



HOMEOWNER'S MANUAL



The warmest of welcome to Setia Ecohill 2.



Thank you for choosing a home in Setia Ecohill 2. We have worked very hard not just to build houses but to create a community that will fulfil your needs and aspirations. Every aspect that would affect your quality of life has been considered: design, build quality, maintenance of service, lush landscapes, green streetscapes, security and more.

Now we are very proud to present you with not just a home, but a complete lifestyle for you and your whole 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 phone numbers to handy tips.

We also have devoted a section to 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 officers will be on hand to deal with your concerns.

Once again, we warmly welcome you to the Setia Ecohill 2. We hope your new home will be the sanctuary that you and your loved ones will enjoy for many happy years.



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USEFUL TELEPHONE NUMBERS



USEFUL TELEPHONE NUMBERS

1.1 EMERGENCY

SEMENYIH POLICE STATION	03-8727 5222
POLICE & AMBULANCE	999
FIRE & RESCUE	999
JABATAN PERTAHANAN AWAM	999
JABATAN PERHILITAN	1-300-80-1010

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 KESIHATAN KAJANG JALAN SEMENYIH 43500 SEMENYIH, SELANGOR	T 03-8739 5764
KLINIK PUSRAWI SMC NO. 59-G, JALAN TPS 1/6 TAMAN PELANGI 43500 SEMENYIH, SELANGOR	T 03-8723 5849
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
KLINIK PENAWAR 26G, JALAN 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 03-8724 7585
KLINIK SALSABILA NO. 13-G, JALAN TPS 1/3 TAMAN PELANGI SEMENYIH 43500 SEMENYIH, SELANGOR	T 03-8723 0252

**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), JLN ECOHILL,
1/5A, SETIA ECOHILL
43500 SEMENYIH, SELANGOR DARUL EHSAN.

T 03-8726 0501 / 019 313 5334

KLINIK PERGIGIAN ECOSMILE

NO. 8 (1ST FLOOR)
JLN ECOHILL 1/5A, SETIA ECOHILL,
43500 SEMENYIH, SELANGOR DARUL EHSAN

T 010 575 6161

KLINIK PERGIGIAN DR. SMILE (SEMENYIH)

NO. 22A-1, JALAN TPS 1/2
TAMAN PELANGI SEMENYIH
43500 SEMENYIH, SELANGOR

T 03-8723 1928

KLINIK PERGIGIAN SEMENYIH

POLIKLINIK KOMUNITI SEMENYIH
43500 SEMENYIH, SELANGOR

T 03-8724 6005

1.3 UTILITIES**SYABAS HELPLINE**

(water utility)

1-800-88-5252

TELEKOM MALAYSIA HOTLINE (TM)

(telephone and internet line provider)

100

TNB HOTLINE

(electricity utility)

1-5454

INDAHWATER KONSORTIUM (IWK)

(maintain sewerage system)

03-8318 5834

1.4 MUNICIPAL COUNCIL**MAJLIS PERBANDARAN KAJANG,**

Menara MPKJ, Jalan Cempaka Putih,
Off Jalan Semenyih,
43000 Kajang, Selangor Darul Ehsan.

TELEPHONE NUMBER
HOTLINE
FAX NUMBER
EMAIL

03-8737 7899
1-800-88-6755
03-8737 7897
aduan@mpkj.gov.my

1.5 SCHOOLS**SK BERANANG**

JALAN SEMENYIH
43700 BERANANG

T 03-8766 7226
F 03-8766 7226

SK KG KUALA PAJAM

KAMPUNG BATU 2 KUALA PAJAM
43700 BERANANG

T 03-8766 0668
F 03-8766 0080

SK ULU SEMENYIH

KM 40, JALAN SG. LALANG
43500 SEMENYIH

T 03-8723 3233
F 03-8723 3233

SK KG RINCHING

KAMPUNG RINCHING
43700 BERANANG

T 03-8723 4597
F 03-8723 4637

SK BANDAR RINCHING

JALAN 1/1, BANDAR RINCHING
43500 SEMENYIH

T 03-8724 7725
F 03-8724 6712

SK BANDAR SUNWAY SEMENYIH

BANDAR SUNWAY SEMENYIH
43500 SEMENYIH

T 012-206 3171

SK SEMENYIH

KM 33, JALAN BESAR SEREMBAN
43500 SEMENYIH

T 03-8723 8088
F 03-8723 6799

SJK(C) KG BARU SEMENYIH

KAMPUNG BARU SEMENYIH
43500 SEMENYIH

T 03-8723 8708
F 03-8723 8708

SJK(C) SIN MING

JALAN BESAR
43500 SEMENYIH

T 03-8723 8310
F 03-8723 8310

SJK(T) LADANG DOMINION

LADANG DOMINION
43500 SEMENYIH

T 03-8723 9080
F 03-8723 9080

TENBY INTERNATIONAL SCHOOL SETIA ECOHILL

NO. 6, JLN ECOHILL 1, SETIA ECOHILL,
43500 MUKIM SEMENYIH, SELANGOR MALAYSIA.

T 03-8725 5625
E ecohill@tenby.edu.my

R.E.A.L KIDS

LEVEL 4, KELAB 360°
NO 1, PERSIARAN ECOHILL BARAT, SETIA ECOHILL,
43500 SEMENYIH, SELANGOR DARUL EHSAN.

T 03-5631 8000
E enquiry@realkids.edu.my



USEFUL TELEPHONE NUMBERS

1.5 SCHOOLS

SJK(T) LADANG RINCHING 23RD MILE, JALAN SEREMBAN 43500 SEMENYIH	T 03-8723 1143 F 03-8723 1143
SJK(T) LADANG SEMENYIH JALAN BROGA 43500 SEMENYIH	T 03-8723 8911 F 03-8723 8911
SMK KHIR JOHARI JALAN SEMENYIH 43700 BERANANG	T 03-8766 7230 F 03-8766 9652
SMK ENGKU HUSAIN KAMPUNG BARU CINA 43500 SEMENYIH	T 03-8723 8285 F 03-8724 2569
SK BANDAR TEKNOLOGI JALAN 3/12, BANDAR TEKNOLOGI KAJANG 43500 SEMENYIH	T 03-8724 8380 F 03-8724 8907
SMK BANDAR TASIK KESUMA JALAN KESUMA 7/1, BANDAR TASIK KESUMA 43700 BERANANG	T 03-8766 7599 F 03-8766 0669
SMK BANDAR RINCHING SEKSYEN 5 43500 SEMENYIH	T 03-8724 7578 F 03-8724 8206
SMK TINGGI KAJANG JALAN SEMENYIH 43000 KAJANG	T 03-8736 3044 F 03-8734 1478

1.6 DEVELOPER

SALES & MARKETING SETIA ECOHILL	T 03-8724 2255 F 03-8724 2525
CUSTOMER RELATIONS SETIA ECOHILL	T 03-8723 2525 F 03-8723 7552
CREDIT ADMIN SETIA ECOHILL	T 03-8724 2255 F 03-8723 7552
PROPERTY MANAGEMENT SETIA ECOHILL	T 03-8724 2275 F 03-8723 7552
SECURITY HOTLINE	T 03-8724 1225

1.7 SHOPPING



THE STORE
JALAN SEMENYIH 3
SEMENYIH SENTRAL
43500 SEMENYIH
T 03- 8724 3128



TESCO SEMENYIH
1, JALAN TPS 1/1
TAMAN PELANGI
SEMENYIH
43500 SEMENYIH
T 1300-13-1313



THE BILLION
SHOPPING CENTRE
P.T NO 16366
BANDAR TEKNOLOGI
KAJANG
JALAN SEMENYIH
43500 SEMENYIH
T 03-8724 1224

1.8 FAST FOOD CHAINS



DOMINO'S PIZZA
NO. 42A, JALAN TPS ½,
TAMAN PELANGI
SEMENYIH
43500 SEMENYIH
1-300-888-333



PIZZA HUT
LOT PT 26794,
PERSIARAN PELANGI
SEMENYIH,
BANDAR SEMENYIH
43500 SEMENYIH
1-300-88-2525



KFC DRIVE THRU
LOT PT 26794,
PERSIARAN PELANGI
SEMENYIH,
BANDAR SEMENYIH
43500 SEMENYIH
03-8727 3115



MCDONALDS
LOT 1809, BATU,
JALAN 5/22,
43500 SEMENYIH
03-8723 0592



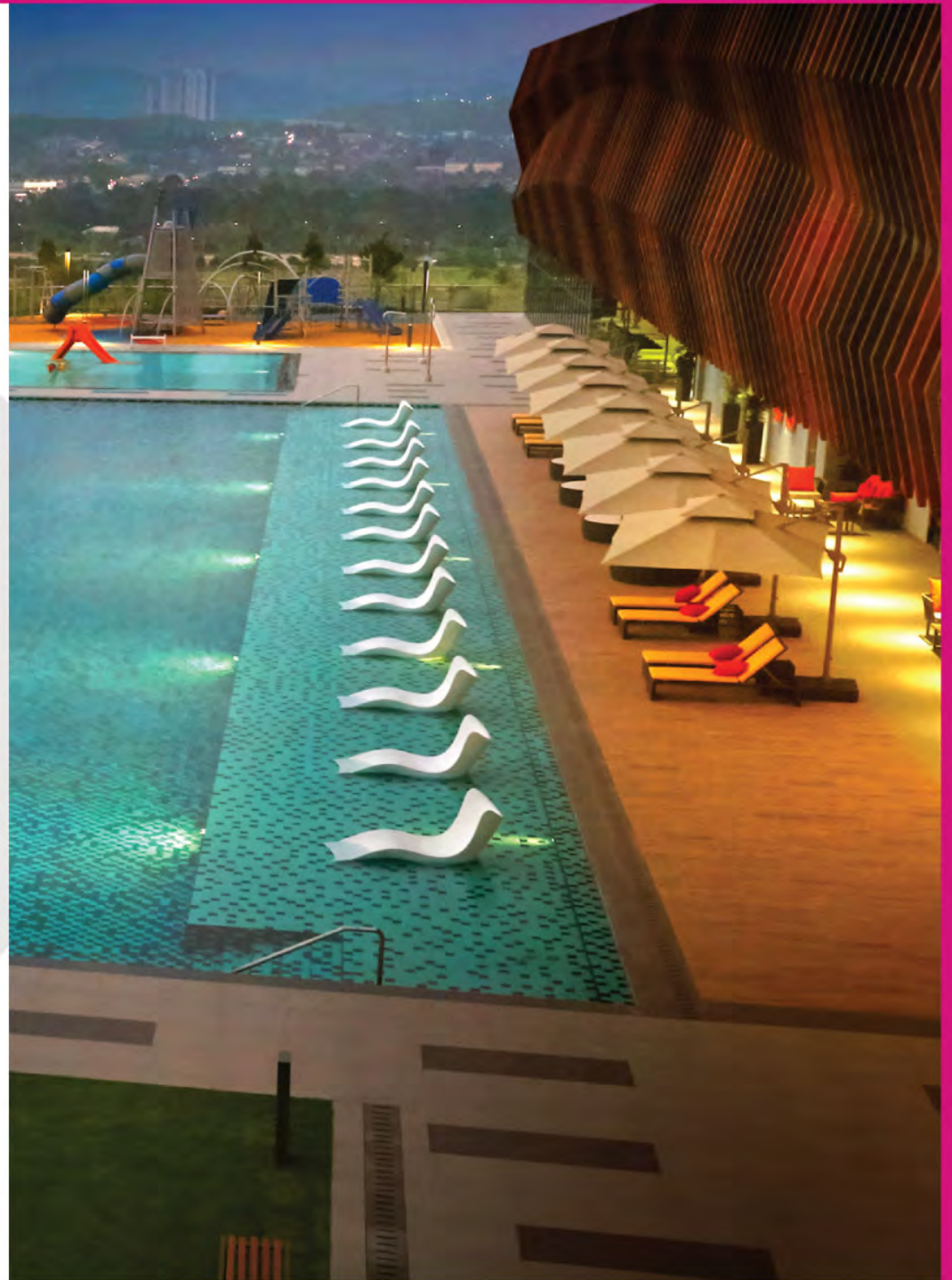
SECRET RECIPE
21G, JALAN TPS 1/3,
TAMAN PELANGI
SEMENYIH,
43500 SEMENYIH
03-8723 4559



SUBWAY
19, GROUND FLOOR,
JALAN TPS 1/3,
TAMAN PELANGI SEMENYIH,
43500 SEMENYIH



FACILITIES & AMENITIES





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 and Café with 360° view
- Convenient Store
- Real Kids School



- Feature Ecohill Walk Mall with Hypermarket, MBO Cinema, Fitness Centre, Home Improvement Stores, Premium F&B Outlets and many more.
- 2,000 underground parking lots
- 243 units retail shops open for sale
- Completion by Dec 2020





NEARBY EDUCATION HUB



Tenby International School

Setia EcoHill



The University of Nottingham

University of Nottingham Malaysia Campus
8 km



New Era University College
15.5 km



KOLEJ UNIVERSITI ISLAM ANTARABANGSA SELANGOR
الكلية الجامعية الإسلامية لاسلامية سelangor
INTERNATIONAL ISLAMIC UNIVERSITY COLLEGE SELANGOR

Kolej Universiti Islam Antarabangsa Selangor
11.5 km



UNIVERSITI KEBANGSAAN MALAYSIA
The National University of Malaysia

Universiti Kebangsaan Malaysia
22 km

NEARBY SHOPPING MALLS



IOI City Mall (26 km)



Tesco Semenyih (1.5 km)



Cheras Leisuremall (29 km)



CS Supermarket (9 km)



Cheras Sentral (28 km)



The Store (3 km)



AEON Cheras Selatan (26 km)



Billion Shopping Centre (8 km)



MEDICAL CENTRE & HOSPITAL



Kajang Specialist Hospital (19 km)



Hospital Kajang (18 km)



KPMC (19 km)



Hospital Sungai Long (23 km)



Columbia Asia Hospital (19 km)

BANKS & OTHERS



7 KM



7 KM



7 KM



7 KM



2 KM



12 KM



6 KM



13 KM



POLICE STATION

6.5 KM



FIRE STATION

6 KM



PRIMARY & SECONDARY SCHOOLS



**SJK (C) Kampung
Baru Semenyih (7 KM)**



**Sekolah Kebangsaan
Bandar Rinching
(5 KM)**



**Sin Ming Chinese
Primary School (7 KM)**



**Sekolah Rendah Agama
Bandar Rinching
(5 KM)**



**Chung Hua High School
Seremban (33 KM)**



**SMK
Bandar Rinching
(6 KM)**



**SMK Yu Hua Kajang
(19 KM)**



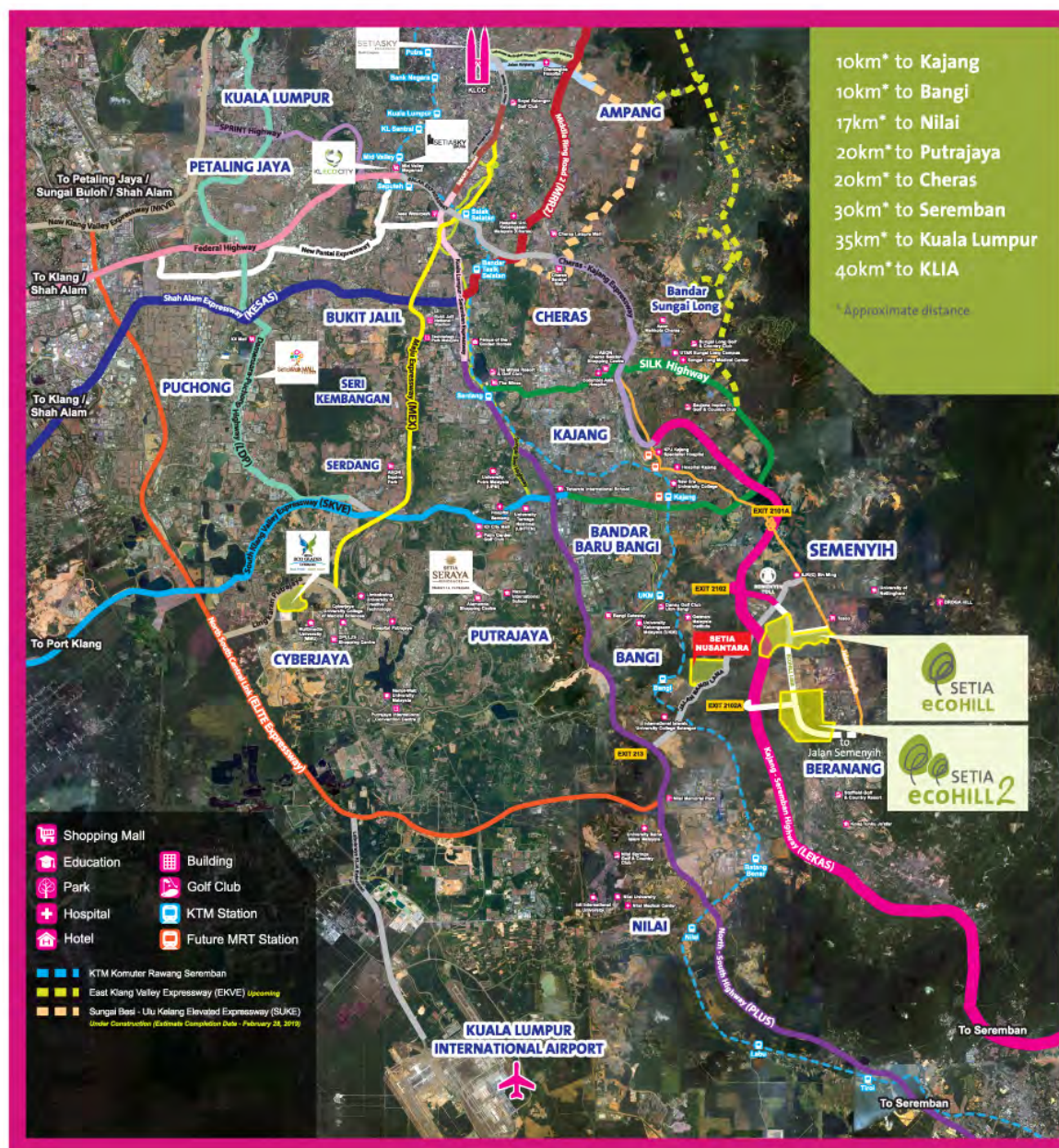
**Sekolah Kebangsaan
Semenyih (5 KM)**



SETIA
ecOHILL2



MAJOR ACCESS & CONNECTIVITY





Customer Feedback Procedure

At SP Setia, our highest priority is your satisfaction-even more so after we have delivered the house 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
- E-mail
- Walk-in
- Fax

Inspect & Investigate Appointment will be arranged by CRD

CRP arrange Rectification Work Appointment

Contractor rectify defect(s)

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

Legend

CRD	Customer Relations Department
CRP	Customer Relations Personnel
SSV	Site Supervisor

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

HOME RENOVATION MADE EASY





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)
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 In placed
- b) Post Renovation Inspection (Post – Reno) – After Renovation Completed.

2.2 WORKING HOURS

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

Monday – Friday	:	9.00 am till 6.00 pm
Saturday	:	8.00 am till 1.00 pm
Sunday & Public Holiday	:	NO RENOVATION IS ALLOWED

2.3 APPLICATION

- a) Owner(s) and Contractors are required to apply for renovation pass at Customer Relations Department.
- b) Owner(s) to pay a refundable deposit of RM 1,000.00 payable to **Setia Ecohill 2 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) Owner(s)/Contractors 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 Ecohill 2 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) Issuance of cheque 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.

2.5 RENOVATION DO'S & DON'TS

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



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 police station of your absence.

Change all locks in your house if your keys are lost or stolen.

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

Fire can destroy property and result in a loss of life. To make our neighborhood safer we must work together and take precaution.

- I. Do not throw lighted matches or cigarette ends into litter bins, refuse chutes out of windows.
- II. Do not smoke in bedrooms.
- III. Do not leave matches or cigarette lighters where children can reach them.
- IV. Do not leave lighted cigarettes in ashtrays.
- V. Do not throw hot burning charcoals into the dustbin.
- VI. Do not dispose of unwanted furniture at common areas.
- VII. Do not leave your cooking unattended.
- VIII. Disconnect heat-generating equipment, e.g.: iron and toaster when they are not in use.



3.3 IN CASE OF FIRE

Do not **PANIC**. Stay low and crawl to the door.

1. 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.
2. If you have a balcony and there is no fire below, **STEP OUT**.
3. If there is fire below then go to a window but don't open the window, just stay near the window.
4. Call **999**.
5. Use torchlight to signal for help if it is night time.
6. If your clothes are on fire apply **STOP, DROP, and ROLL** techniques.
7. Don't stop to take anything with you.
8. 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.



Clean gutter regularly



Jar and container lid tightly sealed



Unattended rubbish

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.
- 3) To clean up finer materials, flush the length of the gutter with a hose starting at the end opposite the downspout / rain water downpipe.



- 4) Make sure the gutter outlet / downspout is clear from any debris that may clog the downspout.
- 5) Pour water along the gutter and see if there is any water stagnant in the gutter.
- 6) 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 TRAP

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.



Plunger



Spanner

**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
- II. To replace a washer:
 - a. Turn off the main water supply or stopcock.
 - b. Remove the tap head with a spanner and replace the defective washer with a new one.
- III. If the problem is the thread, you will need to engage a plumber to replace the whole tap.

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.

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





FREQUENTLY ASKED QUESTIONS



FAQ



FAQ





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: How long will the Developer take to rectify defects?

A: *According to the Sale and Purchase Agreement, the Developer is given 30 days from the date of feedback submission/joint inspection to complete all defects rectification works.*

Q: When can I obtain the Certificate of Completion and Compliance (CCC)?

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: *No. Please allow 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: Is the Developer liable for all types of defects during the Defect Liability Period (DLP)?

A: *No. The Developer is only responsible for rectifying constructional defects during the DLP. Defects as a result of wear and tear or renovation works are excluded.*

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

A: *Security alarm system warranty is in accordance to your defects liability period as stated in the Sale and Purchase Agreement (SPA), is 24 months.*

Q: When and how will the Land Title are 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 within 21 days. 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 favor of the financier (if applicable). If the property was purchased with a bank loan, the custodian for the Title will be the financier.

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 utilities provider (i.e. Tenaga Nasional Berhad for electricity or SYABAS 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. SYABAS 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: 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 1-5454 to make a report*

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 Relation Department. We are just a phone call away at 03-8723 2525 or email us at ecohill.crd@spsetia.com*

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

Our address is:

Setia Ecohill Sdn Bhd (903607-T)

Setia Ecohill 2 Sdn Bhd (466218-P)

Setia Ecohill Welcome Centre

Club 360

No 1, Persiaran Ecohill Barat

Setia Ecohill,

43500 Semenyih,

Selangor Darul Ehsan, Malaysia

T +603 8723 2525

F +603 8723 7552



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Setia Ecohill Welcome Centre

Club 360, No 1, Persiaran Ecohill Barat, Setia Ecohill,
43500 Semenyih, Selangor Darul Ehsan, Malaysia

Setia Alam, Seksyen U13 40170 Shah Alam, Selangor Darul Ehsan, Malaysia

T +603 8723 2525 F +603 8723 7552 E ecohill.crd@spsetia.com

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