



PROGRAMME IN BUILDING SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECNOLOGY
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK BRANCH
SERI ISKANDAR CAMPUS

**ANALYSIS FINANCIAL OF COMMERCIAL PROPERTY IN ARTE MONT
KIARA**

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BACHELOR OF BUILDING SURVEYING (HONS.)

PRACTICAL TRAINING REPORT

FEBRUARY 2022

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MONT KIARA**

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This practical training report is fulfilment of the practical training course.

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1.0 Company Background



Figure 1.0 Company Background

PMC Facilities & Real Estate Sdn Bhd (hereinafter refer to as 'PMC'), formerly known as PMC Property Services, with a registered address at D-10-05, Menara Mitraland, No.13A, Jalan PJU 5/1, Kota Damansara PJU 5, 47810 Petaling Jaya, Selangor Darul Ehsan, has been incorporated to suit the present and future services encompassing property management services, property consultancy services, and real estate agency. PMC is a licensed property consultancy company registered under the Board of Valuers, Appraisers and Estate Agent Malaysia. It is bound by the Rules and Regulation, Guidelines and Code of Conduct set by the Board to provide professional services to clients and to uphold clients' interest. PMC is run by a group of young, energetic, and experienced entrepreneurs. Members of the company are professionals and graduates from relevant disciplines including valuers, property managers, retail mall managers and estate agents.

PMC Facilities & Real Estate Sdn Bhd formerly known as PMC property services was established in the year 2012 and has managed more than 80 projects in Malaysia. PMC has been incorporated to suit the present and future services encompassing property management services, property consultancy services, and real estate agency services.

PMC is a licensed property consultancy company registered under the Board of Valuers, Appraisers, Estate Agents and Property Managers Malaysia. It is bound by the Rules and Regulation, Guidelines and Code of Conduct set by the Board to provide professional services to clients and to uphold clients' interest. PMC is run by a group of young, energetic, and experienced entrepreneurs. Members of the company are professionals and

graduates from relevant disciplines including valuers, property managers and estate agents

1.1 Organisation Chart

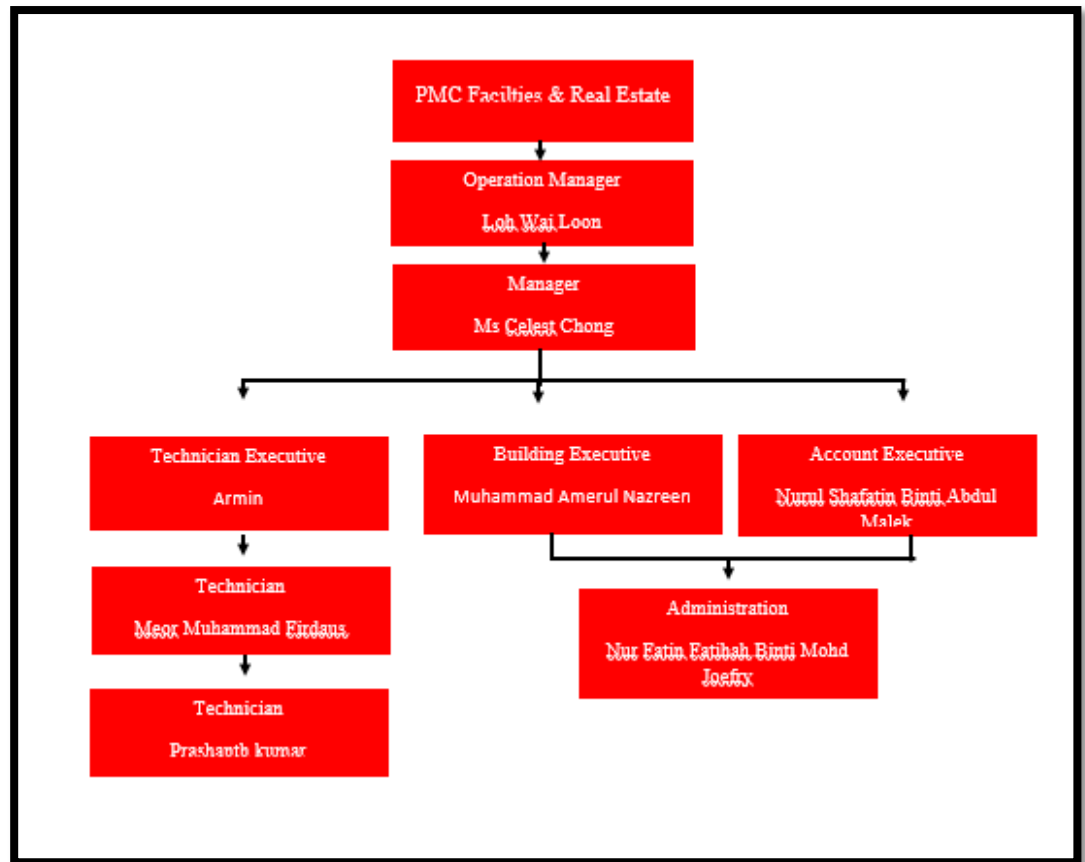






Figure 1.1 : Organisation chart of PMC facilities & real estates at Arte Mont Kiara

Based on the figure 1.3, this is organisation chart for site PMC Facilities & Real Estate at Arte Mont Kiara. Basically, there are consist eight member team are duty which is , Ms Celest Chang as Building Manager, Muhammad Amerul as Building Executive, Nurul Shafatin as Account Executive and Armin Affi as Technician Executive. there have two technicians which is Meor Muhammad Firdaus and Prahant Kumar. Lastly, there have only one admin administration which is Nur Fatin Fatimah. Basically, the management will open from (Monday to Friday) starting (9.00 am- 5.00pm) and Saturday from (9.00 am -1.00 pm which half day.

1.2 Client of PMC FACILTIES & REAL ESTATES SDN BHD

The PMC facilities & real estates is one of the property management consultant that already have more than 80 site client in the Malaysia which is including commercial strata property, residential strata property, landed property and others. . Below is the lists of the clients:

No	List of clients	Company logo
1.	SP SETIA BHD GROUP	 <p>Figure 1.2 (a) :SP Setia Bhd Group logo</p>
2.	MITRALAND	 <p>MITRALAND</p> <p>Figure1.2 (b): Mitrland logo</p>
3.	HAP SENG LAND	 <p>Hap Seng Land</p> <p>:</p> <p>Figure 1.2 (c) : Hap Seng Land logo</p>

4.	FAJARBARU BUIDLER GROUP BHD	 <p>Figure 1.2 (d) : Fajar baru Builder Group Bhd Logo</p>
5.	SUNTRACK	 <p>Figure 1.2 (e) : Suntrack Logo</p>
6.	KINTA SAUJANA	 <p>Figure 1.2 (f) : Kinta Saujana Logo</p>
7.	SEAL INCORPORATED BERHAD	 <p>Figure 1.2 (g) : Seal Incorporated Berhad Logo</p>



8.	KLIA HOLDING	 <p data-bbox="970 712 1302 750">Figure 1.2 (h): KLIA Logo</p>
9.	LBS	 <p data-bbox="979 981 1294 1019">Figure 1.2 (i) : LBS logo</p>

Table 1.2 : List of client PMC Facilities and Real Estates Sdn Bhd

CHAPTER 2 - INTRODUCTION BUILDING MAINTENANCE

2.0 Introduction of Building Maintenance

Building maintenance is a necessary thing in a building to ensure the building will achieve the acceptable standard. Building maintenance have divide into a few types which are preventive maintenance and corrective maintenance. In building maintenance, there also have maintenance standard, quality standard and service standard. Maintenance policy and budget is also important because this will help reducing the life cycle cost. Building maintenance programme and planning is existing to reducing and minimize the number of workers. Before do a maintenance, the strategy needed to be discussed and identify properly because it will help to give a proper and efficiently maintenance. the facility management will become the responsible team in managing the maintenance in the building.

In the scope of financial management, it can be describing as a function in an organization which is concerned with profitability, expenses, cash and credit. That mean the organization or management need to carry out its objective as satisfactory as possible. The financial management actually surely have supporting financial system such as software and technology used by the organization to connect, store and report the assets, manage the income and expenses. By providing the financial system is crucial to management and the same time its helps to generate and store the right amount of balance in the account. Others, it also minimum of human negligence than a financial manual system that can give a bad impact to the financial system.

The arrangement, procedure and planning of the financial system also important because it can affect the operation and function of the building. Nowadays many strata property having a problem regarding the financial system. Some of strata property still using poor system and software surely it give and impact and bad reputation of the management and developer. In order to make financial system distribute rightly, smoothly and can minimise a problem from happened , the selection of the financial system and technology need to be highlighted in the strata property because it can impact the long term result.

2.1 Introduction of Facilities management

Facility management (FM) is a multidisciplinary career that integrates individuals, location, process and technology to ensure the built environment's accessibility, comfort, protection and performance. Buildings and grounds, utilities and real estate all benefit from facilities management to ensure their accessibility, comfort, protection and quality.

It includes

- Operations and maintenance
- Communications management
- Emergency management and business continuity
- Environmental stewardship and sustainability
- Hospitality
- Human factors and ergonomics
- Project management
- Real estate and property management

2.2 Introduction of Financial

Financial accounting is very important in building maintenance management. Indeed, some organisations, cost is overriding consideration in assessing the effectiveness of the services. As a general principle, the objective of a maintenance management organisation is to ensure to continuing provision of the required standards and level of service provided by the building at the minimum costs. The costs of building maintenance operations is viewed as an overhead on operations of the building users. An overhead represents a charge on the users of the building, whatever the use may be. The maintenance overhead must be charged against the revenue-generating process within the building estate and it comprises two elements:

- i) Fixed cost overheads: These include the cost of the provision of the service such as core staff salaries, accommodation space for the maintenance management operation, plant, vehicle and etc. A characteristic of this type of overhead is that is incurred largely irrespective of the volume of maintenance work that may be

carried out. For example, a repairs helpdesk would incur the same costs whether busy or not. In term work carried out, required annual servicing to gas boilers or lifts would also constitute a fixed overhead, being required whether or not the element was faulty or in need of repair.

- ii) Variable cost overheads : These are costs which depend on the actual amount of work done and are usually incurred on a unit of production basis. They are directly linked to the actual workload of the maintenance operation. Thus high volume of repair requests may be followed in the next accounting period by a low volume with consequent variations in costs.
- iii) Contingency cost overhead: These cost is referring to costs that will probably occur based on the past experience but with some uncertainly regarding the amount. The contingency cost is to cover the items which are not known exactly at the time or call it as a unplanning or emergency maintenance.

2.3 Financial In Operational And Maintenance Activities / Annual Budget.

Annual budget forecasts a company's revenue and expenditure for the next 12 months. The method of developing an annual budget entails weighing a company's revenue streams against its expenditures. An annual budget is often extended to include a balance sheet and cash flow statement, particularly for non- individual. Individuals, companies, states and other forms of organisations that need to keep track of financial activity use annual budgets. If projected expenditures exceed projected revenues, annual budgets are considered balanced. If expenses exceed revenues, the budget is in deficit, if revenue exceed expenditures the budget is in surplus.

Annual budgets may be generated for either the fiscal or calendar year. These budgets assist their developers in planning for the coming year and making the required changes to achieve their financial objectives. Individuals can use annual budgets to properly plan their finances. Annual budgets are essential and frequently mandated for forecasting purposes for companies,

governments and other entities in terms of sources of income and necessary expenditure, assets, liabilities and equity needed to fund operations over a one-year period and cash flows used for reinvestments, debt management or discretionary purposes.

- An annual budget is a plan for a company's projected expenditures over the course of a year.
- Annual budgets act as benchmarks against which an individual or company can measure progress and as tool to help better manage money.
- Budgets can be in balance (expenditures/revenues) in deficit (expenditures exceed revenues), or in surplus (revenue exceed expenditures).

Another important function of an annual budget, which is usually broken down into monthly cycles, is to allow for comparison of budgeted and "real" results. For example, if a company need to pay the maintenance cost that over from the budget they will check the monthly cost and check what the expensive equipment or spare part that broken. Then make necessary change such do regularly inspection to avoid breakdown.

2.4 Cash flow

The total sum of cash and cash-equivalents moved into and out of a company is referred to as cash flows. Money collected is referred to as inflows, while money expended is referred to as outflows. At the most basic level, a company's ability to produce positive cash flows or more precisely, potimise long-term free cash flow (FCF) determines its ability to create value for shareholders. After subtracting any money spent on capital expenses, free cash flow is the cash that a corporation receives from its regular business activities.

- Cash flows refer to the movement of money into and out of a business, typically categorized as cash flows from operations, investing and financing.

- Operation cash flow includes all cash generated by a company's main business activities.
- Investing cash flow includes all purchases of capital assets and investments in other business ventures.
- Financial cash flow includes all proceeds gained from issuing debt and equity as well as payments made by the company.
- Free cash flow, a measure commonly used by analysts to assess a company's profitability, represents the cash a company generates after costs.

2.5 Forecasting

Financial forecasting is the process of predicting or estimating future statistics of an organisation such as how a business will do in the future, based on historical data such as the income statement, balance sheet, current conditions, financial past trends, future internal and external environments which is usually done with the goal of planning and developing a strategy.

CHAPTER 3 : THE PROJECT

3.0 Case Study : Arte Mont Kiara (Developer)



Figure 3.0 : Arte Mont Kiara

Arte Corp formerly known as Nusmetro is a passionate property developer in Malaysia that indulges in the field of artistic property design and luxurious living. For over 20 years, Arte Corp has developed commercial, residential, and mixed developments totaling up to RM 8 billion in the cities of Kuala Lumpur, Selangor, Penang, and Sabah.

Arte Corp ideology “The Art of Living” is to create fantastical designs that push beyond the boundaries of imagination, whilst retaining competitive value to reflect the modern and urban lifestyles of Malaysians today. They have made a mark in both the local and international scene with Arte Mont Kiara for its iconic fingerprint-inspired façade and Arte S winning ‘Best Apartment of the Year International Division’ of the 13th Kinpan Awards. Art should never come at the cost of mother nature. Hence, our efforts towards sustainable real estate include our GreenRE certified properties such as Arte Cheras, Arte Mont Kiara, and upcoming developments.

3.1 Building Information



Figure 3.1: Arte Mont Kiara

No	Detail	Description
1	Address	Arte Mont Kiara, Jalan Sultan Haji Ahmad Shah, Kompleks Kerajaan, 50480 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur
2	Completion year	Finish construction, 2020
3	Sq ft area	782 sqft- 1851 sqft
4	Location	Mont Kiara, KL
5	Type	Serviced residence
6	Total tower	MK1, MK2, MK3
7	Tenure	Leasehold
8	Price range	RM399K- RM1 mil

Table 3.1. :Building Information

3.1.1 Building Location

The building location of Arte Mont Kiara are located at Mont Kiara, KL. The location show in the location plan and key plan.

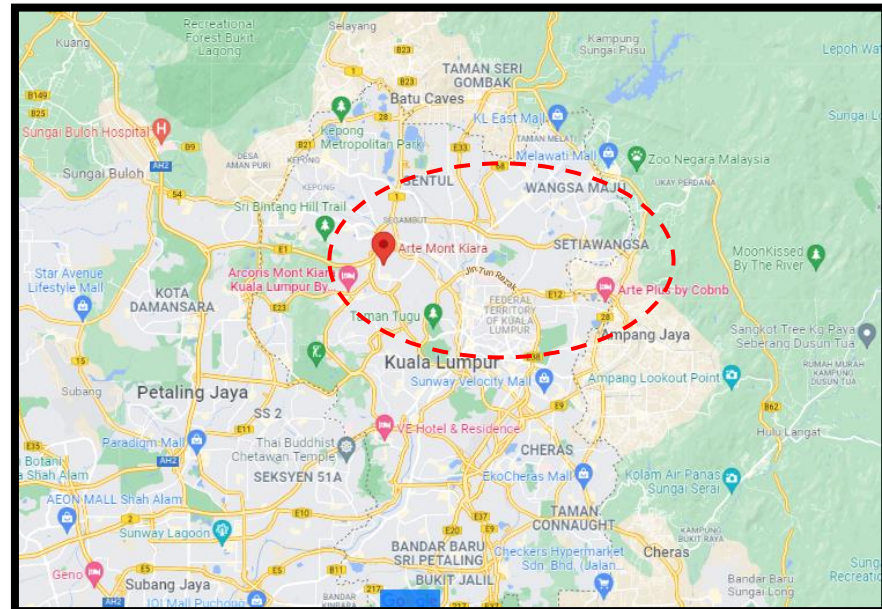


Figure 3.1.1 : Location Plan (Maps of Wilayah Persekutuan)

3.1.2 Site Plan

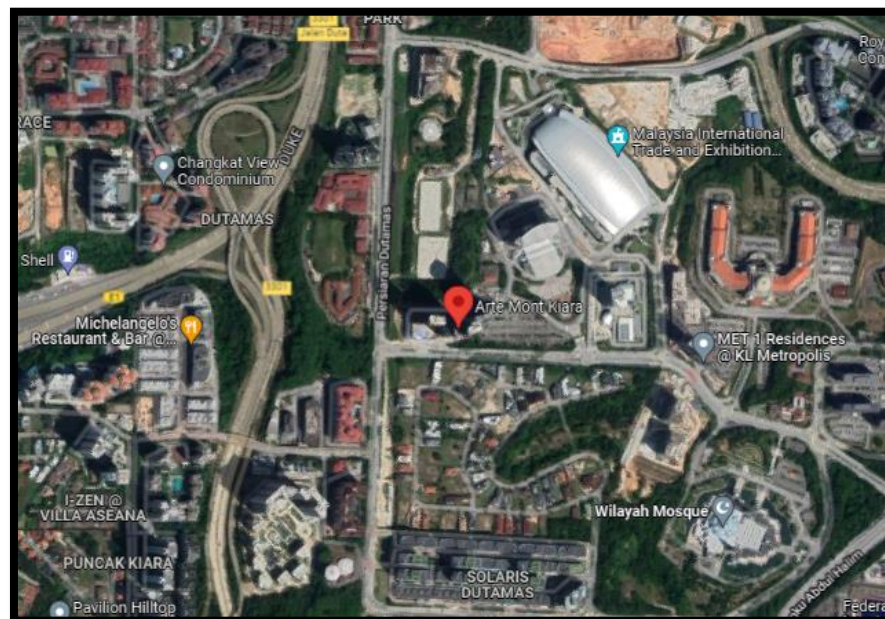


Figure 3.1.2 : Radius 500m from Arte Mont Kiara.

Nearby Area :

List of the amenities within 500m:

- a) MATRADE Exhibition and Convention Centre.
- b) Kementerian Perdagangan Antarabangsa and Industri (MITI)
- c) Kuala Lumpur Courthouse
- d) MITEC- South Entrance Gate
- e) Wilayah Mosque
- f) National Chamber of Commerce & Industry
- g) Malaysia Steel institute
- h) Publika

3.1.3 Key plan

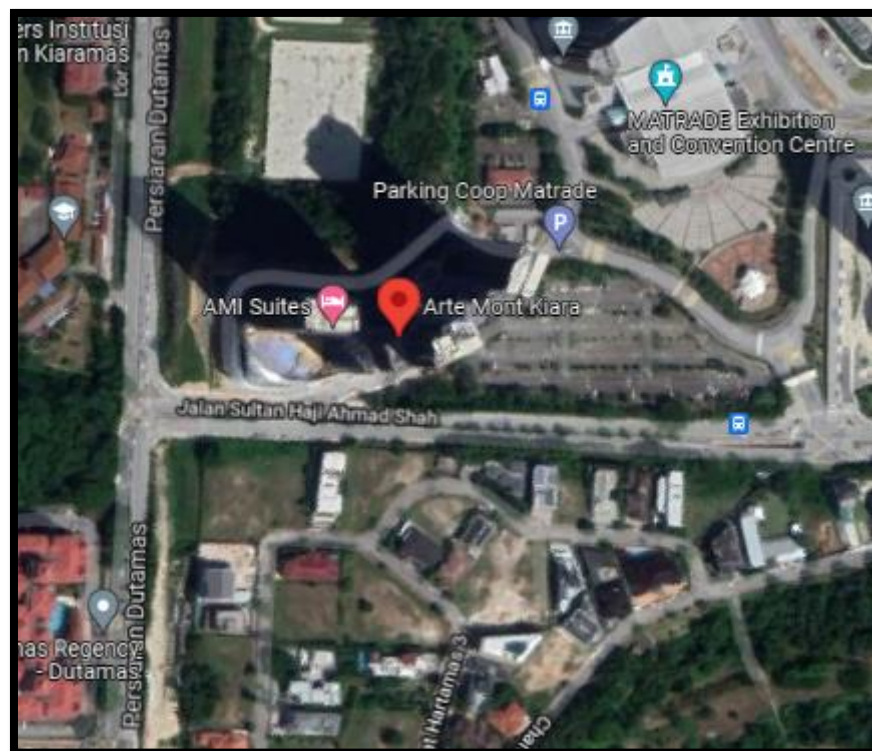


Figure 3.1.3(a) : (maps of Jalan Sultan Haji Ahmad Shah)



Figure 3.1.4 (b): key plan (maps of Arte Mont Kiara)

3.1.4 Building view



Figure 3.1.4 (a) : Front view of Arte Mont Kiara



Figure 3.1.4 (b): left view of Arte Mont Kiara

3.1.5 Adjacent Building



Figure 3.1.5 (a) : Malaysia International Trade and Exhibition Centre



Figure 3.1.5 (b): Wilayah Mosque



Figure 3.1.5 (c) : Solaris Dutamas Designer Suites



Figure 3.1.5 (d) : Seni Mont Kiara

3.2 Building Construction Arte Mont Kiara





Figure 3.2: Building Construction of Arte Mont Kiara

Kerjaya Prospek Group Bhd has clinched a RM338.8 million contract from the joint venture of Nusmetro Property Sdn Bhd and Naza TTDI Sdn Bhd (Nusmetro-Naza TTDI JV) for main building works for a proposed mixed development project in Mont Kiara here. In a filing with Bursa Malaysia today, Kerjaya Prospek said its wholly-owned subsidiary Kerjaya Prospek (M) Sdn Bhd has accepted a letter of award from Nusmetro Property for the proposed job. This confirmed a report by theedgemarkets.com earlier today, which stated that the Nusmetro-Naza TTDI JV was set to award Kerjaya Prospek with a contract worth over RM300 million to build the Arte Mont Kiara serviced apartments.

Kerjaya Prospek said construction works are scheduled to commence in September, with completion in October 2019. The main building works comprise inter-alia simplex and duplex serviced suites and serviced residences housed within three towers that range from 58-66 storey and a nine-storey podium of car park. The contract will further increase and enhance the existing order book of the company and its group of companies. In a separate statement, Kerjaya Prospek said Arte Mont Kiara is a mixed-development JV project between Nusmetro and Naza TTDI, with a gross development value of RM1.2 billion. The French-retro themed project is

located within Naza TTDI's Kuala Lumpur Metropolis development, which is envisioned to be an international trade and exhibition city.

Kerjaya Prospek has secured RM1.43 billion year-to-date, surpassing its internal orderbook replenishment target of RM600 million for 2016. This follows a RM213.75 million construction contract it won from Yong Tai Bhd last week. The contract was for the construction of main building works of a proposed mixed development project, known as "The Apple" in Melaka. In May, BCB Bhd had also appointed Kerjaya Prospek to undertake main building works for Phase 1 of Elysia Park Residence project in Iskandar Malaysia, Johor, valued at RM312.85 million. Shares in Kerjaya Prospek closed down one sen or 0.41% in the morning session today at RM2.42, giving it a market value of RM1.23 billion, with 136,700 shares exchanging hands.

3.3 Building design of Arte Mont Kiara



Figure 3.3 : Perspective view of Arte Mont Kiara

Arte Mont Kiara will be another futuristic services apartment in the upscale community of Dutamas. It is a work of art and done of construction on 2019 and is housed in a 75.5-acre KL Metropolis design. Covering an area of 3.25 acres, Arte Mont Kiara touts an exaggerated architectural theme of ancient French-style contemporary design. For the façade external design, has been made by London- based SPARK architects, the ambitious project features chic retails at the ground levels, and urban living concept designs that Mimic French and retro lifestyles that a private clubhouse would offer. Its architectural elements are inspired by the Human Fingerprint that gives you the uniqueness of the human DNA.

3.3.1 List of Amenities in Arte Mont Kiara.

The site plan of facilities and amenities that are provided in the Arte Mont Kiara.

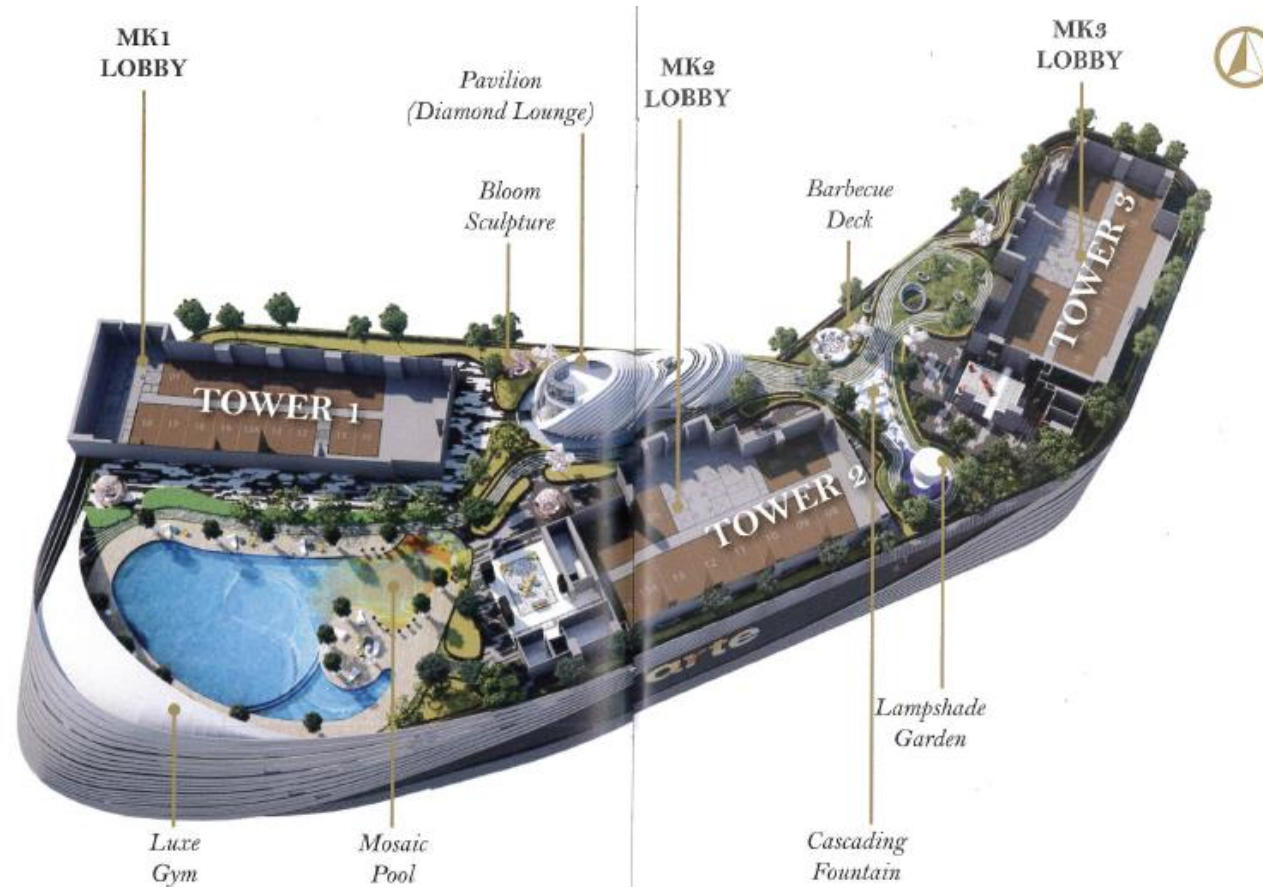


Figure 3.3.1 : 3d site plan of facilities in Arte Mont Kiara.

3.3.1.1 List of Facilities in Arte Mont Kiara

i) Mosaic pool



Figure 3.3.1.1: View of Mosaic pool

- a) The Mosaic pool is open daily from 8:00 am to 8:00 pm
- b) With no lifeguard present, usage is at your own risk and users are advised to exercise good sense and caution.
- c) Proper swimming attire is required to enter the pool. Clothes uncategorized as swimwear are not permitted.
- d) Children below 12 years old must be accompanied by an adult, responsible for their safety and conduct and a 600mm wading pool is available for younger children.
- e) Use of floatation devices are highly encouraged for Junior swimmers and kindly note that swimming diapers are required for toddlers who are yet to be toilet trained. Cleaning fee for toileting mishaps are RM1000 or subject to managements discretion.
- f) For hygiene and consideration of all , please take a shower before entering the pool & stay away if you have any diseases.
- g) Dry off thoroughly or change after using the pool and before entering the building to prevent slipping hazards.
- h) Walk mindfully do not run around the pool facility.

ii) Pavilion (Diamond Lounge)

Figure 3.3.1.1 (ii) : View of Pavilion

- a) The pavilion & the diamond lounge within are available for use with prior booking only to ensure responsible care of the facility got everyone's enjoyment.
- b) A reservation can only be made by an occupant in person at the Management office fourteen (14) day in advance to avoid disappointment. Kindly note that one (1) day usage is allowed for each reservation.
- c) The nature, date, time and number of guests attending are required information for management approval.
- d) An hourly booking fee and reservation deposit will be determined by management.
- e) Deposit must be made for the application to be considered valid and to do note it is on a first to pay, first to book basis to be fair to all.
- f) Vehicle particulars of guests are required for entry into Arte Mont Kiara and submitting the list (2) days prior is necessary to avoid congestion at the guardhouse on the event date.
- g) Cancellations to be made seven (7) days prior to reserved date and a cancellation fee will apply past that time frame.
- h) Written approval from management is required for any usage of musical instruments, tools and equipment or furniture supplied by external party.

- i) Please note that religious gatherings, assemblies or funeral wakes cannot to be held here.
- j) These rules are subject to change by Management any time with prior notice.

iii) Luxe gym



Figure 3.3.1.1 (iii) : View of Luxe Gym

- a) The luxe gym is open daily from 7:00 am to 10:00 pm
- b) Usage is at your own risk and users are advised to exercise good sense & caution.
- c) Appropriate sportswear for cardio & training is required. Those is swimwear, flip flops or with bare feet will not be permitted usage of the facility.
- d) Only rubber soled sport shoes are allowed.
- e) Children below 16 years old must be accompanied by an adult to enter the gym for the purpose of exercise. Running around the gym or playing with equipment is not allowed for their safety & consideration of other users.

- f) Everyone is responsible for cleaning up after themselves by wiping down gym equipment after use.
- g) Avoid dropping weights on the floor and return them back to the rack when not in use.
- h) Do not lean on the mirrors .
- i) The removal of any item from the luxe gym is strictly prohibited. Anyone found doing so will be fined & back charged at the Managements discretion.
- j) Smoking, eating & pets are not allowed for cleanliness and consideration of all
- k) Management will not be responsible for any loss of life or injuries caused to or sustained by occupants and their guest. Rules may be subject to change & additional regulations will be added when necessary with prior notice.

iv) The cascading fountain & lampshade garden

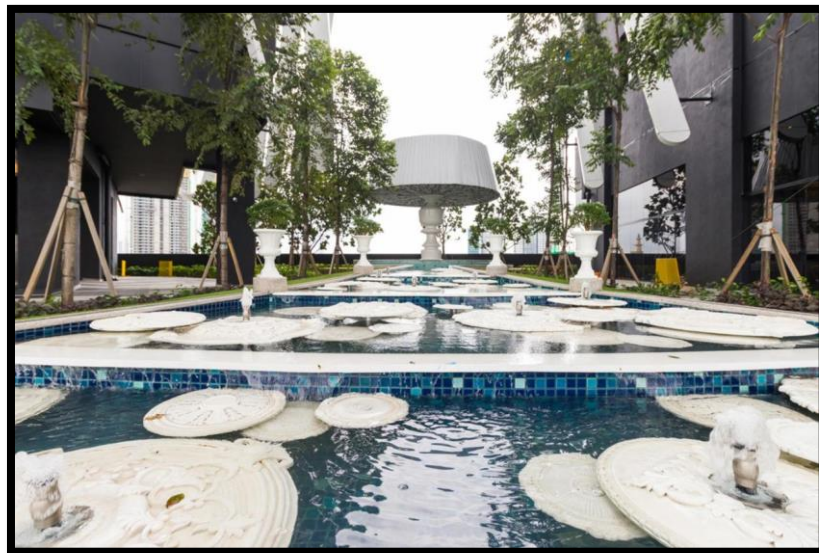


Figure 3.3.1.1 (iv): view of The cascading fountain & lampshade garden

- a) The cascading fountain for visual appreciation & a French-retroambience. It is not a swimming or dipping pool. Kindly proceed to the Mosaic Pool for such activities.

- b) Please be aware of your personal belongings as Management will not be liable for any losses or damage.
- c) Food and beverages are discouraged to maintain cleanliness.
- d) Smoking, Littering & pets are not allowed. Fines will apply for all the above and is set at RM100 or subject to the management discretion.
- e) For the consideration of all, activities which may cause annoyance, disturbance, or injury to others are strictly prohibited. Those loitering or gathering in groups at odd hours will be asked to leave for a peace & safety of all.
- f) Do not detach or take away any of the fittings or furniture in the area. Any damages made or found must be reported to Management or security promptly.
- g) Rules may be subject to change & additional regulations will be added when necessary.

v) Barbecue deck

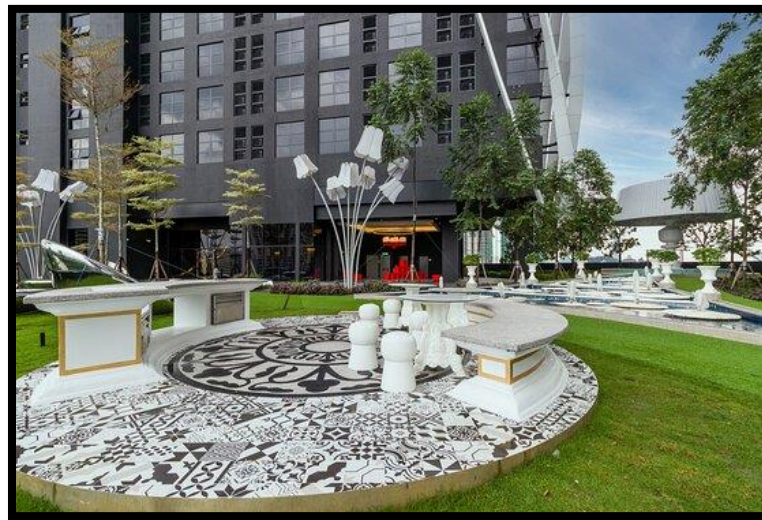


Figure 3.3.1.1 (v): view of The cascading fountain & lampshade garden.

- a) The barbecue deck is open for use with prior reservation. The two sessions available for booking are :
 - Day session 1 : 10:00 am to 2:00 pm
 - Evening session II : 5:00 pm to 10:00 pm

- b) A reservation can only be made by an occupant in person at the Management office fourteen (14) days in advance to avoid disappointment. Kindly note that one (1) session usage is allowed for each reservation and if no other bookings are made, one can continue into the next session as overseen by a supervisor.
- c) A booking fee of rm100 and reservation deposit of rm200 must be made for the application to be considered valid and do note it is on a first to pay, first to book basis to be fair to all.
- d) Deposit of RM200 will be refunded after inspection by management or security guards to ensure the barbeque deck is clean and all fixtures and fittings are in good operating condition at the end of session. Do present receipt of deposit when claiming refund.
- e) Unforeseen circumstances like poor weather is not viable for booking refund.
- f) Cancellations to be made seven (7) days prior to reserved date and the full rm200 is the cancellation fee past that time frame to deter irresponsible bookings,
- g) Suggested capacity to be determined by Management.
- h) Vehicle particular of guests are required for entry into Arte Mont Kiara and submitting the list (2) days prior is necessary to avoid congestion at the guardhouse on the event date.
- i) Please keep food and beverages to the barbeque deck area only.
- j) Do not leave barbecue fire unattended and kindly extinguished it fully after use.
- k) For the consideration of all, activities which may cause annoyance, disturbance or injury to others are strictly prohibited. Management has the right to disallow access to any persons not in compliance.
- l) Ensure barbecue pit and surrounding deck area are in clean condition after use, all litter and wet refuse to be properly sealed in garbage bags and disposed of in the bins provided.
- m) Do not detach or take away any of the equipment or fittings provided, except for those which need to be returned to the management office. All damages must be reported to Management or security for settlement after use and the occupant will be held responsible for any loss or damage caused by themselves or their guests.

- n) Management will not be responsible for any loss of life or injuries cause to or sustained by occupant and their guest. Rules , may be subject to change & additional regulations will be added when necessary with prior notice.

Vi) Le petit playland



Figure 3.3.1.1 (vi): view of The Le petit playland

- a) Le petit playland is open daily from 8:00 am to 8:00 pm.
- b) The playground was created specifically for child safe activity and amusement. It is not a place for general leisure. Kindly proceed to the many lounge areas in Arte Mont Kiara to do so instead.
- c) Children below the age of 13 are to be supervised by an adult , who will be responsible for their safety and conduct.
- d) Please do not bring children who are sick or if you yourself are unwell.
- e) Clean up after your children to maintain the pleasant environment.
- f) Kindly inform management or security if any safety hazards arise or are found.
- g) Please be aware of the belongings of you and your children as Management will not be liable for any losses or damage.
- h) Food and sticky beverages are discouraged to maintain cleanliness.
- i) Smoking, littering & pets are not allowed.

- j) For the consideration of all, activities which may cause annoyance, disturbance or injury to others are strictly prohibited.
- k) Do not detach or take away any of the fittings or furniture in the area. Any damages made or found must be reported to Management or security promptly.
- l) Rules may be subject to change & additional regulations will be added when necessary with prior notice.

Vii) Floating butterfly garden

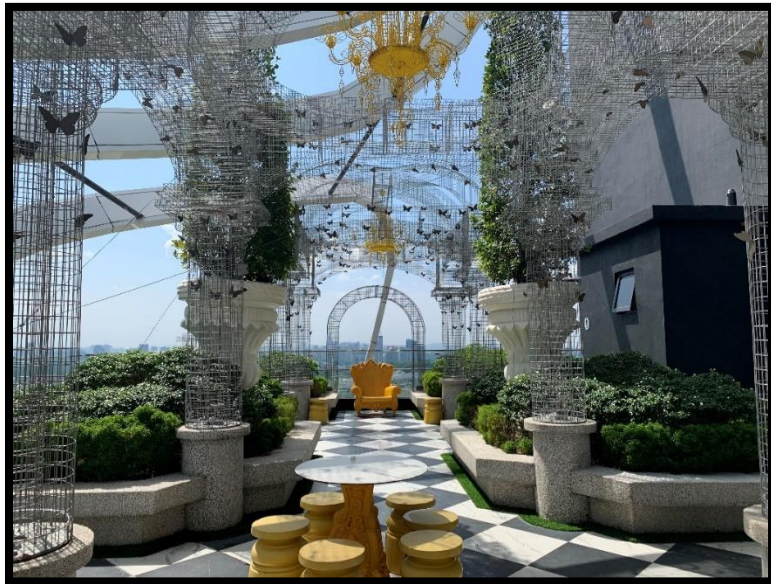


Figure 3.3.1.1 (vii): view of The Floating butterfly garden

- a) The floating butterfly garden is open daily from 8;00 an to 8;00pm
- b) The lounge was designed to create the experience of having thousands of butterflies floating around while you soak in the view. Do not attempt to climb the columns or remove decorative butterflies.
- c) Please be aware of your personal belonging as Management will not be liable for any losses or damage.
- d) Food and beverages are discouraged to maintenance cleanliness.
- e) Smoking, littering & pets are not allowed.

- f) For the consideration of all, activities which may cause annoyance, disturbance, or injury to others are strictly prohibited.
- g) Do not detach or take away any the fittings or furniture in the area. Any damages made or found must be reported to Management or security promptly.
- h) Rules may be subject to change & additional regulations will be added when necessary with prior notice.

Viii. Mirror bar



Figure 3.3.1.1 (viii): view of Mirror bar

- a) The Mirror bar is only available for use with prior booking and parties or private functions can be held in the Mirror Bar with approval from the management.
- b) A reservation can only be made by an Occupant in person at the Management office 14 days advance to avoid disappointment. Kindly note that 4 hours usage is allowed for each reservation.
- c) A booking fee and reservation deposit will be determined by management.
- d) Deposit must be made for the application to be considered valid and do note it is on a first to pay , first to book basis to be fair to all. Reservation deposit will be refunded after inspection by management or security guards to ensure Mirror Bar is clean and all fixings and

furniture are present and in good condition at the end of session. Do present receipt of deposit when claiming refund.

- e) Cancellations to be made 7 days prior to reserved date and a cancellation fee will apply past that time frame.
- f) Vehicle particulars of guests are required for entry into Arte Mont Kiara and submitting the list (2) days prior is necessary to avoid congestion at the guardhouse on the event date.
- g) Please do not lean on or throw things at the stained glass.
- h) No smoking or pets are allowed.
- i) Do not detach or take away anything. All damages must be reported to Management or Security and the Occupant will be held responsible for any loss or damage caused by themselves or their guests.
- j) Written approval from Management is required for any usage of musical instruments, tools and equipment or furniture supplied by external party.
- k) These rules are subject to change by management any time with prior notice.

ix. Rainbow lounge

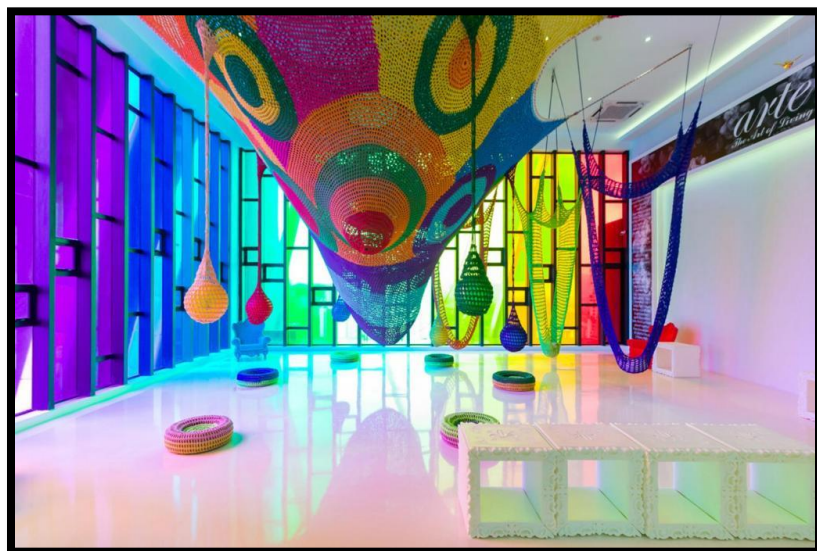


Figure 3.3.1.1 (ix): view of Rainbow lounge

- a) The rainbow lounge is open daily from 8:00 am to 8:00pm

- b) The lounge is a colourful art installation for picture taking and playful leisure. Kindly take off your shoes to enter the area and be mindful to avoid snagging or dirtying the knitted installations and seating.
- c) Children are welcome with accompanying adult supervision.
- d) Do not climb the hanging installations to avoid injuring yourself or others.
- e) Please be aware of your personal belongings as Management will not be liable for any losses or damage.
- f) Food and beverages are not allowed to maintain cleanliness of the knitted material.
- g) Smoking. Littering & pets are not allowed.
- h) For the consideration of all, activities which may cause annoyance, disturbance or injury to others are strictly prohibited.
- i) Do not detach or take away any of the fitting or furniture in the area. Any damages made or found must be reported to management or security promptly.
- j) Rules may be subject to change & additional regulations will be added when necessary with prior notice.

X. Jacuzzi pods



Figure 3.3.1.1 (x) : View Jacuzzi pod at Arte Mont Kiara

The Jacuzzi pods are open daily :00 am to 8:00 pm.

- a) With no lifeguard present, usage is at your own risk and users are advised to exercise good sense and caution.
- b) Proper swimming attire is required to enter the pool. Clothes uncategorized as swimwear are not permitted.
- c) Children below 12 years old must be accompanied by an adult , responsible for swimwear are not permitted.
- d) Use of floatation devices are highly encouraged for junior swimmers, while swimming diapers are required for toddlers who are yet to be toilet trained.
- e) For hygiene and consideration of all, take a shower before entering the pool & stay away if you have any diseases.
- f) Dry off thoroughly or change after using the pool and before entering the building to prevent slipping hazards.
- g) Walk mindfully do not run around the Jacuzzi facility.
- h) The Jacuzzi pods are meant for swimming and relaxation. Any activity that cause annoyance, disturbance or injury are not allowed.
- i) Diving is not allowed for all user's safety & enjoyment.
- j) Anyone under the influence of alcohol or drugs are not permit to be at pool area and its surroundings.
- k) Spitting, spouting of water, blowing of nose or relieving oneself in the pool are strictly prohibited and cleaning fees will apply, subject to the Managements discretion.
- l) Food and drinks are not allowed for overall cleanliness.
- m) Pets are not allowed.
- n) Kindly clean up after yourself to maintain a pristine environment for all
- o) For private functions or parties, do obtain written approval from Management ahead of time.

3.4 Financial / Maintenance management

Maintenance management is all about maintaining the resources of the company so that production effectively and that no money is wasted on inefficiency. There are many software programs that assist with this process and there are a few objectives that a maintenance manager should seek to accomplish. These objective are to control costs, to schedule work properly and efficiently and to ensure that the company complies with all regulations.

In any organizations should or must have their owned budget or financial. The budget will be related to income and expenses of the company or organizations. Income of the company come from services charge , fire insurance, q-rent, access card , water, electrical bill, clamping card , assessment , penalty fee and interest income. Due the building is under Defect Liability Period (DLP) most of the income came from the billing and utility.

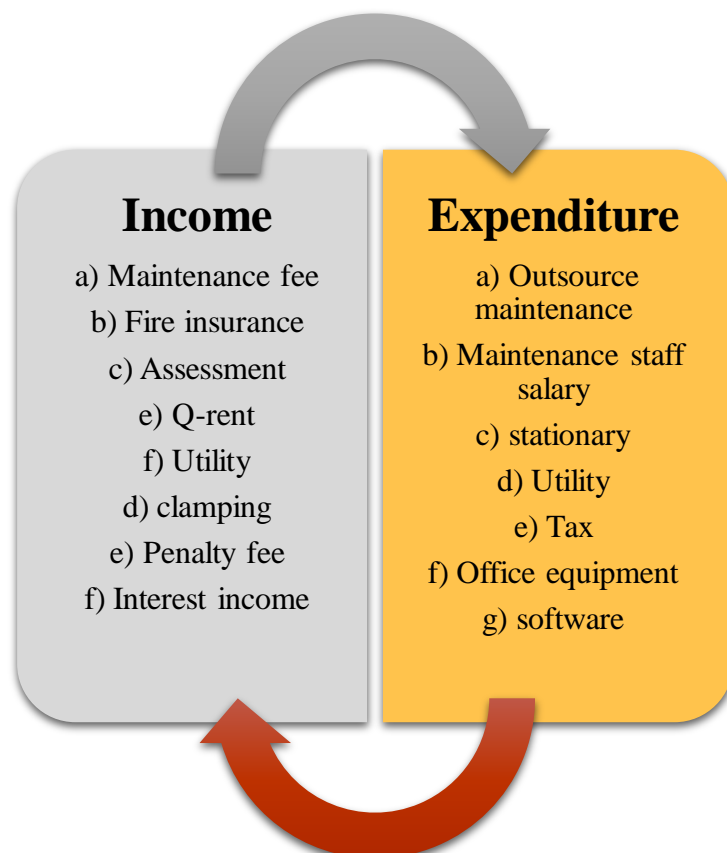


Figure 3.4 : Graph for income and expenditure details in maintenance budget for Arte Mont Kiara

3.5 Income Budget

3.5.1 Maintenance fee and sinking fund

Strata living is getting more popular in Malaysia including landed and high-rise schemes. Properties in a strata scheme can include condominiums, apartments, offices, terraced homes, bungalows and townhouses. Strata living means the accessory parcels and common property in such a development come under a management system. The homeowners will be charged a monthly maintenance fee, also known as the service charge, as well as contribute to the sinking fund. The sinking fund actually is basically used for the capital expenditure in respect of repainting, upgrading and refurbishment of the common property.

The maintenance fee is generally used for everyday repairs and the upkeep of common facilities in a development. The components that make up the maintenance fees actually including contractual and non- contractual operating expenses, utilities as well as contingencies. Contractual operating expenses refer to a fixed monthly amount for service providers that include cleaning, security, firefighting, lift maintenance, landscaping, swimming pool, management staff cost, property management fees, pest control and rubbish collection and disposal. Non-contractual operating expenses covers CCTVs, carparks, firefighting systems, air conditioning repair, barriers gate and waterproofing. Utilities mean electricity charges, water charges, telephone and internet.

In the Arte Mont Kiara, the sinking fund and maintenance fee referring to share unit. The share unit is a numerical representation of the benefits and liabilities relating to a strata owner's parcel. In other words, the more the share units, the more the service charges that need to paid. That why for every unit at Arte Mont Kiara will be difference regarding to the amount / total of the sinking fund and maintenance fee that need to be paid by the owner for every month. If there is more than one accessory parcels, the formula for calculation shall be applicable to each accessory parcel and it shall then be added accordingly. Both the value of the parcel and accessory parcel shall be added to determine the total share units. Below an example of the calculation formula is as follows:

3.5.2 Clamping Car parking

The management reserves the right to tow away, clamp the wheels of or immobilize any vehicle parked outside the designated parking bays or which is obstructing the traffic flow within Arte Mont Kiara, without prior notification and at sole cost of the vehicle owner. The wheel clamped or immobilized will only be released upon payment to the management of a sum of RM50.00 and additional of holding charge of RM50.00 per day or such other amounts determined by the management from time to time.

Regarding to the Mont Kiara Suite SDN BHD income statement (appendix i), on the January 2021 and February 2021, there have one clamp due to the improper parking or wrong parking by one of the owner in the Arte Mont Kiara. On March 2021, there have two clamp parking are imposed by security with total RM100.00.

No	Month	Amount of clamp
1.	January	RM50.00
2.	February	RM50.00
3.	March	RM100.00
Total		RM200.00

Table 3.4.2 : Amount of the income from clamping car parking

3.5.3 Access card

For the other income in Arte Mont Kiara, for every owner will be provided with two type of the card which are master card and regular card. During the Vacant Possession (VP), all the accommodation has been listed in the SPA including the total of the access card which has been provided to the owner. For the access card , issuance of door access cards is complimentary and the number issues is determined by the developer. Subsequence issuance of Door Access card will be charged at RM100.00 each or such other amount determined by the management from time to time. Vehicle access card will be issued based on allocated car park bay as per unit entitlement. Regarding to the House rule in the Arte Mont Kiara, each occupants shall be entitled to a maximum of three access card or such other numbers as may be determined by the management from time to time.

For security , occupants must notify the management of any loss or damage and return all damaged access card to the management. A replacement fee of RM100.00 will be charged for the 1st lost card and RM200.00 per card shall be chargeable for any subsequent lost card. The amount imposed for lost card shall be determined by the management from time to time. For the cloning of access cards and the usage of duplicated access cards is strictly prohibited and deemed a serious offence. The Management will invalidate or block access cards of the offenders parcel unit. The re-activation of the original access cards will be only be carried out after the duplicated access cards are surrendered and destroyed. A fee of RM200 will be charged for re-activation.

Income		
no	month	Amount
1.	January	RM1000.00
2	February	RM200.00
3.	March	RM2600.00
4.	April	RM100.00
5.	May	RM600.00
6.	Jun	0
7.	July	0
8.	August	RM1,100.00
9.	September	RM1,100.00
10.	October	RM5,700.00
11.	November	RM100.00
Total Income 2021		RM16,700.00
Expenses		
1.	September	RM1,050.00
Total		RM1,050.00

Table 3.5.3 : the income of access card for every month

Based on the table above, this is an amount of access card that have be paid by the owner. On the October 2021, the income is increasing due to on the September, the access card is out of stock. For the owner who want to request for additional access card or missing of access card need to wait until

the management get the stock from supplier. The management get the card from the supplier on the October. Regarding to the expenses that are listed on the table (). The management office have been paid to the supplier RM1,050.00 for access card.

3.5.4 Penalty Fee

Basically, the penalty fee is regarding to the renovation and delivery. On the Jun 2021, the management imposed the penalty to the owner due to doing renovation work without a permit. Due to this case, the contractor informs to the management that there have major defect are effected due to the renovation. After management doing investigation on this problem, they found that the owner has not get a permit from management. The management imposes the penalty to the owner which is RM200. Others, on the October 2021, the same issues happen again and the management take an action to imposes the penalty to the owner. The renovation and delivery in the Arte Mont Kiara are very strict due to the building is under Defect Liability Period (DLP). The figure below shows the graph of penalty 2021.

3.6 Operating expenses

Facility Operating Expenses are divided into project costs, infrastructure costs and ongoing costs. Project costs arise from new construction projects and renovation projects. This includes the architectural costs, engineering expenses, construction costs and furniture and fixture purchase costs. Infrastructure costs are incurred in response to increased demand. Such as expanding an existing parking lot. Ongoing facilities operating costs include facilities maintenance and repair costs, utilities, grounds landscaping and property taxes.

In the arte Mont Kiara, the operating expenses is major to the manpower and outsources maintenance staff which is security, cleaning services and pest control. Other every 6 month and 1 year, the management will renew assessment tax, fire insurance and quit rent and pay to the local authority. For the information the Arte Mont Kiara do not get any additional budget to pay the expenses. Basically the management will rolling the budget from the services charge, interest, penalty fee and other to pay the expenses.

3.6.1 Inhouse maintenance expenses

i) Staff cost

The manpower in the Arte Mont Kiara inadequate. Regarding to interview session with the staff, they lack of manpower especially for admin assistant position and technician. Due to the building is commercial strata property, surely it need a lot of main power in the organisation to running the operation and building function. Basedly the technician in the Arte Mont Kiara is in-house staff. Mostly they focusing on the electrical system in the building and the rest of the system are being maintain under sub-contractor. Due to lack of technician to cover 3 tower, it very difficult to monitor and controlling the emergency case when it happened. Below is the list of the salary of the staff in the Arte Mont Kiara.

No	Name	Scope Of Services	Salary (RM)	Overtime (RM)	Factor (RM)	Sub Total (RM)
1.	Ms Celest chang	Building manager	7,000.00	0	1000.00	8000.00
2.	Muhammad Amerul Nazren Bin Mustafa	Building Executive	2,800.00	0	840.00	3,640.00
3.	Nurul Shafatin Binti Abdul Malik	Account Executive	4,000.00	0	1,200	5,200.00
4.	Nur Fatin Fatihah Binti Mohd Joe fry	Admin Assistant	2,150.00	93.03	672.91	2,915.94
5.	Prashant Kumat A/L Rathakrishan	Technician	2,500.00	100.00	780.00	3,380.00
6.	Meor Muhammad Firdaus	Technician	2,400.00	34.62	730.39	3,165.01

Table 3.6.1 : Expenses for in house maintenance staff

3.6.2 Outhouse maintenance expenses

i) Security department

Security department in the Arte Mont Kiara is under Image Security & Consultancy Sdn Bhd. There already have a contract 1 year with the management including the other out sources which is cleaning services and pest control. Due to Arte Mont Kiara is new building and in the Defect Liability Period (DLP), major of the outsource maintenance under the sub-contractor and developer regarding to the mechanical transportation system, landscaping, Spiderman and others. Below is the payment that the management already paid for their services.

Description	Amount (RM)
Day Shift :	
1 supervisor x RM 8.00 per hour x 12 hours x 30.5 days	Rm 2,928.00
14 guards x rm8.00 per hour x 12 hours x 30.5 days	Rm 40,992.00
Night Shift:	
1 supervisor x RM 8.00 per hour x 12 Hours x 30.5 Days	RM 2,928.00
10 guards x RM 8.00 per hour x 12 hours x 30.5 days	RM 29,280.00
Sub Total	RM 76,128.00
SST 6%	RM 4,567.68
Total	RM 80,695.68

Table 3.6.2 (a): Expenses for Security services

On 31st July 2021, the management office imposes the penalty to the Image Security & consultancy Sdn Bhd due to some issues which is:

Date	Description	Total
1 st – 31 st July 2021	Penalty for opening the exit barrier gate and allowing a car to go out without checking properly.	RM200.00
	Penalty for not following SOP and opening the barrier gate from control room.	RM100.00
	Penalty for not stationing a guard at entry and exit barrier gate	RM100.00
Total Penalty Charges		RM400.00
SST 6%		RM24.00
Grand Total		RM424.00

Table 3.6.2 (b): Amount of Penalty for Security services

ii) Pest Control

For the termites control treatment in the Arte Mont Kiara is under Colony Pestworks Management Sdn Bhd. Basically this out source maintenance have a 1-year contract with the management. For every month the management will paid RM1500.00 to the Colony Pestworks management Sdn Bhd for treatment services which is extermination and control for subterranean termites, cockroaches, common Ants, Rats and Mosquitoes for the month of July 2021.

No	Month	Amount (RM)
1.	January	RM1500.00
2.	February	RM1500.00
3.	March	RM1500.00
4.	April	RM1500.00
5.	May	RM1500.00
6.	June	RM1500.00
7.	July	RM1500.00
8.	August	RM1500.00
9.	September	RM1500.00
10.	October	RM1500.00
11.	November	RM1500.00
12.	December	RM,1500.00
Total		RM 18,000.00

Table 3.6.2 (c): Amount of expenses for Pest control services

iii) Cleaning Services

The cleaning services in Arte Mont Kiara is handling by PEMBERSIHAN MY-MY SDN BHD. This company already have a contract with the Mont Kiara Suite Sdn Bhd almost 1 years. Regarding to the master list of income statement, this company only provide 25 workers to doing cleaning work at Arte Mont Kiara. For the information, cleaning services in the Arte Mont Kiara is lack of the cleaner workers. Because of that, management always receive the complaint from the owner regarding the poor services that provide from the company.

No	Month	Amount
1.	January 2021	42,980.072
2.	February 2021	47,700.00
3.	March 2021	47,509.20
4.	April 2021	47,318.40
5.	May 2021	45,569.40
6.	Jun 2021	47,700.00
7.	July 2021	47,700.00
8.	August 2021	47,700.00
9.	September 2021	47,700.00
10.	October 2021	46,650.60
11.	November 2021	47,254.80
Total payment Jan - Nov		RM 557,983.21

Table 3.6.2 (d): Amount of expenses for cleaning services

3.6.3 Utility facility

According to “Lawinsider” utility facility means for any electric, gas, water, steam power or materials transmission or distribution system, any transportation system, communication system including cable television and any fixture, equipment or other property associated with the operation, maintenance or repair of any such system which is located on property owned by a state or local government or over which a state or local government has an easement or right of way. A utility facility may be publicly, privately or cooperatively owned.

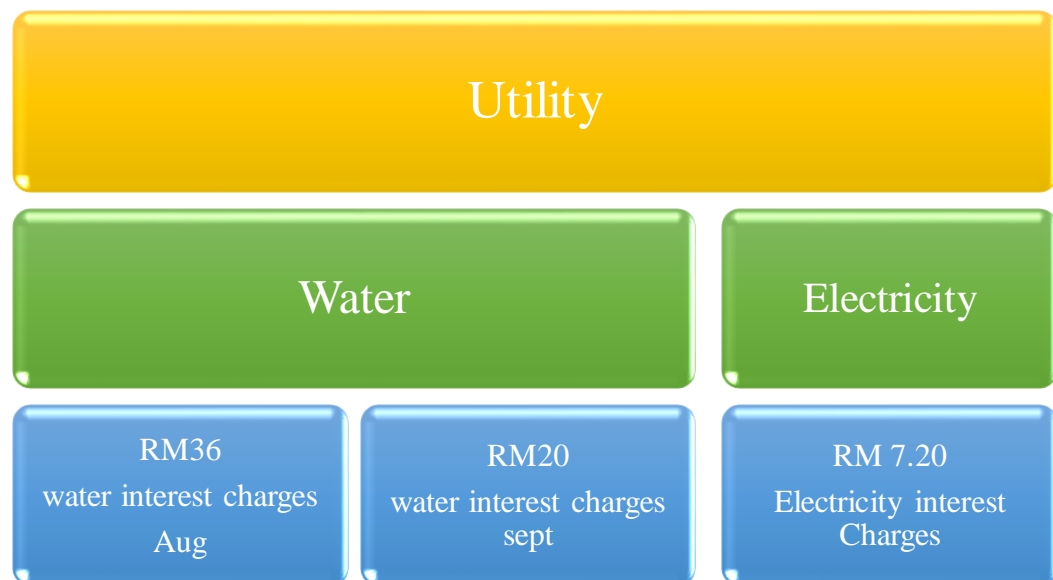


Figure 3.6.3 : Utility charges at Arte Mont Kiara

Based on the utility at the Arte Mont Kiara, there have two type of the utility that the owner need to pay which is for electrical bill and water bill. Regarding to the developer Arte Corp, the electrical and water meter is belonging to them. Because of that, every monthly management office will generate the electrical and water bill and send via to the email to the owner for notice payment. For those owner who failed to make payment before 14th for every month will be charges RM7.20 for electrical charges and for the water charges is RM36.00. Due to the status of the building is Commercial strata title, so the rate of the electrical and water charges is quite expensive due to commercial rate. Because of that, the management conducted the vote with the owner regarding amount of the interest charges, and the result most

of the owner request to the developer to minimise the water interest charges from RM36 to RM20 starting September. For the water bill of October, November and December generate quarterly. The owner will get on the January.

For the electricity, the meter is under developer. The problem that can be detect here, some of the owner are not stay in the unit, but the owner complaint, they still need to pay the electrical charges RM7.20 every month even they not stay at home. Due to complaint from the owner regarding to expensive charges, the developer and management advise the owner to apply TNB meter for they pleasure in the future.

3.6.4 Assessment, quit rent and Fire Insurance

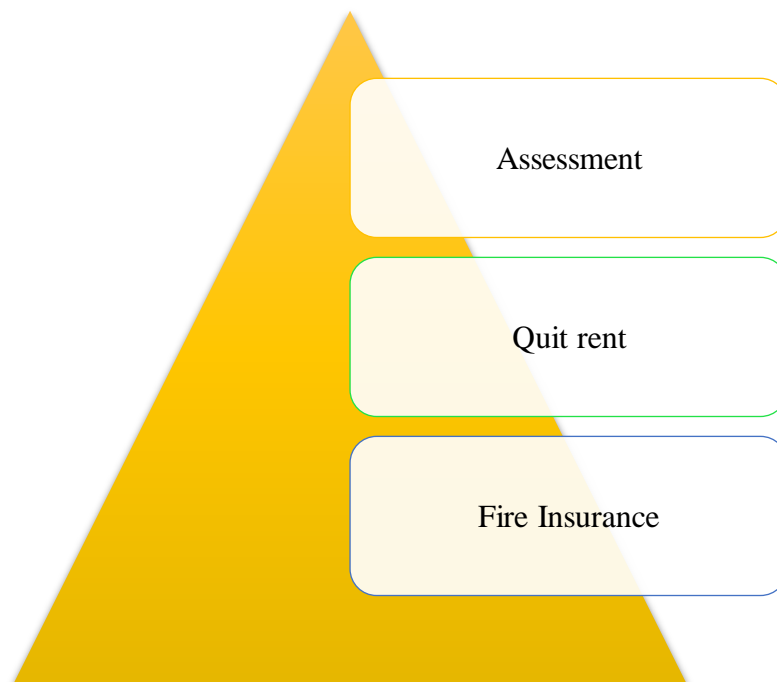


Figure 3.6.4: Assessment, quit rent and fire insurance

For the operating expenses of the assessment, quit rent and fire insurance in the Arte Mont Kiara, the management office already paid the assessment, quit rent and insurance to the DBKL and insurance firm. Regarding to the master list of Mont Kiara suite SDN BHD income statement, the management paid the assessment and quit rent for every six months

which is the total for the quit rent are RM46,006.00 and assessment are RM25,075.00. For the fire insurance, the management paid to the insurance firm on the September with RM143,481.40. As for income, the owner for every unit will paid the quit rent, fire insurance and assessment to the management and surely for every unit the amount of fire insurance, assessment and quit rent that need to be paid to the management will be difference due to variety of sqft. For the owner who done pay the fire insurance and Q-rent, the management will send the fire insurance certificate to the owner.

CHAPTER 4: PROCESS AND PROBLEM OF FINANCIAL SYSTEM

4.1 Financial software system

One of the major problem at the Arte Mont Kiara is regarding to the financial software system. Basically the developer from Nusmetro provided Insoft software for management to manage and generate the bill. The problem regarding this Insoft software, sometime it cannot running smoothly for example when the admin administrative generate bill , the system will loading and take 3 until 5 minute to proceed . Due to the weakness of software, some of the owner come to management office and request statement of account, they need to wait a few minute due to the problem of the system.

Other than that, the Insoft software is not multipurpose system. The Insoft software only can excess for financial and billing only.Others renovation refund application, booking facilities and complaint , the management need to handle manually because the Insoft software do not provided the item . Nowadays, many developer using a Building automatic system. for example SP Setia Berhad using a WINZ and create Setia Community App for the managements and residents..The management distribute the complaint to the developer regarding this issues.

On the November, the management conduct meeting with the developer and Insoft software company to shows that software is not suitable and there are a lot of weakness and problem. In the meeting , the management running the software in front of them and shows as evidence that the system is not suitable and a lot of weakness. Once the both of party notice the weakness of software, they give many reason to update and maintain their system. the developer refused to change the system and notify the management to using the software.

4.2 Delivery and Renovation refund

Regarding delivery and renovation refund in the Arte Mont Kiara, it is become issue went the owner request for refund deposit for renovation or delivery. Basically, the procedure of the refund will be take only one month after technician doing the inspection in the unit and at the common area. Due to the period of the refund take so long for the owner to get their own deposit, most of the owner paid by cash and cheque. This kind of method easy for them to claim back after their done doing renovation or delivery at their unit. On December, the management received the order from Building manager to change the method which is owner do not allow to paid the deposit via cash or cheque for safety purpose in the office. All cash and cheque deposit will be online transfer to Arte Mont Kiara Suite Sdn Bhd. For those who paid the cash or cheque before December, they need to waiting one month to get back their deposit for renovation or delivery.

The situation become worse when the management received a lot of complaint from residents that some of owner have been waiting more than two months to get back their deposit from management. this issue due to management lack of manpower and poor of arrangement regarding to the procedure and work order.

4.3 Utility charges

Arte Mont Kiara is a commercial strata property. Basically for this property, the utility charges will be following to commercial rate and the amount will be expensive than residential rate. The issue that are detected, most of the owner complaint regarding to the utility charges that are very expensive. the utility charges for the water and electrical is under developer and charges Rm36.00 for water charges and RM7.20 for electrical charges. This become issue went the owner complaint why the utility charges is expensive. Regarding to the Strata Management act 2013, there is no specific provisions in the act that expresses on this. However, the industry standard is based on the minimum charges rate based in syabas is RM6/monthly for residential rate and RM35/monthly for commercial rate. Others, some of the owner buy the property but not stay in the Arte Mont Kiara. The owner still need to pay the utility charges for every month even there is no people in their

unit using water or electrical. the situation become worse when the owner complaint regarding the procedure and rule but all the strata rules are already mention in the house rules book that all the owner already have it.

Other issue regarding to the TNB meter application. Due to the owner of the property at the Arte Mont Kiara always complaint the commercial rate is very expensive then residential rate , the developer encourage them to apply TNB meter application to convert developer meter to TNB meter. Once management received this order, they setup the procedure for the owner to apply the TNB meter and need to submit the form at the management office. For every week, the management will submit the form to developer and developer will submit to Tenaga Nasional Berhad. The issue can be detected when the form already submits to the developer but the developer never updates their data for management references. Several owner asking directly to the Tenaga Nasional Berhad, but the respond, they do not receive any application meter for their unit. The owner make a complaint to management because their already submit the form twicely but still not get any approval from TNB.

Late interest charges also one of the issue at the Arte Mont Kiara. Basically late interest charges will appear in the bill even the owner fail to paid the utility bill and maintenance fee before due date 14th for every month. This item become issue when the owner do not received any invoice bill before 14th , there are several owner received invoice bill after 14th then the owner make a payment based on the amount in the bill. The owner complaint that their always received bill at the end of month and effect the owner will be charged late interest charges due to make payment after 14th. This situation become worse when the owner dispute that the management always send the invoice late and some of them do not receives any invoice bill from management. This kind of the problem shows that the management do not alert and very careless to handles this task. Due to mistake from management, the owner can request waives by written an email to the management. due to weakness system and manual, many owner complaint that they already apply waives to cancel late interest charges but there is not action and reply from the management regarding this problem.

The other issues regarding the maintenance fee is payment of services charges. Basically services charges is referring to a fee collected to pay for services that related to services weekly or monthly such as for cleaning, security, pest control and other regularly maintenance. The services charges is generally used for everyday repairs and the upkeep of common facilities in a development. The more the share units, the more the service charges that need to paid. The issue that was detect in this item, during the MCO , they are several outsource maintenance facing a problem such as there are few staff need to quarantine due to COVID-19 issues. Effect there are several maintenance work can't be done due to lack of manpower. But in the strata property, the resident need to pay the services charges monthly even there are a few maintenance work cannot be done during the MCO. The resident unsatisfied with the dirty environment and complaint that they already pay maintenance fee for MCO period but the services that provided from outsource maintenance are poor and unsatisfactory.

CHAPTER 5 : CONCLUSION AND RECOMMENDATION

5.1 Financial Soft system

Regarding the issues of Insoft system. Basically, the developer must be choosing a right software to maintain the building. This is very important without a good system, the financial and operation of the building will facing a problem because if the software could not help, the management need to distribute the system manual. To overcome this problem, the developer need to provide the multipurpose software which is WINZ for financial system and generate the community app for complaint, booking app, refund deposit and others. The operation and financial system is very important because it also helps to running up the function of the building operation.

5.2 Delivery and Renovation refund

Based on this problem, any action that are related to the owner, the management need to provide the notice as announcement for them to collect the cheque or cash after done doing renovation or delivery. This method at least can inform the owner that the management will bank in their deposit at Arte Mont Kiara Sdn Bhd account bank and the procedure to refund will be take more than one month. Other, the management also need to be alert any unit that has been done doing renovation, the owner need to fill up the refund form and after that the technician will conduct the inspection. The management need to have good arrangement regarding the refund form such as doing the proper filing specific to the refund purpose only and remind the account executive regarding the refund for the unit.

5.3 Utility Charges

The recommendation for this issues, most of resident do not aware with the rules and regulation in the strata property. The more common problems in strata property management include utility charges, maintenance fee and others. To educate the everyone that each person has a duty in making community living a great one. the management can separate awareness regarding the strata property or encourage resident to buy strata management handbook. The purpose of this book is to educate strata property owners about what is strata management, so that they can build a cohesive and harmonies community.

Others, regarding the TNB form application, the issue can be detected when the form already submits to the developer but the developer never updates their data for management references. End up the owner of property always blame management do not submit the application form to the developer. To overcome this problem, the management need to provided acknowledgment document listing form as an evidence for any document that are submit to the developer. Once the developer received any document from management, the person in charge need to signage the acknowledgement form as a term of received the document from management. if the form are missing or developer do not update their system, so management have evidence that they already submit document to them.

5.4 Maintenance Fee

Late Interest charges issues is common problem at strata property. If the management facing this problem, the person in charge such as admin administrative need to trace all the payment that has been paid by the owner, statement of account and ledger. Some of the owner do not aware with the due date which is any payment must be made before 14th to avoid late interest charges. If the owner is wrong, the management need to prove the evidence and explain to the owner why their need to pay late interest charges and the management and owner should aware any problem need to be discussed peacefully.

Regarding the issues of the service charges and maintenance work during the MCO, the cleaning, security services and other need to be run in order to take a good care of the building. Basically the management need to alert if the one of the outsources maintenance infected of Covid-19, the outsources company need to send a backup team to running the maintenance work at Arte Mont Kiara. The maintenance work during pandemic COVID-19 is very important to keep the building clean and health environment by sanitize the building regularly. The management also need to written the notice regarding the COVID-19 information to residential as their information.

5.5 Propose Budget and Expenses at Arte Mont Kiara

No	Description	Pre-Vp (Developer Cost)	Vp (Oct – Dec 2020)	After Vp (10%-60%)	Budget Amount (Dlp)	Budget Amount After (Dlp)	One Time Cost	Remark
A	Collection							Project to confirm and provide latest share unit into share unit 135663 m2 (1,460,564,38.00 ft2.) RM0.30/FT2 = RM438079.31 To reconfirm any SST.
	a) Service charge		438,000.00	438,000.00	438,000.00	438,000.00		
	b) SST 6%		26,220.00	26,220.00	26,280.00	26,280.00		
	Total collection (RM)		464,220.00	464,220.00	464,280.00	464,280.00		
B	Expenses							Provision of revise current salary 1 month bonus /EPF for every year. Ditto to employer
1	Property management fee	5,000.00	12,720.00	18,020.00	18,020.00	18,020.00		
2	Management staff							
	a) Building manager							
	b) Building executive c) cum A4 chargemen		7000.00	7000.00	7000.00	7000.00		
	d) Account executive		4000.00	4000.00	4000.00	4000.00		
	e) Admin clerks		4000.00	4000.00	4000.00	4000.00		
	f) Technician/handman		2500.00	5000.00	5000.00	5000.00		
	Factor 1.3		5000.00	7500.00	7500.00	7500.00		
			6750.00	8250.00	8250.00	8250.00		

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	Sst 6%		1,755.00	2145.00	2145.00	2145.00		at later stage
3.	Cleaner services		25000.00	50,000.00	50000.00	50000.00		Allow 25 cleaner
4.	Rubbish collection		3000.00	10,000.00	15,000.00	15,000.00		
5.	Security services		50,000.00	85,000.00	85,000.00	85,000.00		
6.	Pool maintenance		3500.00	3500.00	5000.00	5000.00		
7.	Landscaping maintenance		5000.00	5000.00	5000.00	5000.00		
8.	Pest control / mosquitoes fogging		2500.00	2500.00	2500.00	2500.00		
9	Tnb power supply bill							
10.	Water supply bills		80,000.00	80,000.00	80,000.00	80,000.00		
11.	Chargeman tnb sub station inspection		10,000.00	15,000.00	15,000.00	15,000.00		Nett off after water bill pay by unit owners
			1500.00	1500.00	1500.00	1500.00		
12.	Telephone bill & internet for management office Photostat machine & services		500.00	500.00	500.00	500.00		
			500.00	500.00	500.00	500.00		
13.	Stationary , stamps & others ancillaries							

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14.	a/c audit fee		500.00	2,500.00	2,500.00	2,500.00		
15.	general repair /replacement / tools							Annually basis
16.	a)lift services b) lift renewal of jkkp certificate		1000.00	5000.00	10000.00	10000.00		Car clamp, talkie
17.	fire insurances and relevant coverage							Defect liability period FOC renewal every 15 months
18.	fire extinguisher units license renewals annually'						170,000.00	To bill in the first VP letter
19.	genset maintenance							After 12 month
20.	common area air cond/pumps/maintenance					4,000.00		After DLP
21.	automation system							After DLP
22.	management / security office furniture & fitting out					6000.00		
	common lift protection for renovation.						75,000.00	

23.	Account billing system / vms							
24.	a)transfer data b)rental system				Project provided	Project provided		One lift protection per tower/ one off installation
25.	sst payment from service charge collection.		2000.00	2000.00	2000.00	2000.00		One time only.
			1500.00	1500.00	1500.00	1500.00		
			26,220.00	26,220.00	26,280.00	26,280.00		
	Total Expenses		256,445.00	346,635.00	358,15.00	418,195.00		
	Total Balance		207,775.00	117,585.00	106,085.00	46,085.00		

Table 5.5: Propose Budget and Expenses at Arte Mont Kiara

Regarding to the table 5.5, it is proposal collection and expenses for Arte Mont Kiara. Due to the Arte Mont Kiara is a new building including the management, the flow of budget and expenses during pre-vacant possession, after vacant possession and after defect liability period Is crucial to make sure the flow and strategic of the financial running smoothly.The benefit create a propose of budget and expenses for vendor and other supplier is very import to avoid excessive budget,

.These tools are particularly helpful for property teams dealing with pandemic related expenses. By provided the propose budget, it can be as a benchmark for the operating expenses data to avoid excessive budget and helps to limited some budget for the related item. Other, creating a propose of budget helps to setup goals for a budgeting period and also tie bonuses or other incentive to how they perform. By having a targeting data, it can help property management to control the costs and justify a certain property expenses to stay competitive.

5.6 Conclusion

In the conclusion, the issue of financial is one of biggest night mare in property management. the property management consultant company actually need to ensure the financial in the strata property are running smoothly and if there have a problem, they need to take an action immediately to solve that problem. one of the failure management in the strata property, when the company do not have proper planning and strategies to handle the financial. Surely it will give a bad impact to the property itself. As a person who need to alert and responsible to handle the financial is account executive. The rules and responsible of account executive is very important including admin administrative at workplace. This kind of position need to give a full commitment to manage the financial regarding to maintenance fee, payment voucher to vendor, refund for renovation and others.

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