



PROGRAMME IN BUILDING SURVEYING

DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECHNOLOGY

FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING

UNIVERSITI TEKNOLOGI MARA

PERAK BRANCH

SERI ISKANDAR CAMPUS

**RENOVATION INSPECTION PROCESS AT THE CLOVERS,
PENANG**

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INSPECTION RENOVATION PROCESS AT THE
CLOVERS, PENANG

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

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Industrial training is a compulsory course for degree students especially semester 7 students Department of Built Environment and Technology Perak Branch Seri Iskandar Campus Universiti Teknologi Mara (UiTM). It is requirement to fulfil the course in order to complete the degree as well as graduate as a Building Surveyor student from UiTM. For a duration of one semester or 16 weeks, the students shall be positioned in a selected public or private companies that practices either building control, facilities management and maintenance, building works and appraisals, development and construction management, insurance/risk assessment or heritage and building conservation.

The purpose of this course is to provide opportunity for students to first hand working experience in the industry. Moreover, this industrial training shall help students to develop their soft skills such as communication skills, teamwork, time management, problem-solving and so on. Students will be able to apply their theoretical knowledge to real-world situations while working via the company chosen as students will be supervised by experienced workers who are responsible for instructing students to carry out their tasks efficiently.

The supervising lecturer also selected to monitored industrial training timeline in order to evaluate student. At the end of the course, a comprehensive logbook and practical training report shall be complied and submitted by the students.

Thus, this chapter will be introduced to my selected private company Metro REC Sdn Bhd which consists of company background and location, organization chart, company policy, vision and mission, my training duration as well as scope of work given.

1.2 Objective of Industrial Training

- Identify practical operation of an organization relevant to the profession of Building Surveying
- Apply own judgment in the solution of problems in order to enhance their awareness of the importance of being a good team player in a working environment
- Build a practical and inquiring mind in the assessment of a building by possessing a good understanding of building surveying practices.

1.3 Organization Background

The company that I selected for my industrial training is Metro REC Sdn. This company is a real estate consultancy firm licensed and registered with the Board of Valuers, Appraisers, Estate Agents and Property Managers Malaysia, which is under the purview of the Ministry of Finance, Malaysia.

Table 1 Company Information

 The logo for Metro REC Sdn Bhd features the word 'METRO' in white capital letters on a red rectangular background, followed by 'REC' in red capital letters on a white background.	
<i>Figure 1 Metro REC Sdn Bhd Logo</i>	
Location	The main headquarters located at B3/5/5 (4th Floor), One Ampang Business Avenue, 2, Jalan Ampang Utama 1/1, 68000 Ampang Jaya, Selangor.
Year Established	October 2013
Branch	Klang Valley and Penang
Services provided	Agency, project marketing, property management, valuation and consultancy.
Total site	Penang branch mainly operate as property management

(Penang)	<p>which currently have 14 sites include:</p> <ul style="list-style-type: none"> • The Clovers @ Bayan Lepas • Grace Residence @ Jelutong • The Address @ Jalan Bukit Jambul • Vilaris @ Persiaran Batu Uban • The Sanctuary @ Solok Batu Uban 4 • Plaza Ivory @ Halaman Bukit Gambir • Jazz Suites @ Jalan Seri Tanjung Pinang 1 • Bayswater Resort Condominium @ Lebu Tunku Kudin 2 • Woodsbury @ Harbour Place • All Seasons Park @ Lebuhraya Thean Teik • Ramah Pavilion @ Jalan Bukit Gemuruh • Surin @ Solok Tanjung Bunga • Gurney Villa @ Gurney • Scots Pavilion @ Georgetown
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1.3.1 Company Policy, Vision and Mission

Policy:

“To have well trained and disciplined employees who are proactive in ensuring that efficient & professional management services are provided to all customers that will eventually enhance the value of the property”

Vision:

“To be recognized as the preferred and trusted real estate consultant through our professionalism and integrity in the delivery of our services.”

Mission:

“To provide quality and market driven real estate solutions for our clientele”

1.3.2 Location of Metro REC Sdn Bhd Penang Branch

During my industrial training period, I was involved in property management for Penang branch. This company has been located at 1A-2-1, Jazz Suites, Jalan Seri Tanjung Pinang 1, 10470 Tanjung Tokong, Penang.

Table 2 Location Plan Metro REC Penang Office



Table 3 Key Plan Metro REC Penang Office

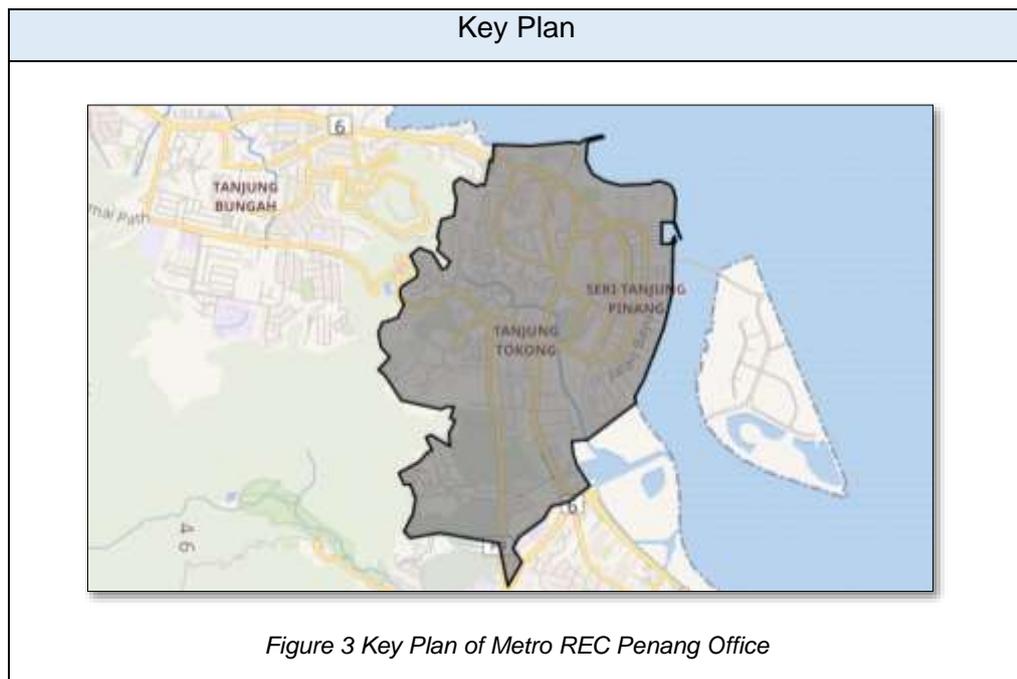
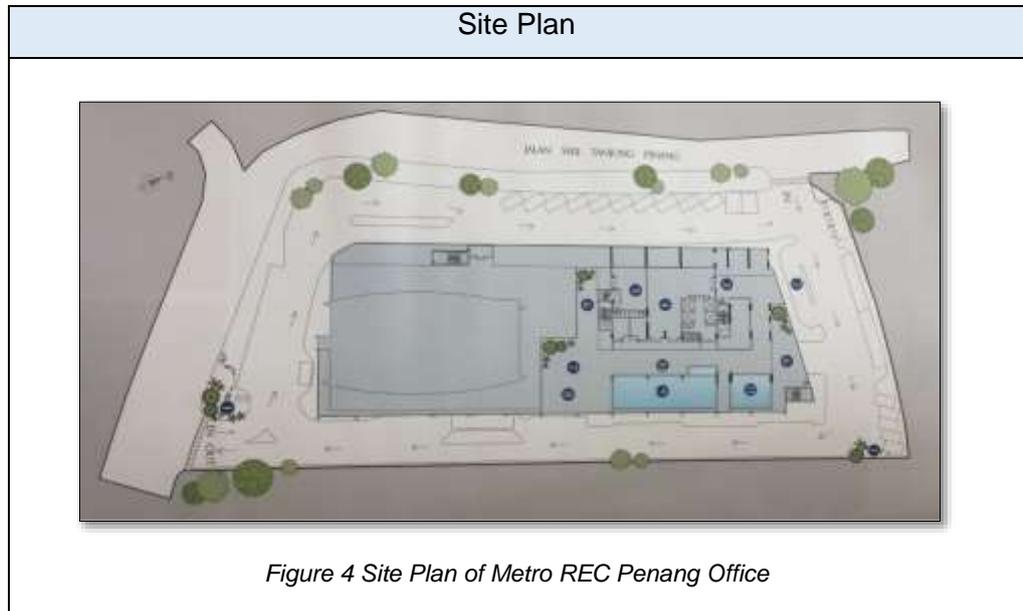


Table 4 Site Plan Metro REC Penang Office



1.3.3 Organization Chart

The firm is headed by Sr Ng Weng Yew with other partners being Kwek Meng Huat and Sr Ong Wen Chuin which registered professionals with the Board of Valuers, Appraisers, Estate Agents and Property Managers.

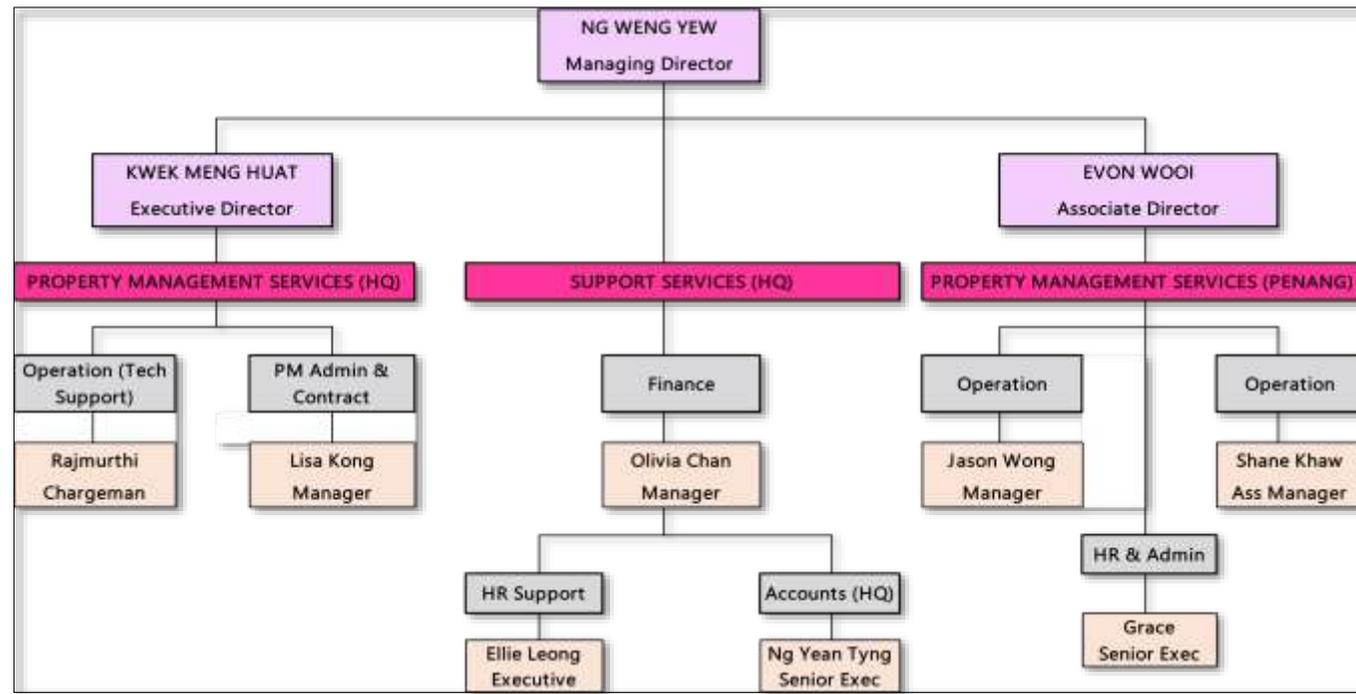


Figure 5 Organization Chart Metro REC

The property management business and operation of Metro REC in Penang was developed since November 2019. Evon Wooi is appointed as Associate Director to manage the Metro REC in Penang.

1.4 Current Project

Below is the list of current projects managed by Metro REC, which is divided by property management services in Klang Valley and Penang.

Table 5 List of project Metro REC Sdn Bhd

No.	Projects	Description
Klang Valley		
1	<p>Sentul Point</p> 	<ul style="list-style-type: none"> • Appointed by UOA Q2 2020 (DMP) • Mixed dev project • >2.3mil sf (2,501 parcels)
2.	<p>Setia Ecopark</p> 	<ul style="list-style-type: none"> • Gated & guarded (G&G) scheme 757 units of landed properties (detached and semi-d) • Appointed Feb 2017
3.	<p>Surian Residence</p> 	<ul style="list-style-type: none"> • 311 high end condominium units in lush 7.88 acre site • Appointed Feb 2018

4.	<p>Menara Goldstone</p> 	<ul style="list-style-type: none"> • Corporate strata office tower in Golden Triangle KL • Appointed Aug 2015 • Total prime office space of about 180,000 sq ft.
5.	<p>One Ampang Business Avenue</p> 	<ul style="list-style-type: none"> • 88 units of strata shops/ offices • Appointed Dec 2013
6.	<p>Laman Bayu Bukit Jalil</p> 	<ul style="list-style-type: none"> • 40 upmarket strata super link homes • Appointed Aug 2021
Penang		
1.	<p>The Clovers</p> 	<ul style="list-style-type: none"> • 892 condominium units (Penang) • Appointed Oct 2021

2.	<p>Grace Residence</p> 	<ul style="list-style-type: none"> • 378 condominium units • Appointed Jan 2021
3.	<p>The Address</p> 	<ul style="list-style-type: none"> • 124 luxurious condominium units • Appointed Sept 2019
4.	<p>Vilaris</p> 	<ul style="list-style-type: none"> • 56 exclusive strata residential enclave • Appointed Aug 2020
5.	<p>The Sanctuary</p> 	<ul style="list-style-type: none"> • 69 exclusive strata residential enclave • Appointed Feb 2020

6.	<p>Plaza Ivory</p> 	<ul style="list-style-type: none"> • 274 apartment units • Appointed Apr 2020
7.	<p>Jazz Suites</p> 	<ul style="list-style-type: none"> • 300 serviced suites • Appointed June 2019
8.	<p>Bayswater Resort Condominium</p> 	<ul style="list-style-type: none"> • 396 resort condominium units • Appointed Jan 2019

<p>9.</p>	<p>Woodsbury Suites</p> 	<ul style="list-style-type: none"> • 420 upmarket residential suites • Appointed May 2019
<p>10.</p>	<p>All Seasons Park</p> 	<ul style="list-style-type: none"> • 808 condominium units • Appointed Jan 2019
<p>11.</p>	<p>Ramah Pavilion</p> 	<ul style="list-style-type: none"> • 759 apartment units • Appointed March 2020

12.	<p>Surin Condominium</p> 	<ul style="list-style-type: none"> • 360 upmarket condominiums • Appointed Dec 2018
13.	<p>Gurney Villa</p> 	<ul style="list-style-type: none"> • 68 condominium units • Appointed Nov 2020
14.	<p>Scots Pavilion</p> 	<ul style="list-style-type: none"> • 89 condominium units • Appointed Dec 2021

1.5 Training duration

Period : 11/10/2021 - 31/01/2022

Working hours: 9 a.m. – 5 p.m. for Mondays to Fridays and 9 a.m. – 1.00 p.m. for Saturday.

1.6 Scope of work

During industrial training, I was offered as administration assistant property management. My duty is to man the helpdesk to record requests/complaints and work closely with building supervisor or manger to ensure prompt follow up. Usually, I involved in settle residents' issues regarding access card system, minor ad-hoc works and repairs such as cabling, plumbing, and leakages. I also given trust to conduct building inspection for moving in, installation and renovation to be ensure that all the works were done accordingly and assist building supervisor with waterproofing work at car park which affected to leakages. Besides, I carry out any other duties as assigned by the management as below:

- Prepare monthly payment cheques for the work (ad-hoc or preventive maintenance)
- Assist in renewal of preventive maintenance contracts and insurances.
- Assist in the preparation of monthly maintenance report
- Assist in preparing and putting up residents' notices.
- Attend AGMs and Council Meetings and assist in minutes preparation

1.7 Summary

In summary, chapter 1 provided an overview of my industrial training, since this report is compulsory to prepared described the project in which the students was involved and played a role as part of the appointed work. The period of 4 months internship completed successfully under the scope of work given by property manager of Metro REC Sdn Bhd with supervising the experience worker, Mr Shane Khaw who is the operation manager.

CHAPTER 2

RENOVATION WORK GUIDELINES STRATIFIED PROPERTIES

2.1 Introduction

This chapter begins with the definition of renovation. It will be clearly explained the term, differentiate between cosmetic and structural renovation. According to the title of this chapter, this chapter will describe the guidelines for renovating strata property by declaring the renovation checklist under assigned property manager Metro REC, strata title, and law under strata management act 2013 addressing the renovation guideline.

2.2 Definition of Renovation

Renovation is the process of repairing or replacing a broken, damaged, or aging structure. Renovation is often either commercial or residential types. Furthermore, renovation may relate to creating something new or bringing something back to life, and it can be used in social circumstances.

In the other term, renovation refers to the process of restoring something to a good state of repair. In the construction industry, renovation refers to the process of improving or modernising an old, damaged or defective building.

Renovation is a good initiative either for new building or old building. There are several reasons for renovation, the most essential of which is to improve living comfort and interior environment. At the same time, it is possible to cut energy use, to be focus on maintenance and so save money. Renovation work can categorise as 'cosmetic' or 'structural'.

2.2.1 Cosmetic Renovation

Cosmetic renovation usually a less expensive project which involved a very light touch on the building. This sort of renovation enhances the aesthetic of a building without altering its size or structural stability. The layout of building should not disturb, as the renovation works are involved smaller

jobs such as painting, flooring, updating fixtures and light fittings, decoration and minor repairs. Therefore, cosmetic renovation is more cost-effective project while adding the value and quality of the building.

2.2.2 Structural Renovation

A structural renovation is the removal or alteration of a structural component of a structure. The structural refurbishment is significantly more extensive and necessitates a more significant modification. In general, structural renovation entails changes ranging from relocating walls to modifying the whole layout of the property. As the term implies, the house structure is altered to provide a more comfortable home for the family. The example of structural renovation work might be included extensions of building, loft conversions, construction of a basement, redesign of floor plans, re-wiring, re-plumbing, and so on.

2.3 Renovation Checklist

Strata property is described as a development or project in which the building or land is divided into several lots of 'parcels.' Strata properties are often high-rise residences such as flats, apartments, condos, townhouses and landed houses in gated & guarded community.

Workflow for strata property and landed property has a big difference. As we know, before commencement work landed property need to get an approval from local authority with proper detailed renovation plan for permission, different with strata property. As strata residency, they are required to approach the management authority, taking into account the limitations noted by the Strata Management Act 2013.

As for property management of Metro REC, a renovation checklist is prepared as a guideline for each site. This renovation checklist is usually referred by Building Supervisor before give out permit to the unit before commence of work.

Table 6 Renovation Checklist prepared by Evon Wooi

Please tick	Permission before commence of work	Remarks
1	Signed Renovation Forms and Guidelines	(a) To go through with residents the fines clearly for any violations
2	Renovation Deposit	(b) Amount may differ for different site
3	Administration Charges	(c) Amount may differ for different site
4	Letter of Indemnity	(d) This is a must. Otherwise, renovation application cannot be approved.
5	Initial on "Borang membaiki rumah" from the council	<p>(e) We must inform the residents of this forms and make sure that they are aware. They are to get approval from the Management first and submit this later to the council with the architect drawing.</p> <p>(f) If there is hacking, they must do it.</p> <p>(g) If there is no hacking or simple renovation, we can consider allowing them to proceed without these documents but we must protect the Management by ensuring indemnity and "borang membaiki rumah" is acknowledge with their initial so that in the unforeseen event that happen, we are not responsible but the owner.</p>
6	Floor plan from ID	(h) This is to see if they hack any original wall. You must know the layout plan of the property well. Look out for any additional window, door or kitchen ventilation cap proposed.
7	Insurance plan	<p>(i) Minor RM300k (non-hacking), major renovation</p> <p>(j) (Hacking) depends on the amount of renovation.</p>

8	Architect drawing submission to local council	(k) This will cost money to owners so they might resist. Always encourage them to do it and if it looks impossible, refer to item 5(g). lease explain to them clearly.
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2.4 Property Management Services

Property management is the operation, regulate, maintenance, and supervision of physical real estate, which includes residential, commercial, and land real estate. Property Management is about the establishment of an appropriate framework to oversee the property holdings to achieve targeted short- and long-term objectives, with regard to the purpose the property is held. Property management can be thus defined as the management of buildings to carry out the following tasks:

- Appointment and monitoring of service contractors
- Common area maintenance and management
- Financial management
- Occupancy management

In essence, property management is the art of sourcing and eventually operating property with the aim of sustaining the capital value and income of the property in line with the objectives of the owner/ investor through effective management of the property.

2.5 Definition of Strata Title

Strata title is the proof of exclusive ownership of a subdivided property that can be legally registered and transacted at the Land Office that was designed for multi-level residential buildings and horizontal subdivisions with shared areas.

The term "strata" refers to apartments that are built on separate levels. It was first introduced in the state of New South Wales, Australia on 1961 to

deal with the legal ownership of apartment blocks. The term "strata" then use as a legal term in Malaysia with establishment the Strata Title Act 1985.

2.6 Strata Management Act 2013

The Strata Management Act (SMA) 2013 is a Malaysian legislation that was enacted to provide for the appropriate maintenance and management of buildings and common property, as well as other relevant matters.

Regarding this scope study, the renovation matter was highlighted at Third Schedule Strata Management Act 2013 Strata Management (Maintenance and Management) Regulations 2015 Part VII as below:

i. Pursuant to By-Law 27 – Renovation works and repairs

- 1) A proprietor shall not carry out any renovation works to his parcel without first obtaining a prior approval from the management corporation and, where necessary, from appropriate authority.
- 2) In giving for any renovation works, the management corporation may require the proprietor to place an amount with the management corporation as a deposit for compliance with these by-laws or any additional by-laws relating to such renovation works and may require that the renovation works be completed within a certain time.
- 3) It is the responsibility of the proprietor to check with the appropriate authority for the need of any approval to carry out the renovation works and the proprietor shall pursue the matter with the appropriate authority from the management corporation is entitled to assume that the proprietor has obtained the necessary approvals of the appropriate authority shall be submitted to the management corporation at the time of application for approval by the management corporation. If the management corporation gives its approval for any renovation works it is subsequently discovered that the requisite approvals from the appropriate authority were not

obtained or not properly obtained, the proprietor shall be solely responsible to the appropriate authority and the approval granted by the management corporation for renovation works shall deemed rescinded forthwith.

- 4) All renovation works in a parcel shall be confined to the boundaries of the parcel and no works shall be carried out on any part of the common property.
- 5) Renovation waste or refuse shall not be discarded by a proprietor or his workmen at any refuse chamber or sink or water closet or any part of the common property and such items are required to be removed from the building by the proprietor or his workmen unless there is a designated facility in the building approved by the management corporation for this purpose.
- 6) A proprietor shall ensure that any renovation works to his parcel shall not in any way whatsoever affect or weaken any structural member support, including shear walls or structural load-bearing beams or columns in the building. If any damage is caused to any of the building structural members by such renovation works, the proprietor shall at his own cost immediately rectify and make good the damage under the supervision of a competent civil and structural engineer appointed by the management corporation and the proprietor shall bear all cost relating thereto.
- 7) A proprietor shall take full responsibility for any defect or damage to the common property as a result of the renovation works or repair works to his parcel and if any damage is caused the proprietor shall immediately at his own cost, rectify and make good the damage to the satisfaction of the management corporation.
- 8) A proprietor shall ensure that adequate precautions are taken against damaging any concealed wirings, cables, pipes and ducts during the renovation works or repairs to his parcel, and any such damage caused by the renovation or repair works shall be rectified and made good immediately to the

satisfaction of the management corporation and any competent civil and structural engineer appointed by the management corporation and the proprietor shall bear all cost relating thereto.

- 9) If the proprietor intends to change the floor finishes to any wet area in his parcel, he shall replace the existing damp proof membrane with a new damp proof membrane, continuing upwards at any wall junction for at least 150 mm high. If the proprietor intends to change the wall tiles in a wet area, the proprietor shall similarly replace the affected part of the damp proof membrane at the junction of the wall and the floor.
- 10) A proprietor shall ensure that any renovation or repair works in his parcel shall not in any way cause inconvenience or danger to the other proprietors in the building.

ii. **Pursuant to By-Law 28 – Restriction in renovation works**

- 1) Unless prior approval in writing has been obtained from the appropriate authority and the management corporation, a proprietor shall not -
 - a) construct another floor level to his parcel (e.g., to split the level of any portion of the existing floor in the parcel by adding platforms);
 - b) relocate any external door or window of his parcel;
 - c) remove or make changes to any building safety feature in his parcel and notwithstanding such approvals, the proprietor shall indemnify and keep indemnify the management corporation against any liability which may be incurred or suffered as a result of such removal;
 - d) shift any plumbing and sewerage system in a parcel; change or upgrade the whole electrical system in a parcel; or
 - e) illegally connect or tap electricity supply.
- 2) In carrying out any renovation works or repairs to his parcel, a proprietor shall not –

- a) exceed the maximum permissible limit on the drilling or hacking of the shear wall for rewiring of electrical points;
 - b) exceed the maximum permissible floor loading; and
 - c) remove or strip any building joint sealant in his parcel or any part of the common property;
- 3) A proprietor shall not tap water or electricity supply from the common property unless prior approval in writing is given by the management corporation.

iii. **Pursuant to By-Law 29 – Other prohibited**

- 1) Hacking, drilling and punching of nails or screws into walls are strictly prohibited within 300mm of any concealed or embedded pipes electrical conduits. A proprietor shall ensure that all contractors are required to use a metal detector before any hacking or drilling of such walls, or punching of nails or screws into walls. The proprietor shall ensure that the contractors are also required to check the as-built building plans and drawings kept at the office of the management corporation.
- 2) A proprietor shall not cause or permit any fitting or fixture or any alteration or change to be made to the exterior of his parcel that will affect or change the appearance of the common property or building façade or encroach onto any part of the common property without the prior written approval of the management corporation. Building façade shall include external windows, balconies, terraces, common areas, open areas and all other visible parts of the building which constitute or form part of the exterior appearance of the building.
- 3) A proprietor shall not install any television/radio antenna or disc on the rooftop or any external part of the building without the written consent of the management corporation.
- 4) Save and except for air-conditioning condensers which are already installed, the installation of outdoor air-conditioning

condensers shall be positioned at the designated area approved by the management corporation. The mounting of any air conditioning condensers on any other exterior areas of the building is strictly prohibited. All exposed pipes are to be laid in suitable conduits/ducts and to be painted according to the colour of the exterior building façade. The outlet of the discharge pipe shall be placed at the nearest floor trap provided at the approved designated area or connected to a common designated discharge pipe, as the case may be. A proprietor shall ensure that his contractor installs all air-conditioning units

2.7 Summary

In a nutshell, renovation work is necessary for some people in order to upgrade their living style and improve the indoor environment. This process can be expensive, time-consuming, and difficult to manage at times. However, knowing the rules of house renovation is critical to ensuring that it is done correctly and in accordance with regulations. Thus, Strata Management (Maintenance and Management) Regulations 2015 shall be one of the guidance in renovation work matters besides of renovation checklist produced by property management for the certain strata property.

CHAPTER 3

RENOVATION INSPECTION PROCESS AT THE CLOVERS

3.1 Introduction

This chapter explained the details on the case study involved with renovation inspection. It begins with information of case study, which is The Clovers condominium Penang, The Clovers house rules and its renovation inspection process.

3.2 Case Study: The Clovers, Penang



Figure 6 The Clovers, Penang

The Clovers currently managed by Metro REC on October 2021. The Clovers Residency is a high-rise building consist of three stylized blocks. The three blocks resemble the shape of a clover when viewed from above, and their names are Spes, Fides, and Fortuna. This building was completed in 2016 under Asia Green Group Developer.

The Clovers Residency is located in the city's safest and most convenient neighborhood. External facilities include banking institutions, cinemas, subways, bus stations, cafés, and so forth. All major highways, including

Jalan Merbah, Jalan Dato Ismail Hashim, Jalan Tun Dr Awang, and Jalan Sultan Azlan Shah, are located nearby, providing convenient access to the city. The Clovers has a total of 892 units housed within 3 towers which each standing 42 storeys tall. This property facilitated with various amenities as below:

Table 7 Facilities and amenities The Clovers

Facilities and amenities	Description
Pool & jacuzzi	Three types of pool which is; <ul style="list-style-type: none"> • Children's pool • Leisure pool • Infinity lap pool.
Gymnasium	<ul style="list-style-type: none"> • Open daily from 6.00 a.m. to 12.00 p.m. • Provided with various gym equipment
Basketball court	<ul style="list-style-type: none"> • Open for resident from 7a.m – 10p.m • Located at Level 7
Barbecue area	<ul style="list-style-type: none"> • Divided into two area which is halal and non halal area • Need to make reservation with refundable deposit of RM200
Forest track	<ul style="list-style-type: none"> • Track for running and walking • This facility strictly for residents and their guests only
Multipurpose hall	<ul style="list-style-type: none"> • Provided with three multipurpose halls with different size area. This multipurpose can be rented with deposit RM300.
Meeting, entertainment, games and dance rooms	<ul style="list-style-type: none"> • Open daily from 7.00 a.m. to 10.00 p.m.
Children's playground & children's play area	<ul style="list-style-type: none"> • Children below age of 12 years must be accompanied by an adults

Table 9 Key Plan of The Clovers



Table 10 Site Plan of The Clovers



3.4 The Clovers House Rules

House rules are essential standards for every condominium, particularly The Clovers. Residents in a strata title property, such as a condominium, are regulated by house rules, which are revised during the annual general meeting (AGM). House Rules Handbook of The Clovers provided advice on condominium renovation/alteration projects as below:

3.3.1 Rules and Regulations

- a) Residents, contractor or their workmen are to adhere to the management's Building Supervisor instructions which include all House Rules pertaining to renovation works, visitors and workmen entry & movement control, and vehicle parking arrangement.
- b) As unit owner, deposit of RM5,000 are required to be paid as Renovation Deposit for all renovation and removal works or such other sum as the management, as the case may deem fit and shall be refundable, after deduction (if any), free of interest, to the owner within six months from the time the renovation works are completed and inspection by an authorised person.
- c) A nominal fee of Ringgit Malaysia Three Hundred (RM300.00) will be deducted from the renovation deposit only being a non-refundable security deposit prior to the commencement of any renovation works. The Security Deposit is a non-refundable but transferable deposit to the sub-purchaser in the event the said deposit is unutilised and shall be payable by the Owner to the Management before the commencement of any renovation works.
- d) In the event that any damage to the common property is caused by the Owner and/or occupants and/or guests during such additions, alterations or renovations to the said unit as abovementioned, the Management shall authorise to use the Renovation Deposit or any parts thereof for the costs of any repair to make good such damage and the balance of the Renovation Deposit (if any) shall be refunded without interest. In the event the deposit is not sufficient to cover the cost of any repair, the Owner has to bear the difference.

- e) All materials such as sand, aggregates and bricks are to be delivered in strong storage bags and deposited inside the Parcel. All works and material storage are to be carried out within the confine of the Parcel. The Management will inform the Owner by either email, WhatsApp, SMS or phone call if the appointed contractor defies the rules. A fine of RM100.00 daily will be levied and deducted from the Owner's renovation deposit. The Management reserves the right to refuse the entry of the contractor who refuse to obey the rules.
- f) Renovation debris has to be properly stacked and packed into bags before they are brought down to the ground floor for removal away from the premises by appointed contractor.
- g) All renovation debris must be removed and the floor or route of transportation be cleaned daily. No materials, fittings or fixtures are to be left at the lobby, car parking lots, common areas or staircases during or after renovation.
- h) All deliveries / removals and movement of workmen must only use the designated lift and staircases. The designated lift should be used with utmost care for the purpose of conveying building materials to the designated Parcel. Transportation of materials using the designated lift and staircases is allowed only from 9.00 am to 5.00 pm on week day and 9.00 am till 1.00 pm on Saturday. No transportation of material be allowed on Sunday and public holiday.
- i) Illegal tapping of common water pipes and electrical power points are strictly prohibited.
- j) Main entrance door grille and drying yard grille shall follow standard design and colour provided by The Management. The tint of glass panels of windows and sliding doors are restricted to approved tint colour and code only. All reinforced structures are not to be tampered with.
- k) Hacking and modification to any of the building structural members, breaking of any common party walls or removal of fire rated doors are strictly prohibited.
- l) Waterproof tests are to be conducted at washroom / kitchen to confirm no leakage to lower units if there is any modification to bathroom floorings.

- m) All renovation works to be undertaken shall comply with the requirements of all relevant authorities and obtain all necessary approvals as required by the prevailing acts, by laws and regulations imposed by such authorities.
- n) Any alteration of or addition to the existing electrical installation shall comply with the Local Authority's and TNB's requirements such as cable sizes, SIRIM approved fittings and methods of installation. All electrical installations must be carried out by a qualified electrician or licensed contractor.
- o) Any alteration or addition on the existing plumbing and sanitary installation shall comply with the Local Authorities and PBA's requirements. Installation works must be carried out by a qualified plumber or licensed contractor.
- p) Air-conditioning works must be carried out by a qualified / licensed contractor. Proper drainage system shall be installed and the outlet pipe shall be terminated at the toilet or balcony floor trap. The compressor(s) or outdoor unit(s) must be installed securely at the designated location(s) provided.
- q) Workmen are not allowed to loiter around the premises other than the renovation area to deter and safeguard the premises from undesirable activities.
- r) No illegal immigrants or workers shall be employed by the Owners or the contractors in carrying out the works. The Management shall not be responsible for such act by the Owner or contractors and they shall indemnify the Management for all consequences arising thereof.
- s) The Management shall conduct periodic checks to ensure that the renovation works are carried out as per submitted plans and the Owner is to allow the Management personnel access to the unit for such purposes.
- t) Upon completion of the renovation works the Owner shall submit the Notice of Completion of Renovation Works to the Management for a joint inspection.

3.3.2 Working Hours

- a) Renovation works are to be carried out only during the following hours:
- Monday to Friday : 9.00 a.m. to 5.00 p.m.
Saturday : 9.00 a.m. to 1.00 p.m.
Sunday and Public Holidays: Strictly no work to be carried out
- b) All drilling and hacking works or any other works that are noisy and cause nuisance to other occupiers must be carried out within the above hours, subject to the approval from the Management. As such, the Management must be notified in writing so that prior notice can be given to the neighbouring occupiers / occupants.

3.3.3 Consent Before Commencement of Works

Owners or Residents who intend to carry out any alteration or renovation works to their respective Parcel must inform and obtain written consent / approval from the Management two (2) weeks in advance before the commencement of such works. Renovation Works Application Form submitted for Management approval, requires the following information, if applicable.

- a) Architectural plan showing the proposed alterations / renovations to the Parcel.
- b) Electrical plan showing the proposed alterations to existing electrical system of the Parcel.
- c) Plumbing plan showing the proposed alterations to existing plumbing system of the Parcel.
- d) Air-conditioning plan showing the proposed alterations to existing air-conditioning system of the Parcel.
- e) Water proofing systems to be applied where the alterations/ renovations affect the existing water proofing system already installed in the Parcel.
- f) Name and contact information of contractors and / or suppliers involved with the proposed works or installations.

- g) Date of intended commencement of works and the exact timeframe promised by the contractors for the completion of such works.

3.3.4 Refusal To Cooperate

If the applicant refuses to cooperate with the developer or Property Manager and proceeds with the unauthorized works, the developer and/or the Property Manager will issue a Stop Work Order which authorizes the security guards at the main guardhouse to stop all the contractor's workers involved with the disputed works from entering the premises until the matter is resolved amicably between the applicant and the Property Manager

3.3.5 Deposit

- a) Owners has to pay a security deposit of RM5,000.00 to the Management to cover any damages caused during the renovation works or non-compliance of the conditions herein. Such deposit shall be used to ensure that no common property is damaged. The deposit shall be made payable to the Management in the form of cheque or bank draft.
- b) Such deposit is to ensure the following:
- i. To guarantee that all existing house rules and regulations will be strictly complied with by the parties engaged in the alteration / renovation works.
 - ii. Any damage caused to common property, building services, furniture, decorations, plant and equipment will be repaired or replaced to its original condition within 1 week of such damage being notified to the applicant. The Management will carry out such repair or replacement works and debit the cost against this deposit. If the deposit is insufficient to cover the cost of such rectification or replacement works, the applicant may be further liable to a claim by the Management for any unpaid costs incurred.
- c) The deposit of RM5,000.00 minus a non-refundable security of RM300.00 shall be refundable free of interest upon the completion of

the renovation works according to the approved plans and to the Management satisfaction, and upon due compliance with all the terms herein. Deduction will be made for any damages caused / cleaning works necessary to the common area; if the appointed contractor fail to do so. The appointed contractor is required to forward an as-built drawing to the Management for records before deposit can be refunded. Kindly be advised that you have to contact the Management to fix an appointment for the joint inspection.

3.3.6 Security Check and Contractor Pass

- a) All delivery, removal and renovation works must be reported at the security checkpoint prior to commencement of work on a daily basis. Otherwise, the Management reserves the right to refuse entry to any unknown personnel for whatever purposes which cannot be verified there and then.
- b) All workers must report at the security checkpoint to obtain contractor passes which must be worn at all times and given to the security checkpoint upon leaving. Security personnel shall have the right to question any person found without a pass in the premises.
- c) A fine of RM50.00 will be imposed for loss of each contractor pass.

3.3.7 Use Of Lifts

All deliveries/removals of raw material and the workmen must only use the designated Contractor Lifts and staircases, to avoid causing any inconvenience to other Residents.

3.3.8 Renovation Limits

All remodelling work must be done within the confines of owner's involved unit. Knocking down of walls and hacking of structural slabs, columns and beams are not permitted. Wet construction works shall not be encouraged. In any case, the Owners concerned shall ensure that renovation works shall be carried out according to the existing rules and regulations of the relevant authorities.

3.3.9 Disposal Of Debris/ Materials and Protection of Common Property

All unwanted materials, debris, etc. are not to be left in the corridor, lift lobbies, fire escape staircases or any other unit. The contractor is required to dispose their unit debris from the unit into the ground floor bin on daily basis, failing which the Management shall remove and dispose of such debris and unwanted materials and all costs incurred shall be charged to the Owner.

3.3.10 Conduct And Behaviour of Contractor

Owner shall be responsible for the conduct of their appointed contractors. Any damages to the building or any equipment caused by the moving of furniture or other personal effects shall be replaced or repaired at the expense of the Owner concerned.

3.5 Work Flow Renovation Process at The Clovers Condominium

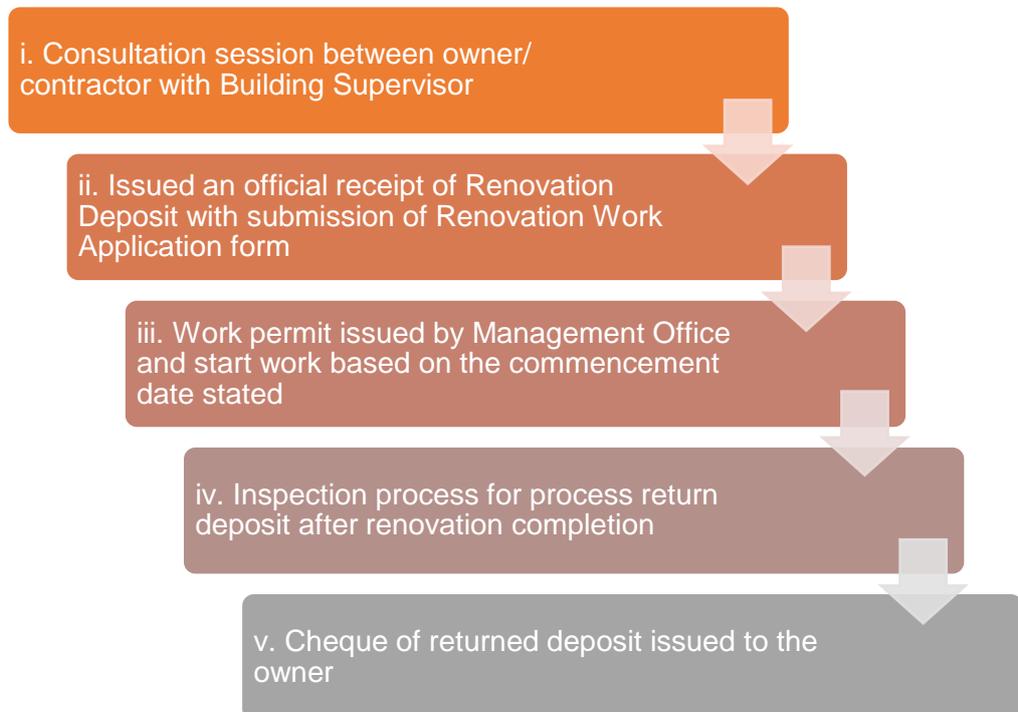


Figure 10 Work flow renovation process at The Clovers.

The flow chart above summarises renovation work flow from the beginning of getting renovation work permit till the process of return deposit. For the first point, owner unit usually will make an appointment or walk in to management office to have a consultation session with Building Supervisor.

i. Consultation session

During this session, owner or contractor will have a briefing by building supervisor regarding its guidelines, The Clovers renovation house rules. This session is important to make sure they are aware on the rules and fines for any violations as stated in the house rules. Besides, BS will be explained on the renovation deposit and the matter in Renovation Work Application Form which consists of:

- Letter of indemnity;
- Floor plan types
- Reference design of steel grilled, windows, doors and so on.

ii. Renovation deposit

Then, owner will pay for the renovation deposit of RM5,000 so that admin will issue an official receipt with RM300 of non-refundable as renovation admin charges. Below is the example of the renovation deposit official receipt. The amount of refundable deposit will be RM4700 and the return deposit will be process within one month after renovation inspection completed.

BADAN PENGURUSAN BERSAMA THE CLOVERS
1-01-01 Lengkok Merbah 3, The Clovers
11900 Bayan Lepas, Penang, Malaysia
Tel: 604 - 609 3309/604 - 609 3310 Email: thecloversmgmt1a@gmail.com

OFFICIAL RECEIPT

Unit No C-38-07 Receipt No. **TC-21202**
Received from LOH SAI WANG, LEE LAI LIN Date 10-Jan-2022
 21A, LORONG 20, TAMAN PATANI JAYA
08000 SUNGAI PETANI, KEDAH
Malaysia

No	Description	Amount (RM)
1	Deposit, Renovation	4,700.00
2	Renovation Admin Charges	300.00
Total		5,000.00

AMOUNT: Five Thousand Ringgit and Zero Sen Only

Payment Mode: Online CDM_CHEQUE
Bank: CIMB
Txn No.: 172542

NOTE: This Official Receipt is only valid upon clearance of the transaction.

Issued By: Nurul Aimuni Athirah bt mohd Shafie



This is a computer generated document. No signature is required.

Figure 11 Renovation Deposit official receipt

iii. Issue Renovation Works Permit

After the submission of Renovation Work Application Form, Building Supervisor, Mr. Hamizan will issue a renovation work permit that will be displayed on the unit's owner door which will state the period of renovation work. Units that perform renovation work without a permit or exceed the time limit will be ordered to stop immediately. Regardless, in order to extend their renovation work permit, the owner must fill out a form and return it to the management office so that a new work permit can be approved and displayed.



Figure 12 Example of Renovation Works Permit that will be displayed on renovation unit

iv. Renovation work process

Following the completion of renovation work, owner need to fill up the joint inspection form for return deposit process. Owner required to set appointment date by phone or in person at the management office for the management team to come in for an inspection. The Renovation Application Form is an important thing to bring up for inspection as BS need to ensure that all of the criteria stated in the renovation application are met, as follows such as:

- Removal or addition of existing walls or floor tiles
- Interior finishes such as paint work or floor grinding or polishing
- Carpentry installation work
- Iron works installation such as grilles or curtain rails

- Electrical works
- Air conditioning
- Plumbing works
- Miscellaneous as plaster ceiling and so on.

Besides, Building Supervisor also need to identified the type of floor plan unit involved before go up for inspection. This is crucial to do as BS need to make sure that there is none illegal hacking for the non-hackable wall marked on the floor plan or no additional wall other than existed.

v. Return deposit process.

Finally, the accountant will handle the deposit return. To approve the return of the deposit, the management office must prepare information with the signature of the building manager. When the cheque is ready, management will contact them to arrange for pick-up.

3.6 Summary

In a nutshell, this chapter summarises a case study at The Clovers condominium in Penang, where renovation projects are often a point of conflict among residents. The House Rules provided have become one of the most important guidelines for residents and management in controlling the renovation work behaviour on the site. Failure to comply with the order will result in fines or a Stop Work Order notice from management, as described in this chapter.

CHAPTER 4
THE ISSUES DURING RENOVATION INSPECTION AT THE CLOVERS

4.1 Introduction

This chapter addressed the issues encountered on property management perception either during commencement work or after completion renovation of work. these issues usually caught up whenever management office received complaint from neighbour or during observation by management team. The most common issues are whenever contractor failed to follow working hour, illegal hacking or contractor behaviour during renovation period.

4.2 Working Beyond Approved Renovation Time

Table 11 Contractor doing work after working hour

Pictures	Description
	Contractor refuse to leave even already past 5 p.m. unit A-13-3A

The first issue discovered by the management team was when the contractor refused to adhere to the working hours as specified by management. Management team sometimes got called from the committee or residents who complained about the vibration sound at Tower A. Security

guards were deployed at the time to prevent the contractor from carrying out the renovation work. However, the contractor refused to stop, and the building manager was forced to issue a Stop Work Order for the violation.



the clovers
MANAGEMENT OFFICE

THE CLOVERS MANAGEMENT OFFICE
(Managed by Metro REC Sdn Bhd)
1-01-01 Lengkok Merbah 3, 11900 Bayan Lepas, Penang
Tel: 604-609 3309 / 604-609 3310
Email: thecloversmgmtla@gmail.com

NOTICE OF VIOLATION LETTER

Date: 03 December 2021

Owner: YEOW GAIK CHOO and TAN YI SHUANG

Unit: A-13-3A

Subject: Stop Work Notice of Violation

Unit No: A-13-3A

Dear Sir,

On date shown above, The Clovers Management Office posted a **Stop Work Notice or Notice of Violation on your property** (type of Contractor working beyond approved renovation time which past 5pm – under House rules **6.0 RENOVATION / ALTERATION WORKS TO THE APARTMENT**)

As of this date, no permits have been issued to clear **Stop Work Notice or Notice of Violation**. You must apply for all required permits and approvals, or take necessary action to correct the violation by date (7 days of this notice) from 03 December 2021 until 09 December 2021. No permits or other entitlements may be issued by any The Clovers Management Office until violation has been cleared.

This letter also serves as notice that The Clovers Management Office intends to invoke certain administrative procedures should this violation continue to exist after the date stated. Should The Clovers Management Office find it necessary to invoke any of the following administrative procedures or any judicial procedure in order to compel you to correct the violation, you will be required to complied all requirements from The Clovers Management Office enforcing its code sections.

Best Regards,

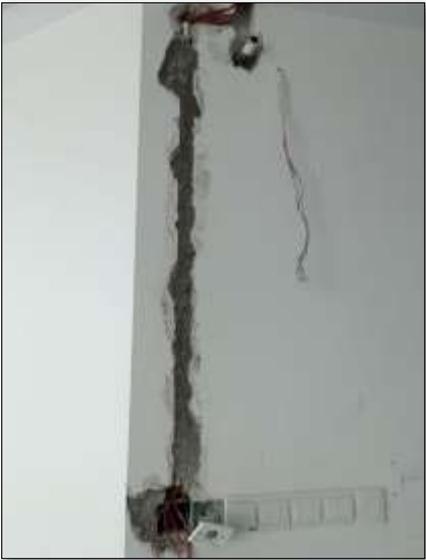
For and Behalf Badan Pengurusan Bersama The Clovers

Shane Khaw
Building Manager
© The Clovers

Figure 13 Stop Work Order working beyond approved renovation time prepared by building manager

4.3 Illegal Hacking

Table 12 Illegal wall hacking

Pictures	Description
	Unauthorised wall hacking unit B-38-07
	Unauthorised hacking with conduit seal unit B-38-07
	Unauthorised hacking with conduit seal unit B-38-07

This violation is usually difficult to detect because the illegal work is done within the unit. This issue is sometimes discovered only after the work has been completed, during the renovation inspection. During that time, Tower B experienced a power outage, prompting management to investigate the cause. They discovered that hacking was one of the causes of the outage, urging the building manager to issue a Stop Work Order for the violation.



Figure 14 Stop Work Order illegal hacking by building manager

4.4 Contractor Behaviour

Table 13 Contractor behaviour during renovation work

Pictures	Description
 <p>24 Dec 2021 10:10:02 304° NW 21 Lorong Sungai tiram 9 Taman Sri Bayan Bayan Lepas Pulau Pinang Altitude: 47.9m Index number: 61</p>	<p>Has been left unattended untidy and dusty corridor due to renovation work by unit B-20-01.</p>
 <p>24 Dec 2021 10:10:05 271° W 21 Lorong Sungai tiram 9 Taman Sri Bayan Bayan Lepas Pulau Pinang Altitude: 47.9m Index number: 62</p>	<p>Has been left unattended untidy and dusty corridor due to renovation work by unit B-20-01.</p>

The above table 13 depicts the condition of unit B-20-01 during the renovation work. Residents frequently complained to the management team that their corridor was dirty due to dust from the renovation unit. Management team then arrange for observation to the units to confirm the complaint. The

management team then arranges for the units to be observed in order to confirm the complaint. As stated in The Clovers House Rules, all renovation debris must be removed and the floor or route of transportation be cleaned daily, this is crucial as concern towards others residents. As a consequence, building manager had to issue a Stop Work Order for this unit because their contractor failed to follow even management have advice for few times to clean and take precautions such as closing the door during renovation work and extending the polythene construction sheet.

 **THE CLOVERS MANAGEMENT OFFICE**
(Managed by Metro REC Sdn Bhd)
1-01-01 Lengkok Marbah 3, 11900 Bayan Lepas, Penang
Tel: 604-609 3309 /604-609 3310
Email: thecloversmamf1a@gmail.com

NOTICE OF VIOLATION LETTER

Date: 31 December 2021
Owner: POH SHING HUOY
Unit: B-21-01

Subject: Stop Work Notice of Violation
Unit No: B-21-01

Dear Sir,

On date shown above, The Clovers Management Office posted a **Stop Work Notice or Notice of Violation on your property** (Type of Contractor causing common untidy and dusty- under House rules **3.0 COMMON AREAS / 3.3 CLEANING OF AREAS ADJOINING TO EXTERNAL PROPERTY**)

As of this date, no permits have been issued to clear **Stop Work Notice or Notice of Violation**. You must apply for all required permits and approvals, or take necessary action to correct the violation by date (7 days of this notice) **from 04 January 2022 until 11 January 2022**. No permits or other entitlements may be issued by any The Clovers Management Office until violation has been cleared.

This letter also serves as notice that The Clovers Management Office intends to invoke certain administrative procedures should this violation continue to exist after the date stated. Should The Clovers Management Office find it necessary to invoke any of the following administrative procedures or any judicial procedure in order to compel you to correct the violation, you will be required to complied all requirements from The Clovers Management Office enforcing its code sections.

Best Regards,

For and Behalf Badan Pengurusan Bersama The Clovers

Shane Khaw
Building Manager
@ The Clovers

Figure 15 Stop Work Order due to untidy and dusty prepared by building manager

CHAPTER 5

CONCLUSION AND RECOMMENDATION

5.1 Introduction

This study addressed on the renovation work guidelines and renovation work process on the strata property. This chapter have two sections; section first are the conclusion for the industrial training project, which is renovation work inspection process and the second one is the recommendation of issues found during the supervision of renovation work at The Clovers.

5.2 Conclusion

Property management is in charge of regulating or supervising the operation of the site. As a result, they must take the initiative to ensure that all work is completed in accordance. Owners play a critical role in ensuring that their contractor follows orders as instructed by the building supervisor. This is to avoid having their renovation deposit deducted for a violation committed by their own contractor. The Clovers House Rules is a right way to referred as every aspect has been clarified. Renovation inspection is an important process to ensure and confirm that their work is completed in accordance with their application. There are numerous aspects that the management team inspected to ensure that no problems arise in the future and to make it easier for them to request a refund of their deposit. This procedure gives me an understanding on renovation regulation with help Building Supervisor.

In conclusion, during my practical training with Metro REC Sdn Bhd, I gained a lot of new experience and knowledge as I got involve with the actual work even though the time span is short. There are many things I have learn in this property management field. I am not only involved in management in administration, but also in maintenance work with the opportunity given in figuring out this interesting scope work.

5.3 Recommendation

Based on the issues discovered regarding renovation work, there is a slight lack in the supervision management team regarding renovation work due to the large property factor, causing the management team to not always be able to observe, particularly the contractor's activities. Therefore, there are some points recommended in order to enhance the efficiency of property management.

Table 14 List of recommendation

Recommendation	Description
<p>5.1 Observation by security guard after working hours</p> 	<ul style="list-style-type: none"> • Briefing security guard to do daily observation on which floor unit that contractor come in as recorded for the day.
<p>5.2 Provide polythene contractor sheet to be rented</p> 	<ul style="list-style-type: none"> • Provide polythene contractor sheet in management office to be rented for owner's contractor that neglected to provide their own sheet. This is to avoid from excessive dust and dirt at corridor.

REFERENCE

Sherwood Lumber, B. G. (27 February, 2021). *Five Reasons Why Planning for Renovation is Important*. Retrieved from Sherwood Lumber: <https://sherwoodlumber.com/five-reasons-why-planning-for-renovation-is-important/>

Bolster. (2019). *What ' s the difference between cosmetic , partial , and gut renovations ?* National Association of Real Estate Editors.

Rob Schneider. (n.d.). *What is a Cosmetic Renovation ?*

Third Schedule Strata Management Act 2013 Strata Management (Maintenance And Management) Regulations 2015, 2015 (2015).

APPENDICES

i. Tower's name



Figure 16 Spes (Tower A)



Figure 17 Fides (Tower B)



Figure 18 Fortuna (Tower C)

ii. Forest track



Figure 19 Forest track

iii. Barbeque area



Figure 20 Non-halal barbeque area



Figure 21 Halal barbeque area

iv. Basketball court



Figure 22 Basketball court

v. Gymnasium



Figure 23 Gymnasium

vi. Pools & jacuzzi



Figure 24 Children's pool

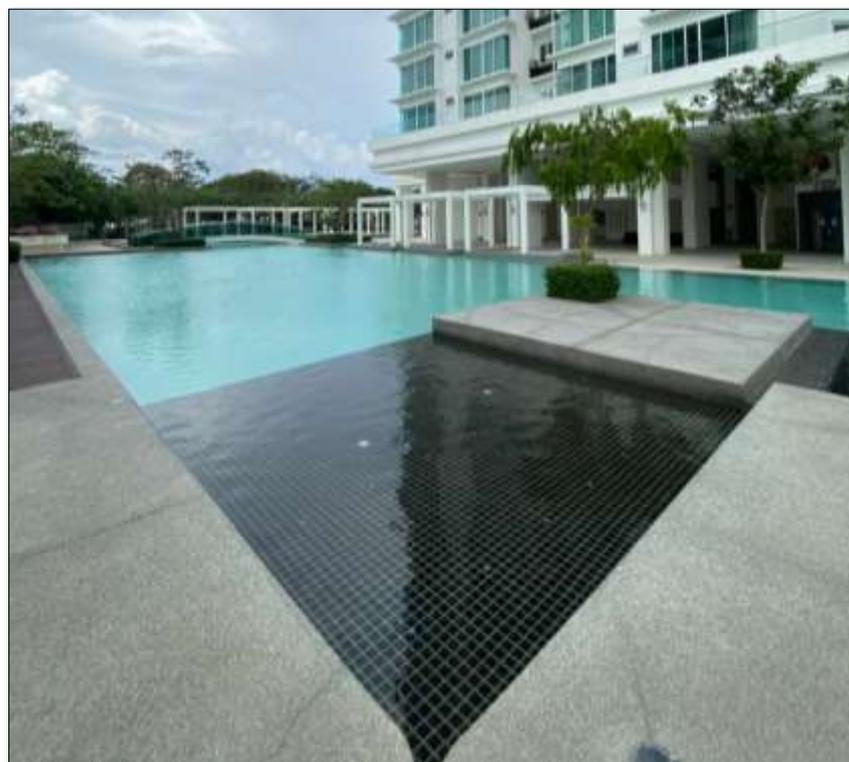


Figure 25 Leisure pool



Figure 26 Infinity lap pool

- vii. Renovation inspection done by Nurul Aimuni Athirah Binti Mohd Shafie



Figure 27 Renovation inspection

viii. Renovation Application form

B-20-11

Harizan 011-3388 8715



THE CLOVERS MANAGEMENT OFFICE
 (Managed by Melmax Management Services)
 1-01-01, Jalan Langkok Merbah 3, 11900 Bayan Lepas, Penang
 Tel: 04-609 3309 / 04-609 3310, Email: thecloversmmtla@gmail.com

B-2

theclowersmmtla@gmail.com

RENOVATION WORKS APPLICATION FORM

PARCEL NO:

OWNER(S):

MOBILE NO:

I/We, the above-named Purchaser(s), wish to request for permission to undertake the following renovation work(s) in accordance with the terms and conditions stated in the Renovation Guidelines, Deed of Mutual Covenants and/or House Rules which I/we have read and understood and which I/We undertake to abide by.

I/We shall only commence work upon approval of our renovation plans by the Management and by the Local Authorities if it is required. All renovations shall be carried out in accordance with the approved plan. A copy of the renovation plans and specifications for the proposed renovations is enclosed.

NO	DESCRIPTION	LOCATION
1.	REMOVAL/ADDITION	Toilet
	<ul style="list-style-type: none"> Replacing the existing floor and wall tiles Demolishing or adding any brick wall 	Non
2.	INTERIOR FINISHES	M. Bedroom, Bedroom 2
	<ul style="list-style-type: none"> Additional wall or floor Floor grinding or polishing Paint works 	Non
		All Area
3.	CARPENTRY	Kitchen
	<ul style="list-style-type: none"> Installation of kitchen cabinet Installation of wardrobe or other furniture fittings Change of Timber door leaf 	Down Living Area & Room At Toilet
		All Area
4.	IRON WORKS	Back Door Grille
	<ul style="list-style-type: none"> Installation of mild steel grilles Installation of curtain railings 	All Area
5.	ELECTRICAL WORKS – All electrical wiring must be concealed using conduit. Hacking of walls to conceal the wiring is strictly prohibited.	
	<ul style="list-style-type: none"> Upgrading incoming electrical supply from single phase to three (3) phase wiring 	Non
	<ul style="list-style-type: none"> Additional/relocation of power point or light point 	All Area
	<ul style="list-style-type: none"> Additional/relocation of MATV telephone Installation of light fittings 	Non All Area
6.	AIR CONDITIONING	All Area
	<ul style="list-style-type: none"> Installation of outdoor compressor(s) 	

The Clovers/Renovation Work Application

7.	PLUMBING WORKS	
	• Removing or re-arranging the sanitary plumbing	Kitchen
	• Additional/replacement of tap	Toilet, Kitchen
	• Replacing tiles at bathroom – waterproofing certificate must be included.	Non
8.	MISCELLANEOUS	
	• Installation of plaster ceiling	All Area

A. Renovation Deposit

1. Renovation deposit of RM4,700.00 (refundable) and Administration Charges of RM300.00 (non-refundable) amounting to RM5,000.00 by way of cheque or Internet Banking Transfer to be made payable to **BADAN PENGURUSAN BERSAMA THE CLOVERS**.

2. The payment should be made in favour of:-

Bank : CIMB BANK BERHAD
Name of Account : BADAN PENGURUSAN BERSAMA THE CLOVERS
Account Number : 8603543832

B. Appointment of Consultant(s) / Contractor(s) / Interior Decorator(s)

The following consultant(s), contractor(s) and interior decorator(s) have been appointed by me/us to renovate my/our unit:

1. Liong Sean Tan 92018-07-5649
2. _____
3. _____
4. _____

**** Kindly attached the name list of the worker(s) assigned to work at the unit together with their ID number/passport for security purposes****

The renovation is expected to commence and be completed by:

- a. Date of Commencement: 16 Nov 2021
- b. Date of Completion : 16 Feb 2021

C. Working Hours

Renovation, delivery and removal works are restricted to the following hours:

Monday to Friday : 9.00am – 5.00pm
Saturday : 9.00am – 1.00pm
Sunday and Public Holiday : Not Permitted

Management office will refund the renovation deposit to the particular owner within ONE (1) month from the completion date of renovation. In order to facilitate the refund of renovation deposit only the original receipt will be accepted. If there is no original receipt, a statutory declaration is required.

I/We understand and agree that in the event that I/we, our consultant(s) or contractor(s) breach or fail to observe or comply with the Renovation Guidelines, House Rules and/or Deed of Mutual Covenants, the Management shall be entitled to:

- a. Stop the renovation works; and/or
- b. Deny our consultant(s) and/or contractor(s) entry; and/or
- c. Demolish any unauthorized renovations; and/or
- d. Deduct the Renovation Deposit and if the amount exceeds the Renovation Deposit, I/we shall be liable to pay the outstanding sum of the claims against us.

I/We hereby indemnify and keep indemnified "BADAN PENGURUSAN BERSAMA THE LIGHT COLLECTION" and the Managing Agent against any and all claims, proceeding, costs, damages, losses, fines, penalties, and charges whatsoever and howsoever arising from my/our renovation works. I/We hereby give my/our consent to the Management to forfeit my/our Renovation Deposit in the event I/we or my consultant(s), contractor(s) and/or worker(s) fail to comply with the renovation plans and specifications for the proposed renovation, Deed of Mutual Covenant and House Rules.

Name of Applicant(s) : Liong Sean Tian
Signature : [Handwritten Signature]
Date : 16 Nov 2021



THE CLOVERS MANAGEMENT OFFICE

(Managed by Melmax Management Services)

1-01-01, Jalan Lengkok Merbah 3, 11900 Bayan Lepas, Penang

Tel: 04-609 3309 / 04-609 3310, Email: thecloversmgmt.la@gmail.com

Dear Unit Owners of the Clovers

METHOD STATEMENT – WALL SAWING

ARUP, the consultant engineers of The Clovers has inspected the renovation carried out by the unit owners and has express their concern on the structural integrity of the building if it is not controlled.

In the circumstances, the Management has been directed to inform all unit owners that WITH IMMEDIATE EFFECT all hacking of RC structure and hacking of shear wall to conceal electric wiring to be stopped immediately.

For those unit owners who have carried out hacking to conceal their electrical wiring, they are required to engage an approved specialist to grout back the hacked portion with no-shrink grout before they are allowed to continue with their renovations.

ARUP has come up with their letter approving the method statement of the appointed contractor to carry out the hacking. (A copy of which is enclosed).

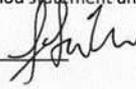
Kindly note that unit owners are to ensure that their respective interior designer contractor abide by the new regulations failing which stop work order will be issued and their renovation deposit may be forfeited if contractors are found to undermine the structural integrity of the building to ensure the safety of the unit owners and residents.

Your co-operation and compliance to regulations is appreciated.

Thank you

The Management of the Clovers

We have read and understand the above method statement and will abide to the regulations stipulated.

Name: Hong Soon Tian 

I/C Number: 921018-07-5649

Date: 16 Nov 2021

The Clovers/Method Statement – Wall Sawing



THE CLOVERS MANAGEMENT OFFICE

(Managed by Melmax Management Services)
1-01-01, Jalan Lengkok Merbah 3, 11900 Bayan Lepas, Penang
Tel: 04-609 3309 / 04-609 3310, Email: thecloversmgmt1a@gmail.com

To: All Parcel Owners / Tenants

Dear Sir / Madam

MANAGEMENT POLICY ON STANDARDIZATION OF INSTALLATION ITEMS

Please be informed that it is the Management Policy to standardize the installation of the following items

- a) Main Wood Door
- b) Main Grille Door
- c) Grille window & window & another grille item has to be one standard design & color and stainless-steel birdcage at air-well.
- d) Awning has to be green polycarbonate sheet at designated area i.e. air-well/
- e) Clothes rack / hanger at designated area.
- f) Outdoor air-conditioner compressor unit at designated area.
- g) Astro satellite antenna (NOT PERMITTED) to use the centralized SMATV system.
- h) Tinted film for glass window and door (NOT PERMITTED). Kindly note that the glasses are originally tinted green.
- i) Water filter to install inside unit's kitchen area. (NOT ALLOWED TO INSTALL INSIDE PBA RISER AREA).

There is designated position on selected items for each unit. Kindly refer to the Management office on details of the above items.

Should any failure to comply the requirement, you are obliged to undertake necessary work to amend for compliance within 7-days' notice from Management at your own expenses.

Thereafter, Property Management reserve the full rights to dismantle the incorrect installation of items stated above at full expense of owners/tenants.

The Management shall not bear any costs for any damages/alterations/renovation that your kind self-causes.

Yours faithfully,
For The Clovers Management Office,

I/We hereby agree and accept the terms & conditions state as above

Name: _____

Date: _____

Owner's Name: Woo Wen Zu
I/C Number: 950912-07-5461

The Clovers/Management Policy on Standardization of Installation Items.



THE CLOVERS MANAGEMENT OFFICE

(Managed by Melmax Management Services)
1-01-01, Jalan Lengkok Merbah 3, 11900 Bayan Lepas, Penang
Tel: 04-609 3309 / 04-609 3310, Email: thecloversmgmt1a@gmail.com

Dear Sir/Madam

LETTER OF UNDERTAKING FOR RENOVATION WORKS

Unit No: B-20-11

I/We, Liong Soon Tian

NRIC/Passport No: 921018-07-5649

The Purchaser(s) of the above unit hereby undertake full and sole responsibility for all the renovation works done inside my/our premises as per the attached Renovation Works Application Form and Drawing.

I/We hereby agree and understand that the Renovation Deposit of RM5000.00 (Ringgit Malaysia Five Thousand) will be refunded to me upon the completion of renovation work from the date of inspection by the Management and provided that all rubbish and unwanted materials are disposed of at my/our own expense and there is no damage to common property or premises in the building.

In the event that there are any damages or any seepage, leakage or cracks occur to the adjacent unit which has been caused by the renovation works, I/we hereby agree to rectify and make good to all the defects and damages to the Management satisfaction and approval.

I/We hereby agree to give my/our rights to the Management to enter my/our unit, in order to inspect and/or stop any work which is found not in accordance with the approved plan, or not in compliance with the Deed of Mutual Covenant and/or House Rules and/or Guidelines.

I/We also undertake to abide to the following: -

- I. All regulations including the Local Authorities by Law and any terms & conditions imposed by the Management.
- II. Not to tap any electricity or water supply from the common area failing which, I/we accept that a penalty of RM1,000.00 (Ringgit Malaysia One Thousand) will be imposed to the owner(s).
- III. A surcharge of RM300.00 (Ringgit Malaysia Three Hundred) per incident will be deducted from my renovation deposit if I fail to clear/remove away renovation/moving in debris/materials.
- IV. To accept and comply with any STOP WORK ORDER issued by the Management.

I/We have read, fully understood and will abide by all the Renovation Policies and Guidelines and the Deed of Mutual Covenants and I/we will not hold Management liable for any incidents or losses occurring during or after my/our renovation works completed.

Thank you

Name: _____

Identity Card Number: _____

Date: _____

The Clovers/Letter of Undertaking for Renovation Works



THE CLOVERS MANAGEMENT OFFICE

(Managed by Melmax Management Services)

1-01-01, Jalan Lengkok Merbah 3, 11900 Bayan Lepas, Penang

Tel: 04-609 3309 / 04-609 3310, Email: thecloversmmt1a@gmail.com

RENOVATION CHECKLIST – INTERNAL USE ONLY

NAME OF PURCHASER(S):

PARCEL NO:

CONTACT NO:

A) RENOVATION APPLICATION DOCUMENTATION

	YES	NO
1. Renovation Application Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Floor Plan (indicate the renovation work to be done)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Renovation Deposit (Refundable) – RM4,700.00	<input type="checkbox"/>	<input type="checkbox"/>
4. Administration Charges (non-refundable) – RM300	<input type="checkbox"/>	<input type="checkbox"/>
5. List of Contractor/Workers' Name List	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Letter of Undertaking for Renovation Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. STOP WORK ORDER if contractor(s) found to use passenger lift(s)	<input type="checkbox"/>	<input type="checkbox"/>

B) RENOVATION DETAILS/INFO

	YES	NO
1. Any outstanding defect works	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Renovation works affecting the external façade	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Hacking of wall	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Construction of additional walls / partition	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Addition and relocation of electrical points	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Standard grille designs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Renovation at the bathroom, common toilets (If YES, Water-proofing warranty MUST BE ATTACHED)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

For The Clovers Management

Name: _____
Position: _____
Date: _____

Date: 16 Nov 2021

Owner's Name: Woo Wen Zu
Unit No: B-20-11

Dear Sir/Madam

INDEMNITY LETTER FOR RENOVATION

I am/We are the owner (Name) Woo Wen Zu NRIC No. 950912-07-5961 of the Unit No. B-20-11 hereby confirm to undertake and abide by all the terms and conditions set in the renovation guidelines, rules and regulations.

I/We hereby confirm and undertake to make sure that the contractor will abide by all the terms and conditions set out in the renovation guidelines, rules and regulations.

I/We hereby understand that any additional alteration and renovation including installation and "Renovation work" may not be approved by the relevant authority and that such Renovation work may require the removal of such Renovation Work, I/we shall undertake at my/our cost and expense to remove and restore the said Renovation Work to its original state or condition immediately.

In consideration of you at my/our request to allow the contractor access to the above premises for the sole purpose of carrying out the renovation works, I/we hereby agree and undertake to indemnify and keep you fully indemnified in respect of any claims, losses, liabilities or damages made against, suffered or incurred by you, as a result of a breach by the contractor, it's sub-contractors, employees or agents of any of the terms and conditions mentioned in the renovation guidelines as a result any works undertaken by the contractor for renovation of the said premises.

I/We further agree to indemnify and keep you indemnified in respect of any claims, actions, proceeding, damage or cost brought against, incurred or suffered by you by reason of any breach whether by myself/ourselves or the contractor or its sub-contractors, employers/agents of the undertaking not to employ or permit or cause the employment of any illegal foreign workers to carry out any part of the renovation works at the above premises.

I/We as undersigned agree to be bound by the renovation guideline/rules and regulations of which a copy shall be given to me and shall indemnify **Badan Pengurusan Bersama The Clovers** and the Management for any loss and damage cause by my/our action in respect of the Renovation Work.

Yours faithfully,

Witness By, (The Management)


Name: Woo Wen Zu
NRIC: 950912-07-5961
Date: 16 Nov 2021

Name:
NRIC:
Date:



THE CLOVERS MANAGEMENT OFFICE

(Managed by Allied Group Property Service Sdn Bhd)

1-01-01, Lengkok Merbah 3, The Clovers, 11900 Bayan Lepas, Penang

Tel. 604 – 609 3309 / 604 – 609 3310 Email: thecloversmgmt1a@gmail.com

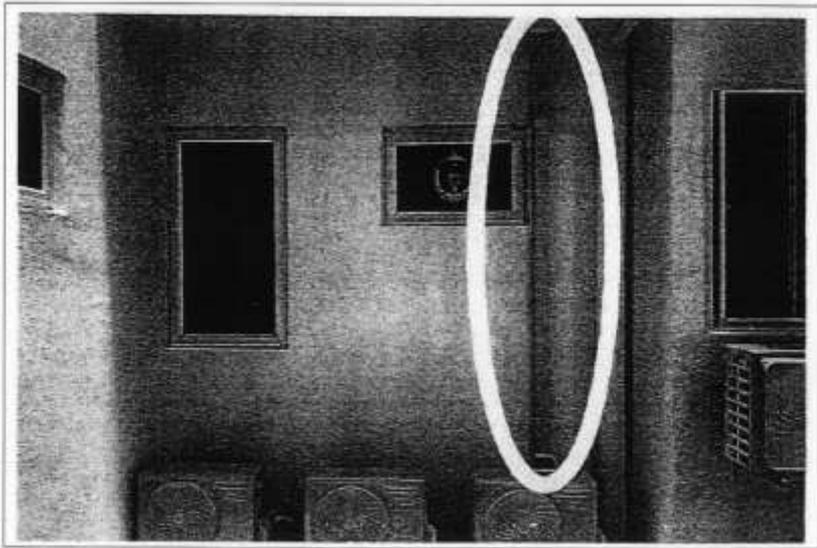
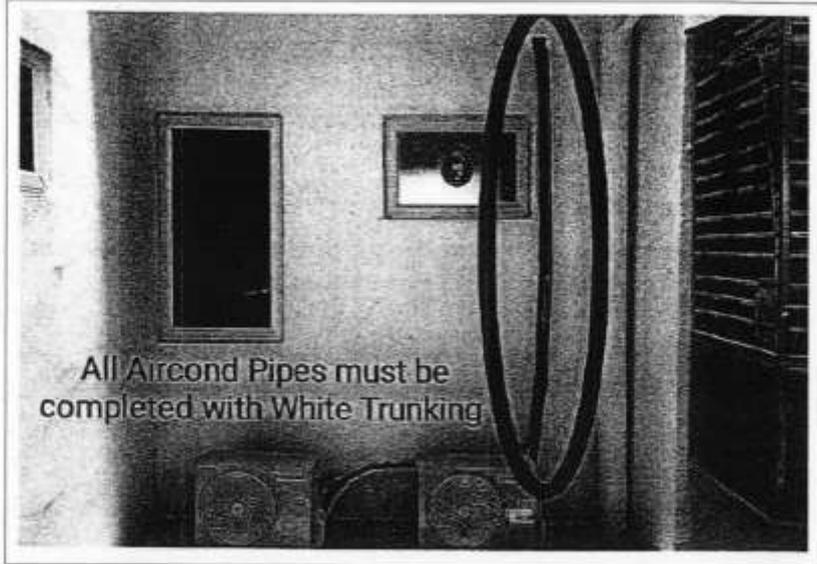
To All Owners / Residents / Contractor's

SOP For Renovation Contractors / Workers

Residential strata scheme - from **9.00 am to 5.00 pm**
Monday to Friday except gazetted public holidays.
All works that will create loud noise such as drilling
can only be done **from 9.00 am to 1.00 pm**. *5.00pm*

(Note: the renovation hours are mere guidelines and
will be subjected to the existing by-laws or
additional by-laws of the respective strata scheme)

The Clovers Management Office have rights
posted a Stop Work Notice or Notice of
Violation on your property
(type of violation is hacking, knocking, cutting,
hammering, sawing or any work that create loud
noise after 1.00 p.m.)



ATTACHMENT E

LAUNDRY CAGE

Stainless Steel Laundry Cage Standard

Green Poly-Carbonate Awning



Stainless Steel with
satin Finish

APPROVED LAUNDRY CAGE

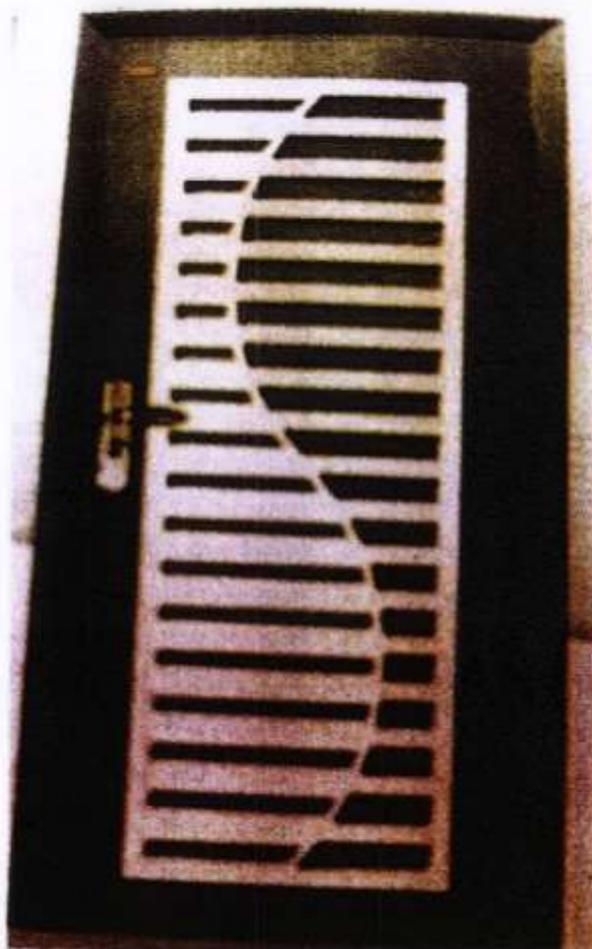
APPROVED BY

A handwritten signature in black ink, consisting of several overlapping strokes.

1/14

ATTACHMENT F

SECURITY DOOR 4



APPROVED SECURITY DOOR

A handwritten signature in black ink, consisting of several overlapping strokes.

CONTRACTOR REGISTRATION FORMOwner's Name: Woo Wen Zu I/C No.: 950912-09-5961Unit No: B-20-11 H/P No: 016-2470 5961

Commencement Date: _____

Time: _____

Approved by the Management**Particulars of Contractor**

Company Name	<u>Shin Liang Engineering Works</u>	Person in Charge	<u>Mr. Liang Soon Tian</u>
Address	<u>201, MK 12, Jalan Batu Mwang, 11960 Bayan Lepas, Penang</u>	I/C No.	<u>921018-09-5649</u>
Vehicle Reg. No.	<u>PCW 5354, PPC 7361</u>	Contact No.	<u>013-465 0880</u>

Particular of Workers

No.	Name of Worker	I/C No. / Passport No.
1	<u>Liang Soon Tian</u>	<u>921018-09-5649</u>
2	<u>Teh Shen Yong</u>	<u>850610-02-5897</u>
3	<u>Mohd Hanipah Bin Hussain</u>	<u>660102-08-7965</u>
4	<u>Mithu Nazmul Hassan</u>	<u>BR0=9999 2</u>
5	<u>Md Harizul Islam</u>	<u>B20970896</u>
6		
7		
8		
9		

Signature : [Signature] Date : 15/11/21 Name : B Unit
No. : 20-11

Commencement Date : _____

Completion Date : _____

Note: A copy of this form to be forwarded to the security office.

CONTRACTOR REGISTRATION FORM

Owner's Name: Woo Wen Zu I/C No.: 950912-07-5961

Unit No: B-20-11 H/P No: 016-440 5961

Commencement Date: _____ Time: _____

Approved by the Management

Particulars of Contractor			
Company Name	LG Dream Furniture	Person In Charge	Liong Sean Tian, Lye Boon Guan
Address	366, MKR, Getak Sanggul, Teluk Kumbar, 11910 Bayan Lepas, Pulau Pinang.	I/C No.	92108-07-5679, 911221 07 5389
Vehicle Reg. No.		Contact No.	013-4650880, 012-487 7366

Particular of Workers		
No.	Name of Worker	I/C No. / Passport No.
1	Lye Boon Guan	911221-07-5389
2	Liew Wei Jian	970405-07-5703
3	Cheah Yu Yee	930627-07-5155
4		
5		
6		
7		
8		
9		

Signature :  Date : 15/11/21 Name : _____ Unit : _____
No. : _____

Commencement Date : _____

Completion Date : _____

Note: A copy of this form to be forwarded to the security office.

CONTRACTOR REGISTRATION FORM

Owner's Name : Woo Wen Zu I/C No. : 950912-07-5961

Unit No : B-20-11 H/P No: 016-440 5961

Commencement Date: _____ Time: _____

Approved by the Management

Particulars of Contractor			
Company Name	<u>TK High Speed Electrical</u>	Person In Charge	<u>Poh Yang Xin</u>
Address	<u>2B-6-12 BAYAN PERMAI, JALAN KAMPUNG PERLIS, 11900 BAYAN LEPAS, PULAU PINANG</u>	I/C No.	<u>931125-08-5059</u>
Vehicle Reg. No.		Contact No.	<u>016-553 6945</u>

Particular of Workers		
No.	Name of Worker	I/C No. / Passport No.
<u>1</u>	<u>Poh Yang Xin</u>	<u>931125-08-5059</u>
<u>2</u>	<u>Khor Zin Ming</u>	<u>901024-09-5031</u>
<u>3</u>	<u>Tan Sim Wah</u>	<u>880630-35-5067</u>
<u>4</u>	<u>Fazal Kabir Amin Sharif</u>	<u>35413c16988</u>
<u>5</u>	<u>Mohammad Zubair Bin Siddik Ahmad</u>	<u>35417c 03790</u>
<u>6</u>	<u>Muhibur Rahman Bin Abdul Hamid</u>	<u>3541Rc 04250</u>
<u>7</u>		
<u>8</u>		
<u>9</u>		

Signature : _____ Date : _____ Name : _____ Unit No. : _____

Commencement Date : _____

Completion Date : _____

Note: A copy of this form to be forwarded to the security office.

CONTRACTOR REGISTRATION FORMOwner's Name : Woo Wen Zu I/C No. : 950912-07-5961

Unit No : B-20-11 H/P No: 016-440 5961

Commencement Date: _____

Time: _____

Approved by the Management**Particulars of Contractor**

Company Name	MEI JIA ENGINEERING & Constructor	Person In Charge	Koay Hoe Keat
Address	665-F Persiaran Minden 1, 11700 Gelugor, Pulau Pinang.	I/C No.	930920-07-5031
Vehicle Reg. No.	BLE 2530, PHG 4476	Contact No.	016-465 6808

Particular of Workers

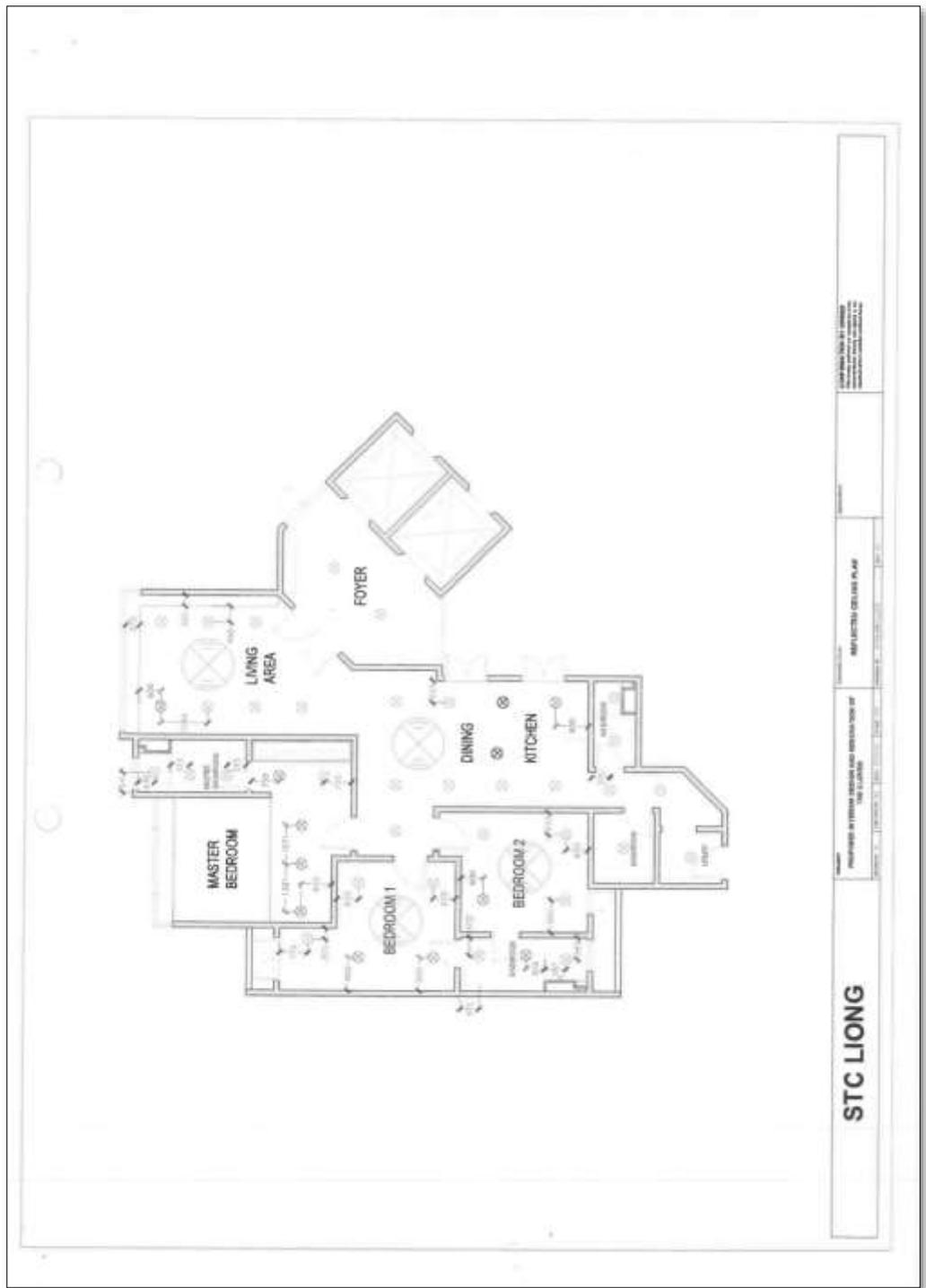
No.	Name of Worker	I/C No. / Passport No.
1	Koay Hoe Keat	930920-07-5031
2	Leow Kam Fook	90914-07-5235
3	Yong Yee Sang	550815-07-5051
4	Ooi Peay Sai	670722-71-5169
5	Ng Chean Huah	580520-07-5545
6		
7		
8		
9		

Signature : [Signature] Date : 15/11/21 Name : _____ Unit No. : _____

Commencement Date : _____

Completion Date : _____

Note: A copy of this form to be forwarded to the security office.



BADAN PENGURUSAN BERSAMA THE CLOVERS

1-01-01 Lengkok Merbah 3, The Clovers
11900 Bayan Lepas, Penang, Malaysia
Tel: 604 - 609 3309/604 - 609 3310 Fax: Email: thecloversmgmt1a@gmail.com

OFFICIAL RECEIPT

Unit No B-20-11
Received from WOO WEN ZU

Receipt No. TC-20376
Date 17-Nov-2021

No	Description	Amount (RM)
1	Deposit, Renovation	4,700.00
2	Renovation Admin Charges	300.00
Total		5,000.00

AMOUNT: Five Thousand Ringgit and Zero Sen Only

Payment Mode: Online IBG
Bank: Public Bank
Txn No.: 032393

NOTE: This Official Receipt is only valid upon clearance of the transaction.

Issued By: Marzalina Aziz



Authorized Signature & Company Chop

