

Our Ref: PRPC-CFS-THVR-MEM-0001

18 MARCH 2024



TO : THE HIVE RESIDENTS

**FROM : HEAD, COMPLEX FACILITIES AND SERVICES,
PIC OPERATIONS & COMPLEX MANAGEMENT, PRPC**

**SUBJECT : IMPORTANT NOTICE REGARDING TRANSITION OF MANAGEMENT
SERVICES AT THE HIVE ACCOMMODATION**

We are pleased to inform you of an exciting development that will enhance your living experience at The HIVE Accommodation.

After careful consideration and with the aim of providing you with even better services and facilities, we have decided to transition the management of The HIVE Accommodation to a reputable and experienced operator, MZ Facilities and Management Services Sdn Bhd ("MZFM").

MZFM is a distinguished entity known for its exceptional management of various prestigious properties, including Forest City Golf Resort, Holiday Villa Johor Bahru, and several esteemed F&B outlets within Johor Bahru.

We believe this transition will bring about positive changes and additional services to elevate your living experience. Effective from 1st March 2024, MZFM has begun the transition process to ensure a seamless and efficient changeover. During this period, they will work diligently to enhance services and amenities for all residents.

Please note that all payments due to the current operator (TMRU) must be settled on or before 31st March 2024.

By 1st April 2024, MZFM will assume full responsibility for operating and maintaining The HIVE Accommodation including the management of the front office, sports & recreations counter at the Clubhouse, laundry services, room services, etc. They are dedicated to providing top-notch

services, including exciting new F&B menus at the restaurant and clubhouse, ensuring a higher level of comfort and satisfaction for all residents.

We want to assure you that amidst this transition, there will be no changes to the customer complaints platform. The current PRPC Complex Facility & Services ("CFS") team will continue to be available to address any concerns or issues you may have. You can rely on the same efficient channels for expressing your feedback, and our team will work closely with MZFM to ensure your needs are met promptly and effectively.

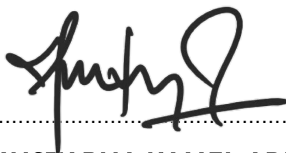
We are confident that this change will greatly benefit our community, offering you an even more pleasant and fulfilling living environment.

Should you have any queries or require further information regarding this transition, please feel free to reach out to CFS team, who will be more than happy to assist.

We sincerely appreciate your cooperation and understanding during this period of change. We are excited about the improvements that lie ahead and look forward to your continued support.

Thank you for being a valued part of The HIVE community.

Thank You



MUSTAPHA KAMEL ABD RAHMAN