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THEEDGE MALAYSIA BEST MANAGED & SUSTAINABLE PROPERTY 2022

THE WINNERS AT A GLANCE

Editor's Choice Awards 2022



DESA PARKCITY
MALAYSIA'S EXEMPLARY
SUSTAINABLE TOWNSHIP



3 KIA PENG APARTMENT
MALAYSIA'S OUTSTANDING
SUSTAINABLE RESIDENTIAL
STRATA DEVELOPMENT



SIME DARBY MOTORS CITY
MALAYSIA'S OUTSTANDING
SPECIALISED DEVELOPMENT

The Edge – ILAM Malaysia's Sustainable Landscape Awards 2022



DESA PARKCITY
LANDSCAPE PLANNING



MANGALA RESORT & SPA
LANDSCAPE PLANNING



MONT' KIARA BAYU
LANDSCAPE DESIGN

Below 10 Years

Multiple-owned Strata Office	Non-strata Office				Single-owned Office in a Mixed Strata	
 <p>MENARA BANGKOK BANK BERJAYA CENTRAL PARK GOLD WINNER</p>	 <p>MENARA PRUDENTIAL GOLD WINNER</p>	 <p>GUOCO TOWER GOLD WINNER</p>	 <p>MOF INC TOWER, PLATINUM PARK SILVER WINNER</p>	 <p>MENARA JLAND BRONZE WINNER</p>		
Retail – Non-strata			Multiple-owned Strata Residential			Specialised Categories
 <p>QUAYSIDE MALL SPECIAL MENTION</p>	 <p>STAR RESIDENCES GOLD WINNER</p>	 <p>SUNWAY MONTANA BRONZE WINNER</p>	 <p>EVOKE RESIDENCE @ GRAVITAS SPECIAL MENTION</p>	 <p>SIME DARBY MOTORS CITY GOLD WINNER</p>		

10 Years and Above

Mixed Development (entire)	Retail – Non-strata				Specialised Categories
 <p>SOLARIS MONT' KIARA GOLD WINNER</p>	 <p>IPC SHOPPING CENTRE GOLD WINNER</p>	 <p>ANGSANA JOHOR BAHRU MALL SILVER WINNER</p>	 <p>KIPMALL MASAI SILVER WINNER</p>	 <p>MOB SPECIALIST CLINICS, GLENEAGLES KUALA LUMPUR SPECIAL MENTION</p>	
Retail - Strata					Multiple-owned Strata Residential
 <p>THE SUMMIT SUBANG USJ BRONZE WINNER</p>	 <p>3 KIA PENG APARTMENT GOLD WINNER</p>	 <p>HIJAUAN KIARA SILVER WINNER</p>	 <p>THE PARK RESIDENCES 1 SILVER WINNER</p>	 <p>PARK SEVEN SILVER WINNER</p>	

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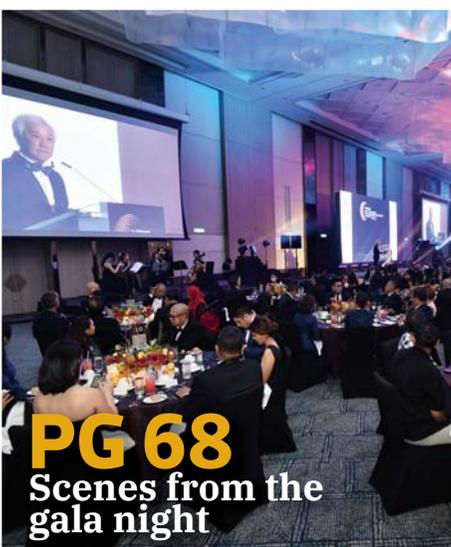
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BY AU FOONG YEE

Developing properties in a sustainable manner and building real estate that stays sustainable through the years are not quite the same.

One is anchored on the urgent global sustainability agenda while the other future-proofs the value of built real estate.

Sustainable properties are those designed and built for the preservation and creation of asset value — something that is attainable only if the real estate remains functional and relevant and, most importantly, is maintained with quality at an acceptable cost.

There is no denying that embracing sustainability is no longer an option. Sustainability is not an afterthought. It must be executed in a holistic manner, anchored on a clear sense of responsibility, commitment and sincerity in all stakeholders.

The pride of building or owning a piece of world-class real estate is short-lived if it is not or cannot be maintained excellently in the years ahead.

Ill-maintained buildings are an eyesore. Over time, their asset value will dip, dragging down the investability of real estate in their respective neighbourhoods.

Launched in 2017 as EdgeProp Malaysia's Best Managed & Sustainable Property Awards, the Awards was borne out of the realisation of the missing last mile in Malaysia's real estate investment ecosystem — quality and sustainable property management.

Addressing this gap is urgent, owing especially to the rapid expansion of Malaysia's stratified real estate.

Awards goals

The awards, the first of its kind in Malaysia and also in this region, recognises real estate that is managed with excellence.

The awards' goal is to raise the bar on Malaysian property management practices, benchmarked against the best in class globally. In the process, an index of top-quality managed real estate in Malaysia has been established for the benefit of the property investing public and consumers as a whole.

Among the early winners of the awards was Malaysia's iconic Petronas Twin Towers, which garnered the Gold award in the non-strata commercial category in 2017.

Traditionally, property managers work hard behind the scenes. With the awards, these "unsung heroes" are encouraged and challenged to step up their game.

The cost of property maintenance is reduced when buildings are designed and built for ease of management. As such, developers must do their part by designing and building with sustainable maintenance in mind and not build just to push sales. Their obligation to buyers does not stop at the handing over of the property.

On their part, investors need to pause and see beyond the physical attributes — the bells and whistles — of a property. Let your head, and not your heart, rule. Make only informed decisions.

We are behind the curve

Core to effective property management is the Strata Management Act (SMA) 2013, which acts as a guide in preventing and resolving strata property ownership and harmonious community living issues.

Although the SMA was enacted in 2013, enforcement kicked off only two years later, in 2015, owing mainly to what the industry described as complications involving "real" situations in the strata management process. For instance, integrated or mixed strata development brings about property management issues that are unique.

The strata property market is evolving quickly and the Ministry of Housing and Local Government (KPTK) has acknowledged a need for an SMA review.

The process is lengthy, however, as it involves multiple ministries and government agencies. State

“The awards' goal is to raise the bar on Malaysian property management practices, benchmarked against the best in class globally.”

— Au

Future-proofing sustainable property

governments also have a big say in land matters.

In 2019, KPKT conducted several workshops with industry stakeholders in property development and management to gather feedback.

In fact, 2021 was the original targeted year for the roll-out of the proposed SMA amendment. It is not immediately known when this will eventually happen. From the experience of the SMA 2013, it will take another two years or so for the proposed amendment to be enforced.

We need to step on it.

Awards staying relevant

The real estate scene is not immune to challenges and changes, some of which are totally unimaginable, such as the Covid-19 crisis.

To stay relevant, the criteria of *The Edge Malaysia Best Managed & Sustainable Property Awards* have been reviewed from time to time.

For instance, in addition to the all-important areas of security, safety and liveability, crisis preparedness is now on the list, thanks to our experience with the coronavirus. Indoor premises are also scrutinised for the quality of their indoor air.

Malaysia Developers' Hall of Fame

The Edge Malaysia Responsible Developer — Building Sustainable Development Award honours developers who are visionary and committed to carrying the torch of sustainability.

With the recognition, winners are encouraged to continually build in a sustainable manner. Their projects must be able to stand the test of time.

Selected by *The Edge Malaysia*, winners of this

award are automatically inducted into the Malaysia Developers' Hall of Fame. There is no winner of this award this year.

Members of the Malaysia Developers' Hall of Fame are S P Setia Bhd, AME Development Bhd, Paramount Development Sdn Bhd (all in 2018); ParkCity Group, Sunway Bhd Property Division (2019); Gamuda Land, Tanah Sutera Development Sdn Bhd (2020); and Sime Darby Property Bhd, Matrix Concepts Holdings Bhd and EcoWorld Development Group Bhd (2021). After three years, winners are eligible to be reconsidered for another shot at the award.

Endorsement and support

KPKT's endorsement of *The Edge Malaysia Best Managed & Sustainable Property Awards* speaks volumes of the government's commitment to pushing for well-managed buildings. This is fundamental and core to Malaysia's race towards providing liveable homes for the rakyat.

Apart from KPKT, it is heartening that all relevant stakeholders in property development and management have lent their support to the awards.

Led by *The Edge Malaysia*, the judges comprise the Real Estate and Housing Developers' Association Malaysia (REHDA), Malaysian REIT Managers Association (MRMA), Association of Property and Facility Managers Singapore (APFM), Malaysian Institute of Property and Facility Managers (MIPFM), Building Management Association of Malaysia (BMAM), Architect Centre and Chur Associates.

We are also privileged to have the support of the Institute of Landscape Architects Malaysia (ILAM) for *The Edge Malaysia-ILAM Sustainable Landscape Awards*.

All judges have signed non-disclosure agreements. Those with interest in any of the award submissions have abstained from casting their votes accordingly. The awards is audited by Deloitte Malaysia. **E**

Au Foong Yee (afyee@bizedge.com) is an editor emeritus of *The Edge*. She conceptualised and is the chief judge of *The Edge Malaysia Best Managed & Sustainable Property Awards*.

SUNWAY Montana

LIVE THE HIGH LIFE



Sunway Montana is one of the Best Managed & Sustainable Property in Malaysia

We are delighted to share that Sunway Montana has emerged as a winner for the Below 10 Years: Multiple-Owned Strata Residential Category of The Edge Malaysia Best Managed & Sustainable Property Awards 2022.

Sunway Montana, unveiled in 2015, is a 56-acre low-density freehold residential development in Desa Melawati, which includes 32ft-wide townhouses. The development was designed and developed by the Master Community Developer built on an elevated terrain, backdropped by a 14-acre private forest and beautiful linear gardens.

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Celebrating the best managed & sustainable properties in Malaysia

BY **PRIYA DEVAN**
city.country@bizedge.com

The Edge Malaysia Best Managed & Sustainable Property Awards (BMSPA), which was initially hosted by Edge-Prop Malaysia, is in its sixth instalment this year. The awards aim to raise the bar on property management practices and sustainable real estate in the country, benchmarking them against the best in class globally.

This year's awards ceremony was held on Aug 15 at Hilton Kuala Lumpur. In his welcome speech, The Edge Media Group publisher and group CEO Datuk Ho Kay Tat said, "We have gathered to celebrate Malaysia's finest in real estate. What we seek to do with these awards is to benchmark Malaysia's gold standard of property management practices and sustainability, and recognise developments that have been built and managed with excellence and sustainability."

"As Malaysia's stratified real estate continues to expand, there is a crucial need to ensure the properties are maintained with quality, remain functional and are kept at a reasonable cost."

BMSPA 2022 presented awards in eight categories this year, covering residential, office, mixed development, retail and specialised components. Each of these



categories were divided into two segments to reflect the age of the property — Below 10 Years or 10 Years and Above.

In addition to the anchor awards, BMSPA 2022 also presented *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards 2022* and the Editor's Choice Awards 2022.

Going above and beyond

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) was the star of the night, as properties under its management bagged 10 awards. Gold award winners were Solaris Mont'Kiara (10 Years and Above Mixed Development), Menara Bangkok Bank (Below 10 Years Multiple-owned Strata Office), Guoco Tower (Below 10 Years Single-owned Office in a Mixed Strata), Star Residences (Below 10 Years Multiple-owned Strata Residential), Sime Darby Motors City (Below 10 Years Specialised Category) and 3 Kia Peng Apartments (10 Years and Above Multiple-owned Strata Residential).

The team won Silver for Hijauan Kiara (10 Years and Above Multiple-owned Strata Residential) and KIPMall Masai (Below 10 Years Specialised Category).

Sime Darby Motors City bagged the Editor's Choice Award for Malaysia's Outstanding Specialised Development, while 3 Kia Peng won the Editor's Choice Award for Malaysia's Outstanding Sustainable Residential Strata Development.

Desa ParkCity by ParkCity Group took home the Editor's Choice Award for Malaysia's Exemplary Sustainable Township. The 473-acre township also won Gold for *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards* in the Landscape Planning category.

Other developments that won Gold awards included IPC Shopping Centre by Ikano Corp Sdn Bhd in the 10 Years and Above Retail — Non-Strata category and Menara Prudential by Knight Frank Property Management Sdn Bhd in the Below 10 Years Non-strata Office category.

Silver winners in the main award categories were MOF Inc Tower managed by Rahim & Co International Sdn Bhd (Below 10 Years Single-owned Office in a Mixed Strata), Angsana Johor Bahru Mall by UDA Holdings Bhd (10 Years and Above Retail — Non-Strata), The Park Residences 1 managed by LaurelCap Sdn Bhd (10 Years and Above Multiple-owned Strata Residential) and Park Seven managed by SDB Property Management Sdn Bhd (10 Years and Above Multiple-owned Strata Residential).

Meanwhile, winning Bronze in the main category were Menara JLand managed by DASB Property Management Sdn Bhd (Below 10 Years Single-owned Office in a Mixed Strata), The Summit Subang USJ by RCMC Sdn Bhd (10 Years and Above Retail — Strata) and Sunway Montana by Sunway Property & Facility Management Sdn Bhd (Below 10

Years Multiple-owned Strata Residential).

For *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards*, Mangala Resort & Spa was conferred Gold for landscape planning. The project was developed by Franky Group and Malik, Lip & Associates was the landscape architect. Meanwhile, Mont'Kiara Bayu, managed by Mont'Kiara Bayu Management Corporation, won Bronze for landscape design.

Projects that received special mentions were Quayside Mall managed by Gamuda Land (Kemuning) Sdn Bhd (Below 10 Years Retail — Non-Strata), Evoke Residence @ Gravitas by UDA Holdings Bhd (Below 10 Years Multiple-owned Strata Residential) and MOB Specialist Clinics, Gleneagles Kuala Lumpur by Henry Butcher Malaysia Property Management (Sel) Sdn Bhd (10 Years and Above Specialised Category).

Ho explained how the winners were chosen. "Our judges, who represent key stakeholders in the real estate industry in Malaysia and Singapore, shortlisted 42 developments. They visited each of the 42 developments, going as far as Penang and Johor Baru. For all intents and purposes, the detailed site inspections were nothing short of 'free audits'.

"After further assessment and deliberation, the winners were chosen. All members of the judging panel signed non-disclosure agreements. Those with interest in any of the award submissions

abstained from deliberation and the casting of votes accordingly."

The judges for BMSPA 2022 were *The Edge Malaysia* editor emeritus and the awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan, Association of Property and Facility Managers (APFM) president Lim Lan Yuan, Architect Centre Sdn Bhd accredited architect, building inspector and trainer Anthony Lee, Building Management Association of Malaysia (BMAM) committee member Richard Chan, Chur Associates founder and managing partner Chris Tan, Malaysian Institute of Property and Facility Managers (MIPFM) deputy president Ishak Ismail, Malaysian REIT Managers Association (MRMA) honorary secretary Datuk Stewart Labrooy, Real Estate and Housing Developers' Association Malaysia (Rehda) president Datuk N K Tong, and Institute of Landscape Architects Malaysia (ILAM) immediate past president Suhardi Maulan.

This year's sponsors were Nippon Paint Malaysia and Panasonic Malaysia, the main and supporting partners respectively. Nippon Paint has been a sponsor since 2017 while this is Panasonic's fourth year.

BMSPA 2022 was endorsed by the Ministry of Housing and Local Government and supported by EdgeProp Malaysia, Rehda, ILAM, MIPFM, MRMA, BMAM, Architect Centre and APFM. The results were audited by Deloitte Malaysia. **E**

Raising the bar in Malaysian real estate



Au Foong Yee

Au Foong Yee is editor emeritus at *The Edge Malaysia* and chief judge of *The Edge Malaysia Best Managed & Sustainable Property Awards (BMSPA) 2022*.

This is the sixth year of the awards. In the last half decade, I have had the privilege of inspecting the sites of all the properties successfully shortlisted by members of the distinguished panel of judges.

The BMSPA is the only one of its kind in Malaysia and the region. This fact aside, why are these awards unique? Let me share with you a brief insight into the arduous judging process.

All submissions received are scrutinised based on the quality of responses to the criteria set for each category. After careful deliberation, entries are shortlisted for site inspections.

These entail a sit-down presentation, followed by a question-and-answer session and a physical inspection. (In 2021, this process was conducted online because of the Covid-19 lockdown.) This year, judges inspected a total of 42 (yes, 42!) sites.

Typically, property awards site-visit routes are planned by the hosts who, understandably, would “show off” the most attractive side or sides of their property.

For these awards, it is the judges who drive the site inspection agenda. That is because, while physical and aesthetic attributes impress us judges, we wish to see what is behind closed doors — areas that are out of bounds except for those authorised to enter.

Is the back of house or the buildings in contention in compliance with security and fire safety regulations? Are the spaces equipped with quality internal air flow? The latter is more urgent in the wake of Covid-19.

Fire-fighting and security control rooms are scrutinised for their quality in equipment, installation, working environment and crisis preparedness. Do they pass the mark for the building or project to be dubbed “world class”?

We also suss out “dark corners”, if any, which often go under the radar of the senior management.

A case in point: stairways inside retail properties. Blocked stairways are a clear fire hazard. During past inspections, we found cigarette

butts and other rubbish strewn in the stairways, presumably a haven for staff (and/or contractors) enjoying their “me time”.

Suffice it to say, every site inspection conducted is akin to an unofficial audit of the building or project concerned, assuming the top management recognises its value.

That is why some building owners and property managers who had been unsuccessful in their previous entries acknowledge the shortcomings, made improvements and resubmitted the building for the awards.

Serai Bukit Bandaraya, an upmarket and low-density condominium in Kuala Lumpur, finally walked away with Gold in the Below 10 Years Multiple-owned Strata Residential category last year. The achievement came after four consecutive years of submission for the awards. Kudos to the owners, residents and property managers of Serai Bukit Bandaraya for their tenacity and hard work in transforming it into real estate that is managed in an outstanding and sustainable manner.

On the flipside, there are property developers, owners and managers who, after failing to make the cut, choose to stay away from future audits. Worse still are those who never opened up their buildings for scrutiny.

Congratulations to all winners! Your commitment and efforts have helped raise the bar in Malaysian real estate.

To all winners, past and present, the recognition is never intended to be permanent. Continuing to invest in your pole position is the way forward.

To those unsuccessful, I compliment you for the effort. I look forward to seeing your submissions next year.



Lim Lan Yuan

Lim Lan Yuan is president of the Association of Property and Facility Managers (APFM) as well as a few other allied professional organisations. He currently chairs the technical committee on building maintenance and management, which introduces standards and technical references. Lim is a tribunal member of the Strata Titles Board in Singapore. He is author of the book *A Guide to Management Corporations* as well as several publications on property and facility management.

Congratulations to all winners as well as participants of the awards! This year, we have seen increased maturity in the submissions. The better ones show greater understanding of the requirements for a best managed property. The winners have shown competence and quality in property management. The weaker submissions have benefited from learning the benchmarks required to obtain recognition for the awards. It is about displaying good technical knowledge and skills, coupled with strong management and community efforts, as well as applying — when appropriate — technology, innovation and best practices. To be successful in the awards, developers, builders and property managers will have to understand the requirements in design, construction, management and maintenance to meet the demands and standards of well-managed and sustainable properties.



Richard Chan

With more than 41 years' experience, Richard Chan was a founder member and is an adviser of the Malaysia Shopping Malls Association, set up in 1984.

He was also a founding member of the Building Management Association of Malaysia and has been an exco member of the national committee of BMAM since 2010. In 2018, he was appointed a registered property manager and has been called to serve as board member (2019 to 2021 and 2021 to 2023) with the Board of Valuers, Appraisers, Estate Agents and Property Managers Malaysia.

Property management is a 24/7/365 work with no days off. The commitment, effort and hard work, coupled with integrity, sincerity and honesty, are never recognised by the masses. *The Edge Malaysia* has given cheers and accolades to the deserving ones. Kudos! This is not enough, however, as we need to continuously break barriers and chart new frontiers. Property management is not just a job or profession but something that owners, occupants and the public can see and understand. It is hoped that the awards will also result in support for those who toil in this arena without receiving merit or credit. We salute the silent heroes.

Thank you

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Judges' Comments



The Edge Malaysia Best Managed & Sustainable Property Awards 2022



Datuk N K Tong

Datuk N K Tong is group managing director of Bukit Kiara Properties Sdn Bhd, a niche developer that offers innovative lifestyles. He is the current president of the Real Estate and Housing Developers' Association Malaysia and an independent non-executive director at Standard Chartered Bank Malaysia. He has an undergraduate degree in architecture from the University of Manchester and an MBA in real estate finance from the Wharton School of Business.

This year's BMSPA fielded another robust line-up of properties that gave us judges plenty to ponder over and an opportunity to dive into the details to separate the best from the rest. I believe these awards will continue to highlight best practices and raise the bar for property management in Malaysia.



Anthony Lee Tee

A registered practising architect since 1995, Anthony Lee Tee is managing director, accredited architect, independent forensic building inspector and trainer at Architect Centre Sdn Bhd. With more than 30 years' experience in the construction industry in the region, he is now a PAM (Malaysian Institute of Architects) council member for 2020

to 2023 and chairs the professional practice committee and disciplinary committee. He is also group chief operating officer and transformation officer at Bina Puri Holdings Bhd, overseeing the operations of the Bina Puri Group of Companies, particularly its property and construction businesses. He has been appointed an expert in numerous dispute resolution matters in and outside Malaysia, including at international arbitrations.

“Scary” describes the BMSPA judging criteria, and it has been made scarier with each passing year since 2017, and it is certainly not for the ill-prepared. Past and present winners will attest that fulfilling the judging criteria cannot happen overnight. It would have taken a good part of a decade in planning, crafting sustainable property management and inculcating a culture of maintenance from Day 1. We admire properties with “lifecycle views” in sustainable financial management. Savvy investors know this, and it is now the worst-kept secret as judges see ever-increasing traction. It just makes sense. Congratulations to the winners!



Chris Tan Chur Pim

Chris Tan Chur Pim has been a practising lawyer since 2000 and founded law firm Chur Associates in 2003. Tan is a regular guest speaker for corporate, academic and public events in Malaysia and overseas; a guest commentator on Chinese and English radio and TV stations; as well as a frequent article contributor to local and overseas media publications – both online and print – in English, Chinese and Malay, especially on the topic of real estate. He has been a regular speaker at the annual *The Edge Malaysia* RealTalk property forum (previously known as *The Edge* Investment Forum on Real Estate).

In this now normal that we are living in, with the restrictions of the Covid-19 pandemic, there seems to be a common drive to remove the fluff and frills in property management practices and return to a more realistic “back to basics” approach. We observe innovation and adjustments to adapt to this now normal with a renewed optimism to move forward stronger. The lockdowns and movement

restrictions have taught all of us to pay more attention to the property that we spend most of our time in – be it the office, home or even the hybrid arrangement, as work from home is now an acceptable employment norm. There is a growing awareness of the importance of our living or work environment and the need to leverage the collective community to make a better environment. The encouraging number of entries this year despite the adversity and challenges is a testament to this great awareness.



Datuk Stewart LaBrooy

Datuk Stewart LaBrooy is honorary secretary of the Malaysia REIT Managers Association (MRMA). He is currently executive chairman of AREA Management Sdn Bhd, which specialises in large-scale industrial projects in Malaysia. He has over 40 years of experience in industrial property and was CEO and executive director of Axis REIT Managers Bhd. LaBrooy founded Real Estate Advisory Sdn Bhd, which gives advice on funds and REITs and is a board member of the Asia Pacific Real Estate Association (APREA). He is also a director of several public and private companies in property development, services and property investment.

I must congratulate *The Edge* for staging the BMSPA awards at a gala dinner at a leading hotel in Kuala Lumpur. For the first time, an independently judged contest by a team of seasoned practitioners from the property management industry set out to identify the best of the best and the winners received awards based on sheer merit.

What I found amazing was the fact that buildings over 10 years old were also judged, which shows that in Malaysia, there are still excellent examples of building owners and managers who do an amazing job in keeping their assets current and refreshed.

Recognition of the longevity of properties such as 3 Kia Peng Apartment, Hijauan Kiara and IPC Shopping Centre is testament that with quality maintenance and management of the buildings, age is not a factor.

The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards 2022



Ishak Ismail

Ishak Ismail is founder and managing director of IM Global Property Consultants Sdn Bhd, a property consulting firm registered with the Board of Valuers, Appraisers and Estate Agents Malaysia (BOVAEA). He has been in real estate practice since 1991 and was licensed by BOVAEA in 1998 to practise as a registered valuer, estate agent and property manager. He is a member of the Royal Institution of Chartered Surveyors and was registered as a chartered surveyor in 2008. In 2015, he was accredited as an international certified valuation specialist, or business valuer, by the International Association of Consultants, Valuers and Analysts. He has been actively involved in the auction industry since 1992 after obtaining the licence to conduct auctions in Kuala Lumpur, Selangor and Penang. In recent years, he was appointed a real estate investment trust (REIT) property manager for Damansara REIT Managers Sdn Bhd (Al-Aqar Healthcare REIT), Pelaburan Hartanah Nasional Bhd and Pelaburan Hartanah Bhd.

The BMSPA acknowledges the best property management practices in the country. It is also an industrial recognition and benchmark for properties that are managed with excellence in sustainability.

Therefore, I am very proud and honoured to congratulate all the winners, who have demonstrated a commitment to meet the needs of the present and future without compromising on the quality of building maintenance.

I hope the prestigious awards will motivate other companies to be more innovative not only in offering ecological features but also in shaping sustainable living environments that enrich people's lives.



Au Foong Yee

Au Foong Yee is editor emeritus at *The Edge Malaysia* and chief judge of *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards 2022*

Like it or not, landscaping has become an integral part of our living space. Deepened by the impact of the coronavirus, the yearning to live and work amid nature has taken on new life.

One of the most alluring attributes of landscape must be its ability to take on any shape or form no matter the scale or space.

The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards 2022 pushes landscaping initiatives a notch higher, recognising landscaping that is both outstanding and, more importantly, sustainable.

Sustainable landscaping is not limited to the creation of eye candy. It demands responsible, deliberate, committed and thoughtful efforts to care for the environment, both today and tomorrow.

The multiple benefits derived from sustainable landscaping include water conservation, reduced maintenance cost and waste disposal reduction. Careful selection of plants and positioning also allow for the building of a habitat. The list goes on and on.

This year, we found winners in a vibrant township, a resort cradled by greenery and a modest but delightful common garden tucked inside a stratified residential property in Kuala Lumpur.

All three are starkly unique and definitely different in their own right. Yet, all three share a commonality — the drivers of the projects are clearly passionate about and committed to sustainable landscaping.

Certainly, nature, creativity, functionality and sustainability can coexist happily.

Congratulations to the winners! You have successfully made others see green.



Suhardi Maulan

Associate professor Suhardi Maulan is immediate past president of the Institute of Landscape Architects Malaysia (ILAM), a member of the editorial board of *Alam Cipta: International Journal of Sustainable Tropical Design Research and Practice* as well as dean of the Faculty of Design and Architecture at Universiti Putra Malaysia. He received his PhD in environmental planning and design from Virginia Polytechnic Institute and State University in the US and teaches the history of landscape architecture and theory of design as well as quantitative data analysis. His research interests include people interaction with the built environment to support sustainable development, especially the visual quality assessment of green and urban spaces.

Desa ParkCity landscape planning and design has demonstrated excellent understanding of the existing landscape conditions and turned it into a vibrant and liveable city with landscape features and spaces at the centre of city life. Symbiosis between man and nature is truly celebrated in the planning and design of this township.

"Biophilic" is the main approach for Mangala Resort & Spa on the outskirts of Kuantan. Its success hinges on the landscape planning and design that demonstrate and understand how a landscape's ecosystem can work well if all the components are taken care of. The healthy ecosystem helps enhance users' experience and the economic well-being of the development.

The landscape of Mont' Kiara Bayu has become the centre of community interaction and cohesion with its self-styled community garden, which not only produces food but also promotes low-carbon living by harvesting rainwater and employing organic materials.

Judging Criteria



The Edge Malaysia Best Managed & Sustainable Property Awards 2022

The awards recognises buildings that show excellence in property management. This is the sixth year of these awards. The call for entries began on Jan 4 and closed on March 11.

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 were fully completed and have received the Certificate of Completion and Compliance or Certificate of Fitness for Occupation
- Properties that fully complied with statutory requirements (that is, renewed licences, permits, approvals and so on)

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

The anchor awards offered various categories in two divisions based on the age of the property — below 10 years and 10 years and above.

The categories were:

- Multiple-owned Strata Residential
- Multiple-owned Strata Office
- Non-strata Office
- Single-owned Office in a Mixed Strata
- Mixed Development (Entire)
- Retail Strata and Non-Strata
- Specialised Category (for industrial, heritage buildings, parks, schools and so on)
- Repurposed Buildings (recycled or adaptive reused buildings)

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

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

The results were audited by Deloitte Malaysia and the winning projects were announced and honoured at an awards ceremony on Aug 15.

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 and so on)
- Crisis management & preparedness (disease outbreak, fires and national disasters)

Collections

- Debtor ageing/billing/collection ratio
- Proportion of debtors
- Collection procedures — notifications, reminders, warnings and so on

Financial sustainability

- Adherence to budget (budget vs actual expenditure)
- Cost optimisation initiatives and innovations such as energy-saving measures, rainwater 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

The Edge Malaysia Editor's Choice Awards 2022

Selected by the editors of *The Edge Malaysia*, the Editor's Choice Awards 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 to the promotion of sustainable development in the Malaysian real estate sector.

The Edge Malaysia Responsible Developer: Building Sustainable Development Award 2022

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, crisis management and preparedness

- Vision, commitment and efforts made towards the building of sustainable development(s)
- Promotion of the following attributes demanded of a sustainable development:
 - Community living
 - Communications
 - Innovations
 - Respect for nature and environment

The award was based on submissions and the winners were decided by the editors of *The Edge Malaysia*.

The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards 2022

This awards 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 any size.

Submissions were open to:

- Entrants who were certified landscape architects under ILAM (corporate, graduate or foreign member)
- Any property developers
- Projects that were 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

For 2022, submissions were divided into two categories.

LANDSCAPE PLANNING

- Participating projects tended to be:
- Open to both public and private use
 - Of a substantial size/multiple land-use/mixed-use development
 - Entailed a long implementation period
 - Involved numerous stakeholders

LANDSCAPE DESIGN

- Participating projects tended to be:
- For the exclusive use of a certain community
 - Situated within the confines of a development project
 - Single land-use development

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

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



HBMK PRESENTS

MULTI-AWARD WINNERS OF MALAYSIA'S BEST MANAGED AND SUSTAINABLE PROPERTY AWARDS SINCE 2017



WINNING STREAK

2022 WINNERS

**OUTSTANDING SUSTAINABLE RESIDENTIAL STRATA DEVELOPMENT:
3 KIA PENG APARTMENTS**

**MALAYSIA'S OUTSTANDING SPECIALISED DEVELOPMENT:
SIME DARBY MOTORS CITY**

**ABOVE 10 YEARS MIXED-DEVELOPMENT:
SOLARIS MONT KIARA**

**BELOW 10 YEARS SINGLE-OWNED OFFICE IN A MIXED STRATA:
GUOCO TOWER**

**ABOVE 10 YEARS MULTIPLE-OWNED STRATA RESIDENTIAL:
3 KIA PENG APARTMENTS**

**BELOW 10 YEARS MULTIPLE-OWNED STRATA OFFICE:
MENARA BANGKOK BANK**

**BELOW 10 YEARS MULTIPLE-OWNED STRATA RESIDENTIAL:
STAR RESIDENCES**

**BELOW 10 YEARS SPECIALISED CATEGORY:
SIME DARBY MOTORS CITY**

**ABOVE 10 YEARS MULTIPLE-OWNED STRATA RESIDENTIAL:
HIJAUAN KIARA**

**ABOVE 10 YEARS SPECIALISED:
KIPMALL MASAI**

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Siteseeing



1. Touring IPC Shopping Centre's rooftop
2. Strolling through Sunway Montana's private forest
3. A striking feature at Quayside Mall
4. A rainy day at 3 Kia Peng Apartment
5. Judges listening intently to a presentation
6. Checking out the compost pit at Mangala Resort & Spa
7. Touring the grounds of Desa ParkCity
8. The charming herb garden at Mont' Kiara Bayu
9. On top of the world at Menara JLand





10

10. Admiring the view from the rooftop at Park Seven Condominium

11. A walkout at Sime Darby Motors City

12. A breezy day at Evoke

Residence @ Gravitas

13. A presentation in Star Residences' karaoke room

14. Inspecting The Park Residences 1

15. The green and lush grounds of

Hijauan Kiara

16. Taking in the lively atmosphere at KIPMall Masai

17. Meeting the management team of MOB Specialist Clinics, Gleneagles Kuala Lumpur



11



12



13



14



15



16



17

**EDITOR'S
CHOICE**Malaysia's Outstanding
Sustainable Residential
Strata Development**10 YEARS AND ABOVE**
Multiple-owned Strata Residential**GOLD****3 Kia Peng Apartment**

Strong commitment to excellence

BY **WONG KING WAI**
city.country@bizedge.com

Entering the lobby of 3 Kia Peng Apartment is a memorable experience. With its high ceilings, floral centre-piece, opulent furniture and large artworks, all awash with light, it is like walking into an art gallery or a classy hotel rather than a residential building.

Completed in 2000, 3 Kia Peng Apartment was developed by Kia Peng Development Sdn Bhd, a subsidiary of GuocoLand (M) Bhd. Today, it continues to stand proud in the Kuala Lumpur city centre and retains a charm that is timeless.

3 Kia Peng Apartment is the Gold winner in the 10 Years and Above Multiple-owned Strata Residential category. The development was also awarded the Editor's Choice award for Malaysia's Outstanding Sustainable Residential Strata Development.

Despite being over two decades old, the building remains in good condition, thanks to proper maintenance. "It doesn't feel like it is over 20 years old. This is testament enough that this building has been well looked after," says management corporation (MC) chairman Datuk Seri Johan Tazrin Ngo.

Coming on board in January 2021, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) has been working closely with the MC to ensure that 3 Kia Peng continues to be liveable and to stand tall and proud, he adds.

"There were a lot of things that we wanted to do and since HBMK came in, we have wanted to focus on pre-emptive maintenance. Many times, people run to failure; when it is broken, then they fix it. And they try their luck on the lifespan of whatever it is that keeps the building running," says Johan.

In the early days of 3 Kia Peng Apartment, as the surrounding area started to be developed, it was decided that an external consultant should be brought in to help monitor the construction progress and the impact it had on the building.

MC sub-committee member John Thomson says, "We put monitors on this building to check if there were any structural issues. We engaged — once the construction was completed — an independent property surveyor to analyse the whole building's structure and the M&E (mechanical and electrical) equipment in 2015 or 2016.

"And then we embarked on correcting everything. We realised the reactive culture up to that point had probably worked okay because everything was fairly new and within its lifespan. Then we had a switch, and HBMK has embraced that philosophy, the preventive maintenance culture, and we're proactive — we go after things before they break down.

"I think some people hold the philosophy that you run it until it is broken or if it isn't broken, don't fix it. I think that is a false economy. What happens when you do that, if something breaks down, you have a period of people having a loss of service. You also have to pay a premium to get it repaired or replaced in an emergency, so it costs more in the long term. So from 2016 onwards, we changed and that culture has progressed," Thomson says.

Johan concurs, saying: "We engaged an external consultant to conduct a full audit of the



Even after two decades,
3 Kia Peng Apartment
still looks good, thanks to
regular maintenance



Johan (seated, left) and Thomson (seated, right) with (back row, from left) HBMK area manager Winnie Chong, associate director Paris Tian, Low, building manager Teresa Chin, administrator Siti Najjah and Ganesh

building and it came up with a long list of stuff that we needed to do. And we worked off that list. That was very important to get an external and independent view of what needed to be done. And I think that was the right approach."

Mutual understanding

Since taking on the job, HBMK managing director Low Hon Keong says the working relationship with the MC has been good, thanks to a mutual understanding of their roles and duties.

"We treat the MC as the board of directors — they have to give very clear directions, decide on the policy and make decisions. We are the ones to execute the decision and provide them with all the information and advice. In order for us to run efficiently, we need the MC to make decisions. Over here, the MC is very supportive," he says.

"One of the resolutions when we took over was to revise the service charges. In stratified

Project quick facts

NAME	3 Kia Peng Apartment
ADDRESS	3, Jalan Kia Peng, 50450 Kuala Lumpur
DEVELOPER	Kia Peng Development Sdn Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	3.32 acres
TENURE	Freehold
COMPLETION DATE	2003
NO OF STOREYS	28
MAINTENANCE FEE	Service charge (79 sen per share unit) + sinking fund (14 sen per share unit)
OCCUPANCY RATE	92%
UNIT BUILT-UP SIZES	600 to 3,500 sq ft
CAR PARK BAYS	389
FACILITIES	Gym, swimming pool, BBQ area, snooker lounge
ENERGY-SAVING FEATURES	LED lighting, timer for HVAC, lighting, water feature and systemic watering

developments, this is a very unpopular agenda. Over here, we presented the facts to the MC and we had its full support to raise it. Before we met all the residents, we — together with the MC — were able to put together the justification for the increase. The relationship between the MC and the management is very important.”

Thomson says, “Last year, we did a full financial survey because we were considering increasing the management fee and sinking fund. We did a very detailed examination, which took several months. Before the annual general meeting (AGM), we circulated a very comprehensive detailed report.

“Obviously, not everybody was happy. Nobody wants to pay more money but most of them realised that costs for services have increased. And for over 20 years, we had no increase in service charges. It was accepted at the AGM ... most of the people accept this is a quality building and we have quality service and we need to meet the costs.”

He adds that, with the help of HBMK, they did a comparison of rates of similar condomini-



LOW YEN YEING / THE EDGE

ums around the KLCC area and it was discovered that 3 Kia Peng Apartment's rates were one of the lowest. The new rates were implemented in January this year and, so far, the collection rate has been around 90%.

Being proactive

One of the first things HBMK did once it came on board was to compile a building condition report. Low says, “We analysed what sort of materials [were needed], critical items, urgent and non-urgent matters, short-term, mid-term, long-term plans and from there, we gave a proposal to the MC.”

Some of the earlier works included replacing the fire panels. This year, it has been more of exterior cleaning, updating the lobby and replacing what needs to be replaced. In addition, Johan says an external audit was done on compliance and processes to ensure all procurement and other systems have been done properly. This has shored up residents' confidence that the money collected is well spent for the betterment of the building and its occupants.

Other upgrades include the signage at the front entrance, the guardhouse, the intercom system that is linked to the guardhouse — which, Thomson says, gives great comfort to residents that help is a call away — and redoing one of the lounges.

However, the biggest challenge has been with communication and that comes with time and the building of trust.

“One of the key challenges is always communication and dealing with the software and the owners. In any stratified development, the personal touch is very important,” says Low.

“When we came in, the owners needed a lot of communication from us. And we went beyond

handling the common areas. For example, if a unit has a power trip, although the internal unit is not the responsibility of the MC or the property manager, if it is something we can help with, we help.”

Additionally, during the pandemic, when a resident was infected with Covid-19, the property management helped out with getting groceries and other necessities where needed. This soft touch has helped with the communication between residents and the management office.

Johan adds that building executive Ganesh Periyasamy — a long-term staff who has been with 3 Kia Peng Apartment for a long time — was absorbed by HBMK at the request of the MC. This personnel continuity has helped in the transition to the new property management team.

This year, the MC will embark on a lift modernisation project as the lifts are nearing their 25-year lifespan limit and Johan believes after the upgrade, it will result in better cost savings, thanks to the new technology provided. Other ways to save on cost include placing timers on air-conditioning units, using LED lights and setting up a nursery to grow plants to replenish those planted around the building.

While there is still a long list of things to look into, Johan, Thomson and Low all agree that a strong plan and funds are in place to pre-empt future issues and rectify current ones before they get worse. This has certainly given residents a sense of comfort and confidence that their home will continue to stand proud in the years ahead. **E**

PICTURES BY SAM FONG/THE EDGE



A recreational space for residents to enjoy and connect with each other



The lobby with its high ceiling, art works and opulent design



The lobby drop-off area



A courtyard for residents to relax and unwind in



Resort Residence 2

Living Quintessentially

An Adventure Of Charm And Elegance In Bandar Sri Sendayan

Bandar Sri Sendayan is a self-sustaining integrated township in Negeri Sembilan, Malaysia. It covers 6,272 acres and comprises residential, commercial, institutional, industrial, and leisure components. Matrix Concepts has announced a new launching in Bandar Sri Sendayan – Resort Residence 2.

Serenity In Accordance With Culture

Bandar Sri Sendayan's strategic location isn't limited to connectivity and amenities; it also extends into the metaphysical aspect. From a classical Feng Shui perspective, the surrounding land formations indicate the township's good potential with the surrounding mountains and natural water via a river flowing along the development's periphery.

Resort Residence 2 is one of those rare prized Feng Shui gems that have the necessary prerequisites for ideal Feng Shui growth in the coming energy cycle of Period 9 (2024 – 2043) and beyond. The waterways here support the natural flow of energy to the individual properties within the development, and occupants/investors should take advantage of this.

An ideal location to grow and raise a family, Resort Residence 2 has energies considered auspicious in Feng Shui for interpersonal relationships, brilliant children and innovation. Investors looking for properties to bequeath to the next generation may find Resort Residence 2 ideal for achieving this goal.



Dato' Joey Yap

Founder Of The Mastery Academy Of Chinese Metaphysics



Artist's Illustration



Artist's Illustration



Artist's Illustration

Bandar
SriSendayan
Seremban

The self-sustaining city

Luxurious Living that's Close to Nature

Resort Residence 2 is strategically located at the heart of Bandar Sri Sendayan and has many outdoor lifestyle facilities, including a 6.3-acre lake park, tree house, playground, reflexology path, outdoor barbecue area and sunken seating. Residents will enjoy the freedom to live, work, and play thanks to open-concept layouts, additional security at the entrance and features such as perimeter fencing and a guard post.

Besides having its own residential playpark, Resort Residence 2 is just a stone's throw away from education hubs, retail conveniences and many other facilities already in place. Matrix Concepts believes convenience is key to customer satisfaction and taking care of residents' basic needs.

Each home has a premium finish modern façade and architectural design that draws you in from the start, including four bedrooms and ensuite bathrooms for the residents' convenience. They offer plenty of space for various families, with a built-up area of at least 2,798 square feet.

A Town Built For Work-Life Balance

At Bandar Sri Sendayan, residents can easily access the exclusive clubhouse, d'Tempat Country Club. The 380,000 sq ft clubhouse offers a wide range of top-notch facilities, such as an Olympic-size swimming pool, gymnasium, bowling alley, movie room, reading room, tennis court, badminton court, table tennis, squash court, banquet hall, spa room, meeting rooms, bars and cafes. The 34-acre X Park Sendayan is the largest outdoor entertainment venue in Negeri Sembilan. It offers different recreational activities, including an all-terrain vehicle (ATV) ride and kart racing.

This wonderful township fulfils everything needed for a fun, enjoyable everyday experience. Carnelian Park, for example, is a public park for people to gather and interact. One can also visit the 100-acre Sendayan Merchant Square for dining, shopping and daily necessities. It is also home to several educational institutions, both public and private. Among them includes Matrix Global Schools, which provides 20 acres of facilities from National & International Pre-school to Secondary school levels, with the local Kurikulum Standard Sekolah Rendah (KSSR) and Kurikulum Standard Sekolah Menengah (KSSM) as well as Cambridge (IGCSE) syllabuses.

Nearby amenities include Aeon Mall Seremban 2, Palm Mall, Mydin Seremban 2, KPJ Seremban Specialist Hospital and Columbia Asia Hospital. Regarding connectivity, Bandar Sri Sendayan enjoys easy accessibility via major highways such as the North-South Expressway (NSE), Seremban-Port Dickson Highway and KLIA Linkage. The NSE's Seremban toll exit is only a five-minute drive from the township.

Register your interest for
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Artist's Illustration



Artist's Illustration



Actual photo



Actual photo



Artist's Illustration



Actual photo

EDITOR'S CHOICE

Malaysia's Outstanding Specialised Development

BELOW 10 YEARS
Specialised Categories**GOLD****Sime Darby Motors City**

Left: Sime Darby Motors City offers six car brands in one area

BY **WONG KING WAI**
city.country@bizedge.com

A new motoring experience

It isn't every day that a car enthusiast finds several car brands operating in one area. At Sime Darby Motors City in Ara Damansara, Selangor, there are six. Designed to enhance the automotive shopping experience, it is certainly no easy task to manage this six-building complex while balancing the various needs and requirements of its very discerning tenants.

However, a dogged determination to make things work has resulted in Sime Darby Motors City winning the Gold award under the Below 10 Years Specialised Categories.

Sited on an 8.71-acre tract, the property features six commercial buildings, each of which is tenanted by the following car brands: BMW, Ford, Hyundai, Jaguar, Porsche and Volvo. Sime Darby Motors City was completed in 2018 and has been in operation for four years.

With its unique set-up, this is clearly no run-of-the-mill property. For property managers Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK), it took time to sort out the systems and processes to manage the property efficiently, as senior building manager Cyanne Lim reveals.

"First, it is to understand their [the brands'] requirements and the whole process of building operations. From there, you know what they want and what can be done to accommodate them," she says.

Colleague and senior area manager Kathrine Yong concurs, adding: "Basically, communication is very important — updates, helping them [the brands] understand what building management is, the purpose and functions of a JMB (joint management body), what our boundaries are and so on."

According to Low Yuan Lung, managing director of Hyundai-Sime Darby Motors Sdn Bhd, which owns the six commercial blocks, the working relationship with the property management has been good.

"This whole property consists of six blocks. We have different brands in each building and they each have different requirements because each principal has its own corporate identity.

"So what we did is, since we are the representative of the building owner, we appointed HBMK. The team is doing its very best to cater to each brand where requirements are concerned. For me,

the experience so far is that there have been no complaints. Response time is also very fast. In fact, response time is 24/7. Sometimes, at midnight, the guard will call with an emergency, and they will respond quickly," he says with a smile.

Due to the unique nature of this development, there is also another layer of contact in the form of Syed Mohd Mazfira Syed Mohd Bakar, Sime Darby Motors Division head of facilities & project management and retail & distribution, who was brought on board during the pandemic period.

"In managing the building maintenance, first we need to get all blocks together. What we did was to appoint a facilities manager representative from each block. Then we communicate with them in a WhatsApp group. We also have scheduled maintenance for each block and we inform them accordingly. And the cost will go to each operating unit. This is the basic process that we have," Syed says.

When it is time for a scheduled maintenance activity, HBMK will send out a reminder three days in advance and a technician will accompany the service provider to ensure all goes well.

Another key challenge in the beginning concerned the basement car park, which all six commercial buildings share.

"In the previous parking plans, some bays were allocated between two buildings. Internally, this was sorted out between each brand and then pillars were coloured accordingly to identify each brand's allocated parking spaces so that customers would not get confused," says Low.

Staying in touch

With so many people to stay in touch with, it is a wonder that there has not been any major miscommunication. This, it seems, is due to the fact that everyone is speaking the same language.

"I find it very easy to work with the HBMK team because one thing in facilities management is that there is one 'language'. So if I am only speak-



From left: Yong, Low, Lim, HBMK assistant manager Syafiqah Johari and Syed

ing that language that they don't understand, then it will be difficult to communicate. What I am experiencing here is that they understand my language. Whatever I tell or share with them they know and understand the direction and will quickly act on it," Syed says.

To ensure that everyone is kept up to date regarding building matters, each brand is kept in close contact via WhatsApp chat groups.

Says Low, "There are two group chats. The first is with the operating unit heads, the brand owners. That is used to tell us in general, 'Look, we are doing façade cleaning, or floor painting'. The second group chat is used by the working committee — referring to the floor managers — which relays messages like 'There will be a closure in this area, kindly use another road'.

"On top of that, these group chats are very useful in terms of corrective and preventive actions. For example, I made a report on one of the car ramps. There are many cars going in and out, so the epoxy flooring was wearing out. When it rained and if you were near the bottom and hit the brakes, the



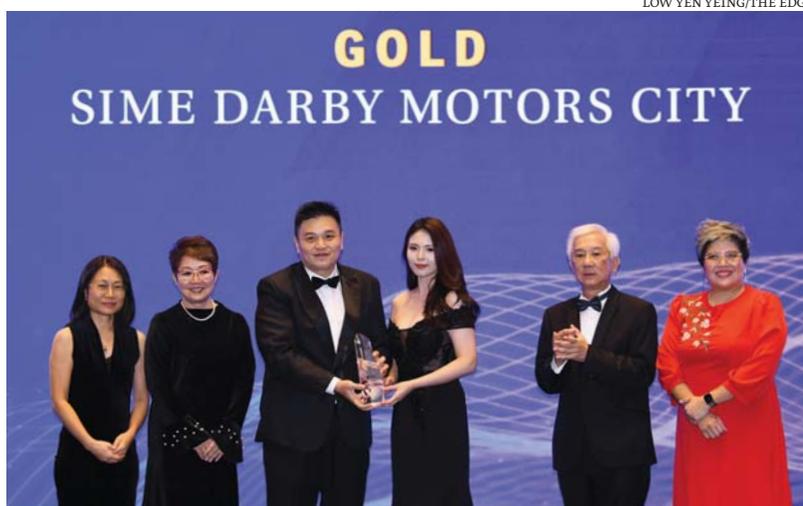
Left: A cosy café area for customers to enjoy a snack while they wait for their car to be serviced

Below: A conducive working environment



PICTURES BY SAM FONG/THE EDGE

The Automatic Number Plate Recognition (ANPR) system is installed in the shared parking space



LOW YEN YEING/THE EDGE

sees the lift is not operating or it suddenly stops, they will take a snapshot of the lift number advising everyone else not to use it. Communication is done in real time,” says Low.

Technology creates efficiency and clarity

One of the key components in managing Sime Darby Motors City is the use of technology throughout the development. Some of these include the Automatic Number Plate Recognition (ANPR) system, Under Vehicle Surveillance System (UVSS) and Face Recognition System.

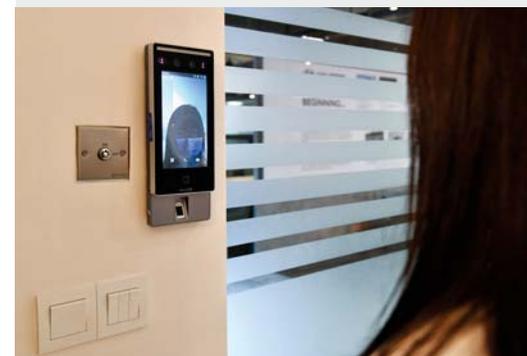
Says Syed, “Basement 1 is a shared parking space. We had a few incidents actually, one of which was quite serious where our new car, to be delivered soon to the customer, was scratched. And we wanted to know who the culprit was. Luckily, we have individual cameras installed at each bay, and we have the ANPR system. This system helps you identify where your car is parked in case you forget. With this system we were able to identify the culprit.”

The UVSS, according to Low, takes a high-resolution shot of the undercarriage of all vehicles entering Sime Darby Motors City. This is installed at the guard posts. So in case a car is stolen, there will be a record of the incident.

“The other use of the UVSS, which scans in high resolution the whole undercarriage of the vehicle, is when the car comes in for servicing, the undercarriage could be scratched when it comes in or the tailpipe is missing or the bumper is damaged, so we can zoom in on that area, and say, when your car came in, there was no tailpipe or so on.

“It can also scan the condition of the tyres and check if there is any leak on the undercarriage. This saves a lot of hassle especially for customers who try their luck. These are the additional things they [HBMK] put in to help us. Because in one day, the whole six blocks easily have a total of 400 to 500 cars coming in to be serviced,” says Low.

Below: Charging bays for EVs; the Under Vehicle Surveillance System (UVSS); and the Face Recognition System



Low and Yong (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

To facilitate movement around the different buildings, a Face Recognition System is in place. This, according to Lim, has helped reduce the need for security personnel at all entry points, especially at night.

Apart from these high-tech systems, a soft touch is also implemented to help build a community within the development. Low gives examples of durian parties and festive gatherings to help bolster interaction and bonding.

Within the Hyundai block, he points out how special touches like workstations, good coffee and snacks and a good sound system are in place to give customers a memorable experience while their car is being serviced.

Sime Darby Motors City is looking to ensure it future-proofs itself. Low reveals there are plans to set up an EV charging hub for electric vehicles. At the moment, there are 23 charging stations in the development and the aim is to increase that to maybe 40 to 50 stations. Low points out that those who charge their vehicle, which can be any brand, will have to pay, just as if one goes to a petrol station. While waiting, customers can visit the different showrooms.

Also being planned is the fixing of solar panels to supply electricity to the buildings. The details are still being looked into.

As for present and future plans for the development, HBMK’s Yong says they have drawn up a budget forecast to ensure that costs are well managed.

All in all, managing a unique property such as Sime Darby Motors City provides more than just one challenge, but the journey, or in this case, the ride, is towards a sustainable motoring future. **E**

Project quick facts

NAME	Sime Darby Motors City
ADDRESS	6, Jalan PJU 1A/7, Ara Damansara, 47301 Petaling Jaya, Selangor
DEVELOPER	Sime Darby Damansara Holdings Sdn Bhd
DEVELOPMENT TYPE	Commercial
PROJECT SIZE	8.71 acres
TENURE	Freehold
COMPLETION DATE	June 2018
NO OF STOREYS	11
MAINTENANCE FEE	RM1.10 per share unit
OCCUPANCY RATE	70%
UNIT BUILT-UP SIZES	1,800 to 40,000 sq ft
NETT LETTABLE AREA	1,430,986 sq ft
GROSS FLOOR AREA	2,315,392 sq ft
NO OF CARPARK BAYS	2,089
AMENITIES	Water feature, premium coffee machine (complimentary) for customers who send in cars to service/potential customers, light breakfast, vending machine, kiosk for merchandise, one-stop shop (buy, sell, service, car wash, body and paint)
FACILITIES	Working lounge for customers, coffee counter, staff canteen and staff lounge, designated smoking area
ENERGY-SAVING FEATURES	Building management system, motion sensor, timer for lighting, Daikin remote monitoring system

car would skid. Our cars are all installed with an anti-lock braking system, so the car can brake on time but motorbikes will skid and hit the wall. Immediate action was taken.

“All the staff in the group chats ... when they see any hazard, they will report the matter and the property management will take action. There is this ‘proactiveness’ from all working committees. It is very important. Sometimes, if someone

EDITOR'S CHOICE

Malaysia's Exemplary Sustainable Township

THE EDGE MALAYSIA-ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARDS 2022 – Landscape Planning

GOLD**Desa ParkCity**

PICTURES BY SHAHRIN YAHYA/THE EDGE

BY CHAI YEE HOONG
city.country@bizedge.com

“It’s coming to about 11am and you still see people walking around the Central Park. It’s amazing,” says ParkCity Group director (township management) Sukhdev Singh, as he points to another park-goer from where we are seated in the sales gallery at The Waterfront. It may be a rare sight for people to be strolling about at midday in our humid tropical climate, but that is evidently not the case at Desa ParkCity in Kuala Lumpur.

This phenomenon is a result of its master developer ParkCity Group’s vision and thoughtful planning of the township from the get-go. A barren quarry in its previous life, the site has been transformed into a verdant and walkable community.

“The truth is, without thinking about sustainability back then, we had to think of ways to bring the temperature down. The only way was to plant a lot of trees. Having lakes also helps to cool down the environment,” says ParkCity Group’s CEO Datuk Joseph Lau.

At the heart of the master plan is the 13-acre Central Park that is complemented by a man-made lake, which not only draws the township’s residents but also attracts visitors, as it is one of the few dog-friendly parks in the Klang Valley.

“The Central Park is a core feature where everyone can enjoy and get together in the middle of the whole development, and where they can walk and have a healthy lifestyle. Today, we even see people bringing not only their dogs but also parrots, cats, ducks and all kinds of pets to the park,” says Lau.

The six-acre Central Park Lake, together with the natural lake at the future ParkCity TownCenter, is a catchment area designed to mitigate flooding as well as irrigate the surrounding vegetation.

“The design aspect of it is to ensure long-term sustainability. Everyone sees this lake as a recreational place, but they may not realise that it is actually a retention pond,” says ParkCity Group director (sales) Loh Poh Khim.

“Control mechanisms have been put in place to manage overflows. These days, we keep hearing about floods everywhere, but we don’t have this issue here.”

The landscape planning at Desa ParkCity is part of the fabric of its New Urbanism town planning approach, which encourages walkability to essential community destinations such as parks, shops, school and hospital. This also reduces the need for cars, thereby decreasing the carbon footprint of the community. “We made sure that the walkways are wide, are shaded nicely and are comfortable for people to walk, and that it takes them five to 10 minutes to go anywhere they want to go [within the township],” says Lau.

Launched in 2002, Desa ParkCity is now almost 80% developed, with 3,500 units of completed properties and home to a population of about 22,000. Its amenities include Plaza Arkadia, The Waterfront, ParkCity Medical Centre, The International School @ ParkCity, The ParkCity Club and The SportsCenter.

“We wanted to do something different from other developers. Instead of just selling bricks and mortar, we wanted to give them a lifestyle. So, people can actually live, work and play in this township,” says Loh.

To complete the township, ParkCity Group is focused on building the community. “We want to create something that has a heart and soul, because at the end of the day, for the township to continue to thrive, it is with everyone’s involvement,” says Lau.

Desa ParkCity’s success story has seen it win the Gold award in the Landscape Planning category of *The Edge Malaysia-ILAM Malaysia’s Sustainable Landscape Awards* as well as the Editor’s Choice Award at *The Edge Malaysia Best Managed & Sustainable Property Awards 2022*.



Desa ParkCity has been transformed from a barren quarry into a verdant and walkable community, with 30% of the township allocated to green spaces

All about heart and soul

The township’s Central Park won Gold in the Specialised Categories at the Best Managed & Sustainable Property Awards 2020.

Something different

According to Lau, Desa ParkCity was born out of wanting to do things differently. “Rather than just rows and rows of houses, we wanted to do something different in the Klang Valley.

“It took us a while to find the right piece of land in Kuala Lumpur. Then, this one came up, 14km to downtown KL and the site was big. I suppose being a quarry, a lot of people wouldn’t know what to do with it. But we saw that we could create something very interesting out of it, as a quarry can have its advantages due to the topography of the site, which can provide an opportunity to create the whole environment.”

Sukhdev says, “The initial challenge, of course, was to convert the quarry site into a beautiful green park that is sustainable for the long term.”

Despite being both challenging and costly, the task of cleaning up the environment and repairing the hill slopes of the former quarry was completed, and the developer began site earthwork and building construction in June 2002.

Nonetheless, the process was a lot of trial and error, says Lau. “Because trees cannot grow on rocks, we needed to make sure the topsoil was high enough, as plants and trees need a certain depth to grow properly. So, that was a challenge.”

The entire site, which was arid and unsuitable for vegetation, underwent extensive subsoiling and topsoiling works to regain the natural ecosystem. The landscape team even invented its own mix-soil treatment and planting technique through many trials and errors.

“We also had to learn by trial and error what types of trees can be planted,” says Sukhdev. “As trees that are a little bit deep-rooted cannot grow in this soil.”



The 13-acre Central Park at the heart of the township’s master plan not only draws residents but also visitors, as it is one of the few dog-friendly parks in the Klang Valley

As a result of the team’s continuous effort, Desa ParkCity is a thriving parkland community with 75 native species and 50 non-native species of plants and trees at the Central Park. Some of the rarer species include the Belian Tree and Sausage Tree.

Desa ParkCity also has its own softscape nursery, which was set up in 2014 to cater to some of the township’s immediate planting needs. In addition to nurturing hundreds of shrubs, the nursery also produces its own eco-friendly fertiliser from composting organic matter such as the abundance of dry leaves and branches that are swept away daily.

Due to the softscaping innovations at Desa ParkCity, local authorities such as Kuala Lumpur City Hall, Petaling Jaya City Hall and Shah Alam City Council have conducted field studies at the township, using its landscape as a benchmark.

To date, about 30% of the verdant township has been designated as green spaces, including eight acres of The West Park and a strip of land on the eastern hillocks that has been converted into The East Park.



SHAHRIIL BASRI/THE EDGE

Lau (centre) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, The Edge Media Group publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan



The township's landscape planning encourages walking to essential community destinations, reducing the need for cars, and thereby reducing the carbon footprint of the community



The Central Park is a thriving parkland with 75 native species and 50 non-native species of plants and trees



The township's landscape is designed to ensure long-term sustainability. This includes waterways that can mitigate flooding and irrigate the surrounding vegetation.



From left: Loh, Lau and Sukhdev

"The West Park was actually allocated to a government school but since it was [undeveloped], we converted it into a landscaped garden park because to the west of the township, we have condominiums, namely The Westside One, The Westside II, Westside III, South Brooks and Sofiya, and we want the residents there to be able to enjoy that part as a park," says Loh, adding that The West Park was also created for residents who prefer a dog-free environment.

At its strata landed developments, the developer turned the often-overlooked back lanes of houses into linear parks for people to enjoy. In fact, the first homes built in Desa ParkCity were one of the first landed strata properties in the country.

"The back lanes of typical shophouses are usually unkempt and dirty, but we wanted it to be a space that people can enjoy. And that's what we did at Plaza Arkadia, for example," says Lau.

A learning process

Landscape maintenance is not without challenges. "It is one of those things that we just have to go through and learn. We have to constantly monitor everything, from the water quality to the slopes. But then again, nothing is without challenges, and I must say we all enjoy doing it," says Lau.

For example, man-made lakes do not have a water-circulating ecosystem in place to prevent water from being contaminated by natural agents, so a bio-filtration system has to be used at the Central Park Lake. To further improve water quality,

aquatic plants were introduced to naturally balance the ecosystem, says Sukhdev.

"As we go along, we learn. Sometimes, we learn that certain species of trees may not be suitable. Then, we get the right types of trees and maintenance becomes easier. Whatever we try to do, we try to lower the maintenance of it," he adds.

The operating cost of the upkeep of all the common areas in Desa ParkCity was RM3.2 million last year. Meanwhile, the capex for the softscape and hardscape at the Central Park came to RM7.5 million. After the park was completed in 2010, the cost of upgrading works was placed under operating costs.

Meanwhile, the developer is looking at tackling traffic woes in the township. "The truth is, the residents don't cause the congestion as they tend to walk, cycle or use electric mobility. What we see is people from outside coming in, especially on weekends, which causes the congestion. It is a chicken-and-egg situation because we want them to come, but it can become quite overwhelming," says Lau.

"That is why we are looking at creating another urban town park. It will be another nice park with retail and residential components around it. This is to help disperse the traffic from the other retail areas. As this new park is very near where the exit and school is, it can also help prevent cars from coming to the centre of the development."

The new park will probably take another year or two to complete, and it will be within walking distance for the residents, he adds.

It takes a village

Recognising the importance of cultivating a sense of ownership and belonging among the community, ParkCity Group, together with the residents, organise a monthly initiative call "plalking", an activity that combines walking and picking up litter.

Loh says, "It is essentially to cultivate a sense of belonging. We find that this is a more effective way in terms of maintenance. Also because they know that if the place is [well maintained], their property value goes up."

Units of the first phase — Nadia Parkhomes, which was launched in 2002 with prices starting from RM400,000 — are going for no less than RM2 million on the subsale market today.

Another recent initiative by the group is putting up taxonomy tags for the trees at the Central Park. "The day we implemented it, we saw a lot of people standing around the signage to read them. I think the taxonomies are a good example of bringing this sense of ownership to the next level for the community. This is the long-term direction that we are heading towards," says Sukhdev.

Once all the land parcels in Desa ParkCity have been fully developed, the maintenance of the infrastructure and various amenities in the township will eventually be handed over to the city council. "For the longer term, we will have to see how we can get the community to also be involved in helping us maintain the Central Park, and how we can work together with the city council to make sure the park is maintained at a very high level," he says.

According to Lau, ParkCity Group is here to stay. "We are not going anywhere. Our office is here, and this township is important to us. We are also interested in the township because we have vested interests. The school, for example, provides recurring income and we have expanded it to be able to accommodate up to 2,000 students.

"The Waterfront also belongs to us and provides us with recurring income. So, it is of great interest to us to make sure the township is maintained properly."

He adds that the company is considering the possibility of having a sinking fund for the management of the common areas in the long term. "That would be the ideal situation, where every property we sell [contributes] to a sinking fund, and that everyone knows that the fund is used to manage the common areas in the future.

"Meanwhile, ParkCity Group will be here a long, long time. For us, the township is who we are, we are not going to say it is not our responsibility. It is our DNA, our heart and soul." **E**

BELOW 10 YEARS

Single-owned Office in a Mixed Strata

GOLD**Guoco Tower**

The 19-storey premium-grade Guoco Tower is GBI-certified, Gold LEED 2009 for Core & Shell development-accredited and is a designated MSC Malaysia Cybercentre

BY **RACHEAL LEE**
 city.country@bizedge.com

While it is important to focus on maintenance, tenant satisfaction is equally crucial in the making of a successful office tower, says Tower REIT CEO Noorbaizura Hermeyney.

Tower REIT owns Guoco Tower in Bukit Damansara, Kuala Lumpur.

“We want to continue to be sought after by tenants despite the age of the building and having more new office towers coming up [in the area]. We believe good property management has helped us to position the tower as the office building of choice. We put everything in order, while managing things proactively,” she says.

“We want to meet the satisfaction of the tenants, to make sure that they are happy to stay here ... it is about both the hardware and software. Rates will be competitive, but tenants always want to stay for the long term and that long-term factor is about how comfortable and satisfied they are with the building.”

Guoco Tower is the Gold winner in the Below 10 years Single-owned Office in a Mixed Strata category.

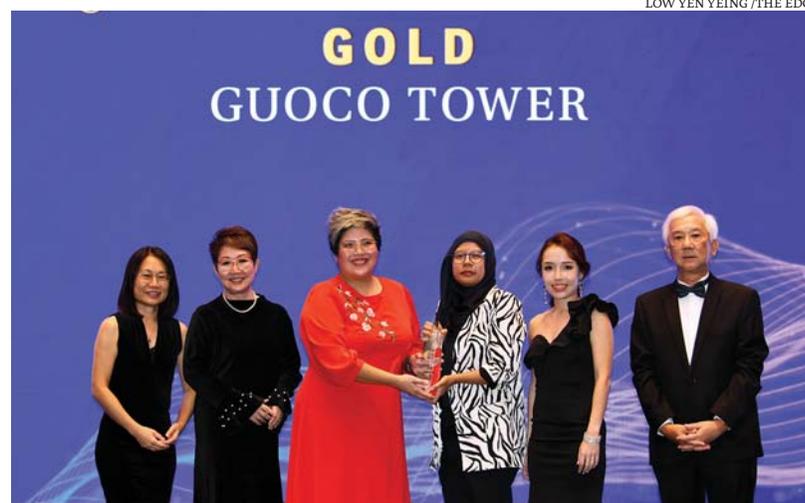
Part of the RM2.5 billion Damansara City development, the 19-storey premium-grade office tower is Green Building Index (GBI)-certified, Gold LEED 2009 for Core & Shell development-accredited and is a designated MSC Malaysia Cybercentre.

Its net lettable area is 236,500 sq ft, with each floor contributing about 14,000 sq ft. The anchor tenants include British American Tobacco Malaysia, Dentsu Holdings Malaysia Sdn Bhd, AECOM Perunding Sdn Bhd and GuocoLand Malaysia Bhd.

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) was appointed the property manager on Jan 1 last year.

Focusing on both hardware and software

LOW YEN YEING / THE EDGE



Constant communication

Noorbaizura says the tower is occupied by several multinational corporations (MNC), so engagement in terms of service is important. It is where the management gets feedback and understands the improvements needed for the building.

“It is critical for us to get feedback and understand their situation ... MNC tenants have certain requirements such as ESG (environmental, social and governance) compliance, health and so on. These things are important and we have

Tian and Noorbaizura (second and third from right) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan and *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat

to make sure that our building management will be able to handle it,” she adds.

“Tenant retention is important as the building is under a REIT. We make sure that we plan things ahead and are proactive. We are also benchmarking ourselves against other office towers. It is not for competition's sake but we want to enhance ourselves. We look at what systems other buildings have and see if they are applicable to us.”

Guoco Tower is currently 86.9% occupied, with most tenants having been there since its opening in 2015.

HBMK associate director Paris Tian notes that tenant satisfaction is about understanding the tenants' needs and ensuring that they are well taken care of. “We conduct regular monthly meetings with our anchor tenants to hear from them and, from there, we improve. We believe that constant communication is important and our key to success, besides strong teamwork.”

Property management

At Guoco Tower, there are 14 planned preventive maintenance conducted in-house on a regular basis. Its outsourced maintenance, meanwhile, include the lift system, fire-fighting system, air-conditioning and mechanical ventilation system, pest control and chiller system.

CONTINUES ON PAGE 28



GOLD WINNER

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Malaysia's Exemplary Sustainable Township 2022

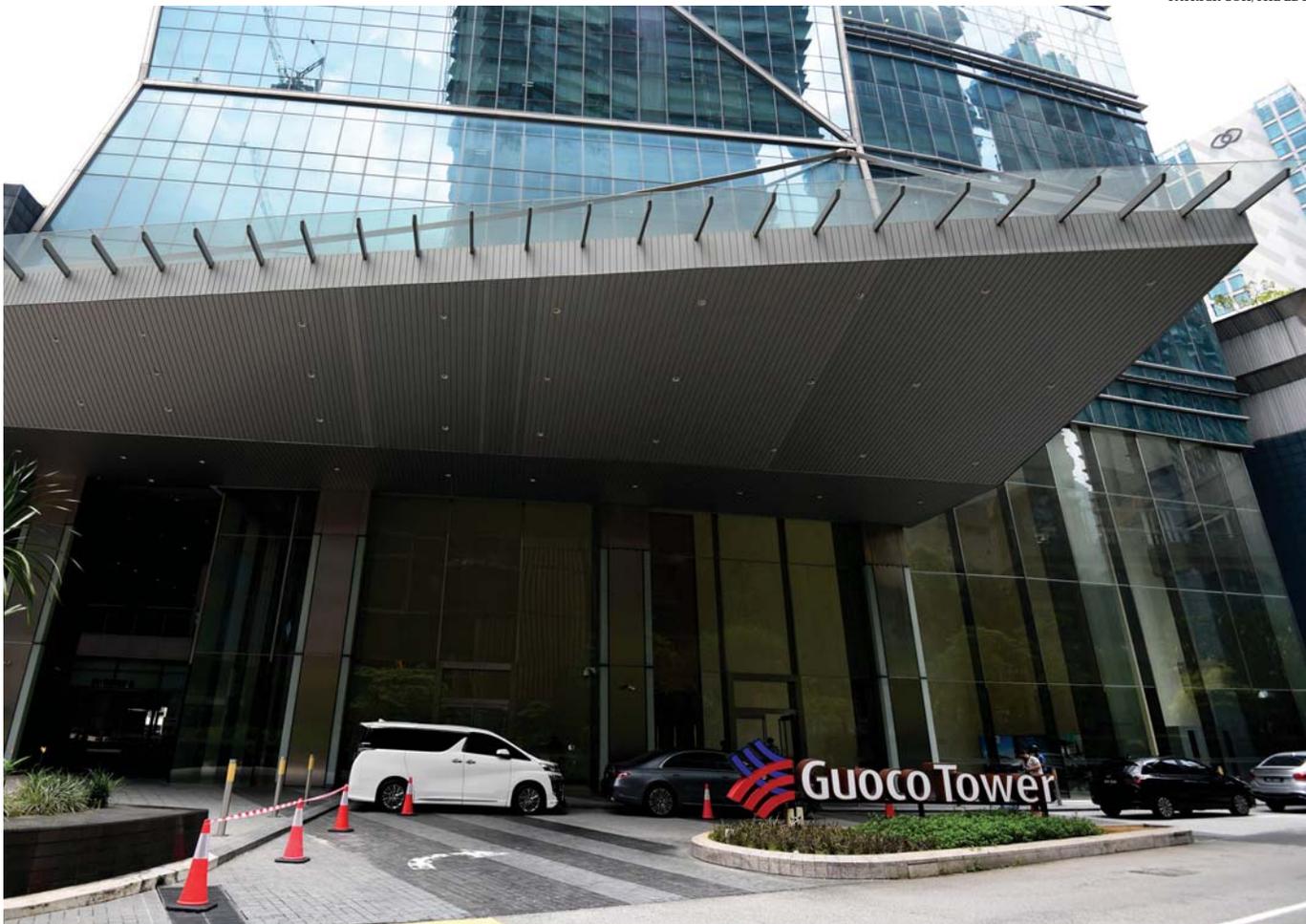
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PATRICK GOH/THE EDGE

The anchor tenants of Guoco Tower include British American Tobacco Malaysia, Dentsu Holdings Malaysia, AECOM Perunding and GuocoLand Malaysia

Project quick facts

NAME	Guoco Tower
ADDRESS	6, Jalan Damanlela, Damansara Heights, 50490 Kuala Lumpur
DEVELOPER	GuocoLand Malaysia
DEVELOPMENT TYPE	Single-owned office
PROJECT SIZE	329,000 sq ft
TENURE	Freehold
COMPLETION DATE	2014
NO OF STOREYS	19
TOTAL UNITS	67 as-built office units
FLOOR SIZE	13,300 to 15,000 sq ft
OCCUPANCY RATE	86.9%
AMENITIES (PER FLOOR)	One set each common male and female toilets, two executive toilets, one disabled toilet and one pantry

FACILITIES

Male and female surau energy-saving features, heat recovery wheel, non-chemical water treatment system, fire system water recycling, condensate water make up, Lux sensor and motion sensor, CO sensor, regenerative lifts

INDOOR AIR QUALITY FEATURES

Fresh air fan, CO sensor, heat recovery wheels, Stand-alone toilet exhaust fans, variable frequency drive, water treatment system, and G3 and F7 filters for fan coil and air handling units respectively

Crisis management is crucial

FROM PAGE 26

Building manager Abdul Shahnaz Abdul Halim notes that it is about proper control and governance while keeping the management team updated on new systems.

“In order to have the best maintenance results, we need to have proper control and governance ... We do have our service providers assisting us in terms of preventive maintenance but we need to have some sort of control. The way we do it here is that while our service providers have their checklists, our team also has its own checklist to countercheck to make sure that everything is properly done,” he says.

“We won’t rely on the service providers solely. Our team needs to know how things are done. Even though the service providers have more knowledge, the team still needs to know the basic foundation of the stuff going on.”

Tian reiterates that it is about checks and balances. “For example, when the lift service provider tells us that we need to make some replacements, Shahnaz will go down the site itself to check and confirm whether there is a need to replace ... We will ask for more supporting documents from the service provider to confirm the necessity of the replacement. We will do all the due diligence as well as checks and balances.”

Abdul Shahnaz reckons that there are challenges in maintaining Malaysia Digital Status (formerly known as MSC-status) and green-certified building, as it involves a “complex system”.

“Some criteria associated with these statuses are difficult to manage and maintain because the [whole] system is complex, and it is not easy to ensure that the system is always in ready mode. For example, we have a building control system that controls and automates our air-conditioning system. It involves a lot of electronic systems and programming works. These are very technical and complex and not straightforward for us to maintain them,” he explains.

“We overcome this problem by doing our own research and maintaining a close relationship with our service providers to understand —

better and correctly — the system itself. From there, it helps us to troubleshoot the system on our own. We are not experts but we need to have the basic foundation to maintain these systems, especially those electronic-related ones.”

Abdul Shahnaz agrees that consistent and proper communication is important in property management. It ensures strong teamwork between Tower REIT and HBMK, as well as a good relationship with the tenants. “We consistently communicate with the landlord. We build rapport with our tenants and get their feedback to make

From left: Abdul Shahnaz, Tower REIT operation manager Yuvarajan Chandra Mohan, Noorbaizura and Tian



LOW YEN YEING/THE EDGE

sure the building meets their requirements.”

Indoor air quality (IAQ) has been especially important with the advent of Covid-19. Tian notes that IAQ maintenance complies with the Ministry of Health’s guidelines to decrease the infection rate.

“We did a gap analysis and we try to close the gap to ensure that the IAQ at Guoco Tower is maintained at a tip-top standard,” she says.

On the highest floor is a fresh air fan that brings cool air into the building, thus minimising the cost of keeping the temperature at an optimal level.

Going forward

Abdul Shahnaz hopes Guoco Tower will continue to be one of the best office towers in the Klang Valley, with tenants getting the best service experience. While it is important to keep up with technology to ensure that the systems are always updated, crisis management is also crucial, he emphasises. “When we manage a building, the main thing is how we react when there is a crisis ... Most importantly, everyone in the team knows their role and what to do.”

Noorbaizura adds that Tower REIT does not want to rest on its laurels. Guoco Tower must continue to be sought after.

“The location itself is not enough, because there is a lot of competition around ... Benchmarking is important and I think we are at a pretty good stage now ... There is always room to improve and I believe in benchmarking ourselves against competitors and market standard, or we will never improve. We even talk to agents, who will give feedback on the offerings of other office towers. Competition will be always there, so we have to keep on improving ourselves.”



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10 YEARS AND ABOVE
 Mixed Development (entire)

GOLD

Solaris Mont'Kiara

 BY RACHEAL LEE
 city.country@bizedge.com

The management corporation (MC) of Solaris Mont'Kiara sees its property manager Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) as its partner rather than a typical service provider.

"In 2017, Low (Hon Keong, HBMK's managing director) said that a property manager is like a housewife who makes sure that the household runs well ... but now, I think it is no longer applicable because it understates them. I will say we are in the film industry, we always produce decent films, but only when we team up with award-winning directors has it elevated us from being decent to one of the best in town," says Ong Wai Keat, chairman of Solaris Mont'Kiara MC.

"It is the people behind the scenes that make Solaris Mont'Kiara a success — the past and present management, from the JMB (joint management body) to MC to property manager ... all of them contribute to it and we recognise the contribution. We are lucky to have MCs that are very committed and with strong teamwork. We operate with a lot of corporate discipline, with many steps of approval."

While the MC for Solaris Mont'Kiara has changed over the years, Ong says the objective to maintain the building in the best interest of everyone and with a single direction — which is what all MCs strive for — helps in property management and maintenance.

Solaris Mont'Kiara is this year's Gold winner in the 10 Years and Above Mixed Development (entire) category. It was the Silver winner for the same category in 2017.

Developed by Sunrise Bhd (now known as UEM Sunrise Bhd) and completed in December 2007, Solaris Mont'Kiara is a commercial development along Jalan Duta Kiara in Mont'Kiara that was developed in two phases. Phase 1 comprises rows of 3- to 5-storey shopoffices while Phase 2 is an L-shaped business hub with three blocks of 8- to 10-floor office suites (274 units), a 2-storey retail podium (72 units) and a 4-storey basement car park with 1,600 parking bays.

HBMK took over the property management of the business hub (Phase 2) in July 2016 after it was appointed by the MC.

Whether it is machinery or aesthetics, one will see a lot of decline for any building above five years, Ong notes. He reckons that upon its appointment, Henry Butcher stabilised the decline curve and put it on a plateau.

Single direction

"That paved the way for us in 2017 to start looking at upgrading works, while maintenance works are still going on ... it is quite different now compared to 2017," Ong says. "We repainted the wall to a more contemporary scheme, the signals and signboard have been changed, atrium repainted, and we have a paid toilet. Things you don't see that have been changed include the LED lights as we are moving to solar power lights for the outdoor space. The refuse room and escalators have all been done as well. We have a programme to refine our maintenance work and it allows us to push the decline line slightly up," he says.

Low concurs, noting that while a change of MC is unavoidable, the key thing at Solaris Mont'Kiara is that the new MC follows the directions from the previous MC.

"Yes, there are some amendments in some policies but the big picture for the good of the building is there. For strata developments like this, we cannot afford to keep having changes ... consistency is very important. Of course, we cannot please everyone, but as long as we have 80%, then it is alright.

"As a property manager, we want to continue to improve the building and if the policy keeps

on changing, it will be a waste of time and effort on our ongoing projects ... The MC here has always been on the same page. It is important for strata developments to have a consistent policy throughout."

Even though there are more tenants than owner-occupiers in Solaris Mont'Kiara, the ratio in the MC is the opposite. Low reckons it is a good sign to have an MC comprising owners even when they are not actively using the space.

"The MC's involvement is important, because as a property manager, we only feed them with the right info so they can make good decisions. In all strata developments, what is important is that the MC runs the property management and maintenance as a team and that it is open to ideas," he says.

"Sometimes, we discover some problems or we have some suggestions ... for example, we make use of the roundabout [at the North Atrium] and decorate it according to the festivals [being celebrated]. To our surprise, the MC is open to this idea. Secondly, we had complaints that the toilet on the ground floor is unpleasant ... A committee member came up with the idea of a [cashless] paid toilet. We did a survey with the tenants and went ahead. To our surprise, the ROI (return of investment) is good," he says.

The expected income from the toilet was RM4,000 to RM5,000 a month, but it is generating RM6,000 to RM7,000.

Ong says it is crucial that for "everything you are involved in, you must be on the ground and once you are familiar with what is on the ground, you



A property manager that's more like a partner

set a standard". He attributes HBMK's help with the MC in focusing on one objective in the management and maintenance of Solaris Mont'Kiara.

"We run the MC like a corporation, and all our members come from corporate and professional backgrounds. The MC is like a governing body and the property manager is like the operation side. They are also professional and contribute to the building," he says.

"For the paid toilet, a committee member came up with the idea as his thinking is that all decent and higher-end shopping malls have at least one paid toilet. Malaysians have evolved and hygiene and cleanliness have become a priority. People will pay for cleanliness and safety. We also make sure that we do not overburden people who need this service but there are still other normal toilets. Income aside, it is about the quality of life."

The objective of maintaining Solaris Mont'Kiara in the best interest of everyone and with a single direction helps in the management and maintenance of the development



PICTURES BY PATRICK GOH/THE EDGE



Many drivers choose to park on the street, but Solaris Mont'Kiara actually has a lot of parking bays in the basement, especially in Basement 2

SUHAIMI YUSUF/THE EDGE



From left: HBMK senior building manager Cyanne Lim, Low, Ong, Koe and HBMK building manager Hazel Boo

Project quick facts

NAME	Solaris Mont'Kiara
DEVELOPER	UEM Sunrise Bhd
DEVELOPMENT TYPE	Mixed development
LAND AREA	4.48 acres
COMMENCEMENT DATE OF OPERATION	Jan 8, 2008
OCCUPANCY RATE	87%
MONTHLY FOOTFALL	Estimated at 302,380
NO OF UNITS	347 (72 retail units & 275 office units)
AMENITIES	Grocery shop, coffee shop, variety of F&B (from Western to Asian and Middle Eastern food and dessert), bakery and entertainment (pub & bar)

LOW YEN YEING/THE EDGE



Cyanne Lim and Ong (second and third from right) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan and *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat

Solaris Mont'Kiara ex-secretary Jayne Koe notes that continuity is also vital in good property management maintenance. For example, the team from HBMK has always been the same people, hence the consistent policies.

Low reckons that communication is important for owners and tenants to understand the actions and policies made in property management and maintenance. This includes fund management, where transparency and accountability are very important.

"Nobody wants their property value to go down and everyone wants their properties to be maintained properly ... We need to do our groundwork properly and explain to them the budget, cost and work involved to make sure things are properly maintained," he says.

With proper maintenance in place, Ong foresees more upgrading works at Solaris Mont'Kiara.

Covid-19

During the various Movement Control Orders implemented over the last two years, the management of Solaris Mont'Kiara became more adaptive to change.

"The biggest issue with Covid-19 is the uncertainty ... nobody knows what to expect. In the last meeting before the lockdown, the MC gave instructions to HBMK that the safety of all staff was the utmost concern," Ong says.

"I remember at one point, there were two alternate teams to minimise risks. At one time, when there were isolated cases, I mentioned to HBMK to get a third team in place in case there were close contacts among the staff in the management office, and we needed to mobilise another team. Once the management office stops working, the whole building stops operations, and we cannot afford that."

Low notes that due to the pandemic, communications with the owners and tenants have been stepped up, with announcements made through a WhatsApp broadcast list.

The Solaris Mont'Kiara MC is one of a handful in the Klang Valley that gave owners service charge rebates — a one-time 30% discount for a month to assist retailers affected by the pandemic.

The management had some savings due to good building maintenance and a collection rate of 99%, which was used to assist the owners during the pandemic. "It is a good gesture and we are trying to do what we can," Ong says.

Low notes that it is important for any system to be well maintained before upgrading works is done, or they may start breaking down and require more money for replacements.

"It is good that the MC understands the need to maintain the parts because some think that when there is no breakdown, why would you want to replace them now. But if you wait until they break down, then it will involve a higher capex," he says.

This goes back to the issue of fund management mentioned earlier. Healthy management of the common funds is very important because if the MCs have no money, everything stops, Ong says.

"Fund flow is important and we try to generate income from other parts. We maximise the accessory parcels to create income. In general, valet parking also contributes to the common funds. There is more demand for al fresco dining these days and we try to maximise those areas," he says.

He adds that as the MC is run like a corporation, it is strict when it comes to elections, tenders and service providers. For major issues, it will go through tenders.

As the country transitions to the endemic phase, the MC is striving to "get everyone back on track".

Upgrading works are still going on to bring traffic and increase comfort so that Solaris Mont'Kiara will attract more people, Ong says.

"We want to make it a hub for people to come over ... The idea is that we want to sustain the businesses ... In due time, there will be more events coming back, making it a more vibrant place. We can create an environment where this is a landmark for Mont'Kiara, and more people from outside Mont'Kiara will come here," he explains.

"Everything is correlated ... the value of property is dependent on the demand for property and it comes from the number of people coming in. We will continue to accelerate our position and attract people from outside."

Ong says cost is a challenge in maintaining the building because of global inflation and the implementation of minimum wages. While he believes that everything will normalise, it will take time.

He hopes not to have to increase service charges.

"Once things have normalised, it will determine our next action plan, whether it is sufficient to move ahead or we need to adjust the service charges. The footfall in Solaris Mont'Kiara is getting better but it has not stabilised yet. We have the day, lunch and dinner crowds. We want to attract crowds throughout the day, especially for the 2pm to 5pm period. It is something we can improve on," he says.

"There are many cars parked by the street outside Solaris Mont'Kiara, and it gives the impression that we don't have enough parking. A lot of people don't know that we have a lot of parking bays in the basement, especially in Basement 2. When the police come and issue summons, then the number of cars on the street is reduced. We try to encourage people to park inside the building. We have approval to install police booths ... we will do it soon and hopefully, the traffic will be better." **E**

BELOW 10 YEARS
 Multiple-owned Strata Office

GOLD
Menara Bangkok Bank, Berjaya Central Park

Sitting on a 2.7-acre freehold parcel, Menara Bangkok Bank is part of the Berjaya Central Park development



Not just imposing, but functional

 BY **CHUNG YING YI**
 city.country@bizedge.com

Menara Bangkok Bank is an imposing structure that is hard to miss. Located at the intersection of Jalan Sultan Ismail and Jalan Ampang, and adjacent to the Bukit Nanas monorail station, the tower is situated opposite the Renaissance Kuala Lumpur Hotel and only 1km from the KL city centre. A fountain with a water curtain greets visitors to the building, creating a soothing atmosphere.

Sitting on a 2.7-acre freehold parcel, Menara Bangkok Bank is part of the Berjaya Central Park development, which comprises two 48-storey towers — the other of which is a branded residential tower known as The Ritz Carlton Residences.

Menara Bangkok Bank is a Grade A stratified office building with 192 corporate suites in flexible layouts. With built-ups of 775 sq ft to an entire floor of 12,000 sq ft, the units can cater for the needs and requirements of different businesses.

Completed in June 2015, Menara Bangkok Bank was developed by Wangsa Tegap Sdn Bhd, a wholly-owned subsidiary of Berjaya Corp Bhd, and is managed and maintained by Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK). The tower, with a total net lettable area of 497,878 sq ft and an occupancy rate of 74%, boasts an excellent location and accessibility to public transport, factors that have attracted several business owners to set up shop there.

Menara Bangkok Bank has once again bagged the Gold award in the Below 10 Years Multiple-owned Strata Office category. It received the same accolade at the inaugural awards ceremony in 2017 (Gold winners are only eligible to re-enter the same category after three years).

Since its last win, HBMK managing director Low Hon Keong says the building has installed electro-



PICTURES BY PATRICK GOH/THE EDGE

magnetic (EM) locks on every floor to prevent people from using the staircase to access other floors.

“The system, however, is connected to the fire system, so the EM locks would automatically be released when the alarm is triggered. For some of the major tenants/owners who occupy multiple floors, they can request access [to more than one floor], so that they can use the staircase instead of the lifts.

“As for the building’s connectivity, telecommunication signal boosters are used to enhance cellular signals. The carbon dioxide (CO₂) sensors, CCTV system, fire system equipment and the speed/efficiency of the lifts have been enhanced. The lighting in the building has been switched to energy-efficient ones, which has reduced the cost. It is also a better and safer light source overall,” says Low.

Emphasising security

To ensure the office tower remains secure at all times, a five-tier security system has been incorporated, says Low. “[They are] the visitor management system, which requires all visitors to register themselves at the lobby; car park barricade system;

security turnstile gate before entering the lift lobby; lift access control system; and office suites’ entrance access system, for which access cards will only be programmed for the registered floors.”

He adds that the loading bay entrance is also strictly controlled by a security team to ensure all contractors have registered before they enter the building’s premises. There is a dedicated lift for them to access the respective floors.

Another aspect that has helped in strengthening the building’s security is loyalty, says Kamarul Zaki Kamarull Azman, who is a member of the joint management committee (JMC). “The security team and concierge have been with us since day one, thus they are very familiar with the [security] system and building occupants.”

According to Low, Menara Bangkok Bank is one of the first office buildings to use a variable refrigerant volume (VRV) chilled water system. “Unlike conventional chiller-based systems, the VRV system is an inverter product and allows for varying degrees of cooling in specific areas. It changes the refrigerant volume in a system to match a building’s precise requirements. This is where only a minimum amount of energy is required for a system to maintain set temperatures and ensure that it automatically shuts off when no occupants are detected in a room.”

Low explains that the VRV system is equipped with a trouble sensor that helps to save time for maintenance and troubleshooting works. The cost to maintain the said system is a bit high but for five-star equipment like this, it is important to ensure that it is well maintained and always up to the standard, he adds.

“Preventive maintenance is done consistently to avoid major breakdowns, thus regular servicing work for the cooling tower is required. The service works are conducted twice a month by our appointed contractor and the filter is replaced every two years. With proper maintenance, the chance of a

CONTINUES ON PAGE 34

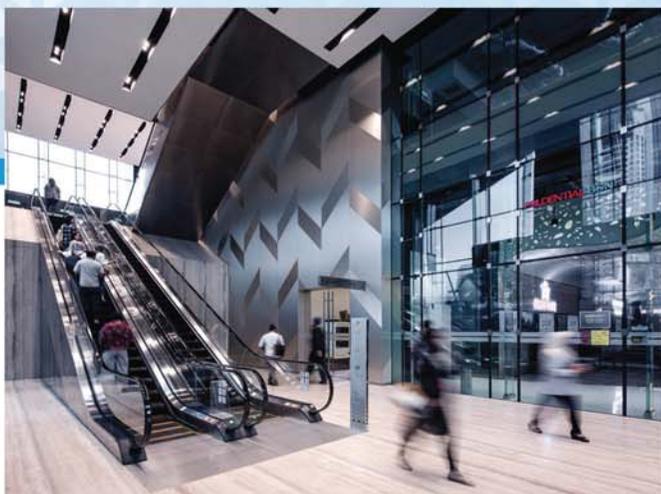
Menara Prudential

At the Forefront of Pride,

Excellence and Ambition



BELOW 10 YEARS:
NON-STRATA OFFICE CATEGORY



Standing at the gateway of the iconic Tun Razak Exchange (TRX), Menara Prudential's smart and sustainable building design fulfils the requirements of the most discerning businesses.

The 27-storey, Grade A, LEED Gold and MSC-certified corporate tower offers 560,000 square feet of office space, and was the first building to be completed in the international financial district.

Menara Prudential features uncompromisingly green and sustainable elements, incorporating energy-efficient designs and features such as rainwater harvesting system for non-potable use; Low-E high performing glass windows; double HEPA filters to improve indoor air quality; smart building management system that monitors the building's energy intensity; advanced security features; and facilities for the differently-abled.

At IJM and Knight Frank Malaysia, we are truly proud to have delivered a world-class, sustainably-managed office space, one that supports an inclusive, thriving and healthy community.

We thank our tenant, Prudential, and partners, SA Architects, Broadway Malyan, Perunding Kotrek, TRX City as well as our staff for their support in making this achievement possible.

Owner:



Property Manager:



For enquiries: +603 7985 8225
Fairview Valley Sdn. Bhd. (1132222-T)
Menara Prudential, Persiaran TRX Barat,
55188 Tun Razak Exchange, Kuala Lumpur.



Able to attract good quality tenants, investors

FROM PAGE 32

major breakdown is expected to be reduced and will save up to 40% of [the system's] maintenance [cost] in the long run," Kamarul reckons.

Meanwhile, HBMK has managed to maintain a strong average service charge collection of 99.91%. "Setting up a good culture for the entire building is important and in fact, the service charge has remained at RM9.61 per share unit from day one. We have a strong financial position that enables us to provide quality maintenance for the building, and we were also able to provide rebates to occupants during the lockdowns," says Low.

One of the major measures taken to maintain the collection rate was to have a rebate programme, which was implemented once in 2020 and twice in 2021. This was when occupants were given a two-month waiver on service charges.

The collection rate was close to 100% pre-Covid-19, but decreased marginally to 95% during the lockdowns. Although the rate was affected during that period, Low believes that it was still at a manageable level. The accounts personnel follows up accordingly by making calls and sending reminders, so that the collection rate will remain healthy.

"Occasionally, we do have certain owners and tenants who were slightly late in paying their service charges and were charged late payment interest. For those who fail to make payments, legal action will be taken against them. Nevertheless, most of the occupants do pay their service charges on time," says Low.

Sustainable practices

When it comes to indoor air quality (IAQ) features, HBMK associate director Lee Siang Ling notes that CO₂ sensors have been incorporated in all office units. They are located above the ceiling of every floor and made to leverage the heat energy and enhance IAQ.

"The sensor will be able to detect unwanted heat and provide a signal to the exhaust fan to remove the heat energy and replace it with fresh air. If the CO₂ level in the building appears to be higher than usual, the sensor would be able to detect it and pull in fresh air. If the sensor is faulty, we will receive a signal and be able to detect it," she explains, adding that indoor potted plants have been placed in the common areas to enhance IAQ.

Menara Bangkok Bank is a smoke-free building, says Lee. "We ensure signage is placed at the prohibited areas and smokers are required to go to the dedicated smoking area, which is located near the loading bay. Those who are caught smoking [elsewhere] will be penalised."

The Joint Management Body and management team of Menara Bangkok Bank have also requested the Department of Occupational Safety and Health (DOSH) to conduct an IAQ assessment of the building. "The DOSH has monitored and assessed the effectiveness of the building's IAQ and the results have shown that the IAQ is good — it is about providing healthy air, not chilled air, to the occupants," she continues.

The building has received the BCA Green Mark Gold Certification by the Singapore Building and Construction Authority. Thus, it is able to attract good quality tenants and investors to set up office and buy units there, says Lee. These are the people who prioritise having a sustainable environment and healthy workplace, and are willing to pay higher rents.

Prices of office suites at Menara Bangkok Bank have escalated since their completion in 2015. Low states that the office suites were sold at RM1,000 psf during the launch in 2013; their current value is hovering in the region of RM1,400 to RM1,500 psf, an appreciation of 40%.

"Rental, however, was affected in 2020 and 2021 by Covid-19 which prompted many businesses to adopt work-from-home policies. Prior to the pandemic, the rental rate was about RM6 to RM7 psf.



Above: To ensure the office tower remains secure at all times, a five-tier security system has been incorporated

Left: A fountain with a soothing water curtain greets visitors



Kamarul and Lee (second and third from right) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan and *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat

The rate had decreased to RM4 to RM5 psf during the pandemic, which is a yield of 5.7% to 6.6% based on the current market price."

In addition, the renovation guidelines of the building were done in accordance with BCA Green Mark standards. Lee says occupants are encouraged to use certified low volatile organic compound paint in all units and low-emitting formaldehyde adhesive for all composite wood products for better IAQ. "Certified sustainable materials of the Singapore Green Labelling Scheme should also be used for all carpets and ceiling boards that are installed within the premises, as well as energy-efficient electrical appliances to save on utility bills and to install curtains, blinds or solar window films over the windows to maximise natural light and reduce energy consumption."

The façade of Menara Bangkok Bank utilises aluminium panels and wall glass panels, with the use of low-E double glazing for heat and sound insulation, thereby reducing electricity costs, says Lee.

"The building's façade bears the brunt of environmental stress as well as weather conditions. Thus, we appoint façade cleaners [three times a year for all outer surfaces of the building], as regular care and upkeep are extremely important for the maintenance of the overall condition of the structure and the property value," she adds.

"As a property manager, our job is not only to manage and maintain the common areas but also to ensure that the entire building is functioning well. Hence, we need to take ownership of our role to

Project quick facts

NAME	Menara Bangkok Bank
DEVELOPER	Wangsa Tegap Sdn Bhd, a wholly-owned subsidiary of Berjaya Corp Bhd
ADDRESS	Menara Bangkok Bank, No 105 Jalan Ampang, Laman Sentral Berjaya, 50450 Kuala Lumpur
DEVELOPMENT TYPE	Office
PROJECT SIZE	2.7 acres
NUMBER OF FLOORS	48
OCCUPANCY RATE	74%
MAINTENANCE FEE	RM9.61 per share unit
FACILITIES	<ul style="list-style-type: none"> Direct link bridge to KL Monorail Station (Bukit Nanas Station) Dedicated floor control system
ENERGY-SAVING FEATURES	<ul style="list-style-type: none"> Motion sensor lights for staircase area Usage of LED lights only within the building Water harvesting tank
INDOOR AIR QUALITY FEATURES	<ul style="list-style-type: none"> CO₂ sensor Indoor potted plants No smoking policy

get to know who the tenants and owners are in the building and the nature of their business," says Low.

Mahdi Aliabadi, who owns office suites at Menara Bangkok Bank, is currently on the subcommittee of the JMC.

During the development stage of the tower, Mahdi says the developer had taken into consideration that the area is prone to floods and designed the building to be slightly elevated above the road level. "The crisis management team also established an emergency response plan (ERP) and disaster recovery planning (DRP) to increase occupant safety and reduce business interruption."

Kamarul notes that the security team and technicians are required to conduct patrols every hour during rainy days to monitor the office building, especially the basement, so that problems can be identified at an early stage.

"We will conduct routine checks by inspecting the sump pump's condition and ensuring that the sump pit is cleared from time to time. During patrolling, the security team will constantly check the drainage and immediately notify the management should any issue arise, such as an increased water level."

Continuous upgrades

HBMK's main target is to ensure the building is fully functional and things remain in good condition and look as good as new.

"We will enhance the security and safety features and ensure that the firefighting system is always in tip-top condition and operational. In respect of the CCTV system, we will continuously upgrade the system. We are also developing a facial recognition system for the occupants to strengthen security measures," says Low.

The management is looking to have a centralised building maintenance and monitoring system. "This is an enhancement of our current building monitoring system, which will allow us to monitor critical areas remotely, such as the water pump room, lift motor room and genset room. This will also help the management to monitor and control security issues in real time, off-site," he notes.

"We intend to incorporate solar panels to reduce energy costs. However, the building has limited space for solar-panel installation, so we are thinking of how to allocate the space for the panels.

"It is also crucial to ensure that the building's signage is always up to date, subsequently providing clear communication to visitors and occupants. Having said that, we believe our funds will be sufficient as most of the work has been budgeted," says Low. ■

RAISING THE BAR ON PROPERTY MANAGEMENT



Above 10 Years: Multiple-Owned Strata Residential Category



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BELOW 10 YEARS
 Non-strata Office

GOLD
Menara Prudential

PICTURES BY SHAHRILL BASRI/THE EDGE



Completed in May 2019, Menara Prudential was the first office tower in TRX to be built and occupied

Maintaining Grade A standards

 BY **RACHEL CHEW**
 city.country@bizedge.com

Grade A offices are generally viewed as buildings with the highest quality in the market, with top-notch infrastructure, built with materials of the finest quality, well managed and strategically located. One building that ticks all the boxes is Menara Prudential.

Located in Tun Razak Exchange (TRX), the upcoming financial district of Kuala Lumpur, Menara Prudential was the first office tower there to be completed and occupied, in May 2019. The builder and owner of the 27-storey purpose-built office tower is Fairview Valley Sdn Bhd, a subsidiary of IJM Corp Bhd, while the anchor tenant is Prudential Group of Companies. Knight Frank Property Management Sdn Bhd (KFPM) has been the building manager since day one.

As a Grade A, LEED Gold and MSC-certified commercial building, Menara Prudential has incorporated many sustainable features and design details, such as a rainwater harvesting system, the use of low-emissivity glass and materials to reduce building heat and increase indoor environmental quality, as well as an artificial intelligence (AI) building management system to monitor and optimise the lighting and temperature.

“To build a Grade A office is one thing, to maintain the building at Grade A standard after the handover is the real deal. Our task is to make sure everything [in the building] is as good as on the first day of handover and to provide good service to our tenants. We take pride when we receive compliments from tenants that the building is as



Kuruvilla and Lee (second and third from right) with (from left) The Edge Malaysia editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, City & Country editor E Jacqui Chan and The Edge Media Group publisher and group CEO Datuk Ho Kay Tat

good today after three years as on the first day of moving in,” says KFPM senior executive director Kuruvilla Abraham.

Menara Prudential is the Gold winner in the Below 10 Years Non-strata Office category.

Future-proofed building

Menara Prudential is a purpose-built office tower with a total net floor area of about 413,256 sq ft and a large floor plate, column-free office space. Each unit has a built-up of 20,000 to 22,000 sq ft. The office floors are on levels 9 to 26, and parking spaces are on levels three to seven, at the podium. There is also a custom-built multi-purpose hall to hold functions and training programmes, a clinic and a retail kiosk.

The building is currently 81% occupied, mainly by the anchor tenants, Prudential and TRX City Sdn Bhd, the master developer of TRX.

“The outbreak of Covid-19 has certainly interrupted our progress to lease out the remaining space in Menara Prudential. Many interested tenants put their plans on hold until recently. Some of them are revisiting the building and the leasing deal. We believe that very soon, we will be welcoming some new tenants,” says IJM deputy CEO and deputy managing director Lee Chun Fai.

The current occupancy rate of 81% is well above the average occupancy rate of similar buildings in the new and old central business district of KL, which is 67.1%, he points out. While the pandemic affected the take-up of space, Lee assures that the day-to-day operations and quality of building management and maintenance was not affected as the team is running the building with surplus operating expenditure (opex), thanks to innovative and energy-saving building features, accurate budgeting and good rent collection rate.

The current rent is RM9 psf, which includes the maintenance fee. The rental of offices is undertaken by the building owner, and KFPM's role is collection of rents and budgeting to ensure a smooth process.

Kuruvilla says the rent collection rate at Menara Prudential is healthy, even if there is a slight delay in payment for about 10% of its tenants. However, most of them pay the rent within 30 days of the invoice date, even during the pandemic.

“We have a proper payment monitoring system to ensure all invoices and bills, especially electricity, water and assessment, are received on time. Upon receiving the invoices and bills, the

● Project quick facts

Name	Menara Prudential
Address	Persiaran TRX Barat, Tun Razak Exchange, 55188 Kuala Lumpur
Developer	IJM Corp Bhd via subsidiary, Fairview Valley Sdn Bhd
Development type	Office
Project size	560,136 sq ft
Completion date	May 8, 2019
No of storeys	27
Anchor tenant	Prudential
Other tenants	TRX City Sdn Bhd, San Francisco, Klinik Drs Young Newton
Occupancy rate	81%
Rental	RM9 psf
Amenities	Coffee kiosk, surau, childcare, TRX MRT Station, TRX Exchange Mall

FACILITIES

Parking guidance system, high-speed passenger lifts with UV Clean Air, escalators with UV handrail sanitising, raised floor system for office space, huge floor plate and column-free, MSC certified (dual power supply and dual telecommunications), supported by all mobile telecommunications companies

ENERGY-SAVING FEATURES

Artificial Intelligence BMS for daily health check of the building and monitor power, cooling and water level, double glazing low-e glass, auto power saving mode for lifts and escalators, smart air-conditioning temperature control via AI BMS, rain harvesting system, movement sensors for all washroom lighting

INDOOR AIR QUALITY FEATURES

CO₂ monitoring system, auto air dilution with external air inside AHU Room, double HEPA filter for all AHUs with ioniser, all the lift cars are equipped with UV Clean Air, all washrooms are equipped with Clean Air Sanitisers

Low-emissivity glass and materials are used to reduce heat and increase environmental quality indoors



“Many features have been put in place as early as the project planning stage for cost- and time-effectiveness, easy and long-term management.”

— Lee



“One cannot stress enough the importance of quality property management, which plays a key role in increasing, or at least maintaining, the investment value of the building.”

— Kuruvilla

KFPM site team checks and verifies the invoices with the relevant supporting documents before submitting them to the building owner for preparation of payment. We have a payment tracking checklist to record all the invoices received to date, and they are monitored closely by KFPM’s finance manager at its headquarters,” he says.

As for budgets, KFPM prepares a yearly opex and proposed capital expenditure (capex) for building enhancement work, based on the findings of the annual building audit by its team of specialists and the site’s technical team.

“While good design is essential to a green building, the actual operation and maintenance also have very significant effects on the building’s overall long-term environmental impact and the health, safety and comfort of the occupants. We use insights gained from engagement with our tenants and the data the building generates to interact, learn and adapt to changing needs and conditions,” says Lee.

For example, during the pandemic-induced lockdowns, the occupancy rate was 50% as most of the building’s occupants were working from home. One of the building’s chillers was turned off due to the low heat load. The initiative helped to reduce energy consumption, and lower its carbon footprint.

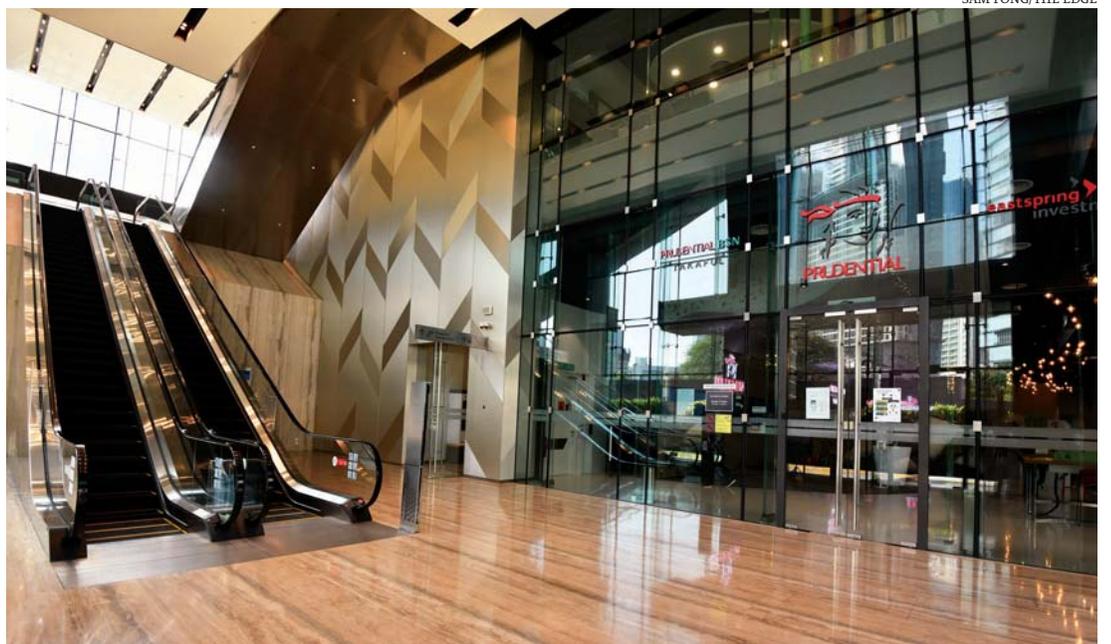
“This building has been future-proofed. Many features have been put in place as early as the project planning stage for cost- and time-effectiveness, easy and long-term management, as well as to reduce our carbon footprint, such as movement sensors for lighting and water taps, auto sleep mode for the lifts and a rain-water harvesting system to supply water for landscape irrigation and common washrooms on level two,” says Lee.



Striving to be better

Meanwhile, IJM constantly reviews the performance of the building in terms of its hardware and software, as well as the quality of management and maintenance.

For example, to provide the safest working environment for its tenants during the Covid-19 outbreak, IJM decided to further enhance the building’s facilities at its own cost. The measures included installing UV Clean Air units that kill 99% of airborne bacteria and viruses in all passenger lifts; UV Ultra Pro units on escalator handrails to kill germs on the surface; double high-efficiency particulate air (HEPA) filters for all air-handling unit (AHU) rooms; and ionisers and auto dilution, with fresh air from outdoors.



IJM upgraded its UV Ultra Pro units on escalator handrails to kill germs on the surface and provide a safer working environment for its tenants

“During the pandemic, we opened about 100 parking bays for free for tenants who needed to work in the office, so they did not have to park their cars far away when the area was so quiet during lockdown. It is not a big deal, but it is something we could do to make sure the occupants were safe whenever they needed to work from the office,” says Kuruvilla.

IJM is planning to apply for the green electricity tariff from Tenaga Nasional Bhd once it is available for subscription. The building owner is also looking to add EV charging ports in the parking lot.

“The idea was actually proposed by Prudential. By subscribing to the green electricity tariff, the tenants would have to pay more for their power usage, but it would be a contribution to a better environment, and they are committed to doing so,” says Lee.

“Thus, when they brought up the idea, we liked it, as carbon footprint reduction was one of our core focus areas when designing the project. We are happy and able to cover the extra power bill, which is estimated at an extra RM20,000 per month, for power usage in the common areas of the building.”

He stresses that at IJM, sustainability is one of the core elements of its strategic agenda. The team has been on a journey of continuous improvement, embedding sustainability in the company’s culture, operations, services and products.

“Being recognised at *The Edge Malaysia* Best Managed & Sustainable Property Awards 2022 is a testament to IJM’s commitment to developing high-quality property assets and adopting sustainable best practices in our building design, development and management,” says Lee.

“This award also highlights our focus on building a culture of sustainable practices that benefit our clients, the community and the country. Promoting sustainable built environments is not an option, but a requirement.

“Moving forward, we wish to work with like-minded partners to bring a positive change to the sector, as well as to increase the awareness of the importance of quality property management to building owners, occupiers and the industry.”

Kuruvilla adds, “One cannot stress enough the importance of quality property management, which plays a key role in increasing, or at least maintaining, the investment value of the building. This is always on the mind of KFPM’s property managers, who make every effort to maintain high occupancy and have effective cost control.”

SAM FONG/THE EDGE

10 YEARS AND ABOVE
 Retail — Non-strata

GOLD

IPC Shopping Centre

IPC aims to achieve zero landfill waste



Sustainability from the inside out

BY **RACHEAL LEE**
 city.country@bizedge.com

Like many other shopping malls, IPC Shopping Centre (IPC) in Mutiara Damansara faced a tough time over the past 2½ years because of the various lockdowns during the pandemic. Despite the uncertainty, the team behind IPC managed to weather the storm.

Their efforts have paid off as IPC has been named the Gold winner in the 10 Years and Above Retail — Non-strata category. It won Silver in the same category last year.

Managed by Ikano Corp Sdn Bhd, the mall, which opened its doors in December 2003, is going from strength to strength where its sustainability agenda is concerned as it complies with global safety and security standards as well as audits set by the Ikano Group.

According to IPC general manager Karyn Lim, IPC — set up by global corporation Ikano Group's IKEA Southeast Asia & Mexico — is raising its targets with the aim of achieving zero landfill waste. It currently has a 52% recycling rate.

“The Ikano sustainability policy creates a big direction, a high-level direction that is applicable to any type of business. This direction enables us to apply it locally and make it locally relevant. There are three areas, namely Healthy & Sustainable Living; Circular & Climate Positive as well as Fair & Inclusive,” she says.

Healthy & Sustainable Living is about the well-being of the community, tenants and co-workers. Meanwhile, Circular & Climate Positive is about

consumption and ensuring that it utilises resources within the rightful areas, instead of overusing them. It is also about sourcing its materials in a responsible way.

Climate Positive focuses on the management of a building, looking into energy efficiency and water efficiency, cutting down its carbon footprint and managing waste in a responsible way.

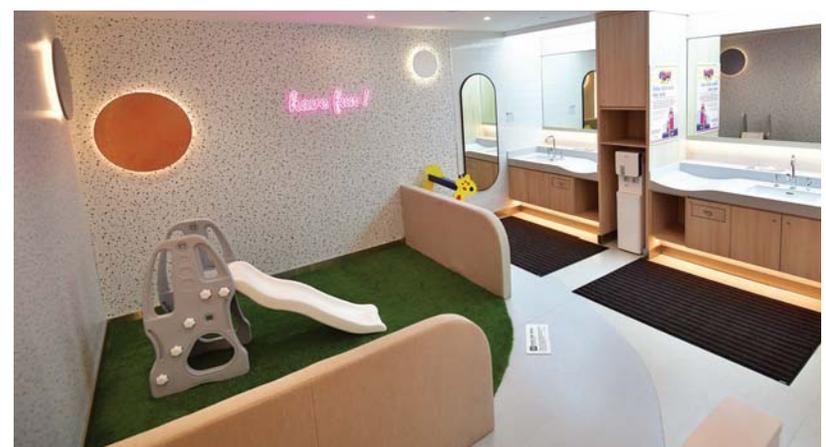
The third pillar, Fair & Inclusive, is the way of doing business, ranging from how the business grows to asset management. It involves both business approaches and people's agenda.

“So these three areas have already been defined on a high level and now they are applied towards all different business entities. It is about how we localise them and that is where we have to come up with our own business plan actions and incorporate them into our business plan cycle,” Lim explains.

“One thing that I personally respect in the group is the IWAY standard that I believe a lot of organisations do not have. It does not only audit the long-term vendors in terms of impact, but also from the perspective of safety measures, such as the safety measures they have in the company.

It also looks into human rights, if they actually treat their workers in an ethical way, which includes providing them the right to hold their own passport, have decent beds [to sleep on] and lockers to keep their personal belongings, go out to get their food, access to good hygiene and no child labour.”

Lim adds that IPC will also pay visits to its vendors to ensure that they operate their business in a responsible way. The IWAY standard covers not only the business itself, but also humanity and the environment.



Above: Mall enhancements at IPC continue even after the major redevelopment in 2017

Major redevelopment

IPC underwent a major redevelopment in 2017 to strengthen its meeting place positioning. The RM200 million project was done in accordance with Malaysia's Green Building Index and Leadership in Energy and Environmental Design green building certification requirements with the use of major environment-friendly apparatus such as solar energy, a rainwater harvesting plant, and energy and water efficiency systems and mechanisms.

It aimed to improve the shopping experience

PICTURES BY ZAHID IZZANI/THE EDGE



The waste management of the shopping mall is handled by its Recycling & Buy-Back Centre (RBBC). The public can also send their recyclables to the centre in exchange for cash. Lim (pictured below) says the RBBC has been fully digitalised.



SUHAIMI YUSUF/THE EDGE



There are about 2,370 pieces of solar panels at IPC now, contributing 7% to its energy savings

● **Project quick facts**

NAME	IPC Shopping Centre
DEVELOPER	Ikano Corp Sdn Bhd
LAND AREA	23,700 sq m
NET LETTABLE AREA	39,406.41 sq m
COMMENCEMENT DATE OF OPERATION	December 2003 (Opening); January 2018 (Opening after major redevelopment)
LATEST OCCUPANCY RATE	97%
MONTHLY FOOTFALL	800,000 (2022)
NO OF UNITS	143
NO OF STOREYS	5
AMENITIES	Family rooms, toilets, playgrounds, car park (family parking/ladies' parking), valet, delivery rider parking shelter, information counter, customer service, Recycling & Buy-Back Centre, loyalty programmes, free WiFi, link bridges to The Curve, experiential pods (seating areas), food court and ATMs.

LOW YEN YEING/THE EDGE



Lim and IPC deputy general manager Mark Tan (third and fourth from left) with (from left) *The Edge Malaysia* editor emeritus and the awards' chief judge Au Foong Yee, editor-in-chief Kathy Fong, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

and accessibility. Mall enhancements continue even after the major redevelopment as IPC sets aside a budget every year to strengthen its position as a meeting venue.

Over the years, the work it has done includes the installation of an additional escalator in the centre of the mall that connects the lower ground floor to the ground floor. Prior to that, there was only one escalator at the end of the mall and one lift lobby at the centre of the mall.

The family rooms have also been renovated. The ventilation and filter system has been further improved due to the pandemic. The flooring used is of medical grade. There are also enhanced features such as a playground inside the family rooms as well as a faucet with hot and cold water in the lactation rooms. Playgrounds inside the mall have also been upgraded.

"We upgraded our solar energy because during Phase One (the major redevelopment in 2017), we only used up about 60% of our rooftop area. Now, we have actually covered up the whole rooftop with solar panels. So it's about 2,370 pieces of panels that contribute 7% to our energy saving. We have a membrane rooftop and we can design it in such a way that we have a non-obstructed rooftop that is able to optimise and maximise the solar energy coverage. During Phase One, we had only about 1,200-plus pieces," Lim says.

"On top of the solar panels, we also did not forget that a building needs frequent or sequential maintenance, including the lights. The maximum lifespan of LED lights is about four to five years

and we are using them for more than 12 hours a day for 365 days a year. So, this year, we have invested in changing all our LED lights in phases. We changed the lighting at the parking floors and now we are changing the lighting inside the mall."

She says there are more projects in the pipeline, as she believes a responsible landlord is concerned about more than ringgit and sen and how much it can make from its tenants. Instead, it looks at how it can create a long-term, sustainable business ground for the tenants, as well as something that benefits the community.

Lim explains that IPC's mall enhancement plan is reviewed and fine-tuned every year to ensure that it suits the group's annual business plan cycle.

"However, the principle remains the same, which is to strengthen our meeting place positioning. We have to look into it on a yearly basis

because it is an unprecedented time and it cannot give us a guaranteed read.

"The Covid-19 pandemic has also prompted us to visit it more frequently because when we planned the first master plan, there were different things that we wanted to do. But when the pandemic hit, we had to prioritise. For some of them, you have to wait for the readiness of the market potential," she says.

"For example, we have a plan to reconfigure the ground floor retail diagram because currently, it is still pretty anchor-driven and there are many fashion anchors. We want to configure the diagram to accommodate more variety, to cater for smaller lots and also to enable us to grow more local businesses. But that has to be put on hold for the time being because the pandemic has prompted us to look into other areas such as family-friendly facilities, accessibility and escalators. The annual visit allows us to reprioritise and reassign."

Green Tenant Awards

IPC has operated a waste recycling programme for the last three years, whereby the tenants' recyclables and landfill waste are calculated and tracked.

"This year, we will have our inaugural Green Tenant Awards with the objective of driving our tenants' waste recycling practices and reducing landfill waste, as part of their green ambition of achieving zero landfill waste. Three winners will be announced in December, with the tenants' recyclables and landfill waste calculated and tracked from January to December. We will give them a half-month service charge waiver with a maximum cap of RM10,000," Lim says.

The waste management of the shopping mall is handled by its Recycling & Buy-Back Centre (RBBC), which allows the public to send their recyclables to the centre in exchange for cash. She says the RBBC has been fully digitalised and the public can collect points for sending in their recyclables, which can then be exchanged or redeemed for cash vouchers, free parking or freebies.

Future plans

Despite the stiff competition in the retail industry, Lim believes that IPC's family-friendly concept differentiates it from other malls.

"We have an office crowd and working adults nearby who are our target market as well. We believe a lifestyle mall like us has features that are good for our target audiences who prefer a friendlier retail set-up. For them, our size is just nice and not too big. However, there are downsides as well as we don't have many choices," she observes.

"We embrace challenges, we believe that there should be healthy challenges and everyone [should] strive to improve themselves. A shopping mall affects a lot of things, such as tenants, the employment rate and so on. We believe responsible landlords are here for the long term and they are here to create a business ground for the partners and community." **E**

BELOW 10 YEARS
 Multiple-owned Strata Residential

GOLD
Star Residences


The podium façade is made from 88,000 pieces of 304 stainless steel plates

BY **RACHEL CHEW**
 city.country@bizedge.com

Star Residences shines with well-planned property management

Star Residences is an unmissable structure, thanks to its gleaming and eye-catching podium façade. Few people realise that the gleaming effect is not created by LEDs but rather an art piece made from 88,000 pieces of 304 stainless steel plates, which shine brightly as the wind blows and sunlight reflects off them.

“These stainless steel plates need little maintenance. They will not rust and they are cleaned naturally when it rains. More importantly, they are shiny, environmentally friendly and sustainable at the same time, which means they bring almost no burden to the owners to take care of them,” says Alan Koh, designer of Star Residences and chairperson of the Star Residences Joint Management Body (JMB).

Located in Jalan Yap Kwan Seng, Kuala Lumpur, Star Residences is a luxury integrated development comprising two residential towers (Towers 1 and 2), a hotel (Tower 3) and a retail podium on a 3.9-acre freehold parcel.

The two residential towers have 1,039 units in total, with built-ups of 625 to 2,972 sq ft, and share an extensive range of common facilities such as a barbecue pit, gym, reading room, meeting room, sports lounge, yoga/dance room, chilled-out area, hammock garden, outdoor playground, swimming pools and KTV rooms.

The 56-storey Tower 1 and 57-storey Tower 2 were completed and handed over to buyers in November 2019 and November 2020 respectively. Due to the pandemic and the Movement Control Order (MCO), the formation of the JMB was delayed to August 2020.

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) was appointed the property manager for Star Residences by the developers, Symphony Life Bhd and United Malayan Land Bhd, and then by the JMB for the management of Towers 1 and 2.

Star Residences is the winner of many international awards, including Best High Rise Residential

Development in the Japan International Property Award 2018; Best Luxury High Rise Development in the Asean Property Developer Awards 2019/2020; and Best Apartment Malaysia in the Asia Pacific Property Awards 2017/2018.

Now, it has one more award to add to its collection. Star Residences (Towers 1 and 2 only) is the Gold winner in the Below 10 Years Multiple-owned Strata Residential category.

Planning ahead

It is clear from conversing with Koh that Star Residences is a very dear project to him. The end product is the culmination of all his experiences and ideas that he has gained from the property development industry in the past decades.

“The planning started back in 2013 and my project design brief for Star Residences was over 40 pages. It was so detailed that I even measured the lift buttons’ distance to make sure that they would be easy to reach for everyone,” Koh tells *City & Country*.

One of the important chapters of the project design brief was the long-term maintenance and upkeep plan of the common areas and facilities, which have a total area of 100,000 sq ft and many art and statue decorations in various corners of Towers 1 and 2, making it one of the most Instagrammable projects in town.

“The project’s design was benchmarked against a five-star hotel, hence the common facilities of-

Star Residences boasts the nation’s largest glass tile mosaic mural wall art, as recognised by the Malaysia Book of Records



SAM FONG/THE EDGE



PICTURES BY PATRICK GOH/THE EDGE

From left: Low, HBMK senior property manager Marcus Chong, Koh and Tian

Left: The sitting area on the rooftop overlooks KLCC

ferred have to be on a par. At the same time, we understood that the long-term maintenance of these extensive facilities and common areas could be a concern to the owners. Hence, we planned ahead and got everything in place before the completion and handover of the project,” says Koh.

Planning ahead meant that HBMK was appointed as the property manager of Star Residences and brought into the planning team a year before the project’s completion and handover.

“The developer was concerned about the upkeep, maintenance and running of the project as it is not just another luxury residence. It is a luxury hotel-standard residence that was designed and built with investment in mind. A lot of pressure was put on us because the standard of [the property] can only go up; it cannot go down as five-star hotel living was what the developer had promised the buyers,” says HBMK managing director Low Hon Keong.

Many thoughts on maintenance and management were put in place before the project’s handover, such as implementing a three-tier check-in system for short-stay guests to ensure the privacy and security of the owner-occupier residents and long-term tenants; having in-house technicians to conduct planned preventive maintenance to ensure the machinery, equipment and services are maintained at the required standards; and preparing for the formation of sub-MCs (management corporations) in the future by keeping different account books for the residential, retail and hotel components.

“We had to make clear what the LCPs (limited common properties) were and who will have access to and pay for what kind of facilities before the project handover. We are also keeping different account books for different components of the project so that in the future, when the sub-MCs are formed, the handover would be clear, smooth and transparent,” Low shares.

For Towers 1 and 2, the maintenance fee is 50 sen psf, excluding the sinking fund. The collection rate has been healthy and maintained at 90%, a significant improvement from 60% during the MCO due to the closure of international borders and the majority of the owners being foreigners.

According to HBMK associate director Paris Tian, Towers 1 and 2 are 88% sold with an occupancy rate of 60% and 30% respectively. Only 20% of the total occupiers are owners, while the rest are long-term tenants and short-term guests.

“We have no plan to increase the maintenance fees because there was a surplus variance between



LOW YEN YEING/THE EDGE

Koh and HBMK executive director Ho Kim Heung (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

the budget and actual amount spent so far, signifying that the management has successfully controlled the spending to be within the budget,” says Tian.

She also attributes the successful adherence to the budget to the continuous improvement in energy-saving alternatives, which reduces day-to-day operating costs, such as switching off the air conditioning in the common areas during non-peak hours instead of running it 24 hours, reducing the filtration pump by three hours daily, and the practice of using alternative lighting in areas with enough natural light. The estimated monthly operating cost savings from these measures is up to RM7,000.

Value creation

The awareness of having “just enough” facilities within a residential project is increasing as people have started to realise that having too many facilities would lead to a long-term burden to upkeep them in terms of cost and time. However, Koh has a different opinion.

“I believe it is okay to have extensive facilities in a project, but the developer must make sure that they really serve their purpose and bring value to the owners and the project. For example, a KTV room should really be equipped with a karaoke system, and a meeting room should have tables, chairs and a projector, so that residents can really make use of them. If the facilities are just some empty spaces, it will never bring value. It will become a burden to the residents,” he comments.

Koh adds that the practicality and maintainability of facilities are more important. “At Star Residences, we have fully fledged facilities but they are all well maintained within our budget. It

Project quick facts

NAME	Star Residences
ADDRESS	Menara Star 1, Star Residences, 1, Jalan Yap Kwan Seng, 50450 Kuala Lumpur
DEVELOPER	Alpine Return Sdn Bhd, a joint venture between Symphony Life Bhd and United Malayan Land Bhd
DEVELOPMENT TYPE	Serviced apartment
PROJECT SIZE	3.9 acres
TENURE	Freehold
COMPLETION DATE	RT1: November 2019; RT2: November 2020
NO OF STOREYS	RT1: 56 floors; RT2: 57 floors
TOTAL UNITS	RT1: 557 units; RT2: 482 units
TAKE-UP RATE	RT1: 100%; RT2: 95%
OCCUPANCY RATE	RT1: 58.71%; RT2: 28.84%
AMENITIES	Menara Ambank, Public Bank, Saloma Bridge, Kuala Lumpur Convention Centre, Suria KLCC, Avenue K, LRT KLCC, Menara KL
FACILITIES	Swimming pools, Jacuzzis, gymnasium, yoga room, hydrotherapy rooms, sports lounge, reading room, banquet hall, KTV and BBQ areas
ENERGY-SAVING FEATURES	Alternate lighting Reduction in air conditioning running hours Reduction in pump running hours Conversion to LED lighting
INDOOR AIR QUALITY FEATURES	Medklimm air and surface sterilizers

did not happen by chance. It is a result of much research, calculation and planning, which started as early as the project planning stage.”

He says that a well-maintained property does contribute to the project value. For example, Star Residences has a high score on short-stay rental platforms, mainly due to its well-maintained facilities, pleasant environment and smooth check-in system.

According to the latest available data from HBMK, the rental return of Towers 1 and 2 of Star Residences was RM5.26 psf in 4Q2021, which it considers a strong recovery after going through the pandemic. The highest record pre-pandemic was RM6.21 psf in 3Q2019.

“Winning Gold for the Below 10 years Multiple-owned Strata Residential category is a recognition of the effort the developer and the management team have put in. It means a lot to us and it will certainly motivate us to keep up the good work!” says Koh. **E**

**THE EDGE MALAYSIA-ILAM MALAYSIA'S SUSTAINABLE
 LANDSCAPE AWARDS 2022 – Landscape Planning**
GOLD

Mangala Resort & Spa



The 60-acre Mangala Resort & Spa was once a disused quarry. It took 16 years of earnest rehabilitation for it to become what it is today – a sustainable ecosystem for plant and wildlife.

A conservation project at heart

BY **CHAI YEE HOONG**
 city.country@bizedge.com

Many would not have guessed that the verdant grounds on which Mangala Resort & Spa is nestled were once a disused quarry that had lain barren for many years following tin mining activities in the 1930s and sand mining from the 1970s to the 2000s.

In 2002, after Franky Group took over the 400-acre former mine in Gambang, Pahang, it spent 16 long years earnestly rehabilitating the grounds with a vision in mind – to transform the entire landscape. Today, the area is teeming with plant and wildlife.

Set within 400 acres of lush palm forest is the 60-acre Mangala Resort & Spa, a resplendent tropical oasis. It boasts a wetland, two lakes and pesticide-free fruit orchards laden with Musang King, passion fruit, pandan coconut, guava, rambutan, wild mangosteen, lime, pomelo, avocado, papaya, kedondong and more. It is also home to guest villas, a clubhouse, a spa complex and a bungalow that was originally intended as the owner's retirement home.

The affable Franky Group managing director Datuk Franky Chua Goon Eng tells us that the resort was not in fact part of the initial plans for the land. "We did not have a big plan for it initially because the land was completely barren with a few old mining lakes. We thought of just building my retirement home there, but after

we built the bungalow, I thought why not build some chalets so that others could come and enjoy the place, and we could also get some income. And that's how we started, bit by bit," he shares.

Rehabilitating the vast landscape was no easy feat. "We learnt the hard way. The land had a lot of gullies and holes as it was an ex-mining area, and I would say that the land was mostly clay with some sand. Only specific plants and trees, those that have a fibrous root system, could be grown. That's why you can see many palms and coconut trees and you don't see a lot of plants with flowers, because most flowery plants won't last. We need plants that suit the soil conditions. I did ask plantation experts on planting in this type of soil and even they discouraged me. So sometimes, being stubborn is a good thing," Chua quips.

Chua also had to deal with issues of flooding and erosion. "During the first five to six years, the erosion in the area was scary. Once it rains, the whole area would become like teh tarik. So, we had to divert the streams as [Sungai Belat] runs through the area, and do a lot of slope and riverbank protection using geotextile and natural boulders. We have been quite careful, so things have stabilised today."

In addition, the old mining lakes have been turned into retention ponds and water gates have been introduced at the wetland and lakes as a safety feature to manage overflow during heavy downpours as well as during the dry season. "The old mining lakes don't hold much water during the dry season, so with the water gates, we have managed to retain the water the whole year round. Water



Top and above: The resort's landscape planning focuses on integrating and creating cohesion between built architecture and the natural landscapes; some of the villas come with their own private saltwater pool

is extremely important because it is life. That is why [the biodiversity] is coming back," says Chua.

The replanting exercise has significantly improved the area's natural habitat and provided a source of food for wildlife, while the rehabilitation of the mining pools has revitalised the ecosystem for both land and water organisms.

Mangala Resort & Spa, which won the Gold award in the Landscape Planning category of *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards*, is an oasis for hotel guests and a thriving ecosystem for flora and fauna.

One of the greatest achievements is the abun-

PICTURES BY MANGALA RESORT & SPA



A true eco-leisure destination, the resort offers various recreational facilities, including kayaking, archery and educational nature walks



LOW YEN YEING/THE EDGE

Above: The water villas are cantilevered over the water, giving a special experience to those who stay there



Chua: We have planted a lot of special trees and plants that attract birds and other wildlife back to the area. The oil palms are also mature now or about 18 to 20 years old.

Lip: The natural ecosystem is balanced after all the efforts that have been put in so far, and I am sure that if this continues, it will be a very spectacular and iconic place in the future

dance of migrating birds, some of which are relatively rare and seldom visible elsewhere, according to Chua. "We have planted a lot of special trees and plants that attract birds and other wildlife back to the area. The oil palms are also mature now or about 18 to 20 years old.

"As verified by the BirdGroup Taman Negara, this new ecosystem supports more than 70 species of birds. The rich vegetation is also home to a variety of wildlife, including river otters, wild boars, squirrels, beavers, snakes, lizards, tortoises, frogs and dragonflies. Long tail monkeys and tapirs have also been occasionally sighted," he adds.

A true eco-leisure destination, the resort offers recreational activities such as archery, cycling, birdwatching, kayaking and picnicking; educational nature walks; and half- or full-day tours and excursions to local attractions.

Integrating natural landscapes with building architecture

Turning in from the Segamat-Kuantan Highway to get to Mangala Resort & Spa, one can already see the grand scale of the natural environment at play while driving past dense layers of oil palm trees. This is because the natural elements take centre stage at the property, whose buildings are designed to be relatively small in scale in response to the surrounding environment.

Malik, Lip & Associates (MLA) landscape architect and director Michael Lip, who came on board the project in 2008, says: "When we first went to the site, there were already orchards, oil palms, coconut trees and water bodies that our client had put in when he first started rehabilitating the land. We studied the site and made full use of what was there at the time, including keeping the oil palms and orchards to let them grow further.

"In fact, we've added a road that goes through parts of the oil palm plantation to make it part of the resort experience for the guests. We have also kept the ponds and redefined the slopes very slightly to blend in with the buildings that the architects have done. Smaller roads were added

so visitors can go around the site to visit the orchards and plantations," he says.

"We have also added forest trees and semi-natural forest trees to create a more 'jungle-y' feel to the whole place. All the native plants are from our local nursery."

Adopting a biophilic approach, the landscape planning at Mangala Resort & Spa focuses on integrating and creating cohesion between the built architecture and the natural landscapes. "The landscape and buildings are designed to blend together. We get a lot of natural air flow. Only the villas and the banquet hall are air-conditioned; the other common areas are naturally ventilated.

"In addition, there are buildings like the water villas that are cantilevered over the water, giving a special experience to those who stay there. The water, greenery and the whole area give a very nice, comfortable and unique experience for those who come and spend their time there," he remarks.

The other building components at the resort are also integrated with the natural surroundings, such as the clubhouse where the private dining area, glass-panelled gym and 25m-long infinity pool overlook the lake; as well as the forest villas, wetland cottages and spa complex that are located near waterbodies and natural slopes within the resort. These built components, which are designed like pavilions, are connected via pathways that meander along the slopes and waterbodies with an aim of giving prominence to not only the destination but also the journey.

In terms of development, Phases 1 and 2 have been completed. Phase 1, which was completed in 2015, comprises a bungalow, four wetland cottages, 11 water villas, 16 forest villas, a clubhouse and spa complex; whereas Phase 2, comprising 34 orchard villas, was completed in January 2019.

Phase 3 is still on the drawing board.



Lip and Mangala Resort & Spa director Yeo Kau Fong (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

Sustainability and challenges

A constant challenge for this project is the continued preservation and protection of the environment. According to the owner, monitoring is constantly conducted. Eco-friendly operational measures such as the use of buggies, bicycles and designated parking spots have also been put in place to help reduce the carbon footprint as well as to continually sustain and revive the ecosystem.

Chua says the resort adheres to a strict conservation policy that prohibits hunting and fishing. Meanwhile, the hotel uses a farm-to-table concept, utilising some of the fruits, vegetables, herbs and spices grown in the farm and orchards.

In addition to using conventional methods of construction to minimise its impact on the natural environment, the resort also uses silt traps and detention ponds to protect the natural wetland. Also, food waste is collected then decomposed to be used as fertilisers.

"And if you have noticed, there are not many mosquitoes and flies [at the resort]. This is because we use a centralised sewage system rather than septic tanks. This also helps to prevent the pollution of the waterways," says Chua.

According to Chua, the hospitality business is a challenge on its own. "We need more tourists," he laughs. "Firstly, the hospitality business is like a yo-yo. In terms of occupancy, we hit around 60% to 80% on weekends and public holidays, with the highest at close to 95%. The rest of the time, it is around 20% to 30%.

"When we were planning the resort, I thought there would be more corporate clients as there were not many five-star resorts in the East Coast and the oil and gas sector was very hot then. But after completing Phases 1 and 2, we now find that families love this place and they keep coming back. Our most popular room is the family room at over RM2,000 per night," he says, adding that the units with their own private saltwater pools are also in demand.

The average room rate at Mangala Resort & Spa is around RM800 per night, whereas the most expensive unit at the property is Chua's original 2-storey bungalow with six bedrooms and a private pool at RM8,500 per night.

"There is a joke among ourselves. Last time, I used to stay there on weekends, but nowadays, you hardly see me, which is a good sign. That means we are renting [the bungalow] out every weekend," he chuckles.

MLA's Lip chimes in: "I just want to say that the Mangala Resort & Spa started from really nothing and [has transformed] into something so sustainable. It is a beautiful place to stay and be in. The natural ecosystem is balanced after all the efforts that have been put in so far, and I am sure that if this continues, it will be a very spectacular and iconic place in the future."

"This is a liability turned asset," Chua states. ■

BELOW 10 YEARS

Single-owned Office in a Mixed Strata

SILVER

MOF Inc Tower, Platinum Park

The importance of good rapport

 BY CHAI YEE HOONG
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As one of the three Grade A office towers of the stylish Platinum Park mixed-use development along Persiaran KLCC in downtown KL, the 38-storey MOF Inc Tower has gone through three name changes.

Completed in 2015, the building was first known as Menara TH Platinum back when it was owned by Lembaga Tabung Haji, before Urusharta Jamaah Sdn Bhd (UJSB) took over the property in January 2020 and named it Platinum East Tower.

As UJSB is a wholly-owned subsidiary of MOF Inc, the new owner decided to rename the property MOF Inc Tower. As the saying goes, third time's the charm.

MOF Inc Tower bagged the Silver award under the Below 10 Years Single-owned Office in a Mixed Strata category.

Developed by Naza-TTDI Sdn Bhd, the commercial office tower, which occupies a land area of 7,575 sq m and has a total net lettable area of 351,249 sq ft, is designed to be compliant with the Green Building Index (GBI) and the Malaysia Digital Status (formerly known as the MSC status).

Rahim & Co International Sdn Bhd head of property & facilities management Masrun Abdul Rahman says MOF Inc Tower's most prominent features are its accessibility and location. "Basically, the building is easily accessible and within walking distance of the Petronas Twin Towers, Suria KLCC and the KLCC LRT station just by [crossing] the KLCC Park."

With six roads leading to the entrance, MOF Inc Tower is also connected to multiple major highways, including the Ampang-Kuala Lumpur Elevated Highway (AKLEH), Kuala Lumpur Middle Ring Road 2 (MRR2), SMART Tunnel, Federal Highway, New Klang Valley Expressway (NKVE), Duta-Ulu Kelang Expressway (DUKE) and New Pantai Expressway (NPE), efficiently connecting the enclave to many other established neighbourhoods. The location is also within walking distance of the Ampang Park LRT station.

In addition, Masrun continues, the building boasts "many state-of-the-art technology and infrastructure" such as the building automation system, turnstile system and the latest visitor management system that is currently being upgraded and is expected to be completed by 1Q2023.

Rahim & Co hit the ground running when it took over the management of the property on January 2020.

The property manager ran building condition assessments and found four main areas that needed to be upgraded, namely the building air-conditioning and mechanical ventilation system, building automation system, firefighting system and the turnstile system.

"Some part of the equipment, machinery needed a major overhaul, major repair works and major replacement. So based on an audit, we came up with a capex (capital expenditure), which focused on these four main areas," says Masrun.

Rahim & Co building manager Mohd Nazrizam Mohd Zaharudin notes that the capex was close to RM500,000. "During that time, our chiller system also broke down and there were a lot of issues, especially with the M&E (mechanical and elec-

MOF Inc Tower is one of the three Grade A office towers in Platinum Park



LOW YEN YEING / THE EDGE



UJSB CEO Hizamuddin Jamalluddin and Masrun (second and third from right) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan and *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat

trical) systems. Since then, we have implemented corrective maintenance and more preventive maintenance."

One of the challenges was, of course, the Covid-19 pandemic that came not long after the property management team came on board. "During the pandemic, it was difficult to get upgrading works done. Only this year, we can catch up on all the outstanding work such as upgrading the turnstile and especially the security and firefighting systems," says Mohd Nazrizam.

Currently, MOF Inc Tower only has a sub-panel for the firefighting system, as the main panel

is installed in the 50-storey Naza Tower, with which it shares the retail podium. "We have a sub-panel because the previous installation was designed to serve both towers [as one]. Now that the buildings have separate owners, we are planning to have our own main panel. Even for the lifts, we only have the sub-panel.

"We are in the process of shifting the maintenance of the building to our own building because it is important for us to receive the first signal in the event of any emergency. Currently, if there is any emergency in the building, Naza Tower would receive a signal before us. So, I think shifting it over would be good for the building's safety," Mohd Nazrizam explains.

It is not easy, however, he adds. "As the main cable is already laid, it is quite difficult. We need to call in a specialist to create a new route to the building. This is the main programme that we intend to do here," he says.

Working closely with all stakeholders

Being part of a mixed-use strata also comes with its share of challenges. One such challenge is renovations, says Mohd Nazrizam. "As the common areas do not belong to us, when tenants want to do renovations, we need to liaise with the JMB (joint management body) for them to allocate a roro bin for the contractor. And during renovation works, most contractors would place their roro bin at the service area, and some F&B operators would treat the bin as their food waste disposal area.

This is why monitoring is very important, says

PICTURES BY SHAHRIN YAHYA/THE EDGE

Project quick facts

NAME	MOF Inc Tower
ADDRESS	9, Persiaran KLCC, 50088 Kuala Lumpur
DEVELOPER	NAZA-TTDI Sdn Bhd
DEVELOPMENT TYPE	Office
LAND AREA	7,575 sq m
TENURE	Freehold
COMPLETION DATE	March 31, 2015
NO OF STOREYS	38
NET LETTABLE AREA	351,249 sq ft
OCCUPANCY RATE	51%
AMENITIES	Platinum Park, Suria KLCC, KLCC and Ampang Park LRT stations
ENERGY-SAVING FEATURES	Air-conditioning and mechanical ventilation system (ACMV), building automation system (BAS) that controls ACMV and common area lighting system
INDOOR AIR QUALITY FEATURES	Heating, ventilation and air conditioning (HVAC) system controlled by BAS

Masrun. “If you dispose of construction materials and F&B waste together, it would attract pests and all that; the F&B waste must be disposed of separately. This is a common problem with any development with F&B. As the monitoring is under the JMB, it is important for us to work together with them.”

As Platinum Park is home to various tenants, including a good number of F&B outlets, the management team at MOF Inc Tower has to work closely with the JMB on renovation hours. “Especially when it involves areas that belong to the JMB,” says Mohd Nazrizam.

For example, things like installing the new MOF signage in front of the building that might disrupt the F&B businesses in the evening, or façade cleaning that might affect traffic flow in the day, he adds. “If it will involve areas that fall under the JMB like the car park or retail areas, we need to inform the JMB earlier. Or if there are any disruptions to their business, we need to put the works on hold until after their operational hours.”

To complement the three existing Grade A offices, which include Menara Felda and Naza Tower, there are plans for two residential towers and a hotel and serviced residence tower at Platinum Park.

In addition to the JMB, the team also works closely with the tenants of the building. Masrun says, “Tenancy engagement is very critical for our line of work. Basically, a good management team will meet with the tenants to find out what issues and problems they are facing. I think it is a very important job scope for the building manager. If we can build a good rapport with them, issues can be solved quickly. It is our function to help make them feel comfortable and safe at the building, at the same time helping the landlord retain the tenancy of the building, which is very important.”

“We also try to help our tenants look for contractors, for example if they have air-con or plumbing issues. We have our own panel of contractors that they can contact,” adds Mohd Nazrizam.

Sustainability a key focus

To bolster MOF Inc Tower’s financial sustainability, Masrun says cost optimisation efforts were made. “One of the things we do is contractual cost control using economies of scale. At Rahim & Co, we have a very big procurement database, which gives us negotiating power. So we can offer the owner/landlord more competitive rates.

“In addition, Mohd Nazrizam and his team implement very effective planned preventive maintenance. Essentially, our strategy is to reduce the corrective maintenance and to focus more on

Tenants at MOF Inc Tower can enjoy a host of amenities such as F&B and other services in Platinum Park



The lobby and waiting area



Masrun (right) and Mohd Nazrizam

planned maintenance. This is good because the cost of corrective maintenance is higher than that of preventive maintenance, and the downtime is reduced. We can also manage the equipment usage and extend their life expectancy, so more cost savings to the building,” he adds.

On top of that, the team is looking at energy management. “Based on Tenaga Nasional Bhd’s regulation, we cannot implement energy saving systems less than seven years [after the building’s completion]. So, at the moment, we plan to change all the existing bulbs to LEDs. We have already changed most, or 80% to 85% of the common lighting to LEDs,” says Mohd Nazrizam.

The management team has also proposed a prudent energy management programme for the building. “Basically, we study the whole building and identify areas that get natural lighting. Some areas will require shorter hours of lighting, some will require longer, so we set timers for it. This reduces cost,” Masrun explains.

The occupancy rate of the property is 51% and the prominent tenants include UJ Property Management Sdn Bhd, TH Plantation Bhd, Agensi Pelaksanaan Ekonomi dan Koordinasi Strategik Nasional (Laksana), Digital Nasional Bhd, Women Leadership Foundation, TH Heavy Engineering Bhd and Universiti Sains Malaysia.

According to Masrun, the rent hovers at RM5 to RM7.50 psf, excluding service charge. “It is competitive compared to other buildings within the area. It is currently a tenant’s market.”

Meanwhile, works are ongoing for a cafeteria within the building, says Mohd Nazrizam. “We also plan to have a gym. These will be on the 10th floor, the facilities level. The cafeteria is expected to be operational by 4Q2022.”

The team is also looking into solar panels for the building, says Mohd Nazrizam. “But we still need to study the ROI (return on investment) as well as the location for the panels. For example, we have two roof tops, one on the low zone (Level 10) and one on the high zone (Level 39). We have limited space, but we are trying to fully utilise them for the solar panels. This is still a case study.”

Masrun says, “I think the solar panel initiative is big because the building is designed to meet GBI guidelines. Depending on the suitability in terms of cost and space, I hope it will materialise because electricity is a major cost to the building owner, especially with the new rates coming up.

“Because the building is designed to be GBI- and MSC-compliant, we are going to work with the landlord to pursue the GBI certification and Malaysia Digital Status for this property because international companies especially, they look for buildings with such recognition. This will add value to the building and elevate its status and tenant profile.”

10 YEARS AND ABOVE
 Retail – Non-Strata

SILVER

Angsana Johor Bahru Mall

Completed in 1997, Angsana Johor Bahru Mall has a total built-up area of 1.03 million sq ft



BY **HANNAH RAFEE**
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A landmark attraction in Johor Baru

Strolling in UDA Holdings Bhd's Angsana Johor Bahru Mall is quite a sensory experience — the shops are lit up vibrantly and sounds of people shopping fill the air.

Known as a landmark and one of the oldest malls in Johor Baru, Angsana Johor Bahru Mall has won the Silver award for the 10 Years and Above Retail-Non-Strata category.

UDA Holdings Bhd CEO Mohd Salem Kailany says in an email, "On behalf of UDA and Angsana Johor Bahru Mall, we are grateful for being given the opportunity to win this prestigious award. We would also like to thank our suppliers, vendors, contractors, tenants and visitors who have been supporting us since day one in 1997.

"Throughout many stages of judging, we were pleasantly surprised with this recognition for Angsana Johor Bahru Mall in this category. This is a memorable moment for us and it has come at the perfect time as [the mall] will be celebrating its 25th anniversary on Oct 16," he notes.

Completed in 1997, Angsana Johor Bahru Mall has a total built-up area of 1.03 million sq ft. The mall, which is situated on a nine-acre plot, has a total net lettable area of 399,192 sq ft. It has a total of 250 units and is currently 94% leased.

"During this endemic phase, we have managed to increase our mall occupancy rate from 92% to 94%. [During the pre-pandemic period], it was about 98%," highlights Salem.

"Being one of the oldest shopping malls in Johor Baru, winning this award proves our relevance among the local industry players through strategic maintenance and sustainable actions that we have improvised from time to time in order to fulfil the needs and necessities of the building as well as tenants and visitors."

Salem adds that the recognition is a testament to the effectiveness of actions taken by

the management "in the continuous upkeep of the mall, which brings more visitors and tenants alike to the establishment".

Angsana Johor Bahru Mall, formerly known as Plaza Angsana, is strategically located along Jalan Tampoi, within the highly populated 298-acre Pusat Bandar Tampoi. Popular among Malaysians and Singaporeans, the mall has an aesthetic design and practical layout.

Designed as a family shopping, leisure, entertainment and F&B centre, Angsana Johor Bahru Mall has five levels and is surrounded by extensive landscaping. It offers 4,200 car park spaces and 250 motorcycle parking spaces.

Dubbed as "the most happening place in JB", the mall attracts more than 12 million visitors annually. Anchor tenants include Al-Ikhsan, Subway, Pierre Cardin, Seoul Garden, Sushi King, Watsons and RHB Bank.

Thriving amid challenging times

Despite its popularity, the mall encounters challenges such as rising costs.

"We face numerous challenges in maintaining the mall. Among them are the increase in utility bills including electricity and water bills; increase in costs of repair and maintenance due to the current economic situation; partial closure and limited business operations due to the Covid-19 pandemic; and introduction of a higher minimum wage of RM1,500 monthly under the Minimum Wages Order 2022.

"With the ever-growing challenges, one thing



“With the ever-growing challenges, one thing that remains the same is our appreciation for tenants’ feedback in addressing all cost-related matters.”

— Salem

that remains the same is our appreciation for tenants’ feedback in addressing all cost-related matters,” Salem says.

UDA Holdings has taken steps to ensure it is able to sustain its costs by introducing initiatives such as the Energy Performance Contracting Programme in 2016, and a photovoltaic (PV) system in 2021.

"The management has also implemented a cashless parking management system, effective 2021. In addition, the management has always carefully listened and gives full attention to any issue that arises. Through continuous engagement, we managed to come to a mutual understanding and a win-win situation in solving the problems highlighted," Salem adds.

"With mutual understanding and appreciation of both parties, Angsana Johor Bahru Mall has succeeded in reducing the impact of challenges faced during the pandemic and the current economic situation.

"Having said that, we believe we should never take any issues for granted no matter how small. The team at Angsana Johor Bahru Mall has been in constant communication with our tenants and suppliers to look at solutions to any problems/issues that arise."

Sustainability plans

Angsana Johor Bahru Mall has a sustainability plan that consists of four main pillars. "First is revenue, where we explore a new potential area that can generate additional revenue for [the mall] through

The Back to School programme is one of the events organised by the mall to increase its number of visitors

Project quick facts

NAME	Angsana Johor Bahru Mall
ADDRESS	Tampoi, Johor Baru
GROSS BUILT-UP AREA	1.03 million sq ft
DEVELOPER	UDA Holdings
DEVELOPMENT TYPE	Retail mall
TENURE	Leasehold
COMPLETION DATE	1997
NET LETTABLE AREA	399,192 sq ft
LAND AREA	9 acres
NO OF UNITS	250 lots
OCCUPANCY RATE	94%

events, promos and advertisements,” says Salem.

“Second is cost. We have managed it through the implementation of energy-saving [measures] through the energy performance contracting programme since 2016 (in which we managed to save about 25% on electricity costs), a solar PV system and a cashless parking management system (both effective 2021). [We also regularly conduct corrective and preventive maintenance on our facility].”

The third pillar is the retail concept. “We do continuous improvement on our positioning in the market to suit current needs such as making the establishment a family-friendly spot in Johor Baru and a digital business hub.

“We do relook at the market trends and potential business expansion; for example, the expansion of F&B outlets in our mall so we [are able to] draw more traffic to the establishment. Our F&B occupancy has increased from 18% in 2018 to 23% in 2022. We also look at [potential] tenant mix — offering variety and comprehensiveness in terms of merchandise and services,” he adds.

The group emphasises technology and innovation. “We placed solar cells, building information systems and more. The innovations are to reduce the rising costs of building maintenance and, at the same time, place the mall in line with other market players,” says Salem.

“[Our] future implementations will include the Building Management System (BMS) and Building Integration System (BIS) that link the functionality of individual pieces of building equipment so they will operate as one in an integrated system, providing tools to manage the performance and energy efficiency of the mall and integrated security, CCTV, access control, fire lifts and safety system.

“We would also like to implement air quality management using a building management system, and a pest control initiative,” he adds.

Over the years, the mall has had its fair share of obstacles, says Salem. “Some of the challenges include competition from new malls built in the area. New malls surrounding the area are Mid Valley Southkey, Paradigm Mall and Aeon Mall Tebrau City, Salem says.

“Another challenge is the ageing building — we need to manage the building accordingly, where a certain amount of cost is involved. Over the years, via suitable technology, we have managed to reduce the costs without compromising on the standard of maintenance of the building.”

The group has its strategy to maintain and increase traffic and footfall, especially during the pandemic phase. “In order to draw more visitors



PICTURES BY UDA HOLDINGS



During this endemic phase, the group has managed to increase the mall's occupancy rate from 92% to 94%



LOW YEN YEING/THE EDGE

UDA Holdings chairwoman Datuk Norliza Abdul Rahim and group chief operating officer asset management Azrudyn Rashid (third and fourth from left) with (from left) *The Edge Malaysia* editor emeritus Au Foong Yee, editor-in-chief Kathy Fong, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

to Angsana Johor Bahru Mall, the management continues to aggressively organise events that would capture the public's attention and enhance the number of visitors to the mall.

“Lastly, online shopping has brought us a challenge to compete with. [As for] the recent trends and challenges brought about by the randomly changing market conditions, management has instilled a positive mindset and attitude in the team so that they can keep up with them and overcome the adversities,” he adds.

Capital investments for ESG

In a bid to stay ahead of the curve, UDA Holdings has plans to further enhance the sustainable sys-

tems in the mall, says Salem. “Angsana Johor Bahru Mall is in the process of implementing the technological innovations of a smart building. A series of discussions has been made and is soon to be rolled out,” he reveals.

Environmental, social and governance (ESG) actions will also be taken in the future, he adds. “In line with ESG, our mall will relook at our four pillars in our future plan. We will also expand on our energy-saving programme that was implemented in 2016 (which includes the installation of solar PV cells and building information systems).

In total, both the smart building implementation and ESG innovations will incur about RM10 million in capital investment. “[This will be used] to furnish our maintenance and equipment in the building with new and updated technology from time to time in order to meet our customers' needs and comfort,” says Salem.

Moving forward, the group plans to support tenants by providing incentive programmes such as rebates and discounts for a certain period of time. The programmes will be continued depending on the market conditions.

“New tenancy packages would get reviewed from time to time based on market trends. An example is an attractive advertisement package and trial period for new tenants.

“We would also like to build engagement with the Malaysian Retailers Association, Malaysia Shopping Malls Association (Persatuan Pengurusan Kompleks Malaysia) and have direct engagement with retailers.”

The group plans to position itself so it will be on a par with other malls, especially when it comes to innovation and technology for ageing malls. “We would also strategically place our mall for the correct target market and right market segmentation; for example, to increase the number of certain business sectors in the mall such as F&B in order to attract more visitors.”

For example, the group has increased the number of lots for F&B outlets so they could fill up 35% of the overall occupancy.

“Angsana Johor Bahru Mall aims to be a one-stop destination for all ages — to do so, we are planning to drive more tourists, visitors and tenants to the establishment by sticking to our plan on maximising revenue, reducing costs, bringing fresh retail concepts and being ahead with technology and innovation. With this, we will remain relevant against any changing trends and new challenges,” Salem says. **E**

10 YEARS AND ABOVE
 Multiple-owned Strata Residential

SILVER

Hijauan Kiara



An oasis of tranquillity

The development has seven blocks that share facilities like salt chlorinated pools and hot and cold spa pools, along with plenty of plant-filled spaces to reflect and relax in

BY **WONG KING WAI**
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When visiting Hijauan Kiara in Mont'Kiara, the first thing that grabs your attention is the amount of greenery and trees the property has. The canopy that casts a welcome shade along the walkway by the swimming pool is a welcome respite from the hot sun.

Developed by Bukit Kiara Properties Sdn Bhd and completed in 2008, Hijauan Kiara is a Silver award winner under the 10 Years and Above Multiple-owned Strata Residential category.

The condominium offers 188 units spread across seven blocks with built-ups from 2,090 to 3,732 sq ft. There are three blocks of 24, 26 and 29 storeys named Angelica, Bergamot and Chamomile respectively, and four low-rise blocks of 12, 10, 8 and 6 storeys, named Dandelion, Eucalyptus, Frangipani and Geranium respectively.

The development is in a quiet location that is close to amenities and highways such as the Penchala Link and Sprint Highway. For management corporation chairman Desmond Yeap, his decision to move to Hijauan Kiara in 2011 was facilitated by his children having flown the nest and finding a place within surroundings he is familiar with.

"Why I chose to live here is because it is low density, which translates to more privacy and tranquillity. Also, it is one of the few condos with a private lift lobby. There are only two units per floor and a lot of greenery. It is like an oasis," says Yeap with a smile.

The property is strategically located a short distance from the main thoroughfare of Jalan Kiara on Jalan Kiara 5. It is close to Gardens International School and the Verve Shops, which offer various dining options and a Jaya Grocer. The property has several facilities such as an outdoor gym, children's playground, hot and cold spa pools, salt chlorinated pools, and a meditation garden.

In 2019, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK) came onboard and, after careful study, realised it had to rectify two key problems.

"We noticed that some of the installations, some of the M&E (mechanical and electrical services) equipment were falling apart. For example, the firefighting system wasn't working properly," says HBMK associate director Jessie Koh.

"When we came in, we did a building condition report and listed out the items that were faulty. Our team looked into these items and then we did [the repairs] based on priority. We did a very detailed budget and staggered the repairs. For Hijauan Kiara, we had some budget constraints so we could not do everything at one go. So, from the budget, we rectified the firefighting system.

"Apart from that, Hijauan Kiara didn't have a registered charginer. This is important because it was stipulated in the regulations that you need a charginer registered to the building. We focused a lot on compliance as well as safety and security."

The charginer is registered with the Energy Commission. If this is not done and there is a conviction, then a penalty can be imposed in the form of a fine, stipulated in the Electricity Supply Act 1990 as "not exceeding RM25,000 and a further fine not exceeding RM1,000 for every day or part of a day dur-



PICTURES BY MOHD SHAHRIN YAHYA/ THE EDGE

From left: Koh, Yeap and Kang. They believe good systems and processes are necessary for a well-maintained property.

ing which the offence continues after conviction". Koh explains that future planned activities include repainting the buildings and changing the playground, among others.

Since HBMK took over the management of the property, Yeap has noticed improvements to its care, notwithstanding the pandemic which put a halt to preventive measures and rectification of the 14-year-old structures.

"It is more systematic, and the standard operating procedures are there. What has to be done managing any company — or in this case, property — needs procedures, systems ... everything must be there. It is a matter of how you implement and manage them correctly," he says.

Koh also highlights that on taking over the property, one of the elements the HBMK team had to work around was the lack of some documentation. However, they are working hard to resolve that situation so that it will be easier to map out the care of the property.

Many aspects to manage

Unlike a single tower or even two, Hijauan Kiara's seven blocks require a solid plan to ensure each is well maintained.

"At Henry Butcher, we have a checklist in place called the Preventive Maintenance Checklist — we have it for all the blocks, and it will be scheduled. The checklist guides us on which month we are to attend to which block," says Koh.

For other repairs or issues that arise outside of the scheduled maintenance, HBMK building manager Crystal Kang, who is on-site daily, reveals that there are personnel on hand to attend to those matters.

"We have maintenance people who do ad hoc maintenance work. On top of that, we have cleaners and we work closely with our service providers. When they are doing their work, they can highlight to us what they saw and what needs attending to.

"Security guards also have a checklist that they have to fill in daily in terms of lighting and what they have noticed, and then report to us," she says. A circular is sent out to keep residents up to date if any work is being done outside of the normal scheduled activities, she adds.

Besides preventive maintenance and checks, Hijauan Kiara's multitude of plants, which include mature trees, and facilities like salt chlorinated pools require specialists. To ensure costs are kept at a serviceable rate, HBMK depends on its network for service providers.

"We are leveraging our portfolio of managed properties. We have properties that have salt chlorinated pools, and we also have sites that require arborists. We have a panel of service providers that we work and maintain a good rapport with so they can give us a reasonable price for their services," says Koh.

"Apart from that, we also have another checklist so we can anticipate some of the things that are going to fall apart. With that, we try to control the cost, instead of waiting for things to get worse which will become expensive."

Yeap acknowledges that while cost increases are inevitable, it is how you manage them that is paramount.

"The important thing is residents are aware of what you [the property managers] are doing. If I'm paying RM1, am I getting RM1 of service? If residents can see that, then the cost isn't a big factor.

"Why do people buy branded goods? It is because they expect something better. At the end of the day, cost increases, you cannot run away from that, but if I can get the right service, the right quality, I would not complain," he says.

Satisfaction with HBMK's management is reflected in its collection, which is at 99.88%. Furthermore, the debtor ageing amount has also improved, dropping from RM237,000 in 2017 to around RM30,500 in 2022.

When queried what exactly makes the residents



HJAUAN KIARA MANAGEMENT CORP



Clockwise from top: The main waterfall surrounded by lush foliage; greenery welcomes visitors and residents, with guards monitoring the entrance; the reading room with plenty of natural light

Yeap and Koh (third and fourth from left) with (from left) The Edge Malaysia editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, The Edge Media Group publisher and group CEO Datuk Ho Kay Tat and City & Country editor E Jacqui Chan

want to pay the service charges, Yeap highlights one key aspect.

"The important thing is how fast you respond to complaints. Any complaint made, it is how fast you attend to the problem, are you serious in attending to the complaint, and at the end of the day, am I satisfied with what is done," he says.

Currently, the mode of payment of charges and the sinking fund is via online transfer and cheque. About 80% of residents pay online, while a small number still pay by cheque. Payment can also be made via QR Pay, Boost and Touch 'n Go. The office does not accept cash payment.

The service charges are done by per share unit, which is calculated in per sq m. Hence, a resident is charged based on measures that include his or her unit along with accessory parcels, such as parking bays.

Technology matters

Besides the use of online transfers, other forms of technology such as JaGaApp have helped the management liaise with residents more efficiently.

"We have JaGaApp, which has increased the efficiency in communicating with the residents. We can update them on notices instantly in case of any emergency on their cellphone. They can



Project quick facts

NAME	Hijauan Kiara
ADDRESS	6, Jalan Kiara 5, Mont'Kiara, 50480 Kuala Lumpur
DEVELOPER	Bukit Kiara Properties Sdn Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	5.4 acres
TENURE	Freehold
COMPLETION DATE	March 2008
NO OF UNITS	188 units
MAINTENANCE FEE	Service charge (RM4.0144 per share unit) and sinking fund (RM0.4456 per share unit)
OCCUPANCY RATE	81%
UNIT BUILT-UPS	Typical units are from 2,090 to 2,735 sq ft; penthouses go up to 3,732 sq ft
CAR PARK BAYS	551

AMENITIES

- Global Doctors Hospital (650m – 8 min)
- Jaya Grocer (250m – 3 min)
- Garden International School (450m – 6 min)
- 1 Mont Kiara (900m – 11 min)
- Bomba (900m – 11 min)

FACILITIES

Reflexology path, Jacuzzi sun decks, meditation garden, water maze, therapy pavilion, indoor/outdoor reading pavilions, reading room, viewing deck, barbecue area, fish pond, half-Olympic size pool, children's wading pool, children's recreational area, tennis and squash courts, indoor and outdoor gymnasium, function room, hot and cold spa pools, sauna and steam rooms

ENERGY-SAVING FEATURES

LED lights, operation running timer

INDOOR AIR QUALITY FEATURES

Air-conditioning, natural ventilation and exhaust fans

submit feedback on the app and we can update them on the progress. We can resolve issues in a more efficient way," says Kang, who adds that the app also allows pre-registration of guests.

At present, only 100 units out of 188 are on the app, which is a vast improvement from the outset. Due to the low participation rate, the management embarked on an education exercise, which has borne fruit, to help residents understand the benefits of using the app.

Those not on the app receive notices via traditional methods such as calls, emails or bulletin boards.

Koh reveals that HBMK is designing its own mobile app that will help them link directly to service providers to resolve an issue and also be able to upload the status or progress of the matter. There is even a rating option. However, the app is still in the testing stages.

Within a short span of time, despite the pandemic and lockdowns, the property managers of Hijauan Kiara have established trust with residents. This has enabled both parties to move forward in putting down plans to deal with pending matters in an orderly and timely fashion. **E**



LOW YEN YEING/ THE EDGE

10 YEARS AND ABOVE
 Multiple-owned Strata Residential

SILVER

The Park Residences 1



Communication a key factor in excellent maintenance

 BY HANNAH RAFEE
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The sense of community at The Park Residences 1 was omnipresent as the property manager, staff of LaurelCap Sdn Bhd, the judges for *The Edge Malaysia* Best Managed and Sustainable Property Awards 2022 (BMSPA) and *City & Country* gathered to review the property, with residents raving about it proudly.

Despite being built more than 10 years ago, the façade of The Park Residences 1 remains pristine, sharp and clean, with almost everything — from its lively koi fish ponds and lush landscaping to its properly ventilated gym and facilities — appearing to be well-preserved.

Thrilled that the development has won an award for the first time — the Silver award in the 10 Years and Above Multiple-owned Strata Residential category — LaurelCap director and head of property management Jerry Lee Wei Keat recalls his first encounter with the residents, and his experience managing the property thus far.

“When I attended my first interview with the committee members, I was pleasantly surprised to find that they were all very courteous and down to earth,” says Lee at LaurelCap’s office in Subang Jaya.

“I also felt that they were a very hands-on committee, and worked well together as a team. The committee members were supportive and reasonable in dealing with matters,” he says.

It is evident that communication has been a key factor in The Park Residence 1’s excellent maintenance. “They (the residents and property manager) are all in harmony; we have certainly found balance working with one another. We regularly engage with them, and have committee meetings on a monthly basis.”

Other than that, the company has also organised festive celebrations, decorative measures involving

staff and residents, briefings and seminars such as Child Safety Awareness talks, First Aid demonstration by the Red Crescent Society, as well as owners’ participation in alleviating the water crisis in 2020.

With its apparent upkeep, the maintenance fee inclusive of sinking fund has been kept strikingly low at 20 sen psf. “To us, it is a matter of prioritising, optimising the costs and saving energy where we can. There is also a matter of achieving an understanding with the residents; for example, how often they would like the blocks to be cleaned and at what cost.”

“Most importantly, we prepared in advance, and listened to the needs of the committee members and residents, who, in general, had reasonable demands that could easily be met. We would also relate to them why some of the requests could not be fulfilled as they might incur unnecessary additional costs.”

“We would prepare a comprehensive budget and capex (capital expenditure) to cater for present and short-term future expenditure. We tried our best to anticipate breakdown and replace it (faulty item) before extra expenditure was incurred. We also strictly compared the cost of previous repairs to the cost of the current year’s repairs if data was available. A comprehensive checklist for all categories included the cost and breakdown that had to be controlled,” shares Lee.

“Our intended achievements included no major breakdown and unexpected costs to be incurred, and no extraordinary expenses yearly so that we were able to maintain a healthy surplus throughout the past 11 years.”

Completed in 2010, The Park Residences 1 was developed by UOA Bhd, and is a multiple-owned strata residential development comprising two blocks — Acacia (179 units) and Begonia (291 units) — with a total of 470 units. The Acacia units have built-ups between 1,019 and 2,095 sq ft, while the Begonia units are between 1,260 and 2,068 sq ft.



Upgrading works

The Park Residences 1’s facilities include a gym, infinity pool with children’s pool, jacuzzi, sauna, children’s playground and playroom, games room, reading room, barbecue area, badminton courts, function hall and herb garden. The development is also interwoven with pergola areas and outdoor walking paths.

Situated in Bangsar South, Kuala Lumpur, the leasehold development is 100% sold (50% are owner-occupiers while the other 50% are investors), with 99% local residents and 1% foreign residents. The development has an occupancy rate of 95%.

“What separates us from the rest is that we have a large group of experienced team members who can provide training and support from other sites if required, and we manage sites from the vacant possession stage to formation of management corporation stage. As such, we are experienced in managing buildings of different stages,” he says.

Some of the notable maintenance works include implementation of access cards to deter duplication for better security, upgrade of ac-

Above: UOA Bhd completed the two blocks, complete with lush landscaping, in 2010



Project quick facts

NAME	The Park Residences 1
ADDRESS	Bangsar South, Kuala Lumpur
COMPLETION DATE	2010
PROPERTY TYPE	Multiple-owned strata residential
LAND TITLE	Leasehold
DEVELOPER	UOA Bhd
COMPOSITION	Two blocks; Acacia (179 units) and Begonia (291 units)
TAKE-UP RATE	100%
OCCUPANCY RATE	95%
MAINTENANCE FEE	20 sen psf (inclusive of sinking fund)

FACILITIES
Gym, infinity pool with children's pool, jacuzzi, sauna, children's playground, games room, reading room, barbecue area, badminton courts, function hall, herbs garden and children's playroom, pergola areas and outdoor walking paths



The Park Residences 1 chairman Kwok Khuen Phun and Lee (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan



LOW YEN YEING/THE EDGE

(Above) Lee: For The Park Residences 1, we have created customised and localised operating procedures (with a team of managers, technicians and associate directors)

cess card readers, roof structure enhancement, inspection of swimming pool pump rooms, and cleaning and upgrade of new pumps. Others include reservoir leakage and excess water redirected, water tank internal enhancement, replacement and upgrading of LED lights at the landscape and swimming pool area, new doors and exit points for easier access and enhancement of the library and game rooms.

The upgrading works were “very extensive and exciting”, says Lee. “There were a few considerations such as were we able to work in-house or whether the works required the participation of third parties.”

“Many repairs were done internally by our technicians, who tried their utmost to solve problems that arose, sometimes through trial and error. Works that had to be carried out by third parties such as repainting were awarded

through stringent tender and we insisted on the practice of dealing directly with the manufacturer.”

Lee adds, “This proved to be more expensive compared with appointing an applicator but we believed the warranties and after-sales service that came with dealing directly with the manufacturer played a crucial part in keeping The Park Residences 1 sustainable in the long run.” He notes that since its handover in 2011, The Park Residences 1 has maintained its standards and accumulated a total surplus cash of RM4.09 million over 11 years of operation, as at April 2022.

Sustaining for the long term

“For The Park Residences 1, we have created customised, and localised, operating procedures (with a team of managers, technicians and associate directors),” says Lee, as he delves into the comprehensive programme the company has tailored for the property.

“One of the key things that we decided on was to do a tender exercise for repainting [and waterproofing] as the blocks are over 10 years old, and it was a very thorough process.”

Lee highlights some obstacles. “A challenge is the wear-and-tear of the property (in terms of mechanical and electrical). Some of the floors are worn out as well, but we always try our best to be hands-on and clean everything [within the set budget]. Another challenge would be to get a clear standard operating procedure for the property’s management office.

“There was also an increase in electricity consumption, mounting wages of workers and problems posed by service providers.”

“As the building aged, maintenance costs would increase as the need for replacements and repairs gradually increased. In addition, we had to ensure quality and standards were not compromised as we got down to the nitty-gritty of getting things done,” he says.

Lee opines, “To overcome all these, we had to look into our budget and capex thoroughly and find ways to optimise the performance of service providers, machineries and usage of utilities.”

Some of the maintenance and operations of The Park Residences 1 include carrying out routine inspections, handling repairs and electrical works, and ensuring all maintenance works and periodic recalibration works are according to schedule, among many others.

Increasing efficiency

“We have plans to improve our efficiency, and to explore further advancements and enhancements. In the meantime, we have observed many improvements in technology such as LED fittings and consideration of motors [for the property],” says Lee.

“Swimming pools are slowly moving towards adopting variable speed motor/pumps as this allows energy saving and may offer saving and cost recovery within two years. There is also the utilisation of apps, and as apps improve with better features, we would implement these features if they bring us benefits by increasing efficiency without incurring higher manpower needs.”

To date, LaurelCap has a property management portfolio of over 30 properties across the Klang Valley.

With the implementation of the minimum wage policy and the potential increase in electricity consumption, LaurelCap plans to explore further the implementation of energy-saving mechanics without compromising the safety and comfort of residents.

“Solar power, a reduction of cost on utilities and maybe some revenue to be generated from car charging bays are some of the ideas in the pipeline.”



Facilities such as the gym, playroom and games room are well maintained at a low fee of 20 sen psf

PICTURES BY PATRICK GOH/THE EDGE



10 YEARS AND ABOVE
 Multiple-owned Strata Residential

SILVER

Park Seven Condominium



A firm foundation

 BY **WONG KING WAI**
 city.country@bizedge.com

Seven hundred metres from Petronas Twin Towers stands Park Seven Condominium. Developed by Selangor Dredging Bhd, the seven 20-storey blocks contain 105 units, with each floor having only one unit. The developer calls them “bungalows in the sky”. But more than just providing a low-density dwelling, the design also incorporates aesthetically pleasing sculptures and allows plenty of ventilation and light into and around the buildings.

The property was completed in 2008 and is being managed by SDB Property Management Sdn Bhd, which is under SDB Properties Sdn Bhd, the property owner. This is not the first time Park Seven Condominium has competed in the Best Managed & Sustainable Property Awards, having won Bronze for the Below 10 Years Multiple-owned Strata Residential category in 2018. This year, it competed under the 10 Years and Above Multiple-owned Strata Residential category, winning Silver.

Managing an older property is certainly not the same as managing a new one, and maintaining a property that has discerning residents requires special attention.

“SDP has been managing Park Seven since vacant possession 12 years ago,” says SDB Properties post-development manager Toh Keng Hong. “Park Seven has many expats and retirees, who expect the place to be like a resort.”

SDB Properties head of business unit Peter Quah says Park Seven Condominium is occu-

ried mainly by the original owners and there are rarely any transactions at the development.

Moreover, the condominium is also one of the first residential buildings in the Kuala Lumpur city centre that is earthquake-resistant, he says. An unusual addition, some may say, but it must have been a welcome feature, considering tremors from seismic activity that have shaken buildings in KL in the past few years.

Furthermore, the developer also ensured that all construction materials used were of the highest quality, “left exposed as much as possible in their natural state — for example, unpolished timber floors are used throughout the development; and honed marble is used in the living spaces of each unit”.

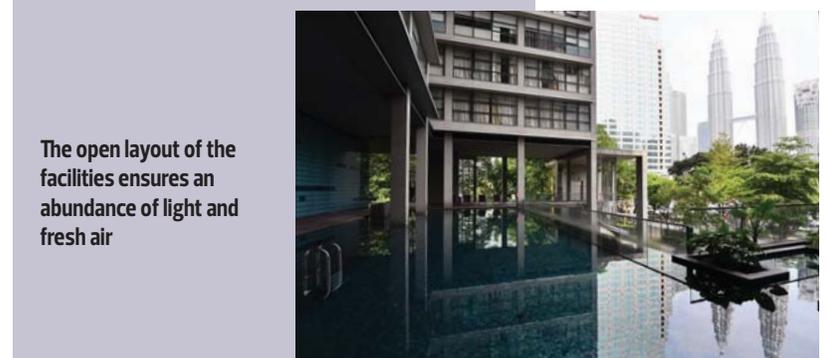
For areas that are in the East-West orientation, Low-E Glass has been installed to reduce heat exchange and a double-volume recreation deck of more than 36,000 sq ft on Level 1 provides plenty of recreation space for residents to take care of their physical and mental well-being.

While all these facilities and design aspects have provided a vertical home for many, their maintenance is key to longevity. Based on records from December 2020 to November 2021, their collection rate is currently 96%. Quah says residents are encouraged to make online transfers with standing instructions, and about 60% of the residents are already doing so. The other form of payment is via cheque and there is no cash collection.

Toh says, “We review and revise our fee structure every five years to ensure that, in 10 years’ time, we can sustain the building with our sinking fund. The maintenance fee inclusive of sinking fund at the moment is 40 sen psf per month.”



(Above) Park Seven Condominium is one of the first earthquake-resistant buildings in Kuala Lumpur



The open layout of the facilities ensures an abundance of light and fresh air



Project quick facts

NAME	Park Seven Condominium
ADDRESS	5, Persiaran KLCC, 50450 Kuala Lumpur
DEVELOPER	SDB Properties Sdn Bhd, a subsidiary of Selangor Dredging Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	1.588 acres
TENURE	Freehold
COMPLETION DATE	April 22, 2008
NO OF STOREYS	20
MAINTENANCE FEE	40 sen psf
OCCUPANCY RATE	89%
UNIT BUILT-UP SIZES	2,257 to 7,192 sq ft
NET LETTABLE AREA	58,491 sq m
GROSS FLOOR AREA	32,808 sq m
NO OF CAR PARK BAYS	374
AMENITIES	Earthquake-resistant structure, herb garden, reading room
FACILITIES	Playground, gymnasium, private basement parking, swimming pool, 24-hour security, wading pool, toddlers' room, yoga and pilates room, function rooms, Jacuzzi, reflective pool, landscape pool, heated children pool, exercise room, multipurpose hall, changing room, lawn sun deck, meditation and landscape lawn
ENERGY-SAVING FEATURES	Open spaces and LED lighting

In 2019, the management carried out a building audit that highlighted that the building was structurally stable with minor defects, which have been repaired or rectified. The management continues with regular preventive maintenance and building maintenance activities.

Besides following their schedule, Toh and Quah point out that residents ensure that the management knows when something is amiss around the property by giving “feedback” to the management office. Toh and Quah see complaints as feedback, which helps them serve the residents better.

“We want to build a community, so that the residents are secure and feel comfortable,” says Toh.

In addition, he believes the good working relationship between the management corporation and the property management team has helped in the maintenance of the building.

“Members of the management corporation play an important role. They are the original owners. They have been staying there for the past 12 years, so they know what they want and what we are looking at. Whatever we propose, it is discussed ... And they are very supportive. This has helped sustain property values,” he says.

Going the extra mile

A unique aspect of this project are the stone and copper sculptures that provide an aesthetically pleasing environment. These items are not easy to maintain, however, and Toh and Quah say careful planning is done to ensure their preservation.

Toh adds, “The challenging part is to maintain stone. It can change colour and it is very heavy. In the past 12 years, there have been some minor issues. We also appointed a good-quality cleaner and landscaper that advised us on how to maintain the stone and copper sculptures.”

Besides the general upkeep and maintenance of the building, Quah believes that going the extra mile is also very important in managing the property. He gives the example of a faulty fridge that caused a minor fire in the property.

“A fridge that dispenses ice cubes caused a small fire. We rectified the problem. This was a corrective move, but what is the preventive way?” says Quah.



PICTURES BY SAM FONG/THE EDGE



Aesthetically pleasing environment ... Stone and copper sculptures dotted around the well landscaped surroundings



LOW YEN YEING/THE EDGE



Toh and Quah (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan



PATRICK GOH/THE EDGE

Quah (left) and Toh say an M&E audit will be done at year-end or early next year to look into the installation of charging stations and solar panels

“We review and revise our fee structure every five years to ensure that, in 10 years' time, we can sustain the building with our sinking fund.” – Toh

“We worked with the developer to liaise with the fridge supplier to check all units that use the same brand of fridge and the part that needed to be replaced was replaced. We also negotiated with the brand that, if the fridge is to be replaced, it would be done at a cheaper rate.

Toh says, “The unit was unoccupied for over a year and, after a couple of months, the [Movement Control Order] was implemented. We had to work with the relatives of the owner, who could not

return from overseas. Once we resolved the case, we wanted to know what the main cause was. The Bomba report said it was the ice-cube dispenser. We asked ourselves, how many owners are using the same brand of fridge? We found that there were more than 20 units using the same fridge. We informed the owners of this potential malfunction and helped them accordingly.”

Quah and Toh believe negotiating with the fridge manufacturer helped add goodwill and value to the services provided. These matters and others along the way are put into maintenance standard operating procedures to ensure that a matter can be prevented from going from bad to worse and costing a lot of money to repair or replace. Other ways to help keep costs down include doing as much as possible in-house, using technology such as JaGaApp to help in communicating with residents and booking facilities.

Plans for the property include a mechanical & engineering (M&E) audit to be done at year-end or early next year to check the energy performance and efficiency of the building.

The developer is also looking into installing a charging station because of the growing use of electric vehicles. This is one of the reasons that it has planned for an M&E audit, says Quah. The audit will also look into the installation of solar panels, which will be used for lighting in common areas. Also planned is the upgrading of the lift.

Maintaining an older building is no mean feat, but a long-term view with strong financials definitely helps in sustaining value. **E**

10 YEARS AND ABOVE
Specialised Categories

SILVER

KIPMall Masai



KIPMall has attracted visitors from nearby areas such as Taman Masai Utama, as well as Singapore



LOW YEN YEING/THE EDGE

Empowering local communities

BY HANNAH RAFEE
city.country@bizedge.com

The atmosphere at KIPMall Masai in Pasir Gudang, Johor, is rather lively on a Friday afternoon, with the friendly faces and chatter of vendors and visitors brightening up the space. The three main areas of the mall — divided into retail, food and fresh produce — exhibit a high level of cleanliness and organisation.

Thus, it is no surprise that KIPMall Masai was a Silver winner in the 10 Years and Above Specialised Categories. Owned by KIP REIT Management Sdn Bhd and managed by Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK), the community-centric hybrid mall has maintained its standards since opening its doors in 2010.

It has attracted visitors from areas in the vicinity such as Tamai Masai Utama, Taman Masai, Taman Bukit Layang-Layang, Taman Mawar, Kampung Sungai Rinting, Kampung Pasir Gudang Baru and Kampung Sepakat, as well as other areas of Johor Baru and even Singapore. The mall is easily accessible via the Pasir Gudang Highway and other major roads such as Jalan Serangkai, Jalan Seharum and Persiaran Dahlia. Public transport such as taxis and buses via the Iskandar Malaysia Bus Service System is also available.

The leasehold development has a total land area of 472,757 sq ft, with a net lettable area of 163,511 sq ft. KIPMall Masai is currently 92% occupied with more than 200 tenants. Anchor tenants include Watsons, RHB Bank, Mr DIY, Guardian, Hwa Thai Supermart, Metro Optical Group, Mr Bike, Jalan Japan, Celcom and Marrybrown.

Following our visit to the mall, the warm and approachable Datuk Eric Ong, executive director of KIP REIT Management, tells us via Zoom: “We are very happy about the recognition of our sustainability effort, and that it has not gone unnoticed. We are proud of our HBMK and KIP Property Services team, which successfully navigated through a challenging period during the pandemic without compromising on the quality of our asset.

“Sustainability is fast becoming many stakeholders’ key priority in assessing the performance of an entity and we continue to integrate sustainability

Project quick facts

NAME	KIPMall Masai
ADDRESS	Pasir Gudang, Johor
DEVELOPER	KIP Group
DEVELOPMENT TYPE	Retail mall
NET LETTABLE AREA	163,511 sq ft
TENURE	Leasehold
COMPLETION DATE	2010
LAND AREA	472,757 sq ft
NO OF TENANTS	More than 200 retailers
OCCUPANCY RATE	92%

considerations into our day-to-day operations.”

He also addresses the challenges the company faced. “What we went through [during the pandemic and now in transitioning to the endemic phase] was something unexpected, and it has been a good learning experience for all of us in the business community. Likewise with sustainability and environmental, social and governance (ESG) issues, we have to be more prepared for such unforeseen eventualities.”

Ong says footfall at the mall has improved a lot since the reopening of borders, especially with visitors coming over from Singapore. “We are back to pre-pandemic levels. Back then, KIPMall Masai was half the size of what it is today, and we are glad that it is continuously growing and thriving.”

A platform for local businesses

Ong highlights the mall’s distinct business proposition. “The concept and design of KIPMall Masai is indeed unique. Our focus is on the mass market, which is the key pillar of our business model,” he says.

“We aim to look for tenants whose businesses are targeted for their competitive pricing and attractiveness to the shopper profile. Over time, we have developed a brand as a one-stop shopping destination for essentials at competitive prices.

“This is one of the draws, which attracts both B2B (business-to-business) and B2C (business-to-consumer) shoppers. We do not particu-



Ong (third from right), KIP REIT Management general manager Mohd Nizam A Hamid (on Ong’s right), HBMK executive director Ronny Yong Mun Kim (on Mohd Nizam’s right) with (from left) The Edge Malaysia editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, The Edge Media Group publisher and group CEO Datuk Ho Kay Tat and City & Country editor E Jacqui Chan

larly target either category but we want to be a platform to cater for the wider market.”

Ong continues, “Our goal is to strike a balance between the demands of our stakeholders and shoppers, and how they prefer to do business, and also which stock [inventory] is a necessity to ensure that KIPMall Masai remains attractive. We constantly monitor the tenant mix. We look at feedback from our shoppers, and it is an ongoing process.”

It is not just about profitability for the company. The management also helps the local operators to run their business and guide them in catering to the shoppers to ensure the sustainability of their business in the long term.

“It is our way of providing a platform to some of the local traders here. Those tenants leverage our [KIP] brand to propel their business forward. We continue to strike the right balance between rental and occupancy rates to encourage long-term relationships with our tenants,” says Ong.

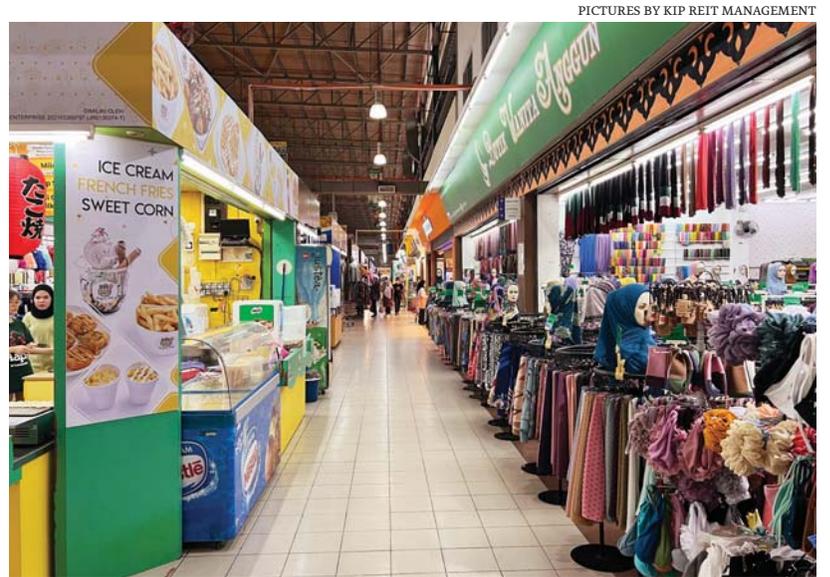
According to him, the group continuously assesses the tenancy and the maintenance of the mall. “This is all part and parcel of the conduciveness we offer to shoppers. We have to ensure that everyone and everything abides by our SOPs on a daily basis.”

Collectively, the group and property manager of KIPMall Masai strive to implement a level of innovativeness. “With the population growth, we try to engage with new, young shoppers to tap into their [demands]. We observe the patterns and behaviours of online shopping and social media, and we have plans to expand our footfall and traffic to other age groups as well. Part of our work is engag-



The freehold development has a net lettable area of 163,511 sq ft

SHAHNIN YAHYA/THE EDGE



PICTURES BY KIP REIT MANAGEMENT



Top and above: KIPMall Masai is currently 92% occupied with more than 200 tenants; KIP REIT is exploring the idea of adding a proper F&B section to the mall

Left: The judges with the KIP REIT and HBMK teams

Outlook and opportunities

The group aims to benchmark KIPMall Masai and all of the malls in its portfolio in the long term. “Our long-term vision is to be the main destination for shoppers there. Over the years, we have recognised our [target audience] which is also made up of foreign workers with unconventional working hours. So, we have quite a diverse group of shoppers who come in at different times of the day. The factors to consider here are mostly geographical and cultural,” says Ong.

“In the long term, we will continue to observe trends. One of the things we would like to implement at KIPMall Masai is a proper F&B section, and we are currently having discussions about it. At present, since the renovation to accommodate Jalan Jalan Japan at KIPMall Masai, we do not have any plans for an extensive AEI, but will initiate such a programme if necessary.

“In the meantime, we will continue to maintain the conditions of our mall by focusing on our core strengths of leasing, marketing and maintenance such as repainting and doing something about the road premix and glass panel, as well as improvement of the air ducting system in the food court.”

According to Ong, KIP REIT Management has a portfolio of six malls in several cities and towns across the country. “We do look at opportunities to include more properties in our portfolio, and to integrate our sustainability efforts into them, including ESG measures. In our annual report, for this financial year, we also have a bit of an improvement in how we track these.

“Diversity and inclusion are important to us because people management is one of the key things for our performance, while in terms of governance, we also have SOPs that we comply with and revise according to the changing business environment.

“During the pandemic, we looked into energy and water consumption very closely. I think that was the reason why we changed our operating times as well, because we knew that certain times of the day were restrictive to people who wanted to come in. We also explored initiatives that covered subjects such as waste management, while educating shoppers on its importance.”



ing with potentially more new shoppers,” he says. “Consumer behaviours change rapidly, hence we encourage our tenants to adopt new technologies in their business. Some of our tenants are mom-and-pop businesses and have smaller operations, so we help them leverage our social media platform [which has a following] to enhance their business. We also encourage our tenants to offer cashless or QR payments, among other technologies.”

Green initiatives

KIP REIT Management intends to leave its mark by improving on ESG factors in the communities. “We want to ensure the property is able to withstand challenging times, and that the immediate community grows with us,” says Ong.

The group is particularly proud of KIPMall Masai’s solar photovoltaic systems, one of which produces 428kWp of electricity while the other has the capacity for 165.1kWp. Both are connected to the main switch board that supplies power to the air conditioners in the mall.

The group and HBMK have also implemented a set of key performance indicators (KPIs) called the Appraisal Goal Setting for the maintenance crew to fulfil. “This KPI is monitored on a monthly basis and will be reflected in the maintenance crew’s yearly performance review,” says Ong.

The cleanliness of the mall, which is highly noticeable, is handled by An Nur Kleen Maintenance Sdn Bhd, with a total of 12 personnel deployed. The landscaping in the surrounding area is also properly managed and handled by the cleaners.

The group has also implemented an asset enhancement initiative (AEI) at Auto Mall, a part of KIPMall Masai. The main objectives are to increase income, to fill up vacant lots at Auto Mall, to bring in an electrical shop for a better trade mix and to bring more footfall to the area.

“The cost of the AEI project was RM203,780. The income generated per year from this project is RM209,400,” says Ong.

In terms of cost optimisation, the most significant difference between what was budgeted and the actual figure would be in terms of total expenditure. “It was budgeted at RM336,432, but the actual expenditure only came to RM200,265. This significant difference of around 40% was caused by the pandemic, as minimal works and activities were done inside the development,” he says.

“We want to ensure the property is able to withstand challenging times, and that the immediate community grows with us.” – Ong



BELOW 10 YEARS

Single-owned Office in a Mixed Strata

BRONZE

Menara JLand

Menara JLand reaching for greater heights

BY HANNAH RAFEE
city.country@bizedge.com

On Level 34 of Menara JLand in Johor Baru is its sky garden with a cantilevered glass observation deck that unveils a crisp, clear view of the busy Johor-Singapore Causeway and its surrounding areas. At 170m above ground, this feature of the tower is fast becoming a tourist attraction in the city centre. Dubbed “the epicentre of the south”, Menara JLand is a commercial and sustainable Grade A office.

The landmark, which was built according to MSC standards and has a Green Building Index (GBI) gold certification, is a Bronze winner in the Below 10 Years Single-owned Office in a Mixed Strata category.

DASB Property Management Sdn Bhd CEO Datin Ismahana Musbah, manager Fatimah Abdullah and their team are delighted with the recognition.

“We are thankful for the recognition and kind words. Although this is our first time competing for this award, we are truly honoured to be chosen as a winner for the category, having had to compete with many established players in the industry,” says a beaming Ismahana via a virtual call.

“This award is a strong motivation for us, the Menara JLand team, and we are incredibly happy to share the news of this award with our stakeholders,” she continues, adding that she hopes the win will be an impetus for the company to win more awards in the future.

Completed in 2018, Menara JLand is a single-owned office in a mixed-use strata development, with a gross floor area of 406,533 sq ft. Developed by Johor Land Bhd, the tower has a net lettable area (NLA) of 259,994 sq ft and land area of 230,756 sq ft.

The building has 30 floors of office space, 195 car parking bays and 19 tenants. Its anchor tenants include CNA, Tourism Malaysia, MRT Corp, Deloitte, Pernas, Arkema, Infinity 8 and MSIG.

“Our current occupancy rate is about 46%, although we have a target to achieve 70% by year end, especially with the opening of borders between Johor Baru and Singapore.

“We are also targeting other companies in Asia, especially those from Hong Kong, China, South Korea and Japan, and we are confident of achieving our target as we are witnessing more activity in the light of the reopening. We have just received our Malaysia Digital Status (formerly known as the MSC status). This will guarantee that the occupants will enjoy our world-class facilities smoothly without any interruption,” says Ismahana.

Founded in 1975, DASB is the property services arm of Johor Corp (JCorp) that provides integrated asset lifecycle management services and solutions.

With over 400 employees, DASB manages a portfolio of commercial, industrial, healthcare, residential and government properties, with a total NLA of 1.29 million sq ft for offices and 0.61 million sq ft for malls in Johor Baru and Kuala Lumpur.

The company is a Grade 7 contractor certified by the Construction Industry Development Board (CIDB) as well as a member of the International Real Estate Federation (Fiaabci), International Council of Shopping Centres (ICSC), Malaysia Retail



“We have just received our Malaysia Digital Status, which will guarantee that the occupants will enjoy our world-class facilities smoothly.”

— Ismahana



“As the purpose-built office market in Johor CBD is improving, we have seen the growth of the prospects list.”

— Fatimah



Chain Association (MRCA), Bumiputera Retailers Organisation (BRO) and Malaysia Shopping Malls Association (PPK).

Challenges

DASB foresees an uptick in activity and tenancy take-up in the near future. “As the purpose-built office (PBO) market in Johor CBD (central business district) is improving, we have seen the growth of the prospects list, and more MNCs (multinational corporations) have shown an interest in expanding their business in our building,” says Fatimah.

She asserts that with key drivers such as the Johor Bahru-Singapore Rapid Transit System (RTS) project, which is expected to be completed in 2024, “it has boosted our Singaporean prospect list due to the currency exchange and better logistic efforts from both countries”.

Nevertheless, DASB believes that it is still a challenging market climate. “As we are running on a low tenancy rate, we will have to absorb the additional costs,” says Fatimah.

To overcome this, the company has strengthened its efforts to further grow the number of tenants in Menara JLand. “We intend to have more event collaborations with listed site platforms and agents, which will expand the market segmentation.

“We will also be running digital campaigns by having more awareness programmes to get more impressions and page reviews towards getting more enquiries or leads,” says Fatimah.

“Receiving this award is also a part of Menara JLand’s accreditation highlights and this will boost our confidence to bring the standard of this prestigious Johor Baru office building to an advanced level,” adds Ismahana.

Fatimah says the building’s tenants are facing challenges as well. “Among the effort to maintain the rental and absorb the service charges is by introducing cost-saving measures without sacrificing on the quality and the tenants’ comfort in the building. Examples of such measures are an assessment of roles for the operations team, rescheduling operating hours of the air-conditioning system, and optimising marketing campaigns by having more online presence rather than the traditional ways of doing things.”

Sustainability diagram

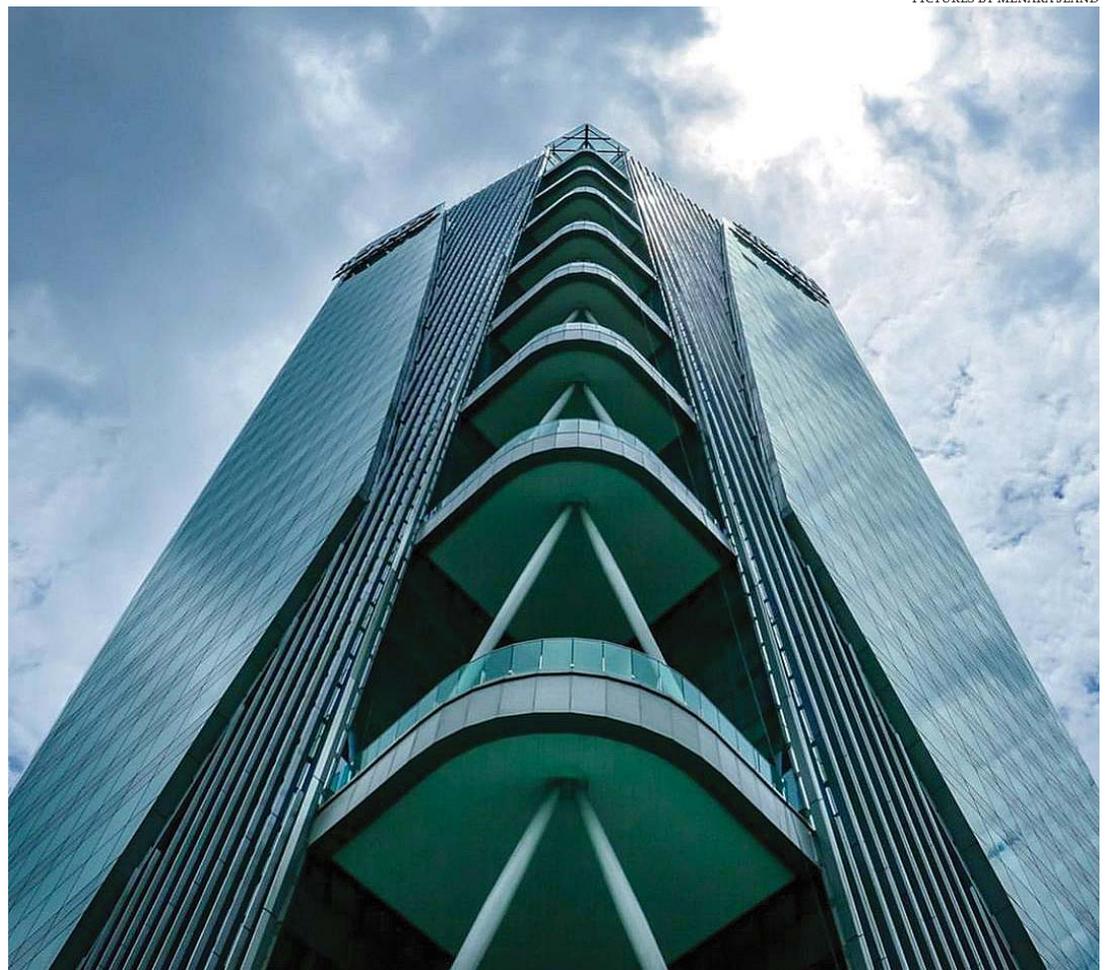
During a visit to the site, DASB’s Fatimah points to its sustainability diagram, which shows some of the building’s sustainable characteristics.

“We measure the success via our energy-efficiency system that shows the actual electricity bill versus the baseline and savings. In terms of material selection, fit-out guidelines were given to the tenants to ensure that only low volatile organic compound (VOC) paints and adhesives are used for all fit-out works.

“For the health and well-being aspects, the building emphasises good indoor air quality. UV lights [installed in air-handling units (AHUs)] kill bacteria and viruses, hence protecting occupants during the haze season. The materials used during construction are also low VOC paints and adhesives,” she adds.

The main building has a north-south orientation to minimise solar heat gain, while the sky garden has an east-west position to utilise solar heat gain for its landscape.

Meanwhile, the wastewater management system collects and reuses rainwater for landscape irrigation. “It recycles water from the ablution area



PICTURES BY MENARA JLAND

The tower's energy-efficient system includes good performance glazing (rejects heat and allows light) and a heat-recovery system

SHAHRIIL BASRI/THE EDGE

Project quick facts

NAME	Menara JLand
ADDRESS	Jalan Wong Ah Fook, Johor Baru
DEVELOPER	Johor Land Bhd
DEVELOPMENT TYPE	Office
GROSS FLOOR AREA	406,533 sq ft
TENURE	Freehold
COMPLETION DATE	2018
PROJECT COMPONENTS	30 floors of office space, 195 car parking bays
NO OF UNITS	87
NO OF STOREYS	30
LAND AREA	230,756 sq ft
NET LETTABLE AREA	259,994 sq ft
MAINTENANCE FEE	RM1.50 psf
OCCUPANCY RATE	46%

Above: Developed by Johor Land, the tower has an NLA of 259,994 sq ft and land area of 230,756 sq ft

Fatimah and Ismahana (second and third from right) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, *City & Country* editor E Jacqui Chan and *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat



Future add-ons

DASB has plans to provide Menara JLand with more features. "We plan to upgrade all the common area lighting to LED lighting. Currently, they are T5 lighting, which were installed in 2018 after the tender process in 2015," says Ismahana.

Another goal is to improve the wellness and nourishment of its occupants. "This is namely the wellness provision of a gymnasium, and nourishing healthy eating habits. For example, urban farming, the selling of strawberries by one of our tenants on Level 8 and the provision of a healthy food vending machine with nutritional information," she continues.

"Other than that, we would like to make use of renewable energy — with solar panels to be used for façade lighting."

As for the building's future, Ismahana says, "We will have regular inspections on the current

systems, a 24-hour live monitoring system and Servedeck, [a smart subscription cloud-based solution] in order to provide feedback and preventive maintenance on the spot.

"DASB also has a waste recycling plan for Menara JLand to collaborate with recycling contractors to collect recycled waste every month and have proper records of waste management," adds Ismahana.

"Our aim is to have 100% of compliance from our tenants towards the GBI specifications by having a certified consultant verify and be fully involved during the pre- and post-fit-out process such as maintaining our venetian blinds to enable our daylight harvesting and anti-glare system, using low VOC spec items, lux sensor application, and installation of thermostats to ensure optimum room temperatures for occupants," she concludes.

to flush toilets, and uses condensation water from the AHUs for the cooling towers," shares Fatimah.

Menara JLand's energy-efficient system includes both active and passive designs. "We have good performance glazing (rejects heat and allows light), and a heat-recovery system brings in fresh air at low energy cost. For the lighting system, motion sensors and lux sensors are used," she adds.

The building has a five-tier security system comprising an extensive visitor management system, turnstiles at the main lobby, card access system to the designated floors only, security patron and 24-hour CCTV surveillance.

10 YEARS AND ABOVE
Retail — Strata

BRONZE

The Summit Subang USJ



From left: Chan, Zuhairy, The Summit Subang USJ MC's secretary Heong Kim Meng and treasurer F S Sek



The shopping mall organises community events such as blood donation drives and charity events

Safety, security and health first

BY RACHEAL LEE
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The three main elements that The Summit Subang USJ management corporation (MC) and property manager focused on when they refurbished and upgraded the 24-year-old stratified shopping mall were safety, security and health. This has earned it a Bronze in the 10 Years and Above Retail — Strata category.

Once a landmark on the fringes of the mature USJ township in Subang Jaya, it is now a relatively older mall in the competitive Klang Valley retail market. After more than two decades, it is not without its fair share of challenges.

When the mall was injected into AmFIRST Real Estate Investment Trust (AmFIRST) in 2008, it already had a “sunset image”. Upgrading and refurbishment works were conducted to give it a facelift but very soon, The Summit Subang USJ faced its first major challenge — the construction of an extension of the light rail transit (LRT) system on a 1.02-acre parcel in front of the mall from 2012 to 2016.

Like other construction sites in Malaysia, the LRT construction came with hoardings, essentially blocking the façade of the mall. Not only that, some shoppers wrongly assumed that the mall had stopped operating when it was still business as usual there.

While the LRT track construction works were going on outside the mall, refurbishment works — including on the lift system, flooring and escalator — were being conducted inside the mall, says MC chairman and AmFIRST deputy CEO Zuhairy Md Isa.

Challenges

“Some tenants left the mall during the LRT construction period. And with the refurbishment, we managed to change certain tenants. Retailers like HomePro came in upon the completion of the refurbishment. We also upgraded the cinema and relocated some tenants to other parts of the mall,” says Zuhairy.

Just as things began to look promising with the completion of the LRT construction works and further facelift of the mall, the pandemic landed and presented another challenge to the mall. Property manager RCMC Sdn Bhd came into the picture in 2020 to continue with the upgrading works of the mall.

Project quick facts

NAME	The Summit Subang USJ
ADDRESS	Persiaran Kewajipan, USJ 1, 47600 Subang Jaya, Selangor
DEVELOPER	Meda Corp
DEVELOPMENT TYPE	Strata shopping mall
NET LETTABLE AREA	750,000 sq ft
OCCUPANCY RATE	59%
NO OF UNITS	544
MAINTENANCE FEE	RM1.65 psf

RCMC director Richard Chan says the mall will continue to see changes — he believes that “the only constant is change” — to keep it relevant in an ever-changing society. While upgrading an old building requires a lot of money, he notes that the priority will always be on safety, security and health.

“The older the building, the higher the maintenance cost and the higher the replacement cost as well. Even though we have spent a lot of money on the refurbishment, what we have done [mostly] is something you cannot see. The refurbishment works earlier involved new escalators and lifts but it did not involve all the lifts and escalators. So, when we came in, our emphasis was to focus on these things,” he says.

“Many people said the MCO (Movement Control Order) was a bad time but it was the opposite [for us]. It was a blessing in disguise because not many people were around the mall during that period, so we could do a lot more things. We made a lot of changes, rectified a lot of areas [including getting rid of] mould, which was a serious issue. The main thing was looking for the cause of it and we realised that the mould was there because it was too cold and that condensation was the problem. So, we rectified the air-conditioning system and repainted the affected areas. We actually ended up saving money because we saved on the electricity bill after we increased the air-conditioning temperature.”

Another safety issue it has tackled is obtaining a fire certificate, while at the same time rectifying fire-fighting-related issues that were not working. It has also improved its CCTV system and now all its CCTV cameras are working.



The Summit Subang USJ is a strata mall with individual ownership of the lots

PICTURES BY SHAHRILL BASRI / THE EDGE

The Summit Subang USJ has been positioned as a community neighbourhood mall



SHAHRILL BASRI / THE EDGE

BRONZE THE SUMMIT SUBANG USJ



While the mall was undergoing refurbishment and upgrading works during the pandemic, it also saw cost savings during the MCO when non-essential shops were not allowed to open, resulting in savings on air-conditioning and electricity costs.

Zuhairy notes that from the cost-saving efforts, the mall had a surplus of RM6 million, of which RM4 million has been given back to the lot owners in the form of service charge waivers. That has helped them weather the tough pandemic period.

Chan says the surplus is also the result of a 98% service charge collection rate. Tenants were given a one-month service charge waiver in 2021 and two months in 2022.

Community neighbourhood mall

As the country transitions to the endemic phase, The Summit Subang USJ is gearing towards attracting back the crowd. Zuhairy says the mall has been positioned as a community neighbourhood mall.

“What I mean by being a community neighbourhood mall is that we are not a high-end mall that brings in luxury brands. We encourage and we also work closely with the community, the council and people representatives to hold community events here. The events we do include blood donation drives and charity events.”

For example, the mall brings in a Zumba in-

Zuhairy (centre) with (from left) The Edge Malaysia editor emeritus and the awards' chief judge Au Foong Yee, editor-in-chief Kathy Fong, The Edge Media Group publisher and group CEO Datuk Ho Kay Tat and City & Country editor E Jacqui Chan

structor and pays her an allowance for a weekly free-for-public Zumba session at the mall. The session has since attracted about 40 people each week.

There is an international school inside the mall, and when the school organises its competitions in the mall, it also helps bring in the crowd.

“And, of course, we work closely with MBSJ (Subang Jaya City Council) for free community events here ... We do selective events to cater for our target audience and we are not competing with the malls nearby. We have a few community shops and we cater for the lower-income group. We don't look down on them because they also need to survive and these are the community things we do. We also invite them to community events like, for example, we pay them to make cookies for the events we hold,” says Chan.

Strata situation

Both the MC and property manager admit that it has not been an easy task handling a strata mall due to the individual ownership of the lots within the mall. Chan says the management cannot control the type of tenants the owners want to rent their units to, but it will try to work with them.

“[Most] owners only think of themselves and not the overall [mall situation]. For example, some owners want to rent their units to F&B operators but we disagree because there is no exhaust in the units. [Fortunately,] there are laws and regulations from the council ... as they need to get approval from the council for the lot renovation. There are [by-laws] to control them. We don't report them but we try to talk to them and tell them about the good practice,” he says.

Zuhairy agrees, adding that the MC and management will talk to the lot owners to inform them of the preferred zoning at certain parts of the mall. “But The Summit before and now is very different. Those days, activities related to illegal DVDs were rampant but that is no longer the case. One of the roles of the property manager and MC is to eliminate all these unwanted activities. We want to make it a community neighbourhood mall, so we want the shoppers — especially young children and seniors — to feel comfortable and safe here. A strata mall is not easy to manage but we want to make sure the mall continues to develop; even though we don't want to and cannot spend too much, we do the best we can.”

Another issue is that as some lots are owner-occupied, the owners-cum-operators can choose to open and close their shops at any time they want to. This is a disadvantage compared to the single-owner shopping malls nearby.

Future plans

Chan notes that the important element when it comes to maintenance is the equipment. While all the CCTV cameras in the mall are working, it plans to upgrade over 100 of them to offer sharper images.

The mall also plans to replace the water-cooled package unit (WCPU) system. Chan explains that not only does the current WCPU inside the mall incur a higher maintenance fee, it also has a shorter lifespan.

“We cannot even find the parts [for replacement now], and the consumption is also very high. It is worthwhile for the management to fork out the money to replace the system even though it is not cheap. The cost is about RM6 million. But we estimate the electricity cost savings from this system to be as high as RM100,000 a month. It is good in the long term,” he explains.

Zuhairy says it is important to explain to the owners the importance of replacing the WCPU, and that the management is working innovatively to fund it over a certain number of years.

The Summit Subang USJ is also anticipating the opening of an indoor theme park, known as Fun X World, this month, he says.

“We are waiting for the necessary approval and licence to operate. It is a theme park where the children, community and parents can come. The kids can come and play, while the parents can have their social gathering. It is over 50,000 sq ft. It is pending the licence from the council and hopefully we can open it in August. This could be an anchor that brings in the crowd,” he adds.

Zuhairy reckons that the success of the mall is due to the same vision the management has had, despite the different MCs over the years. “What we are doing today will be continued tomorrow. We cannot get 100% people in agreement but we go according to the law. The MC and property manager will not stop there but we are here to serve the owners and the community while bringing in more retailers.”

BELOW 10 YEARS
 Multiple-owned Strata Residential

BRONZE
Sunway Montana


Living well amid nature



Above: The 14-acre private forest has a positive effect on the urban atmospheric environment, as it removes gaseous air pollution through its leaves

Left: Sunway Montana comprises 315 units of villas, semidees and townhouses, with just five units built on each acre

BY **CHUNG YING YI**
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Sunway Montana in Desa Melawati, a freehold hillside enclave tucked away in one of the last remaining green lungs of KL city, is a place where residents can relax and unwind amid a natural setting.

Sunway Group's asset management firm, Sunway Property & Facility Management Sdn Bhd (Sunway PFM), strives to create a sustainable community on undulating terrain with minimal environmental impact that focuses on wellness, where community members live in harmony with each other as well as the natural surroundings.

The development, which was completed in 2015, has been awarded Bronze in the Below 10 years multiple-owned Strata Residential Category.

Strategically located just 10km from the KL city centre, Sunway Montana is spread across 56.4 acres and comprises 315 units of villas, semidees and townhouses, with just five units built on each acre.

According to Sunway PFM, as the houses are built on elevated terrain, moderate winds will blow away and disperse pollutants, thus ensuring good air quality.

Residents have easy access to the development's Platinum Leadership in Energy and Environmental Design (LEED) certified clubhouse. Designed to reduce energy costs by 40% and water use by 48% annually, the 19,000 sq ft clubhouse features an overhang structure for shade and natural ventilation, sunshade louvres, photovoltaic panels, rain-water harvesting, and an open layout that promotes natural light and ventilation. Facilities include a swimming pool, gymnasium, sauna, karaoke room, gourmet kitchen, library and viewing deck.

Sunway Montana has 60% of green spaces dedicated to linear parks, community gardens, pocket parks and play gardens, as well as a 14-acre exclusive private forest with an elevated skywalk that offers panoramic views of the city centre.

Sunway PFM says the private forest has a positive effect on the urban atmospheric environment, as



The entrance is guarded by security personnel and access cards are provided to residents

it removes gaseous air pollution through its leaves while the trees generally lower air temperatures. The increased tree cover is also able to reduce volatile organic compound emissions and ozone levels within the development.

The management firm has established a forest management plan and a landscape management plan to ensure the trees and ground cover are well maintained for improved air quality.

"We only built a jungle trail in the private forest as we want to maintain the natural form of the forest and do only regular maintenance checks. During the development stage of Sunway Montana, we worked closely with landscape architects in choosing the right type of plants to be planted in the vicinity. Native plants such as saraca cauliflora, dillenia reticulata, tristania whiteana, cananga odorata and lantana camara were used in the landscape as they suit the tropical climate, and thus require less maintenance," says Sunway property development division central

region senior executive director Chong Sau Min.

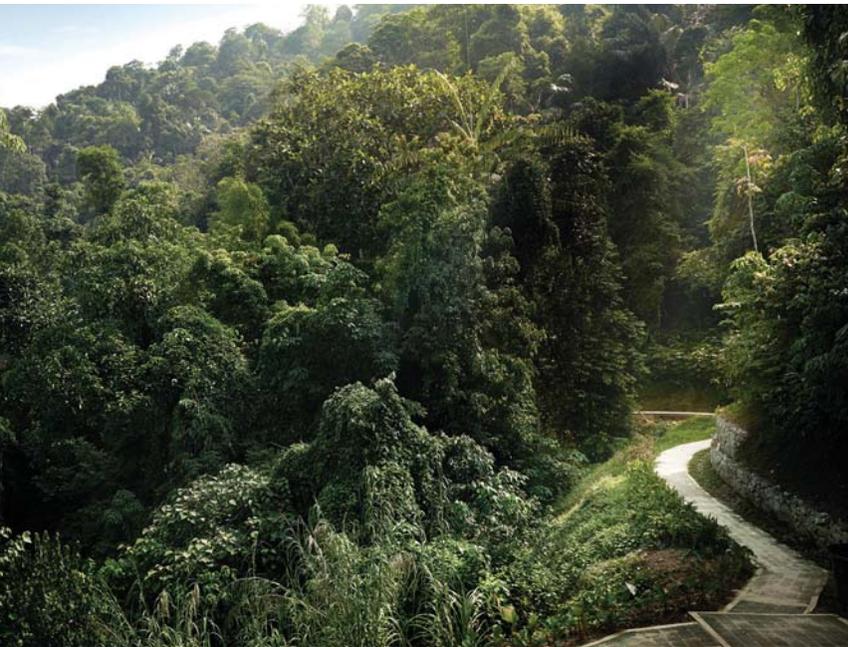
To maintain such an extensive landscape area, the management has set aside a budget of about RM9,000 to RM10,000 yearly for replanting, clearing the tracks of algae, and other cleaning works within the development.

According to Sunway PFM chief operating officer Cheng Jew Keng, the working relationship of Sunway Montana's residents in the management corporation (MC) is quite structured. "Our policy is to always practise good corporate governance and be transparent with our business stakeholders."

"For every resident who joins the MC, there will be clear decision guidelines and financial authorities. We do not make our own decisions and will always refer to the [various] committees instead because they are the owners and have a hand in making the right decision as well as sharing their views."

To ensure effective communication, each committee is assigned specific duties and responsibilities. "We created a property management appli-

PICTURES BY SUNWAY PROPERTY



The LEED-certified clubhouse is designed to reduce energy costs by 40% and water use by 48% annually

SHAHRILL BASRI/THE EDGE

cation called SPFM, through which residents will be able to lodge complaints and book facilities via their mobile devices. It also serves as an official communication channel for the residents and management,” explains Cheng.

The monthly maintenance fee for Sunway Montana has been kept at 17 sen psf since day one, which is relatively lower than the market rate of 30 sen psf. This is because Sunway Property and Sunway PFM worked very closely from the start.

“We have data-driven insights of what is considered good design that requires minimal maintenance in the future. For instance, Sunway Montana has proper drainage systems that prevent water accumulation and reduce soil erosion,” says Cheng.

“Everything we do has to be well planned and designed from the onset. This is crucial because if the developments were built and designed in a wrong manner, the cost implications will be seen later on,” he explains.

He reckons that future inflationary pressure is unavoidable but when the management decides on the development’s maintenance fees, there is usually a small buffer to cover annual inflation. “Therefore, we hope that both sides will be able to strike a balance and if we are unable to balance both sides, we will bring it back to the MC and let the committee decide.”

Launched at prices of between RM638 and RM679 psf, unit prices have since risen to around RM716 to RM1,001 psf in 2022.

Good management and transparency

Strata properties have a very tight maintenance budget funded by the owners within the development.

“This is where we need to think of ways to reduce the staffing levels and expenditure spent. As such, we tried to do it in a centralised manner from the pool of resources that we have,” says Cheng.

“For example, we have access to a team of engineers to provide backup services and engineering solutions to Sunway Montana as and when required. This is how we help each other to reduce the cost of maintenance,” he adds.

Sunway PFM has managed to accumulate a healthy sinking fund of close to RM1 million to date. The collection rate was 94% as at Feb 28 this year.

“The residents will generally pay the charges on time because they are satisfied with our service and they understand that they have to pay up as everything needs money to move on. Consequently, having the right project density gives us the base to divide our share value and maintenance charges as well as provide the right kind of facilities within the development,” says Chong.

As for security services, the development received a score of 86% in its annual customer satisfaction survey. The security measures tackle common threats like robbery, damage to property as well as

Project quick facts

NAME	Sunway Montana
ADDRESS	The Clubhouse, Montana Melawati, No 12, Jalan Desa Melawati, Desa Melawati, 53100, Kuala Lumpur
DEVELOPER	Sunway Bhd
DEVELOPMENT TYPE	Multiple-owned strata residential
PROJECT SIZE	56.4 acres
COMPLETION DATE	2015
NO OF UNITS	315
MAINTENANCE FEE	17 sen psf
OCCUPANCY RATE	90%
FACILITIES	Playground, linear park, jungle trail, swimming pool, gym, sauna, gourmet kitchen, karaoke, yoga room, library, meeting room and executive lounge
ENERGY-SAVING FEATURES	Rainwater harvesting and solar panels

protection of the community within the development to create a safe environment.

The entrance and lobby areas are guarded by security personnel and access cards are provided to residents to enter the premises. Closed-circuit television (CCTV) cameras keep watch on the perimeter fencing and entrance/exit. The system is connected to a digital video recorder in the clubhouse’s management office. Each unit is also equipped with an intercom for residents to communicate among themselves and with the security guards.

Overcoming challenges together

Open and transparent communication with residents and implementation of clear house rules so everyone will be treated equally are some of the ways to handle the challenges of managing strata residences, Cheng believes.

To ensure successful management of Sunway Montana, it is important for Sunway PFM to have the right attitude, skill and knowledge as well as sufficient emotional intelligence to be able to relate to the MC and residents, and ultimately, being able to make wise decisions.

“We spent a lot of effort to ensure Sunway Montana is well-planned and designed, with inputs from the right structural consultants and landscape architects. Generally, it is easier to maintain as compared with a high-rise and high-density development, and requires fewer major repairs and mechanical installations in the long run,” says Cheng.

In the not-too-distant future, Sunway PFM intends to have security guards accompany visitors to the respective units of Sunway Montana when they call on friends who reside there. While this



SHAHRIN YAHYA/THE EDGE

Chong and Cheng (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and awards’ chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan



Cheng (left, with Chong): For every resident who joins the MC, there will be clear decision guidelines and financial authorities

will help uplift Sunway Montana’s profile, it will also incur costs, so the plan is still being looked into.

Technology-wise, the management is looking to install additional and new CCTVs that can detect movement and unauthorised entry.

“Another aspect that we have recently implemented is digitalisation. A smart application has been developed for residents to register their guests from their personal devices. Once registered, the guests will receive a QR code and be allowed to enter the premises, which will enhance traffic flow,” says Chong.

The entire process makes the turnaround time faster, but more importantly, the guards will have more time for patrolling and dealing with security issues. This, however, will involve investments from Sunway PFM.

“All of these are expected to be implemented in 2023 and the sinking fund will be sufficient to cover these upgrading works. We just need time to discuss with the residents and convince them,” concludes Chong. **E**

THE EDGE MALAYSIA-ILAM MALAYSIA'S SUSTAINABLE
LANDSCAPE AWARDS 2022 – Landscape Design

BRONZE

Mont' Kiara Bayu

A passion project

BY CHAI YEE HOONG
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“Creativity that is born out of adversity” is how Mont' Kiara Bayu Management Corporation (MC) chair Joanne Wong describes the landscaping at Mont' Kiara Bayu, or MK Bayu — a Bronze winner in the Landscape Design category of *The Edge Malaysia-ILAM Malaysia's Sustainable Landscape Awards*. The property was previously awarded Bronze in the 10 Years and Above Multi-owned Strata Residential category at the Best Managed & Sustainable Property Awards 2020.

“During the Movement Control Orders when people could not go anywhere and we had nothing much to do, I came up with an idea to turn some underutilised space within the property into something like the Bayu Herb Garden, Serenity Corner ...” says Joanne, who has been a resident of MK Bayu for 14 years and currently heads the landscape sub-committee under the MC.

Located off the busy thoroughfare of Jalan Kiara in Mont'Kiara, Kuala Lumpur, the five-acre MK Bayu development by Sunrise Bhd (now UEM Sunrise Bhd) boasts lush canopies of mature trees and green landscape features in every corner. Of the 398 units in total, about 80% are currently occupied.

Since the property was completed in 2002, it has witnessed a gradual evolution of its overall landscape and vegetation, including the latest enhancement, improvement and upgrading efforts over the last 2½ years.

“Through the years, we have planted a lot of perennials that can be propagated and also intentionally selected plants that give a Balinese tropical resort essence such as palm trees, red palms and frangipanis,” says Joanne.

“We select plants that [exude] a Balinese essence because this is MK Bayu's signature. I don't want to change this theme. We may have some modern upgrades in some areas, but we are not changing our original essence,” she remarks.

One of the first landscape features to greet you driving past the guardhouse and into the property is the crescent foyer garden by the grand porte-cochère. “I have added a Balinese water feature with perennials and tropical plants like cordylines, bird's-nest ferns, palms, *hati-hati* and elephant ears,” Joanne says.

Meanwhile, a key project at MK Bayu is the thriving Bayu Herb Garden, which was spearheaded by Joanne along with several other residents, namely Claudia Wong, Nalini Panicker, Anna Lee, Ho Siew Loon and Tan Bing Xuan.

Says the MC chair: “The herb garden took two years to set up and become what it is today. There was a lot of planning and replanning in terms of the division of the land, which has also been redivided for the plants to grow. There was also a lot of trial and error in the beginning in terms of the type of soil to use for certain plants and herbs. Today, I think the herb garden is thriving.”

The charming Bayu Herb Garden today boasts an equal mix of herbs and edible plants as well as a selection of fruit trees. These include curry leaves, laksa leaves, pandan leaves, basil, rosemary, sweet potato leaves, mint, mugwort, *daun kaduk* (wild pepper), *bunga kantan* (torch ginger), *lengkuas* (galangal), dragon fruit, banana and papaya. “We have [harvested] the bananas twice, the ladies' fingers, bitter gourds and eggplants,” Joanne says with a smile.

To many residents, the Bayu Herb Garden is today a therapeutic space and a place to connect



MK Bayu's crescent foyer garden by the grand porte-cochère is one of the first landscape features to greet visitors and residents



From left: Nalini, Susan, Joanne and Claudia in the Serenity Garden

ZAHID IZZANI MOHD SAID/THE EDGE



The property boasts lush canopies of mature trees and green landscape features in every corner

with one another. “Housewives, especially, like to go to the herb garden for convenience sometimes when they forget something for their cooking. The herb garden is also a community bonding project. When I see [residents] there, they'll talk to me, and I sometimes get them to join the herb garden group.

“We have also put up little notices that say: ‘For those who take from the herb garden and have been blessed, please give back in some ways to the good earth for more blessings to come’. Sometimes, residents who are not directly involved in this project will contribute seeds or whatever they can. I think this shows that they really appreciate what we are doing, and it is encouraging,” she enthuses.

“Although the herb garden was born out of my personal interest, it is for the benefit of the MK Bayu community. My term is supposed to end next year. Nonetheless, I will remain in the Bayu Herb Garden group. It is not an official group, but I believe as long as we are living here, we will remain. And I think most people already know me as the ‘green fingers lady’, so I guess I will be here to stay,” she quips.

The condominium's property management company Apex Choice Property Management Sdn Bhd director Susan Wong chimes in: “At MK Bayu, it is about the passion and love for the flora and fauna aspect of the landscape.”

In total, there are around 43 types of herbs, vegetables and fruit trees in the herb garden today, on top of eight tree species, 35 types of flowering plants and shrubs, and 10 types of ferns within MK Bayu's landscape design.

A thoughtful, tropical oasis

Filled with colourful plants, hedges and rocks, the recreational deck on the fifth floor of the property is a tropical oasis that houses facilities including a gym, barbecue area, saline swimming and wading pools, gazebos and sitting areas, as well as two tennis courts and a badminton court.

“At the recreational deck, we have replanted some of the wilting flowers with cannas and frangipanis



The recreational deck on the fifth level is a tropical oasis filled with colourful plants, hedges and rocks

as they are some of the most vibrant and colourful flowering plants, so to speak,” says Joanne.

She adds that neem trees have also been planted where the reflexology path is “as they are known for their antioxidant properties and are beneficial to residents who like doing their *tai chi* there, for example”.

Like the Bayu Herb Garden, the Serenity Corner was once another underutilised space. “During the MCO, residents were not allowed to use the facilities such as the swimming pools, gym, and the tennis and badminton courts. So, I came up with the idea for the Serenity Corner,” says Joanne.

“We cleared out the space and put in a simple swing and benches. Some of the residents now go there to do some simple exercises, and I think the place is very conducive if you want to escape from your unit for a moment of fresh air and some me-time,” she adds.

The MC engages a sub-contractor who provides three workers to help with the maintenance of the landscape as well as the compost soil.

The children’s playground areas have also been improved. “They were initially full of cordylines, which is a nice companion plant, but when there are too many of them, mosquitoes can breed. That’s why I removed them. I wanted to make [the playgrounds] a relaxing area for residents, especially when they cannot go out. This area is now a place where they can relax by a water feature, have a picnic with their family or play with their children,” says Joanne.

“At the playground, we also try to have more grass for people to walk or stand barefoot, also known as earthing or grounding,” she adds.

Nalini pipes up: “It is a natural therapy that detoxes the body. People go there to walk.”

In addition, MK Bayu’s covered walkway to its Bayu Walk retail annex has been updated, says Joanne. “We have lined the link way with Balinese pots, pebbles and water plants like arrowhead.”

Not an avid facility user, Claudia thoroughly enjoys the landscaping aspects of the property’s grounds. “I don’t use the facilities very much but the landscape makes my heart very calm and peaceful. It is like watching a piece of art transforming, instead of just hard concrete. It is like walking into an art gallery, but a live one.”

Being a single-tier development, MK Bayu is well ventilated. “We have a lot of free air flow within our corridors, within our units and outside in the common areas. That’s why we are called ‘Bayu’, which means breeze,” Joanne remarks. “In the mornings, we can hear birds chirping in the trees and in the gardens, we see butterflies.”

Taking it to the next level

Meanwhile, MK Bayu is taking sustainability in terms of landscape maintenance to another, and also more eco-friendly, level.

This includes having a designated space as a nursery for propagating plants and a proper compost area. “We are already expanding the landscape by planting more fruit trees and propagating our plants as most of the plants in our landscape are perennial. This helps with financial sustainability and keeping costs low.

“As for the compost area, we specially built it 2½ years ago. It used to be a little pit with nothing much going on, but we have now turned it into a proper compost area. We have also planted some flowers and plants next to the compost pit [to beautify the area and encourage residents to

ZAHID IZZANI BIN MOHD SAID/THE EDGE



The children’s playground areas have been improved and also planted with grass for people to practise earthing or grounding

LOW YEN YEING/THE EDGE



Susan and Joanne (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

throw their organic waste there,” Joanne adds.

The MC is currently adding more sprinkler systems and water harvesting tanks to save resources and to minimise labour. “We are adding more sprinklers with timers as we are very conscious of our water usage.

The condominium also utilises rainwater harvesting to save resources. “We currently have a very simple system whereby we have drainage from the recreational deck that goes into a pipe down to our water tank, which is 500 gallons. That was our pilot project. For our next one, we are looking to add another two tanks,” Joanne says.

According to Susan, the cost to maintain the landscape at MK Bayu is not significant. “The initial costs would definitely be a tad higher from buying the rainwater harvesting tank, sprinklers and the works. But after that, it is basically preventive maintenance so [the cost] will work out. The cost for water would also have come down by a certain percentage due to the rainwater harvesting system in place, so less and less would be required.”

The MC is also looking into the possibility of having new roof catchment areas for rainwater harvesting as well as tapping into solar energy in the near future. **E**



The Bayu Herb Garden boasts an equal mix of herbs and edible plants as well as a selection of trees

BELOW 10 YEARS
 Retail – Non-strata

SPECIAL MENTION

Quayside Mall

More than just a neighbourhood mall

 BY CHUNG YING YI
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Kota Kemuning received a significant boost with the opening of Quayside Mall in December 2020, as it quickly became a new landmark in the area. Developed and managed by Gamuda Land, the property arm of Gamuda Bhd, Quayside Mall offers a unique new retail offering for residents and visitors alike.

It earned a Special Mention in the Below 10 Years Retail - Non-strata category.

Occupying 6.36 acres, Quayside Mall is complemented by 2-storey outdoor shops and connected to a 10-storey office block called Quay Tower. It is one of the components that make up the 257-acre twenty-five.7 township development, which also comprises residential properties.

The 4-storey Quayside Mall comprises 107 retail shops and 19 kiosks and has 305,615 sq ft of net lettable area. Its anchor tenants are Jaya Grocer and MBO Cinemas while Harvey Norman and Good2U Outlet Store are the mini anchor tenants. F&B outlets there include Ying Ker Lou, Uncle Don's, Rakuzen and Starbucks. The mall is also home to Quay Hall, a 12,960 sq ft event space that can accommodate up to 1,000 pax.

Focused on sustainability

To ensure adequate indoor air quality (IAQ), Gamuda Land commercial real estate executive director Larisa Chan says that all 31 air-handling units within the mall are equipped with ultraviolet germicidal irradiation (UVGI) lighting. "The UVGI system is a disinfection method that uses shorter wavelengths than the more penetrating UV-A and UV-B rays and poses less risk to human health. It is able to eliminate or inactivate microorganisms such as bacteria and viruses, which ensures a safer space for everyone.

"We conducted in-house lab tests in 2021 and another in early 2022 prior to the installation and the results showed that the IAQ was good. We shall continue to maintain this system to ensure its effectiveness through regular checks via our in-house lab tests," she explains.

She says the mall is unique as it has a "more green" design, with a lot of plants placed in the indoor and semi-outdoor common areas. "These plants act as natural purifiers by absorbing harmful chemicals and, ultimately, making tenants and patrons healthier. This is also related to our recent biophilic design, whereby the concept is implemented to increase occupant



Solar PV systems cover 61,418 sq ft or 53% of the mall's roof



Chan: For the remaining 9% leftover space, we are quite selective on the tenant trade mix as we intend to fill up the gaps of the trades that are still missing

connectivity to the natural environment through the use of direct nature, indirect nature and space and place conditions, says Chan.

Gamuda Land has also installed indoor portable air purifiers that come with high-efficiency particulate absorbing (Hepa) filters.

The company believes that proper food waste management plays an important role in reducing waste disposal expenses and landfill waste. The mall has a food-waste composting machine located in the wet refuse chamber at one of the loading bays. The machine turns 500 litres of waste into 100kg of compost in 24 hours.

"We started this initiative in February this year and on average, about 670kg of food waste is collected weekly. As at end-June, a total of 1,120kg of compost had been generated. After the compost is generated, it can be used as fertiliser for the township's landscaping to boost soil fertility.

"This initiative also saves about RM1,900 monthly in transport cost as fewer trips are required to send the garbage. So far, Jaya Grocer and a few F&B tenants are participating in this initiative. To encourage more F&B tenants to participate, we in-

SHAHRIILL BASRI/THE EDGE



Gamuda Land project director Lam Sew Chee and head of commercial real estate Alex Kua (third and fourth from left) with (from left) *The Edge Malaysia* editor emeritus and the awards' chief judge Au Foong Yee, editor-in-chief Kathy Fong, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

Project quick facts

NAME	Quayside Mall
ADDRESS	Kompleks Perniagaan Gamuda, Persiaran Freesia, Gamuda Kemuning, 25.7, 42500 Telok Panglima Garang, Selangor
DEVELOPER	Gamuda Land
LAND SIZE	6.36 acres
DEVELOPMENT TYPE	Retail mall
COMPLETION DATE	December 2020
BUILT-UP	Gross floor area – 504,539 sq ft Net lettable area (excluding kiosks) – 305,615 sq ft
MAINTENANCE FEE	RM2.30 psf
OCCUPANCY RATE	91%
INDOOR AIR QUALITY FEATURES	<ul style="list-style-type: none"> UVGI lighting Aurabeat AG+ portable air purifiers with HEPA filters

tend to incentivise them by getting in some green funds," Chan says.

Choosing the right tenant mix

Gamuda Land has maintained an average service charge collection of over 88%, with an average debtor turnover of eight days. Currently, the service charge is RM2.30 psf.

The management has a standard operating procedure in collecting service charges, including sending payment invoices, reminder calls as well as weekly visits to ensure owners are aware of the payment due date.

Quayside Mall is currently 91% occupied. "For the remaining 9%

leftover space, we are quite selective on the tenant trade mix as we intend to fill up the gaps of the trades that are still missing. We are looking to bring in children-related offerings, lifestyle and entertainment trades, or even more F&B businesses. We want to create a neighbourhood mall where people in Kota Kemuning will not have to travel to other malls," Chan says.

As the country enters the endemic phase of Covid-19, Chan says the footfall at Quayside Mall has improved, with an average footfall of 450,000 monthly. This is 20% higher than what had been targeted for this year.

"The mall was designed as a hybrid mall comprising indoor and semi-outdoor areas to cater for the needs of consumers in the post-pandemic era. Most of the essential services and F&B businesses are in the semi-outdoor area, which has good ventilation and is a right choice for the retail recovery post lockdown," she notes.

To increase the mall's footfall in the future, Chan says capitalising on placemaking initiatives is important. "Quayside Mall is near The Buzz.ar, an open-event platform that comprises bicycle rental and pet grooming services.

"Both The Buzz.ar and Quayside Mall are also connected to The Loop — a 7km network of pet- and wheelchair-friendly walkways — designed to foster sustainable mobility throughout the township while reducing the carbon footprint," says Chan.

She notes that the mall uses energy-saving LED lights to ensure optimum energy efficiency in the long run.

Solar photovoltaic (PV) systems were also installed, covering 61,418 sq ft or 53% of the mall's roof area. "They are expected to generate savings of up to RM560,968 yearly based on the mall's current usage and are able to offset 15% of the mall's consumption of conventional energy. The system requires very little maintenance. It just needs to be cleaned yearly as dust can get stuck on [the panels] and may affect their effectiveness," says Chan.

Pressing ahead

Chan says the main challenge was to sustain the occupancy rate during Covid-19. Rental rebates of between 30% and 50% were provided to some of the tenants and those who had cash flow problems could pay by instalments.

"The rental rebate was offered from May to October 2021, and the percentage was determined based on their trade, whether they are essential or non-essential services, whether they were allowed to operate during the lockdowns and how their sales were affected," she explains.

To better manage the mall moving forward, Chan says there will be a renewal of tenancies in 2023 and the management will look at ways to improve the tenant mix, review tenants that are not doing very well and bring in new offerings in line with the needs of consumers.

"In the immediate term, we are looking to bring in a gymnasium and family karaoke to complement our [existing facilities]. We also plan to set up complimentary bicycle amenities and repair stations, which is expected to serve as a bike hub for the neighbouring community and encourage more people to cycle to the mall," she adds. ■

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Malaysia's Exemplary Sustainable Township
Desa ParkCity

Malaysia's Outstanding Sustainable Residential Strata Development
3 Kia Peng Apartment

Malaysia's Outstanding Specialised Development
Sime Darby Motors City

10 YEARS AND ABOVE – MIXED DEVELOPMENT (ENTIRE)

GOLD: Solaris Mont' Kiara

BELOW 10 YEARS – MULTIPLE-OWNED STRATA OFFICE

GOLD: Menara Bangkok Bank, Berjaya Central Park

BELOW 10 YEARS – NON-STRATA OFFICE

GOLD: Menara Prudential

BELOW 10 YEARS – SINGLE-OWNED OFFICE IN A MIXED STRATA

GOLD: Guoco Tower

SILVER: MOF Inc Tower

BRONZE: Menara JLand

BELOW 10 YEARS – RETAIL - NON-STRATA

SPECIAL MENTION:
Quayside Mall

10 YEARS AND ABOVE – RETAIL - NON-STRATA

GOLD: IPC Shopping Centre

SILVER: Angsana Johor Bahru Mall

10 YEARS AND ABOVE – RETAIL - STRATA

BRONZE: The Summit Subang USJ

BELOW 10 YEARS – MULTIPLE-OWNED STRATA RESIDENTIAL

GOLD: Star Residences

BRONZE: Sunway Montana

SPECIAL MENTION:
Evoke Residence @ Gravitas

10 YEARS AND ABOVE – MULTIPLE-OWNED STRATA RESIDENTIAL

GOLD: 3 Kia Peng Apartment

SILVER: Hijauan Kiara

SILVER: Park Seven

SILVER: The Park Residences 1

BELOW 10 YEARS – SPECIALISED CATEGORIES

GOLD: Sime Darby Motors City

10 YEARS AND ABOVE – SPECIALISED CATEGORIES

SILVER: KIPMall Masai

SPECIAL MENTION:
MOB Specialist Clinics, Gleneagles Kuala Lumpur

THE EDGE MALAYSIA -ILAM MALAYSIA'S SUSTAINABLE LANDSCAPE AWARD

Landscape Design
BRONZE: Mont' Kiara Bayu

Landscape Planning
GOLD: Desa ParkCity

Landscape Planning
GOLD: Mangala Resort & Spa

BELOW 10 YEARS

Multiple-owned Strata Residential

SPECIAL MENTION

Evoke Residence @ Gravitas

Upholding quality of work

BY **RACHEL CHEW**
city.country@bizedge.com

Having developed one of the few high-rise strata residential projects in Permatang Pauh, Penang, the developer and property management team of Evoke Residence have another challenge on their hands, on top of introducing the strata living concept to locals.

“For example, we [Evoke Residence] are very close to the padi fields, which attract seasonal flying insects, Charlie ants and bird threats,” UDA Holdings Bhd president and CEO Mohd Salem Kailany smiles as he shares the unusual challenges of managing the development.

“Those insects are brought into the project area by strong winds during the padi harvest season, which requires special bug fogging to eliminate the threat, especially the Charlie ants. But other than that, our residents enjoy the open view and breeze from Evoke Residence as it is one of the tallest residential buildings in the area.”

Handed over to buyers in October 2020, the 35-storey Evoke Residence comes with only 300 condominium units, offering two layout designs and a standard built-up of 1,100 sq ft. The facilities include an Olympic-size swimming pool, a gym, function hall and children’s playground. The property manager is UMD Property Management Sdn Bhd, a subsidiary of UDA.

The development is already 90% sold and has a 50% occupancy rate, which is slower than expected due to the outbreak of Covid-19 and ensuing lockdowns over the past two years. However, occupancy is expected to pick up this year, says Salem.

“It is a well-received project because it was designed with sustainability in mind. For example, the architectural design of the building promotes cross-ventilation, where the natural air flow travels through the units and into the corridors, and from both ends of the corridors to enhance



UDA chairman Datuk Norliza Abdul Rahim and group COO for property development Noor Azmi Salleh (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, *The Edge Media Group* publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan

convection and naturally cool the building.”

Apart from that, UDA avoids using plants with tiny leaves to reduce the need for rapid cleaning and to avoid clogging floor traps on the facilities floor. It also uses products and materials that are easy to maintain in the common areas, such as aluminium and stainless steel for outdoor furniture on the facilities floor.

“I think UDA, together with the management team of Evoke Residence, has upheld the best level of services to the residents so far. [We have] promptly addressed any issues that have arisen and strived to provide and maintain the facilities so they can offer comfort and convenience to all residents,” says Salem.

The efforts of the team have paid off as Evoke Residence received special mention in the Below 10 Years Multiple-owned Strata Residential category.

Communication is key

When asked about the main challenge of maintaining Evoke Residence, Salem says it would be managing the perceptions and expectations of owners and residents, who are mostly locals, on the concept of strata living. “It [strata living]

Evoke Residence is one of the tallest residential buildings in Permatang Pauh



Salem: UDA, together with the management team of Evoke Residence, has upheld the best level of services for the residents

is not common here. [We understand that] customers appreciate being in a clean, comfortable and safe building space [when they buy a unit at Evoke Residence]. Therefore, the management has to uphold the highest level of service for the residences. This is crucial in making sure our project becomes the best in the locality,” he adds.

Salem notes that communication is important to ensure the quality of property management. UMD brings to this development its experience of managing stratified projects in the Klang Valley and resources such as an online facilities booking system, e-notice board and e-bill payment platform, as well as setting up a group chat service to update residents on any progress or news involving the common areas.

“The group chat is convenient for residents to file complaints to the management. We have a KPI (key performance indicator) for the team to respond to and solve the complaints of the residents within three working days. We also provide progress updates on the complaints to residents via the group chat to keep the communication active and the work in progress transparent,” he says.

He adds that transparency and fairness are an integral part of property management at UMD, especially the account book. “As a responsible developer, we have already established the management account and update it on a monthly basis in accordance with the requirements of the Strata Management Act 2013 (Act 757).”

Meanwhile, the property manager uses a comprehensive strata management system in the collection of maintenance fees to ensure transparency. “Our collection rate is 88.7% as at June. I deem it not bad as our occupancy rate is only at 50%. We have initiated various easy payment methods such as JomPay and auto-debit facilities, as well as the condo-master system for owners to view detailed transactions,” says Salem.

Project quick facts

NAME	Evoke Residence
ADDRESS	Lot 10445, Taman Pauh Jaya, 13700 Prai, Penang
DEVELOPER	UDA Holdings Bhd
DEVELOPMENT TYPE	Condominium
PROJECT SIZE	4 acres
TENURE	Freehold
COMPLETION DATE	June 23, 2020
NO OF STOREYS	35
NO OF UNITS	300
UNIT BUILT-UP	1,100 sq ft
TAKE-UP RATE	90%
OCCUPANCY RATE	50%
MAINTENANCE FEE	20 sen psf
CAR PARK BAYS	Two per unit
AMENITIES	<ul style="list-style-type: none"> - 5km to PLUS Expressway and Penang Bridge, close to Bandar Seberang Jaya, Bandar Baru Perda and Bukit Mertajam - Nearby facilities include a school, a mall, colleges and universities
FACILITIES	Gated and guarded, pool, playground, gym, covered car park, BBQ pit, hall and kindergarten
ENERGY-SAVING FEATURES	Open corridors and pockets of sky gardens allow air and natural lighting into the building
INDOOR AIR QUALITY FEATURES	Fire extinguisher, fire alarm system, fixed CO ₂ system, FM200 system, hose reel and wet riser system

Future upgrades

When asked about its strategy for managing short stays at Evoke Residence, Salem says there are a few short stays and the management is actively monitoring all visitor movements via a manual system.

“To ensure all house rules and policies are followed, the management is taking further steps by planning to implement a web-based visitor management system that can keep track of visitors’ movements in the building. It would provide a more private and conducive living environment for the permanent residents while ensuring constant security and safety in the long run,” he notes. In the pipeline is the upgrading of fluorescent lighting to LED lighting in the common areas, parking lot and emergency staircase for the purpose of energy saving.

Salem points out that quality property management is needed to ensure facility systems and accessories are reliable and functioning well with no breakdowns, which will prolong the lifespan of the building and equipment.

“Quality property management in a stratified development will ensure the property is properly maintained in line with related Acts and regulations. With good facility management processes in place, it will ensure the facilities are running safely, reliably and efficiently at optimum cost,” he says.

“As a developer, we understand that well-managed properties with good facilities management will be able to attract customers and eventually help to shape our branding and reputation. This award will be a catalyst for the team to work harder, to provide continuous improvement in our services and enhance the property value of Evoke Residence.”



MOHD IZWAN MOHD NAZAM/THE EDGE

10 YEARS AND ABOVE
Specialised Categories

SPECIAL MENTION

MOB Specialist Clinics, Gleneagles Kuala Lumpur

PICTURES BY SHAHRIN YAHYA/THE EDGE



MOB is the only stratified, multi-owned, purpose-built medical suites in Malaysia

Project quick facts

NAME	MOB Specialist Clinics, Gleneagles Kuala Lumpur
ADDRESS	282, Jalan Ampang, 50450 Kuala Lumpur
DEVELOPER	Gleneagles Medical Centre (Kuala Lumpur) Sdn Bhd
DEVELOPMENT TYPE	Stratified purpose-built medical building
COMPONENTS	<ul style="list-style-type: none"> • One 8-storey block of medical offices • 103 medical consulting suites/retail lots • Four retail lots • 69 parking bays
OPENING DATE	1999
MEDICAL SUITE BUILT-UP	549 to 1,259 sq ft
TAKE-UP RATE	100%
OCCUPANCY RATE	>94%
MAINTENANCE FEE	RM1 psf

ENERGY-SAVING FEATURES

- LED light fittings
- 50% of lifts used during non-operating hours (7pm to 7am)
- Air conditioners turned off during non-operating hours (7pm to 7am)

INDOOR AIR QUALITY FEATURES

- All common areas are equipped with air filtration devices, equipped with HEPA filters.
- Ground floor common areas are equipped with nano bio disinfectant devices.
- Potted plants are placed in all lobby areas to promote natural air exchange.
- Individual suites are equipped with their personal air filtration devices, equipped with HEPA filters
- Individual suites have direct access to windows where windows are kept open for fresh air to circulate.
- IAQ of individual suites must comply with the Private Healthcare Facilities and Services Act 1998 (PHFSA 1998).

BY **RACHEL CHEW**
city.country@bizedge.com

Old but gold

MOB Specialist Clinics, which was completed in 1999 and commenced operations that year, is the only stratified, multi-owned, purpose-built medical suites in Malaysia. It has garnered much interest in terms of how to maintain such a property.

“MOB is one of the most special properties that we have ever managed as it has to comply with the Strata Management Act, the medical suites’ guidelines by MoH (Ministry of Health), as well as strict bylaws to ensure the exclusivity of the stratified medical suite status and property value,” says Datin Grace Goh, director of facilities and asset management at Henry Butcher Malaysia Property Management (Sel) Sdn Bhd.

As the appointed property manager of MOB Specialist Clinics for 11 years, she says the management corporation (MC) has clear and transparent bylaws and a well-established daily management and maintenance routine, hence it is not as challenging to manage the medical suites as one might expect.

It comprises 103 unit parcels of medical consulting suites and four retail lots that spread over an 8-storey standalone building in the compound of the Gleneagles Hospital Kuala Lumpur (previously known as Gleneagles Intan Medical Centre).

The hospital commenced operations in 1996. It was designed based on Mount Elizabeth Medical Centre in Singapore, where medical consultants were encouraged to purchase their own medical suites to promote a long-term working relationship with the hospital, hence the establishment of MOB Specialist Clinics.

Currently, 76.9% of MOB Specialist Clinics is owned by individual medical specialists and sub-specialists. The remainder, which includes the four retail units on the ground floor, three medical suites and parking lots, are owned by Parkway Life REIT.

The overall occupancy rate of MOB Specialist Clinics is 94% and the collection rate has been maintained at almost 100% for years, even after an increase in the maintenance fee in 2018.

“We maintained at 25 sen psf for many years until 2018, when the MC decided to increase the charge to 75 sen psf as many service charges had increased, as well as to better prepare ourselves financially for more upgrading works in the future. We do not deny that it is an old building and many big-ticket items have almost reached the end of their life cycle,” says Dr Ananda Dharmalingam, chairman of the MC.

He adds that the proposal to increase the maintenance fee was not only strongly supported by the owners, but there were suggestions of



Ananda and Goh (third and fourth from left) with (from left) *The Edge Malaysia* editor-in-chief Kathy Fong, editor emeritus and the awards’ chief judge Au Foong Yee, *The Edge Media* Group publisher and group CEO Datuk Ho Kay Tat and *City & Country* editor E Jacqui Chan



Ananda: Having a good property management team that we can trust to help us look after the building, renew the necessary licences and give us advice on how to do better is important



Goh: The way MOB operates is far more complex than any other commercial or residential building

raising the charge to RM1 psf.

“It shows that we do care about the building as it is the first and only kind of medical suites in Malaysia, as well as being about our livelihood. The community and sense of belonging is pretty strong here,” says Ananda.

It is no wonder that the building has been well maintained to serve its purpose for the past 26 years. This effort was recognised at *The Edge Malaysia* Best Managed and Sustainable Property Awards 2022, where the building earned a special mention in the 10 Years and Above Specialised category.

As mentioned by Ananda, MOB Specialist Clinics is an old building and some big-ticket items are due for replacement, one of them being the lifts.

“Our lifts are not the usual commercial office building lifts. We have the guidelines of spec and space from MoH and Bomba to comply with. They are old, but they are still working fairly well. We have very little down time, thanks to the regular monthly inspections to keep track of the safety and functionality of the lifts,” he says.

“Having said that, nothing is forever. That is why we have decided to increase the maintenance fees and sinking fund to prepare ourselves for when the day to upgrade the lifts come. We have funds set aside to upgrade the lift drives and controllers when the need arises.”

He adds that the MC currently has a healthy cash reserve of RM2.2 million.

Some of the previous major upgrading works were the upgrading of lift cars, which included changing the car door panels and inverters and extending the safety rails as well as the interior of

the lift cars; installing air blowers that circulate fresh air in the building; upgrading all the toilets in the common areas; and repainting the building.

While the fundamental management of MOB Specialist Clinics is the same as other commercial or residential buildings, the management is under both the jurisdiction of the Commissioner of Buildings (COB) and MoH, says Goh.

“This was rather apparent during the Covid-19 pandemic, where most commercial buildings were either ordered to close or limit their operations. But MoH was running in full swing as doctors had to see sick patients,” she points out.

Apart from that, as MOB Specialist Clinics has a dialysis centre, so the management has to make sure that water and power supply are not interrupted.

“The added attention required to manage a medical building is to ensure the communication between MOB and the main hospital is always active for hospital emergency codes to be delivered promptly. Hence, the way MOB operates is far more complex than any other commercial or residential building,” says Goh.

On why quality property management matters to the building and its owners, Ananda says it is more than just value creation for the asset, but peace of mind for the owners.

“MOB Specialist Clinics is the workplace for many doctors. It is about their livelihoods. Therefore, having a good property management team that we can trust to help us look after the building, renew the necessary licences and give us advice on how to do better is important. It gives us peace of mind so we can focus on our work,” he adds.

“Winning this award will certainly motivate the long service team, namely the MC and property management team, to raise the level of our services to greater heights.”

Scenes from the gala dinner



Datuk Joseph Lau (second from left) and his team from ParkCity Group with Sharon Teh (right) (The Edge)



Tan Sri Abdul Rahim Abdul Rahman (Rahim & Co International Sdn Bhd) with Au Foong Yee (The Edge)



Datuk Wong Tuck Wai (IJM Land Bhd), Datuk Ho Kay Tat (The Edge) and Jon Tan (Nippon Paint Malaysia)



E Jacqui Chan (The Edge), Susan Wong (APEX Choice Property Management Sdn Bhd), Raymond Ng (Henry Butcher Malaysia), Claudia Wong, Joanne Wong, Celine Koh and Simon Chiew from Mont' Kiara Bayu Management Corporation



Paris Tian (Henry Butcher Malaysia (Mont Kiara) Sdn Bhd), Low Hon Keong (Henry Butcher Malaysia (Mont Kiara) Sdn Bhd), Datuk Sri Johan Tazrin Ngo (3KP Management Corporation) and Teresa Chin (Henry Butcher Malaysia (Mont Kiara) Sdn Bhd)



Cyanne Lim from Henry Butcher Malaysia (Mont Kiara) Sdn Bhd

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Judges with Kathy Fong (The Edge) (left) and Ho (second from right)



Tan Choon Siang (third from left) from CapitalLand Malaysia REIT Management Sdn Bhd with (from left) Winnie Lim, Justin Chee, Kuruvilla Abraham, Keith Ooi, Kamini Palany and Teh Young Khean from Knight Frank Malaysia



Adrian Heong (Panasonic Malaysia), Tang Chee Meng (Henry Butcher Malaysia), Low and Ichiro Suganuma (Panasonic Malaysia)



The team from Menara Bangkok Bank celebrating their win



RCMC Sdn Bhd's Richard Chan (second from right) with (from left) Josephine Kok, Elizabeth Chan and Linus Soon from The Summit Subang USJ Management Corporation



Karyn Lim (third from left) of Ikano Corp Sdn Bhd with her team



Ng Wee Chiang (Sunway Integrated Properties Sdn Bhd) and Lee Wei Keat (Laurelcap Asset Management Sdn Bhd)



Peter Quah (centre) and Toh Keng Hong (second from right) with their team from SDB Properties Sdn Bhd



Norlina Harun, Khairuddin Hong (both from Damansara Holdings Bhd) Tan Ka Leong (CBRE | WTW), Yakop Haron (DASB Property Management Sdn Bhd), Foo Gee Jen (CBRE | WTW), Mohd Saffian Jaafar (DASB Property Management), Nur Amirah Hassan (Damansara Holdings), Nurul Hidayah Mahadi and Datin Ismahana Musbah (both from DASB Property Management)



Lee Siang Ling from Henry Butcher Malaysia (Mont Kiara) Sdn Bhd cheering with her team

Scenes from the gala dinner



The team from Nippon Paint Malaysia with Fong Lai Kuan (middle) and Teh (fifth from right) of The Edge



ParkCity Group



Henry Butcher Malaysia (Mont Kiara) Sdn Bhd



Panasonic Malaysia



Laureicap Asset Management Sdn Bhd



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Ikano Corp Sdn Bhd



SDB Properties Sdn Bhd



Sunway Integrated Properties Sdn Bhd



UDA Holdings Bhd



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Sime Darby (Motors, Auto Bavaria, Auto Connexion, Auto Selection)



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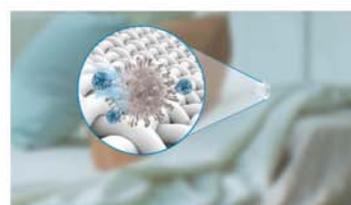
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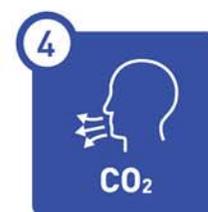
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