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Living Experience

Customer satisfaction lies at the heart of the company. Apart from the physical aspects of the business, the 'software' aspect of the equation must be delicately managed with genuine care and interest. For SCM Property Services Sdn Bhd ("SCM"), a wholly-owned subsidiary of UEM Sunrise Berhad (UEM Sunrise), this means being fully committed in handling customers' needs post-purchase as well as that of the residents in SCM's managed-properties. The Company provides a complete range of professional Property and Facilities Management services.

Herein, the journey begins from the day purchasers execute the Sales and Purchase agreement and be a part of UEM Sunrise's family.



"In line with UEM Sunrise's aspiration to inspire joy and happiness, one space at a time, SCM strives to complement the developments by offering services that will help make living experiences much more fulfilling. We make conscientious efforts to deliver services that would bring value to the residents and the community that we serve," said Paul Richard, General Manager, Assets & Property Management of SCM.

SCM is currently managing a total of 38 developments in both central and southern regions with a total staff strength of more than 200 with considerable depth and breadth of skill and knowledge. With its expertise and having the longest track record of managing a single development continuously for the last 30 years, the Company has won multiple property management awards in various categories such as Stratified Multiple Owned Strata Residential (Both below and above 10 years category), Mixed Development (entire) and Multiple Owned Strata Office.

"It's truly humbling to be accorded with these prestigious awards as this signifies the involvement and support that we receive from various parties including the occupants, visitors and owners. These recognitions will encourage us to do even better to meet their needs and expectations.



We are always thinking about innovation and effective ways to stay engaged with all the residents. We hope to stay ahead of the curve by listening, understanding, and adapting to the more dynamic, intangible and



emotional needs of our stakeholders," added Richard.

SCM embraces the technology to provide various channels and robust online communication via emails, WhatsApp including an online portal to provide in-house facilities such as bookings, making payment of maintenance fees, viewing utility bills, and related services.



We make conscientious efforts to deliver services that would bring value to the purchasers and the community that we serve

- Paul Richard

For UEM Sunrise, the parent company of SCM, this shows how it is committed to going beyond bricks and mortars, deliberately covering a wide spectrum of areas to bring positive impact to the people. Adapting to customer's changing needs and staying ahead of the curve, ensuring that a future-proofed UEM Sunrise development can be well managed and only appreciate in value and have a long shelf life - is the culmination of UEM Sunrise's efforts in being sustainable.

SCM manages all types of properties from single residential units to large communities. SCM's consistent community engagement with residents has brought memorable experiences to many expatriates who have decided to set up their new homes in this country.

For more information about SCM, visit www.iscm.com.my.

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EdgeProp

MALAYSIA'S BEST MANAGED & SUSTAINABLE PROPERTY AWARDS 2020

Wee Boon Leong
Tanah Sutera
Development
general manager

**Datuk
Tan Hon Lim**
S P Setia Bhd
executive
vice-president

**Dato'
Kenny Tan**
Ken Holdings
Bhd executive
chairman

**Ahmad Khalif
Mustapha
Kamal**
Tujuan
Gemilang
Sdn Bhd
executive
chairman

**Dato' Soam
Heng Choon**
Real Estate
and Housing
Developers'
Association
president

**Dato' Chang
Khim Wah**
Eco World
Development
Group Bhd
president
and CEO

**Ngan
Chee Meng**
Gamuda
Land CEO

**Datuk
Joseph Lau**
ParkCity
Group CEO

**Sarena
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Sunway
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Editor's note

EdgeProp

MALAYSIA'S BEST MANAGED & SUSTAINABLE PROPERTY AWARDS 2020

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By putting them in the limelight, property managers are encouraged to up their professionalism and skill set and therefore put Malaysia on the global map of real estate investment."

Au Foong YeeEdgeProp.my
managing director
and editor-in-chief

Property management redefined in the age of new normal

EdgeProp Malaysia's Best Managed and Sustainable Property Awards — the first of its kind — is raising the bar on the Malaysian property and facilities management industry, a key yet grossly ignored pillar of any holistic, successful property landscape.

An initiative introduced four years ago, the Awards recognises buildings and projects with top-in-class property management practices. By putting them in the limelight, property managers are encouraged to up their professionalism and skill set and therefore put Malaysia on the global map of real estate investment.

For this to be a reality, Malaysian real estate must be designed and built for sustainability and top quality upkeep. Too often, bells and whistles promised in a project end up as white elephants. Over-the-top design features and excessive amenities that are usually utilised sparingly are costly to maintain.

This is where responsible developers make a difference.

Building what the consumers truly need, may or may not align with a developer's desired bottomline. However, a developer who is responsible, who is in for the long term, is otherwise inspired. These are the developers who deserve to be supported.

As for strata property owners, ask yourself these questions:

- Are you buying from a responsible developer? One who does not saddle you with design features and amenities you do not need but have to pay for?
- Are your property managers willing and ready to have themselves scrutinised in the Awards? Why not?

Covid-19

Fast forward to the new normal, Covid-19 has redefined the description of real estate that is designed and managed with excellence.

Moving forward, there is an urgent need for all industry players to up their game. Developers and their consultants must consider how the buildings are able to respond quickly to a total or partial lock-up.

Best-in-class property management practices need to be stepped up. What used to be the attributes of an outstanding property and facilities manager are no longer sufficient.

Strategic communication skills; EQ, problem anticipation and solving skills and practices must be enhanced.

Other stakeholders too must play their part. The Government needs to review and refine guidelines governing property and facilities managers. Property owners and occupiers must understand and acknowledge their role in wholesome community living and working.



The EdgeProp Malaysia editorial team.

Thank you



YANG BERTHORMAT PUAN HAJAH ZURAIDA KAMARUDDIN

Minister of Housing and Local Government Malaysia

for being the guest of honour at





THE WINNERS AT A GLANCE



EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020



GAMUDA LAND



TANAH SUTERA DEVELOPMENT SDN BHD

Editor's Choice Awards 2020



DATO' SOAM HENG CHOON

PRESIDENT, REHDA MALAYSIA

MALAYSIA'S EXEMPLARY LEADER IN REAL ESTATE 2020



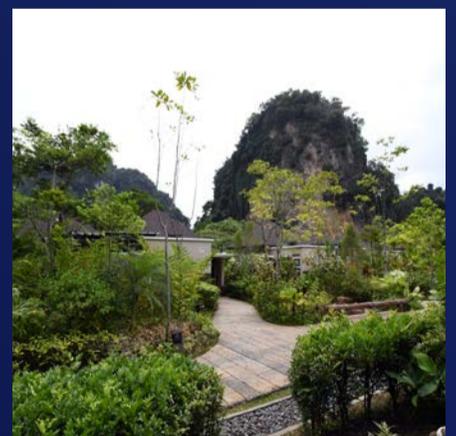
KARISMA APARTMENT @ ECO MAJESTIC

MALAYSIA'S OUTSTANDING AFFORDABLE HOMES PROJECT 2020



PJ TRADE CENTRE

MALAYSIA'S "BUILT FOR SUSTAINABILITY 2020"



THE BANJARAN HOTSPRINGS RETREAT

MALAYSIA'S OUTSTANDING SUSTAINABLE RESORT 2020

List of winners



Below 10 years

Non-strata office

Sustainable Affordable Housing

PLAZA ARKADIA
GOLD WINNER

**THE ARC,
BANDAR RIMBAYU**
BRONZE WINNER

**MENARA
KEN TTDI**
GOLD WINNER

Mixed development (Entire)

Specialised category

Non-strata residential

THE ROBERTSON
SILVER WINNER

AIRASIA REDQ
SPECIAL MENTION

**THE COVE,
HORIZON HILLS**
GOLD WINNER

**KARISMA
APARTMENT
@ ECO MAJESTIC**
SILVER WINNER

Multi-own strata residential

THE MEWS @ KLCC
SILVER WINNER

GRAND MEDINI
SILVER WINNER

**ASCENDA
RESIDENCE**
BRONZE WINNER

**WINDOWS
ON THE PARK**
BRONZE WINNER

**THE MANSIONS
@ PARKCITY
HEIGHTS**
BRONZE WINNER

**ANYAMAN
RESIDENCE**
SPECIAL MENTION

10 years and above

Multi-own strata residential

Non-strata office

Specialised category

ONE MENERUNG
GOLD WINNER

**VILLA FLORA
CONDOMINIUM**
SILVER WINNER

MONT'KIARA BAYU
BRONZE WINNER

QUILL 9
BRONZE WINNER

**THE CENTRAL
PARK,
DESA PARKCITY**
GOLD WINNER

EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020

**ADVENTURE PARK,
SETIA ECOHILL 2**
GOLD WINNER

HORIZON HILLS
GOLD WINNER

**MONT'KIARA
PALMA**
GOLD WINNER

**WINDOWS ON
THE PARK**
GOLD WINNER

**URBAN PARK
@ ECO SPRING**
SPECIAL MENTION

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Congratulations

to the winners of



EdgeProp

MALAYSIA'S BEST MANAGED & SUSTAINABLE PROPERTY AWARDS 2020



EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER: BUILDING SUSTAINABLE DEVELOPMENT AWARD 2020

Gamuda Land

Tanah Sutera Development Sdn Bhd

EDITOR'S CHOICE AWARDS 2020

Malaysia's Exemplary Leader in Real Estate 2020

Dato' Soam Heng Choon, President, REHDA Malaysia

Malaysia's Outstanding Affordable Homes Project 2020

Karisma Apartment @ Eco Majestic

Malaysia's "Built For Sustainability 2020"

PJ Trade Centre

Malaysia's Outstanding Sustainable Resort 2020

The Banjaran Hotsprings Retreat

BELOW 10 YEARS MULTI-OWN STRATA RESIDENTIAL

SILVER: The Mews @ KLCC

SILVER: Grand Medini

BRONZE: Ascenda Residence

BRONZE: Windows on the Park

BRONZE: The Mansions @ ParkCity Heights

SPECIAL MENTION: Anyaman Residence

BELOW 10 YEARS NON-STRATA RESIDENTIAL

GOLD: The Cove, Horizon Hills

BELOW 10 YEARS NON-STRATA OFFICE

GOLD: Menara Ken TTDI

BELOW 10 YEARS MIXED DEVELOPMENT (ENTIRE)

GOLD: Plaza Arkadia

SILVER: The Robertson

BELOW 10 YEARS SPECIALISED CATEGORY

BRONZE: The Arc, Bandar Rimbayu

SPECIAL MENTION: AirAsia REDQ

SUSTAINABLE AFFORDABLE HOUSING

SILVER: Karisma Apartment @ Eco Majestic

10 YEARS AND ABOVE MULTI-OWN STRATA RESIDENTIAL

GOLD: One Menerung

SILVER: Villa Flora Condominium

BRONZE: Mont'Kiara Bayu

ABOVE 10 YEARS SPECIALISED CATEGORY

GOLD: The Central Park, Desa ParkCity

ABOVE 10 YEARS NON-STRATA OFFICE

BRONZE: Quill 9

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD

GOLD: Adventure Park, Setia Ecohill 2

GOLD: Horizon Hills

GOLD: Mont'Kiara Palma

GOLD: Windows on The Park

SPECIAL MENTION: Urban Park @ Eco Spring

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Overview



Malaysia's best managed, sustainable properties and developers feted in VIRTUAL CEREMONY

BY RACHEL CHEW

PETALING JAYA: Winners of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 were announced in a virtual awards ceremony with Housing and Local Government Minister Zuraida Kamaruddin as guest of honour on the evening of June 27. The virtual ceremony which was hosted on EdgeProp Malaysia's Facebook page is believed to be the first awards presentation ceremony to be held virtually in the country.

Among the key winners this year were Gamuda Land and Tanah Sutera Development Sdn Bhd as each property developer received the EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020.

Real Estate and Housing Developers' Association Malaysia president Datuk Soam Heng Choon was honoured as EdgeProp Malaysia Editor's Choice Awards: Malaysia's Exemplary

Leader in Real Estate 2020 while Sunway Group's The Banjaran Hotsprings Retreat was named EdgeProp Malaysia Editor's Choice Awards: Malaysia's Outstanding Sustainable Resort 2020. PJ Trade Centre by Tujuan Gemilang was named EdgeProp Malaysia Editor's Choice Awards: Malaysia's Built for Sustainability 2020 winner.

Notably, Eco World Development Group Bhd's Karisma Apartment @ Eco Majestic was chosen as EdgeProp Malaysia Editor's Choice Awards: Malaysia's Outstanding Affordable Homes Project 2020. It also won Silver in the Sustainable Affordable Housing category, a new category of the main awards.

Other winners honoured at the Awards ceremony included real estate managed by SCM Property Services Sdn Bhd of UEM Sunrise, ParkCity Holdings, Setia Ecohill Sdn Bhd of S P Setia, SkyWorld Property Management Sdn Bhd of SkyWorld Development Sdn Bhd,

CONTINUES NEXT PAGE →

ALL PICTURES BY LOW YEN YEING | EdgeProp.my AND KENNY YAP | THE EDGE



Tanah Sutera was a recipient of EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020. From left: Kam, Tanah Sutera Development sales and marketing assistant general manager Daniel Tan Koh Heng, Zuraida, Au and Ong.



Gamuda Land CEO Ngan Chee Meng (L2) receiving the trophy for EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020 from Zuraida (centre) witnessed by Kam, Au and Ong.



The Banjaran Hotsprings Retreat was honoured as Malaysia's Outstanding Sustainable Resort 2020. From left: Kam, Sunway Property managing director Sarena Cheah, Zuraida, Au and Ong.



EcoWorld Malaysia president and CEO Datuk Chang Khim Wah (L2) representing Karisma Apartment @ Eco Majestic receiving the trophy for Malaysia's Outstanding Affordable Homes Project 2020 from Zuraida (centre). From left are Kam, Au and Ong.

Soam (L2) was honoured as Malaysia's Exemplary Leader in Real Estate 2020. From left: EdgeProp Malaysia executive editor Sharon Kam, Zuraida, Au and EdgeProp Malaysia director of business and product development Alvin Ong.



Missed the virtual awards ceremony? Click **HERE** to view the video.

For the full results and more photos, click **HERE**.



Overview



Team EcoWorld watching the FB Live of the EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 at the show house @ Eco Spring in Iskandar Malaysia, Johor.



The first ever virtual awards ceremony of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 enabled everyone to view the ceremony in any place. One of the staffs from IJM Land cheered when The ARC at Bandar Rimbau won an award.

← FROM PREVIOUS PAGE

SDB Property Management Sdn Bhd of Selangor Dredging Bhd, Ken Holdings Bhd, Bandar Rimbau Sdn Bhd of IJM Land, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd, AirAsia Group, Quill Group of Companies Sdn Bhd, Praxcis Design Sdn Bhd, and Izrin & Tan Properties Sdn Bhd and Eco Summer Sdn Bhd of Eco World Development Group Bhd.

In the EdgeProp-ILAM Malaysia's Sustainable Landscape Award category this year, there were four Gold winners namely Adventure Park at Setia EcoHill 2, Horizon Hills in Johor, Mont'Kiara Palma in Kuala Lumpur and Windows on the Park in Kuala Lumpur, with a Special Mention going to Urban Park @ Eco Spring in Johor.

"With strata living fast becoming a way of life, quality property management is no longer an option. This is true not only in private but also in public real estate. For this to be a reality, it is imperative that property developers work closely with property and facilities managers from the very beginning — that is, from the project design stage. Not at its tail end," Zuraida said in her keynote address.

She also highlighted that the Awards is unique as it not only recognises excellent property management, but also property developers who are committed to building projects that are designed for sustainability.

"I would like to congratulate EdgeProp Malaysia for undertaking this unique initiative in raising the bar on the quality of property management in Malaysia. I am happy to note that EdgeProp Malaysia is educating property investors on the importance of choosing real estate that has been designed and built for sustainable property management," Zuraida noted, adding that the ministry is happy to support the Awards.

In her welcome speech, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee reaffirmed that the vision of the Awards is to raise the bar on the nation's property sustainability and management practices.

"This is no brick and mortar beauty contest. We are not in search of superlatives in project size, aesthetics, design creativity or cost. Rather, entries are adjudged on how well they have been managed and if this is sustainable.

"Naturally, such a winning attribute is synonymous with projects that have been designed, built and marketed in a responsible manner. By raising the bar on the nation's property sustainability and management practices, we hope Malaysia will emerge a top global destination of real estate investment," Au stressed.

Introduced in 2017, the EdgeProp Malaysia's Best Managed and Sustainable Property Awards is the first of its kind in Malaysia and the region to recognise real estate that is managed with excellence and sustainability. **CONTINUES NEXT PAGE →**



Keynote address by Housing and Local Government Minister Zuraida Kamaruddin



EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 is no "beauty contest" of brick and mortar but a benchmarking of Malaysia's buildings that have been managed with best-in-class quality.

The Awards made its debut in 2017. It is a unique Awards — the first of its kind not only in Malaysia but in this part of the world. Besides recognising excellent property management, the Awards also recognises property developers who are committed to building projects that are designed for sustainability.

With strata living fast becoming a way of life, quality property management practices are no longer an option. This is true not only in private but also in public real estate.

For this to be a reality, it is imperative that property developers work closely with property and facilities managers from the very beginning — that is, from the project design stage. Not, at its tail end.

Over-the-top designs are not sustainable as their upkeep would be expensive. This is the same with over-provision of amenities that entail maintenance which would burden buyers in the long run.

Keep it basic is one key lesson from the Covid-19 pandemic. In the new normal, the thrust is even more on the safety and security of a building. It is about holistic wellness. Not the bells and whistles of a project.

I would like to congratulate EdgeProp Malaysia for undertaking this unique initiative in raising the bar on the quality of property management in Malaysia.

I am happy to note that EdgeProp Malaysia is educating property investors on the importance of choosing real estate that has been designed and built for sustainable property management. The Ministry is happy to support the Awards.

To developers, please be responsible to your buyers — design and build with sustainable property management in mind. Let's hope there will be more participation in the Awards in the years to come.

To all Award winners, my heartiest congratulations! I understand the judging process was very vigorous.

To all those who have not succeeded this year, give yourself a pat on your back! The fact that you have put yourself up for scrutiny says volume of your aspiration to compete on an international level. For that, well done!

Thank you and once again congratulations to all winners.



Clockwise from top: The rule of social distancing was not forgotten by S P Setia's team who watched the virtual event at the Setia Eco Hill Welcome Centre; UEM Sunrise staff cheered when the results were announced; SDB Property Management's team celebrates when Windows on the Park won Gold of the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020.

Overview



Members of the judging panel.

From left: Ong, Kam, Adzman, Lee, Zulkifly, Chris Tan, Zuraida and Au. Other judges were (inset from top right) Teo, Ng, Nor Atiah and Lim.

← FROM PREVIOUS PAGE

First virtual awards ceremony in Malaysia

Unlike the previous years, the Awards ceremony this year went virtual due to the Covid-19 pandemic. The virtual event also marked the first of its kind in Malaysia, which has been executed with strict adherence to the government's SOP on social distancing.

The Facebook live virtual event was the culmination of an online and offline effort by EdgeProp Malaysia to simulate what would otherwise be a Gala Awards Night held behind closed doors in a five-star hotel.

"Tonight marks a very special occasion. For the first time ever, we are pleased to welcome you to this exclusive Awards Ceremony which attendance in the past was limited to by-invitation only.

"We are into a new normal. An urgent adaptation to live, work and play alongside the Covid-19 virus has certainly birthed new and creative ideas," Au shares.

The Awards was organised by EdgeProp Malaysia with Nippon Paint Malaysia as the partner. The supporting partners were Panasonic Malaysia and KipleLive, a wholly-owned subsidiary of Green Packet.

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

The Awards is open to all stratified and non-stratified buildings, managed either in-house or by property managers in Malaysia annually. There are in total 10 categories and these encompass

residential, office, mixed development, retail and specialised projects. A new category, Sustainable Affordable Housing, was introduced this year.

For a level playing field, each category is divided into properties that are less than 10 years old and those 10 years and above.

“This is no brick and mortar beauty contest. We are not in search of superlatives in project size, aesthetics, design creativity or cost. Rather, entries are adjudged on how well they have been managed and if this is sustainable.”

— Au

The judges for this year's awards were Au, MIPFM president Adzman Shah Mohd Ariffin, Architect Centre accredited architect and trainer Anthony Lee Tee, Rehda vice president Zulkifly Garib, Chur Associates founder and managing partner Chris Tan, BMAM president Tan Sri Teo Chiang Kok, MRMA chairman Datuk Jeffrey Ng, ILAM vice president Dr Nor Atiah Ismail and the APFM president Dr Lim Lan Yuan.

The results have been audited by Deloitte Malaysia.

Note: Photos of winners receiving their awards from Zuraida were taken earlier with social distancing practised and later doctored into group pictures.

A token of appreciation to the partner and supporting partners of the Awards.

From left: Kam, Nippon Paint's general manager of Paint Marketing Sdn Bhd Tay Sze Tuck, Zuraida, Au and Ong.



From left: Kam, Panasonic Malaysia general manager Chew Keng Heng, Zuraida, Au and Ong.



From left: Kam, KipleLive chief executive officer Ti Lian Seng, Zuraida, Au and Ong.



Repainting is more than a new coat of paint

Brought to you by


**THE
COATINGS
EXPERT®**

To many, repainting an old building is merely the act of giving it a new colour. How hard can it be, right? Just pick up a brush and paint away. But do you know, a good paint job takes some preparation and is a more meticulous process than we think.

The first and most important step is to get the surface area ready for the new paint. No matter how expensive or good quality the paint is, it will be a waste of the building management's sinking fund if underlying issues with the surface area are not addressed. This was evident in some of the buildings visited by the judging panel carried out in conjunction with EdgeProp Malaysia's Best Managed Property and Sustainable Property Awards 2020.

Common faults and defects to the existing external masonry wall include peeling, cracks, dampness and paint failures to external walls as well as hollowness to wall plastering.

For instance, if there are fine surface cracks or egg shell patterns or delaminating caused by incorrect plastering mix or excessive thickness resulting in shrinkage during curing, the appropriate surface preparation act would be to wash the surface with high pressure water jet and to cut out loose, hollow and delaminated wall plastering before re-plastering with a premixed non-shrink grouting wall plaster according to manufacturer's specifications.

The repainting and repairing combo

Repainting should also be done hand-in-hand with repairing. While preparing the external façade of the building for repainting, the management could take the opportunity to "spring-clean" other parts of the building as well such as cleaning the air-conditioning ledges, replacing the window seals and repairing window grills or hand rails that are not in good working condition. Water seepage or leakage in the common areas and car parks can be identified and fixed.

Inevitably, the repainting works and "spring-cleaning" will not only prolong the life span of the property, it will also improve the image and livability of the property. This will drive a higher occupancy rate while improving the resale and rental value of the property as well.

On top of that, building occupants can enjoy a healthier living environment. For instance, before repainting is carried out, dirt and dust on ledges or mould caused by water seepage on the walls will need to be removed which results in better indoor air quality of the building.

Thus, it is important that besides setting a budget for repainting, funds for repairing and surface preparation must also be adequate. The estimated budget differs from building to building depending on its condition and building structure.



Painters will usually need to have high level access and the site condition will determine the appropriate equipment to be used such as ladder, sky lifts, scaffoldings, gondolas and others.

Painters will usually need to have high level access and the site condition will determine the appropriate equipment to be used such as ladder, sky lifts, scaffoldings, gondolas and others. Depending on the building design, gondolas are a cheaper alternative to scaffoldings. Hence, two buildings that may look and "feel" the same, may each incur very different costs to repaint them.

For example, Nippon Paint will be able to detect the common defects, determine the methodologies to prepare the surface for repainting, conduct a substrate moisture content testing and suggest the appropriate type of paint for the different types of building surface. With more than 50 years of experience in the market providing solutions to thousands of clients, it would also be equipped with the experience and be able to provide first-class technical and colour consultation. Its team will also be able to give a comprehensive method statement and performance warranty post repainting.

Waterproofing your building

Another important issue that often poses a challenge to building managers is waterproofing. When a proactive approach is not taken to address this issue early on, it will result in water leakages, structural breakdowns and mould which will eventually lead to high maintenance cost to rectify the problems. Water leakages can also cause issues such as ponding at ledges and sills leading to stains, delamination and growth of fungi. Not only that, it will eventually damage the external walls' painting regardless how good a quality the paint is.

In order to prevent these issues from happening in the later years of a building, it is best to enlist the help of a reputable professional manufacturer who can offer a one-stop waterproofing solution such as Nippon Paint Malaysia. It has



When a proactive approach is not taken to address waterproofing issues early on, it will result in water leakages, structural breakdowns and mould which will eventually lead to high maintenance cost to rectify the problems.



Sheet applied membrane is a type of waterproofing system product offered by Nippon Paint.

worked closely with their counterparts in China with a long standing presence in the waterproofing industry backed by knowledge and evolving technology.

Over the years, Nippon Paint Malaysia has developed various systems of products including liquid applied membrane, cementitious and sheet type waterproofing membrane, as well as accessory items for applications that require special care. Their myriad selection of products offering waterproofing solutions for above ground, wet area and below ground structures bear testament to their efforts as a total coating solutions provider.

Benefits of regular repainting

- Prolong the life span of a property
- Improve the indoor air quality
- Increase the appeal and liveability of the property
- Increase the resale and rental value of the property
- Give a good first impression and image (kerb appeal)

Before a building undergoes repainting

- Prepare a one year timeline for the repainting project
- Set aside budget for repair and repainting works
- Engage a professional paint manufacturer
- Clean and repair (spring-clean) building
- Prepare the surface area



PICTURES BY LOW YEN YEING | EdgeProp.my, KENNY YAP | THE EDGE, PATRICK GOH | THE EDGE

EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee (R2) presenting a token of appreciation to Zuraida (L2) with EdgeProp Malaysia executive editor Sharon Kam (far left) and EdgeProp Malaysia director of business and product development Alvin Ong (far right).



BY CHIN WAI LUN

Award ceremonies are usually celebrations in the form of gala dinners with many attendees mingling and exchanging pleasantries over food and drinks, as the award recipients are recognised for their excellence and achievements.

However, with the ongoing Covid-19 outbreak, social distancing and other disease prevention measures have become the order of the day. Thus, EdgeProp Malaysia has taken a new and creative approach by having a virtual awards presentation ceremony for the EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

While previous editions were held behind closed doors in five star hotels and by invitation only, the Awards ceremony this year was hosted on EdgeProp Malaysia's Facebook page at 8pm on June 27.

With these adjustments for the first time, the EdgeProp Malaysia team had to reimagine the awards presentation and experience while taking steps to minimise contact and practising other health precautions as well.

For a start, Housing and Local Government Minister Zuraida Kamaruddin had graciously agreed to "present" award recipients their trophies in her office in Putrajaya on June 3, 2020. The session with the minister was conducted in a more intimate setting, a far cry from the usual stage presentation under spotlights.

Award recipients were first organised into batches of no more than 10 and scheduled to enter the minister's office for an exclusive meet-and-greet with the minister at different intervals to prevent crowding.

Before entering, they were briefed on how the session will be conducted and the standard operating procedures to be observed. The attendees were constantly reminded to maintain social distancing at all times.

CONTINUES NEXT PAGE →

Behind the making of Malaysia's first virtual awards presentation ceremony

Edgeprop Malaysia's Best Managed and Sustainable Property Awards with a touch of social distancing



Left: Guests complied to social distancing rules while waiting for individual photo shoot sessions. From left: Gamuda Land CEO Ngan Chee Meng, Green Packet Bhd subsidiary KipleLive CEO Ti Lian Seng, EcoWorld Malaysia president & CEO Datuk Chang Khim Wah and Sunway Property managing director Sarena Cheah.

Above: From left: Ti, Zuraida and Au.

Behind-the-scenes



← FROM PREVIOUS PAGE

Photos and videos taken at the trophy presentation session were pieced together and then doctored to provide a pre-pandemic treatment to best simulate a gala awards night for the virtual awards ceremony on June 27.

“When I received the invitation to attend this ‘awards ceremony’, I was surprised and honoured. During times like this, I appreciate that EdgeProp Malaysia continues to recognise the best practises in the property management industry.

“With strict requirements on social distancing, an awards ceremony without the glamorous gala dinner was still meaningful and made us feel warm especially after going through the Movement Control Order (MCO) where everyone is seeing each other through virtual meetings.

“To me, this is ‘doing more with less’ as we are meeting each other in person and also have the opportunity to talk to the minister and have a chance to update her on the latest developments of the industry,” said Eco World Development Group Bhd president and CEO Datuk Chang Khim Wah. He was present to receive the Editor’s Choice Awards: Malaysia’s Outstanding Affordable Homes Project 2020 for Karisma Apartment @ Eco Majestic which also won Silver in the Sustainable Affordable Housing category as well as for Urban Park @ Eco Spring which received a Special Mention for EdgeProp-ILAM Malaysia’s Sustainable Landscape Award 2020.

Sharing similar sentiments, Sunway Bhd managing director (property division) Sarena Cheah who was obtaining the Editor’s Choice Awards: Malaysia’s Outstanding Sustainable Resort 2020 for The Banjaran Hotsprings Retreat said it was a fantastic idea to gather industry players and meet up with the minister to exchange a few words.

“It is good to see and talk to each other after so long, to know how everyone is going through these difficult times. It is during such times that we should all come together and help each other.

“EdgeProp Malaysia’s Best Managed and Sustainable Property Awards 2020 also reminds us — the industry players to persevere and continue to do a good job even during challenging times.”

Meanwhile, Editor’s Choice Awards: Malaysia’s Exemplary Leader in Real Estate 2020 recipient Real Estate and Housing Developers’ Association (Rehda) president Datuk Soam Heng Choon said given the current requirements for social distancing, the awards ceremony has a more personal touch with a few attendees at any one time.

“I believe this is part of the new normal for future events where less physical presence is required but tel-



From left: ParkCity Holdings Township Management director Sukhdev Singh, ParkCity Group CEO Datuk Joseph Lau with Zuraida, Au and Ong during the trophy presentation session at the minister’s office.



Above: Henry Butcher Malaysia (Mont Kiara) Sdn Bhd general manager Norhayati Bonah (second from right) and building manager Addi Aidileikhmal Salikun (right) exchanging greetings with Zuraida (far left) and Au (L2).



“I believe this is part of the new normal for future events where less physical presence is required but televised or broadcasted to a bigger audience.” — Soam

vised or broadcasted to a bigger audience,” he said.

EdgeProp Malaysia’s Best Managed and Sustainable Property Awards 2020 was organised in partnership with Nippon Paint Malaysia and supporting partners Panasonic Malaysia and KipleLive, a wholly owned subsidiary of Green Packet Bhd.

Additionally, the Awards was supported by the Association of Property and Facility Managers (Singapore), Malaysian Institute of Property & Facility Managers, Rehda, Building Management Association of Malaysia, Malaysian REIT Managers Association, Architect Centre, and Institute of Landscape Architects Malaysia. Results were audited by Deloitte Malaysia.



Above: Zuraida (left) having a chat with Panasonic Malaysia general manager Chew Keng Heng.

Left: The award recipients were briefed on safety guidelines in batches before proceeding to the Minister’s office.



Zuraida (left) recording her keynote speech for the virtual awards ceremony at her office.

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Ventilation System
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Fine particles
0.004 to 0.008nm

Nano-sized droplet nuclei quickly removed



Constant fresh air prevents outbreaks

Quality Air Solutions For Public Facilities



RESTAURANT



HOTEL



OFFICE



GYM



CLINIC

***1 Human coronavirus (HCoV-229E)**
 • <Adhered virus (HCoV-229E)> • [Testing organisation] China Electronic Product Reliability and Environmental Testing Research Institute • [Testing method] Measured the number of virus adhered to a cloth in an approximately 68L sized chamber box • [Inhibition method] nanoe™ released • [Test substance] Adhered virus
 • [Test result] Inhibited by 99% or more in 1 hour • [Test report No.] J2003WT8888-00465 • [Test report date] 28 April 2020

***2 Feline coronavirus (Feline coronavirus)**
 • <Adhered virus (Feline coronavirus)> • [Testing organisation] Yamaguchi University Faculty of Agriculture • [Testing method] Measured the number of virus adhered to a cloth in an approximately 45L sized chamber box • [Inhibition method] nanoe™ released • [Test substance] Adhered virus • [Test result] Inhibited by 99% or more in 2 hours

***3 Indoor Ventilation**
 • http://www.kansensho.or.jp/sisetunai/2006_10_pdf/12.pdf#search=%27%E3%82%A6%E3%82%A4%E3%83%AB%E3%82%B9%E5%AF%BE%E7%AD%96+%E6%8F%9B%E6%B0%97+%E6%99%82%E9%96%93%27

A Better Life, A Better World

QUALITY AIR FOR LIFE

What the judges say

PICTURES BY LOW YEN YEING | EdgeProp.my



Au Foong Yee

Awards chief judge; EdgeProp Malaysia editor-in-chief and managing director

The 2020 Awards entrants and winners were very telling; the Awards benchmark has, once again, risen on numerous fronts.

It is heartening to note how the Awards are now attracting different segments of the real estate sector.

The entries' details were comprehensive and revealed passion and a strong sense of commitment towards raising the bar on Malaysian real estate and facility management.

Kudos to the winners! Your efforts are truly outstanding. You have worked hard. But don't stop there — challenge yourselves to new heights!



The entries' details were comprehensive and revealed passion and a strong sense of commitment towards raising the bar on Malaysian real estate and facility management." — Au

To participants, past and future, I would especially like to congratulate each and everyone who has taken the initiative to have themselves ranked in the Awards.

Irrespective of whether you are a winner or not, your efforts have shown a strong and positive desire to excel. This by itself deserves applaud!

I must also commend property and facility managers whose entries have not been successful in the past but who have since taken heed of and acted on the input and advice from the Awards judging panel.

A tip for all Awards participants — don't stop at just telling us what you are tasked with. Tell us why you are an exceptional and world-class player.

Anthony Lee Tee

Architect Centre accredited architect and trainer

I am happy to see very high-quality entries within-depth content and from a wider range of property types, especially from medium- to low-cost apartments as these categories must manage on very tight budgets.

Persistence in several submissions has paid off for some winners. Meanwhile, I also noticed serious industry players rethinking their business models of "selling and walking away". There seems to be a significant emergence of far-sighted property developers and investors who understand the importance of long-term sustainable maintenance and management.



property management. For instance, the IAQ of commercial properties is a concern as central air-conditioning systems were shut down for over six weeks. There has never been a more important time to elevate sustainable building management and maintenance.



Dato' Jeffrey Ng

Malaysian REIT Managers Association (MRMA) chairman

The results of this year's Awards convey a clear message: the standard of scoring for winners will remain high and strict; and winners, especially Gold recipients, should be proud of this Awards recognition because their properties' management standard is a class above the rest.

However, the real challenge will always be the fine line between containment of operation costs versus the spread of facilities and the level of service standards in the long term. Inevitably, the answer to this challenge is the use of technology to improve efficiency and effectiveness in the delivery of service standards and cost optimisation. Therefore, moving forward, property managers and homeowners will need to be prepared for lump-sum or one-time capital expenditures to reg-

Adzman Shah Mohd Ariffin

Malaysian Institute of Property & Facility Managers (MIPFM) president

The participants have shown their seriousness and have submitted well-prepared entries. It is also good to note that representatives from the JMBs/MCs/residents' associations and developers have worked together and participated in the Awards with the property managers. The winners chosen have shown their best efforts in managing and improving the properties under their care.

For those who did not make it this year, there is still the opportunity to participate again next year, by which time they would have been able to improve further through the feedback given by the judges who, during the site visits, have given the property managers a good perspective of their performance and how they can enhance the level of their service delivery.

The Covid-19 pandemic has brought challenges to the building owners, JMBs and MCs as well as the property managers. Property management services have never been more relevant than it is during the MCO period where they are recognised by the government as essential services. The majority of property management companies continued to render their services during the MCO to ensure the building operations, especially stratified residential developments, are in good and safe condition with no service disruptions.

Although the management offices were closed to the public, their staff were working using technology to carry out tasks such as invoicing, collection, issuing receipts and even arranging meetings online. These are the unsung heroes who have done their parts in ensuring the residents have peace of mind in overcoming this pandemic period.



ularise the operating expenditure without the pressure to raise annual service charges thereon.

I was truly impressed with The Central Park at Desa ParkCity. The property manager did well to deliver and achieve both community impact and deliver a great ambience albeit at the expense of the property developer. Future entries should place importance on sustainability practices with emphasis on social and community interactions.

In the Covid-19 pandemic, the government has recognised property management as an essential service. Hence, property managers must be responsive and adaptive in order to properly implement the preventive measures and strictly enforce them for the benefit of all stakeholders.

Understandably, they are not a one-size-fits-all solution. The test of the property manager's mettle is when Covid-19 cases are found in the property, where their response can either make or break their reputation.

Sustainable management goes beyond the embellishments and reliance on your brand name alone. What seems a great feature must be practical and maintainable. Properties with too many facilities face challenges with sustainable maintenance.

Compliance to regulations over electrical installations, life safety and fire-fighting equipment continue to be a challenge for many also. Besides that, there is still a low awareness over the importance of Indoor Air Quality (IAQ).

Good management of strata properties require an indefatigable persistence of the entire team, usually comprising the Management Corporation (MC)/Joint Management Body (JMB) and the property manager facing challenges together in a harmonious environment over the long haul.

As the site visits were conducted in February 2020, the judges had the opportunity to observe the responses by several property owners and managers at the early stages of the Covid-19 outbreak. Some properties had already initiated temperature scanning, hand sanitisers, face masks and stepped up the frequency of sanitisation.

The Movement Control Order (MCO) triggered the unprecedented closure of many premises. As we emerge from the MCO and begin to power up our offices, factories, malls and schools, it is useful to review our (lack of) preparedness and chaotic responses on Covid-19 towards

The Judges



← FROM PREVIOUS PAGE



Chris Tan

Chur Associates managing partner

Generally, the quality of the submissions and participating properties has improved in terms of the better understanding of this unique Awards. The expectations are different. The winners have all illustrated the essence of property management from its inception design DNA to the more important later days' improvement to best serve the property users as well as the dynamic changes in the best use of the property. It is an orchestra of both art and science by the people for the people — the difference between music and noise.

Given the unprecedented Covid-19 pandemic that we are facing now, property management and community living need to take on the new normal and reinterpret a home beyond just a "roof over the head".

Keep submitting your entry to benchmark your performance against others, and learn more about your property in the process. It is an experience, a journey to place the matching soul into the concrete building. The Awards criteria and requirements are like an instant litmus test that audit your management practices.

Moving forward, the criteria of this Awards must be updated with risk management and legal exposure to correspond to the new normal. The key is to recognise the adaptability of building and its management to withstand new circumstances and challenges as they arise.

Dr Suntoro Tjoe

Building Management Association of Malaysia (BMAM) member

Congratulations to EdgeProp for successfully undertaking the fourth consecutive year of the Awards. We are happy to note the significantly higher quality of submissions which is a testament to the industry stakeholders' recognition of the Awards. The year 2020 also saw participation from medium-cost and affordable housing projects.



As property management services gain momentum to become a matured industry in the country, it is hoped that more will participate in the years to come, for only then the objective of the Awards to bring property management services to a new level can benefit the industry.

Thank you to all participants for the efforts, commitment and hard work you have put into the submission. Be rest assured that every submission has gone through vigorous assessment.

Kudos to the winners of this year's Awards for being the best among many others in the industry.



Zulkifly Garib

Real Estate and Housing Developers' Association vice-president and Selangor branch chairman

It is heartening to see more property managers, JMBs and MCs beginning to realise the importance of not just maintaining but also managing their properties well. The standard among the front-runners were close and it took quite some deliberation amongst the judges in deciding the winners for 2020. Hence, to the winners, well done!

For those that didn't make the cut this year, do try again. Firstly, it is important to not only understand the judging criteria but also to ensure compliance to regulations especially with matters relating to safety. Cooperation between the appointed property managers and management committee is also a factor which we have observed in the more successful properties.

Dr Lim Lan Yuan

Association of Property and Facility Managers (APFM) Singapore president

Since it started, the standards for the entries to the Awards have risen over the years. This year's winners should congratulate themselves for achieving

a high standard of excellence.

With a raised yardstick, there will be some who will miss the mark. They should not despair but instead examine their shortfalls and fill the missing gaps. Understand the criteria of assessment and explain how they have been met. Highlight the salient points and areas of distinction which other competing developments lack. Professional management and commitment are two important keys to winning the awards.

It is difficult to predict when the Covid-19 outbreak will end. In the meantime, residents and building managers need to adjust to the new normal. Amidst the crisis, three important lessons emerge.



Firstly, if a development has not been properly managed all along, Covid-19 will worsen the state of repairs and cleanliness of the development. The real estate should always be well maintained. Secondly, the outbreak tests the skills and competence of managing staff in handling such a situation. It emphasises the importance of training and effective communication with residents.

Thirdly, it highlights the importance of technology use in communications. To be effective, property managers should explore technology in the provision of their services. The current situation will accentuate the difference between a better-managed development and a less well-managed development.

EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2020 – The judges

Au Foong Yee

EdgeProp Malaysia editor-in-chief and managing director

Can nature, creativity and sustainability co-exist? Any such doubt has been dispelled by winners of EdgeProp-ILAM Malaysia's Sustainable Landscape Awards 2020.

Neither the size nor budget of a project matters as much as the aspiration and attributes of its driver, which is ultimately the developer.

Have you been bowled over by elaborate landscaped gardens or parks that have been designed and created to wow buyers?

Shouldn't landscaped projects that promise sustainable conducive living/working environment, ambience, looks and maintenance matter more? These attributes are even more relevant with the Covid-19 pandemic partial lockdown experience.

Through EdgeProp-ILAM Malaysia's Sustainable Landscape Awards, we strive to put the spotlight on landscaped projects that are outstanding and exemplary. Functional yet alluring and easy-to-maintain concepts win hands down.

I am very encouraged by the quality of this year's entries and winners. Of course, as with all "living" projects, it is still work-in-progress for them, as the Malaysian sustainable landscape bar is continually raised.

To the astute real estate investors: do check out the sustainability of the landscape in the project under consideration until you are satisfied. Make only informed investment decisions.

Assoc. Prof. LAr.

Dr Nor Atiah Ismail

Institute of Landscape Architects Malaysia (ILAM) vice president

Entries for this year's Awards were very competitive and exciting. They have shown amazing understanding on landscape curation, maintenance, durability and sustainability. It is about sustaining people's health, the environment and economy. We should applaud them for their amazing effort.

It's the journey that matters, not the destination. Winning a competition requires a great deal of perseverance and learning. So, for those who failed to win, fret not, keep up your spirits and motivation!

Over the course of the Covid-19 outbreak, I have noticed that nature — and by extension, landscape — is healing. A beautifully landscaped area increases a person's wellbeing and encourages positivity, especially in these sobering times.

For now, just ensure you stay safe at the park, garden or any public places. Practise social distancing and allow nature to heal your soul.



Judging criteria



EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020

The Awards recognise buildings that show excellence in property management. This is the four year of the Awards. The call for entries began mid-October 2019 and closed on Jan 14, 2020.

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 ten 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
- **NEW CATEGORY!** Sustainable affordable housing (projects priced up to RM500,000)

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

Those with interest in any of the submissions have abstained from casting their votes accordingly.

The results were audited by Deloitte Malaysia and the winning projects were announced and honoured at the virtual Awards ceremony on June 27, 2020.

Projects submitted were shortlisted based on the judging criteria.



Among the 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

EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020

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 Malaysia.



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

Editor's Choice Awards 2020

Selected by the editors of EdgeProp Malaysia, 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-ILAM Malaysia's Sustainable Landscape Award 2020



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:

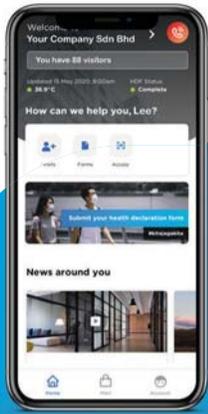
- Entrants who are certified landscape architects under ILAM (corporate, graduate or foreign member)
- Any property developers
- Projects that have been fully completed for no less than 12 continuous months and are located in Malaysia

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 Malaysia 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.

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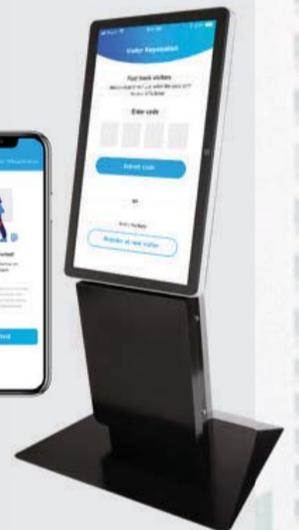
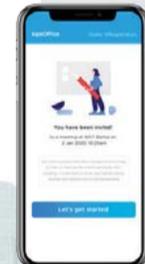
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Security & Guard App

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Adapt to the new normal in a few simple steps through a holistic end-to-end digital experience. Protect your community, customers and teams with Affordable AI-Powered, Contactless, and Secure Technology.



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@ CANTEEN
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Crisis Monitoring & Management System

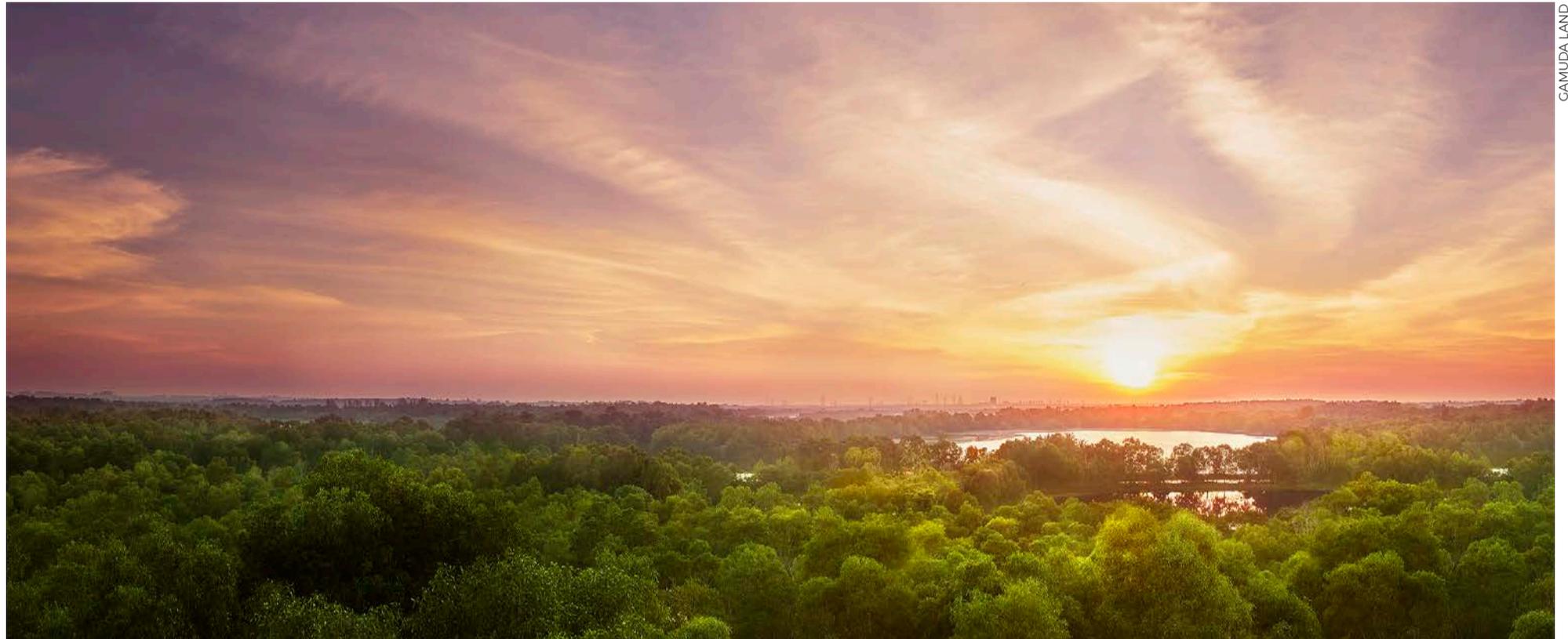
4 ATTENDANCE & SCHEDULING
@ OFFICE
@ SCHOOL
@ FACTORY

3 SOCIAL DISTANCING
@ ELEVATOR
@ WALKWAYS

Winners

**EDGEPROP MALAYSIA'S
RESPONSIBLE DEVELOPER:
Building Sustainable
Development Award 2020**

Gamuda Land



GAMUDA LAND

A view of Paya Indah Discovery Wetlands adjacent to the Gamuda Cove development

A developer's commitment to the community it builds



Social distancing was practised. This image has been doctored.

Gamuda Land received EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020. From left: EdgeProp Malaysia executive editor Sharon Kam, Ngan, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

BY TAN AI LENG

Gamuda's expertise in construction and engineering as well as infrastructure building has no doubt impressed many, but beyond that, the company's innovation and skills have also been proven in property development.

"The townships that we build must be able to stand the test of time and are easy to maintain. Our mission is to create homes that people could grow up and grow old in," Gamuda Land CEO Ngan Chee Meng says.

In line with this mission, Ngan stresses that the company wants to maintain for good Gamuda Land's signature of clear lakes with natural landscaping in its townships.

To make such a promise is a daring move but he is confident the company could fulfil the commitment as sustainable design has already been its aspiration even from day one of project planning.

"To achieve the objective of sustainability, the township must be able to stand the test of time but also benefit the environment and not only for the users. Building properties that people want and are easy to maintain are always in our mind," he adds.

In EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, Gamuda Land received the EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award. At the same Awards, the developer's projects The Cove @ Horizon Hills received the Gold in the below 10 years non-strata residential category while Horizon Hills won Gold in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020 category. Horizon Hills in Johor is developed jointly by Gamuda Land and UEM Sunrise Bhd. Another project The Robertson in Kuala Lumpur won Silver in

the below 10 years strata residential category.

Marked by the identity of a green environment, Gamuda Land's townships are displays of vast foliage that is not just well-curated landscapes but with every plant in the right place to create a harmonious sanctuary.

"Listen to what the land tells you," says Ngan, emphasising that this is not simply a catchy marketing line, but that every township has actually been designed in a different way based on what suits the soil and weather.

The company even has its own nursery to grow suitable trees for the townships even before the projects were introduced to the market. The 17-acre nursery in Sungkai, Perak so far has planted 265,000 matured trees to serve such needs.

"We study the environment and soil to understand the suitable plants for different developments and also to create a balanced ecosystem for the townships," Ngan reveals.

Gamuda Land has also invested in research and development on biodiversity and is looking to work with the government to set up a research centre focusing on creating a balanced ecosystem for the environment.

This is in line with the company's objectives of building sustainable townships, including for its latest project - Gamuda Cove in southern Klang Valley (along the Elite Highway and opposite Cyberjaya).

This 1,530-acre development will be divided into a few districts comprising residential and commercial developments, a 23-acre Discovery Park, a 60-acre Central Park with three lakes and a new water theme park.

With so many different elements in a township development, creating a balanced ecosystem is important to ensure the success of the project as it's conceptualised as a "nature sanctuary", leveraging on its location adjacent to the Paya Indah Discovery Wetlands.

CONTINUES NEXT PAGE →

Winners

**EDGEPROP MALAYSIA'S
RESPONSIBLE DEVELOPER:
Building Sustainable
Development Award 2020**

Gamuda Land



PICTURES BY LOW YEN YEING | EdgeProp.my

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Emphasizing transparency

To ensure the company could keep its promises, transparency of every process is important so that every property could be delivered on time, with high quality, at the controlled cost and without wastage, stresses Ngan.

This includes the project tender process, where everything is conducted in a transparent way through real time bidding. Hence, only contractors that have the skill set, knowledge and reasonable price will win the award.

"It's not just pricing, we are looking for contractors who could fulfil our strict requirements and specifications. Take building wiring as an example, we have strict requirements to follow as we are constructing using IBS (industrialized building system). The wiring must follow the calculated route, otherwise it will not fit.

"Even for urgent works, at least three bidders are required before the contract is given out," Ngan discloses.

With the system being continually improved, the company has seen the rate of variation order dropping to 2% last year compared to 5% previously.

Lessons learnt

Gamuda Land's journey as a property developer was not always smooth-going. One hard lesson was from Bandar Botanic, its first green master-planned township in Malaysia. The development has been fully completed with a total of 8,593 residential units having been handed over to date.

Since Bandar Botanic began construction until it began handing over by phases from 2004, the 1,242-acre freehold township in Klang, Selan-

gor had won numerous awards for its township planning. However, things had taken a dive when the sewerage system in the development's first phase - Ambang Botanic 1 broke down in 2009, leaving the township with a foul stench from sewage overflow. Naturally, Gamuda Land was blamed by residents for the dysfunctional system.

The system was progressively approved, compliance-tested and subsequently taken over by the local authority in 2005, but it began to malfunction over the years. Despite the fact that the development had been completed and handed over to the local authority, the company had to come up with short-term solutions like manually de-sludging the sewage while it facilitated meetings between the Residents' Association and the National Water Services Commission (SPAN) to look for a permanent solution. Finally, all parties agreed on rectification works to upgrade the sewerage system.

Ngan says this incident emphasised that with the right attitude in problem solving, enhanced communication as well as skills and knowledge, the problem could have been solved earlier.

"The incident also reminded us the importance of quality property and facility maintenance. It cost us 10 years and millions of ringgit to fix the problem. We have taken this as a lesson and have taken up the responsibility of managing the common property and facilities of the townships developed by us," Ngan points out.

Gamuda Land is the property development arm of the 44-year old Gamuda Bhd. It has developed at least 11 townships and nine vertical communities in Malaysia and overseas. As at July 2019, the company has delivered 45,907 properties. It takes pride in its township planning, facilities management and infrastructure development, leveraging on the group's expertise in construction, engineering and IBS.

Top left: Jade Hills in Kajang is also award-winning project by Gamuda Land. (Photo by Low Yen Yeing)

Bottom: Trees planted in Gamuda Land's townships are grown in its own nursery.



To achieve the objective of sustainability, the township must be able to stand the test of time for the environment and for the users." — Ngan



Winners

**EDGEPROP MALAYSIA'S
RESPONSIBLE DEVELOPER:
Building Sustainable
Development Award 2020**

**Tanah Sutera
Development Sdn Bhd**



TANAH SUTERA DEVELOPMENT



**View
acceptance
speech
HERE**

Caring for the people, the environment and the future

BY **CHELSEY POH**

A home becomes more than a mere shelter when surrounded by good neighbours within a lively community. That's why Tanah Sutera Development Sdn Bhd (Sutera) strives to foster a close-knit community within its townships.

Established in 1990, Sutera is a home-grown developer based in Johor. It aspires to become a premier developer that facilitates the best neighbourhoods and the first developer to achieve a zero-waste township in the southern state.

Modelling these concepts are its two main townships strategically located between Johor Bahru city centre and Iskandar Puteri (previously known as Nusajaya), both key areas under the Iskandar Malaysia development plan. Named Taman Sutera and Taman Sutera Utama, they form part of 1,200 acres owned by the developer in Skudai.

The developer's commitment in building a vibrant community within a sustainable environment in these townships has earned it EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award 2020, at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

"Sustainability is about taking care of the people, the environment and the future," says General Manager Wee Boon Leong, who is re-

sponsible in steering the company towards its goal on sustainable developments.

"We hope the award would inspire our community to be more passionate about caring for one another and the environment. We also hope it would encourage other developers to take into account sustainability and long-term planning."

Attracting like-minded people

There are numerous features around Taman Sutera and Taman Sutera Utama to encourage communication and bonding.

Although each precinct is gated, Sutera was among the first developers in Johor to introduce gateless houses 13 years ago.

"We want to foster the kampung spirit where everyone knows everyone and children can roam freely and safely.

"We want to be different — not just to build and sell houses but to create a wholesome place for people to grow their families and live a life. Over the years, it has become our DNA," Wee says.

To attract like-minded people to live in their townships, Sutera has introduced various community and environmental initiatives.

"Our target is end-users, not investors. With more own-stay buyers, we can create a strong

CONTINUES NEXT PAGE →



From left: EdgeProp Malaysia executive editor Sharon Kam, Tanah Sutera Development sales and marketing assistant general manager Daniel Tan Koh Heng, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

Winners

EDGEPROP MALAYSIA'S RESPONSIBLE DEVELOPER: Building Sustainable Development Award 2020

Tanah Sutera Development Sdn Bhd



← FROM PREVIOUS PAGE

community that helps sustain demand and property values," offers Wee, adding that residents here are mainly businessmen, professionals and Malaysians working in Singapore.

According to EdgeProp.my data, the average price psf of Taman Sutera landed houses increased from RM157 in 2012 to RM289 in 2019, while landed homes at Taman Sutera Utama grew from RM312 to RM371psf over the same period.

Launched in 1995, Taman Sutera covers 324 acres and currently houses 1,485 landed units, while the development of the 879-acre Taman Sutera Utama began in 2000 and to date, has about 2,647 units of cluster houses, semidees, terraced houses, condominiums and flats. Combined, there is still another 60% of land yet to be developed.

Notably The Seed condominium at Taman Sutera Utama boasts a rental yield of 4.33% as at mid-June 2020. Completed in 2015, The Seed is a 47-acre

low-density project comprising garden villas, duplex suites and condominium units. It is Sutera's first stratified project in the township.

Believe in people

Believing that intrinsic values are important in maintaining sustainability, the developer encourages moral teaching institutions in the townships, such as Fo Guang Shan Hsing Ma Si, A&O Centre of Excellence and Sunlife Education.

"We believe people would do the right thing in the right environment, such as keeping a place clean if it is originally clean," he points out.

To foster a more inclusive community, Sutera has also brought in special-need establishments such as Kiwanis Care-Heart Centre, Calvary Victory Centre, vocational training school Alpha Skills Academy as well as orphanages, elderly care centres and cancer associations.

To counter break-ins, the developer



We hope to create a wholesome place for people to grow their families and live in." — Wee

helped set up home owners' associations (HOAs) for collective strength to ensure better security such as hiring guards.

"It started with 150 households in 2003. Today it has the support from around 1,000 households and is functioning well. We are happy to see good payment habits among members to operate the HOAs over the years," he says.

The developer also assists the HOAs in organizing various activities such as recycling projects, environment conservation exhibitions and fun runs, as well as co-organise celebrations like New Year countdowns and Chinese New Year celebrations. "Sutera distributes mandarin oranges to residents every year during CNY. Our staff eagerly volunteers to do it. This gives them a chance for personal contact with the residents," Wee says.

To inculcate the reading habit, the developer

has initiated a full-fledged library in the neighbourhood mall. Called My Library @ Sutera Mall, the 30,000 sqft library offers more than 60,000 books and reading materials. It is often packed with students especially during pre-exam periods.

Sutera Mall in Taman Sutera Utama has been open since August 2008. The mall received the Editor's Choice Award 2019 — Exemplary Retail Mall and was a Silver winner in the 10-years-and-above Retail Category at EdgeProp Malaysia's Best Managed Property Awards 2019.

Towards zero waste

Under the Sutera Good Earth project launched in 2014, the first food waste composting centre using machines was established at Sutera Mall. Later on, a natural composting facility was set up at an outdoor site.

Support from mall tenants gradually grew and as of January 2020, the Sutera Good Earth Composting Facility has composted 660,267 kg of food waste. Fertiliser made from the waste is used at the community farm called the Sutera Good Earth Farm next to the composting site just 10 minutes' drive from the mall.

The company is also actively educating residents to collect their kitchen waste for the project. "This way, we can reduce outgoing waste from the township and reduce waste at landfills," Wee explains.

Recycling is also aggressively promoted. In 2019, the total amount of recycled organic and inorganic waste reached 544,950 kg. "At the mall, we try to use recycled materials for festive decorations. This has saved us 40% to 50% in decoration cost," he adds.

Stepping up the green initiative is the Kuru Kuru ("re-circulate" in Japanese) Shop in Sutera Mall, where pre-loved items are donated for anyone to bring back for use.

The two townships are equipped with solar panels and rainwater harvesting tanks. According to Sutera, energy generated by solar power at The Seed from 2017 to 2019 accounted for 16.18% of total energy consumption while rainwater harvesting tanks at Sutera Mall and The Seed collected 5,723 cubic metres and 66 cubic metres of rainwater respectively in 2019 alone.

Future plans include establishing the Sutera Eco Park, a place for children to be acquainted with plants, animals and nature preservation.

The developer will also be spending RM10 million to install another 10,526 solar panels at Sutera Mall by end-2020 to cover 21,000 sq m. They are expected to generate 400,000 kWh of electricity per month, saving RM1.7 million or 30% reduction in power bills annually.

TANAH SUTERA DEVELOPMENT

Taking a long-term view

The road to sustainability is often fraught with difficulties and the resources poured into it may see no direct returns. "There were times our efforts were doubted, but people eventually saw the value in creating sustainable communities. Some of our initiatives may not be profitable, but we still operate them as they add value to the townships," Wee stresses.

Sustainable developments can only be successful when the developer holds on to the vision as it requires long-term efforts to reap long-term benefits, he notes.

The developer's approach is now recognised by its shareholders which include Prime Site Sdn Bhd, Permodalan Nasional Bhd, Lembaga Tabung Angkatan Tentera as well as Singapore's Keppel Land and Lee Rubber Co Pte Ltd.

The company has shown a strong financial performance even in tough market conditions. Sales in the two townships in 2019 were three times higher than the previous year. "Profit comes when people talk about the good work being done at the townships," Wee concludes.



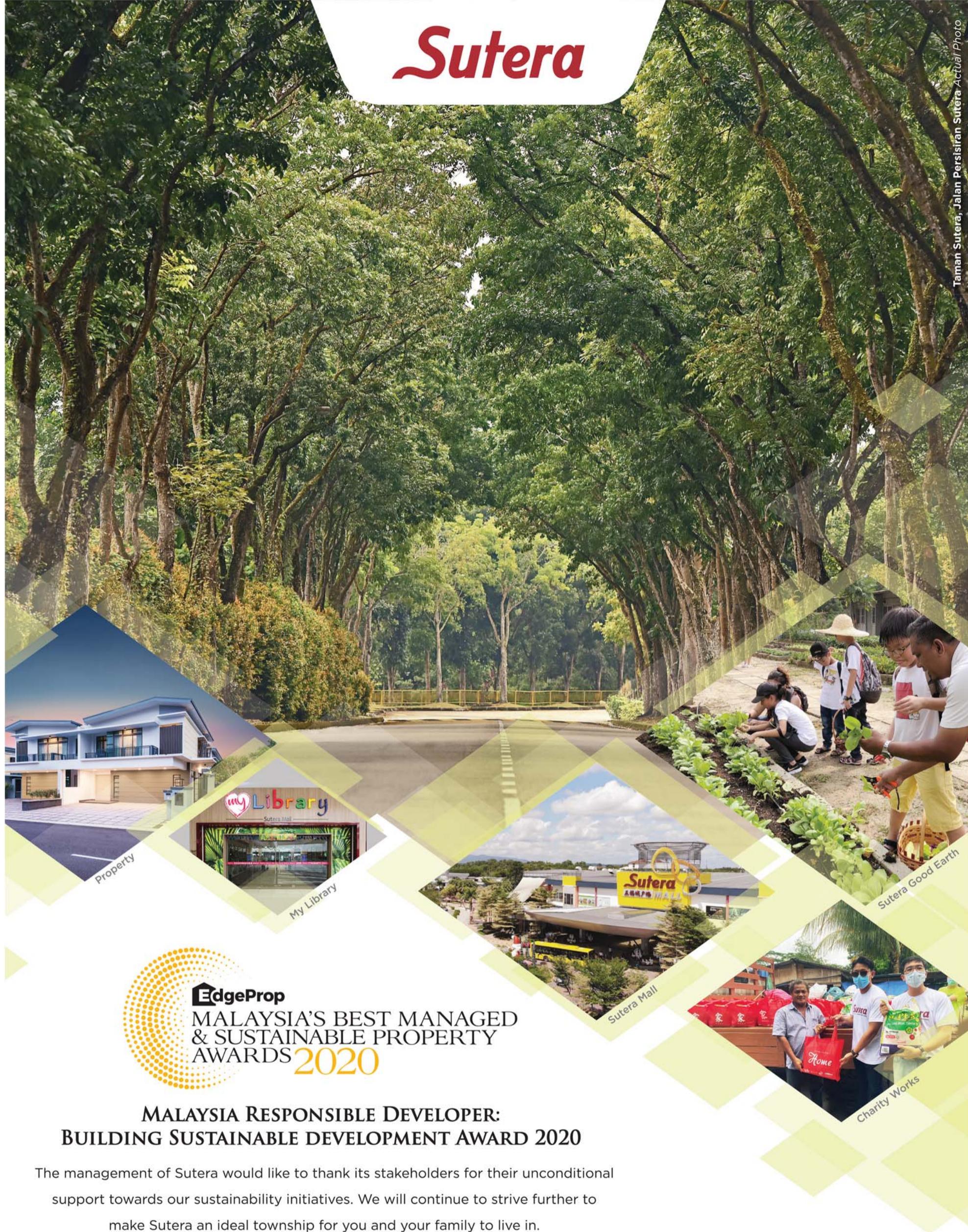
Above: Naturally farmed and pesticide-free vegetables are grown at Sutera Good Earth Farm.

Right: Sutera Mall in Taman Sutera Utama had received the Editor's Choice Awards in 2019 — Exemplary Retail Mall at EdgeProp Malaysia's Best Managed Property Awards 2019.



Sutera

Taman Sutera, Jalan Persisiran Sutera Actual Photo



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**MALAYSIA RESPONSIBLE DEVELOPER:
 BUILDING SUSTAINABLE DEVELOPMENT AWARD 2020**

The management of Sutera would like to thank its stakeholders for their unconditional support towards our sustainability initiatives. We will continue to strive further to make Sutera an ideal township for you and your family to live in.

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Winners

EDITOR'S CHOICE AWARDS: Malaysia's Exemplary Leader in Real Estate 2020

Datuk Soam Heng Choon



BY TAN AI LENG

If not for the Covid-19 pandemic, Datuk Soam Heng Choon would now be travelling with his family around the world.

That was the plan when he retired as managing director of IJM Corp Bhd last year after three decades with the company. Starting his career in the Ministry of Works from 1979 to 1989, Soam then joined Road Builder (M) Holdings Bhd in 1989, which was then acquired by IJM Corp. He had helmed the home-grown construction and property development conglomerate since 2015 before retiring on August 31, 2019.

However, due to the Covid-19 pandemic, Soam's travel plans had to be put on hold. As the president of Malaysia's Real Estate and Housing Developers' Association (Rehda) for the 2018/2020 term, Soam has to get to work and help the industry and the government mitigate the impact of the unprecedented event including the Movement Control Order (MCO) period when almost all businesses were halted for almost two months.

"No one was spared. Most companies are suffering from cash flow problems while individuals are facing pay cuts and loss of jobs," says Soam in an interview with EdgeProp.my during the Conditional MCO (CMCO) period in conjunction with Soam being bestowed the Editor's Choice Awards: Malaysia's Exemplary Leader in Real Estate 2020 title of the EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

Make crisis a learning opportunity

For Soam, the MCO has made him learn how to work remotely and to use online conferencing applications for work discussions and brainstorming.

On the interview day, he had just finished a virtual meeting with members of the International Housing Association from over 20 countries to share each other's experience in facing the pandemic and the measures taken.

Despite the challenges brought on by Covid-19, Soam prefers to look on the bright side of things.

"Take the challenge as it comes. [If not for Covid-19], I would never have learned to use the online applications for meetings or how to obtain information or news in a quicker way. I believe many people feel the same," he says. He urges all Malaysians to stay positive and embrace changes and challenges. "Constant learning and rethinking, while being quick to adapt, are what we need in such situations."

The biggest problem with the MCO was the complete stoppage of work which cut off companies' cash flows. Hence, he says, business owners and individuals should learn the importance of saving and storing reserves for rainy days.

"One must prepare for bad times during the good times. This is the key to survival," he offers.

For property developers and contractors, in particular, they must stay agile and be able to adapt to the situation by reviewing their products and services and even their target markets.

Meanwhile, the government or the authorities have to act quickly to curb the spread of the Covid-19 virus while taking a holistic approach in the recovery process to ensure that businesses can resume smoothly.

As he had often stressed in the past, Soam reiterates the property development indus-



Lessons learnt from past crises will help us tackle future ones."

— Soam



View acceptance speech **HERE**

'Be positive and adapt to change'

try has a 1.4 million-strong workforce and contributes RM40 billion in salaries annually. "The longer the industry remains in zero or low production, the more severe the impact on the value chain and eventually the country's economy."

Taking pointers from the past

Having been in the industry for over 40 years, Soam has been through various crises. The most significant ones were the Asian Financial Crisis (AFC) in 1997, the Nipah virus outbreak in 1998 and this Covid-19 pandemic.

The outcomes of the crises, he says, are the same — people out of jobs, reduced consumption and investment as well as economic downturn. Having said so, he believes that lessons learnt from past crises could help us tackle present and future ones.

Citing for example the AFC which happened when IJM's Seremban 2 township in Negeri Sembilan was launched, he says it taught him to "go back to basics and understand what the market needs at that time."

"Purchasing power was low, property sales were bad but we didn't give up. The team had to relook our buyers' profile and rework the design plans to offer the right-priced products that catered to them."

The strategy successfully kept the 2,300-acre township going and subsequently become a vibrant place to live today.

As for the Nipah virus outbreak, Soam who was a civil engineer from Seremban, was involved in operations to cull one mil-

lion pigs to curb the spread of the disease in Bukit Pelanduk, Negeri Sembilan.

"We had to stop our project earth works so we could avail our excavators for the operations to stop the disease from spreading."

He also had to talk and listen to the villagers to find the best solution to end the source of the disease. "This crisis taught us to listen, communicate and to look at a problem analytically," he recounts.

As for the Covid-19 crisis, Soam expects

people's priorities to change as a result and if developers, contractors or other service providers do not adapt to the change, they will lose their competitiveness in the market.

Looking ahead

Post Covid-19 and MCO, Soam says developers may need to offer homes that facilitate the work-from-home trend and include broadband internet as an essential infrastructure in their projects.

"The house layout could include allocating a dedicated online meeting corner to avoid interruption by other family members, smart home features, more natural light, better air ventilation as well as greenery," Soam offers.

The design of common areas and facilities may also need to facilitate safe physical distance among residents, so an outdoor gym could be more enticing than an indoor one.

Meanwhile, the government and developers will be looking at Industrialised Building Systems and other technologies even more seriously now to reduce labour.

"Proptech and ConTech (construction technology) as well as artificial intelligence and robotics will gain more attention in the future, as people need to prepare themselves in case an MCO or anything similar happens again," he says.

Indeed, property development has been evolving. And while the MCO and Covid-19 may bring about even greater change, there are some things that should not change — the emphasis on sustainability.

According to Soam, award-winning projects usually have one thing in common — practical designs and sustainable materials that require least maintenance.

"Ageing is a challenge for our buildings. The materials used will determine ease of maintenance. For example, using paint is always more practical, compared with tiles for instance. If the facade becomes old and tired, a new coat of paint could easily refresh the building," he says.

It goes without saying that well-maintained properties are more attractive to homebuyers and maintain their values better.

"Property developers not only have to build quality homes but have to make sure their properties offer capital appreciation, ease of maintenance and facilitate community building," he concludes.



From left: EdgeProp Malaysia executive editor Sharon Kam, Soam, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

EdgeProp.my

Virtual Fireside Chat



FREE TO JOIN

FIRESIDE CHAT 1

STOP! Are you destroying your property value?



Anthony Lee Tee
Accredited building inspector and trainer, Architect Centre



Chris Tan
Founder & Managing Partner, Chur Associates



Haji Ishak Ismail
President, Persatuan Perunding Hartanah Muslim Malaysia (PEHAM)

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WHEN Thursday, 9 July @ 8:00 pm
WHERE EdgeProp Malaysia's FB Page

MODERATED BY **Au Foong Yee**
Editor-in-Chief & Managing Director, EdgeProp Malaysia

FIRESIDE CHAT 2

INSIDE STORY: Managing high-end strata homes



Dato' Nabhesh Khanna
Chairman, Solaris Dutamas



Kenneth Khoo
Chairman, The Mansions @ ParkCity Heights



Khaw Chay Tee
Past Chairman, Sri Penaga Condominium

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Winners

EDITOR'S CHOICE AWARDS: Malaysia's Outstanding Affordable Homes Project 2020

SUSTAINABLE AFFORDABLE HOUSING (up to RM500,000) category

Silver

Karisma Apartment @ Eco Majestic



Karisma Apartment @ Eco Majestic took home two accolades for this year's Awards. From left: EcoWorld Property Services head Yvonne Tey and Yap receiving the Silver award trophy for Karisma in the Sustainable Affordable Housing category from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.



From left: Kam, EcoWorld Malaysia president & CEO Datuk Chang Khim Wah, Zuraida, Au and EdgeProp Malaysia director of business and product development Alvin Ong. Chang received Karisma's trophy as Editor's Choice Awards: Malaysia's Outstanding Affordable Homes Project 2020.

The difference an effective management team can make

BY CHIN WAI LUN

Affordable homes don't have to look shabby. Against such stereotypes, Karisma Apartment has proven that effective property management can in fact put affordable housing on par, if not better than its pricier counterparts — without breaking the bank.

This high-rise residential project within the Eco Majestic township in Semenyih, Selangor is developed by Eco Majestic Development Sdn Bhd, a fully-owned subsidiary of EcoWorld Development Group Bhd (EcoWorld).

Completed in January 2019, it is being managed in-house by EcoWorld Property Services (Central) Sdn Bhd (EWPS) during the Preliminary Management Period. Karisma comprises 750 units of 3-bedroom and 2-bathroom apartments measuring 800 sq ft. Priced at about RM260,000 (upon launch),

every unit comes with two parking bays.

At EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, Karisma Apartment was selected as the Editor's Choice Award: Malaysia's Outstanding Affordable Homes Project 2020. It was also named the Silver winner in the Sustainable Affordable Housing (homes priced up to RM500,000) category.

"We have always placed a high importance on our product and service

quality for all purchasers and there are no exceptions for our affordable housing range. We aspire to develop affordable housing that is liveable and built for sustainable maintenance and management.

"Although this is an affordable housing project, it carries elements of the EcoWorld DNA with thoughtful landscaping, facilities and amenities, to ensure there is no standard difference in all products in Eco Majestic," EcoWorld divisional general manager Evon Yap tells EdgeProp.my.

Continuous training for management team

"Apart from the usual SOPs and systems, we believe Team EcoWorld is the key driver to delivering quality services and maintenance standards at Karisma. We value the well-being of our staff and conduct continuous training to develop both the employees' technical skills and soft skills," Yap says.

Among the newer training programmes that have proven successful is the 4 Disciplines of Execution (4DX).

"Using the 4DX, we are able to execute our strategies effectively, resulting in higher productivity. We can track and review our performance as well as record our achievements, share key learnings and set weekly goals. This helps us to reshape our behaviour and thought process collectively as a team," explains Yap.

"We cannot work alone. Our key stakeholders like the security and cleaning services also play big roles. Hence, they are included in the 4DX training. As a result, the commitment to work together is strong, which is the key to sustaining the overall upkeep of Karisma," she adds.

Besides trainings, the team adheres to these principles:

- "Do it Right" from the beginning — all common area defects are resolved properly before handing over to the Joint Management Body or Management Corporation to prevent major repair costs later on.
- "Do it Better" — by establishing pragmatic practices to do the job more cost-effectively with minimal redundancy, outlining the scope and requirements clearly and going through proper tender and evaluation processes.
- "Do it Smarter" — through different approaches or methods like DIY for quick fixes as well as optimising common area facilities to avoid wastage.
- Automate processes, leveraging Internet of Things and smart business platforms. The EcoWorld Neighbourhood App has been created for this purpose, where the in-app sends out notification alerts, and security registrations are automated.
- Consistent check and balance — all expenses are capped within budget; special approval is required for any discrepancies; a monthly financial report review identifies expenditures that require control measures.

The team does encounter difficulties occasionally. "The timeframe to resolve some issues can affect our service standards at times when it involves external vendors, or faces shortage of materials or resources. These are factors beyond our control, but usually misconstrued as deliberate delays. Hence, the team needs to come up with creative solutions, sometimes using DIY methods to expedite the lead time to address concerns," Yap elaborates.

CONTINUES NEXT PAGE →



Winners

EDITOR'S CHOICE AWARDS: Malaysia's Outstanding Affordable Homes Project 2020

SUSTAINABLE AFFORDABLE HOUSING (up to RM500,000) category

Silver

Karisma Apartment @ Eco Majestic



PICTURES BY LOW YEN YEING | EdgeProp.my

Well maintained and designed with a minimalist concept in mind, there is also no compromise on the aesthetics for this affordable housing project.



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Saving cost through forward planning

Keeping costs low is paramount, especially for an affordable housing project. However, that does not mean quality and workmanship are compromised.

"Planning ahead is very important. Anticipating ad-hoc rectifications, we have factored them into fund collections as well.

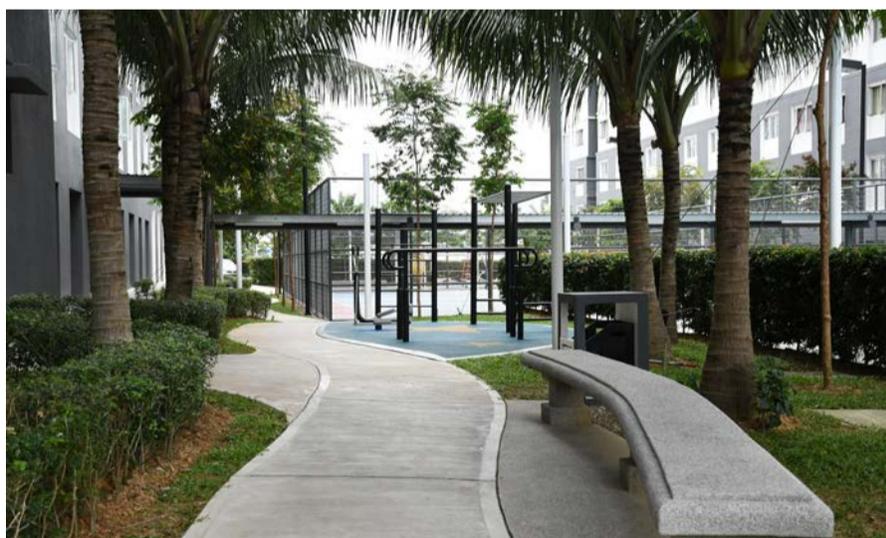
"It is also equally important for us to carry out activities that benefit our community. For instance, we budget for community activities

for a 12-month period. By mapping out those activities earlier and locking in the cost, we get savings which go into the surplus funds to be used for future or unexpected rectifications," shares Yap.

The current occupancy rate of Karisma is at 65% as of February 2020, that is equivalent to 487 out of 750 units since EcoWorld began handing over units in January 2019.

Additionally, the latest collection rate for

This affordable housing project is packed with amenities such as a swimming pool, surau, nursery, multipurpose court, gym and more.



KENNY YAP | THE EDGE



“

Although this is an affordable housing project, it carries elements of the EcoWorld DNA with thoughtful landscaping, facilities and amenities, to ensure there is no standard difference in all products in Eco Majestic." — Yap

maintenance fee stands at 89% (as of June 2020).

"There are some challenges, which is why prior to vacant possession, we have initiated a series of community awareness that explains the role of homeowners in sustaining the overall upkeep of Karisma.

"This includes matters like the importance to care for the built environment, paying maintenance fees on time, observing the by-laws and more. Through constant engagement and awareness, Karisma owners have become relatively mindful to pay the fees on time and as a result the collection rate has been consistently more than 85% since vacant possession," says Yap.

Meanwhile, new Karisma homeowners must undergo a mandatory orientation programme where they are introduced to important house rules and the handover process.

"It helps homeowners understand their responsibilities in a stratified development and the importance of sustaining the building environment together with EWPS," stresses Yap.

Moving forward, EcoWorld is introducing a new feature on its EcoWorld Neighbourhood app to enable residents to make payments and check their account statements easily.

"We are also exploring an integrated building operations solution which offers automation features and real-time updates that substitute some of the current manual workflow. This will enable us to better utilise our manpower and improve our maintenance service levels," says Yap.

She adds that instilling the stratified living mindset and cultivating a civilised community living momentum are still some aspects the team strives to perfect.

"With the initiatives implemented, we have seen an increase in awareness amongst the community and we strive to continue working hand in hand with the community to mitigate issues such as delayed payments and non-compliance of house rules," she says.

"We are thrilled and humbled to be recognised for creating benchmark products with enduring values. The award is a testament of the team's continued commitment and hard work. It's also a motivation to further raise the bar for quality management in all our developments," says Yap.

ECOWORLD CELEBRATES TRIPLE ACCOLADES

Thank you for the recognition at **Malaysia's Best Managed & Sustainable Property Awards 2020**.
These are testaments to Team EcoWorld's ongoing commitment to crafting world-class developments, while remaining steadfast in our journey to create sustainable environments that deliver enduring value for our communities, as we continue to innovate fresh ideas and products to enrich life experiences **For Generations.**



ECO MAJESTIC

**EdgeProp Malaysia's
Editor's Choice Awards**

**Malaysia's Outstanding
Affordable Homes Project**

2020

**KARISMA APARTMENT
@ ECO MAJESTIC
KLANG VALLEY**



ECO MAJESTIC

Silver Winner

**Sustainable Affordable
Housing Category**

2020

**KARISMA APARTMENT
@ ECO MAJESTIC
KLANG VALLEY**



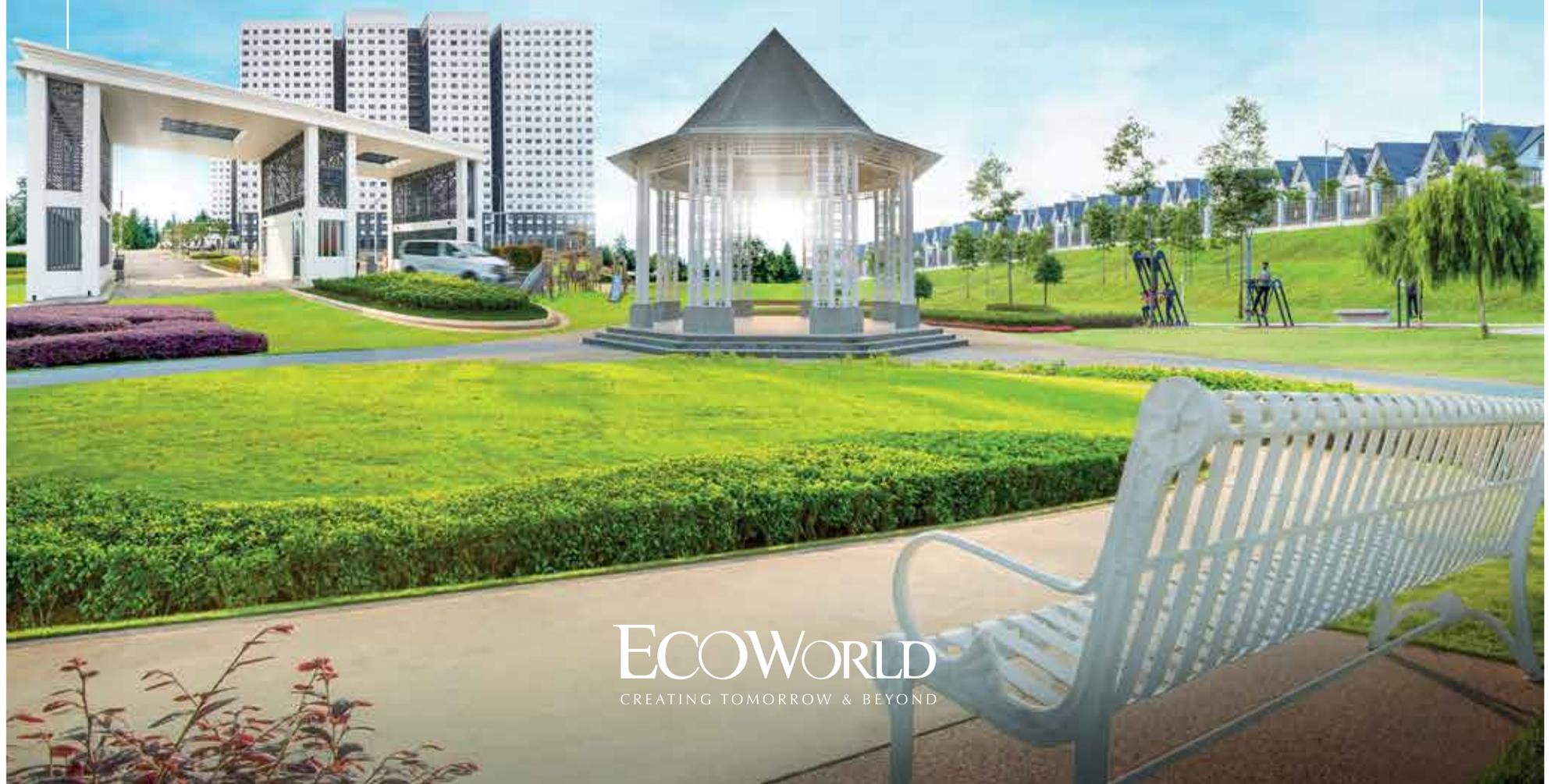
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2020

**URBAN PARK
@ ECO SPRING
ISKANDAR MALAYSIA**



Winners

EDITOR'S CHOICE AWARDS:
Malaysia's Outstanding Sustainable Resort 2020

The Banjaran Hot Springs Retreat



The villas at The Banjaran Hot Springs Retreat are nestled among calm waters and lush foliage.



View acceptance speech **HERE**

Proving that preserving nature can be profitable

BY **EDGEPROP.MY**

The Banjaran Hot Springs Retreat is a sanctuary where your senses will be soothed by the harmonious coexistence of man and nature. Nestled in a 22.7-acre valley just 15 minutes from Ipoh, Perak, the boutique spa resort created by Sunway Group offers 45 villas set amidst 260 million-year-old towering Paleozoic limestone hills in a tropical rainforest offering natural geothermal hot springs, ancient caves, cascading waterfalls and translucently clear waterways.

Even on the hottest time of the day, we had a pleasant walk around the resort – birds were chirping while two geckos were basking in the sun on the pathway, unfazed by the presence of humans. Even the fishes in the lily pond leisurely swam up to the surface to greet us as we passed by. This world-class sustainable development truly celebrates the splendour of nature.

It is no surprise then that this eco paradise has clinched the Editor's Choice Award: Malaysia's Outstanding Sustainable Resort 2020 at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

The Banjaran Hot Springs Retreat is part of the integrated Sunway City Ipoh development. Notably, it is conceptualised and created by Sunway Group founder and chairman Tan Sri Dr Jeffrey Cheah AO himself.

"Sustainability is emphasised in our vision statement, which is to be Asia's model corporation in sustainable development, innovating to enrich lives for a better tomorrow. At Sunway City Ipoh and at Banjaran Hot Springs, we



Jeffrey: Sustainability is emphasised in our vision statement, which is to be Asia's model corporation in sustainable development, innovating to enrich lives for a better tomorrow.

have preserved the natural environment and built around it instead of clearing the forest and bulldozing the hills," he tells EdgeProp.my.

"The development has helped Ipoh in particular, and Malaysia in general, to attract worldwide attention and international accolades. This latest award by EdgeProp.my is a very welcome addition to the growing list and is another powerful endorsement of our policy and practice of doing well by doing good," says Jeffrey.

He adds the perception that sustainability entails higher costs is misguided. "Our own experience here at Sunway demonstrates that sustainability and profitability can go hand in hand."

During the planning and construction phase, various elements of sustainability

CONTINUES NEXT PAGE →



Social distancing was practised. This image has been doctored.

From left: EdgeProp Malaysia executive editor Sharon Kam, Sarena, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

Winners

EDITOR'S CHOICE AWARDS:
Malaysia's Outstanding Sustainable Resort 2020

The Banjaran Hotsprings Retreat



← FROM PREVIOUS PAGE

were taken into consideration to ensure that the development was built on the principle of environmental protection, hence the ancient rain-forest, limestone hills and caves were preserved.

According to Sunway City Ipoh executive director Wong Wan Wooi, construction was done without destroying the natural hotsprings underground while more than 90% of the construction materials were locally-sourced and the interior design of the villas used mainly recycled materials.

Wong, who helped curate and build this amazing retreat, reveals that before the commencement of construction, Sunway had engaged and collaborated with a geologist to identify the sources and the routes of the hotsprings underneath the surface.

"We have carried out temperature mapping of the site to make sure our construction activities, particularly our foundation works, would not destroy the hotsprings," recounts Wong.

"We harnessed the gifts from nature and built around them, keeping our utmost respect for nature," he adds.

Sunway Bhd property division managing director Sarena Cheah notes that the retreat is proof there is no need for a trade-off between profitability and environment protection.

"Unlike before, there are now many studies that show the financial advantages of building green. Compared to when we started, there are now a lot of rating tools and performance measurements that can guide us all to be more environment-friendly while building.

"Green building materials and furnishings are now more widely available and their prices have dropped considerably, unlike in the past when they were only available at a premium," Sarena says.

Today, The Banjaran Hotsprings Retreat has remained true to sustainable practices and has become a self-sustaining resort with revenues on an uptrend in the last five years, Wong reveals.

He says that 90% of the management and staff are locals and all the items used in the retreat are derived from local sources. On top of that, the team has been putting in measures to reduce the retreat's plastic footprint to a near-zero level. These and many other green practices are included in the resort's Sustainability Management Plan.

Wong believes that behind the success and sustainability of The Banjaran Hotsprings Retreat is the inspiring leadership of the Sunway Group management.

Although the resort is now under the group's hospitality division to operate and manage, Jeffrey and Wong often visit the resort, keeping an eye on its condition and maintenance.

"Both of us know this place very, very well and we are very meticulous. Even something as minor as a faulty light would catch Tan Sri (Jeffrey)'s attention and he would request someone to fix it as soon as possible — that is how we ensure this place is maintained in tip-top condition," he shares.

The team always looks for ways to keep improving and learn from mistakes. Wong cites an example of an expensive lesson learnt — the selection of thatched roofs at the resort that were made from processed oil palm leaves.

"The material became brittle quite quickly under our hot and humid weather, resulting in the proliferation of algae growth, breeding of insects, roof leaks and bad smell," he recalls.

In less than two years of opening the resort in 2011, the team ended up with no choice but to carry out an entire replacement of the roof to bituminous shingles that cost millions of ringgit, but the new roofing has lasted ever since.

"We do make mistakes but we are quick to identify them and take corrective action," Wong emphasises.



Over 90% of the construction materials were locally-sourced and the interior design of the villas used mainly recycled materials.



“We harnessed the gifts from nature and built around them, keeping our utmost respect for nature.”
— Wong



“The retreat is proof there is no need for a trade-off between profitability and environment protection.”
— Sarena



Set within a 260-million-year-old limestone cave, Jeff's Cellar in The Banjaran Hotsprings Retreat is one of the most unique wine bar in the world.

Positive reviews from near and far

The success of The Banjaran Hotsprings Retreat is evident from the positive reviews by its guests, achieving a full five-star rating on Tripadvisor based on 1,173 reviews as at March 19, 2020.

The average occupancy in 2019 for the 45 villas was 70%. There are three types of villas, namely Garden Villa, Water Villa and Lake Villa, with built-ups of 2,808, 1,667 and 873 sq ft, respectively.

Sarena adds that the retreat is a masterpiece that has captured the attention of people from around the world — including academics, media, economists, scientists, celebrities, various thought-leaders, ministers and government officials.

"We hope that it will continue to inspire others to develop sustainably," she says.

Meanwhile, the developer is planning another phase in Banjaran with at least another 50 villas to be built on a 30-acre contiguous land.

This will be guided by Sunway's core values — Integrity, Humility and Excellence, says Jeffrey.

"The commitment to sustainability and the upholding of our core values are deeply ingrained not just in the group's corporate culture, but also among all our external stakeholders. As such, the next generation of leaders is well-versed and committed to our vision and our mission. I am confident they will continue to pursue our goals in a manner that is aligned with our philosophy," he asserts.

Winners

EDITOR'S CHOICE AWARDS:
Malaysia's Built for Sustainability 2020

PJ Trade Centre



BY TAN AI LENG

When the building design of PJ Trade Centre (PJTC) was first presented, it raised many eyebrows, because the industrial concept was something uncommon a decade ago.

Completed in 2009, PJTC sits next to the Bukit Lanjan forest reserve, facing the bustling Damansara-Puchong Expressway (LDP) in Damansara Perdana, Petaling Jaya, Selangor.

The red-brick and concrete development stands on a 5.5-acre freehold tract and has become an architectural landmark in the area.

The office development comprises four towers of 20 to 21-storey tall. The RM358 million project has a total built-up of 871,838 sq ft.

More than a decade on, the development's unconventional design whose key feature is a serene central garden plaza has retained much of its charm.

It was therefore apt that PJ Trade Centre was named EdgeProp Malaysia Editor's Choice Awards: Malaysia's Built for Sustainability 2020 at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

What led the developer to create this iconic project was its belief that sustainable and industrial design will be the future trend of architecture in Malaysia.

The company's executive chairman Ahmad Khalif Mustapha Kamal, who is also known as AK, is the son of MK Land Holdings Bhd founder Tan Sri Mustapha Kamal Abu Bakar. He teamed up with Peter Chan, a former employee of MK Land, to form Tujuan Gemilang Sdn Bhd in 2005 and PJTC was their first project.

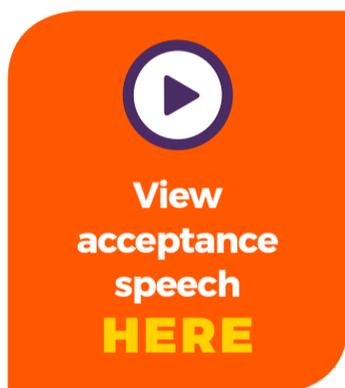
In the email interview with AK, he tells EdgeProp.my that the company has intentionally wanted an office building that suits the local climate and context.

"The concept for PJTC is based on the Malaysian paradigm, and is less reliant on western concepts, with respect to both choice of construction materials and building design. As a result, it is better adapted to monsoon Asia.

"What PJTC is today — with the colossal concrete facade screen and undulating vegetation backdrop at Damansara Perdana on one side and a beautiful 2.5-acre central



Ahmad Khalif: We always aim to create projects that challenge convention and push the industry forward. The PJTC project definitely illustrates this.



plaza with lush landscaping to greet visitors on the other side — is something we had envisioned and is proud of," he notes.

About 1,600 trees have been planted in PJTC — at the central plaza, the 12 sky terraces and two sky gardens within the buildings.

The buildings and offices are designed to promote green features and sustainability, hence, local materials such as exposed concrete, brickwork, vent block, glass and tiles are used, as opposed to imported materials such as aluminium cladding and marble, which have high embodied energy.

Minimal effort required

The industrial design with sleek modernity and old world charm demonstrates a per-



fect play of contrasts. Most importantly, the building is designed to age naturally and beautifully, adds Emkay group asset management general manager Jailani Mohamad, who manages Menara Mustapha Kamal, one of the office blocks in PJTC. The other occupants in PJTC include multi-national companies like Bata, the Inland Revenue Board PJ branch and Gamuda Land headquarters.

The buildings' intricate and delicate detailing such as metalwork railings and the hanging stairs in the main lobbies, required great skill and understanding to deal with the aesthetics of weathering so that the facades at PJTC can age gracefully with little maintenance.

Although not GBI-certified, the building was established to be green ten years ago and has remained so. The only difference is the grass at the park in front of the building has been replaced with pebbles that blend nicely with the industrial look of the building.

He lauds the design of the building as it requires minimal effort to maintain. All the main lobbies and lift lobbies are naturally lit and ventilated, as are all the washrooms in the offices. Besides, there is no escalator to the first floor. Instead, it is accessed through the hanging staircase in keeping with the industrial concept.

The buildings are "thin", with a width of around 14m to 16m. This allows plenty of natural light and cross ventilation through large sliding windows while vent block screens help to minimise heat, hence reducing the usage of indoor air-conditioning.

Although there is no air-conditioning and artificial lighting installed in the common area, it does not feel hot and humid, thanks to the good ventilation that makes the building "breathe". Even during noon times, employees and visitors can be seen hanging out at the park area for some fresh

air. The savings in energy consumption has also translated to cost savings.

Jailani reveals that the rental for office spaces in Menara Mustapha Kamal ranges between RM4 and RM5 psf, inclusive of utility charges, maintenance fees and sinking fund.

There were challenges during the design and construction process, AK admits, but even so, he says, if given the opportunity to redevelop the same piece of land, he will still want to construct the same building again, but with minor adjustments to enhance the sustainability features.

"We always aim to create projects that challenge convention and push the industry forward and the PJTC project definitely illustrates this," he stresses.

In countering the challenges during the construction of the project, AK credits it to the foresight from the initial planning stage. The site planning allowed the vast 871,838 sq ft of net lettable area to be broken down into four office towers. The more manageable sizes made it more economical to build.

During the oil crisis of 2008, the cost of construction materials also escalated. At the same time, there was a shortage of materials in the market, especially steel reinforcement as well as site workers.

Fortunately, the project's main contractor was a company of strong financial standing with close links to major suppliers. They were able to overcome the supply constraints and continue the work.

This was also made possible by the project management and finance team who found the best way to move forward with careful cost control.

"I do believe that wellness and sustainability is the future for development planning. There needs to be a total change in attitude towards how we use the earth's scarce resources in property development — we should just touch the earth lightly," AK shares.



Social distancing was practised. This image has been doctored.

From left: EdgeProp Malaysia executive editor Sharon Kam, Tujuan Gemilang director Mustafar Jaafar, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

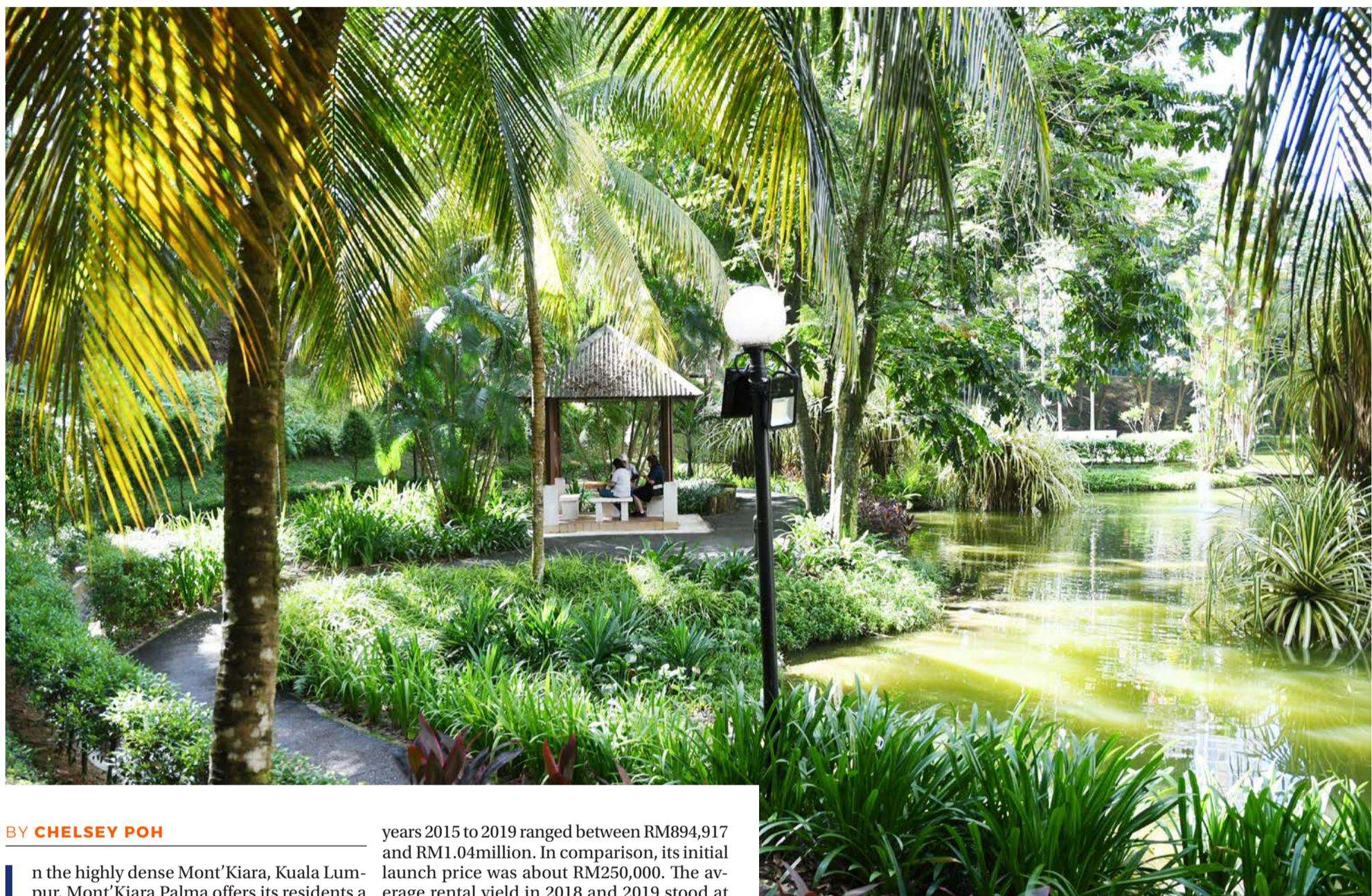
Winners

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2020

Gold

Mont'Kiara
Palma

Tended like a personal garden



PICTURES BY LOW YEN YEING | EdgeProp.my

BY CHELSEY POH

In the highly dense Mont'Kiara, Kuala Lumpur, Mont'Kiara Palma offers its residents a sanctuary of tranquility. Tall and neat rows of palm trees line the condominium entrance against a lush backdrop of a variety of well-trimmed plants. Countering the pervasiveness of the sun's heat, the abundance of trees and shrubs create a cool and peaceful ambience here.

In the Water Arena is a man-made lake with a jogging track around it, a swimming pool accompanied by a Jacuzzi pool, two fountains, gazebos, decorative stone platters, wood trunk seats and a children's playground.

Its four-acre landscaped recreational area has drawn many to live here. "The extensive recreational space is the reason Mont'Kiara Palma is favoured by many, especially expat tenants," says management corporation (MC) chairman Lau Bek Tian.

The conscientious care in its maintenance has led Mont'Kiara Palma to winning a well-deserved Gold in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020 category of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

The project had previously won Gold in the more-than-10-years multi-owned strata residential category at EdgeProp Malaysia's Best Managed Property Awards in 2018.

Developed by the then Sunrise Bhd (now UEM Sunrise Bhd) and completed in 1994, the eight-acre freehold condominium houses 405 homes in two blocks.

According to EdgeProp.my's data, the average transacted prices of Mont'Kiara Palma units in the

years 2015 to 2019 ranged between RM894,917 and RM1.04million. In comparison, its initial launch price was about RM250,000. The average rental yield in 2018 and 2019 stood at 4.71% and 4.94% respectively.

Since its completion, Mont'Kiara Palma has been managed professionally by SCM Property Services Sdn Bhd, a wholly-owned subsidiary of UEM Sunrise.

Creative DIY improvements

"The residents often give positive feedback to us about the landscape. We have very good support from the MC," says Felicia Neoh, who has been the residential manager since 1997.

Apart from daily walkabouts and weekly maintenance inspections, Neoh and her team has also been seeking ways to save cost. Several DIY improvements have been made over the years. For instance, some of the stools by the lake were from chopped tree trunks.

"We try to do things ourselves to save cost but the truth is, we also like to try out new things," she enthuses. "Good thing we have a team of people who are creative!"

A more major DIY project was a submerged pipe system with pump and filter installed at the C-shape lake.

"The lake had looked muddy due to stagnant water, so the MC and the management team came up with this idea for the pump and filter. We spent only about RM3,200 to build the water circulation system ourselves.

"Initially, we laid pipes on the ground for

In the Water Arena, the man-made lake is surrounded by a jogging track, sheltered by the abundance of trees and shrubs that create a cool and peaceful ambience here.



Social distancing was practised. This image has been doctored.

From left: Neoh, Lau, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

CONTINUES NEXT PAGE →

Winners

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD 2020

Mont'Kiara Palma

Gold



A mini herb garden which has become the hot spot for resident "chefs" to gather and exchange notes on recipes and the dishes for the day.

PICTURES BY KENNY YAP | THE EDGE



Lau: The extensive recreational space is the reason Mont'Kiara Palma is favoured by many, especially expat tenants.



Paul: Property managers do not just maintain the physical elements, but should also think of adding value to the place.

← FROM PREVIOUS PAGE

trials before burying it into the ground. We disguised the exposed part of the pipe as a mini waterfall using a black fibre box and some rocks," she says, adding that they have also created a fountain. The pipe system is now regularly checked by the in-house technicians to ensure it continues to work well.

Meanwhile, plant waste is collected and turned into compost to be used as fertilisers while rainwater is harvested for landscape irrigation.

Lots of tender loving care

SCM Property Services general manager Paul Richard believes that property managers do not just stop at maintaining the physical elements of a property, but should also think of initiatives that can bring the residents closer together.

For instance, several steps away from the lake, there is a mini herb garden which has become the hot spot for resident "chefs" to gather and exchange notes on recipes and the dishes for the day while picking some curry leaves, pandan, chili, ginger, kesum or Thai basil, just to name a few.

The MC and the management team are also

currently transforming a vacant slope area into a "fruit forest". The land was cleared in January, and in the middle of the year, a fruit planting activity was organised.

"After clearing the place, residents brought some fruit trees to be planted there, and many of the residents would take a walk up over there and tend to the plants," Paul says.

On the three-tiered slope are rambutan, banana, mango, jackfruit, durian, star fruit as well as lime trees and herbs.

Obviously their pride and joy, Mont'Kiara Palma residents often invite their friends and neighbours over to enjoy a stroll or jog around the lake, making it a popular "park" in Mont'Kiara.

"The residents appreciate the landscape a lot and they care for the park as if it is their own garden," according to MC chairman Lau. Besides, the landscaping also plays a part in fostering community spirit and a sense of belonging.

In fact, the management team often receives advices and feedbacks from the residents regarding the landscape.

"Residents here appreciate the greenery so much, they wouldn't allow us to chop down any tree," says Paul.

Mosquitoes and such

Maintaining the "park" has its set of challenges and one of them is controlling mosquitoes. The management has adopted a mosquito control system that uses Aedes Larvae Ovi-Trap (ALOT) to kill mosquito larvae without the use of chemicals. As many as 50 units have been placed in various spots around the grounds.

Neoh also admits that the palm trees are getting increasingly hard to maintain as they grow taller but they need to be kept as they form part of the development's identity. Indeed, Majestic Palms and Royal Palms line the paths towards the Majestic Tower and the Royal Tower respectively.

"For now we are doing our best to maintain them although the day will come when we have to replace them with younger trees," Neoh notes.

Monthly service charge at the condominium was at RM0.25 for six years before it was adjusted to RM0.29 this year due to inflation.

"We are proud to be able to maintain the condo and its landscape properly and make the residents happy at this [modest] fee," she says.



Neoh: I love my job and I have very good support from the MC, while residents often give positive feedbacks to us over the landscape.

Below left: Chopped tree trunk garden stools by the lake are DIY creations by the management team.

Below right: A slope area previously abandoned is now in the process of being transformed into a "fruit forest".



Winners

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2020

Gold

Adventure Park,
Setia EcoHill 2

Carving a trail through nature without tearing it apart



PICTURES BY LOW YEN YEING | EdgeProp.my

BY CHELSEY POH

On an 18-acre hill site in Semenyih, Selangor, a remarkable mountain biking park has emerged, drawing not only adventure seekers but nature lovers as well, thanks to developer S P Setia Bhd and landscape architectural firm Praxcis Design Sdn Bhd.

Adventure Park, located at the highest point of Setia EcoHill 2, is Malaysia's first residential mountain biking park that has given Semenyih's laid-back vibe a spark of liveliness. As a gesture to give something back to the community and add value to the land, the township's developer has gone the extra mile in place-making and to revitalize the natural environment of the park.

At EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, the park on the hill won Gold in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award category.

The park lies 120m above sea level and is the highest peak of the 1,010-acre freehold township, which offers landed homes and a business park. Formerly called Bukit Tempurung, the hill was previously part of an oil palm and rubber estate known as Abaco Estate. Today, it has not only been transformed into a forest with diverse flora and fauna, but is also a place to enjoy mountain biking, jungle trekking, bird watching, and quality outdoor family time.

Ingenious place-making

"S P Setia was visionary in the project brief to us since day one. This is not an ordinary landscape project, as it involves utilising the existing veg-

etation and terrain, navigating them and establishing sustainable approaches," landscape architectural firm Praxcis Design director Yap Nga Tuan tells EdgeProp.my.

Setia EcoHill general manager Koh Sooi Meng notes that the aim was to adapt the park to the existing hill terrain, and at the same time "humanise" the landscape by promoting spaces for active social interactions, allowing people to reconnect with nature.

"We do not want to develop an ordinary park just for people to walk through, hence we added many facilities to cater for more activities and to make the park experience more enjoyable," Koh elaborates.

The natural topography of the hill with its undulating terrains is perfect for mountain biking tracks. The three biking tracks cater to bikers of different skill levels. There are also facilities for other fun-filled activities such as an obstacle course, forest playground, parcourse and vertical climbing wall. Visitors could also enjoy the serenity of nature at the butterfly lawn and fern garden, or take a stroll along the canopy walk.

Adventure Park is open to the public for free. Completed in December 2017, it has become a popular place in Semenyih. Many have shared photos on social media about their fun experiences at the park.

Guided by S P Setia's "LiveLearnWorkPlay" philosophy, some oil palm trees and rubber trees have been preserved to serve as an educational reminder of the land's past.

"We are well aware that the 'learn' and 'play' must go together, that's why we have kept the trees and created a park information centre," Koh adds.



Social distancing was practised. This image has been doctored.

Above, from left: Yap, S P Setia executive vice president Datuk Tan Hon Lim, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

Top: Adventure Park has contributed to making Semenyih a popular destination as it offers unique experiences to visitors.

Crafted around the original landscape

The team worked to rehabilitate a new healthy ecosystem at the site by regenerating the forest to biodiversity.

"We look at the food chain to attract more fauna. For example, we plant fruit trees to attract insects and animals back to the site. Different kinds of plants also lure different types of fauna," Yap adds.

Thorough research was done on the existing landform and habitat, so that the park could be crafted around the existing elements, paying the highest respect to nature. Self-sustaining and low-maintenance methodologies were factored into its design as well.

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Winners

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD 2020

Gold

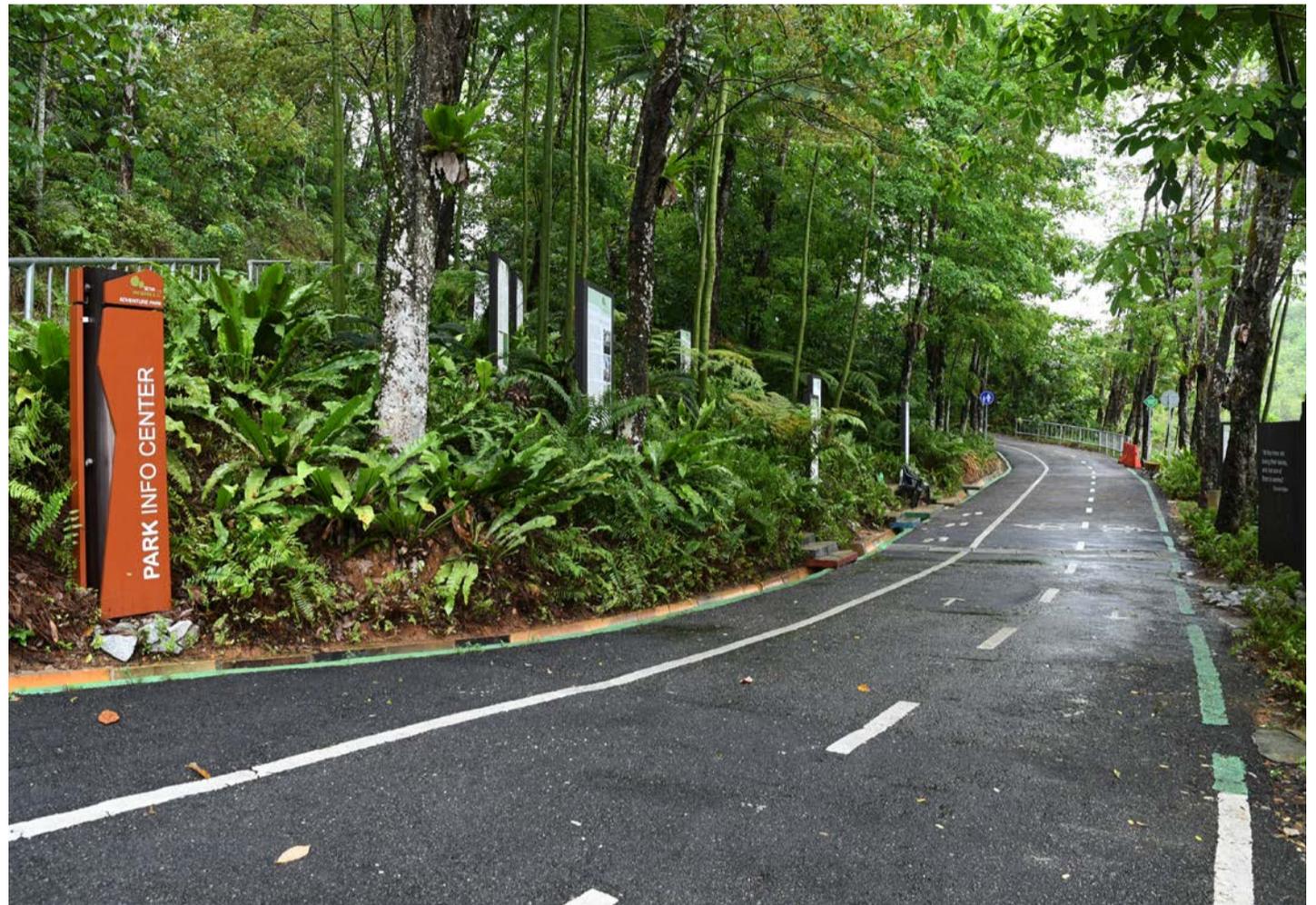
Adventure Park, Setia EcoHill 2



Left: The natural topography of the hill with its undulating terrains is perfect for mountain biking tracks.



The hill has been "humanised" by promoting spaces for active social interactions, allowing people to reconnect with nature.



Yap: This is not an ordinary landscape project, as it involves utilising the existing vegetation and terrain, navigating them and establishing a sustainable approach.



Adventure Park has not only been transformed into a forest with diverse flora and fauna, but is also a place to enjoy mountain biking, jungle trekking, bird watching, and quality outdoor family time.

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But these were not without its challenges. S P Setia senior manager of landscape Rames Sica-dasan notes that the divergence between survey drawings and the real situation, as well as the determination to adhere to nature preservation, dragged the park's development to about a year from the original six months.

For example, to lay the biking paths on slopes while trying their best not to disturb nature did pose some difficulties. Only small machineries could enter the site to avoid destroying the plants.

Besides, the team had to design a drainage system for the hill slopes that could prevent soil erosion. Yap discloses that the team had rushed to Bukit Tempurung multiple times to observe the water flow when it rained.

"This provided us with valuable input to design the drainage system," she happily recounts. "So far the drainage system has been functioning well."

With much diligence, the team has successfully held fast to environmentally-friendly principles across the entire development process. Over 90% of the original landscape has been preserved. Notably, because of that, the team was able to save on land clearing works and building new structures, Rames proudly says.



Koh: We do not want to develop an ordinary park just for people to walk through, hence we added many facilities, not only biking tracks, to cater for more activities.



Rames: We can keep maintenance fee low as we do not need to do pruning, fertilising and watering.

Easy to maintain

Maintenance cost is kept low at Adventure Park as the forest is self-sustaining. Yap points out that certain trees have been selected to draw birds and indigenous wildlife that serve as biological pest control to the forest. Moreover, a real forest does not need artificial irrigation to survive.

The average maintenance cost per month for the park stands at around RM6,500.

Rames discloses that only three workers are needed to maintain Adventure Park, with their primary work being to sweep leaves off the paths. "We can keep maintenance fee low as we do not need to do pruning, fertilising and watering," he says.

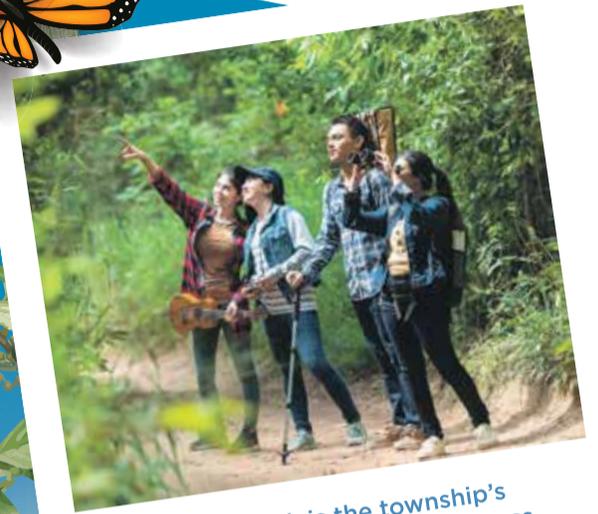
“We are well aware that the 'learn' and 'play' must go together, that's why we have kept the trees and created a park information centre.” — Koh

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Winners

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2020Horizon
Hills

Gold



Retaining nature's beauty

BY CHELSEY POH

It was about 2 o'clock in the afternoon when we took a tour of Horizon Hills in Iskandar Puteri, Johor Bahru. The sun was beaming ruthlessly, but there was still a refreshing breeze to provide some respite, making us thankful for the nature-rich surroundings.

Horizon Hills, a 1,228-acre freehold township jointly developed by Gamuda Land and UEM Sunrise Bhd, dedicates 35% of its land to green lungs and water features. To promote a low-carbon lifestyle, the developer has planted about 55,187 trees within the township to date. The trees supply fresh air and reduce the surrounding temperature for almost 25,000 residents living within and nearby. With greater awareness on global warming, this quality has become an important pull factor for people to live in Horizon Hills.

"One of our main tenets of sustainability is to be responsible in combating climate change," Chief Operating Officer of Gamuda Parks Khariza Abdul Khalid notes.

Gamuda Parks is a sustainable landscape initiative launched by Gamuda Land in May 2018 to look after the design and maintenance of parks within its townships and developments.

The township's effort in preserving nature and battling climate change through landscape planning has earned it Gold of EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020, an award of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

In addition, a project in the township The Cove @ Horizon Hills also won Gold in the below 10 years non-strata residential category. In 2019, D'Suites Condominium @ Horizon Hills bagged the award in the below 10 years multi-own strata residential category.

"We are thankful to our team for believing in and staying true to our town-making principles of thoughtful master planning. The awards validate our dedication to good town-making," Khariza says.

With a gross development value of RM7.2 billion, Horizon Hills will house about 6,000 residential units upon completion. Currently, it is 70% completed, with a total of 4,598 completed units and a commercial centre, a clubhouse and a 178-acre golf course.

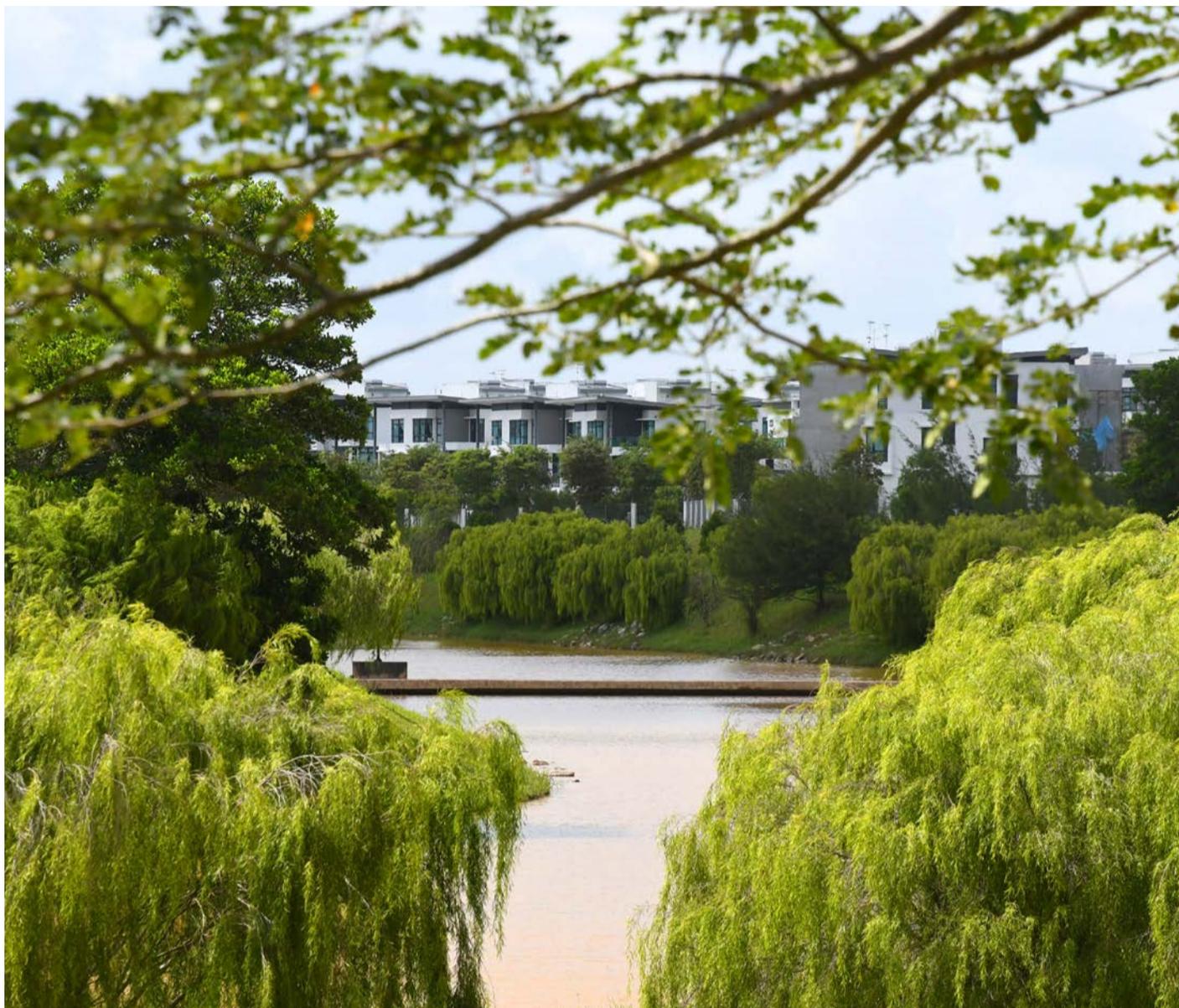
An asset not to be sacrificed

When planning landscape at the township, the team is mindful against sacrificing nature for man's convenience, Khariza shares. As a result, a major portion of the natural landscape has been retained when functionality is added to the places.

"Listening to what the land has to tell us guides our aspirations to design thoughtfully," she points out. "We are mindful that a healthy ecosystem that attracts a rich biodiversity is healthy for human living as well."

Horizon Hills boasts a natural habitat with a diverse range of flora and fauna. Among them are six vulnerable species trees and eight endangered ones as stated under the IUCN Red List.

"Not only would flora and fauna appreciate unadulterated nature, but people too. It has been proven that by staying in an environment with more natural elements such as greenery or water features, people are less susceptible to anxiety. There is also a link between greeneries and reduced risk of various illnesses," Khariza elaborates.



About 55,187 trees have been planted within Horizon Hills to date.



From left: EdgeProp Malaysia executive editor Sharon Kam, Khariza, Housing and Local Government Minister Zuraida Kamaruddin and EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee.

"The flourishing of nature within Horizon Hills is an affirmation of the overall health of the landscape. By preserving nature, clean air and cooler temperature within the township is something everyone living nearby can enjoy," she adds.

It is certainly a challenge to keep a vast area of green-scape lush and healthy, as a massive amount of water is required for irrigation. Although we live in a country not short of water resources, Horizon Hills has not taken this for granted.

Water-bodies have been retained and now cover 83 acres in Horizon Hills, making irrigation easier and more cost-efficient. The ponds, lakes and meandering streams also provide scenic vistas and a cooling effect to residents staying nearby.

"As an added bonus, the water-bodies also serve as a natural feature to accentuate the difficulty level of the golf course," Khariza points out.

In addition, rainwater harvesting systems have also been installed across various phases at Horizon Hills to reduce ground water consumption for landscape irrigation.

For its golf course, grass species have been carefully selected based on drought tolerance as well as weather and disease resistance to create an easy-to-maintain turf. Coco fibres are also placed at the bottom of all shrubs to reduce the need for watering and to curb weed growth.

CONTINUES NEXT PAGE →

Winners

EDGEPROP-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD 2020

Gold

Horizon Hills



← FROM PREVIOUS PAGE



We are mindful that a healthy ecosystem that attracts a rich biodiversity is healthy for human living as well.” — **Khariza**

Doing things the natural way

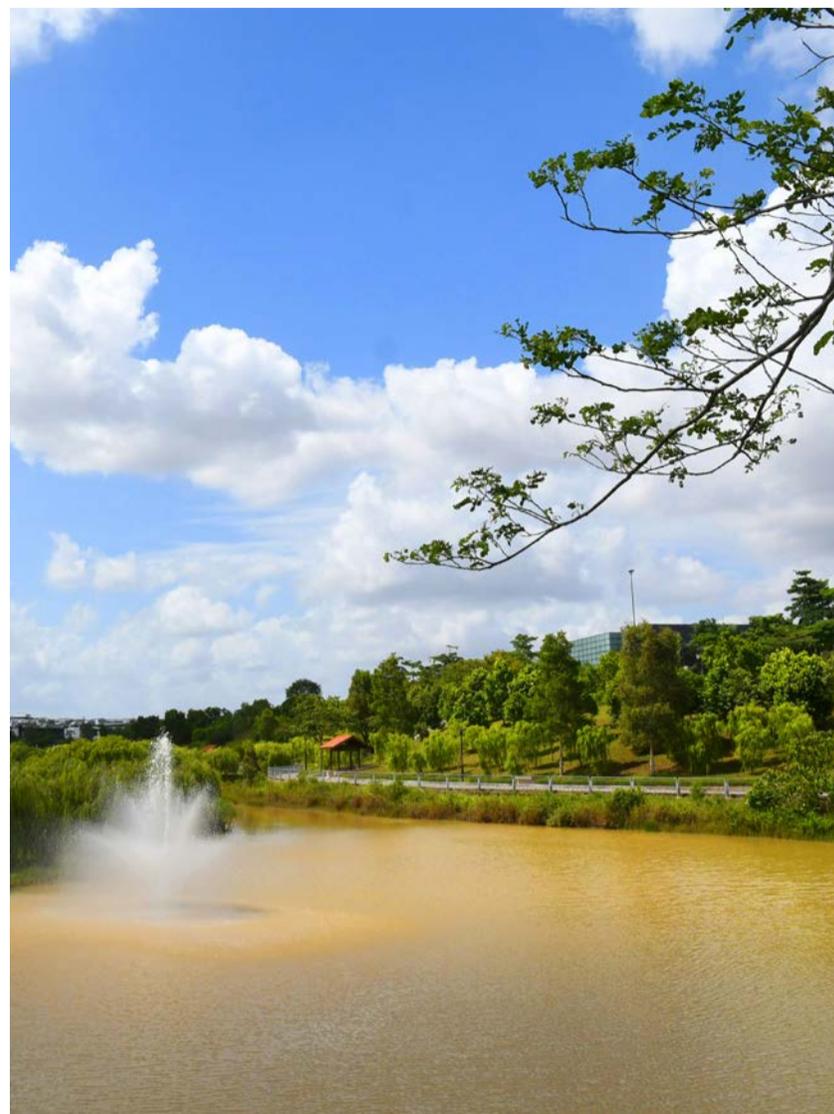
Horizon Hills also plays a part in preserving the broader environment by eliminating the use of chemicals in landscape maintenance. For one, the township uses garden waste to create natural compost for bio-fertilisers.

“Besides doing good to the environment, this has also saved us cost from buying chemical fertilisers. Trips to dispose waste could also be reduced, consequently bringing down our transportation cost and carbon footprint,” Khariza enthuses.

Apart from this, salt is used to control weeds instead of herbicide, while neem oil is used as insecticide in sensitive areas across the golf course. Another initiative the township carries out is bee cultivation, to encourage pollination without having to use chemical fertilisers.

Khariza shares that wild bees that pose danger to humans were one of the main challenges faced by Horizon Hills. Instead of resorting to insecticides, the township has chosen sustainable methods to tackle this problem.

“We introduced stingless bees, and so far, they have been effective in driving away the wild bees. The stingless bees are harmless, and as added benefits, their honey can be harvested, besides being used to pollinate the flora around the area,” she highlights.



Horizon Hills dedicates 35% of its land to green lungs and water features.



Left: Stingless bees were introduced to Horizon Hills.



What makes a good town?

It's all about mindful planning. We apply what we have learnt and explore new ideas in town-making.

We listen to what the land has to tell us and think of better ways to work with nature. To help restore and rehabilitate disturbed environments so we can leave the land in a better shape than when we first received it.

We carefully think through the different places; the parks, the square, streets, lakes and the neighbourhoods. This is how we look at the details To make a town that really works for the people who call it home.

Our heartfelt thanks to Edgeprop.my for recognising the careful thoughts that go into our town-making.

GAMUDA GARDENS



EdgeProp Malaysia's Responsible Developer: Building Sustainable Development Award



Below 10 years Non Strata Residential Category The Cove, Horizon Hills



Below 10 years Mixed Development Category The Robertson



EdgeProp-ILAM Malaysia's Sustainable Landscape Award - Horizon Hills

Gamuda Gardens, Sungai Buloh Actual Photo

Sincere Responsible Original

Gamuda Land Sdn Bhd [200201005717 (573380-D)]
Menara Gamuda, Block D, PJ Trade Center
No. 8, Jalan PJU 8/8A, Bandar Damansara Perdana
47820 Petaling Jaya, Selangor Darul Ehsan.



gamudaland.com.my
018 980 1888

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Winners

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2020

Gold

Windows
on the Park

'First, create the park'

BY CHELSEY POH

The green enchanting landscape is a much treasured pleasure to both residents and visitors at Windows on the Park (WOTP), a condominium project in Bandar Tun Hussein Onn in Cheras, Selangor. The condominium's park environment stands out for its vastness and artistry.

Developer Selangor Dredging Bhd (SDB) has allocated over 40% of land in this 8.9-acre residential project for landscaping. The freehold development comprising 540 units within three towers obtained its certificate of completion in 2016.

The idea came from SDB managing director Teh Lip Kim whose family has a house that overlooks a 60-acre park in Adelaide, Australia, and whose son loved running around the park without having to worry about safety and security.

"Hence, she decided to build a condominium with a park," SDB Properties Sdn-Bhd post development manager Toh Keng Hong tells EdgeProp.my.

The astounding parklands at the project have been designed not only to serve its residents but also to nurture the environment. At EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, WOTP won the Gold of the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020. It also took home a Bronze in the below 10 years multi-own strata residential category.

Landscape first, buildings later

Interestingly, the 4.2-acre park at WOTP was designed and planned before everything else. "First, create a park, then put the buildings on it" was the guiding principle of WOTP's planning instead of the usual way around.

Master planner and designer for the landscape Okashimo Pte Ltd founder Dr Colin Okashimo was glad for the support from SDB that enabled him to prioritise the landscape alongside the project's architecture.

"We were even involved in planning the massing and facade of the buildings, to ensure that the buildings complement and reinforce the narrative of the project, to create an authentic phenomenological experience for visitors," he enthuses.

The buildings literally "made way" to create an uninterrupted, seamless and continuous park landscape via three multi-storey framed archways or "windows" at the ground-level of the buildings, giving WOTP its identity and name. Flowing through the "windows" is an 800m jogging and cycling path linking the residential blocks and green areas.

Adding visual interest to the undulating park is an artful series titled "... the distance between..." comprising five sets of large granite (fondly referred to as "batu", which means "stone" in Malay) sculptures which are meant to be experienced by walking in between them and even sitting within.

Complementing these are similar but smaller stones placed along the jogging path to serve as markers or milestones for joggers.

The park is the centrepiece of the development, Okashimo notes. In addition, resi-



Left: One can walk in between a "batu" sculpture or even sit within.

Below: A white frame that imitates the 'window' often attracts people to take photos with it.



From left: Toh, SDB Properties head of post development Peter Quah, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

dential buildings in WOTP are designed and aligned in a V shape orientation so that each unit gets to enjoy the greenery, maximum natural lighting and ventilation as well as cooler temperatures during the day.

SDB and Okashimo have been working together in various SDB projects over the years. They share a mutual understanding in creating a holistic experience for residents and visitors, says Toh.

Keeping it nice as new

The park at WOTP is divided into zones with distinctive purposes—the Active Park for the younger residents to have fun and play sports; the Quiet Park for those seeking some calmness and to enjoy nature; and the Clubhouse Park that houses a salt water pool, gym room, function hall and other facilities.

The landscape components do not require much maintenance to look good as new.

Trees and plants in the park have been

planted based on a three-tier planting scheme—low shrubs, canopy and tall trees. All of them have been carefully selected for easy upkeep. The "batu" sculptures also require minimal maintenance.

To improve maintenance cost efficiency, the landscape watering largely depends on rain harvesting tanks. "We are able to reduce 90% potable water consumption for landscape irrigation. Our current cost of landscape maintenance is about RM250,000 per annum," Toh discloses, adding that the composting method is used to fertilise the grounds.

"We believe environmental sensitivity isn't just a millennial trend. It's a duty. As a developer, we are fully aware of the consequences of our actions, particularly our impact on the environment. Hence we do not just comply with minimum standards in environmental sustainability but try to exceed them as much as possible," he points out.

The enchanting park at WOTP is much



Okashimo: A "window" is often used as a metaphor for an opening or opportunity for something better.



Toh: As a developer, we are fully aware of the consequences of our actions, particularly our impact on the environment.

loved by its residents. In 2017, the WOTP sub-committee on landscape was formed by its Joint Management Body (JMB) which has retained SDB as the professional property manager.

To encourage more community interaction, the JMB also initiated a community herb garden for all residents. There are plans in the near future to have a fruit orchard as well with banana, papaya and mango.

With its large area devoted to greeneries, the way sustainability is addressed, artistic features and how the whole project has been designed differently from the norm, WOTP has set a new benchmark for urban living.

"I am most proud that WOTP has been realised with over 90% of its original vision intact," says a pleased Okashimo.

"We will continue to educate the public on the benefits of sustainable landscaping as it adds tremendous value to a piece of land," says Toh.

Winners

BELOW 10 YEARS
NON-STRATA OFFICE CATEGORYMenara
KEN TTDI

Gold



Sustainable, plain and simple

BY RACHEL CHEW

“Menara KEN TTDI has a rather unassuming facade. Having said that, I will still choose the same design if given a second chance. I want this building to be sustainable and be able to stand the test of time,” says KEN Holdings Bhd group managing director Sam Tan, the brain behind the development of the 13-storey commercial building.

Menara KEN TTDI is the newest landmark on Jalan Burhanuddin Helmi in Taman Tun Dr Ismail, Kuala Lumpur, standing out among the landed houses and shophots for its minimalist-style glass facade.

“I had lost count of the many designs we’ve received for Menara KEN TTDI. Eventually, our executive chairman Datuk Kenny Tan and the top management settled for this simple glass facade because it fitted our vision for this building which is to be sustainable and comfortable for its users,” Sam says.

The full-height double-glazed low-emission glass facade allows users to enjoy maximum views of the outdoors while minimising the heat. It also maximises the amount of natural light coming into the building, hence saving energy cost for lighting. By keeping the design simple, it also means minimal cost and manpower on maintenance, he explains.

Completed in 2017, Menara KEN TTDI is the first commercial development project by KEN Holdings hence Sam and Kenny were determined to get it right from the beginning. It took eight years to study, plan, design, construct and complete the project.

“I am grateful for the chairman’s support, guidance and help in making this building a reality,” says Sam.

KEN TTDI is a platinum-grade green building with approximately 300,000 sq ft in lettable area. The building has four basements, three storeys of commercial and 10 storeys of offices as well as one storey of roof-top facilities with a

total gross floor area of 41,389 sq ft.

Coming from an engineering background, Sam stresses that no compromise was made in ensuring the project receives maximum natural light diffused into every corner of the building. Meanwhile, good indoor air quality must be maintained especially when centralised air-conditioning is switched off after regular working hours. All these resulted in some unusual design features such as the signature central glass atrium from the rooftop all the way to the main foyer of The Space (the event space at Level 2), which lets in natural light, allowing occupants even to work along the corridors of their respective offices, giving them an outdoor feel.

The building is also equipped with excellent energy and water-efficient fittings, such as sub-metering for water usage and a leak detection system. These are all linked to the main building management system which is monitored regularly. Rainwater is also harvested and used in the irrigation system to water the plants within the building.

“As a pioneer of green developments in Malaysia, sustainable design features and principles are incorporated into the design of Menara KEN TTDI. Based on this concept, the design of architectural and M&E services has been taken into consideration for energy efficiency, water efficiency, environmental protection, indoor environmental quality and other green features,” Sam shares.

The project has won multiple awards and green building recognitions such as the US Green Building Council’s LEEDS Platinum Award, Singapore BCA Green Mark Platinum Award for Building, Malaysia GreenRE Platinum Award and FIABCI Malaysia Property Award 2019 in

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Social distancing was practised. This image has been doctored.

KENNY YAP | THE EDGE

From left: Sam, Kenny, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee, and director of product and business development Alvin Ong in the award trophy presentation ceremony.



“As a pioneer of green developments in Malaysia, sustainable design features and principles are incorporated into the design of Menara KEN TTDI.” — Sam

Menara KEN TTDI is a landmark in TTDI, KL.

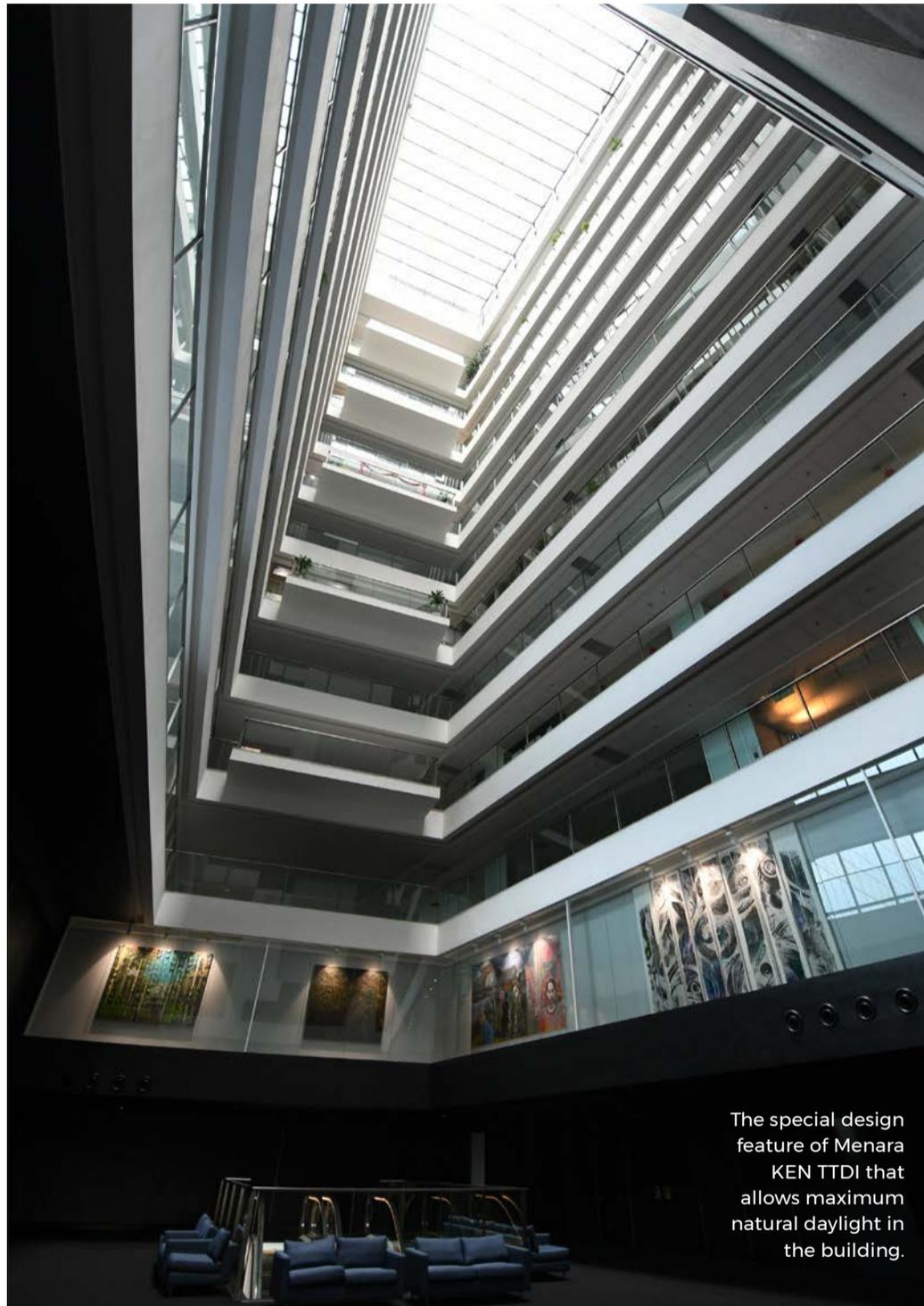


Winners

BELOW 10 YEARS
NON-STRATA OFFICE CATEGORY

Menara
KEN TTDI

Gold



The special design feature of Menara KEN TTDI that allows maximum natural daylight in the building.

The infinity pool on the rooftop



← FROM PREVIOUS PAGE

the Sustainable Development Category. Now, the latest top-up to its string of accolades is the Gold award in the below 10 years non-strata office category at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

the shows in the theatre in the evening and users who work late in the office. We never go far from the vision of the building — plan, design and operate the building from the users' perspective," Sam emphasises.

Forward thinking

Sam describes Menara KEN TTDI as a cultural office rather than a typical office building as it offers more than just office space. It also houses a performing arts theatre, an art gallery and a versatile and flexible event space. There are also three floors designated for F&B outlets and at the rooftop level are a sports bar and a gym with an infinity pool.

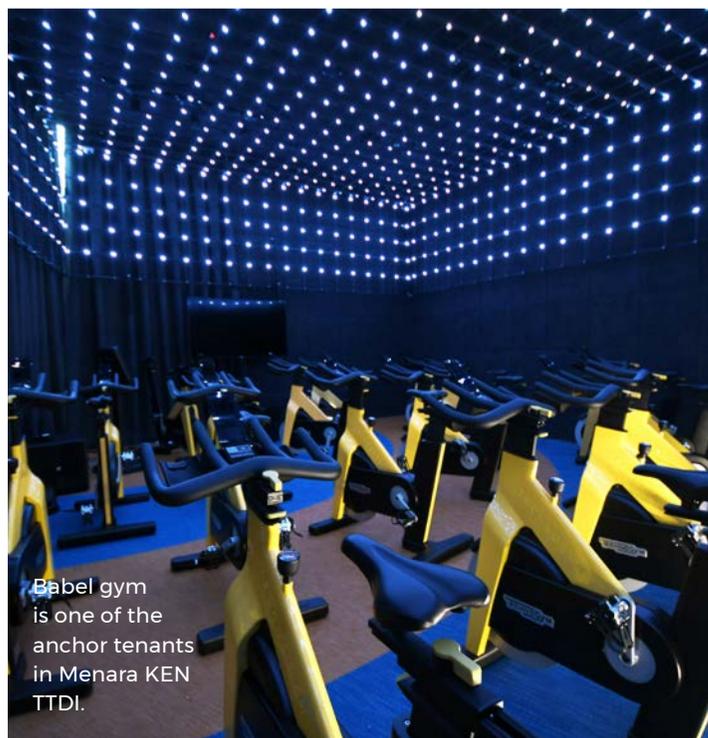
The in-house management team constantly collects feedback from tenants and visitors so that the building can best serve its occupants and visitors, such as putting tables and chairs in the common area and having a convenience store and vending machines.

The current occupation rate of Menara KEN TTDI is about 70% and the rental psf for the offices is from RM6 to RM6.50 psf. Some of the tenants are Nestle Global Procurement Hub, DKSH Corporate Services, Common Ground Co-working office, BFM Radio and Babel Fit.

Sam attributes the efficient building management to the team's forward thinking in the early planning stage such as the decision to install the Building Automation System (BAS) and Energy Efficiency Management System (EEMS) in order to monitor the building's performance in all M&E services. Both systems, says Sam, have been of vast help in the maintenance and operations of the building — saving time, effort and cost.

"We have been receiving some interests but we don't mind waiting a bit longer for the right tenant. For example, we wish to bring in F&B tenants that can operate beyond just the normal working hours for audiences who attend

Of note is the property management team, which was actually the in-house construction team previously. This gives them the advantage of being very familiar with the ins and outs of the building, and they are dedicated to see that it is in good running order now and in the future.



Babel gym is one of the anchor tenants in Menara KEN TTDI.



Menara KEN TTDI has an unobstructed view of TTDI.

Winners

BELOW 10 YEARS
NON-STRATA RESIDENTIAL

The Cove @
Horizon Hills

Gold



Conquering challenges by being proactive

The numerous measures in place at The Cove has greatly strengthened its security, having achieved zero break-ins in 2019.



PICTURES BY LOW YEN YEING | EdgeProp.my

BY CHIN WAI LUN

Managing and maintaining a community made up of homes with individual titles (and keeping it top-notch) is no walk in the park. For a start, non-strata properties lack the regulation and uniformity of their stratified counterparts.

Still, The Cove @ Horizon Hills rises to the occasion and proves that despite being a landed non-strata development, it can be managed efficiently and sustainably as well.

This year, at the EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, The Cove received the Gold award in the below 10 years non-strata residential category. The township also struck Gold in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020 category. In 2019, D'Suites @ Horizon Hills had bagged the award in the below 10 years multi-own strata residential category.

The development is part of the 1,228-acre Horizon Hills township in Iskandar Puteri, Johor, which is jointly developed by Gamuda Land (the property development arm of Gamuda Bhd) and UEM Sunrise Bhd.

Horizon Hills was first launched in 2007 and more than 70% of the development has been completed to date. The township management team, Horizon Hills Property Services is a subsidiary of Gamuda Land.

The freehold landed non-strata residential development sits on a 33-acre site with a total of 225 units to be built over six phases. As of February 2020, four of these phases are completed, and has seen an 80% take-up rate. The project consists of link homes (2- and

3-storey), semidees (2- and 3-storey), as well as bungalow units.

From left: EdgeProp Malaysia director of business and product development Alvin Ong, Gamuda Land Bhd COO Aw Sei Cheh, Housing and Local Government Minister Zuraida Kamaruddin and EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee.

3-storey), semidees (2- and 3-storey), as well as bungalow units.

There is no compromising on security despite the encumbrances on a non-strata development.

"One of the most challenging aspects in managing [The Cove] would be in ensuring security. In order to achieve our target of zero break-ins, we equipped the development with various tools such as CCTVs, double barrier entry/exit sys-

tems and a guard patrolling system. Additionally, there are other measures such as bi-monthly security audits as well as annual audit to ensure that all SOPs are complied with. We also employ in-house security personnel to oversee and support the outsourced security guards by conducting fitness trainings and joint meetings, including daily roll-call briefings," says Horizon Hills general manager Jim Woon.

The other challenge would be the undefined maintenance and management period by the developer, he adds. "Unlike strata developments where the developer is required to form a Joint Management Body within 12 months of delivery of vacant possession, there is no such requirement in an individual-titled development. Often, owners in these developments are contented to leave matters concerning maintenance and management of their community to the developer, or through their appointed property manager," notes Woon.

Preventing problems and avoiding excesses

Another challenging aspect is the area of responsibility and jurisdiction. "We build rapport and maintain good relations with the local council so that any issues arising from responsibilities and jurisdiction are addressed expeditiously by them, and where there are gaps, depending on criticality, we will step in as the property manager to fill them in," says Horizon Hills general manager (township and facilities development) Victor Tay.

Similarly, he attributed The Cove's zero break-in achievement in 2019 on the property management's good relations with the police. "They

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Social distancing was practised. This image has been doctored.

Winners

BELOW 10 YEARS
NON-STRATA RESIDENTIAL

Gold

The Cove @
Horizon Hills



The Horizon Hills luxury enclave has ample greenery and houses a private 18-hole par-72 designer golf course.



We build rapport and maintain good relations with the local council so that any issues arising from responsibilities and jurisdiction are addressed expeditiously by them, and where there are gaps, depending on criticality, we will step in as the property manager to fill them in." — **Tay**



The group is also on course to increase utilisation of technology and adoption of artificial intelligence (AI) where possible to deliver our services and add value and convenience to our community with less human intervention." — **Woon**

← FROM PREVIOUS PAGE

have been instrumental to our success and their regular presence in the township serves as a good deterrent for crime."

He further notes that non-strata developments typically require less contribution from owners as the amenities are maintained by the local council.

"Typical costs associated with such developments are security, cleaning and landscape maintenance. The only caveat is, for high-end developments, where residents have higher expectations, the costs involved may be similar, or even higher than those of strata properties," explains Tay.

Additionally, Horizon Hills also works closely with the local council by helping the latter monitor and report on its contractors' performance. "By ensuring that its contractors perform consistently, we are able to keep our supplemental services at an optimum level and avoid excesses," says Tay.

Hence, he notes that all spending is tracked on a monthly basis to ensure that the community's outlay is within budget. Any unbudgeted expenses will require strong justification with approval from the management.

In an effort to reduce expenditure, the management has installed solar flood lightings for the perimeter fencing around The Cove, replaced shrubs on some sections with those that are cheaper to maintain and set up a compost yard to reduce waste management expenses — at the same time producing natural fertilisers.

"We have also digitalised our procurement process from sourcing to approval and awarding, to ensure that we obtain the best price/value for any products or services at all times. Other conventional work processes such as submission of proposal or recommendation papers to the management for the purpose of obtaining approval is also done online to increase efficiency," adds Tay.

Sustainability and innovation moving forward

Speaking of composting, The Cove adopts a unique approach in reducing its expenses with this environmentally-conscious effort.

"Our composting initiative utilises garden waste and leaves collected from the precinct, as well as from our township. These are then brought to our composting yard to be turned into compost which can then be used as soil conditioner and to a certain extent, fertiliser.

"This effort benefits not just the community, but the climate in many ways. The community does not have to fork out transportation and dumping fees, while the climate benefits from less carbon footprint," offers Woon, adding that a large space is needed for the garden waste and placed far enough from the residential area to avoid any unpleasant odour.

Since 2019, Gamuda Land has progressively introduced Gamuda Land Mobile Application to all its developments including Horizon Hills. The App is an integrated platform for enhanced home ownership experience, where residents can enjoy conveniences such as pre-registration of visitors, making payments and provide feedback.

The year would also see a further digitalisation of conventional property management procedures via software. This is to ensure all common areas are adequately supervised and attended to by staff and their productivity can be tracked in real time.

"The group is also on course to increase utilisation of technology and adoption of artificial intelligence (AI) where possible to deliver our services and add value and convenience to our community with less human intervention. For instance, we are actively exploring AI security systems. This will enable us to reduce staffing cost, which takes a significant sum out of the community expenses," says Woon.

Winners

BELOW 10 YEARS
MIXED DEVELOPMENT (ENTIRE)

Gold

Plaza
Arkadia



Redefining mixed developments

BY RACHEL CHEW

As you meander around the open-concept Plaza Arkadia in Desa ParkCity, Kepong, Kuala Lumpur, you can't help but feel like you have been transported to somewhere in Europe, albeit on a summer day. British colonial-style architecture with a modern contemporary twist embellish the pedestrian-friendly paved streets and courtyards flanked by retail stores, offices and Small-office Home-office (SoHo) units.

According to its developer ParkCity Holdings, Plaza Arkadia has been designed to redefine mixed-use developments in Malaysia and to walk the talk of sustainable living in Desa ParkCity, which many considers one of the most liveable communities in KL.

"ParkCity has reinvented the standard shopoffice concept by redefining it as a hybrid mixed-use property packaged in a contemporary design inspired by British colonial architecture. It caters not only to its existing residents within Desa ParkCity but also those from the nearby neighbourhoods," says ParkCity group CEO Datuk Joseph Lau.

Situated on an 11.32-acre freehold site, Plaza Arkadia has a net lettable area of over 860,000 sq ft, complemented by 1,980 car park bays. It consists of 211 shops, 139 offices and 167 SoHos — all which were fully sold within 15 months after launch. As at December 2019, the retail and office units have achieved at least 90% overall occupancy rate, while the SoHos have an occupancy rate of 63%.

Unlike traditional shophouses, even the units on the higher floors here receive their fair share of visibility and accessibility. This ingenuity is achieved by building a link bridge on the first floor, which connects all of the eight blocks com-

prising four to five levels. Thus, all retail shops, no matter which floor they are on, receive equal exposure as those on the ground floors. This is further enhanced by the landscape planning around the open-air courtyards, which have been crafted so that the upper floors also enjoy an immersive open-air experience.

"We have created a completely new mixed-use district that uses traditional urban elements of arcade, park, streets and plazas; while also making it reflect a very modern style of living by using modern and traditional architectural vocabularies. In short, while Plaza Arkadia seamlessly inherits the ParkCity DNA of walkability,

sustainability and sense of community, it also marks a new brand for ParkCity.

"We think Plaza Arkadia will set a precedent in urban development, where people can emotionally relate to its familiar urban elements. It is a destination that people will return to again and again because of the quality of the place and the rich experience it evokes," Lau notes.

In remaining steadfast to its commitment to sustainability, the developer has incorporated green features to ease sustainable management and maintenance into the project right from its blueprint. These included water-resistant glass

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From left: ParkCity Holdings Township Management director Sukhdev Singh and Lau received the trophy for Plaza Arkadia from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and director of product and EdgeProp Malaysia business development Alvin Ong.

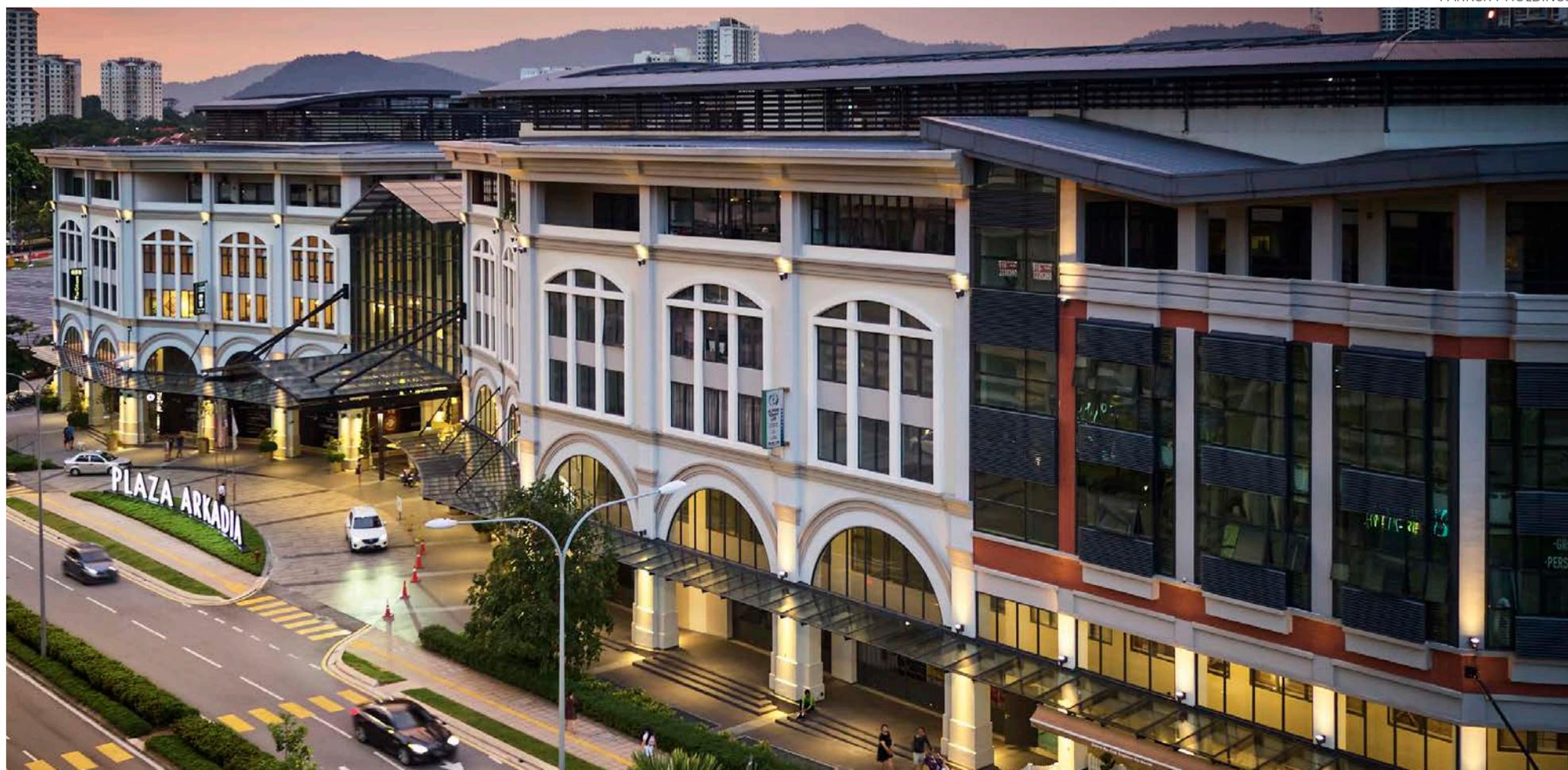
KENNY YAP | THE EDGE



“Plaza Arkadia will set a precedent in urban development in Malaysia.” — Lau



PARKCITY HOLDINGS



The design of Plaza Arkadia was inspired by British colonial architecture.

Winners

BELOW 10 YEARS
MIXED DEVELOPMENT (ENTIRE)

Gold

Plaza
Arkadia



Left: Unlike traditional shophouses, even the units on the higher floors receive their fair share of visibility and accessibility.

Below: The open concept of Plaza Arkadia allows maximum sunlight inside the building.



PICTURES BY LOW YEN YEING | EdgeProp.my

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to prolong cleaning cycles and reduce the frequency of cleaning; energy-saving light bulbs and sensor lift lighting and escalators; low volatile organic compound (VOC) paints which emit vapour or gas that helps freshen the air; as well as rainwater harvesting system for all the vegetation at Plaza Arkadia. Notably, even excess water is channelled to the main lake at The Central Park of Desa ParkCity.

In recognition of its sustainable and management-friendly approach to property management, Plaza Arkadia has been bestowed the Gold in the below 10 years mixed development (entire) category of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020. Notably, ParkCity's The Central Park at Desa ParkCity also won Gold in the 10 years and above specialised category of the same Awards.

A strong collection rate

The Joint Management Body (JMB) of Plaza Arkadia appointed ParkCity Management Sdn Bhd, a wholly-owned subsidiary of the developer, to manage Plaza Arkadia since its completion at end-2016. The management team is closely supported by ParkCity's M&E team and consultants.

Its strong collection rate has been maintained at 95% with no write-off debts since the handover of the properties in the project.

Like most mixed developments, cleaning and electricity formed the bulk of the monthly expenditure. Substantial resources and funds are also allocated to security, which is a priority for

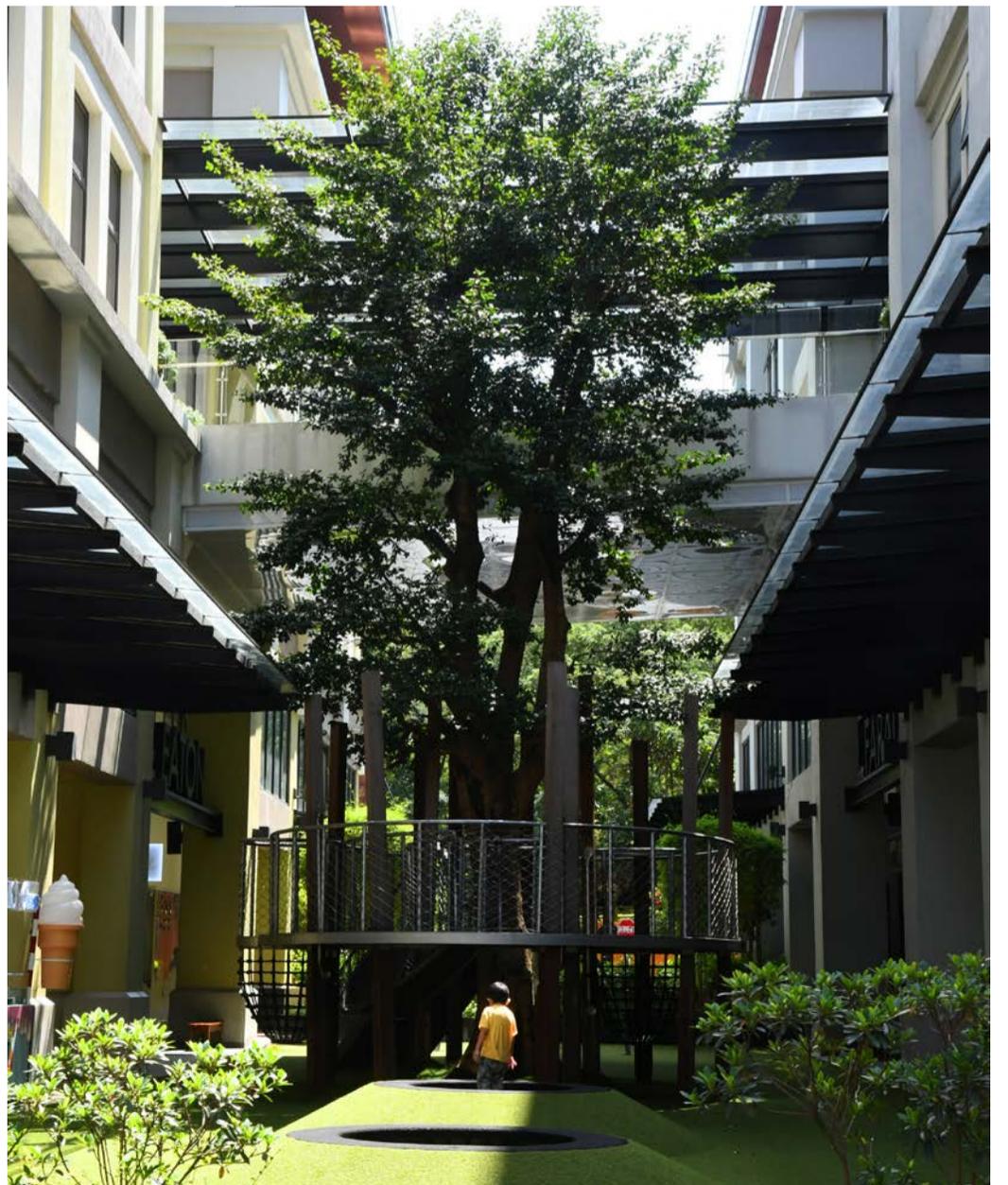
an open-concept commercial lifestyle project. In line with its aim to optimise cost, long-term security features have been included in the project's design and planning. For instance, the landscaping surrounding Plaza Arkadia acts as a passive perimeter protection to enhance security and deter crime. Where there are plants, they do not block the shopfronts' visibility.

Besides that, roads serving Plaza Arkadia come with speed bumps to control safe driving while ample street lights are installed. On top of that, the project is equipped with an integrated security system comprising CCTVs, two security control rooms, patrolling at the premises, security checkpoints and help buttons at the carpark.

Although the commercial project has been planned to be away from the township's housing precincts, it remains in walkable distance to the residents. In the township's masterplan drawn up some 20 years ago, it was already decided that Plaza Arkadia was to have its own access road to avoid disruption to the residences.

"Winning this award will definitely authenticate Plaza Arkadia's ideals, design philosophy and architecture. This will contribute to setting a new benchmark for real estate industry in Malaysia. This award will also raise the profile and upgrade the status of Plaza Arkadia as well as Desa ParkCity.

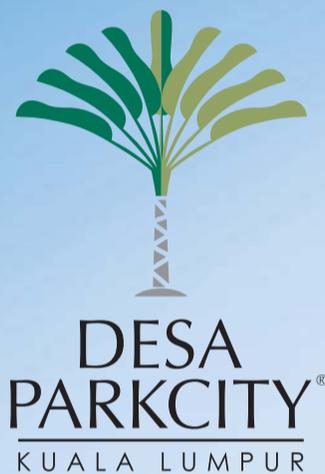
"This award is a recognition of the effort, aspiration and the vision of the company and more importantly, the support of our buyers over the years. ParkCity and the JMB would like to thank all our staff, committee members, buyers and business associates for supporting and making Plaza Arkadia a success," says Lau.



There are unique places for children to explore at Plaza Arkadia.



EDGEPROP MALAYSIA'S BEST MANAGED PROPERTY AWARDS 2020



THE CENTRAL PARK GOLD WINNER

EdgeProp Malaysia's Best Managed
Property Awards 2020
Above 10 Years Specialised Category

PLAZA ARKADIA GOLD WINNER

EdgeProp Malaysia's Best Managed
Property Awards 2020
Below 10 Years Mixed Development (Entire) Category



Family. Neighbourhood. Community. Connectivity. Convenience.

Desa ParkCity is designed for an inspiring life, where homes and workspaces come together with education, leisure, and entertainment offerings to form one thriving masterplan.

We are humbled that Desa ParkCity's The Central Park and Plaza Arkadia have both received accolades at the EdgeProp Malaysia's Best Managed Property Awards 2020.

We build sustainable community spaces, but it is you, the people, who make it a vibrant and celebrated community. Thank you for making this possible.



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Winners

10 YEARS AND ABOVE
SPECIALISED CATEGORY

Gold

The Central Park,
Desa ParkCity



PARKCITY HOLDINGS



The one that unites the community

The Central Park is a 13.19-acre park with a 6.34-acre man-made lake.

BY RACHEL CHEW

Enveloped in lush greenery and luxurious landscaping, Desa ParkCity in Kepong, Kuala Lumpur stands out as an excellently-maintained community. Anchoring the verdancy in the heart of the township is a 13.19-acre central park with a 6.34-acre man-made lake.

Launched 18 years ago, the township was purposed to promote an inclusive community, where all residents enjoy a walking distance to the park through its network of roads and sidewalks.

Upon the completion of The Central Park in 2008, the master developer of the 473-acre township, ParkCity Holdings, decided to open it up to the public. It is the first park in Malaysia to have pet-friendly features such as pet waste dispensers.

The park has since been a great draw for denizens both from inside and outside the township, especially during the weekends, not just because it is free, but also because it is a pet-friendly public park, a rarity in KL. The decision to turn it into a pet-friendly park was to make it an inclusive park for all which everyone in the township and the surrounding community could enjoy.

Lying adjacent to The Waterfront commercial hub, the park is often teemed with families

with children, joggers and people walking their pets. Indeed, more than 70% of park visitors today are non-residents.

Besides being a place-making element that brings vibrancy into the township, The Central Park, together with the lake, also serves to create a new ecosystem and green environment to what was once a dead quarry site.

The park has won numerous landscaping awards, but at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, the popular park was recognised for its excellent management and maintenance, bagging the Gold in the 10 years and above specialised category.

"Soft landscaping has always been at the forefront of Desa ParkCity's focus. Ribbons of green buffers run along the roads, and parks and pockets of greenery cover a total area of more than 40 football fields. High quality topsoil and subsoil are also used at the site for tree planting in The Central Park," ParkCity Group CEO Datuk Joseph Lau says.

To date, the park boasts a total of 125 tree species, 15 palm species, 54 shrub species and 10 aquatic plant species.

In 2014, a softscape nursery was created within the township to cater to some immediate planting needs. Today, the nursery nurtures hundreds of shrubs to be transplanted not only to the park but also the entire township,

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Social distancing was practised. This image has been doctored.

From left: ParkCity Holdings Township Management director Sukhdev Singh and Lau received the trophy for The Central Park from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.

Winners

10 YEARS AND ABOVE
SPECIALISED CATEGORY

Gold

The Central Park, Desa ParkCity



← FROM PREVIOUS PAGE

to replace withered shrubs.

The dedication and passion in maintaining a free public park and the nursery set-up have gained the notice of authorities such as KL City Hall, Petaling Jaya City Council and Shah Alam City Council, which have visited Desa ParkCity for field studies.

Never stop improving

“We constantly look at areas to be upgraded. For example, we have enhanced the swale and added new plants last year. We have also installed a new automatic irrigation system which helps to reduce manual labour and meet watering needs accurately. A filtration system has also been introduced to ensure better water quality before it returns into the swale,” Lau elaborates.

The management has also recently begun composting. With more than 20% of Desa ParkCity’s land dedicated to parks and vegetation, there is an abundance of dried leaves and branches to be swept away daily. These materials are collected for composting.

Among the many plans the management has in store for the park, Lau adds: “We are changing the plant species as we find better alternatives to existing ones. In the near future, we may look at solar lights for the park.”

Crafted for all

It is not possible to keep a public park well maintained and be a precious asset to its community without a dedicated and passionate team to manage the facility.

The Central Park is run by ParkCity’s in-house landscape, property management and township maintenance department. The management of The Central Park and other pocket parks in Desa ParkCity comes under the Parks, Landscape and

KENNY YAP | THE EDGE



The Central Park was crafted for all walks of life and communities.” — Lau

Public Works Division, which is responsible for infrastructure maintenance including the storm-water drainage system, lakes, cleanliness of the roads, public furniture, and all open spaces. The annual costs and expenses of the Division are around RM3 million, reveals Lau.

He adds that The Central Park was crafted for

all walks of life and communities and by managing them in-house, The Central Park and lake can give priority to shared activity and community engagement regardless of race, creed or colour such as fun and meaningful events that promote sportsmanship, volunteerism, community responsibility and creativity.

“Desa ParkCity is now characterised by a strong sense of community. Community events and activities are held throughout the year to keep residents active and engaged in social causes. Amenities like The Central Park, The ParkCity Club, and The Sports Centre are spaces designed for meaningful public life, as well as an attractive draw for prospective homeowners,” Lau shares.

The management and upkeep of The Central Park are done without the involvement of KL City Hall. This independence allows the management to deliver high quality facilities and services consistently and appropriately.

This consistency in architecture, maintenance and community standards, offers Lau, has helped preserve and boost the township’s property value as the parks indirectly contribute to the handsome capital appreciation of the properties in the township while enhancing its reputation as the most liveable community in KL.

“The premium we are able to command allows us to plough some of the profit to sustain and maintain The Central Park. We have become indisputably the best place to stay in and the most investor-attractive community in KL,” declares Lau.

However, once Desa ParkCity has been fully developed, the developer is obligated to handover the maintenance of the various infrastructure and public amenities to KL City Hall pursuant to local regulations. “By then, we are confident that due to the strong foundation that we have put in place, the maintenance of The Central Park will be manageable,” he says.

The place is a popular dog-friendly park in Kuala Lumpur, often teeming with people walking their pets in the early morning and evening.



Winners

10 YEARS AND ABOVE MULTI-OWN STRATA RESIDENTIAL

Gold

One Menerung



Passion for a thankless job

BY NATALIE KHOO

Located beside Bangsar Shopping Centre (BSC) on Jalan Senuduk in Bangsar, Kuala Lumpur in a quiet enclave is One Menerung, where the well-heeled call home. The 11-year-old residential development comprises three condominium blocks and 12 townhouses on an eight-acre site.

The project looks nothing like its age, thanks to its excellent property management, which has led to its Gold win at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 in the 10- years and above multi-own strata residential category.

It is a well-deserved accomplishment, not because the development has been problem-free, but in fact, because it has had to counter several challenges, and proved itself capable of overcoming each of them with well-thought out resolutions.

For a start, one unique aspect of this place is the pocket park fondly called the Green Lung of One Menerung, situated right in the middle of the development. Even so, it is not part of One Menerung.

Spanning a total of 9,135 sq m, the Green Lung has been gazetted as Government Reserve Land. Although the One Menerung Management Corp (OMMC) had requested for a lease of the Green Lung for One Menerung's exclusive use, KL City Hall (DBKL) rejected the request.

"The OMMC is appealing, asking DBKL to reconsider our request. But in the meantime, we have appointed a landscape service provider that has been and continues to maintain the site by trimming the grass, carrying out pest control twice a month and keeping the trees lush and healthy," says OMMC secretary, Jackson Ho.



One Menerung is an 11-year-old residential development comprising three condominium blocks and 12 townhouses on an eight-acre site.

Constant upgrading

One Menerung is home to 229 units with built-ups ranging from 3,013 sq ft to 6,865 sq ft. It is currently 66% occupied, of which 60% are owner-occupiers. Residents are made up of 65% locals and the rest are expatriates.

OMMC has engaged Henry Butcher Malaysia (Mont Kiara) Sdn Bhd to help manage this development since 2017.

Over the years, the OMMC and the Henry Butcher team have initiated several major upgrading and repair works on One Menerung. One of them was to rectify the liquid petroleum gas (LPG) system starting with Block A, the Annexe and Block C, when defects were found in 2015.

"During a LPG test carried out in 2015, a third party consultant identified serious defects in the LPG reticulation system for the tower blocks whereby the ball valves (main on/off switches) and gas meters were not located in the common property but within each apartment, and therefore only accessible with the permission from each owner or resident.

"Consequently, any maintenance or repair work to the gas pipelines for an individual apartment required the entire block's LPG system to be shut down.

"As the system had to be rectified urgently, an Extraordinary General Meeting (EGM) was called to approve the contract. The OMMC and the property management team had to oversee the implementation of several multi-million contracts involving the laying of new LPG piping reticulation," Ho explains, adding that the process was rather challenging as it needed access to individual apartments.

Nonetheless, thanks to the hard work and professionalism of the management team, the contract work has been completed for two blocks over two years, with the remaining Block D to start soon.



JACKSON HO



The relationship between the MC and property manager is similar to the relationship between the board of directors and CEO. The MC is the policy making body and decision maker while the management is the executioner and manages all the detailed day to day tasks." — Ho



Social distancing was practised. This image has been doctored.

From left: Henry Butcher Malaysia (Mont Kiara) Sdn Bhd senior property manager Jessie Koh, One Menerung Management Corporation chairman Akil Hassan Kalimullah, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.

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Winners

10 YEARS AND ABOVE
MULTI-OWN STRATA RESIDENTIAL

Gold

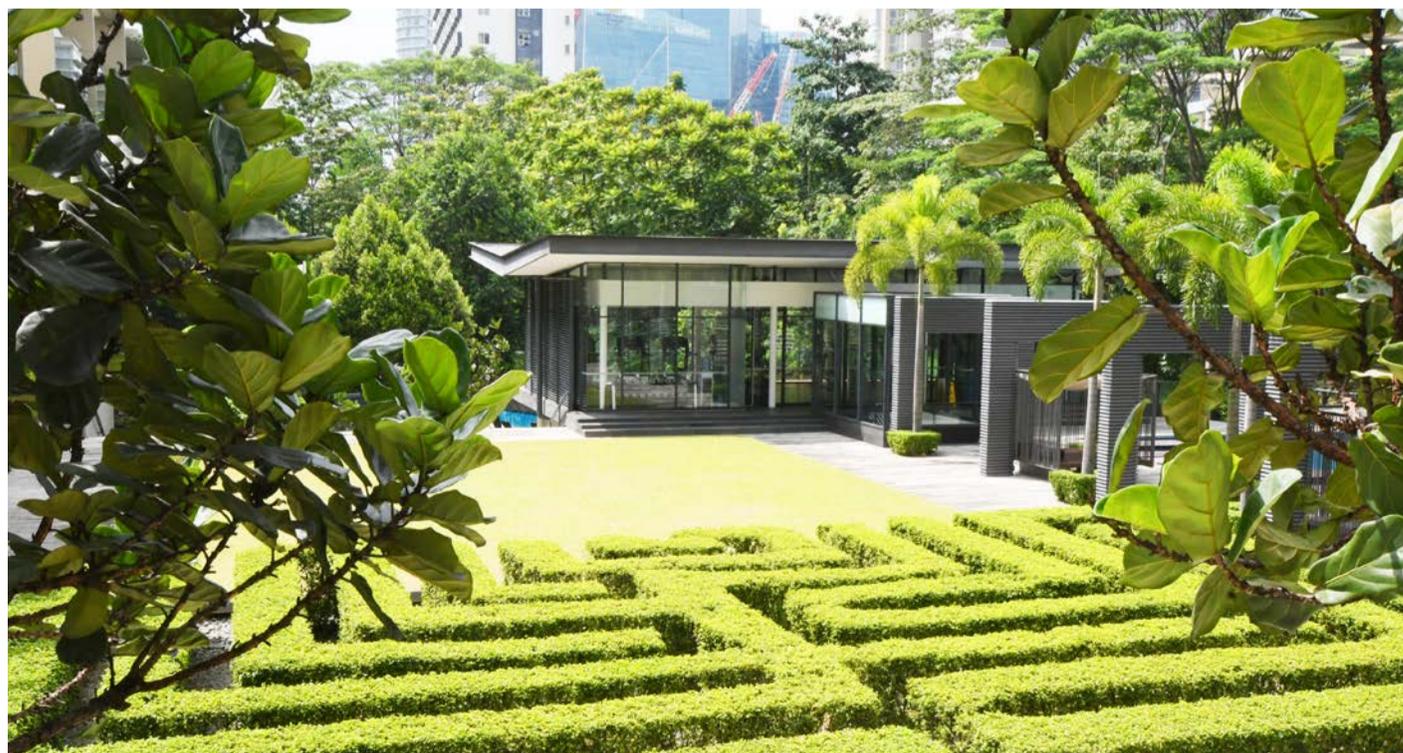
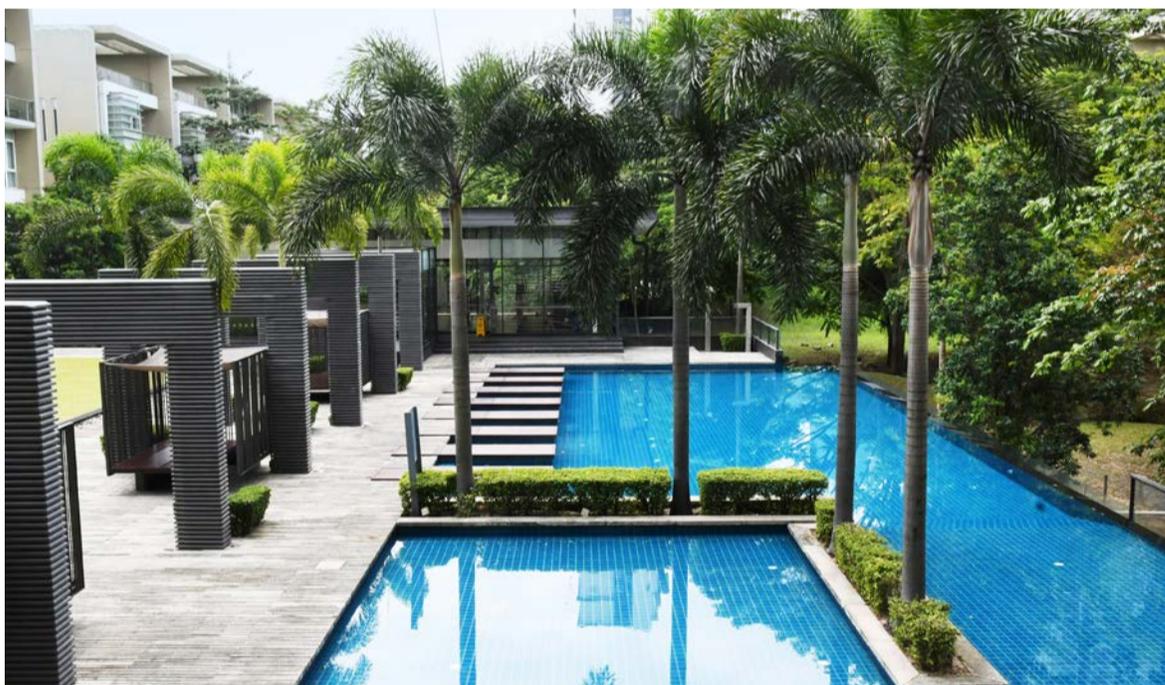
One Menerung



Above: For such high-end developments, naturally the residents have higher expectations when it comes to management and maintenance.

Left: Facilities in One Menerung are well-maintained and taken care of even after 11 years.

Below: Lots of greenery in One Menerung which is soothing to the eyes.



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The OMMC has carried out other upgrades as well including the makeover of Block A's lobby, which was transformed into an open-concept design from what was previously a dark and stuffy space; the conversion of an under-utilised 200 sq ft space outside Block A into a BBQ corner; upgrading of the pool decks; and rectification of damaged flooring at Block D.

High expectations

According to data from EdgeProp.my, units at One Menerung were transacted for an average RM4.78 million (RM1,298 psf) in 2019 with the lowest transacted price at RM3.4 million, while the highest was RM7.45 million. One Menerung's selling price was RM660 psf when it was launched in 2006.

For such high-end developments, naturally the residents have higher expectations when it comes to management and maintenance. The collection rate for One Menerung currently stands at 95% with residents paying a service charge of RM0.45 psf excluding sinking fund.

Moving forward, Ho says the management plans to replace the air-conditioners in the project into inverter types and consider the possibility of solar panel and rainwater harvesting installations. Repainting of the tower blocks is in the pipeline too.

Ho highlights that for the above tasks to be carried out the sinking fund will need to be beefed up as the account has been depleted due to the numerous projects undertaken over the years.

For the community's best interest

With so much to do, there is no denying the commitment of the OMMC members towards their task. Passion, says Ho, has been the crucial element that keeps them handling their workload tirelessly, because it can be a thankless job with no financial rewards but criticisms.

"The MC members also have to be mindful of acting for the best interest of the community as a whole and not let their personal interest take precedence," he points out.

The MC must also work hand-in-hand with the Henry Butcher team. "Each party needs to know its role. The relationship between the MC and property manager is similar to the relationship between the board of directors and CEO in a company. The MC is the policy-making body and decision maker while the management is the executor and manager of all the detailed day-to-day tasks," he shares.

"We must not be tempted to go beyond our overseer and policy-making role into a detailed working role that may interfere with the management company's role," Ho stresses.

For the building management and maintenance to be sustainable, the OMMC also believes it is important for the management team to have the right people. The management team is presently led by Siti Najlaa from Henry Butcher and her support staff who has served here since Henry Butcher was appointed.

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One Menerung

GOLD

Above 10 Years Multi-own
Strata Residential



Villa Flora

SILVER

Above 10 Years Multi-own
Strata Residential



**The Mews
@ KLCC**

SILVER

Below 10 Years Multi-own
Strata Residential



**The Mansions
@ ParkCity Heights**

BRONZE

Below 10 Years Multi-own
Strata Residential



AirAsia RedQ

SPECIAL MENTION

Below 10 Years
Specialised Category

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd
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and facility management industry. With the strength of 700 committed personnel,
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Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Silver

The Mews
@ KLCC



On solid ground after a rough start

BY EDGEPROP.MY

Getting things right from the beginning is crucial in ensuring sustainability of a building and unfortunately some like The Mews serviced apartment project in Kuala Lumpur city centre had to learn that the hard way.

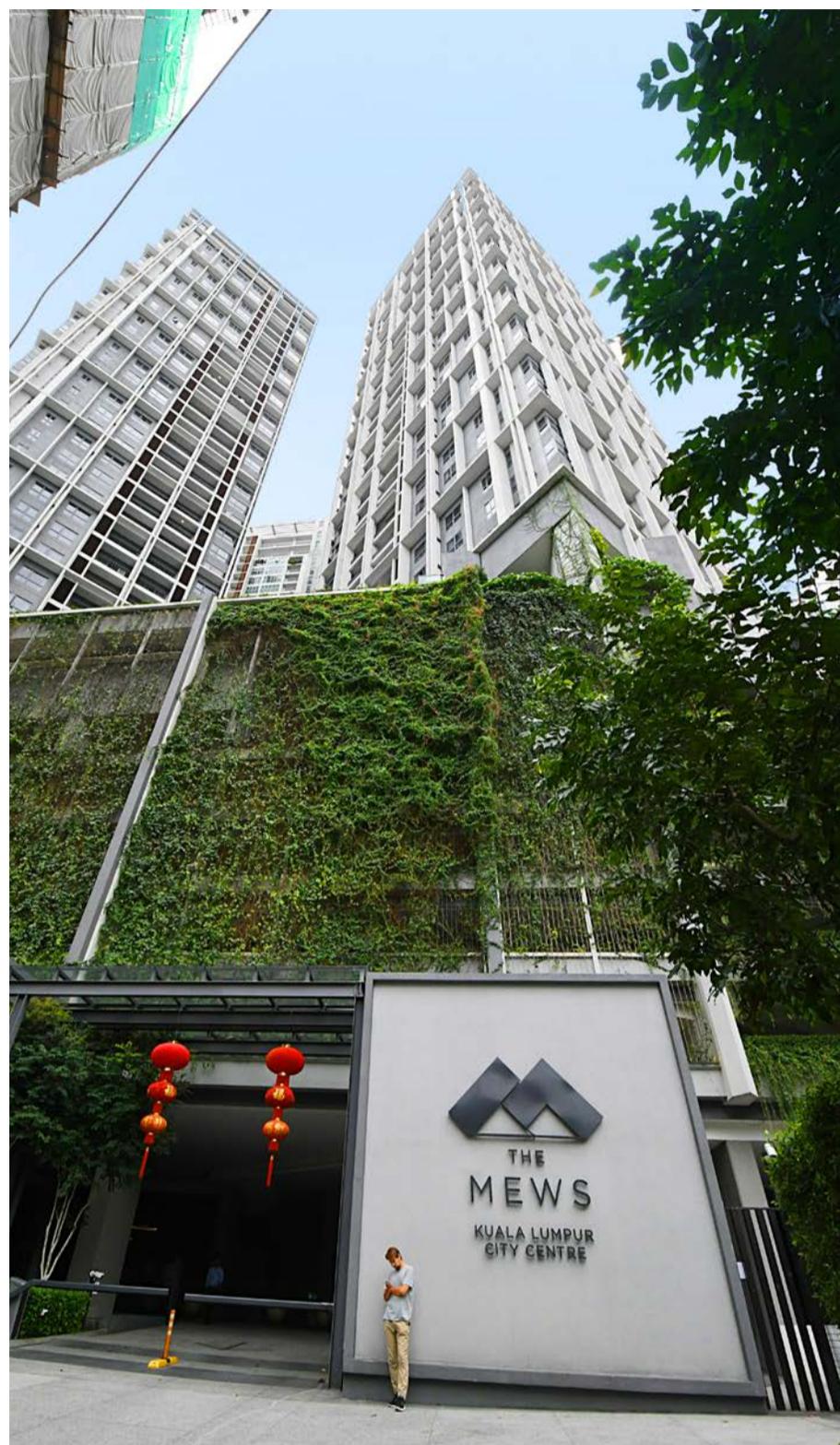
Offering five-star service and facilities, the project tucked away in a quiet corner along Jalan Yap Kwan Seng just 1km from KLCC, has successfully bid farewell to its difficult past.

In the first two years following the completion of the boutique luxury residence in September 2017, the property's management recorded maintenance payment defaults that amounted to more than half a million ringgit, the accounting records were not kept well and ended up in a mess and there was no proper system to regulate short-term accommodation rental which many owners in the project are using their units for.

But thanks to the joint effort of developer Eastern & Oriental Bhd (E&O), the joint management body (JMB) and the current professional property manager Henry Butcher Malaysia (Mont Kiara) Sdn Bhd, things finally fell back into place at The Mews. Their hard work has certainly paid off with The Mews emerging as a Silver winner in EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020



Instead of curbing short-term rentals, we decided to put in place proper rules and security to minimise any issues that might arise." — **Eira Skelchy**



The Mews is a luxury serviced residence tucked away in a quiet corner along Jalan Yap Kwan Seng.



From left: Low, Ho, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

in the below 10 years multi-own strata residential category.

According to Henry Butcher Malaysia executive director Low Hon Keong, E&O, the JMB and Henry Butcher had placed their trust in each other and worked together to turn things around within a rather short period.

"We were appointed by the JMB in April 2019 to take over the management work here at The Mews. We were grateful for the opportunity to look after such a unique project in the KLCC area," he tells EdgeProp.my.

However, he recalls, upon taking over, the team quickly found a number of areas that required immediate improvement, including the poor administration and the messy accounting records.

"The previous management had issues such as frequent absence of site staff and improper account reconciliation," he adds.

This led to a high amount of outstanding dues of more than RM500,000 despite the decent collection rate of above 90% simply because the previous team was unable to identify who had paid the maintenance charges and who had not.

So when the Henry Butcher team came in, it started by implementing a proper work flow system and assigned five site staff to the property including an account manager to get the figures in order.

Short term rental challenge

The new team was also faced with the challenge of establishing a system to regulate the short-term rental activity at The Mews.

According to Henry Butcher Malaysia, of the 256 serviced apartment units spread across the 38-storey twin tower in The Mews, more than 50 units or 20% of them are offering short-term rental accommodation. Only about 10 units are owner-occupied while the remaining are leased out to long-term tenants.

Low says the short-term accommodation units here are very popular as records show that there were 500 check-ins in the month of February alone.

The popularity of short-term rentals here also means that the management must ensure that security is not compromised.

Following the resolution to allow short-term rental activity was passed by the majority of owners at an annual general meeting, a guideline on standard operating procedure based on Kuala Lumpur City Hall's (DBKL) guidelines was created.

"The owners here are mostly investors and very few are owner-occupiers. And due to the challenges in getting rentals and the economic

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Winners

BELOW 10 YEARS MULTI-OWN STRATA RESIDENTIAL

Silver

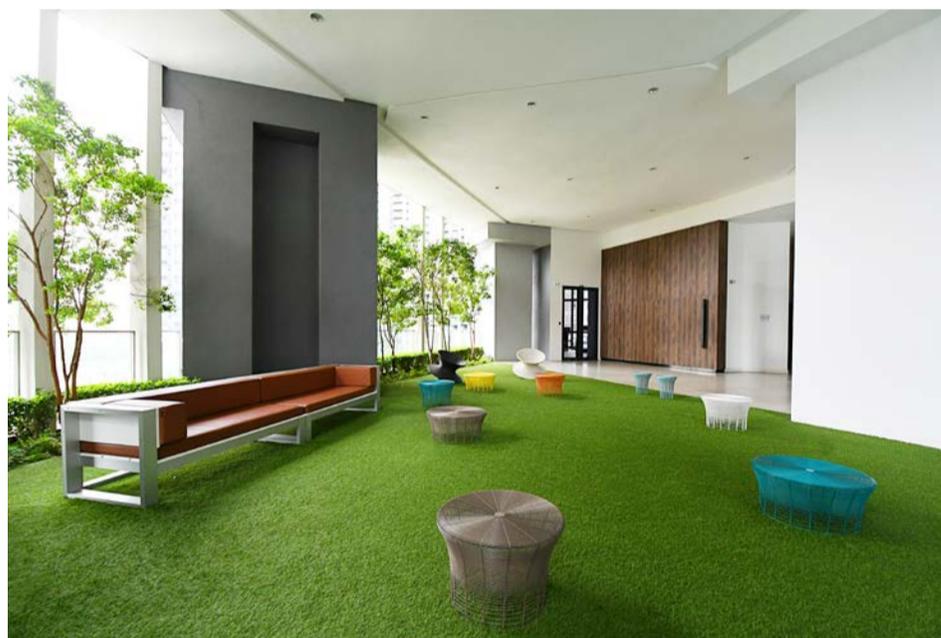
The Mews @ KLCC



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MALAYSIA'S BEST MANAGED & SUSTAINABLE PROPERTY AWARDS 2020



Facilities at The Mews including a spa pool (top left), garden and poolside lawn.



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downturn, a lot of owners started to do short-term rentals, without informing the management.

“But instead of curbing the activity, we decided that it would be better to have it done under proper rules and regulations, security and that the management is informed. This is to minimise any issues arising from the activity,” says E&O Customer Services Sdn Bhd senior general manager and head of property management Eira Skelchy, who is also E&O’s representative in the JMB.

Hence, the management body, the property manager and the developer appointed a lawyer to assist them in drafting the rules and regulations on short-term rental activity at The Mews. A check-in counter has also been set up at the concierge to ensure a smooth check-in process for security personnel and guests, she adds.

Upholding five-star quality

Looking ahead, The Mews JMB chairperson Audrey Ho who also works for E&O, says the management body will continue to work with the developer and property manager to ensure the building’s upkeep and finances are well-managed.

Some of enhancement works that are being planned include setting up a coffee kiosk on the ground floor; creating a mobile application to

offer more convenience for owners and residents; and using solar technology to reduce the long-term electricity usage and cost.

“The biggest challenge for us here is the ever-increasing cost to maintain and manage the building, which is designed to provide a five-star quality living for the residents, hence the preventive maintenance works and efforts to ensure the collection of maintenance charges remain at above 90%,” says Ho.

Low also reveals that the JMB and the property manager are working with the Fire and Rescue Department (Bomba) on a framework to improve the fire safety in the building considering the fact that a significant portion of residents are short-term guests.

“We are in the midst of preparing a fire evacuation plan to be installed at every level in the building and establishing an emergency response team that will provide fire safety training to onsite staff and security personnel. We will also be working with Bomba to conduct yearly fire drills here,” he adds.

The improvements that have been done and are being carried out by the management of The Mews have been reflected in the rising value of the units here. The serviced apartments here have recorded a higher transacted price of RM1,687 psf in 2019 compared to RM1,611 psf in 2018. Rental rates also went up from RM5,971 per month in 2018 to RM6,286 per month in 2019.



“We are in the midst of preparing a fire evacuation plan to be installed at every level in the building.” — **Low**



“The biggest challenge is to balance the increasing maintenance cost and upkeep the facilities at a five-star standard.” — **Ho**

Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Silver

Grand Medini



Optimising cost while meeting owners' needs

BY CHIN WAI LUN

A well-managed property requires the collective effort from all stakeholders. The whole is greater than the sum of its parts, as the saying goes.

This is the winning formula for Grand Medini Lifestyle Residence in Iskandar Puteri, Johor. The high-rise residential development by Grand Global Medini Sdn Bhd is a Silver winner at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 in the below-10-years multi-own strata residential category.

With lush landscaping and an array of facilities, the 672-unit Grand Medini spans three blocks housing serviced apartment units with built-ups ranging from 474 to 1,119 sq ft. The units come either semi or fully furnished and are available for sale as well as rent from the developer, which owns 30 units in the project.

The development was fully completed and handed over to purchasers in August 2018. As of June 2020, the occupancy rate of Grand Medini is around 50-60% and most of the units are rented out to professionals and students based in Medini, Iskandar Puteri and even in Singapore.

Located within a 10-minute drive to the Second Link CIQ complex to Singapore, the project is a GreenRE Bronze certified project for its efforts in site management; conservation of electricity, water and resources; as well as environmental protection.

The resort living design may give the impression that it requires high maintenance, yet Grand Medini has made it a point to carry out cost-optimisation initiatives and innovations which do not involve big investments to facilitate practical management.

Building good rapport

According to the developer, managing Grand Medini requires extra time and effort especially in terms of communication, because about 80% of the homeowners and tenants are foreigners.

In order to sustainably manage the property, the appointed professional property management team from SCM Property Services (subsidiary of UEM Sunrise Bhd) has taken the approach of building a good rapport with the residents and owners.

"For instance, we would send reminders to defaulters on their dues, make personal phone calls to request for payments and even pay a visit to

Grand Medini is a GreenRE Bronze certified project for its efforts in site management; conservation of electricity, water and resources; as well as environmental protection.



PICTURES BY LOW YEN YEING | EdgeProp.my



Social distancing was practised. This image has been doctored.

From left: Grand Global Medini Sdn Bhd executive director Chai Ko Foong, Paul, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

the unit to ensure collection rate is above 90%.

"We do not favour [drastic] methods such as escalating [any issues] to tribunals unless that is the last resort. Hence, proper communication skills are practised. It is the key to educating owners and residents on the importance of paying their maintenance fees on time," says SCM Property Services general manager Paul Richard, adding that maintenance fee collection rate stands at around 98%.

According to Paul, it is imperative for the owners to be aware that sufficient cash flow is needed to upkeep the buildings and facilities.

To further keep cost low and manageable, the property management implements a monthly review to ensure operations are run within budget.

"Apart from operation costs, expenses on purchase of tools and equipment as well as repair of wear and tear items are also monitored

against income from maintenance charges," says Paul.

It also ensures service providers and contractors adhere strictly to the SOPs (standard operating procedures) set by SCM Property Services and the requirements laid out by the Joint Management Body (JMB) on work schedules. This form of close monitoring ensures that preventive and regular maintenance are being carried out effectively.

To optimise cost, energy-saving bulbs and timers to control the usage of lights, water pumps and air-conditioning have been installed.

"We also carry out internal and SIRIM audits to ensure the SOP complies with the requirements as well. Thus, it is necessary for property managers to build a good relationship with the JMB and always provide constructive feedback and advice for them to improve and promote sustainable building management," Paul adds.

CONTINUES NEXT PAGE →

Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Silver

Grand Medini



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The property management also took into consideration the plight of certain owners who had requested to run short-term rentals because they had problems servicing their loans amidst the current sluggish market conditions.

“We advised the JMB to make amendments to the then by-laws, [but to mitigate the complications,] they could impose strict controls on short-term rental activities.

“For instance, impose a security deposit (refundable) during the stay duration, control the number of occupants depending on unit sizes and ensure the common facilities are well-maintained,” explains Paul, reiterating that communication is key for harmony in a well-managed property.

Meanwhile, among the initiatives to ensure the indoor air quality of the development is not neglected, the air-conditioner filters are serviced periodically and humidity controllers are installed in rooms with high moisture content. “It is important to improve indoor air quality by maintaining healthy air ventilation to preserve the health of the occupants even though we had to allocate a large sum to integrate air quality sensors into the existing air ventilation system,” explains Paul.

Moving forward, the management team is looking at using a community portal platform to monitor billing, collections, complaints and more. “The platform will explore direct payment links to local utilities service providers as well as the local authorities for taxes. We are also planning to integrate the Visitor Monitoring System with the barrier gate controls at the guardhouse for stricter security control,” Paul elaborates, adding that with the award win, the team is motivated to do even better in future.



PICTURES BY LOW YEN YEING | EdgeProp.my

The resort-styled development may give off an impression of high maintenance and upkeep, but the property management has implemented several cost-optimisation measures.

KENNY YAP | THE EDGE



It is necessary for property managers to build a good relationship with the JMB and always provide constructive feedback and advice for them to improve and promote sustainable building management.” — **Paul**



Winners

BELOW 10 YEARS
MIXED DEVELOPMENT (ENTIRE)

Silver

The
RobertsonGetting a grip
on short-term
rentals

From left: EdgeProp Malaysia director of business and product development Alvin Ong, Tay, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee.

BY **EDGEPROP.MY**

Located at the intersection of Jalan Robertson and Jalan Pudu in Kuala Lumpur, The Robertson is a mixed development comprising 793 serviced residences, 465 retail mall units and 24 shop lots.

Developed by Gamuda Land, this Green Building Index (GBI)-gold certified development was completed in 2017. It is currently being managed by the developer's property management arm Gamuda Land Property Services Sdn Bhd.

The judges of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 have been impressed with the rigorous and transparent approach in the management and maintenance practices that have yielded amazing results in this project that it was accorded the Silver in the below 10 years mixed development (entire) category.

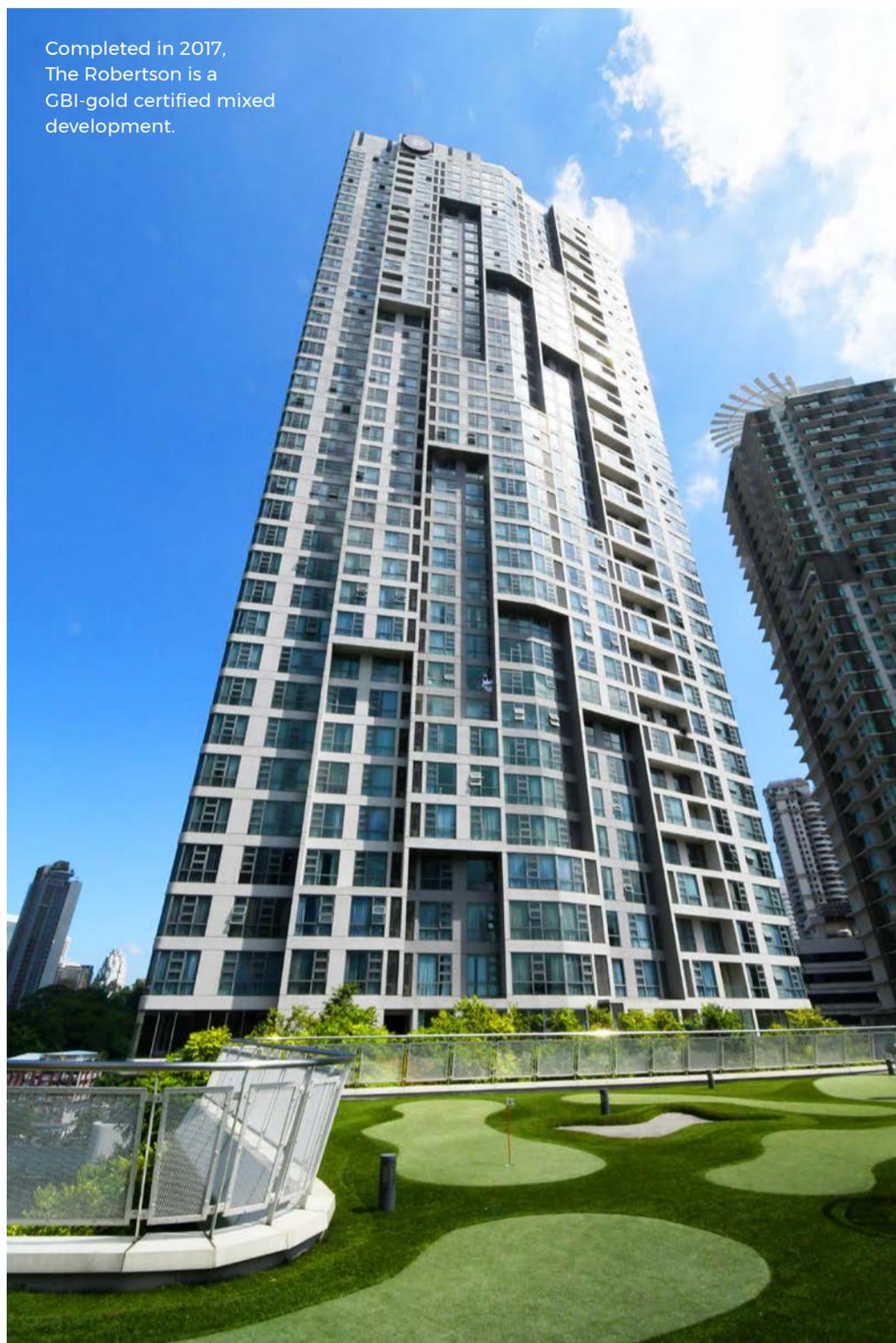
The judges were particularly amazed by the outstanding indicative rental yields of between 5.7% and 6.03% delivered by the residential units.

However, it has not been a smooth ride for The Robertson to where it is today. One of the challenges the property manager faced was the vibrant short-term rental activity in the residential component.

It can be described as a love-hate relationship, whereby the short-term rental activity has been offering steady income for the majority of the owners while making The Robertson a popular short-term stay destination in downtown KL.

On the other hand, it does come with its own

Completed in 2017, The Robertson is a GBI-gold certified mixed development.



PICTURES BY LOW YEN YEING | EdgeProp.my

KENNY YAP | THE EDGE



Tay: We are committed to adding value for our residents by introducing and implementing initiatives that translate to tangible returns, improved quality of life and peace of mind for them.

set of complications such as guests creating nuisance in the premises; regulating the activity without compromising the security level; and the sustainability of its common facilities.

According to Gamuda Land general manager of township and facilities management Victor Tay, more than 90% of the residential units in The Robertson are being operated for short-term rental by over 60 operators.

"On the residential front, we were fairly prepared for the fact that the majority of the own-

ers would go into short-term rental rather than own-stay once their properties were completed. Having said that, there were several challenges that confronted the team on-ground once short-term rental in The Robertson took off in its earnest," he tells EdgeProp.my.

In order to tackle the issues, Gamuda Land Property Services made it compulsory for all short-term operators to register with the management.

"We were met with resistance when we first proposed the set of rules for short-term operators. Nevertheless, we continued to engage the stakeholders and after a period of deliberation, it was agreed that there had to be some form of regulation and monitoring to ensure order and compliance to the by-laws, and that the management would play that role," says Tay.

On top of that, the team has also provided lockers at the entrances of the residential towers and made it compulsory for all short-term rental operators to rent them in order to facilitate the check-ins and check-outs of their guests.

This is to control the movement of the guests without the need of intervention by any management personnel, he says, adding that the workers servicing short-term rental units are only assigned access to designated floors and prohibited from using passenger lifts for their work.

"We also taught the operators how to pre-register their guests using our mobile application — the Gamuda Land Mobile app — in order for our security to verify their identity upon arrival and departure, as well as for us to keep a record," he says.

CONTINUES NEXT PAGE →

Winners

BELOW 10 YEARS
MIXED DEVELOPMENT (ENTIRE)

Silver

The
Robertson



← FROM PREVIOUS PAGE

“Managing a building with short-term rental activity does present a lot of challenges. However, we are proud that our team has taken it in their stride and is able to work well with all parties to overcome those challenges,” he adds.

Combating Covid-19

As a vibrant place in the city centre, The Robertson has put in place several measures to prevent the spread of Covid-19 even before the Movement Control Order (MCO) which began on March 18 to curb the spread of the outbreak in Malaysia.

For instance, Gamuda Land Property Services has made it mandatory for all its employees, workers and agents to wear face masks at all times. The team also conducts disinfection at all lifts, common facilities and areas at least twice daily, offers Tay.

Short-stay operators have also been informed to decline bookings from high-risk country travellers while temperature checks were conducted by the property management team on guests, he adds.

“These measures are in addition to us putting up additional notices to heighten awareness among residents and occupants, and to inform them that we have made face masks and hand sanitisers available.

“Following that, we have kept in close contact with the Ministry of Health on additional measures to protect the residents and occupants, as well as to seek affirmation on measures we have already put in place,” he explains.

Raising the bar in communication

From its experience of managing The Robertson, Tay notes the team has learnt that transparency, communication and engagement is of utmost importance, especially in resolving issues or overcoming any challenges.

Hence, Gamuda Land Property Services plans to raise the bar in the communication and engagement with residents at The Robert-

son through the help of technology.

“Through our Gamuda Land Mobile app, the residents will not miss out on any important news or event. They will also be able to stay in touch with their community whether at home or abroad. The app will also have features that allow the residents to engage various services such as cleaning, hiring a mover and engaging a property agent, all at the convenience of their fingertips.

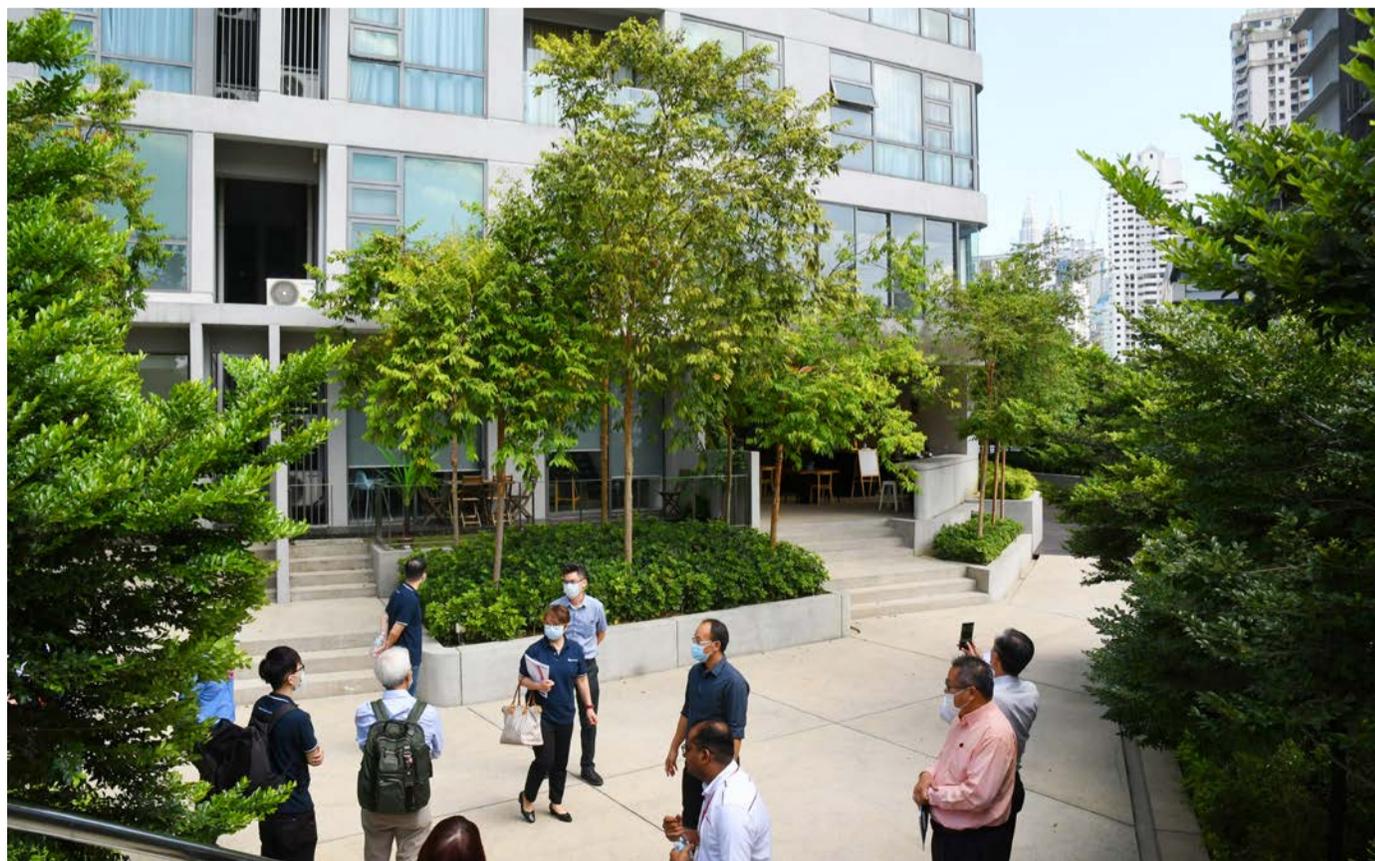
“We are committed to adding value for our residents by introducing and implementing initiatives that translate to tangible returns, improved quality of life and peace of mind for them,” he concludes.



Top: Despite being a popular choice for short-term stays, The Robertson still managed to retain its maintenance standard.

Middle: Dedicated lockers are provided at the entrance to facilitate the check-ins and check-outs of the short-term stay guests.

Bottom: Lush greenery surrounds the building.



Winners

10 YEARS AND ABOVE
MULTI-OWN STRATA RESIDENTIAL

Silver

Villa Flora
Condominium



Small budget, big heart

PICTURES BY LOW YEN YEING | EdgeProp.my



Villa Flora is one of the earliest premium condominiums in TTDI.



We do not have a big budget hence we made sure every penny spent was well spent, like as though we were spending money from our own pockets."

— Stewart

BY RACHEL CHEW

Everyone wants a property that will appreciate in value over time, but the tricky part is finding willing owners to expend effort and resources to bring about that effect, even more so for a decades-old project.

One good example where good property management has contributed to strong property values is Villa Flora Condominium in Taman Tun Dr Ismail (TTDI), Kuala Lumpur.

The project's average asking price has jumped over the last five years, thanks to the hard work and commitment of its management corporation (MC) and professional property manager. In recognition of its efforts, Villa Flora has been chosen as the Silver winner in the 10 years and above multi-own strata residential category of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

When it was first launched about 28 years ago, Villa Flora was considered a premium project in the area. Located on an 11-acre freehold site in TTDI, it was low density, boasted an advanced security system for its time and offered full-fledged condominium facilities such as two badminton courts, two swimming pools, a gym, a laundrette and a meeting room.

Nonetheless, over the years, property values of Villa Flora units became stagnant due to several management and maintenance issues. For instance, the security features and facilities were not upgraded while the landscaping was neglected and looked unkempt. There were even break-ins even though the police station

was just across the road. But fortunately, the MC decided to take action before it was too late.

"We realised that upgrading was necessary to attract buyers and tenants. Villa Flora has such a premium location, a solid building structure even after 20-over years and the density is super low — we have only 362 units to share this 11-acre land. It certainly was worth more than the RM300 psf price five years ago," says immediate past chairman of Villa Flora MC Vincent Wong.

Starting afresh, the MC decided to appoint Henry Butcher Malaysia (Mont Kiara) Sdn Bhd as the property manager in 2016.

Besides cleaning up and digitising the account books for better transparency and budget allocation, the property manager worked with the MC to plan and execute some major upgrading projects including revamping the entire security system into a four-tier system which involved guard post remodelling, traffic flow re-routing, and creating a project management app.

"We used to have a tiny guard post at our main entrance which stood between two narrow one-way lanes that only allowed one car to pass through. We were always worried that if there was a fire, the fire engine would not be able to pass through," Villa Flora MC chairlady Meggy Stewart recalls.

To ensure the new guard post complies with current fire safety standards, the MC submitted the drawings to the authorities for necessary approvals and within a year, the guard post was up and functioning.



From left: Henry Butcher Malaysia (Mont Kiara) Sdn Bhd building manager Addi Aidileikhmal Salikun and general manager Norhayati Bonah representing Villa Flora Condo to receive the award trophy from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.

CONTINUES NEXT PAGE →

Winners

10 YEARS AND ABOVE
MULTI-OWN STRATA RESIDENTIAL

Silver

Villa Flora Condominium



Saleha: There are more upgrading projects being lined up in Villa Flora.

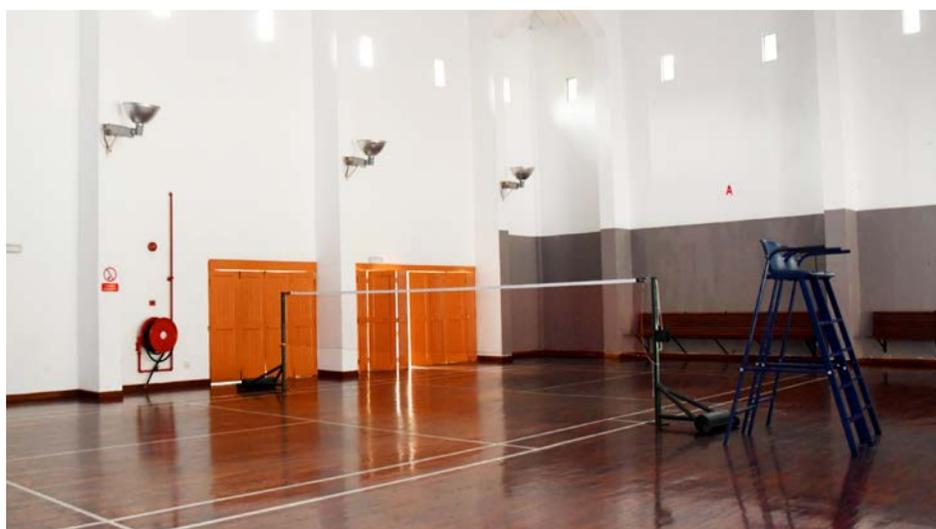


Wong: When our neighbors or residents entrust the MC to make good use of the money to benefit the development, we cannot just let a third party handle it completely.



Above: The landscaping including the fish pond was previously neglected.

Right: One of the two indoor badminton courts at Villa Flora.



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“We did not have a big budget, hence we made sure every penny was well spent, as though we were spending money from our own pockets. I’m glad that the MC members and property management team were of one mind and very determined to revive Villa Flora,” Stewart shares.

Besides the security system, the MC gradually completed a few upgrades over the past few years, such as refurbishing the lobby, resurfacing the roads, changing the piping system and sprucing up the fish pond.

“What we could do ourselves, we did, such as the neglected fish pond and the landscaping. Our charge-man, technicians and even our property manager and residents all helped out in the fish pond makeover instead of hiring a contractor.

“When we need to hire someone to do the work, we call for tender and carefully compare prices and quality before we make any decision.

“We also want every process to be transparent and fair. I think this is why our accounts today are very healthy even after we have completed so many projects over the years,” says Stewart.

According to EdgeProp.my data, Villa Flora recorded transacted price psf ranging from RM472 to RM618 in 2019 despite the overall slow property market in the past few years, compared with RM390 to RM705 psf in 2015. It is also worth noting that in 2019, Villa Flora recorded the highest transacted price since 2016 at RM1.38 million — the year Villa Flora started a series of upgrading projects.

Transparency

Wong adds that another key factor to healthy finances is for the MC to be hands-on.

“The sinking fund and maintenance fees are considered a mini community public fund. When our neighbours or residents entrust the MC to make good use of the money to benefit the development, we cannot just let a third party handle it completely. We must know where the money is from and where it is going, so we felt the first thing to was to digitise the accounting so it is transparent and clear, and can be passed down to future MC committee members without any confusion,” Wong says.

Villa Flora boasts an excellent 99% maintenance fee collection rate but the MC knows that for an 11-acre condominium which is low-density, every penny counts.

“The maintenance fee of Villa Flora is only 30 sen psf, and we only have 362 units to fund the daily operating cost as well as for future upkeep.

“This is why we need good ‘paymasters’. In order to have good paymasters, first we need to prove to our fellow owners that the monthly maintenance fee is well spent and their asset value will appreciate because of these upgrading efforts,” she shares.

Moving forward, there are more projects being lined up such as installation of solar panels, swimming pool upgrades and modernising the lifts.

“The condo had modernised the lifts once before Henry Butcher took over. Recently, we decided to do it again instead of replacing the lifts entirely after consulting the professionals,” offered Siti Saleha Mohd Sallen, the onsite building manager from Henry Butcher Malaysia.

“With proper care and regular maintenance, old lifts are as safe as new ones. In fact, there are many century-old lifts still in service in western countries.”

Similarly, Villa Flora is getting on in age but the MC is determined to ensure that its value will stand the test of time.

A CUT ABOVE THE REST

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Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Bronze

Ascenda Residence
@ SkyArena

PICTURES BY LOW YEN YEING | EdgeProp.my



Focused on the long term

BY NATALIE KHOO

Getting things done right from the beginning is always better than having to rectify wrongs later on. Similarly, proper building management SOPs (standard operating procedures) and guidelines set up from the get-go provides the building with a good head start towards sustainable property management. Ascenda Residence @ SkyArena is one such example.

Developed by SkyWorld Development Sdn Bhd, the condominium project was, until recently, managed by its property management arm SkyWorld Property Management Sdn Bhd, upon its completion three months ahead of schedule in September 2017.

At EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020, the project was a Bronze winner in the below 10 years multi-own strata residential category.

Ascenda Residence is the developer's first project in the country. It forms part of the 28-acre SkyArena mixed development in Setapak, Kuala Lumpur. Ascenda Residence was launched in 2014 with a total of 650 units. Housed in two blocks of 27 and 37 storeys, they are fully sold. Current occupancy stands at 92%. The building scored 76% in the QCLASSIC construction quality assessment.

Several upgrades have been carried out by the developer and property management team since the project's completion including the installation of a centralised water filter to supply cleaner water for consumption; the allocation of additional motorbike parking lots; installation of flexible bollards for the driveway to prevent accidents; and changing the lights in the common areas to LED lights, which translates to electricity bill savings of more than 20%.

Another aspect that the management takes seriously is safety.

"Safety of our residents is something we cannot compromise on. Hence, we have added a steel barrier gate to prevent unauthorised visitors on motorcycles from entering the carpark area.

"We have also installed additional CCTVs to monitor and ensure the safety and security of the surrounding areas to prevent security breaches and vandalism," SkyWorld Development chief operating officer Lee Chee Seng tells EdgeProp.my.

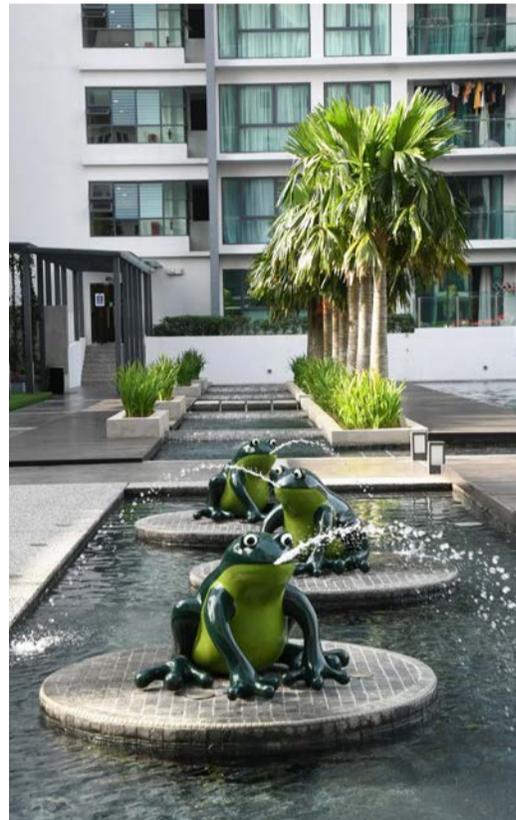
Long term sustenance

While it is important to ensure a property is managed and maintained well in the present time, Lee believes it is important to be farsighted and adopt measures on sustenance and sustainability.

"For instance, we have to adopt preventive maintenance instead of corrective steps by practising regular scheduled checks weekly on all mechanical and electrical equipment to ensure everything is in good condition and is operating well. We also need to service/calibrate electrical equipment such as the generator set and transformers according to the scheduled time frame as advised by the electrical engineer," says Lee.

Ascenda Residence Joint Management Body

CONTINUES NEXT PAGE →



Left: Ascenda Residence is SkyWorld Development's first project in the country.

Above: One of the water features in the development.

KENNY YAP | THE EDGE



It is important to not only manage a property well at present time, it is also important to adopt measures on sustenance and sustainability." — Lee



Social distancing was practised. This image has been doctored.

From left: Kwan, Lee, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Bronze

Ascenda Residence @ SkyArena



← FROM PREVIOUS PAGE

(JMB) chairman Kwan Thean Poh concurs, adding that the focus on sustenance also includes energy conservation and efficiency that will reap savings over the long term.

The JMB is also planning to create a different circuit and additional timer to control all the common areas' lighting system. It is also looking at installing Bomba lift protection sheet and rubber mats for easy maintenance at the lifts as well as to upgrade the lift ventilation system.

"All these are possible as long as there is commitment and collaboration between the JMB and the Management Office (MO), which had a very close working relationship. The JMB is the closest to the residents and act as the medium for the MO to communicate with the residents," says Kwan.

"The JMB members help to convey the needs of the residents to the MO and assist in convincing the residents on any initiatives or measures taken by the MO that benefit them. The JMB members can provide a clearer picture about the management operations and help the MO understand the actual condition of the property. The members may also have another point of view which the MO may have missed. Thus, good communication and understanding between the JMB and the MO will create a harmonious living environment," Kwan emphasises.

To enhance communication between the MO and the residents further, SkyWorld had launched a mobile application called SkyWorld Connects whereby residents can reach out to the MO should any problems arise. Residents can perform several functions using the application, including defects submission, facility booking, advanced visitor registration, as well as feedback and complaints submission. They also have easy access to information on their accounts.

"The MO can also provide relevant information or updates to residents via the Announcements & Community section on the app. On request, the MO can also assist residents with minor repairs such as plumbing or electrical issues," says Lee.

Like in most condominiums, one of the com-

mon challenges faced by the management is residents breaking house rules and ignoring instructions by security guards or MO.

"In such events, the MO will serve a reminder and warning letter to the respective residents followed by a fine not exceeding RM200 on second/subsequent breaches of our house rules," says Lee.

Aside from the constant engagement with its residents, the management also has to ensure that there is sufficient fund despite the upgrading works. Currently, the maintenance charges' collection rate is around 95%.

"The MO has to plan ahead and budget to ensure that the contingency fund is sufficient, and at the same time, spend accordingly to maintain the property," Lee adds.

Note: SkyWorld Property Management is no longer managing Ascenda Residence as of February this year. The building is currently being managed by an external property manager.



Above: Built on 28 acres of prime land as part of a mixed integrated development in Setapak, SkyArena Sports KL is a one-of-a-kind 9.4-acre multi-storey sports and leisure complex.

Left: Residents can enjoy the herb garden on the facilities floor.

Safety of their residents is something SkyWorld cannot compromise on. Hence, they have added a steel barrier gate to prevent unauthorised visitors on motorcycles from entering the carpark area.



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The information contained herein is subject to change and cannot form part of an offer or contract. All renderings are artist's impression only. All measurements are approximate. While every reasonable care has been taken in preparing this material, the developer cannot be held responsible for any inaccuracy. All the above items are subject to variations, modifications & substitutions as may be required by the Architect or Engineer.

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STRATA RESIDENTIAL

Bronze

Windows
on the Park



PICTURES BY LOW YEN YEING | EdgeProp.my



Sustainable by design

BY NATALIE KHOO

Sitting on an 8.9-acre freehold green enclave, of which almost half is parkland, Windows on the Park (WOTP) comprises three high-rise towers housing 540 condominium units. The project developed by Selangor Dredging Bhd (SDB) was completed in 2016.

“Do you know why this project is called Windows on the Park? The name of the development reflects the design concept, where three multi-storey high portals or ‘windows’ are carved out from the residential towers, allowing the park environment to seamlessly flow through the blocks. These windows also form a visual axis, connecting and guiding movement through the park, thereby creating a holistic park environment that encourages a sense of community,” SDB Properties Sdn Bhd post development head Peter Quah tells EdgeProp.my.

Maintaining such a unique project is no easy feat, and the labours of the Joint Management Body (JMB) and SDB Property Management Sdn Bhd are evident in the well-kept common spaces of the project including the parkland. The latter is SDB’s property management arm, which has been the appointed professional property management company for WOTP.

At EdgeProp Malaysia’s Best Managed and Sustainable Property Awards 2020, WOTP took home Bronze in the below 10 years multi-own strata residential category. The artistic park landscape has also won WOTP the Gold in the EdgeProp-ILAM Malaysia’s Sustainable Landscape Award 2020.

“There are regular meetings between the JMB committee, the management office (MO) and the developer proxy to ensure all issues are collectively agreed upon and addressed accordingly. We work hand in hand.

“The JMB plays a very important role in constantly checking on management roles and responsibilities in upkeep and managing the whole development within the approved budget versus expenses,” WOTP resident manager Kuhalan Jakanathan from SDB Property Management says.



Quah: SDB does not just comply with the minimum standards in sustainability but to exceed them as much as possible.

“Furthermore, the JMB and MO will need to comply with all regulations in the Strata Management Act for the benefit of each parcel unit owner, the JMB and the MO,” Kuhalan adds.

“We believe that every product we create must be carefully crafted and curated to deliver an extraordinary living experience. We have to be a responsible developer and a key participant in the communities that we build,” he says.

Constant improvements

Since WOTP was completed back in 2016, several initiatives and upgrades have already been carried out, mainly to make the project more sustainable and safe for its residents.

Among them is the installation of LED light fittings at the car park area, the surrounding landscaped areas and emergency fire exits, which has helped reduce electricity bills by 30% and achieved noticeable savings in utility costs.

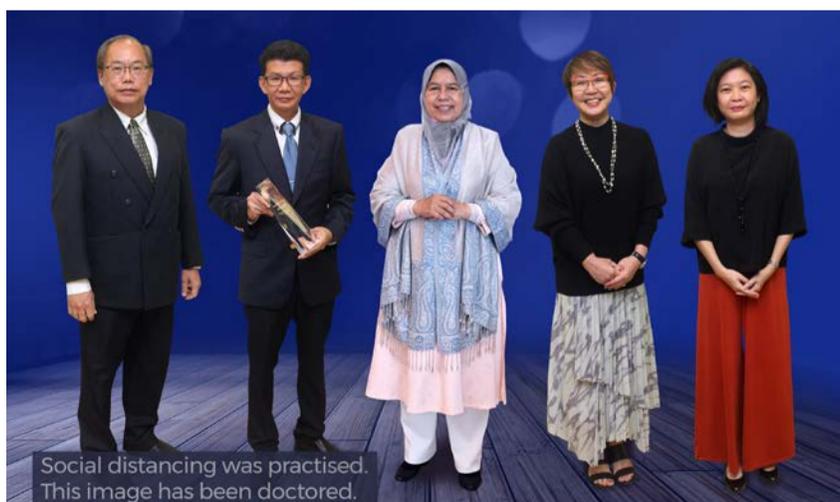
“To encourage residents to reduce their carbon footprint and for their ease of commute, a free shuttle van service to and from the nearest MRT (mass rapid transit) stations has been introduced, offering multiple trips in the morning and evening,” says Kuhalan.

According to Quah, SDB does not merely comply with the minimum sustainability standards but aim to exceed them as much as possible.

“These standards are adopted in the project design including energy efficiency as well as the use of renewable resources.

“Through better use of passive design strategies, we have achieved good natural daylight penetration and ventilated spaces (hence reducing the need for artificial light during daytime), reduced water consumption for landscape irrigation (rainwater harvesting) and good air quality due to the green open spaces,” he says, adding that the park’s striking granite sculptures, trees and plants also require low maintenance.

Elaborating on the rainwater harvesting system, Quah explains that it is designed to capture large volumes of rainfall at the rooftop area to be



From left: SDB Properties Sdn Bhd post development manager Toh Keng Hong, Quah, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

CONTINUES NEXT PAGE →

Winners

BELOW 10 YEARS MULTI-OWN STRATA RESIDENTIAL

Bronze

Windows on the Park



← FROM PREVIOUS PAGE

channelled down into a reinforced concrete tank as a water catchment.

“There are several rainwater harvesting tanks including one at Block A and one at Block B. This natural rainwater is used to water the 4.2-acre landscape areas at WOTP,” he adds.

Meanwhile, for the safety of residents, additional street signages have been put up while speed breakers have been built onto the driveways and in the car park.

In terms of regular maintenance, the management team abides by a preventive maintenance checklist for all common areas, which covers mechanical and electrical items such as electrical power systems, lifts, generator sets, swimming pool, mechanical pumps, fire alarm protection, access card system, CCTV, barrier gates, and others.

“We also ensure that all appointed service providers upkeep and maintain the facilities or services as per schedule and requirements,” says Quah.

Education never stops

Kuhan notes that one major challenge in managing WOTP is getting owners and residents to comply with the by-laws

and house rules governing strata living in general and at WOTP in particular.

“The majority of the residents have never lived in a condominium before. Most of them had previously stayed in landed homes, so they are often not used to the rules that come with strata living.

“Hence, to ensure compliance and to create a harmonious community, we ensure strict enforcement. Regular notices and circulars are issued to remind residents and owners of their responsibilities in the development,” Kuhan explains. The project is 100% occupied with maintenance fee collection rate at 97%.

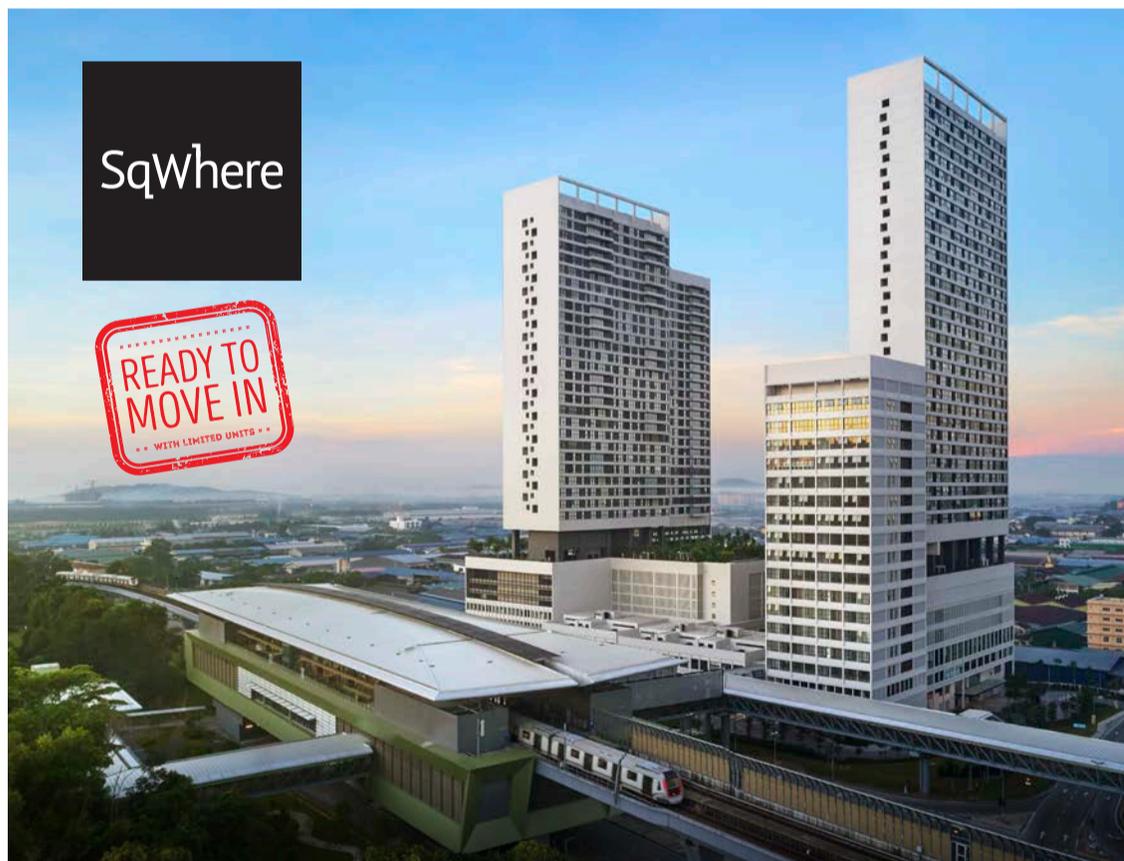
Moving forward, Quah says the management will be installing additional CCTVs in all car park areas and a radio frequency identification (RFID) system at the main entrance of the guard house.

Further provision and initiatives that the management is planning to take on is to provide free Wi-Fi at all facility areas and car park areas in addition to upgrading works at the main guard house with concrete imprint flooring, awning and additional window openings.

“SDB will continue to remain committed to the owners and maximise the value of the property,” asserts Quah.



WOTP's park environment flows seamlessly through the entire development.



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Bronze Winner in Below 10 Years Multiple-own Strata Residential Category 2019

Dedau
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Bronze Winner in Above 10 Years Non-Strata Residential Category 2019

Aman Sari
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Bronze Winner in Below 10 years Multi-Own Strata Residential Category 2018

By The Sea
138 beachfront luxury suites surrounded by sun, sea and sand. Located on Batu Feringghi, Penang the suites are ideal for families and couples.



Bronze Winner in Below 10 Years Multi-Own Strata Residential Category 2018

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Winners

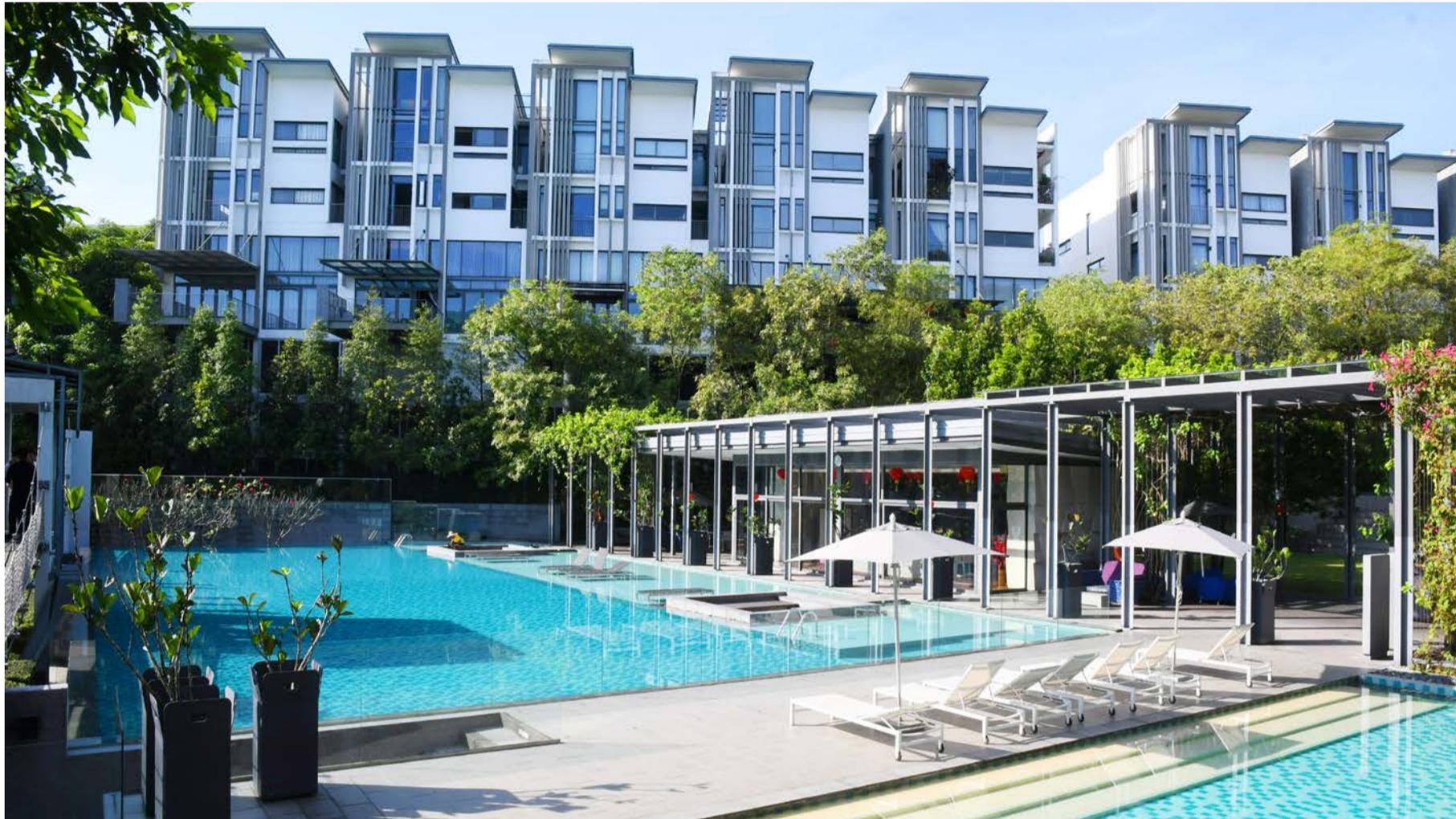
BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Bronze

The Mansions @ ParkCity Heights



PICTURES BY LOW YEN YEING | EdgeProp.my



The Mansions is a high-end low-density parkhome development on a 20-acre freehold hill site in Desa ParkCity.

Overcoming hurdles with tenacity

BY RACHEL CHEW

A luxury home with extraordinary facilities is a dream for many, but it might turn into a nightmare if the property and the enhancements that come with it are difficult and costly to maintain.

For the joint management body (JMB) of The Mansions @ ParkCity Heights, however, their determination to deal decisively with every challenge has proven that it is possible to ensure their homes remain their dream homes.

Working hand in hand with a professional property manager to achieve one goal — to maintain its standing as one of the most premium strata landed residential projects in Kuala Lumpur — has proven to be a winning formula as The Mansions was named the Bronze winner in the below 10 years multi-own strata residential category at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020. In 2019, the project had clinched the Gold in the EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2019.

The Mansions is a high-end low-density parkhome development on a 20-acre freehold hill site at the award-winning township Desa ParkCity in Kepong, KL. The project boasts some unique features which are exclusive to its homeowners such as a jungle-walk trail, a fruit orchard, an infinity swimming pool that overlooks the fruit

KENNY YAP | THE EDGE



“The JMB is important in setting the goal while the property manager needs to advise the JMB on how to achieve it and execute the plan.” — **Khoo**



From left: Henry Butcher Malaysia (Mont Kiara) Sdn Bhd senior property manager Kathrine Yong and Khoo received the award trophy from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia executive editor Sharon Kam.

orchard and state-of-the-art security features including motion detection perimeter fencing and CCTV.

JMB chairman Kenneth Khoo, who is a homeowner at The Mansions, and onsite building manager from Henry Butcher Malaysia (Mont Kiara) Sdn Bhd Suki Leung tell EdgeProp.my that the biggest challenge is to maintain its vast natural surroundings.

“We only have 127 units to share this 20-acre land. The project is on elevated land by a forested hill. Our residents are often greeted by insects and animals from monkeys to snakes,” Khoo shares.

“Besides the hill, the project itself

is very green. The trees number more than the 2½-, 3- and 3½-storey parkhomes we have here. We also have our very own 1km jungle walk. The greenery is definitely one of the top reasons many have chosen The Mansions as their home. However, to maintain the green environment is the biggest challenge here,” says Khoo.

The Mansions has eight full-time gardeners, besides a third party service provider once every one or two years to trim the taller trees.

“Trees are living things. They need to be taken care of, trimmed, cut and

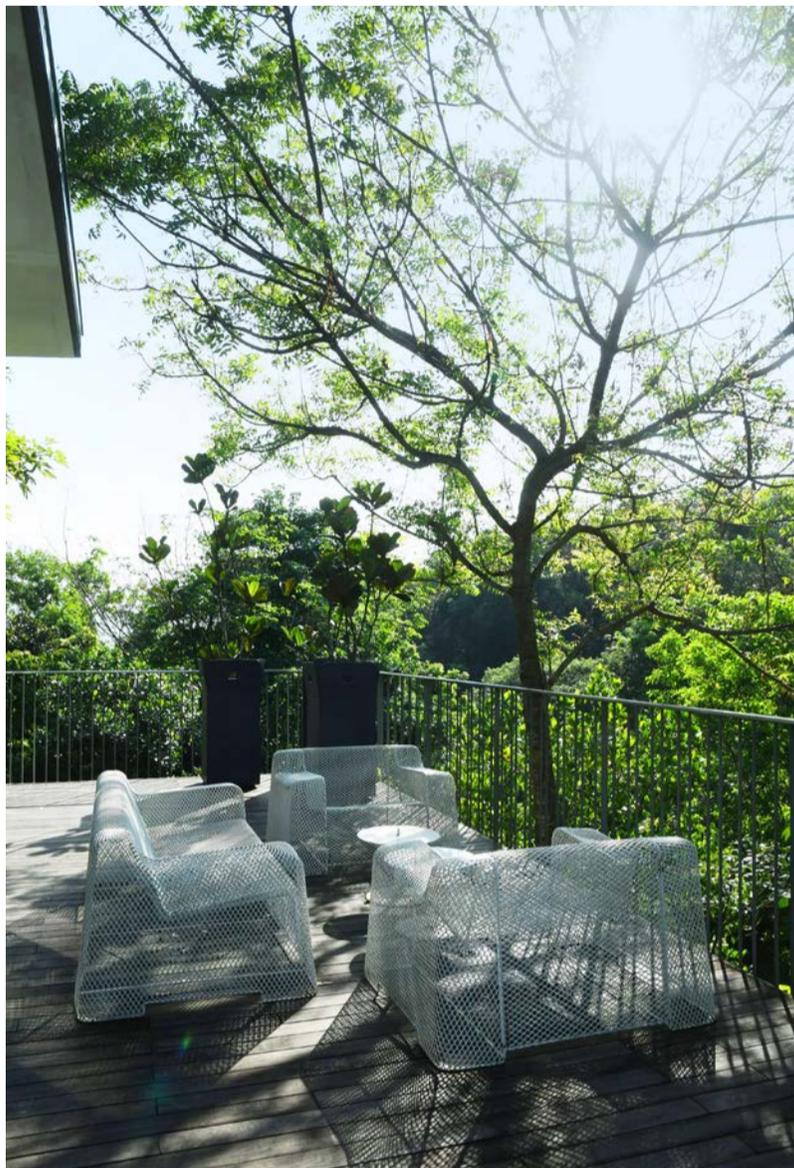
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Winners

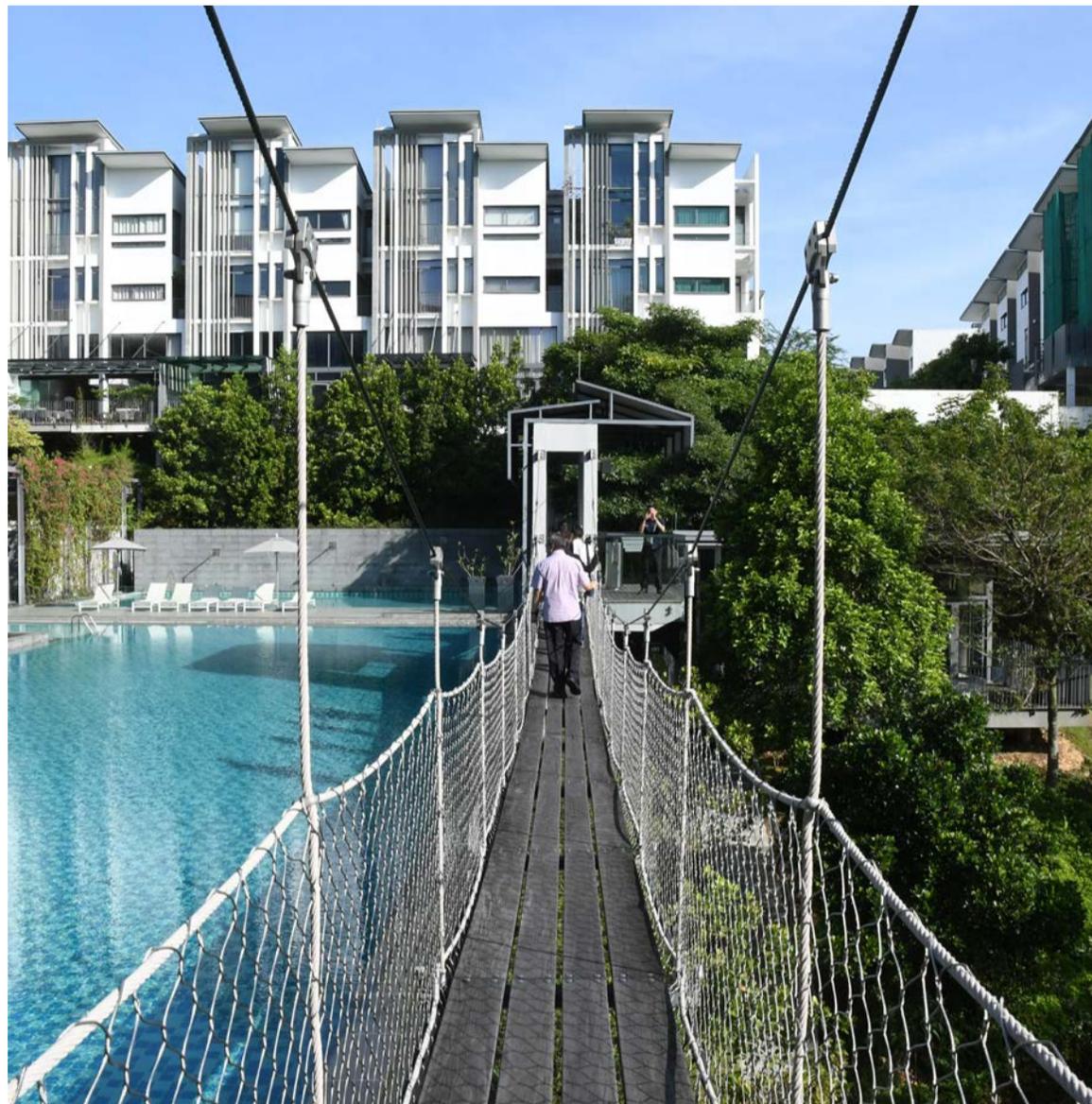
BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Bronze

The Mansions @ ParkCity Heights



Many residents bought The Mansions for its greenery.



The canopy bridge overlooks the private fruit orchard in The Mansions.

← FROM PREVIOUS PAGE

fertilised regularly. The price of staying in such a green environment is you need to fork out a rather big sum to maintain and take care of the flora. When you do not do a good job in taking care of them, they will overgrow and that will bring other problems," Khoo notes.

Living with nature

Rapidly-growing trees will need more manpower to upkeep, especially when the roots grow uncontrollably and block certain parts of the drainage system.

"The Mansions was built on a very hard and solid surface, hence drainage has always been a bit of a problem for us. For example, the overgrown roots have blocked some of the units' drain outflow to the main drainage. Those units have to redo their piping to solve the problem.

"The hard surface also hinders water flow especially after a heavy downpour where you will see water pooling in some areas," he notes.

To address the problem in a cost-effective way, The Mansions maintains the size of trees at a certain width and height. By doing so, it also controls the tree roots.

"We can choose to chop off some trees or replace them, but we would rather not because many of us bought here for the greenery. Replanting or replacing the trees would cost even more due to the hard surface.

"We have learned that maintaining the tree sizes is a more sustainable way. It is not necessary to destroy the natural environment for our comfort. In fact, we are the ones who have encroached into their territory," Khoo points out.

The hard ground in the area has also led to incidents of tiles dislocating and popping up especially the ramp at the main entrance of The

Mansions, whenever too much weight is on them.

"Whenever there is a big truck or lorry coming into The Mansions via the ramp, there will be tiles popping up. According to Bomba requirements, the road must be able to hold at least 30 tonnes of weight. Our ramp and roads are also too narrow for a fire engine to pass," Khoo shares.

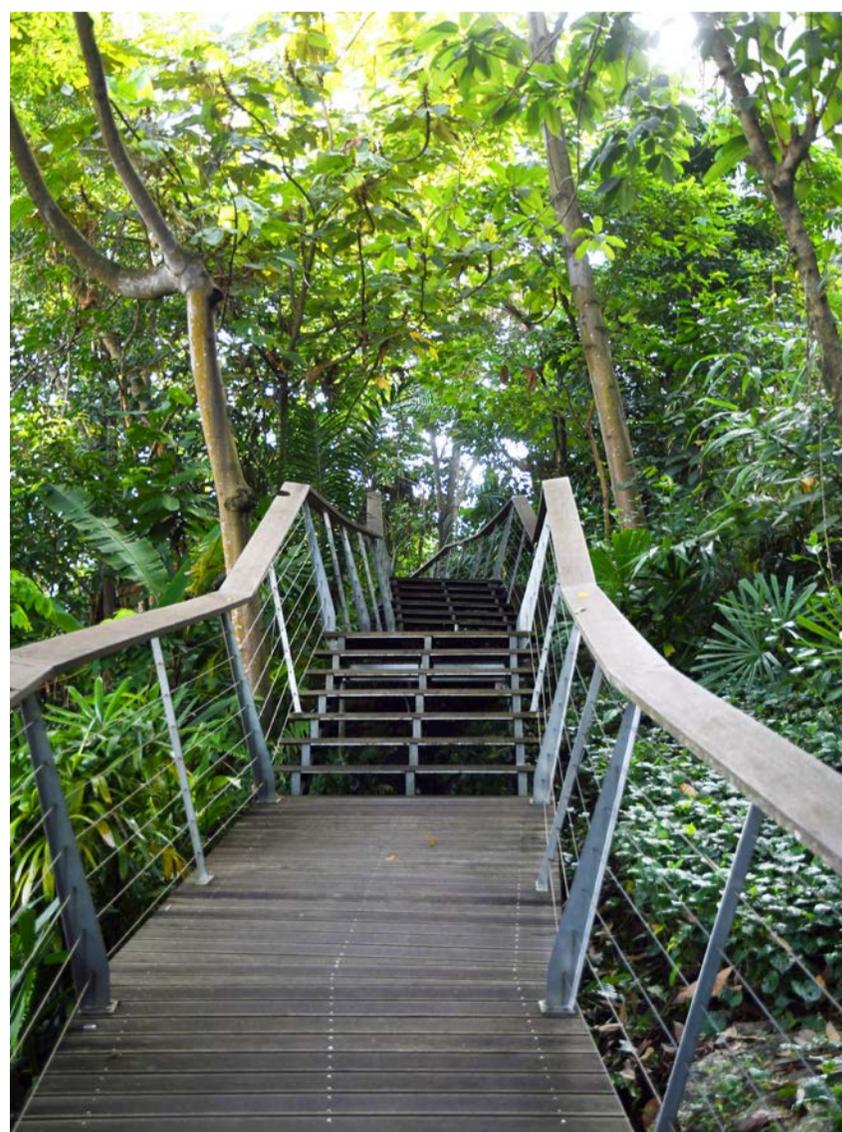
Hence, the ramp and all necessary internal roads will be upgraded in future, which is expected to involve close to a million ringgit.

"Fortunately, we have sufficient funds to carry out the upgrading project if the resolution is passed in the next residents' meeting. Our maintenance fee collection rate has been good at almost 100%," he reveals, adding that the sum has been maintained at RM1,000 to RM1,700 per unit since handover and there are no plans to revise it.

As the property gets older, there would also be a need to upgrade the wear-and-tear of items such as the outdoor CCTV cameras and cabling. Onsite property manager Leung says The Mansions has a huge perimeter which poses a challenge to security patrolling by its 15 guards hence the upgrades are necessary to ensure the security and safety of its residents.

With so many aspects to cover and consider, Khoo stresses that it is important for the JMB to choose a professional property manager and work closely with them.

"The committee members are all volunteers and many of us do not know much about strata management and property. Therefore, we need a professional property manager. The JMB is important in setting the goal, while the property manager needs to advise us on how to achieve it and execute the plan. Both parties have to work in sync and move toward the same goal," he concludes.



The Mansions has its own private jungle walk.

Winners

BELOW 10 YEARS
SPECIALISED CATEGORY

Bronze

The ARC,
Bandar Rimbayu



Communal centerpiece of Bandar Rimbayu

BY RACHEL CHEW

Fostering a strong community bonding has been among the focus of new developments today. Among the efforts are common facilities that encourage interaction such as parks, community farms or gardens.

The question is, can these community-oriented facilities be sustained without burdening the property management team and residents in the long run?

Sharing his experience in planning and managing a 16-acre communal facility called The ARC in the new township development of Bandar Rimbayu in Selangor, Bandar Rimbayu Sdn Bhd senior general manager Chai Kian Soon says sustainability has been its core design concept right from the planning stage.

Developed by IJM Land Bhd, Bandar Rimbayu is a 1,879-acre township inspired by the nostalgic times when life was simple and people lived close to nature in a safe and supportive neighbourhood. With a GDV of RM11 billion, the gated-and-guarded strata development located near Kota Kemuning is spread over four precincts: Flora, Fauna, Bayu and a commercial hub.

At the heart of this township is The ARC which comprises a football field with an elevated green roof, herb gardens, the residents' clubhouse, the developer's show gallery and offices which house the township management team, as well as F&B outlets. The serene environment and the F&B offerings have never failed to draw visitors from within and without Bandar Rimbayu, especially during weekends.

The ARC also features Community Function Pavilions with a giant canopy and a green roof deck that acts as a walkway connecting the various complexes.

"Built at RM60 million over two phases, The ARC is a hub for social and recreational activities for the residents and the public to come together and enjoy the facilities in a self-sustainable green environment. The green canopy was completed in November 2013 while The Club was completed in January 2019.

"To foster community spirit and create a greater sense of belonging, we have been organising numerous activities at The ARC successfully — in particular, activities that link the communities.

"In addition, The ARC is a living, evolving showcase of sustainable design made to respond to the environment. It harnesses the elements of sunlight and heat to create its own energy storage and harvests rainwater for use, thus



BANDAR RIMBAYU



The ARC is a community hub for social and recreational activities, a place where residents and public can come together to enjoy the facilities in a self-sustainable green environment." — Chai

enabling The ARC to be self-sustainable and energy-efficient," says Chai.

All these have led to The ARC being named the Bronze winner in the below 10 years specialised category of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

Chai explains that The ARC's elevated green parkland receives rainwater which percolates through the earth into a stratum of subsoil drainage. The water will then seep through along the perimeter gutters as it drips down a series of green-meshed vertical landscape columns before finally finding its way into the perimeter creek system.

The perimeter creek also serves as retention waterways. The system utilises gravity to induce a perpetual flow, thus reducing the need for pumps or energy. Extensive water management studies were also carried out to ensure that this design would meet water harvesting criteria for irrigation purposes,

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The ARC is a living, evolving showcase of sustainable green environment.



PICTURES BY LOW YEN YEING | EdgeProp.my

From left: Bandar Rimbayu Sdn Bhd Property Management senior manager Elaine Ong and Chai receive the trophy for The ARC from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.



Social distancing was practised. This image has been doctored.

Winners

BELOW 10 YEARS
SPECIALISED CATEGORY

Bronze

The ARC, Bandar Rimbayu



← FROM PREVIOUS PAGE

taking into account the water quality, flow rate and retention volume.

The developer's efforts have not only resulted in The ARC becoming the centre of the Bandar Rimbayu community, but also created a natural ecosystem in the area, where owls, monitor lizards, eagles and otters have been seen making their homes.

The ARC is compartmentalised into different sections to ensure that each is sustainable. The event spaces under the green canopy is being monetised through rental for private and corporate events such as runs, weddings, product launches, commercial photo and video shoots, and bazaars; the football field by itself will be sustainable once it is leased to an operator, which is expected to be a catalyst to generate many other related activities to attract even more visitors to The ARC.

Meanwhile, the clubhouse has been self-sustaining since it started operation, with a membership of 3,865 Rimbayu residents. It is also open to the public, and has attracted 118 members so far.

Balancing the books

"Despite the many initiatives undertaken to ensure The ARC incurs as little maintenance cost as possible, spending is unavoidable to ensure that the venue is safe and continue to be patronised by visitors comfortably.

"We have adopted technology in handling our maintenance and management efficiently. We balance very carefully the income from the spaces we can monetise and the intrinsic value Bandar Rimbayu derives from operating The ARC, versus the expenditure," Chai shares.

He said the property management's scope of work is not just focused on maintaining the facilities but a combination of science, art and financial knowledge.

To maximise the limited management budget of The ARC, the team has done several upgrading projects by killing two birds with one stone.

"For example, we have enhanced guard patrolling with the use of e-bikes, thus reducing the headcount of security personnel, resulting in a cost savings of 8%. It also reduces pollution from fossil-fuelled motor vehicles.

"In view of the recent introduction of solar PV initiatives by the government, we have also evaluated a few options on fixing more solar panels on the many rooftops The ARC has. We have estimated a payback of six years for our intended investment in the solar PV panels under the Net Energy Metering concept," Chai elaborated.

The township's landmark

The ARC is sitting on a commercial plot in Bandar Rimbayu. The development of the township still has another 15 years to go. Will the site then be redeveloped in future?

"The ARC has become the identity of Bandar Rimbayu carrying an intrinsic value for our customers and our group. We are not looking at redevelopment of The ARC anytime soon. Any further development on that location will not alter the original objective and purpose of The ARC. Our focus is to make it sustainable, revenue-generating and the brand ambassador of Bandar Rimbayu," Chai stresses.



Above:
The elevated green parkland of The ARC.

Left: The football field is one of the most popular facilities for leisure and events at The ARC.

Below:
The clubhouse of Bandar Rimbayu is part of The ARC.



Winners

10 YEARS AND ABOVE
MULTI-OWN STRATA RESIDENTIAL

Bronze

Mont'Kiara Bayu



PICTURES BY LOW YEN YEING | EdgeProp.my

Preventive action – the antidote to ageing

BY NATALIE KHOO

Ageing is challenging, be it for people or buildings, but with good maintenance, time does not necessarily have to erode either's appeal. The 18-year old mid-range Mont' Kiara Bayu (MK Bayu) condominium in Mont'Kiara, Kuala Lumpur, which took home the Bronze at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 in the 10 years and above multi-own strata residential category, testifies that prevention precludes needless cost for cure.

The project, which sits on a five-acre land, comes with facilities such as a grand portecochere overlooking the resort-style swimming pool, children's playground, two tennis courts, BBQ pits and a poolside gazebo.



“Successful building management is dependent on not only the property management company, but the synergy and communication between the MC members and the property manager.”

— Paul



The 18-year-old MK Bayu testifies that prevention precludes needless cost for cure.



Social distancing was practised. This image has been doctored.

From left: SCM Property Services residential manager Selven John Bosco, Hah, Housing and Local Government Zuraida Kamaruddin Minister, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.

“There are a few aspects which the Management Corporation (MC) and the property management company need to ensure when it comes to old buildings such as the sustainability of the equipment in the common areas, the functionality of the mechanical and electrical (M&E) components as well as the maintenance of the facilities in the building,” MC chairlady Hah U Lian tells EdgeProp.my.

At MK Bayu, the MC and SCM Property Services Sdn Bhd (SCM) work closely together to ensure proper preventive and corrective action is taken on all the equipment such as the water tanks, pumps and M&E items so that regular services and replacements would have already been carried out before any major breakdowns.

“If we wait until then, it will burn a big hole in the pocket as major cost expenditure will be incurred,” Hah says.

SCM is a subsidiary of the property development company of UEM Sunrise Bhd (formerly Sunrise Bhd), the developer of MK Bayu.

SCM has drawn up proper maintenance SOP and preventive measures on all equipment, electrical components and facilities for the benefit of all residents.

“SCM will conduct an audit yearly and come up with a schedule on parts that need replacement. Working with the SCM team really eases the MC's work and grant us peace of mind,” Hah adds.

CONTINUES NEXT PAGE →

Winners

10 YEARS AND ABOVE
MULTI-OWN STRATA RESIDENTIAL

Bronze

Mont'Kiara Bayu



Left: The project, which sits on a five-acre site, comes with a grand portecochere overlooking the resort-style swimming pool, children's playground, two tennis courts, BBQ pits and a poolside gazebo.

Below: Judges taking a closer look during a site visit to MK Bayu to ensure all safety and electrical standards have been complied with.



Over the years, the management team has successfully kept MK Bayu in pristine condition.

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Communication is key

SCM general manager Paul Richard believes that successful building management is dependent on not only the property management company, but the synergy and communication between the MC members and SCM.

"We conduct regular meetings via WhatsApp and e-mails, and monthly meetings are carried out to discuss issues and to gain approval to complete the tasks mandated. The MC members are involved in the management and maintenance of the building and they know what is being carried out as per the requirements of the building.

"The MC and the professional team share a common objective that is to achieve a better understanding of the needs of the residents as well as of the management and maintenance of the building. Working together also helps to ensure that all work, tasks and delivery of services are achieved without any hindrance," says Paul.

All residents' complaints and feedback are recorded in the Property Management System under the Customer Service Entry and Work Order portal. After that, the Management team will be given a time frame to complete the task before closing the entry.

Paul adds that with 80% of the residents being expatriates from Europe and Asia, they have to be multi-cultural and celebrate all the major festivals to enhance the value of the nation's diversity. "We also involve the underprivileged children in the community in our events, where our residents come together to join us in this meaningful community service," Paul adds.

MK Bayu is currently 89% occupied

with around 66% of them being owner-occupiers while 34% of them are tenants. The maintenance fee collection rate for the project is 92%.

Some of the cost optimisation and innovation efforts in MK Bayu are the installation of LED lightings throughout the building to minimise electricity consumption, and using low-volatile organic compound paints for the internal and external walls to reduce irritant fumes and minimise the emission of harmful chemicals into the environment.

According to data from EdgeProp.my, the units in MK Bayu were transacted at an average of RM601 psf translating to an average of RM647,222 in 2019. Unit prices ranged from RM535 up to RM718 psf. Rental yield for MK Bayu was 5.18%. Chairlady Hah says that units in MK Bayu were transacted at an average price of RM280 psf back in 2002, which means that the value of the property has appreciated about 114.6% over the past 18 years.

"Throughout the years, the management team has successfully kept MK Bayu in peak condition through endless dedication in managing and sustaining MK Bayu.

"We are grateful to SCM, which will continue to maintain the development's facade, facilities and all-round liveability at MK Bayu. We are entrusted to deliver the best to our owners and residents, and we believe, together with SCM's capability, experiences and knowledgeable staff, coupled with the support and assistance provided from its HQ senior management team, we can make MK Bayu the best place to call home," Hah concludes.

Winners

10 YEARS AND ABOVE
NON-STRATA OFFICE

Bronze

Quill 9



Built on the strength of a multi-disciplinary team

BY RACHEL CHEW

Located at Jalan Professor Khoo Kay Kim, Petaling Jaya in Selangor, Quill 9 is an eight-storey Grade A commercial complex with a built-up area of more than 280,000 sq ft. Some of the anchor tenants in Quill 9 are Dutch Lady, Fuji Xerox and Rolls Royce Motorcars. It is also where the building's developer and owner — Quill Group of Companies' headquarters — is located.

"Quill 9 is a relatively low density compared to other commercial buildings nearby. The lower tenant density means less congestion at the common areas and easier access to building facilities," says Quill Group of Companies CEO Koong Wai Seng.

Quill 9 has all along recorded 100% occupancy since the MSC-status building was completed 11 years ago and the company is proud of its high tenant retention rate with some tenants having been with Quill 9 since day one.

Koong believes the support from the tenants speaks for the quality of the building maintenance and management which has led to Quill 9 winning the Bronze in the 10-years and above non-strata office category of EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

Koong attributes the achievement to teamwork. "Quill is a fully-integrated multi-disciplinary property services group with in-house teams of architects, engineers, space planners, interior designers, builders and facility managers.

"We are unique as we are able to provide for our customers' needs from the inception of the building project until they occupy and use the office space. Through sharing of knowledge, experiences and best practices among Quill's in-house teams, we provide a holistic value proposition to our customers," he notes.

No doubt, Quill 9 has benefited from the 'A to Z' strategy practised by the group and the excellent communication between the in-house teams.

Decision-making can be done quickly and efficiently. For instance, when one team raises a suggestion that may not be workable to another team, the suggestion can be refined straightaway to make it workable as the M&E engineer, designer, architect and facility management teams are all in the same office and have worked on the project from the beginning.

The facility management team is especially crucial as its members are on the frontline to collect tenants' feedback and to learn lessons from their management experience for better and more sustainable planning of future projects.

Quill 9 was the result of feedback from tenants of Quill Group's other buildings, hence it was designed with large floor plates of up to 50,000 sq ft so that the entire staff of a company can be on the same floor. This also increases staff interaction and synergy in work processes.

Quill 9's unique circular design allows for more windows than usual, providing ample natural light, which is conducive to the wellbeing of its occupants while contributing to energy savings.

"Tenants are assured of Quill's quality not only when it comes to the building architecture, but also internal designs, features and fit-outs, as well as the on-going maintenance and customer care that follows. More than just being partners with the tenants, we want to treat them with care and honesty as this would create an intrinsic value and benefit the company and its future projects in the long run," Koong notes.

Due to the current Covid-19 pandemic situation, the facility management's top priority now is to ensure precautionary measures are in place and are adhered to for the health and safety of tenants and visitors.

"Thanks to the large floor plates and the low



From left: Michael Ong Chartered Architect senior head of architect Zafarullah Mohd Rozaly and Koong received the award trophy from Housing and Local Government Minister Zuraida Kamaruddin, witnessed by EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of product and business development Alvin Ong.

density of the Quill 9 building, there is less congestion especially in the common areas, so we are able to practise social distancing with one another," Koong notes.

He describes the relationship between the facilities management team and Quill 9 tenants as excellent as the team provides personalised service.

"Our facility team members always put themselves in the shoes' of the tenants. That is the way to keep the tenants happy because this relationship is not just pure business, but to care about their overall safety and comfort. Most of the tenants have been with us for well over 10 years," Koong concluded.



Tenants are assured of Quill's quality not only when it comes to the building architecture, but also internal designs, features and fit outs, as well as the on-going maintenance and customer care that follows." — Koong

Quill 9 is an eight-storey Grade A commercial complex.



Winners

EDGEPROP-ILAM MALAYSIA'S
SUSTAINABLE LANDSCAPE AWARD 2020

Special Mention

Urban Park
@ Eco Spring

A charming modern utopia

PICTURES BY LOW YEN YEING | EdgeProp.my



The exceptional story-telling design of the landscape would have shutterbugs clicking away.



Suhilmi: The goal is to build a safe and aesthetically pleasing landscape with visual interest so that visitors of all ages would be keen to explore the garden.

Bottom, from left: EdgeProp Malaysia executive editor Sharon Kam, EcoWorld President & CEO Datuk Chang Khim Wah, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

perfect place for them to learn about edible plants. It is also a place for family and community bonding.

For the more active, there is a basketball court, a football field and a roller skating rink whereas the not-so-sporty ones could enjoy some light workout at the outdoor gym, or take a stroll by the tranquil lake.

The pedestrian walkway and cycling lanes are wide enough and interlinked for comfortable walking, jogging and cycling experiences. The walking paths are also accessible to the disabled. Meanwhile, there are a number of benches around the park for people to just sit back and enjoy the serene environment.

Beautifully-sculpted shrubs further enhance the landscape around the eye-catching grand gazebo with a classic European design, bidding visitors to take click away at their cameras.

With safety, cleanliness and charm, all the features in the Urban Park are aimed to make the park an integral part of the community and to encourage residents to be more active around the township, says Suhilmi.

BY CHELSEY POH

Eco Spring is a 614-acre gated-and-guarded township in Tebrau within Iskandar Malaysia's Flagship A in Johor, with homes inspired by classic European manors. The architectural aesthetics are reflected in the development's spick and span landscaped surroundings, and like in all the projects by Eco World Development Group Bhd (EcoWorld), there is hardly a grass out of place, so to speak.

When completed, Eco Spring will have 2,885 homes. Of the 2,642 units launched thus far, around 79% have been sold. The township also comes with commercial and recreational components. Green spaces and a lake cover 78 acres or 13% of the development.

Guided by the core values of EcoWorld's unique DNA, the landscape is designed to be in perfect harmony with the surroundings to form a picturesque township. Serving as the main recreational area, the 29.3-acre Urban Park at Eco Spring has been planned based on a landscape concept of "reflection and expression". The meticulously-crafted Urban Park received a Special Mention by EdgeProp-ILAM Malaysia's Sustainable Landscape Award 2020's judging panel at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020.

With a team of 46 people, Eco Spring's landscape department has carefully designed, planned, built and subsequently maintained the landscape of the entire township. The team comprises professional horticulturists, landscape architects, engineers,



project managers and craftsmen.

Eco World's divisional general manager of group landscape Md Suhilmi Ismail explains that it all starts with "reflection" on the park components, the recreational activities and the cost efficiency to create a landscape that facilitates physical activities and relaxation while offering residents a sense of identity.

This is followed by the "expression" stage, which is about enhancing the value of the park, where the team looks into more detailed designs, compiles studies on safety, circulation and connectivity, gets residents' feedback and consider the cost of tree transplants as well as elements that could serve as a focal point of the landscape, such as the grand gazebo at the park entrance.

People-centric designs

Suhilmi notes that the goal is to build a safe and aesthetically pleasing landscape with visual interest to attract visitors of all ages.

The design, he adds, stems from two questions: "Who are we designing for; and what are their needs?"

Ultimately, landscapes in township are meant to serve the residents, hence place-making is important and people-centric designs are implemented throughout the Urban Park, where it facilitates a range of active and passive activities for different age groups.

Children can have fun at the playground, while the Urban Park's herb garden is a

The beauty regimen

To keep the many plants lush, sufficient irrigation is a must. To save water, an underground rainwater harvesting system has been installed beneath the signature roundabout to collect rainwater. Water from the lake is used as well, hence minimising the usage of potable water.

From day one, the durability of the landscape components has been considered. Walkways, benches, the viewing deck, the pavilion and the LED compound lights are made of robust materials (such as concrete) and finishes to withstand the weather elements and daily use. The components are also easy to clean and refurbish.

Maintenance is carried out in a systematic way by highly motivated trained staff, Suhilmi notes.

"Furthermore, by having our own permanent landscape staff, the cost of maintenance can be lowered by 15% to 20% compared with outsourced contractors," he proudly shares.

Moving forward, the plan is to establish a digitalised system to store information such as cost-related data, plant information, maintenance guidelines and records, design reviews and schemes. Digitisation would ease the info-sharing process within the company.

"We feel glad and thankful when we see people appreciating our efforts in creating landscapes that engage with people. It motivates us to provide more sustainable landscapes in our developments in future," he says.

Winners

BELOW 10 YEARS MULTI-OWN
STRATA RESIDENTIAL

Special Mention

Anyaman
Residence



Where engagement and education goes hand in hand

BY NATALIE KHOO

Amidst the bustling area in Bandar Tasik Selatan near Cheras in Kuala Lumpur, the Anyaman Residence, an apartment project within the town, offers a serene environment.

Developed by ZYNS Development Sdn Bhd and completed in 2016, this medium-cost apartment project currently managed by Izrin and Tan Properties Sdn Bhd received a Special Mention at EdgeProp Malaysia's Best Managed and Sustainable Property Awards 2020 in the below-10-years multi-own strata residential category.

The project comprises three blocks of 17-storey apartments sitting on a 4.1-acre freehold site. There are a total of 372 units with facilities including a gymnasium, swimming pool, reading room and a multipurpose hall.

Of note is that Anyaman Residence participated in EdgeProp Malaysia's Best Managed Property Awards 2019 under the same category. It was shortlisted but did not bag any prize. During the site visit by the judges, some feedback and advice were given to the property management team of which they had taken very seriously to improve what they could.

For instance, the property did not have a registered charge man previously but only had a visiting engineer to check on the building from time to time. In 2019, a dedicated charge man was hired.

The building also had no fire alarm in 2018 but following the judging panel's feedback, a fire alarm system has since been installed and working properly.

"Now if there is a fire, the main barrier gate and all access doors at the common area will automatically open. The judges also advised us to remove items like used bottles and brooms which were placed on top of the hose reel system and they have now been cleared," Anyaman Residence building manager Awalluddin Abdul Murat proudly tells EdgeProp.my.



The project comprises three blocks of 17-storey apartments sitting on a 4.1-acre freehold site.

According to Awalluddin, one major challenge the management team faces is in educating the residents on the importance of house rules in a strata development.

"Some residents were previously living in non-strata developments, so they are not used to all these house rules. For instance, some unit owners just pass their access cards to their tenants without explaining to them the house rules. When the residents are reminded to not commit the same offence or when they get fined, sometimes they get frustrated with us because they don't understand why they are being penalised. It is our job as the property management company to educate them," Awalluddin says.

He believes that constant engagement with residents is the key to managing a building well.

"We have organised open days where we engage with the residents on what we can improve as a property management company and how we can meet their needs. We also organised activities such as gotong-royong

to clean up the compound surrounding Anyaman.

"Such engagements are essential to foster a close relationship with residents as well as to create a sense of belonging in them. This also indirectly helps the management in raising awareness among residents about strata living and house rules," Awalluddin notes.

Since the building's completion in 2016, several upgrading works have been carried out including the installation of a main water filter, additional CCTVs and access system for the gymnasium and reading room, an area for car wash, extending the guardhouses' roof structures and renovating the ground floor lift lobby area in each block. All these have been done for the safety and convenience of the residents. The project is currently 60% occupied, half by owner-occupiers and the rest by tenants.

The property management company and the Joint Management Body (JMB) work very closely together, says Anyaman JMB chairlady Harnesh Kaur.

"We have to be very involved as we are representing the voice of the parcel owners here at Anyaman. If any issues arise from the residents here, we will ask the management to arrange for an investigation first before any verbal advice or necessary action is taken. There is constant communication on what needs to be done to improve strata living here," she says, adding that fostering a strong relationship between the JMB and management office will benefit the property in the long run.

Despite the challenges in making the residents understand their roles and responsibilities of communal living, the maintenance fee and service charge collection rate for Anyaman is currently at a remarkable 98%, thanks to the efforts of the management.

"At the start of the month, the defaulters will receive a gentle reminder. We also e-mail the owners directly and put a list [of defaulters] at the notice board, inside the lifts and on the property management application - JaGaApp. If the notice is ignored,

the management will block the access card to the building. In worst-case scenarios, the management will send a reminder letter and a final reminder before we file the cases to the tribunal," Awalluddin elaborates.

Higher rental yields

Meanwhile, according to Izrin and Tan general manager Alex Tan, good property management can attract higher rental demand from tenants and raise the value of a property.

"Our rental yield increased from 3.1% in 2018 to as high as 4.2% in 2019. Once the defect and liability period ended in July 2019, a unit with a built-up of 1,109 sqft which fetched a rental of RM1,700 per month in July 2019 saw its rental go up to RM2,000-RM2,300 per month in August 2019.

According to data from EdgeProp.my, in 2018, the average transacted price of a unit in Anyaman was RM689 psf or RM660,000 which translates to a capital appreciation of 22% from the developer's price.

"Of course, Anyaman's strategic location also plays a role. We are within walking distance to the Terminal Bas Sepadu which links to the Light Railway Transit, KLIA Express and the KTM. This is very convenient for working adults as well as for a lot of people working in KLIA or for airlines like Air Asia and Malaysia Airlines," says Tan.

Moving forward, Tan says that to ensure the upkeep of Anyaman remains sustainable in the future, preventive maintenance must continuously be executed while the property management company must follow the SOPs for daily operations without fail.

"Besides that, we need to also constantly engage with the residents so that the relationship which we have built remains strong. Not only that, it is also important to foster strong bonds between the residents. We are planning to launch our Games Room for the residents soon to provide a place where the residents can gather and enjoy activities with one another," Tan concludes.

AWALLUDDIN ABDUL MURAT



Awalluddin: Sometimes residents get frustrated with us because they don't understand why they are being penalised. It is our job as the property management company to educate them.



From left: Tan, Harnesh, Housing and Local Government Minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee, EdgeProp Malaysia executive editor Sharon Kam.

Social distancing was practised. This image has been doctored.

Winners

BELOW 10 YEARS
SPECIALISED CATEGORY

Special Mention

AirAsia
RedQuarters



Challenged by an unconventional office building

BY CHIN WAI LUN

KENNY YAP | THE EDGE

This is not your typical office space. The staff in this building work in an “open setting” with minimal partitions separating each department and level, even the CEO’s so-called office. This is the concept utilised by homegrown low-cost airline AirAsia at its corporate headquarters fondly known as RedQuarters or RedQ.

The 18,000 sq m six-storey building on a 4.8-acre site see a many as 2,135 AirAsia staff (also known by the moniker, Allstars) during its peak and is located adjacent to the klia2 terminal in Selangor.

AirAsia Group Bhd began construction of RedQ in December 2014 and completed it on November 2016. Since April 2019, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd has been serving as the building’s appointed property manager.

The open setting is themed ‘One Happy Family’. Correspondingly, the layout is a space for a flat hierarchical organisation in a horizontally-organised building, with an office design where even the upper management sits in areas without wall enclosures.

“It is to provide openness in every aspect. It contributes in developing your mind, creativity and productivity. There is no barrier between ranks but respect among each other is deeply cultivated,” AirAsia RedQ building maintenance manager Mohd Natasya Mohamad Rozee tells EdgeProp.my.

Minimising energy consumption

While the contemporary open office concept is unique and fun, managing an office like this with over 2,000 occupants is no walk in the park. Recognising the arduous



Mohd Natasya: We consider ourselves a newbie in managing our own building. However, with strong support from every party involved and good teamwork, we have been able to make it this far. This award proves that we are not just a building maintenance team but a property manager.

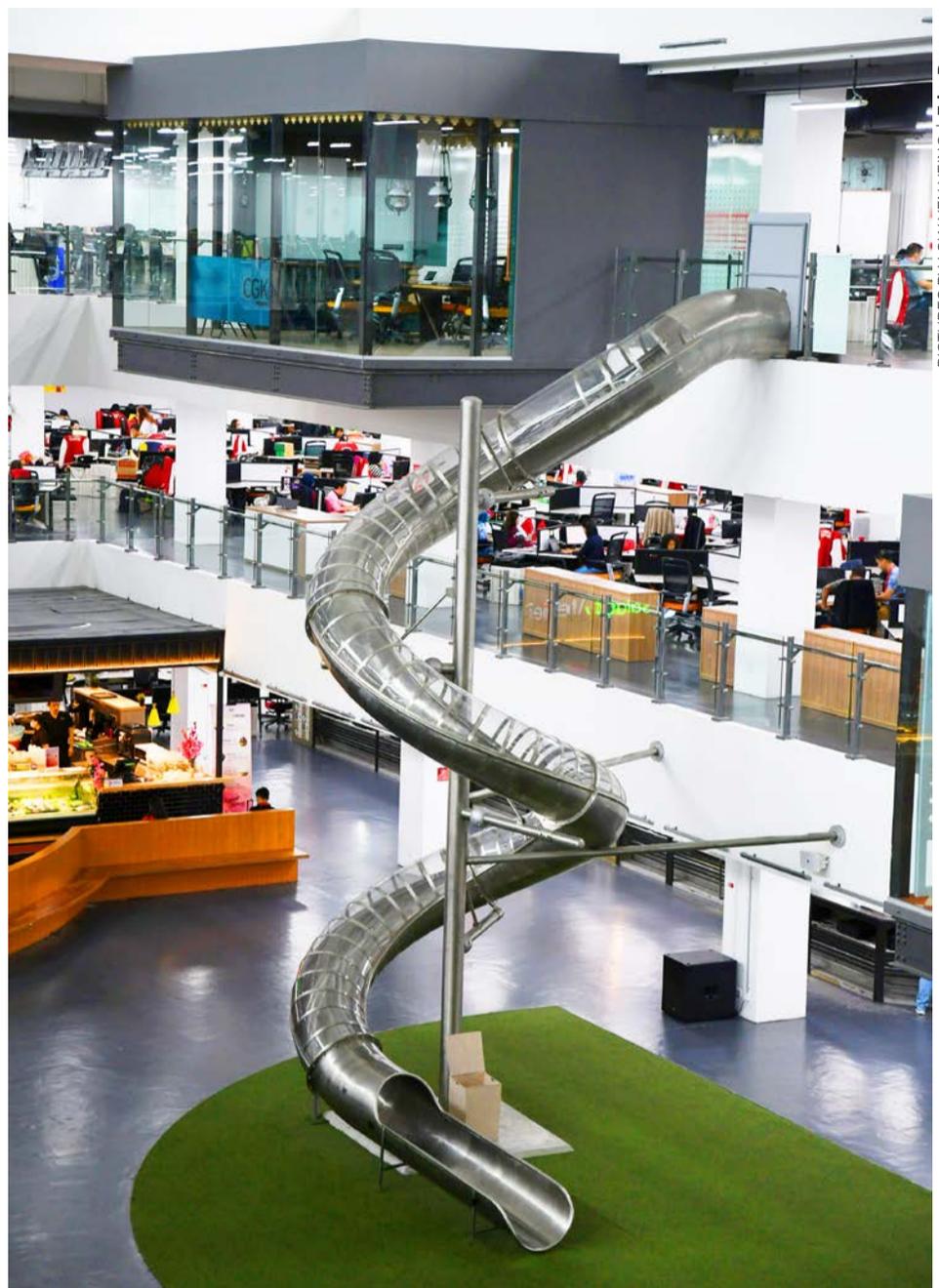
work put into its management, RedQ received a Special Mention from the judges of EdgeProp Malaysia’s Best Managed and Sustainable Property Awards 2020 in the below 10 years specialised category.

Property manager Henry Butcher Malaysia admits that managing RedQ can be quite challenging and costly.

“Almost all facilities are being heavily utilised such as air-conditioners and lighting. Due to the high occupancy rate (prior to the Covid-19 outbreak), we need to ensure all facilities are always in top-notch condition,” says Henry Butcher Malaysia executive director Low Hon Keong.

For a start, the air-conditioning must work extra hard to maintain the ambient temperature in the large and open spaces.

“The challenge mainly comes from maintaining the temperature of the building. RedQ uses a VRV air-con system that allows temperature to be adjusted according to the need



The winding slide is one of the unique features of ‘One Happy Family’ themed RedQ.

of a particular section of the building. However, being an open concept office building with limited partitions, or in some places, no partition at all, the temperature would tend to become unified instead of isolated.

“Hence, it is quite challenging when some occupants request to increase the temperature while some want it lower. As the facility manager of the building, we need to constantly monitor and adjust the temperature based on majority’s needs,” says Low.

Cost-cutting measures

This leads to an important question. Despite the challenges, how does the property management ensure the building can be sustainably run?

“Our client (AirAsia) has agreed on several cost-cutting measures such as switching off some of the office lights and air-cons during lunchtime for about an hour. We have also set an air-con timer for each zone. Besides that, we position some staff from different departments into one zone should they wish to work beyond office hours. This way, we only need to operate the air-con and lighting at that particular zone while shutting off the other zones.

“We have also combined both lighting and walkway circuits, which were previously separated,” explains Low, which allows for the entire zone to be lit or shut off through the building control system whenever there are no occupants within that zone.

Similarly, AirAsia’s Mohd Natasya explains that the operation time for the air-con is set based on a schedule after a careful survey has been done between the facilities team, the sustainability team and other users. He

adds that this helps to determine the energy-saving hours.

For the airline company, the most challenging aspects are managing employee demands and round-the-clock operations. “We cannot afford to have a down time and delay in attending to issues related to these two areas,” says Mohd Natasya.

“We manage this through good teamwork and adoption of digital solutions. Requests and complaints are directed through a digital form and a social network communication system,” he says.

Meanwhile, Henry Butcher Malaysia has also engaged the services of Global Analytics Energy Doctor (GAED), a specialist in energy consumption. “It helps us identify energy losses and improve the efficiency of the operations and equipment, which leads to cost-savings and a reduction of our carbon footprint,” offers Low.

In the future, he adds that it will be working with AirAsia to explore nano-technology solar panels to further reduce electricity consumption and to be more environment-friendly.

“The open concept also allows us to explore the usage of the ‘Giant Fan’ to regularise the temperature while minimising the air handling unit (AHU) workload,” adds Mohd Natasya.

“We are truly delighted to receive such an award recognition. We consider ourselves a newbie in managing our own building. However, with strong support from every party involved and good teamwork, we have been able to make it this far. This award proves that we are not just a building maintenance team but a property manager,” declares Mohd Natasya.



From left: Mohd Natasya, AirAsia Group facilities management and development head Nor Azlina Mohd Isa, Housing and Local Government minister Zuraida Kamaruddin, EdgeProp Malaysia editor-in-chief and managing director Au Foong Yee and EdgeProp Malaysia director of business and product development Alvin Ong.

Social distancing was practised. This image has been doctored.

SPOTLIGHT



Commercial



Residential



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Properties for sale and rent

**RM2,880,480****Shah Alam, Selangor****Type:** Bungalow **Tenure:** Leasehold
Built-up: 6,100 sq ft **Land size:** 4,500 sq ft
Bedroom: 5 **Bathroom:** 5**Aimi Zamzuri** (REN 27363)

FIRDAUS & ASSOCIATES PROPERTY PROFESSIONALS SDN. BHD. (VE (1) 0091/3) ☎ +6017 300 6640

**RM3,300/mth****Vortex Suites, KLCC, Kuala Lumpur****Type:** Condominium **Tenure:** NA
Built-up: 700 sq ft **Bedroom:** 2 **Bathroom:** 2**Angelia Kong** (REN 03495)FIRST REALTORS AGENCY (E (3) 0788)
☎ +6017 292 3977**RM2,599,980****Presint 8, Putrajaya****Type:** Residential Land **Tenure:** Freehold
Land size: 15,294 sq ft**Asyran Laidin** (PEA 2350)IREAL PROPERTY SDN BHD (E (1) 1747)
☎ +6012 429 9573**RM700,000****Wangsa Permai, Kepong, Kuala Lumpur****Type:** Terraced House **Tenure:** Leasehold
Built-up: 1,800 sq ft
Bedroom: 4 **Bathroom:** 3**Carmen Teoh** (REN 27223)IQI REALTY SDN BHD (E (1) 1584)
☎ +6012 303 3133**RM1,400,000****Mont Kiara Meridin, Mont Kiara, Kuala Lumpur****Type:** Condominium **Tenure:** Freehold
Built-up: 1,760 sq ft
Bedroom: 3 **Bathroom:** 2**Catherine** (REN 09255)CBD PROPERTIES SDN BHD (E (1) 1197)
☎ +6012 383 9275**SOLD FOR****RM1.3 million** (RM1,245 psf)**Serviced apartment, The Sentral Residences, KL Sentral, KL****Concluded by: Carmen Lee** PRO (REN 12639)
of Reapfield Properties (HQ) Sdn Bhd
(+6012 207 3989) **When:** May 2020**Noteworthy**

- Freehold
- Built-up: 1,033 sq ft
- 2 bedrooms; 2 bathrooms
- Fully furnished
- Mid-floor unit
- Facilities: Salt water pool, gym, steam bath, sauna, BBQ pits, bar area and sky lounge
- Located within the KL Sentral transit hub with easy access to MRT, LRT, KLIA Express and KTM; walking distance to shopping malls, hotels, hospitals, banks and eateries.

The Sentral Residences is a freehold two-tower residential project with a total of 752 units. The unit built-ups range from 1,087 sq ft to 4,327 sq ft.

The Sentral Residences is located within KL Sentral right next to St Regis Hotel Kuala Lumpur. It has unparalleled access to public transportation such as the mass rapid transit (MRT), the light rail transit (LRT), KLIA Express and KTM train. KL Sentral is accessible via Jalan Damansara, Jalan Tun Sambanthan, Jalan Syed Putra and Jalan Istana.

In the KL Sentral vicinity are shopping malls, medical centres, schools, eateries, offices and shops including across the road in Brickfields.

Carmen Lee of Reapfield Properties (HQ) Sdn Bhd who concluded the deal said the sellers decided to cash out their investment in the unit for their next purchase.

Meanwhile, the buyer had been looking for a unit in KL Sentral for some time.

"As the buyer travels a lot, he

likes the easy access to KLIA at KL Sentral. The development has a direct air-conditioned walkway to the KL Sentral Transport Hub," Lee shared.

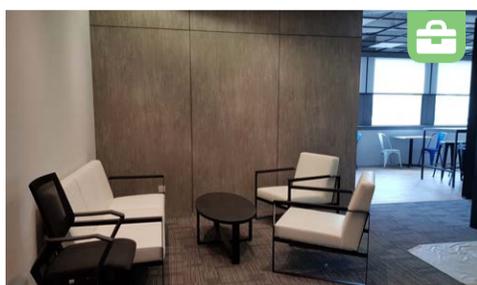
The buyer also liked that the unit came fully furnished with the interior decor tastefully done. There was also the amazing view from the sky facilities deck of the serviced apartment project.

"He was also confident that the unit could either serve for his own stay or for rental returns as well as for capital appreciation," she added.

According to EdgeProp. my data, in 2019 The Sentral Residences recorded 19 transactions with the average transacted price at RM2.76 million or RM1,340psf.

As at mid-June 2020, there were 98 sale listings of The Sentral Residences units on the property portal asking for an average RM2.23 million or RM1,294 psf.

Meanwhile, there were 68 units looking for tenants asking for an average monthly rental of RM6,335 or RM3.98 psf.

**DONE DEAL****RM5,000/mth****Kota Kemuning, Selangor****Type:** Semidee House **Tenure:** Freehold
Built-up: 3,500 sq ft **Land size:** 4,000 sq ft
Bedroom: 5 **Bathroom:** 5**Chris Chiam** (REN 27288)REAPFIELD PROPERTIES (SJ) SDN BHD
(E (1) 0452/2) ☎ +6019 317 7060**RM610,000****You Residences, Batu 9 Cheras, Selangor****Type:** Condominium **Tenure:** Freehold
Built-up: 1,453 sq ft
Bedroom: 4 **Bathroom:** 3**Chris Lim** (REN 20985)GRIFFIN PROPERTIES (E (3) 1792/1)
☎ +6016 995 5607**RM3,200,000****Casabella, Kota Damansara, Selangor****Type:** Bungalow **Tenure:** Leasehold
Built-up: 5,000 sq ft **Land size:** 4,000 sq ft
Bedroom: 6 **Bathroom:** 6**Ann Soh** (REN 03232)METRO REC SDN BHD (VE (1) 0376/1)
☎ +6018 369 8650**RM34,000/mth****KL Eco City, Bangsar, Kuala Lumpur****Type:** Office **Tenure:** NA
Built-up: 4,381 sq ft**Felicia Lee** (REN 22331)IQI REALTY SDN BHD (E (1) 1584)
☎ +6019 381 2638**RM2,600/mth****PJ Midtown, Petaling Jaya, Selangor****Type:** Condominium **Tenure:** Leasehold
Built-up: 915 sq ft
Bedroom: 2 **Bathroom:** 2**Fong Tan** (REN 38422)REAL ESTATE FINDERS (MY) SDN BHD (E (1) 1516)
☎ +6012 370 9874**RM1,550,000****BRP 5, Bukit Rahman Putra, Selangor****Type:** Bungalow **Tenure:** Freehold
Built-up: 3,600 sq ft **Land size:** 7,007 sq ft
Bedroom: 7 **Bathroom:** 8**Irene Wan** (REN 15703)PROPnex REALTY SDN BHD (E (1) 1800)
☎ +6016 233 9488

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Commercial



Residential

Properties for sale and rentPro Agents, get your listings featured here! Email support@edgeprop.my or call 03-7733 9000**RM29,800/mth****Sungai Besi, Kuala Lumpur****Type:** Commercial Land
Land size: 33,000 sq ft**James Lee** (PEA2496)

LEADERS REAL ESTATE (E (3) 1204)

+6010 773 0073

**RM550,000****Menara Polo, Desa Pandan, Kuala Lumpur****Type:** Condominium **Tenure:** Leasehold
Built-up: 1,485 sq ft
Bedroom: 3 **Bathroom:** 2**Jimmy Ng** (REN 02015)

REAPFIELD PROPERTIES (HQ) SDN BHD (E (1) 0452/1)

+6016 257 0886

**RM7,500/mth****2 Hampshire, KLCC, Kuala Lumpur****Type:** Condominium **Tenure:** Freehold
Built-up: 2,356 sq ft
Bedroom: 4 **Bathroom:** 4**Josephine Tan** (REN 05324)

CBD PROPERTIES SDN BHD (E (1) 1197/12)

+6012 390 9498

**RM3,800/mth****Stonor 3, KLCC, Kuala Lumpur****Type:** Condominium **Tenure:** Freehold
Built-up: 649 sq ft
Bedroom: 1 **Bathroom:** 1**Justin Lee** (REN 32527)

FULL HOMES REALTY SDN BHD (E (1) 1501/8)

+6016 618 9568

**RM9,750,000****Industrial Zoning Land, Kuang, Rawang, Selangor****Type:** Industrial Land **Tenure:** Freehold
Land size: 406,000 sq ft**Kheng Fatt** (REN 04422)

CHESTER PROPERTIES SDN BHD (E (1) 1321/15)

+6012 329 6931

**RM710,000****D'Demang @ Seri Kembangan, Puchong South, Selangor****Type:** Terraced House **Tenure:** Leasehold
Built-up: 1,840 sq ft **Land size:** 1,300 sq ft
Bedroom: 4 **Bathroom:** 3**Lue** (REN 18679)

HARTAMAS REAL ESTATE (MALAYSIA) SDN BHD

(E (1) 1439) +6014 626 4929

**RM2,700,000****Idaman Villas, Ara Damansara, Selangor****Type:** Link Bungalow **Tenure:** Freehold
Built-up: 3,600 sq ft **Land size:** 3,600 sq ft
Bedroom: 4 **Bathroom:** 6**May Leong** (E 2769)

JUBILEE REALTY (E (3) 1853)

+6012 779 0798

**RM3,200,000****The Ritz-Carlton Residences, KLCC, Kuala Lumpur****Type:** Condominium **Tenure:** Freehold
Built-up: 1,163 sq ft
Bedroom: 1 **Bathroom:** 1**Michelle Ong** (REN 11532)

GATHER PROPERTIES SDN BHD (E (1) 1536)

+6012 230 9666

**RM1,200,000****Taman Kajang Perdana, Kajang, Selangor****Type:** Terraced House **Tenure:** Freehold
Built-up: 2,200 sq ft **Land size:** 4,478 sq ft
Bedroom: 5 **Bathroom:** 4**Mohd Hazli Aziz** (REN 35744)

IW PROPERTIES (E (3) 1334/1)

+6012 666 0984

**RM465,000****Bandar Puncak Alam, Selangor****Type:** Semidee House **Tenure:** Leasehold
Built-up: 1,745 sq ft **Land size:** 2,400 sq ft
Bedroom: 4 **Bathroom:** 3**Nadia Rohim** (REN 08342)

DZ ANGKASA PROPERTY CONSULTANTS SDN BHD

(VEPM (1) 0331) +6012 358 2950

RENTED FOR**RM1,700/mth** (RM2.50 psf)**Serviced apartment at Shaftsbury Avenue, Putrajaya, Selangor****Concluded by: Mohd Waqiyuddin** PRO

(REN 17029) of CBD Properties Sdn Bhd

(+6018 350 2456) **When:** March 2020**DONE DEAL****Noteworthy**

- Freehold
- Built-up: 686 sq ft
- 2 bedrooms; 1 bathroom
- Fully furnished
- Facilities: A 56m rooftop infinity pool, gym, BBQ pit on a 3-acre amenities deck
- Accessible via highways including the Lebuhraya Damansara Puchong and Maju Expressway
- Has a direct link bridge to Alamanda Shopping Centre which has AEON Big, shops and restaurants

Shaftsbury Avenue is the first freehold integrated development in Putrajaya. Located in Precinct 1, it was completed in 2018. The development comprises two blocks of serviced apartments with five-storeys of retail shop lots. The project was developed by Ikhlas Group and Putrajaya Holdings.

According to Mohd Waqiyuddin from CBD Properties, who concluded the rental deal, the new tenants are a husband and wife who are Master's students at Universiti Putra Malaysia in Serdang. The husband is also working at the Ministry of Health Malaysia in Putrajaya.

"The owner decided to reduce the asking rent as they were tenants with a good background," said Waqiyuddin, adding that the asking rental for similar units in the area usually ranges between RM1,800 and RM2,000 per month.

Furthermore, the unit came fully furnished.

Although the deal was closed during the Movement Control Order (MCO) period, he added that there was no hassle as both parties were happy with the condition of the unit and the rental price offered.

"Even the stamp duty to be paid to the Inland Revenue Board of Malaysia could be processed online during the MCO period," he added.

Meanwhile, the owner of the unit is an investor looking for rental income.

As at mid-June 2020, there were seven Shaftsbury Avenue units listed for rent on EdgeProp.my with the average asking rent at RM1,786 or RM2.95 psf.

Meanwhile, there were four units for sale asking for an average RM628 psf or RM467,750. In 2019, three units exchanged hands at an average price of RM781 psf translating to RM538,333 per unit.

**RM2,000,000****Ampang, Selangor****Type:** Terraced House **Tenure:** Freehold
Built-up: 3,500 sq ft **Land size:** 3,982 sq ft
Bedroom: 5 **Bathroom:** 3**Linda** (REN 09433)

HENRY BUTCHER REAL ESTATE SDN BHD (XXXXXXXX)

+6012 236 3065

**RM3,500,000****Damansara Heights, Damansara, Kuala Lumpur****Type:** Terraced House **Tenure:** Freehold
Built-up: 4,500 sq ft **Land size:** 6,000 sq ft
Bedroom: 4**May Leong** (E 2769)

JUBILEE REALTY (E (3) 1853)

+6012 779 0798

SPOTLIGHT

Properties for sale and rent



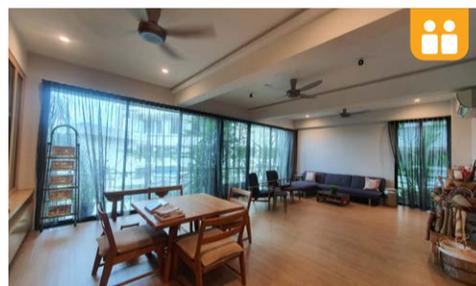
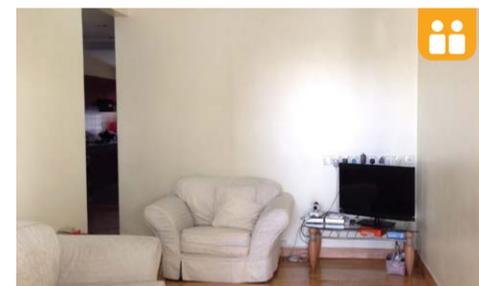
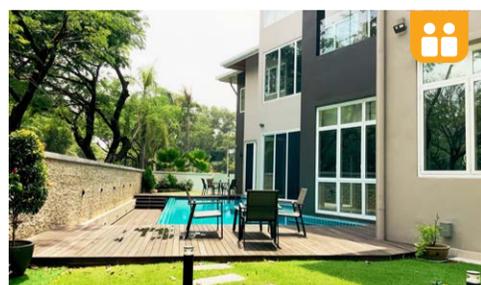
Commercial



Residential



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**RM435,000****Casa Tiara, Subang Jaya, Selangor****Type:** Condominium **Tenure:** Freehold
Built-up: 800 sq ft
Bedroom: 3 **Bathroom:** 2**Philip CK Ong** (REN 32684)I-PROP REALTY (USJ) SDN BHD (E (1) 0990/2)
☎ +6016 220 0780**RM1,000,000****Kota Damansara, Selangor****Type:** Terraced House **Tenure:** Leasehold
Built-up: 1,400 sq ft **Land size:** 4,000 sq ft
Bedroom: 3 **Bathroom:** 2**Sharifah** (REN 05245)KIM REALTY (E (3) 0211)
☎ +6012 627 9011**RM550,000****D'Aman Crimson, Ara Damansara, Selangor****Type:** Condominium **Tenure:** Freehold
Built-up: 1,155 sq ft
Bedroom: 3 **Bathroom:** 2**Siew Lee Tan** (REN 01666)TECH REALTORS PROPERTIES SDN BHD (E (1) 1492)
☎ +6012 458 3016**RM13,300,000****Jalan Sungai Besi, Pudu, Kuala Lumpur****Type:** Commercial Land **Tenure:** Leasehold
Land size: 14,438 sq ft**SP Lee** (REN 40386)REAPFIELD PROPERTIES (HQ) SDN BHD (E (1) 0452)
☎ +6018 382 9338**RM1,080,000****Taman Meranti Jaya, Puchong, Selangor****Type:** Terraced House **Tenure:** Freehold
Built-up: 1,540 sq ft **Land size:** 3,070 sq ft
Bedroom: 5 **Bathroom:** 5**Tay Yen Sing** (REN 29659)TECH REALTORS PROPERTIES SDN BHD (E (1) 1492)
☎ +6012 335 0520**RM488,000****Dataran Prima, Petaling Jaya, Selangor****Type:** Office **Tenure:** Freehold
Built-up: 1,450 sq ft
Bathroom: 1**Thean** (REN 02316)MIDAS PROPERTIES (E (3) 0677)
☎ +6012 203 5517**RM799,000****Aman Perdana, Klang, Selangor****Type:** Semidee House **Tenure:** Freehold
Built-up: 1,980 sq ft **Land size:** 2,080 sq ft
Bedroom: 4 **Bathroom:** 3**Thomas Thi** (REN 31138)WEREG PROPERTIES (E (3) 1867)
☎ +6016 260 2880**RM25,300/mth****Menara Weld, KL City, Kuala Lumpur****Type:** Office **Tenure:** Freehold
Built-up: 4,600 sq ft**Victor Lim** (REN 09135)CBD PROPERTIES SDN BHD (E (1) 1197)
☎ +6019 280 2788**RM1,450,000****Laman Bayu, Kota Damansara, Selangor****Type:** 3-storey terraced **Tenure:** Leasehold
Built-up: 5,610 sq ft **Land size:** 1,870 sq ft
Bedroom: 5 **Bathroom:** 5**Vincent Ng** (E 0994)KIM REALTY (E (3) 0211)
☎ +6019 336 0899**RM660,000****Casa Tropicana, Tropicana, Selangor****Type:** Condominium **Tenure:** Leasehold
Built-up: 1,227 sq ft
Bedroom: 2 **Bathroom:** 2**Wenda Tee** (REN 31380)REAPFIELD PROPERTIES (HQ) SDN BHD (E (1) 0452)
☎ +6013 348 9163**RM1,600,000****Impian Emas, Bangsar, Kuala Lumpur****Type:** Condominium **Tenure:** Freehold
Built-up: 2,125 sq ft
Bedroom: 3 **Bathroom:** 3**Winny Su** (REN 00355)TECH REALTORS PROPERTIES SDN BHD (E (1) 1492)
☎ +6017 298 1800**RM720,000****Taman Mayang Jaya, Kelana Jaya, Selangor****Type:** Terraced House **Tenure:** Freehold
Built-up: 1,000 sq ft **Land size:** 1,300 sq ft
Bedroom: 2 **Bathroom:** 2**Yoong Shiun Yan** (PEA 1320)HARTAMAS REAL ESTATE (MALAYSIA) (E(1) 1439)
☎ +6019 288 2356**RM7,500,000****Tropicana Indah (Damansara Indah Resort Homes), Tropicana, Selangor****Type:** Bungalow **Tenure:** NA
Built-up: 9,000 sq ft **Land size:** 9,800 sq ft
Bedroom: 7 **Bathroom:** 9**Zack Ng** (PEA2049)KNIGHT FRANK MALAYSIA SDN. BHD. (Xxxxxxx)
☎ +6017 770 6897**RM610,000****Saujana Impian, Kajang, Selangor****Type:** Terraced House **Tenure:** Freehold
Built-up: 1,800 sq ft **Land size:** 1,650 sq ft
Bedroom: 4 **Bathroom:** 3**Zuraidah** (REN 17983)LEGACY REAL PROPERTY SDN BHD (E (1) 1925)
☎ +6019 221 5106**RM520,000****Shang Villa, Kelana Jaya, Selangor****Type:** Condominium **Tenure:** Freehold
Built-up: 1,212 sq ft
Bedroom: 3 **Bathroom:** 2**Zuraidah** (REN 17983)LEGACY REAL PROPERTY SDN BHD (E (1) 1925)
☎ +6019 221 5106**RM980,000****Symphony Hills Mozart, Cyberjaya, Selangor****Type:** 3-storey terraced **Tenure:** Freehold
Built-up: 3,224 sq ft **Land size:** 1,164 sq ft
Bedroom: 4 **Bathroom:** 4**Mohd Syam** (REN 15084)JUSTE LAND BHD (E (3) 0205)
☎ +6013 639 6454



Sustainability It's All Encompassing

Emerging from the worst of the Covid-19 global pandemic and our local response of the Movement Control Order, is sustainability still the topic *du jour*? UEM Sunrise Berhad (UEM Sunrise) one of Malaysia's leading property developers believes that it is even more so imperative that corporations take a good hard look at the approach to sustainability.

As the economy is slowly reeling from the aftershocks of the restrictive MCO, the built and business environment as we know it will have to make way for the New Normal. Sustainability is now more important than ever to ensure that the whole ecosystem; business, staff, communities, and products, can remain resilient amidst the onslaught of change.

Sustainability goes beyond green, being eco-friendly or energy-saving, contrary to the big misconception. It is all-encompassing, and its predicament genuine.

There have been multiple attempts to define targets and frameworks to address sustainability. However, these require

a common theme, one that aligns efforts to resolving issues. United Nations' 17 Sustainable Development Goals (SDGs) is a plan of action for people, planet and prosperity with real targets aimed at addressing pressing socioeconomic (poverty) and environmental (climate change) issues. Having a globally acknowledged target to ascribe to is a good start, but UEM Sunrise recognises that

walking the sustainability talk is what matters most. We have to be truly involved.

In the past, UEM Sunrise has undertaken various efforts relative to sustainability by addressing the needs of the Company's value chain.

UEM Sunrise's projects in the central and southern regions are also equipped with development features that promote eco-living. Such an example can be seen in the Company's recently launched Aspira Gardens in Gerbang Nusajaya, Johor. It showcases notable features including a north-south orientation, for cooler homes; solar panel ready roof, to harness green energy; water-saving wares and fittings, for prudent water consumption; and 5-G ready connectivity, encouraging adoption of IoT in homes.

Meanwhile, Kiara Bay, dubbed as an eco-living destination, has collaborated with GreenTech Malaysia and TNB Energy Services Sdn Bhd to install multiple electronic-vehicle (EV) charging stations around the 73-acre (29.5ha) development in Kepong.

The provision of 784 bicycle spaces complete with shower and changing facilities at Aurora Melbourne Central is a testament to UEM Sunrise's commitment to reducing greenhouse emissions. The bicycle spaces, installed to encourage the use of a more sustainable mode of transport, far exceeds those of surrounding developments.

Concurrently, as a responsible and caring corporate citizen, tackling social disparity is also at the forefront of UEM Sunrise's sustainability agenda. In 2019, the Company organised the BukuDrive, a book-recycling platform that collected over 10,000 books which were then placed at 11 mini-libraries called BukuHub, located across central and southern regions such as Publika Shopping

Gallery, Kuala Lumpur and PPR Uda Utama, Johor. The objective of this initiative is to improve access to multi-disciplinary books and inculcate the reading habit.

Achieving a sustainable business is also a priority. With an uncertain economic future, the Company must be able to address customers' needs and create a conducive environment for the industry and business partners to thrive.



As society comes to terms with the New Normal; the purpose and function of a home have been redefined.

A home now resembles a pod that connects us to essential service providers which form part of our daily activities. Transitioning from work to home has been made seamless,

“ A home now resembles a pod that connects us to essential service providers ”

as the use of digital tools have become embedded in the way we work.

Still, more needs to be done. The pandemic has opened our eyes to intensify efforts in addressing sustainability. To address the altered needs of the business in its entirety, existing guiding principles can be used.

The future may seem uncertain but UEM Sunrise will not let a crisis go to waste and endeavours to place even greater emphasis on sustainability in its agenda.

After all, UEM Sunrise's brand story is finding your happy and finding hope in any circumstances.

Brought to you by



A member of UEM Group

Find your Happy

Thank You

To our residents, stakeholders and 'big family of Titans' for inspiring us to fulfil our purpose in improving lives and cultivating thriving communities



SCM

PROPERTY SERVICES SDN BHD



EdgeProp – ILAM Malaysia's Sustainable Landscape Award

Mont'Kiara Palma
GOLD

Below 10 Years Multi-Own Strata Residential Category

Grand Medini
SILVER

Above 10 Years Multi-Own Strata Residential Category

Mont'Kiara Bayu
BRONZE

We are grateful for your tremendous support and will strive to ensure that our involvement and journey together towards sustainability continues to be delightful and meaningful



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