



WORKSHOP: BEST PRACTICES ON PROPERTY MAINTENANCE

26 Feb 2014 (Wednesday), 9.15am - 1.30pm
Singapore Recreation Club

Eligible for
PIC Cash
Payout

ABOUT THE WORKSHOP

There are many strata title developments in our dense and compact city-state. They comprise mixed-use and commercial developments and residential condominiums. It is important to maintain the quality of such high density built environment and well-manage the estate. Conversely, there may be disputes involved which may have a far reaching impact on the running of the strata developments and their residents.

This workshop is designed to equip participants with a better understanding of the possible pitfalls and challenges that could arise in property maintenance, as well as to share the wealth of experience and best practices on how defects and disputes are handled and resolved by our professional speakers. Discussing both the legal perspective and the practical applications through the use of real-life case studies will offer participants insights in an engaging way.

THE SPEAKERS



“Legal & Contractual Obligations of Developers and MCST”

Mr Raymond Chan
Partner, Chan Neo LLP
REDAS Honorary Legal Advisor



“Frasers Centrepoint Limited – CARE Standards and Customer Service Recovery”

Mr Cheang Kok Kheong
Chief Executive Officer (Development and Property)
Frasers Centrepoint Limited
REDAS Management Committee Member



“Managing Expectations – Perception vs Reality”

Mr Wan Fook Kong
Chief Executive Officer, Property Facility Services Pte Ltd
REDAS Honorary Advisor (Facility & Property Management)



“The Handing/Taking Over Process”

Mr Teo Poh Siang
Managing Director, Wisely 98 Pte Ltd
Author of "A Practical Guide to Strata Management in Singapore"

PROGRAMME

9.15am – 10.00am Registration and Morning Coffee Break

10.00am – 10.30am “Legal & Contractual Obligations of Developers and MCST”

By Mr Raymond Chan
Partner, Chan Neo LLP
REDAS Honorary Legal Advisor

10.30am – 11.00am “Frasers Centrepont Ltd –
CARE Standards and Customer Service Recovery”

By Mr Cheang Kok Kheong
Chief Executive Officer (Development and Property)
Frasers Centrepont Limited
REDAS Management Committee Member

11.00am – 11.30am “Managing Expectations – Perception vs Reality”

By Mr Wan Fook Kong
Chief Executive Officer
Property Facility Services Pte Ltd
REDAS Honorary Advisor (Facility & Property Management)

11.30am – 12.00pm “The Handing/Taking Over Process”

By Mr Teo Poh Siang
Managing Director
Wisely 98 Pte Ltd

12.00pm – 12.30pm Q&A Session

★ **Panelists :** Mr Raymond Chan, “Legal & Contractual Obligations of Developers and MCST”
Mr Cheang Kok Kheong, “Frasers Centrepont Ltd –
CARE Standards and Customer Service Recovery”
Mr Wan Fook Kong, “Managing Expectations – Perception vs Reality”
Mr Teo Poh Siang, “The Handing/Taking Over Process”
Mr Chng Kiong Huat, “Fulfillment of Contractual Obligations and Customer
Service Recovery Initiatives from Developer’s Perspective”

12.30pm – 1.30pm Lunch & End of Seminar



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To register, kindly fill in this Registration Form and fax it to **6337 2217**. Cheques should be made payable to **REDAS** and mailed to **190 Clemenceau Avenue, #07-01 Singapore Shopping Centre, Singapore 239924**. For enquiries, please contact **Ms. Celine Ng** at Tel: **6336 6655** or Email: **celine@redas.com**.

- Venue : **Singapore Recreation Club
Lounge 1883, Level 1**
(B Connaught Drive, Singapore 179682)
- Registration Fee : **\$ 168.00** (inclusive of GST) per participant
(*Price includes refreshments, lunch, and copies of the workshop materials*)
- Closing Date : **24 Feb 2014 (Monday)**
(*No refunds or cancellation after the issuance of Confirmation Letter and "no shows"*)

NAMES	DESIGNATION
1. _____	_____
2. _____	_____
3. _____	_____
Enclosed Crossed Cheque No. _____ for S\$ _____	
Contact Person	: _____
Email Address	: _____
Designation	: _____
Organization	: _____
Postal Address (for invoicing purpose)	: _____
Tel No.	: _____ Fax No. : _____
Company Stamp	: _____