

MANAGEMENT CORPORATION STRATA TITLE PLAN NO. 4463

9 June 2023

To: All Subsidiary Proprietors of MCST 4463

We have looked into the challenges that the current MA had encountered such as manpower issues to deliver residents' expectations. Therefore, we have decided to revert to 4 MA staff instead of the current 3 MA staff.

We had many rounds of presentations and meetings with all the bidders for Managing Agent.

The following are the criterias as part of our evaluation:

- The tenderer must be an Accredited Strata Firm.
- The provision for the use of technology for residents to report feedback in the estate and to make bookings of facilities;
- On how the MCST can track the repairs of the assets;
- On how the warranty of repairs is to be tracked;
- On how the Management Office staff/technician can record faults found in the common area during their inspections
- The system used by the MA is to allow for the generation of estate reports (i.e Incident Reports);
- On how the MCST can carry out digitally billing to Subsidiary Proprietors on the maintenance fees collection and for Subsidiary Proprietors to make digital payments
- On how the MCST can carry out payments to suppliers digitally.

Lastly, we have identified the Managing Agent, who will announce their appointment to SPs soon.

Thank you.

7th Management Council

The Management Corporation Strata Title Plan No. 4463