MC) chairman Khaw Chay Tee.

Concrete shear walls and floors form the condominium's load-bearing walls that replace the conventional reinforced concrete columns and beams.

"As such, any indiscriminate hacking of the shear walls or floors may cause the building to suffer structural damage or failure. Sri Penaga therefore has very strict by-laws and regulations governing renovation work, which needs to be clearly and patiently explained to owners who want to carry out major renovations to their apartments. Each renovation requires close monitoring to ensure compliance," he says.

Another issue is inter-unit leaks, which the property management team handles in accordance with the Strata Management Act 2013 and Strata Management Regulations.

"The team has to constantly remind owners to change the piping system in their unit to avoid leakages, especially when they carry out renovations," he adds.

According to Khaw, Sri Penaga has three unique selling points: its location and accessibility, environment, and security.

It is near Bangsar Shopping Centre, DC Mall and Pusat Bandar Damansara Mass Rapid Transit Station, and is easily accessible via the Jalan Duta-Sungai Buloh Highway, Kerinchi Link, New Pantai Expressway and SPRINT Highway.

The condominium boasts an array of recreational facilities and conveniences, as well as ample security features.

Monthly collection rates of the service fee and sinking fund contribution average around 95% to 100%. Since the handover from the developer in 1996, Sri Penaga has only increased its service charge and sinking fund contribution twice.

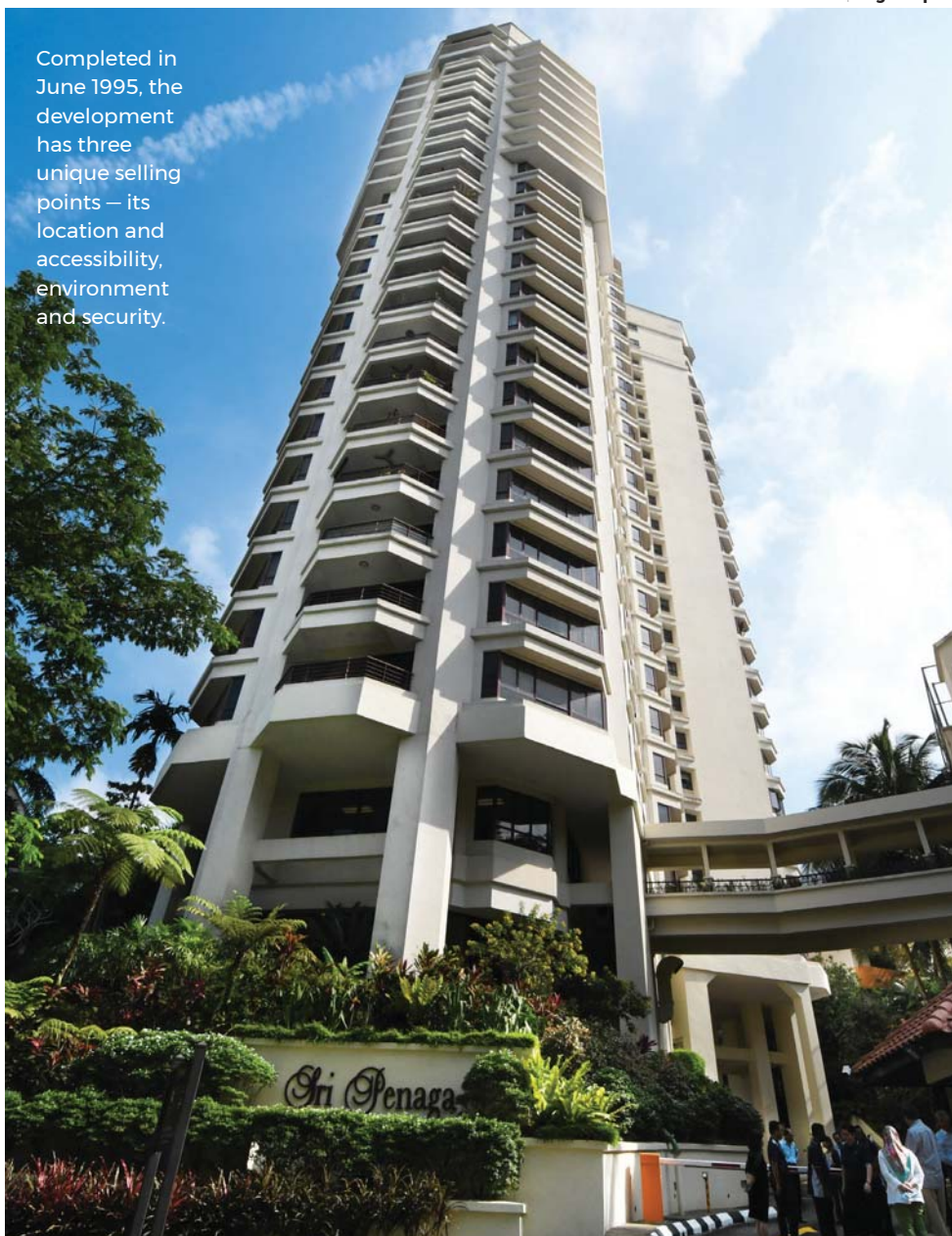
In 2010, contributions were raised from RM0.28 psf to RM0.38 psf. Then, in 2016, contributions were raised from RM4.10 per share unit (equivalent to RM0.38 psf) to the current RM4.61 per share unit (equivalent to RM0.43 psf).

Khaw, who is a retired legal practitioner, has an interesting management rule he calls the "Sunshine Test". Essentially, all decisions should be able to withstand the glare of "the sun", or public scrutiny.

This test was applied when Sri Penaga was repainted a few years ago. Following a tender exercise, the most expensive bid was chosen because the company used silicate paint and offered a 10-year warranty.

Then, the MC received anonymous let-

Completed in June 1995, the development has three unique selling points – its location and accessibility, environment and security.



(From left) Khaw, Low, Henry Butcher Malaysia (Mont'Kiara) senior manager Jessie Koh and Sri Penaga building manager Razidah Hamzah.

PICTURES BY LOW YEN YEING | EdgeProp.my

Kajendra Pathmanathan
CEO of BRDB Developments Sdn Bhd



Sri Penaga was one of the earliest condominiums in Bangsar and we are extremely proud that it is a winner in this award. The key to developing a property that will be successful and sustainable as a desirable place to live in is to understand the residents' needs and wants from the very start, and how those needs and wants may change over time. Be it with respect to unit design or providing good landscape and facilities, security features or emphasising practicality, the focus has to be on the residents who will be living there. Of course, residents and owners themselves play a role in successful management of a property, but when there is a good momentum from the outset by the developer, that's half the battle won. That is the absolute formula to creating quality homes."



ALL IS AMAZING

Project Details

PROJECT NAME	Sri Penaga Condominium
ADDRESS	Jalan Medang Serai, Bukit Bandaraya, Kuala Lumpur
DEVELOPER	BDRB Development Sdn Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	4.1 acres
TENURE	Freehold
COMPLETION DATE	June 1995
NO. OF UNITS	304
NO. OF STOREYS	Blocks 33 and 37 — 22 storeys, Block 35 — 7 storeys
UNIT BUILT-UP SIZES	1,033 sq ft to 2,496 sq ft
MAINTENANCE FEES	RM0.43 psf (service charge of RM0.38 + sinking fund of RM0.05)
OCCUPANCY RATE	88%
CAR PARK BAYS	433

FACILITIES
Swimming pool, spa pool, sauna, Sri Inai Recreation Pavilion, Sri Teratai Function Hall, squash court, tennis court, playground, gym, dance studio, playroom, library, launderette, hair salon, beauty salon, mini market, cafe, guest rooms and business centre

ENERGY-SAVING FEATURES
LED lights for all common area lights and lift inverter (installation still in progress)

SECURITY FEATURES
Access card for lobby, car park and lift for every floor, and CCTV

ters questioning why the most expensive bid was chosen.

In response, the MC revealed the contract and then called for an extraordinary general meeting to explain why the company was chosen. "It had painted a lot of condominiums in Mont'Kiara, which still looked good after 10 to 12 years. Only one layer of its paint was needed instead of the usual two, cutting down the time to complete the work, thus reducing the inconvenience on residents.

"At the meeting, the resolution was passed with a substantial majority, likely because the committee was very transparent with the information and they had grounds for picking that tender," he recalls.

Henry Butcher Malaysia (Mont'Kiara) Sdn Bhd executive director Low Hon Keong

says the relationship between the MC and property manager is crucial. Henry Butcher is the property management company of Sri Penaga.

"There needs to be constant communication as any problem must be directly discussed with the committee so we can work out the best solution together," he says.

Residents have access to their on-site property management team during working hours. Besides that, Sri Penaga's web portal has a community board and service desk, and offers 24-hour access to the property management team.

Khaw says the award recognises the hard work of the MC and property management team, especially its two longest-serving staff — building manager Razidah Hamzah and

charge-man Parithiban Raman, who have worked at Sri Penaga from day one.

"The property management team really takes pride in their work. It is not just about getting work done, but also taking ownership of their work. This award will also enable us to share our experience and knowledge so others can learn the best practices in Malaysia," says Khaw.

WINNERS

ABOVE 10 YEARS
Multi-own strata residential

SILVER

Mont'Kiara Aman



Overcoming challenges together

PICTURES BY LOW YEN YEING | EdgeProp.my



Mont'Kiara Aman is a 5.8-acre freehold condominium project with 345 units housed over two 32-storey towers.

BY LUM KA KAY

To many, Mont'Kiara is the place they aspire to live in. And although more projects are coming up in the vicinity of this posh enclave, many too have been there for over a decade. Mont'Kiara Aman is one of them.

Completed in 2006 and developed by Sunrise Bhd (now known as UEM Sunrise Bhd), Mont'Kiara Aman is a 5.8-acre freehold condominium project with 345 units housed over two 32-storey towers.

Its design is a fusion of contemporary and Nusantara tropical architecture. From the entrance itself, visitors can already admire a 7-storey water-cascading feature depicting a waterfall in its natural surroundings.

Mont'Kiara Aman management corporation (MC) chairman Jerome Martinent, who has been residing there since 2008, is clearly loving life in Mont'Kiara Aman despite the many challenges faced by the MC in managing the 12-year-old project.

According to SCM Property Services Sdn Bhd general manager Paul Richard, the property management service provider under UEM Sunrise has been managing the condominium since its completion.

Like most strata residential projects, a common challenge for property managers lies in service charge collection, says Mont'Kiara Aman residential manager Hamidah Ghazali. Nevertheless, defaulters represent an extreme minority as Mont'Kiara Aman enjoys a healthy collection rate of over 92%, she says.

For the MC, managing an ageing condominium is not easy, as it incurs cost especially in maintenance works such as repainting

the building or repairing a burst pipe. "To us, these are the critical issues," says Martinent.

According to Richard, to adhere to the budget while keeping quality maintenance, SCM Property Services has its own procurement team to keep operations centralised so that the cost will not deviate much.

"We are also making it easier for people to pay their service charges through our portal, so that property owners can do it at any time even if they don't reside in the property. It is the task of a property manager to help solve such issues," he adds.

Since the auto debit payment system was introduced, Martinent says the maintenance fee collection rate has spiked, as property owners appreciated the convenience.

Mont'Kiara Aman is often lauded for being well-maintained while boasting an affordable service charge of RM0.27 psf. Martinent points out that the fee has only been increased once since the property's completion more than 10 years ago.

"This says a lot and while we, the owners, played our role to achieve this, SCM Property Services has been our invaluable partner over the years," he says.

To the French national, a good property manager is one that could work with the MC closely and understand their needs.

"The challenge lies in maintaining the relationship with residents because they expect the management to help them resolve all problems for them.

"So the management team would have to understand their problems and offer viable solutions as well as manage their expectations," he offers.

After all, as Martinent puts it, a well-maintained property will certainly make a positive difference in one's quality of life.

Anwar Syahrin Abdul Ajib
Managing director and CEO of UEM Sunrise



Despite its age, Mont'Kiara Aman has remained a beacon of outstanding liveability among its competitors, thanks to its superb location and well-maintained facilities.

In the process of building Mont'Kiara Aman, we strove to produce a quality development that would be sustainable, holistic and safe, with the aim of ensuring that the residents living and working in our communities would have access to a wide array of amenities that not only catered to their lifestyles but would help improve their lives."



Project Details

NAME	Mont'Kiara Aman
ADDRESS	4, Jalan Kiara 2, Mont'Kiara, Kuala Lumpur
DEVELOPER	Sunrise Bhd (now known as UEM Sunrise Bhd)
DEVELOPMENT TYPE	Residential
PROJECT SIZE	5.813 acres
TENURE	Freehold
COMPLETION DATE	2006
NO. OF UNITS	345 units
NO. OF STOREYS	Two blocks of 32 storeys each
UNIT BUILT-UP SIZES	1,600 sq ft to 4,300 sq ft
MAINTENANCE FEES	RM0.27 psf
OCCUPANCY RATE	82%
CAR PARK BAYS	1,123
FACILITIES	Two swimming pools, tennis court, multi-purpose hall, badminton court, basketball court, barbecue pits, sauna, gym and children's playground
ENERGY-SAVING FEATURES	LED light bulbs, motion sensor for toilets and fuse room, photo sensor, timer system
SECURITY FEATURES	Security guards, individual floor access cards, main entrance access cards, CCTV surveillance system



Hamidah says Mont'Kiara Aman enjoys a healthy collection rate of over 92%.



Martinent says a good property manager is one that could work with the MC.



Richard says SCM Property Services has its own procurement team.



MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2018

WINNERS

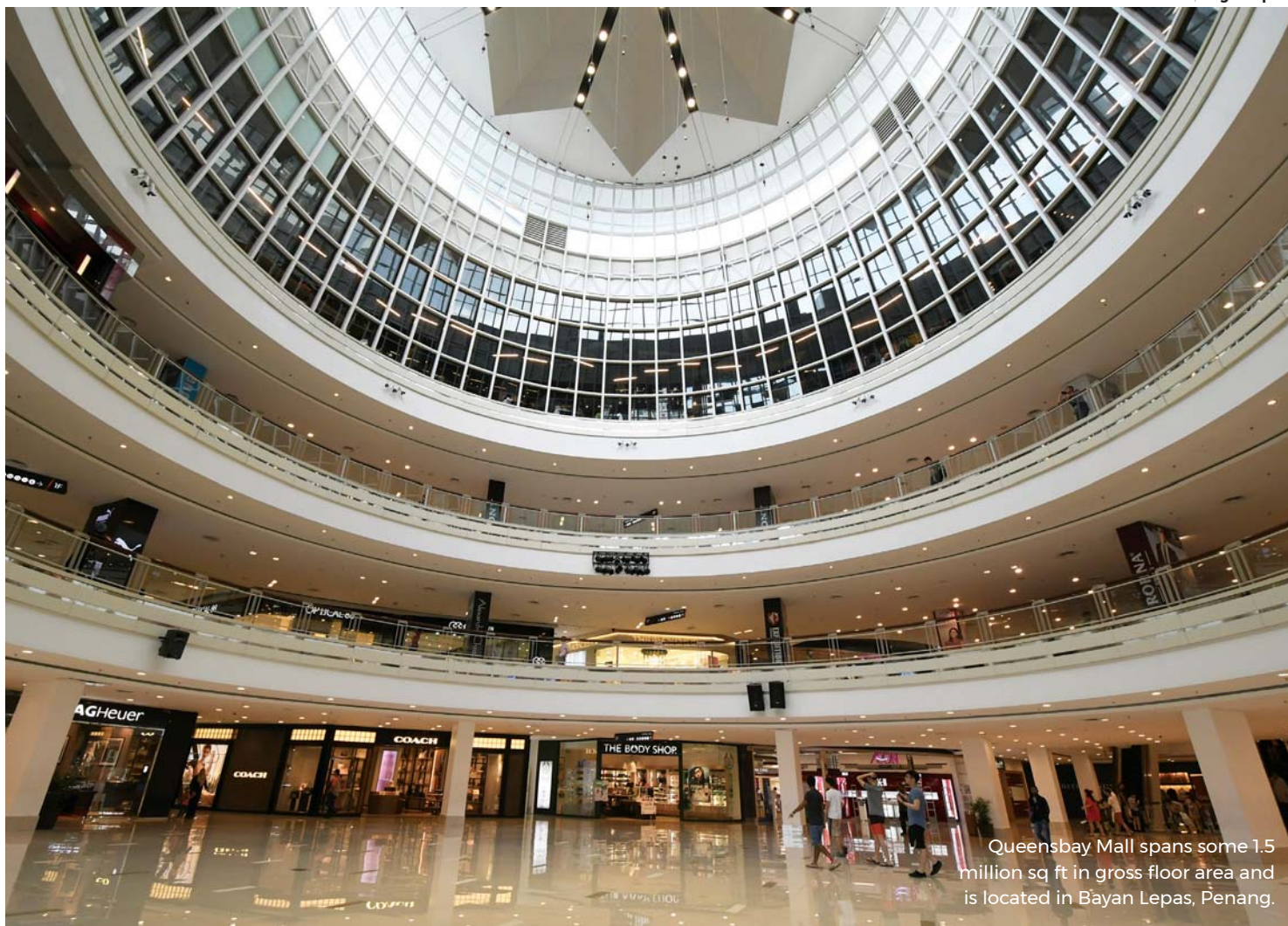
ABOVE 10 YEARS
Retail

JOINT SILVER

Queensbay Mall

Making itself relevant at all times

LOW YEN YEING | EdgeProp.my



Queensbay Mall spans some 1.5 million sq ft in gross floor area and is located in Bayan Lepas, Penang.

BY NATALIE KHOO

It has been 11 years since Queensbay Mall in Bayan Lepas, Penang first opened its doors to the public, but it constantly has something new and fresh to offer.

Credit must be given to its mall management team for its unceasing efforts to stay relevant in the competitive retail market.

The mall was developed by CP Mall Sdn Bhd and 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 owners.

Having bagged Silver in the strata commercial category at the inaugural EdgeProp Malaysia's Best Managed Property Awards last year, Queensbay Mall has emerged as Joint Silver winners with Gurney Plaza, Penang in the above 10 years retail category at this year's Awards. Gurney Plaza is owned by CapitaLand Malaysia Mall Trust.

Queensbay Mall has an occupancy rate of 98% with some 400 merchants. AEON is the main anchor alongside junior anchors Golden Screen Cinemas, Padini Concept Store and Queens Hall.

In 2016, the mall had completed several upgrading works including its refurbishment of toilets and the baby-changing and nursing rooms while new ceilings were put in at the centre and north atriums. It also added a handphone-charging service station. More significantly, measures had also been taken to transform the building into a green building.

"When Singapore's Building and Construction Authority (BCA) carried out an audit in 2016, BCA recognised our efforts in the upkeep and improvements in



David: We are working with our tenants to improve the "show-rooming approach", where shoppers could experience the products in store and purchase them online.

system equipment efficiencies, pollution minimisation and green technology," says Queensbay Mall management corporation (MC) senior operations manager David Raj S Kollandesamy.

Following the audit, Queensbay Mall was awarded with Green Mark Gold Plus certification — it is the first operating mall in Malaysia to receive the Gold Plus status.

Among its green features is the Environmental Tracking System that tracks the monthly energy and water usage, waste generation and carbon emissions at the mall. Refuse recycling programme has also been an ongoing practice.

"Paper, plastic, glass and metal are collected, sorted and weighed before being sent to recycling centres. To ensure a holistic success of the refuse recycling programme, tenants are also encouraged to participate," says David.

Meanwhile, the upgrading works continued in 2017 — old tiles were replaced, railings and fascia of the entire mall were changed, the drop-off and taxi stand at the



Tan: The mall has enjoyed an annual value growth of 8% over the past five years.

north zone was completed, and the entire car park and lift lobbies were repainted, as well as various other improvements.

For 2018, plans are afoot to paint the external facade of the mall and to replace a 10-year-old chiller with a new and better one.

To assist the operations department in their daily maintenance work, CMA has come up with its own mobile applications — iTrack, iTell and iClean. "iClean is an automated notification system that alerts the cleaning supervisors when a washroom requires cleaning or when the soap needs to be replenished, while iTrack and iTell assist in tracking housekeeping routine and work progress.

"All data will be stored automatically and immediately archived into the central system to be analysed later," shares David.

While all this effort on the hardware is going on, the management knows it is crucial to work closely with its tenants to find innovative ways to make the mall constantly relevant to shoppers.

For instance, the mall's marketing and

Project Details

PROJECT NAME	Queensbay Mall
ADDRESS	100, Persiaran Bayan Indah, Bayan Lepas, Penang
PROPERTY OWNER	Queensbay Mall management corporation <i>[About 92% of the strata area is owned by CapitaMalls Asia and the rest by 116 individual parcel owners]</i>
DEVELOPMENT TYPE	Shopping mall
PROJECT SIZE	13.96 acres
TENURE	Freehold
COMPLETION DATE	Dec 1, 2006
NO. OF UNITS	571
NO. OF STOREYS	A 9-storey shopping mall comprising 5-storey retail floors, 6-storey multi-level car park, and 2-storey basement car park
GROSS FLOOR AREA	1,524,409 sq ft
MAINTENANCE FEES	RM2.10 psf
OCCUPANCY RATE	98%
CAR PARK BAYS	2,500
FACILITIES	Wheelchair service, handphone charging service, recycling bins, coin lockers, nursing room, 5-star surau, electric vehicle charger service and bicycle rental service
ENERGY-SAVING FEATURES	Rainwater harvesting, Building Management System, LED lights, photo cell at car parks, auto-flush system in toilets and other features that meet the Green Mark Gold Plus certification
SECURITY FEATURES	CCTV, biometric guard patrol system, emergency buttons in disabled-friendly toilets, car park panic button and IKLAS key management system

leasing team, together with tenants, is exploring various ways it could harness the growth of e-commerce.

"We are working with our tenants to improve the 'show-rooming approach', where shoppers could experience the products in store and purchase them online, as well as the 'web-rooming approach', where shoppers could browse the product information online but would prefer to purchase the product in a store.

"We also plan to provide more personalised consumer service and enhance our shopper loyalty programme," says David.

Periodic meet-and-greet sessions are held with tenants to ensure tenants comply with requirements including safety aspects such as ensuring emergency doors are not blocked or locked and understanding the use of valid fire extinguishers.

Queensbay Mall has been recording consistent shopper traffic growth over the years.

According to Queensbay Mall MC chairperson Tan See Bin, the management conducts independent property valuations on an annual basis and the mall has been enjoying an annual value growth of about 8% over the past five years.

"This can be attributed to constant mall improvements, retail mix and layout, coupled with a creative marketing plan that offers year-round activities that attract shoppers. All these benefit both shoppers and the tenants directly," Tan notes.

WINNERS

ABOVE 10 YEARS
Retail

JOINT SILVER

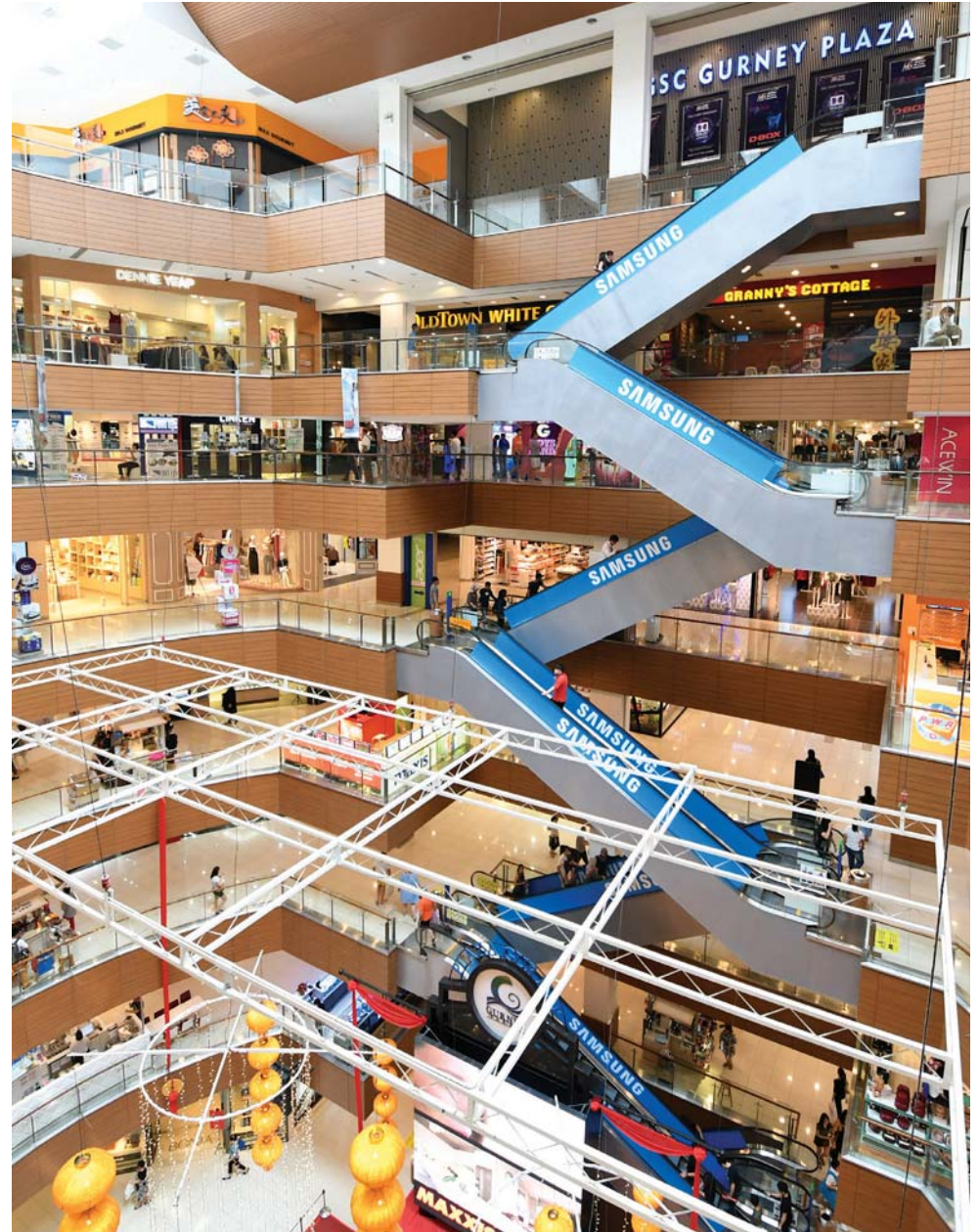
Gurney Plaza



Staying popular despite its age

CAPITALAND MALAYSIA MALL TRUST

PICTURES BY LOW YEN YEING | EdgeProp.my



BY LUM KA KAY

A tour of Penang island is incomplete without a walk through Gurney Drive. And standing strategically along this famous hawker food promenade is another household name among Penangites — Gurney Plaza.

Located about 3km away from George Town, Gurney Plaza is a popular destination for both tourists and locals. Developed by Gurney Plaza Sdn Bhd and now owned by CapitaLand Malaysia Mall Trust (CMMT), the 8-storey mall opened its doors to the public in July 2001 while the extension wing has been operational since November 2008. Although its appointed property manager is Knight Frank Malaysia Sdn Bhd, it is mostly managed by CMMT.

Boasting a gross floor area of 1.25 million sq ft and a net lettable area of 896,798 sq ft, Gurney Plaza is regarded as the premier lifestyle shopping mall in the northern region of Peninsular Malaysia. It is also connected to G Hotel, a modern concept designer hotel.

Its strategic location in a popular tourist strip may be deemed an advantage in pulling in traffic but CMMT does not take this for granted. Apart from the maintenance of the building and its facilities to keep it attractive, the mall frequently carries out experiential events and festive decorations to drive footfall, shares Gurney Plaza centre manager Peter Chan.

“Our annual asset enhancement initiatives and reconfigurations also provide an opportunity to right-size the desired trades and create new clusters to improve the shopping experience, which will then improve the mall’s circulation and boost its vibrancy.

“Highly regarded as the leading shopping mall in Penang and anchored by Parkson, Gurney Plaza takes pride in being the only mall in the north of Peninsular Malaysia to carry established international brands for shopping, dining and entertainment,” he tells EdgeProp.my.

Among the prominent brands featured in Gurney Plaza are Omega, Swarovski, A|X Armani Exchange, Sacoor Brothers, Chanel, Dior Parfum, Jo Malone, Laura Mercier, Marks & Spencer, Dragon-i and the award-winning Michelin restaurant Din Tai Fung — the first outlet in Penang.

Although a newcomer to EdgeProp Malaysia’s Best Managed Property Awards, Gurney Plaza has emerged as the joint Silver winner in the above 10 years retail category this year, along with Queensbay Mall, which is majority owned by CapitaMalls Asia.

Chan acknowledges that the maintenance cost of the 17-year-old mall is naturally higher than newly built malls in order to ensure that its facilities are in excellent working condition. Several major works have been done in the past few years including toilet refurbishment, repainting of the building, skylight replacement, configuration of a new surau, and installation of an isolation room for emergencies as well as lactation rooms for breastfeeding mothers.

In 2015, CMMT enhanced the mall’s landscaped garden by creating an amphitheatre for events and performances, and a children’s playground. Bicycle bays were also built to promote cycling as a healthy activity.

All these measures have successfully strengthened and cemented the mall’s popularity despite its establishment 17 years ago, says Chan.

Gurney Plaza has maintained a healthy shopper traffic growth in the past few years, having recorded 16.5 million, 16.9 million and 17.1 million shopper traffic in 2015, 2016 and 2017, respectively.

The commitment from the management



Gurney Plaza is a popular destination for tourists and locals.

Chan: Gurney Plaza takes pride in being the only mall in the north of Peninsular Malaysia to carry established international brands for shopping, dining and entertainment.

Project Details

NAME	Gurney Plaza
ADDRESS	Gurney Plaza, Persiaran Gurney, Penang
DEVELOPER	Gurney Plaza Sdn Bhd
DEVELOPMENT TYPE	Retail
PROJECT SIZE	8.07 acres
TENURE	Freehold
COMPLETION DATE	2001
NO. OF TENANTS	431 as at Dec 31, 2017
NO. OF STOREYS	8 storeys + 2-storey basement
GROSS FLOOR AREA	1,253,314.53 sq ft
LAND SIZE	351,689.25 sq ft
OCCUPANCY RATE	99.4% as at Dec 31, 2017
CAR PARK BAYS	1,836
FACILITIES	Air-conditioning, surau, lactation room, isolation room, inclined wheelchairs, handicapped toilets, parking guidance system, garden, multi-storey and basement car park
ENERGY-SAVING FEATURES	High-efficiency chiller, LED lighting, inverters and variable-speed-drive for chilled water pumps
SECURITY FEATURES	24-hour CCTV coverage, car park panic button and biometric access

team in delivering a high standard of services, facilities and its constant upgrading works has earned Gurney Plaza multiple accolades and certifications such as the Penang Green Office Certification by Penang Green Council, 2nd runner-up for the 2017 Penang State Clean Toilet Competition, and the Malaysia Tourism Awards 2016/2017 Best Shopping Mall in the northern region.

Gurney Plaza is also the first shopping mall in Malaysia to receive Singapore’s Building and Construction Authority Green Mark Gold certification in 2011.

As at Dec 31, 2017, the mall houses 431

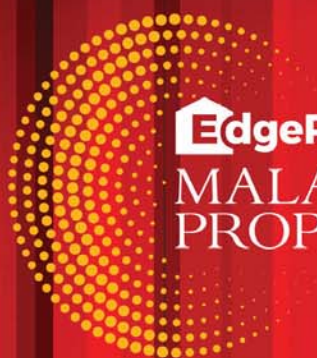
retailers and has an occupancy rate of 99.4%, while its valuation has increased by 4%. Gurney Plaza has an average monthly collection rate of 90%.

To Chan, a good mall manager should ensure smooth daily operations as well as maintenance of both the interior and exterior appearance of the complex so that it will remain relevant and maintain or increase the property value despite its age.

“It is also the responsibility of the property manager to improve footfall, manage tenants’ requests, ensure prompt rental payment, improve tenant mix and increase occupancy,” he notes.



NEW AGE INGENUITY



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EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2018



TWIN ARKZ

BUKIT JALIL



TWIN ARKZ @ BUKIT JALIL

SILVER



THE Leafz SINGAI BESI



THE LEAFZ @ SUNGAI BESI

SPECIAL MENTION



WINNERS

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2018

JOINT GOLD

Damansara
Uptown

The rhythm of life at Damansara Uptown

PICTURES BY LOW YEN YEING | EdgeProp.my

BY RACHEL CHEW

Damansara Uptown — the popular commercial hub of the Damansara Utama township in Petaling Jaya, Selangor — was developed in the late 1970s and early 80s.

Initially comprising 4-storey shopoffices and office towers, the area fondly known as Uptown has grown into a vibrant commercial centre over the years and now boasts The Starling Mall at the heart of the commercial hub.

“You would find almost everything at Uptown, but [in the past] you would hardly see anybody walking from one point to the other within the enclave even if the place was within easy walking distance,” Praxcis Design Sdn Bhd director Yap Nga Tuan tells EdgeProp.my.

She believes this is because the streets here were uncomfortable and unsafe to walk on. Hence, this became Praxcis Design’s main challenge when it was awarded the contract for Uptown’s landscape upgrading by developer See Hoy Chan Sdn Bhd about six years ago.

According to Praxcis Design director Low Chee Leong, the upgrading works were only completed slightly more than a year ago and the result of their work has won Damansara Uptown a Joint Gold at the inaugural EdgeProp-ILAM Malaysia’s Sustainable Landscape Award 2018. The other winner was Jade Hills.

“The developer took the initiative to upgrade the overall infrastructure and landscaping of Uptown back then. Since it is a well-established development and one of the busiest commercial hubs in Petaling Jaya, the developer could have just left it at that and would still be enjoying pretty good value appreciation. The upgrading initiative has shown the developer’s long-term commitment towards its projects,” says Low.

See Hoy Chan group branding, communication and customer experience vice-president Christine Ang says the landscape upgrading project creates a better overall experience for those working in or visiting Uptown, which in turn raises the area’s overall image and value.

“The Uptown beautification project had a big effect on the community. The thoughtful landscaping made strolling around easier and more relaxing due to the beautified and widened kerbs and walkways,” she adds.

There are also bicycle-friendly paths along the inner ring which resulted in increased pedestrian and cyclist mobility while the removal of median strips and the implementation of 3-lane traffic encouraged smoother traffic flow around the inner ring, says Ang.

Yap summarises that the main goal of the landscape project is to “connect the dots within Uptown and bring the streets back to life”.

“Good landscape planning is not to remove something and plant something. It is to enhance the character of a place with what is available. Uptown is not an easy project because creativity is limited by the setting. You need to work with what there is and achieve the purpose of the entire upgrading project — to bring the streets back to life,” she shares.

Low recalls that the team spent months just observing how business owners, corpo-



The cycling path in Damansara Uptown to encourage more street activity in the area.



Yap: Good landscape planning ... is to enhance the character of a place with what is available.

rate employers and shoppers used the streets.

“Connecting the dots is important, but it would be meaningless if you have a nice covered pathway, pocket parks, street furniture and even beautiful cycling path but the people don’t actually use them. Before work starts, it is even more important to understand what will really bring people back to the streets,” he notes.

As a result of their observation, Low and Yap drew a landscape plan with the theme “urban rhythm”.

The three main focus of the plan were safety, connectivity and comfort.

“It is the language which governs the elements of the landscape. Public infrastructure that improves street safety was created. When streets become safer, people will start coming out to enjoy the outdoor spaces, thus animating the street, creating a movement or rhythm of varied pace and tempo,” Yap explains.

A major landscaping initiative was to wid-



The Chirp Park at The Starling Mall is open to public.

en the planting areas along the parameter roads. Existing healthy trees were preserved, while new trees as well as new parameter turf and shrubs were planted. Spacious sidewalks were also added along the shops and office buildings.

The plan also included the Chirp Park and Sky Park at The Starling Mall. “The designers set out to reconnect the community with nature by breathing new life into Uptown. This was accomplished in a mature township with minimal disruption to the existing everyday activities,” Low explains.

Designed with safety barriers, the widened walkway and added green spaces provide much-needed shade. The walkways also link the work and leisure spaces in Uptown.

“The tactile walkway is designed for universal use. It has elements that ease the handicapped and the overall community’s access to the surrounding buildings.

“Extensive green spaces along the road were provided cumulating in the Chirp Park

and Sky Park of The Starling Mall. A series of petite parks was introduced based on four themes along the route as pit stops to create a multi-faceted experience,” Low notes.

Adopting locally available common species of plants that adapt easily to the environment would require less maintenance in the long run. A total of 1,274 trees have been planted in Uptown. This is expected to remove an estimated 28 tonnes of carbon dioxide and replenish 127 tonnes of oxygen to the area per year.

At last, the genius loci was established. The soft and hard landscape types interact with the surrounding shophots and the development, creating a healthy synergy that attracts crowds from surrounding neighbourhoods.

“The economic revival of this area was also seen at street level as it witnessed more engagement and connectivity. Pedestrians have multiplied across different age groups, genders and races as they now fill the streets at all times of the day,” Low enthuses.



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EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2018

JOINT GOLD

Jade Hills

'Listen to the land'

PICTURES BY LOW YEN YEING | EdgeProp.my

The signature lake
in Jade Hills.

GAMUDA LAND

BY RACHEL CHEW

The function of landscaping is beyond just beautifying the environment — it is also to create a sense of place and belonging for the community.

"One of the things we do as a developer is to create a sense of place in our projects. We want to create a place where people and nature, sharing a common ground, can come together and call the place their home," Gamuda Land Sdn Bhd executive director Datuk Abdul Sahak Safi tells EdgeProp.my.

But how? "Mindful planning and working with nature," Abdul Sahak offers.

"For example, at Jade Hills, we try not to change the terrain by minimising cut and fill. More than 70 acres (20%) of Jade Hills' overall master plan have been preserved as green spaces with lakes and water features," he shares.

Spanning 338 acres in Kajang, Selangor, Jade Hills is Gamuda Land's fifth township development. One of the first master-planned, gated-and-guarded developments in the area when it was first unveiled about 10 years ago, Jade Hills today has flourished into a self-contained, premium and low-density township with a focus on a green living environment.

The landscape theme and concept took inspiration from Chinese brush paintings that depict rolling clouds and majestic mountains amidst vast empty spaces — illustrating space, air and tranquillity. This development would reflect a symphony of peace, describes Gamuda Land architecture and product development manager Khariza Abdul Khalid. Its impressive landscape has won Jade Hills a Joint Gold at the inaugural EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018, together with Damansara Uptown.

This development took care to step lightly on nature's natural curves by only seeking to enhance the landscape with carefully selected species, which accentuate the concept of the homes and enclaves within.

"Before crafting Jade Hills' master plan, our architects and engineers were meticulous in identifying and mapping out the location



(From left) Abdul Sahak and Khariza.

of peaks and valleys as we are committed to respecting the naturally undulating terrain.

"We planned with the terrain's contour lines in mind and employed a split building approach, to reduce the disturbance to the environment," adds Khariza.

She believes a delicate balance of softscape can make strong and unifying statements and visual impact. Jade Hills' key landscape features are the lakes, which not only offer breathtaking views but also act as natural cooling agents. Meanwhile, the aquatic plants and weirs in the lakes serve as natural filters to maintain healthy water quality.

"Specific plants were also selected to protect the slopes and minimise the need for retaining walls while others attract fauna such as squirrels, birds and butterflies. With all these combined, we hope to promote a rich natural diversity," Khariza offers.

The lakes at Jade Hills are also an integral

part of the township's irrigation and storm water management solution.

The majestic fountain in one of the lakes is not there just to look pretty — it also serves as an aeration system, increasing oxygen levels in the lake's natural eco system.

The monthly maintenance cost for a lake using the self-cleansing method is zero, while conventional maintenance cost with electric pumps can go as high as RM7,600 per month, Khariza adds.

Gamuda Land has its own landscape architect team to ensure the standard of landscape planning in every one of its projects is aligned.

As at today, the developer has created more than 1,000 acres of park lands and lakes in all its developments.

"We see the value behind landscaping. It is representative of premium lifestyle living. It is also our developments' unique selling

point. More and more buyers are starting to appreciate our efforts in environment planning and design. We also see increasing demand for projects with properly-planned landscape design," Abdul Sahak notes, adding that landscape planning starts as early as once the developer acquires the land.

"Before we craft each of them, we look at the land's natural attributes, how the land rises and falls, where the waterways flow and the types of trees and plants that grow there.

"We maintain the good that the land offers, enhance what needs help and blend them with our neighbourhoods and towns. That has been our focus over the past 25 years.

"One of our guiding development principles in town-making is to listen to what the land tells us. We know that when we get things right, our towns will work," Abdul Sahak concludes.



More than 70 acres (20%) of Jade Hills' overall master plan have been preserved as green spaces with lakes and water features.

WINNERSEDGEPROP-ILAM
MALAYSIA'S
SUSTAINABLE
LANDSCAPE
AWARD 2018**SILVER**

Twin Arkz @ Bukit Jalil

SPECIAL MENTION

The Leafz @ Sungai Besi

Drawing residents together with simple, functional green spaces

PICTURES BY EXSIM DEVELOPMENT



The green pathway at The Leafz.

BY **RACHEL CHEW**LOW YEN YEING | EdgeProp.my

Amidst the rise of vertical urban living, many find themselves being overwhelmed by the development of concrete jungles in cities around the world.

"We cannot deny that we have sacrificed much of our green space for urban development. This makes landscape planning all the more crucial to soften the overall city environment, as well as to allow residents to stay connected to nature," says Hoda Design Sdn Bhd principal Ho Peng Ming.

Hoda Design is the landscape architect for Twin Arkz @ Bukit Jalil and The Leafz @ Sungai Besi — the former was a Silver winner at EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2018 while The Leafz received a Special Mention.

Both the projects in the Klang Valley were developed by Exsim Development Sdn Bhd, which Ho says has been very appreciative of the value of landscaping from the very start.

"Exsim Development is very generous when it comes to landscape planning in each of their projects. While many developers only allocate 0.5% of the overall construction cost for landscaping, Exsim always goes beyond that," Ho says.

He cites The Leafz @ Sungai Besi as an example. The main design requirement for the 3-block residential development sitting on 3.3 acres was that "the buildings should be wrapped in greenery".

"To create a peaceful green living environment has always been the company's goal, especially for our urban high-rise projects. Our first residential development was The Trez @ Bukit Jalil, followed by The Leafz @ Sungai Besi. We wanted both projects to stay relevant and carry the company's project DNA — outstanding landscape planning," Exsim Development head of corporate communications Michelle Siew tells EdgeProp.my.

"Generally, our budget for landscape planning in a project is higher than the market



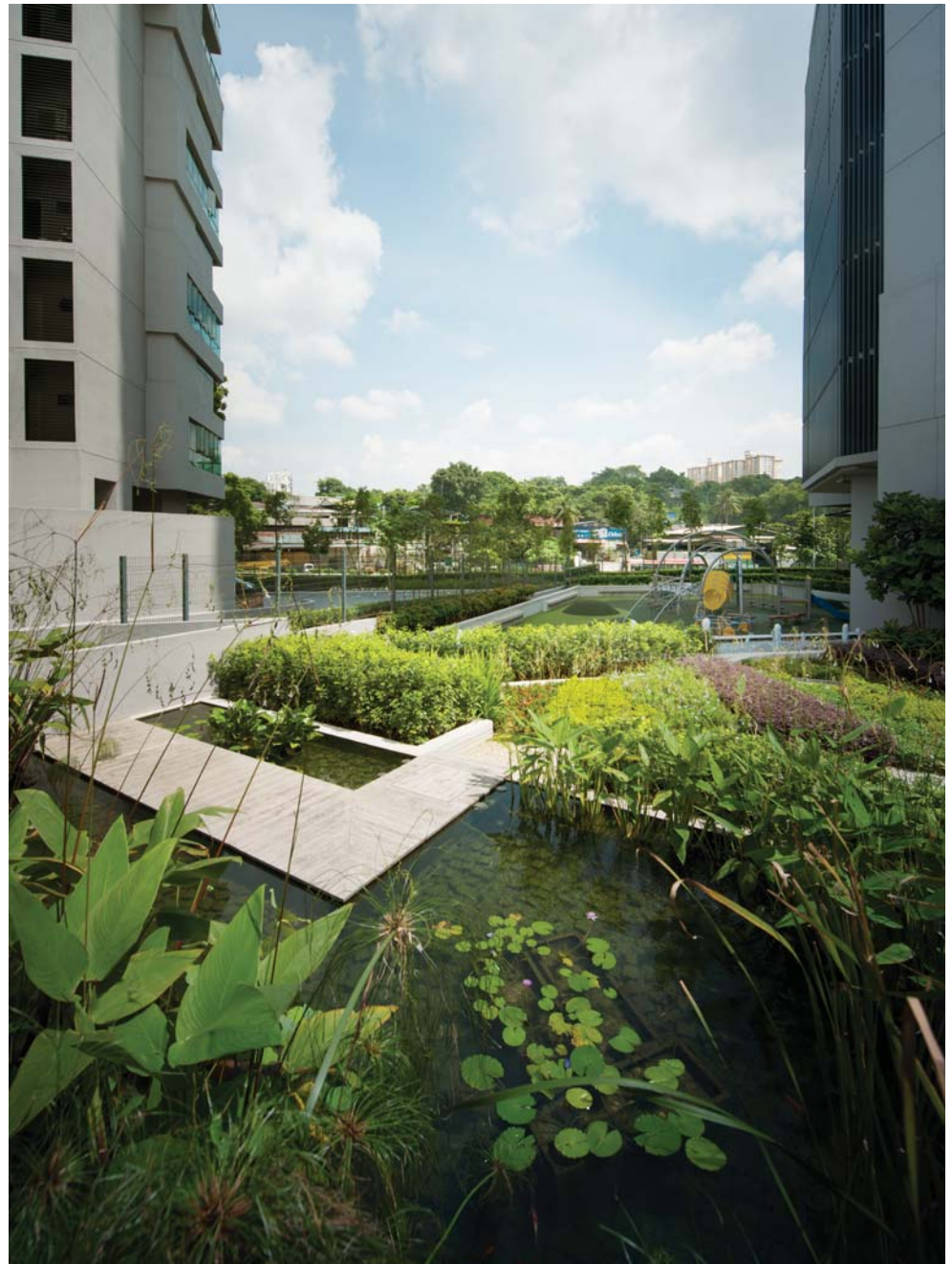
Ho: You do not need complicated designs to make a project stand out. You can make a project unique with simple and sustainable landscape.

average. However, when I mention higher, it is only 5% or 6% of the overall construction cost. We think the investment is worth every sen because in return, we get a project with a strong character that speaks for the brand," she adds.

Completed in the second quarter of 2015, The Leafz merges sustainable technology and art to create a serene environment for its residents. The living green walls and roof gardens help to cool down the surroundings. They also optimise the flow of oxygen and reduce carbon dioxide, thus providing crisp fresh air.

Meanwhile, the sky lounge with its infinity pool is inspired by the Hanging Gardens of Babylon.

"The landscape concept is inspired by the morphology and anatomy of leaves where the midribs and venation are highly



The pond is one of the favourite spots of the residents at The Leafz.



The water feature at the facilities floor of Twin Arkz.



EdgeProp

MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2018

WINNERS

emphasised with simple lines and texture," Ho explains.

Another key aspect of The Leafz is tree preservation. "We try to preserve as many trees as possible. We also used recycled and leftover building materials in the hardscape. For example, some benches are made from leftover bricks," he says.

"Our job is to beautify the building, not to destroy the original setting and build something not sustainable," he adds.

One feature that takes pride of place at The Leafz is the kitchen garden corner on the rooftop, initiated by Exsim.

"It is a corner planted with different edible plants such as lemon grass and pandan leaves. Ho proposed that we use organic fertiliser in this kitchen garden, considering these are edible plants, so we did despite the higher cost," says Siew.

The investment has paid off because it is one of the residents' favourite spots. Even after handing over the project to the joint management body, the chairman maintained the landscape and gardening contract because the residents wanted the landscaped features to remain the same although it entails higher overall maintenance cost.

Less is more

Ho stresses that maintenance is not as costly as many people imagine. "Yes, there are many things to be done — watering, pruning, trimming, clearing leaves, fertilising and others — but do you know that all these actually require very minimal monthly cost compared with the monthly electricity bills or the cost of the wear and tear of the entire development?"

Following the experience at landscaping The Leafz, a simpler landscape design was proposed for Exsim's subsequent development — Twin Arkz @ Bukit Jalil.

"Landscape planning is more than just about planting trees. It is about space planning to make common spaces useful and beautiful. We need to consider the hardscape such as what plants to use and where to plant them, as well as the softscape such as choosing the right outdoor furniture and where to put them," Ho explains.

According to him, the keyword for a sustainable landscape is "simple".

"I learnt something through the years and that is 'less is more'. You do not need complicated designs to make a project stand out. You can make a project unique with simple and sustainable landscape," Ho notes.



The rooftop of Twin Arkz @ Bukit Jalil.

LOW YEN YEING | EdgeProp.my



Siew: The urban farming was the first thing that came to our minds because everyone loved the kitchen garden at The Leafz.

"For example, a water fountain may look good but may require high monthly maintenance cost. You can replace it with a simple open green lawn with tree shades and benches, which look just as nice but more functional. This is simple, easy to maintain and will stand the test of time because plants become more beautiful as they mature."

At Twin Arkz, non-functional pocket spaces were minimised as the focus was on the functionality of the common spaces. For instance, the lush green space in front of the drop-off area not only serves as a pathway for residents to take a relaxing morning or evening stroll but also as a buffer wall to screen off the main road, thus creating more privacy for residents and visitors.

Simplicity was also adopted in the choosing of the plants. "We chose simple but evergreen plants," Ho says.

Twin Arkz sits on a 1.87-acre freehold site sandwiched between the 80-acre Bukit Jalil Recreational Park and the Bukit Jalil Golf & Country Club. The project was inspired by the concept of a missionary ark — a symbol of sanctity and life. Two star-gazing decks in the shape of an ark sit majestically atop both towers.

As for its landscape design, the ground floor was inspired by the movements of water, hence green hedges were planted in wavy lines complemented by the curvy



The Sky Farm at Twin Arkz is an upgraded version of The Leafz's kitchen garden.

lines of the patterned floor to create a pleasing outdoor garden.

Lush trees were placed at every outdoor and semi-outdoor space within the building to provide shade and a green environment.

The highlight of Twin Arkz @ Bukit Jalil landscaping is its urban farming garden — an upgraded version of The Leafz's kitchen garden.

"The urban farming was the first thing that came to our minds because everyone loved the kitchen garden at The Leafz. At Twin Arkz, we decided to make the garden bigger so more plants can be planted and more community activity can be conducted in the space," says Exsim's Siew.

Called the Sky Farm, the urban farm is on the rooftops of both towers and boasts an array of edible plants and fruits such as watermelon!

"From our observation, the farm or garden is not only a handy place for you to pluck some herbs when you need them for cooking, it is also a place where you get the chance to know your neighbours and socialise — another example how landscaping can add value to an investment," Ho offers.

Both Siew and Ho agree that projects that have landscaping integrated into their design and architecture stand out from the competition, especially in a market where demand for lifestyle living is rising today.

Siew agrees with Ho that more property buyers are looking at the landscape concepts of new developments now.

"Some purchasers actually ask who the landscape architect is during our new project launches. They want a project that offers landscaping that is as nice as our completed projects," Siew shares.

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