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CHAN KOK HONG
PROPERTY CONSULTANTS PTE LTD

INTRODUCING OUR NEW BRAND...

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CKH TIMES

THE LARGEST IN STRATA MANAGEMENT

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Commitment • Innovation • Excellence

CKH Strata Management Pte Ltd

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FROM THE EDITOR'S DESK

Dear Reader,

Welcome to the inaugural issue of the freshly revamped CKH Times, inspired by our recent corporate Rebranding exercise. We are now known as "CKH Strata Management Pte Ltd" or simply, "CKH". The abbreviation was adopted for your convenience, making it easier to refer to, and remember us by. As a result, it facilitates the perpetuation of the brand.

In the spirit of branding, our new USA-designed logo is also strikingly emblazoned with "CKH". And, in strengthening brand identity, our new website – www.ckh.com.sg, signage, marketing collateral, stationery and yes, even CKH Times have been redesigned to reflect our corporate colours of red and grey.

We are the first in this industry in Singapore to formally adopt the term "Strata Management" as our official name. To kick-start the new

brand, we threw an ultra-cool Rebranding Party for all CKH staff at BarCelona. Do check out the snapshots of the party in this issue and see if you can spot anyone familiar!

Besides our regular features (we have a bumper crop of commendation letters in the Inspiring Stories section), we have an informative article written by our Assistant Managing Director, Mr Michael Tan, on "What It Takes To Be A Council Member". It is a worthwhile read, not only for aspiring council members, but for all who live within the realm of managed private estates.

So, sit back and enjoy the new look, exciting updates & great pictures!

Signing off from the Editor's Desk,



Elaine Koh



MESSAGE FROM MANAGING DIRECTOR

Strata management is often taken for granted, much like the sunshine and fresh air that greet us each morning. The smooth running of facilities and serenity at a property understandably leads to the residents conjuring an impression that strata management is a simple task with little, or no effort required.

Truth be told, it takes a tremendous level of dedication and commitment from a team of individuals to achieve operational efficiency within a property. Working hard behind the scenes, their desire to please clients, professionalism, dedication, commitment, endurance and perseverance often go unnoticed. These individuals have been instrumental in helping the company attain the success it enjoys today.

CKH Strata Management salutes the efforts of those who have brought us where we are today. We stand poised to meet future challenges head-on.

Finally, my sincere thanks to the many council members and residents whom we have had the privilege to serve, for the support and trust that they have placed in us. We look forward to serving you for many more years to come.



Chan Kok Hong
Founder & Managing Director
CKH Strata Management Pte Ltd



CKH REBRANDING PARTY

– 6TH DEC 2006 (BARCELONA, ROBERTSON WALK)

CKH staff who attended the Rebranding Party at BarCelona had a real blast! It was a memorable night of merry-making and camaraderie among colleagues. The atmosphere was infused with light-hearted cheer, lending a delightful festive sheen to the occasion. It was at this party that the new CKH name, logo and "Strata Manager" designation (formerly Property Manager) were officially unveiled to the staff by Mr Chan Kok Hong. It was greeted with much excitement and enthusiasm by all. "I like the fresh new look of the logo!" said Eric Tan, Strata Manager. "It's a short and sweet name and I am sure our clients will like it as well!", commented Coriss Tay, Condominium Manager. The night ended on a high-note, with smiling faces all around.



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THE ANCHORAGE HONoured AT NATIONAL COMPETITION

The Anchorage Condominium clinched the Bronze Award (Maintenance Projects – Residential category) at this year's LIAS Awards of Excellence 2006. Organised by Landscape Industry Association (Singapore) (LIAS), and strongly supported by National Parks Board, the competition recognizes outstanding projects and valuable contributions in the landscape-related arena. The judging panel was made up of various professionals within landscape-related industries.

At the feature area for all LIAS Awards of Excellence 2006 winners at the recent Singapore Garden Festival, The Anchorage's section read (excerpt): "The Anchorage's management is proactive and recognizes that plants grow and providing good landscape maintenance enhances the estate's value and aesthetics. As plants mature through the years, the design intent of the soft landscape is realized...."

The Anchorage's landscape had impressed not only the judges, but also international landscape professionals and government officials, who felt that the winning entries displayed world class standards.

Heartiest congratulations to the team at The Anchorage, whose dedication towards creating a picturesque living environment has been duly recognised and rewarded.

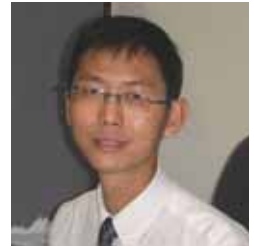


CKH NAMES NEW ASSOCIATE DIRECTORS



CKH recently announced the promotions of **Edmund Ng** and **Roy Woo** to Associate Directors. This move is consistent with the company's growing portfolio of managed estates. It is also the company's way of recognising the experience, talent and contribution of these two company stalwarts. Joining the ranks of senior management, Edmund and Roy are responsible for providing guidance and leadership to their respective team of strata managers. The new appointees are elated by this

development and have expressed that this has spurred them to strive harder for the success of CKH.



New HQ Appointments

Lawrence Teo (Strata Manager) graduated with a Diploma in Building & Real Estate Management from Ngee Ann Polytechnic. He went on to pursue a Higher Diploma in Real Estate & Property Management and Bachelor of Land Economics from University of Technology Sydney.

Lawrence's foray into this industry began in 2002 when he joined Empire City Consultant as a Condominium Manager. He then moved on to CPG Facilities Management and thereafter, Knight Frank Estate Management as Team Manager. Lawrence came onboard CKH in December 2006.



Janson Lim (Strata Manager) holds a Diploma in Building Management from Ngee Ann Polytechnic and a Bachelor of Building Construction Management from University of New South Wales.

Janson has worked as a sales coordinator, sales engineer and property officer in various organisations, including EM Services. In January 2001, he joined CKH as a Condominium Manager. His sterling job performance resulted in his promotion to the CKH Headquarters in December 2006 as a Strata Manager.



Calyn Koh (Administrative Assistant – Corporate Services) obtained a Diploma in Electronics, Computer and Communication Engineering from Nanyang Polytechnic.

Calyn has a strong background in administrative and support services. Her experience was gleaned from working in a variety of industries, namely, financial, electronic, exhibitions and Singapore Navy, in administrative and support roles.



INSPIRING STORIES

SunGlade

Unfazed By The Haze

A big thank you to Roy and his team for a successful Mid-Autumn Festival celebration, despite the haze. The atmosphere was great and it was nice to see the number of families and children, including my own, enjoying themselves at the event.

Thomas Ting
Chairman, 1st Management Council



Signature Park

Bringing Cheer Through Great Service

Hi Brenda,

Just a note to acknowledge the efficiency and great service that we have received from Mr Neo, one of your technicians. He is not only pleasant but very helpful and experienced. Credit and recognition should be given when it's due and we hope that you will also acknowledge his work and great working attitude. Please relay our thanks to him.



We are deeply appreciative of the fact that your team has ensured that the overall maintenance and condition of the condominium are kept within the high expectations of all occupants.

The security team at the Toh Tuck entrance should also be commended for their friendly and helpful attitude.

All these go a long way in making my day a happy one!

Patricia Veronica Lim
Tenants of Block 46A, #03-08

Estella Gardens

Applause For A Memorable Event

Dear Apple, Susan & Chan,

Congratulations on yet another successful event! I was informed that tonight's Mid-Autumn Festival was very well attended by the residents, and that it had an enjoyable programme.

You have worked very hard in making this event a success. The decorations were nicely done to fit the event, activities were engaging for both the young and older residents and much effort was put into preparing the refreshments, including



ensuring that it was 'halal'. I was also told that the lucky draw prizes were much sought after by the many hopeful participants. Please accept my appreciation for a job well done and do keep up the good work.

Patrick Lim
Chairman, 6th Management Council

Nassim Jade

A Special Invitation To Tea

We will be moving out of Nassim Jade this week as we are expecting a new addition to our family. Since moving to Singapore 2 years ago, you have all assisted in easing us into the life here. We are highly appreciative of your warm friendship and cannot find the exact words to express our gratitude. Our new home is nearby and do stop by to have afternoon tea with us. Once again, thank you very much for your genuine courtesy. The past 2 years has been the most enjoyable time for us in the 18 years of our life in Asia.

In addition, we would like to say a special thanks to Nancy, Mr Ong and Mr Sammy. Without your effort, we would not have developed such deep friendships with the other residents.

Thank you very much.

The Sakai family
Ex-residents



Guilin View

A Duet Of Praise

Thanks for arranging to have the flat roof at Block 24 scrubbed and painted over. Finally, attention is being paid to this sadly neglected area. Well done and keep up the good work.

Betsy
Resident - Block 24

The performance of Ms Coriss Tay has been very commendable, given the difficult circumstances she has to deal with on a daily basis. She has a positive attitude with regard to solving problems and tends to follow-up issues, rather than issuing a general letter in hope that the problem will go away. We have raised several issues regarding common facilities and on each occasion, some form of action has been taken.

Positive feedback is just as valuable as complaints, because personnel should realize that their efforts, in executing a difficult job, are appreciated.

Yours truly,
JC & R Myles
Resident - Block 20



Ballota Park

An Unpolished Diamond

Since coming on board, Selene has been thrown into the "deep end of the pool". In 3 short months, she has had to deal with maintenance backlogs, the on-going defects suit, implementing the new council's improvement plans, organizing community bonding events such as Mid-Autumn Festival, Year-End Party, Educational Day Tour, NParks Talk, Plant Sales and Meet-the-Residents Sessions. She did not drown but managed to continue swimming.

With your continued strong support for the site staff and all of us working together, there is nothing Ballota Park cannot achieve.

5th Management Council



The Blossomvale

A Well-Deserved Pat On The Back

This is to convey our utmost appreciation to the management at The Blossomvale for the prompt repair of a leak in our unit caused by a construction defect. I would like to especially mention Mr Fadil who proved to be very responsible and made all the arrangements for the contractor to come by the apartment to inspect the leakage, and schedule its repair in August 2006. The contractor was very reliable and efficient in fixing the problem.

Keep up the good work!

Ian & Teresa Gray
Tenants of #02-26



Letter of Appreciation

The Blossomvale has over the years, "evolved" into a better place to live in. This "evolution" is due largely to our dedicated Managing Agent team from CKH Strata Management.

Our Condominium Manager, Munaliza is always ready to help with a smile. Her patience and dedication never fails to amaze the residents. She is ever willing to find solutions to any problem— from the trickiest of situations to the seemingly minute issues. No problem is too big or too small for Muna and we want to thank her for her commitment and to let her know how appreciated she is.

Fadil our Building Supervisor has been called "Superman" numerous times. He knows every nook and cranny of our condominium and performs his duties with a spring in his step and a smile on his face. The children call out his name with glee ("Hello Uncle Fadil!!!") because they recognize him as a friend. Thanks to Fadil, the Blossomvale has become a more pleasant place to live in, with well maintained and improved amenities. His efforts, which do not go unnoticed, also save residents quite a bundle every year.

And then we have Wendy. She is quiet by nature and has proven to be knowledgeable, hardworking and efficient. She is not easily fazed, which is a good trait to have when you are manning the fort a.k.a. "The Office". Her quick response to act on residents' various requests is highly commendable.

So, on behalf of the residents of The Blossomvale, we would like to say a big "thank you" to the three of them and also to Edmund Ng, our Senior Property Manager* who is efficient, full of initiative and blessed with a good sense of humour (a necessary tool in his job)!!

6th Management Council

* Note: Edmund Ng has since been promoted to Associate Director

CKH ACES THE ISO 9001:2000 ASSESSMENT

Welcome Aboard Oct – Dec 2006

Aquarius by the Park Juniati Teng - Property Officer

Bayshore Park Joseph Kong - Property Officer (Security)

Carissa Park David Ivan Poh - Property Officer

Casuarina Cove Andy Lim - Property Officer

Changi Court Sapari Bin Ebrahim - Property Executive, Susan Ho - Accts/ Admin Asst, Kamis Bin Osman - Technician

Chiltern Park Jane Kwan - Property Officer

Four Seasons Park Nicole Chia - Property Executive

Guilin View Ivy Lim - Property Officer

Hillview Heights Linda Lau - Accts/Admin Asst

Orchid Park Gerard Wong - Property Officer

Rosewood Royston Liang - Property Officer

Roving Teh Mei Ling - Property Officer

Seletar Springs Ferlyn Leo - Accts/Admin Asst

Sommerville Park William Shum - Property Executive, Eddie Chiu - Property Officer, Jenny Cheng - Accts/Admin Asst

Sophia Court Ngium Sung Yoke - Property Officer

Tampines Court Candy Lee - Accts/Admin Asst

The Callista Nur Hafeizha - Property Officer

Thomson View Low Kian Khoo - Property Officer

Westwood Apartments Lim Fang Fen - Property Officer

CKH Aces The ISO 9001:2000 Assessment

CKH was put through a rigorous ISO 9001:2000 continuing assessment on 29 Nov 2006 and passed with flying colours. CKH was first awarded ISO certification in 2002, and was awarded the renewal certificate in 2005. Kudos to the ISO Team, headed by Irwan Shah for commendable preparations for the assessment. The efforts of all CKH staff in delivering up to the CKH Quality Policy is also greatly applauded!



Staff Training

11 Oct 2006, Headquarters - FMS Training (Conducted by Ms Angela Chan, Director of Corporate Services)



WHAT IT TAKES TO BE A COUNCIL MEMBER



Mr Michael Tan

Assistant Managing Director
CKH Strata Management

You have finally obtained the keys to your new condominium apartment. Excitedly, you move into your new apartment and start enjoying the lovely ambience, make use of the recreational facilities, and get to know your new neighbours. Now that you have your dream home, you begin to appreciate all the effort that has been put in by the council members in managing and maintaining the condominium facilities and regulating their usage.

You realize that some apartment owners have volunteered their time and effort as council members to contribute to the management of the condominium. So, you ask yourself whether the condominium is well managed, or can anything be done better? Well, there remains many unanswered questions such as how your monthly maintenance contribution is being spent, how the various contracts for the different maintenance works are being awarded, why residents cannot have their second vehicle parked at the same designated carpark for residents, and so on.

You are keen to have answers to those questions and someone has suggested that you be a council member. This sounds like a good idea because it will give you the opportunity to participate in decisions involving the management and maintenance of the condominium.

While there are no "qualifications" spelt out under the law, do you have what it takes to be an

an effective council member?

Time and Effort

First and foremost, you need time and commitment. While getting yourself elected to Council is a straightforward technical process, to stay on as a council member is not. It requires a lot of time and effort on your part. Not everyone can spare such time and effort - especially when, as council members, you are not paid.

Consider, for instance, the time and preparation you will need for council meetings, sub-committee meetings, annual general meetings and so on. You will need to spend even more time if you are in charge of a sub-committee, overseeing special areas of the condominium that have been assigned to you.

You have to ask yourself whether you are prepared to sacrifice your personal time to attend a council meeting every month. You may even have to sacrifice weekends, as some condominiums hold their meetings on Saturday afternoons or Sunday mornings. Even if you are conscientious enough to attend all these meetings, sometimes your effort and sacrifice go unnoticed. Worse still, council members may be accused of doing a bad job because unpopular decisions are made. Are you prepared to accept the fact that being a council member can be a thankless task?

No Private Agenda

Your motivation for being on the council is important. Are you someone who is on the council simply because you want to use the council to resolve personal matters? You may think that by being a council member you are now able to make certain rules that will take care of your neighbour's behaviour which you resent.

Certainly not. You must not have any private agenda. Remember, all decisions made affect the proper running of the condominium. Council members must not use their position for direct or indirect gain, or to benefit any other individuals. All this is stipulated in the Building Maintenance

and Strata Management Act, 2004.

Making objective decisions is never easy, especially if you are an interested party. Take for example, the need for the council to decide on the hours during which swimming coaches can use the pool for lessons. You may be tempted to vote for certain hours because your children are involved in the swimming lessons, although you do know that most residents would want to use the pool during those hours. When called upon, are you able to vote objectively for the benefit of the rest of the residents?

Relevant Skills & Knowledge

To be effective as a council member, you have to participate in the decision-making process. Although there are provisions in the Building Maintenance and Strata Management Act for the appointment of managing agents (MAs) to whom the council can turn for advice, the knowledge of a member is critical to the quality of the decisions made.

What sort of skills or knowledge do you need to possess? Because managing a condominium involves a range of activities, knowledge of property management or an understanding of the relevant legislation will be an added advantage. If council members possess knowledge in areas such as financial management, law, engineering and maintenance, these will have relevance to the day-to-day operations of the condominium. Of course, any skill or knowledge will benefit the condominium as long as it is put to constructive use.

Team Player

Although the council comprises of individuals, they should not act unilaterally. The quality of decisions made depends on the collective wisdom and knowledge of all the members of the council.

An effective council draws on the strengths of each member, without any particular individual dominating the decision-making process. Any differences of opinion must be managed and moderated.

There will be situations where you find yourself disagreeing with the majority of the members over a decision made. Are you prepared to accept the decision of the majority even if their views

differ from yours? The ability to accept such decisions separates a team player from an individual.

Shouldering Responsibilities

Council members are accorded the authority to decide matters relating to the management and maintenance of the condominium. It is only fair that a corresponding degree of accountability be expected of them. The duties of council members are fiduciary in nature and they are expected to discharge them honestly and with reasonable diligence and care. While the powers of a council are wide-ranging, so are its responsibilities and liabilities under the Building Maintenance and Strata Management Act, 2004.

Are you prepared to shoulder the responsibilities and be liable for the penalties imposed under the Act in the event an act of negligence is committed? The failure to renew the fire insurance policy for the condominium can place potential liabilities on council members in the event there is a fire. This illustrates the pressure council members can face in discharging their duties.

To be or not to be.....

Well, do you really have what it takes to be a council member? It is important to understand your reasons for wanting to be on the council. Self-aggrandizement and personal benefit should not be amongst them.

If becoming a council member is such an onerous responsibility and thankless task, then why would anyone want to serve in the first place? Indeed, this seems to be the experience of many management corporations. Few people are willing to be in the Council, and the same group of individuals are on the council year after year. Whilst seasoned council members are able to provide valuable insights from experience, the infusion of new blood in the council will provide fresh approaches to managing and maintaining the condominium.

Thankless and onerous it may be, serving on a council is in itself an honourable act. The greatest satisfaction and reward you can get is undoubtedly the pride of having contributed to the management of the condominium and well-being of the community.

CKH LANDS 4 MORE MA DEALS



- 1 Estate Changi Green
 MCST No 2298
 Location Upper Changi Road East
 Type Residential
 Units 256
 Facilities Badminton hall, BBQ pits, fitness station, function room, gymnasium, playground, reading room, sauna, swimming pool, tennis courts, wading pool
 MA Appt 27 November 2006



- 2 Estate Summer Villas
 MCST No 2912
 Location 73 Gerald Drive
 Type Residential
 Units 20 units
 Facilities Fitness corner, swimming pool
 MA Appt 1 December 2006



- 4 Estate Bayshore Park Condominium
 MCST No 2414
 Location 56 Bayshore Road
 Type Residential
 Units 1039
 Facilities Aerobics room, BBQ pits, café, function room, gym, laundromat, meeting room, playgroup room, squash court, supermarket, swimming pool, table tennis area, tennis court
 MA Appt 16 October 06



- 3 Estate Sommerville Park
 MCST No 747
 Location Farrer Drive
 Type Residential
 Units 456
 Facilities Gym, playground, sauna, squash court, swimming pool, tennis court
 MA Appt 1 December 2006