



**MAJLIS PERBANDARAN AMPANG JAYA**  
**BAHAGIAN PERHUBUNGAN AWAM DAN SEKRETARIAT**  
MENARA MPAJ, JALAN PANDAN UTAMA,  
PANDAN INDAH, SELANGOR,  
55100 KUALA LUMPUR

**KERATAN AKHBAR**  
**27 MAC 2019 (RABU)**

**AKHBAR**

**MUKA SURAT**

**The Star**

- Getting owners to pay up 01-03

**Utusan Malaysia**

- PBT tidak puas hati boleh jumpa SPRM 08

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Akhbar	The Star
Tajuk Berita	Getting owners to pay up
Muka Surat	01-03

**StarMetro** GREATER KLANG VALLEY

THE STAR, WEDNESDAY 27 MARCH 2019 (03) 7967 1388 ext 1705/1923/1496 (Editorial) metro@thestar.com.my (03) 7966 8388 (Advertising) (03) 7966 8200 (Classified)

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# Getting owners to pay up

Some joint management bodies and management committees in the Klang Valley have come up with creative ways to deal with poor payment of maintenance fees. >2&3

**BUKARKAN ANDA MENJELASKAN CAJ PERKHIDMATAN, CUKAI TANAH DAN INSURAN BANGUNAN??**

**SELANAK MENYAMBUT TAHUN BARU 2019**  
TERIMA KASIH KEPADA PEMILIK YANG TELAH MENJELASKAN CAJ PERKHIDMATAN. ANDA SUDA MENJALINKAN TANGGUNGJAWAB ANDA

**BUKUTKAN KALENDAR 2019**  
BERKAITAN MEMBUAT PEMBAYARAN CAJ PERKHIDMATAN DI PEKABAT PENGURUSAN JMB PANGSAPURI IRIS.

**REKODAN BALAPADA:**  
TAMBAH ULANG LINDANG AKTI PENGURUSAN STRATA, ST HARTI BETA TAJDA PENGUNCIAN / SELENGGARAN REKATAN IRIS KAD

Reminder for all: The management of Iris Apartments in Sungai Buloh uses a banner to prompt unit owners to pay their maintenance fees on time. — KAMARUL ARIFFIN/The Star



### TRAFFIC MATTERS

● The right lane closure will continue, intermittently, towards the slip road to New Pantai Expressway (NPE) (northbound) from MEX Highway until April 7. There will also be a continuation of lane closures intermittently along Sungai Besi Highway (Besraya) (Sungai Besi-bound and Kuchai Lama-bound) until April 19. Both closures are from 9.30am to 4.30pm and from 10pm until 5am.

● There will be traffic diversion on Jalan Salam starting from the intersection of Jalan Salam and Jalan Kasuarina 3 in Klang to the intersection leading to Jalan Kasuarina 13 until April 21, from 10pm until 6am.

### TREASURE HUNT

Themed 'The Orient Connection', the 36th Kiwanis Treasure Hunt 2019 will see treasure hunters involved in a hunt from Kuala Lumpur to Penang, from May 4 to 6. The trip will help treasure hunters get to know more about Down syndrome by engaging with Down syndrome children and their families. The Kiwanis Club of Kuala Lumpur also aims to raise funds to sustain operational costs of KDSF-NC. To register, call 03-7958 3655 (Tang) or visit [www.kckl.org.my](http://www.kckl.org.my)

### HEALTH TALK

LifeStyle Centre and Malaysian Healthy Ageing Society (MHAS) is hosting a health talk at LifeStyle Centre, 10, Jalan 5/35, Bukit Gasing, Petaling Jaya, from 4pm to 6pm on March 30. Topics to be covered include 'The Healthy Ageing Benefits of an Elderly Daycare Centre' and 'Healthy Joints for Healthy Ageing with Therapeutic Yoga'. There will also be a yoga demonstration. Free admission. Registration is required. For details, call 03-79312273 or 010-368 2273.

### PUBLIC TALK

There is a free talk on 'Desire, Attachment and Love' at Harmony Hall, C-19-2, Dataran 3 Two, Jalan 19/1, Section 19, Petaling Jaya today from 7.30pm to 10pm by Kadampa Buddhist Australia, New Zealand and South-East Asia national spiritual director Gen Kelsang Rabten. Participants will learn how to free themselves from attachment while cultivating pure love for others. For details, call 012-200 9170 (Sze Wai Meng).

### FREE TALK

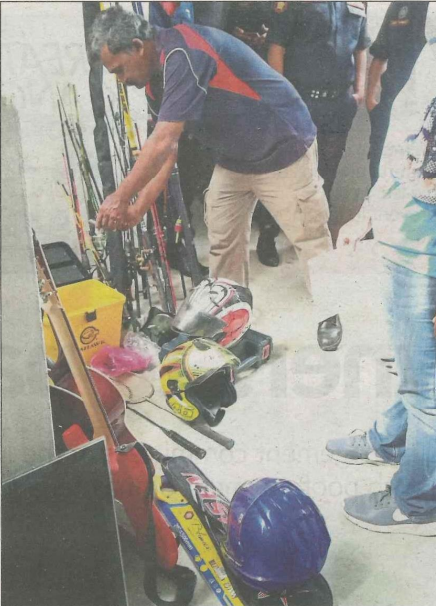
The Women's Institute of Management is organising a free talk on 'Judicial Independence and Integrity' by Emeritus Prof Datuk Dr Shad Saleem Faruqi at Wisma WIM, Taman Tun Dr Ismail, Kuala Lumpur on March 30 at 9.30am. To register, call 03-7722 1878 or email to [info@wimnet.org.my](mailto:info@wimnet.org.my)

### BLOOD DONATION DRIVE

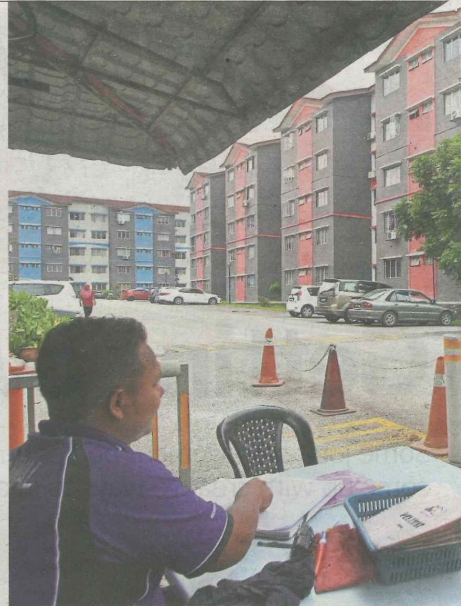
There will be a blood donation drive at E-10-6, Block E, Megan Avenue 1, Jalan Mayang Sari, Hampshire Park, Kuala Lumpur on April 3, 10am to 4pm. For details, visit [www.facebook.com/avenue-biz](http://www.facebook.com/avenue-biz)

### ENGLISH CLASSES

The Perak Women for Women Society (PWV) will hold its second intake of the English Language Communication Skills classes for disadvantaged women starting from April 19. Application forms can be obtained from PWV, 15, Market Street, Ipoh, and must be submitted by April 6. For details, call 05-246 9715 or email at [perakwomenforwomen@gmail.com](mailto:perakwomenforwomen@gmail.com)



MPJS seizing properties and household items from residents who failed to pay their maintenance fees. (Right) Security personnel at Iris Apartments deny access to those who fail to pay their maintenance fees.



## Nifty tactics help sway defaulters

### e-Pay service and blocking access cards among initiatives that got residents to pay maintenance fees

Stories by PRIYA MENON and SHALINI RAVINDRAN  
[metro@thestar.com.my](mailto:metro@thestar.com.my)

WHEN Normadiah Abdul Halim took up the building manager position at Iris Apartments in Saujana Utama, Sungai Buloh, Petaling Jaya, she did not anticipate the amount of debt she would have to recover in unpaid maintenance fees.

Over a period of 15 years, residents owed a whopping RM900,000 in maintenance fees which in turn left the place in a rot.

The inability of joint management bodies (JMB) and management committees (MC) to collect fees from residents is a common problem at high-rises but many are finding innovative ways to address the issue.

Like other JMBs, Normadiah knew something had to be done to get residents to settle their dues.

"We had an issue with breach of trust earlier.

"So winning people's trust to pay up was not easy. We decided to show that their money was being put to good use," added Normadiah who is also a resident there.

The first order of business was to change the entire system with several new initiatives that proved worthwhile.

"We set up a management committee comprising residents, in addition to the JMB which already comprised two other paid staff besides me.

"The idea was to give residents a say as to how their money was being used," she said.

The JMB also met residents bi-monthly to run ideas and obtain their approval for new projects.

Among the ideas that got the thumbs-up was the e-Pay service that was introduced in March last year.

The e-Pay service, usually set up at convenience stores, now allows residents to pay utility bills at the management office.

Normadiah said people started using the service, especially since there were a significant number of housewives and senior citizens living in the area.

JMB senior assistant and accounts keeper Muhammad Iqman Rajmi said the e-Pay service encouraged more people to visit the office and subsequently reminded them to pay their maintenance fees.

"Before this people rarely came down to the office, so they never bothered paying.

"Now with the e-Pay service, they come down to pay their bills and automatically pay their maintenance fees as well," he added.

A flexible payment scheme for those with outstanding bills in staggered payments was also introduced.

More importantly, access cards to the apartment were blocked by the 10th of each month if residents did not pay their maintenance fees promptly.

The access cards are used by residents with vehicles.

This brought down the outstanding amount to RM800,000 while current payments increased by 20% within two years.

In total, there are 60% paying residents. This is a lot of money for the JMBs offers.

Normadiah said the JMB faced problems with regards to collecting money from tenanted and empty lots.

Foreign tenants make up 20% of the total number of residents living in the eight blocks of four-storey apartments.

Around 30% of units are vacant.

"We penalise residents through the access cards but foreigners do not drive so it is hard to control payments for the units they occupy," added Normadiah.

The only alternative was to issue red notices prompting the tenants to alert their landlords.

Normadiah said the money was only enough to pay the security guards manning the apartment perimeters, cleaners and salary for the management body staff.





Iris Apartments' JMB is currently upgrading the playground following residents' request.



Residents Normadiyah and Muhammad Iqman are employed full time to run the JMB at Iris Apartments.



Iris Apartments introduced the e-Pay method and to earn more money, it agreed for telco towers to be erected on the buildings. — Photos: KAMARUL ARIFFIN/The Star

To fund major works and repairs, the JMB has rented out the roof of four blocks to house telecommunication towers. It earns RM9,000 a month from this initiative. The amount is used for lift maintenance in three blocks as well as other small repairs. "I also look out for special grants and assistance that the government announces, and write in requesting for funds," she said. In fact, she managed to get a grant from the Housing and Local Government Ministry to build a multipurpose court and upgrade the playground near Block H. In Ampang, Pangsapuri Sri Hijauan JMB chairman Khairul Anuar Abdul Wahid said the JMB's coffers was almost empty when a new committee was elected in 2016. The committee had to find a way to reduce RM800,000 in arrears and fund its monthly maintenance of RM70,000.

"We knew we had to take extreme measures to get people to pay up and reduce expenses. "One of the ways was to place notices in public areas as well as block access cards of defaulters. "This worked and we managed to increase the numbers by 40%," he said, adding that the highest outstanding maintenance fee owed by a homeowner was RM12,000. To reduce expenses and control maintenance costs, the JMB also took over management of the building. "We were paying about RM15,000 a month to a management company but it was not doing the job. So we took over," he said. Khairul added that security was re-assessed and so were cleaning contracts. New and cheaper quotations to lower costs were obtained, he said. "It has not been easy as these are our neighbours but we have to be firm," he said.

## CoB keeps an eye on strata properties in Selangor

LOCAL authorities can attend to problems faced by Joint Management Bodies (JMB) managing strata properties even if the properties are privately-owned. Non-payment of maintenance fees is one of the most pertinent issues faced at strata properties such as flats, apartments and condominiums. Besides getting tough with enforcement, local councils and their Commissioner of Buildings (CoB) try to educate and raise awareness among management bodies and residents about their respective responsibilities and rights of living in stratified buildings. Local councils also conduct various seminars and dialogue sessions such as financial management and Induction Course on Stratified Building Management (Fokus). Ampang Jaya Municipal Council (MPAJ) president Fatuk Abdul Hamid Hussain said there were several actions the council, through its CoB, can assist and intervene in issues at strata properties. These are outlined in the Strata Management Act 2013 (Act 757). "This includes the setting up of a JMB, appointments of JMB committee members, building management, legal advice and enforcement of laws. "The CoB will prepare investigation papers while the Housing and Local Government Ministry will prosecute if required," she said. The most common problem faced by JMBs and management committees (MC) of strata properties is the non-payment of maintenance fees. Since adequate funds are needed to manage a stratified building, the law makes it mandatory for charges and contributions to be paid into a maintenance account and



JMB and management committee members at a Strata Building Management seminar held at Wisma MBSA. — Filepic

sinking fund, respectively. Shah Alam City Council (MBSA) corporate communications head Shahrin Ahmad said one way for JMBs and MCs to compel defaulters to pay outstanding maintenance fees was through written notices demanding payment via Form 11 or Form 20 of the Act. "If the defaulter does not pay the charges after the managing body serves Form 11 or Form 20, the managing body may file a summons or claim in court or go to the Strata Management Tribunal for recovery of the said sum. "Alternatively, a warrant can be applied from the CoB to seize the movable property of the defaulter," he said. In 2017 and 2018, MBSA CoB issued over 1,800 Form 11 and Form 20 notices to defaulters.

Subang Jaya Municipal Council (MPSJ) Corporate and Strategic Management Department deputy director Azfarizal Abdul Rashid said MPSJ's CoB was the second among local councils in Selangor to confiscate moveable items from strata properties with outstanding maintenance fees. MPSJ implemented the move by issuing a warrant (Form A) at Cempaka Flats in Taman Puchong Prima last year. Azfarizal said 14 warrants to seize moveable properties were issued to recover the sum of RM27,580. "The challenge was changing mindsets. "A stronger sense of responsibility is needed to maintain shared buildings and facilities," he said.



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## PBT tidak puas hati boleh jumpa SPRM

**SHAH ALAM 26 Mac** - Pihak berkuasa tempatan (PBT) yang tidak berpuas hati dengan tindakan Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) berhubung isu rumah urut dialu-alukan untuk berjumpa dengan agensi tersebut.

Tegas Timbalan Ketua Pesuruhjaya (Operasi) SPRM, Datuk Seri Azam Baki, tindakan yang dilakukan oleh pihaknya itu mengikut bidang kuasa agensinya.

"Kita alu-alukan mana-mana jabatan seperti PBT yang hendak bekerjasama dengan SPRM. Sekiranya tidak berpuas hati, boleh bertemu dengan kami untuk perbincangan lanjut.

"Berhubung penglibatan orang kenamaan di sebalik

Kita alu-alukan mana-mana jabatan seperti PBT yang hendak bekerjasama dengan SPRM. Sekiranya tidak berpuas hati, boleh bertemu dengan kami untuk perbincangan lanjut."

**AZAM BAKI**



dilakukan bergantung kepada siasatan," katanya.

Beliau berkata demikian dalam sidang akhbar selepas majlis perasmian bangunan baharu Kompleks SPRM Selangor di Seksyen 16 di sini hari ini.

Semalam, Majlis Perbandaran Subang Jaya kesal dengan kenyataan SPRM yang seolah-olah menuding jari terhadap PBT berhubung isu lambakan premis urut di negara ini.

Mengulas lanjut, Azam berkata, SPRM akan mendakwa kira-kira enam individu yang terdiri daripada penguat kuasa di mahkamah esok berhubung isu rumah urut yang menjalankan aktiviti pelacuran.

"Kita akan mendakwa dalam empat hingga enam orang. Kita akan bawa ke mahkamah selepas dipersetujui pihak pendakwaan dan mungkin akan berterusan," ujarnya.



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**BH** Rabu, 27 Mac 2019 C

# MPSepang sita motosikal ceroboh tempat letak kereta

BH 27/3/19 MS 61

➔ Langkah bertujuan galak orang ramai patuhi akta PBT berkuatkuasa mulai April

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► Cyberjaya

**M**ajlis Perbandaran Sepang (MPSepang) memberi amaran akan melancarkan operasi menyita motosikal yang mencebong petak letak kereta atau lokasi tidak dibenarkan mulai April ini.

Pemilik motosikal terbabit bukan sahaja akan dikenakan kompaun malah juga denda bagi caj simpanan di depoh MPSepang.

Yang Dipertuanya, Mohd Fauzi Mohd Yatim, berkata Jabatan Penguatkuasa MPSepang akan menguatkuasakan tindakan sita

motosikal di Bandar Baru Salak Tinggi (BBST) bertujuan menggalakkan orang ramai mematuhi undang-undang dikuatkuasakan pihak berkuasa tempatan (PBT).

Katanya, pihaknya menerima banyak aduan daripada orang ramai berhubung motosikal yang diletakkan di parkir kereta dan siar kaki yang menghalang laluan serta membahayakan keselamatan orang ramai.

## Ambil jalan mudah

Beliau berkata, tindakan tidak bertanggungjawab itu dipercayai berpunca daripada sikap pengguna yang mahu mengambil jalan mudah untuk ke kompleks perniagaan dan bangunan komersial biarpun tempat letak motosikal sudah disediakan.

"Tindakan meletak motosikal di parkir kereta semakin berleluasa sehingga menimbulkan kesukaran kepada pemilik kereta mendapatkan parkir kerana jumlahnya juga amat terhad di kawasan ini," katanya.

Antara kawasan yang akan dikuatkuasakan adalah di Medan 23, Medan 88 dan Kosmopoleks di bawah Perintah Pengang-

kutan Jalan (Peruntukan Tempat Letak Kereta) MPSepang (pindaan) 2012 Dan Akta Jalan Parit & Bangunan.

Mohd Fauzi berkata, motosikal yang disita akan dikenakan kompaun sebanyak RM25 dan caj sitaan RM5 sehari dan sekiranya tidak dituntut dalam tempoh 14 hari, kompaun adalah sebanyak RM50 manakala caj sitaan RM10 sehari.

Beliau berkata, motosikal yang disita itu akan disimpan di depoh MPSepang dan bagi pemilik yang ingin menuntut semula kenderaan boleh mengemukakan dokumen serta pengenalan diri.

"Tindakan ini bukanlah untuk menghukum pemilik, sebaliknya bertujuan mendidik orang ramai agar lebih bertanggungjawab dan menghargai kemudahan yang disediakan serta tidak menyalahgunakan kemudahan itu untuk kepentingan diri sendiri."

"Kita berharap selepas kempen ini diadakan pengguna akan lebih bertanggungjawab dan tidak lagi meletak motosikal mengikut sesuka hati serta mematuhi Undang-undang di tempat yang betul," katanya.



MPSepang terima banyak aduan daripada orang ramai berhubung motosikal yang diletakkan di parkir kereta dan siar kaki yang menghalang laluan serta membahayakan keselamatan orang ramai."

**Mohd Fauzi Mohd Yatim,**  
Yang Dipertua MPSepang