

# KFEM

# Connection

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**By Jordan Neo**

A lot of us are like helium balloons. We all have the potential to soar. But we may be always tied back by 'strings', unable to reach our fullest potential. Sometimes we do not realise that one of the 'strings' holding us back from greater success is our attitudes.

What exactly is attitude? Attitude is simply a state of mind, controllable by yourself. The energy to persevere when faced with obstacles comes from having the right attitude.

Do you know how healthy is your attitude? We go for health or dental checkups at least once a year, but we probably do not monitor our attitudes which can affect our mental health.

Research has shown that our attitudes – positive or negative – affect whether we succeed or fail in reaching our goals. Your attitude is your responsibility; you can choose your attitude towards what life throws at you. Those who choose to have a positive attitude and feel optimistic about overcoming obstacles, will respond to tricky situations with positive affirmations like "Yes, I can do it. It is achievable. It is perfectly possible and I am capable." These affirmations will positively affect your attitude and greatly motivate you, allowing you to focus your thinking to take productive action towards your goals.

Positivity is just as contagious as a smile. Do you remember a 'warm glow' after your last interaction with another person – be it your colleague, a customer, a friend or your family member? Your attitude affects your interactions with people and the outcome of everything you do. This is why we prefer to surround ourselves with positive people with can-do attitudes, and tend to avoid interacting with people with negative orientation to life.

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Negatively-inclined people will believe they are unlikely to succeed in anything and are often bad for our attitude health. Common examples of negative influences in the workplace include spreading rumours and engaging in office politics. Not only is it a waste of time, the contagious negativity also affects fellow colleagues' morale and productivity. The best way to beat office politics is to step away and avoid becoming a channel for spreading rumours.

If you hear a negative voice inside you, the good news is: it is never too late to do something. You can make improvements to your work or personal life by reframing your attitude. A positive way of overcoming obstacles is to remember that setbacks can pave the way for greater learning opportunities. Remove the barriers within you – the fear of failure, procrastination, pessimism and concentrate on the task at hand. Instead of complaining or focusing on the problem, you can actively look for solutions. Take the initiative to acquire new information needed to complete the task or proactively learn new skills to upgrade yourself.

You may feel that reframing attitudes is akin to 'Mission Impossible'. Think about the first time you tried to ride a bicycle – you probably felt awkward, afraid and conscious of failing. However with constant practice, you soon acquired the hang of it and performed easily and effectively almost automatically. Just like learning to ride a bicycle, you need to invest time and effort into cultivating a positive attitude. Persist in it and it will gradually become second nature to you. By watching your attitude and actions, you determine for yourself whether you will reach your highest potential!



**CONGRATULATIONS**  
**on your promotion!**

**Carisa Chu [BU 5]**

Promoted from Condominium Manager, Domain 21 to  
**Assistant Property Manager, HQ**

**Ivis Ng [BU 5]**

Promoted from Resident Relations Officer, Holland GEMS (BU 1) to  
**Condominium Manager, Domain 21 [BU 5]**

**Karina Chan [BU 5]**

Promoted from Condominium Officer, Pebble Bay to  
**Condominium Manager, Twin Regency**

**Grace Kwan [BU 6]**

Promoted from Assistant Property Manager to  
**Property Manager, HQ**



# KFEM Connection

## Meet Yeow Meng

Our Condominium Manager at **Parc Oasis** counts photography, reading, fishing, and rearing song-birds as his hobbies. With 8 years of experience in estate management, Yeow Meng tells of why he rejoined KFEM and shares some tips on handling large estates.



### 1. How did you enter the estate management industry?

Previously, I was working in IRAS as a valuation officer, assessing the annual values of properties' values. Such desk-bound jobs did not suit me and soon I found a new challenge in estate management which requires certain amount of field work.

### 2. Why did you rejoin KFEM in 2007 after leaving the company?

I was with KFEM for almost 2 years before leaving in 2006. Then I took up the challenge of working for a waterproofing contractor, which involved long hours in construction sites. By coincidence, I met with my former BU Head, Eleana Teo, who asked me to reconsider joining KFEM. After some thought, I rejoined KFEM in 2007 and I am happy to be back, doing something which I am familiar with and excel at.

### 3. What is different about KFEM compared to other companies?

I would say that the differentiating point is the team spirit in my business unit and the wonderful support given by my boss, Eleana.

### 4. What is the most challenging part about your job?

I find it most challenging to find new solutions to solve repeated problems. For example, we had leaking fixed glass panels due to failed external sealant, but it was too expensive to use the usual gondola method. We decided to use rope access workers after observing that such services were widely used in shipyards. This proved to be an efficient and cost-effective way than using gondola (as it requires PE endorsement etc), while waiting for a permanent solution to be approved in the AGM.

### 5. You oversee Parc Oasis, an estate with 950 units, along with seven staff members. Can you give some tips on how to handle estates of such size?

Just sharing some tips which work for me:

- For a team to work well together, I would suggest opening your doors to staff, showing care and concern for them and encouraging them to share their problems. I will also share my knowledge, past experience and useful newspaper articles with staff.
- With large estates, it is important to have regular scheduled site walks with term contractors to check their works. It is also a good idea to visit newly T.O.P projects and check out their new features e.g. the use of ductless jet air system in carparks.
- To keep abreast of developments in our field of work, it is important for constant upgrading of skills and knowledge, by signing up for Continuing Professional Development and short courses/seminars.

### 6. You are an avid fisherman and have organised a few of KFEM's fishing trips this year. How has this helped you?

I had fun organising these recreation activities, meeting fellow colleagues and also honing my organising skills. The organising experience comes in useful for my estate work, especially when my team had to organise a big-scale festival event with Minister gracing the occasion. Before I forget, do join us for our next fishing event - pond fishing and prawn catching in next March!

## ANNOUNCEMENTS

### KFEM Lunchtime Challenge!

During our bi-monthly training sessions, you may notice our staff concentrating on sudoku puzzles during lunch time. They are actually taking part in our year-long KFEM Lunchtime Challenge! At the end of the financial year, the Top BU and Top 3 individual winners will stand to win \$1,000 cash in total!

- 1st \$400
- 2nd \$200
- 3rd \$100
- Top BU \$300

Puzzle 97			Difficult		
	7		1		6
9		8			3 5
			9 6		
1				9	4
			8	7	
5 3					2 9
	9	2			5
2		4			7 9
			7 1		

## Got an Idea?

Send your suggestions to [idea@kfem.com.sg](mailto:idea@kfem.com.sg) today!



- \* To be eligible for IDEA\$ and Q+ points, your suggestion must meet the following criteria:
- Your suggestion must be original to KFEM.
  - It must give practical benefits.
  - It should save costs / improve service quality.
  - It should not violate any legal considerations or any of our corporate values.

**NEW!!!**  
**KFEM FORUM in this newsletter!**  
**Make yourself heard!**

Anything you want to see in this newsletter?  
 Give us your questions/great ideas/suggestions!!

Contact **Sharon Ng**,  
 Corporate Communications Manager  
 @ 6372 3002 or [sharon.ng@kfem.com.sg](mailto:sharon.ng@kfem.com.sg)



# KFEM Connection

My compliments to **Joanne Ang-Lam** at Riviera Residences. You have been fair in people management. Thank you for your initiative in doing up the block signage at our private lift after receiving our feedback.

- Patricia Koh, **Riviera Residences**

We would like to thank **Muliani** for her excellent dedication and service-oriented approach in managing the estate. The **team** has been helpful and friendly as well. Overall, the estate has been well maintained. We appreciate their effort and patience.

- Mr & Mrs. Quek, **The Eden**

Thanks to **Hui Jing and other staff** for organising and helping out at Mid-Autumn Festival in September. Although it was a simple celebration, everyone enjoyed the get-together.

- Heng Siong Yew, **Serenity Park**

The Mid-Autumn Festival at The Shaughnessy was a success! I want to commend **Frankie and team** for doing an excellent job in the administration and implementation of the programme.

- Henry Koh, **The Shaughnessy**

My thanks to **Brian Lim** for solving our problem of the balcony being drenched when the our neighbours in the unit above us water their plants. Now we can enjoy nature from our balcony peacefully!

- Mdm Teo SK, **Varsity Park**

Thanks to **Desmond Tan** for helping to resolve the underground water-main leakage pipe problem. I personally thank you for all the hard work that you have been putting in since you came into Dover Parkview.

- Jimmy Tan, **Dover Parkview**

**Ms. Kusumawati** has done a great job since taking over and we can see many improvements done to The Calrose.

- Allan Gan, **The Calrose**

My great appreciation for **Desmond Tan's** professionalism and patience at our recent AGM in October.

- Lim Chun Huat, **The Madeira**

Thanks to **Mun Ching**. I am glad to see that KFEM has started with a proactive and professional approach to the up-keep and management of Amaryllis.

- Jan Grove, **Amaryllis Ville Condominium**

We would like to thank **Karen, Angeline and Rowanna** who have proven to be efficient, obliging, and responsive, and have made our lives here very easy.

- Sarah and Andrew Cheetham, **Gallop Court**

Thanks to KFEM for the excellent services to-date.

- Michael Chan, **Laguna Green**



Golf Clinic, Bishan Driving Range

Ten of us headed down to Bishan Driving Range to learn the basics of golf from an instructor. Check out some of our best performers, Serene and Alseri!



Photos by Organiser, Ester Ling (HQ)

**Food Hunt**  
29 Aug 2008



One of our hottest recreation events, Food Hunt, took place in the East part of Singapore. We headed to Eunos for Velu's yummy curry fishhead.

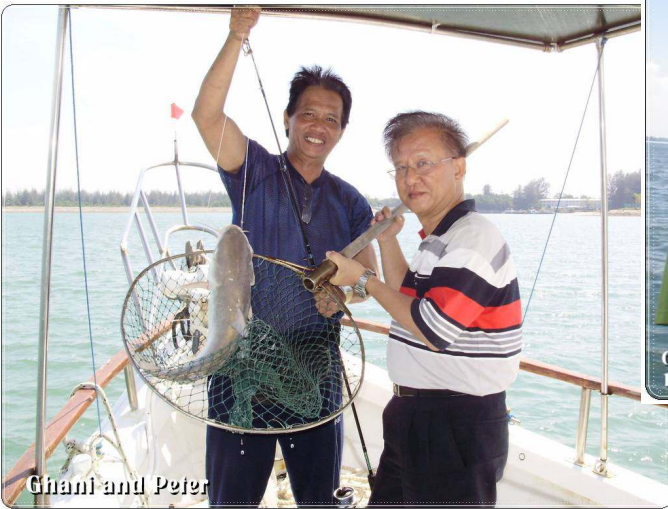
If you missed our curry fishhead night, remember to join us for our next Food Hunt in December!



Photos by Organisers, Ibrahim and Joanne, BU 3

# Boat Fishing Trip 27 September 2008

# KFEM Connection



Ghani and Peter



Our MD, Jordan with the 1st fish of the day!



Rijal with his catch

The weather was perfect for our fishing trip. We boarded the boat at Punggol Marina and headed towards the floating farm at Pulau Ubin to purchase our bait - live prawns. At fishing spot 1, no bites. We were undeterred and moved to fishing spot 2. This was where our MD, Jordan, landed the 1st fish of the day - a 1.5kg finger marked snapper! We were quite 'productive' at this spot - Ghani landed a 1kg cat fish, Yeow Meng had a palm-sized grouper. At other fishing spots, the group started to haul up juvenile jew fish, rainbow runners, flat heads and other varieties of fishes. Our top performer with quality fishes turned out to be Jordan - one 1.5 kg snapper and two 1kg groupers. The trip was enjoyable as all of us returned to shore with catches!



Group Photo!  
From left: Yeow Meng, Jordan, Peter & Ghani

Organised by Phua Yeow Meng, Photos by Yeow Meng and Rijal Yusoff



## Bowling Funatic 24 Oct

Calling out to all bowlers, start training for our Bowling Tournament in Jan 09!

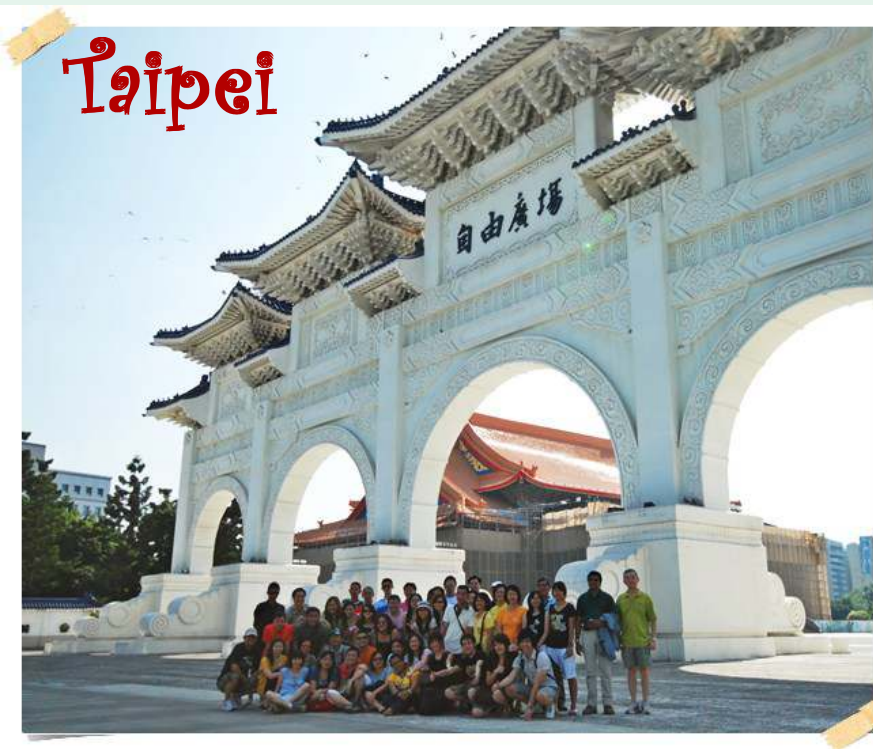
Organised by Carisa Chu, Photos by Rijal Yusoff

# KFEM Incentive Trip

22-24 Aug 08

# KFEM Connection

For the first time ever, our staff voted for their choice of destinations - Taipei and Genting - for the KFEM Incentive Trip. Priority was given to staff who have not gone for last year's trip and also based on their length of service with KFEM. Each staff will have an opportunity to go for one big trip (by plane) and one small trip (by coach/ferry). Hmmm, so where shall we go next year?



## Genting

