



## **PRISTINE PROPERTY MANAGEMENT SDN BHD**

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**Attention:**

## Property Management Services

Property management is a balancing act. We want to offer the best experience possible to our clients, avoid unexpected problems, and of course, save money.

**Pristine Property Management Sdn Bhd** (247649-T), (formerly Known As Changkat Fajar Sdn Bhd) already has a solid reputation for quality service. Because success is not just about getting clients but keeping them, we believe we can make your property / project the first choice for all of your purchasers/occupiers/tenants.

The business case for well-managed buildings is obvious. Your purchasers/occupiers/tenants never have to think or complain about their premises. And we never have to wonder whether they are maintained – because everything just gets done.

When it comes to property management services, every detail is an important function, ensuring the property is well maintained and managed. At Pristine Property Management Sdn Bhd, we do not just stick with basic standards – we go above and beyond.

We have prepared this proposal for your specific needs. Please review at your convenience. We would love to meet with you to talk about any additional queries and the next steps in our engagement process.



# WHO WE ARE

**Asian Pac Holding Berhad (APHB)** is a company listed on the Main Board of Bursa Malaysia. Incepted in 1913, the company and its subsidiary companies' interests are principally focused towards operations in investment holdings, property development and investment, mall and carpark ownership and trading in building materials.

APHB's tenets are built on long standing principles of good conduct, trust, and hard work. Despite adapting to the relevance of the modern work environment, APHB still holds fast to its core values; Respect, Honesty, Dedication and Excellence, as the basis of its future direction and growth.

With a strategically minded management team, foresight and land banks, APHB has over the last few years steadily demonstrated a transformation in becoming a dynamic and sustainable growth company

**Pristine Property Management Sdn Bhd (PPMSB)** is an asset management company under the Asian Pac Group.

Pristine Property Management Sdn Bhd can proudly attest to the fact it had managed and still manages the following developments and properties:



# WHY US

## Our Unique Selling Points

Two words – **WE LISTEN**. Our people are known to be the best listeners in the business. We pride ourselves on having a team that is flexible to work in any environment, attentive to our clients' needs, and able to collaborate with our clients to transform their thoughts and ideas into tangible vision.

## Our Strengths

**PEOPLE** are our greatest assets. From Directors to Site Technicians, our team of professional staffers consists of many specialists who live and breath property management. Each member of our team is carefully screened. We only hire the most conscientious and professionally-relevant people who will go to great lengths to ensure clients get the best possible experience. Whether you need just a few hours of our time or to have us take care of your project's full scope, we are always up for the challenge.

## Our Approach

We practice **SUSTAINABILITY** and focus on working with what you already have, making it better by offering multiple solutions that you need to improve the cost, efficiency and performance of your real estate property or portfolio. We achieve this through customized asset and facility plans, industry-leading technologies, best practices, rigorous cost management, leveraged procurement, and most important of all, systematic quality control.

## Our Guarantees

When you work with us, you can expect:

- **PROFESSIONALISM**. We approach our work with high integrity and trust
- **EXPERTISE**. We use our global know-how and local expertise to deliver relevant, quality advice
- **CREDIBILITY**. We have a track record for delivering successful outcomes
- **ASSURANCE**. We optimise our client's investment at every opportunity



# OUR APPROACH

## Consultations

### Step 1 – Defining your property

What is the big idea? This is where you educate us – about your property, your wishes, and what makes you tick as a client. We listen carefully and work with you to define the “customer” experience – from the first point of contact to maintenance and retention, between us and you, and between you and your clients.

### Step 2 – Understanding your challenges

Where does it hurt? The key is to pinpoint exactly where the problem lies. It is all about research. Our job is to work with you to identify the wants and needs of your clients you have to meet, and find the sweet spot where long-term customer relationship can grow.

### Step 3 – Engaging your clients

So what? Now that we know what is special about you, the “matchmaking” begins. Like any healthy relationship, it is a two-way street. We will listen more than we talk and build trust through the old fashioned way through dialogue and evidence-based decisions.

### Step 4 – Creating tangible strategies

What do you really need? There is a lot of noise out there. We don’t sell you a can of PM strategy full of checked boxes, we draw on years of experience and a sincere believe in what you do and create a tailored and tactical approach that is most suited for your property. Once we have built a foundation of facts, we will find the perfect communication mix to reach, engage, and persuade your clients.

## Analytics

### Step 5 – Measuring and assessing results

Where is the beef? Our work is only considered a success when we can show you – on paper – the tangible results of your investment. Whether it is maintenance, safety, client satisfaction, or bottom line, we are confident that our strategies pay off. We will work with you to set goals and meet them, tweaking plans and tactics along the way.





# Types of Management Services We Offer

## Centre Management

### Property Management

### Leasing, Marketing & Promotions

#### Facilities Management

#### Property Administration

#### Financial Management

##### Hard Services Service Lines

##### Soft Services Service Lines

1. BAS/BMS
2. M&E
3. Gen-set/UPS
4. ACV
5. Energy
6. Lift & escalator
7. Lighting
8. Fire protection systems
9. Security systems
10. IT infrastructure
11. Parking automated & payment
12. Plumbing
13. Sanitary & sewerage
14. Building fabric
15. Capital works/fit-out

1. Call centre/help desk
2. EHS
3. Housekeeping
4. Pest control
5. Waste disposal
6. Security
7. Parking & valet
8. Store management
9. Dock logistics
10. Mailroom
11. Grounds & landscaping

1. Office admin
2. Concierge
3. Document control
4. Purchasing
5. HR
6. IT
7. Legal & compliance
8. Tenancy admin

1. A/R
2. A/P
3. Management & statutory reporting
4. Credit control

1. Leasing
2. Marketing
3. Events & promotions



Property Management Services



## Building a solution around you

- Property Management Services takes the strain out of running your support services and free up your time and money to concentrate on what really matters to your organization.
- Creating a well maintained, efficient working environment is usually one of the largest overheads facing a company – is costly and usually represents the largest financial expenditure after payroll.
- Using our expertise and market knowledge, we deliver an efficient, professional service that is individually tailored to your needs and reflects your corporate objectives and ethics.

# YOUR CUSTOMIZED PLAN & INVESTMENTS

## Scope of Services

### Facilities Management Services

- Attend to all correspondence and enquiries.
- Record all complaints and take actions to resolve.
- Conduct daily inspections.
- Ensure personnel carry out their duties diligently and efficiently.
- Prepare, advise and award all necessary maintenance and repair works.
- Manage the periodic and preventive maintenance works

### Subcontractor Management

- Subcontractor contract adherence to performance standards and quality, safety, environmental, security and other legislative requirements.
- Subcontractor induction and adherence to safe work practices.
- Oversee the reactive maintenance requirements on subcontractor performance and service quality.

*Outsourced contractors include, but not limited to, any or all of the following:*

### Hard Services

- MEP (Mechanical, Electrical, and Plumbing)
- HVAC (Heating, Ventilation, and Air Conditioning)
- HT & LV systems
- Building management system
- Lighting systems
- Lift and escalator
- Plumbing and sewerage
- Genset servicing
- Drainage system
- Building signage & directory systems
- Public Address system

- CCTV & Central TV system
- Firefighting and central monitoring system
- Other Ad-Hoc services

### Soft Services

- Cleaning
- Security
- Landscaping
- Waste disposal
- Car park management
- Pest control
- Hygiene services



## SCOPE OF SERVICE (cont'd)

### **Finance and Administration Services**

- Provide one-stop centre for requests or complaints, and to make payments.
- Take monthly readings of all the in-house utilities.
- Manage the expenses outgoings.
- Do the monthly collections.
- Attend, monitor, supervise and verify various works by contractors.
- Provide timely monthly reports, monthly accounts and monthly expenses report.
- Assist in other matters as instructed from time to time on ad-hoc basis

### **Registration & Statutory Compliance Management**

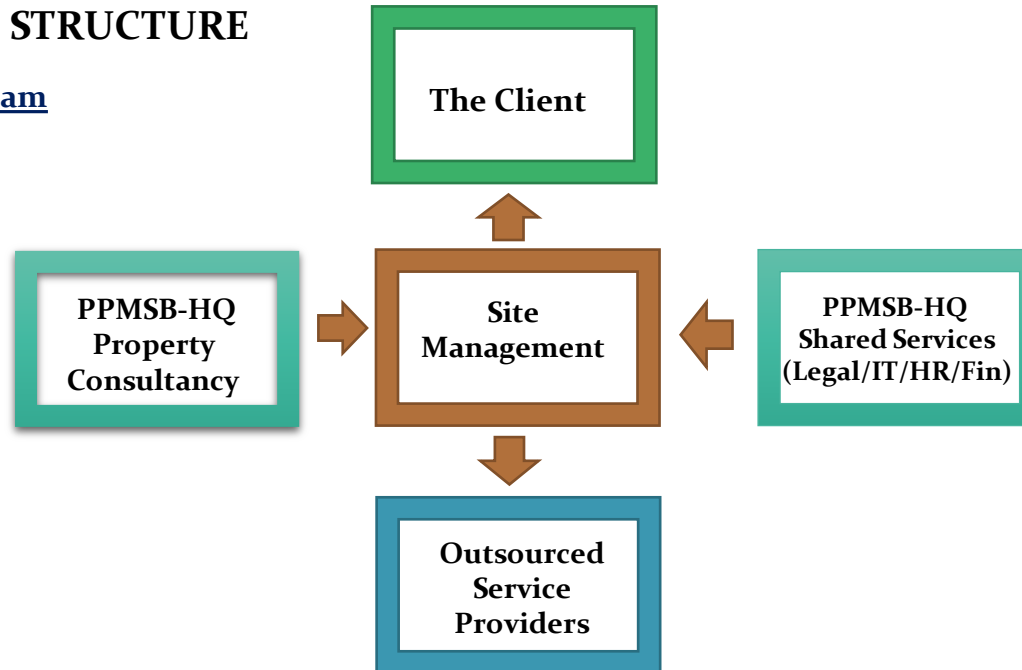
- All licenses & certificates, tests and other approvals are obtained, renewed and properly displayed.
- Comply with all notices issued by any government authority.



# ORGANIZATION PLAN & PERSONNEL SUMMARY

## PROPOSED TEAM STRUCTURE

### Hierarchical Project Team



PPMSB HQ support, led by Garren Tang, & M. Lakunan essentially play the following role:

- Client relationship management
- Contract management
- Audit and compliance management
- Key performance management
- Training and knowledge transfer
- Continuous improvement management
- Human Resource support
- IT and Legal support
- Finance support