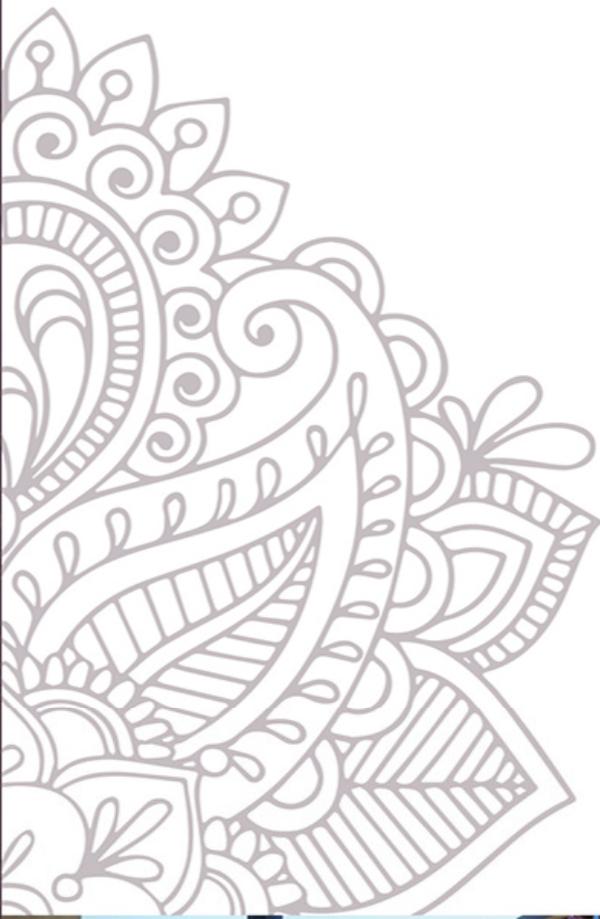
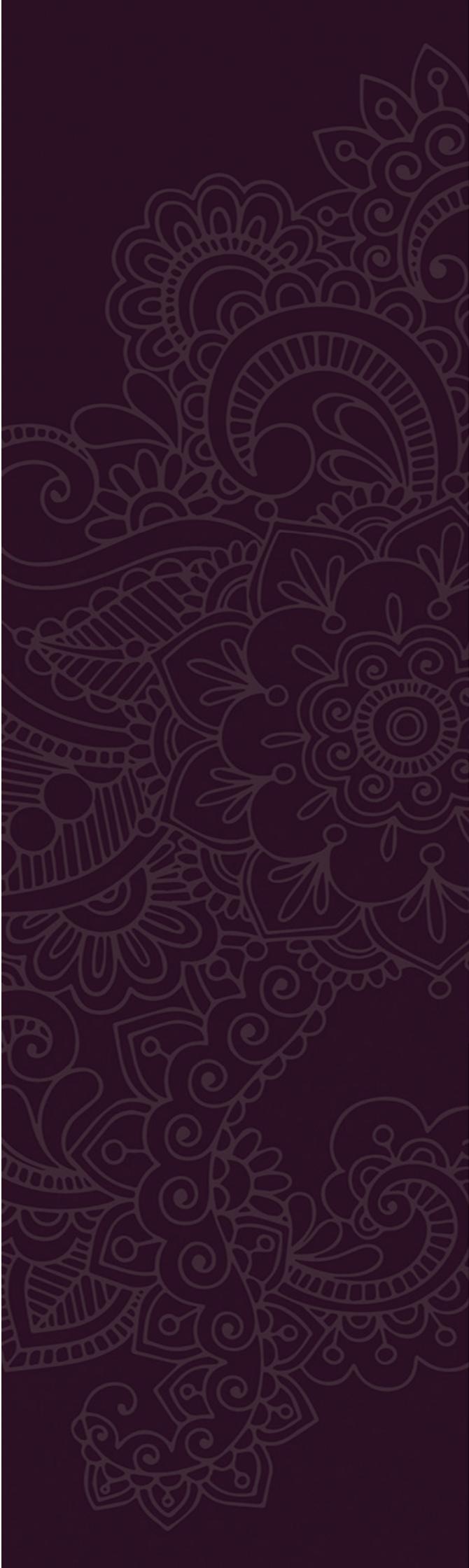




**SetiaMayuri**

Your Everyday Holiday Home



The Customer Relations Department is located in the Setia Ecohill Welcome Centre. Please feel free to visit us anytime between 9am to 5.15pm. Customer Relations Department is closed on Sundays & Public Holidays.

Our address is:

**SETIA MAYURI SDN BHD** (198801006642)

**SETIA ECOHILL WELCOME CENTRE**

CLUB 360,

NO.1, PERSIARAN ECOHILL BARAT, SETIA ECOHILL,

43500 SEMENYIH,

SELANGOR DARUL EHSAN

T +603 8723 2525

F +603 8723 9255

E [mayuri-care@spsetia.com](mailto:mayuri-care@spsetia.com)



SetiaMayuri





[ Setia Mayuri's entrance ]

# Setia Mayuri



## Welcome to Setia Mayuri

Thank you for choosing a home in Setia Mayuri. A resort-style homes with a Balinese concept that will fulfil the sense of serenity in your life. Now we are very proud to present you with not just a home, but a complete lifestyle for you and your family.

This Homeowner's manual is the result of our desire to further enhance your experience as a new home owner. Designed with you in mind, this manual is full of useful information, from important contact number to handy tips.

We also have devoted a sections for Customer Relations, in which we guide you on how to get assistance for your queries and concerns. If you have any questions, please get in touch with our Customer Relations Department (CRD), where our office(s) will be on hand to deal with your concerns.

Once again, we warmly welcome you to the Setia Mayuri. We hope your new home will be sanctuary that you and your loved ones will enjoy for many happy years.

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## 1.1 EMERGENCY

### SEMENYIH POLICE STATION

03 - 8727 5222

### BROGA POLICE STATION

03 - 8761 0222

### POLICE & AMBULANCE

999

### FIRE & RESCUE

999

### JABATAN PERHILITAN

1-800-88-5151

## 1.2 HOSPITALS & CLINICS

### HOSPITAL KAJANG

Jalan Semenyih, 43000 Kajang, Selangor

T 03-8913 3333

F 03-8736 7527

### HOSPITAL SERDANG

Jalan Puchong, 43000 Kajang, Selangor

T 03-8947 5555

F 03-8947 5050

### KLINIK SAIRAM

Ecohill Taipan, 40G, Jalan Ecohill 1  
Setia Ecohill, 43500 Semenyih, Selangor

T 03-8725 9177

### POLIKLINIK RAJEN DAN SURGERI

No.16, Jalan TPS 1/2, Taman Pelangi  
43500 Semenyih, Selangor

T 03-8724 1393

### TIEW DENTAL SEMENYIH

30, Jalan Besar Baru, Pekan Semenyih  
43500 Semenyih, Selangor

T 03-8723 2566

### KLINIK PERGIGIAN DAMAI

Lot F12, 1, Jln TPS 1/5, Tmn Pelangi Semenyih  
43500 Semenyih, Selangor

T 03-8724 6320

### KLINIK MOGAN

No.12, Jalan Pasar Baru  
43500 Semenyih, Selangor

T 03-8723 8242

### KLINIK MEDIVIRON SEMENYIH

No.46, Jalan Pasar Baru  
43500 Semenyih, Selangor

T 03-8723 6945

### POLIKLINIK PENAWAR

26G, Jln Semenyih Central 4, Semenyih Central  
43500 Semenyih, Selangor

T 03-8723 1719

### KLINIK MEWAH

No 11, Jalan Pasar Baru 2  
43500 Semenyih, Selangor

T 03-8723 5229

### POLIKLINIK AN-NISA

39, Jalan Semenyih Central 3  
43500 Semenyih, Selangor

T 03-8727 7191

### KLINIK SALSABILA

No 13-G, Jln TPS 1/3, Tmn Pelangi Semenyih  
43500 Semenyih, Selangor

T 012-3026 773

### KLINIK PAKAR WANITA ASYFA

No 17, Jalan TPS 2/1, Taman Pelangi Semenyih 2  
43500 Semenyih, Selangor

T 03-8727 5643

### POLIKLINIK DAMAI SETIA ECOHILL

No 8 (Ground Floor), Jalan Ecohill 1/5A  
Setia Ecohill, 43500 Semenyih, Selangor

T 03-8726 0501

### KLINIK PERGIGIAN DR. SMILE

No 9 (Tingkat Bawah), Jalan TPS 1/3,  
Tmn Pelangi Semenyih 43500 Semenyih, Selangor

T 03-8723 1928

### KLINIK KESIHATAN BROGA

Jln Broga, Kampung Sri Broga,  
71750 Semenyih, Negeri Sembilan

T 03-8761 1006

### KLINIK KESIHATAN SEMENYIH

Kampung Baru Cina Selangor,  
43500 Semenyih, Selangor

T 03-8723 8355

Useful  
Telephone  
Numbers



## Hospitals & Clinics

### 1.2 HOSPITALS & CLINICS

**KLINIK PAKAR WANITA ASYFA**

No 17, Plaza Dato Mohd Said  
Jalan TPS 2/1, Taman Pelangi Semenyih 2  
43500 Semenyih, Selangor

T 03-8727 5643

**POLIKLINIK DAMAI SDN BHD**

No 8 (Ground Floor), Jalan Ecohill  
1/5A, Setia Ecohill  
43500 Semenyih, Selangor

T 03-8926 0510

**KLINIK PERGIGIAN ECOSMILE**

No 8 (1st Floor)  
Jalan Ecohill 1/5A, Setia Ecohill  
43500 Semenyih, Selangor

T 010-575 6161

**KLINIK PERGIGIAN DR. SMILE (SEMENYIH)**

No 22A, Jalan TPS 1/2  
Taman Pelangi Sementih  
43500 Semenyih, Selangor

T 03-8723 1928

**KLINIK PERGIGIAN SEMENYIH**

Poliklinik Komuniti Semenyih  
43500 Semenyih, Selangor

T 03-8724 6005





### 1.3 UTILITIES

#### **PENGURUSAN AIR SELANGOR**

(Water utility)

T 15300

#### **TELEKOM MALAYSIA HOTLINE (TM)**

(telephone and internet line provider)

T 100

#### **TNB HOTLINE**

(electricity utility)

T 15454

#### **INDAHWATER KONSORTIUM (IWK)**

(maintain sewerage system)

T 03-27801100

### 1.4 MUNICIPAL COUNCIL

#### **MAJLIS PERBANDARAN KAJANG**

Menara MPKJ

Jalan Cempaka Putih

Off Jalan Semenyih

43000 Kajang, Selangor

T 03-8737 7899

H 1-800-88-6755

F 03-8737 7897

E [aduan@mpk.gov.my](mailto:aduan@mpk.gov.my)



## 1.5 SCHOOLS

### SK BERANANG

Jalan Semenyih T 03-8766 7226  
43700 Beranang F 03-8766 7226

### SK KG KUALA PAJAM

Kampung Batu 2 Kuala Pajam T 03-8766 0668  
43700 Beranang F 03-8766 0080

### SK ULU SEMENYIH

KM 40, Jalan Sg. Lalang T 03-8723 3233  
43500 Semenyih F 03-8723 3233

### SK KG RINCHING

Kampung Rinching T 03-8723 4597  
43700 Beranang F 03-8723 4637

### SK BANDAR RINCHING

Jalan 1/1, Bandar Rinching T 03-8724 7725  
43500 Semenyih F 03-8724 6712

### SK BANDAR SUNWAY SEMENYIH

Bandar Sunway Semenyih T 012-206 3171  
43500 Semenyih

### SK SEMENYIH

KM 33, Jalan Besar Seremban T 03-8723 8088  
43500 Semenyih F 03-8723 6799

### SJK(C) KG BARU SEMENYIH

Kampung Baru Semenyih T 03-8723 8708  
43500 Semenyih F 03-8723 8708

### SJK(C) SIN MING

Jalan Besar T 03-8723 8310  
43500 Semenyih F 03-8723 8310

### SJK(T) LADANG DOMINION

Ladang Dominion T 03-8723 9080  
43500 Semenyih F 03-8723 9080

### SJK(C) KAMPUNG BARU BROGA

Kampung Baru Broga T 03-8761 1128  
71750 Beranang F 03-8761 1128  
Negeri Sembilan

### SJK(T) LADANG RINCHING

23rd Mile, Jalan Seremban T 03-8761 1128  
43500 Semenyih F 03-8761 1128

### SJK(T) LADANG SEMENYIH

Jalan Broga T 03-8723 8911  
43500 Semenyih F 03-8723 8911

### SMK KHIR JOHARI

Jalan Semenyih T 03-8766 7230  
43700 Beranang F 03-8766 7230

### SMK BANDAR TASIK KESUMA

Jalan Kesuma 7/1, T 03-8766 7599  
Bandar Tasik Kesuma F 03-8766 7599  
43700 Beranang

### SMK BANDAR RINCHING

41, Jalan 5/42 T 03-8724 7578  
43500 Semenyih F 03-8724 7578

### TENBY INTERNATIONAL SCHOOL SETIA ECOHILL

No 6, Jalan Ecohill 1, T 03-8725 5625  
Setia Ecohill E ecohill@tenby.edu.my  
43500 Mukim Semenyih,  
Selangor

### R.E.A.L KIDS

Level 4, Kelab 360 T 03-8920 7501  
No.1, Persiaran Ecohill Barat E enquiry@realkids.edu.my  
Setia Ecohill  
43500 Semenyih

# Schools



[ A Display of Resplendence ]

## 1.6 CONTACT US

Credit Admin

T 03-8723 2552

Customer Relations

T 03-8723 2525

Sales & Marketing

T 03-8925 2255

Security Hotline

T 03-8727 5325



## 1.7 SHOPPING

### TESCO SEMENYIH

1, Jalan TPS 1/1  
Tmn Pelangi  
Semenyih  
43500 Semenyih



### MYDIN SUPERMARKET

1, Jalan Pasar Baru  
Pekan Semenyih  
43500 Semenyih,  
T 03-8724 6937



### ECONSAVE

Lot 27105, Jalan 5/44  
Bandar Rinchng Seksyen 5  
43500 Semenyih  
T 012-361 6044



### CLC PASARAYA SEMENYIH

Jalan Semenyih 3  
Semenyih Central  
43500 Semenyih  
T 03-8723 9961



## 1.8 FAST FOOD CHAINS

### DOMINO'S PIZZA

No 42A, Jalan TPS 1/2  
Tmn Pelangi Semenyih  
43500 Semenyih  
T 1-300-888-333



### PIZZA HUT

Lot PT 26794  
Persiaran Pelangi Semenyih  
Bandar Semenyih  
43500 Semenyih  
T 1-300-88-2525



### KFC DRIVE THRU

Lot PT 26794  
Persiaran Pelangi Semenyih  
Bandar Semenyih  
43500 Semenyih  
T 03-8727 3115



### MCDONALDS

Lot 1809, Batu  
Jalan 5/22  
43500 Semenyih  
T 03-8723 0592



### STARBUCKS

1, Jalan TPS 1/1  
Tmn Pelangi  
Semenyih  
43500 Semenyih



### SECRET RECIPE

21G, Jalan TPS 1/3  
Tmn Pelangi Semenyih  
43500 Semenyih  
T 03-8723 4559



### SUBWAY

19, Ground Floor,  
Jalan TPS 1/3  
Tmn Pelangi Semenyih  
43500 Semenyih



### FAMILY MART

No.28,-1, Ground Floor  
5A, Jln Ecohill 1,  
Setia Ecohill  
43500 Semenyih



### BAKER'S COTTAGE

35, Jalan Tps 1/3  
Tmn Pelangi Semenyih  
43500 Semenyih  
T 03-8211 1537



### OLD TOWN WHITE COFFEE

1, Jalan TPS 1/1  
Tmn Pelangi Semenyih  
43500 Semenyih



# Facilities & Amenities

## Within a 6-km Radius

- Club 360 Setia EcoHill : 5km
- EcoHill Walk : 4km
- Semenyih Lake Country Club : 1km
- Semenyih Town : 3km
- Broga Hill : 4km
- Broga Town : 6km



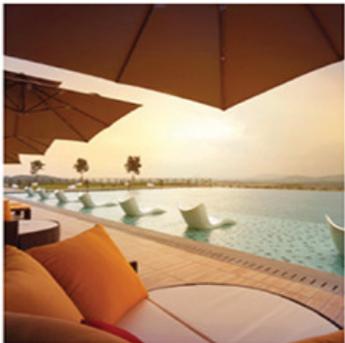
The logo for Club 360 features the word "CLUB" in a small, orange, sans-serif font. To its right, the number "360" is rendered in a large, stylized font where the "3" is green, the "6" is pink, and the "0" is blue.

Largest Private Club House in Klang Valley



[ Club 360, Setia Ecohill Welcome Centre ]

# Facilities & Amenities



CLUB 360

## Largest Private Club House in Klang Valley

- Olympic Length Swimming Pool
- Gymnasium
- Sauna Room, Steam Room & Jacuzzi Room
- Indoor Futsal Court
- Badminton, Basketball & Table Tennis Courts
- Wet & Dry Parks for Children
- Reading, Jamming & Studio Room
- Meditation Lawn
- F&B Restaurant : Cactus Chinese Restaurant
- R.E.A.L Kids
- Event venues : Sapphire Hall 1 & 2, Amber Hall, BBQ Pits



[ Club 360, Setia Ecohill Welcome Centre ]



Mall • Retail • Office • Residence

[ Ecohill Walk Mall, Setia Ecohill ]



- Feature Ecohill Mall with supermarket and cinemas as anchor tenants, complements by other lifestyle retail outlets, restaurant and café, gadget shops, fitness and wellness, kiosks, car wash operator and many others.
- 2,000 underground parking lots
- 243 units retail shop.

Facilities & Amenities

## Nearby Education Hub & University



- Tenby International School



- University of Nottingham Malaysia Campus  
(8 km)



- New Era University College  
(15.5 km)



- Kolej Universiti Islam Antarabangsa Selangor  
(11.5 km)



- Universiti Kebangsaan Malaysia  
(22 km)



- R.E.A.L Kids Preschools





## Nearby Shopping



- Ecohill Walk Mall (5.8km)



- ioi City Mall (28 km)



- Cheras Leisure Mall (29 km)



- Bangi Gateway (29km)



- Aeon Cheras Selatan (26 km)



- Billion Shopping Centre (8 km)





- Kajang Specialist Hospital (19 km)



- Hospital Sungai Long (23 km)



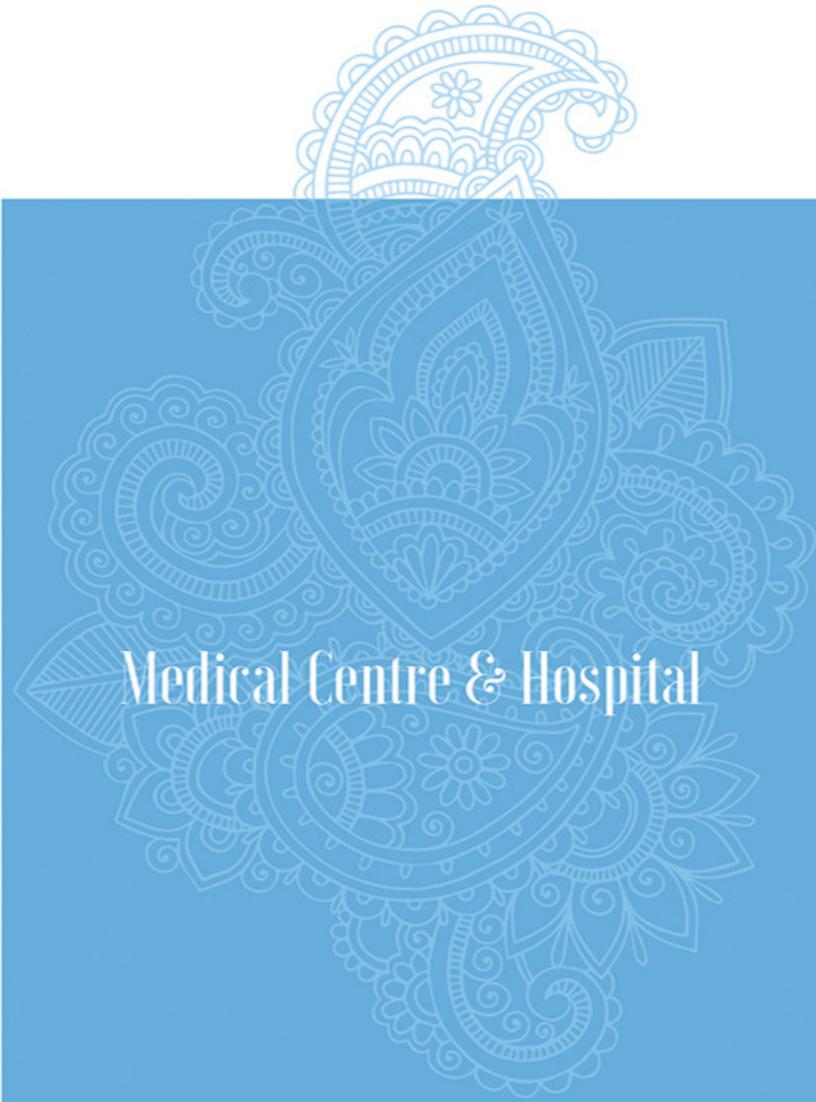
- Hospital Kajang (18 km)



- Hospital Serdang (20km)



- Kajang Plaza Medical Centre (19 km)





## Banks & Others



7 km



12 km



**PUBLIC BANK**

7 km



**AmBank Group**

7 km



2 km



7 km



6 km



13 km



6.5 km



6 km

## Primary & Secondary School



- SJK (C) Kampung Baru Semenyih (**7 km**)



- Sin Ming Chinese Primary School (**7 km**)



- Chung Hua High School Seremban (**33 km**)



- SMK Yu Hua Kajang (**19 km**)



- Sekolah Kebangsaan Bandar Rinchng (**5 km**)



- Sekolah Rendah Agama Bandar Rinchng (**5 km**)



- SMK Bandar Rinchng (**6 km**)



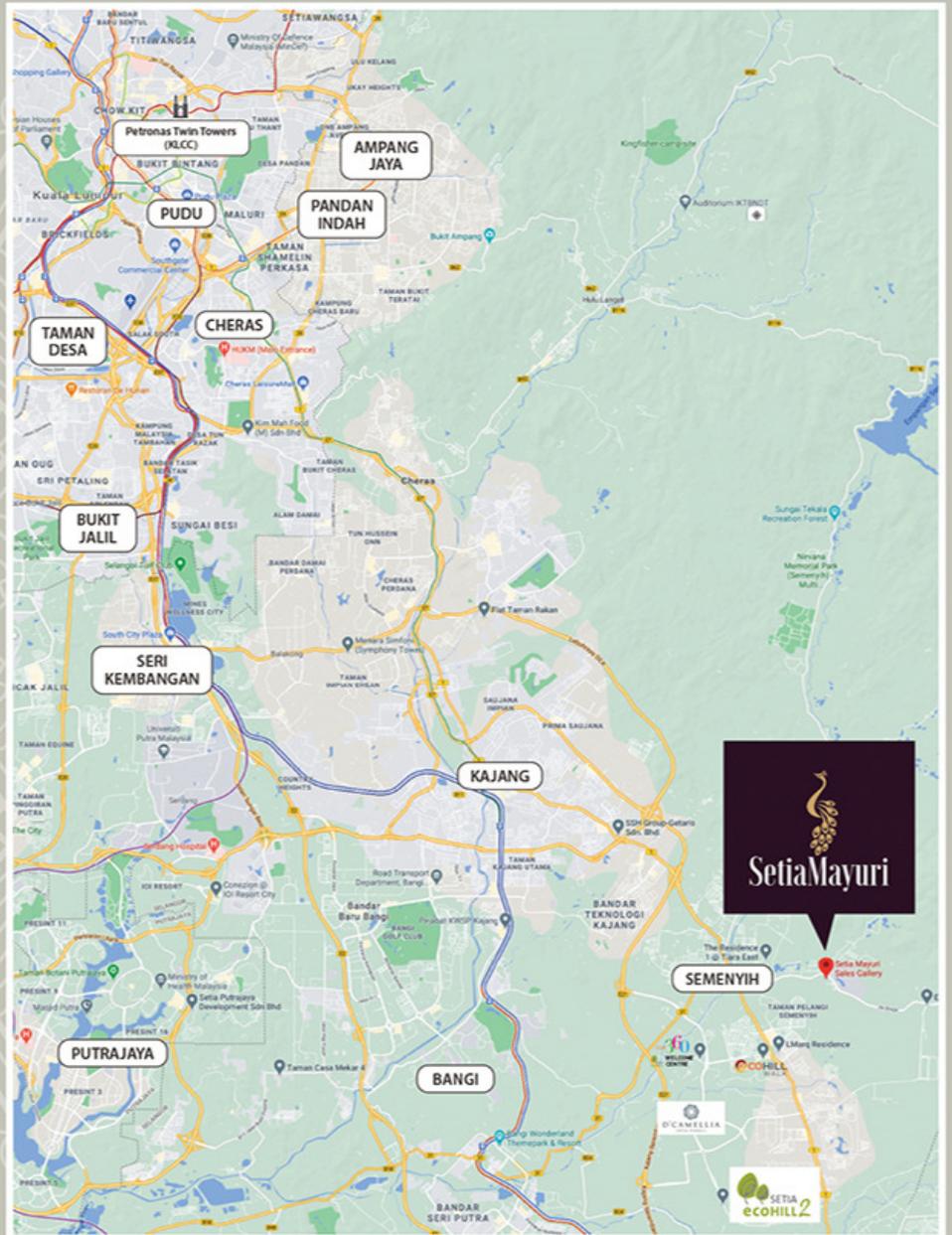
- Sekolah Kebangsaan Semenyih (**5 km**)



[ Setia Ecohill Township ]

Major Access & Connectivity





# Customer Feedback Procedure



At S P Setia, our highest priority is your satisfaction even more so after we have delivered the vacant possession to you. We want to make sure that all your concerns about your new home are attended.

You may contact our **Customer Relations Department (CRD)** at **03-8723 2525**.

In addition, we have also put in place some procedures to further facilitate the response to some common concerns.

Do you have concerns about defects in your house?

Let us know by following the steps below:

Submit feedback to CRD via

- Phone 03-87232525
- E-mail [mayuri-care@spsetia.com](mailto:mayuri-care@spsetia.com)
- Walk-in
- Fax

Inspect & Investigate Appointment will be arranged by CRD

CRP arrange Rectification Work Appointment

Defect(s) rectification work by contractor

Inspection of Rectification work by our SSV

CRP notify homeowner upon completion of rectification works

Homeowner arrange appointment for joint inspection

Joint inspection by SSV and Homeowner and defect(s) sign off

**What if my house is still vacant,  
can I submit the house key for  
rectification work purpose?  
YES!**

Submit your house key at CRD



Joint Inspection/Self-Inspection & Investigation by our SSV



Contractor rectify defect(s)



Inspection of Rectification work by our SSV



CRP notify homeowner upon completion of rectification works



Homeowner arrange appointment for re-inspection to collect keys and defect(s) sign off



## Legend

- CRD** Customer Relations Department
- CRP** Customer Relations Personnel
- SSV** Site Supervisor

A man in a light blue polo shirt and jeans is riding a bicycle in the foreground, smiling and looking towards the right. In the background, a woman in a dark sports bra and pink shorts is jogging along a paved path. The scene is set in a park with trees and a bright sunset sky, creating a warm, golden light.

# Home Renovation Made Easy

[ Complete lifestyle for you and your family ]

# Renovation Guidelines



## 2.0 GUIDES

Before beginning renovations works, you must be aware of the following regulations:

- 1.1 Issuance of Certificate of Completion & Compliance (CCC) No works shall be carried out before the issuance of Certificate of Completion Compliance (CCC).
- 1.2 Renovation approval from appropriate authority (MPKJ) on design, The specification and execution of all works shall be in compliance with the building by-laws and all other relevant legislations, rules, regulations and guidelines in force in Malaysia. Where required, the necessary approval must be obtained from the appropriate authorities by the owner before commencement of any work.
- 1.3 Proper foundation needed for any extension works.

## 2.1 JOINT INSPECTION

Owner(s) are advisable to arrange a Joint Inspection before commencement of renovation works.

- a) Pre Renovation Inspection (Pre - Reno) — Before Renovation Start.
- b) Post Renovation Inspection (Post - Reno) — After Renovation Completed.

## 2.2 WORKING HOURS

All renovation must be restricted to the following days and times:

<b>Monday to Friday</b>	9.00 am till 6.00 pm
<b>Saturday</b>	8.00 am till 1.00 pm
<b>Sundays &amp; Public Holidays</b>	NO RENOVATION IS ALLOWED

## 2.3 APPLICATION

- a) Owner(s) and Contractors are required to apply for renovation pass/permit at Customer Relations Department.
- b) Owner(s) to pay a refundable deposit of RM 1,000.00 payable to **Setia Mayuri Sdn Bhd**
- c) Owner(s) and/or Main Contractor to submit list of sub-contractors before commencement works. The Customer Relations Department must be notified in advance of any changes and/or addition to the list.
- d) To apply for vehicle passes for all vehicle. Vehicle passes must be returned promptly when renovation works are completed. A penalty of **RM 50.00** will be charged for each vehicle pass not returned to Customer Relations Department.

## 2.4 DEPOSIT & REFUND OF DEPOSIT

- a) A refundable deposit of RM 1000.00 shall be payable to **Setia Mayuri Sdn Bhd**.
- b) The deposit is intended to ensure there is no damage to the common/public areas and that all unwanted materials, debris, etc. are not left behind.
- c) Owner(s) are required to inform Customer Relations Department upon completion of renovation work. An inspection will be held by our Site Supervisor to determine the overall condition.
- d) Refund of deposit to owner(s) will take approximately 30 days from the inspection date or upon due satisfaction of the conditions of the public areas and its surrounding areas. Customer Relations Department must be notified in advance of any changes and/or addition to the list.

## RENOVATION DO'S



### SUBMIT

Renovation Application to the Developer

### PAY

Renovation deposit to the Developer

### ADHERE

To Renovation working hours:

Mondays - Fridays : 9.00am to 6.00pm

Saturdays : 8.00am to 1.00pm

Sundays & PHs : No renovation is allowed

### CLEAR

Renovation debris regularly to keep surrounding clean

### ALLOW

Management and authorized representatives to access your unit for inspection/rectification work

### CONFINE

All renovation work within your lot

### ENSURE

That the conduct of the contractor does not disturb the peace of the neighborhood

### INFORM

The Management when the renovation works are completed

## RENOVATION DON'TS



### DON'T

Proceed without Renovation Permit

### DON'T

Connect discharge from the wet kitchen to the storm water system

### DON'T

Damage the community and public areas, including the driveway leading from the street to the lot

### DON'T

Park construction vehicle along the street or community area

### DON'T

Bring heavy machinery representatives equipment into the community area

### DON'T

Tap electricity and water from community area/neighbours

### DON'T

Allow contractor workers to stay overnight at your renovated premises

### DON'T

Dismantle/remove shared wall without getting consent from your neighbours



Renovation  
Do's & Don'ts

# Home Security & Safety Tips





### 3.0 ALARM SYSTEM

To ensure the safety of your family and loved ones, it is very important for each and every one in the house to know how to operate and monitor the alarm. You may refer to the following tips to enhance the usage of your alarm system.



### 3.1 IF YOU'RE GOING AWAY

STOP all newspaper delivery.

Do not leave note or indicator that you are away.

Install a timer that will switch on the car porch and back light at night.

Inform your neighbour, security and the nearest policestation of your absence.

Install deadbolts locks on all exterior doors.

Keep all tools and equipment inside the house to prevent intruders from using it to enter the house.

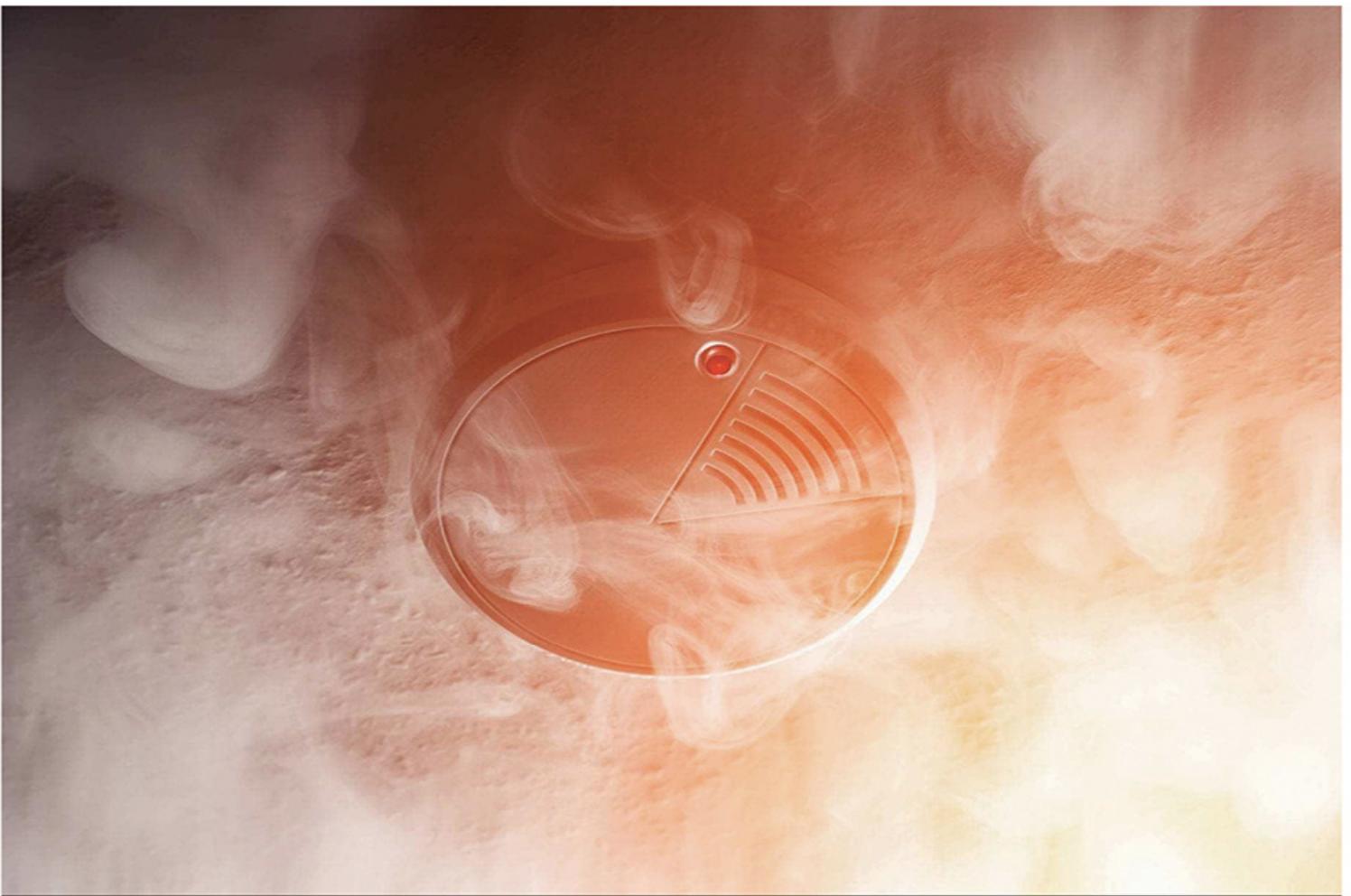


### 3.2 FIRE HAZARD

- i. Fire can destroy property and result in a loss of life. To make our neighbourhood safer we must work together and take precaution.
- ii. Do not throw lighted matches or cigarette ends into litter bins, refuse chutes out of windows.
- iii. Do not smoke in bedrooms.
- iv. Do not leave matches or cigarette lighters where children can reach them.
- v. Do not leave lighted cigarettes in ashtrays.
- vi. Do not throw hot burning charcoals into the dustbin.
- vii. Do not dispose of unwanted furniture at common areas.
- viii. Do not leave your cooking unattended.
- ix. Disconnect heat-generating equipment, e.g.: iron and toaster when they are not in use.

## Home Security & Safety Tips





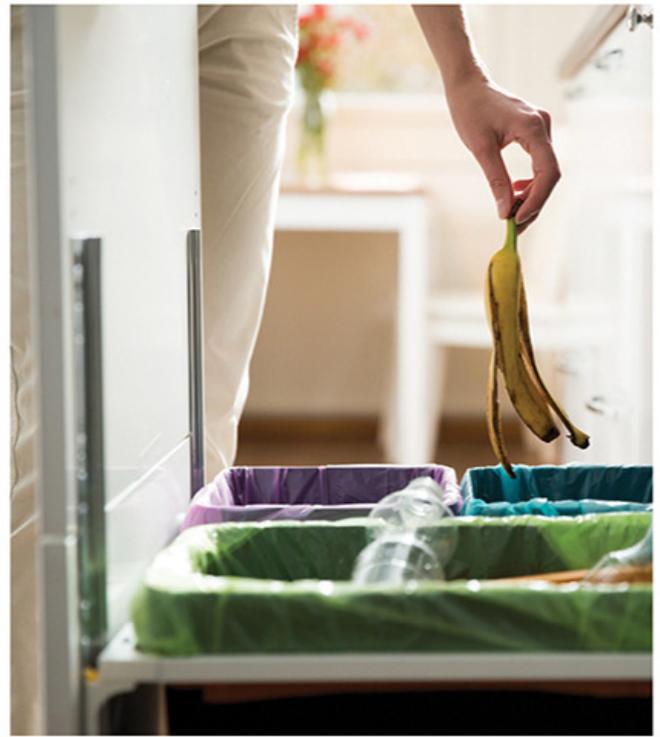
### 3.3 IN CASE OF FIRE

- i. Do not PANIC. Stay low and crawl to the door.
- ii. Test the door with the back of your hand before opening it. If it is cold, open it carefully, if it is hot then do not open the door.
- iii. If you have balcony and there is no fire below, STEP OUT.
- iv. If there is fire below then go to a window but don't open the window, just stay near the window.
- v. Call 999.
- vi. Use torchlight to signal for help if it is night time.
- vii. If your clothes are on fire apply STOP, DROP, and ROLL techniques.
- viii. Do not bring any personal belongings with you.
- ix. Remember don't go back into burning house!



### 3.4 DON'T LET THE PEST RULE

- i. Essentially, good housekeeping will be the best deterrent for all pests including cockroaches, ants, termites, mosquitoes, flies and the bigger ones like mice and rats. Some important areas to look into:
  - Clean up spills, crumbs and food stains immediately.
  - Store all food, including pet food in sealed containers.
  - Keep freshly cooked or raw food tightly sealed.
  - Rearrange stored items regularly and make sure that all boxes and plastic bags are tightly sealed.
  - Remove rubbish from your kitchen immediately. Keep your rubbish bin tightly covered.
- ii. Do not let water accumulate anywhere because stagnant water not only allows mosquito larvae to breed, it attracts cockroaches and termites:
  - Keep empty pots and container inverted.
  - Make sure the discharge pipe from the air conditioner compressor is
    - diverted into a rain
  - Keep gutters clean and clear of leaves
  - Keep your premises free of junk especially rotting wood, soft wood, cardboard, even old clothes which attract termites.
  - Make sure indoor plants are not the type that attracts ants; make sure plants are free from ants before being brought into the house.



- iii. Keep your garden tidy. Clear away dead leaves and rubbish heaps. Keep compost heaps away from the house. Keep vines and flower gardens away from your house.
- iv. Inspect your property regularly. Look out for characteristic mud tubes on the ceiling or window sill and holes in wooden frames. If you detect either, call a pest control company.



## Home Security & Safety Tips



Home Repair & Maintenance (D.I.Y)



4.0 GUTTER MAINTENANCE

1. Begin cleaning the gutter near the downspout / rain water downpipe 2) Remove large debris (leaves, twigs, etc.) with a trowel.
2. To clean up finer materials, flush the length of the gutter with a hose starting at the end opposite the downspout / rain water downpipe.



3. Make sure the gutter outlet / dome is clear from any debris that may clog the dome.
4. Pour water along the gutter and see if there is any water stagnant in the gutter.
5. If stagnant water forms in the gutter, the owner needs to rectify it as soon as possible. Stagnant water can lead to future leaking.



Before



After



## Plumbing Tips

### 5.0 UN-CLOG A SINK

Most sinks get blocked because of the build-up of grease, hair, soap and food particles. The best way to clear a clogged sink is to use a plunger.

- a. Partially fill the sink with water.
- b. Fit the plunger over the drainage hole and pump it up and down rapidly about six times, making sure that the plunger stays firmly over the hole.
- c. Remove the plunger and allow the water to drain.
- d. For a double sink, insert the stopper in the drainage hole of one sink while using the plunger on the other.
- e. A mixture of baking soda and white vinegar is also effective for getting rid of small blockages by dissolving the debris:
- f. Pour 1/2 cup of baking soda down the sink, followed by 1/2 cup of white vinegar.
- g. Allow mixture to stand for a few minutes.
- h. Pour boiling water down the sink to flush the drain pipes.

If the above steps are unsuccessful, it would be advisable to call in a plumber

### 5.1 RETRIEVING VALUABLES FROM THE SINK

Accidents happen. If a valuable item is accidentally washed down the sink, follow these simple steps to get it back:

- i. Turn off the tap immediately.
- ii. Place a bucket under the sink trap located under the sink.
- iii. Use a multipurpose spanner to remove the trap.

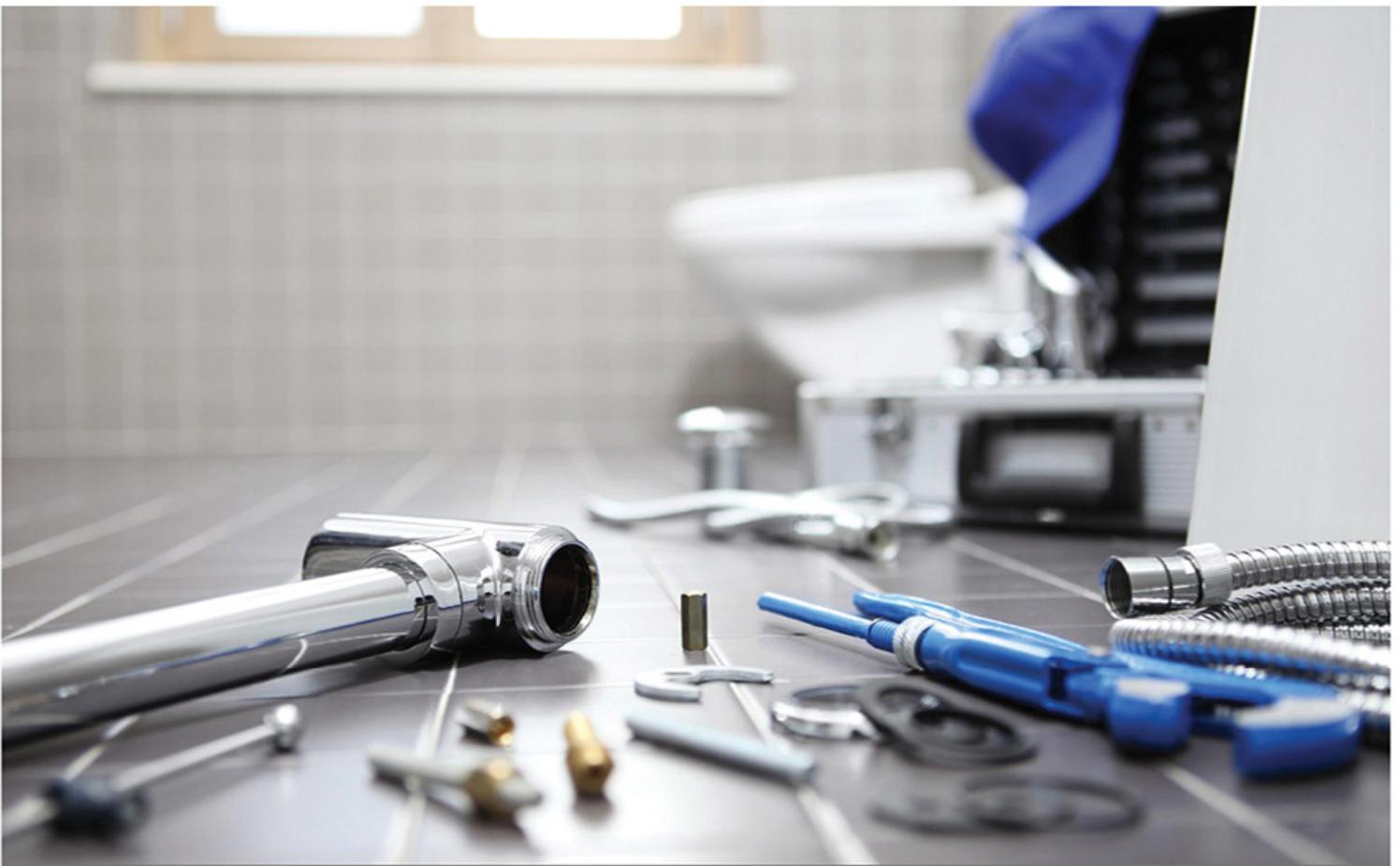
## 5.2 HOW TO CHECK FOR LEAKS

- Turn off all taps and stopcocks in your home and record the water meter reading.
- Keep them turned off for several hours, preferably overnight.
- Check the water meter again.
- A leak is confirmed if there is a difference in the reading.
- You notice damp ground, wall or ceiling over buried or concealed pipes
- You hear water hissing or the sound of running water (similar to the sound of the cistern filling). Follow the sound to its source.

## 5.3 FIX A LEAKING TAP

- i. Taps leak because the washer is defective or the thread is worn out  
To replace a washer:
  - ii. Turn off the main water supply or stopcock.
  - iii. Remove the tap head with a spanner and replace the defective washer with a new one.
  - iv. If the problem is the thread, you will need to engage a plumber to replace the whole tap.
- You notice damp ground, wall or ceiling over buried or concealed pipes
  - You hear water hissing or the sound of running water (similar to the sound of the cistern filling). Follow the sound to its source.





#### 5.4 HOW TO FIX A FAULTY FLUSH CISTERN

Leaking toilet cisterns lead to wastage of water and cistern overflows occur if the inlet valve doesn't shut off when water reaches the correct level.

- i. If the water level is too high, adjust the float arm.
- ii. Replace inlet valve washer if faulty.
- iii. Dismantle and clean the inlet valve if clogged.
- iv. If the float valve faulty on the inside of the cistern, adjust it to clear obstacles.
- v. If the outlet valve suction rubber at the cistern base is faulty, replace it.
- vi. If the above is not repairable you may contact a plumber for advice.



Plumbing Tips

# Frequently Asked Questions



**Q: What is the Defect Liability Period (DLP)?**

A: According to Sale and Purchase Agreement, the Defects Liability Period is 24 months from the date of handing over vacant possession.

**Q: When can I obtain the Certificate of Completion and Compliance**

A: CCC is issued together upon Vacant Possession (VP)

**Q: If the Developer's contractor is still carrying out rectifications works at my unit, can I still continue with my renovation?**

A: It is advisable to let our rectification team to complete all defects rectification work first before beginning any renovation work. This is to avoid disputes over damages, theft and vandalism, as it would be difficult to identify whose contractor is responsible for the incidents.

**Q: What is the Defects Liability Period (DLP) for Alarm System?**

A: Security alarm system warranty is back to back with the vendor. Kindly check with our Customer Relations Department(CRD) for the DLP date.

**Q: When and how will the Land Title be transferred to the Purchaser?**

A: The Land Title will be transferred to the Purchaser. Upon issuance of the individual title to the property and subject to full settlement of the purchase price (cash purchase) or upon receipt of undertaking from the financier/ solicitors (with bank loan) and observance of all the terms and conditions in the Sale and Purchase Agreement, the Developer will execute the Memorandum of Transfer accordingly. Subject to the settlement of the stamp duty, legal fee and charge fee by the Purchaser, the solicitors shall proceed with the adjudication and registration of the Transfer and subsequent charge in favour of the financier (if applicable). If the property was purchased with a bank loan, the custodian for the Title will be the financier.

**Q: What should I do if there is power fluctuation or supply disruption?**

A: Complaints related power fluctuation and supply disruption should be reported to Tenaga Nasional Berhad immediately. Call their hotline number 15454 to make a report.

**Q: How does a Cash Purchaser go about collecting the Land Title?**

A: If you purchased your property with cash: Upon issuance of the individual title to the property and subject to full settlement of the purchase price and observance of all the terms and conditions in the Sale and Purchase Agreement, the Developer will advise the Sale and Purchase Agreement solicitor to prepare the Memorandum of Transfer (MOT). Upon our receipt of the duly executed MOT by the purchaser, we will execute the MOT and forward the original Title to the solicitor for registration. The solicitor will proceed with the adjudication. Upon settlement of stamp duty and legal fees by the Purchaser, the solicitor shall then proceed with the registration of the title. The original land title will be returned to the Purchaser for safekeeping once the registration is perfected.

**Q: If my water or electricity meter is missing, how do I get a replacement?**

A: You can get a replacement in just three simple steps:  
Step 1 Make a police report at the nearest police station  
step 2 Take the report to the relevant util ties provider (i.e. Tenaga Nasional Berhad for electricity or Pengurusan Air Selangor for water) and submit a new application  
step 3 Pay the processing fee

**Q: Why am I being billed for water even though I have not yet moved in to my new house? It has been confirmed that there is no pipe leakage so who should pay the bill?**

A: Unfortunately, the homeowner is responsible for all utility bills upon handing over of vacant possession and installation of the meters. Pengurusan Air Selangor and Tenaga Nasional Berhad will levy a minimum monthly charge irrespective of whether you have moved in or not. However, if you feel that your water bill is unreasonably high, please consider the following:

- Taps are not tightly closed resulting in dripping
- Taps are left on even though there is no supply of water. Air in empty water pipes can turn the water meter
- You are a victim of water pilferage.

**Q: Will telephone services be available upon issuance of the Certificate of Completion and Compliance (CCC)?**

A: Telephone services are provided by Telekom Malaysia. To apply for a phone line, please go to the nearest Telekom Malaysia branch or TM point.

**Q: If I have questions and concerns that are not covered in this Homeowner's Manual, what should I do?**

A: Please get in touch with the Setia Ecohill Customer Relations Department. We are just a phone call away at 03-8723 2525 or email us at [mayuri-care@spsetia.com](mailto:mayuri-care@spsetia.com).