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## EDITORIAL

Message from  
Mr Philip Poh, President :

"It gives me great pleasure of introducing this inaugural issue of a Newsletter to you. We trust that the articles in this Newsletter will be of help and a source of reference. The Council looks forward to contributions and volunteers to help out in this effort so that we can improve its contents and maintain a suitable frequency."

# The Value of a Good Managing Agent

*This article was previously published in BT and was contributed by Knight Frank Estate Management*

— By Jordan Neo

RESEARCH has shown that the standard of management and maintenance for strata title subdivided estates, including condominiums and office buildings, depends in general on two main factors – amount of maintenance and sinking fund contributions, and expectations of both occupiers and the management corporation.

But equally important is the 'professionalism' of the managing agent (MA) and his ability to draw these factors together to effect successful management of your estate.

In fact, property managers play a salient role in protecting and enhancing the value of your property, which for most people is likely to be a major component of their wealth. Therefore in the long run, it makes sense to choose your MA carefully.

### • Be clear about your selection criteria and standards

Unlike tenders for major government contracts which are tied to a stringent pre-qualifying process, the MA's quotation evaluation process often degenerates into an undesirable process of comparing an apple with a pear.

It lacks thoroughness because council members involved find it difficult to assess the differences in the basic attributes of MAs' offers, both in terms of product and service level.



### • Look at the managing agent's fees and on-site costs separately

Management corporations often opt for a service package with a monthly lump sum fee. Such packages usually mean nothing more than the nett MA fees and charges of its on-site staff lumped into one.

While opting for a lump sum fee package helps the management corporation cap expenses, service delivery standards can vary widely between competing MAs. For example, clients may be given the impression that a 'condominium manager' offered by one MA is of the same experience and qualification as that offered by a competitor. But this may not be true, and the management corporation should see to it that it gets a CM with the qualification and experience it is paying for. As an alternative, it is often better for the management corporation to pay for the site costs and MA fees separately, and it is best to select an MA who tells you so upfront.

### • Don't always go for the cheapest MA as it may not be in your best interest in the longer term.

Most management corporations do not have a clear idea of the maintenance needs of the property, or the kind of skills and experience required to meet such needs.

Often, management councils take the easy way out by simply appointing the MA who quotes the lowest price, just to avoid 'unnecessary questions at the annual general meeting'.

Anecdotal evidence suggests that there is a real danger that market fees currently charged are at such a low level that professional services cannot be effectively delivered.

Firms which charge rock bottom prices are doomed to fail from the word go. If they are too small to achieve economies of scale, inevitably, they may resort to cutting corners just to survive. Often this happens at the expense of clients who may be blissfully unaware of what's happening, only to discover the damage done to their property much later.

- **Are you exceeding your needs by choosing an 'over-qualified' and expensive property manager?**

Most people want to have a property manager with a wide range of specialist skills in administration, maintenance, appraisal and marketing. Usually, such managers can only be found in the larger property development and investment firms.

But in real terms, a good property management practitioner must possess important multi-disciplinary skills only in the core competencies such as architecture, property law, accounting and human behaviour to enable him to perform his basic functions well.

To achieve the most cost effective results, it is vital, therefore, for those involved in the MA selection process to request for just the right fit between skills required and one's salary budget. Appointing an overly qualified professional may be comforting but it could burn a hole in one's pocket.

- **Know the requirements of the relevant Acts**

Under the Common Property (Maintenance and Management Act) and Lands Titles (Strata) Act, owners and management corporations may appoint MAs to fulfill the obligations bestowed upon them. The two legislations do not prescribe minimum professional standards for its practitioners nor requirements for firms functioning as MAs. For this reason, there is relative ease of entry into the industry, and the market is flooded with small players.

According to a study by a property management professional, IT Tay, only 32 per cent of MAs have more than five years' experience; 53 per cent have between three and five years' experience, and another 15 per cent, less than three years' experience.

# COMBAT® Halotron™ I Portable fire extinguisher

Environmentally acceptable and proven clean extinguishing agent that is effective for Class A, B and C fires. US Environmental Protection Agency (EPA, SNAP-Significant New Alternatives Policy Program) approved it for commercial / industrial and military use *as a substitute for Halon and it replaces Halon 1211 (BCF) in many portable extinguisher applications where Halon 1211 was previously specified and used.* In addition, it could also replace Carbon Dioxide in areas that anticipated with Class A fire Hazards.

**COMBAT® HALOTRON™ I** is a clean agent that leaves no residue to create possible corrosion to surrounding. This is unlike traditional dry chemical agents, which can be corrosive when employed. Besides it has good visibility during discharge, electrically non-conductive agent and will not conduct electricity back to the operator. No thermal or static shock. It is an ideal portable fire extinguisher for protecting office computer areas, data storage areas, telecommunications facilities, offices, high tech clean rooms, boats, vehicles, school, hotels, laboratories, libraries, aerospace and Airport facilities and others.

**COMBAT® HALOTRON™ I** is operating at low pressure, light weight and has a discharge range of 3 to 5 meter. It primarily extinguishes the fire by attacking the three corners of the

fire triangle. It absorbs and removes the heat from the combustion zone, coats the burning substance with ice, displaces the oxygen and chemically breaks the fire chain.

- 10 years interval between hydrostatic tests.
- The servicing of the COMBAT® Halotron™ I extinguisher is the same as the dry powder extinguisher.
- Approved to Singapore Standard SS232-1999 and Singapore PSB (productivity and Standard Board) Product Listing Scheme (PLS).
- Approved to use in Singapore by FSB (Fire Safety Bureau) Singapore.
- Manufacture under ISO 9002.
- **HALOTRON™ I** is Listed in USA UL (Underwriter Laboratory), USA Signification New Alternatives Policy (SNAP), approved by USA EPA (Environmental Protection Agency), USA FAA (Federal Aviation Administration) and United States Coast Guard (USCG)



## Technical specification:

Model	C-2HSE	C-4HSE	C-6HSE
Capacity	2kg	4kg	6kg
Fire Rating	5A/34B	8A/55B	13A/70B
Fire Class	ABC		
Propellant type	Stored Pressure		
Test Pressure	25 Bar		
Working Pressure	6.9 Bar	8.63 Bar	8.63 Bar
Operating Temperature range	-20° C to 60° C		
Safe operating distance	2 meter		
Overall Height	460mm	484mm	519mm
Diameter	98mm	139mm	181mm
Empty weight (+0/-5%)	2.04kg	2.92kg	3.92kg
Full Weight (+0/-5%)	4.04kg	6.92kg	9.92kg
Min. discharge range	3 meter	5 meter	5 meter
Discharge Time	6.1 second	9.2 second	9.4 second
Operating Valve	Brass operating Valve		
Approved to SS232	Yes	Yes	Yes

# COMBAT® Automatic Hose Reel

## (Available in mild steel/stainless steel)

- Tested and approved to BS EN671: 1995
- Approved by Singapore PSB and FSB
- LPCB, UK approved

The purpose of hose reel is to provide the constant source of water supply and to contain the fire from spreading or to extinguish the fire if possible until the arrival of the fire brigade.

During fire emergency, for the conventional hose reel, the user needs to turn on the inlet valve for fire fighting, in which most cases, the user tends to miss this step due to confusion and panic. Hence, precious time is wasted and operation efficiency decrease.

Now, with the introduction of COMBAT Automatic Hose Reel, it is users friendly and more efficient than the conventional hose reel. It is elegantly designed and of rugged construction providing performance and reliability for fire fighting. In the event of fire emergency, just pull out the hose and use without wasting of precious time to turn on the inlet valve. COMBAT® achieved that by using the rotational action of the drum; the water supply will be activated and de-activated by the automatic valve. After usage, the automatic valve will cut off the water supply and the user needs not to turn off the inlet valve leaving it always in the

standby mode, ready for next emergency. Thus with the implementation of COMBAT® Automatic Hose Reel, it enhances the operation efficiency during fire emergency, it is able to eliminate leakage problem and eventually reduce maintenance cost.



### Technical specification:

Size available, model	AHR-ISW	AHR-ISW(S)
<b>Drum</b>	<b>Mild Steel plate</b>	<b>Stainless Steel plate</b>
<b>Finishing - Red Epoxy polyester powder coated</b>	<b>Same</b>	<b>Same</b>
<b>Waterway - Light Aluminium alloy with a automatic valve</b>	<b>Same</b>	<b>Same</b>
<b>Inlet pipe</b>	<b>Mild Steel pipe with corrosion protection</b>	<b>1" stainless steel pipe</b>
<b>Discharge Nozzle</b>	<b>Brass chromed jet nozzle</b>	<b>Brass chromed jet nozzle</b>
<b>Inlet Valve</b>	<b>1" Brass gate valve</b>	<b>1" Brass gate valve</b>
<b>Hose Type</b>	<b>1" x 30m EN694 hose</b>	
<b>Throw range</b>	<b>10.5 meter</b>	
<b>Flow rate(l/min) at 6 Bar</b>	<b>46 (l/min)</b>	
<b>Max. Working pressure</b>	<b>12 Bar</b>	
<b>Test pressure</b>	<b>20 Bar</b>	
<b>Min. Burst pressure</b>	<b>30 Bar (no sign of bursting on hose reel)</b>	
<b>Tested and Approved to BS EN671-1: 1995</b>	<b>YES</b>	

## COMBAT® European Norm Fire Extinguisher (EN3)

New series of fire extinguisher in which approved by the latest International Standards-EN3, provides 101% assurance and extra level of quality.

(In Singapore: With effect from Jan 2002, all fire extinguishers to be tested by Singapore PSB, would have to follow the new SS 232:1999. There are 2 changes between the SS: 1994 and 1999. These are the colour identification and its capacity.)

# Wood Damage!

## Is your PCO a bigger threat than termites?

Imagine spotting termite activity behind your fixed cabinets or within doorframes without having to rip open the wood.

Evolving in a line of termite detection devices the thermal imager is more accurate than prevalent termite detection devices. Most pest management professionals still rely on visual inspections and the presence of mud tubes to confirm termite presence. In other instances an acoustic meter is used to pick up sound vibrations produced by foraging worker termites. Visual inspections cannot be relied on because mud tubes may never emerge from within the wood and more often than not the visual inspection technique is intrusive and may cause irreversible damage.



*FLIR Thermal Camera*

enables the pest management professional to trace the damage back to its source.

The thermal camera works to survey your entire premises and narrow down potential termite infested areas much faster and more accurately than with either visual inspection or acoustic devices or both.

Contact us at <http://www.origin.com.sg>

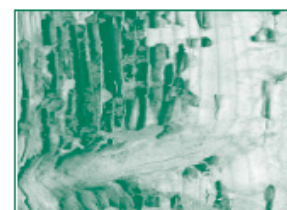
The thermal camera can detect damage caused by termites inside wooden doorframes; ceiling boards and other unsuspected areas and



*Cabinet built into the wall. It is impossible to detect any damage behind this using visual inspection.*



*The 'red blotch' is termite damage as seen through the thermal camera in the same cabinet.*



*Subterranean termite damage*



*Coptotermes sp. Subterranean termite*

## Guppies for mosquito control go out of fashion! Its time for Bti.



Mosquito control is a growing concern in urban environments due to the potential for a small disease outbreak to quickly take on epidemic proportions.

Conventional pest control methods commonly seen being implemented are thermal fogging and anti-malarial oil applications in the drains. Both applications have limited success.

The loss in efficacy may be either due to incorrect procedures or due to the nature of the control method itself. Fogging helps to instantly kill all adult mosquitoes. It is then of great importance when this application is carried out. Different types of mosquitoes are most active during different times in the day. For example the dengue-causing mosquito is most active during dusk and dawn, hence an afternoon fogging targeted at the *Aedes* mosquito. Anti-malarial oils target the larvae

of mosquitoes. The applicator may not cover some breeding areas while applying the oil, contributing to its inefficacy.

Bti is a bacterium that kills mosquito larvae. It is applied with the help of a powerful sprayer that sprays out the liquid in micro droplets very similar to a mist. The advantages of Bti applications are numerous.

- Bti can be dispersed over large areas without any risk to the natural environment.
- Bti is safe and does not promote any discomfort which fogging does.
- It is a powerful larvicide that is dispersed to all areas as compared with anti-malarial oil.

Bti brings about a more comprehensive method of mosquito control by targeting mosquitoes. It hits out at both adult mosquitoes and mosquito larvae of all species without being detrimental to the environment and being stronger than conventional treatments at the same time.

Initially Bti applications were employed in large tracts of undeveloped land where inspections for larval breeding sites and their destruction are almost impossible.

We have made this potent anti-mosquito treatment affordable and customised it for urban use. It can be used for

- Parks
- Condominiums
- Housing Estates
- Bungalows
- Commercial Buildings
- Schools

With vehicle-mounted devices, the application is much faster and more thorough at the same time being competitively priced.



*Application from a vehicle mounted ULV machine*



# Lets Get Personal!

Achieving the highest level of customer service and customer relations is the underlying philosophy behind most service companies. So it is with Origin Services Pte Ltd.

We have launched our corporate website at <http://www.origin.com.sg>.

The Origin website serves the public, information on common pests, frequently asked questions on pest control and a comprehensive pictorial pest library.

It provides Origin's available services and different pest management programmes that are tailored to suit the different sectors, ranging from traditional pest control that uses pesticide to environmentally friendly control methods, which coincide with our ISO 14001 EMS status.

Our customised pest management programmes are available for the following specialised industries

- Residential
- Pharmaceutical
- Food Manufacturing
- Food Courts
- Restaurants
- Hotels
- Commercial

If you have a pest problem, there is nothing that we cannot solve!



Just ask 'The Expert' by writing in or contact us directly and find out how we can help to solve your problem.

A password-protected login leads all our present clients into the customer services area. Some of the great features of the customer login are

**Customised View:** Each client's login is personally customised and sent to him.

**Contract Service Schedule:** Origin's customers get to view all scheduled pest control service in the period of contract and detailed findings on pest control inspection in every location inside their premises.

**Pest Infestation Levels** A graph is generated from all accumulated pest findings information.

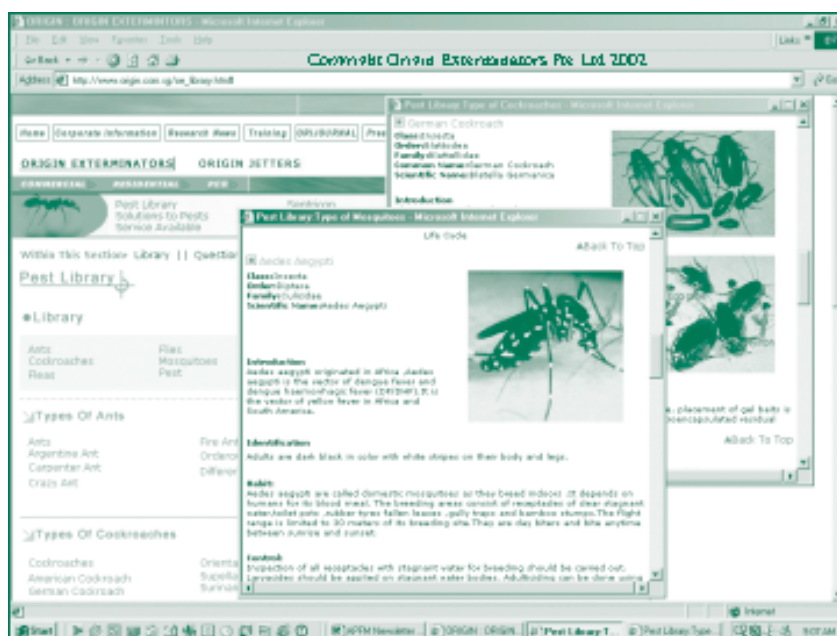
Our customers get to know what the level of pests is at the site at each pest monitoring station on their site.

**Customer Satisfaction** Customer would look at the numbers and judge if they were satisfied with the progress of the pest control service that has been carried out at their premises.

**Payment and Invoices** Customers can also view all completed and incomplete transactions or invoices with the company.

For further enquiries on any or all of these services please contact Deanne Ong, Project Manager, at [deanne@origin.com.sg](mailto:deanne@origin.com.sg)

Or for technical information please do contact Saqib Akhtar, research Executive, at [saqib@origin.com.sg](mailto:saqib@origin.com.sg)



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EXTERMINATORS PTE LTD  
*Incorporating Quickkillers Pte Ltd-Est 1974*



# PROFESSIONAL PEST MANAGEMENT SERVICES

ORIGIN Mosquito Management System

A NOVEL and Enviro-Friendly Auditing and Treatment system for complete Mosquito Control

Flying Insect Control



COBRA

Biomonitoring and flying insect control

Termite Management



- ORIGIN Termite Baiting System
- ORIGIN TERRA-TRENCH Treatment

Termites Rodents Mosquitoes  
GENERAL PESTS Bugs Cockroaches  
Flies Fleas Bees and Hornets Common Ants

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Web Site : <http://www.origin.com.sg>



## APFM MESSAGE BOX

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- ☐ Membership application form
- ☐ Contributing article in APFM Newsletter
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\*(please tick ( ) where applicable)

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