

Making life easier for residents with concierge service

Developer's initiative to help in asset management, customer care and lifestyle needs

SUNSURIA Bhd has launched its new Sunsuria Concierge, a one-stop and unique concierge service to enrich its customers' everyday experience.

It was designed to redefine customers' expectations by offering a diverse and customised menu of services that saves time and minimises hassle, from vacant possession and sub-leasing to daily home services.

Sunsuria chief executive officer Koong Wai Seng said: "The Sunsuria Concierge concept embodies our customer-first philosophy to provide solutions that will ultimately enrich customers' lifestyles.

"When our customers choose Sunsuria, they are not just obtaining property but investing into a sustainable and long-term future for them and their families.

"We are committed to improving our customer service programmes to ease their everyday life".

The concierge offers three types of services — asset management, customer care and lifestyle services.

Asset management services provide customer assistance for leasing, sub-sale and

building and property management as well as maintenance.

Under customer care, the concierge handles vacant possession, defect management, and general feedback management for day-to-day enquiries and feedback.

The lifestyle category is catered to customers' post vacant possession — offering home services, repair and maintenance, pest control, moving and relocation and home cleaning.

Sunsuria Concierge has announced its first official collaboration with local startup Kaodim Sdn Bhd to provide home services to residents and tenants.

Through Sunsuria's participation in the Kaodim Property Developer Home Services Programme, its customers will gain access to Kaodim's wide range of cleaning, relocation, installation, repair and maintenance services as well as exclusive rewards and offers.

Kaodim will develop a customised web and mobile-optimised portal where Sunsuria's customers can submit their requests for home service quotations.

It will then verify and match the request

to the appropriate professionals to deliver the service.

The site will also offer exclusive offers and rewards designed for Sunsuria's customers including free redemption for services.

"We are delighted to work with Kaodim to provide our current and future customers a one-stop digital solution for all their home service needs.

"Their value proposition will significantly elevate convenience and peace of mind for our customers," said Sunsuria Bhd executive chairman Datuk Ter Leong Yap.

Kaodim chief executive officer Choong Fui-Yu said they were honoured to work with Sunsuria and looked forward to introducing the residents to the company's professionals who have been hired by thousands of Malaysians.

"They will not have to spend hours searching for the right cleaners, plumbers and more, because our platform will enable

them to hire top-rated professionals with ease and confidence at competitive prices via cutting-edge technology," said Choong.

He said customers will also be protected by the Kaodim Integrity Programme that implements strict guidelines for the professionals, which encourages top-notch service quality and customer satisfaction.

The Sunsuria Concierge is currently available to residents and tenants of Suria Jelutong in Bukit Jelutong and Suria Rafflesia and Suria Ixora in Setia Alam.

It will also cater to new and future developments such as Suria Residence (Bukit Jelutong), Forum 1 & Forum 2 (Setia Alam), Jasper Square, Bell Avenue, Olive Residences, Bell Suites, Provence development, Monet Garden, Monet Lily, and Monet Springtime (Sunsuria City, Salak Tinggi) due to be completed between 2018 and 2020.

For details, call 1 800 222 727, email concierge@sunsuria.com or visit www.sunsuria.com



Sunsuria Bhd announcing its first collaboration with Kaodim Sdn Bhd with the signing of agreement between Koong (second from left) and Kaodim Sdn Bhd co-founder and managing director Jeffri Cheong (second from right) witnessed by Ter (left) and Choong (right).