

CKH TIMES

THE LARGEST IN STRATA MANAGEMENT

ISSUE 02 / 2007

MICA(P)251/08/2006

CKH Sweeps 6 This Quarter



△ Estate : **Gillman Heights Condominium**

MCST No : 2031

Location : Block 1E Gillman Heights

Type : Residential

Units : 608

Facilities: Basketball court, BBQ pits, children's playground, fitness corner, function hall, swimming pool

MA Appt : 1 March 2007



△ Estate : **Ris Grandeur**

MCST No : 3114

Location : 33 Elias Road

Type : Residential

Units : 453 Units

Facilities : Basketball court, BBQ pits, gym, multi-purpose hall, swimming pool, tennis court

MA Appt : 1 April 2007



△ Estate : **Freesia Woods**

MCST No : 2823

Location : 67 Sunset Way

Type : Residential

Units : 129 units

Facilities : BBQ pits, bubble/jet pool, children's playground, exercise station & reflexology path, function room, gym, jogging track, sauna, swimming pool, tennis court

MA Appt: 1 March 2007

WHAT'S INSIDE...

1, 2 - CKH SWEEPS 6 THIS QUARTER

3 - BEYOND THE COLOURS / STAFF TRAINING

4 - NEW HQ APPOINTMENTS

5 - CKH STAFF MAKES THE NEWS / WELCOME ABOARD

6, 7 - CKH ANNUAL D&D 2007

8, 9 - INSPIRING STORIES

10, 11 - TOWARDS EXCELLENCE : FINE-TUNING THE EN BLOC SALE LEGISLATION

12 - THE CALLISTA GETS FLU-READY

Estate: **The Trevoze** >

MCST No : 2627

Location : 60 Trevoze Crescent

Type : Residential

Units : 142

Facilities: BBQ pits, children's play area, function room, fun pool, games room, gym, jacuzzi, outdoor fitness area, sauna, swimming pool, tennis court

MA Appt : 1 April 2007



< Estate : **Beauty World Plaza**

MCST No : 681

Location : 140 Upper Bukit Timah Road

Type : Residential & Commercial

Number of units : Residential - 60
Commercial - 30

MA Appt : 1 February 2007



Estate : **Changi Rise Condominium** >

MCST No : 2897

Location : 14 Simei Rise

Type : Residential

Units : 598 units

Facilities : BBQ pits, children's water play, fitness station, function rooms, fun pool, games room, gym, lounge, spa pool, steam bath, swimming pool, wading pool, wave pool, tennis courts, theatre

MA Appt : 8 March 2007



BEYOND THE COLOURS

– UNDERSTANDING THE CKH LOGO

Following the revelation of the new CKH logo in the last issue of CKH Times, we have been inundated with questions on what the colours of our logo represent.

In the early stages of constructing the logo, colour selection was an integral part of the process, for it ultimately reflects our corporate identity. The key objective was to decide on a choice of colours that best represent the values CKH uphold. After much deliberation, red, grey and white were selected. Allow us to elucidate the significance of the colours here:

Red – The bold red forming the backdrop for the word CKH signifies the value of COMMITMENT. The colour of blood, it is symbolic of bravery. Therefore, red aptly reflects commitment, for commitment requires one to always stand firm and stay true to one's cause.



White – The swathe of white represents EXCELLENCE. White, universally recognised to signify purity and clarity, are the key ingredients in achieving excellence. For CKH, it refers to the purity and clarity of our objective to bring strata management to the highest level.

Grey - A forward-thinking organisation, CKH places great emphasis on INNOVATION. The selection of the colour grey to represent this value is closely linked to the popular usage of the term "grey matter" as a synonym for "brain" and "mind".

With this, we hope that you will have a better understanding of the CKH logo.

STAFF TRAINING



1. 24 Jan 2007, Headquarters - Property Executive/Officer Orientation



2. 15 Feb 2007, Headquarters - Property Executive/Officer Orientation



3. 20 Mar 2007, Headquarters - ACCPAC Training (Conducted by Microbit Information Systems Pte Ltd)



NEW HQ APPOINTMENTS

Pierce Chan (Strata Manager) holds a Diploma in Architectural Technology from Singapore Polytechnic and a Bachelor of Applied Science in Construction Management from Royal Melbourne Institute of Technology/Singapore Institute of Management.

Previously a Technical Officer with the Housing Development Board (HDB), he joined Knight Frank Estate Management in 2003. He rose through the ranks to become a Team Manager. Pierce came onboard CKH in February 2007 as a Strata Manager.



Agatha Bungar (Administrative Executive) has a Private Secretary's Certificate.

Agatha joined CKH on 14 February 2007, after a 5-year hiatus from corporate life. Agatha has worked in administrative support services since obtaining secretarial skills upon leaving school. Her expertise has been honed by some 20 years of work experience and on-the-job skills. She has worked with the MRT Corporation, Jones Lang Wootton (currently known as Jones Lang LaSalle) and Smallwood, Reynolds, Stewart, Stewart, an architectural firm.

She has come full circle, having worked with Mr Chan during his Jones Lang Wootton days in the 1980s.



Eddie Fung (Strata Manager) has a Higher Diploma from Hong Kong Technical College and a Bachelor of Science from The University of Hong Kong.

Eddie's foray into the industry began in 1999 in Hong Kong, when he joined Nan Fung Group, a conglomerate with a property development and management arm. Later, he went on to Henderson Land and thereafter, joined Sun Hung Kai Properties.

Upon relocating to Singapore in 2005, he was hired as an Assistant Property Manager at Knight Frank Estate Management. Eddie moved onto CKH as a Strata Manager in April 2007.





Demure lasses. Silk qipao. The Bund. Splendour of old SHANGHAI charm. Chic. Sophistication.

Yes, you guessed it. The theme for this year's annual D&D was SHANGHAI NITE!

The glitzy occasion was well-attended by CKH staff, who were all dressed to the nines, worthy of a red-carpet welcome.

Guests were treated to pre-dinner entertainment, where 3 stations were set up for air-brush tattoo, caricaturist and instant Polaroid shots. All 3 proved to be a mega success with guests taking turns to utilise the services, creating a highly-charged atmosphere.

Guests were then ushered into the ballroom where Mr Chan Kok Hong gave a brief welcome speech, and the event officially commenced.

As per CKH tradition, all Directors were invited on stage for a Jumbo Platter Lo-Hei. The joyful utterance of auspicious words and tossing of multi-hued ingredients marked the beginning of a sumptuous 9-course dinner. The Master of Ceremony (MC) then took to the stage again to entertain guests with a myriad of laughter-inducing games, interspersed with rib-tickling jokes. To top it all off, there was also a Lucky Draw, undeniably a mandatory item in D&Ds.

The results of the draws were announced at regular intervals between games, and suspense & excitement came to a climax towards the end of the event - Announcement of the top prize winner!

SHANGHAI NITE came to a close with all guests leaving with a gift each, and more importantly, the memory of an enjoyable evening.

INSPIRING STORIES

Praise for CKH Times

Dear Elaine Koh,

Just dropping an email to say that your journal, 'CKH Times' has never failed to reach my desk since the first issue, which I received a couple of years back.

I must say that every new issue carries interesting information on the well-being of your organisation. The new CKH logo and new format are good testimonies of strong teamwork and far-sightedness of the top management.

Kind Regards to all, especially Mr Chan Kok Hong.

Cheers,

Robin Low
Resource Development Manager
TÜV SÜD PSB Certification

Changi Rise Condominium Bouquet for CKH's Top Management

Hi Mr Chan Kok Hong and Mr Michael Tan,

I am extremely thankful to both of you for playing an instrumental part in helping us overcome a major challenge. As a result, we can now look forward to moving ahead for the benefit of Changi Rise and its stakeholders.

May I especially thank Michael Tan for his patience, understanding and effectiveness, as well as always being there whenever I needed his help, guidance and critical advice.

Best Regards,

Ng Swee Ann
Chairman, 1st Management Council



Hillview Heights Terminating the Termites

To: Management of Hillview Heights

Dear Sir/Madam

I would like to put on record my appreciation of David's special efforts in providing good service to the residents of Hillview Heights.

My unit had a termite problem. As the problem was very new to me, David gave me a lot of useful advice on handling it. He had also accompanied the pest control personnel to the roof to check if there were any termites. Thank you David for your ever willingness to help and I value the help rendered very much.

Warm Regards

Mdm Lin
29 Hillview Ave, #10-04

Orchid Park Keeping Residents Safe & Sound

Dear Sir

I would like to commend the current management for the good work done in running the estate.

The current personnel – security people, property management staff and other employed or appointed personnel have truly done their jobs well.

The security personnel have really been carrying out their duties of checking the compound, basement and



Continued on next page...

Continued from previous page...

conducting night patrols up to wee hours in the morning. I had noticed this on many occasions for the past few months, when I return home after work. I work on a rotational shift basis and would sometimes return home between 1.00am to 5.00am.

Previously, the whole condominium was like a ghost town with no single soul in sight. Now, I feel more secure with the night patrolling. Thus, I hope the Management would encourage the staff to keep up their good work.

Regards

Steve Lim
Tower 6

SunGlade **An Event To Remember...**

Dear Roy,

On behalf of the SunGlade Management Council, we wish to congratulate you and your team in SunGlade for a job well done during the Family Day & Christmas Celebration cum MP visit on the 17 Dec 2006. We have received very good feedback from Mr Seah Kian Peng, MP for Marine Parade GRC and members from Braddell Estate N.C. and residents of SunGlade.

Given the short timeline to organise the event, your team did not slow down but displayed exemplary effort to make it a successful one.

We are looking forward to a better year in 2007.

Thank you.

Best regards,

Thomas Ting
Chairman, 1st Management Council

Signature Park **Proactive Response Impresses Clients**

Dear Mr Callen,

We would like to thank you for putting in so much effort in helping us find our picture that was lost on 22 Feb 2007. We really appreciate it very much.

We had asked many people to help us find our picture. However, most answered "don't have". But with your hard work and patience, we found our picture and we are so happy. You have already helped us a lot ever since we shifted here. We thank you for your kindness and assistance.

Thank you very much.

Sincerely
Takehiro & Lutfi Suzuki



Estella Gardens **Well Done, Team Estella!**

To The Management of Estella
Gardens

My name is Nguyen KimVien. My family is staying at Isaba Block #05-13.

I would like to say thank you for the good service you are providing here.

Since shifting here last November, I have felt that this is a good place to live. I attribute it to your good staff and the beautiful & clean environment. I really enjoyed the Christmas celebration, and appreciate the efforts and enthusiasm of your staff. In slightly more than 2 months of staying here, Mr David Chua and Mr Peter Chia have help us so much. These two security officers are very nice and friendly. The often help children and kids playing in the ballroom.

Sincerely Yours
N.K. Vien



TOWARDS EXCELLENCE : FINE-TUNNING THE EN BLOC SALE LEGISLATION



Mr Chan Kok Hong
Managing Director
CKH Strata Management

The en bloc sale fever that is currently gripping the nation has given rise to a myriad of controversies. Many have written to the media to highlight issues, support or oppose a view or offer solutions to problems. It is a topic that strikes a chord with those who are directly or indirectly involved. In this article, I will put forth my sentiments on the matters surrounding en bloc sale,

in particular, the **proposed amendments to the en bloc sale legislation by the Ministry of Law.**

Prior to the introduction of the en bloc sale legislation, government acquisition was the most prevalent form of urban renewal. Now, the property owners themselves have been given the incentive to offer their land for redevelopment through the en bloc sale.

The current requirement for consent of an en bloc sale is 80% or 90% of the aggregate share value, based on the age of the property from the date of Temporary Occupation Permit has generally been well accepted in the market. However, some quarters still deem this unconstitutional, as it entails “forcing” owners out of their homes judging from the letters to the media.

Additional Consent Requirement From Owners

One of the proposed changes to the Land Titles (Strata) Act is the additional consent from minority owners. Should this proposal be adopted, it would mean that besides fulfilling the current basic requirement, 80% or 90% of the minority owners of another group of owners in a mixed use development would need to provide their consent in support of the en bloc sale.

The Ministry has stated clearly “This additional requirement will go some way to addressing the issue with respect to mixed developments of residential

unit owners holding a substantial floor area and number of units but having significantly less share value, and thereby the en bloc sale is dictated mainly by the office and shop owners.”

Whilst it may be protective of the interest of the minority, it may also be neglecting the principles of equity and democracy. Since the objective of an en bloc sale is to allow all owners to benefit from the increased value of their properties, would it not be more equitable for the voice of the majority to prevail? In extreme circumstances, the proposed change may lead to the minority group demanding an unjustly larger share of the profits, in exchange for their consent. It may also create a power shift which is totally inequitable in terms of voting rights and investment principle.

I believe that the idea of “one owner one vote according to their share value” must be upheld. If the sale benefits the majority, i.e. the commercial unit owners, then the minority owners of the residential units would benefit as well.

Each owner is adequately protected under the law to ensure that each party does not suffer any financial loss. The minority group should not be given extra muscle to tip the balance in the equation.

The introduction of this proposed change will be a major detriment to the successful urban renewal process that the en bloc scheme now enjoys. This is because it would allow dilapidated & obsolete multi-use complexes or residential estates to remain in a quagmire of arguments between the owners being held to ransom by the minority.

Establishment Of An En Bloc Sale Committee At Extraordinary General Meeting

The proposal to elect the sale committee through a general meeting is a step in the right direction. Currently, the formation of the sale committee is rather ad hoc and lax such that it has been a major bone of contention of owners.

To further improve upon this proposed amendment, the sale committee should be the party applying to the Strata Titles Board for an order when the required signatures of 80% or 90% have been attained. There should not be any further need to appoint 3 persons as prescribed in Section 84A(2) of the Land Titles (Strata) Act to be responsible for the application and the costs of application.

All incidental costs incurred by the sale committee arising from their appointment such as sending circulars, notices to owners, rental fees for use of meeting places, etc should be paid by the Management Corporation.

The sale committee should also be empowered to appoint the lawyer, marketing agent and valuer. Any costs incurred including the application to the Strata Titles Board for an order should be paid by the Management Corporation and any undertaking to the Board should be from the Management Corporation funds. After all, the sale committee is now an elected body arising from a general meeting and should be given some financial powers to expend money on behalf of the owners.

As a safeguard, such expenses and appointments of the consultants should also be approved at the general meetings. It is quite common to find that the appointment of a marketing agent or the lawyer is also a contentious matter.

Presently, the sale committee is able to pass on such expenses to the lawyer and marketing agent by obtaining an undertaking from each owner in the collective sale agreement. In the event of an abortive sale, there may arise claims and counter claims between parties on who should bear the costs of the abortive work. Such an arrangement is not a healthy practice and should be properly legislated to avoid unhealthy competition and possibly hidden costs in the collective sale agreements.

Pertaining to the election of the sale committee, the following salient points should be considered:

i) Are all owners eligible for election or should the same conditions as those for election of council members apply, i.e. owners who are bankrupt, in arrears, of unsound mind are ineligible, and immediate

family members and those above 21 years of age are eligible?

ii) How long should the tenure of the sale committee be? (presumably until the Strata Titles Board application is approved or disapproved?)

iii) What happens if a member of the sale committee resigns? Can a replacement be co-opted?

iv) Should proxies be allowed to be used in the election of the sale committee?

v) What about declaration of interest especially when appointing lawyers, marketing agents and valuers?

vi) Should owners who intend to bid for the en bloc sale be prevented from being elected in the sales committee?

vii) What about the awarding of the sale? Should it go to the highest bidder or does the sale committee have to powers to decide?

viii) Is the voting of owners to a sale committee by one vote one lot or by share value?

In addition, I feel that the proposed number of members in the sale committee with a minimum of 3 members and maximum of 8 members may be too restrictive.

Last but not least, the sale committee should also send details of the method of distribution of sales proceed together with the sales agreements.

The Strata Titles Board (STB) To Be Given The Power To Increase Sale Proceeds For Minority Owners

The proposed amendment to allow the STB an aggregate sum of 0.25% of the sale proceeds or \$2,000 from each unit, whichever is the higher, to increase the sale proceeds for all minority owners who have filed valid objections is desirable.

The example given is that of a recent owner who may have spent \$200,000 renovating his apartment

Continued on page 12...

THE CALLISTA GETS FLU-READY

The threat of a flu-pandemic is a stark reality facing us today. According to <http://www.pandemicflu.gov>, "A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The disease spreads easily person-to-person, causes serious illness, and can sweep across the country and around the world in very short time."

Acknowledging the gravity of the threat, The Callista conducted an exercise to test its operational readiness to deal with a flu pandemic on **18 April 2007**. The objective was to ensure that all personnel, such as the Strata Manager in charge, Condominium Manager, security officers and cleaners would be able to respond



to an emergency in the event of flu pandemic. For a dose of realism, there was an imposition of temperature screening on all participants, and masks were also used. The entire exercise lasted for approximately 2 hours, and the participants carried out their designated responsibilities commendably.

The Callista will continue to fine-tune their response plan and procedures, for it always pays to be one-step-ahead of a threat.

** Note: The Callista is the first estate under CKH's management to organise such an exercise.*

...continued from page 11

before the en bloc application but yet will not suffer any financial loss from the sale proceeds.

However, such discretionary power given to the STB without specific guidelines on what is allowable as grounds for objection is unsatisfactory. It is preferred that the proposed change state specifically what are the claimable items to be taken into account when calculating the sales proceeds. This is because objections lodged with the STB are not simple applications as one would imagine. With the sum of monies involved, it is expected that expensive services of expert witnesses and lawyers will be engaged by the sale committee. Lawyers representing the sale committee had asked the STB to award costs for the hearing.

I would like to highlight one such vivid example in the media recently. It was a case of a couple who had objected against the application to the STB for an order on the grounds that they had suffered a

financial loss. The STB has ruled otherwise and the court has also disallowed their appeal on the grounds that the sale proceeds were insufficient to discharge their mortgage. In this instance, the owners had to pay substantial legal fees just to lodge the appeal to the STB and the High Court.

Furthermore, I suggest that the legislation be amended to allow the CPF shortfall to be a ground for the STB to disallow an application, unless the other owners are prepared to make up the shortfall. No owner should be made to sell his home and suffer a loss in his CPF savings notwithstanding whether it ought to be refunded to the CPF Board.

I would conclude by stating that en bloc sale is a fundamental process of urban renewal, especially in a space-challenged city state such as Singapore. Therefore, it is essential to consistently evaluate and shape the legislation governing this process to ensure that the best results are always obtained.