

VERVEA™ Owners Guide

*Today's address to the
metropolis of tomorrow.*

(Version 1)



Welcome Note

A Warm Welcome To Vervea

Congratulations on becoming a proud Owner/Tenant of Vervea, the first phase of the masterfully planned development, Aspen Vision City, a joint venture between Aspen Group and IKEA Southeast Asia.

This Owners' Guide Book is designed to facilitate you on better understanding of the management and facilities that are available in the vicinity of Vervea. This Owners Guide was compiled to answer the Frequently Asked Questions about this commercial development and its management besides other facilities.

This Owners Guide also includes all the important information about this commercial development, rules and regulations as well as important policies and guidelines. The Handbook will provide information on the building emergency procedures as well.

These policies and guidelines are developed to ensure that utmost convenience is achieved by all the Owners/Tenants.

We take great pride in providing excellent services in the building maintenance and requests. Our vision is to project and promote Vervea as the perfect place for business, leisure and entertainment for the community. Thus, it is important that we all have the same vision of what we want Vervea to represent.

We encourage and hope that all of you will work closely with us to uphold the mutual vision that we hope to achieve for everyone's contentment. We look forward to a long-term and productive relationship with you.

**Best Regards,
The Management Team of Aspen Group**



Introduction

Being the largest gated and guarded commercial precinct in the Northern Region, Vervea has the best of both working and business worlds. It is supported with first-class facilities and infrastructure that fulfils its role as commercial hub of the Northern Region.

Being a fusion of nature and urban aesthetics, Vervea is also recognised as the ‘Garden Jewel’ of Aspen Vision City. Inspired by finely crafted jewellery, Vervea is split into four zones named after four precious gemstones namely Ruby, Sapphire, Diamond and Emerald. The landscape in each zone is highlighted with the colours of palace purple, marine blue, bright cherry and sun gold in accordance with the precious gemstones.

These four zones are interconnected with the ‘Green Corridor’ of a linear green walkways and bicycle lanes.

Masterfully planned, Vervea is also lined with different streets that serve its purposes that are categorised as Main Street, Business Street and High Street.



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1. Management Office

The Management Office is located on Ground Floor of Vervea Trade & Exhibition Centre (VTEC) as indicated in the Vervea Trade & Exhibition Centre (VTEC) plan.

Operating hours are:

9am – 5pm on Mondays – Fridays

9am – 1pm on Saturdays

Closed on Sundays and public holidays

In the event of an emergency, the Owner(s) may use the Vervea Mobile App intercom services or the Emergency Button. Otherwise, Owner(s) may contact:

Security:

Yogeswaran A/L Subramaniam : 017-578 5305

Jagmeet Singh A/L Hindaji Singh: 018-957 7680

Allied Group Property Services Sdn Bhd (Property Management)

04-589 9736

2. CCTV

Vervea and Vervea Trade & Exhibition Centre (VTEC) is under complete surveillance where there are multiple CCTVs carefully planned and located throughout the streets and surrounding car park compound of Vervea and Vervea Trade & Exhibition Centre (VTEC). The CCTVs are under constant surveillance by the security personnel at the security room located on Ground Floor of Vervea Trade & Exhibition Centre (VTEC).

3. Guard House

There are a total of four (4) Guard Houses located at the four (4) entrances to Vervea.

One (1) Guard House at each entry point of Lebuhraya Bandar Cassia, Persiaran Cassia Barat 3, Persiaran Cassia Barat 4 and Persiaran Cassia Barat 5.

4. Security Guards

Security Guards are strategically stationed at respective locations to carry out their patrolling duties within the premises of Vervea and Vervea Trade & Exhibition Centre (VTEC) throughout the day.

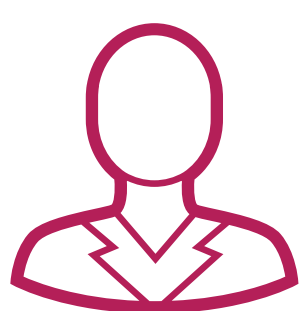
There are 2 shifts of patrolling allocated per day, each patrolling shift shall be conducted by Security Guards. The first shift commences at 7.00am and ends at 7.00pm, followed by the second shift which starts from 7.00pm till 7.00am of the next day.

5. Communication

Vervea App

Communication with the Security Guards is convenient with the Vervea App which solely developed to cater to Vervea's Owner(s)'s needs and convenience.

[Click here to go to the Vervea App section](#)



a. Intercom Calls to the Management

Owner(s) can easily reach the Management Office when in need of assistance as well as to make enquiries and clarifications.



VERVEA TRADE & EXHIBITION CENTRE

CELEBRATE LIFE!



b. Intercom Calls to Security

Owner(s) are given the choice of either conventional voice intercom or even video intercom to reach the security on duty. Through our video intercom, you will be able to see the Security Guard communicating with you. Nonetheless, to protect the Owner(s)'s privacy, the Security Guards are unable to see the Owner(s).

Faces and names of Security Guards who are on duty will be shown and updated daily for Owner(s) to be aware of who they are able to approach.

6. Elevator

Every Parcel comes with one (1) Schindler lift connected from Ground Floor to 1st Floor, 2nd Floor or 3rd Floor.

Kindly request a soft copy of the Lift Operation Manual from the Management if required.

7. Vervea Trade & Exhibition Centre (VTEC)

Vervea shop-offices will incorporate a top-notch trade and exhibition centre in its overall development plan. Upon full completion, large-scale concerts, auto shows, trade fairs and consumer exhibitions are targeted to become regular fixtures on the northern region's calendar of events.

The Vervea Trade & Exhibition Centre (VTEC) is situated right above an 11-storey multi-storey car-park featuring a total area of 38,000 sq.ft. that comprises of versatile halls, functions rooms, VIP rooms, service and food preparation areas. Due to its location in the hub of the northern region, events at the trade and exhibition centre is expected to gain from the



potential catchment of not just Penang and the surrounding states, but the collective catchment of the northern region. The smart and integrated trade and exhibition centre will be served by a comprehensive traffic system designed to ease access and alleviate congestion.

The Vervea Trade & Exhibition Centre (VTEC) will also feature a giant LED screen mounted

on its exterior facade. Comprising of more than 48 individual panels integrated to form a giant screen, it will form a part of Vervea's 'Outdoor Intelligent Digital Signage'.

Vervea's trade centre will bring international shows, trade fairs, and exhibitions to Penang, putting the state on the region's map as the hub for Meetings, Incentives, Conventions and Exhibitions (M.I.C.E). Residents, businesses and visitors to the Northern Region now have more to look forward to.

a. Service/Bomba Lift

There are four (4) lifts in Vervea Trade & Exhibition Centre (VTEC) located at Lobby 1 and Lobby 2 on Ground Floor, which connects up to Level 12.

b. Loading Bay

The Loading Bay is located on Ground Floor of the trade centre. The Loading Bay has two (2) loading docks where goods and vehicles can be loaded and unloaded.

c. Cargo Lift

There is one (1) Cargo Lift located on Ground Floor, near the Loading Bay. The capacity of the Cargo Lift is 2,450 kg/36 passengers, which serves on Ground Floor, Level 1 and Level 12 only. The interior dimension of the lift is 2,200 mm (W) x 2,250 mm (D) x 2,500 mm (H) and the door size dimension is 1,800 mm (W) x 2,100 mm (H).

d. Mail Box

The Mail Boxes are located on Ground Floor near to the ramp of the multi-storey car park.

e. Security Room

Security Room is located on Ground Floor next to the Mail Box site. The CCTV surveillance is placed here.

f. Recycle Bin Centre

The Recycle Bin Centre is located on Ground Floor next to the Loading Bay.

g. Washrooms

The Washrooms are located on Ground Floor near to the Motorcycle Park as well as on Level 12.

h. Auto Pay Stations

There are two (2) Auto Pay System Stations located on Ground Floor and Level 12 each.

i. Panic Button

In case of emergency situations, Panic Button can be found on each floor from Ground Floor to Level 11 to assist in alerting the security and the Vervea App provides an Emergency Button as well.

j. CCTV

CCTVs are carefully placed at strategic locations from Ground Floor up to Level 12.

k. Fire Hose Reel

Fire Hose Reels are strategically placed to be accessible and provide water supply in case of fire on each Level from Ground Floor to Level 12.

Below are simple instructions on how to use it in case of emergency:

1. Ensure a clear egress between you and the nearest exit door.
2. Turn on the stop valve.
3. Run out the length of hose as required.
4. Turn on the water at the nozzle and direct the stream at the base of the fire.

l. Exhibition Halls

There are two (2) exhibition halls with hall dimensions of 32,625 (L) x 20,550 (W) x 9,000 (H) and Gross Floor Area of 734m² located on Level 12.

8. Car Park

There is a total of 2,274 car park bays within the entire vicinity of Vervea, which is easily accessible from every entry point for the convenience of the patrons.

Seasonal parking is available on a first-come-first-serve basis, at a monthly rate that is available upon enquiry from the Secure Parking Management. Auto Pay System Stations are strategically located around Vervea.

Payment for parking can also be done quickly and easily through Vervea's Smart Parking App. The smartphone app will provide motorists with GPS Navigation and real-time occupancy info. It also features cashless entry and exit, cashless payment and reservation of parking lots.

Type of Parking Spaces

Outdoor Car Park Bays (Located at Roadside):

a. Disabled Car Park

There is a total of 27 OKU Car Park bays strategically located for the convenience of disabled persons.

b. Electrical Vehicle Car Park

There are nine (9) Electrical Car Park bays located within Vervea.

c. Premium Car Park

A total of 72 Premium Car Park Bays are available throughout the vicinity of Vervea.

d. Motorcycle Parking

A total of 1,177 motorcycle parking bays are available within the entire vicinity of Vervea.

Indoor Multi-Storey Car Park Bays (Located from Ground Floor up to Level 11 of VTEC):

a. Car Park

There is a total of 669 normal Car Park bays located from Level 3 to Level 8, Level 10 and Level 11.

b. Electrical Vehicle Car Park

There are nine (9) Electrical Vehicle Car Park bays located on Level 2.

c. Disabled Car Park

There are five (5) Disabled Car Park bays conveniently located near the lift for easy access on Level 2.

d. Ladies Parking

There are 14 Ladies Car Park bays located on Level 2.

e. Hybrid Car Parking

There is a total of 135 Hybrid Car Park bays located on Level 2.

f. Family Parking

There are 11 Family Car Park bays conveniently located on Level 2.

g. Carpool Parking

There are 110 Carpool Car Park bays located on Level 9.

h. Valet Parking

There are 56 Valet Car Park bays located on Ground Floor and Level 1.

i. Motorcycle Parking

There is a total of 98 motorcycle parking bays on Ground Floor and Level 2.

9. Refuse Area

There is one (1) Refuse Chamber located at Persiaran Cassia Barat 5.

10. Assembly Point

There are multiple Assembly Points located within Vervea. The Assembly Plan can be found in the Management Office for further information.

11. Fire Hose Reel & Fire Extinguishers

Fire extinguishers are provided for every Parcel. Owners are responsible to maintain the validity of the fire extinguishers or to replace it when required.

Below are simple instructions on how to use it in case of emergency:

1. Pull the pin.
2. Aim the nozzle at the base of the fire. (Spraying the tops of the flame with the extinguisher would not be effective).
3. In a controlled manner, squeeze the trigger to release the agent.
4. Sweep the nozzle from side to side until the fire is put out.

12. Loading Bay

Loading Bay for every Parcel is dedicated at the Back Lane of the respective commercial shop offices.

13. Facilities

Providing top-notch amenities and facilities besides green-technology, Vervea offers a complete experience for everyone.

- a. Dedicated Bicycle Lanes and lush green Pedestrian Walkways to promote greener and healthier lifestyle.
- b. Ethylene Tetra Fluoro Ethylene (ETFE) roof along the spectacular 300-metre High Street that will keep the heat out but allow natural lighting in the interior.
- c. Vervea comes complete with public toilet (in MSCP Ground Floor) and surau (in Vervea Trade & Exhibition Centre Level 12), refuse bin in the pocket garden.



Common Street Parklet and Bicycle Pathway



Bicycle Rack

14. Fibre & Connections

For the convenience of the Owner(s) to gain access to high-speed connections, Vervea comes equipped with:

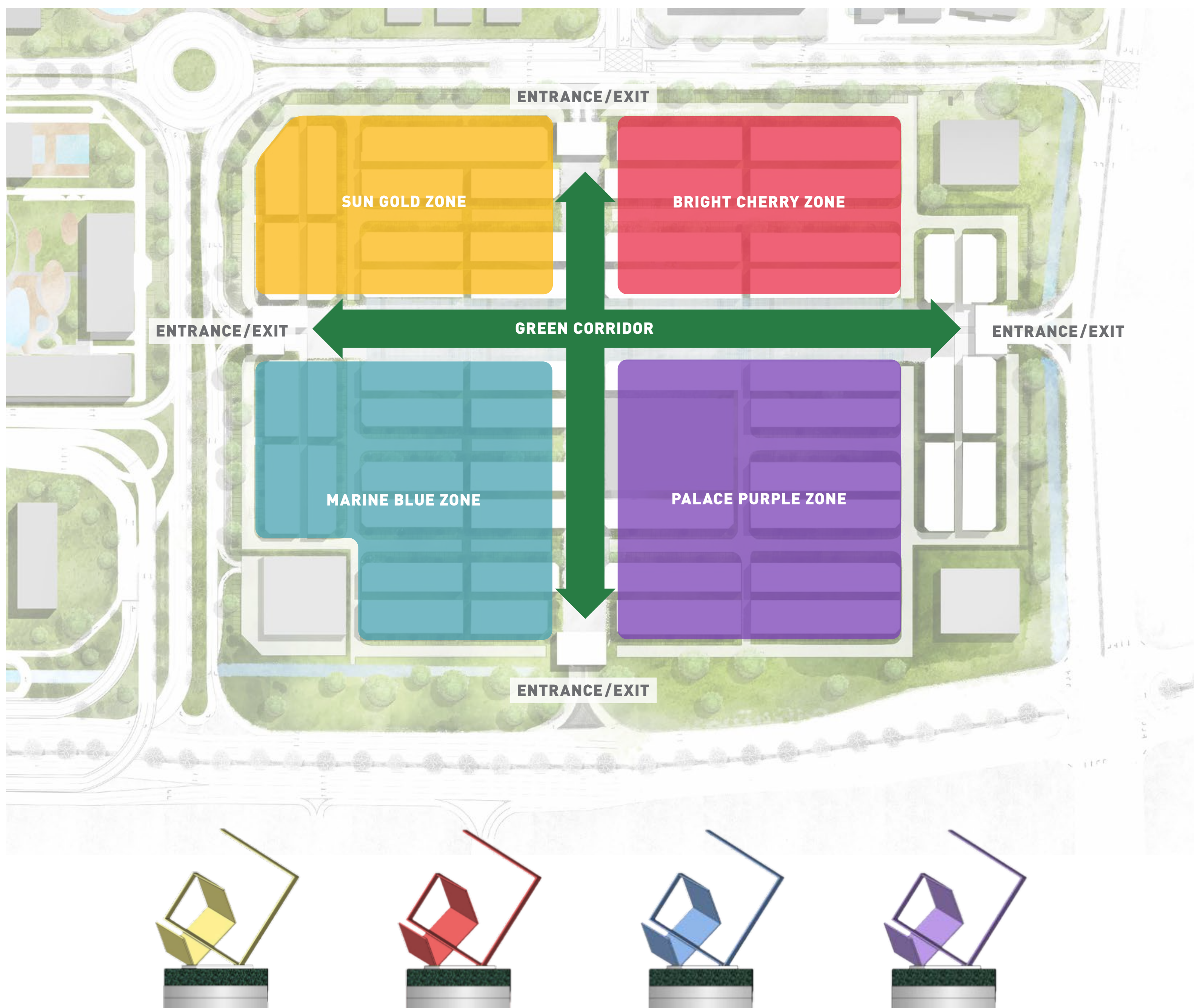
Fiber to the Premises (FTTP) is Fiber Optic cable facilities for the development of high speed internet. FTTP is the installation and use of optical fiber from a central point directly to individual buildings such as residences, apartment buildings and businesses to provide unprecedented high-speed Internet access. FTTP increases the connection speeds available to computer users compared with technologies now used in most places. Every floor of each Parcel in Vervea is provided with one (1) Fiber point and it is termed as Fiber Wall Socket (FWS). The Owner(s) can enjoy high-speed connection as well as the conventional Telephone System with application to Telco company.

15. Landscaping

The landscape design is inspired by the four precious gemstones and is displayed as 4 different colours for each zone - Palace Purple, Marine Blue, Bright Cherry and Sun Gold. The landscape will be embellished with artful sculptures, trellises and parklets with the gemstones inspired colours. The plants and trees will also be in different shades of colours according to the zones.

Bold designs, artful sculptures, water features and accent plantings will greet the entry gateway plazas.

Get to know more about landscaping designed through the renderings below:



Geometric sculptures at entrances





Trees & Shrubs



Photograph by mauroguanandi

Leopard Tree

Caesalpinia ferrea

The tree yields a very high quality wood. The roots are astringent and febrifuge. The roots and stem bark are used in the treatment of diabetes. An infusion is used for treating sores and for treating chronic coughs and asthma. Pharmacological studies have shown antitumor activity in this species.

Zone: ●●●●●



Photograph by TCM Wiki

Dracontomelon

Dracontomelon duperreanum

The tree is harvested from the wild for local use as a food and possibly also for its wood. It is sometimes cultivated for its fruits within its native range.

Zone: ●●●●



Sea Tristania

Tristania obovata

The wood is durable when exposed to weather or when in contact with the ground. It is resistant to termites and marine borers. It is used for many purposes, such as bridges, posts, pillars, beams, floors, bowling balls, tools, ship building and musical instruments. It is quite difficult to work because of the high degree of hardness and high silica content.

Zone: ●



Photograph by Forest & Kim Starr

Java Palm

Livistona rotundifolia

The terminal bud of the palm is cooked and eaten as a vegetable. Harvesting this bud leads to the death of the tree since it is unable to make sideshoots. The leaves are used as thatch or made into mats and hats. The young folded leaves are used to make long-fibred brooms. The midrib of the leaves serves as a blowpipe.

Zone: Entry/Exit



Cengal Pasir

Hopea odorata

The bark is used as a masticatory, being used sometimes to replace the areca nut in betel. The resin from the trunk is applied to sores and wounds. The bark is astringent. It is used in the treatment of diarrhoea. It is an ingredient of a remedy for the treatment of inflammation of the gums and incontinence.

Zone: ● ●



Photograph by Forrest & Kim Starr

Bastard Poon Tree

Sterculia foetida

The oil of *Sterculia foetida* has been found to be comparable to sunflower, soybean and rapeseed oils for the use of biofuels. Evidence suggest that the seeds of *Sterculia foetida* are edible, but they should be roasted prior to eating.

Zone: ● ●



Photograph by Forrest & Kim Starr

Malay Apple

Syzygium malaccense

The fruits are consumed raw or cooked. They are sometimes mixed with other fruit and stewed. Although this species is grown in home gardens for its fruits, it is not grown in commercial orchards. Its hard, reddish wood is sometimes used as timber.

Zone: ● ● ● ●



Indian Laurel Fig

Ficus gold

Evergreen tree or shrubs with glossy leaves. Younger leaves tend to be more yellowish. A fibre from the bark is made into cloth. The latex is used for caulking boats and waterproofing. The wood, including the aerial roots is used locally in light construction, tool making, etc. The wood is used for fuel.

Zone: ●



Orange Jasmine

Murraya paniculata

The clusters of fragrant flowers help to stimulate sense of smell. The decoction of the leaves can be used to treat bruises, chronic dysentery, stomach ache, swellings and skin irritations. It can be used to relieve pain and expel tapeworms in Malaysia.

Zone: ●



Photograph by Carl Lewis

Yesterday Today and Tomorrow

Brunfelsia pauciflora

Ornamental flowers and fragrant shrubs suitable for Wildflower Garden, Fragrant/Aromatherapy Garden and Butterfly Garden. Leaves, flowers, berries and seeds are toxic. Consumption of berries by dogs led to convulsions and excess salivating.

Zone: ●



Photograph by Forest & Kim Starr

False Heather

Cuphea hyssopifolia

The leaves and flowers are used as a tonic and in the treatment of fever and coughs. The plant is a rich source of phenolic compounds which have been shown to have a strong antioxidant activity. The leaves and the flowers are used as an insecticide. Industrial oils made from these fatty acids have a range of uses, including as a defoaming agent, a booster for soaps and detergents, and in health and beauty products.

Zone: ●



Photograph by Forest & Kim Starr

Cape Leadwort

Plumbago auriculata

A decoction of the aerial parts or roots is taken to treat blackwater fever. A foot infusion is taken as an emetic. The powdered root is used as snuff to relieve headache. The powdered, roasted root is rubbed into scarifications over fractures to promote healing and is rubbed on the body to cure stitch.

Zone: ●



Photograph by Mokkie

Blue Twilight

Pseuderanthemum andersonii

This ornamental flowers species is attractive mass plantings. Considered using it as a ground cover or planting it underneath a tree. It is suitable for container plantings and could be placed on patios.

Zone: ●



Photograph by Cliff

Red Powderpuff Plant

Calliandra emarginata

This woody shrubs or small tree suitable as focal plant, interiorscape/indoor plant and bonsai. It is known as bird-attracting, food plant for caterpillar and butterfly.

Zone: ●



Photograph by Jill Mitchell

Jungle Geranium

Ixora chinensis

The flowers, leaves, roots and the stem are used to treat various ailments in the Indian traditional system of medicine, the Ayurveda, and also in various folk medicines. The fruits, when fully ripe, are used as a dietary source. Roots are used for stomach troubles and dysentery. Treatment for blood shot eyes, sores and ulcers.

Zone: ●



Photograph by 松園明芳

Chinese Fringe Flower

Loropetalum chinense

The whole plant is depurative, haemostatic and pectoral. A decoction is used in the treatment of coughing in tuberculosis, dysentery, enteritis, etc. The leaves can be crushed and pulverized for external application on wounds.

Zone: ●



Photograph by Dinesh Valke

Crimson Penda

Xanthostemon youngii

This shrub is widely grown as an ornamental plant throughout tropical and warm subtropical regions. Its showy flowers and fruits make it a desirable addition to gardens and the blossoms attract butterflies and hummingbirds.

Zone: ●



Photograph by Mokkie

White Ganges Bluebell

Asystasia gangetica 'Alba'

The leaves and flowers are used as intestinal astringent. The leaves are used in the treatment of asthma. The plant is popularly used in many parts of Africa to ease childbirth. In Congo, leaf-sap is placed on the stomach of women in childbirth to facilitate labour.

Zone: ●



Photograph by Mokkie

Rattleweed

Crotalaria retusa

The roots are used against coughing up blood. The plant is used as a treatment for cough, dyspepsia, fever, cardiac disorders, stomatitis, diarrhea, scabies and impetigo. The leaves, mixed with those of *Crotalaria quinquefolia*, act internally as well as externally against fever, scabies, lung diseases and impetigo. The powdered seeds, mixed with milk, are eaten in order to increase body strength. They are also used to treat skin diseases.

Zone: ●



Photograph by Forest & Kim Starr

Shower of Gold

Galphimia glauca

This is commonly used for the relief of allergy and allergic rhinitis (high fever) symptoms such as runny nose, nasal congestion and itchy, watery eyes. *Galphimia glauca* may be useful for the treatment of anxiety. However, more high-quality prolonged studies are needed.

Zone: ●



Photograph by Serres Fortier

Golden Edge Duranta

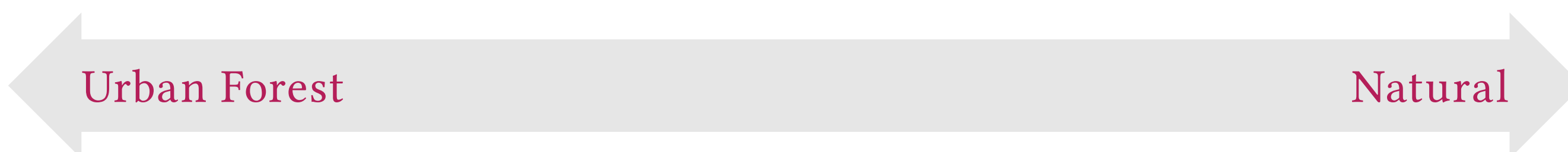
Duranta repens 'Gold'

This shrubs will require occasional maintenance and upkeep, and should only be pruned after flowering to avoid removing any of the current season's flowers. It is a good choice for attracting birds and butterflies to your yard. It has no significant negative characteristics.

Zone: ●

16. Central Island Park

Central Island Park is one-of-its-kind garden sprawled on a 25-acre of land, which sits in the heart of Aspen Vision City. The park is alluring with its complete lush landscape and amenities that will offer a conducive environment for recreational activities. It is zoned into four (4) phases namely Family Festival, Adventure Lagoon, Urban Sanctuary and Garden Verandah, each with its own captivating mix of recreational offerings. From community events, family activities to varieties of recreational pursuits and iconic experiences, Central Island Park is the ideal place to go to.



Phase 1:

Family Festival

Aptly named as Family Festival, upon entrance the visitors will be thrilled to spot the Festival Court, which caters to large-scale events. The visitors will also be amazed with the vista looking out towards the lagoon and hill. Scenic attractions are not-to-be-missed providing ample of photo opportunities.

Phase 2:

Adventure Lagoon

Exciting water recreational sports await its visitors at the vibrant lagoon waterfront. Visitors can explore the Blue Lagoon using pedal boats. The scenic lagoon view with verdant backdrop can be enjoyed from the outdoor amphitheatre, F&B pods and multi-purpose lawn.

Phase 3:

Urban Sanctuary

A vantage point, called The Look Out Point, offers a breathtaking vista of the Central Island Park, besides overlooking the Grand Lawn and lagoon. The viewing terraced garden complement the multi-purpose Grand Lawn, which is able to accommodate for outdoor events and games.

Phase 4:

Garden Verandah

Known as ‘Serambi’ in Malay, verandah shares the same concept of an open-air gallery. The gallery will see native palm tree species with fern valley underneath it. The verandah is a breezy shaded space perfect for lounging with oneself or their loved ones.

Spreading throughout the whole park, a total of 46 various facilities have been planned. Among the facilities available in the first phase of the Central Island Park are:

- Activity Lawn
- Jogging / Cycling Path
- Flower Meadow
- Floating Pavilion
- Marsh Island & 30m Water Jet
- Outdoor Amphitheatre
- Lagoon, 30m & 50m Water Jet
- Promenade
- Rain Garden
- Multipurpose Sports/Picnic Lawn
- Green Buffer Planting
- 6m Linear Park

More facilities will be upgraded accordingly in phases.

Central Island Park Facilities



Legend

- | | | |
|-------------------------|---------------------------------|------------------------------------|
| 1. Activity Lawn | 5. Marsh Island & 30m Water Jet | 9. Rain Garden |
| 2. Jogging/Cycling Path | 6. Outdoor Amphitheater | 10. Multipurpose Sport/Picnic Lawn |
| 3. Flower Meadow | 7. Lagoon & 50m Water Jet | 11. Green Buffer Planting |
| 4. Floating Pavilion | 8. Promenade | 12. 6m Linear Park |





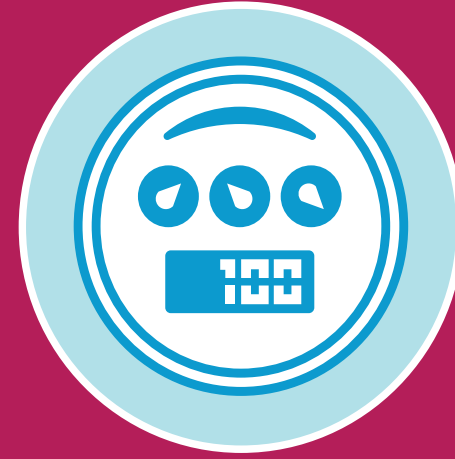
Ficus Superba, Common Name: Deciduous Fig Ficus.
This tree signifies Aspen Group and IKEA Southeast Asia's
commitment in developing a balanced sustainable ecosystem
between human and environment in Aspen Vision City.

17. Vervea Smart Services



e-Concierge Services

A one-stop mobile platform for services such as food ordering, ride-hailing, maid/cleaning services, etc.



Smart Meter Ready

Brings higher accuracy in the measurement of electricity consumption and ease of remote usage monitoring.



Smart Office Automation

An energy and cost effective facility for business owners to remotely control the functions of office.



Smart Digital Signage

Merchants can leverage on real-time data including human and vehicle traffic to maximize advertising potential with effective campaign.



Smart Surveillance & Security

Able to conduct real-time search and tracking of people, objects or vehicles and unusual activities for safety and security purpose.



Smart Parking

Drivers at Vervea can look forward to a more enjoyable and stress-free drive, with the system's ability to reserve empty lots.



Smart Healthcare

A one-stop e-portal that connects doctors and patients. Users are connected to their panel medical centres and can contact a preferred clinic/hospital directly through their mobile app.



Sustainable Waste Management Solution

Apt and timely collection for disposal through Waste Management optimization based on your preference, providing ultimate convenience.

18. Vervea App

Designed to be a connected and integrated commercial precinct, Vervea aims to redefine the way investors, tenants and entrepreneurs alike do business, and make them connected right from the moment they move in to Vervea, promising their experience to be much more effortless, hassle-free, secure and convenient.

The Vervea Community App is a communication tool that keeps everyone connected and informed. News, updates and communications are just right at your fingertips. Tenants and business owners are able to log in the app and interact with the community via this facility. They can announce new deals, sales, events or even interact with the Management and security to obtain services including food ordering, transportation as well as communicating their needs through the app.

Businesses and visitors at Vervea will enjoy second-to-none smart facilities that brings connected living within a community to a whole new level. They are able to stay connected, communicate and engage with the community anytime, anywhere.

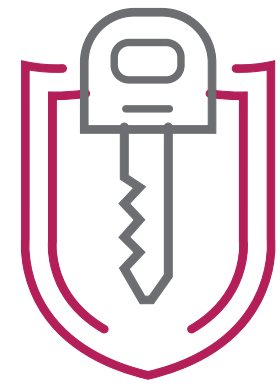
Scan the QR code to download the app.



** We shall progressively add features to the Vervea App and this guide will be updated accordingly

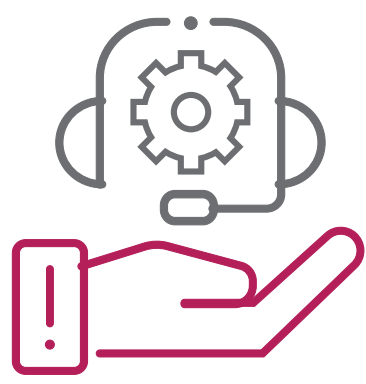
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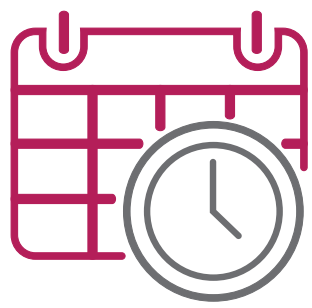
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- Billing
- Vervea Trade & Exhibition Centre Enquiry



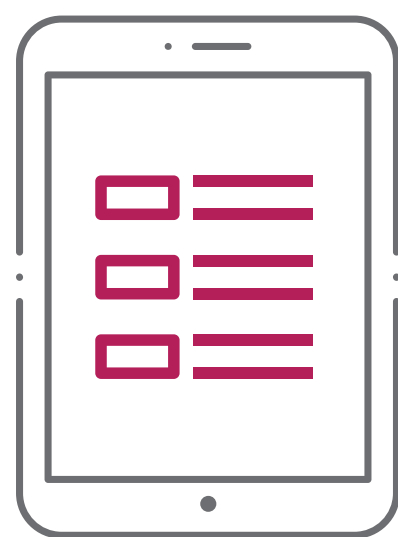
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- Smart Digital Signage
- Service Conveniences
- Smart Healthcare

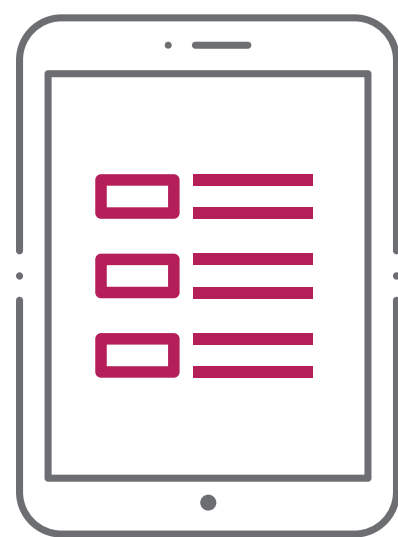
SMART SECURITY & SURVEILLANCE

Smart Surveillance

To monitor common areas under the CCTV surveillance such as Guardhouse Entrance, Service Lane and etc.

**STEP 1****OWNER/TENANT**

Select to “Smart Surveillance”

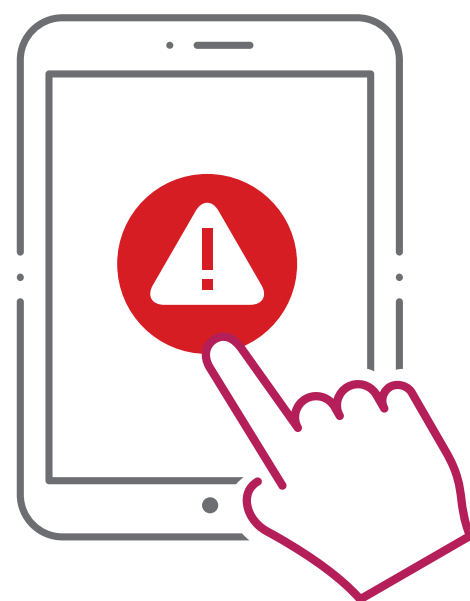
**STEP 2****OWNER/TENANT**

View common areas within the premises

SMART SECURITY & SURVEILLANCE

Emergency Alert

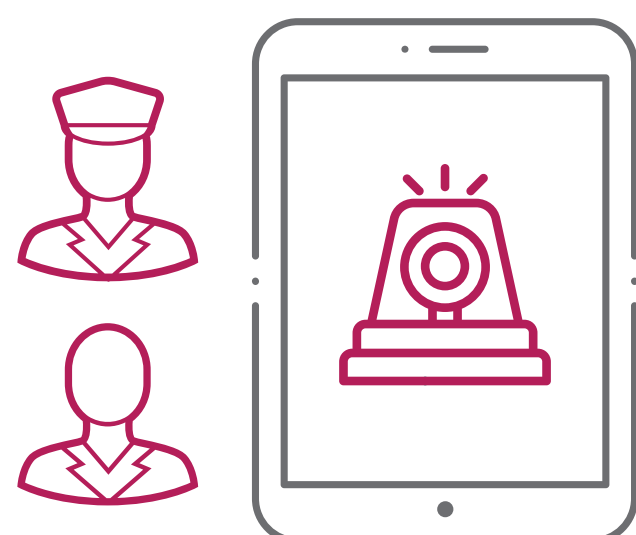
We provide real-time safety and security solutions to you to ensure you and your community stay safe at all times.



STEP 1

OWNER/TENANT

Press & hold the Alert Button



STEP 2

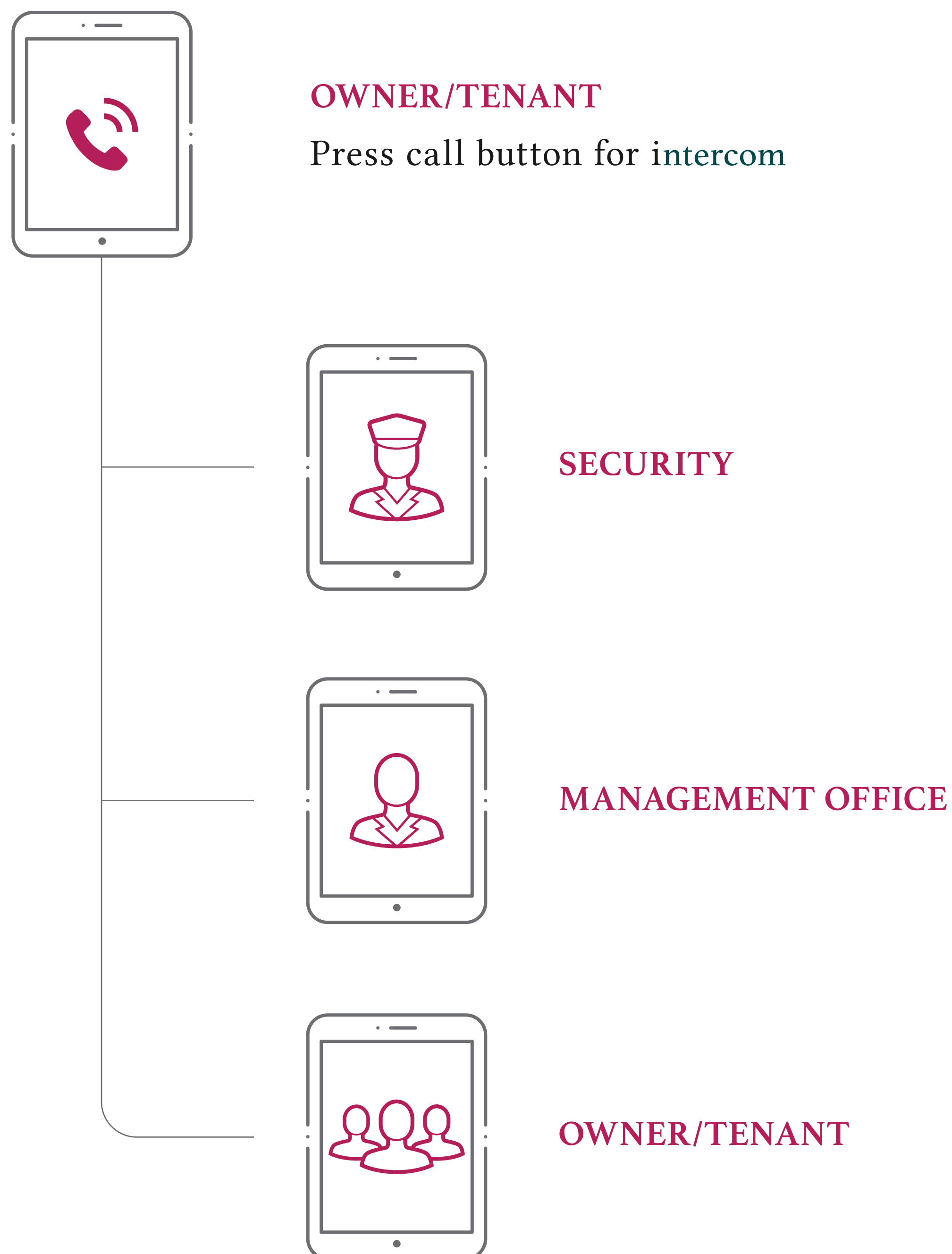
OWNER/TENANT

Alerted immediately to act proactively

SMART COMMUNICATION

Voice & Video Call Intercom

All parties within the premise are well connected and can be contacted conveniently.



SMART COMMUNICATION

Real-Time Notice Board

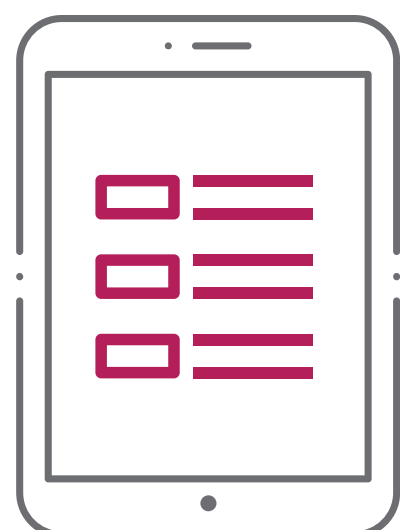
You are updated with the latest news in regards with maintenance works and events going on.



STEP 1

MANAGEMENT

Real-time updates and push notifications to the app



STEP 2

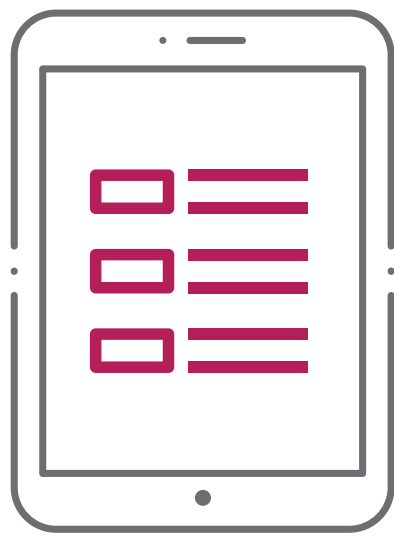
OWNER/TENANT

Receive real-time notice from the management

SMART MANAGEMENT

Property Management

You are updated with the latest news in regards with maintenance works and events going on.

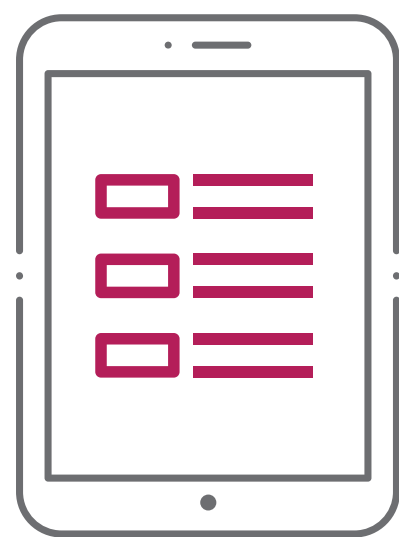
**OWNER/TENANT**

To get informed, engaged and interact with management & community

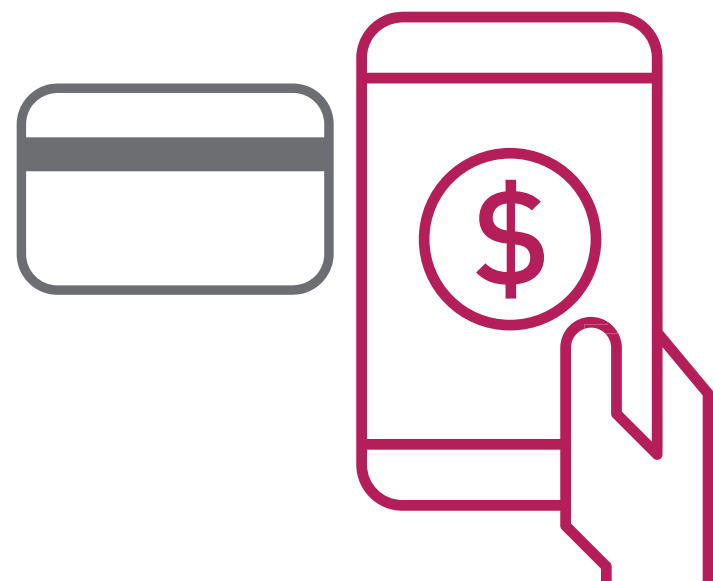
SMART MANAGEMENT

Smart Parking

Drivers at Vervea can look forward to a more enjoyable and stress-free drive, with the system's ability to reserve empty lots.

**STEP 1****OWNER/TENANT**

Pre-book a parking lot for your convenience

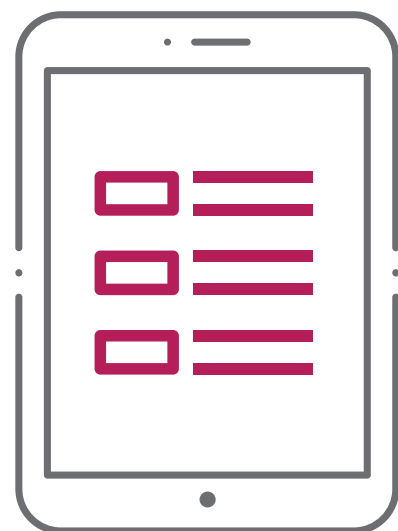
**STEP 2****OWNER/TENANT**

Hassle-free cashless payment via app & autopay machine

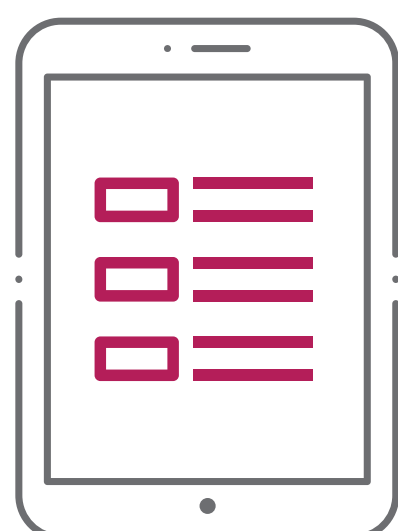
SMART MANAGEMENT

Smart Metering

Brings higher accuracy in the measurement of electricity consumption and reduce cost.

**STEP 1****OWNER/TENANT**

Select “Smart Metering”

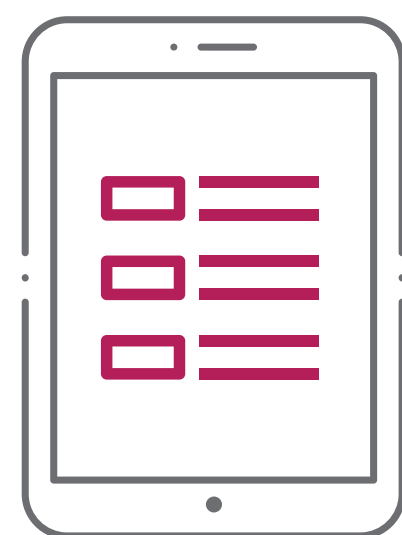
**STEP 2****OWNER/TENANT**

See your individual floor electricity consumption

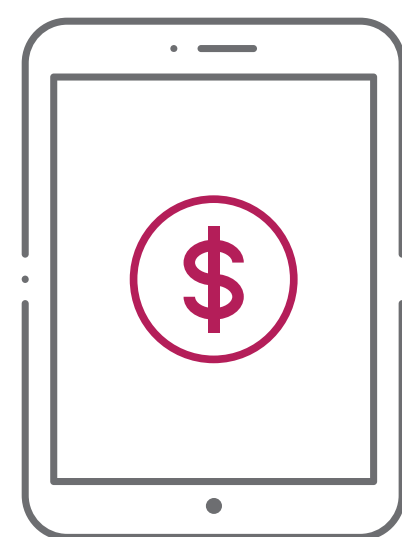
SMART MANAGEMENT

Billing

Bills can be view online and payments can be made online.

**STEP 1****OWNER/TENANT**

View billing details

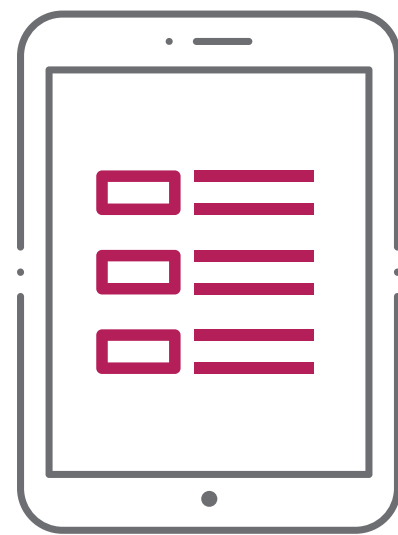
**STEP 2****OWNER/TENANT**

Make online payment

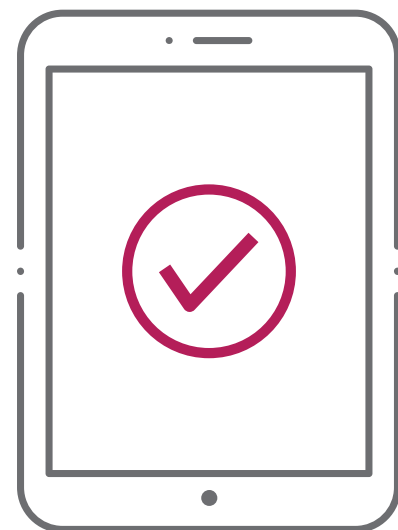
SMART MANAGEMENT

Vervea Trade & Exhibition Centre Enquiry

Make online reservation for Vervea Trade & Exhibition Centre facilities.

**STEP 1****OWNER/TENANT**

View available Vervea Trade & Exhibition Centre facilities

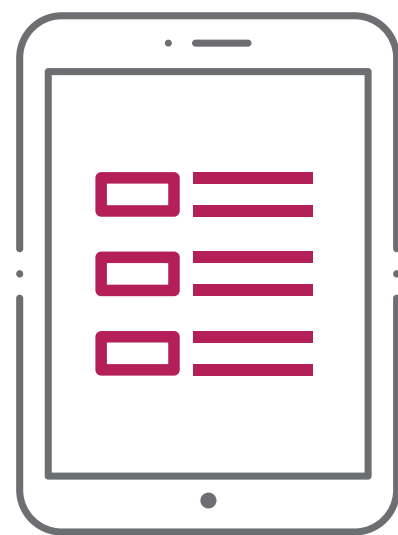
**STEP 2****OWNER/TENANT**

Make reservation for Vervea Trade & Exhibition Centre facilities

SMART SERVICES

Smart Digital Signage

Merchants can leverage on real-time data including human and vehicle traffic to maximize advertising potential with effective campaign.



STEP 1

OWNER/TENANT

Submit an advertisement/
promotion



STEP 2

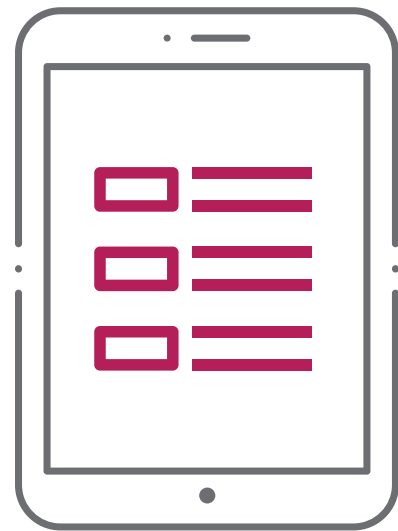
APP MANAGEMENT

Approve and push
advertisement to
Digital Signage

SMART SERVICES

Service Conveniences

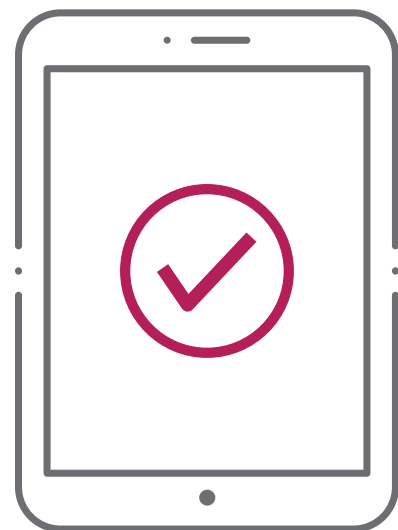
Online services at your finger tip. Courier service, food delivery, cleaning service, maintenance works and etc.



STEP 1

OWNER/TENANT

Select an online service



STEP 2

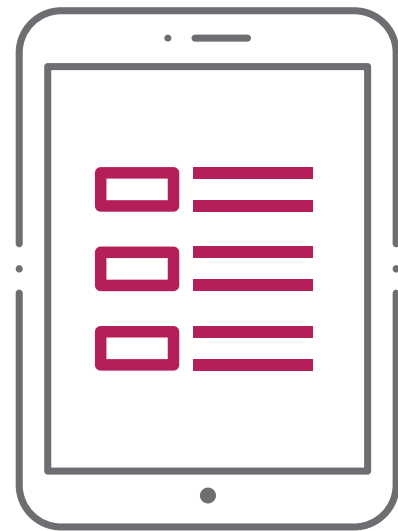
OWNER/TENANT

Get notified when selected online service completed

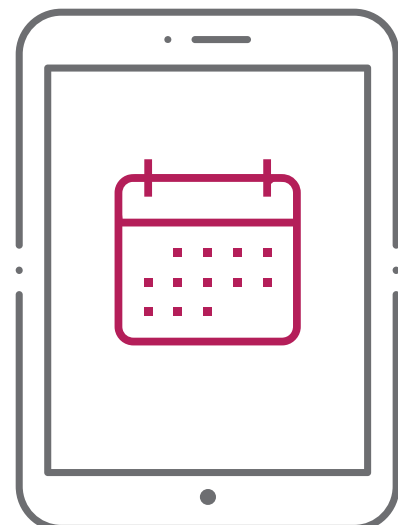
SMART SERVICES

Smart Healthcare

A one-stop e-portal that connects doctors and patients. Users are connected to their panel medical centres and can contact a preferred clinic/hospital directly through their mobile app.

**STEP 1****OWNER/TENANT**

Select “Smart Healthcare”

**STEP 2****OWNER/TENANT**

Make online reservation for preferred clinic/hospital



We leverage mobile technology to streamline processes, facilitate collaboration and improve productivity. Our application is used by owners to quickly and easily lodge defects in their parcels, which reach real estate management teams instantly.

Introduction

Novade Quality is designed to make the lodging of defects during the Defect Liability Period simple. This manual will guide you through the steps of lodging a defect.

System Requirements

Available on iOS 10.3 or higher and Android 5.0 or higher.

Download “Novade” App on your mobile device(s).



To learn more, visit us at: <http://www.novade.net/>
If you are experiencing any technical issues with the app,
email our Support Team at support@novade.net

*Actual screen appearance may vary depending on the operating system and mobile device being used.

Lodge a Defect

Click here or scan the QR code to view a short video explanation on process to lodge a defect.

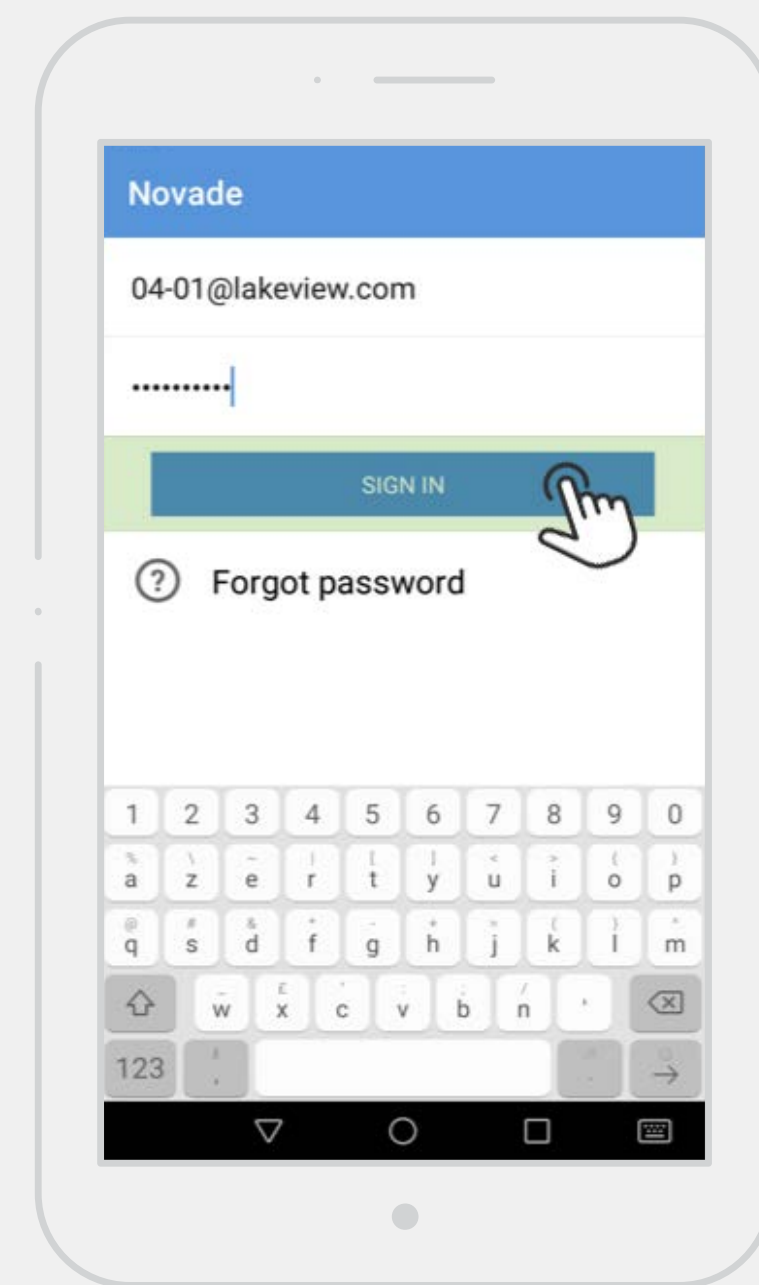


1 Login

- Enter Username and Password provided by your Customer Relations Consultants.
- Click “SIGN IN”.

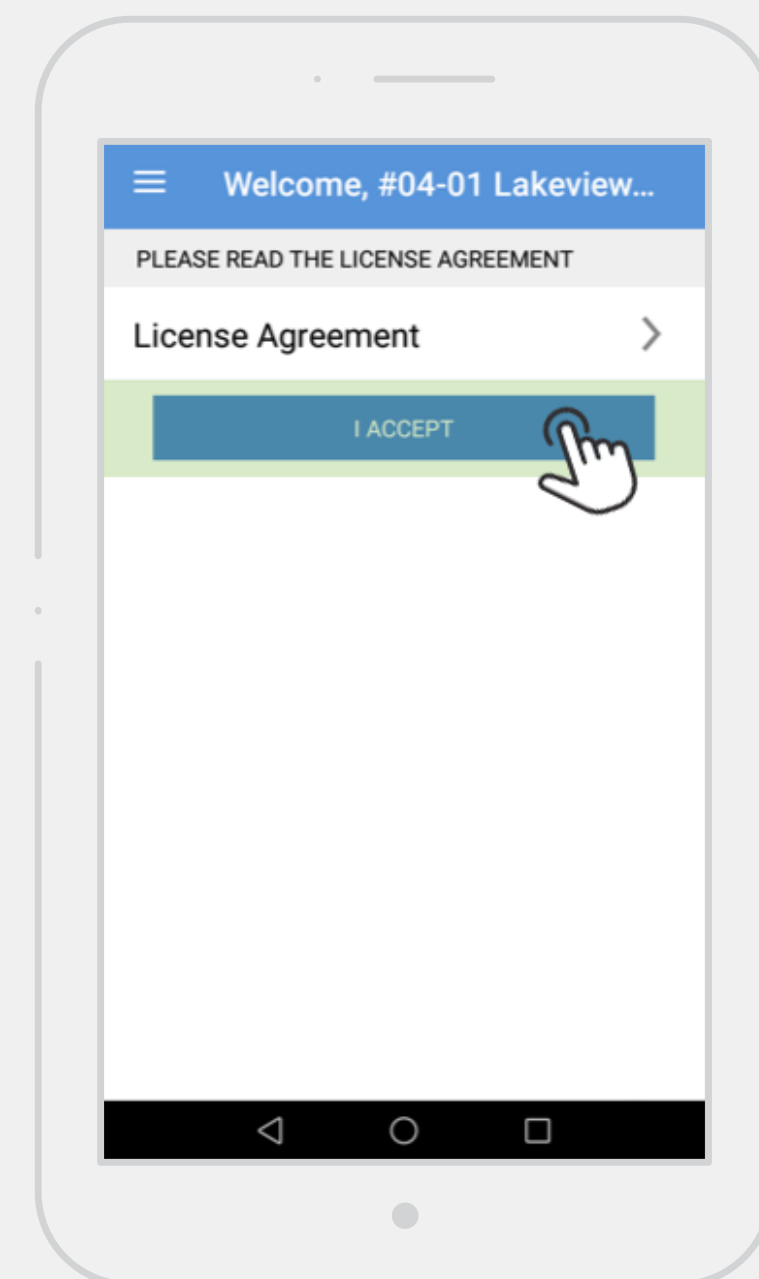
Note:

Username is in email format but this does not mean that it is a functioning email address.



2 Accept License Agreement

- Read the License Agreement.
- Click “I ACCEPT”

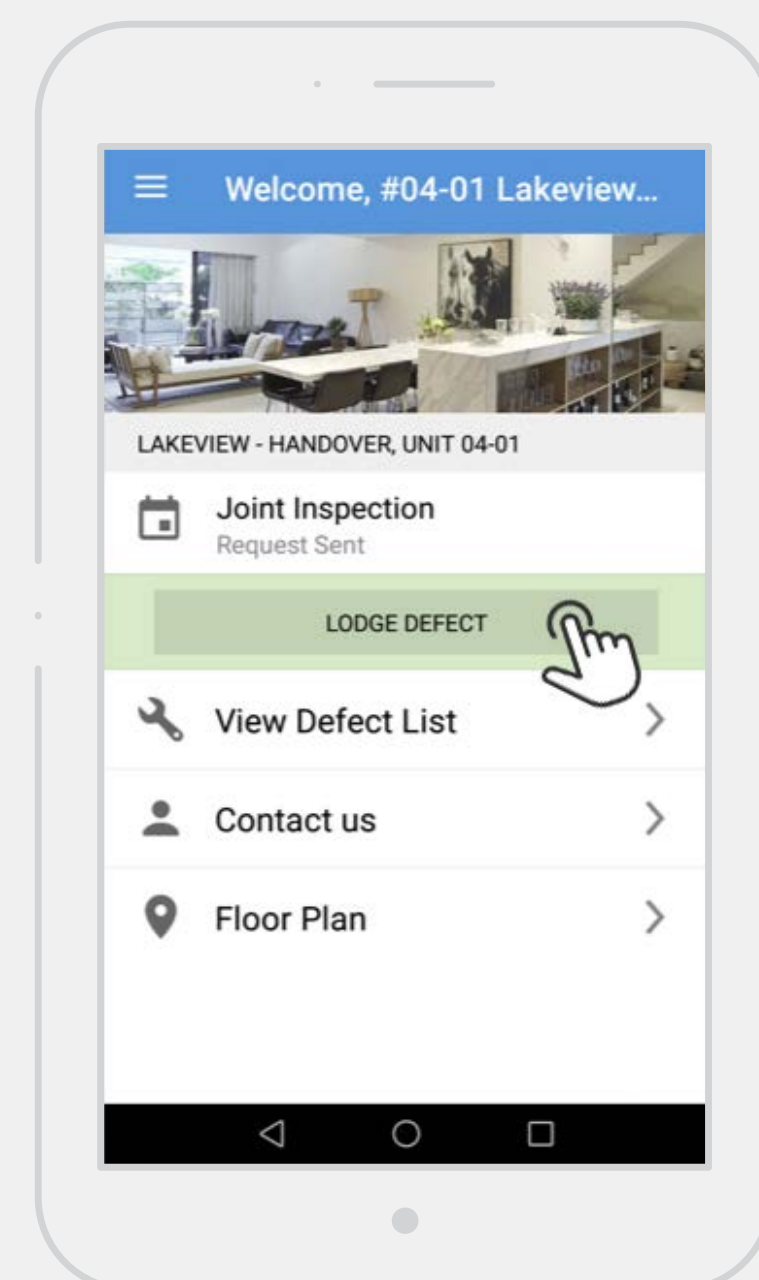


3 Lodge a Defect

- Click on “LODGE DEFECT”.

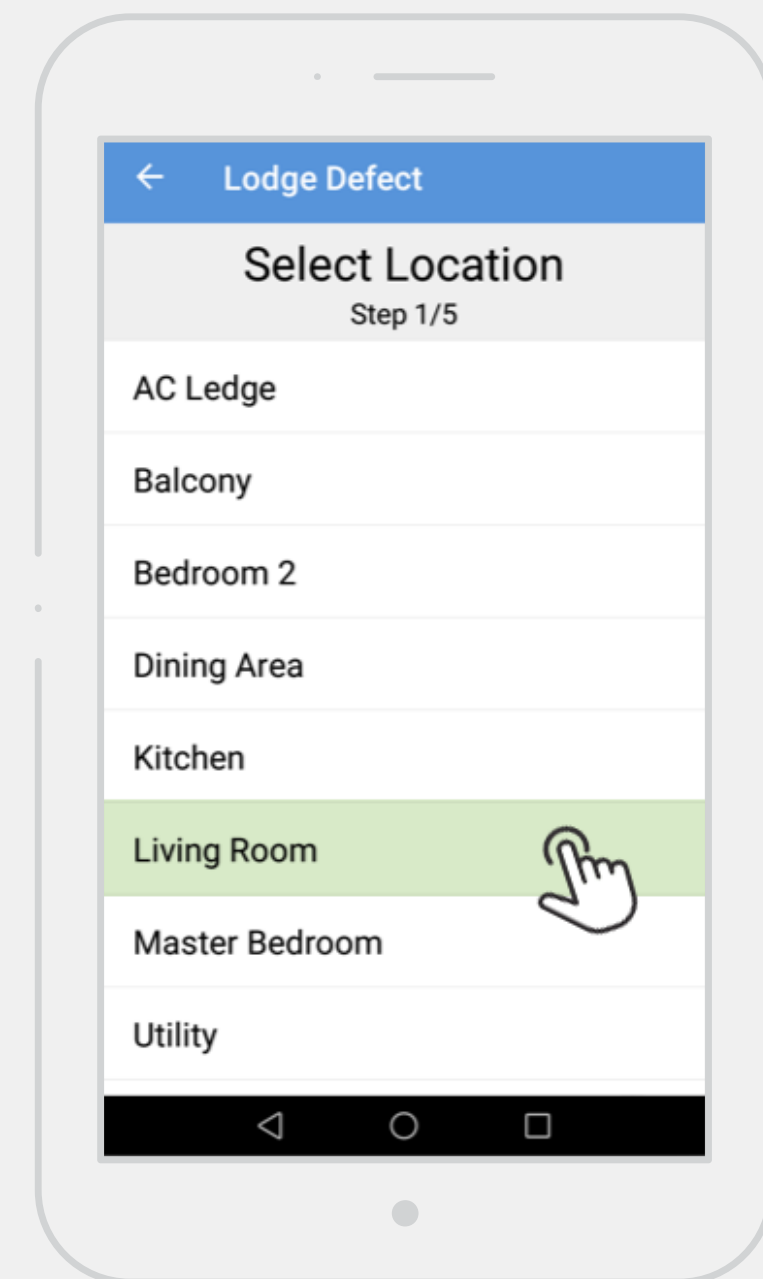
Note:

It might be helpful to be in the space/room where the defect is located.



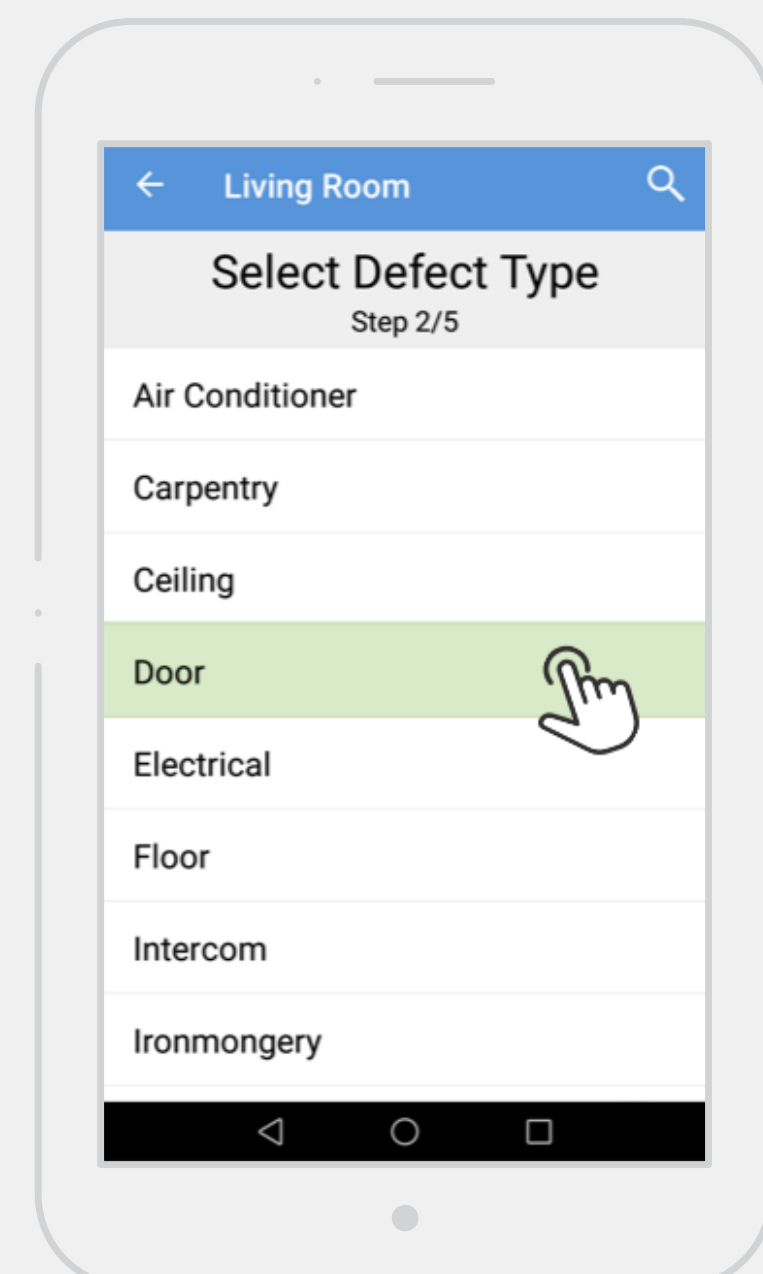
4 Select Location

- Select Location of the defected item.



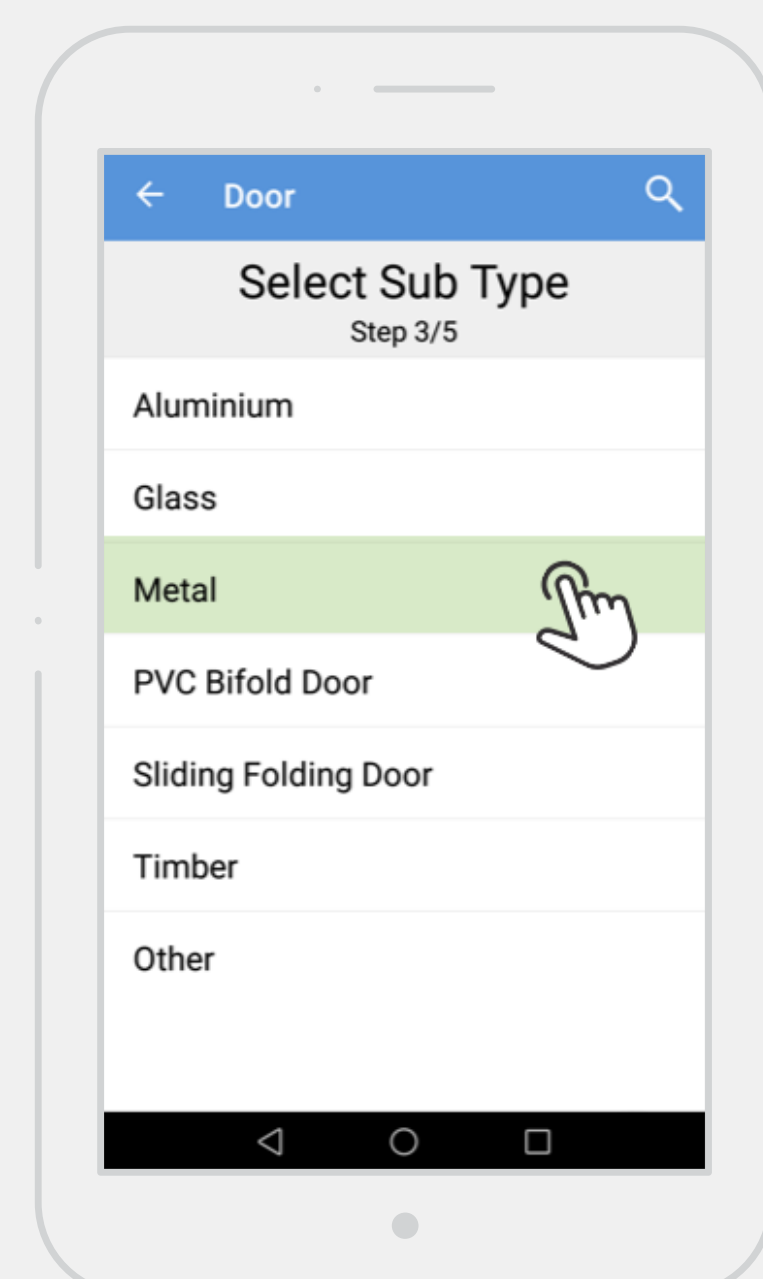
5 Select Defect Type

- Select Defect Type – defected item from the list.



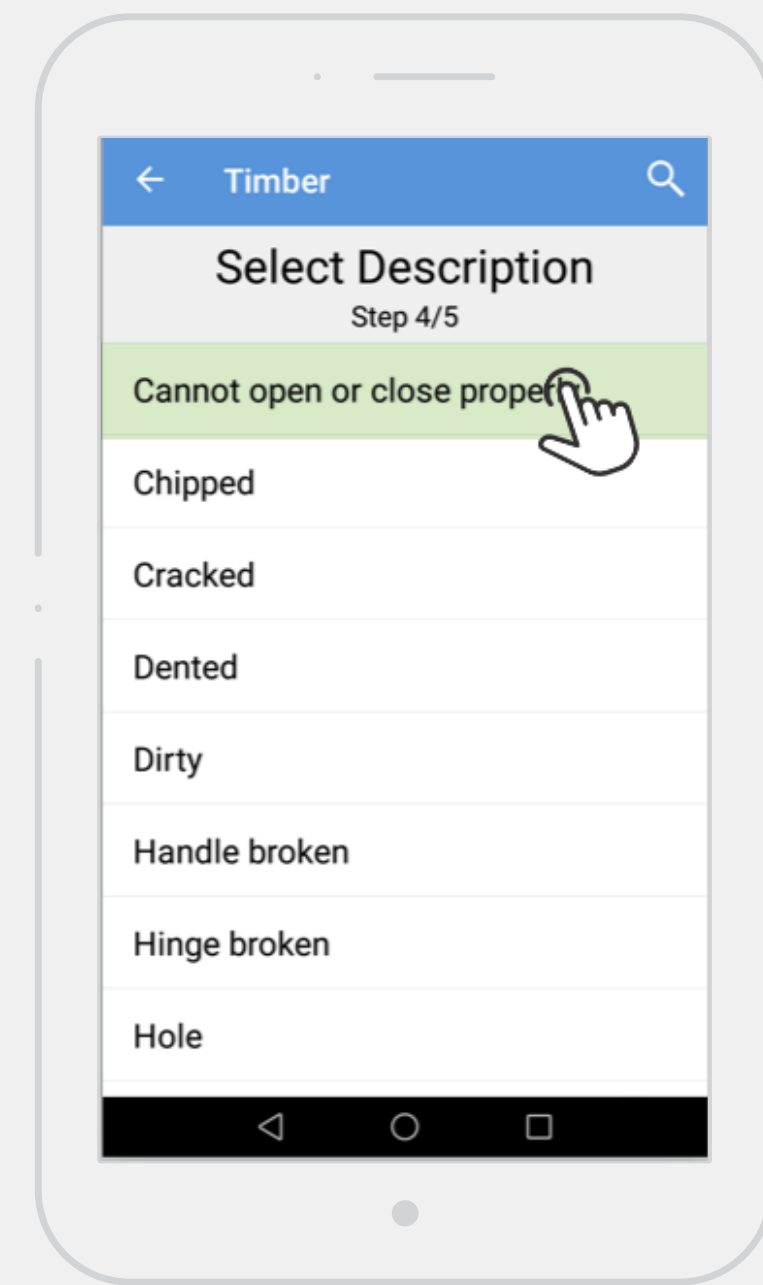
6 Select Sub Type, if any

- Select Sub Type, if any, to provide more information of the defect identified.



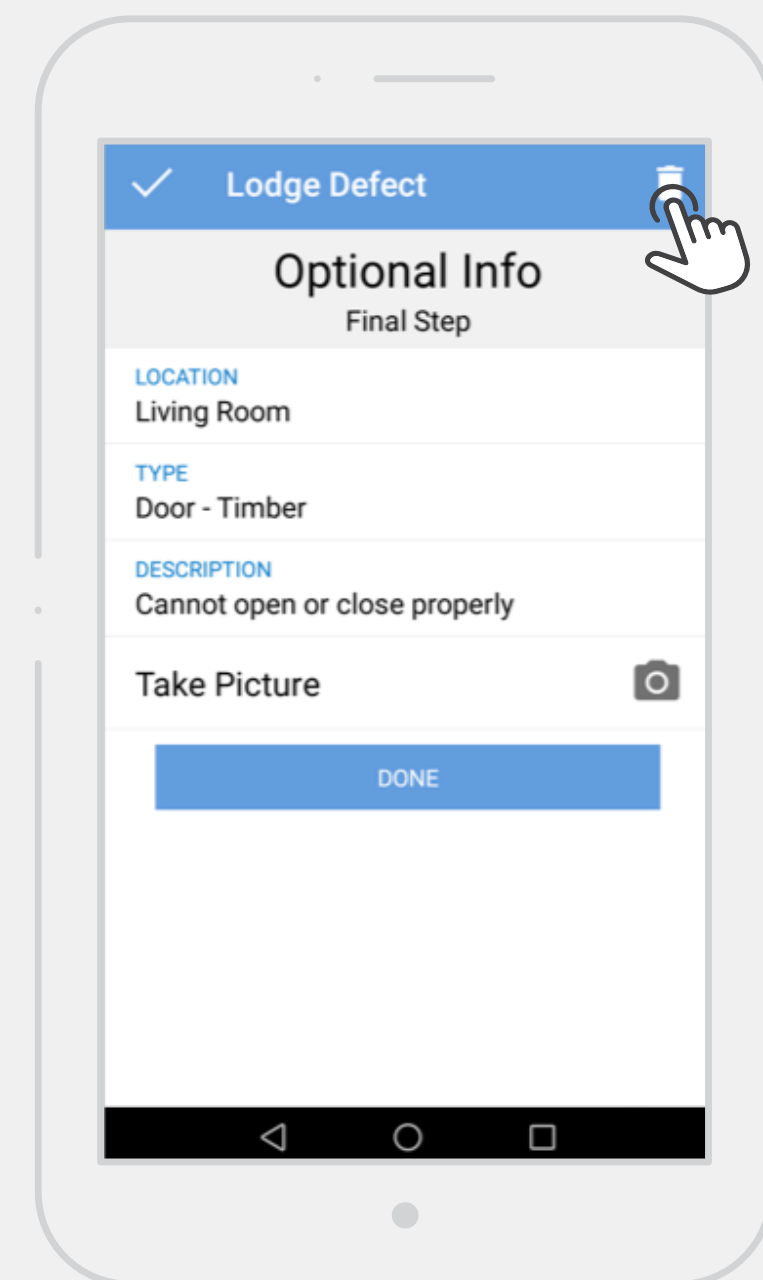
7 Select Description

- Select Description of defect.



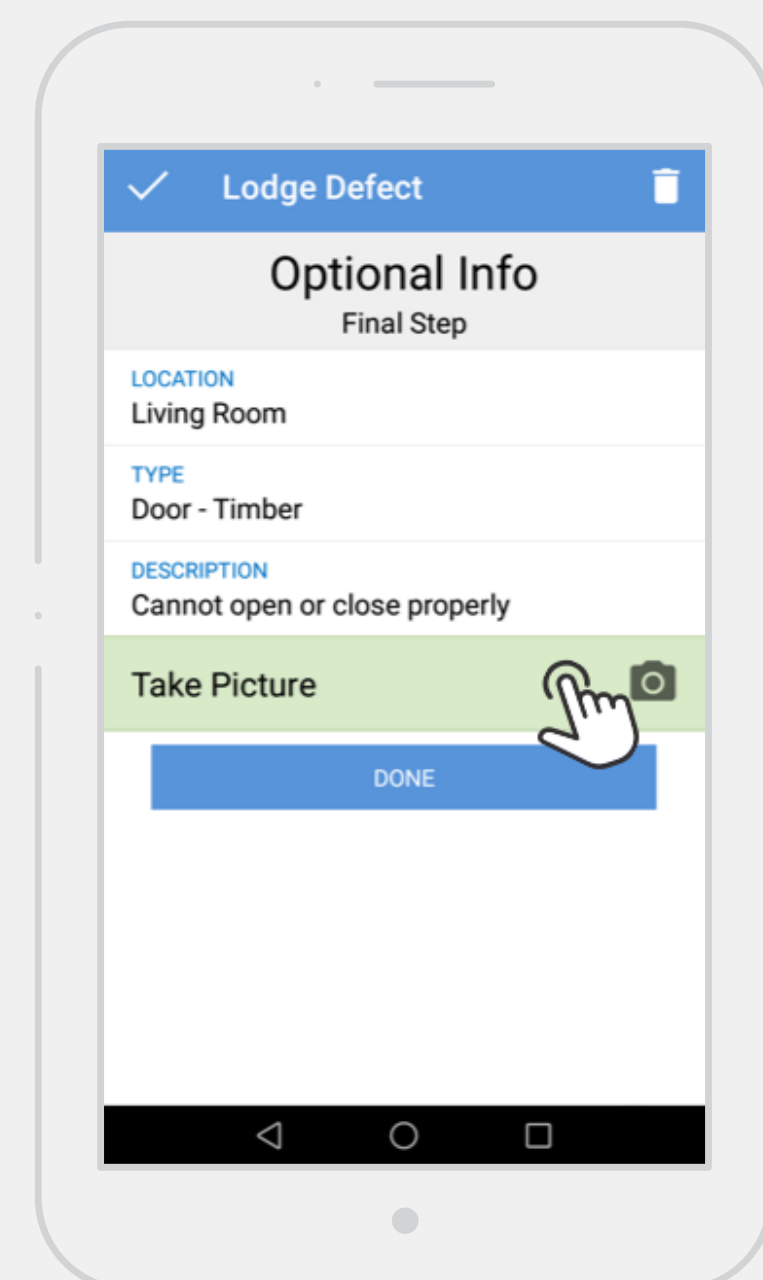
8 Delete an Error Defect

- To delete an error defect, click on the “Trash Icon”.



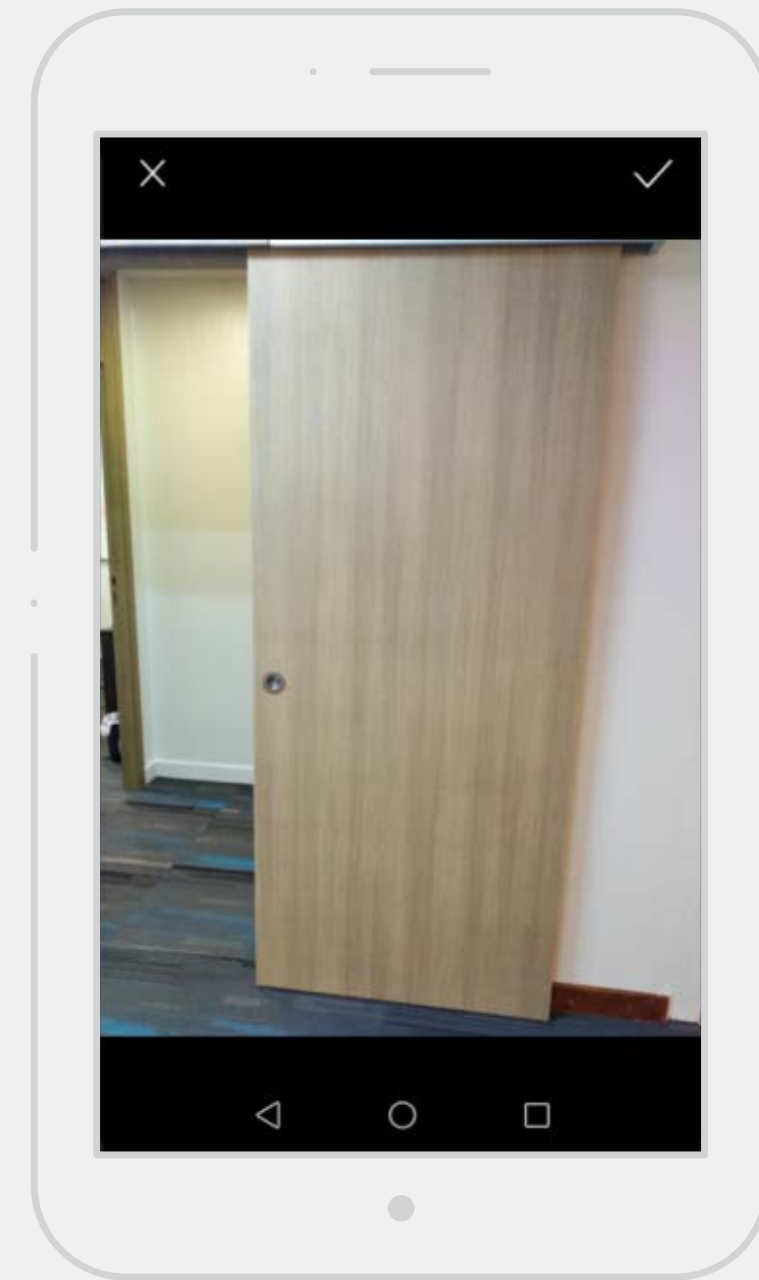
9 Take a Picture (Optional) (1/2)

- To take a picture of the defect, click “Take Picture”.



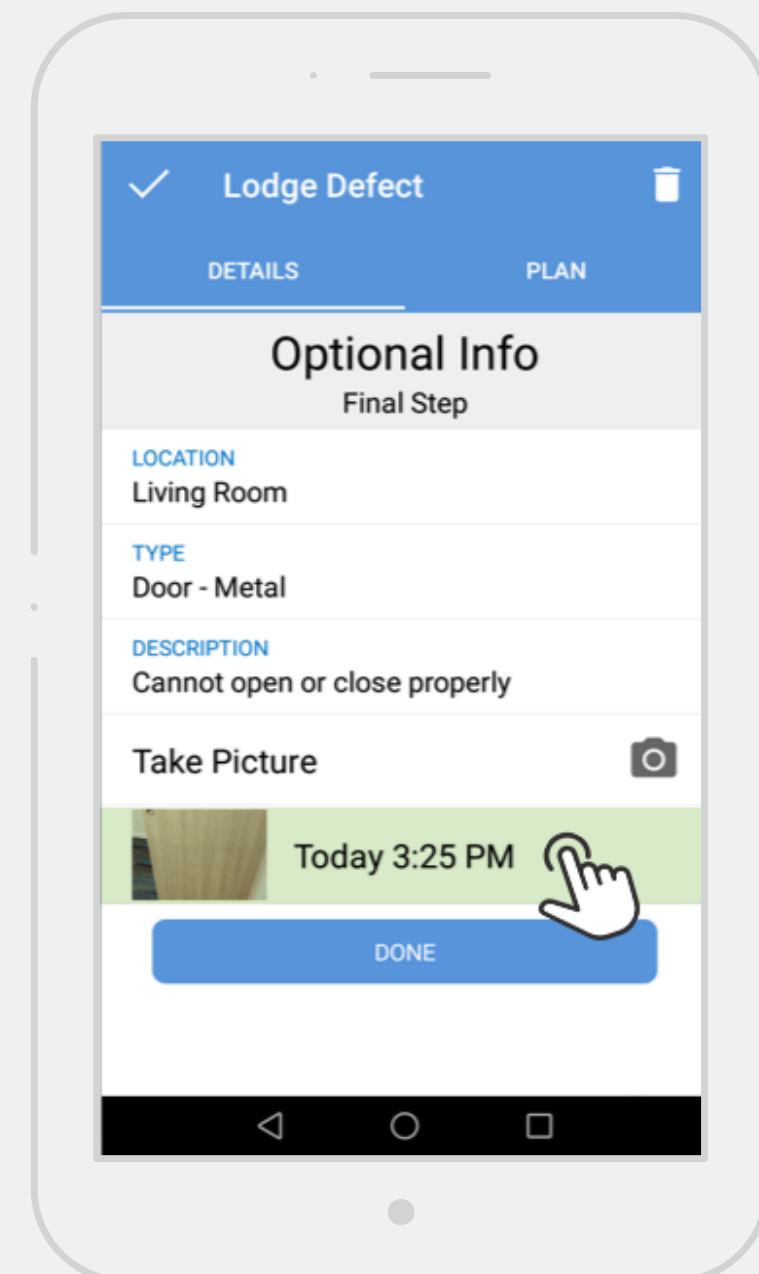
10 Take a Picture (Optional) (2/2)

- The camera app opens up. Take a picture of defect.
- Once ready, click on the ✓ icon, otherwise click on ✕ icon to cancel.



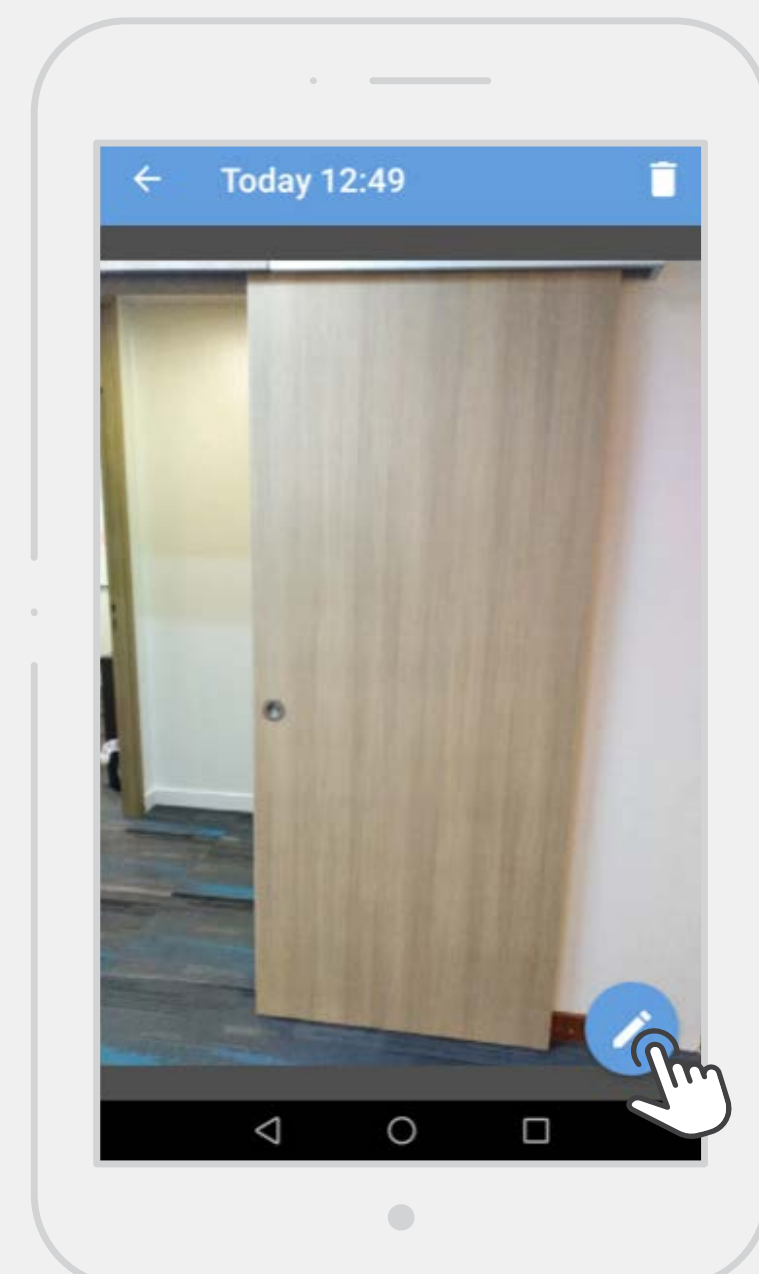
11 Annotate Photo (1/4)

- To annotate the picture, click on the photo taken.



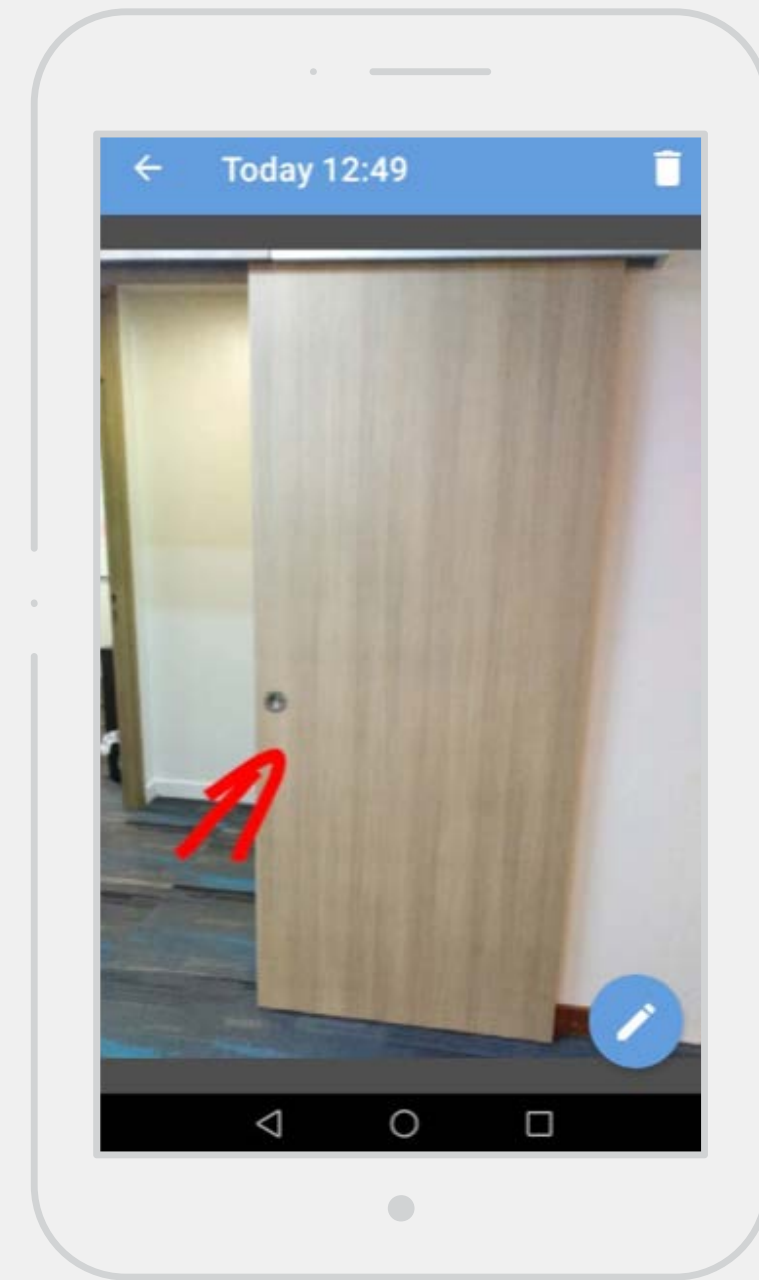
12 Annotate Photo (2/4)

- Annotate a photo by click on the “Pencil Icon.”



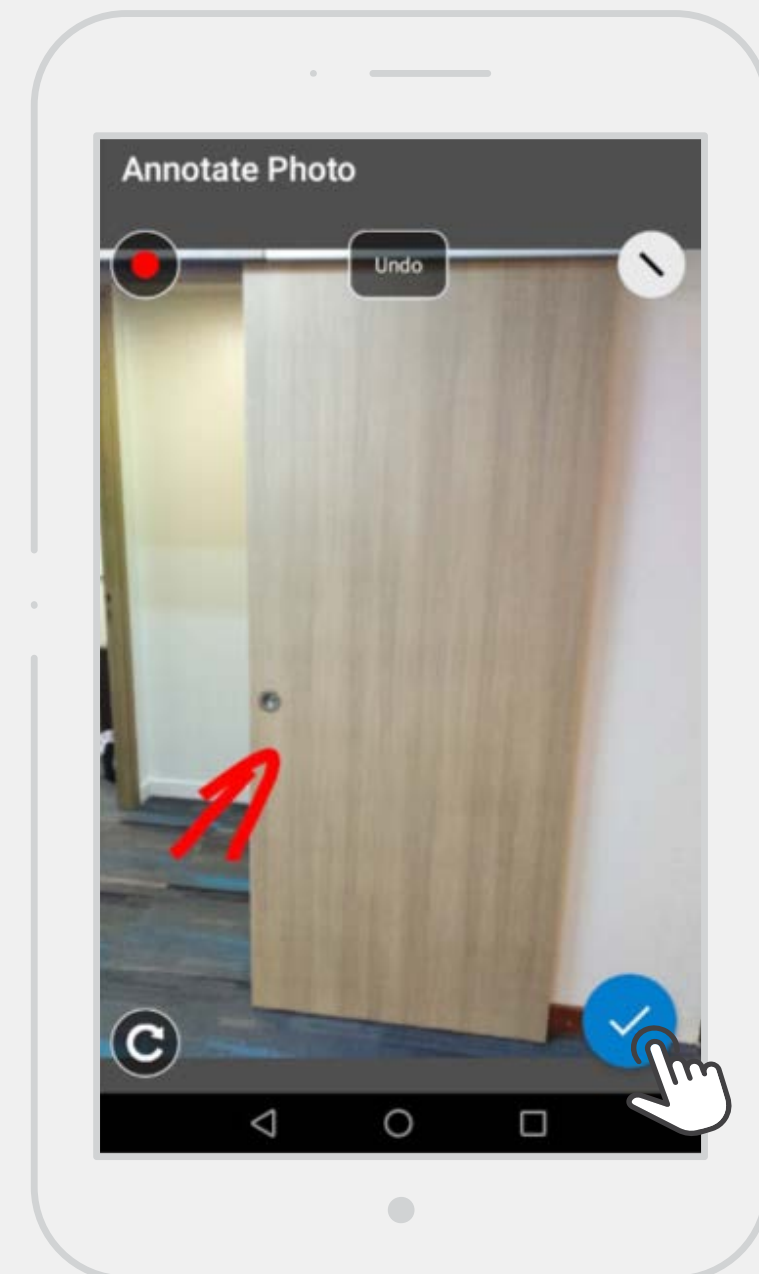
13 Annotate Photo (3/4)

- Mark-up the photo.



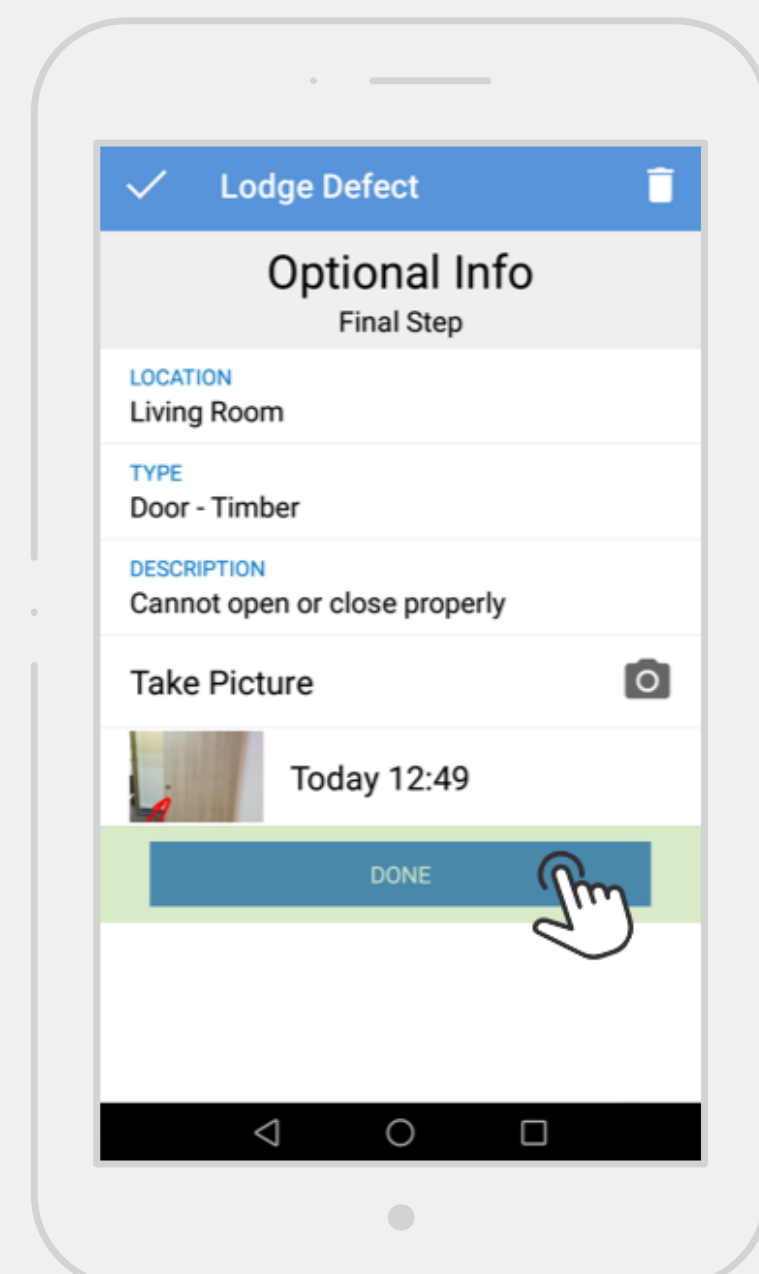
14 Annotate Photo (4/4)

- Click on the ✓ icon to validate.



15 Complete Lodging a Defect

- Click "DONE" once all information has been filled.

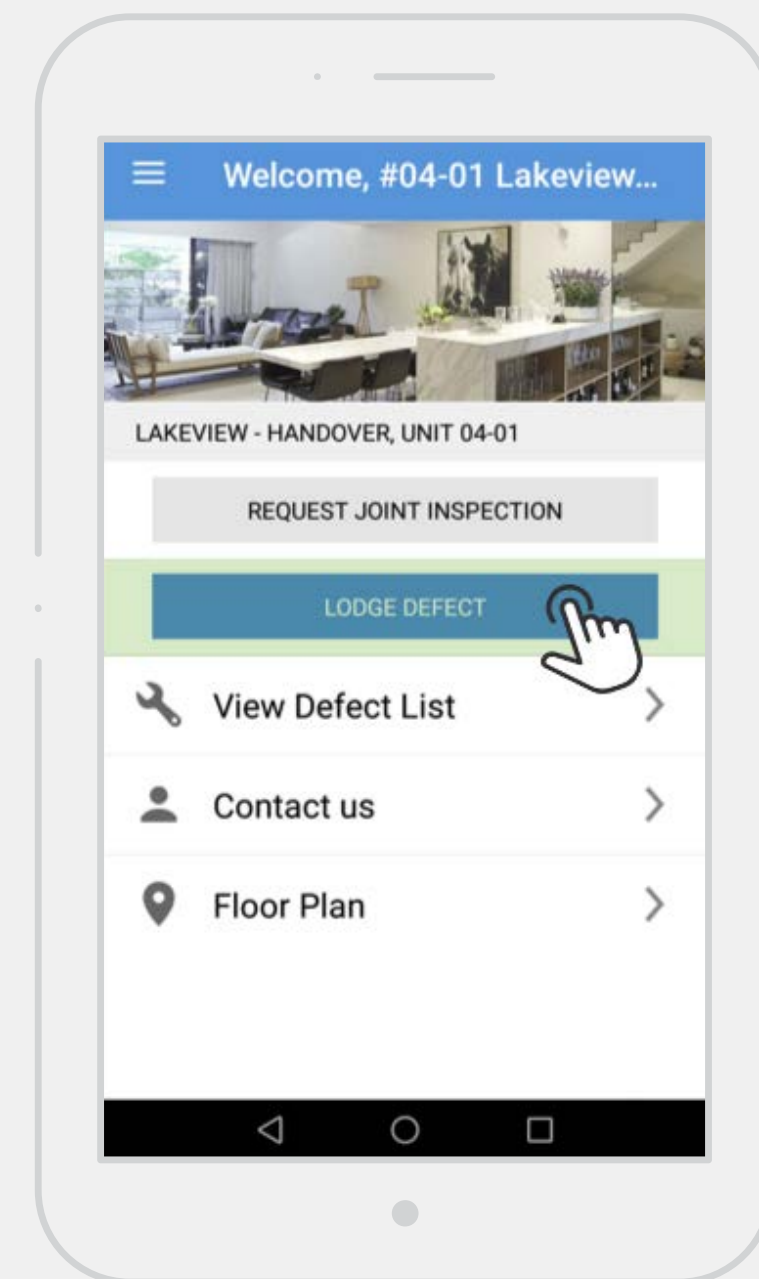


16 Lodge Another Defects, if any

- If there are more defects to be lodged, repeat steps 3 to 15.

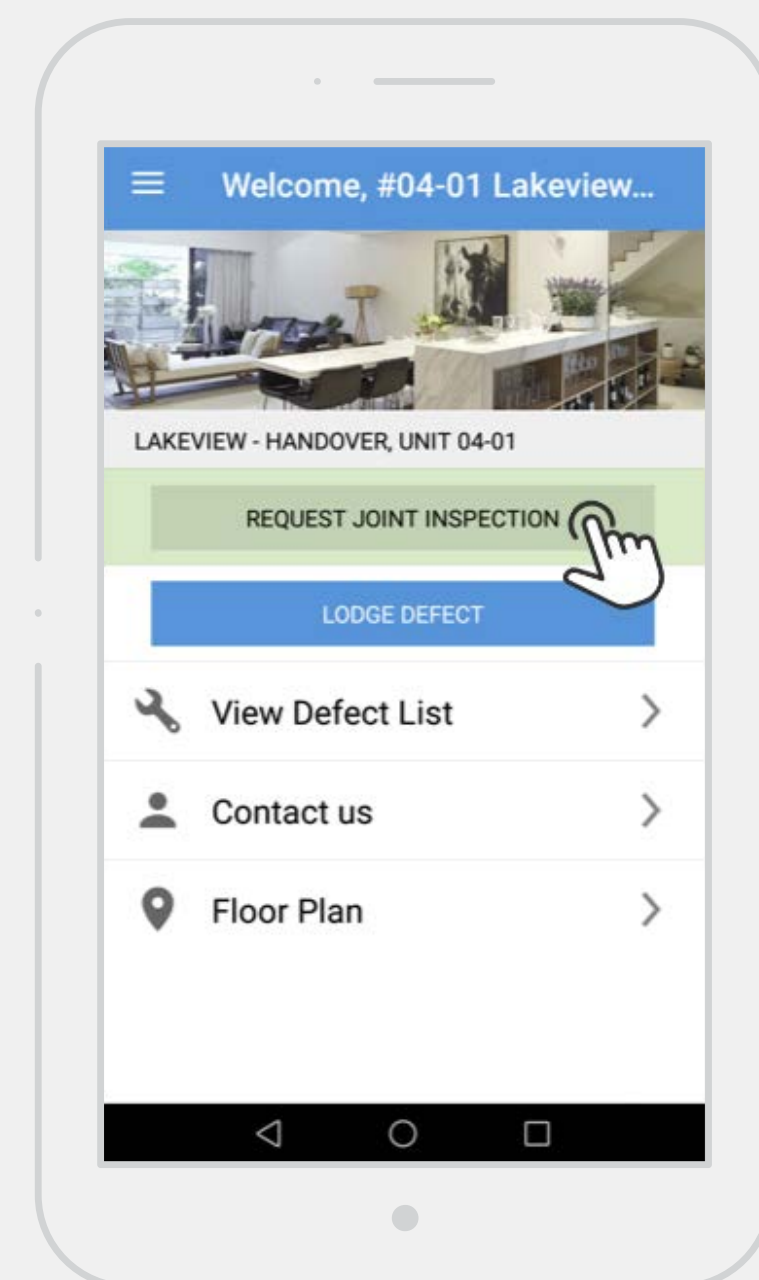
Note:

Please lodge all defects in your unit, before requesting for a joint inspection.



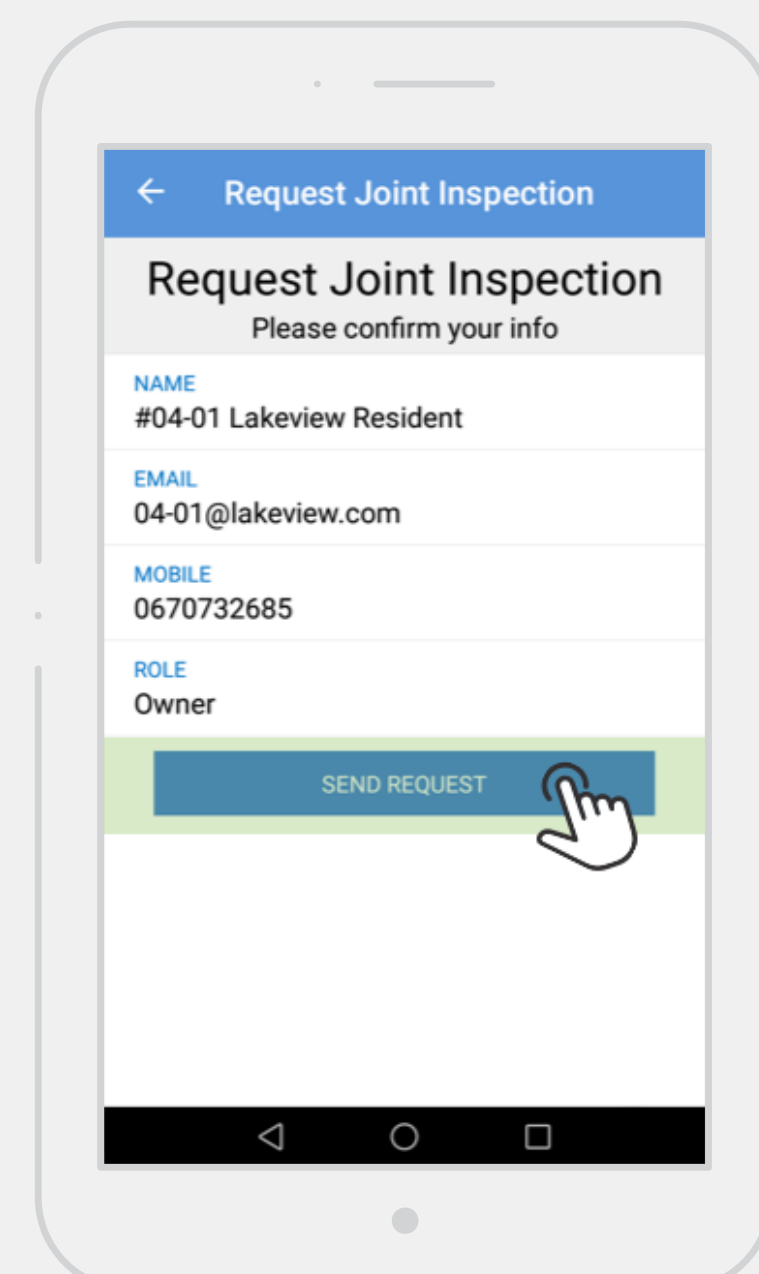
17 Request for Joint Inspection (1/3)

- Click on “REQUEST JOINT INSPECTION”.



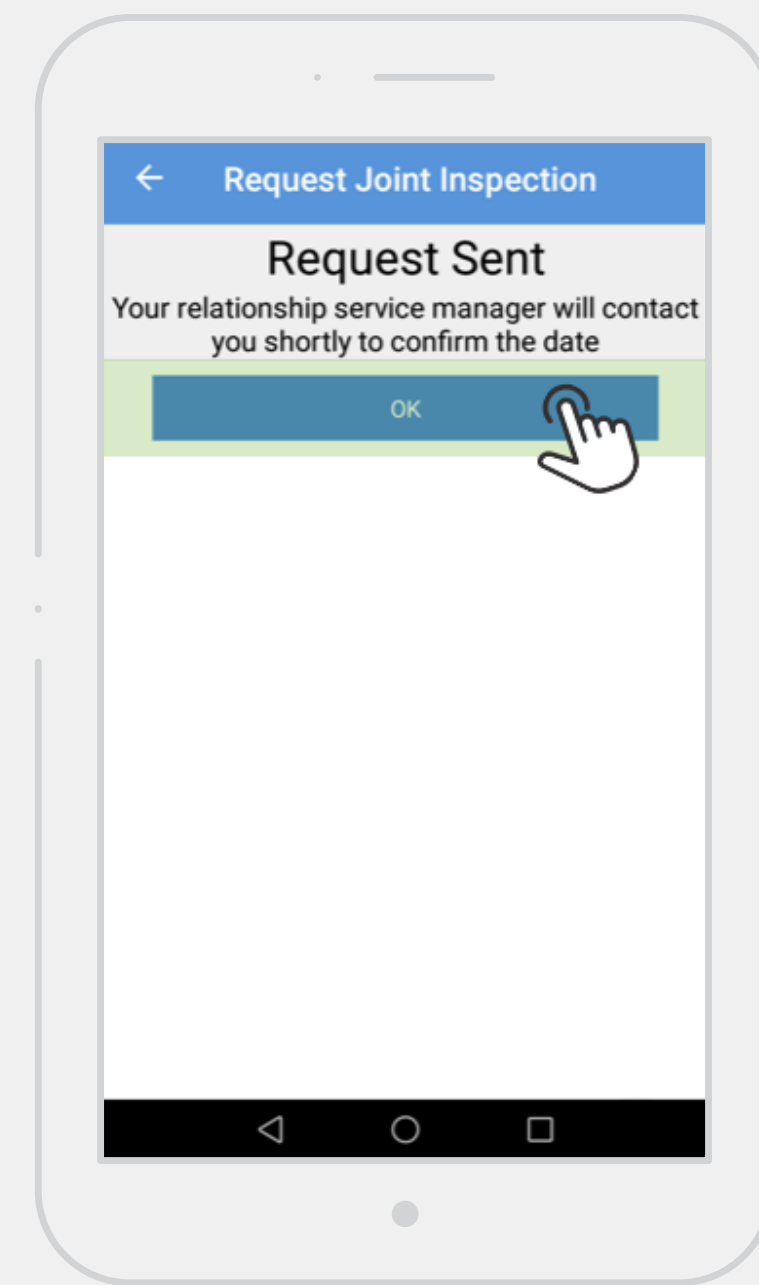
18 Request for Joint Inspection (2/3)

- Edit your contact details
- Click on “SEND REQUEST” to notify your Customer Relations Consultants to schedule for a joint inspection.



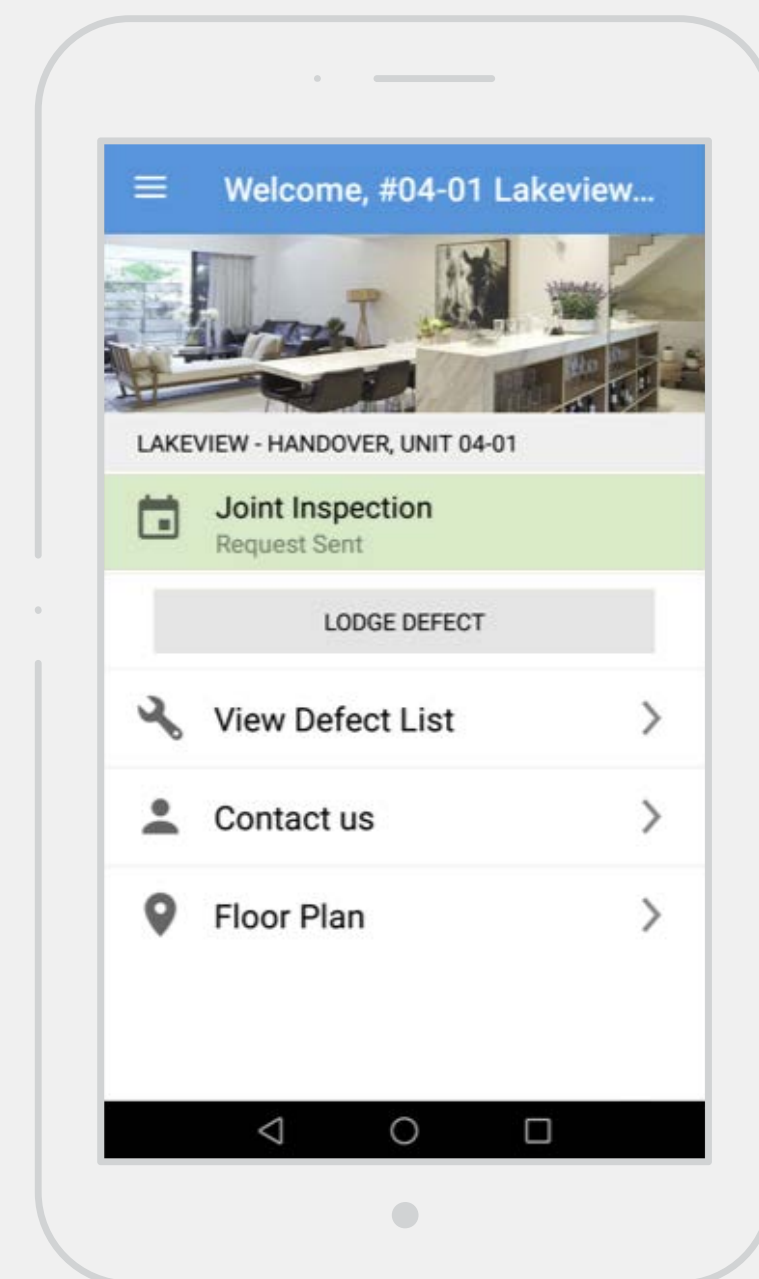
19 Request for Joint Inspection (3/3)

- Click “OK”.



20 Check Status – Home Screen

- Check Status of the lodged defect at Home screen.

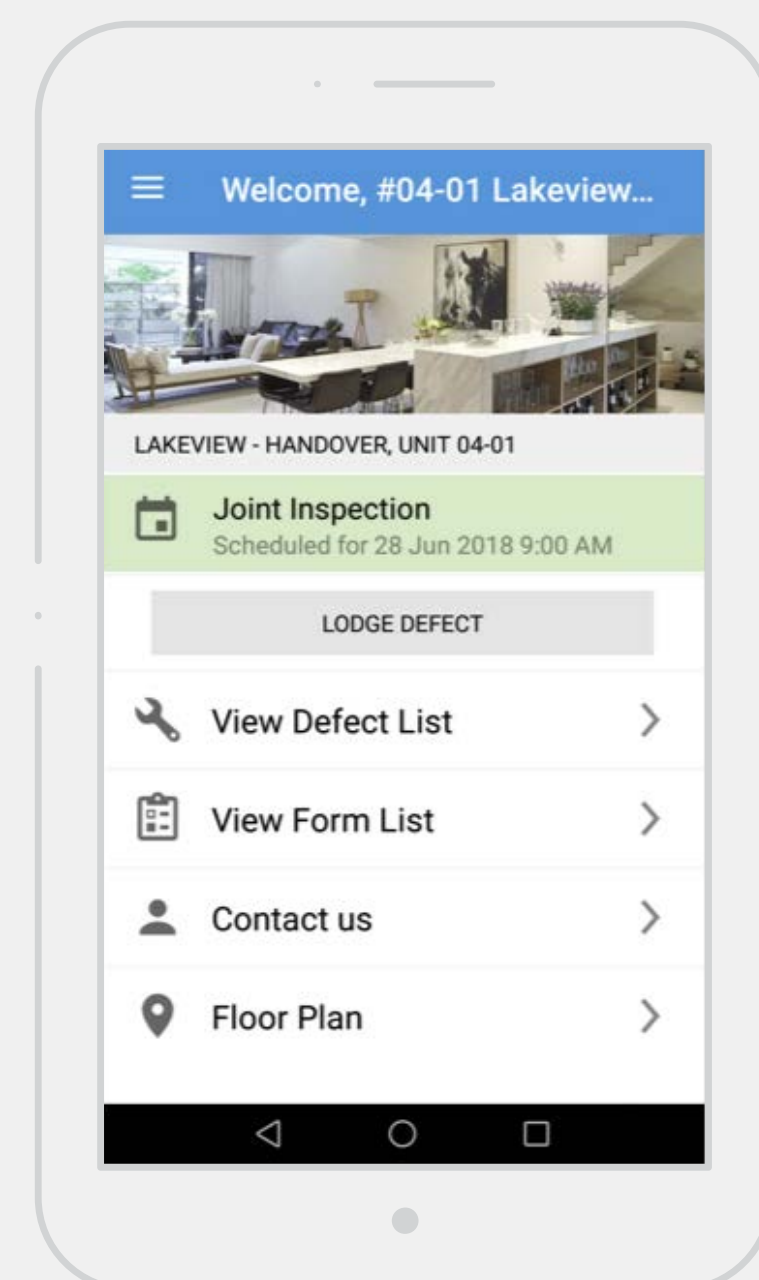


21 Scheduled Joint Inspection

- Joint Inspection Date has been scheduled.

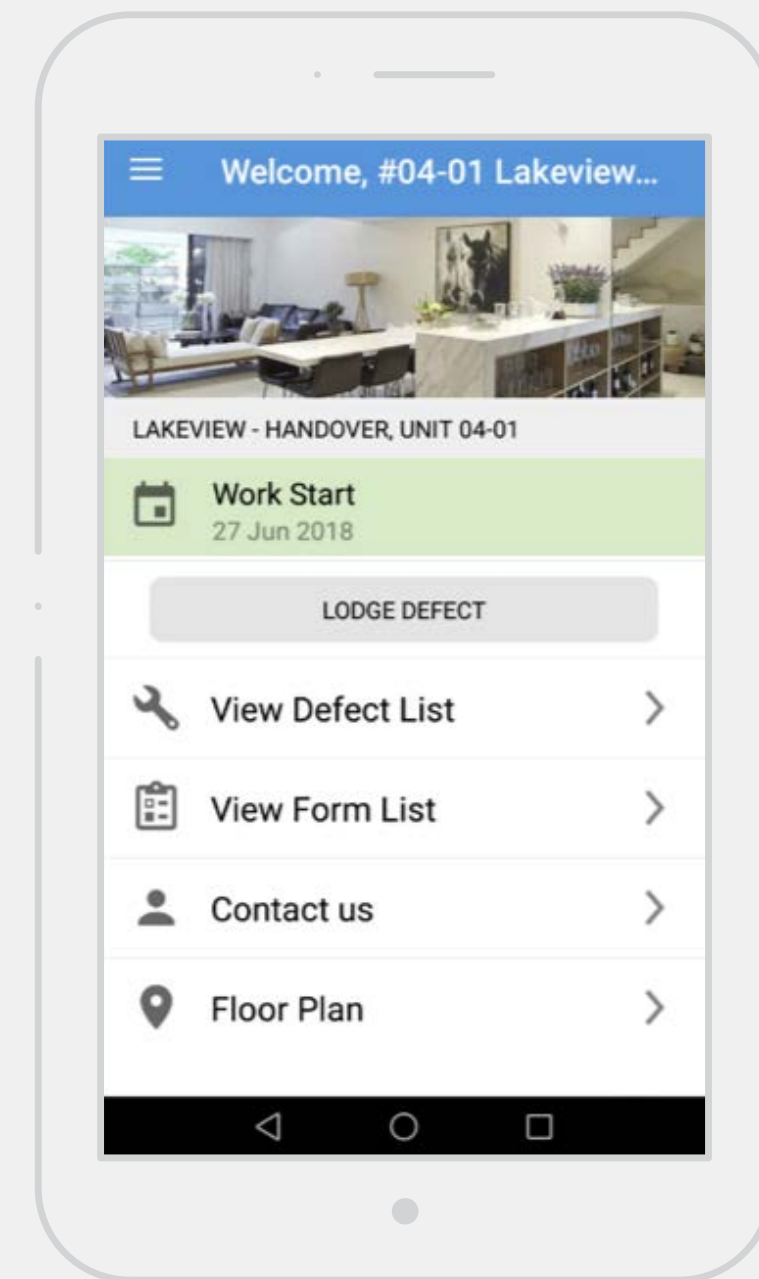
Note:

Once defects have been lodged, your Customer Relations Consultants will contact you to schedule a joint inspection.



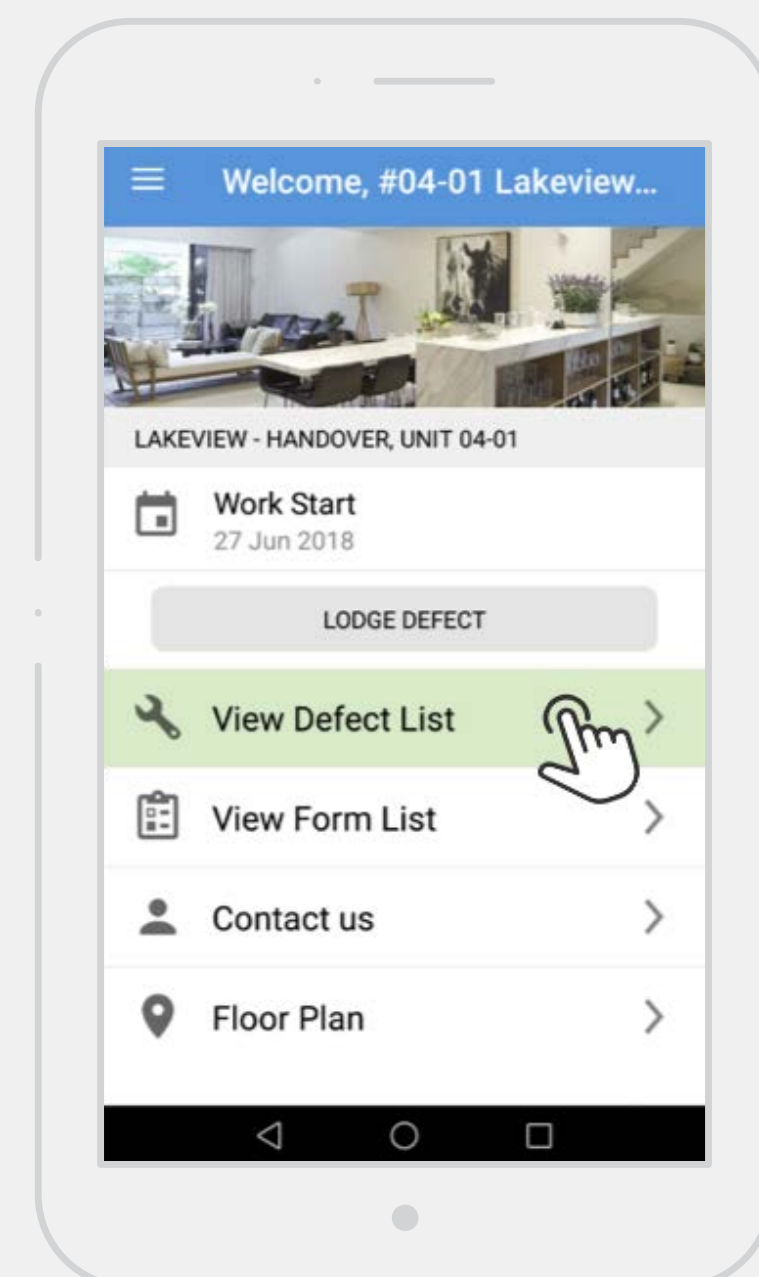
22 Check Status – Home Screen

- Check on the Status of the lodged defect at Home screen.



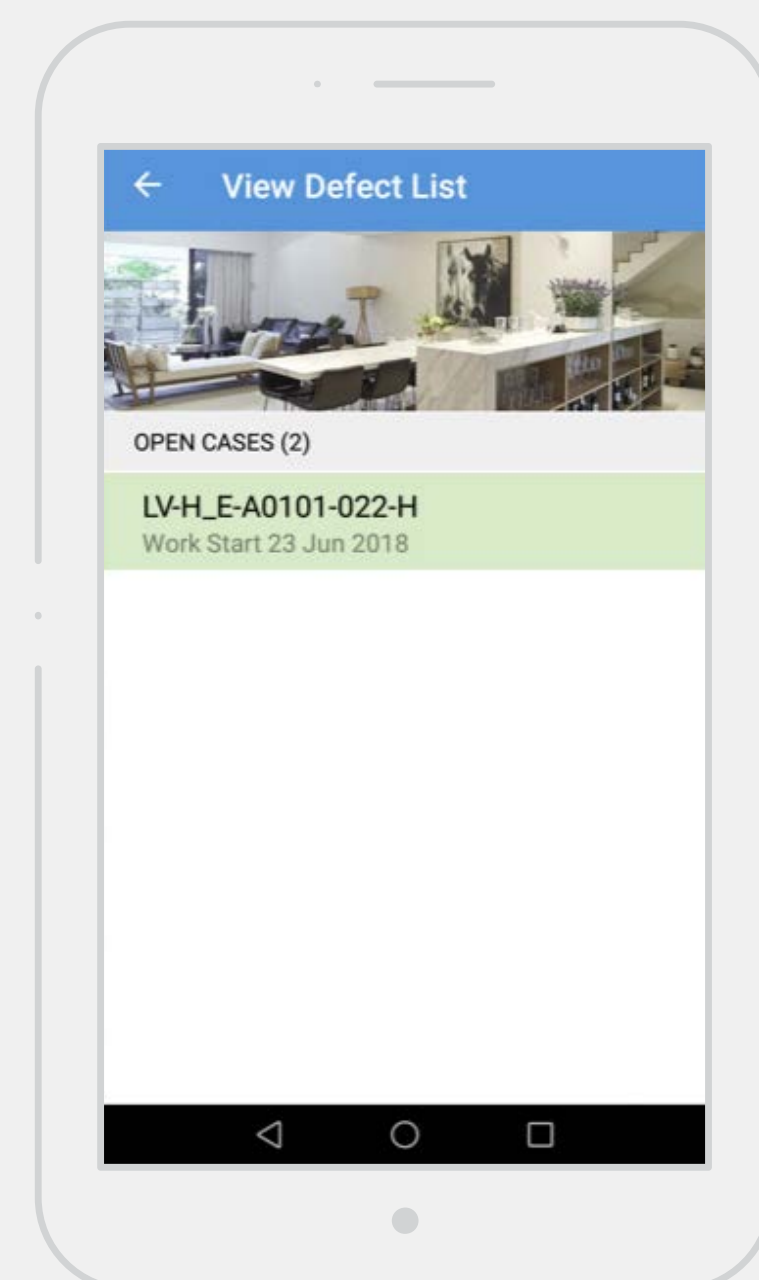
23 Check Status – Defect List (1/2)

- Check on the Status of the lodged defect at Defect List.



24 Check Status – Defect List

- Check on the Status of the lodged defects at Defect List screen.

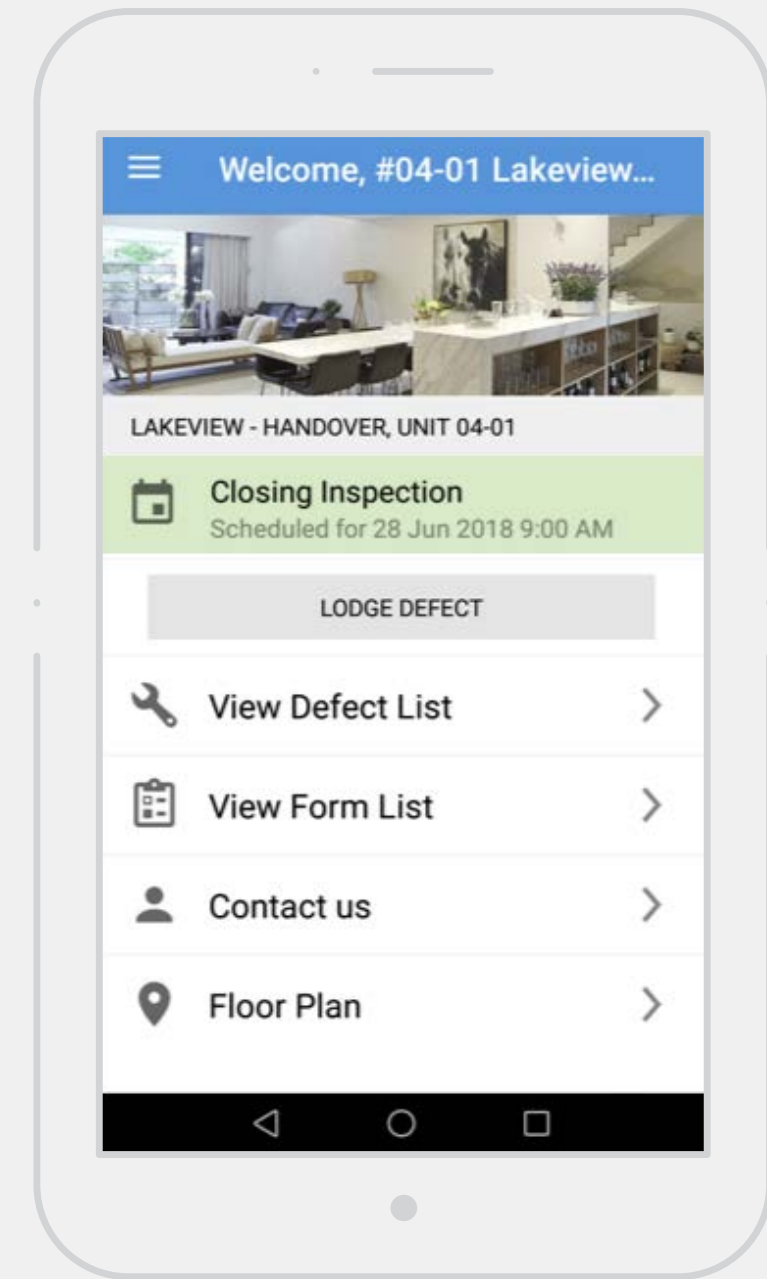


25 Schedule Closing Joint Inspection

- View Closing Inspection Schedule.

Note:

Once all defects have been repaired, your Customer Relations Consultants will contact you to schedule for a closing inspection.

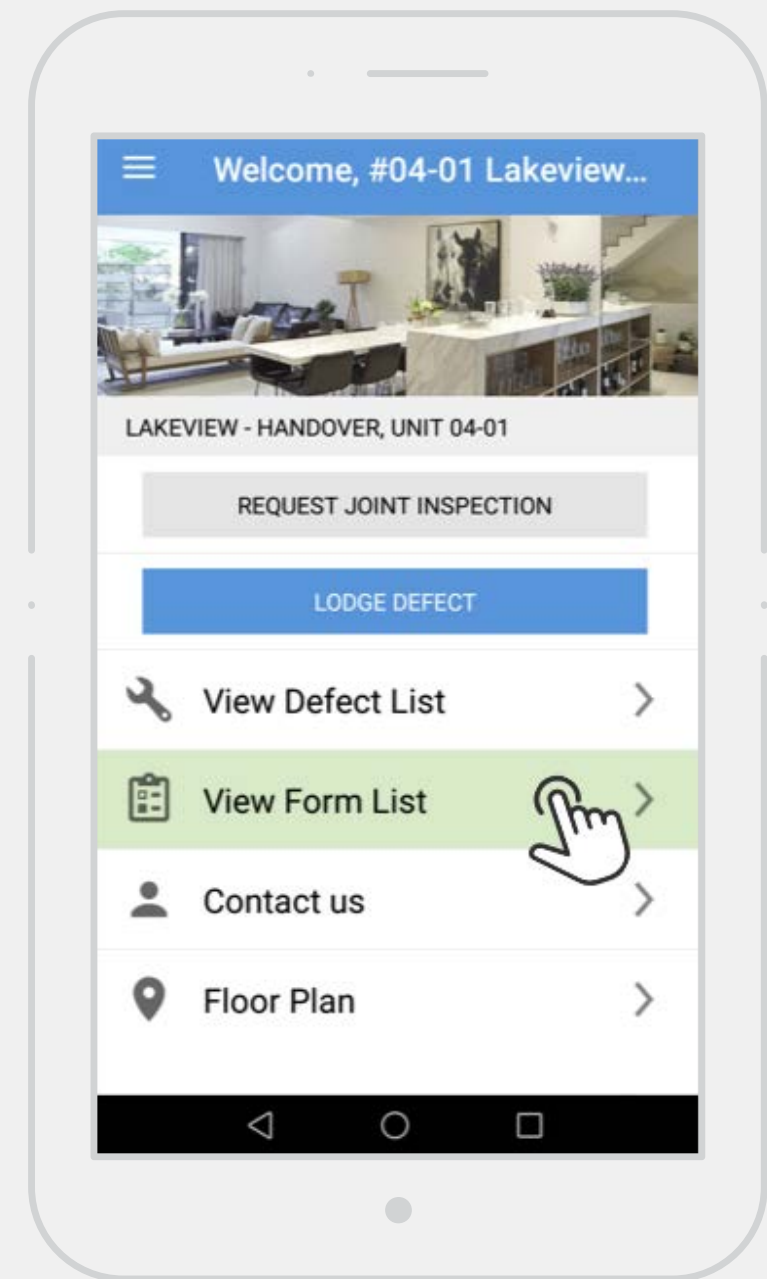


26 Download PDF (1/2)

- To download checklist PDF related to your unit, click on “View Form List”.

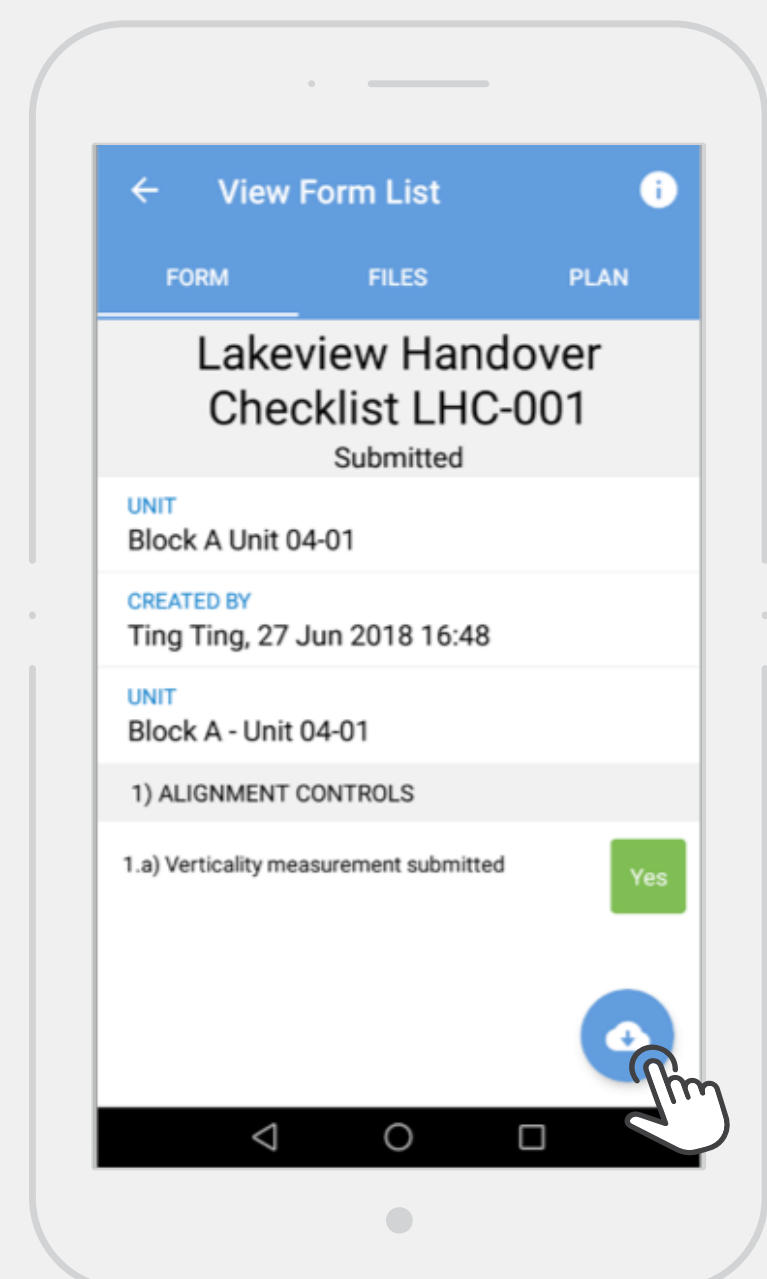
Note:

“View Form List” might not be available in your homepage due to absence of checklist in your unit.



27 Download PDF (2/2)

- Click on the cloud icon to download PDF.



Offline Usage

Home Owners should sign in to Novade app when they still have internet connection, and do a manual syncing to store the latest date in their mobile.

Home Owners can lodge defects when offline if they are logged onto the Novade app.

Once they are connected to the net again they must open the app, drag and drop the screen to push the data to the cloud.

If this sync is not completed the data will only exist on the Home owners mobile app and will not be visible to others.

It is recommended that all users always stay logged on the app and not sign out. There is no background data consumption.

*Note:

Owner needs to refresh (drag down action on the screen) the app when there is internet connection to sync up and get the latest information.

28 Turn On Airplane Mode

- Slide the button to turn on Airplane mode.

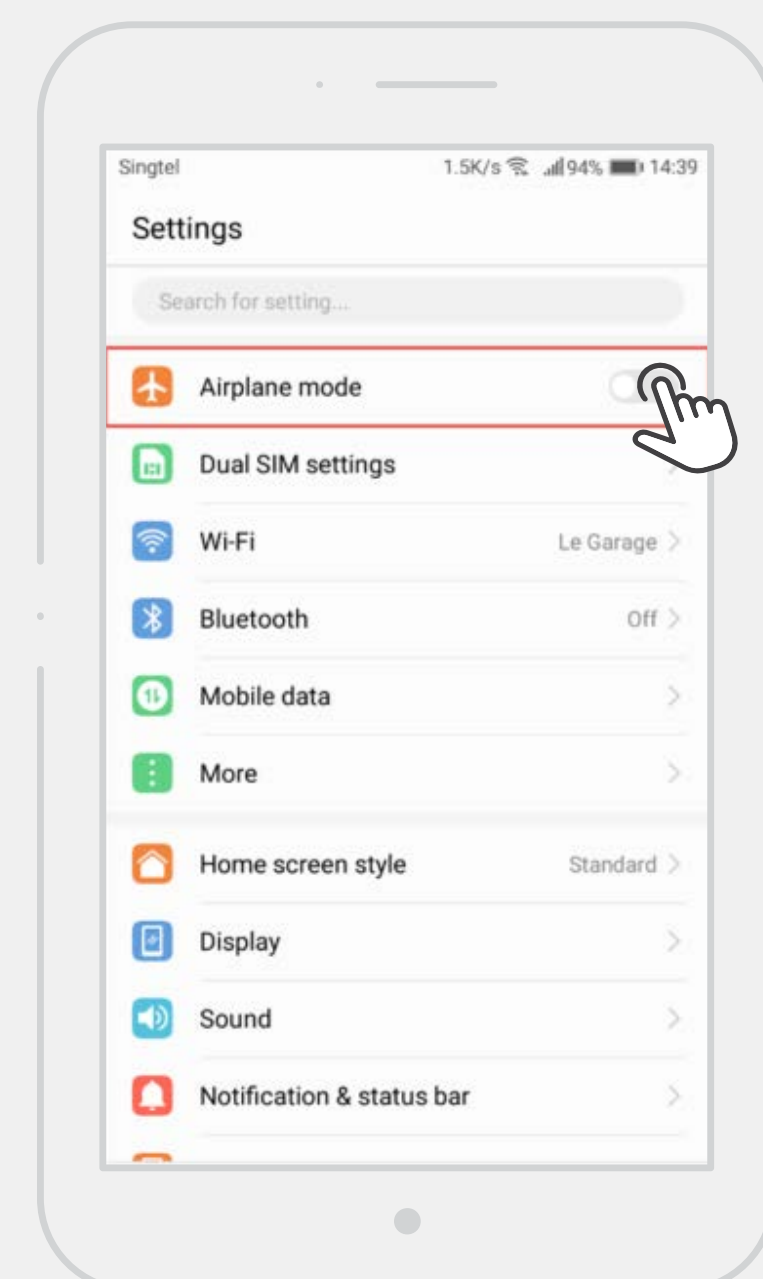
Online Guide of How to Turn on Airplane Mode

IOS:

<https://support.apple.com/en-us/HT204234>

Android:

<https://support.google.com/android/answer/9089903?hl=en>



Have more questions?

Please contact your Customer Relations Consultants (consultants or executives)

19. Consultants

Architect



Arkitek LLA Sdn Bhd
 22 Gerbang Midlands,
 10250 Penang, Malaysia
 Tel: +604-227 0076

M & E Engineer



IConsultancy (PG0247538-M)
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 Kimsar, 13700 Prai, Penang.
 Tel: +604-390 9911
 +604-398 5933

Design Landscape Consultant



Site Concepts International Sdn. Bhd.
 (1096547-T)
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 47301 Petaling Jaya, Selangor, Malaysia.
 Tel: +60 16 494 2034
 Email: sitecon@singnet.com.sg
 projectsalpha_sg@sci-pl.com
 Webpage: www.siteconcepts.com.sg

Submission Landscape Architect



MLA Landscape Architects Sdn Bhd
 (Company No: 817218-U)
 26A Persiaran Zaaba,
 Taman Tun Dr. Ismail
 60000 Kuala Lumpur
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 Fax: +603-7728 2401
 Email: mlattdi@maliklip.my

C & S Engineer

ARUP

Arup Jururunding Sdn. Bhd.

Gurney Paragon Mall,

Level 6, Lot L6.01 to L6.09

163-D, Persiaran Gurney,

10250 Pulau Pinang.

Tel: +604-293 3800

Fax: +604-293 3810

Quantity Surveyor



UNITECH QS CONSULTANCY

SDN BHD (570031-P)

12A-A, Menara Northam

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10050 Penang

Tel: +604-229 0092

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Green Building Index Consultant



BSD Consultancy Sdn Bhd

3-10, Oval Tower @ Damansara,

No. 685, Jalan Damansara,

TTDI, 60000 Kuala Lumpur

Tel: +603-7732 9873 / 74

Fax: +603-7732 9875

Design Architect



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Klongtoey Bangkok 10110

THAILAND.

Tel: +662 260 0160 1

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Email: office@d103group.com

Webpage: www.d103group.com



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IKEA Southeast Asia 