

## Strata Management Training Course Part 2: Defects Series – Managing Home Owners’ Expectations

### Course Overview

This is Part 2 of the 3-Part Series course, mainly providing the participants an insight into the different kinds of defects and method of handling them.

Part 1 talks about the possible conflicts that may arise during TOP and learning how to manage the home owners’ expectations. Part 2 talks about the types of defects VS the expectations of home owners. Part 3 talks about managing the perception of the occupiers/home owners in adopting property technology.

At the end of Part 2, the participants will have a better understanding on:

- The different kinds of defects in the development
- Differences between Internal and External Defects
- Method of handling Internal and External defects
- Differences on Patents & Latents Defects and what are the effects that may arise

There are many possible claims that may arise from home owners and MCST. Learn how to handle the expectation of residents and the wishlist of the MCST.

Case study of Developer Vs MCST Claims (ranging from \$200,000 to \$32 million) for defects and work request will also be showcased.

### EVENT DETAILS

#### *\*Physical Class\**

**Date:** 9 March 2023 (Thursday)

**Time:** 9.30am – 12.30pm

**Venue:** To Be Confirmed

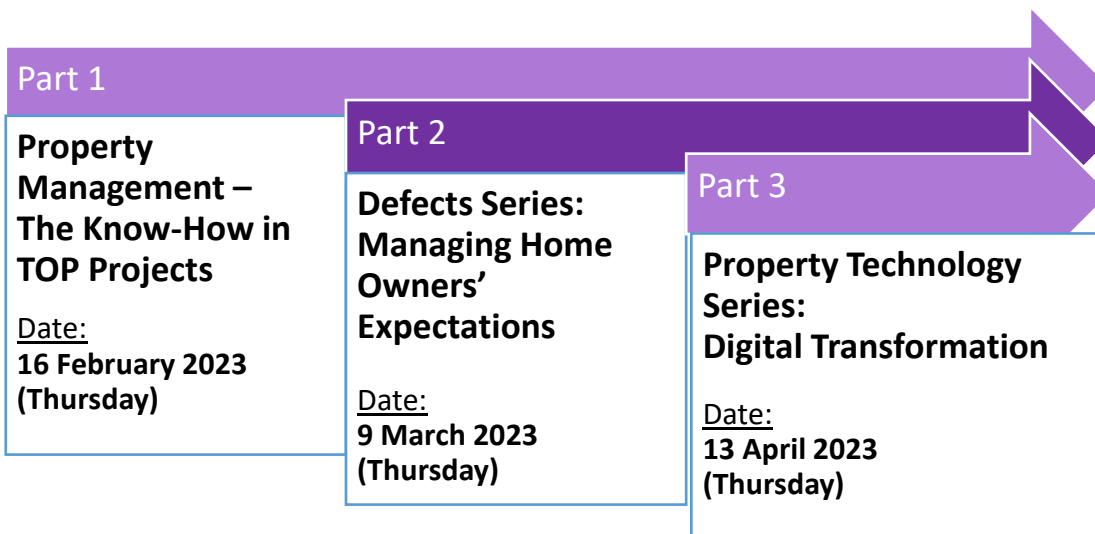
#### **Fees for Part 2:**

\*S\$270.00 (REDAS Members)

\*S\$324.00 (Non-Members)

*\*The quoted fees are inclusive of 8% GST. Fees are applicable for only Part 2 of the 3-Series Course)*

## Course Structure



## Who Should Attend

**Building Owners, Developers, Condominium Managers, Property Managers, Property Officers, Property Executives, Property Agents and FM Service Providers, Customer Services Officers, Handover Officers, Project Managers, Suppliers**

## Trainer's Profile



**Ms Jocelyn Tan**  
**Managing Director**  
**Asia Properties & Assets Consultancy Pte Ltd**

Jocelyn has over 17 years of extensive experience across a broad range of real estate, building maintenance, Property & Strata Management Act (BMSMA). She is currently the Managing Director of Asia Properties and Assets Consultancy. She is focused and dedicated, has a pragmatic and logical approach to all types of projects. Jocelyn has been in a leadership role over a decade and she has a strong regional perspective in Property & Assets Management. She was formerly Savills Singapore, Head of POSH in ZACD Group and Head of Property Management for CapitalLand.

Jocelyn has a wide variety of property accomplishment portfolios and leading a team of more than 800 employees to provide service in residential, industrial, retail mall & commercial property management.

She obtained her MBS from University of Northampton & Bachelor of Business (Property) from University of South Australia. She is currently teaching at BCAA – for space and asset management.



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Defects Series – Managing Home Owners’ Expectations  
9 March 2023, Thursday | 9.30am – 12.30pm**

Registration Type	<i>*please select one only</i>
<input type="checkbox"/> Corporate / Company-Sponsored	<input type="checkbox"/> Individual

Company Information	
Full Company Name :	
Billing Address :	
Contact Person :	Designation :
Contact No :	Email :
<i>*Note: Contact Person and/or course participants will be notified of any event update.</i>	Company Stamp:

Payment Information		
Registration fees (inclusive of 8% GST)	No. of Participants	Amount (S\$)
<input type="checkbox"/> REDAS Members – S\$270.00		
<input type="checkbox"/> Non-Members – S\$324.00		
<b>Total =</b>		<b>S\$</b>
Payment Mode : <input type="checkbox"/> Cheque <input type="checkbox"/> PayNow / PayLah! <input type="checkbox"/> Bank Transfer <i>*Please select your preferred mode of payment during registration.</i>	<input type="checkbox"/> E-Invoice (for statutory boards/govt only) <ul style="list-style-type: none"> <li>▪ Sub-BU Code : _____</li> <li>▪ Department : _____</li> <li>▪ Attention to : _____</li> </ul>	
<p><i>*Full payment has to be made before the seminar and in Singapore Dollars (SGD), subjected to prevailing GST.</i></p> <p><i>*Cheque should be crossed and made payable to "REDAS" with the invoice no. indicated on back of the cheque, and mail to <b>190 Clemenceau Avenue, #07-01 Singapore Shopping Centre, Singapore 239924</b>. Any bank charges incurred as a result of bank/telegraphic transfers will have to be borne by your company.</i></p> <p><b><i>*Please be advised that we do not accept cancellation after registration. Participants may however substitute another person in their place and this is to be notified to the Organiser at least one day before the course date.</i></b></p>		

Participants Information			
	(1)	(2)	(3)
Full Name			
Designation			
Email			
Contact No.			