

Paper 5

PRACTICAL SOLUTIONS TO JMB'S EVERYDAY PROBLEMS

Speaker

Sr Wong Kok Sui,
BURGESS RAWSON
Tel: 603-2260 2300 Fax: 6 03-2260 2100
Email: wongkoksoo@burgessrawson.com.my
Representing ISM & PEPS



Practical Solutions To JMB's Everyday Problems

10,640 Complaints Received by COB in Year 2009



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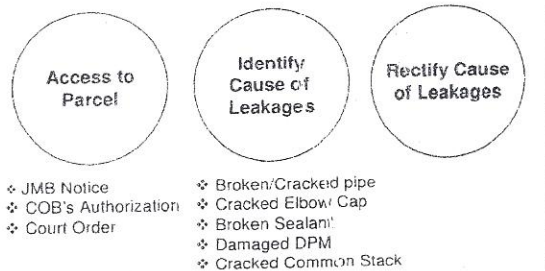
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Practical Solutions To JMB's Everyday Problems

- Inter-floor Leakages
- Credit Control Measures
- Insufficient Carparking
- Generate Extra Income
- Good Corporate Governance



Inter-Floor Leakages



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Credit Control Measures

- Notices
 - First 14-day Notice
 - Second 14-day Notice
 - Call to remind the purchaser during notice periods



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Credit Control Measures

- Domestic Actions – Additional By-Laws
 - Levy Late Payment Interest up to 10% per annum
 - Display of Defaulters List
 - Disable Car Access Cards. Entry by Registration
 - Disable Common Door Access Cards. Entry by Registration
 - Reject Renovation Application
 - Reject Facility Booking
 - Disconnection of Water Supply
 - Collect from Tenants



→ To Amend on House Rules for the enforcement to implement the above act.

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Credit Control Measures

- COB Actions – Defaulters of 6 months & above
 - 14-day Notice – Form A
 - Warrant of Attachment – Form B
 - Attachment of movable property – Form C
 - Public Auction after 7 days



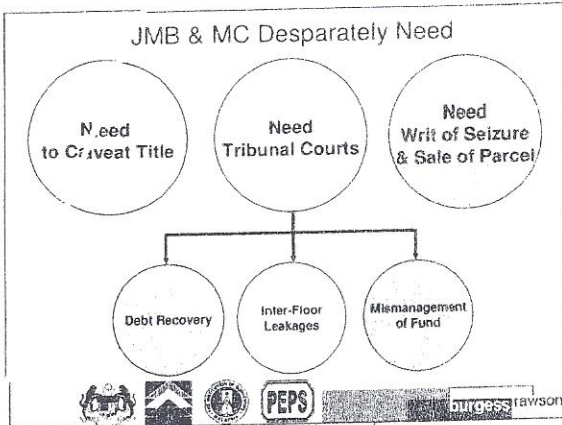
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Credit Control Measures

- Legal Actions
 - 14-day Letter of Demand
 - File Writ of Summons in Court
 - Default Judgement / Summary Judgement / Trial Judgement
 - Enforcement of Judgement
 - Bankruptcy, if debtor is an individual (Debt > RM30,000)
 - Judgement Debtor's Summons
 - Writ of Seizure and Sale
 - Garnishee
 - Winding Up, if debtor is a company



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Insufficient Carparking

- Create Additional Car Bays from Common Property & Part of Visitor Car Bays
 - Rental
 - First-Come-First Served
 - Balloting
- Create Exclusive Car Bays from Double Parking
 - Rent exclusively to each adjacent car bay's occupier
 - No Obstruction to Traffic Flow
- Request for Local Authority's Roadside Car Bays
- Enforcement by Wheel Clamping

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↳ New law will ammended Act 663.
 to tie property.
 In the event JMB/MC
 unable to collect the maintenance
 fund, it can be refer to court
 to recover the defect.
 The last action to get the
 property put under public action.

Generate Extra Income

- Rental of Commercial Lots
 - Convenient Store, Cafeteria, Launderette & Others
- Rental of Facilities
 - Hall, Function Rooms, BBQ Pits & Poolside Area
 - Shooting of Film Shows & Advertisements
- Rental of Car Bays

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Generate Extra Income

- Rental of Parts of Common Property
 - Unused Stores & Corner Spaces
 - R.O. Water Dispensing Machine, Telco Station
 - Exclusive use of space appurtenant to a Parcel
- Rental of Advertising Space
 - Lift Cars, Walls, Bill Boards, etc.
- Part Contribution from Car Wash Operator
 - RM5.00 – RM10.00 per car/month

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Eliminate Wastages

- Check for High Water Bills
 - Faulty Bulk Water Meter
 - Surface Pipe Leakages
 - Underground Pipe Leakages
 - Water Tank Leakages
 - Faulty Float Ball Valves
 - Faulty Sanitary Fittings
 - Faulty Water Sub-Meters



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Eliminate Wastages

- Check for High Electricity Bills
 - Timers & routine checks
 - Light Fittings
 - Pumps
 - Sauna Heaters
- Reduce no. of Lifts after Midnight
- Pumps in good working order
- Recalibration of Electrical Relays
- Tightening of loose Electrical Installation



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Eliminate Wastages

- Check for High Costs of Service Providers
 - Leakages through kickbacks
 - Manpower
 - Surplus
 - Fraud or Missing In Action
 - Equipment
 - Insufficient
 - Fraud or Missing



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Eliminate Wastages

- Check for High Costs of Repairs
 - Recurrent Repairs
 - Not Rectifying Cause/Source of Problem
 - Parts replaced with low quality parts
 - Parts being stolen
 - Fraud
 - Leakages through kickbacks
 - Imported Resource instead of Local Resource



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Good Corporate Governance

- **Authorized Limit to JMC on Capital Expenditure**
 - Above Authorized Limit needs approval from JMB
 - Except for Emergency Rectification Works
 - Ratification in the next General Meeting
- **Separate Signatories to JMB Bank Accounts**
 - Group A: Chairman & Alternate
 - Group B: Treasurer & Alternate
 - Group C: Secretary & Alternate
 - Less than RM20k: 1A + 1B
 - RM20k & above: 1A + 1B + 1C



Good Corporate Governance

- **Display of Monthly Account, Budget & Capex**
 - Notice Board
 - Available for Sighting at PMO
- **Procurement & Tender Committee**
 - Independent having no Direct or Indirect Interest
 - 3 Committee Members
 - 1 JMC Member (& 1 Alternate) + 2 Others (& 1 Alternate)



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Thank You

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