



SINGAPORE UNITED ESTATES (PRIVATE) LIMITED

Company Registration No. 195500005N

A subsidiary of **BUKIT SEMBAWANG ESTATES LIMITED**

To: Owner of Pollen Collection

Dear Sir/Madam

WELCOME NOTE AND GENERAL MAINTENANCE OF PROPERTY

We extend our heartiest congratulations to you on the purchase of your new house! We hope that you and your family will enjoy your stay here.

We would like you to take special notes of the following useful pointers when you undertake general maintenance of your house. Regular and proper maintenance will ensure the well function of fixtures and fittings in your house and save you unnecessary rectification costs.

1) SMART Home Automated House

This is a Smart Home Automated House which requires first and foremost, Wi-Fi function, to activate digital door lockset, air-conditioner and visual audio intercom system.

You may expand the Smart Home Automation features e.g., lighting, security camera, motion sensor, roller blinds, smoke sensor and other smart multimedia. Please contact the Vendor for more information.

2) Reinforced Concrete Flat Roof

Periodical maintenance of the reinforced fiat roof should be carried out to avoid stagnant water and rainwater overflowing into the house in the event of choke to the rainwater downpipe.

Maintenance includes:-

- Removing any dirt and debris accumulated on the reinforced concrete flat roof;
- Ensuring that the flow of rainwater on the fiat roof and gutter is not impeded; and
- Ensuring that the grating over the rainwater downpipe inlet is not obstructed.

3) Air-conditioning System

To ensure optimum performance of your air-conditioning units, it is recommended to engage an air-conditioning servicing contractor (after DLP) to maintain/service the air-conditioning system on a regular basis.

Other regular maintenance and inspections include:-

- Cleaning the air filters of the indoor unit regularly by washing it with water and drying it thoroughly, or by using a vacuum cleaner; in a dusty environment, clean the air filters at least once in every 2 weeks.

- Checking that the condensate water flows smoothly out of the drainage pipe. If no condensate water is seen, water may be leaking from the indoor unit. In such event, please turn off the air-conditioning unit and consult your air-conditioning service contractor.
- Checking that the air inlets and outlets of the indoor and outdoor units are unblocked.

4) **Water Heater**

It is recommended that all repair and maintenance work to be carried out by a qualified person. Regular maintenance includes:-

- Ensuring good performance of the water heaters by de-scaling the heating element once every two years; and
- Inspecting the safety valve regularly to ensure that it is free from any possible blockage.

5) **Auto-Gate System**

The housing of the motors and the control box are to be kept clean and dry.

The supplier recommends yearly maintenance and servicing of the auto gate system. Please do not temper or modify the connection of the system or your warranty will be null and void. Should you require any modification to the control box, please contact the auto gate vendor.

6) **Water Pumps, Pressure Vessel Tank, Control Panel**

It is recommended that house owner engage a licenced plumber to carry out the following maintenance works:

- Half yearly maintenance/ servicing of water pumps, pressure vessel tank, controls, etc.
- Yearly cleaning of water tank and submit sample for PH testing in order to meet quality levels of water (portable) specified by the PUB.

7) **Roof Terrace**

If you intend to carry out planting, landscaping works, or install roof structures on the roof terrace, please take the necessary precautions to protect the floor slab and roof waterproofing system from damage.

To avoid any delay in the issuance of the Certificate of Statutory Completion (CSC) for the development, please inform us before installing any roof structures. You will be responsible for removing the non-compliant structures at your own expense.

8) **Solar Panel System**

To promote ecology and lower costs in energy consumption, your house is equipped with Solar Panel systems at the roof. Regular maintenance is required to optimise the function of the photo cells installed.

A set of maintenance guide is enclosed within the handover documents for your reference.

9) **Pest Control**

Prevention of pest infestation can be achieved by practicing good housekeeping and regular checking of areas within and around the house for tell-tale signs of infestation.

We recommend that you engage a reputable pest control company for effective pest control maintenance and prevention.

10) **General – Addition/ Alteration to the New Property**

Quite often, new owners would proceed to carry out additions / alterations to their new property soon after they have obtained their keys to their properties. They normally do so without first verifying whether approval is required from relevant authorities (e.g., the alteration to the width of the Entrance Gate). If the planned additions and/or alterations require BCA approval, but are carried out without the necessary approval, they can delay the issuance of the Certificate of Statutory Completion (CSC). Thus, it is important that new owners limit their alteration works to those which do not require BCA or any other relevant authorities' approvals and check with the developer or project architect or professional engineer or BCA website before carrying out any other major addition and/or alteration works.

11) **Planting at Roadside Verge**

The existing greenery at roadside planting verge is in accordance with the approved plan of NPARKS. This roadside verge is part of the public street furniture, and alteration to the planting scheme without the approval from the NPARKS can delay the issuance of the Certificate of Statutory Completion.

We hope the pointers here will be useful in helping you to carry out simple and routine maintenance works on your own. However, we advise that you engage qualified persons to carry out such tasks, as they are trained and experienced to ensure that the works are conducted in a correct and careful way.

Enjoy your stay!

Yours Faithfully



**For and on behalf of
Singapore United Estates (Private) Limited**

