



# MacRitz Property

Management Sdn Bhd

201101005411 (933552-U)



Pengurus Harta  
PM(1)2817

**B-3A-3A MELAWATI CORPORATE CENTER  
JALAN BANDAR TAMAN MELAWATI  
53100 KUALA LUMPUR  
WILAYAH PERSEKUTUAN**

**Tel : 03-4161 8333 Whatapps : 010 550 5638**

**e.mail : [info@macritz.my](mailto:info@macritz.my)**

**web: [www.macritz.com.my](http://www.macritz.com.my)**

# COMPANY PROFILE

## Board of Directors

Mr. Daniel Kat Yok Ming      Executive Director      PM1437  
 En. Baharuddin Bin Ahmad      Managing Director      PM2521

<b>COMPANY NAME</b>	<b>MacRitz Property Management Sdn Bhd</b> 201101005411 (933552-U)
<b>BUSINESS ADDRESS</b>	<b>B-3A-3A MELAWATI CORPORATE CENTER, Jalan Bandar Taman Melawati 53100 Kuala Lumpur</b>
<b>TELEPHONE NUMBER</b>	<b>+603-4161 8333</b>
<b>WHATSAPP NUMBER</b>	<b>+601-0550 5638</b>
<b>E.MAIL / WEB</b>	<b><a href="mailto:info@macritz.my">info@macritz.my</a> <a href="http://www.macritz.com.my">www.macritz.com.my</a></b>
<b>BOARD OF VALUERS LICENCE</b>	<b>PM(1)2817</b>
<b>ESTABLISHED</b>	<b>2019</b>
<b>SITE OFFICE</b>	<b>Throughout Malaysia</b>

<b>AUTHORISED CAPITAL</b>	<b>500,000.00</b>
<b>PAID-UP CAPITAL</b>	<b>500,000.00</b>
<b>GOVERNMENT TAX</b>	<b>E 902419-60</b>
<b>COMPANY EPF</b>	<b>16499161</b>
<b>COMPANY SOCSO</b>	<b>A 3132349M</b>
<b>INSURANCE CONSULTANT</b>	<b>Allianz General Insurance (M) Bhd</b>
<b>PROFESSIONAL INDEMNITY</b>	<b>1,000,000.00</b>
<b>FIDELITY GUARANTEE</b>	<b>200,000.00</b>
<b>COMPANY SECRETARY</b>	<b>AU Mark Consulting Sdn Bhd (735605-V)</b>

# COMPANY REGISTRATION

  
SURUHJAJAYA SYARIAH MALAYSIA  
COMPANIES COMMISSIONER OF MALAYSIA  
(Agensi di bawah KPDNHEP)



COMPANIES ACT 2016  
(ACT 777)

**CERTIFICATE OF INCORPORATION ON CHANGE OF  
NAME OF COMPANY**

This is to certify that

**FOKUS URUSHARTA SDN.BHD.**  
201101005411 (933552-U)

which was, on the 23<sup>rd</sup> day of February 2011, incorporated under the  
Companies Act 1965, as a private company, on the 25<sup>th</sup> day of October 2019  
changed its name to

**MACRITZ PROPERTY MANAGEMENT SDN. BHD.**


and that the company is a private company, and is a company limited by  
shares.

Dated at **KUALA LUMPUR** this 25<sup>th</sup> day of October 2019.

  
**NOR AZIMAH BINTI ABDUL AZIZ**  
REGISTRAR OF COMPANIES  
MALAYSIA

*A copy or extract issued pursuant to Section 601(2).*

  
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MENARA SSM@SENTRAL, NO.7, JALAN STESEN SENTRAL 5, KUALA LUMPUR SENTRAL, 50470 KUALA LUMPUR.  
TEL : 03-2299 4400 FAX : 03-2299 4411



FORM Q  
(RULE 251)

Certificate No **0481**

**BOARD OF VALUERS, APPRAISERS ESTATE AGENTS  
AND PROPERTY MANAGERS**

**RENEWAL OF AUTHORITY TO PRACTISE \* VALUATION/  
APPRAISAL / ESTATE AGENCY / PROPERTY MANAGEMENT AS A FIRM**

This is to certify that :

Messrs **MACRITZ PROPERTY MANAGEMENT SDN BHD**  
of **B-3A-3A MELAWATI CORPORATE CENTER, JALAN BANDAR TAMAN  
MELAWATI, TAMAN MELAWATI, 53100, KUALA LUMPUR**

Firm's Registration No. **PM (1) 2817**

having complied with the requirements of the Valuers, Appraisers,  
Estate Agents and Property Managers Act 1981 and having paid the  
prescribed renewal fee, is permitted to practise ~~\*valuation/ appraisal/  
estate agency/~~ property management under and subject to the provisions  
of the Act till 31 December **2026**

Date **23 DECEMBER 2025**

  
Registrar  
Board of Valuers,  
Appraisers, Estate Agents And  
Property Managers

# DIRECTORS LICENSE



LEMBAGA MALAYSIA  
PENILAI, PENTAKSIR, EJEN  
HARTA TANAH & PENGURUS HARTA

BORANG J (Kaedah 21) Perakuan No: 960

## Kuasa Untuk Menjalankan Amalan Pengurusan Harta

Ini adalah untuk memperakui bahawa

Nama KAT YOK MING

No. Pendaftaran PM 1437

setelah mematuhi kehendak-kehendak Akta Penilai, Pentaksir, Ejen Harta Tanah dan Pengurus Harta 1981, telah didaftarkan sebagai seorang PENGURUS HARTA BERDAFTAR dan adalah diberi kuasa untuk menjalankan amalan pengurusan harta di bawah dan tertakluk kepada peruntukan-peruntukan Akta.



Tandatangan Pengesahan



Pendaftar

02.01.2018  
Tarikh Dikeluarkan

Yang Dipertua  
Lembaga Penilai, Pentaksir,  
Ejen Harta Tanah & Pengurus Harta



LEMBAGA MALAYSIA  
PENILAI, PENTAKSIR, EJEN  
HARTA TANAH & PENGURUS HARTA

BORANG J (Kaedah 21) Perakuan No: 2260

## Kuasa Untuk Menjalankan Amalan Pengurusan Harta

Ini adalah untuk memperakui bahawa

Nama BAHARUDDIN BIN AHMAD

No. Pendaftaran PM 2521

setelah mematuhi kehendak-kehendak Akta Penilai, Pentaksir, Ejen Harta Tanah dan Pengurus Harta 1981, telah didaftarkan sebagai seorang PENGURUS HARTA BERDAFTAR dan adalah diberi kuasa untuk menjalankan amalan pengurusan harta di bawah dan tertakluk kepada peruntukan-peruntukan Akta.



Tandatangan Pengesahan



Pendaftar

11.6.2019  
Tarikh Dikeluarkan

Yang Dipertua  
Lembaga Penilai, Pentaksir,  
Ejen Harta Tanah & Pengurus Harta

# Management



**Managing Director**

Baharuddin bin Ahmad  
PM 2521



**Executive Director**

Daniel Kat Yok Ming  
PM 1437



**General Manager**

Ashrof bin Abdullah



**Operations & Marketing**

Mhd Sharif van der Burgh



**Area Manager**

Wan Dalini bt Wan Mohd Zaki

## CORPORATE OVERVIEW

- MacRitz Property Management Sdn Bhd is a licensed property management company established to provide a **comprehensive digital solution** for facilities management and building maintenance services across both commercial and residential properties.
- Although newly incorporated, our team consists of **qualified professionals with extensive industry experience**. We are fully equipped to deliver efficient and effective services to property owners, developers, Joint Management Bodies (JMB), and Management Corporations (MC).

## OUR SERVICES

**MacRitz Property Management Sdn Bhd** offers a wide range of facilities and services tailored to meet the operational and maintenance needs of various properties. These include:

- Lift and elevator system services
- Security and surveillance services
- Mechanical & Electrical (M&E) services, including generators, water pumps, lighting systems, switchboards, and switch room maintenance
- Landscaping and garden maintenance
- General cleaning and janitorial services
- Garbage and waste disposal management
- Sanitary and plumbing system maintenance
- Pest control and extermination services
- Fire protection and firefighting system services
- Internal building services and maintenance
- Car park operations and management
- Risk management advisory and insurance coordination services

## OUR CORE OBJECTIVE

To deliver a **total digital solution** for property and facilities management—improving efficiency, transparency, and service quality through technology and industry expertise.

With our AI technology partner, **ServeDeck Innovation Sdn Bhd**, we possess the technical expertise and vast experience to ensure that buildings under our care are properly and efficiently maintained.

1. Our facilities management philosophy emphasizes **active and continuous inspection and maintenance**, to ensure that the property remains in sound physical condition.
2. The primary goal of maintenance is to **keep all building and structural components in good working order** while maintaining **cost-efficiency**.

# Maintenance Strategy: Two Basic Approaches

The decision on maintenance strategy generally lies between two fundamental options:

## 1. Breakdown Maintenance

This approach addresses equipment or system failures only after they occur. It is reactive in nature and involves restoring function after a problem arises.

## 2. Preventive Maintenance

This approach aims to reduce the likelihood of breakdowns by implementing a scheduled program of **cleaning, inspection, servicing, and replacement of parts** before failure occurs.

Preventive maintenance is **periodic and proactive**. It can be scheduled in advance to **minimize the incidence of failures**, thereby avoiding unexpected costs and disruptions to operations.

To effectively plan preventive maintenance, **historical records** are essential. This includes Date of installation, Operating hours, Maintenance and repair history (dates and types) and Technical performance data.

Such information helps determine the optimal timing for part replacements or servicing to ensure continued operational efficiency.

# JUSTIFICATION

## Manpower Criteria

**MacRitz Property Management Sdn Bhd** is fully capable of deploying and maintaining standby personnel to provide **24-hour coverage daily**, including **Sundays and public holidays**, ensuring uninterrupted facility management services.



Key highlights of our manpower capabilities include:

- All maintenance personnel are **uniformed and equipped with appropriate safety gear**, including safety shoes, in compliance with industry standards.
- We currently manage and provide various facility services to **numerous residential properties**, supported by a team of **over 60 staff members** across different sites.

This manpower strength, combined with our operational readiness, ensures that our clients receive reliable, consistent, and professional service at all times.

# Operation Requirement

**MacRitz Property Management Sdn Bhd** has established **standard operating procedures (SOPs)** and clearly defined **daily task schedules** that outline the roles, responsibilities, and expectations of our personnel.



These procedures are aligned with **industry standards** and best practices to ensure consistent and efficient facility management operations.

In addition, we offer **Mechanical & Electrical (M&E) Consultancy Services** at **no additional cost** for the **repair or upgrading** of all M&E systems within the **common areas** of the property. This value-added service reflects our commitment to proactive maintenance and operational excellence.

# Computerized Maintenance Management System (CMMS)

**MacRitz Property Management Sdn Bhd** utilizes the **latest technology in Computerized Maintenance Management Systems (CMMS)** to efficiently process, track, and manage all complaints and maintenance workflows.



Our CMMS is capable of generating **daily, weekly, monthly, and yearly work schedules and reports**, enabling:

- Real-time tracking of maintenance tasks
- Transparent and traceable workflow management
- Data-driven performance monitoring and analysis
- Improved planning and preventive maintenance scheduling

This system enhances our operational efficiency and ensures a high standard of service delivery to our clients.

# Customer Support Services

Our **Computerized Maintenance Management System (CMMS)** is equipped to generate a **centralized database** that captures all **occupier service requests and complaints**.

This system allows the management team to:

- **Monitor, review, and track** all submissions efficiently
- **Respond promptly and effectively** to occupiers' service requests and complaints
- Ensure transparency and accountability in service delivery
- Continuously improve customer satisfaction through timely follow-ups and resolution

This centralized approach enhances communication between management and residents, ensuring a high standard of customer support.



# Benefits to Our Client

## 1. Focused Management

By outsourcing maintenance responsibilities to **MacRitz Property Management Sdn Bhd**, our clients can **focus on their core activities** and **maximize their operational objectives**, while we handle the complexities of facility maintenance and management.

## 2. Standard Operating Procedures (SOPs)

We implement **well-documented SOPs**—step-by-step instructions designed to help our team perform routine tasks efficiently and consistently. SOPs ensure:

- High-quality output
- Operational efficiency
- Uniformity of performance
- Compliance with industry standards and regulations
- Reduced miscommunication and human error

# Benefits to Our Client

## 3. Technical Knowledge and Support

Our clients benefit from:

- ❖ The **flexibility to scale technical support staffing** according to evolving needs
- ❖ **Access to comprehensive maintenance and management data** for informed decision-making
- ❖ A full suite of support services, including:
  - a) **Computerized Maintenance Management System (CMMS)**
  - b) **M&E consultancy**
  - c) **Comprehensive property and facility management services**

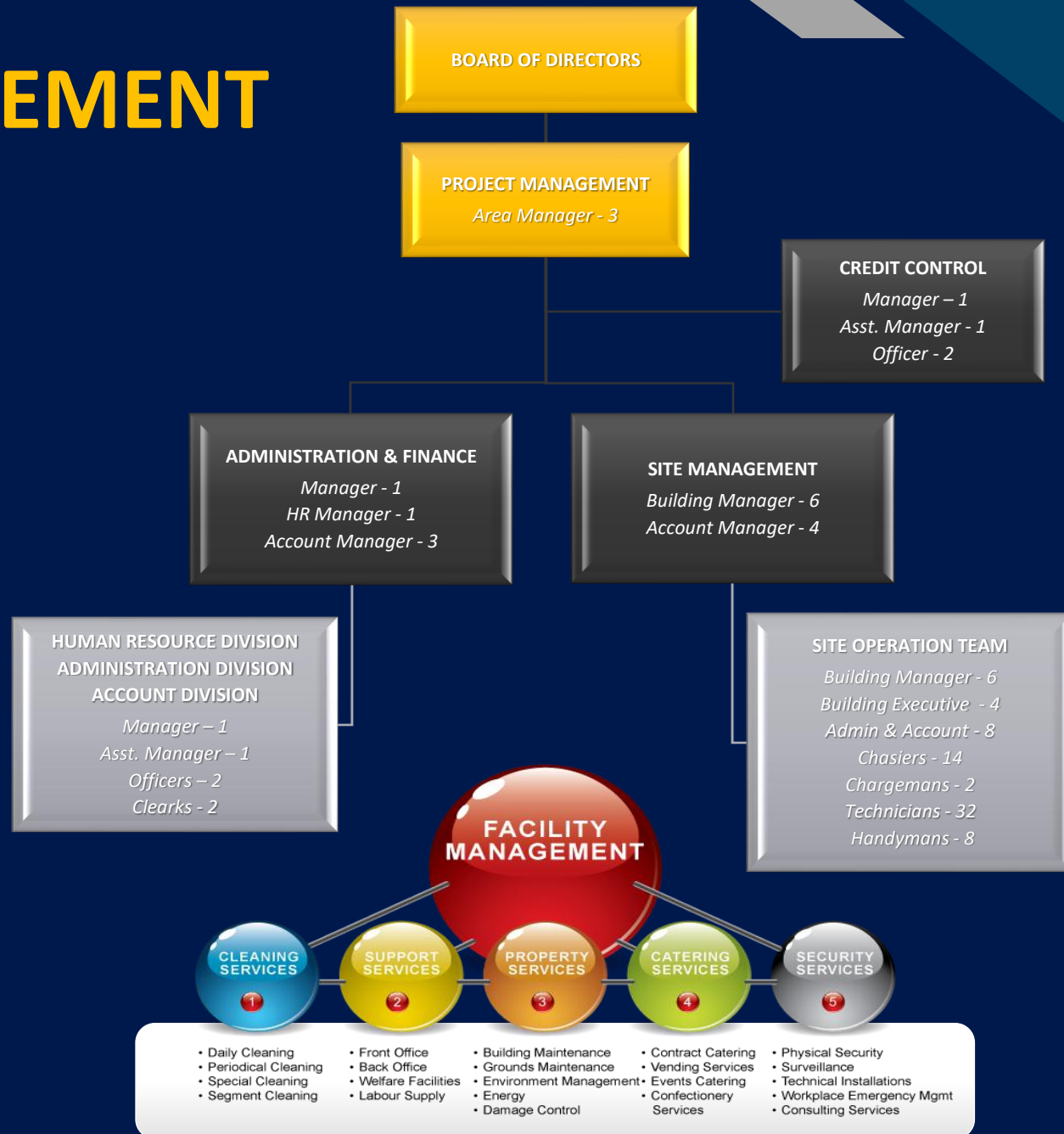
# Manpower Benefits

- ❑ **Flexible workforce deployment** to suit operational needs without requiring the client to employ their own staff
- ❑ **Minimized client involvement** in handling customer complaints and service issues
- ❑ **Increased productivity** in managing undesirable and repetitive tasks
- ❑ **Customizable working hours** to meet the client's specific operational requirements

# Financial Benefits

**Significant reduction in administrative costs** for the client, resulting from outsourced manpower and streamlined operations

# MANAGEMENT PROFILE



# SCOPE OF FACILITIES MANAGEMENT SERVICES

**MacRitz Property Management Sdn Bhd** provides comprehensive building facilities management services, which include the following key areas:

## 1. Staffing & Employment

- a) Perform management services for the **common property** in a professional manner and in accordance with **industry best practices**.
- b) **Appoint, on behalf of and at the expense of the Client**, suitable site personnel such as:
  - Building Manager/Supervisor
  - Administrative/Account Clerk
  - Technician
  - Handyman

These staff members will be responsible for the **day-to-day operations** of the property.

- c) **Engage specialist service contractors**, as necessary, **on behalf of and at the expense of the Client** to carry out services specific to the property (e.g. lifts, fire systems, pest control). All such contracts will be awarded through a **transparent tender process**.



# SCOPE OF FACILITIES MANAGEMENT SERVICES

## 2. Building Management & Maintenance

- a) Advise the Client on the **duties and powers** of the **Joint Management Body (JMB)** under the **Strata Management Act 2013 (Act 757)**, or the **Management Corporation (MC)** under the **Strata Titles Act 1985**.
- b) Instruct and supervise all workers, including **specialists and subcontractors**, in carrying out:
  - Servicing
  - Repairs
  - Routine and ad-hoc maintenance
  - Inspection of fixtures and fittings within the **Common Property**

This includes preparing technical **specifications** when necessary and conducting **quality checks** during and after completion of the work.

- c) **Assist, advise, and facilitate** unit owners in carrying out **approved renovations, design modifications, and improvement works** to their individual parcels, subject to **prior written approval** from the Client.

## SCOPE OF FACILITIES MANAGEMENT SERVICES

- d) Ensure that **proper records** relating to all maintenance services are kept, updated, and **readily available for inspection** by the Client, authorized officers, or auditors at all reasonable times.
- e) **Liaise with relevant local authorities** on matters concerning the **management or maintenance** of the property.
- f) **Handle all enquiries, complaints, reports, and correspondence** related to the management of the property and **keep the Client informed** on the status and resolutions.
- g) Provide the Client with **monthly maintenance reports**, detailing both **scheduled and unscheduled** maintenance work carried out on the **Common Property**, following a mutually agreed reporting format.
- h) **Assist the Client** in drafting, implementing, and enforcing **House Rules** governing the use of the property, ensuring order and compliance among residents.
- i) **Issue notices** to any individual within the property to **enforce compliance** or to **rectify any breach** of the House Rules.

### 3. Financial Management and Legal Matters

#### a) **Billing and Collection** of Service Charges, Sinking Fund, and Other Charges

- **Issue invoices** to all parcel proprietors at predetermined intervals for charges such as **service charges, sinking fund contributions, water bills**, and any other dues related to the property.
- **Receive and record payments** from all proprietors.
- **Deposit all collections** into an **independent trust account** under the control of the Client.
- With the Client's approval, **place sinking fund collections** into **interest-bearing accounts** to **maximize returns** for the benefit of the proprietors of the Common Property.

#### b) **Submission of Monthly Financial Reports**

MacRitz Property Management Sdn Bhd will submit the following reports on a monthly basis:

- **Summary of service charges, water bills, sinking fund, and other dues**
- **List of outstanding payments** (service charges, water, and sinking fund)
- **List of payments made to contractors**
- **Statement of petty cash usage**

In addition:

- An **Income and Expenditure Report** will be submitted **at the end of each financial year** and will be **audited annually** in accordance with standard accounting practices.

## SCOPE OF FACILITIES MANAGEMENT SERVICES

### c) Defaulters' List and Recommendations

Provide the Client with a detailed **list of defaulters** (tenants/occupants in arrears), along with **recommendations for appropriate actions** to be taken.

### d) Invoice Verification and Payment Processing

Review and verify all invoices. Upon certification and **receipt of necessary funds from the Client**, proceed to **make payments for all approved expenses**, including repair and maintenance works.

### e) Record Keeping and Financial Accountability

Maintain proper and certified records of:

- All monies **collected, expended, outstanding, or accruing**
- **Books of account and financial records**, which will be made available to the Client or authorized personnel for inspection at any reasonable time.

### f) Petty Cash Management

Maintain a **petty cash float of RM1,000.00** to cover minor and miscellaneous maintenance expenses.

- A **statement of accounts**, supported by **original official receipts**, will be submitted to the Client for **reimbursement** on a regular basis.

# SCOPE OF FACILITIES MANAGEMENT SERVICES

## g) Audit Coordination

Liaise with appointed auditors to ensure that the property's accounts are **audited annually**, as required by law and in accordance with statutory regulations.

## h) Demand Letters & Collection Enforcement

Subject to **written approval from the Client**, issue **demand letters** to recover and receive from all parcel owners or liable persons the following:

- Service/Maintenance Charges
- Rental and Deposits
- Fines and Penalties
- Any other emoluments or fees due to the Management

## i) Legal Proceedings & Arbitration

With the Client's written approval, issue **legal notices**, commence **legal action**, or **submit disputes to arbitration** on any matter related to:

- The **Developer's rights** in the Common Property
- The **management or upkeep** of the Common Property

## 4. Risk and Insurance Management

### Risk Advisory

Advise the Client on **risk exposure** and recommend the appropriate types of **insurance policies** required for comprehensive protection of the property.

#### b) Claims Administration

Manage and administer all **insurance claims** allowed under the relevant policies to ensure timely processing and settlement.

#### c) Insurance Negotiation

Negotiate, on behalf of the Client, the **terms and coverage** of insurance policies to secure **the most competitive premium rates** while ensuring adequate protection.

## 5. Meetings and Additional Functions

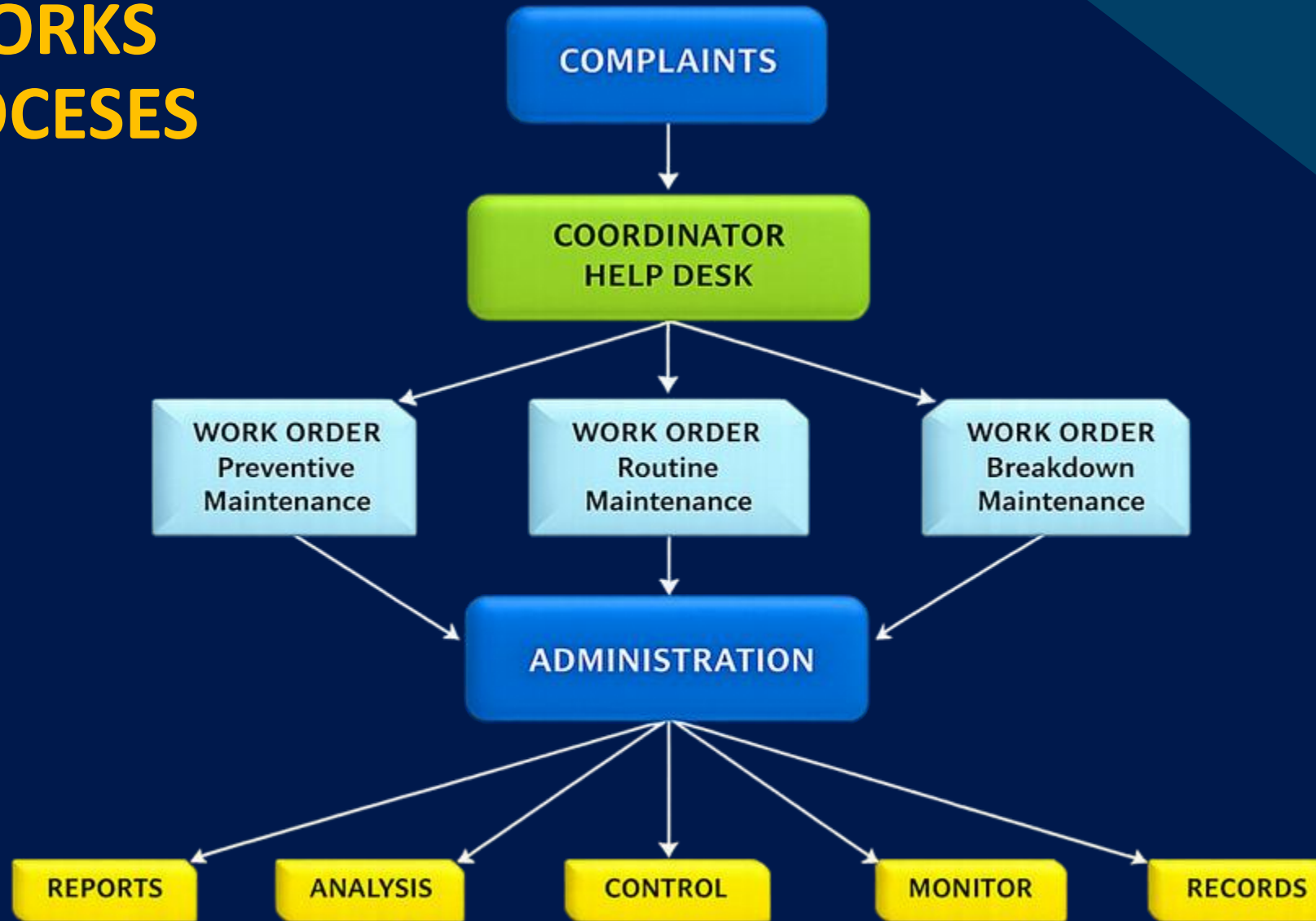
#### a) Client Meetings

Attend **monthly meetings** with the Client and prepare accurate **minutes of meetings** for record-keeping and follow-up actions.

#### b) Other Assigned Duties

Carry out any other duties as may be **instructed by the Client**, particularly those required under the **Strata Titles Act 1985** or any relevant legislation.

# WORKS PROCESSES



## Key Issues & Strategic Questions

### 1. Operational Structure & Efficiency

*How best do we structure the operating system to minimize costs and optimize efficiency?*

→ A scalable, lean, and transparent operational model is required to ensure resource optimization while maintaining high service levels.

### 2. Responsiveness to Residents

*What are the critical elements for being truly responsive to the needs of the residents?*

→ Timely communication, clear escalation procedures, and empowered on-ground personnel are essential.

### 3. Understanding Resident Priorities

*What factors are most important to residents, tenants, and occupants?*

→ Key concerns typically include cleanliness, safety, timely repairs, effective communication, and transparency in management.

### 4. Complaint Management System

*What mechanism can be developed to ensure a timely response to all complaints?*

→ Implementation of a centralized Help Desk and Work Order Tracking System that allows for logging, categorizing, assigning, and monitoring of complaints.



## 🔑 Key Issues & Strategic Questions

### 5. Performance-Impact Areas

*Given the current situation, which processes or areas have the most immediate impact on performance?*

→ Housekeeping, M&E system uptime, security coverage, and response time to emergencies are high-impact areas.

### 6. Concise and Timely Reporting

*How can management information be made more concise and timelier?*

→ Dashboards with key metrics (KPI), auto-generated reports, and mobile-based reporting tools.

### 7. Performance Measurement Across Sites

*How do we measure performance at the various buildings?*

→ Use of standardized KPIs such as response time, resident satisfaction score, maintenance closure rate, and audit findings.

### 8. Resident Feedback Mechanism

*How can we develop a user complaint/feedback program that encourages continuous input?*

→ A digital platform or mobile app with an easy feedback form, periodic surveys, and a reward-based engagement system.



## MacRitz Property Management's Solution

**MacRitz Property Management Sdn Bhd** will deploy a **customized Facility Management Framework** designed to:

- ❖ Address the above challenges systematically
- ❖ Incorporate technology-driven tools for monitoring and control
- ❖ Foster proactive communication and resident engagement
- ❖ Ensure cost-efficiency without compromising service quality



# SUMMARY OF CLIENTS

PROJECTS NAME	LOCATIONS	STATUS	SINCE
1) PANGSAPURI SERI RAYA	UKAY PERDANA, AMPANG, SELANGOR	JMB	2008
2) VISTA MAGNA APARTMENT	KEPONG, KUALA LUMPUR	JMB	2009
3) RUMAHKEDAI RK64	UKAY PERDANA, AMPANG, SELANGOR	JMB	2009
4) THE CUBE	KUALA LUMPUR	JMB	2011
5) MEDAN PUTRA CONDOMINIUM	KEPONG, KUALA LUMPUR	MC	2012
6) CENTERSTAGE PJ	PETALING JAYA, SELANGOR	MC	2016
7) GLEN 9	SHAH ALAM, SELANGOR	MC	2017
8) MARKET HALL	PUDU, KUALA LUMPUR	JMB	2018
9) LA THEA RESIDENCE	PUCHONG. SELANGOR	MC	2019
10) SERI BUKIT CEYLON	KUALA LUMPUR	MC	2019

# SUMMARY OF CLIENTS

PROJECTS NAME	LOCATIONS	STATUS	SINCE
11) ONE SOUTH STREET MALL FLEXIS	SERI KEMBANGAN, SELANGOR	JMB	2019
12) PELANGI DAMANSARA 1 BLOK DEF	PETALING JAYA, SELANGOR	JMB	2019
13) THE SQUARE @ ONE CITY	SUBANG JAYA, SELANGOR	JMB	2020
14) PELANGI DAMANSARA BLOK A	PETALING JAYA, SELANGOR	JMB	2022
15) APARTMENT DESA TASIK FASA 1	SUNGAI BESI, KUALA LUMPUR	MC	2024
16) PANTAI HILL PARK PHASE 5	BANGSAR, KUALA LUMPUR	MC	2024
17) MUTIARA VILLE BLOCK ABCG	PERSIARAN SEPANG, CYBER 11	MC	2024
18) MENARA PERN. MANJALARA VIM3	BANDAR SRI MANJALARA, K-LUMPUR	MC	2025
19) PANGSAPURI TERATAI MEWAH	JALAN SETAPAK, KUALA LUMPUR	MC	2025
20) VILLA ANGSANA CONDOMINIUM	TAMAN RAINBOW, KUALA LUMPUR	MC	2025



# List of Clients



**Pangsapuri Sri Raya**  
Taman Ukay Perdana  
68000 Ampang  
Selangor  
220 units  
Since 2008



**Pangsapuri Vista Magna**  
Jalan Metro Prima,  
Kepong  
K.Lumpur  
800 units  
Since 2009



**Rumah Kedai RK64**  
Taman Ukay Perdana  
68000 Ampang  
Selangor  
448 units  
Since 2009



**The Cube**  
Batu 5, Taman Mastiara,  
Kuala Lumpur  
156 units  
Since 2011



**Medan Putra Condominium**  
Bandar Manjalara  
Kepong  
Kuala Lumpur  
304 units  
Since 2012



**Centrestage PJ**  
Jalan Universiti  
Petaling Jaya  
Selangor.  
1430 units  
Since 2016

# List of Clients



**Glen 9**  
Hicom Glenmarie  
Shah Alam  
Selangor  
24 units  
Since 2017



**Markethall**  
Jalan Pasar Pudu  
Kuala Lumpur  
329 units  
Since 2018



**La Thea Residence**  
Bandar 16 Seira  
Puchong  
Selangor  
520 units  
Since 2018



**Seri Bukit Ceylon Residence**  
8 Lorong Ceylon,  
Off Jalan Raja Chulan,  
50250 KL.  
248 units  
Since 2019



**One South Street Mall, Flexis**  
Sedang Perdana  
Seri Kembangan  
Selangor  
550 units  
Since 2019



**Pelangi Damansara1 Block  
DEF**  
Persiaran Surian,  
47800 Petaling Jaya  
912 units  
Since 2019

# List of Clients



**The Square @One City**  
 Jalan USJ 25/1,  
 47650 Subang Jaya,  
 Selangor  
 464 units  
 Since 2020



**Pelangi Damansara Block A**  
 Persiaran Surian,  
 47800 Petaling Jaya  
 236 units  
 Since 2022



**Apartment Desa Tasik Fasa 1A**  
 Jalan 2/146, Desa Tasik  
 57000 Syngai Besi  
 Kuala Lumpur  
 538 units  
 Since 2024



**Pantai Hill Park Phase 5**  
 Jalan Pantai Murni 1  
 Bukit Kerinchi  
 59200 Kuala Lumpur  
 747 units  
 Since 2024



**Mutiara Ville ABCG**  
 Persiaran Sepang  
 Cyber 11  
 Cyberjaya  
 units  
 Since 2024



**Menara Perniagaan Manjalara VIM 3**  
 No.99 Jalan Manjalara Idaman 6,  
 Bandar Sri Manjalara  
 52200 Kuala Lumpur  
 256 units  
 Since 2025

# List of Clients



**Apartment Teratai Mewah**  
Taman Teratai Mewah,  
Jalan Langkawi, Setapak  
53000 Kuala Lumpur  
826 units  
Since 2025



**Villa Angsana Condominium**  
Jalan Ipoh  
53000 Kuala Lumpur  
826 units  
Since 2025



**Casa Residensi**  
Jalan Teknologi 2/1  
Kota Damansara  
47810 Petaling Jaya  
Selangor  
188 units  
Since 2025



**Melawati Corporate Center**  
Jalan Bandar Taman Melawati  
53100 Kuala Lumpur  
106 units  
Since 2025



**Koi Prima**  
Jalan Pinggiran Mas 1,  
Taman Mas Sepang, 47130  
Puchong, Selangor  
1283 units  
Since 2025

## **LETTER OF COMMENDATION FROM CLIENTS**



## **CLIENTS' LETTERS OF APPRECIATION**

**MacRitz Property Management Sdn Bhd** is proud to have received letters of appreciation from the following valued clients, acknowledging our commitment to excellence in property and facilities management:

- **One Damansara Joint Management Body (JMB)**
- **Vista Magna Management Corporation**
- **The Cube Management Corporation**
- **Verdi Eco Condominium**
- **La Thea Condominium**
- **Menara Perniagaan Manjalara VIM3**

# LETTER OF COMMENDATION FROM CLIENTS



10th January 2018

The Directors  
**FOKUS URUSHARTA SDN BHD**  
No 5 Jalan UP 1/2  
Ukay Perdana  
68000 Ampang  
Selangor Darul Ehsan.

Dear En.Baharuddin B. Ahmad & Mr.Daniel Kat YM,

**Re : LETTER OF APPRECIATION**

We would like to express our sincere appreciation for your property management services at One Damansara Condominium, as one of our most reliable agents.

Ever since we signed our management service contract in year 2016, you have provided and achieved the following tasks beyond our expectations:-

- ◆ Reducing the defaulters' outstanding amount from RM1, 200,000.00 to RM185, 000.00.
- ◆ Able to complete all the major projects like installation of new roofing, upgrading of Community Hall, upgrading of the lift lobbies that were approved in our AGM within the stipulated period.
- ◆ You are quick to resolve any issues that arised with your better customer service.

We look forward to extending our contract with you for years to come and hope you will continue to provide such excellent service to us.

Thank you for a favorable 2 years in working together, and we look forward to many more.

Warmest regards,  
*for and behalf of Seasons Square & ONE Damansara JMB*

Abdullah Bin Zulkifli  
Chairman

The Management Office, Menara A, One Damansara Condominium, No. 1, PJU 10/3C, Damansara Damai, Petaling Jaya,  
47830 Selangor Tel : 03-6144 0202, 03-6144 0303 Fax : 03-6144 0033. Email : finance@onedamansara.com

## BADAN PENGURUSAN BERSAMA (JMB) PANGSAPURI VISTA MAGNA, METRO PRIMA, KEPONG

G2-1-2, Block G, Vista Magna, Jalan Prima Sains, Metro Prima, Kepong, 52100 Kuala Lumpur  
Tel: 6257 9199 Fax: 6250 9688

31<sup>st</sup> January 2018

The Directors  
**FOKUS URUSHARTA SDN BHD**  
No 5 Jalan UP 1/2,  
Ukay Perdana,  
68000 Ampang  
Selangor Darul Ehsan.

Dear Mr Kat Yok Ming (Daniel) & En Baharuddin B. Ahmad,

**Re : LETTER OF COMMENDATION**

We want you to know that we are very pleased with the quality of service your company had provided at Vista Magna Apartments, as one of our most reliable service providers. Ever since we signed our management service contract in November 2009, you have performed and achieved many tasks within the limited budget allocated beyond our expectations, such as:-

- 1) You are quick to resolve many leaking issues that arise with your better customer service;
- 2) Modernization of the lifts and operations;
- 3) Upgrading of the CCTV system and security services;
- 4) Waterproofing work at the concrete roof slab (15,000 sf) at Block G that housed OCBC Bank and Alliance Bank;
- 5) Vista Magna Apartments was designated as the "Cleanest Residential Area" in Kepong Baru for year 2016 by COB Kuala Lumpur.

We sincerely appreciate your achievement and the way you conduct business. We have no hesitation to recommend your company to others because of our satisfaction with your service.

Thank you for a favorable 9 years in working together, and we look forward to many more years to come.

Warmest regards,  
*for and behalf of VISTA MAGNA JMB*

Eric Tan Lai Shim  
Chairman

## THE CUBE JOINT MANAGEMENT BODY (JMB)

(JMB 589/2010)  
Basement Carpark, Jalan 6/18A,  
Off Jalan Ipoh, Batu 5, Taman Mastiara  
51200 Kuala Lumpur

10<sup>th</sup> December 2018

The Directors  
**FOKUS URUSHARTA SDN BHD**  
No 5 Jalan UP 1/2,  
Ukay Perdana,  
68000 Ampang,  
Selangor Darul Ehsan.

Dear Daniel Kat YM & Baharuddin B. Ahmad,

**Re : LETTER OF APPRECIATION**

We would like to express our sincere appreciation for your property management services at The CUBE @ Taman Mastiara Kuala Lumpur, as one of our most reliable agents. Ever since we signed our management service contract in March 2011, you have provided and achieved the following tasks beyond our expectations:-

- 1) Reducing the defaulters outstanding amount from an initial RM160,000 to RM35,000;
- 2) Able to complete a major repainting of the building project recently that was approved in our AGM, within the stipulated period;
- 3) You are quick to resolve many issues that arises with your manager, Mr David Loh.

We sincerely appreciate your achievement and the way you conduct business. We have no hesitation to recommend your company to others because of our satisfaction with your service.

Thank you for a favorable 8 years in working together, and we look forward to many more years to come.

Warmest regards,  
*for and behalf of The CUBE JMB*

Phang Moon Seng  
Chairman



# LETTER OF COMMENDATION FROM CLIENTS



**PERBADANAN PENGURUSAN MENARA PERNIAGAAN MANJALARA** (025193210)  
A-10-1 MENARA PERNIAGAAN MANJALARA, NO.99, JALAN MANJALARA IDAMAN 6  
BANDAR SRI MANJALARA, 52200 KUALA LUMPUR  
WILAYAH PERSEKUTUAN KUALA LUMPUR.  
Tel : 012-911 7087 Email : vim3desaparknorth@gmail.com

21<sup>st</sup> August 2025

**Macritz Property Management**  
B-3A-3A, Melawati Corporate Center  
Jalan Bandar Taman Melawati  
53100 Kuala Lumpur  
Wilayah Persekutuan

Att: Mr. Ashrof Abdullah  
General Manager

## LETTER OF APPRECIATION

On behalf of the Management Committee (MC) of Perbadanan Pengurusan Menara Manjalara, I am pleased to extend our heartfelt appreciation and sincere gratitude for your professional and dedicated support during the recent Tribunal hearing against VST Development Sdn Bhd.

We are delighted to inform you that the MC has secured a **favourable decision** from the Tribunal, compelling **VST Development Sdn Bhd to settle all outstanding maintenance fees amounting to RM 153,794.66 (One Hundred Fifty Three Thousand Seven Hundred Ninety Four And Sixty Six Cents)** within 30 days. In addition, the Tribunal has awarded **RM200 in costs** to the MC.

This positive outcome is a direct result of your team's **meticulous preparation, strategic presentation, and firm defence** of the MC's position. In particular, we wish to comment:

1. Your clear and compelling argument that the **maintenance fee default** and the **TNB claim** initiated by VST Development Sdn Bhd are entirely separate legal matters.
2. Your explanation of the **serious financial risks** to the MC should such payments continue to be withheld—particularly with regard to statutory obligations such as TNB and Syabas deposits.
3. Your **effective rebuttal** of VST Development Sdn Bhd's attempt to link both issues, which the Tribunal President firmly rejected.
4. The Tribunal's **rejection of their request to waive interest charges**, thereby affirming the legitimacy of the MC's claim.

Your representation of the MC's interests was not only professional but also **instrumental in achieving this favourable outcome**. We would also like to extend our special thanks to your Building Manager, Mr. Barry, for his valuable support and contribution during the session.

We truly value the **commitment, integrity, and professionalism** consistently demonstrated by Macritz Property Management. The MC looks forward to strengthening our **collaborative relationship in the continued management and protection of our shared property and community**.

Thank you once again for your outstanding service.

Warm Regards,

For and on behalf of **PERBADANAN PENGURUSAN  
MENARA PERNIAGAAN MANJALARA**

**Jaya Prakash Manohar**  
Chairman



**BADAN PENGURUSAN BERSAMA LA THEA RESIDENCES**  
Management Office, Ground Floor, Block A,  
Jalan Sierra 10/1, Bandar 16 Sierra,  
47120 Puchong, Selangor Darul Ehsan,  
Tel: +603 8938 5291 Fax: +603 8940 7162  
Email: latheacenter@gmail.com

25 October 2022

**MACRITZ PROPERTY MANAGEMENT SDN BHD**  
No.5, Ground Floor, Jalan UP ½,  
Taman Ukay Perdana,  
68000 Ampang, Selangor Darul Ehsan

Dear Sir,

## RE: LETTER OF COMMENDATION

We want you to know that we are very pleased with the quality of service your company had provided at La Thea Residences, as one of our most reliable service providers.

Ever since we have deployed your management services in November 2019, you have performed and achieved many tasks within our expectations, such as:-

- 1) You were quick to resolve many leaking issues that arise with your customer service;
- 2) Able to claim an overcharged utility bill resulting from previous years double billing by Tenaga Nasional (TNB) amounting to RM784,000.00 for the said project.
- 3) You are quick to resolve any issues that arises with your pro-active customer service.

As a result, La Thea Residences was designated as the "Cleanest Residential Area" in 16 Sierra Puchong, Selangor Darul Ehsan by the Local Authority.

We really appreciate your achievement and the way you conduct your business. We have no hesitation to recommend your company to other MC/JMB because of our satisfaction with your services.

Thank you for a favourable 3 years in working together, and we look forward to many more years to come.

Sincerely,

Chairman  
**La Thea Residences Term 2022/23**



**BADAN PENGURUSAN BERSAMA VERDI JMB (09/2018)**  
(Managing Agent: MacRitz Property Management Sdn Bhd)  
Management Office, Verdi Residence, Symphony Hill,  
Persiaran Bestari, Cyber 9, 63000 Cyberjaya  
Phone No: 03-88005256 Email: verdi.mgmt@gmail.com

25 October 2022

**MACRITZ PROPERTY MANAGEMENT SDN BHD**  
No.5, Ground Floor, Jalan UP ½,  
Taman Ukay Perdana,  
68000 Ampang, Selangor Darul Ehsan

## RE: LETTER OF APPRECIATION

We would like to express our sincere appreciation for your property management services at Verdi Eco-dominium, Symphony Hill as one of our most reliable agents.

During the period of your management services from August 2021 to date, you have provided and achieved the following tasks beyond our expectations:-

- 1) Managed to claim an overcharge utility bill resulting from previous years double billing by Tenaga Nasional (TNB) amounting to RM1,000,000.00 for the said project.
- 2) You were quick to resolve any issues that arises with your better customer service.
- 3) Upgrading of the CCTV security system and obtaining approval for a "futsal" facility for the residents of Verdi.

We look forward to continue working with your organization who has provided such an excellent service to us.

Thank you.

Warmest regards,  
**for and on behalf Verdi Eco-dominium**

Chairman  
Year 2022/23

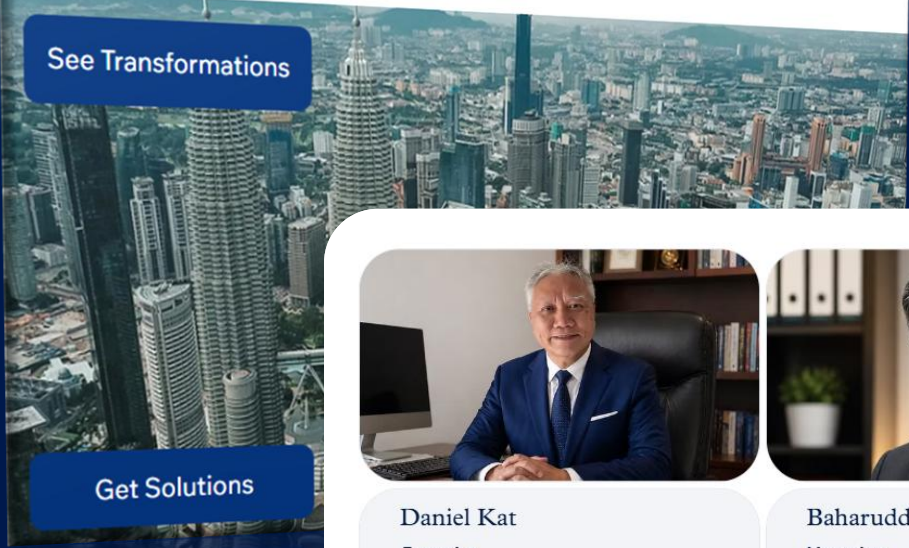




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**Daniel Kat**  
Executive Director  
danielkat@macritz.my



**Baharuddin bin Ahmad**  
Managing Director  
baha@macritz.my



**Ashrof bin Abdullah**  
General Manager  
ashrof@macritz.my

Contact Us

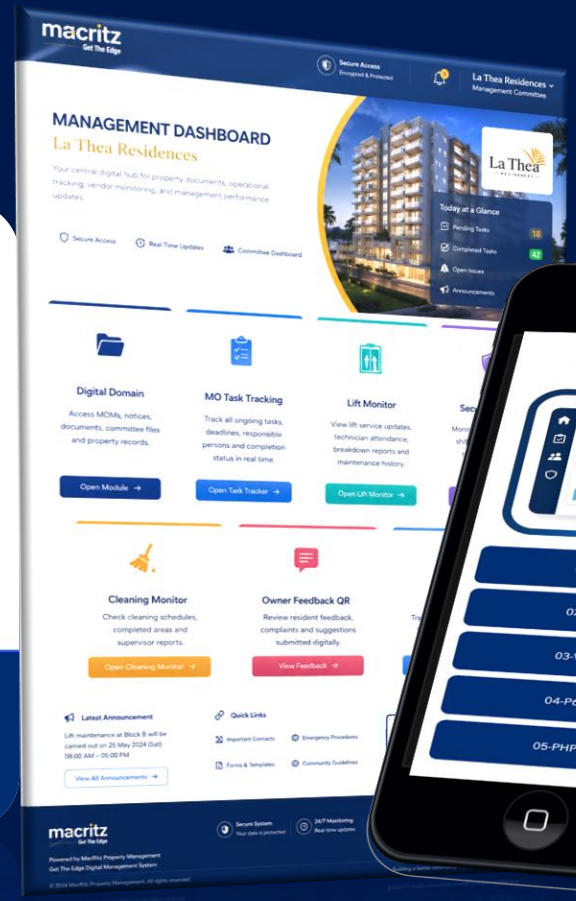
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