

KEYS COLLECTION PROCEDURES

1) When can I collect my house key?

Upon completion of your unit, a letter of Handing over of Vacant Possession will be mailed to you notifying you to take vacant possession. You are given 30 days from the date of receipt of the letter to settle all outstanding bills (inclusive of other charges) before making the appointment to collect the house keys from the Credit & Marketing Department. The appointment date and time are subject to availability on a first-come-first-served basis.

2) Can my relatives or friends collect the key on my behalf?

Yes. Please submit your Letter of Authorisation in the format provided by us before the day of key collection. On the actual day of key collection, your authorized person will need to bring along the original copy of the Letter of Authorisation and his/her NRIC for verification purposes. The collection of the keys by the authorised person deem as collection by owner himself.

3) What is the procedure for key collection?

The keys can be collected at the Credit & Marketing Department from 9.30am to 12.30am, 2.00pm to 4.30pm except Sunday and Public Holiday (Saturday 9.30am to 12.30pm only). You will receive a handover kit comprising the keys to your unit and related forms.

4) Can I pay my outstanding bills and collect the keys later than 30 days from the date of receipt of Letter of Handing over of Vacant Possession?

Yes, you can pay the outstanding bills and collect the keys later than 30 days from the date of receipt of the letter of Handing over of Vacant Possession. Please take note that pursuant to Clause 26(3) of the Sale and Purchase Agreement (SPA) upon the expiry of thirty (30) days from the date of this letter, whether or not you have entered into possession or occupation of the above-mentioned Property, you shall be deemed to have taken delivery of vacant possession.

5) How to make an appointment with the Credit & Marketing Department?

You may call us three (3) days in advance before the appointment date (except Sunday and Public Holiday). However, the appointment date and time are subject to availability on a first-come-first-served basis and settlement of the outstanding.

6) How many person will be allowed on the keys collection day?

To contain the COVID-19 pandemic, the government has come up with standard operating procedures (SOP) and protocols that everyone must adhere to. Upon the keys collection, we will only allow one (1) person per unit to be collecting the keys of the Property.

7) Can I defer the appointment date for the keys collection?

Yes. You may opt to delay or defer your key collection date if the initial appointment date is not suitable for either of you. Please inform us earlier on the changes at least one (1) day before the appointment date. However, the appointment date and time are subject to availability on a first-come-first-served basis.