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FEATURE



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Malaysia's first female Housing and Local Government Minister Zuraida Kamaruddin has proposed several measures to create a transparent and efficient housing sector. See Pages 4 and 5.

**“WE ARE CONSTRUCTING A NATION”**

**ZURAIDA**

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**Colony secures its largest co-working tenant worth RM5.6m**

Luxury co-working and serviced office provider Colony has signed on its largest tenant to date, worth RM5.6 million, Colony Space Asia founder Timothy Tiah told EdgeProp.my.

Tiah explained that the deal will see a regional importer and distributor in the food industry move into its regional headquarters to become the anchor tenant of Colony's soon-to-be-opened KL Eco City location.

The deal comprises more than RM4 million in rental and another RM1.6 million for future expansion space that Colony is committed to provide.

Colony @ Eco City is due to open at end-June.

**Malaysia plans to develop island in Singapore Strait**

The government is mulling plans to construct a small island on an outcrop of rocks near the eastern entrance to the Straits of Singapore.

According to a report by *Reuters*, sovereignty over the strategically located islands was disputed by Singapore and Malaysia, and an International Court of Justice ruling 10 years ago awarded the Middle Rocks to Malaysia and the Pedra Branca island in the vicinity to Singapore.

"It is our intention to enlarge Middle Rocks so we can form a small island for us," Prime Minister Tun Dr Mahathir Mohamad said at a media conference after the Cabinet's weekly meeting.

**KL MPs hope to retrieve 10 of the 64 dubious DBKL land plots sold****Kuala Lumpur MPs hope to retrieve at least 10 plots of land that are still registered under the name of Kuala Lumpur City Hall (DBKL) from the 64 parcels of land sold by DBKL while under the purview of former Federal Territories Minister Datuk Seri Tengku Adnan Tengku Mansor from 2013 to 2018.****According to the Federal Territories Lands and Mines Office, the names of owners of the 10 plots of land have yet to be transferred although they were sold, Kepong MP Lim Lip Eng told reporters after the first formal meeting between 11 Kuala Lumpur MPs with Kuala Lumpur mayor Tan Sri Mohd Amin Nordin Abd Aziz on Wednesday.****"According to records obtained from the Lands and Mines Office (PTG) Kuala Lumpur, out of the 64****parcels, at least 10 of them have yet to have their ownership transferred to the buyers. This means that they are still registered under DBKL.****"The KL Mayor said [in the meeting] that if the Cabinet or the Chief Secretary to the Government****gives an order to not grant a consent [for PTG] to transfer the ownership, DBKL will terminate the sale and purchase agreement with the buyers and get back the 10 pieces of land," Lim said.****Malaysia to axe HSR**

Prime Minister Tun Dr Mahathir Mohamad has confirmed that the Kuala Lumpur-Singapore high-speed rail (HSR) will be cancelled with the penalty likely to be around RM500 million.

"We need to do away with some of the unnecessary projects, such as the HSR, which is going to cost us RM110 billion and will not earn us a single sen. That will be dropped.

"We have an agreement with Singapore. We have to talk with Singapore about dropping that project," said the 92-year-old premier.

The 350km HSR had a proposed seven stops — Bandar Malay-

sia, Bangi-Putrajaya, Seremban, Melaka, Muar, Batu Pahat, and Iskandar Puteri — in Malaysia, and Jurong East in Singapore.

**MRT3 project scrapped**

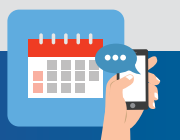
The government is scrapping the third mass rapid transit line (MRT3) project, which is estimated to cost up to RM40 billion to build, said Prime Minister Tun Dr Mahathir Mohamad.

"The MRT3 project will be discontinued," he told reporters after chairing the second weekly Cabinet meeting.

This followed the decision to

scrap the RM110 billion, 350km-long Kuala Lumpur-Singapore high-speed rail project, as part of the cost-cutting measures to help reduce the government's total debt, which exceeds RM1 trillion.

Under Budget 2018, the construction of MRT3 had been moved to 2025, two years ahead of the original 2027. It was previously reported that the project is expected to span a total of 40km and will cover hot spots in the city centre that include Ampang Jaya, Kuala Lumpur city centre, Jalan Bukit Bintang, the Tun Razak Exchange, Bandar Malaysia, KL Eco City, Pusat Bandar Damansara, Mont'Kiara and Sentul.

**LAUNCHES + EVENTS**How do I get past issues of this weekly pullout?  
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Events listed here will also appear on [www.EdgeProp.my](http://www.EdgeProp.my).**PRIMA open house****Date:** June 1 to June 3 (Fri to Sun)**Time:** 9am to 4pm**Venue:** First floor, UTC Kuantan, Pasar Besar Kuantan, Pahang**Contact:** (03) 7628 9898

PR1MA will be having an open house for its Kuantan projects, namely PR1MA @ Gambang, PR1MA @ Gambang 3 and PR1MA @ D'Marina. The team will be on site to assist buyers in owning a PR1MA home. Serious buyers are encouraged to bring along their personal and bank documents.

**The Health Talk****Date:** June 2 (Sat)**Time:** 11am to 5pm**Venue:** Paramount Property Gallery, Jalan Universiti, Petaling Jaya, Selangor**Contact:** (03) 7931 8091

The greatest wealth is health. Come and listen to the Health Talk organised by Paramount Property featuring "10 Points to Healthy Ageing" by Datuk Dr Rajbans (Consultant Physician)

and "Eat Well, Be Well" by Indra (Consultant Dietitian). RSVP to secure your seat.

**Free Entrepreneur Vision and Career Talk****Date:** June 2 (Sat)**Time:** 9.30am to 12.30pm**Venue:** REI Group of Companies, 20-2, Jalan Radin Bagus 9, Taman Sri Petaling, Kuala Lumpur**Contact:** (03) 9055 4919

Organised by REI Group of Companies, the entrepreneurship and real estate career talk is free but limited seats are available. RSVP on REI Group's Facebook page.

**Sunway GEOLake's show unit opens****Date:** June 2 and 3 (Sat and Sun)**Time:** 11am to 5pm**Venue:** Sunway GEOLake Sales Gallery, Jalan Lagoon Selatan, Bandar Sunway, Selangor**Contact:** (03) 5639 8888

Be the first to view Sunway GEOLake's show unit and join



in the fun-filled activities, which include an acrobatic lion dance (on June 2 only), batik painting, foam clay photo frame painting, terrarium workshop and free ice-cream.

**Gamuda Land investment talk****Date:** June 3 (Sun)**Time:** 2pm to 5pm**Venue:** Gamuda Gardens Lifestyle Gallery, Jalan SS 21/60, Damansara Utama, Petaling Jaya, Selangor**Contact:** (03) 7722 2146

Due to popular demand, Gamuda Land has once again invited property expert Wincent Saw to give an investment talk entitled "Northern Development Hotspot and Connectivity".

Saw will be sharing his insights on how to make sound investment decisions. RSVP as limited spots are available.

**Parents' Day Celebration by S P Setia****Date:** June 3 (Sun)**Time:** 10am to 5pm**Venue:** Setia Eco Templer, Jalan Ipoh-KM20, Taman Rekreasi Templer, Rawang, Selangor**Contact:** (03) 6092 2288

S P Setia Bhd invites all to a family-friendly Parents' Day celebration at Setia Eco Templer. The activities of that day include free car wash, pedicure and manicure, massage, hair trimming and kids' workshop. RSVP to receive a limited printed family portrait mug.



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# PUTTING THE HOUSE IN ORDER

BY TAN AI LENG

**M**alaysia's Housing and Local Government Minister Zuraida Kamaruddin has much to do. From housing policies to solid waste management to local council issues, the newly-minted minister has no time to tarry.

Making history as the first female to take on the portfolio, Zuraida — who is also the Ampang MP — is grateful to be given the trust to lead the ministry.

"I am a strong believer that women are capable. In fact, when women are more involved in an organisation or a country, the productivity [of the organisation or country] is higher.

"The country has not unleashed the full potential of its women population," she declared during an interview with EdgeProp.my.

In her first few days in office, Zuraida has already announced several housing-related proposals such as the synchronising of all affordable housing schemes and related matters under one roof in order to resolve market demand and supply mismatches as well as the issue of affordability.

In the recent interview, she revealed that the ministry is also developing a one-stop online application platform for government housing schemes that will enable Malaysians to submit their applications to the various schemes online.

This system would also allow applicants to track the approval status online within days, thus simplifying the application process while reducing the approval wait time. In cases where the applicants do not have access to the internet, the ministry will offer assistance to help them apply.

"The team is now developing the system [platform]. I think it should be ready in six months' time. With this system, it could provide clarity on purchasers' selection and improve the overall efficiency," she said.

## Transparency and efficiency

As the housing minister, Zuraida has set herself some goals — to create an efficient, fair and transparent housing sector and to make Malaysia's property sector a vibrant and inclusive one. She also wants to draw up a holistic plan to resolve the country's homeownership problems.

"Transparency is the key to resolving the issue of affordability. If we could get the process clear, where everyone could easily

understand the procedures, plus community empowerment, I believe we can reach the stage where we can all live in affordable and comfortable houses," the minister said, adding that the term "affordable housing" has been loosely used.

She said by putting all the housing-related matters under one roof, the ministry will be able to gather the necessary data and resources that will be useful in resolving the problems faced by developers, buyers and property owners, including the current mismatch in certain segments of housing supply and demand.

To effectively oversee housing demand and supply in the country, the ministry is looking at having the National Affordable Housing Council (NAHC), which was proposed in Pakatan Harapan's election manifesto, to be under the ministry's portfolio.

The many government agencies involved in developing affordable housing schemes — such as the Ministry of Finance's PR1MA projects, Felda's low-cost residential development as well as the People's Housing Projects (PPRs) — share the same objective but have created confusion in the market and caused the imbalance in supply and demand, said Zuraida.

"With so many agencies as well as private developers, they may, for instance, all choose to develop in the same area while the needs of other places are neglected," she explained.

"We are eager to implement what we have promised. This [policy] will be of great interest for the public and they are waiting for us to do it — we can't fail them," she added. However, she noted that the implementation of the NAHC and other proposals may take at least six months to realise, as the government has a lot of things to handle while the Cabinet has not been fully formed.

However, the Ampang MP stressed that her current focus will be on the housing needs of the low-income group (B40) before moving on to the housing needs of the middle-income group.

No doubt that while housing matters are her main focus, Zuraida considers community development as one of her main priorities as well. "I want the community to be empowered. When they are empowered, they will move towards becoming a more mature society and the country will move towards becoming a more advanced nation. Hence, we [the housing ministry] are not constructing houses — we are constructing a nation," she stressed.



PICTURES BY LOWYEN YEING | EdgeProp.my

## Response to EdgeProp.my's open letter to the government

In the interview with EdgeProp.my, Malaysia's Housing and Local Government Minister Zuraida Kamaruddin addressed the issues raised by EdgeProp.my in its open letter to the government, which was published on May 18.

The open letter highlighted nine issues crucial to the country's property sector. Here are the minister's responses.



SCAN to read EdgeProp.my's open letter

### 1 Consultation and engagement with industry players

**Zuraida:** As the Ampang MP over the past two terms, I have participated in a number of government consultations. As part of the new government, we will continue this practice of active engagement with all industry stakeholders.

For instance, if I need to remove any measures or rules related to the housing development, I would meet up with the stakeholders for discussion. This way, I could understand their concerns and the possible impact to the industry.

### 2 The definition of affordable housing and pricing

We shouldn't just focus on the price; the comfort of living should also be considered. I would suggest the pricing for affordable houses [for B40] to be around RM60,000, in order to have a comfortable residential unit with basic facilities, such as a park and community hall.

Rising building cost could be a major concern, but we can consider turning these housing developments into integrated developments for cost efficiency. The bottomline should be building comfortable homes with good living environment.

For medium-cost residential units, there could be a wider range of prices depending on different specifications, sizes and facilities. We will look into that segment after resolving the needs of the lower-income group.

### 3 Curbing price hike

Transparency is the key. The cost of construction hasn't been transparent so far due to insufficient information. By putting all housing matters under one roof, we will be able to identify the issues and the major cost contributor. By doing so, we hope to bring down the cost and housing prices.

Meanwhile, we are also setting up a one-stop online platform for affordable housing applications, which will simplify the overall process, fix the problems faced by the manual application process and improve transparency.

Putting all under one roof will also enable us to achieve economies of scale, if we plan to use the Industrialised Building System or other technologies in the future for government housing schemes.

### 4 Design and layout that meet current buyers' needs

This was one of the discussion topics we [the ministry] have had for the past one week. We are looking at a centralised system of town planning application that could improve overall efficiency.

### 5 Oversupply and lack of timely data

Timely data with numbers updated from time to time will enable future planning and implement the right measures to make sure the market could reach demand and supply equilibrium.



Overseas, such as in Australia and Singapore, there is a centralised system that could update supply and market transaction data once or twice a month, and these data are available to the public. Such data is important for policymakers and industry players, such as developers, to determine future planning.

Without timely data, we will not effectively resolve the supply and demand mismatch problem, especially for affordable housing.

There are many successful models that we could adopt and we will look into it, but the most important thing is the attitude and political will to resolve the problem.

## 6 No flip-flopping in terms of rules and regulations, please!

We understand the importance of having consistent rules and regulations, which could promote ease of doing business. However, different stakeholders will have different priorities when it comes to policy-making. Hence, it is important for federal, state and local governments to communicate and discuss their priorities to come up with win-win policies or measures.

I will also make sure there won't be any political intervention in the decision-making, especially in housing development matters. When it comes to the rakyat's benefit, no political agenda is allowed.

That's why we need to have an online housing application platform that can be enforced without interference.

Zuraida on her first day.



## 7 Need for property maintenance

Property management is important for all Malaysians. Actually, it's been my concern even before I was appointed as housing minister. In my past two terms as Ampang MP, I have handled quite a number of cases related to poor property management, especially for PPRs.

They are Malaysians, how could they live in such a [bad] living condition? There's an urgent need to upgrade their living condition. By improving their living condition, we will be able to educate them to become a more mature society, then it will be easier for us to implement related policies in the future.

I have proposed to place the government's PPR management under the local authorities, as the majority of PPR residents would not have the capacity to maintain the buildings.

I am also looking at creating work opportunities for young graduates who are interested to venture into the property management industry. We will employ them and provide them training and nurture them to become building managers, since we will be appointing building managers to manage the PPRs. We create new jobs for them and hope this could be a stepping stone to their future career advancement.

## 8 Elections in local councils

We have three levels of government — federal, state and local. It's fair to practise democracy at the local council level to let the local community elect their own mayor.

This is also an effort of community empowerment. Once the local community feels empowered, it will be easier for us to roll out new policies with their support. We will

have the local elections once the country's economy stabilises.

In the meantime, I will visit all the state executive councils to understand local housing issues and tell them our plans as well. Together, we will see how we can come up with a holistic plan to handle housing problems.

## 9 Liveability

Community empowerment is important. If a mayor is elected by the rakyat, he or she will put the community's concerns as priority in policymaking. We [the ministry] want to come up with community development policies — this is something we have never done before.

We are not constructing homes — we are constructing communities. Houses are just vehicles for the people to stay in. It's the people in the community we need to take care of.

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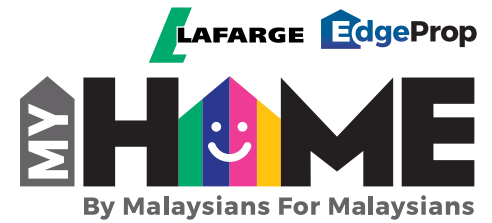
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# Yearning for green spaces and lasting homes



BY NATALIE KHOO

There seems to be a growing environmental awareness among Malaysians, if the Lafarge-EdgeProp MYHOME survey findings are of any indication.

Findings from the six-week-long survey show that while the top two considerations when buying a home are convenient location (74.1%) and security (71.8%), having natural green spaces garners 51.4% to be rated as the third top priority for Malaysian homebuyers. The demand for green spaces is ahead of other factors such as built quality (42.2%), returns on investment (21.9%), easy ownership scheme (19.1%), developer reputation (12%) and prestigious address (7.5%).

Organised by Lafarge Malaysia and EdgeProp.my, the MYHOME survey received close to 14,000 respondents. It sought to find out what the ideal home of the majority of Malaysians looks like, as it will form the basis for the design of homes to be built by the country's top property developer S P Setia Bhd.

Public parks and green spaces are also among the most important amenities that Malaysians want near their ideal home (50.4%), almost on par with other amenities such as public transportation including the mass rapid transit and light rail transit lines (56.5%), schools (55%), and restaurants and cafes (53.8%).

When asked to pick their favourite optional spaces in their ideal home, the respondents' top two choices are balcony and garden — again reflecting their love for the outdoors and nature.

Notably, most of the respondents are not just hoping for more greenery but also want to live in homes that offer good ventilation (65.6%) and ample natural lighting (40.7%), two hallmarks of a sustainable development.

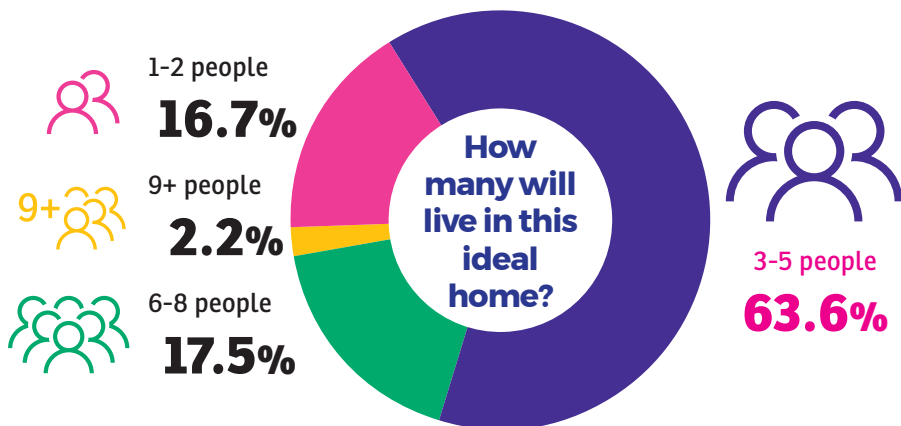
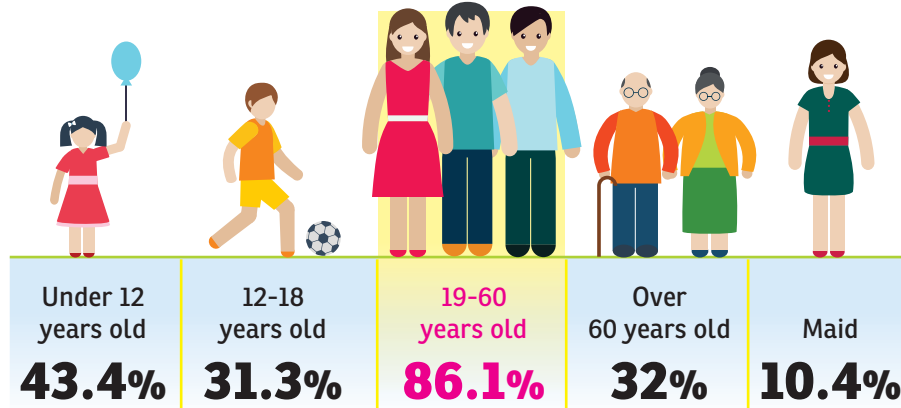
Green lungs, lush landscaping and open spaces are aspects that may have been less prominent in urban developments due to land scarcity and high land cost. However, it is clear that urbanites are yearning to live amidst nature.

"Landscape plays an invaluable role towards sustainable development. People are concerned about their living and environment quality.

"Landscape provides recreational opportunities and enjoyment, and also encourages healthy lifestyles for its users. Thus, landscape is now considered a base for well-being and inspires living with sustainable values," says Institute of Landscape Malaysia president Assoc Prof Osman Tahir.

Osman also notes that landscape and greenery also contribute to the

## The age of people who will live in this ideal home\*



social, cultural and psychological aspects of human lives, which are crucial for the liveability of our modern lifestyle and living environment.

"It provides an escape from the physical and emotional pressures of daily life," Osman adds, emphasising that without landscape and green infrastructure, a space will be considered dead and without any soul or spirit.

### A home for all ages

The survey results also show that most households comprise around three to five persons (63.6%), with the majority stating that they range from as young as 19 to as old as 60 years of age (86.1%).

S P Setia executive director Datuk Tan Hon Lim notes that a teenager's needs will differ from his parents and even more from his grandparents. "A home must have a certain 'flexibility' to cater for the needs of three generations. A good example is our Starter Homes

series in Setia Alam, where each unit has an 8ft backyard that is renovation-ready. While the space can be used as a drying area, it can also easily accommodate an extension as the foundation and slabs have already been laid in, should the residents need more space when the family grows bigger.

"Some of our other projects in the Klang Valley and Johor have an open-plan concept, whereby the ground floor can accommodate a room for aged residents and equipped with an en-suite bathroom. Should the family decide that this is not needed, they can tear down the walls to make their living area more spacious."

As for Lafarge, it firmly believes that a home for multi-generational living must be thoughtfully designed for long-term sustainability.

"In a typical building's lifespan, 25% of its carbon footprint is embedded in the building materials and 75% is from the day-to-day running of the building, such as

lighting, air-cooling and water.

"Lafarge, as a building materials provider, is responsible for supplying the correct building materials for the job. In order to do this effectively and efficiently, there has to be early engagement with all stakeholders in the development.

"Thoughtfully-designed homes start from the design phase right up to the choice of materials, the actual build and finally maintenance. The use of durable products allow for lower maintenance cost in the long run," Lafarge Malaysia Bhd president and CEO Mario Gross explains.

### Are smart homes catching on?

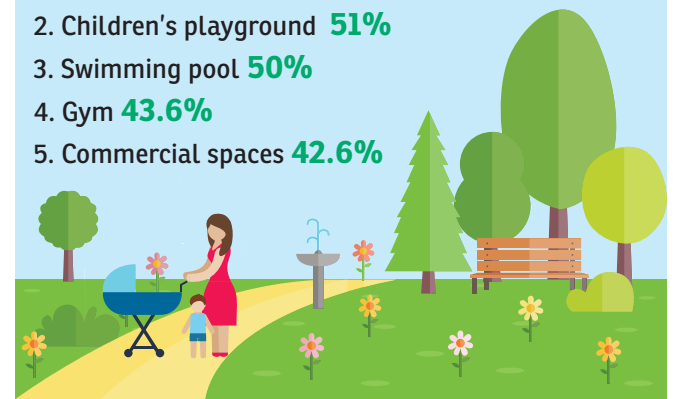
Interestingly, although the majority of respondents are considered young, smart homes are the least popular choice with only 19.6% of respondents choosing smart home features as the top attribute of their ideal home. This could be due to the perception that smart homes cost more.

### Top 5 amenities you want near a community\*

1. MRT/LRT/KTM lines **56.5%**
2. Schools **55%**
3. Restaurants and cafes **53.8%**
4. Public parks/green spaces **50.4%**
5. Retailers **47.7%**

### Top 5 amenities you want within a community\*

1. Jogging trail **52.7%**
2. Children's playground **51%**
3. Swimming pool **50%**
4. Gym **43.6%**
5. Commercial spaces **42.6%**



\* Percentages do not add up to 100% because respondents were allowed to choose more than one answer.

PICTURES BY LOW YEN YEING | EdgeProp.my



Prof Osman: Landscape plays an invaluable role towards sustainable development.



Hon Lim: A home must have a certain 'flexibility' to cater for the needs of three generations.



Gross: The use of durable products allow for lower maintenance cost in the long run.



Chee Hon: Smart is in fact a very broad definition. Every individual would express his or her understanding quite differently.

Panasonic Malaysia strategic B2B development general manager Tan Chee Hon opines that, in the survey, "smart" might have been rated relatively lower than other fundamental needs partly due to its broad definition and diverse understanding.

"Smart is in fact a very broad definition. Every individual would express his or her understanding quite differently depending on his or her exposure, experience and inclination. Some would say that just by being able to control the lights on and off using a smartphone is considered smart. Those with higher expectations would only consider it smart if all the appliances, network, security and communication devices are all highly integrated," he shares.

However, with the constant evolution of technology, it is an aspect we cannot avoid and can even help to reduce cost over the long run.

"Panasonic products such as selected air-conditioners, refrigerators and washers have a well-established smart feature called EcoNavi, where incorporated smart sensors will study the patterns or presence of the homeowner's usage and adjust the optimal energy consumption accordingly.

"For security, we have the Home Network System, which is easy to set up, user-friendly and affordable. This is a simple smart-in-a-box solution, where the elements of wireless security camera, alarm sensors (doors, windows and motion) and smart power plugs are integrated as one," Chee Hon concludes.

## SOLUTIONS TO BEST MANAGED PROPERTY



# DIY OR GET A PRO?

To ensure your property is managed well from day one, should you hire a professional property manager or rely on your own capability to do it?

BY SHAWN NG

**C**ost is often a factor when it comes to property management and the lack of funds usually pushes the management corporation (MC) of a strata building to do it on their own. But the wise thing to do is for owners to weigh the pros and cons between the two options before deciding.

The main advantage of taking property management into your own hands is that you save on professional fees for property managers, paying only for the cost of hiring staff to do related maintenance works, according to Malaysian Institute of Professional Property Managers (MIPPM) president Sarkunan Subramaniam.

"However, it is very time-consuming because property management is an onerous, full time, round-the-clock task. Owners will need to be prepared to commit a tremendous amount of time for the planning and execution of proper property management," he tells EdgeProp.my.



Sarkunan: When the owners do not have the luxury of time to manage the day-to-day or routine matters of managing a strata property, a professional property manager should be hired.

On top of that, self-managing a strata property will require the owners to be well-versed with the Strata Management Act 2013 (SMA 2013). They should also possess general management skills, such as accounting or book keeping, technical knowledge, administration and people management, says Sarkunan, who was a judge for EdgeProp Malaysia's Best Managed Property Awards 2018.

"They also have to understand the property and the issues that arise in order to prepare a plan to be executed. For example, if it is an old condominium, plans need to be put in place for some refurbishment works or upgrades of certain maintenance systems in accordance to the funds available.

"If it is a new condominium, attention

needs to be placed on management of common area defects, compile the defects list and send it to the developer, as well as appointment of good vendors to ensure the maintenance of the condo is done well in order to prolong the building's life cycle," he elaborates.

Appointing a registered professional property manager, on the other hand, can provide peace of mind for the owners while ensuring the management tasks are being done in adherence to strict timelines and regulations although the owners have to pay a higher cost.

According to Sarkunan, the property management fees can be divided into two parts, namely the professional fees and the on-site staff cost.

The combined cost to appoint a professional property manager could range between 10% and 25% of the total monthly service charge income collected in a property.

"There are many property managers in the industry, thus making the task in identifying a suitable property manager challenging. But when the owners do not have the luxury of time to manage the day-to-day or routine matters of managing a strata property, a professional property manager should be hired," he advises.

## Picking the right property manager

For those who are looking for a property manager, Sarkunan warns against players that offer cheap fees and who work solo, instead of an organisation.

"A good property manager would be an organisation that is able to act as a point of contact for the MC members pertaining to day-to-day operations on site.

"Also watch out for those offering cheap fees. Many of them do so because they will charge commissions on certain tasks after being appointed by the MC members," he says.

Hence, he urges property owners to always go for property management firms which are registered with the Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP).

If owners still wish to hire those who are not registered with the board, they are advised to collect a bond from the unregistered property manager to protect themselves.

Under the Strata Management (Maintenance and Management) Regulations 2015, if a person or agent is not a registered property manager, he or she is not allowed to undertake the maintenance and management of a strata property unless he or she has lodged a bond with the joint management body or MC.

The amount of the bond shall be a sum that is equivalent to the remuneration or management fees for 12 months or a sum of RM50,000, whichever is higher.



## Self-managing VS hiring a pro



### Self-manage:

**Pros:** Save cost

**Cons:**

- Time consuming
- May be overwhelmed by the stress and work involved



### Professional property manager

**Pros:**

- Peace of mind
- Work will be done in accordance to regulations

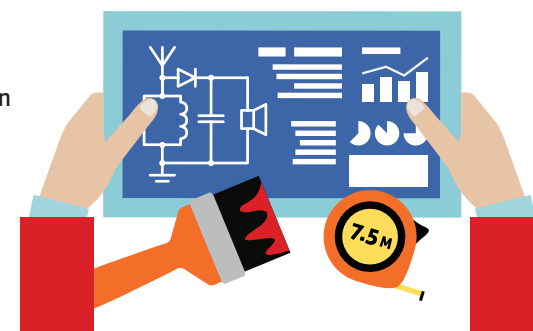
**Cons:** High cost

### To self-manage, the MC must:

- be well-versed with the Strata Management Act 2013 and other relevant legislations
- understand the property and the issues that the building faces
- be sensitive on money matters including collections to ensure a healthy financial account
- have frequent communication with owners
- encourage participation from owners in the MC
- appoint competent staff to run the daily management office

### A good property manager should:

- be attached to an organisation that is registered with BOVAEP
- have adequate support from its headquarters
- be able to handle day-to-day operations on site
- be able to act as a point of contact and assist owners with the communication and work flow with contractors and vendors



## How to keep tabs on your property manager

In order to ensure that the property manager is doing his or her job, Sarkunan says that MC members have to carry out meetings at least once in two months in accordance to the SMA 2013.

"MC members can obtain up-to-date knowledge of what is happening in their properties during these meetings while taking the opportunity to understand the works carried out by the property manager. In addition, monthly reports and financial reports can be requested by MC members so that they know the critical issues that occur within the month," he explains.

He points out that there has to be a close working relationships between MC members and the property manager.

MC members need to participate and support the actions and operations of the property manager and be involved in decision making in order to ensure that the property manager succeeds in managing the strata property.

He points out that there is a misconception

that a property manager provides expertise to all matters pertaining to the property.

The fact is, property managers execute their functions and roles in accordance to the Property Management Standards. Specific matters such as mechanical, electrical, structural, taxation, legal advice, leasing and rental, and even paint jobs are beyond their purview and clients need to understand that experts need to be separately appointed to handle issues that arise accordingly.

However, a good property manager would be able to assist the MC with the liaison, communication and work flow with third party contractors and vendors to address the issues, says Sarkunan.



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