

# MIAMI GREEN RESORT CONDOMINIUM OWNER'S ASSOCIATION, PENANG

registered at the ROS under association no. 1618

Miami Green Resort Condominium Owner's Association  
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Memo for the mutual conference with the developer  
& **Sasa Security Service Sdn.Bhd.**  
as basis for our meeting at  
Bellevue on 24<sup>th</sup> March 2006

24 March 2006

The apparently never-ending story about the lacking security service corresponding to verbal objections of fellow-owners towards the owners association and the management office:

- 1./ gate at main entrance: strangers are mostly let in without checking / without registering / without calling the owners who the strangers want to visit
- 2./ even at night the barrier is lifted and cars are waved in before drivers / persons in the car can be identified
- 3./ personal tests of individual owners incl. JK/myself hv repeatedly shown that guards
  - > sleep
  - > are positioned where lift-doors cannot be seen (e.g. at C-block „too much around the corner“)
- 4./ at the service-performance is only „max 60 – 70%“ according to the management office measures must be taken immediately:
  - > avoid change of security-staff „every month“ but (according to some opinions:) at least every 6 months = because new staff seems motivated while later they get too relaxed
  - > watchman rounds: guards should make rounds and hv to sign for it systematically
  - > control unknown „guests“ (strangers !) at pool
  - > control swimware for the pools
  - > invent entrance-control from hillside
- 5./ guards seem to ‚like checking parking areas for visitors‘ while actually they let in all cars
- 6./ over the years some guards asked to borrow money and tried to hide when back-payment was due / overdue
- 7./ some guards did not use toilet to relief themselves
- 8./ While everybody feels compassion for people who are handicaped in anyway and unfit by that for any physical challenge how can SASA hire such fellow-citizens for a job in a security service-company?
- 9./ according to a recently received info the security-performance at the Belliza Court is said to be „completely different, much more stricter in many ways“ (jk could not personally check tthis)

(the above list is written down spontaneously for this meeting and however it not to be seen as the complete list of objections circulating within the resort..!)

Conclusion: a security-performance of only 60 – 70% means there is no security in the resort !!!  
The break-ins (the officially registered ones and the non-official ones) are the sad

Because of the non-ending objections about the lacking security service we wrote in our „Christmas Greetings“ to Trans-Intan Sdn.Bhd. in our letter dated 21 Dec 2005:

**quote**

...we wish to use this opportunity

- 1./ to request you to invent actual security in & around the Miami Green Resort with engaging a better security service company ...

**.../ Request to invent actual security in & around the Miami Green Resort**

In view of the lacking, in parts dasastrous service-quality of SASA SECURITY SERVICES we urge you to please immediately cancell the service contract with this company and to engage a better more qualified service company. ,SASA' has proven over the last years only one thing to the owners of our resort = that they are unable to provide actual security to the resort in general and to it's owners in particular!

- Proof: 1./ the various break-ins, both those published in newspapers as well as those, which were brought to your attention „only“ through the staff of your management office at Miami Green
- 2./ the not-ending line of complaints coming up all the time from owners, reaching maybe not to your personal attention but definitely your management office here - as the unsatisfaction, anger and disappointment about the guards and their actual performance is never ending here.

When drafting this letter to you we first had written many lines stating the details of it all, we then however concluded YOU MUST BE AWARE about SASA's scandalistic service-quality - and so we decided ,to save us the time to put it all into words and save you the time to read it' ... But, yes indeed, we would love to see you picking up this matter please!

**unquote**

Conclusion

SASA is welcome to explain / justify why they should remain our security service company at Miami Green! Especially and immediately we would like to see a change of their recruitment-policy (no more hiring of handicaped staff) !

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