

MANAGEMENT CORPORATION STRATA TITLE PLAN NO. 4463

GST No: M90371352Y

Our ref.: 2023/CIR/123.V3

Date : 29 November 2023

To : All Subsidiary Proprietors/Residents
La Fiesta Condominium

Qommunity Resident App

Dear Subsidiary Proprietors/Residents,

With reference to our circular 2023/4463/INFOSYS/015.V8 broadcasted on 27 October 2023.

Starting from 1 December 2023, MCST 4463 will launch the Qommunity Resident App, a digital platform for facilities booking and feedback. As a result, the current web-portal, myEstateHub, will be gradually discontinued by 30 November 2023. The transition to the new system will ensure a more efficient and user-friendly experience for residents.

GET UPDATED – VIEW NOW!

STEP 1: Go to App Store or Google Play Store to download “Qommunity Resident” app.

STEP 2: Scan the unique QR code on your unit’s Welcome Letter for activation.

(Note: only Subsidiary Proprietors of the unit is to scan this unique QR Code)

STEP 3: Subsidiary Proprietors are to create own account, then subsequently, create accounts for their family members or tenants.

STEP 4: Subsidiary Proprietors and residents are to make bookings of facilities / submit feedback through Qommunity Resident App.



**QOMMUNITY RESIDENT APP WILL BE THE ONLY APP TO
MAKE BOOKINGS OF THE FACILITIES**

Residents may refer to the FAQ (see Annex A) to better understand the Qommunity Resident App.

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Annex A – FAQ on how to use QR App

1. How does resident make facilities booking via QR App?

Facilities booking will be streamlined where residents can make payment via the QR App upon confirmation of their booking.

Description			
Step 1 Booking Selection	Step 2 Facility Selection	Step 3 Date Time Selection	Step 4 Confirmation
 <p>The screenshot shows the QR App home screen for a 'Community Resident'. The 'Bookings' section is circled in red, displaying 'You have no booking' and a 'Book' button.</p>	 <p>The screenshot shows the 'Facilities' selection screen with various options like BBQ Pavilion 1, Clubhouse, Dining Pavilion, Pizzeria, and Tennis Court. The Clubhouse option is highlighted.</p>	 <p>The screenshot shows the 'Clubhouse' date and time selection screen for October 2023. The 25th is selected, and the time slot 9:00 AM - 3:00 PM is chosen. A 'Continue' button is visible at the bottom.</p>	 <p>The screenshot shows the 'BOOKING DETAILS' confirmation screen for the Clubhouse on 25 Oct 2023 from 9:00 AM to 3:00 PM. It lists the total payable amount as \$10.80 and includes a 'CONFIRM' button.</p>
<p>Step 5 Resident make facilities booking and make payment via within the QR App.</p> <p>Note: Depend on user mobile device account setup on payment mode, different bank icon may appear, sample view for DBS PayLah or OCBC Pay Anyone App</p>			
 <p>The screenshot shows the 'Choose A Payment Method' screen with a due amount of \$0.03. The DBS PayLah and OCBC Pay Anyone options are circled in red.</p>			
<p>Upon successful payment received by the QR App, your booking will be instantaneously confirmed and completed.</p>			

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2. Why do I have to download this Qommunity Resident App?

The QR App is part of the digital transformation that Wisely 98 is adopting where residents can use the QR App at their own convenient time to Book Facilities, View & Pay Bills, Submit Feedback, Submit e-Forms, Post Community Classifieds, and many other functions at their fingertips.

3. Will I incur any charges for downloading the QR App?

No, there will not be charges incurred when you download the QR App. This QR App is free for residents to use. There are no additional charges from Wisely 98 on this new platform too.

4. Is there a transaction fee?

There is a transaction fee chargeable by the Service Provider of the QR App, Qornerstone. The transaction fee is charged when any resident make payment through the QuickPay feature via the QR App. The QuickPay transaction fee is per transaction and is borne by the MCST. The amount may vary subject to bank revision.

5. Can we still make payment without using the QR App?

Payments can still be made directly to MCST 4463 bank account via AXS, Internet banking (FAST or PayNow).

6. How will this QR App benefit residents?

Payment and facilities booking made through the QR App will be reflected as paid and booking automatically confirmed upon successful payment via the App. Upon refreshing the App, residents will be able to see the payment that had been recorded and no longer need to email the screenshot to Management Office to inform that payment has done.

7. When I scan the QR code, why is the payment to Qornerstone QuickPay instead of my MCST?

Payments made through Qornerstone QuickPay flow to a special bank account with DBS, which functions like an escrow account. Monies in this account are marked in electronic ledgers and transferred by automated server instructions into your MCST's bank account. There is no human intervention and funds are in-accessible by our creditors.

8. What happen to facilities bookings made before 1 December 2023?

Residents still can use the current booking system for facilities bookings, with consideration to the 30-day advanced bookings rule. Bookings from 1 December 2023 shall be accepted via the App only.

9. What happen to the Security Deposit currently with MCST?

Prior to the implementation of the QR App, Residents use the web-portal (myEstateHub) for facilities booking which will be phased out from **1 December 2023**. There are Security Deposit accounts which were collected and will continue to be used for facilities booking. To facilitate the new booking system process requirement, MCST 4463 has decided to keep this Security Deposit account.

MANAGEMENT CORPORATION STRATA TITLE PLAN NO. 4463

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10. What about for those units do not have Security Deposit currently with MCST?

In order to have automated booking process, those unit users whose account does not have any deposit will require to pay upfront the facility booking deposit amount in respect of owner or tenant accordingly before any facility booking can be booked.

11. As owner's occupier can view the quarterly maintenance bill for the QR app?

Each unit there will be only one master owner account, this user account will have user rights to create occupiers and tenants. Only the master owner account can view the Statement of Accounts (SOA) and past payment records.

12. Can the Family members use the QR activation code for more than one time?

The QR activation code provide can only be activated once. It will be invalidated once used.

13. Master owner already have a deposit, do the occupier/tenant require a separate deposit?

Yes, occupier/tenant require a separate deposit.

14. Can Deposit pay under the QR App Estate Credit?

We encourage residents to make deposit payments via AXS, Internet banking (FAST or PayNow), as well as cheque payment to the MCST bank account. The in-app top-up function is for facility booking fee purposes.

Please contact Management Office via email at lafiestamgt@gmail.com if you require further clarifications.

Thank you and welcome to the future of estate living.

With regard,

The La Fiesta Management

Wisely 98 Pte Ltd

Managing Agent

For and on Behalf of

The MCST Plan No 4463