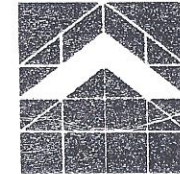


SEMINAR PENGURUSAN HARTA HAKMILIK BERSAMA



**Anjuran
Kementerian Perumahan dan
Kerajaan Tempatan**



Disampaikan oleh :

Ahli

Institut Jurukur Malaysia & Persatuan Penilai Swasta



Q1. SETTING UP MANAGEMENT OFFICE & STAFF

(PENUBUHAN PEJABAT PENGURUSAN & KAKITANGAN).

Q2. MANAGEMENT OF DOCUMENTS, RECORDS & STOCK INVENTORY.

(PENGURUSAN DOKUMEN, REKOD & INVENTORI STOK).

Q3. MANAGEMENT OF COMPLAINTS

(PENGURUSAN ADUAN-ADUAN)



Q3

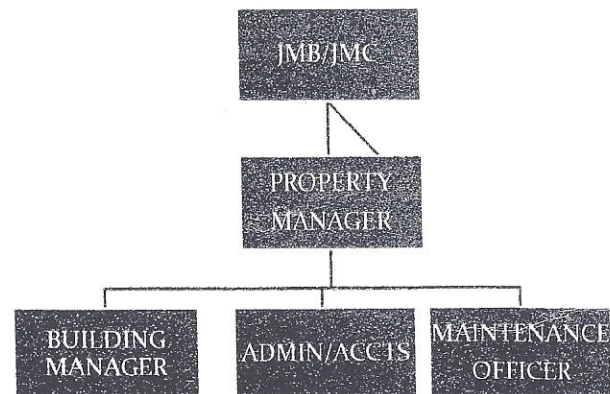
Administrative Management Introduction

- GENERAL ADMINISTRATION - FORMS PART OPERATION
- RECEPTION/CUSTOMER SERVICE
- OFFICE EQUIPMENTS
- PLANS/DRAWINGS
- RECORDS/FORMS
- NAMES LIST
- SERVICE PROVIDERS LIST
- CONTACTS DETAILS
- EMERGENCY TEL. NUMBERS
- PERMITS, LICENSES
- CERTIFICATES



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TYPICAL MANAGEMENT OFFICE STRUCTURE



Q4

START UP FOR THE MANAGEMENT OFFICE

In order to perform our duties, we would first require the following:-

- Documents of existing contracts, for maintenance services and contact no.
- Insurance Policies, Quit Rent and Assessment or other rate receipts and all relevant documents pertaining to the property ;
- Keys to all common areas and common facilities;
- A set of Building Plans, sanitation and Mechanical and Engineering Plans;
- Car park allocation plan (if any);



Q6

- House rules, deed of mutual covenant
legal letters to service charge defaulters,
outstanding works

- licenses such as gen set license,
extinguisher license, lift license

- list of utilities bills whether tariff code is for
commercial or residential;

- Monthly contractors service report



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- Inventory list of existing assets and equipment such
as fire extinguishers, office set up etc;

- Display property management signboard at the
property's main entrance;

- A suitable and furnished office with a telephone and
white board, to house on-site property management
staff;

- A letter box for our usage;

- Suitably located common notice boards.

- Audited accounts, receipt and payments, owners list
and contact no. and debtors aging list

- warranties and manuals, operating instructions ,
computerized codes etc



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STRATA ROLL FILES

- 1. FILES TO BE OPENED FOR ALL
UNITS OWNERS/PURCHASERS

- 2. SALE & PURCHASE AGREEMENT

- 3. DEED OF MUTUAL COVENANTS

- 4. BANK LOAN DOCUMENTATION

- 5. FLOOR PLAN



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STRATA ROLL FOR MC.....

PARTICULARS OF SUBDIVIDED BUILDING(S)

A. PARTICULARS OF LOT : MUKIM, DISTRICT, AREA

B. PARTICULARS OF TITLE

C. PARTICULARS OF BUILDING : NAME, NO. OF STOREYS, PARCELS,
SHARE UNITS, USE, TYPE, AREA, PROVISIONAL BLOCKS, ACCESSORY PARCELS.

D. PARTICULARS OF ORIGINAL PROPRIETOR : NAME & ADDRESS

E. PARTICULARS OF MANAGEMENT CORPORATION/JMB : NAME & ADDRESS

F. RECORDS OF PROPRIETORS : ORIGINAL & SUBSEQUENT OWNERS

G. RECORDS OF CHARGES, LEASES & OTHER INTERESTS



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❑ MANAGEMENT OF COMPLAINTS

❑ LOG BOOK

- ❑ 1. LOG BOOK /COMPLAINTS BOOK TO BE MAINTAINED AT THE MANAGEMENT OFFICE.
- ❑ 2. DESCRIPTION : NAME , UNIT, DATE, CONTACT NO. MATTERS OF COMPLAINTS.
- ❑ 3. DATE OF ATTENDANCE/ INSPECTION
- ❑ 4. RECOMMENDED RECTIFICATION/SOLUTIONS



Q11

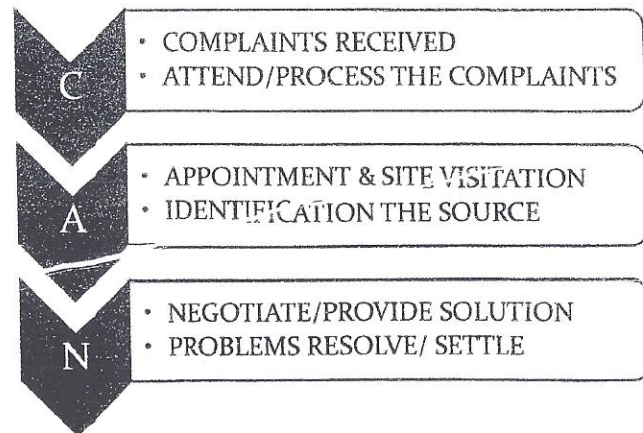
TERIMA KASIH
THANK YOU

Ahli
Institut Jurukur Malaysia & Persatuan Penilai Swasta



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❑ FLOW CHART- MANAGEMENT OF COMPLAINTS



Q12