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A PULLOUT EVERY FRIDAY WITH **THE EDGE** FINANCIAL DAILY

FRIDAY, APRIL 26, 2019 . ISSUE 2878/2019 . PP19055/06/2016(034530)

PRINT + DIGITAL

玉

JADE HILLS



EdgeProp Malaysia's Best Managed
Property Awards 2019

(above 10 years non-strata residential category)

GAMUDA LAND

Jade Hills, Kajang
Actual Photo



Valencia



EdgeProp-ILAM Malaysia's
Sustainable Landscape Awards 2019



*Sincere
Responsible
Original*

Gamuda Land Sdn Bhd (573380-D)
Menara Gamuda, Block D, PJ Trade Center
No. 8, Jalan PJU 8/8A, Bandar Damansara Perdana
47820 Petaling Jaya, Selangor Darul Ehsan.

THEEDGE *Top Property
Developers Awards*
2018



**When we get things right,
the town works**

When we start planning a town,
we think not only of the home place.
We think of places for the community,
that sustain their needs.
So, we think of ample parks and play places,
and the places to learn, eat and shop.

Every element is mindfully planned
and thoughtfully brought together,
down to how tree species are selected.
So, caring for the landscape is simple and sustainable,
and biodiversity can really thrive.

As we think about neighbourhood safety and security,
we look for insights in CPTED* principles
to improve the well-being of our community.

This is how we look at details,
and how we plan for tomorrow,
to make sure the town works
and create a place for the people to call home.

**Crime Prevention Through Environmental Design*

Valencia, Sungai Buloh
Actual Photo



gamudaland.com.my
018 980 1888



EdgeProp Malaysia's Best Managed
Property Awards 2019

(below 10 years Multiple-owned Strata Residential)



Strategic partnership with:



A member of UEM Group

Horizon Hills, Iskandar Puteri
Actual Photo

Sincere
Responsible
Original

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A PULLOUT EVERY FRIDAY WITH **THE EDGE FINANCIAL DAILY** IN THE CITY REGION

FRIDAY, APRIL 26, 2019 . ISSUE 2878/2019 . PP19055/06/2016(034530)

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MALAYSIA'S BEST MANAGED
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Sunway Group chairman
and founder



Sarena Cheah
Sunway Property
division managing director



Anwar Syahrin Abdul Ajib
UEM Sunrise Bhd managing
director and CEO



**Tan Sri Teo
Chiang Kok**
Bandar Utama
City Centre
Sdn Bhd director



**Datuk Wira Boo
Kuang Loon**
Yong Tai Bhd CEO



Datuk Wong Tuck Wai
S P Setia Bhd deputy
president and COO



Wee Boon Leong
Tanah Sutera
Development Sdn Bhd
general manager



Tang Meng Loon
Gamuda Land club,
townships and
property management
director



Datuk Joseph Lau
Perdana ParkCity
Sdn Bhd group CEO



Datuk Hashim Wahir
KLCC Property
Holdings Bhd and KLCC REIT
Management Sdn Bhd CEO

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EdgeProp

MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019

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“
In the building and development ecosystem, whether or not a building, a cluster of buildings, or landscape can be managed in a sustainable manner rests fundamentally on its design and construction.
”



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

Of excellent property management and sustainability

Real estate managed with excellence promises value creation. For this to be a reality, first, the buildings have to be designed and constructed for quality and sustainable property management practices.

In the building and development ecosystem, whether or not a building, a cluster of buildings, or landscape can be managed in a sustainable manner rests fundamentally on its design and construction.

It is prudent for buyers to cut through the marketing hype and clamour, and invest only in projects that are sustainable in the truest sense of the word.

Do ask yourself: Do I need a wide array of amenities that I might not use? Iconic architectural designs are breathtaking

and make great conversation pieces — but are these costly to upkeep?

So, in addition to the all-time favourite location, timing and pricing factors, add another check-box in your list of considerations — to determine if the project is designed and built for quality and sustainable property management.

To this end, developers who are responsible and committed to quality and sustainable property development and management must be applauded and recognised.

The same goes for all the other real estate industry stakeholders who are passionate about best-in-class property and facility management practices.

Ultimately, it is only through our joint efforts that Malaysia will be assured of world-class managed real estate, real estate that promises healthy value creation.



The EdgeProp.my editorial team.

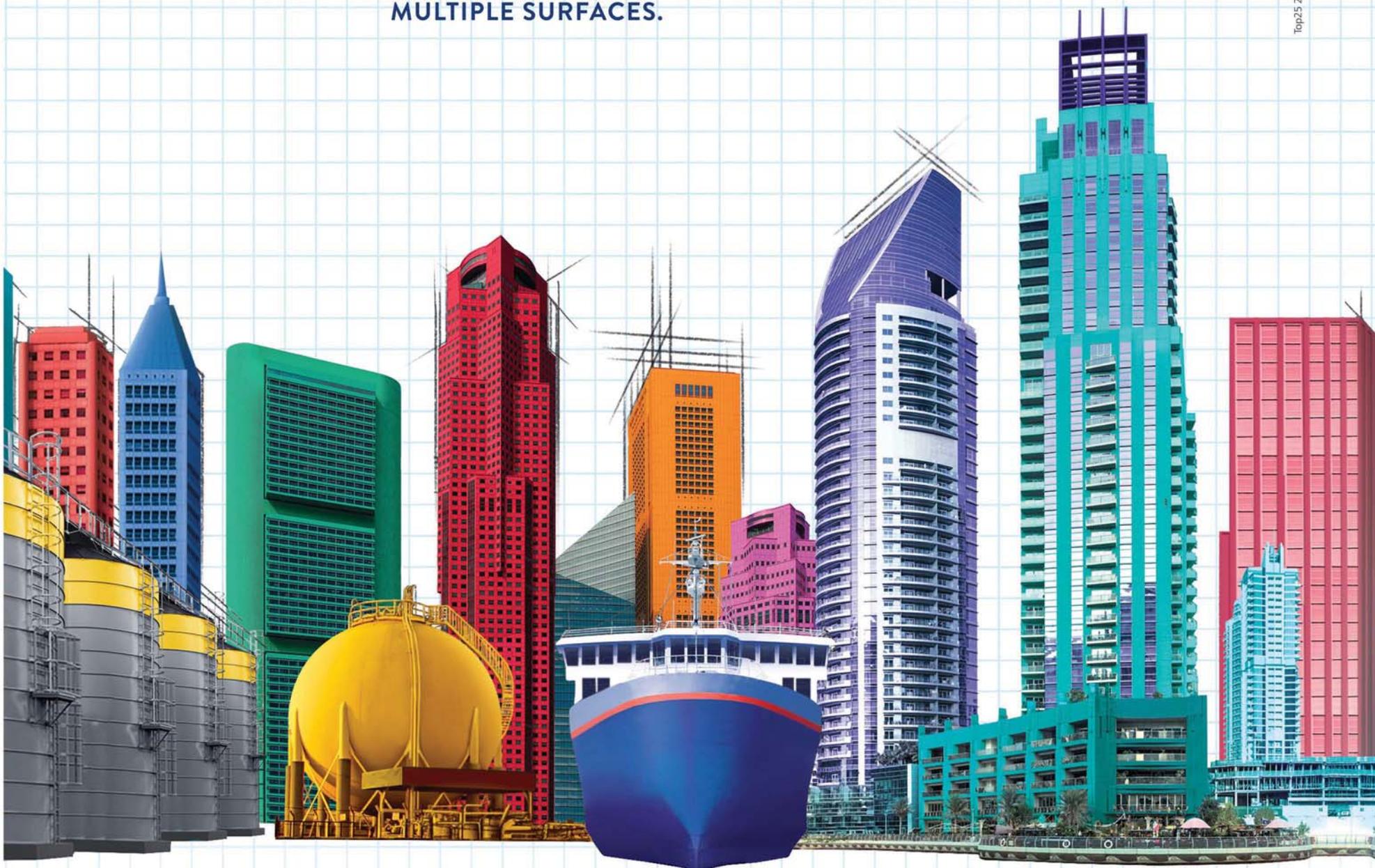
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RESULTS



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MALAYSIA'S
BEST MANAGED
PROPERTY
AWARDS **2019**

**THE
WINNERS
AT A GLANCE**

Editor's Choice Awards 2019



**TAN SRI
DR JEFFREY CHEAH AO**
FOUNDER AND CHAIRMAN, SUNWAY GROUP

MALAYSIA'S EXEMPLARY
LEADER OF SUSTAINABLE
DEVELOPMENT



SUTERA MALL
TANAH SUTERA DEVELOPMENT SDN BHD

EXEMPLARY
RETAIL MALL



**KUALA LUMPUR
CONVENTION CENTRE**

EXEMPLARY CONVENTION
CENTRE



ENCORE MELAKA
YONG TAI BERHAD

EXEMPLARY REAL ESTATE
CONTRIBUTION
TO THE NATION

*EdgeProp Malaysia's Responsible Developer:
Building Sustainable Development Award 2019*



**PERDANA PARKCITY
SDN BHD**



**SUNWAY
PROPERTY**

EdgeProp Malaysia's Best Managed Property Awards 2019

Below 10 years Multi-own strata residential

<p>D'SUITES @ HORIZON HILLS</p> <p>GOLD WINNER</p>	<p>VERDI ECO-DOMINIUMS</p> <p>SILVER WINNER</p>	<p>DEDAUN CONDOMINIUM</p> <p>BRONZE WINNER</p>	<p>THE PEARL @ KLCC</p> <p>BRONZE WINNER</p>	<p>NAIM BAHAGIA RESIDENCES</p> <p>SPECIAL MENTION</p>
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10 years and above

Multi-own strata residential

Non-strata residential

<p>MONT'KIARA ASTANA</p> <p>GOLD WINNER</p>	<p>MONT'KIARA PELANGI</p> <p>GOLD WINNER</p>	<p>JADE HILLS</p> <p>GOLD WINNER</p>	<p>AMAN SARI 18</p> <p>BRONZE WINNER</p>	<p>KUALA LUMPUR CONVENTION CENTRE</p> <p>GOLD WINNER</p>
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Non-strata office

Retail

Specialised categories

<p>KOMPLEKS DAYABUMI</p> <p>BRONZE WINNER</p>	<p>MENARA EXXONMOBIL</p> <p>BRONZE WINNER</p>	<p>1 UTAMA SHOPPING CENTRE</p> <p>GOLD WINNER</p>	<p>SUTERA MALL</p> <p>SILVER WINNER</p>	<p>KATO MANUFACTURING (MALAYSIA) SDN BHD</p> <p>SPECIAL MENTION</p>
--	--	--	--	--

EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019

<p>LEPIRONIA GARDEN, SETIA ECO GLADES</p> <p>GOLD WINNER</p>	<p>THE MANSIONS @ PARKCITY HEIGHTS</p> <p>GOLD WINNER</p>	<p>SRI PENAGA CONDOMINIUM</p> <p>SILVER WINNER</p>	<p>VALENCIA</p> <p>SILVER WINNER</p>
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All Gold winners, Responsible Developer Award winners and Editor's Choice Award winners of EdgeProp Malaysia's Best Managed Property Awards 2019 in a group photo with Zuraida (centre).



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MIPFM



BMAM



MRMA



ILAM



APFM

PICTURES BY LOW YEN YEN, SAM FONG AND KENNY YAP

Tan Sri Jeffrey Cheah named Malaysia's Exemplary Leader of Sustainable Development 2019

BY RACHEL CHEW

PETALING JAYA: Tan Sri Dr Jeffrey Cheah AO of Sunway Group was named Malaysia's Exemplary Leader of Sustainable Development 2019 by editors of EdgeProp.my at EdgeProp Malaysia's Best Managed Property Awards 2019 held on the evening of April 21.

The inaugural Editor's Choice Award — Malaysia's Exemplary Leader of Sustainable Development was the only personality award of the evening which saw the who's who in the property industry gathered to celebrate excellence in property management in Malaysia.

Jeffrey is the founder and chairman of the Sunway Group, one of Malaysia's largest conglomerates with 12 established business divisions spanning 50 locations worldwide.

He is also an international icon in championing sustainable development over the last four decades, not just in Malaysia but throughout the region.

Although he could not be present that night to receive the award from guest-of-honour Housing and Local Government Minister Zuraida Kamaruddin, a pre-recorded acceptance speech by Jeffrey was aired while Sunway Bhd managing director of property division Sarena Cheah accepted the award on his behalf.

"I would rather not take this award as a personality award. It is an effort of the entire Sunway Group and the shareholders. Building sustainably is no longer an option but a must and we can't rely on solely the government. It requires the contribution of all sectors," Cheah said in his acceptance speech.

Held at a hotel in Petaling Jaya, EdgeProp Malaysia's Best Managed Property Awards 2019 recognises real estate that is managed with ex-

cellence and sustainability. Introduced in 2017, the annual Awards is the first of its kind in Malaysia and in the region.

The Awards is endorsed by the Housing and Local Government Ministry and supported by the Real Estate and Housing Developers' Association (Rehda), Malaysian Institute of Property and Facility Managers (MIPFM), Building Management Association of Malaysia (BMAM), Malaysian REIT Managers Association (MRMA), Architect Centre Sdn Bhd, Institute of Landscape Architects Malaysia (ILAM) and the Association of Property and Facility Managers Singapore (APFM).

CONTINUES ON PAGE 8



(From left) EdgeProp.my executive editor Sharon Kam, Kuala Lumpur Convention Centre general manager Alan Pryor, KLCC Property Holdings Bhd and KLCC REIT Management Sdn Bhd CEO Datuk Hashim Wahir, Yong Tai Bhd CEO Datuk Wira Boo Kuang Loon, Cheah, Zuraida, The Edge Media Group chairman Datuk Tong Kooi Ong, Tanah Sutera Development Sdn Bhd assistant general manager of commercial Crystal Soon, Tanah Sutera Development Sdn Bhd general manager Wee Boon Leong and Au.

"Making sure our buildings are safe"

BY CHIN WAI LUN

EdgeProp Malaysia's Best Managed Property Awards 2019 Gala Night on April 21 was more than just about industry excellence and recognition.

EdgeProp Malaysia managing director and editor-in-chief Au Foong Yee called on the government to address safety and wellness-related issues in both newly-constructed and older buildings as observed during the detailed judging process for the Awards.

A letter detailing the findings that centred mainly on design, mechanical and electrical and gas-related issues was handed over to the Housing and Local Government Minister Zuraida Kamaruddin, the guest-of-honour at the event.

"EdgeProp hopes the government will look into the areas identified to make our buildings safer to live, work and play in," said Au.

"Malaysia must adopt a proactive culture and approach towards post-construction



Zuraida (centre) with the letter received from Au (left). Looking on is Tong.

management practices which is now lacking.

"Let us not wait for anything untoward to happen before we do the right thing," she added.

Au said the Awards judging process has revealed, among other things, certain building

and construction-related "industry" practices that have evolved over the years.

"What if something tragic should happen? Then, presumably, hell would break loose and the blame game starts; but that would be too late," Au pointed out.

The panel of judges, Au said, was also concerned with whether building and renovation materials used met safety and health standards.

She asked: "Do we have the standards? If so, do the guidelines need to be reviewed for relevance? How effective is our enforcement?"

The quality of indoor air, one of the criteria of the Awards, was another area that judges have found to be lacking in some buildings.

"We do not see what we breathe in. But what we do not see can harm us," stressed Au, who urged the government to step up its efforts to improve the wellness of Malaysians.

"As the maxim goes, never judge a book by its cover. By the same token, a building should never be judged by its facade," Au added.

Congratulations

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MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019



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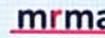


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EDITOR'S CHOICE AWARDS 2019

Malaysia's Exemplary Leader of Sustainable Development:

Tan Sri Dr Jeffrey Cheah AO
Founder and Chairman,
Sunway Group

Exemplary Retail Mall:

Sutera Mall
Tanah Sutera Development
Sdn Bhd

Exemplary Convention Centre:

Kuala Lumpur
Convention Centre

Exemplary Real Estate Contribution to the Nation:

Encore Melaka
Yong Tai Berhad

EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER: BUILDING SUSTAINABLE DEVELOPMENT AWARD 2019

Perdana ParkCity Sdn Bhd
Sunway Property

BELOW 10 YEARS — MULTI-OWN STRATA RESIDENTIAL

GOLD: D'Suites @ Horizon Hills

SILVER: Verdi Eco-Dominiums

BRONZE: Dedaun Condominium

BRONZE: The Pearl @ KLCC

SPECIAL MENTION:
Naim Bahagia Residences

10 YEARS AND ABOVE — MULTI-OWN STRATA RESIDENTIAL

GOLD: Mont'Kiara Astana

GOLD: Mont'Kiara Pelangi

10 YEARS AND ABOVE — NON-STRATA RESIDENTIAL

GOLD: Jade Hills

BRONZE: Aman Sari 18

10 YEARS AND ABOVE — NON-STRATA OFFICE

BRONZE: Kompleks Dayabumi

BRONZE: Menara ExxonMobil

10 YEARS AND ABOVE — RETAIL

GOLD: 1 Utama Shopping Centre

SILVER: Sutera Mall

10 YEARS AND ABOVE — SPECIALISED CATEGORIES

GOLD: Kuala Lumpur
Convention Centre

SPECIAL MENTION:
Kato Manufacturing (Malaysia)
Sdn Bhd

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD 2019

GOLD: Lepironia Garden,
Setia Eco Glades

GOLD: The Mansions
@ ParkCity Heights

SILVER: Sri Penaga
Condominium

SILVER: Valencia

OVERVIEW

'Quality property management is no longer an option'

FROM PAGE 6

"Property is not just about the structure and facade design. It is about how easy it will be to up-keep so that it lasts and stays in good shape. High-rise living is increasing so it is very important for a project to move beyond just the structure and be liveable and comfortable," Zuraida said in her speech at the awards night.

Meanwhile, EdgeProp.my managing director and editor-in-chief Au Foong Yee in her welcome speech said quality property management practices are no longer an option, but a must in communal living.

"Let us not wait for a tragedy to strike before we do the right thing... By raising the bar on the nation's property management practices, we hope Malaysia will be a global destination of properties with top class management," Au added.

Editors of EdgeProp.my also awarded Encore Melaka by Yong Tai Bhd with the Editor's Choice Award — Exemplary Real Estate Contribution to the Nation 2019

for putting Malaysia on the world cultural tourism map.

The theatre complex features Southeast Asia's only state-of-the-art 360 degree rotating audience platform designed and built specifically for the Encore Melaka Impression Series show — the only famous Impression Series show outside China.

Another recipient of the Editor's Choice Award is Sutera Mall. The retail mall in Johor Bahru was accorded the Editor's Choice Award — Exemplary Retail Mall 2019. More than its retail offerings, the suburban mall was recognised for its community and green initiatives.

The suburban mall allocated 35,000 sq ft of retail space to run a free-to-use public library stocked with 60,000 books. It also runs the Kuru Kuru Shop where the public can drop off pre-loved items, as well as a food recycling programme that turns food waste into organic fertiliser for its community farm.

Meanwhile, the recipient of the Editor's Choice Award — Exemplary Convention Centre was Kuala

EdgeProp-ILAM Malaysia's Sustainable Landscape Award ALL WINNERS



(From left) Henry Butcher Malaysia (Mont Kiara) Sdn Bhd director Ronny Yong, Sri Penaga management corporation chairman Khaw Chay Tee and committee member Yuen Cheong Swing, Au, S P Setia Berhad deputy president and COO Datuk Wong Tuck Wai, Zuraida, Tong, Gamuda Land head of landscape architecture Khariza Abdul Khalid, Gamuda Land executive director of product management unit Eddie Chan, Praxcis Design Sdn Bhd director Yap Nga Tuan, Perdana Parkcity Sdn Bhd group CEO Datuk Joseph Lau.



Perdana Parkcity Sdn Bhd group CEO Datuk Joseph Lau receives EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Awards 2019 from Zuraida.



Sunway Bhd deputy managing director property development division Lum Tuck Ming receives EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award from Zuraida.

Lumpur Convention Centre. The 14-year-old convention centre located in Kuala Lumpur City Centre has contributed RM8 billion in economic growth to the country.

Meanwhile, Sunway Property and Perdana ParkCity Sdn Bhd were accorded the prestigious

EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2019.

In the sustainable landscape category, winners of EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2019 were Gold winners Lepironia Garden at Setia Eco Glades, Cyberjaya by S P Setia Bhd and The Mansions @ ParkCity Heights in Desa ParkCity as well as Silver winners Valencia, Sungai Buloh; and Sri Penaga Condominium, Bangsar.

Meanwhile, for the anchor awards, EdgeProp Malaysia's Best Managed Property Awards 2019 recognised 15 projects for their excellent property management. The awards were given in two divisions — properties below 10 years and 10 years and above.

Among the winners of the night were properties developed by Gamuda Land, KLCC Property Holdings Bhd, Bandar Utama City Centre Sdn Bhd, Selangor Dredging Bhd, Naim Holdings Bhd, and UEM Sunrise Bhd.

D'Suites @ Horizon Hills, Johor won the Gold in the below 10 years multi-own strata residential category while Silver went to Verdi Eco-dominiums, Cyberjaya. Taking the Bronze were Dedaun Condominium at Jalan Ampang and The Pearl @ KLCC. Naim Bahagia Residences in Miri, Sarawak received a Special Mention in this category.

In the 10 years and above division, there were two Gold winners in the multi-own strata residential category, namely Mont' Kiara Astana and Mont' Kiara Pelangi.

Jade Hills in Kajang, Selangor received Gold in the non-strata residential category while the Kuala Lumpur Convention Centre took

home the Gold in the Specialised category. In the retail category, I Utama Shopping Centre took the Gold while Sutera Mall received the Silver.

Bronze winners in this division were Kompleks Dayabumi and Menara ExxonMobil in the non-strata office category as well as Aman Sari 18, Puchong under the non-strata residential category. Kato Manufacturing, a factory located in Petaling Jaya received a Special Mention under the Specialised category.

The Awards were organised in partnership with Nippon Paint Malaysia and supporting sponsor Panasonic Malaysia.

Zuraida (left) was interviewed by EdgeProp.my managing director and editor-in-chief Au Foong Yee.



Educate the people about good property maintenance

BY EDGEPROP.MY

Developers play an important role in building houses with aesthetic value but they must build homes which are practical, and designed for easy maintenance and sustainability, stressed Housing and Local Government Minister Zuraida Kamaruddin.

"You can have the most creative architecture using state-of-the-art building materials and facilities, but if they are not easy to maintain, they will soon become dilapidated 20 or 30 years later. It would be a waste then," she told EdgeProp.my in an interview in conjunction with EdgeProp Malaysia's Best Managed Property Awards 2019.

The minister said that in countries such as Dubai, where high-quality property maintenance was practised, buildings were designed in a standardised manner that enables easy maintenance.

Purchasers need to be informed and educated that lifestyle living could entail certain costs and the many recreational facilities built within a development would need a lot of money to maintain in the long run, said Zuraida.

The education of property maintenance is especially important for the lower income group as the property they own could be their only asset and if it is managed well and maintained in good condition, it could help in value appreciation.

"The community's care for their property also reflects the mentality of Malaysians. When foreign tourists visit our country and see that our houses and buildings are well-maintained, it will leave a good impression on them," she added.

As more and more people live in strata buildings, she noted that air ventilation in a home is important as it will impact the health of the building's residents in the long run.

"As much as 75% of the people in the city are living in strata-titled properties and the number will continue to grow, hence it is important to ensure indoor air quality is considered in the design of the home at the planning stage," she said.

CLICK/TAP HERE to view the full interview.



CLICK/TAP HERE to watch video of the Awards night.



The judges for this year's awards were Au, Rehda deputy president Datuk Khor Chap Jen, MIPFM president Faizal Fuad, BMAM member and research committee member Lum Youk Lee, MRMA chairman Datuk Jeffrey Ng, Architect Centre accredited architect and trainer Anthony Lee Tee, Chur Associates founder and managing partner Chris Tan and APFM president Dr Lim Lan Yuan. Au was also a judge for the EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2019 along with ILAM's assistant hon secretary Siti Maisarah Salahudin.

Results of the awards have been audited by Deloitte Malaysia.

Visit www.EdgeProp.my/awards2019 for results, videos and more stories



Thank you



**YANG BERTHORMAT
PUAN HAJAH ZURAIDA KAMARUDDIN**

Minister of Housing and Local Government Malaysia

for being the guest of honour at



EdgeProp

**MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019**

PHOTO GALLERY



EdgeProp
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019



The over 350 guests who attended the Awards gala dinner were entertained by multi-lingual singer Fara Dolhadi.



Camuda Land club, townships and property management director Tang Meng Loon (front row, eighth from left) with the team.



From left: Dawn Cheong, The Edge Media Group chairman Datuk Tong Kooi Ong, Amphil Corporation Sdn Bhd CEO Datuk PK Poh and Bandar Utama City Centre Sdn Bhd director Tan Sri Teo Chiang Kok.



The Sunway team led by Sunway REIT Management Sdn Bhd CEO Datuk Jeffrey Ng (back row, fourth from left) and Sunway Bhd property division managing director Sarena Cheah (centre).



The Mont'Kiara Astana and Mont'Kiara Pelangi team cheering after they won the Gold in the 10 years and above multi-own strata residential category.

PHOTO GALLERY

PICTURES BY LOW YEN YEING, SAM FONG AND KENNY YAP



S P Setia takes home the Gold for its Lepironia Garden project in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019 category.



Yong Tai's Encore Melaka was awarded the Editor's Choice Award 2019 – Exemplary Real Estate Contribution to the Nation.



Presenting a token of appreciation to awards' event partner, Nippon Paint Malaysia. From left: EdgeProp.my managing director and editor-in-chief Au Foong Yee, Nippon Paint Malaysia general manager Tay Sze Tuck, Housing and Local Government Minister Zuraida Kamaruddin and Tong.



From left: Tong, Zuraida and Au sharing a light moment.



Presenting a token of appreciation to supporting sponsor, Panasonic Malaysia. From left: Au, Panasonic Malaysia managing director (QAFL business promotion office) Ichiro Suganuma, Zuraida and Tong.



Representatives from Sri Penaga and The Pearl celebrate their success at the awards night.



From left: Former editor-in-chief of Star Media Bhd Datuk Leanne Goh, Eco World Development Group Bhd group corporate services divisional general manager Wong Sheue Yann, Real Estate and Housing Developers' Association (Rehda) deputy president Datuk Khor Chap Jen and S P Setia deputy president and chief operating officer Datuk Wong Tuck Wai.

From left: Nippon Paint Malaysia assistant general manager of marketing Datin Wong Meng Lee, EdgeProp.my senior account manager Ian Leong, EdgeProp.my director of product development Alvin Ong and Panasonic Malaysia head of strategic B2B development general manager Tan Chee Hon.



From left: Chur Associates founder and managing partner Chris Tan taking selfie with Henry Butcher Malaysia director and founding partner Lim Eng Chong and Amphil Corporation Sdn Bhd Datuk PK Poh.



The Perdana ParkCity team led by group CEO Datuk Joseph Lau (back row, fifth from left).

THE JUDGES

Higher expectations for winners from judges

ALL PICTURES BY LOW YEN YEING | EdgeProp.my



Au Foong Yee

EdgeProp.my managing director and editor-in-chief

The judging for EdgeProp Malaysia's Best Managed Property Awards is unique, I dare say.

For starters, the building size and cost do not necessarily impress. Spectacular architectural design and sheer aesthetics could be a boon or a bane! The age of the building matters little — BUT safety and security are paramount.

Any physical attributes that are "skin deep", for the sake of marketing — and for this, irresponsible developers must shoulder the blame — are a definite no go for sustainable management practices.

Three years into the awards, and it is heartening to see entries coming from not only residential, office or shopping malls but also from the medical and manufacturing sectors from all over the country.

This marks a new milestone for the Awards as EdgeProp.my strives to raise the bar on Malaysia's property management practices, benchmarking it against the global best. The panel of judges have upped their expectations of winners.

Each and every award ought to be applauded. Their effort reflects a commitment to not only achieve best-in-class property management practices but sustainable development as a whole.

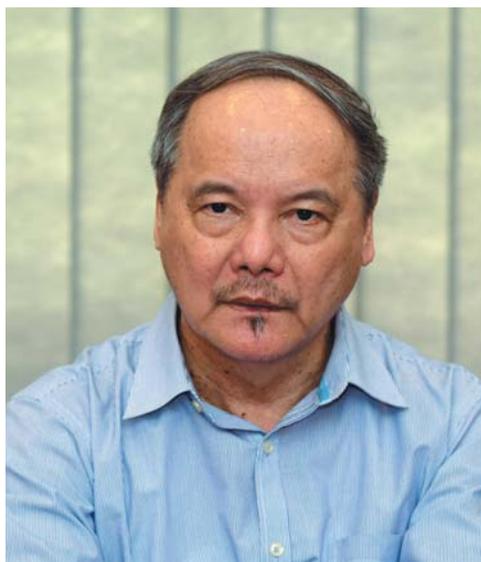
To those who did not succeed this year, we look forward to hearing from you next year as you push the envelope in your endeavours for sustainability.

For others, on behalf of Malaysian property buyers, we challenge you to submit your building for a sustainability audit in the true sense of the word.

Dr Lim Lan Yuan

The Association of Property and Facility Managers (Singapore) president

EdgeProp Malaysia's Best Managed Property Awards is gaining traction. It is getting difficult to win the award unless the property is indeed managed well. The winners this year would have met the increasingly high standards required in property management. They should be congratulated on their effort and initiative.



This year, there is an increased number of participants in some categories and from other parts of Malaysia beyond Kuala Lumpur. It is hoped that this trend will continue with greater participation from Sabah and Sarawak besides Melaka, Kuantan and Penang.

Aside from giving developers recognition for high standards of property management, for property managers and for the property itself, the Awards have other useful objectives, to instil greater awareness of the importance of good management and its impact on property values, and also to educate the various stakeholders on best practices in property management. Going forward, the Awards should continue to target these objectives.

Lum Youk Lee

Building Management Association of Malaysia member and Malaysia Shopping Malls Association research committee member

Generally, most participants were enthusiastic and tried really hard to win recognition for their efforts in their paperwork, thoughts, materials and presentations for the award submissions.

Two common traits of the winners are: humility and professionalism. All winners carry an attitude of on-going learning and do not take challenges and their weaknesses lightly. They apply as they learn, and many



of them have a system in their organisation where lessons learnt from issues and challenges faced in post-construction are channelled to the pre-construction team.

The winners, we noted, were serious in striving to prove excellent property management. For example, some of them utilised state-of-the-art technology and engineering to ensure good security services.

To the EdgeProp.my team, Bravo! A lot of thought and effort were put into developing the judging process, making it a very robust guiding principle towards selecting well-defined winners. I believe the Awards have certainly received the respect and admiration of the real estate industry.

Moving forward, I hope to see more entries from Grade A offices, shopping malls both neighbourhood and regional, as well as factories and hospitals.

PATRICK GOH | THE EDGE



the management of a property instead of it being driven by one single party as in many cases currently.



Anthony Lee Tee

Architect Centre accredited architect and trainer

This year's winners have definitely raised the bar and benchmark in many aspects of the Awards' scoring criteria, in particular: compliance with regulatory requirements, quality of maintenance and collection of service charges.

I commend the winners this year for effectively planning and carrying out successful management and maintenance plans, some in great partnership with their professional property managers.

I remain truly passionate about this Awards. It has brought to the forefront a much-needed level of awareness on property management and maintenance. It recognises that the true value of properties lies beyond the bells and whistles, and skin-deep aesthetics.

As a result, property players and owners have begun to re-think the current approach to design and its execution, to incorporate safety and practical aspects of management and maintenance — i.e. beyond getting through the defects liability period.

Essentially, the Awards evaluate and recognise the long-term view of future-proofing the lifespan of a property.

Moving forward, I'd love to see more diverse entries, especially from industrial buildings, government facilities like hospitals and airports, and educational properties like colleges and universities. I also welcome owners from affordable housing sectors to submit applications.

I also wish to see building management and maintenance as something that is no longer an afterthought, to see a radical mindset change. Maintenance must be considered from the outset, and prioritised throughout the lifespan of a property.

Greater emphasis is needed on training, educational development programmes and certification for facility managers and technicians to ensure that all the MEP (mechanical, electrical and plumbing) systems in a property are correctly managed and maintained.

For the industry, I hope to see wider use of technology for security systems to reduce

Datuk Khor Chap Jen

Real Estate and Housing Developers' Association Malaysia (Rehda) deputy president

The winners have demonstrated well-managed and sustainable sites, striking a good balance between aesthetics, functionality and maintenance costs. There is active participation in the joint management body and management committee by the developers, property managers and the community, although at varying degrees.

That there are winners from different parts of the country, from old and new developments, indicates that there is awareness of the need for good and well-managed properties.

The Awards has raised awareness among stakeholders on the importance of considering the sustainability element. Properties are big investments and for lifelong enjoyment, hence buyers should consider the sustainability element in their decision to purchase any property.

The Awards is a notable effort in recognising unsung heroes — the people behind the scenes who maintain the smooth operation of buildings for the enjoyment of their residents or occupants, whom we often take for granted.

The sustainability criteria and features should be highlighted to reflect their importance. I also hope to see more active participation by various stakeholders in



EdgeProp

MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

our reliance on manned security guards, as well as meaningful sustainable programmes for recycling, composting and care for our environment.

aspects of sustainability, safety, transparency and financial management as well as the ability to communicate effectively with stakeholders.

I hope there will be more entries, and suggest that a special category be created for housing schemes managed entirely by a joint management body, management committee or the residents' association, without the involvement of a professional property manager.

**Mohd Faizal Fuad**

Malaysian Institute of Property and Facility Managers president

This Awards helps all stakeholders to understand the need to manage buildings well, not just prioritising aesthetics but also the safety and sustainability of managing the building over the long term.

This Awards tells developers that the design should not only be about the concept and features, but they must also consider the sustainability of the property's management and maintenance to ensure the building's lifespan is optimised.

To homebuyers, this Awards is a reminder that you must know the property or building scheme that you want to purchase well, because you will bear the cost to maintain it.

Winners this year have managed their buildings excellently by taking into account

**Chris Tan**

Chur Associates founder and managing partner

I am happy to see the level of competition this year as it is getting more competitive, especially with entries from the greater part of Malaysia beyond the urban areas.

A building is like a living organism that requires a lot of thoughtfulness to keep it alive and healthy, and the winners have all demonstrated this thoughtfulness to link the building to its intended purpose and serve its users, even as the building condition and circumstances evolve.

EdgeProp Malaysia's Best Managed Property Awards is both progressive and timely as Malaysia is edging ever closer to our desired developed nation status. Sustainable maintenance is the key to unlock the true value and potential of any building. Start with the end in mind; build, but be guided by how you can best maintain it in future. Address the basics and cut out the frills.

This Awards can certainly set the benchmark on what is good property management moving forward and perhaps share some best practices that we have gathered from all the entries and site visits for the benefit of the public at large.

I hope to see a larger variety of entries and even more from different parts of Malaysia. Maybe a nationwide roadshow should be conducted to spread more awareness to all stakeholders.

**Datuk Jeffrey Ng**

Malaysian REIT Managers Association chairman

The EdgeProp Malaysia's Best Managed Property Awards is the first of its kind and brings together stakeholders in the property management services industry with the goal of uplifting professional service standards and recognising best practices performed by the owners, property managers and service providers. It is in all stakeholders' interests to deal with and understand the "what, why, how and when" of property management standards and fundamentals, and to be able to achieve first class property status in the long run. Ultimately, it is about adding value to the property and meeting customer satisfaction.

I hope the Awards will continue to recognise the "better and best players" and bring greater awareness of doing things right from the start, at the project planning and design stage. For example, there is a need to align property management requirements such as how to achieve cost efficiency on main-

tenance programmes into project management at the planning stage.

I am not surprised at this year's winners, especially the well-deserved Gold winners in the various categories. The scores based on the criteria set were reflective of their performance and consistent with market expectations from a property management standpoint.

It is clear that the current panel of judges has set high standards and expectations on the Awards submissions. Questions such as "How do you differentiate yourself?" and "Why are you the best in the market?" have caused submitters to think deeply and take action to improve.

Questions raised by the judges are more detailed, analytical and technical, prompting a better and stronger understanding of the subject matters raised with respect to property management best practices, governance and compliance.

I hope future entries will raise their delivery standards of property management performance which in turn will improve the standards of their submissions for this Awards.

EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019

THE JUDGES

Siti Maisarah Salahudin
ILAM Asst.
Hon. Secretary

It is an honour to be a judge for this year's EdgeProp-ILAM Malaysia's Sustainable Landscape Awards. Thank you EdgeProp.my for this beautiful judging experience. The Awards is truly a noble and remarkable initiative by EdgeProp.my.

This year's submissions were diverse and each winner has its own strengths.

It was interesting to see the

landscape scene evolve. The winning projects exemplify how community living can be improved through sustainable landscape approaches that cover the aesthetic aspects while still efficiently manipulating limited resources and existing site threats to create liveable and vibrant community areas. They have also adopted good practices in managing their landscape assets.

Landscaping has evolved and gone beyond landscape beautification. It now offers a platform for property developers and landscape designers to experiment with new approaches and technology. Some have even become trendsetters in landscaping. Hence, going forward, I hope to see more projects with new ideas

and approaches that could also achieve distinctive benchmarks in sustainable living and well-being.

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

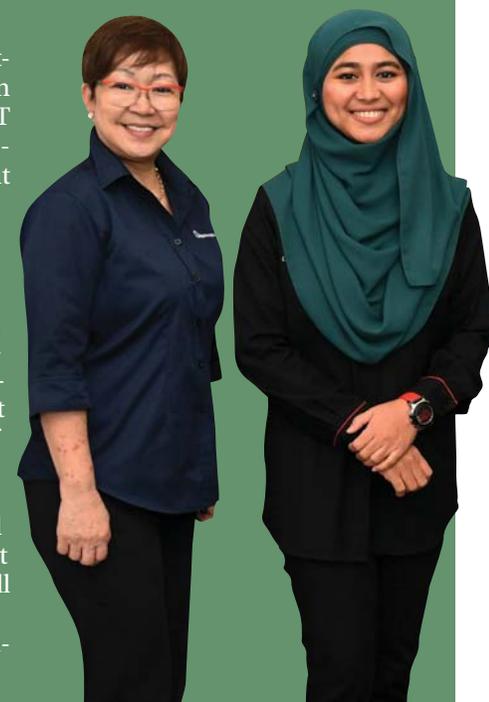
It is not about bells and whistles, nor is it just about vast canvases of colours, forms and textures put together to take one's breath away. As the results of this Awards testify, aesthetics, innovation and creativity can co-exist harmoniously to create both unique and outstanding landscapes that are sustainable at the same time.

Of course, such a feat calls for

extraordinary talent and commitment towards sustainability. On the flipside, opting for an OTT (over-the-top) approach will almost guarantee OTT results but at what cost?

On a more positive note, our search for this year's winners has revealed that more and more developers have started taking cognisance of the need for sustainability. These industry leaders, I have no doubt, concur that sticking to the 'good-old' way of doing things is not being very smart. We all know that buyers these days are well informed and discerning. Don't attempt to give them something they will hate you for!

Congratulations to all the winners!



JUDGING CRITERIA



EdgeProp Malaysia's Best Managed Property Awards 2019

The Awards recognise buildings that show excellence in property management. This is the third year of the Awards. The call for entries began mid-October 2018 and closed on Jan 14, 2019.

Submissions were open to:

- 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 or Certificate of Fitness for Occupation
- Properties that fully comply with statutory requirements (i.e. renewed licences, permits, approvals, etc.)

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 offer a total of nine categories in two divisions based on the age of the property. The two divisions are: below 10 years, and 10 years and above. 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 for industrial, heritage buildings, parks and public housing

The judging panel comprised representatives from EdgeProp.my and industry experts, who made site visits to the shortlisted projects before the final decisions were made.

The results were audited by Deloitte Malaysia and the winning projects were announced and honoured at the Awards ceremony on April 21, 2019.

Projects submitted were shortlisted based on the judging criteria.

There were seven (7) main judging criteria:

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, etc.

Financial sustainability

- Adherence to budget (e.g. 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 2019

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

EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2019

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 Certificate of Completion and Compliance or Certificate of Fitness for Occupation
- 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 2019

This Award benchmarks projects or spaces that are designed, built and maintained for sustainability. The winning project or projects can be indoors or outdoors, and be of all sizes.

Submissions were 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.



- Ultra-thin and flat design, comes in champagne and silver color.
- Different modules can be assembled freely to meet various demands.
- Adopts latest advanced V-shape saddle-type wiring method which can clamp multiple different wires at the same time, achieve faster and safer wiring.
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QUALITY AIR FOR LIFE

WINNERS

EDITOR'S CHOICE
AWARD 2019Malaysia's Exemplary Leader
of Sustainable DevelopmentTan Sri Dr Jeffrey
Cheah AO

LOW YEN YEING | EdgeProp.my

BY TAN AI LENG

Founder and chairman of Sunway Group, Tan Sri Dr Jeffrey Cheah AO grew up in a former mining town called Pusing in Perak.

In his memory, the place where he was born and raised was once a picturesque town but its natural beauty was destroyed by aggressive tin mining activities. However, the town folk remained poor as they benefitted little from the mining which was monopolised by one company.

"I know what poverty is. Since I was little, I have kept asking myself whether there is any way I can bring the people prosperity," says the 74-year-old.

The worst was when gambling became a problem in the town and many people lost their money, money which could be better spent on their children's education.

"I was really upset when I saw my friends' parents lose all their hard-earned money which was supposed to support their family's needs including my friends' education.

"These were the incidents that made me decide to do the right things that will benefit the community, society and the environment, not merely chasing money or to do things that will hurt others," says Cheah.

That was what drove him and his business to where they are today. Cheah is known as a visionary leader in the property development, construction, health and education sectors. Sunway Bhd is today a listed conglomerate on Bursa Malaysia with a market capital of over RM8 billion. Cheah led Sunway to develop the iconic Sunway City KL, an award-winning integrated township in Selangor that was carved out of former tin mining land. Beyond the business, Cheah is also a philanthropist and a crusader for sustainability.

He has been recognised with an impressive list of awards, both at home and internationally. On April 21, he added another award to his name when he was bestowed the Editor's Choice Award 2019 — Malaysia's Exemplary Leader of Sustainable Development at EdgeProp Malaysia's Best Managed Awards 2019.

Cheah shares his passion for sustainability and his vision to make Sunway City KL a sustainable smart city in an interview with EdgeProp.my.

Q. What do sustainability and sustainable development mean to you?

Cheah: Being sustainable to me, simply means doing well by doing good. This is particularly relevant for us who have benefitted by using the resources of mother earth. It is also incumbent for us to give back to society and the communities that have helped us prosper.

Sunway is here to build and cre-



"Start by picking up rubbish..."

ate healthy and happy communities. For me, a healthy and happy community means people living together where their well-being is looked after — accessible, safe and comfortable living environment. When people are happy, they will appreciate the things around them and be inspired to give back to the community. Hence, together we can build a sustainable community.

How do you share the message of sustainable development?

I believe in leadership by example, hence we do it by walking the talk. This could start from simple actions like picking up rubbish.

Personally, when I walk around Sunway City KL, I would pick up rubbish I see and throw it in the recycle bin or waste bin.

There's no status differentiation in Sunway, whether you are at managerial level or executives, we pick up the trash we see. This is to set an example to the younger generation. It is our responsibility to do so.

To raise awareness on sustainability, we also need to show the efforts taken by the company towards this end. Sunway City KL is the best example to reflect our care and concern for the environment and society.

In our journey of rehabilitating the former tin mining land into a liveable city, we have transplanted

25,000 trees and restored the ecosystem in this washed out wasteland. Today, you can find earthworms in the ground and more than 150 species of flora and fauna in the township. By replanting these 25,000 trees, we could prevent the emission of 400 tonnes of carbon dioxide into the atmosphere.

We also have other green initiatives such as recycling programmes and our water treatment plant project in Sunway South Quay. We target that by 2020, this water treatment plant will be able to supply 56% of the annual water consumption in Sunway-operated buildings in Sunway City KL.

What we want to do is to set an example to inspire others to do good and care for the society. I believe "we have to aspire to inspire before we expire" — this is my take in life.

How can a company or business entity be profitable and yet be sustainable?

It's a matter of choice — whether we take the impact in the long run or ensure that environment is a main consideration in our decision-making process.

For instance, in property development, some companies will choose to cut down all the trees. But that's not necessary. We should keep some of the trees and replant

them when the development is completed. Take Sunway City KL for example, the land had been destroyed by mining activities. Most people will just walk away but I thought we have the responsibility to put it back in order.

In the early days of developing Sunway City KL, people said I was crazy and I even went bankrupt twice for this project but I didn't give up; I have proven to them that this project is a successful model which is profitable and yet sustainable.

There are other things we can do. For instance, Sunway Resort Hotel & Spa has worked with the Kechara Soup Kitchen Society in the Zero Food Wastage project. The hotel has donated surplus food from the buffets to feed the homeless and urban poor. I truly believe we can do well by doing good.

What is your vision of a smart sustainable city?

To me, sustainable cities are all about the quality of life enjoyed by the inhabitants in all aspects — economic, environmental, social and well-being.

At Sunway, we have a Sustainable Development Blueprint which is a living document that sets groupwide baselines from which we can continue to innovate and explore new ideas for the greater good. We are continuously implementing

these ideas at Sunway City KL to achieve our goal of making it a model of a smart sustainable city. Many initiatives are still works-in-progress. Ideas that are proven are being implemented in Sunway City Ipoh and the upcoming Sunway Iskandar in Johor.

The three main pillars of sustainable development that guide our smart and sustainable city blueprint are economic growth, environmental protection, and social equality and well-being.

Under the economic growth pillar, our focus areas are water treatment, mixed and integrated developments, diversity of opportunities, and innovation. Under the environmental protection pillar, our focus areas include water, waste management, green building and landscapes. Under the social equality pillar, we focus on connectivity, life-long education, healthcare and wellness as well as safety and security. Hopefully with these efforts, we are able to inspire the people: to advance the sustainability agenda in this part of the world.

What message do you have for fellow Malaysians?

I have always believed that one must live a life of purpose in order to have a fulfilled life. My message is simple: Always seek to give back to society. This is particularly incumbent on those of us who are fortunate enough to have benefitted from the resources of nature and the support of our communities.

Besides, I strongly believe that education is the key that will allow many other Sustainable Development Goals to be achieved. When people are able to get quality education, they can break from the cycle of poverty.

WINNERS

**EDITOR'S CHOICE
AWARD 2019**
Exemplary Convention
Centre

10 YEARS AND ABOVE
Specialised category

GOLD

**Kuala Lumpur
Convention Centre**

PICTURES BY KL CONVENTION CENTRE



The 14-year old Kuala Lumpur Convention Centre has boasted 15,000 events and 24.5 million visitors since its opening.

A self-sustaining and world class convention centre

BY SHAWN NG

Located in the heart of Kuala Lumpur City Centre (KLCC), the Kuala Lumpur Convention Centre is often a hive of activity. Since it opened in June 2005, this convention centre has hosted about 15,000 events and around 24.5 million people.

From an idea conceived by Prime Minister Tun Dr Mahathir Mohamad in collaboration with the late Tun Azizan Zainul Abidin, who was the former Petronas chairman, and the management of KLCC Group at that time, the convention centre was built to complement the entire KLCC development which also includes the iconic Petronas Twin Towers, KLCC Park, Menara Maxis and Suria KLCC Shopping Centre.

The hard work and professionalism of building owner KLCC (Holdings) Sdn Bhd and convention manager Convex Malaysia Sdn Bhd has made KL Convention Centre a world-class convention centre that is able to be self-sustaining in its operations.

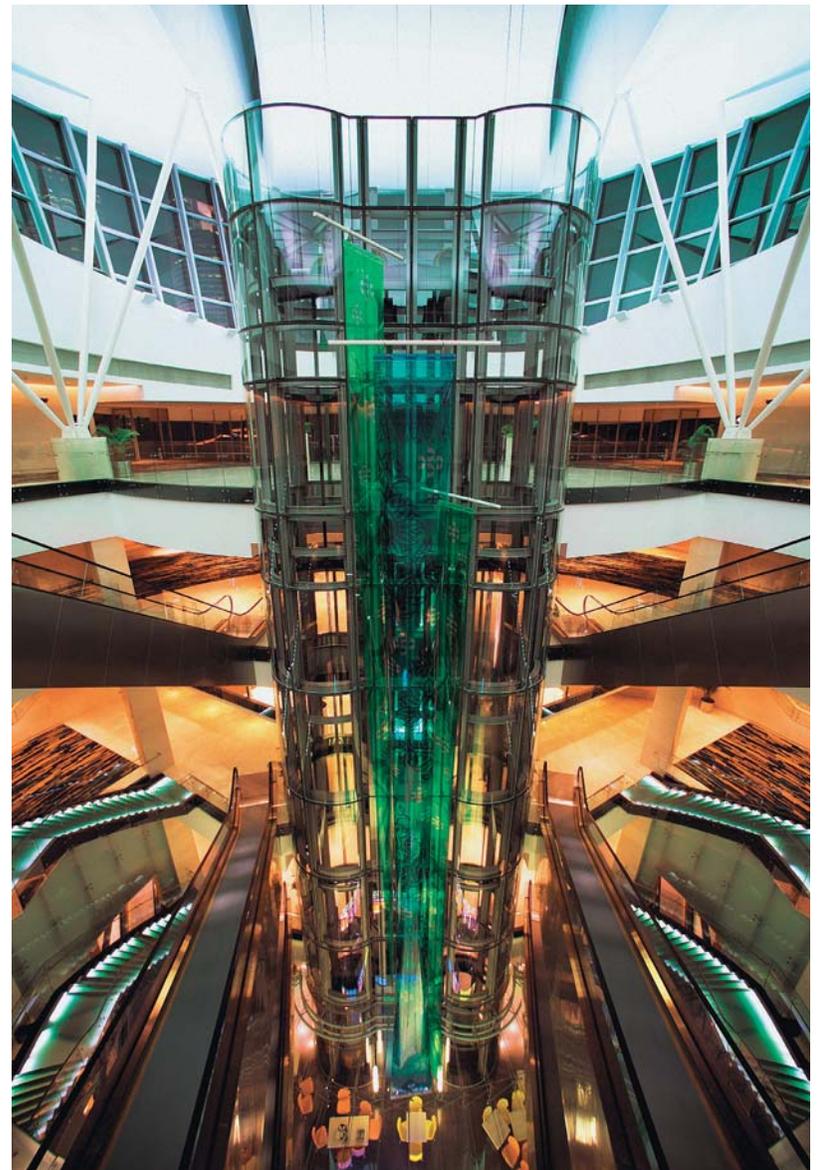
Since day one, its income has been sufficient to cover its operational cost and deliver reasonable profits.

At EdgeProp Malaysia's Best Managed Property Awards this year, the KL Convention Centre was the Gold winner in the 10 years and above Specialised category. It was also bestowed the coveted Editor's Choice Award 2019 — Exemplary Convention Centre at the Awards.

"We are truly honoured and grateful for these awards which we believe will enhance the centre's national and international recognition," KLCC (Holdings) group CEO Datuk Hashim Wahir tells EdgeProp.my.

"It is also a recognition that we are operating a world-standard facility and our commitment to world class standards at KL Convention Centre and the KLCC precinct. The centre has lived up to the hopes that we had prior to its opening and we continue to see it playing a key role in the heart of the city centre," he adds.

The convention centre is being managed and



The management team runs a very strict maintenance regiment to ensure everything in the building is at tip-top condition.



MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

WINNERS

Project quick facts

NAME	Kuala Lumpur Convention Centre
ADDRESS	Kuala Lumpur Convention Centre, Kuala Lumpur City Centre, 50088 Kuala Lumpur
DEVELOPER	KLCC (Holdings) Sdn Bhd
DEVELOPMENT TYPE	Conference and exhibition centre
PROJECT SIZE	8.9 acres
OPENING DATE	June 2005
NO. OF STOREYS	Six including two basement levels
GROSS FLOOR AREA	1.54 million sq ft with 243,900 sq ft function space
OCCUPANCY RATE	60% to 70%
NO. OF CARPARK BAYS	729

AMENITIES
Aquaria KLCC, MyNews.com, money changer, F&B outlets

FACILITIES
Business centre, registration counters, VIP suites, hospitality lounges, organiser office suites, medical room, in-house F&B outlets, concierge, parenting room, VIP and public car parks, air-conditioned walkway, ATM machine

ENERGY-SAVING FEATURES
Variable speed drives for air handling units (AHUs), elevators, escalators, motors and pumps; building automation system; replacements to LED lamps in stages and lighting control system; on-demand escalators; temperature regulated air-conditioners; AHUs and pumps are fitted with invertors; facade glass tinted with UV absorptive film

SECURITY FEATURES
CCTV cameras and card access system

FIRE-SAFETY FEATURES
Fire pump room, ISCAD system, fire alarm system, PA system, fireman switch, fire staircase intercom, lift intercom, yearly fire certification renewal, smoke spill fan, CO2 panel, wet chemical system, fire roller shutter, fire dampers, smoke curtain, fire hose reel, smoke detectors, sprinkler system, wet riser, and sounder and strobe light

INDOOR AIR QUALITY FEATURES
Bi-yearly indoor air quality and air-conditioning cleaning and monthly servicing for AHUs and fan coil units



Banquet hall in the convention centre.



An artist's impression of the expansion tower.

can be considered full occupancy because the remaining 30% to 40% is used by event organisers either to set up or to clean up.

However, according to Pryor, KL Convention Centre could "easily end up being a victim of its own success," as its popularity has resulted in a number of maintenance challenges.

"Kuala Lumpur Convention Centre is a great building with a flexible event space and we have been building its brand over the years, so it is enjoying a very high demand. This has resulted in high throughput and it means that the building works really, really hard indeed," he explains.

This means that the management team has to run a very strict maintenance regiment.

"We are going to be 15 years old next year so there is a risk of things getting tired and worn out.



Pryor (left) with Hashim.

We carry out preventive maintenance and we do health checks to see what needs to be done and when to do it. We don't wait for things to break down and we try to read into the future as far as possible to see what is going to need attention," says Pryor.

"If somebody damages or breaks something in the building today, we fix it straight away. The only delay is when we need to get a spare part. Otherwise, we fix it immediately.

"For major projects, we would probably carry them out at year-end or early in the year where you know it is going to be quieter. But other than that, we just identify pockets of time, such as night time," he elaborates.

Hashim points out that the team does not spare any capital on maintenance to ensure everything in the building is in tip-top condition.

"Maintenance is the most important thing to ensure the building's pristine condition. So, from day one, the convention centre has committed itself to attain world-class management and sustainability certifications including ISO 9001, ISO 14001, ISO 22000 and OHSAS 18001. It is also EarthCheck silver-certified and Hazard Analysis Critical Control Point (HACCP) certified," Hashim adds.

Upgrades in the pipeline

Several building upgrades are underway and more are expected to come. "We have a planned maintenance schedule and we do health checks on M&E (mechanical and electrical). We have also done refurbishments and some replacements on an annual basis. There are also repairs and unplanned maintenance when people damage or break things. So these are the three main elements of maintenance here," Pryor says.

The convention centre had refurbished its central access control system and CCTVs, tinted its windows and completed some work on the air-conditioning system to enable it to work more efficiently. It is currently in the midst of replacing its lights with LED lights and upgrading all the toilets.

To improve efficiency, the management also strives to keep abreast with the latest technology.

"We are now studying the adoption of a business control system or building management system. We are looking at what enhancements we can make and what savings that will give us," he says.

On top of that, there are also plans to refresh the interior design in some parts of the building and inject a Malaysian theme into the convention centre as well as the food.

"We are also looking at bringing in digital screens, and that would be for information and to give our clients more opportunities for branding and advertising," explains Pryor.

Expanding to the new building next door

As the function space is running at full capacity, KL Convention Centre will be extending its function space with a new building tentatively named Lot 91 by mid-2019, says Hashim.

The 52-storey building, which consists of a podium and office spaces, is expected to be completed in sections. The podium will be completed by mid this year, and the remaining components by mid-2020. It is a joint venture between KLCC (Holdings) and Sapura Resources Bhd.

The expansion is expected to double the exhibition space of the convention centre from about 100,000 sq ft to more than 200,000 sq ft with the new space spreading over three levels in the podium.

The operable wall design will be adopted for the front walls of the exhibition halls to allow the halls to be opened up into the foyer, giving the space the flexibility to be either an exhibition or conference space.

With the upcoming expansion and refurbishment, coupled with the world-class management team, Hashim expects the convention centre to continue its successful journey and continue playing its key role as a global convention centre in the KLCC precinct, in the region and in the world.

“We have been building its brand over the years, so it is enjoying a very high demand. This has resulted in high throughput and it means that the building works really, really hard indeed.”

— PRYOR



operated by Convex Malaysia, a joint venture between KLCC (Holdings) and international venue management company AEG Ogden Pty Ltd.

Convex Malaysia general manager Alan Mark Pryor attributes the success of the facility to the 243,900 sq ft flexible function space itself which offers five exhibition halls, three conference halls, two auditoria, grand ballroom, plenary hall, plenary theatre and 23 meeting rooms.

The function space, he says, has high ceilings of between 30ft and 36ft and many of the rooms including the exhibition halls are equipped with operable walls, which offers flexibility to event organisers.

"We are very, very flexible and I'm talking about globally (by global standards). And that's why the convention centre is able to be so successful because we can be very flexible and do very quick turnarounds for clients," he adds.

The building has also incorporated sustainable design elements which enhances its operational efficiency. For instance, it adopted floor-to-ceiling glass windows which not only gives a spectacular view of the KLCC Park and iconic Petronas Twin Towers but also allows plenty of natural light in to all pre-function areas.

The challenges that come with success

The convention centre has hosted many international conventions such as the ASEAN (Association of Southeast Asian Nations) meetings, World Gas Conference, International Olympics Committee meetings, the Asia Oil & Gas Conference and World Urban Forum.

Averagely, the occupancy rate for the function space ranges between 60% and 70%, which

WINNERS

**EDITOR'S CHOICE
AWARD 2019**
Exemplary Retail Mall

10 YEARS AND ABOVE
Retail

SILVER

Sutera Mall

PICTURES BY TANAH SUTERA MALL DEVELOPMENT AND LOW YEN YEING | EdgeProp.my



Sutera Mall's main entrance.



So much more than just a mall

BY NATALIE KHOO

Sutera Mall is a neighbourhood mall in Taman Sutera Utama in Skudai, Johor. Opened since August 2008, the 1.2 million sq ft mall is developed and managed by Tanah Sutera Development Sdn Bhd. It is unlike any other mall as the shopping centre offers more than the usual retail and F&B, notably its community building and green initiatives.

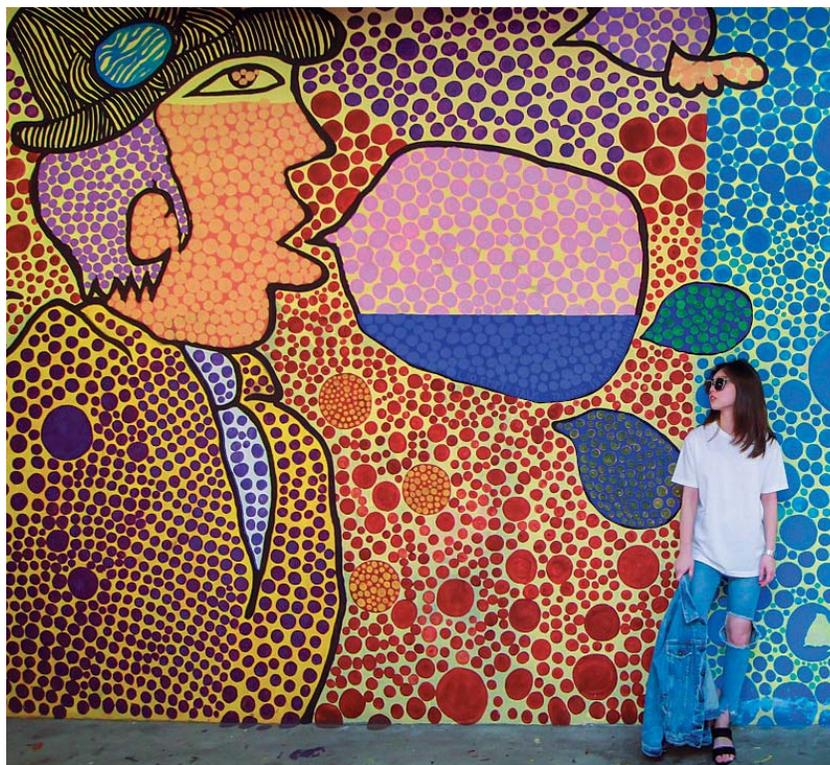
In recognition of its efforts, Sutera Mall received the Editor's Choice Award 2019 — Exemplary Retail Mall and won a Silver in the 10 years and above retail category at EdgeProp Malaysia's Best Managed Property Awards 2019.

Located in Sutera Mall is the first full-fledged mall library in Johor Bahru. Called My Library, it was created to foster the reading habit within the community. My Library is filled with 60,000 books and reading materials. During pre-exam periods, school holidays and weekends, the 35,000 sq ft library is packed and to date, it has registered as many as 10,000 members.

"Tanah Sutera Development is a township developer and we want our community to be a complete one, hence we introduced different elements that benefit the community," says Lau Teck Ching, Tanah Sutera Mall Development Sdn Bhd assistant general manager (properties) for property management.

It also spearheaded The Good Earth Project in 2014 with a mission to create a zero-waste township by eradicating the use-and-throw habit among urbanites. Food waste composting was one of the initiatives under this project.

"We installed two food waste composting ma-



Art street — Behind The Wall is 171m in length, and is an Instagram hotspot where visitors can pose for pictures.

chines to recycle 500kg of daily food waste from our tenants at Good Earth Centre which is located in the mall. Subsequently, to recycle a higher amount of food waste, we changed our recycling method to natural composting. So in July 2018, we set up our SuteraFOLO (Sutera Feed Our Loved Ones) farm to grow not just vegetables but also beneficial microbes. Today, the SuteraFOLO farm has successfully converted 300 tonnes of food waste into compost collected mainly from F&B outlets in

Project quick facts

NAME	Sutera Mall
ADDRESS	L1-046, Sutera Mall, No. 1, Jalan Sutera Tanjung 8/4, Taman Sutera Utama, 81300 Skudai Johor
DEVELOPER	Tanah Sutera Development Sdn Bhd
DEVELOPMENT TYPE	Commercial shopping centre
PROJECT SIZE	27.63 acres
TENURE	Freehold
COMPLETION DATE	June 18, 2008
NO. OF UNITS	403
NO. OF STOREYS	Main building has three levels for retail; new block (East Wing) has four levels with 2-storey car park and 2-storey retail.
GROSS BUILT-UP SPACE	1.2 mil sq ft with around 687,000 sq ft retail area
MAINTENANCE FEES	RM1.90 psf
OCCUPANCY RATE	85%
NO. OF CARPARK BAYS	3,983

FACILITIES
26m curve length aquarium, hybrid parking, baby room, concierge, 35,000 sq ft My Library, 18m x 12m Indoor LED screen and stage, Kuru-Kuru Reusable item collection centre, Behind The Wall Instagram Art Tunnel, wheelchair service, mobile phone charging stations, Good Earth Recycle Centre, food waste composting and car parking guidance system

ENERGY-SAVING FEATURES
Rainwater harvesting, building management system, LED lighting, natural skylight, energy-saving programme on chiller system, water efficient taps and cistern, natural ventilation car park and other BCA Green Mark Gold Award features

SECURITY FEATURES
Panic buttons, security surveillance checkpoints, ladies parking, security watch tower, 24-hour CCTV, camera surveillance and security patrolling and escort service



EdgeProp

MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

WINNERS



Level 4 of Sutera Mall houses the largest indoor LED stage in a Johor shopping mall.



A 485 sq ft freshwater aquarium is located at Level 1.



SuteraFOLO Farm uses composted food waste from Sutera Mall as fertiliser for growing vegetables.

Sutera Mall. All compost will be used for landscape maintenance and the community farm," says Lau.

The farm is located just five to 10 minutes away from the mall. During EdgeProp.my's visit to Sutera Mall, we were served fruits and fresh salad leaves harvested from the community farm.

Another unusual green effort is the Kuru Kuru Shop. A retail space in the mall has been dedicated to this "shop" where the public donate items in usable condition such as books, clothing and household items to benefit someone else who may need them — all for free. The beneficiary can pick up to three items in a day.

Getting it right from the start

When it comes to the mall management, maintenance and cost efficiency, Lau says, the key is to always be mindful that prevention is better than cure.

"A comprehensive maintenance programme must be carried out. Try to reduce ad hoc troubleshooting and allocate sufficient budget to ensure the equipment and facilities are well maintained. We have a maintenance service schedule which we adhere to for the respective systems in the mall," Lau explains, adding that they have to work hand-in-hand with operation staff, especially the tech-

nical team, to understand the issues and resolve them together.

However, balancing income and expenditure can be a challenge.

"We must be prudent in our expenses and be creative and innovative to reduce expenses. For instance, in 2017, we entered into a Chiller System Energy Saving programme where no capital expenditure was involved but we shared the amount of energy saved with the appointed company. We were able to improve the Building Energy Index (BEI) by 18%.

"We are planning to install solar panels on our roof as Sutera Mall has a large flat roof. This is to promote renewable energy use and reduce carbon emissions," says Lau.

As safety is a top priority for the management, a Company Emergency Response Team (CERT) was set up in August 2017 comprising 15 members chosen from various departments who are physically fit and willing to be trained as a member of the Fire Fighter and Rescue Team.

"We want our customers and tenants to feel safe while they are in Sutera Mall. Every fortnight, the CERT members will carry out physical fire-fighting training under a retired Singapore Civil



"We must be prudent in our expenses and be creative and innovative to reduce expenses."

— LAU



Defence Force member and Fire Prevention Council Malaysia trainer. We hope that the CERT can act as first responders while waiting for the fire brigade to arrive. The CERT is also being trained to assess fire scenarios and carry out search and rescue of any missing persons in the event of a fire outbreak. We also purchased a full set of fire-fighter suits and equipment for our CERT members," Lau explains.

Ultimately, when it comes to property maintenance, there needs to be continuous improvement and to approach obstacles positively.

"We have to continuously adapt to changes especially with the emergence of e-commerce and steep competition within the retail industry. Creating a conducive and well-maintained shopping environment will help to increase footfall. A clean, comfortable and safe mall experience will enhance the intangible value of the mall.

"We also have a group of young, energetic and creative members to create excitement for the mall so that shoppers will not be able to have the same experience at other malls, making Sutera Mall their first destination choice."



My Library is the first full-fledged mall library in Johor Bahru, housing some 60,000 books and reading materials.

WINNERS

EDITOR'S CHOICE
AWARD 2019Exemplary Real Estate
Contribution to the Nation

Encore Melaka



BY SHAWN NG

PICTURES BY LOW YEN YEING AND YONG TAI | EdgeProp.my

Many called him crazy when he was building the first corporate towers in Melaka more than a decade ago, doubting the need for such a development in the state. But this native of Melaka went on to build Jaya99 on Jalan Tun Sri Lanang which has seen its 200,000 sq ft space completely leased out today. Extraordinarily, among its tenants are three out of the Big Four accounting firms namely PricewaterhouseCoopers, Ernst & Young and KPMG.

But Datuk Wira Boo Kuang Loon, the CEO of Yong Tai Bhd did not stop there. He went on to complete The Pines Hotel, offering the first poolside suites with private access to a saltwater swimming pool in Melaka, the first Marriot Hotel Courtyard by Marriot Melaka and The Apple, the first serviced apartment with a four-tier security system in the state.

But its latest and most ambitious development to date is ongoing. The 138-acre Impression City in Kota Laksamana with an estimated gross development value of RM7 billion. When completed, Impression City will feature a theatre, a mega retail mall called Terra Square, a four-star hotel, residential towers, wellness and education components.

The aim is to create an integrated city where all the action is — art and cultural activities, commercial activities, education, wellness, hotel, shopping and homes.

Taking off first at Impression City is a world-class theatre dubbed Encore Melaka which features a 360-degree rotating audience platform with a seating capacity of more than 2,000 and a 240-metre long stage. The Southeast Asia's largest theatre opened its doors in July 2018 as the venue for the first Impression Series performances outside China since the Impression Series was co-founded by China's renowned directors Wang Chaoge, Fan Yue and Zhang Yimou in 1998.

The Impression Series performance in Encore Melaka is a 70-minute visual and auditory experience taking the audience through six centuries of Melaka's history using astounding projection mapping and intricate theatre props.

Recognising its contribution to the nation's economy, Encore Melaka has been accorded the Editor's Choice Award 2019: Exemplary Real Estate Contribution to the Nation at this year's EdgeProp Malaysia's Best Managed Property Awards.

"It is a great honour to us and it serves as a recognition for those who have the vision to develop such a special building," Boo tells EdgeProp.my.

"Even though it was challenging to build this cultural tourism project, we did it with determination and perseverance. Winning this award is a first step for Yong Tai to create value not only for this development but for the people of Melaka and the overall growth of the state," he adds.

A tough start

Boo had a bumpy start getting Encore Melaka off the ground. The first challenge was to get in touch with the directors of the Impression Series in China.

"I have seen the show and found it so amazing, so I thought it would be great to have it in our country. Then I searched for Zhang's company address and wrote a letter to him in 2012. I didn't think too much of it," he recalls.

But never underestimate the power of dreams, because two months later, Zhang's office replied and invited him to Beijing to discuss the proposal. Another two months after the meeting, Zhang visited Melaka and fell in love with the historic city. "He [Zhang] just said 'ok, Melaka, do,'" Boo says. That was a remarkable achievement because over 150 cities around the world, including Vancouver, Singapore and Dubai have submitted similar proposals but all of them were turned down, he adds.

The next big challenge was funding. At that time, Boo was struggling to find a bank to

The completion of Encore Melaka and the introduction of the Impression Series has put Melaka and Malaysia on the world tourism map.



Harnessing the power of dreams

“Even though it was challenging to build this cultural tourism project, we did it with determination and perseverance.”

— BOO



finance the purchase of land to build the theatre.

"The banks did not understand the project and there was no reference for them to calculate the risk and so they were not willing to loan. Only one bank was willing to lend — Bank of China," he reveals. Bank of China (Malaysia) Bhd had to present the application at the bank's headquarters in Beijing to get the final approval. Boo and the bankers went to Beijing for their presentation scheduled for 10am, March 9, 2014.

Unfortunately, just one day before that, news of the missing MH370 plane broke. There was widespread anger among the Chinese against Malaysia because of the incident which Boo believed led to the rejection of the loan application.

But he refused to give up and finally managed to gain the trust of Yong Tai's board of directors to allow him to inject his business units into the company. He was also appointed an executive director in October 2015.

"I diversified the company from garment manufacturing to property development and after I injected all my units into the company, I issued new shares to overseas investors which allowed me to raise funds to kick-start the project," he recounts.

Putting Malaysia on the world map

The completion of Encore Melaka and the introduction of the Impression Series has put Melaka and the entire country on the world tourism map. The theatre was conceived to attract both local and foreign visitors to Melaka and in turn create demand for businesses such as F&B, accommoda-

tion, shopping and entertainment. These economic activities are estimated to inject some RM300 million annually into the local economy.

More than 200 locals are part of the Impression show at Encore Melaka. Tan Ji Boy, who is a retired primary school teacher from Melaka, is the oldest performer at 68. She says she is on a "happy and fun" journey of enriching her retirement days. Meanwhile, 19-year-old Ong Yong Sheng is the youngest performer.

"I'm from Kelantan and Encore Melaka was interviewing performers in my hometown. So I went for the interview and I'm happy that I was selected. I can gain experience from here to pave my way onto a bigger stage," he says.

Yong Tai is also working with the National Academy of Arts, Culture and Heritage (Aswara) to offer its graduates opportunities for full-time employment with the theatre.

Meanwhile, the Encore Melaka building has several sustainable features in its design. One feature is the ventilation corridor which captures the wind from the Straits of Melaka and ventilates the entire building to maintain a comfortable environment within the theatre even on a hot day. It is used mainly during non-performance hours to save energy.

Another notable feature is the aluminium exterior panels that form the stark white facade of the building, which reflects the sky. Dust hardly clings to them, making them easy to maintain.

"Sustainability is important to us as it allows Impression City to be here for the long run. It is tough but you must first believe and be determined enough to get it done," says Boo.



THE NEW HEARTBEAT OF MELAKA

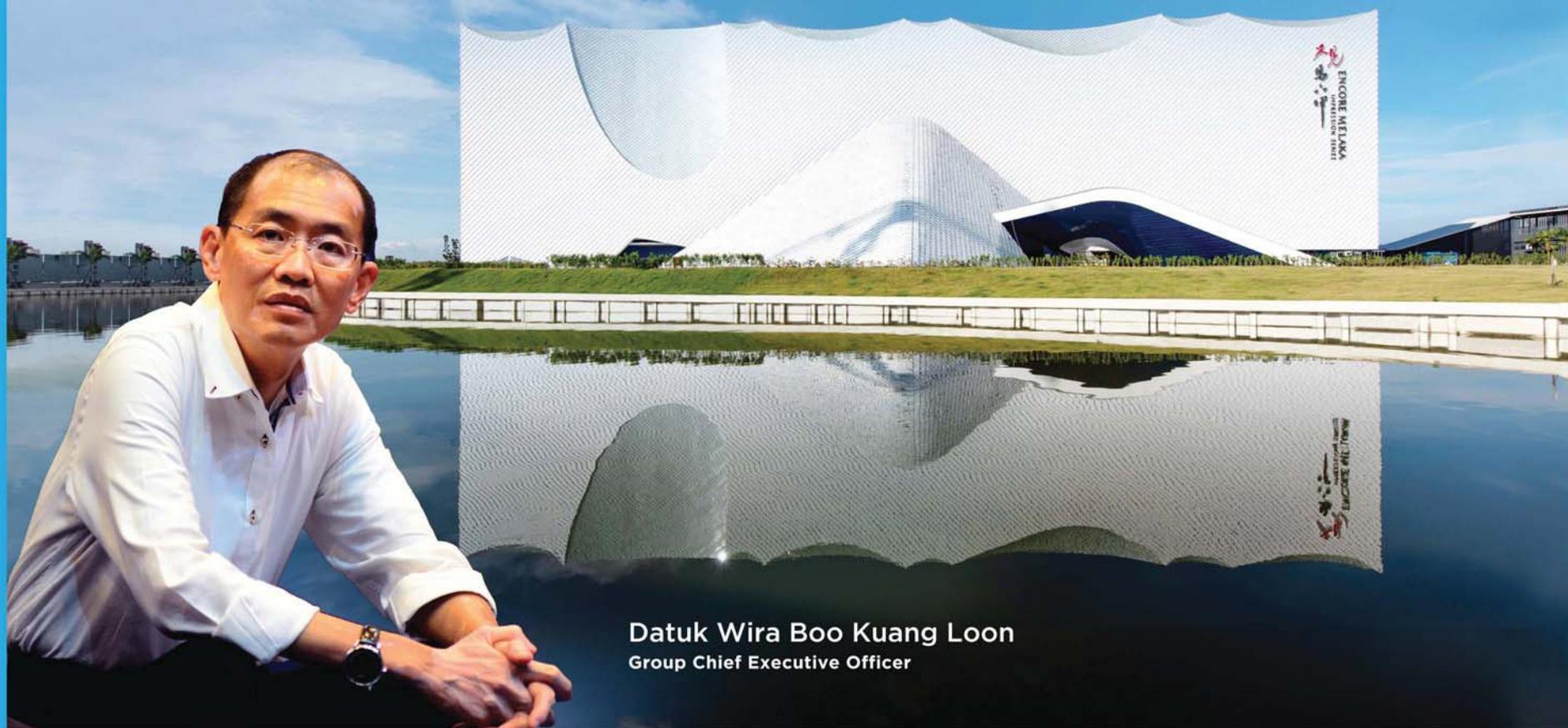
A cultural-tourism integrated township development fronting the straits of Melaka with excellent capital growth.

Discover this spectacular 75 minutes live performance at Southeast Asia's largest theatre in Impression City, Melaka. The show transports you to 7 momentary scenes dating back 750 years, celebrating the greatness of Melakans' fortitude, subdue & surpassing obstacles with a smile.

LIVE
200 local performers

WATCH
240 meters simulation stage

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360° rotating audience platform



Datuk Wira Boo Kuang Loon
Group Chief Executive Officer

For More Information



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Yong Tai FB

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Development Award 2019

Sunway Property

People, planet and profit



BY TAN AI LENG

A profitable property development might not be sustainable, but a sustainable development will have the capability to bring profit to the developer and create value for all stakeholders.

This is the philosophy of Sunway Property, the property development arm of the Sunway Group helmed by legendary founder Tan Sri Dr Jeffrey Cheah AO who led the group in turning wastelands into vibrant townships including its flagship Sunway City KL in Selangor.

“It’s about the 3Ps: People, Planet and Profit, these are the pillars that build a successful and sustainable township. Without the 3Ps, a development will not be sustainable. This is our formula in building Sunway townships in the Klang Valley, Ipoh and Iskandar Johor,” says Sunway Property managing director Sarena Cheah.

Looking at the big picture, every development needs people to succeed including the developer’s staff, contractors, customers, residents, business owners and others. Hence, Sarena says, a developer not only needs to bring in the crowd to its township but must be able to enable people to move around within it efficiently.

As for the planet, a development should be built in a way that it co-exists with the natural environment. A property must also have good post development maintenance in order to maintain its good quality living environment.

Making profit is important too as it is about being financially sustainable. It makes no sense to develop an unprofitable township because if it continues to be unprofitable, it will not be sustainable for the long term and will not benefit the community, Sarena elaborates.

To her, building a sustainable township is more than putting in the infrastructure and green features, it is also about the vibrancy flow within the township.

For example, it is important to link the people working in the offices to the shopping mall as well as providing easy access to other amenities within the township such as the medical centre and education institutions.

The BOO model

Sunway Property adopts the build, own and operate (BOO) model as it allows the developer Sunway Property the flexibility to design, manage and adopt location-making elements to create well-connected sustainable developments.

A good location is defined by its easy accessibility via various road networks or public transportation systems, and its proximity to amenities within the township.

“We have different components — residential components, integrated development and standalone development within an area. If all of these were not owned by one company, it would be difficult to link all the components together,” says Sarena.

Being the master developer, it allows Sunway Property to take a holistic approach in township planning, from green area allocation and landscape design, to the planning of road networks and traffic management.

The BOO model also enables the company to constantly make improvements on the development such as its connectivity, community safety and energy consumption reduction or by adding relevant amenities to create more value to all stakeholders.

“By putting all resources together, we are able to take it another notch up in many aspects,” she adds.

The 45-year-old Sunway City KL is today an award-winning integrated township with seven components — universities, medical centre, shopping mall, hotel, theme park, offices and residences, which are served by Malaysia’s first Bus Rapid Transit (BRT).

The township is well connected by various main

“*Being responsible is making a decision that is fundamental and crucial for future growth which will benefit every stakeholder and the environment in the long run, even though immediate profit is not there.*”

— CHEAH

LOW YEN YEING | EdgeProp.my



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PICTURES BY SUNWAY BHD



The 800-acre Sunway City KL is an integrated township with seven components.

The canopy walkway enables pedestrians to access the various facilities within the township.



SUNWAY BHD



roads and highways as well as a 4.8km canopy walkway that enables pedestrians to access various facilities within the township.

Adapt and evolve

Sunway City KL is undeniably one of the most vibrant cities in the Klang Valley. This 800-acre integrated township has a population of 200,000 including 60,000 students and enjoyed by 42 million visitors a year.

To manage such a highly populated township, the master developer takes a proactive approach by constantly enhancing Sunway City KL's liveability so that it is one of the top choices for homebuy-

ers, tourists, business owners and young talents.

"20 years ago, a good developer is the company which can provide quality housing, but now a quality product is a must. Customers today want more from developers. If any decision made was not based on a long-term basis like 10 to 15 years, we would never be able to meet the needs of the market," says Sarena.

According to her, every new trend is related to the community, such as the emerging sharing economy and food delivery services — all these trends are related to township planning and require a developer to react and evolve.

For instance, when demand for food delivery

The water treatment plant in Sunway South Quay is one of the green initiatives to turn Sunway City KL into a self-sustaining township.

increased among students, residents and office workers in the township, the master developer had to rethink the overall planning for the location arrangement of the F&B providers in the shopping mall or commercial centres.

It had to be done to improve the overall logistics and traffic control in order to smoothen the overall delivery process — from picking up the food at the outlet to the delivery to customers in the shortest time.

"Many people see these new trends as challenges but for us, they are exciting. For instance, now people have changed the way they use a space and we see opportunities in space sharing. We will leverage this to see how we can use our spaces in the near future to increase yield," she adds.

Building greener cities

Sunway Property has definitely proven its capability as a successful township developer but there is one thing it relentlessly pursues — to do more for the environment.

The wastewater management and water treatment plant in Sunway South Quay is one of its green initiatives to turn Sunway City KL into a self-sustaining township as well as to reduce water wastage.

Meanwhile, to reduce wastage, surplus food from the hotel is given to the needy while a zero plastic campaign has been introduced to make Sunway City KL a greener city.

For Sunway Property, being sustainable is a long journey that begins from planning to construction to after-development, as people's needs keep changing in line with technology and developers will need to take proactive steps to make sure their developments stay relevant and continue to be "wanted" in the market.

"Being responsible is making a decision that is fundamental and crucial for future growth which will benefit every stakeholder and the environment in the long run, even though immediate profit is not there," says Sarena.

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**EDGEPROP MALAYSIA'S
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**Perdana
ParkCity**



Committed to creating a 'lovable' township

BY TAN AI LENG

For Perdana ParkCity Sdn Bhd, the master developer of Desa ParkCity and a subsidiary of Samling Strategic Group, building a sustainable township is to create a "lovable" township with the human touch.

Modern day technology and engineering could help build a remarkable looking township with ample amenities, security and beautiful surroundings but how does one ensure a township remains attractive in the long run?

The human touch is what makes the difference towards creating a township that is sustainable, says Tai Choon Seng, Perdana ParkCity Sdn Bhd chief operating officer.

"We have placed family, neighbourhood and community among our top five priorities in our brand values followed by connectivity and convenience. Being a master developer, we want to build a large scale, lively and safe community based on an all-embracing application of the New Urbanist and place-making principles," he stresses.

This unique ParkCity DNA is what makes its Desa ParkCity township in Northwest Kuala Lumpur so successful. The same DNA has also been injected into its 190-acre master-planned ParkCity Hanoi in Vietnam and the 551-acre Marina ParkCity in Miri, Sarawak.

Desa ParkCity is known for its quality living environment, master plan design and urban green

spaces. It has won numerous awards and received EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2019 at EdgeProp Malaysia's Best Managed Awards 2019 on April 21.

Many are amazed by how a former quarry mine where no plants could grow is now an award-winning township with two man-made lakes teeming with fishes and aquatic plants that have become popular recreational areas for its residents and even the public.

There are a total of 36 residential and commercial phases in Desa ParkCity. Over the years, the company has built 3,390 homes and currently another 1,672 are under construction.

Amenities within the township include a 300-bed ParkCity Medical Centre, The International School @ ParkCity and commercial areas — The Waterfront and Plaza Arkadia.

"Back in 1999 when the company purchased the land, it was an uninhabitable place. If we did not plan it right from the get-go, we would never have achieved our objective to build one of the most liveable townships in Kuala Lumpur," says Tai.

With the holistic planning, the company has proven their capabilities in creating value for its property purchasers as real estate prices in Desa ParkCity have risen even during a slow property market.

For instance, Plaza Arkadia SoHo units which were selling at around RM620 psf in 2013, have

PICTURES BY LOW YEN YEING | EdgeProp.my



While serving the needs of the Desa ParkCity residents, The Waterfront is also becoming a popular place for F&B and outdoor activities for the public.



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PERDANA PARKCITY



Left: Desa ParkCity has transformed from an uninhabitable place to a thriving township.

Right: The Central Park and lake attracts thousands of visitors daily.

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seen prices climb 70% to RM1,060 psf in 2016 after vacant possession.

Even when the market was flat last year, transaction activities in Desa ParkCity remained vibrant with 57 terraced houses sold at an average price of RM1,418 psf or RM2.67 million, compared with RM1,271 psf or RM2.48 million in the previous year (2017), according to EdgeProp.my data.

Tai notes that Desa ParkCity's property prices have enjoyed stable price appreciation over the years with an average home price appreciation of around 25% per annum.

Place-making is the first step

Place-making is vital for the overall township development to create a sense of belonging among its residents.

At Desa ParkCity, the 13.9-acre Central Park and recreational lake were the features used to kickstart the 473-acre development.

Located in the heart of Desa ParkCity, it serves to encourage its residents and people in neighbouring areas to enjoy the outdoors and interact with each other and hence create a cohesive community.

The lake also serves as a retention pond and for stormwater management. Besides, it helps to bring down the temperature of the entire township and act as a natural air filtration system.

"We believe our conviction and commitment is to go beyond just offering nice looking homes. We want to build an environment that promotes and nurtures values that create an equally nice liveable environment," stresses Tai.

Unlike a natural lake, man-made lakes do not have a water-circulating ecosystem in place that prevents the water from being contaminated by natural agents.

This means the developer has to create an ecosystem for the water to function like in a natural lake. Hence, the base of the lake was formed by a double layer High Density Polyethylene (HDPE) geo-membrane to prevent water from leaking bio-waste while two biofiltration systems were installed to regulate the water.



Bacteria-treated lava stones from Sumatra, Indonesia, were lined at the bottom of the lake to form biological filters.

"Long story short, we have created a lake ecosystem that includes biotic and micro-organisms that enable the water purifying and air filtration process to happen naturally without human intervention," he explains, adding that there is another lake in West Park, which is a pet-free park.

To create a liveable city which is green, safe, walkable and sociable, the township has an integrated network of roads with access to various amenities as well as sidewalks that sports crime prevention environmental design so as to make it a safe place for its residents.

Never complacent

Although Desa ParkCity is now one of the most sought-after townships in the country, the management of Perdana ParkCity knows it cannot rest on its laurels.

Its staff is on site and continues to handle defects rectification requests even though some properties have passed their defects liability period.

It also takes feedback from owners and residents seriously and they are taken into consideration

when planning for a development phase so that the new homes will meet current market needs.

For instance, some landed homes were designed to avoid direct sunlight so as to reduce indoor temperature. However, some residents prefer to air-dry their clothes and hang them at their car porches, which affects the aesthetics of the housing precinct.

Keeping that in mind, the team decided to change the design of the homes in the following housing precinct by adding a nicely concealed mezzanine area for laundry purposes, enabling residents to air-dry their clothes.

Perdana ParkCity also believes in encouraging sustainable living. For instance, low emission glass (low-e glass) was used as it could reduce energy consumption by 60% to 70% in high-rise residences. Residents could reduce the usage of air-conditioning which, in the long-run, could help them save money and reduce their carbon footprint on the environment.

"All these details add value to the properties and support the price growth of Desa ParkCity properties. The demand is also reflected in the secondary market price performance," says Tai.

According to EdgeProp.my data, transaction price for high-rise residences in Desa ParkCity averaged RM799 psf in 2018 compared to RM679 psf in 2012. For landed houses, average selling price last year had climbed to RM1,398 psf based on land area or an average RM2.8 million per unit compared with RM972 psf or RM1.88 million.

Moving forward

Perdana ParkCity has around 60 acres left to develop in Desa ParkCity, which is expected to last the company another 10 years. This means it will still have that length of time to continue maintaining the township at its pristine level.

Nevertheless, the company is preparing for the handover of common spaces and infrastructure management to the local council through constant communication to provide guidance to them on ways to maintain the landscape.

There are also dialogues held with residents' associations in all existing precincts to prepare them for the handover process.

Not surprisingly, most residents are worried about the maintenance upon handover to which Tai proposes that residents set up a common facilities management committee supported by all resident associations to oversee issues related to common space maintenance.

"But we own some properties here as well, so we will continue to support the residents to ensure Desa ParkCity remains one of the most liveable cities for years to come," offers Tai.

“
We want
to build an
environment
that promotes
and nurtures
values that
create a
nice liveable
environment.”

— TAI



WINNERS

BELOW 10 YEARS
Multi-own strata residential

GOLD

D'Suites
@ Horizon Hills

Focused on the big picture

BY NATALIE KHOO

Property maintenance is not just about managing a specific parcel of a development. Totality must be looked at including the maintenance of the overall surroundings. At D'Suites @ Horizon Hills (D'Suites), its property manager Horizon Hills Property Services Sdn Bhd's philosophy of maintenance is to focus on the entire township as it will eventually contribute to the value of each individual parcel.

This approach has paid off with D'Suites winning the Gold at EdgeProp Malaysia's Best Managed Property Awards 2019 in the below 10 years multi-own strata residential category.

The 9.6-acre freehold project comprises 356 condominium units and 24 villas that were completed in October 2016.

It is part of the 1,200-acre Horizon Hills township in Iskandar Puteri, Johor which is jointly developed by Gamuda Land (the development arm of Gamuda Bhd) and UEM Sunrise Bhd. Horizon Hills was first launched in 2007 and about 70% of the development has been completed to date. The township management team Horizon Hills Property Services is a subsidiary of Gamuda Land.

Most of the projects in Horizon Hills are landed homes with individual titles. With D'Suites, its developer wanted to see how well the people in Johor Bahru would receive a strata development, says Horizon Hills general manager Jim Woon.

Hence, it was critical to educate the new owners of D'Suites about the laws governing strata developments.

The developer also works closely with residents and owners providing advice and guidance to ensure a smooth handover of the management in future. Woon stresses that as a responsible developer, it will continue to support the Management Corporation (MC) when it is formed later. Even now, vendors who are selected to maintain the project were chosen carefully so that they do not cause problems to the MC when they take over in future.

"In any case, we are always reachable to the community through our township management team. On top of that, direct purchasers of Gamuda Land's developments are members of GL Friends where they can also stay in touch or send us feedback through their assigned relationship associates," says Woon.

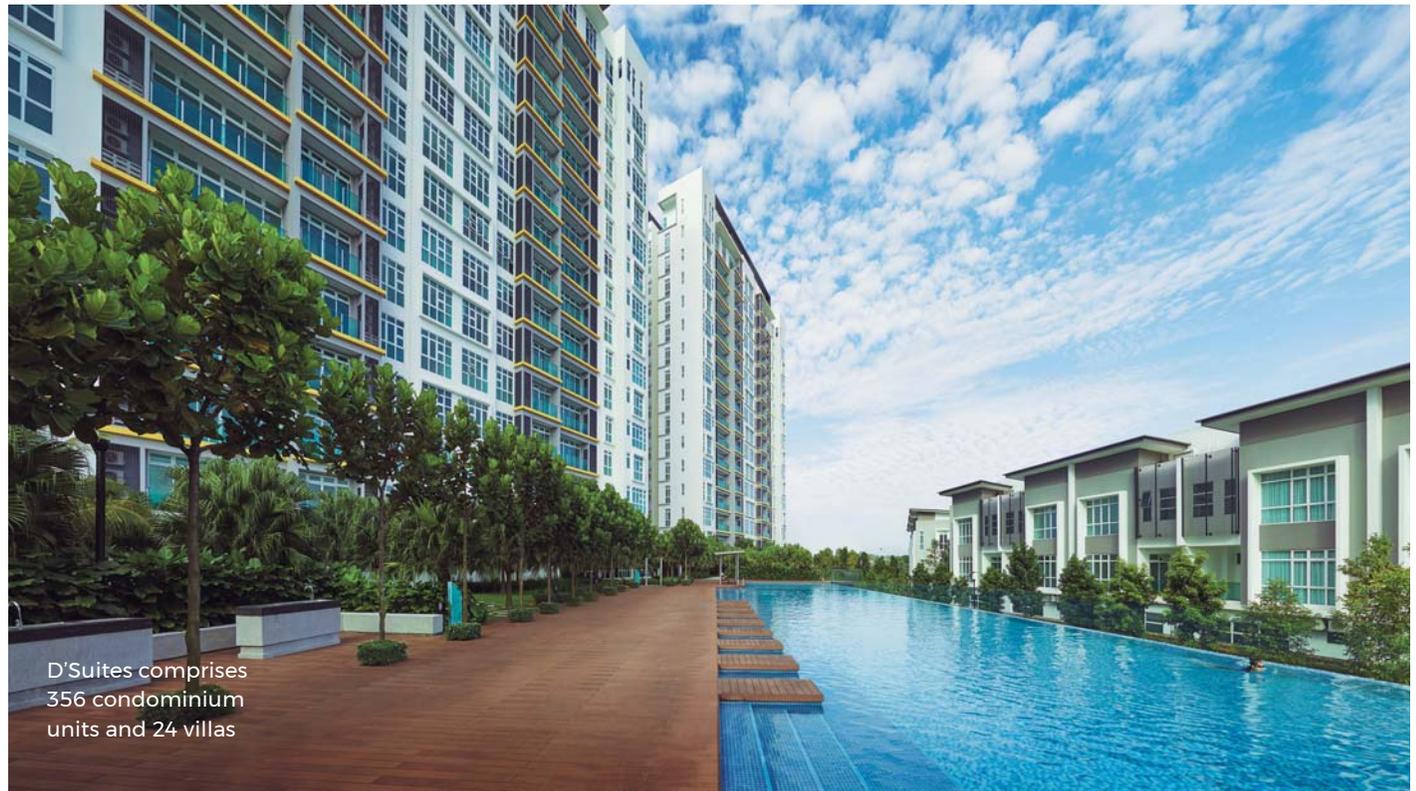
Towards quality maintenance

"To ensure the quality of the maintenance, engineering and building services, we have in place a robust and consistent standard operating procedure (SOP) to govern our mechanical and electrical (M&E) schedule which the township management team adheres closely to. This allows us to better plan M&E activities to reduce cost and increase efficiency," offers Woon.

"Gamuda Land has various projects and township developments in Malaysia. We learn from what we have developed over the years and we make improvements as we go along. We also draw from our experience in managing other premium projects such as Madge Mansions and The Robertson in Kuala Lumpur.

"We constantly look at ways we can incorporate technology to our existing approaches to township and building management, particularly to reduce cost and increase efficiency such as optimising energy and water consumption as well as to improve security," Woon shares.

Indeed, security is among the management's top priority and D'Suites has put up electrified perimeter fencing to deter intruders including



D'Suites comprises 356 condominium units and 24 villas

LOW YEN YEING | EdgeProp.my



“We believe that as a responsible town-maker, we must from the very beginning, be thoughtful in master-planning each township.”

— WOON



wildlife, given the fact that the project is located next to a forest.

"Other security features we have in place include a guard house and security patrols, restricted access via access cards, CCTV and dome cameras as well as two-way intercom between the guard house and residents," Woon shares.

Budget planning

Horizon Hills Property Services has set in place a five-year budget plan for D'Suites to estimate future expenses. Such projection allows for better planning in order to achieve financial sustainability.

"Procurement is monitored by a centralised finance team to verify and ensure purchases are within the approved budget. When managing cost, it is important to have a well-defined authority limit chart to curb mismanagement. Formal approval is required from key people such as the chairman, secretary, treasurer and another member of the Joint Management Body (JMB) based on the authority limit chart to have proper check and balance," says Woon.

Among the cost optimisation initiatives put in place are the use of LED lights and a rainwater harvesting system that lowers water consumption by 30%.

At the end of the day, Woon highlights that property maintenance must be looked at on an overall scale as the surrounding landscape and environment play a crucial part in determining the value creation of a project.

"We believe that as a responsible town-maker, we must from the very beginning, be thoughtful

Project quick facts

NAME	D'Suites @ Horizon Hills
ADDRESS	Jalan Persiaran Selatan, Horizon Hills, 79100 Iskandar Puteri, Johor
DEVELOPER	Gamuda Land & UEM Sunrise Bhd
DEVELOPMENT TYPE	Condominium and villas
PROJECT SIZE	9.6 acres
TENURE	Freehold
COMPLETION DATE	October 2016
NO. OF UNITS	356 condos and 24 villas
NO. OF STOREYS	17 and 19 (condominium)
UNIT BUILT-UP SIZES	From 628 sq ft to 2,534 sq ft
VILLA LAND AREA	3,017 sq ft
MAINTENANCE FEES	RM0.38 psf
OCCUPANCY RATE	45%
NO. OF CARPARK BAYS	Two per unit

FACILITIES

Swimming pool, wading pool, spa pool, playground, reading pavilion, maze garden, yoga deck, sunken lawn, viewing deck, billiard room, karaoke room, reading room, chess and foosball room, sauna

ENERGY-SAVING FEATURES

Rainwater harvesting system

SECURITY FEATURES

Two-way video intercom; security guards; anti-climb & electric fencing; CCTV surveillance; Visitor Management System (VMS) and access card system to restricted areas

in master-planning each township.

"When we adopt a piece of land, we look at its natural topography, how we can respect nature and the environment. We study the neighbouring sites as well to create a symbiotic ecosystem for the town.

"Even though Horizon Hills is almost 12 years old, it doesn't feel worn because we are constantly striving to meet the needs of the residents and because we take care of the overall township," says Woon.

D'Suites, he concludes, benefits from the work the developer puts into the township.

"At Gamuda Land, we centre our development principles to create value for the community over time," he adds.

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WINNERS

10 YEARS AND ABOVE
Multi-own strata residential

GOLD

Mont'Kiara Astana



PICTURES BY LOW YEN YEING | EdgeProp.my

A hidden gem in Mont'Kiara

BY RACHEL CHEW

It is not easy to upkeep a building which is reaching its 20th year. To the Management Corporation (MC) and the property manager of Mont'Kiara Astana (MK Astana) however, the most challenging thing was never about the maintenance of this condominium in Mont'Kiara, Kuala Lumpur. To them, it was the effort it took to establish and nurture a close working relationship between the property manager SCM Property Services and the MC.

"We are blessed because the committee members in the MC are very committed and supportive. All the past upgrading works would not have been completed without the support from the MC," says Andrew Tan, assistant building manager at SCM Property Services Sdn Bhd (SCM) and the onsite property manager of MK Astana.

SCM is a subsidiary of property development company UEM Sunrise Bhd (formerly known as Sunrise Bhd), the developer of MK Astana. SCM has been managing MK Astana since its completion. The condominium is a low-density project situated on a 5.58-acre freehold site at the heart of Mont'Kiara. It won the Gold in the 10 Years and above category of Edgeprop Malaysia's Best Managed Property Awards 2019.

"Mont'Kiara Astana is also known as MK 5, meaning that it is the fifth condominium in the area by the developer. But take a look around, do you feel that this condominium is already stepping into its 20th year?" asks proud owner and MC chairman Yeoh Beng Hooi as he leans back on his chair at the residential lounge fronting the newly upgraded swimming pool with a new kids' water slide.

Unlike the majority of its residents, Yeoh only moved into MK Astana a few years ago. He says the resort setting of MK Astana was what attracted him the most.

"I went around and found no place like Astana. It offers spacious common areas, grand drop-off area like a hotel and lush landscaping. I love it because once you step in here, you will not hear the noise from the main road. It is a hidden gem in Mont'Kiara.

"I also like the excellent work done by SCM. They are responsive, committed and professional. The building's good condition speaks for the good job done by the management team," says Yeoh.



MK Astana is the fifth condominium in Mont'Kiara by UEM Sunrise (formerly known as Sunrise).

“
If the service makes everyone happy, the residents would be more than happy to pay on time because they see the value in doing so.
”

— PAUL



(From left) Paul, Yeoh, Tan and Krishnaraj.



The condominium's other facilities include tennis courts, a gym, sauna, multi-purpose hall and basketball court.

Over the years, the MC and SCM have done touch-ups and other maintenance works on the common facilities. Bigger projects were carried out more recently such as piping replacement and repainting of the common interior areas including the building corridors.

"The condominium is very well taken care of by the residents as 70% of the units are owner-occupied and many have been here since day one. The residents care for the common areas like their own homes," says Tan, adding that about 20% of the residents are foreigners, mostly from Japan and South Korea.

The current maintenance fee collection rate is almost 100% and it has always been that good, according to Tan.

“It is all about the service”

SCM general manager Paul Richard believes the most effective way to raise or maintain the collection rate is to prove to the residents the value of the property management team.

"Property management is a complex, detailed task but above all, it is all about the service. If the service makes everyone happy, the residents would be more than happy to pay on time because they see the value in doing so. I believe the quality of service is reflected in the collection rate," Paul notes.

Yeoh chips in to say that the quality of service is the reason the MC continues to work with SCM. "The team has been here since day one. They know the building best and are very committed and professional. Our balance sheet is very healthy," Yeoh shares.

The MC and the management team have an open and transparent working relationship, where both parties can question or suggest anything anytime.

"We are appointed by the residents to maintain their place. Suggestions for the property management may be good but we always go back to the residents for approval because this is their property," says SCM senior manager Krishnaraj Perumalu.

For instance, the on-site management team came up with the proposal to not allow short-term rental (under 30 days) even though there was no such prior case. "The team made the suggestion to make it a by-law and in an AGM in 2018, all residents supported the agenda. So it is a house-rule now.

"We never had any short-term rental cases in Astana but we proposed the by-law to prevent any possible risk," Paul notes.

The good work done by the MC and property manager has contributed to MK Astana's growth in value. The average transacted price has increased by 85.7% to RM650 psf in 2018 from RM350 psf in 2000, according to data provided by the property manager. Meanwhile, the average rental yield has also grown to 5.65% in 2018 from 4.88% in 2014.

Moving forward, the MC and management team are planning to replace the flooring of the tennis court and repaint the external walls of the building.

"Mont'Kiara Astana is just like a pearl in Mont'Kiara. It is old but still shining because of the good relationship between the residents and the management team," Yeoh concludes.

Project quick facts

NAME	Mont'Kiara Astana
ADDRESS	Mont'Kiara Astana 1, Jalan Kiara 2, 50480 Kuala Lumpur
DEVELOPER	UEM Sunrise Bhd (formerly Sunrise Bhd)
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	5.58 acres
TENURE	Freehold
COMPLETION DATE	1999
NO. OF UNITS	281
NO. OF STOREYS	27
UNIT BUILT-UP SIZES	1,180 sq ft – 1,690 sq ft
MAINTENANCE FEES	RM2.94 per share unit (service charge) RM0.45 per share unit (sinking fund)
OCCUPANCY RATE	81.14%
NO. OF CARPARK BAYS	426

FACILITIES
Guard house and arrival square, water feature, swimming pools, gym, sauna, reflexology path, half basketball court, barbecue area, play area, function and lounge area, roller blade and skating rink, tennis court, multi-purpose hall, playground

ENERGY-SAVING FEATURES
LED lights at every floor lobby and carpark

SECURITY FEATURES
CCTV at prominent areas, visitor management system (Graaab JaGa App), perimeter CCTV motion detection system, magnetic lock access card system at lobbies and transponder card access for barrier gate

SUTERA MALL

THE MALL WITH SOUL



EdgeProp
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS **2019**

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Sutera Mall is managed by Tanah Sutera Development Sdn Bhd, a township developer, who also developed The Seed - a luxurious, low density residential project with a taste of “Resort Living”.



WINNERS

10 YEARS AND ABOVE
Multi-own strata residential

GOLD

Mont'Kiara
Pelangi

An MC that puts safety first

BY RACHEL CHEW

“I was trying to sell a story (to the security guards) so that I can get into (MK Pelangi) to see the place myself. But the guards were doing a very good job, I could not get in at all. That was when I knew that this is the place that I was looking for my growing family,” says Farouk Zahir, the chairman of Mont'Kiara Pelangi Management Corporation (MC), as he recalls what prompted him to set up home at Mont'Kiara Pelangi (MK Pelangi) in Kuala Lumpur 20 years ago.

After renting a unit at MK Pelangi for a few years, Farouk then bought it.

“I'm a very particular person especially when it comes to security and safety. What MK Pelangi impressed upon me the most were the tight security and well maintained environment,” he tells EdgeProp.my.

One of the first condominiums in the Mont'Kiara enclave, MK Pelangi is 23 this year and is a Gold winner at EdgeProp Malaysia's Best Managed Property Awards 2019 in the 10 years and above multi-own strata residential category.

Sitting on a 4.4-acre freehold site in Jalan Kiara 1, the project features two towers: Apollo Tower and Venus Tower housing 303 units with an average built-up size of 1,390 sq ft.

When Farouk first moved in, he says there was mist in the morning and children could play freely by the road side because traffic was light. The environment is very different now.

“It is important for us to adapt to changes in the environment and to changes brought on by technology,” says SCM Property Services senior manager Krishnaraj Perumalu, the former on-site property manager of MK Pelangi.

“MK Pelangi is aging, but I'm pleased to see it aging gracefully, thanks to the hard work of past MC members and the property management team,” says Farouk, praising SCM Property Services Sdn Bhd, the appointed property management team, for its commitment in managing the project over the past 23 years. SCM Property is a subsidiary of UEM Sunrise Bhd, formerly known as Sunrise Bhd, the developer of MK Pelangi.

“Property management is not a 9 to 5 job. It is not a single skill job. A property manager has to be responsive to residents and the MC no matter what time and day. He or she must have knowledge of technical and building management,” Farouk shares.

He cites for example the time when the children's playground was closed because of a defect.

“The property manager had the technical knowledge to inspect the playground, so he was able to make the correct decision before someone got hurt. We will never take risks on safety and security. You will not find any safety hazards in our common areas such as uncovered drains or broken glass because the management team walks around the place every day,” offers Farouk.

Other upgrading works to enhance safety include refurbishment of the swimming pool, replacement of the playground flooring and replacement of the car parks' main pipe to a water tank. As for security, besides reviewing the in-house security standard operating procedure (SOP), the guard house was rebuilt with enhanced security features.

Special fund

Although the collection rate at MK Pelangi is maintained at 95% and the MC has a healthy financial account, a decision was made to set up a special fund for major upgrading works such as the change of old piping in 2009.

Krishnaraj says the special fund is provided for under the then Strata Titles Act 1985. “Instead of



PICTURES BY LOW YEN YEING | EdgeProp.my



Above: MK Pelangi is 23 this year.

Left: (From left) Paul, Krishnaraj, Farouk and assistant residential manager Jaisree.

“What MK Pelangi impressed upon me the most were the tight security and well maintained environment.”

— FAROUK

Project quick facts

NAME	Mont'Kiara Pelangi
ADDRESS	Mont'Kiara Pelangi, 1, Jalan Kiara 1, Mont'Kiara, 50480 Kuala Lumpur
DEVELOPER	Sunrise Bhd (now known as UEM Sunrise Bhd)
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	4.42 acres
TENURE	Freehold
COMPLETION DATE	Aug 15, 1997
NO. OF UNITS	303
UNIT BUILT-UP SIZES	Average 1,390 sq ft
MAINTENANCE FEES	RM3.41 per share unit
OCCUPANCY RATE	70.96%
NO. OF CARPARK BAYS	430
FACILITIES	Swimming pools (2), gyms, restaurant, lounge room, Jacuzzi, laundry, barbecue pit, children's playground, herb garden, public toilet, car wash, multi-purpose court, tennis court
SECURITY FEATURES	CCTV, barrier gate, intercom, access card, security guards

increasing maintenance fees, we decided to collect a special fund,” he shares.

However, prior to collection for the special fund, the management team held roadshows and awareness campaigns on the need for the fund to get upgrading projects done.

“It was not difficult to get the special fund collection resolution passed in the AGM. The challenge was to deal with those who did not attend the meeting. The campaign and roadshows were very helpful in educating them about the benefits of up-keeping the property,” he adds.

Krishnaraj also partly attributes the healthy property price growth that MK Pelangi enjoys to the major refurbishment and upgrading works done over the past decade.

The average transacted price for MK Pelangi is around RM650 to RM700 psf currently. It was around RM400 psf about 10 years ago.

“When there are more choices in the vicinity, it is important to upkeep older condominiums like MK Pelangi to attract tenants and to uphold their value. It is also a way to show them how committed the MC is to sustaining the value of their property,” he says.

SCM Property Services general manager Paul Richard says one of the most important tips for property managers is to never make decisions for the residents.

“A professional property manager should be assisting the MC and residents. If the MC wishes the property to be a family-oriented place, our job is to provide our opinion and guide them, but not to make the decision for them.

“MK Pelangi is a successful example of a well managed property with residents who have a clear vision and assisted by the property management team,” Paul shares.



MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

WINNERS

10 YEARS AND ABOVE
Non-strata residential

GOLD

Jade Hills

More done with less



Thanks to the good maintenance, the landed homes in the township has shown decent capital appreciation.

PICTURES BY LOW YEN YEING | EdgeProp.my

BY SHAWN NG

As a 338-acre low density township that consists of five lakes, more than 70 acres of green spaces and a clubhouse offering an array of facilities, taking care of Jade Hills is definitely not a piece of cake for any property manager.

This township in Kajang, Selangor developed by Gamuda Land and managed by Gamuda Land Property Services Sdn Bhd is 11 years old but strolling along its pathways and enjoying the breeze by the lakes here, one wouldn't notice its age as the roads, walkways, parks and even the trees look fresh and new.

Apart from the commercial districts, the orient-inspired township houses 12 residential precincts containing terraced houses, link bungalows and bungalows. To date, seven precincts with 517 homes have been developed of which 92% have been sold and 71% have been occupied.

With its goal to create an amicable, secure and tranquil resort-style neighbourhood, the 12-man property management team has to ensure all facilities and communal spaces are well taken care of. It also has to keep a close eye on security. Their efforts are definitely impressive and at EdgeProp Malaysia's Best Managed Property Awards 2019 recently, Jade Hills achieved Gold in the 10 years and above non-strata residential category.

The win can be attributed to the developer's thoughtful design which has kept sustainable maintenance in mind from the very start of its planning, and the continuous effort by the property management team, says Gamuda Land Property Services township and facilities management general manager Victor Tay.

Lessons-learnt database

In its pursuit of excellence, Gamuda Land knows that it has to constantly strive to be better. Hence it has created a "lessons learnt" database which captures post-mortem data from its various developments including on-product design, material selection, contractor evaluation, purchasers' feedback and operational issues.

The data is reviewed on a half-yearly basis and shared among all business units within the group to improve on planning, design and the future maintenance of their township developments.

"Take landscaping and planting of trees as an example, if these are not done right from the beginning, the trees would damage roads or drain-



age or even encroach into the houses once they become mature.

"But in Jade Hills, we learnt from our experience in our other developments such as Kota Kemuning, Valencia and Horizon Hills, that we need to carefully select plants and trees that require low maintenance," Tay explains.

This has not only ensured the sustainability of the greenery but will also make it easier for the local council to manage when the public spaces and infrastructure are handed over to them, he adds.

Furthermore, in order to keep the cost manageable and to minimise workload considering that more new precincts will be coming up in future, Gamuda Land Property Services has introduced mechanical trimmers for the maintenance of plants.

"In Jade Hills, we have a vast landscape area which requires a lot of manpower to maintain. So one of the ways that we try to make it more sustainable is through mechanisation. This is also part of our cost optimisation initiatives," he says, citing trimming of shrubs as an example — the task often requires two persons over a week to complete but with the trimmers, it only requires one person to do the work in half the time.

How well the township is being managed is

“*In Jade Hills, we have a vast landscape area which requires a lot of manpower to maintain. So one of the ways that we try to make it more sustainable is through mechanisation.*

— TAY

”

Project quick facts

NAME	Jade Hills
ADDRESS	Persiaran Jade Hills Utama, Jade Hills, 43000 Kajang, Selangor
DEVELOPER	Gamuda Land
DEVELOPMENT TYPE	Landed homes
PROJECT SIZE	338 acres
TENURE	Freehold
TOTAL RESIDENTIAL PRECINCTS	Seven completed
COMPLETED UNITS	517 units in the seven precincts
UNIT BUILT-UP SIZES	2,510 sq ft – 4,100 sq ft
MAINTENANCE FEES	From RM277.74 to RM416.60 per unit
OCCUPANCY RATE	71%
FACILITIES	Five lakes with self-cleansing system and a club house named Jade Hills Resort Club with facilities such as Olympic length swimming pool, tennis court, gym, badminton court, kids' game room, restaurant, basketball court, table tennis tables and study area
SECURITY FEATURES	24-hour security guard, anti-climb fencing and CCTV

evident in the capital appreciation of the houses there. According to Gamuda Land, a terraced home in Phase 3B was transacted at RM1.17 million in September 2015, a 53% increase from the development price of RM776,000 in 2011.

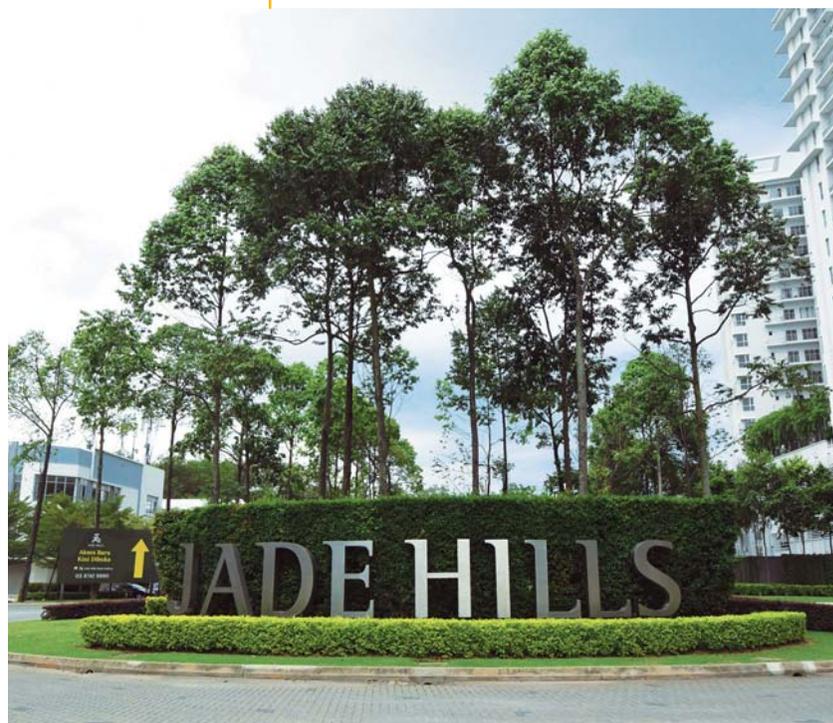
Tay says the team plans to leverage more on technology going forward, especially mobile applications and security enhancement technologies.

Gamuda Land Property Services has already introduced the Gamuda Land Residence Management App to enhance security without inconveniencing residents.

"The mobile app allows residents to pre-register their visitors and this will reduce the amount of time for security checks to less than two minutes," he elaborates.

He says the next security enhancement that the team is planning would be Perimeter Intrusion Detection Systems (PIDS) and electric fencing in vulnerable areas of the township.

"To remain sustainable, we must be able to do more with less — consistently," he says.



The infrastructure in the 11-year-old Jade Hills still looks fresh and new.

WINNERS

10 YEARS AND ABOVE
Retail

GOLD

1 Utama
Shopping Centre

BY SHAWN NG

1 Utama Shopping Centre situated in the thriving Bandar Utama township in Petaling Jaya is one of the most popular shopping malls in the Klang Valley. Although this regional mall is 24 years old, it has never stopped growing and evolving and seems to be a constant work in progress — introducing new tenants, attractions and facilities all the time.

1 Utama has a gross built-up of about 5.59 million sq ft and net lettable area of some 2.19 million sq ft which comprises retail space in the old wing, new wing and the latest extension known as 1 Utama E. It has 713 retailers contributing to 100% occupancy while 33 million visitors come through its doors annually, more than half of whom visit 1 Utama at least once a month for an average four hours per visit.

It is therefore an achievement in itself to keep the mall running at a sustainable pace and to ensure that it is safe and comfortable for visitors. In recognition of the mall developer and operator's commitment to cater to consumers' ever-changing needs while focusing on enhancing the sustainability of the mall, 1 Utama Shopping Centre was awarded the Gold at EdgeProp Malaysia's Best Managed Property Awards 2019 in the 10 years and above retail category.

The meticulous maintenance work carried out on the mall by the property management team is spearheaded by Bandar Utama City Centre Sdn Bhd director Tan Sri Teo Chiang Kok.

"The formula [for an ideal tenant mix] used to be 5% to 8% F&B while the balance is all shopping. But now, the ratio of F&B has gone up to more than 20% while there have to be more entertainment elements and less shopping, so you can see the change," he tells EdgeProp.my

For instance, the mall's new extension 1 Utama E is largely focused on entertainment, sports and experiential activities targeting millennials. The first phase of the 4-storey 1 Utama E was launched in January 2018, featuring FlowRider, a simulated wave generator for flowboarding, bodyboarding and surfing; as well as AirRider, an indoor skydiving wind tunnel for simulated sky diving.

The second phase which is under construction,



BANDAR UTAMA CITY CENTRE

The 24-year-old 1 Utama is still going strong with 100% occupancy rates and 33 million footfalls annually.

A mall that embraces change for growth

LOW YEN YEING | EdgeProp.my



Project quick facts

NAME	1 Utama Shopping Centre
ADDRESS	No. 1, Lebuhraya Bandar Utama, Bandar Utama City Centre, Bandar Utama, 47800 Petaling Jaya
DEVELOPER	Bandar Utama City Centre Sdn Bhd
PROJECT SIZE	About 39.54 acres
OPENING DATE	August 1995
GROSS FLOOR AREA	5.59 million sq ft
NET LETTABLE AREA	2.19 million sq ft
NO. OF LETTABLE RETAIL LOTS	713
OCCUPANCY RATE	100%
NO. OF CARPARK BAYS	14,000

FACILITIES
Mass rapid transit park-and-ride service, electric vehicle charging stations, concierge, customer service centres, ONECARD express shuttle, free WiFi, baby rooms and phone charging stations

ENERGY-SAVING FEATURES
Building automation system, LED lights, water efficient fittings, green roof, ice and chilled water storage systems and rainwater harvesting system

SECURITY FEATURES
Auxiliary police, security guards, dog unit, two 24-hour control rooms, house detectives, mobile command unit, guard observation tower, fire-fighting and prevention systems, automated external defibrillator units, buggy escort service, undercarriage scanner, metal detectors, CCTV system, fire alarm, smoke detectors, cybersecurity and data protection

will feature an avant-garde retail mix of global cuisine, fashion brands, art and culture, entertainment and night life. It is poised to be unveiled by this year or next.

"We are lucky that we have this 24-year track record and we have many loyal customers. However, we have to build on their loyalty and cannot take them for granted," Teo elaborates.

Safety and security

Safety and security are key areas that the management takes seriously. There are currently close to 200 security guards, 30 auxiliary police and four trained German Shepherd guard dogs working on a 24/7 basis to maintain a high level of customer care and security at the mall. Due to the efforts of the security team, the number of security cases in 2018 has been reduced by 3.45% from 2017.

Regular fire drills and evacuation exercises are held to educate tenants and to prepare the mall management in the event a fire breaks out or if there

are any bomb threats. Fire audits or inspections are also carried out to ensure all fire prevention systems or equipment are functional.

Maintaining good air quality within the mall is also an aspect of safety and health, especially considering the large number of footfalls the mall gets.

"We have hundreds of thousands of shoppers visiting the mall a day, we need to refresh the air. So we decided to multi-use the smoke extraction fans which are installed for fire-fighting purpose. Every few days, we will reverse the fans and extract the air out of the mall at 3am in the morning," explains Teo.

And why at 3am? "Because that's the coolest time of the day for fresh air to come into the mall so that the load on the air-conditioning the next morning will be reduced," he says, adding that this also cuts down energy use.

Keeping cost down is a major challenge for a mall operator and at 1 Utama, energy is the largest cost component. Hence, the steps taken by the mall to slash electricity consumption.

For instance, another way it could reduce the load on the air-conditioning system is by replacing the glass previously used in the building with e-glass, which is more efficient in insulating the interiors from the outside heat.

To reduce cost further, the management has also installed a rain harvesting system that stores 2.35 million gallons of rainwater which are filtered to be used for flushing the toilets and to irrigate the mall's plants including those on its exotic green roof or Secret Garden.

Moving forward, Teo says 1 Utama plans to establish a sewage treatment plant to recycle 95% of its waste water and reuse them. "Furthermore, the waste from the sewage plant will be turned into fertiliser so that we do not need to discharge them into our rivers or dumpsites. We are also installing a food waste machine to process the food waste from the 250 F&B outlets into fish feed and fertiliser," he says.

“We are lucky that we have this 24-year track record and we have many loyal customers.”

— TEO





MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

BELOW 10 YEARS
Multi-own strata residential

SILVER

WINNERS

Verdi Eco-dominiums

Striving for sustainability

BY SHAWN NG

The popular notion is that the older a building is, the tougher it is to upkeep. For property manager and owners of Verdi Eco-dominiums however, looking after a new building has its own set of challenges and can be just as difficult to manage and maintain.

Besides rectifying the defects in both the common areas and the individual units, the early days of a new building is a crucial period for both the initial property manager, who is usually the developer, and owners to work together and set things right from the start to ensure the long-term sustainability of the project.

That was especially true for Verdi Eco-dominiums, the Silver winner in the below 10 years multi-own strata residential category of EdgeProp Malaysia's Best Managed Property Awards 2019.

Located in Cyberjaya, this Green Building Index (GBI) certified condominium was completed in December 2016 by UEM Sunrise Bhd.

What makes this two-tower project stand out is that about six acres, or more than 60% of the nine-acre project, are landscaped areas and facility spaces.

Its wide range of facilities include a maze garden, herb garden, cascading water features and an elevated walkway, offering residents of the 800 condominium units a tranquil and contemporary living environment within a secure compound.

However, such premium facilities require strong commitment from the property manager and owners to ensure good long-term maintenance and sustainability in value.

Hence, one of the key focus areas for the project's property manager SCM Property Services Sdn Bhd and its Joint Management Body (JMB) at the moment is to find ways to cut down the maintenance cost without compromising the quality of service. SCM Property is a wholly-owned subsidiary of UEM Sunrise.

According to SCM's Raja Nurul Adila Raja Dzulkipli, the on-site property manager at Verdi Eco-dominiums, some of the cost-cutting measures that the team has taken is to install LED lights and adopt automation such as the portable sprinkler system.

"We have eight gardeners to look after the green spaces but our JMB proposed to have a portable sprinkler system, which is especially useful in hot weather," she says.

"If you look at the entire development, most of it is green. So we have to spend money fertilising and maintaining it. Other than that, the challenge is the hot weather. So we need to water the plants very frequently," adds SCM general manager Paul Richard.

"We had a lot of challenges here at Verdi Eco-dominiums including rectifying defects. But we put in a lot of effort to solve them. We are happy that the residents appreciate what we have done and we will be working very closely with them to make this property a success," says Paul.



Verdi Eco-dominiums offers residents a tranquil and contemporary living environment.



Above: (From left) Paul, Foong and Adila are working hand-in-hand to maintain the condominium at top notch condition.

Left: The gym in Verdi Eco-dominiums is nestled in lush greenery.

Verdi Eco-dominiums JMB chairman Gary Foong Mun Wah says the JMB and SCM have been working together to identify areas where they can reduce cost, such as reviewing the service providers and adopting technology to reduce reliance on human labour.

"The residents here have high expectations and hope that their service charges are worth their value. We negotiated with the lift service provider to get a better rate and we just ordered a portable sprinkler system. We will try it out to see how it works and if it works fine, then we will implement it in all other areas."

Foong says the owners are looking forward to working more closely with SCM to identify areas where they can save cost.

PICTURES BY LOW YEN YEING | EdgeProp.my



The maze garden is one of the unique features in the condominium.

Project quick facts

NAME	Verdi Eco-dominiums
ADDRESS	Verdi Residence, Symphony Hills, Persiaran Bestari, Cyber 9, 63000 Cyberjaya
DEVELOPER	Symphony Hills Sdn Bhd, a subsidiary of UEM Sunrise Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	9.16 acres
TENURE	Freehold
COMPLETION DATE	December 2016
NO. OF UNITS	800
NO. OF BLOCKS AND STOREYS	Block 1: 43 storeys Block 2: 44 storeys
UNIT BUILT-UP SIZES	700 sq ft – 1,453 sq ft
MAINTENANCE FEES	RM0.34 psf
OCCUPANCY RATE	33.75%
NO. OF CARPARK BAYS	1,623

FACILITIES
Forest garden, elevated walkway, Jacuzzi, centre island, gazebo, cascading water feature, multi-purpose hall, badminton court, garden wall, children playground, maze garden, herb garden, outdoor pavilion, jogging trail, waiting lounge, games room, surau, kids pool, infinity pool, barbecue counter and gym

ENERGY-SAVING FEATURES
LED lights and timer for lighting, pumps and facilities

SECURITY FEATURES
Access card system, intercom system, smart-home system, CCTV, guard house and control room

Continuous collaboration

Currently, about 75% of the 800 condominiums in Verdi Eco-dominiums have been sold while occupancy rate stands at about 34%. The collection rate for service charges in 2018 stood at 90%.

"The committee is quite happy with the performance of SCM so far and I hope we can get more savings along the way and build up our funds. We would be constantly looking at ways to reduce the cost, as long as it doesn't affect the quality of service that we are getting," he adds.

Meanwhile, SCM is committed to serve the owners of Verdi Eco-dominiums and it is confident that with its expertise and experience in managing other properties, it will be able to do a good job. Currently, SCM is taking care of about 28 properties built by UEM Sunrise, including some of the earliest and latest condominiums in Mont'Kiara.

Moving forward, SCM plans to introduce a neighbourhood app that offers payment gateway, virtual concierge and delivery services to better serve its clients across all projects by end-2019.



WINNERS

BELOW 10 YEARS
Multi-own strata residential

BRONZE

Dedaun

Living up to its name

BY RACHEL CHEW

Turning off from Kuala Lumpur city's busy Jalan Ampang, we reach a shady cul-de-sac with a few bungalow houses on both sides of the small road. Right at the end of the street, standing among the detached houses, is the low-rise luxury condominium Dedaun.

Developed by Selangor Dredging Bhd, it was completed and handed over in early 2014. The 1.02-acre freehold project houses only 38 large-sized units which start from 3,240 sq ft (typical unit) to 7,128 sq ft (penthouse). Dedaun has a retro and rustic charm inspired by the 1970s.

The project, which received a Bronze at EdgeProp Malaysia's Best Managed Property Awards 2019 in the below 10 years multi-own strata residential category, has some rather unique design features including a green wall (vertical garden), a traditional red clay brickwork courtyard that is inlaid with grass and lush trees, a water feature inspired by China's Guilin mountains and Shanghai Plaster exterior wall finishing.

"It is very rare to find Shanghai Plaster finishing in Kuala Lumpur projects because it is expensive, but it is very durable and dirt resistant. All you need to do is touch up the surface when necessary," says SDB Properties Sdn Bhd post development manager Toh Keng Hong. SDB Properties is the property manager of Dedaun and the property management arm of Selangor Dredging.

SDB Properties is also proud of the project's lush environment. "It was not that green a few years ago because the selected plants were not grow-



Dedaun is a luxury condominium with only 38 large-sized units

ing very well in the common areas, where there is direct sunlight. We then decided to study how we could make the project's environment live up to its name, Dedaun, which means leaves in Bahasa Malaysia. We changed the plants and fertiliser — even the amount of water and timing of watering the plants. All these healthy plants and trees you see now are the result of all the hard work we put in," says Toh, adding that the current plants and greenery only need minimum maintenance.

Set against its green surroundings are facilities such as a children's playground, treehouse, swimming pool and children's pool, open-air multi-function deck and a multi-functional hall equipped with kitchen facilities.

Caring for its own

SDB Properties head of post development Peter Quah says Selangor Dredging decided to set up a property management team as the developer wanted to ensure that their projects were well taken care of even after they were completed and handed over. The team is currently managing 10 of the developer's completed projects including Dedaun.

Having a property management team that is related to the developer adds convenience as anything that comes up involving the developer can be taken care of more easily, says Dedaun Management Corporation (MC) chairman James Tan.

"Our main criteria when choosing a property manager are integrity, past experience in the field, trustworthiness and responsibility," he adds.

Dedaun has an occupancy rate of 76%, partly because about half of the owners are investors looking for rental income. Nevertheless, collection rate has been maintained at 96% and above since day one.

"Only about 40% of the current residents are owner-occupiers, the rest are tenants who are mostly British, Australians and Canadians. What we understand is that the tenants are attracted to the low-density and very private living environment," Quah notes.

The MC's healthy balance sheet is also due to smart budgeting. Instead of just setting a yearly budget, the team also prepares three to five year budgets.

"By setting a longer term operational budget, we will have a clearer picture about allocating funds for the things we need for this project," he explains.



“Property development is no longer just about building the house, hand it over and walk away. It is about being responsible and committed to what you have built.”

— QUAH



For instance, the recent external window facade cleaning (twice a year), upgrading of the barrier gate system from access card reader to RFID, as well as refurbishment of the swimming pool timber deck.

To ensure the building and its facilities are well kept, SDB Properties hires the same suppliers who contributed to the construction of the project, for its maintenance.

"They are the ones who understand the building best. They are able to figure out any problem in a snap. Their price is also very competitive as Selangor Dredging works with the same suppliers in its other developments as well," Quah says.

On its win at EdgeProp Malaysia's Best Managed Property Awards 2019, Quah and Toh say the awards can help raise the standard of property management in the country. It is also creating awareness among developers of the importance of after sales service.

"Property development is no longer just about building the house, handing it over and walking away. It is about being responsible and committed to what you have built.

"This is the one and only award that recognises the efforts of property managers in Malaysia, so it is an important award to highlight the importance of property management," Quah concludes.

As for Toh, the award also recognises the good relationship between the MC and the property manager in order to achieve successful maintenance and management of the property.

"The understanding between the property management team to work hand-in-hand with the MC to maintain and upkeep the property is the recipe for success in managing Dedaun."

PICTURES BY LOW YEN YEING | EdgeProp.my

Project quick facts

NAME	Dedaun
ADDRESS	No 193, Jalan Ampang, 50450 Kuala Lumpur
DEVELOPER	Selangor Dredging Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	1.02 acres
TENURE	Freehold
COMPLETION DATE	January 2014
NO. OF UNITS	38
NO. OF STOREYS	10
UNIT BUILT-UP SIZES	3,240 sq ft to 7,128 sq ft
MAINTENANCE FEES	RM0.55 psf
OCCUPANCY RATE	76%
NO. OF CARPARK BAYS	171
FACILITIES	Entrance foyer with sitting area, walking path, children's playground, gym, multi-function room and swimming pool
ENERGY-SAVING FEATURES	LED lighting in common area
SECURITY FEATURES	Guard house, CCTV observation room, access card system at private lift lobbies, basement service lift lobbies and private lift from carpark to dedicated unit, audio intercom, RFID sticker for main entrance and exit barrier gate



EdgeProp
MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019

WINNERS

BELOW 10 YEARS
Multi-own strata residential

BRONZE

The Pearl

Returning the shine to The Pearl

BY RACHEL CHEW

Standing at the junction of Jalan Stonor and Jalan Kia Peng in the heart of Kuala Lumpur stands an eye-catching 41-storey condominium with a clean and white façade that lives up to its name, The Pearl.

The Pearl is one of the first condominium developments along Jalan Stonor. It is a luxury freehold condominium with full-fledge facilities.

“Given its location in the Golden Triangle, most of the owners are investors. About 70% of our residents are tenants and most of them are expatriates,” says The Pearl Management Corporation (MC) chairman Ben Chong.

Sitting on a 1.8-acre site, the condominium is a stone's throw from Jalan Bukit Bintang. It houses 179 units with built-up sizes ranging from 3,109 sq ft to 7,196 sq ft.

Besides the usual swimming pool, kids' playground and gym, The Pearl also boasts other more uncommon facilities such as a massage room, a cinema room, a golf simulator, a nursery, a drivers' room, maids' room and a bicycle room. Such myriad facilities may be aimed at meeting the residents' lifestyle needs but the question is, can they be maintained effectively and sustainably?

“Some of the facilities have already broken down before we took over three years ago, such as the cinema room and golf simulator room. With the support of the MC, together, we restored these facilities,” reveals Henry Butcher Malaysia (Mont Kiara) Sdn Bhd building manager Ashvinder Singh, who is also the property manager of The Pearl.

Henry Butcher was the fifth company appointed as property manager at The Pearl and it seems like the MC has finally found a company that it is happy with and it is no surprise that it emerged a Bronze winner at EdgeProp Malaysia's Best Managed Property Awards 2019 in the below 10 years multi-own strata residential category.

The property manager's mission when it first came in three years ago was to increase the condominium's occupancy and collection rates so that the MC can begin some upgrading works.



PICTURES BY LOW YEN YEING | EdgeProp.my



Above: The 41-storey tower of The Pearl.

Left: The newly upgraded grand lobby.

“Property management is not just about maintaining the building and surroundings but also about maintaining the software.”

— CHONG

“We are proud to say that we have achieved the KPIs that were given to us including increasing the occupancy and collection rates. The management of The Pearl is on the right track now,” says Henry Butcher Malaysia (Mont Kiara) executive director Low Hon Keong.

The Pearl's occupancy rate was once as low as 40% and had a debtor aging ratio of up to four months. Today, the occupancy rate has improved to 72%, while the debtor aging ratio has dropped to below two months. And how was this achieved?

Communication is the key

Low and Chong attribute it to good communication. “Some of our buyers are foreigners who do not actually stay here so there were some problems getting through to them. In many cases, the reason they did not pay (their maintenance fees) was because of miscommunication.

“For example, we could have sent their statements to outdated mailing addresses or their questions on the charges could have gone unanswered owing to poor communication,” Chong explains.

Low recalls there were a lot of phone calls and meetings when the team first took over. “We talked

Project quick facts

NAME	The Pearl
ADDRESS	No. 2a, Jalan Stonor, 54050 Kuala Lumpur
DEVELOPER	Ceramic Home Tiles Sdn Bhd (Malton Bhd)
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	1.8 acres
TENURE	Freehold
COMPLETION DATE	Dec 21, 2011
NO. OF UNITS	179
NO. OF STOREYS	41
UNIT BUILT-UP SIZES	3,109 sq ft – 3,973 sq ft (typical) 5,538 sq ft – 7,196 sq ft (duplex)
MAINTENANCE FEES	RM0.50 psf
OCCUPANCY RATE	72%
NO. OF CARPARK BAYS	562
FACILITIES	38m salt water swimming pool, gym, café, massage room, sauna room, changing room, barbecue, yoga room, cinema room, golf simulator room, games room, nursery room, children's playground, drivers' room, maids' room, lobby shop, private lifts, car wash, soccer room, bicycle room, concierge storage room, security control room, library, sky lounge, multi-purpose hall, meeting room, water features, intercom system and pool deck cabana
ENERGY-SAVING FEATURES	LED light, timer, rainwater harvesting, sensor tap, sensor light
SECURITY FEATURES	Barrier gates, CCTV, access card system, emergency call button, external patrolling

to the residents, we even made appointments to see some of them to explain the billings and charges. Once their doubts were cleared, they willingly paid what they owed.”

The tremendous improvement in the collection rate resulted in healthy finance for The Pearl MC so much so that it decided to reward owners who regularly pay their maintenance fees with two months fee rebate last year and this year.

“Our financial account is very healthy even after we have completed several upgrading and maintenance projects. The team has done a good job in controlling the budget. Therefore, we decided to give the two months rebate last year. We will be doing it again this year,” Chong says.

To boost occupancy rate, Henry Butcher held town hall meetings with real estate agencies and organised roadshows to introduce The Pearl and what it offers.

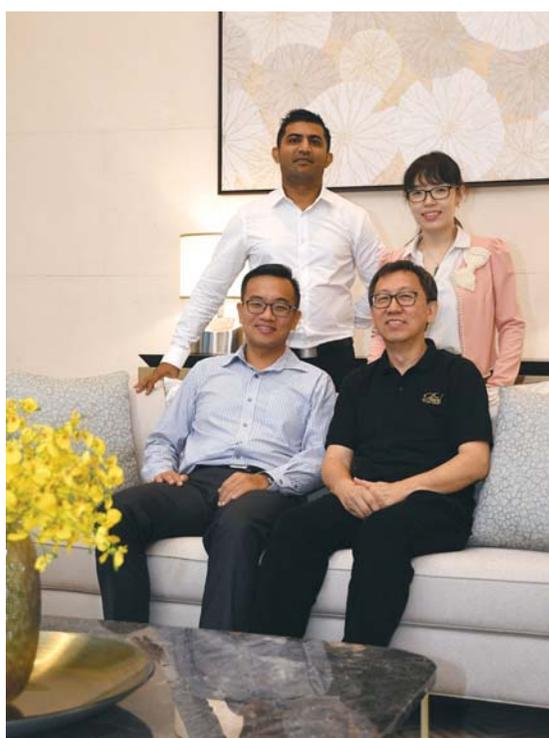
The MC and the management team also upgraded The Pearl's website to make it more attractive to potential buyers and tenants.

“We had a simple website which was created by the developer but it was not fully utilised. The owners and residents often get the wrong information about what's happening at The Pearl from buyers' groups on social media, so we decided to expand the website use. Besides the basic information about The Pearl for public view, all residents have their own login accounts for announcements and to check their bills,” Chong shares.

Moving forward, the MC and property management team will focus on creating more value for owners by upgrading the “hardware” and “software” of The Pearl.

“Property management is not just about maintaining the building and surroundings but also about maintaining the software — the communication and engagement between the management team, the MC and the residents.

“We are lucky to have an open minded MC who are open to discussions and advice,” says Chong.



(Standing from left) Ashvinder and senior property manager of Henry Butcher Malaysia (Mont Kiara) Paris Tan. (Seated from left) Low and Chong.

WINNERS

10 YEARS AND ABOVE
Non-strata residential

BRONZE

Aman Sari 18



Trust that binds a community

BY TAN AI LENG

PICTURES BY LOW YEN YEING | EdgeProp.my

Location could be the main consideration for homebuyers, but as a property gets older, the upkeep and surroundings of the property will be the main factors that impact the value of the property.

Home owners of 13-year old Aman Sari 18 in Taman Bukit Kuchai, Puchong, Selangor, have seen their property prices more than double since they were handed over in 2006.

A semidee home here sold for around RM730,000 or an average RM200 psf in 2006 but in 2018, similar properties changed hands at an average of RM1.8 million or RM528 psf.

Meanwhile, bungalows which were sold for around RM1.05 million or an average of RM260 psf in 2006 have seen transaction prices surge to RM2.7 million or RM800 psf last year, according to its developer Selangor Dredging Bhd (SDB).

Aman Sari 18 is a 20-acre leasehold gated-and-guarded community that features 142 landed homes comprising 116 semidees and 26 bungalows. It also has a playground and rest area for residents. The project won a Bronze award in the 10 years and above non-strata residential category at EdgeProp Malaysia's Best Managed Property Awards 2019 recently.

Aman Sari 18 Homeowners' Association chairman Balbeer Singh Khaira says security and good accessibility to amenities and major highways such as the Damansara-Puchong Highway, Sungai Besi-Puchong Highway and the Kesas Highway are what attracted home buyers to the development, especially those looking for spacious homes in Puchong.

"High perimeter fencing, 24-hour security with an audio intercom system that links to the security guardhouse and CCTV surveillance around the perimeter and guard patrols make it a very safe and secure environment," he adds.

"Another thing is that the development is situated on elevated land, which enables residents to enjoy breath taking views of the city skyline and because of the lush greenery, it is very cooling and not humid," he opines.

Being one of the few luxury landed housing developments in Puchong in the early 2000s, construction on the hillside plot was a challenge for the developer.

SDB has engaged consultants to manage the slopes and until today, the company has continued maintaining the slopes and the retention wall to ensure everything is safe, says SDB head of post development Peter Quah, who is responsible for the current management of the housing precinct.

He notes that during the early days after hand-over, there were some minor problems such as cracks on the partition wall between houses due to ground movements which took the company three months to fix. The responsiveness of the developer towards defects repair at that time helped build trust and confidence among the home owners, who then engaged SDB's management services.

The importance of post-development service

Although property management wasn't properly regarded being important back in the early 2000s, SDB observed that there was a need for the company to take up the responsibility to manage the assets to ensure the maintenance of the facilities was able to meet standards.

SDB managing director Teh Lip Kim stresses that Aman Sari 18 was designed and built for three-generational living, which means it is an asset that may be passed down to grandchildren.

With this in mind, the company realised there



The 13-year old Aman Sari 18 has seen property prices appreciate more than double since its handover in 2006.



Quah: Openness and transparency are important in building trust with the owners.

“As we have created the piece of development, we would know how to care for it better.”

— TEH



is a need to ensure that it remains in its best condition far into the future.

"I think it is important for us to take on this responsibility. I also feel that as we have created the piece of development, we would know how to care for it better," says Teh.

SDB had, over the years, opened up the option for the residents to choose an external property manager but the residents have chosen to retain the developer as its property manager.

Balbeer from the Homeowners' Association says the SDB management has been very proactive and responsive to issues raised by the residents especially those related to community safety.

For instance, there were several trespassing attempts through the perimeter wall in the past. The property manager took immediate action to prevent any unauthorised trespassers and the project has been able to maintain zero break-ins until now.

In property management, Quah opines that openness and transparency on the part of the property manager is important to build trust with the owners.

Project quick facts

NAME	Aman Sari 18
ADDRESS	Aman Sari 18, Taman Bukit Kuchai, Kinrara Seksyen 8, 47100 Puchong, Selangor
DEVELOPER	Selangor Dredging Bhd
DEVELOPMENT TYPE	Gated-and-guarded semidees and bungalows
PROJECT SIZE	20 acres
TENURE	Leasehold
COMPLETION DATE	17 July 2006
NO. OF UNITS	142 Semidees: 116 Bungalows: 26
UNIT BUILT-UP SIZES	Semidees: 3,600 sq ft Bungalows: 4,025 sq ft
LAND AREA	Semidees: 3,198 sq ft Bungalows: 4,997 sq ft
MAINTENANCE FEES	Semidees: RM354.40 per unit Bungalows: RM427.90 per unit
OCCUPANCY RATE	98%
FACILITIES	24-hour security, playground and resting area
SECURITY FEATURES	Security patrolling and clocking, CCTV, intercom system, barrier gate with access card system and high perimeter wall fencing

When he came on board six years after handover, residents had queries on maintenance expenses, so he engaged external auditors to review the financial accounts and drafted future maintenance plans to provide better clarity on expenses. These were sent to all residents while the management took all queries. This helped the residents understand where their money went, as well as learn the importance of property management and maintenance.

As a result, collection rate of maintenance fee has increased to 97% from 85% six years ago, even though the fee was increased between 15% and 20%, as the residents understand that the money is well-used to preserve the value of their property.



MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2019

WINNERS

10 YEARS AND ABOVE
Non-strata office

BRONZE

Kompleks
Dayabumi

BY TAN AI LENG

Long before the Petronas Twin Towers reached the skies, the 7.25-acre Kompleks Dayabumi built in the 1980s was the Kuala Lumpur city landmark that stood out for its remarkable architecture. This iconic building remains relevant with loads of potential still waiting to be unleashed.

Developed by the Urban Development Authority of Malaysia (UDA), Kompleks Dayabumi is currently managed by KLCC Urusharta Sdn Bhd, a facility management company and a subsidiary of KLCC Property Holdings Bhd. KLCC Urusharta also manages Petronas Twin Towers, KLCC Park, Menara ExxonMobil and Menara Maxis.

Located in the former city centre, Kompleks Dayabumi is an integrated office development with a complementary retail podium. It comprises a 36-storey purpose-built office building (Menara Dayabumi), the Pos Malaysia office and a parcel of contiguous land which was previously the site of City Point podium (demolished in 2015 to make way for the proposed Dayabumi phase 3 development).

Menara Dayabumi is one of the properties under KLCCP Stapled Group. As at December 2018, the building is valued at RM773 million.

Kompleks Dayabumi is also where KLCC Property and KLCC REIT Management Sdn Bhd group CEO Datuk Hashim Wahir has his office.

Hashim believes that the 36-year-old development is one of the most valuable assets in the city, not only for its land value but also its sentimental and historic value.

"This (Kompleks Dayabumi) was once Petronas' headquarters, it has sentimental value for the country's oil company. Instead of selling the land to unlock the value, we developed it to fully release its potential," he says of the building complex which won Bronze at the recent EdgeProp Malaysia's Best Managed Property Awards 2019 in the 10 years and above non-strata office category.

Completed in 1984, the first steel frame building in the country inspired by Moorish and Byzantine architecture looks good even after three decades. Back in the 1980s, it was also one of the few buildings in the city that has a rooftop helipad for emergency evacuations.

The building is now fully occupied by Petronas' shared services (financial service and human resource department), MISC Bhd, KLCC (Holdings) Sdn Bhd and KLCC Property.

Hashim adds that the building has undergone several asset enhancements including upgrading of lift lobbies, washrooms and the auditorium, replacement of piping system, water tank and filtration system as well as building a new corporate lobby with a similar architectural concept that resonates with the iconic building.

"In 2016, the conversion of atrium spaces into office areas was completed, marking the end of the refurbishment of Kompleks Dayabumi, thus enhancing its positioning as a prime Grade A office building," says Hashim.

PICTURES BY LOW YEN YEING | EdgeProp.my



Kompleks Dayabumi is the first steel frame building in Malaysia inspired by Moorish and Byzantine architecture design.

Project quick facts

NAME	Kompleks Dayabumi
ADDRESS	Jalan Sultan Hishamuddin, 50050 Kuala Lumpur
DEVELOPER	Urban Development Authority of Malaysia
DEVELOPMENT TYPE	Mixed commercial
LAND AREA	7.25 acres
TENURE	Leasehold
COMPLETION DATE	1984
PROJECT COMPONENTS (FOR MIXED DEVELOPMENT)	Office and retail
NO. OF STOREYS	36
GROSS FLOOR AREA	1,059,783 sq ft
MAINTENANCE FEES	RM1.67 psf
OCCUPANCY RATE	100%
NO. OF CARPARK BAYS	529
FACILITIES	Meeting rooms, recreational area, auditorium, pedestrian walkway, public toilets, banks, car park, prayer room
ENERGY-SAVING FEATURES	LED lights in common areas, office and car park, revision of schedule and usage of chillers during office hours, replacement of cool water system piping, scheduled and preventive maintenance and part replacement with latest technology
SECURITY FEATURES	CCTVs covering the common areas including the tunnel to Masjid Negara, pedestrian walkway to the Pasar Seni LRT Station and various areas around the precinct, card access system, 24-hour security patrolling and Emergency Response Team

Dayabumi for the future

A new life for Kompleks Dayabumi

On the former site of City Point, Hashim says the phase 3 development is being planned and it is expected to create value for Kompleks Dayabumi and to bring vibrancy to the older part of KL City.

The initial plan is to build a 60-storey building with hotel and office components as well as a podium which will be integrated to the historic buildings — Menara Dayabumi and the Textile Museum, and reinvent the riverside space with cafes and alfresco dining.

"We are now working on securing the tenant for the office space. Once we have the tenant, the project will start. We are also in talks with international hospitality operators on possible collaboration for the hotel component," he adds.

Location and easy accessibility are Kompleks Dayabumi's main advantages. It is easy to access via public transport and by car.

"Kompleks Dayabumi is located within walking distance to the Pasar Seni LRT and MRT stations with a covered walkway built by us, making it convenient for people to commute to work. Even for myself, I would take the LRT to KL Sentral or KLCC for meetings," says Hashim.

It is also located next to Central Market and within walking distance to heritage buildings like the old KL Railway Station, Dataran Merdeka,

National Museum and Masjid Negara. Once phase 3 is completed, it will connect all these tourist destinations.

"We also plan to bring in small medium enterprises to sell authentic Malaysian products or handicrafts to turn Kompleks Dayabumi into another tourist spot," adds Hashim.

Working towards green building certification

Meanwhile, KLCC Urusharta has incorporated energy efficiency measures throughout Kompleks Dayabumi in order to optimise maintenance cost.

These measures include LED lights in all common areas, rescheduling of existing building control system and reducing lift operations during off-peak times.

"We are working towards securing green certification and Malaysian Cybercentre status for the building. Efforts include reducing energy consumption and plans to install solar panels," says Hashim.

He emphasises that without the efforts taken to upkeep the building, the phase 3 development and green building plans will not be achieved.

KLCC Urusharta's efforts in maintaining Kompleks Dayabumi's assets in pristine condition have helped to enhance the property's value and create a good foundation in meeting current and future needs, concludes Hashim.

“
Instead of selling the land to unlock the value, we developed it to fully release its potential.
”

— HASHIM



WINNERS

10 YEARS AND ABOVE
Non-strata office

BRONZE

Menara ExxonMobil

Loyalty to global standards

BY RACHEL CHEW

Menara ExxonMobil is not just another office building to KLCC Urusharta Sdn Bhd. It holds a special place in the hearts of the facility management arm of KLCC Property Holdings Bhd as the building was planned, designed and built for American multinational oil and gas corporation ExxonMobil as its Malaysian office.

“It was agreed in the early days that ExxonMobil can decide on the building’s safety and security system as this building was designed and built for them. The management team has to comply with their security guidelines and standard operating procedure (SOP) as well as the management of the building to meet their standards,” says KLCC Property Holdings CEO Datuk Hashim Wahir.

“In the past 20-over years, the building management team and ExxonMobil have been working very closely to manage the building and I am proud to say that Menara ExxonMobil is performing well in terms of occupancy and rental growth today despite the overall economic slowdown,” he says.

A Bronze winner in the 10 years and above non-strata office category at EdgeProp Malaysia’s Best Managed Property Awards 2019, Menara ExxonMobil is notably 100% occupied with average rent at RM8.50 psf compared with RM5 psf 23 years ago.

Menara ExxonMobil is owned by KLCC REIT Management Sdn Bhd with Maybank Trustee Bhd as the trustee. It is a 29-storey non-strata office building with 395,851 sq ft of net lettable area and 528 carpark bays. ExxonMobil has been its largest tenant ever since the building was handed over.

“After 20 years of leasing this place, ExxonMobil did an audit and decided that they wanted to take up less space because they wanted to optimise their operations. It was a great encouragement when they signed another long lease agreement with Menara ExxonMobil about two years ago,” shares Hashim, who is also CEO of KLCC REIT.

He adds that having ExxonMobil as a tenant in the building is a testimony of the team’s capa-

“We believe by going green, it will help us to be more energy efficient and help it evolve into a sustainable building.”

— HASHIM



PICTURES BY LOW YEN YEING | EdgeProp.my

● Project quick facts

NAME	Menara ExxonMobil
ADDRESS	Menara ExxonMobil, Kuala Lumpur City Centre, 50088 Kuala Lumpur
DEVELOPER	KLCC REIT
DEVELOPMENT TYPE	Commercial office
PROJECT SIZE	About 1 acre
TENURE	Freehold
COMPLETION DATE	1996
NO. OF STOREYS	29
MAINTENANCE FEES	RM1.80 psf
OCCUPANCY RATE	100%
NO. OF CARPARK BAYS	528
FACILITIES	24-hour Emergency Response Team, 24-hour Building Control Centre, covered carpark, prayer room, 24-hour Loading Dock Operation
ENERGY-SAVING FEATURES	LED tube lighting and motion sensor at car park and staircases, Air Handling Unit (AHU) operation fully turned off during out-of-office hours, temperature set at 24°C with ±2°C.
SECURITY FEATURES	Gazetted as Protected Place by Chief Government Security Office (CGSO), equipped with surveillance cameras and CCTV, security access management system, 24-hour security services



bility in maintaining the building at international standards. “Otherwise, ExxonMobil will not want to name the building as Menara ExxonMobil!”

Going green

Situated on the south-eastern portion of Kuala Lumpur City Centre, Menara ExxonMobil lies next to the Kuala Lumpur Convention Centre and fronts the lush KLCC Park. At EdgeProp Malaysia’s Best Managed Property Awards 2019, KL Convention Centre was a Gold winner in the 10 years and above specialised category as well as the recipient of the Editor’s Choice Award 2019 — Exemplary Convention Centre.

“The building fronts the park while the Petronas Twin Towers lies on the other side of the park. Therefore, Menara ExxonMobil is one of the few office buildings in town that gets to enjoy an uninterrupted view of both the park and the Twin Towers,” Hashim shares.

Safety and security is a priority for the management team because it has been gazetted as a Protected Place by the Chief Government Security Office (CGSO). Menara ExxonMobil features 24-hour security services, 24-hour Emergency Response Team and a 24-hour Building Control Centre. The building is fully equipped with surveillance cameras, CCTV, and security access management system.

“Menara ExxonMobil is an old office building. You may tell it (is old)

from the façade design, but you can’t tell when you are in here, because we make sure the building is up-to-date in terms of technology and environment-friendly features,” Hashim notes.

KLCC Urusharta has recently upgraded all the washrooms, changed the lights to LED tube lighting and installed motion sensors at the car park area and staircases.

Moving forward, there are plans to further enhance the green and sustainable features of Menara ExxonMobil including installing solar panels and upgrading the water management system.

“In fact, KLCC Urusharta is moving in the green direction for all the properties that are managed by us such as Menara 3 and Dayabumi. We are doing it in phases, and building by building.

“We believe by going green, it will help us be more energy efficient and help it evolve into a sustainable building,” he shares.

Another green move undertaken by KLCC Urusharta is by making the entire KLCC walkable and connected for pedestrians. From Menara ExxonMobil, there is a covered pedestrian walkway that leads to the KL Convention Centre where an underground walkway leads to the Petronas Twin Towers.

“And from Twin Towers there is an elevated walkway to Jalan Bukit Bintang. By connecting buildings and walkways, we hope to encourage a more walkable city,” says Hashim.



EdgeProp

MALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019

WINNERS

BELOW 10 YEARS
Multi-own strata residential

SPECIAL MENTION

Naim Bahagia
Residences

PICTURES BY LOW YEN YEING | EdgeProp.my



Embracing challenges in strata living

BY RACHEL CHEW

While strata living has become a norm in major cities in Peninsular Malaysia such as Kuala Lumpur, Penang and Johor, over in Sarawak, strata residences and community living are only in their infancy.

"We developed Naim Bahagia Residences (Naim Bahagia) stratified walk-up apartment in Naim Bandar Baru Permyjaya to provide affordable homes for the mid-income group within a safe and secure living environment," says Naim Holdings Bhd deputy managing director Christina Wong.

Naim Bahagia Residences is one of the first stratified properties in Naim Bandar Baru Permyjaya, one of the largest townships in Miri, Sarawak being developed by Naim Group of Companies since 1995. It is home to more than 20% of Miri's population today.

And with all things new, it took time for the people here to understand and accept strata living. Hence, when the apartment project was being marketed, it posed a challenge to the developer to explain to prospective owners, the need for maintenance fees and house rules.

Therein lies the importance of educating residents on the beauty of strata and community living, says Wong.

Despite the challenges, Naim Bahagia received a Special Mention at EdgeProp Malaysia's Best Managed Property Awards 2019 in the below 10 years multi-own strata residential category.

Wong also believes one has to go back to basics when managing a strata property and this includes keeping the residents' interest in mind constantly and adopting a culture of inclusiveness, which means open communication, transparency and engagement are key.

"Property management should be the top priority for stratified properties because a property that is not well-managed signals the beginning of the end," she stresses.

"Getting this recognition lays a very good foundation for our group in our pursuit of excellence in property management of our existing and upcoming stratified developments. We are

Project quick facts

NAME	Naim Bahagia Residences
ADDRESS	Lot 5148, Bahagia Residences, Desa Bahagia, Jalan Desa Bahagia, Naim Bandar Baru Permyjaya, 98000 Miri, Sarawak
DEVELOPER	Naim Land Sdn Bhd
DEVELOPMENT TYPE	Affordable walk-up apartment
LAUNCH DATE	February 2014
LAUNCH PRICE	From RM195,888 to RM277,888
LAND SIZE	11.142 acres
TENURE	Leasehold
COMPLETION DATE	September 2016
NO. OF UNITS	288
NO. OF STOREYS	Four
UNIT BUILT-UP SIZES	775 sq ft – 882 sq ft
MAINTENANCE FEES	RM0.15 psf (10% reserved as sinking fund)
OCCUPANCY RATE	70%
NO. OF CARPARK BAYS	376 for residents, 25 for visitors
FACILITIES	Jogging track, children's playground and landscaped garden
ENERGY-SAVING FEATURES	LED lights controlled by timer
SECURITY FEATURES	24-hour security with guardhouse and CCTV monitoring

both honoured and inspired by it," Wong shares.

Launched in February 2014, Naim Bahagia was handed over in early 2017. It comprises 288 walk-up apartments spread over nine blocks of four-storeys each.

The project has facilities such as a jogging track, a children's playground, landscaped gardens and 24-hour security with guardhouse and CCTV monitoring. As the project is part of the Naim Bandar Baru Permyjaya township, residents also get to enjoy amenities such as a community hall,

NAIM HOLDINGS



Wong: Property management should be the top priority for stratified properties because a property that is not well-managed signals the beginning of the end.



Chin believes having a united community is the first step towards a successful stratified property.

places of worship and education establishments there, says Naim Property Services Sdn Bhd (Naim's property management arm) manager Clement Chin Shoon Choi, also the property manager of Naim Bahagia Residences.

Chin shares that managing Naim Bahagia is not an easy task as the Strata Management Act does not apply in Sarawak. Instead, he adds, it has the Strata Title Ordinance 1995 (Sarawak) which provides limited guidelines and contains many grey areas on how common areas are to be managed, which explains the varied patterns and colours on the window grilles of some of Naim Bahagia's units.

"We've raised this issue during the recent AGM. The Joint Management Committee (JMC) suggested a minimum of two designs to be provided to the residents and the residents should comply with those designs.

"A circular will be issued to residents who will be given sufficient time to arrange and comply with the design," he says.

Building a community

Chin believes having a united community is the first step towards a successful stratified property.

In Naim Bahagia's AGM in March, a pro-tem JMC working committee was formed. "There was a good level of participation by the owners who have provided us constructive suggestions on how to upgrade the standard of living at the development. This working committee will meet at least once a month to discuss issues, find solutions and make decisions for the benefit of the residents and owners," says Chin.

The committee is already actively planning community activities such as Blood Donation Campaign, health talks, Zumba sessions and get-togethers. The JMC is also looking to upgrade the chain-link fencing, install a car park shade, construct a community hall and plant more trees for shade.

"The residents have been made aware that to implement these improvements, the current sinking fund will not be sufficient. As such, the committee has agreed to organise activities with the help of the developer to raise additional funds," Chin notes, adding that it takes continuous effort to educate owners on the importance of property maintenance as it will affect the property's value in the long run.

WINNERS

10 YEARS AND ABOVE
Specialised category

SPECIAL MENTION

Kato Manufacturing
(Malaysia) Sdn Bhd

Lessons in maintenance culture

BY SHAWN NG

Japanese workers are often admired for their hard work, self-discipline and meticulous attention to detail. At Kato Manufacturing (Malaysia) Sdn Bhd manufacturing facility in Jalan Semangat, Section 19 in Petaling Jaya, Selangor, it was all these virtues and more that earned it a Special Mention from the judging panel of EdgeProp Malaysia's Best Managed Property Awards 2019 in the 10 years and above Specialised category.

The 34-year-old facility which consists of four buildings on a 4.84-acre site, has been leased by the Japanese company since July 2017 to produce soft flavoured capsules exclusively for British American Tobacco Malaysia.

Kato is a subsidiary of Fuji Capsule Co Ltd, the first soft capsule manufacturer in Japan. Its facility in PJ has about 180 production workers in two shifts on seven production lines.

According to Kato managing director Koji Suzuki, the company has adopted the maintenance culture that it practises in Japan here in Malaysia and demands its facility manager Henry Butcher Malaysia (Mont Kiara) Sdn Bhd to deliver the same standard of service.

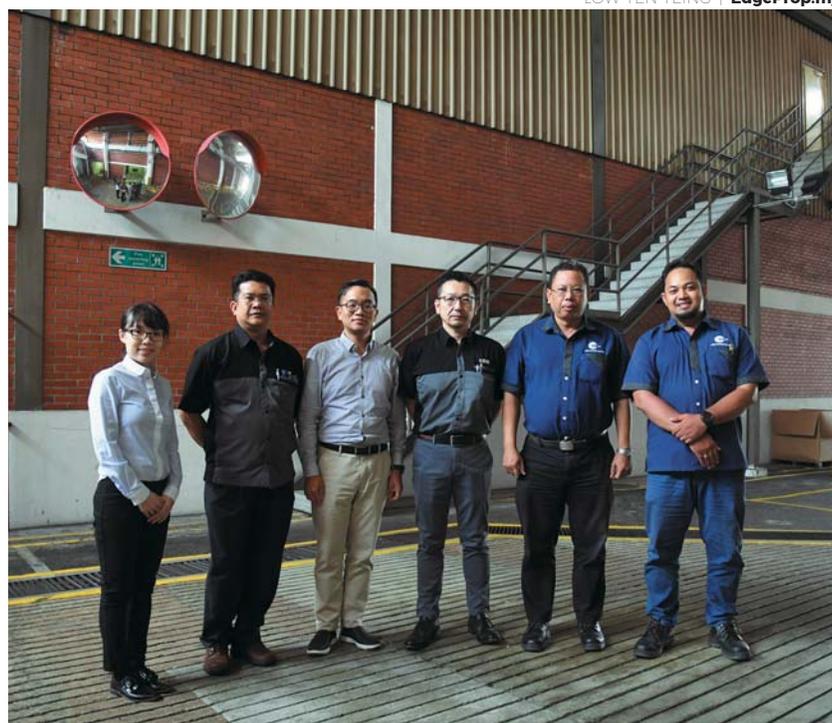
"The maintenance culture in Japan is to be proactive. In Japan, we have our own in-house maintenance team whose main responsibility is to check every aspect of the production facility to ensure that everything is in tip-top condition so that there will be no quality issues with our products," he tells EdgeProp.my.

Be it cleanliness, security, fire safety, waste management, safety and health of the workers — all are to be well taken care of. It even sent some of its local maintenance staff to Japan to learn about how day-to-day maintenance work should be carried out.

For Henry Butcher, it is crucial for the on-site team to work closely with Kato to minimise potential disruptions to the daily operations. The property management service provider was



The 34-year-old manufacturing facility has been leased by the Japanese company since July 2017.



From left: Henry Butcher Malaysia senior property manager Paris Tian, Kato account, human resources and admin general manager Tengku Abdul Halim Tengku Wook, Low, Suzuki, Aizam and Henry Butcher Malaysia assistant facility manager Muhammad Idham Ramelan.

“Safety and security will be our top priority followed by the working environment as we want to ensure it is a safe and healthy workplace.”

— LOW



Project quick facts

NAME	Kato Manufacturing (Malaysia) Sdn Bhd
ADDRESS	Lot 102, Jalan Semangat, 46200 Petaling Jaya, Selangor
OWNER	LGB Properties Sdn Bhd
DEVELOPMENT TYPE	Manufacturing facility
LAND SIZE	4.84 acres
TENURE	Freehold
COMPLETION DATE	December 1985
NO. OF BUILDINGS	Four
GROSS FLOOR AREA	125,281 sq ft
NO. OF CARPARK BAYS	85
ENERGY-SAVING FEATURES	LED lights and motion sensors at all staircases
SECURITY FEATURES	Access card system, turnstile gate and barrier gate
SAFETY FEATURES	Safety induction for all contractors, first aid training, fire fighting training and hazard identification, risk assessment and determining control training
FIRE SAFETY FEATURES	Fire alarm monitoring system, ABC dry powder and CO2 fire extinguisher, break glass, smoke and heat detector, hose reel system, sprinkler system and CO2 and Inergen gas system
INDOOR AIR QUALITY FEATURES	Temperature and humidity device

So what we did was we informed TNB (Tenaga Nasional Bhd) who then arranged for their engineer to look into the issues. The chiller also broke down at one time but we immediately responded and fixed it," he adds.

Besides the physical maintenance works, which include checks on electrical aspects, hot water boiler, chiller, water filtration and fire protection system, the onsite team also monitors the indoor air quality, temperature and humidity.

"The production site requires certain humidity levels and temperature. Our technical team will take note of the daily reading on the data logger installed in the production site. They will inform Kato should there be any abnormalities.

"We are learning new things along the way to ensure that everything adheres to the specifications spelled out by Kato," says Low.

On top of that, the team also conducts regular fire and emergency drills to ensure everyone at the facility knows how to deal with emergencies.

The property manager aims to raise its maintenance standards in three key areas at the site: safety and security, a healthy working environment, and waste management.

"Safety and security will be our top priority followed by the working environment as we want to ensure it is a safe and healthy workplace. Last but not least would be waste management, which is very crucial to human lives and the environment," he elaborates.

Fulfilling expectations

Low says the maintenance team has to comply with all of its client's requirements without any compromise. For example, every firefighting system including sprinklers and hose reels have to meet fire safety standards.

Kato's pursuit of perfection was truly an eye-opener for Henry Butcher. "This is a good opportunity for us to learn from them. In Malaysia, although we have many first class facilities, we still need a lot of improvements when it comes to maintenance. Furthermore, the facility maintenance segment has always been neglected as people don't pay much attention to it," he notes.

Nevertheless, Kato's Suzuki was pleasantly surprised that Henry Butcher's services have been up-to-par considering the fact that this is its first facility maintenance contract.

"We are very happy and I hope they will continue to deliver the same level of service going forward," he added.

appointed as the facility manager in August 2017.

"This is our first facility management assignment and we are pleased to be given this opportunity by Kato to support their operations in Malaysia and also to learn from them," says Henry Butcher Malaysia (Mont Kiara) Sdn Bhd executive director Low Hon Keong.

Currently, there are 18 onsite maintenance staff from Henry Butcher led by facility manager cum chargeman Aizam Mat Dam.

Some of the most challenging aspects for the team, says Low, lies in the physical parts such as electrical and maintenance of equipment. In fact, there were a few past incidents that affected production and some major equipment.

"There were several power dips that affected the air-conditioning and mechanical ventilation system that impacted production. Frequent power dips will also result in breakdown of equipment.



THE BINJAI ON THE PARK

Gold Winner for Strata Residential Category 2017

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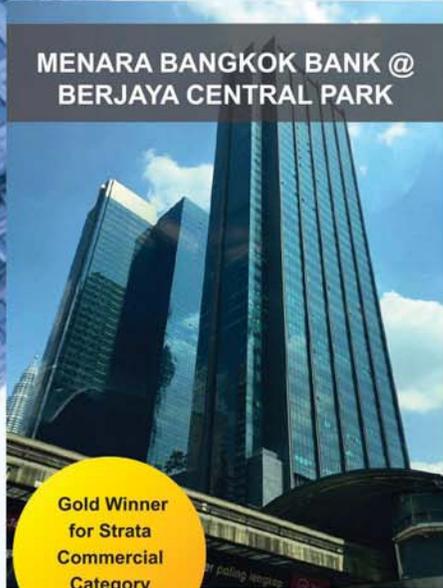
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THE PEARL @ KLCC

Bronze Winner for Below 10 Years: Multi-Own Strata Residential Category 2019



MENARA BANGKOK BANK @ BERJAYA CENTRAL PARK

Gold Winner for Strata Commercial Category 2017

Our Winning Awards

2017

- Strata Residential Category
- Strata Commercial Category
- Non-Strata Residential Category
- Strata Mixed Category

2018

- Above 10 years Multi-Own Strata Residential Category

2019

- Above 10 years Specialised Category
- EdgeProp-ILAM Malaysia's Sustainable Landscape
- Below 10 Years: Multi-own Strata Residential Category



SOLARIS MONT' KIARA

Silver Winner for Strata Mixed Category 2017



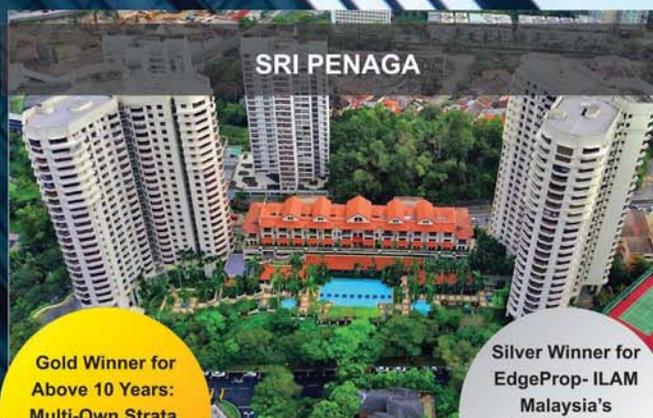
DUTA NUSANTARA

Silver Winner for Non-Strata Residential Category 2017



THE OVAL KL (EAST TOWER)

Special Mention for Strata Residential Category 2017



SRI PENAGA

Gold Winner for Above 10 Years: Multi-Own Strata Residential Category 2018

Silver Winner for EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2019



KATO MANUFACTURING

Special Mention for Above 10 Years Specialised Category 2019

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WINNERS

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2019

GOLD

Lepironia
Garden

Inspired by a humble plant

BY NATALIE KHOO

Lepironia Garden sounds like a mythical place in a fairy tale. In reality, the Lepironia is an aquatic plant and Lepironia Garden is the name of one of the semidee projects in S P Setia Bhd's Setia Eco Glades township in Cyberjaya. The garden was a Gold winner of EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019, which is part of EdgeProp Malaysia's Best Managed Property Awards 2019.

"When we visited the site back in 2011, we noticed that there were many ponds and growing along those ponds were Lepironia plants. We decided to maintain the original species as part of the landscape. One of the advantages of this plant is that it actually prevents erosion by stabilising the base of the ponds. Not only that, it also absorbs toxins and heavy metals in the water, thus purifying it while providing crucial shelter for small birds as well as fishes," says Setia Eco Glades general manager Goh Tzen Sernz.

Lepironia Garden is located in one of the housing precincts in the 268-acre Setia Eco Glades. The 20.66-acre project comprises 194 semidee homes which were launched in October 2012. About 37% of the project are green spaces with a 2.9-acre central garden, a total of 2.7 acres of streetscape and a two-acre Orchard Garden.

To reduce the heat and glare from the sun while providing effective rain protection, S P Setia has planted groves of predominantly middle to emergent tiered trees. The wetlands in the township have also inspired elements such as the Floating Pavilion, bridges above waterways and a stepping stone walkway. Of note are the butterfly feeding stations situated around Lepironia Garden and the whole of Setia Eco Glades. Some 20,000 butterfly food and nectar plants were propagated and planted to attract the various species of butterflies.

Spending more initially to save cost later

To ensure long-term sustainability of the common landscaped areas, plants such as the Lepironia have been chosen for Lepironia Garden as they are low maintenance and easy to care for in the long run.



PICTURES BY LOW YEN YEING | EdgeProp.my

The well-manicured
landscape of
Lepironia Garden.

“Sustainability starts from the design stage. Always think of the long haul and whether it is practical and sustainable in the long run.”

— GOH



"The Lepironia plants are self-sustaining and drought-resistant," Goh explains.

"We also planted fruit trees such as mango, rambutan, langsung and guava on a two-acre Orchard Garden in Lepironia Garden. All these trees attract birds and squirrels. We did a survey and found many of the birds that were originally living here actually flew back after the completion of Lepironia Gardens," says Goh, adding that about 1,500 trees were transplanted with the help of the Forest Research Institute Malaysia and planted along the fringes of Setia Eco Glades with a success rate of 95%.

Meanwhile, in order to keep the water in the lake in Lepironia Garden clean and fresh, the developer introduced a pond liner to act as a separator between the soil and water.

"The colour of the lake water can turn brownish if there is high mineral content from the soil such as iron and magnesium. We spent about RM4 million to build a water filtration plant to ensure a continuous flow of water so that the water is not stagnant. When the water moves, it also improves

aeration which also leads to fewer mosquitoes. The plant is only switched on four hours a day to save electricity. Even when we were doing earthworks for the lakes, we made sure it is carried out all at once," Goh shares.

According to him, one of the key factors in ensuring cost sustainability in the landscaping of Lepironia Garden was to spend more on the capital expenditure so that operating expenditure can be reduced later on.

"We utilise LED lights at Lepironia Garden including the patio lights, deck lighting and so forth. In fact, we do that for the entire Setia Eco Glades. LED lighting uses at least 75% less energy and lasts 25 times longer than incandescent lighting. We also installed solar bollard lighting in Lepironia Garden to illuminate open spaces. Although the cost of one solar bollard lighting can go up to RM6,000 to RM8,000, the lithium battery is encased in polyurethane, and requires no maintenance or changes for up to eight years. This will effectively translate to cost savings for the residents," he explains.

Currently, the residents staying in Lepironia Garden are paying maintenance fee of 15 sen psf, which translates to an average cost of RM550 per month.

Most of the initiatives above are the result of S P Setia's continuous effort to improve on the quality of their projects by learning from past projects.

At the end of the day, Goh says that as a responsible developer, it is important to set the right foundation for the residents to ensure that sustainability practices can be carried out long after the developer hands over the development to the residents.

"We understand that in a stratified development, you need to hand over the management to the residents eventually. The Management Corporation members (MC) are not professional [property managers], they are just volunteers who want to ensure that their property is managed and maintained well. Thus, we have come up with a template of procedures and policies which the MC will find easy to follow, even after we are no longer here. Of course, the MC is free to decide what works best for them but we are always here to provide support and advice whenever necessary. Another thing is to never overbuild.

"Sustainability starts from the design stage. Always think of the long haul and whether it is practical and sustainable in the long run," Goh concludes.



Above: RM4 mil was spent to build a water filtration plant to ensure a continuous flow of water.

Right: Lepironia Garden is located in one of the housing precincts in the 268-acre Setia Eco Glades.



Setia

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Our mission has always been to build the best residential properties for Malaysians. As we move forward, we believe our developments should be renowned not just for their design and aesthetics, but also their sustainability.

Inspired by the natural Lepironia plants, Setia Eco Glades' Lepironia Garden was awarded the Gold Winner of EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019. This is not just a testament to our commitment – it's our pledge to continue our endeavours for the years to come.

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WINNERS

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2019

GOLD

The Mansions @
ParkCity HeightsMALAYSIA'S BEST MANAGED
PROPERTY AWARDS 2019

Carving an oasis out of rocks

BY NATALIE KHOO

It is hard to imagine that what was once ugly, rocky barren land can be transformed into one of the most expensive and exclusive residential precincts in the township of Desa ParkCity in Kepong, Kuala Lumpur. But that was what exactly landscape architecture firm Praxcis Design Sdn Bhd did. The site of an old quarry with large rocky outcrops and terrain ended up as a handsome luxury housing project known as The Mansions @ ParkCity Heights (The Mansions).

Visitors to The Mansions would never suspect how desolate the place was before. Even in the hottest weather, one would be cooled by a constant breeze and the shade from the wide tree canopy. So impressed were they with the landscaping that the judges named The Mansions as one of the Gold winners of EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019, part of EdgeProp Malaysia's Best Managed Property Awards 2019.

A bumpy and hot beginning

Spanning 9.3ha, The Mansions is located at the highest peak of Desa ParkCity which offers exclusive panoramic views of the Kuala Lumpur city skyline and of the entire Desa ParkCity. Developed by Perdana ParkCity Sdn Bhd, it comprises 127 stratified super link terraced houses which were completed in April 2014.

According to Praxcis Design director Yap Nga Tuan, the main challenge in landscaping the area was dealing with its pure granite rock foundation which covers over 80% of the site. The hard surface posed hurdles for tree planting as the root ball of a tree can grow up to 1m but because of the presence of rocks, the foundation could only go up to a depth of 450mm.

"The other parts of Desa ParkCity are also rocky but earth is present in those areas. Over here, the surface is totally bare. On top of that, when you plant trees into a rock pit, water will gather at the root of the trees because the water cannot go through the rock surface below. So, we have to undertake the process of cutting and trenching into the rock surface to plant in between the gaps as well as to facilitate the drainage of the water at the roots, otherwise the trees will suffocate. We also had to make sure we chose the right species of plants that suit the ecology of the area," Yap shares.

Furthermore, a rocky hilltop when left totally bare acts as a heat storage area. During the day, heat is absorbed by the rocks and is released at night.

"So if you build houses on rock surfaces, it is actually very hot. Hence, a lush landscape is needed to give thermal comfort to the residences. The thing about rock surfaces is that the moment you cover it with earth, part of the heat will be absorbed by the earth, making the rock naturally cooler. Not only that, when you plant trees on the a rock surface, the heat is partly taken up by the trees and leaves which leads to less heat being absorbed by the earth and rock. This will achieve a cooling effect to the immediate surroundings by an average of 2 to 4 degrees lower," says Yap.

The loose and non-regimented layout, together with the shady trees, allow natural wind flow throughout the development. This has increased the rate of heat exchange, thus creating greater thermal comfort. A total of 2,373 new trees were planted, removing a total of 53 tons of carbon dioxide yearly while releasing 237 tons of oxygen.

"We observed to see the original species of plants that are already present there and we picked up similar types of species to be planted. We also found that the water underneath the soil channels towards the gully, so in a way it is self-watering. We also chose canopy type of trees, so they provide shade. For the intimate pathways among the



The site of an old quarry with large rocky outcrops and terrain ended up as a handsome luxury housing project known as The Mansions @ ParkCity Heights.



Above: For the intimate pathways among the houses, the trees planted do not shed leaves often so not much sweeping is required.

Left: Lee and Yap (right) were part of the team who brought the landscape at The Mansions to life.

“
With a good
landscape
design, we
hope to
foster good
communal
kinship and
activities
to connect
people.”

— YAP



houses, we made sure that the trees planted do not shed leaves often so that not much sweeping is required," she adds.

A well-designed landscape brings the community together

An interesting feature of The Mansions' landscape is its very own fruit orchard. Called the Forest Gully, the residents tend to the fruit trees and get to enjoy organic fruits such as durians, mangoes and cikus.

"The orchard idea actually came from our chairman himself because our shareholders are from Sarawak and they are very into nature and forests. We have to educate the residents that when everyone contributes to the orchard, it will be sustainable and they can enjoy the harvest together. We wanted the residents to know that without togetherness, you cannot sustain anything. It is important that the landscape provides an avenue for residents to build close relationships with one another," Perdana ParkCity township manager deputy director Matthew Lee shares.

Yap concurs: "We now live in a world that is fast moving, digitalised and individualistic in nature. With a good landscape design, we hope to foster good communal kinship and activities to connect people. Be it family or neighbourhood, we want to

rekindle the link to nature and to inspire the residents to explore the outdoors. This reconnection is important to us in our design philosophy," she emphasises.

Beautiful but is it sustainable?

Lee says the beauty of a stratified development is that the development has to be passed on to the residents eventually, thus they understand the importance of creating a sustainable and stable "template".

"Even after five years, our maintenance fee is 20 sen psf. Initially we had 10 gardeners managing The Mansions, but we managed to cut it down to eight with a total expenditure of RM21,000 each month. We have to work hand-in-hand with cost. For example, for the selection of trees for the slopes, we chose self-sustaining trees that do not require a lot of maintenance. They only need some trimming when the tree trunks overgrow," Lee explains.

Yap stresses that a landscape which is high maintenance may not be sustainable in the long run. At the end of the day, both Yap and Lee share that it was a joint effort by both teams to bring out the best of the landform.

"We worked very closely with Perdana ParkCity who was very knowledgeable about the entire area and the concept they wanted to put in. We worked to come up with the best design approach in landscaping The Mansions, the ultimate hilltop retreat," Yap concludes.

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SILVER

Valencia

BY NATALIE KHOO

Entering the township of Valencia, we were immediately greeted by majestic trees towering above us. It seems like we were entering into a forest. Located in Sungai Buloh, Selangor, the 278-acre development with a golf course has 916 homes. It is developed by Gamuda Land. Completed in 2012, the township located in Sungai Buloh is currently managed by Gamuda Land Property Services Sdn Bhd, a subsidiary of Gamuda Land — the property arm of Gamuda Bhd.

Of Valencia's 278 acres, 28 are open spaces while the golf course covers 54 acres. The landscaping within Valencia has been seamlessly blended together — the trees, the streams, the lakes, the rolling fields and the golf course all exist in harmony with one another. Valencia's beautiful landscapes were rewarded by a Silver in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019 which is part of EdgeProp Malaysia's Best Managed Property Awards 2019. Two years earlier, the township was a Gold winner in the non-strata residential category at the inaugural TheEdgeProperty.com Malaysia's Best Managed Property Awards 2017.

Gamuda Parks chief operations officer Khariza Khalid who is also Gamuda Land head of landscape architecture shares that Valencia's landscaping was very much determined by the land's natural attributes such as how the land rises and falls.

"The types of trees in Valencia are very similar to those found at the adjacent forest reserve where the Forest Research Institute of Malaysia (FRIM) is. We wanted to form a dynamic spectacle which integrates our green spaces in the foreground and the forest reserve in the background. By working with nature, we embed our homes and town centre into the undulating terrain that this land is blessed with. As time passes, our initial curation was taken over by nature that continues to turn Valencia into a lush wilderness," Khariza explains.

Soaked with biodiversity

With more than 100 types of trees and shrubs, this "wilderness" has become a habitat for various flora and fauna and is the home to at least 20 bird species as recorded in the landscaping team's most recent biodiversity audit where they scientifically document and monitor the health of the environment from time to time. The



Valencia's 9-hole private golf course is for residents' use only and they also get to enjoy a 6km jogging path which meanders around the course.



Khariza: Ultimately, a beautiful landscape must also be sustainable in the long-run and this includes having efficient cost management.

Harnessing nature's bounty

audit is part of Gamuda Parks' initiative to promote sustainable landscapes.

"About 35% of the land is dedicated to greenery with 80% native species planted here. This contributes to the regeneration of the environment and its biodiversity. Among some of the trees planted here are the Kapur, African Tulips and Cannonball while some of the wildlife we have here include the white-throated kingfisher, magpie robin and the black-crowned night heron. We are planning to create a nature sanctuary where residents can experience and get a closer view of the animals. This also helps to educate the younger generation to care for the environment," Khariza says.

Apart from the golf course, Valencia is divided into four housing precincts with each individual precinct having its own pocket gardens.

"These pocket gardens support recreational activities with their amenities such as playground, exercise station, reflexology path, BBQ area and others to encourage community-centric activities. This is how we draw people to come out of their homes, to get to know each other, live and play together and ultimately form a tight-knit community that will look out for one another," Khariza adds.

The verdant landscape in Valencia also acts as a cooling agent, helping to reduce excess urban heat.

Meanwhile, Valencia's 9-hole private golf course is for residents' use only and they also get to enjoy a 6km jogging path which meanders around the course.

"When you manage a township with a golf course, you need to take into consideration flying golf balls and weed control. The matured trees in Valencia act as a golf ball screen while salt is used as a natural weeding agent to eliminate nut grass as opposed to using expensive chemicals. The minimal use of chemicals in maintenance practices enhances the natural aspect and sustainability of a development. There is definitely more cost saving though the effective time may be longer," explains Khariza.

The cost of maintaining the landscape of Valencia was reduced from RM30,000 a month to RM15,000 currently with a staff of 10.

"Ultimately, a beautiful landscape must also be sustainable in the long-run and this includes having efficient cost management. We adopt a lot of technology and machinery to improve day-to-day landscaping precision and efficiency so that we can reduce manpower dependency. Some of our efforts include using LED light bulbs to reduce electric consumption, using a blower to replace manual sweeping and utilising a mechanical mower to replace grass cutters in bigger spaces," Khariza explains.

Ultimately, she says, with Valencia, it is not just about creating a beautiful master plan but it's about a place that people love to call home.

"Gamuda Land's focus of listening to what the land has to say allows us to seamlessly integrate the natural with the manmade. With that, we managed to build Valencia into a town like no other, a town with its own unique identity."



Of Valencia's 278 acres, 28 acres are open spaces while the golf course covers 54 acres.

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SILVER

Sri Penaga

Landscaped with love

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BY NATALIE KHOO

Many people think that beautiful landscaping can only be achieved when you have a big budget for it. This certainly holds no truth with Sri Penaga Management Corporation's (MC) small but dedicated sub-committee managing the well-manicured landscaped gardens of the 24-year-old condominium.

The MC's landscape sub-committee member Yuen Cheong Swing shares that even after two dozen years, the landscaping works of Sri Penaga are still very much a work in progress and constantly evolving.

Located opposite Bangsar Shopping Complex at the junction of Jalan Maarof and Jalan Penaga in Bangsar, Kuala Lumpur, Sri Penaga comprises 304 units housed within two 22-storey blocks and one 7-storey block.

"Originally, this condo was designed for empty nesters, so there was not much consideration for facilities such as children's playground. Over the years, more young families began to live here and we decided to increase the playground area by taking up a whole flower bed," Yuen shares with EdgeProp.my.

It is this commitment to ensure that the outdoor environment of Sri Penaga meets the needs of its residents that has given the condominium a Silver at the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019 which is part of EdgeProp Malaysia's Best Managed Property Awards 2019. Last year, the condominium was a Gold winner in the 10 years and above multi-own strata residential category of the anchor awards.

Members of the landscape sub-committee led by Yuen were eager to show off the lush landscaped areas of the condominium and Yuen's passion can be felt as she explained

Above: The manicured landscape of Sri Penaga.

Right: (Clockwise from top left) Low, Sri Penaga MC chairman Khaw Chay Tee, Henry Butcher Malaysia (Mont Kiara) senior manager Jessie Koh, Yuen and Sri Penaga building manager Razidah Hamzah.



what the team has done. Interestingly, some of her team members are unit owners who do not live there but spend time and effort to contribute to the landscaping works and maintenance.

Safety is always first

Stepping into Sri Penaga is like entering a tropical garden. Moving along its meandering pathways, one is surrounded by matured royal palm trees, staghorn ferns, bougainvillea, frangipani, spider lilies, garden ferns and other plants. There are also three water fountains that make up the landscaped areas spanning a total of 1.5 acres.

Yuen shares that some of the plants have existed since the condominium was completed, such as the royal palm trees.

"The palm trees give the place a resort-like feel. One advantage of having these royal palms is that they are self-cleaning so the old fronds can be monitored by the garden-

er without constant pruning. On top of that, they also provide shade at the swimming pool area," she shares.

The committee also came up with the idea to plant curtain creepers called Lee Kuan Yew creepers to cover about 200m of the concrete wall at the edge of the building along Jalan Maarof.

"We chose this plant because it does not grow its roots into the wall. This was a major concern for the management team as we needed to conduct periodic safety inspection on the wall and slope. This creeper beautifies the place yet allows the wall to be accessible for inspections," Yuen explains.

However in 2016, the MC had no choice but to cut down some old trees near the Jalan Medang Serai slope area after a consultation with a certified arborist as they posed a danger to residents and members of the public who parked their vehicles along Jalan Medang Serai.

Always open to new ideas

Yuen highlights that it is important for the landscape committee to always be open to new and fresh ideas and perspectives.

"I often offer to take our landscape gardener and building manager to different projects to see their landscaping because they usually have bigger budgets [and can do more things] than what we have [in Sri Penaga]. It doesn't hurt to look at other people's ideas and adapt them at our own development if we want to.

"In many sophisticated landscaping, the people do not utilise them because it's too hot, too humid or it has too many mosquitoes. But you can see at Sri Penaga, parents with young children enjoy the swimming pool, exercise, take a stroll and enjoy the greenery. It encourages a lot of community building and interaction," Yuen shares.

She also notices that people are becoming more health-conscious these days and hence the MC plans to incorporate an outdoor gym for the adults to use near the children's playground.

"We are also working on composting initiatives. Initially, when we first started composting, the smell was so off-putting. But nowadays, through experience, we are getting compost which is much better," she adds.

Sri Penaga also has a herb garden and there is a duty roster of volunteers to manage the herb garden.

"When we first started the herb garden, we ran into some problems because people came and took home the entire plant. On hindsight, I think having the herb garden is a lesson in civics for many of the residents," Yuen shares.

Sustaining beauty with cost management

Currently, Sri Penaga has four gardeners who are hired at a cost of about RM8,000 a month.

"When you have financial constraints, you need to be careful with what you spend on. It is not just the landscaping, the beautiful child who gets all the money. Everything in this condo needs money, we are 24 years old! At the end of the day, there needs to be a balance on how you spend the money. Of course, when the need arises for certain things, we can always call for a meeting to vote on it," says Yuen.

She adds that expensive mistakes have been made such as when they bought plants that were not easy to manage and sustain.

"We always learn. I wanted to plant a flower once and our technician told us that it will be very messy [when it grows]. You have to give respect to him for his opinion because it could be too much work for him to clean later," she says.

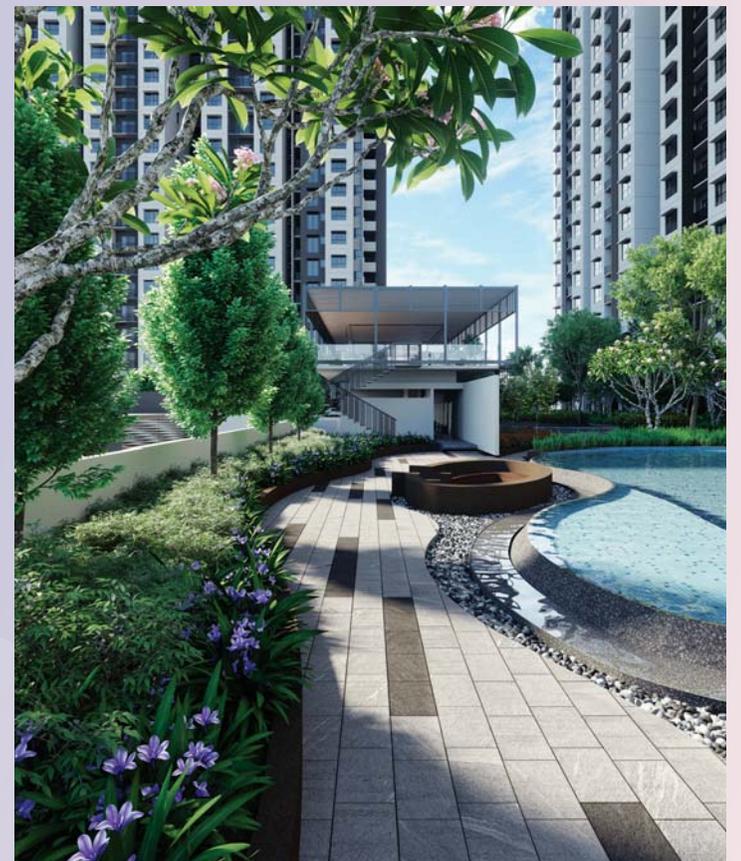
Meanwhile Sri Penaga's appointed property management company Henry Butcher Malaysia (Mont Kiara)'s executive director Low Hon Keong shares that the MC committee in Sri Penaga works closely with the property management team and that they often give clear directions to the property managers, which make the decision-making process easy.

"This is especially needed in the new era of strata living. Sri Penaga's landscape is very well maintained compared to many newer developments. They may put in very complicated design just to attract people to buy but after one to two years, there is no maintenance," says Low.



Left: The high-rise offers eye-soothing views like those facing the swimming pool.

Below: Residents here get to enjoy contemporary lifestyle facilities such as the gym with pool view.



Paramount renders modern comforts amidst Klang's old charm

A strong sense of belonging – that's what Klangites have. That's not surprising, because it has been the born-and-bred place for generations of families. With a strategic commercial port pushing its growth, Klang has drawn settlers even before the 15th century.

While many old towns have become hometowns that one returns to only during festive seasons, Klang has remained a well-populated district with its own socio-economic sustainability. Its comfortable distance to Petaling Jaya and Kuala Lumpur has not only allowed its denizens easy commute to the economic hubs, but also beckoned many visitors to its historical sites and multi-cultural gastronomic delights.

While the Klang town centre is a popular foodie haven, it is surrounded by decades-old landed houses and shops. Recognising a need for the next era of community living,

Paramount Property is building a mixed development to cater to upgraders and those keen to move to Klang to enjoy the conveniences of this long-established amenity-rich area.

NEW VITALITY INFUSED

Named Berkeley Uptown, the newfangled project spans 33 acres. For a feel of the anticipated vibrancy, its three-acre sales village will come with retail shops offering lifestyle services and start-ups, plus a variety of trendy F&B joints.

Based on the live-work-play concept, the development will incorporate office blocks and double-storey shops, as well as a 210,000 sq ft retail space to be sited on a 3.73-acre commercial zone. For unwinding, a two-acre public park will provide facilities such as gazebos, exercise stations and sitting areas.

Notably, Paramount Corp Bhd is allocating five acres here to set up the second instalment

of the Sri KDU International School, both primary and secondary. The world-class education facility will have a capacity for 1,500 students by 2021.

"We hope the businesses and activities will bring back the crowd. We want to play our part in the urban rejuvenation programme and to be involved in building a better community," says Paramount Property CEO of property division, Beh Chun Chong.

To ensure the best impact, Paramount has engaged building architect BEP Akitek Sdn Bhd and landscape architect Praxcis Design for the project. "They are award-winning companies and we hope to bring modern city living to the residents... like the kind in Mont'Kiara and Bangsar," Beh adds.

For upgraders looking to enjoy the advantages of vertical living such as heightened security, cooler temperatures, broadened views, easy-to-manage housekeeping and lifestyle facilities – all on freehold land – the reputed developer is launching the first phase of its serviced apartments on 5.17 acres called Uptown Residences, comprising 736 units in five types of layouts.

Housed in two 30-storey blocks and one 32-storey block, singles can opt for the 551 sq ft units priced at RM270,000, while the 859 sq ft are suitable for couples (young or retired). Meanwhile, the 1,093 sq ft serviced apartments tagged at RM528,400 fit a small family comfortably.

Multi-generational families can opt for the more spacious units dubbed villas. Housed in a seven-storey block, they come with four doorstep car parks. Limited to only 14 units in the first phase, the 1,572 sq ft and 1,588 sq ft villas are priced from RM726,600.

Recreation facilities here include an Olympic-length pool, wading pool, gym, reading room, games room, herb garden, siesta lounge and multi-purpose hall. The three-tier security

includes round-the-clock, gated-and-guarded entrance and access card system.

"Our mission has always been to enrich the community, provide a better living environment and be innovative," Beh stresses.

CENTRALLY LOCATED

Berkeley Uptown is adjacent to the Klang central business district through one of the main arteries of Klang, Jalan Goh Hock Huat, which is linked to Jalan Tanjung Shawal by a third bridge.

Residents here will find that their daily, educational and medical needs are all within convenient distance, surrounded by hundreds of shops, as well as a number of malls, including the huge Aeon Bukit Tinggi. The development neighbours the well-known Pin Hwa High School, and there are six hospitals within a 6km radius.

Connections to Jalan Kapar and Jalan Meru, Shah Alam and Petaling Jaya new town centre are within 10km and 27km respectively, via the Federal Highway or NKVE. Alternatively, Kuala Lumpur city centre can be easily reached by rail, as the Klang KTM station is merely 3km away and the future LRT 3 Klang station is just 2km away, with direct link to Bandar Utama station, which is integrated to the MRT Sungai Buloh-Kajang line.

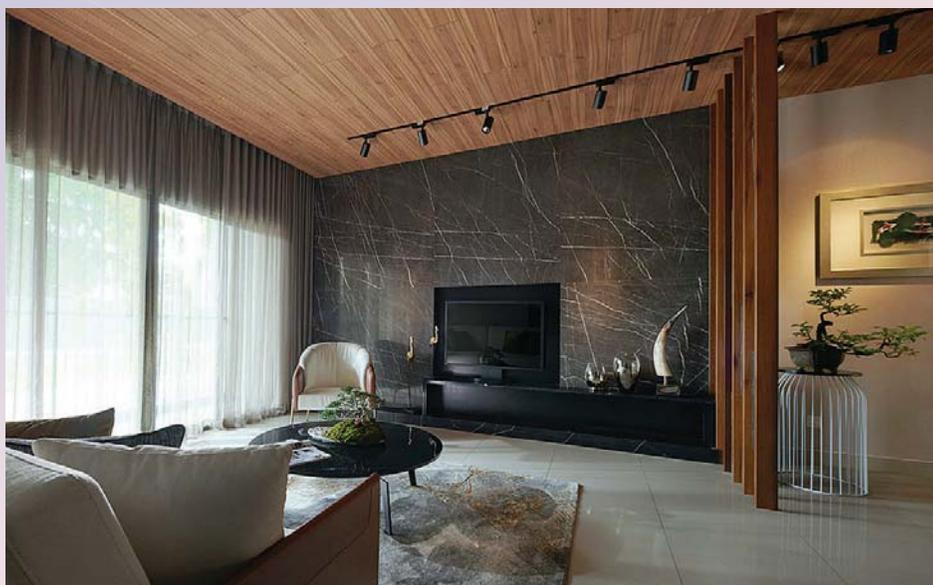
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URBANO • Developer: PARAMOUNT PROPERTY (GLENMARIÉ) SDN. BHD. (870410-D) • Tenure of Land: Freehold • Developer Licence No.: 12427-4/08-2019/0599(L) • Validity Period: 15/08/2017 – 14/08/2019 • Advertising & Sales Permit No.: 12427-4/08-2019/0599(P) • Validity Period: 15/08/2017 – 14/08/2019 • Approving Authority: Majlis Bandaraya Shah Alam • Reference No.: MBSA/BGN/BB/600-1(P5)/SEK: U1/0077-2016 • Land Encumbrances: Charged to RHB Islamic Bank Berhad • Expected Date of Completion: September 2020 • Restriction in Interest: Nil • Property Type: Serviced Apartment • No. of units: 389 (Total) Min. Price: RM 544,720 • Max. Price: RM 870,010 • Discount for Bumiputera: 7% • **ATWATER** • DEVELOPER: PARAMOUNT PROPERTY DEVELOPMENT SDN.BHD. (587910-U) • Tenure of Land: Leasehold 99 years (Expiring: 12/12/2116) • Developer Licence No.: 9202-21/02-2020/0204(L) • Validity Period: 01/03/2018 – 29/02/2020 • Advertising & Sales Permit No.: 9202-21/02-2020/0204(P) • Validity Period: 01/03/2018 – 29/02/2020 • Approving Authority: Majlis Bandaraya Petaling Jaya • Reference No.: MBPJ 120100/TP10745/2017 • Land Encumbrances: Charged to RHB Islamic Bank Berhad • Expected Date of Completion: December 2021 • Restriction in Interest: Nil • Property Type: Serviced Apartment • No. of units: 493 (Total) • Type A, Total Units: 21, Built-up: 670 sq ft, Min. Price: RM660,778, Max Price: RM732,111 • Type A1, Total Units: 41, Built-up: 670 sq ft, Min. Price: RM655,778, Max Price: RM732,111 • Type B, Total Units: 5, Built-up: 670 sq ft, Min. Price: RM812,889, Max Price: RM817,889 • Type B1, Total Units: 10, Built-up: 670 sq ft, Min. Price: RM807,889, Max Price: RM817,889 • Type C, Total Units: 104, Built-up: 703 sq ft, Min. Price: RM688,444, Max Price: RM770,667 • Type C1, Total Units: 84, Built-up: 703 sq ft, Min. Price: RM692,222, Max Price: RM765,667 • Type D, Total Units: 25, Built-up: 703 sq ft, Min. Price: RM850,333, Max Price: RM860,333 • Type D1, Total Units: 20, Built-up: 703 sq ft, Min. Price: RM840,333, Max Price: RM854,111 • Type E, Total Units: 23, Built-up: 853 sq ft, Min. Price: RM857,000, Max Price: RM890,667 • Type E1, Total Units: 23, Built-up: 853 sq ft, Min. Price: RM857,000, Max Price: RM890,667 • Type E2, Total Units: 23, Built-up: 853 sq ft, Min. Price: RM867,000, Max Price: RM900,667 • Type E3, Total Units: 23, Built-up: 853 sq ft, Min. Price: RM857,000, Max Price: RM890,667 • Type F, Total Units: 45, Built-up: 1,052 sq ft, Min. Price: RM1,060,778, Max Price: RM1,125,667 • Type G, Total Units: 23, Built-up: 1,205 sq ft, Min. Price: RM1,244,778, Max Price: RM1,278,444 • Type H, Total Units: 23, Built-up: 1,422 sq ft, Min. Price: RM1,466,444, Max Price: RM1,500,222 • Discount for Bumiputera: 10% • **SEJATI RESIDENCE - PHASE 3A** • DEVELOPER: PARAMOUNT PROPERTY (CIJAYA) SDN. BHD. (894102-T) • Tenure of Land: Freehold • Developer Licence No.: 12293-6/01-2020/01262(L) • Validity Period: 18/02/2019-17/12/2020 • Advertising & Sales Permit No.: 12293-6/01-2020/01262 (P) • Validity Period: 18/02/2019-17/12/2020 • Approving Authority: Majlis Perbandaran Sepang • Reference No.: MPSPang 600-34/2/64(11) • Land Encumbrances: Hong Leong Bank Berhad • Freehold • Expected Date of Completion: July 2019 • Restriction in Interest: Nil • Property Type: 2 Storey Semi Detached • No. of units: 14 (Total) • Amelia (Jenis I) • Built up: 4062 sf, Size: 40' x 90', Min. Price: RM 2,704,805 Max. Price: RM 3,120,365 • Balance Unit : 4 • ADVERTISEMENT APPROVED BY NATIONAL HOUSING DEPARTMENT • Discount for Bumiputera: 7% • **PHASE 3B** • DEVELOPER: PARAMOUNT PROPERTY (CIJAYA) SDN. BHD. (894102-T) • Tenure of Land: Freehold • Developer Licence No.: 12293-6/01-2020/01262(L) • Validity Period: 17/01/2019-16/01/2020 • Advertising & Sales Permit No.: 12293-6/01-2020/01262 (P) • Validity Period: 17/01/2019 – 16/01/2020 • Approving Authority: Majlis Perbandaran Sepang • Reference No.: MPSPang 600-34/2/64(11) • Land Encumbrances: Hong Leong Bank Berhad • Freehold • Expected Date of Completion: July 2019 • Restriction in Interest: Nil • Property Type: 3 storey Terrace House • No. of units: 17 (Total) • Eugenia II, Built up: 3815 sf, Size: 24' x 80', Min. Price: RM 1,875,225 Max. Price: RM 2,218,318 • Balance Unit : 8 • ADVERTISEMENT APPROVED BY NATIONAL HOUSING DEPARTMENT • Discount for Bumiputera: 7% • **GREENWOODS, SALAK PERDANA** • DEVELOPER: PARAMOUNT PROPERTY (SEKANG) SDN. BHD. (1122275-W) • Tenure of Land: Freehold • Developer Licence No.: 14134-3/08-2020/0768 (L) • Validity Period: 28/08/2018 – 27/08/2020 • Advertising & Sales Permit No.: 14134-3/08-2020/0768 (P) • Validity Period: 28/08/2018 – 27/08/2020 • Approving Authority: Majlis Perbandaran Sepang • Reference No.: MP.SPG 600-34/5/43 • Land Encumbrances: Public Islamic Bank Berhad • Pegangan Bebas • Expected Date of Completion: September 2020 • Restriction in Interest: Nil • Property Type: 2 Storey Terrace House • No. of units: 254 (Total) • Built up: 1,965 sf, Size: 20' x 70', Min. Price: RM 629,412, Max. Price: RM 1,210,118 • ADVERTISEMENT APPROVED BY NATIONAL HOUSING DEPARTMENT • Discount for Bumiputera: 7%

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