

# Oriental Property Management Sdn Bhd



## ORIENTAL GROUP PROFILE

Oriental Realty Registered E30050 with the Board of Valuers, Appraisal and Estate Agents Malaysia

## COMPANY VISION

Building future partnership in achieving widest coverage across Malaysia nationwide in providing our clients efficient and professional services at your doorstep and expanding branches into Asia Pacific for international market.

## MISSION STATEMENT

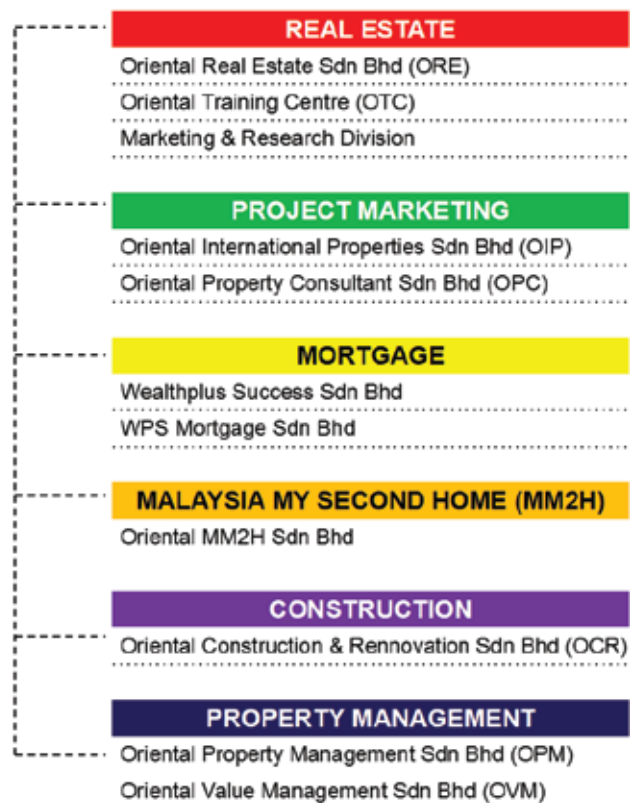
Our management team works with the community to determine and meet each client’s compliance being incorporated in Key Performance Indicator and ensuring your buildin maintain and enhancing value in accordance to client’s requirements.

## THE COMPANY

Oriental Property Management is a local property manager that offers a comprehensive range of services which specialize in managing commercial and residential real estate. Our portfolio of clients consists mainly of residents associations, developers, Joint Management Body and Management Corporation of commercial and residential developments.

## OUR GROUP STRUCTURE AND SERVICES

**Oriental Group** is well positioned to provide a comprehensive and focused property service to our national and international valued clientele.



Our range of professional services includes but not limited to:-

## **1.1 REAL ESTATE [ORIENTAL REAL ESTATE SDN BHD]**

We act as estate agents for the seller or landlord to sell or rent out their residential, commercial and industrial properties. We market their properties via nationwide coverage across Malaysia covering Klang Valley, Northern and Southern region and East Malaysia.

### **MARKET RESEARCH**

We conduct Marketing Research and Market Study for developer on feasibility study and target price for the market, Auction and Tender of Properties.

## **1.2 PROJECT MARKETING**

### **ORIENTAL PROPERTY CONSULTANT SDN BHD**

We act as marketing agents to sell residential, commercial and industrial properties in development schemes, to sell or lease out units in retail centre and office developments. We act as agent to acquire or dispose specialized properties and investment property assets and holdings.

### **ORIENTAL INTERNATIONAL PROPERTY SDN BHD**

We provide International Networking through showcase and Property Exhibition to promote overseas properties projects from Australia, UK, Singapore and others. We also engage local developers to showcase their projects in our gallery.

## **1.3 MORTGAGE [ WPS MORTGAGE SDN BHD ]**

We provide mortgage options to assist our clientele in terms of loan financing for the purchase of local and overseas property. We are currently a licensed mortgage agency and the panel for RHB Bank and Hong Leong Bank.

## **1.4 MM2H [ ORIENTAL MM2H SDN BHD ]**

We provide assistance to foreigners who wish to reside in Malaysia as a second home under Malaysia My Second Home program.

## **CONSTRUCTION & RENOVATIONS [ ORIENTAL CONSTRUCTION AND RENOVATION SDN BHD ]**

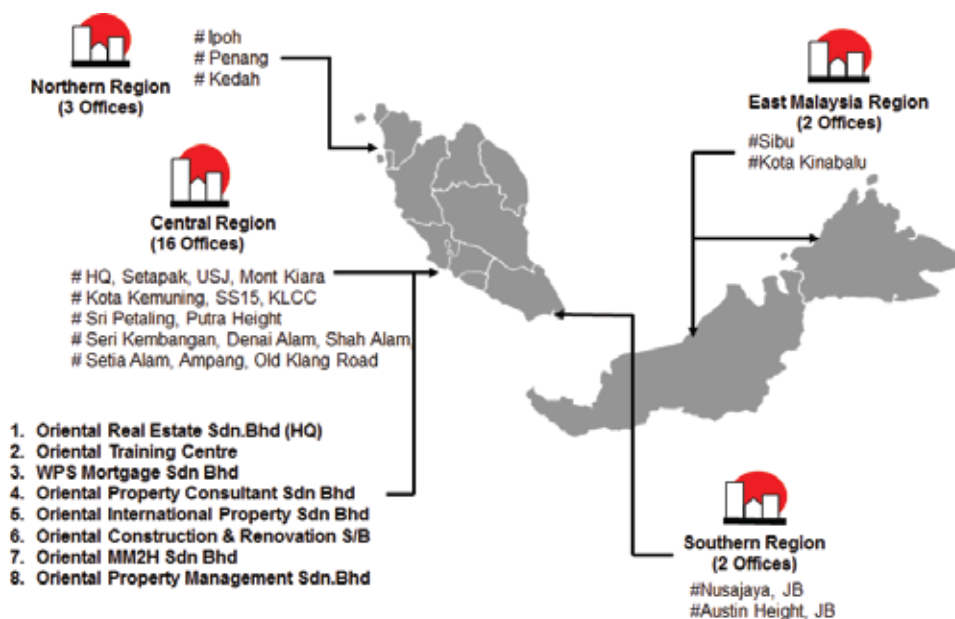
We provide complete range of commercial and residential renovations inclusive of constructions, concrete works and all forms of interior and exterior renovation works.

## 1.6 PROPERTY & FACILITY MANAGEMENT [ ORIENTAL PROPERTY MANAGEMENT SDN BHD ]

We act as Managing Agent on behalf of Developer, Joint Management Body (JMB), Management Corporation (MC), Residents Association (RA) to manage, maintain and administrate common properties that includes stratified residential, commercial-shops, commercial-office, gated and guarded community. The extent of our Property/ Facilities management work covers:-

- a) Billing and Collection Operation
- b) Outstanding and Credit Control Operation
- c) Financial Accounting
- d) Complaint Management and Daily Operation
- e) Preventive and Corrective Building maintenance
- f) Supplier and Contractor Management
- g) Meetings and Reports
- h) Notice, Circulars and Reports
- i) System and Procedures
- j) General advice on property and relevant Statutory legislation

## 2.0 ORIENTAL GROUP OF COMPANIES



**WPS MORTGAGE SDN BHD**  
**ORIENTAL MM2H SDN BHD**  
**ORIENTAL CONSTRUCTION & RENOVATION SDN BHD**  
**ORIENTAL PROPERTY MANAGEMENT SDN BHD:**

No 52A-2, Plaza Usahawan Jalan Danau Niaga 1, Taman Danau  
Kota 53300 Kuala Lumpur  
Tel: +603-4141 9595, Fax: +603-4144 4333  
opm@orientalrealty.com.my

**ORIENTAL REAL ESTATE HEAD OFFICE:**  
Unit 622, Block A, 6TH Floor, Damansara Intan,  
No.1 Jalan SS 20/27, 47400 Petaling Jaya  
Tel: +603-7727 6121 Fax: +603-7729 7496  
pj@orientalrealty.com.my

**ORIENTAL PROPERTY CONSULTANT SDN BHD**  
**ORIENTAL INTERNATIONAL PROPERTY SDN BHD**  
A-G-03 Marc Serviced Residence  
No.3 Jalan Pinang, 50450 Kuala Lumpur  
Tel: +603-2161 8608  
klcc@orientalrealty.com.my

### 3.0 OUR MANAGEMENT TEAM

Our Management Team of Oriental Property Management Sdn Bhd is headed by:-

#### **Eddie Lee, CEO**

Mr. Eddie Lee is the Chief Executive Officer of the company. He is a registered Estate Agent and a member of Malaysia Institute of Estate Agent. His experience since 1995 includes property management, real estate agency, project marketing, international marketing and recently project management & property development. He is the founder of Oriental Property Management Sdn Bhd Company and responsible to spear head the company's strategy and direction. He holds a Bachelor of Commerce Degree in Professional Accounting from University of Southern Queensland, Australia.

#### **Jastin Lee, Director**

Mr. Jastin Lee is the Director of the company and heads property management operation and maintenance. His vast experience and expertise in Engineering bring value added to the company in terms of operation excellence and management. He brings him 8 years of value added engineering expertise from various multinational companies of US, Germany and Taiwan and 10 years of Property Management experience. He had contributed in making improvement in company's management system, initiating new key measures in Key Performance Indicator and automated system in billing, financial accounting and operation excellence. He holds Diploma in Estate Management, Bachelor in Engineering and Master of Science from Queen's University, UK. He was the ISO/TS16949 auditor for automotive industry that is one of the highest standards of audit requirement in automotive industry. He is a member of Institute of Electrical and Electronics Engineers US (MIEEE), affiliate members of Persatuan Pengurusan Kompleks (PPK) Malaysia, member of Malaysian Institute of Estate Agent and active member of Queens University Alumni & Irish Alumni University.

#### **Shafel Patel, General Manager**

Mr. Shafel Patel is the General Manager of Oriental Property Management Sdn. Bhd. division. He has over 20 years vast experience and expertise in M&E engineering, facilities, building maintenance, quality, manufacturing, and project management field from various multinational companies. His appreciation and broad contribution for improvement in overall company operations, quality management systems, building audit, preventive maintenance and energy efficiency. He is one of main key drivers for company strategy and business expansion plan. He holds Bachelor degree in Electrical & Electronics Engineering from University of Sunderland, UK. He is Certified Energy Manager (CEM), Registered Electrical Energy Manager (REEM) with Energy Commission and active members of Malaysian Association of Registered Electrical Energy Manager (MAREEM)

## ORGANIZATION CHART

Below shows our organization structure with support functions from QC & Support Team, HR & Training, Finance & Credit Control, and IT & Doc Control:-



## 5.0 PROVEN TRACK RECORDS PROFILE

Our property management portfolios comprise of commercial and residential listed as follows:-

### **COMMERCIAL PROPERTIES**



#### **SERIA 88 COMMERCIAL OFFICE SUITES**

No. of Blocks: 13  
Total units: 221 units  
Total Built up: 1,393,073 sqft  
Type: Commercial shop offices



#### **V SQUARE @ PJCC CORPORATE OFFICE**

No. of Blocks: 7  
Total units: 180 units  
Office Built up: 44,073 sqft  
Retails Built up: 25,640 sqft  
Type: Corporate office tower and retails



#### **KIP LAVENDER SENAWANG COMMERCIAL**

Total units : 101 units  
Retails Built up: 340,000 sqft  
Type: Commercial shop offices



#### **M-AVENUE COMMERCIAL OFFICE SUITES**

No. of Blocks: 8  
Total units: 186 units  
Total Built up: 209,210 sqft  
Type: Commercial shop offices





#### **MAJU LINK COMMERCIAL OFFICE TOWER**

Total units : 153 units  
Retails Built up: 340,000 sqft  
Type: Commercial offices



#### **DATARAN PALMA COMMERCIAL OFFICE SUITES**

Total units: 324 units  
Total Built up: 209,210 sqft  
Type: Commercial offices

## **RESIDENTIAL PROPERTIES**



#### **1 PETALING COMMERZ COMMERCIAL AND RESIDENTIAL**

No. of Blocks: 2 Blocks  
Total Units: 250 units  
Retails: 42,350 sqft  
Total Built up: 298,158 sqft  
Type: Mixed condominium and shops



#### **MERIDIEN RESIDENCE CONDOMINIUM**

Total units: 160 units  
Total Built Up: 426,264 sqft  
Type: Residential condominium





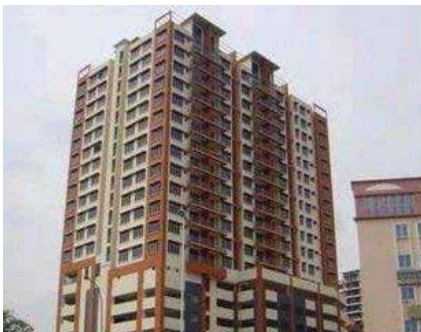
#### **JENTAYU RESIDENSI CONDOMINIUM**

Total units: 512 units  
Total Built up: 586,784 sqft  
Retail: 62,000 sqft  
Type: Mixed condominium and shops



#### **DIAMOND REGENCY CONDOMINIUM**

No. of Blocks: 1  
Total units: 162 units  
Total Built up: 188,282 sqft  
Type: Mixed condominium and shops



#### **DIAMOND RESIDENCE, CONDOMINIUM**

No. of Blocks: 1  
Total units: 126 units  
Total Built Up: 166,00 sqft  
Type: Mixed condominium and shops



#### **HERITAGE CONDOMINIUM**

No. of Blocks: 3  
Total units: 456 units  
Total Built up: 523,509 sqft  
Type: Condominium



#### **VENICE HILL CONDOMINIUM TOWER 10**

No. of Blocks: 3  
Total units: 302 units  
Total Built up: 492,319 sqft  
Type: Apartment



#### **COUNTRY VILLA TOWNVILLA**

No. of Blocks: 37  
Total units: 412 units  
Total Built up: 576,800 sqft  
Type: Town House



#### **SRI PERMATA CONDOMINIUM**

No of Blocks: 7  
Total units: 320  
Total Built up: 363,674  
Type: Condominium



#### **LAMAN VIEW 1A APARTMENT**

No of Blocks: 2  
Total units: 325  
Total Built up: 514,400  
Type: Apartment



#### **DIAMOND CITY BUNGALOW**

Total units: 74  
Total Share Unit: 24830 share unit  
Type: Bungalow



#### **THE VNE, SUNGAI BESI**

No of Blocks: 5 Blocks  
Total units: 800  
Total Share Unit: 70423 share unit  
Type: Condominium



#### **RESIDENSI JALILMAS**

No of Blocks: 2 Blocks  
Total units: 1,050  
Total Built up: 840,000 sqft  
Type: Rumah Wip



#### **D' LATOUR**

No of Blocks: 4 Blocks  
Total units: 961  
Total Built up: 923,521  
Type: Soho & Residential Strata

### **NON STRATIFIED PROPERTIES**



#### **SERI AMAN HEIGHTS**

Total units: 150 units  
Total area: 840,000 sqft

Residential Semi-Detached and Bungalows development located at Sri Damansara, Sg Buloh.



#### **LAVILLE @ SOUTH CHERAS**

Total units: 114 units  
Total Built up: 426,264 sqft

Semi-Detached and 3 -Storey Terrace located at South Cheras, Balakong.





**ROSA, SRI JAROMAS @ JENJAROM**

Total units: 164 Semi D & 10 Bungalows units  
Total Built up: 563,496 sqft

Semi-Detached and Bungalows located at Jenjarom, Hulu Langat.



**COUNTRY HEIGHTS, KAJANG**

Pioneer and Limited Edition (Land)	255
Pioneer and Limited Edition (Bungalows)	527
Impiana Bungalows	29
Impiana Semi-Detached	76
Sri Banyan	26
Widuri	30
Geetha Oil	21
Restree	40
Villas	412



**ZINNIA, SRI JAROMAS @ JENJAROM**

Total units: 200 units  
Total Built up: 519,428

Double Storey Terrace House located at Jenjarom, Hulu Langat.



**LAMAN VIEW 1B, CYBERJAYA**

Total units: 142  
Total Built up: 238,560 sqft  
Residential double-storey terrace located at Cyberjaya

## **PROPERTY MANAGEMENT PROFILE (CSR)**

As part of company’s Corporate Social Responsibility effort to enhance and increase the value of the properties, The Board of Directors decided to provide property management services to one of the poorly managed building in Kuala Lumpur to upgrade and facelift the building in longer term due to residents request to assist.



### **JUBILEE COURT**

Total units: 101 units  
Residential apartments located at Jalan Loke Yew, Cheras.

We have successfully managing below portfolios of real estate properties consist of commercial and residential buildings :-

### **COMMERCIAL PROPERTIES**

<b>No</b>	<b>Properties</b>	<b>Net area (sf)</b>	<b>Total units</b>	<b>Client</b>
<b>1</b>	Seria 88	1,393,073	221	Tanjong Wahyu
<b>2</b>	V-Square Commercial	681,688	192	Malton Berhad
<b>3</b>	KIP Lavender Senawang	340,000	101	KIP Senawang JMB
<b>4</b>	M Avenue Commercial	209,210	186	Gadang Berhad
<b>5</b>	Maju Link	337,061	153	ASM Development
<b>6</b>	Dataran Palma	453,600	324	Dataran Palma MC

## **RESIDENTIAL PROPERTIES**

<b>No</b>	<b>Properties</b>	<b>Net area (sf)</b>	<b>Total units</b>	<b>Client</b>
<b>7</b>	I Petaling	298,158	250	I Petaling JMB
<b>8</b>	Meridien Residence	210,096	160	Rekah Indah Development
<b>9</b>	Jentayu Residensi	586,784	512	Gadang Berhad
<b>10</b>	Diamond Regency	188,282	162	DR Mgmt Corporation
<b>11</b>	Diamond Residences	166,000	126	DR Mgmt Corporation
<b>12</b>	Heritage Condominium	523,509	456	HLB Ler Lum
<b>13</b>	Venice Hill Condominium	492,319	302	Venice Hill T10 JMB
<b>14</b>	Country Villa	576,800	412	WRC Country Villa
<b>15</b>	Sri Permata Condominium	363,674	320	SPC Management Corporation
<b>16</b>	Laman View 1A	325,500	325	Gadang Berhad
<b>17</b>	Diamond City	333,864	74	Diamond City JMB
<b>18</b>	Residensi Jalilmas	840,000	1050	Aset Kayamas Sdn Bhd
<b>19</b>	D'Latour	923,521	961	DK-MY Properties Sdn Bhd

## **NON-STRATIFIED PROPERTIES**

<b>No</b>	<b>Properties</b>	<b>Net area (sf)</b>	<b>Total units</b>	<b>Client</b>
<b>1</b>	Seri Aman Heights	840,000	144	Gadang Berhad
<b>2</b>	Laville South Cheras	426,264	114	Y&G Corporation Berhad
<b>3</b>	Rosa, Sri Jaromas	563,496	174	Y&G Corporation Berhad
<b>4</b>	Country Heights, Kajang	11,360,000	1,420	Chrla Management Bhd
<b>5</b>	Zinnia, Sri Jaromas	519,428	200	Y&G Corporation Berhad
<b>6</b>	Laman View @ Laure	238,560	142	Gadang Berhad
<b>7</b>	The Vyne, Sg. Bes	684,000	800	Gadang Berhad

## PROPERTY MANAGEMENT PROFILE (CSR)

No	Properties	Net area (sf)	Total units	Client
1	Jubilee Court	83,108	101	Jubilee Court MC
<b>Grand Total</b>		<b>23,957,995</b>	<b>9382</b>	



# **APPENDIX A**

# **SCOPE OF SERVICES**

## **APPENDIX A (LIMITED SCOPE OF SERVICES)**

### **1.0 BILLING AND COLLECTION**

#### **1.1 Issuance of Billings**

The PMA will provide service for the issuance of billings and receipts of service charges, sinking fund, late payment interest, insurance premium and quit rent and other charges.

#### **1.2 Collection Operation**

The PMA to provide the day-to-day collection of service charges, sinking fund and other charges in accordance to company's SOP, building by-laws, house rules, Sales & Purchase Agreement, Deed of Mutual Covenants, Strata Management Act 2013 and other relevant acts, rules and regulations governing the common area of the building.

#### **1.3 Banking Operations**

The PMA will conduct day-to-day banking operation to designated bank accounts in accordance to company's standard operating procedure, Strata Management Act 2013 and any other relevant acts governing the building.

### **2.0 OUTSTANDING AND CREDIT CONTROL**

#### **2.1 Credit Control Operation**

The PMA will perform outstanding and credit control operation in accordance to our company's Standard Operating Procedures, building by-laws, house rules, Sales & Purchase Agreement, Deed of Mutual Covenants, Strata Management Act 2013 and any others relevant acts.

#### **2.2 Liaise with Legal Firm or Statutory Body**

The PMA will liaise with the legal firm appointed by the Client or any other statutory body on the notification or legal letters of demand for the recovery of overdue payments.

#### **2.3 Key Performance Indicator**

The PMA will prepare Key Performance Indicator reports on collection and outstanding collection generated quarterly to reward site staff or team who had achieved targets set by the Client or PMA.

### **3.0 FINANCIAL ACCOUNTING**

#### **3.1 Financial Accounting**

The PMA will generate and provide monthly management accounting reports as follows:-

- a) Profit & Loss and Balance Sheet
- b) Cash flow and Bank Reconciliation

### 3.2 Accounts Auditing

The PMA will co-ordinates and liaise with external appointed auditor on any queries and information required and PMA also arrange yearly auditing by external auditor firm appointed by client and the cost shall be borne by client.

## 4.0 COMPLAINT MANAGEMENT AND DAILY OPERATION

### 4.1 House Rules

House rules will be recommended to client to support daily operational matters with regards to owners, tenants, contractors, visitors, common areas, electrical, mechanical and maintenance of the building.

The PMA will enforce the house rules adopted via Annual General Meeting.

### 4.2 Complaints Management

The PMA will track and monitor complaints or feedbacks via our Key Performance Indicator to monitor staff performance and achievement. Staff will be rewarded as part of company's Key Performance Indicator in accordance to targets set by Client or PMA.

### 4.3 Operational Matter

The PMA will manage and maintain registers of facilities bookings includes BBQ pit, multipurpose hall, game courts, access cards, car transponders and stickers.

## 5.0 PREVENTIVE AND CORRECTIVE MAINTENANCE

### 5.1 Preventive Maintenance (Not Applicable to Non-Stratified Properties)

The PMA will formulate checklist and carry out systematically preventive maintenance schedule to ensure minimum downtime to the plumbing and sanitary, electrical and mechanical equipment such as generator set, water pumps, lifts system, airconditioning system, fire alarm system and panel, cctv system, jet fan and etc.

### 5.2 Corrective Maintenance

The PMA will liaise with contractors and suppliers to perform corrective maintenance on faulty equipment, and parts.

### 5.3 Stock Control

All electrical and mechanical spare parts will be tracked and control to ensure minimum downtime of equipment and facilities.

## **6.0 SUPPLIER AND CONTRACTOR MANAGEMENT**

### **6.1 Supplier and Contractor Performance**

The PMA will manage and supervise the performance of third party contractual service providers at the site such as Security, Cleaner, Landscaper, and etc to ensure work completion and effectiveness.

### **6.2 Supplier and Contractor Quotations**

The PMA will obtain bids and quotations on maintenance work or services required for comparison and submission for the client's approval in accordance to company's Standard Operating Procedures (SOP) set by client.

## **7.0 MEETINGS AND REPORTS**

### **7.1 Meetings**

The PMA will assist in organizing and attend regular meetings, Annual General Meetings (AGM) with Developer, Joint Management Body (JMB) or Management Corporation (MC) includes preparing agenda, venues, refreshments, sounds system and sending out notice of AGM, proxy forms, nomination forms and others.

### **7.2 Reports**

The PMA will provide monthly reporting and updates on operational issues, maintenance and management of the building and financial reports of the building.

## **8.0 NOTICES, CIRCULARS AND RECORDS**

### **8.1 Notices and Circulars**

The PMA will provide information and updates on daily operational matter to all residents via notices and circulars.

### **8.2 Records**

The PMA will maintain and store administrative, commercial, contract and transaction records in management office.

## **9.0 SYSTEM AND PROCEDURES**

The PMA will provide software, systems and procedures to run day-today operational and financial matters.

PMA to provide a policy and SOP for the site team to adhere, operate and execute.

## **10.0 GENERAL ADVICE ON STATUTORY**

The PMA will to its best ability advise Developer, Joint Management Body or Management Corporation on rules and regulations in accordance to Strata Management Act 2013 and any other relevant statutory legislation and building by-law regulations.

## **11.0 LIASON WITH AUTHORITIES**

PMA will liaise with commissioner of Building (COB), local authorities and other authorities on submission, approval and other matters with regards to the maintenance and management of the building.

# **APPENDIX B**

# **SCOPE OF SERVICES**

## **APPENDIX B (OUT OF SCOPE SERVICES NOT COVERED IN PROFESSIONAL MANAGEMENT FEE)**

The following services are not covered in the management fee scope of services and shall be chargeable upon services required:-

1. Attendance to breakdown occurs after normal working hours. RM100 per person per hour shall be chargeable upon request.
2. Meeting after normal working hour allowable one time per month and shall be chargeable thereafter for RM100 per person per hour after 12:00 midnight.
3. Procurement of solicitor advice and notices to unit owners for any breach of covenant or filing made to Courts on overdue payments.
4. Procurement of advice from Architects, Civil and Structural, Mechanical and Electrical consultants to facilitate and assist in repair, maintenance and upgrading works.
5. Attend to any hearing conducted by Tribunal or Court. A professional fee of RM 300.00 per day shall be chargeable for attending any hearing conducted by Tribunal or Court.
6. Project management work in liaising with Architects, Engineers, Surveyors, Contractors, Interior Designer in carrying out work more than one hundred thousand ringgit (RM 100,000.00). A professional fee of 2% of the total project cost is chargeable per month shall be chargeable upon confirmation of service excluding extra manpower required stationed for monitoring the project.
7. Individual unit owners defects complaints and handling.
8. Extra-Ordinary General Meeting shall be chargeable at RM 3,000.00 per meeting includes deployment of HQ staff support providing administration, finance, and works relating to EGM.
9. Leasing and Tenancy Management - Sourcing and negotiate with potential tenants in new leases and follow through with all necessary procedures and documentation to conclude deals. Managing existing tenants which includes attending to their enquiries and complaints.
10. Events and Promotion Management - Liaise with decorators or events management companies to plan, manage, and hold events and functions to promote client's commercial retail buildings or decoration during festive season.