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Symposium on

EXCELLENT PROPERTY MANAGEMENT 2021

Besides buying from responsible developers and the location factor, how do you protect and grow the value of your property? Read what successful investors and industry experts have to say on **Pages 6 to 18**.



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'SIA'S BEST MANA BLE PROPERT



EdgeProp Malaysia's Responsible Developer: Building Sustainable pment Award 2021

Eco World Development **Group Berhad**

Matrix Concepts Holdings Berhad

Sime Darby Property Berhad

Editor's Choice Awards

S11 House Valencia

Elmina Central Park

EdgeProp.my

Below 10 Years Multiple-owned Strata Residential Category

GOLD: Serai Bukit Bandaraya

GOLD: Westside III Desa ParkCity SILVER: The Greens TTDI

10 Years & Above Multiple-owned Strata Residential Category GOLD: Kiara Park Condominium

SILVER: Seni Mont'Kiara BRONZE: Hampshire Residences

10 Years & Above Non-strata Residential Category **GOLD:** Valencia

THE

COATINGS EXPERT

Below 10 Years Single-owned Office in a Mixed Strata Category GOLD: Sunway GEO Tower

Below 10 Years Mixed Development (Entire) Category

SILVER: The FACE **Platinum Suites**

Below 10 years Specialised Category GOLD: Frontier Park

SILVER: The International School @ ParkCity

SPECIAL MENTION: S11 House

10 Years & Above Specialised Category **GOLD:** Sri KDU Schools

Below 10 Years Retail Category GOLD: Sunway Velocity Mall

10 Years & Above Retail Category

GOLD: Sunway Pyramid **GOLD:** The Waterfront @ ParkCity

SILVER: IPC Shopping Centre

EdgeProp-ILAM Malaysia's Sustainable Landscape **vards —** Landscape Design Category

GOLD: Irama Wangsa

GOLD: Essex Gardens

SPECIAL MENTION: The Rainz @ Bukit Jalil

EdgeProp-ILAM Malaysia's Sustainable Landscape Awards — Landscape **Planning Category**

GOLD: Hill Park @ Bukit Banyan

GOLD: Gamuda Gardens Central Park — Phases 1, 2, and 3

GOLD: Elmina Central Park

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Knight Frank Malaysia appointed for the sale of Penang's Holiday Inn Resort

Knight Frank Malaysia has been exclusively mandated to sell the former Holiday Inn Resort in Penang, which was forced to shut down due to the impact of the Covid-19 pandemic.

Having been one of the key resort hotels in Batu Ferringhi, the management of the Holiday Inn Resort has decided to close its doors last year after 41 years of operation.

The hotel is located along Penang's second most popular tourist spot - Batu Ferringhi Street, which overlooks the Straits of Malacca and the

Andaman Sea further north.

In a statement on April 13, Knight Frank said the sale of the four-star freehold property will come with two separate buildings - Ferringhi Tower and the Beach Wing, which includes an additional 7.69 acres of development land.

Knight Frank Malaysia capital markets executive director James Buckley said the hotel is sold with vacant possession – allowing flexibility for the new owner to renovate and rebrand it either as an owner-operator or under an international brand name.



Berjaya Corp boss Vincent Tan trims indirect stake in Berjaya Land

Berjaya Corp Bhd's boss Tan Sri Vincent Tan (pictured) has had his indirect interest in Berjaya Land Bhd (BLand) trimmed, after companies under him sold some 12.8 million shares in BLand in the last few days.

In a bourse filing on April 13, BLand said Tan's deemed interest was trimmed to 4.15 billion shares or 84.35%, after Berjaya Sompo Insurance Bhd sold 2.08 million shares in BLand through the open market, while another 10.8 million shares were disposed of by Berjaya Hills Resort Bhd via a direct deal.

The prices at which the shares crossed were not revealed.

Meanwhile, the executive chairman also has direct control over 95.53 million shares in BLand, representing a 1.94% stake.

CapitaLand onboards seven malls onto Grab-Mart platform

CapitaLand Malaysia, a unit of Singapore-listed CapitaLand Ltd, said it is the first mall operator in Malaysia to onboard seven malls within its portfolio onto Grab's Malls by GrabMart platform.

The seven malls are Oueensbay Mall in Penang, Melawati Mall in Taman Melawati and five others owned by CapitaLand Malaysia Mall Trust (CMMT) — Gurney Plaza in Penang, a majority interest in Sungei Wang Plaza in Kuala Lumpur, 3 Damansara in Petaling Jaya, The Mines in Seri Kembangan and East Coast Mall in Kuantan.

CapitaLand Malaysia's head of retail Eddie Lim said an omnichannel strategy to support shoppers and retailers has been catalysed by the greater adoption of digitalisation in the retail sector during the Covid-19 pandemic.





Zeti to retire as Sime Darby Property chairman after AGM in May

Tan Sri Dr Zeti Akhtar Aziz (pictured) will not be seeking re-election as the chairman of Sime Darby Property Bhd in the upcoming 48th annual general meeting (AGM), according to the property developer's Annual Report 2020.

With this, the former Bank Negara Malaysia (BNM) governor who is due for retirement at the group — will retain office until the close of the 48th AGM to be held on May 6 this year.

Zeti was appointed Sime Darby Property's non-independent non-executive chairman on July 23, 2018, hence her tenure at the group will be of nearly three years.

She took over from Tan Sri Abdul Wahid Omar who retired from the position at the end of June 2018.

News Roundup

EdgeProp.my APRIL 16, 2021

4 PHOTO FROM FREEPIK

No complacency during Ramadan



With Ramadan in season, worries of a possible fourth wave infection have been creeping in as daily cases gradually increase. With that, health director-general Tan Sri Dr Noor Hisham Abdullah has advised the public to not be complacent and comply with the standard operating procedures (SOP) while participating in social activities.

Fateries within the conditional movement control order stating that 13 cases were (MCO) and recovery MCO are now allowed to operate until 6am during the fasting month. However, eateries in shopping malls and supermarkets will adhere to the premises' operating hours.

The Covid-19 cases registered at 2,148 cases on April 15 have been the highest since the last 41 days. The last time the country's daily figure exceeded 2,000 was on March 5 (2,154 cases).

Close to 400,000 individuals under Phase 1 of the National Covid-19 Immunisation Programme have completed their vaccinations after receiving the second doses, according to Health Minister Datuk Seri Dr Adham Baba.

Meanwhile, a total of 17 cases of B.1.351 variant originating from South Africa have been detected by the Ministry



of Health (MOH) on April 14, from the Jalan Lima. Kebun Baru and Teknologi Emas clusters. The other fours cases were not linked to any of the respective clusters. The variant is said to be more contagious.

In other news updates, blood clot incidents caused by vaccine injections have also raised public concern. Earlier this week, Denmark stopped the usage of AstraZeneca vaccine while Cyprus also halted the usage of the Johnson & Johnson coronavirus vaccine until the investigation is completed.

Malaysia will be receiving the AstraZeneca vaccine soon but Malaysian Science, Technology and Innovation Minister Khairy Jamaluddin reiterated that the government will review the vaccine beforehand.





Penang is third best island in the world as a retirement spot

Penang is the third best island in the world and top in Asia to retire in, according to a 2021 list by the Travel Awaits website.

"Formerly a British colony, Penang, Malaysia, is home to a mix of nationalities, and it's welcoming to North Americans, with English widely spoken on the island," wrote Kara Williams on the website.

"If you're eager to travel in retirement, having Penang as your home base makes it easy to fly to many other countries in Southeast Asia," said Williams,

MRT3 tender expected in August, buys 520 acres of says MRT Corp

Mass Rapid Transport (MRT) Corp Sdn Bhd is anticipating the scheduling of the tender for the MRT Line 3 (MRT3 Circle Line) in August, said its CEO Datuk Mohd Zarif Hashim.

The rail developer has already issued requests for information (RFI) to industry players, as it intends to change the construction methods as well as entice the development of local technologies.

The project seeks to emphasise construction manufacturing such as the industrialised building systems (IBS), and for contractors to be well-versed in the building information modelling (BIM) that synchronises data across the entire construction project.

MRT Corp did not elaborate on the cost of the project, but said the latest media reports "are not far off". Analysts' estimates have ranged from RM20 billion to around RM30 billion.

adding that the great food in the Pearl of the Orient is also another pull factor.

Travel Awaits is also quite up to date: "Historically, Malaysia has offered a generous retirement visa called Malaysia My Second Home (MM2H). However, that programme has currently been suspended 'temporarily,' says the government. Keep an eye on the official website for updates".

Ranked No. 1 and 2 in Travel Awaits' list are Malta and Mallorca, Spain, respectively.

Teladan Setia land in Melaka to develop houses

Newly listed Teladan Setia Group Bhd said it is acquiring three parcels of land measuring a combined 210ha (520 acres) in Jasin, Melaka for RM95.1 million, to develop affordable houses priced between RM200,000 and RM400,000.

"This is in line with our future plans to expand our business of property development in Melaka through acquisition of landbank for future projects that meet the demand of the residential property market in Melaka," the group said in a statement.

The group had earlier purchased a 116-acre land parcel in Jasin, and is also in the midst of acquiring another five parcels totalling 29.2 acres in Alor Gajah and central Melaka. With this proposed acquisition, the group's total landbank will grow to 738.9 acres.

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Innovating refurbishment for the ease of maintenance

Property investment often entails some element of refurbishment as restorative projects not only enhance the value of a building and support their longevity but also attract potential future investors and stakeholders.

Re-painting to prolong the building's lifespan

One of the most effective ways to inject a new lease of life into an existing building is with a fresh coat of paint. However, in addition to giving the façade an immediate facelift, the process of re-painting brings with it other resultant benefits.

To begin with, a fresh looking exterior immediately projects kerb appeal and a positive image bringing emotional and financial value to existing owners and occupants whilst arousing interest and demand amongst those looking in from outside. Regular maintenance is not only cost effective in the long run but also prolongs the lifespan of a property. This in turn drives higher occupancy and enhances resale and rental value. Furthermore, with the increasing emphasis on environmental sustainability, re-painting provides a golden or even green opportunity to employ new eco-friendly products that cater to the wellness of occupants and the environment.

In a tropical climate like ours, structures are exposed to extreme weather and high humidity.

Thanks to moisture and airborne water vapour, building exterior walls can suffer from shrinkage and debonding of their external render, resulting in water seepage, algae and mould. Combined with airborne dust, environmental pollution and acid rain, the eventual deterioration of a building's exterior is a foregone conclusion.

To preserve the health of exterior surfaces, the new improved formula of Nippon Paint Weatherbond with sun proof, rain proof and antifungus features presents a long-term protective

shield against the adverse effects of extreme weather, including efflorescence, as well as, fungal and algae growth.

Equipped with a 7-year warranty, its new improved weather resistant solution clothes the paint with greater durability, and promises long-lasting colour to defer the need to re-paint.

Re-waterproofing to protect the building

Effective re-waterproofing is another essential element that protects a building's structural integrity and preserves its value.

Water leaks and mould on exposed concrete flat roofs are common issues faced by property managers, such problems could be addressed and resolved with re-waterproofing treatment by using Nippon SM Bitumen M3000/M4000. It is an ideal solution for remedial re-waterproofing work on sizeable exposed concrete flat roofs.

Having collaborated with its counterparts in China in driving solutions for various surfaces, Nippon Paint has developed an all-inclusive waterproofing system that ranges from liquid applied, to sheet type and cementitious membranes, providing comprehensive solutions for waterproofing defects in structures found above ground, in wet areas, and below ground. Sustained by industry market research and progressive technology, the company's inventive solutions have impacted numerous projects and iconic landmarks across the world, including the Hong Kong-Zhuhai-Macau Bridge, the Beijing-Shanghai high-speed train, the Shanghai Tower and the Three Gorges Dam.

To streamline the entire process of refurbishment and making the refurbishment process easier for property managers, Nippon Paint - Malaysia's No 1 Total Coatings Solution Provider - offers a one-stop and hassle-free maintenance refurbishment service package.

One-stop refurbishment service for re-painting and re-waterproofing

1. Site inspection before refurbishment work

commences A site assessment will be done together with the applicator, to identify problematic areas such as hairline cracks, fungus, water leakage and so on

2. Refurbishment recommendations and proposal

They will advise the correct surface preparation They will advise the correct surface preparation methodology and appropriate coating system to address the problems, and furnish the client with a quotation accordingly. The experts will prepare a proposal for better visualisation and provide presentation assistance during your meetings to communicate the refurbishment process with the treaches of the property. tenants of the property

3. Commencement of work

Refurbishment work will commence upon confirmation of the rectification and product recommendation, with Nippon Paint's certified and trained professionals continuously providin the necessary technical support to monitor quality control.

4. Assessment after refurbishment

Upon completion of the refurbishment work, the site will be methodically assessed by the experts, including undertaking site sample evaluations if required, to ensure top quality delivery of the final product.

5. Handover

b. nanuver Lastly, the refurbishment project is formally concluded with the handover of the property back to the client, complete with a 'method statement' report which documents all the tasks undertaken on site during the refurbishment process.

Call Nippon Paint for your refurbishment needs.

Customer Careline: 1-800-88-2663

Email: customercare@nipponpaint.com.my



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MANAGEMENT 2021

ymposium on

Image: A state of the state

Gold Standard

of real estate

maintenance.

-Au

The key to property value appreciation

Text Jay Wong

uying a property is not just about its usage and obvious functionality. The end-game of any property investment is its capital appreciation. And many have discovered the value growth of a piece of real estate is not based on only its location and its developer's strong track record.

Whether or not a building has been designed and built for sustainable maintenance and the quality of its upkeep are equally important, if not more.

This was the key takeaway from the EdgeProp Malaysia's Symposium on Excellent Property Management 2021 held in a hotel in Petaling Jaya on April 10.

"Be reminded that aesthetics is not central to the all-important Gold Standard of real estate maintenance. Besides compliance to the law, safety and security, another key consideration is effective communication and teamwork... future-proofing your investment starts with you. It is all in your hands," said EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee at the onset of the symposium.

The half-day event, held on the heels of the just concluded EdgeProp Malaysia's Best Managed

and Sustainable Property Awards 2021, was aptly titled "Future-proof your investment in the new norm". (*Click here for Awards results and details.*) Nippon Paint Malaysia and Panasonic Malaysia were the respective partner and supporting partner of both the Awards and symposium. The symposium was also supported by The Edge Malaysia.

symposium vide

Notable among the symposium speakers were successful investors whose property portfolios comprised award-winning condominium units with distinct value appreciations. This is despite the age of the buildings.

The speakers were Westside III @ Desa Park-City Joint Management Body (JMB) chairman Ken Yeo Kian Ing, Kiara Park Condominium Management Corporation (MC) secretary and past chairman Lawrence Loh and Sri Penaga Condominium MC past chairman Khaw Chay Tee.

Seri Penaga, a 25-year-old condominium in Bangsar, was the Gold winner in the EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2018 under the 10 Years and Above – Multiple-owned Strata Residential category. The project also clinched a Silver in EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2019. Meanwhile, Westside III and Kiara Park were





EdgeProp.my APRIL 16, 2021





(From left): Adzman, Nippon Paint Malaysia national sales manager Matt Wong, Lee, Yeo, Loh, Khaw, EdgeProp.my

Adzman Shah





Lawrence Loh



assistant editor Tan Ai Leng, Panasonic Malaysia strategic B2B development senior manager Adrian Heong, EdgeProp Malaysia director of business and product development Alvin Ong and Au.





Chris Tan

From PREVIOUS PAGE

the Gold winners during EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2021, for the Multiple-owned Strata Residential – Below 10 Years and 10 Years and Above categories respectively.

It's about teamwork

One thing in common among these winning projects is a strong management team led by committed owner-residents who work hand in hand with their professional property managers.

The result – an award-winning investment that remains attractive and sought-after even when it is more than 30 years old, as in the case of Kiara Park.

In a panel discussion moderated by Au, the three experienced property management leaders shared how they keep their condominiums in tip-top condition together with their appointed property managers.

To Khaw, trust among the management committee, property manager and the owners/residents is paramount. "It is all about trust," stressed the former legal practitioner and corporate legal advisor, citing Simon Sinek: "A team is not a group of people who work together, but trust each other"

Khaw retired in 2006 after 30 years in the legal field and brings with him prior experience in other developments as a council member or committee member on a number of JMBs and MCs starting from 2002. He has served as the chairman of Sri Penaga MC, One Menerung MC and Palmyra Bangsar MC and is currently the chairman of the Menara UOA Bangsar MC.

Similarly, Loh stressed the importance of effective communication within a community in order to build trust.

Loh, has drawn up five-year plans for the condominium's building components' maintenance to prolong their lifespans. He has also prioritised certain components, provided the estimated costs and timelines for fund collection.

Meanwhile, for Yeo, he believes that an effective approach is akin to running a corporate entity with an emphasis on integrity, transparency and accountability.

Westside III is unique - it is pet friendly. All pets who call the condominium home are registered.

A certified public accountant and auditor, Yeo has been residing in Malaysia for 16 years but has worked and resided abroad in countries such as Japan, Thailand, Singapore and the US for 19 years, bringing with him extensive experience from the accounting and banking sectors.

Other speakers comprised judges of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2021.

Property management in the new norm

Adzman Shah Mohd Ariffin, president of the Malaysian Institute of Property & Facility Managers (MIPFM), spoke about the role of property managers in the new normal in dealing with the tribulations brought on by the Covid-19 pandemic.

He pointed out that to adapt to the new norm, property managers need to step up their game in embracing technology to meet expectations to stay relevant and competitive in the future.

Anthony Lee Tee, building inspector, trainer and director for Architect Centre, zeroed in on the importance of returning to the basics of property management.

He noted that the occurrence of many negative issues today (including Covid-19) has not only left us desensitised but also complacent in addressing maintenance issues within a development.

Chur Associates founder and managing partner Chris Tan, during his presentation titled "Strata property management rules compliance", reiterated that the new normal is something that everyone needs to get used to.

He provided insights into the dos and don'ts of communal living during the new



EdgeProp.my







(Left): Panasonic Malaysia strategic B2B development senior manager Adrian Heong (right) sharing product information with interested participants before the start of the symposium.



(Right): Nippon Paint Malaysia national sales manager Matt Wong (left) and a team member explaining the product details to an interested participant.

← From **PREVIOUS PAGE**

normal, including the running of an annual/ extraordinary general meeting during pandemic times, ways to initiate online committee meetings and handling defects for common properties.

EdgeProp Malaysia's Au said the Awards and Symposium were aimed at creating awareness and to educate property investors on buying only from developers who are responsible.

"By this, we mean developers who design and build for sustainability, developers who care for the environment and all their stakeholders, especially the consumers and the community at large," said Au.

Developers who have been evaluated and judged "Responsible" are now exclusive members of Malaysia Developers' Hall of Fame. (Click here for more details.)

They are S P Setia Bhd (2018), Paramount Property Development Sdn Bhd (2018), AME Development Sdn Bhd (2018), ParkCity Group (2019), Sunway Property (2019), Tanah Sutera Development Sdn Bhd (2020), Gamuda Land (2020), Sime Darby Property (2021), Matrix Concepts Holdings Bhd (2021) and Eco World



Development Group Bhd (2021). (Click to download BMSPA 2021 E-weekly)

Au stressed that the exclusive membership of the Hall of Fame cannot be bought. It is earned, and it is not perpetual because members are expected to continuously strive and uphold their commitment to be responsible developers, placing sustainability at the forefront of developments.

Lucky symposium attendees went home with Home Safety Inspection package vouchers from Architect Centre and Portable nanoe X Generators from Panasonic Malaysia.

Each participant also received a Strata Owner's Manual & Guidebook (OMG) 2.0 by Chris Tan – courtesy of EdgeProp Malaysia. They also had the opportunity to visit the booths set up by EdgeProp.my, Nippon Paint Malaysia and Panasonic Malaysia.



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MANAGEMENT 2021

Symposium on LENT PROPERTY

Audience participated in the Live poll session during the symposium.

(Right): Lee (second from left) and Au (far right) with the lucky winners who won Home Safety Inspection package vouchers from Architect Centre.







Participants complying with strict SOPs and keeping a safe distance from each other when queueing to enter the event hall.

Heong (fourth from left) and Au (far right) with the lucky winners who won a Portable nanoe X Generator from Panasonic Malaysia.



EdgeProp.my Symposium poll: Majority opt for properties built for sustainable maintenance in next purchase



Close to 100% of the respondents of the EdgeProp.my Symposium agreed that their future property purchase should be those built for sustainable maintenance.

During the EdgeProp.my Symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm", a total of 200 members of the audience were invited to participate in two live poll sessions. In responding to the question, "When buying your next property, should you ensure that it has been/will be built for sustainable maintenance?", 99% said "Yes, definitely!" while another 1% of the respondents answered "No".

On another question: "How happy are you with your property manager?" the audience was invited to rate their property managers in a scale ranging between one star (unhappy) and 10 stars (happy and satisfied).

Overall, the result showed an average satisfaction rate of around seven stars.

A total of 48% of the respondents rated their property managers eight stars to 10 stars, while 23% gave six and seven stars, with 29% giving five-star and lower ratings.

When buying your next property, should you ensure that it has been/will be built for sustainable maintenance?		
Yes; definitely!		
	20%	
No 2%		
Not sure 0%		
I don't know 0%		

10

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Upskilling needed for property managers in the new normal



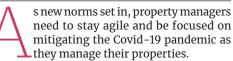
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CELLENT PROPERTY

MANAGEMENT 2021

Symposium on

Text Tan Ai Leng



To achieve this, the Malaysian Institute of Property and Facility Managers (MIPFM) president Adzman Shah Mohd Ariffin sees an urgent need for property managers to embrace the usage of technology and provide more training for their management personnel in crisis management.

He recommended some technologies that property managers should consider adopting are: community portals to enhance internal communication, online payment portals to reduce physical contact, contact tracing applications as well as indoor air quality monitoring devices.

"Investment is needed in proper training and skilling to ensure the personnel is well equipped to face the challenges," said Adzman in his session titled "Are property managers prepared for the new normal?" in the EdgeProp.my symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm".

new norm

The symposium was presented by EdgeProp. my along with partner Nippon Paint Malaysia and supporting partner Panasonic Malaysia. The event was also supported by The Edge Malaysia.

In choosing property managers, Adzman advised Joint Management Bodies (JMBs) and Management Corporations (MCs) to look at the past track records of the property managers.

"Another important aspect is to check with the property managers what kind of training has been provided for their staff as this would reflect the capability of the staff in crisis management," he added.

Disclosure of infected residents' information

During his session, one of the audience members raised the concern of data disclosure by the management office to other residents, such as revealing the unit number or the name of the resident infected with the coronavirus.

In dealing with the Covid-19 pandemic, Adzman said there are many grey areas that are not being addressed under current laws or regulations. In handling such situations, the JMB, MC or management offices should be focused on ways to enhance the safety of the common areas to curb the spread of the disease.

"Revealing the names of the people who are infected will not help enhance the overall safety. The focus should be on increasing the frequency of sanitisation of common areas and, most importantly, implement contact tracing to ensure the infected residents will not affect others," he emphasised.

Other than this, the management office should provide assistance to the residents who are infected, such as helping them to get daily necessities and discarding their trash to ensure they stay home all the time.

Other notable speakers during the event included Architect Centre accredited building inspector Anthony Lee Tee and Chur Associates founder and managing partner Chris Tan.

Representatives from the management committee of the award-winning projects from the recently concluded EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2021 also shared their insights on effective property management. The speakers were Westside III @ Desa ParkCity JMB chairman Ken Yeo Kian Ing, Kiara Park Condominium MC secretary and past chairman Lawrence Loh and Sri Penaga Condominium MC past chairman Khaw Chay Tee. **1**



Investment is needed in proper training and skilling to ensure the personnel is well equipped to face the challenges. - Adzman



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Be armed with the power of preparedness

Text Chelsea J Lim

hen Covid-19 struck Malaysia back in March 2020, many retreated into their homes to safeguard themselves from the risk of being infected by the virus. Yet, few realise there are more pollutants indoors than outdoors, said Architect Centre accredited building inspector, Anthony Lee Tee.

"It's a common misconception that indoor air quality is just putting air-conditioning in, but the fact is, it doesn't do anything if your air-conditioning is not designed and maintained properly," Lee said during his session entitled "How to future-proof building safety" at the EdgeProp.my Symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm" on April 10.

Besides having the right property management team, you must understand that maintaining the life cycle of a building involves a high cost, with 75% of the cost goes to paying the right personnel to do the job well. He further explained that besides the occasional building repainting and a quick fix here and there, a large sum goes to salary cost of hiring people to run the property.

Therefore, homeowners and investors must exercise due diligence to pay their maintenance fees so that their properties can be sustained in excellent condition in the long run.

"You have to continually treat your buildings with tender loving care, because the operational period is basically the lifespan of the building. You need to keep on investing to make sure that your equipment, mechanical and electrical systems and all your facilities are in tip-top condition, because you don't know when the next pandemic is going to hit you," he stressed.

Hence, Lee emphasised the importance of having the right property management team, especially the facilities team, as they are the ones that help to maintain the facilities of the properties.

Lee also highlighted that the pandemic has actually made people realise many aspects of a property that should have been taken care of have been neglected for a long time because we have become desensitised to disease outbreaks, citing the dengue fever as an example, where he highlighted "we have 150,000 cases every year with more than 100 deaths".

Not the first, nor the last

Lee pointed out the importance of going back to the basics in building management because Covid-19 is not the first, nor the last pandemic.

"What we are experiencing today is similar to what people in history have lived through ... many times in fact... and Covid-19 won't be the last pandemic," he said.

"Future-proofing and building safety is nothing about the future in the new norm. Instead, it is as simple as going back to the fundamentals. It is about going back to our foundations, about designing and using suitable building materials and getting it right. It's about designing for maintainability and accessibility," he elaborated, adding that the power of preparedness would make a huge difference.

The EdgeProp.my Symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm" was presented by EdgeProp.my, with Nippon Paint Malaysia as partner and Panasonic Malaysia as the supporting partner. The symposium was also supported by The Edge Malaysia.



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Overview

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Details

(1) Testing organisation: TEXCELL (France). (2) Test subject: Novel Coronavirus (SARS-CoV-2). (3) Test volume: 45L enclosed box (400 mm × 350 mm × 350 mm). (4) Exposure time: 2 hours. (5) Exposure distance: 15cm.

'Novel Coronavirus causes Covid-19. It does not guarantee consumers' immunity against virus and bacteria. *Test results may differ subject to the distance and area of air quality exposure.

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Notes: (1) The virus infectious titer was measured and used to calculate the inhibition rate. (2) This verification was designed to generate basic research data on the effects of nance¹¹⁴ X on the Novel Coronavirus in laboratory conditions. It was not designed to evaluate product performance. Photograph is of illustrative purposes.

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Communication is crucial during pandemic times to avoid future disputes, especially in dealing with matters related to the AGM/EGM, the management office should try their best in reaching out to the property owners via all sorts of communication." – Tan

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Strata property management rules compliance during pandemic times

Text Jay Wong

uring the new normal in the context of a Strata - or regulated community living, it is always important to know what should be done during this extraordinary time involving Covid-19.

This is especially challenging when there is a need to conduct annual general meetings (AGM) or extraordinary general meetings (EGM) to ensure the proper functioning of the property management, Chur Associates founder and managing partner Chris Tan pointed out.

Physical presence is not a hindrance, thanks to technology, said Tan, adding that with the usage of technology, Joint Management Body (JMB) and Management Corporation (MC) could even have a hybrid model of AGM/EGM and enhance the communication within the community.

With the technology, it encourages JMB/ MC to have meetings online. Having said so, he noted physical meetings are still viable (in states which are not under movement control order), but JMB/MC must comply with Security Council (MKN) Standard Operating Procedures (SOPs), such as only allowing attendees no exceeding 50% of the venues capacity.

Tan also stressed that communication is crucial during pandemic times to avoid future disputes, especially in dealing with matters related to the AGM/EGM, the management office should try their best in reaching out to the property owners via all sorts of communication – noticeby-hand, email, announcement on notice board, mobile phone messages and even social media.

"One should simulate the entire process in their mind (AGM/EGM in online, offline or hybrid model) and always check the MKN website for the latest SOPs," he advised. Tan was speaking during his virtual pres-

Tan was speaking during his virtual presentation entitled "Covid-19 and strata property management rules compliance" during the EdgeProp.my symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm".

Utilisation of sinking funds

In property management during "new normal", many questions have been raised such as the utilisation of sinking funds to pay for the sanitisation cost of the common areas.

In such cases, Tan noted that sinking funds could be used for the sanitisation of common areas in a strata development as long as the decision was approved during the AGM or EGM.

"Upon the agreement from the AGM/EGM that the sinking fund can be used, provide the service charge computation for the expected sanitisation costs of the strata building/ facility as well," he added.

Another dilemma faced by the property managers is whether to reveal the details of the residents who were tested positive for Covid-19. He said the management office should not disclose personal details of Covid-19 patients to other residents in any circumstances and one should not make reference to the Personal Data Protection Act when restricting access to personal details of Covid-19 patients unless it is to government authorities for lawful reasons.

"This is because the Strata Management Act 2013 does not explicitly or implicitly empower MCs or JMBs with any abilities to do so in this context,".

Tan was among notable speakers during the symposium which included Malaysian Institute of Property and Facility Managers president Adzman Shah and Architect Centre accredited building inspector Anthony Lee Tee.

Representatives from the management committee of the award-winning projects from the recently concluded EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2021 also shared their insights on effective property management. The speakers were Westside III @ Desa ParkCity JMB chairman Ken Yeo Kian Ing, Kiara Park Condominium MC secretary and past chairman Lawrence Loh and Sri Penaga Condominium MC past chairman Khaw Chay Tee.

The EdgeProp.my Symposium on "Excellent Property Management 2021: Future-proof your investment in the new norm" was presented by EdgeProp.my, with Nippon Paint Malaysia as partner and Panasonic Malaysia as the supporting partner. The symposium was also supported by The Edge Malaysia.

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Top Right: The grand entrance of SkyMeridien. Below: The aqua gym.

SkyMeridien is accessible via various highways and within walking distance to the Sentul Timur LRT station.

Built to bring families CLOSER TOGETHER

s part of SkyWorld's brand promise of providing quality homes and living, the upcoming SkyMeridien development at Sentul East is one that physically embodies that vision.

Located just 5km away from the heart of Kuala Lumpur city centre, residents will be blessed with tranquil living, yet, without missing out vibrant city-living in SkyMeridien. For those who take public transports, they will be pleased to know that this is a transit-oriented development with the Sentul Timur LRT station located just 300m away.

SkyMeridien is also surrounded by prominent matured townships, including Kepong, Setapak, Mont' Kiara and Desa Sri Hartamas where one would be able to find schools, shopping malls and medical centres all within a 5km radius.

Spread across two towers standing 39-storeys tall, SkyMeridien is a low den-

Artist's impression of SkyMeridien interior where units come with Juliet Window as indoor balcony.

sity project which adopts a living in a sky semi-dee concept, giving ample privacy to residents. The best-selling built-up sizes are the 1,200 and 1,318 sq ft (3+1 bedrooms) where all come with a Juliet Window as an indoor balcony to accentuate resort living experiences and better quality of life.

With one bedroom to 3+1 bedrooms option, there's a unit here for everyone regardless whether you are a first-time homebuyer, starting a family, or upsizing to a bigger home that accentuate sky living experiences, quality of life, and conveniences.

Understanding the importance of cultivating stronger family bonding today, SkyMeridien offers two decks of resortinspired facilities, which are located on the ground floor and on the 8th floor (e-Deck).

Conceptualised on the belief of "Good health and good sense are two of life's greatest blessings", the e-Deck is filled with fitness and exercise stations to promote healthy and quality living. Here, you would be able to find the Active Zone (also known as multi-sportcilities), which comprises a 3-on-3 futsal court, half basketball court, rock climbing wall and stretching centre aimed to encourage families to come closer together through physical activity engagement.

All the water facilities (hydro gym, jacuzzi, Olympic-length swimming pool and kiddie wave pool) at SkyMeridien are treated with salt water chlorinator, which is a more natural and convenient approach (sanitization purpose) over the traditional chemical chlorine treatment. With salt water chlorinator in place, it is able to provide cleaner, clearer, smoother and most importantly, safer water pools for all SkyMeridien residents.

As a building with provisional Green Building Index (GBI), SkyMeridien aspire to promote a greener living environment through the introduction of more greeneries into the building design. SkyMeridien was built thoughtfully and practically to stand the test of time. For instance, SkyMeridien offers electrical vehicle (EV) charging station (up to 16 power points) as an effort in reducing greenhouse gas emissions for the greater betterment of the environment.

Furthermore, SkyMeridien is also equipped with rain water housing system to harvest rain water and repurpose them to water all the shrubs and plants contained within the building.

Adapting to the new normal brought on by the Covid-19 pandemic outbreak, the developer understands that most condominiums face issues in parcel delivery collection. Hence, it is incorporating into its development parcel lockers of various custom-made sizes. This first-of-its-kind facility will enable courier agencies to key in passcodes and fit parcels into specific parcel lockers and notify residents on the deliveries through a special postal system.

Slated to be completed in the second quarter of 2022, unit prices in SkyMeridien start from RM400,000.

For more information about SkyMeridien, head over to the SkyWorld Gallery @ Sentul.

Call: (03) 9212 3050

or visit the website www.skyworld.my/ skymeridien



Khaw (from left), Loh. Yeo and Au at the panel discussion.

Why fancy building designs are passé

Text Natalie Khoo

here used to be a time when building designs with the most superlatives were coveted amongst homeowners, but it is no longer the case today.

Instead, simple, thoughtful and sustainable buildings are some of the main attributes homebuyers and investors are looking for now. This is especially more so since the Covid-19 pandemic has driven many to spend more time at home.

This was one of the points highlighted at the annual EdgeProp.my symposium on Excellent Property Management 2021 with the theme "Future-proof your investment in the new norm" on April 10, 2021.

Addressing this topic were Westside III @ Desa ParkCity Joint Management Body (JMB) chairman Ken Yeo Kian Ing, Kiara Park Condominium Management Corporation (MC) secretary and past chairman Lawrence Loh and Sri Penaga Condominium MC past chairman Khaw Chay Tee.

The panel discussion was moderated by Edge-Prop.my editor-in-chief and managing director Au Foong Yee.

Yeo said while the design of the building is important, it must, more importantly, be pragmatic and practical. "Designers sometimes design fancy buildings, but in the end we cannot even clean the windows because they are too high to reach. It becomes a burden instead of beauty. And then sometimes, the developers hire foreign designers who may not understand our Malaysian climate because they have never experienced the rain and humidity in our country and they may not design the building to [last in our country's weather].

"So, my note to architects is to design buildings which are practical and easy to maintain in the long run," Yeo stressed. He added that you must be able to accept and adhere to the strictness and high standards of good property managers, which in the long run, are beneficial for all.

Loh concurred, saying that an important thing to look at is whether the building is designed sensibly and for long-term sustenance.

"Yes, the building design is important because it takes a lot of effort to maintain, clean and repair a building. Also, look at the density of the building. If the community is too small, you may have to bear a bigger sum in your maintenance fee," Loh pointed out.

Au highlighted that this responsibility ultimately sits with the property developer because they are the ones who have the last say when it comes to the final approved design of a building.



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The building design is important because it takes a lot of effort to maintain, clean and repair a building.

- Loh

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Designers sometimes design fanciful buildings, but in the end we cannot even clean the windows because they are too high to reach. It becomes a burden instead of beauty. " - Yeo

Mitigating the pandemic

When the Movement Control Order (MCO) was first implemented on March 18 last year, it was an unprecedented time for all, including the property managers and JMB/MC committee members. How did these JMBs and MCs handle the reported Covid-19 cases in their buildings?

Khaw said the residents are alert against the disease, and it boils down to dealing with strangers and contractors who are coming into the building.

"You have to set your own rules and regulations within the condominium, and at the same time make sure the residents understand and know what is going on. You have to assure them (the residents) not to be afraid to report if there are any cases and that you will help them. It is important to treat them with humanity," Khaw shared.

He noted that the residents must also trust the property managers to handle the cases in the most efficient manner possible together with the MC committee.

Meanwhile, Yeo added that the fear of the Covid-19 disease is definitely there but it is important to continually communicate with the residents and it is not just about merely handing out notices.

"Make yourself visible and show that you are sanitising the place and taking steps to address the issue. Also,



Always ask yourself, are we acting in the best interest of the owners and residents?" - Khaw

respect the privacy of the patients. Some residents ask which floor the infected patient stays at, but we do not disclose it. We understand some schools have the rule that if you are staying on the same floor as a confirmed Covid-19 patient, you are to refrain from going to school. We understand the situation, so if the confirmed case is not on their floor, we will just tell them so but we will not reveal the exact floor," Yeo noted.

Additionally, the JMB of Westside III go above and beyond their call of duty by sending fruit baskets to the Covid–19 patients out of their own pockets and helping them out with their food and grocery deliveries and even the disposal of their trash.

As for Kiara Park's Loh, no cases have been reported in the development, but vigilant steps have been taken to prevent outsiders from coming into the development from the start.

"You have to be flexible when you set the rules, but the law is the law. Also, it is important to address certain fake news and address them with solid evidence. If not, the news will keep circulating," Loh cautioned.

He cited an example whereby they had to set their foot down on closing the common facilities, such as the pools, during the MCO.

"It is tough because we are telling people you cannot exercise or use the swimming pools, which to them, is alright. So, we need to keep on explaining to our residents the reason we are doing this," Loh added.

The makings of a successful committee

Kiara Park and Westside III were both accorded Gold in EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2021, for the Multiple-owned Strata Residential – Below 10 Years, and 10 Years and Above categories respectively, while Sri Penaga was awarded Gold in the 10 Years and Above category in 2018. The Awards recognises real estate that is managed with excellence.

Sri Penaga's Khaw practises an interesting management rule he called the "Sunlight Test". Essentially, all decisions should be able to withstand the glare of "the sun", or public scrutiny.

"Always ask yourself, are we acting in the best interest of the owners and residents? If somebody questions your decision, are you able to answer them with confidence and truthfully? If you cannot, then you better rethink that decision," Khaw elaborated.

As for Loh, he believes that the key to success is constant communication with the residents and working hand in hand with the property management company.

"We've worked with our property management company (Henry Butcher Malaysia (Mont Kiara) Sdn Bhd) for the past 18 years. Nobody is perfect but the most important thing is the willingness to try and to give your very best in anything you do," Loh shared.

As for Yeo, he believes it is important to set a strong foundation as early as possible so that it is easier to maintain a property rather than to fix the problem later on.

"Always work hand in hand with the developer, property managers and the committee because trusting and working with each other is the key to a property which appreciates in value over time," said Yeo.

The half-day event was organised in partnership with Nippon Paint Malaysia while the supporting partner was Panasonic Malaysia. The event held at a hotel in Petaling Jaya was also supported by The Edge Malaysia.



Malaysian Institute of Property & Facility Managers president Adzman Shah interacts with the speakers during the panel discussion.



One of the participants posting her question during the panel discussion.



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Q&A with the speakers



Questions from the audience were forwarded to the respective speakers at **EdgeProp.my Symposium** on Excellent Property Management 2021 following the event on April 10.

The replies are the speakers' personal views and do not constitute any form of legal or investment advice. Questions and answers have been edited for clarity.





Adzman Shah Malaysian Institute of Property & Facility Managers (MIPFM) president

As a new owner of a property, how do I find out who the members of the management committee are? Do I have to refer to the developer office? Or do I form a group on my own?

A new owner in a strata development should first enquire at the management office whether the Joint Management Body (JMB) or Management Corporation (MC) has been formed, which will determine whether there is a management committee in place or not. If it is a gatedand- guarded development, the new owner should ask if the Residents Association or any other homeowners association has been formed.

Is there a need for strata prop-

erty developments to have an e-property management system? If there's none, could owners request from developers upon taking vacant possession (VP)?

Every strata and gated- andguarded development should have a property management software system as it can provide billing, accounting, payment portal and community portal all in one. However, the existing legislation does not state specifically that the developer must provide it upon VP.

Developers normally already have their own systems to do billing and collection for the developer's management period. Owners may make the request for such a system to be provided but it depends on whether the new software has been budgeted for under the prevailing collection.



Anthony Lee Tee Architect Centre building inspector, trainer and director

I want to buy a house and have considered looking into the sub-sale market. But I'm a bit sceptical because it is not new and I'm afraid that the property might not be in a good condition due to ageing. What should I do?

Buying a sub-sale property should be an enjoyable experience if you are equipped with the right knowledge and ask the relevant questions. Unlike buying a new property off the plans, you can see the completed unit, its location, views and condition and assess the immediate surroundings.

Get professional help – engage an accredited building inspector to carry out an independent building condition inspection. If you are looking at a strata property, check the common property as well. In addition, speak to the members of the JMB/MC and property manager regarding the collection of service charges, sinking funds and security aspects of the development.

Meanwhile, take a look at the notices and upgrading plans on the notice boards, which could reveal a lot about the community engagement and involvement in the property.

You've mentioned that installing an air-conditioner (AC) doesn't mean good IAQ (indoor air quality). What type of AC should I avoid, and should I invest in a high-end product? What other ways can I improve

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Q&A (continued)

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Most residential properties and their common facilities are fitted with ACs with compressor units located outside and connected to separate "blower" units inside – hence commonly known as "split AC units". Although some brands have built-in features (such as nanotechnology and ionisers), generally all modern split AC units do not feature fresh air intake, which is a major factor in ensuring good IAQ.

As indoor air is known to contain two to five times more toxins compared to outside air, a mixture of fresh air is important to dilute the toxins (flushing) when the AC is operating. Hence, it is good to open windows and doors with the ceiling fans running to flush stale air out and bring in fresh air every morning. Operating the AC with window or door slightly ajar can improve fresh air mixture.



Chris Tan Chur Associates founder and managing partner

Under the defect liability period (DLP), if a water tank is leaking, should the cost of fixing the leakage be borne by the developer or deducted from maintenance fees?

Rectification of any defects during the DLP is at the cost of the developer and should not be deducted from the maintenance fees.

The developer didn't deliver the facilities as promised when we purchased the unit. What should buyers do?

Buyers have the right to a legal claim in the civil court or the Tribunal for Homebuyers.

How do we know when we

should use the funds from the maintenance fees or sinking fund when it comes to repairing or upgrading facilities? If it is a one-off payment, it is likely to be a capital expense, thus it should be from the sinking fund. If it is a routine or scheduled maintenance, it should be from the service charge collection.



Khaw Chay Tee, Sri Penaga MC past chairman

How do I know if the condominium is well-managed? Ask the following questions:-Is

the management committee active and engaged?

Take a look at the notice boards. Are the notices informative and up to date? Have the latest minutes of management committee meetings been posted up? Is there a list of defaulters and how many are there?

Is the property management team competent, committed, open and transparent?

When you enter the condominium, are the security guards alert and competent?

Visit the management office and ask questions about the condominium as a potential purchaser, e.g. what is the occupancy rate? Are they mainly owners or tenants? What projects are in the pipeline?

Is there a maintenance culture in place?

Check out the facilities. Are the gardens well kept? Are the common areas and public toilets clean? Are the lobbies welcoming and the lifts working? Is the gym equipment working? Is the swimming pool well maintained?

Click here to read more Q&A

How do we handle residents who are constantly complaining about how the property management company manages the property but do not offer practical solutions?

Every condominium should have a website where any owner or resident can log in and lodge a complaint which will be assigned a ticket number and which will then have to be dealt with by the property management team. All complaints received and the actions taken by the property management team have to be reported at every management committee meeting.

If your condominium does not have a website, then you can perhaps start with a complaint record book that is kept in the management office where residents can fill in the date, their details and their complaints on one side and the management can fill in the action taken, who attended to it and the date on the other side of the complaint record book. This record book should be reviewed at every management committee meeting, if not more frequently.

Another alternative is for the management committee to arrange a meeting (physical or online) with the complaining residents together with the building manager for all parties to seek a solution to the complaints.



Ken Yeo Kian Ing Westside III @ Desa ParkCity JMB chairman

For high-end projects like Westside III, do you face problems of residents with overly high expectations? It seems like whatever we do in the MC committee is never enough. Certainly, and I feel for you. This seems to be a universal problem where JMBs or MCs are concerned. It's just human nature, some characteristics of which are insatiable demands, high expectations, the "entitled" attitude, etc.

First of all, the JMB/MC committee members are elected from the pool of owners. Therefore, they are the rightful representatives of the owners. Once elected into the JMB/MC committee, they are given the mandate to manage the property, with the help of a capable property management company, of course. The mandate gives authority to the JMB/ MC committee members to decide and act on the owners' behalf.

Any project should be deliberated or debated on by the JMB/ MC members, after which proposal(s)/options would be laid out to the JMB/MC for a decision. Typically, three quotations should be obtained from outside vendors for the JMB/MC to decide on. A vote by the JMB/MC members would be held and the majority wins. Once the decision is made, the JMB/MC would be expected to toe the line and stay united to execute the decision. This whole process should be put on record. When challenged by other owners, the minutes of the meetings would serve to inform them that the decision process has been followed.

Of course the condo must have sufficient maintenance or sinking funds to pay for the project(s). Besides, there must also be sufficient funds left over to finance the day-to-day operations of the condo. By law, a JMB/MC cannot borrow money or go into debt.

We have found out that some of the residents in the condo have been renting out their units for Airbnb even though the house rules clearly state we are not allowed to do so. Some of these owners are new to strata living and they say we have no right to stop them from doing what they want as they are the owners. What do we do?

If the house by-laws clearly state that no owners are allowed to operate Airbnb business, then the management has the right to enforce the ban on the Airbnb business within the condo. I suggest that owners

Q&A (continued)

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augment or reinforce this rule by adopting a "No operation of Airbnb" in the next annual general meeting (AGM). If any owner wishes to change the by-laws, then it has to be raised and voted on in an AGM or extraordinary general meeting (EGM).

However, the management should first educate and inform the new owners of the condo's by-laws prohibiting Airbnb in the condo. The management has to convince them of the legality of the by-laws. Then, notices can be posted at highly visible areas in the condo such as the lifts, informing all that Airbnb is NOT allowed. Should owners continue to flout the by-laws, they can be warned and if they flout the rule again, then they can be fined in accordance with the by-laws. Should this fail, the management may refer the errant owners to the Strata Management Tribunal.

Another alternative is to ban short-term rentals. The condo by-laws can specify the minimum rental period permitted, say six months. Bear in mind by-laws can only be instituted, amended or removed in the AGM or EGM.



Lawrence Loh Kiara Park Condominium MC secretary and past chairman

Our development is as old as Kiara Park. Some equipment is in need of replacement while our building also needs a fresh coat of paint. Lack of sinking fund is one of our problems in upkeeping the common areas. What should we do? There are two issues in your question: ageing equipment and the need for a repainting — and both are actually crucial to your development in different aspects.

Equipment parts that are mission-critical such as water pumps and back-up generators or boilers should be replaced or repaired if broken down and should not be neglected.

At Kiara Park, we are careful not to be penny wise and pound foolish. Case in point: our lift system at the high-rise block was breaking down too often quite a few years ago. We could have just kept on plugging holes and deplete our funds in the long run. While the obvious solution seemed to be to replace the lifts, careful technical analysis by the MC showed that we should replace certain sections but with much higher specifications to ensure longevity, and at the same time save us a hefty sum!

Having said this, maintaining any building, old or new, costs money. Until and unless residents understand this fundamental tenet of strata living, it will always be an uphill task to get more funding.

Communication is crucial in this issue. The JMB/MC should start talking about preserving their individual investments and you may start to see sentiments turn. We know this works because we achieved this at our last AGM by getting residents to agree that unless we continue to put money into maintenance, we would all be at the losing end. And no one wants to lose —especially money.

What could the residents do if the decision made by the MC is not for the majority's benefit? Is there anything that could be done by the property management company?

This is a common concern among strata developments. The resolve is identifying the definition of "the majority's benefit".

We built a very nice OKU toilet at our clubhouse two years ago. We don't think there are actually many, if any at all, OKU residents in our development. In this scenario, we did not act in the interest of "the majority's benefit".

However, this is much more than just an issue of being on par with newer strata properties where OKU facilities are a requirement. This is really about doing what is right — to care and provide for those less fortunate than us, when the need arises. We could have been selfish and "save money" but we did not.

Click here to

read more Q&A

So "the majority's benefit" is something that needs to be tempered with consideration for aspects which many may be blind to and especially when it's about "spending unnecessarily".

MCs are run by owners together with your property management personnel or appointed property management company. Your property manager has no say in decisions concerning your collective property, so it is really up to the MC to make decisions. The former can dispense advice but the decision ultimately rests on the shoulders of MC committee members who are really representatives of residents. Therefore, choose your MC committee members well or suffer for it.

The key to an effective MC is having a team that has the ability to consider all facets of any issue, being particularly careful to blind spots, and then to make and stand by their decisions, which must be able to stand up to the highest level of scrutiny.



Au Foong Yee Editor-in-chief and managing director EdgeProp Malaysia

Location vs developer reputation, which one should come first?

Location and developer's reputation and track record are equal key considerations when buying a property. Do ensure the developer you intend to deal with is one who is responsible towards building for sustainability. Always ask yourself – can the building be maintained with excellence in a sustainable manner?

The definition of a good location could vary based on a buyer's specific needs — what is your purpose for investment? Generally speaking, a well-planned development offers placemaking elements which could generate vibrancy in an address. Accessibiliy is another key consideration when selecting a property.

There's no crystal ball in property investing. However, behind every informed decision is information. So, please do your research.

Can you comment on Jalan Gombak housing market? There are many developments coming up in this area. How will this affect the property value?

Gombak is one of the matured housing areas with amenities and tucked within Kuala Lumpur.

The unveiling of new developments in the area and the expected vibrancy can be a double-edged sword. Are they well planned? What are the property types in the pipeline? How about the traffic flow – will there be congestion?

Ultimately, pricing will rest on supply and demand.

I have a question regarding bank loans. I understand that once a bank has rejected my application, it would subsequently be much more difficult to secure a bank loan. Therefore, may I know which bank has the highest loan approval rate?

Housing loan applications are evaluated based on considerations such as whether you have a good credit score, debt servicing ability and a good employment record. Are you borrowing beyond your means? Do you have a high debt service ratio? Do you clear your credit card debts in a healthy manner?

Check with the loan officer on reasons for the loan rejection. He or she would be the appropriate person to advise you the necessary. (Click to visit the EdgeProp.my loan check calculator to know how much you could borrow.)

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A snapshot of the Malaysian housing situation

Text EdgeProp.my

The National Property Information Centre (Napic) has unveiled the Annual Market Report 2020 on April 5, 2021.

The Malaysian property market recorded 295,968 transactions worth RM119.08 billion in 2020, dropping by 9.9% and 15.8% in volume and sale value respectively, compared to 2019.

The residential sub-sector remained the main driver of the property market activity, contributing close to 65% of the total volume. There were a total of 191,350 residential properties worth

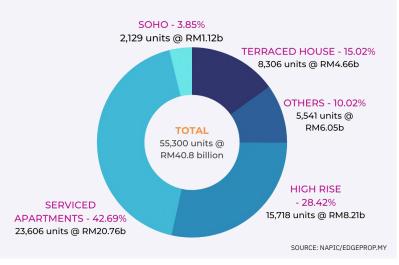
RM65.87 billion sold in 2020, with a declined volume and value of 8.6% and 9% respectively compared to 2019.

There were fewer new launches as developers focused on clearing inventories and postponed their launching plans. As a result, new units launched in 2020 totalled only 47,178, down by 40% compared to 2019.

Meanwhile, the number of overhang residential properties declined 3.6% to 29,565 units in 2020, but its value slightly increased by 0.5% to RM18.92 billion.

RESIDENTIAL OVERHANG

Types of overhang properties



RESIDENTIAL OVERHANG TREND 2016 - 2020

Excludes Serviced Apartments & SOHO



Note:

* 2020 saw a drop of 60,000 units in new launches from 2019.

* Breakdown for serviced apartments and SOHO overhand is not available.

* Serviced apartment overhang continued to increase and formed the bulk of the property overhang.

SOURCE: NAPIC/EDGEPROP.MY

• Unaffordable pricing

lack of accesibility

Wrong product type

Undesirable location –

CAUSES OF OVERHANG

Definition:

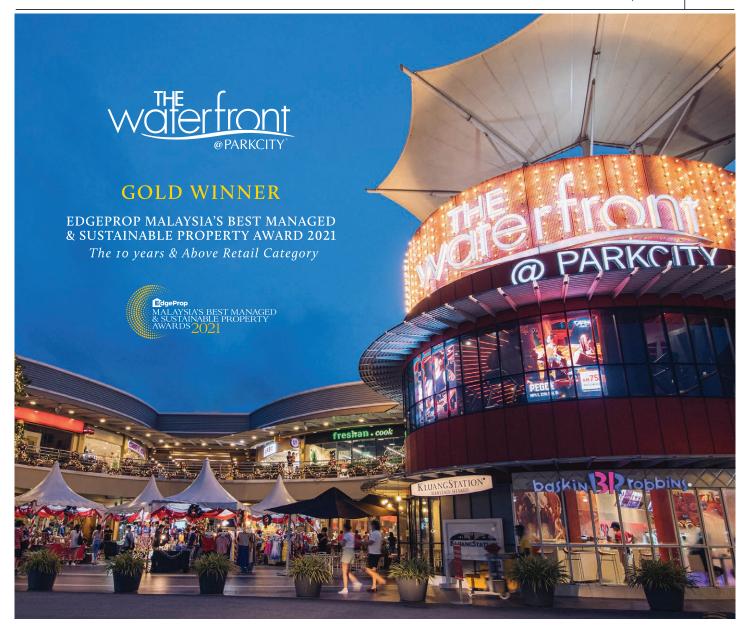
Unsold properties with Certificate of Completion and Compliance (CCC) and which has been launched for nine months and more.





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EdgeProp.my APRIL 16, 2021

Real estate investment deals in Singapore amount to S\$3.8 bil in 1Q2021: Knight Frank



Singapore real estate investment sales up 26.7% y-o-y in 1Q2020

• Text Charlene Chin EdgeProp Singapore

SINGAPORE: Real estate investment sales in Singapore amounted to some S\$3.8 billion (RM11.7 billion) in 1Q2021, representing an uptick of 26.7% y-o-y from S\$3.0 billion in 1Q2020, according to Knight Frank research.

The residential sector retained momentum, raking in some S\$1.7 billion of investment deals at the start of 2021. In particular, the Good Class Bungalow segment "continued to draw strong interest", it adds, pointing to the sale of a GCB at Nassim Road for S\$128.8 million or S\$4,005 psf on land area in late-March.

Developers also acquired land banks through partnerships, like the collective sale of Surrey Point for S\$47.8 million by an Amara Holdings joint venture, and the purchase of two residential plots at Institution Hill for S\$33.6 million through a consortium comprising Macly Group, Roxy-Pacific Holdings and LWH Holdings.

In 1Q2021, the commercial and shophouse sectors also recorded S\$1.2 billion of investment deals. Such deals included the acquisition of a 50% interest in OUE Bayfront by Allianz Real Estate for S\$633.8 million, and in Certis Cisco Centre by RBC Investor Services Trust Singapore for S\$150 million. Notable deals in the strata office and shophouse space included the transactions of shophouses at Teck Lim Road for S\$22.3 million and Mosque Street for S\$21.5 million, as well as strata office units on the 22nd floor of The Central for S\$41.7 million.

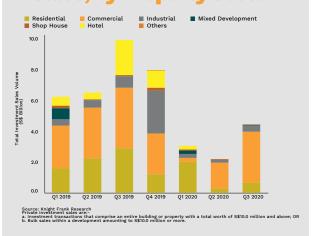
Meanwhile, industrial sector growth more than doubled over the quarter, recording S\$906.1 million of investment purchases, states Knight Frank. "With e-commerce set to stay and grow beyond its current levels, the demand for logistic spaces is envisaged to continue to increase to cater to the expanding inventory," it says.

"As sentiments have generally improved across the globe, we envisage capital outflow to expand due to the availability of more opportunities overseas," it adds.

Knight Frank says that in the local real estate market, "while sales activity has picked up, the stock of investment properties put up on the market is limited, as most sellers are holding on to their assets in anticipation that these properties would be able to fetch a better price in the near future, given that economic recovery seems more certain".

In the investment market, it therefore expects to see more partnerships, particularly in the purchase of land.

Exhibit 1: Total Investment Sales, by Property Sector



As sentiments have generally improved across the globe, we envisage capital outflow to expand due to the availability of more opportunities overseas," - Knight Frank



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Seoul's house prices record growth of 22% y-o-y in 4Q2020



The South Korean capital with a population of around 9.9 million ranked sixth out of 150 urban cities tracked by Knight Frank, while Singapore took 108th place."

Knight Frank prime global residential cities index Q42020

(Ranked by annual percentage change)		
Ranking	City	12-month change (%) (Q3 2019 – Q3 2020)
1	Ankara, Turkey	30.2
2	Izmir, Turkey	29.4
3	Istanbul, Turkey	27.9
4	Auckland, New Zealand	26.4
5	St Petersburg, Russia	25.4
6	Seoul, South Korea	22.3
7	Moscow, Russia	21.1
8	Ottawa Gatineau, Canada	19.7
9	Wellington, New Zealand	18.4
10	Halifax, Canada	16.3
		SOURCE: KNIGHT FRANK

Text Charlene Chin EdgeProp Singapore

SINGAPORE: House prices in Seoul have seen the highest jump of all Asian cities, recording a price growth of 22% y-o-y in 4Q2020, according to a Knight Frank report.

The South Korean capital with a population of around 9.9 million ranked sixth out of 150 urban cities tracked by Knight Frank, while Singapore took 108th place.

Overall, urban house prices rose 5.6% on average in 2020, up from 3.2% in 2019, the report highlights. However, the gap between the strongest and weakest performing cities has grown bigger to date, at 42 percentage points, up from 36 in June 2020. While a number of North American, Australasian and European cities are seeing home prices recording stronger price growth, Asian cities are trailing behind.

Knight Frank attributes this to the link between the length and stringency of lockdowns, with markets that are experiencing the strictest measures seeing strong pent-up demand for residential assets, which in turn is fuelling price inflation.

Chinese cities have slipped down the rankings, while of the 15 US cities tracked by the index, 14 now sit within the top third of the rankings table, recording an annual price growth above 7%. In contrast, only two US cities fell into the category a year ago. **a**





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EdgeProp.my 30 APRIL 16, 2021



RM1,600,000 Jalan SS 14, Subang Jaya, Selangor Type: Semidee house Tenure: Freehold Built-up: 3,150 sq ft Land size: 3,510 sq ft Bedroom: 7 Bathroom: 3

AZMI & CO (ESTATE AGENCY) SDN BHD (E (1) 0553)



RM298,000 Armani Soho, Subang Jaya, Selangor Type: Condominium Tenure: Freehold Built-up: 450 sq ft Bedroom: 2 Bathroom: 1

GREAT CASA REALTY SDN BHD (E (1) 1688)

RM1,500/mth Pinnacle, Bandar Baru Sri Petaling, **Kuala Lumpur**

Type: Condominium Tenure: Leasehold Built-up: 914 sq ft Bedroom: 3 Bathroom: 2 Chris Lim (REN 20985 ARBORLAND & CO (KL) SDN BHD (E (1) 1184/1) +6016 995 5607



Arif Ms (REN 41296)

\$+6013 624 7821

Rented for RM5,500/mth (RM7.36 psf) Serviced apartment at Pavilion Suites Kuala Lumpur, Jalan Bukit Bintang

Chang (REN 36161)

+6017 217 1237



Concluded by: Eugene Pang (REN 30525) Arden Estates Sdn Bhd (+016-272 4228) When: Nov 2020

Noteworthy

- Freehold
- Built-up: 747 sq ft
- One bedroom; one bathroom
- Fully-furnished mid-floor unit
- Facilities: Infinity pool, water jets, wading pool, gym, spa room, indoor Jacuzzi, and function room
- Amenities: Several shopping malls, public transportation and night life at its doorsteps



Developed and completed by the Pavilion Group in 2018, Pavilion Suites Kuala Lumpur is a high-end freehold serviced apartment project right next to Pavilion Kuala Lumpur mall and facing the Jalan Bukit Bintang shopping belt.

Arden Estates Sdn Bhd real estate negotiator Eugene Pang said the tenant had been searching for a unit with a full-glass window in Pavilion Suites and didn't mind paying a higher rental for the unit that comes with an unobstructed city view of KL and a spacious kitchen area.

"This is a good deal for the owner as the concluded rental was 10% higher than the market rate," he said, adding that the unit was a vacation home for the Hong Kong owner who decided to rent out the unit for some rental income due to the border closures.

According to EdgeProp Research, two units of Pavilion Suites changed hands in 2020 with an average transaction price of RM2.61 million or RM2,179 psf.

As at Feb 2021, 49 units of Pavilion Suites were listed for sale on EdgeProp.my with an average asking price of RM3.04 million or RM3,379 psf. Meanwhile, there were 44 units under rental listings with an average asking monthly rental of RM6,250 or RM6.60 psf.

Planning to buy or sell a home? With EdgeProp's FREE transacted price tool, you can check past transaction prices for any property by name or area and make an informed decision.



RM530.000 Taman Tasik Semenyih, Semenyih, Selangor Type: Bungalow Tenure: Leasehold Built-up: 1,950 sq ft Land size: 4,000 sq ft Bedroom: 3 Bathroom: 2 Christine Peter (REN 38005) CID REALTORS SDN BHD (E (1) 1855) +6018 462 8818



RM1,300,000 Saujana Residency, Subang Jaya, Selangor Type: Condominium Tenure: Freehold Built-up: 1,746 sq ft Bedroom: 5 Bathroom: 3 Chua Gs (REN 01131) REAPFIELD PROPERTIES (SJ) SDN BHD (E (1) 0452/2)

\$ +6012 276 6580



RM3.680.000 KH Villa Hartamas 9, Sri Hartamas, Kuala Lumpur Type: Terraced house Tenure: Freehold Built-up: 5,584 sq ft Land size: 1,530 sq ft Bedroom: 4 Bathroom: 5

CK Lau (REN 11536) CID REALTORS (E (3) 1820) +6016 221 2279

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RM1,300,000 Bandar Bukit Tinggi, Klang, Selangor Type: Terraced house Tenure: Freehold Land size: 3,375 sq ft Bedroom: 5 Bathroom: 3

 Denzel Ong (REN 45739)
 Elaine Chong (REN 09348)
 Eric Teo (PEA1599)

 THE ROOF REALTY SDN BHD (E (1) 1605/4)
 POLYGON PROPERTIES SDN BHD (E (1) 1714)
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RM13,000,000 Jalan Gelenggang, Damansara Heights, Kuala Lumpur Type: Bungalow Tenure: Freehold Built-up: 14,500 sq ft Land size: 8,000 sq ft Bedroom: 6 Bathroom: 7 Elaine Chong (REN 09348) POLYGON PROPERTIES SDN BHD (E (1) 1714) +6019 441 4013



RM2,050,000 Desa Damansara, Damansara Heights, Kuala Lumpur Type: Condominium Tenure: Freehold Built-up: 2,248 sq ft Bedroom: 3 Bathroom: 4 Eric Teo (PEA1599) GREENFIELD PROPERTIES (E (2) 1064) +6019 310 6688



Sold for

RM3,100,000 (RM598 psf against land area) Two-storey semidee house at Bukit Damansara, Kuala Lumpur



Concluded by: Fifi Syafiza (REN 20284) Reapfield Properties (HQ) Sdn Bhd (+016-6687 523) **When:** Jan 2021

Noteworthy

- Freehold
- Built up: 4,000 sq ft; Land size: 5,178 sq ft
- Semi-furnished
- Six bedrooms; five bathrooms
- Amenities: Mosque, banks, eateries, MRT Sungai Buloh-Kajang line, HELP University, Cempaka International school, SK Bukit Damansara



Bukit Damansara is a highly sought-after residential area in Kuala Lumpur for its affluent community and strategic location, being only 5km away from Kuala Lumpur city centre.

Reapfield Properties (HQ) Sdn Bhd real estate negotiator Fifi Syafiza said the owner was one of the earliest residents of Bukit Damansara. He had thought it would be his family's forever home, but ultimately, devotion to their grandchildren took precedence and they decided to let go of this property.

On the other hand, the buyer, with a young family of five, had been looking for their next home for two long years before they settled on this house because of its good location and ample space for the family to grow and for a home office.

"This well-maintained unit with a spacious living area and a nice garden has won the buyer's heart," she added.

According to **EdgeProp Research**, a total of nine semidees in Bukit Damansara changed hands at an average transaction price of RM3.96 million or RM995 psf in 2019, while five transactions in 2020 recorded RM3.79 million of average transaction price or RM1,006 psf.

As at Feb 2021, a total of 63 semidees were listed for sale in EdgeProp.my with an average asking price of RM4.19 million or RM858 psf.



RM3,400,000 Seksyen 16, Petaling Jaya, Selangor Type: Bungalow Tenure: Leasehold Built-up: 4,500 sq ft Land size: 7,200 sq ft Bedroom: 6 Bathroom: 5

Fairuz Syima (REN 48230) IQI REALTY SDN BHD (E (1) 1584) +6013 245 1282



RM4,999,000 Bukit Gita Bayu, Seri Kembangan, Selangor Type: Bungalow Tenure: Freehold Built-up: 7,000 sq ft Land size: 11,000 sq ft

Bedroom: 6 Bathroom: 7 Ikhwan Arbain (REN 31788)

REAPFIELD PROPERTIES (SJ) SDN BHD (E (1) 0452/2) +6014 372 5971



RM650,000 Taman Setia Indah, Johor Bahru, Johor Type: Terraced house Tenure: Freehold Built-up: 1,400 sq ft Land size: NA Bedroom: 4 Bathroom: 3

Ivy Choo (REN 35612)

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RM2,000,000 Seksyen 17, Petaling Jaya, Selangor Type: Semidee house Tenure: Freehold Built-up: 3,200 sq ft Land size: 4,688 sq ft Bedroom: 5 Bathroom: 4

James Lim (REN 22443) IQI REALTY SDN BHD (E (1) 1584) \$ +6013 394 4472



RM950,000 Laman Glenmarie, Shah Alam, Selangor Type: Terraced house Tenure: Freehold Built-up: 2,835 sq ft Land size: 2,400 sq ft Bedrom: 4 Bathroom: 4 Jane Wong (REN 01192) REAPFIELD PROPERTIES (SJ) SDN BHD (E (1) 0452/2) \$+6019 221 1370

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RM1,120,000 Ridgewood Canary Garden, Klang, Selangor Type: Semidee house Tenure: Freehold Built-up: 3,490 sq ft Land size: 3,200 sq ft Bedroom: 5 Bathroom: 4 Jeremy Ng (REN 45569)

REAPFIELD PROPERTIES (PUCHONG) SDN BHD (E (1) 0452/8) +6016 810 0782



RM4,000,000 Shanghai Garden, Old Klang Road, Kuala Lumpur Type: Bungalow Tenure: Freehold Built-up: 7,000 sq ft Land size: 10,000 sq ft Bedroom: 4 Bathroom: 3 Joseph Tin Kok Hua (REN 31981)

CID REALTORS SDN BHD (E (1) 1855) +6019 265 6602



RM490,000 Saville Suites Apartment, Kuching, Sarawak Type: Condominium Tenure: NA Built-up: 1,273 sq ft Bedroom: 3 Bathroom: 2

Kenneth Wong (E1810) KEN & CO PROPERTY CONSULTANTS (VE (3) 0230) +6016 886 4788



RM780,000 The Orion, Jalan Tun Razak, Kuala Lumpur Type: Condominium Tenure: Freehold Built-up: 1,626 sq ft Bedroom: 4 Bathroom: 3

Liza Tieo (REN 31111) HECTARWORLD REALTY SDN BHD (E (1) 1589/3) +6017 608 3961



RM698,000 Eco Grandeur, Bandar Puncak Alam, Selangor

Type: Terraced house Tenure: Leasehold Built-up: 2,200 sq ft Land size: 1,841 sq ft Bedroom: 4 Bathroom: 3

Lyana Aziz (REN 19369) WEISE PROPERTIES INTERNATIONAL CONSULTANTS SDN BHD (VE (1) 0241) +60112 638 8720



RM5,800,000

Tropicana Golf & Country Resort, Tropicana, Selangor Type: Bungalow Tenure: Leasehold Built-up: 7,428 sq ft Land size: 9,451 sq ft Bedroom: 7 Bathroom: 7 Kasyfi Amin (REN 19607)

Kasyfi Amin (REN 19607) AFZ REALTY SDN BHD (VEPM (1) 0006) +6018 244 7104



RM2.75,000 Bandar Baru Permas Jaya, Masai, Johor Type: Terraced house Tenure: Freehold Land size: 770 sq ft Bedroom: 2 Bathroom: 1 Kevin Ho (REN 29547) ROYCE PROPERTIES & REAL ESTATE SDN BHD (E (1) 1934) +6016 771 7700



RM2,500,000 The Loft, Bangsar, Kuala Lumpur Type: Condominium Tenure: Freehold Built-up: 3,349 sq ft Bedroom: 3 Bathroom: 3

May Leong (E 2769) JUBILEE REALTY (E (3) 1853) +6012 779 0798

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RM1,150,000 Clearwater Residences, Damansara Heights, Kuala Lumpur Type: Condominium Tenure: Freehold Built-up: 1,135 sq ft Bedroom: 2 Bathroom: 1 Meng Mun (REN 13170)

ENRICH REALTORS (E (3) 1878) +6018 209 0910



RM5,500,000 Jalan Sungai Penchala, Kampung Sungai Penchala, Selangor Type: Residential land Tenure: Freehold Land size: 34,574 sq ft

Mohd Mazani (PEA 1082) RESCOM REALTY (VE (3) 0244) +6013 355 1355



RM1,650,000 Taman Bukit Rahman Putra, Bukit Rahman Putra, Selangor Type: Bungalow Tenure: Freehold Buit-up: 5,000 sq ft Land size: 7,000 sq ft Bedroom: 5 Bathroom: 5 Nadia Rohim (REN 08342) LEGACY REAL PROPERTY SDN BHD (E1 (1) 925) +6012 358 2950



RM790,000 Bandar Bukit Puchong, Puchong, Selangor Type: Terraced house Tenure: Freehold Built-up: 1,830 sq ft Land size: 1,380 sq ft Bedroom: 4 Bathroom: 4 Nardo Ng (REN 22638)

GS REALTY SDN BHD (E (1) 1307) +6016 301 0001



RM380,000 TTDI Adina, Shah Alam, Selangor Type: Condominium Tenure: Leasehold Built-up: 836 sq ft Bedroom: 2 Bathroom: 2

Noor Azhar Mohd Supian (REN 47196) REAPFIELD PROPERTIES (SJ) SDN BHD (E (1) 0452/2) +6019 261 8251



.....

RM16,000,000 Ipoh South Precinct, Simpang, Perak Type: Commercial Complex Tenure: Freehold Built-up: 75,000 sq ft Land size: 4 acre

Selvem (E1741) RICHLAND PROPERTIES (E (3) 0877) +6016 626 1745

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RM4,100,000 One KL, Jalan Pinang, Kuala Lumpur Type: Condominium Tenure: Freehold Built-up: 3,294 sq ft Bedroom: 3 Bathroom: 4

Swiss Tan (PEA 2710)

IQI REALTY SDN BHD (E (1) 1584/4) +6013 228 8881



RM6,600,000 Taman Perindustrian Putra Puchong, Puchong, Selangor Type: Factory Tenure: Freehold Built-up: 8,698 sq ft Land size: 8,460 sq ft

Tay Yen Sing (REN 29659) TECH REALTORS PROPERTIES SDN BHD (E (1) 1492) +6012 335 0520



RM550,000 Riana Green East, Wangsa Maju, Kuala Lumpur Type: Condominium Tenure: Leasehold Buit-up: 1,088 sq ft Bedroom: 2 Bathroom: 2 Tony Yap (REN 23582) AMBER REALTY (E (3) 1482) +60115 646 8129

RM 7,600,000 Petaling Street, Kuala Lumpur Type: Shoplot **Tenure:** Freehold **Built-up:** 5,751 sq ft **Land size:** 1,633 sq ft

Vinnie Yiw (REN 40295) JLL PROPERTY SERVICES (MALAYSIA) SDN BHD (E (1) 1511) +6016 220 6570





RM117,000,000 Labuk Sugut, Sandakan, Sabah Type: Agricultural land Land size: 4,206 acre

William Tan Koon Leng (PEA 1315) IQI REALTY SDN BHD (E (1) 1584) +6014 313 1931



RM5,500,000 Tropicana Golf & Country Resort, Tropicana, Selangor Type: Bungalow Tenure: Leasehold Built-up: 7,428 sq ft Land size: 9,451 sq ft Bedroom: 7 Bathroom: 7





RM2,300,000 Taman Meringin Indah, Kajang, Selangor Type: Semidee house Tenure: Freehold Built-up: 4,520 sq ft Land size: 5,000 acre

Bedroom: 5 Bathroom: 7 Wilson Ng (REN 25583) IQI REALTY SDN BHD (E (1) 1584) +6012 298 9779

RM668,441/mth

Victor Lim (REN 1115)

\$ +6013 287 2856

Selangor

Perdana Industrial Park, Klang,

Type: Factory Tenure: Leasehold Built-up: 417,776 sq ft Land size: 13 acre

VIVAHOMES REALTY SDN BHD (E (1) 1197)



RM2,900,000 Lorong Berkat 1, Puchong, Selangor Type: Agricultural land Tenure: Leasehold Land size: 113,256 sq ft

Zaiton Baharuddin (REN 05633)

REAPFIELD PROPERTIES (SJ) SDN BHD (E (1) 0452/2) +6012 340 8986



RM81,073,872 Pulau Indah Industrial Park, Pulau Indah, Selangor Type: Industrial land Land size: 1,474,070 sq ft

Yong Hao Sit (REN 09622) CENTELINE ASIA SDN BHD (E (1) 1891) +6012 690 8291



RM430,000 Vista Mahogani, Kajang, Selangor Type: Condominium Tenure: Freehold Built-up: 872 sq ft Bedroom: 3 Bathroom: 2

Zuraini Zallin (PEA1699) RESCOM REALTY (VE (3) 0244) \$ +6019 663 1526

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