

THE VILLA @ SERAI SAUJANA MANAGEMENT CORPORATION

Management Office, The Villa @ Serai Saujana, Persiaran Golf,
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3rd March 2023

Dear Ms Sia,

I would like to take this opportunity to thank you for your professional and impeccable service since taking over from the previous managing agent which we found to be unprofessional and complacent.

It was difficult to make a decision to change management providers again since we had already done so a few times in the past but we are glad to have made that decision to let you take over and take control in managing the property in a very professional, diligent and tactful manner

Your staff Ms Laily, the Officer on site and Mr Aidil your senior technician are great assets to your company and I wouldn't have expected any less having seen your passion in this area of expertise. I have worked hands on with them and they are amazingly polite, diligent and respectful.

As a doctor in the community, I look forward to working with people who are honest, trustworthy, hardworking, sincere and faithful to the task at hand, which I found most disappointed in the previous managing agents although they had a "Prestigious Name to It"

Its imperative to have good staff and support from all ends and I am most impressed at how you managed to solve the underground major pipe burst problem within 2 months at the Serai which has been ongoing for the last 4 years with no investigations and closure. With this solved, we can move forward in allocating saved funds to other areas that need attention.

Looking forward to working with your team in the next year, to achieve a peaceful, beautiful and harmonious community.

Sincerely,


Dr Patrick Gurubatham
Council Member
3/3/2023

