



VILUXE®

Landed Icon for  
Luxurious Living

# RESIDENT'S GUIDE

VERSION 1

A FREEHOLD DEVELOPMENT BY ASPEN

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# CONGRATULATIONS

on being a proud owner of

VILUXE®

...

01

VILUXE Community App

## 01. VILUXE Community App

In line with Aspen's vision to 'Redefine Living,' a community app has been made available for the convenience of VILUXE Residents. With innovative features and functions that seamlessly connect the entire VILUXE development, Residents now have the freedom and convenience at their fingertips to:

- Interact with the Management and Security
- Enjoy the many services offered
- Ensure the security of their homes
- And many additional effortless, hassle-free conveniences are available to enhance the living experience at VILUXE

Download the community app now by scanning the QR codes below.



Terms & Conditions Apply

Disclaimer:

The content and user interface of the community app may vary due to enhancements from time to time.



## SERVICES



- **Voice call**  
Residents are now able to conveniently reach the Security Personnel on duty through voice calls.

## SAFETY & SECURITY



- **Emergency Alert**  
Real-time safety and security solutions are provided to ensure you and the community stay safe at all times.

### Step 1

Owner/Resident: Press to trigger the alarm

### Step 2

Security Personnel: Takes immediate proactive action upon alert



- **Smart Visitor Management**  
Pre-register and receive real-time notifications upon your guest's arrival. Enjoy the convenience of having them arrive right at your doorstep via QR code scanning after they have pre-registered.

### Step 1

Owner/Resident: Register guest's details and send the QR code

### Step 2

Visitor: Receive the QR code from Owner/Resident

### Step 3

Security Personnel: Scan the QR code to send notification to Owner/Resident upon guest's arrival

## MANAGEMENT



- **Real-Time Notice Board**

You will be notified of the latest updates regarding ongoing or upcoming maintenance works or events at your premises to facilitate and ease your planning.

**Step 1**

Management: Send immediate updates and push notifications to the app

**Step 2**

Owner/Resident: Receive real-time updates from the Management



- **Billing**

Payment for maintenance can be made online and a record of transaction history will be provided for you to view at any time.

**Step 1**

Management: Issue payment invoice to Resident

**Step 2**

Owner/Resident: Make online payment via app

**Step 3**

Management: Issue receipt to Resident



- **Message**

Residents may provide feedback, suggestions and input regarding improvements that can be made, which the Management will acknowledge and act upon proactively.

**Step 1**

Owner/Resident: Provide feedback and/or suggestions

**Step 2**

Management: Receive real-time notification for feedback and/or suggestions



- **Access Card Application**

Apply access cards for family members at your convenience via your mobile phone.

**Step 1**

Owner/Resident: Fill in specific details via the app

**Step 2**

Management: Receive submission and grant approval

**Step 3**

Owner/Resident: Receive confirmation from the Management and make payment



- **Service Application**

Apply for and edit service applications such as renovations, move-ins or move-outs without the need to physically visit the Management Office.

**Step 1**

Owner/Resident: Fill in the contractor's or mover's details via the app

**Step 2**

Management: Receive submission and grant approval

**Step 3**

Owner/Resident: Receive confirmation from the Management and make payment

# 02

Security

## 02. SECURITY

### 4-TIER SECURITY

To safeguard the security of Residents and their surroundings, VILUXE is secured with a 4-tier security system. A 24-hour CCTV surveillance network is strategically installed within the gated and guarded community, enhancing round the clock surveillance of the area. With the stringent License-Plate Recognition (LPR) vehicle access system limiting access to authorised individuals only, rest assured that the Residents' safety is ensured, from the entrance of the development right up to their doorstep. Dedicated security personnel will provide an additional layer of safety, enforcing stringent access protocols throughout the development.

#### **1** FIRST-TIER

##### LPR Vehicle Access

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Entry and exit points into VILUXE are equipped with LPR cameras that allow seamless access for Residents into and out of the premises on a day-to-day basis, while limiting unauthorised entries into the development. Meanwhile, motorcyclists will be allowed to enter and exit using the access cards issued to them, where they are required to tap them at the designated card readers at the barrier.

#### **2** SECOND-TIER

##### CCTV Surveillance

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Multiple CCTVs are strategically installed throughout VILUXE, all of which are in constant surveillance by dedicated security personnel. A 24-hour CCTV surveillance system serves to provide an additional sense of security and a safe living environment for all Residents.

### **3 THIRD-TIER**

#### **Gated and Guarded Community**

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Built with security in mind, the gated and guarded neighbourhood of VILUXE is adequately fenced, preventing trespassers and unauthorised access into the development.

### **4 FOURTH-TIER**

#### **Security Personnel**

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Security personnel will be stationed at strategic locations, where they will be carrying out 24-hour patrols within the neighbourhood of VILUXE. There are two (2) allocated shifts per day for the security staff on duty. The first shift commences at 7.00am and ends at 7.00pm, followed by the second shift, which commences at 7.00pm to 7.00am the next day.

## **COMMUNICATION WITH SECURITY**

Communication is now made easier through the app, where Residents will be able to communicate with Security Personnel with ease.

- Communication via Phone Call

## **VIRTUAL CALLS TO SECURITY**

Residents will have the convenience of conventional voice call to reach the Security Personnel on duty.

## **GUARDHOUSE**

There is one (1) Guardhouse located at the main entrance of VILUXE where Residents are greeted by an aesthetically-pleasing cascading water feature with plants. The Guardhouse will serve as the entry and exit point of VILUXE, ensuring that only authorised access is permitted throughout the entire development.

## VISITORS

### Pre-registered Visitors

VILUXE Residents may grant access to guests by pre-registering their particulars via the app. Upon registration, a one-off QR code will be provided to Residents, to be shared with their guest(s). The QR code is required for check-in purpose at the Guardhouse upon the guest's arrival.

### Unannounced Visitors

Residents will be informed about the arrival of unannounced guests upon their registration at the Guardhouse. Once their visit is registered and approved by the Residents, the guests will receive a one-off QR code.

### Residents

In the event the said Resident forgets to carry his/her access card, he/she will be issued a one-off QR code upon verification at the Guardhouse.

### Deliveries

Deliveries of goods or food will require a manual registration of the delivery personnel at the Guardhouse. Upon registration, the delivery personnel will be able to enter the development to deliver the goods or food at the doorstep of the Resident.

03

Car Park

## 03. CAR PARK

### VISITORS' CAR PARK

There are a total of 34 visitors' car park bays available within VILUXE, located next to the Management Office. Guests will be issued with a visitor parking pass to be displayed on their dashboard when parking at the visitors' car park.

### OKU CAR PARK

There are a total of two (2) OKU car park bays conveniently located near the Management Office, facilitating the ease of access for disabled persons.

### MOTORCYCLE ACCESS INFORMATION

Residents with motorcycles will be issued access cards from the Management Office, to be scanned at the card reader located at the entry and exit barriers.



# 04

## Fire Extinguishers

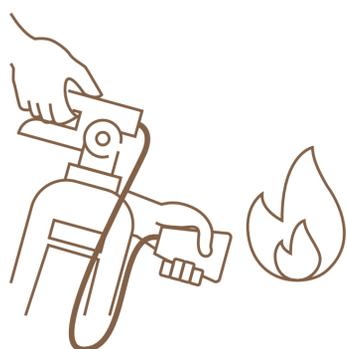
## 04. FIRE EXTINGUISHERS

Each unit is furnished with a fire extinguisher. Residents are required to take ownership of maintaining the condition of the fire extinguishers within their units by scheduling replacements for the expired fire extinguisher through accredited suppliers. This will ensure their effectiveness in case of an emergency.

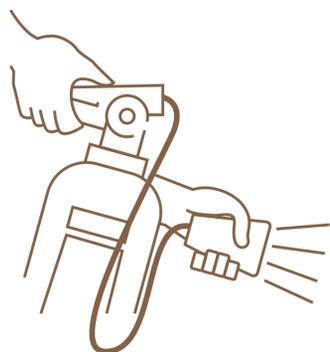
Below are simple instructions on how to use a fire extinguisher in case of an emergency:

**1**

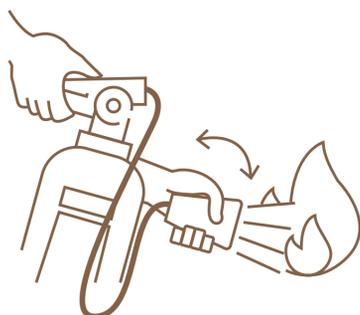
Pull the pin.

**2**

Aim the nozzle at the base of the fire (spraying at the flame would not be effective).

**3**

Squeeze the handle to discharge the extinguishing agent.

**4**

Sweep the nozzle from side to side until the fire is put out.

# 05

## Common Facilities

## 05. COMMON FACILITIES

Aspen's first landed development within Aspen Vision City, VILUXE emerges as an exclusive opulent neighbourhood. Meticulously designed with intricate and personal embellishments complemented by common facilities, VILUXE is built to exude elegance and elevate liveability, while simultaneously fulfilling your daily needs.



- |                           |  |
|---------------------------|--|
| 1. Central Park           | 6. Management Office                   |
| 2. Access to Central Park | 7. Recycle Room                        |
| 3. Surau                  | 8. Centralised Waste Collection Centre |
| 4. Guardhouse             | 9. Visitors' Carpark                   |
| 5. Water Feature          |  |

# 06

Telecommunication

## 06. TELECOMMUNICATION

To enhance connectivity within VILUXE, a suite of telecommunication amenities are available.

### **SMATV (Astro, UHF & VHF signal distribution to indoor units)**

SMATV, short for Satellite Master Antenna Television, employs a centralised satellite dish to receive and distribute various terrestrial television and audio signals. It consists of a single outdoor unit or antenna feeding to various outlets within a building. The channels' accessibility is independent of other users. A SMATV headend is used to receive and rebroadcast satellite TV channels throughout a property from a single satellite feed. As for VILUXE, one (1) main SMATV point is provided within every unit, while additional points may also be provided as extensions for service provider configuration.

### **FTTH (Fibre-optic cable facilities for the development of high-speed Internet)**

Fibre to the home (FTTH), also known as “Fibre to the premises” (FTTP), is the installation and use of optical fibre from a central point directly to individual buildings such as residences, apartment buildings and businesses to provide high-speed Internet access. FTTH greatly increases the connection speed available to users compared to other available technologies such as Wi-Fi. All units in VILUXE are provided with one (1) fibre point and it is termed as Fibre Wall Socket (FWS). Residents can enjoy high-speed Internet as well as conventional telephone service upon installation by telecommunication providers.



07

Landscaping

## 07. LANDSCAPING

Nestled in a tranquil enclave amidst greenery, VILUXE provides a luxurious resort-style living experience. Residents are able to enjoy close proximity to Central Park, where a plethora of natural light and fresh air converge to create a serene, luminous and breezy atmosphere.

An immersive journey through the landscape takes Residents through an array of beautifully designed gardens that range from inviting contemplative spaces with cool hues to dynamic and impactful celebratory spaces adorned with warm colour tones.

The planting in the gardens are curated to accentuate the landscape settings of each garden zone. Landscape elements such as awe-inspiring feature walls, elegant site furniture and vibrant flowering colours are meticulously chosen to enhance the unique characters of each zone.



## Inspired by Precious Gemstones

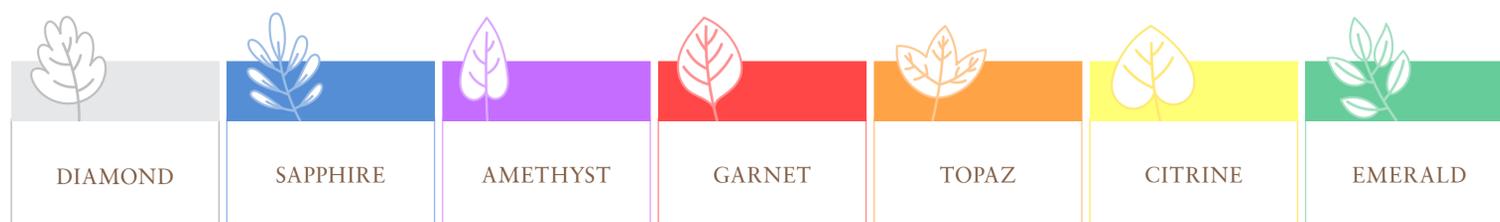
Gemstones are truly one of nature's greatest treasures. Each one is a unique masterpiece, representing a symbol of luxury and extravagance. Inspired by the intrinsic beauty of precious gemstones, VILUXE landscape zoning takes on a distinctive approach that highlights the concept of each gemstone.

By incorporating the characteristics of seven precious gemstones into every space, VILUXE landscape zoning brings to life the colours, moods and sensations of a truly luxurious lifestyle in a way that is both exquisite and remarkable.

VILUXE Phase 1 Landscape Zoning consists of Diamond, Garnet, Topaz and Citrine Zones (as highlighted in yellow dotted box).



### GARDENS INSPIRED BY PRECIOUS STONES AND GEMS



## PLANTING SELECTION – DIAMOND ZONE



*Caesalpinia ferrea*

... Leopard Tree ...

The tree possesses several medicinal properties. Its roots are typically used to reduce body temperature and contract body tissue (as an astringent). Additionally, both the roots and bark are useful in managing diabetes. Infusions made out of this tree are also effective in treating sores, cough and asthma.



*Cinnamomum burmannii*

... Padang Cassia ...

Part of the *Cinnamomum* genus, this plant is commonly used as a spice. It is typically used as a flavouring agent in various food products, drinks, mints and chewing gum. Additionally, studies have shown that it possesses analgesic, antibacterial, antifungal, antioxidant, antirheumatic, antithrombotic and anti-tumor properties, among others.



*Carmona retusa*

... Fukien Tea ...

This plant is popularly used in the Philippines as a herbal remedy for skin ailments and digestive problems. It is available in tablet and tea bag form. Its leaves are utilised to treat cough, diarrhea, colic and dysentery. The plant's root acts as an antidote for plant-based poisoning and is used to counter haemorrhage, as well as aiding in postpartum cleansing.



*Ruellia brittoniana*

... Mexican Petunia ...

This ornamental herbaceous perennial contains various phytochemicals like glycosides, alkaloids, flavonoids and triterpenoids. It has been traditionally used for treating influenza, asthma, fever, bronchitis, hypertension, skin inflammation and diabetes.



*Ficus nitida 'gold'*

... Indian Laurel Fig ...

Rich in triterpenoids, phenylpropanoids, phenolic acids, and flavonoids, this plant carries various pharmacological properties including antioxidant, antibacterial, anti-diabetic, anti-inflammatory, anti-asthma, hepatoprotective, and hypolipidemic activities.



*Justicia gendarussa*

... Daun Rusa ...

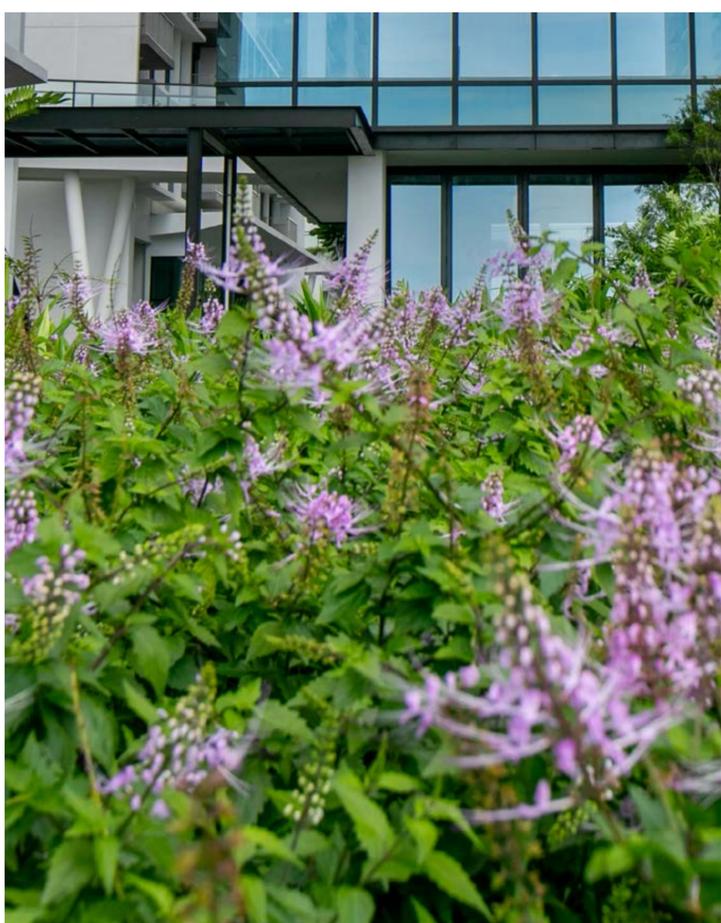
The plant's leaves are commonly utilised in Indian and Chinese traditional medicine for treating a variety of ailments including fever, hemiplegia, rheumatism, arthritis, headache, earache, muscle pain, respiratory disorders and digestive issues. It is also applied as a remedy for skin problems like eczema.



*Dolichandra unguis-cati*

... Cat's Claw Ivy ...

Fresh leaves from the plant are incorporated into treatments for gonorrhoea, amenorrhoea and malaria. They are also applied topically to alleviate edema, swelling resulting from beri-beri and rheumatism, headaches, and pains. Additionally, the leaf juice is utilised topically to treat ear aches.



*Orthosiphon aristatus*

... Misai Kucing ...

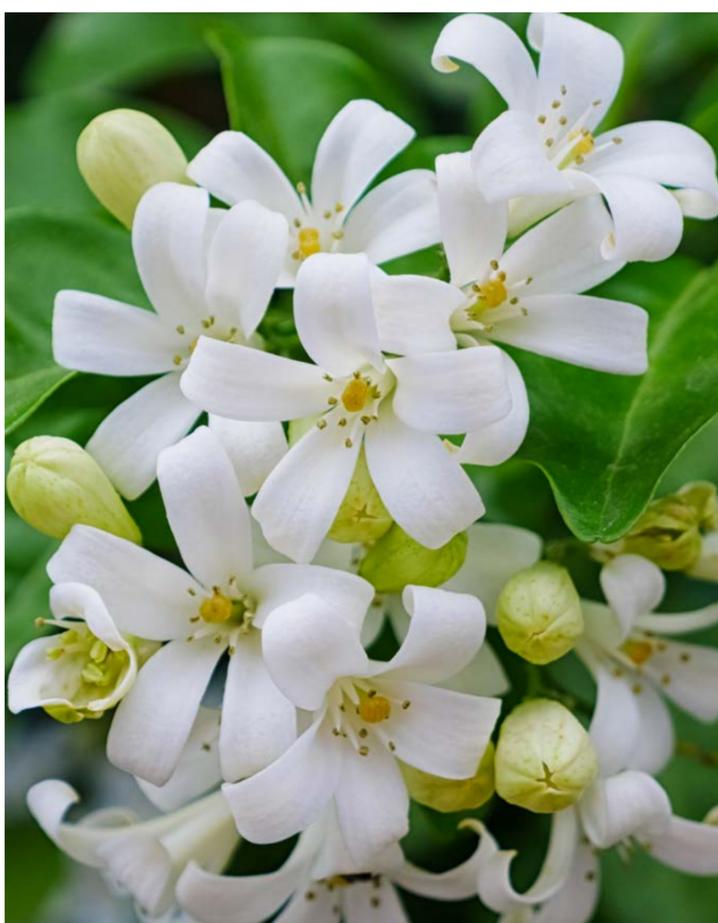
With a lengthy history of medicinal use, the plant is known for its antihypertensive, diuretic, antifungal, antibacterial and anti-inflammatory properties. It has been used to treat conditions such as urinary tract infections, nephritis, kidney stones, gout, rheumatism, jaundice and diabetes.



*Baphia nitida*

... African Sandalwood ...

The plant's leaves have anti-inflammatory, antidiarrheal and analgesic properties. The powdered heartwood, mixed with shea butter, can be made into an ointment for sprains and rheumatic pains. The roots have medicinal properties, while the twigs are used as traditional chewing sticks.

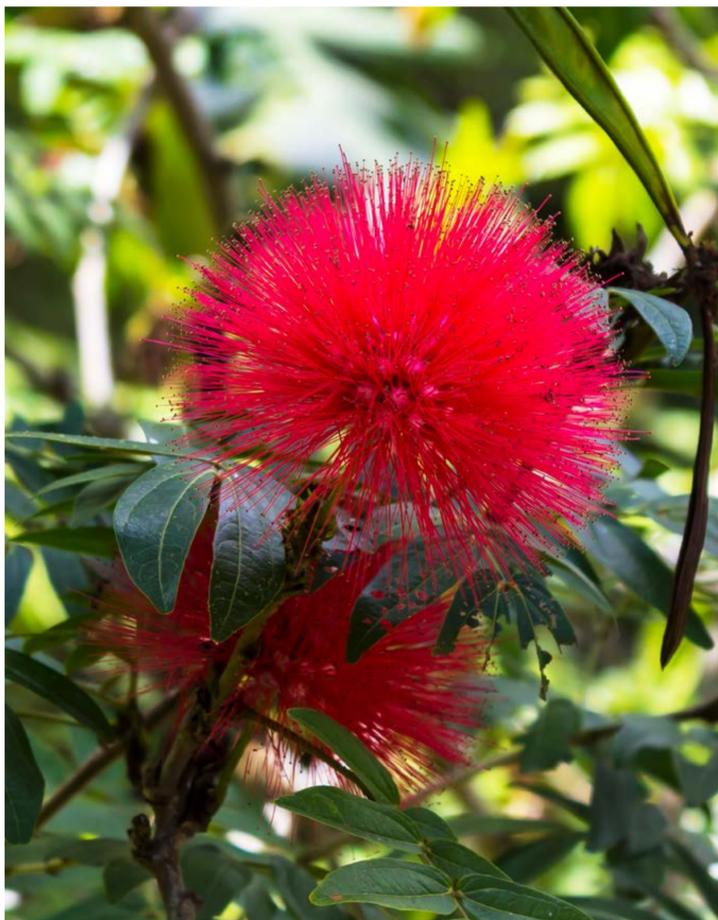


*Murraya paniculata*

... Orange Jasmine ...

The plant's leaves, flowers, roots and root barks are commonly used for different purposes. The flowers are used for green tea, while the leaves are typically added into curries as a spice. It is also an important ingredient in medicines to treat diarrhea, swelling and snake bites.

## PLANTING SELECTION – GARNET ZONE



*Calliandra haematocephala*

... Red Powder Puff ...

This legume, also known as powder puff, has versatile uses such as a pioneer plant, chop-and-drop mulch, compost material and permaculture animal feed. It also has therapeutic properties including anti-inflammatory, anticonvulsant, immunomodulatory and blood purifying effects.



*Ixora sp 'red'*

... Chinese Ixora ...

The plant's different parts are used to treat various ailments in Indian traditional medicine. Studies suggest that it has antioxidative, antibacterial, gastroprotective, hepatoprotective, anti-diarrhoeal, antinociceptive, antimutagenic, antineoplastic and chemopreventive properties.

## PLANTING SELECTION – TOPAZ ZONE



*Cordia sebestena*

... Geiger Tree ...

The plant is a popular remedy for intestinal and stomach issues, as well as bronchial conditions. The fruits are used to treat fever, while the leaves are used for bronchitis, coughs, fever and influenza.



*Ixora sp 'sunkist orange'*

... Chinese Ixora ...

This plant is used in traditional Indian medicine to treat a range of medical conditions. Studies suggest that it has various pharmacological properties, including antioxidant, antibacterial, gastroprotective, and anti-inflammatory effects.

## PLANTING SELECTION – CITRINE ZONE



*Pteleocarpa lamponga*

... **Tembusu Tikus** ...

A profusion of flowers, typically adorned with vibrant yellow petals are clustered on multi-branched shoots at the tips of leafy twigs. These flowers are pollinated by insects and can be propagated through seeds. Its ripe seeds are employed as flavourful herb and spice. The durable timber is highly regarded for crafting roof supports.



*Trimezia martinicensis*

... **Yellow Walking Iris** ...

Walking iris is a perennial plant grown as an ornamental and for local medicinal use. The bulb is used as an astringent, purgative and emetic. It is used in teas for treating decreased urine output and abnormal menstruation cessation, and is a remedy for chills in Guatemala.

08

Management Office

## 08. MANAGEMENT OFFICE

The Management Office is located next to the Recycle Room & Centralised Waste Collection Centre near the Guardhouse.

### **Operating Hours:**

9.00am – 5.00pm (Monday – Friday)

9.00am – 1.00pm (Saturdays)

Closed on Sundays and Public Holidays

In the event of an emergency, Residents may use the VILUXE community app emergency alert function. Otherwise, Residents may contact:

### **Security:**

Dato BK Lee : 010-222 1717

### **Management Office:**

Email : [viluxe.mgmt@gmail.com](mailto:viluxe.mgmt@gmail.com)

Tel : 011-5558 0013

09

Condolife App

## 09. CONDOLIFE APP

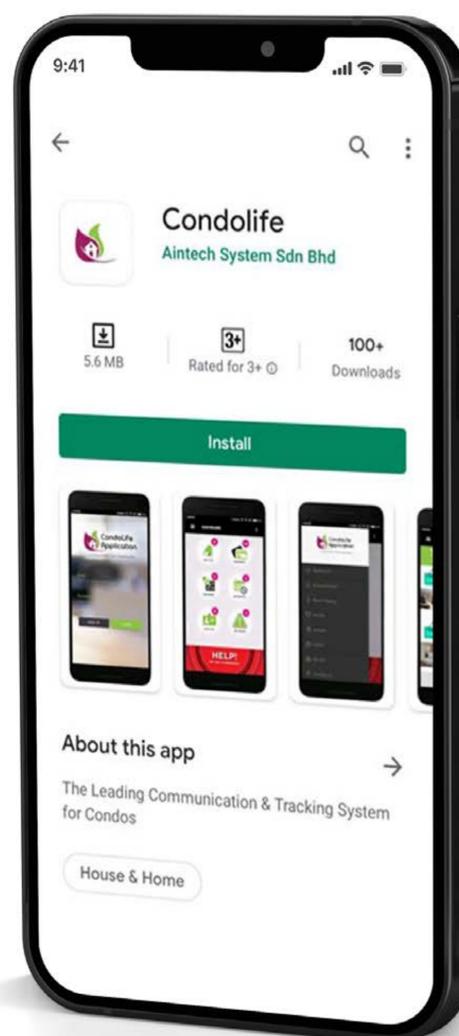
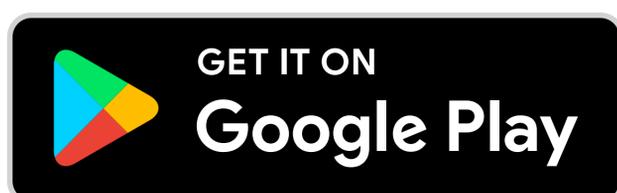
### Introduction

The Condolife App is designed to facilitate a hassle free and immediate reporting of defects in each unit to the Management during the Defect Liability Period. Attached is the manual to guide you through the steps of reporting a defect.

### System Requirements

Available on IOS version 11.2 and above or Android 6.0 and above.

Download Condolife App on Google Play Store or Apple App Store in your mobile device(s).



## LODGE A DEFECT REPORT

**DOWNLOAD** Condolife App from Google Play Store or Apple App Store thereafter **CLICK** the "SCAN" **BUTTON** to **SCAN** the QR Code.  
*(for first-time users only)*

Project ID  
Scan from Condolife App

Viluxe

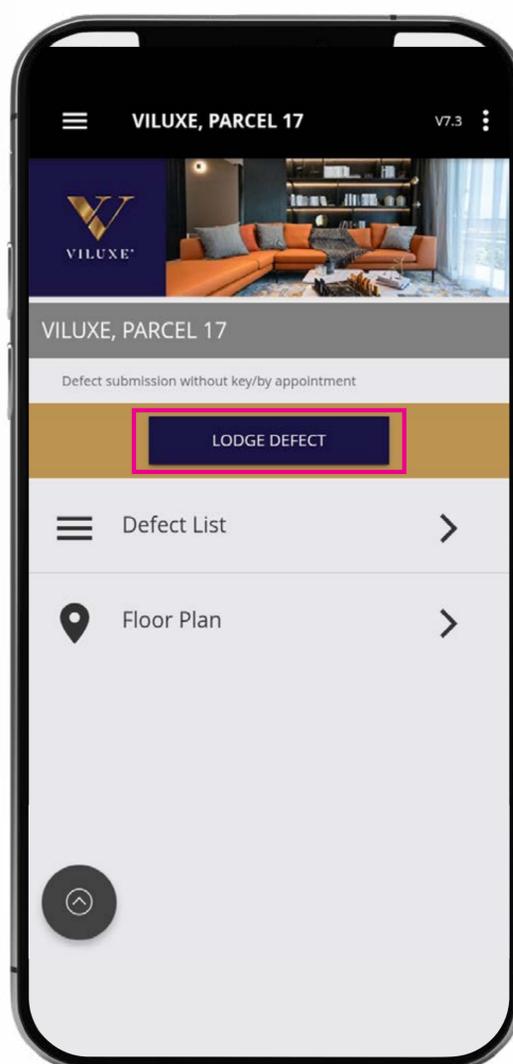


**STEP 1****Login**

- Enter the Login ID along with password provided by the Customer Relations Consultant
- Click “Login”.

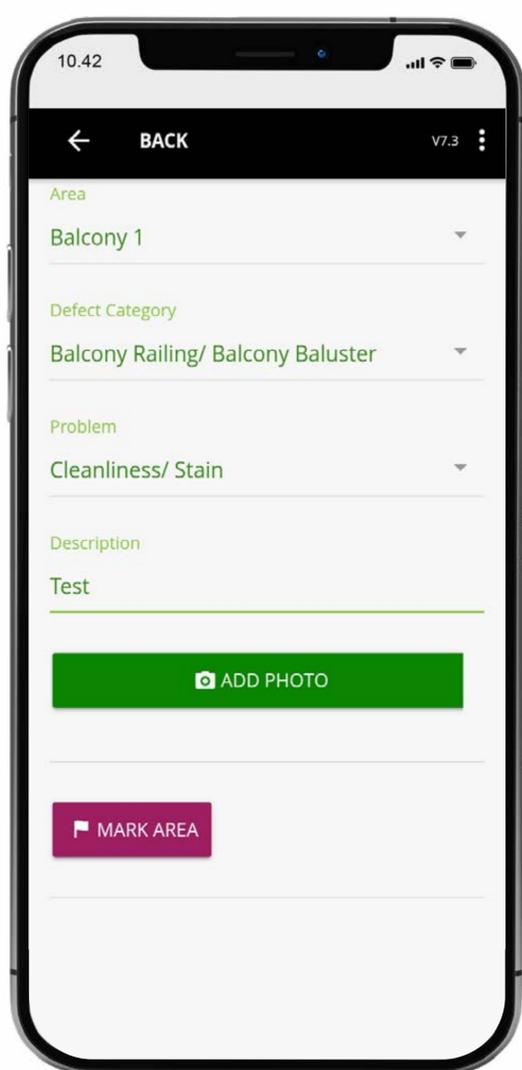
**STEP 2****Lodge a Defect Report**

- Click the “Lodge Defect” button for every new case.



**STEP 3****Defect Description**

- Describe the defect in the following columns provided and choose the suitable category:
  - Area
  - Defect Category
  - Problem
  - Description
- Click “Add Photo” to attach a defect photo as reference.

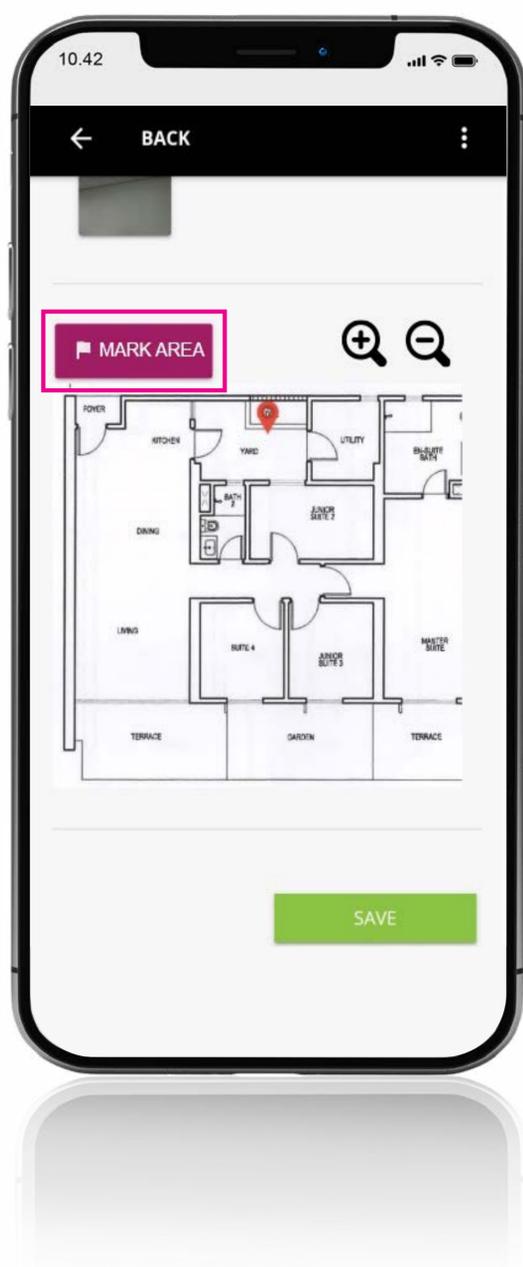
**STEP 4****Add Photo**

- Use your camera to snap a photo of the defect or upload the photo from your photo gallery.
- Mark the defect area in the photo and save it.

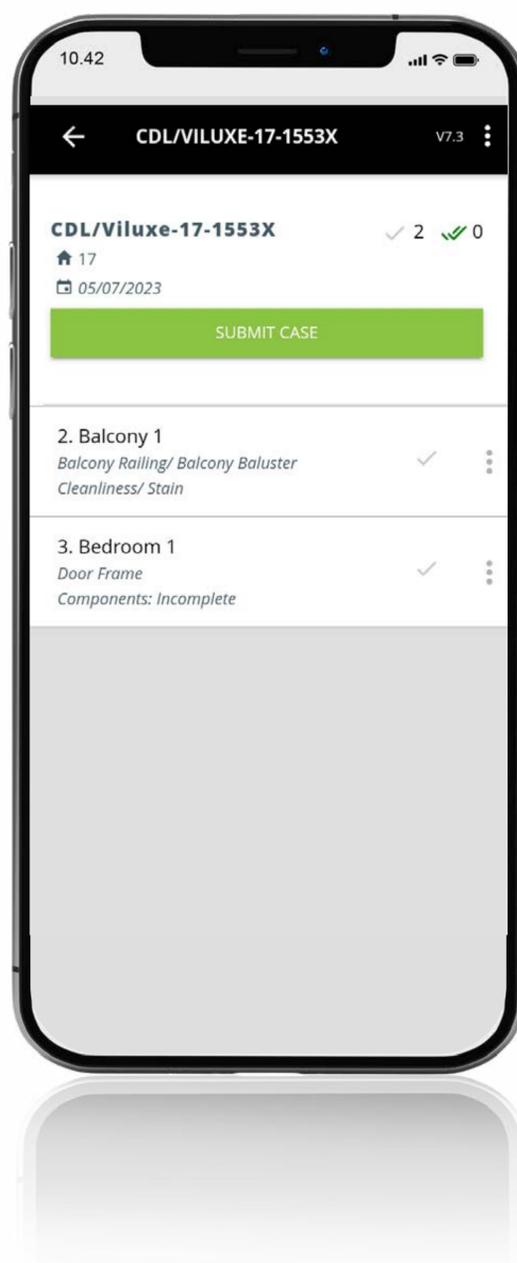


**STEP 5****Area Marking**

- Indicate the exact location of the defect by marking the corresponding area.
- Click the “Mark Area” button.
- Click “Save” once the area has been marked.

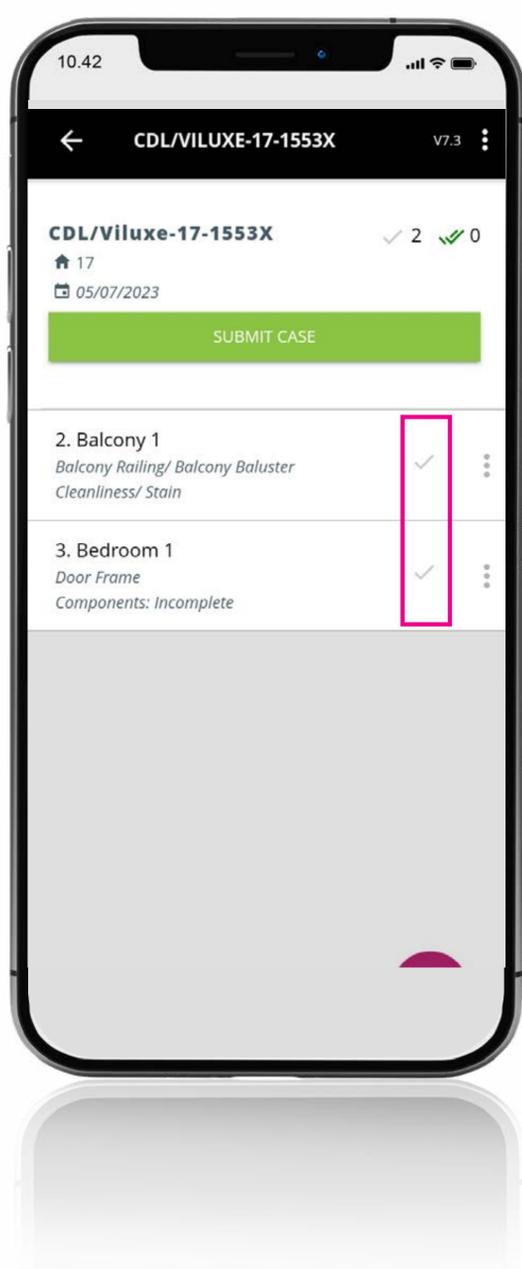
**STEP 6****Defect Compilation**

- Accumulate all the defects under one case before submission.

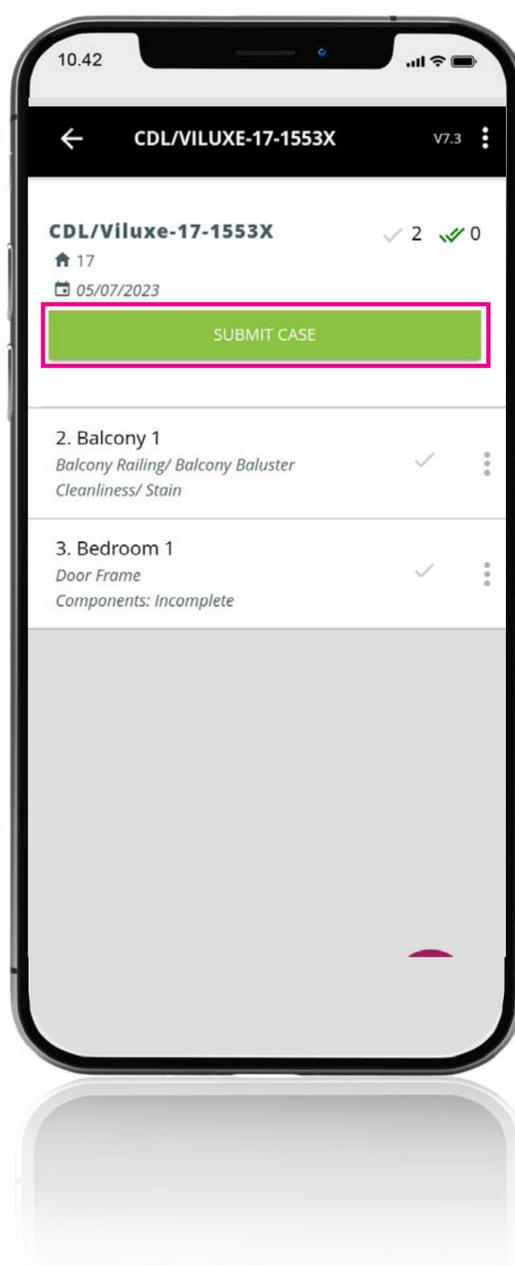


**STEP 7****Defect Submission**

- Once all the defects have been compiled, please wait for the defect files to be synchronised.
- Make sure all the cases submitted show green double ticks.

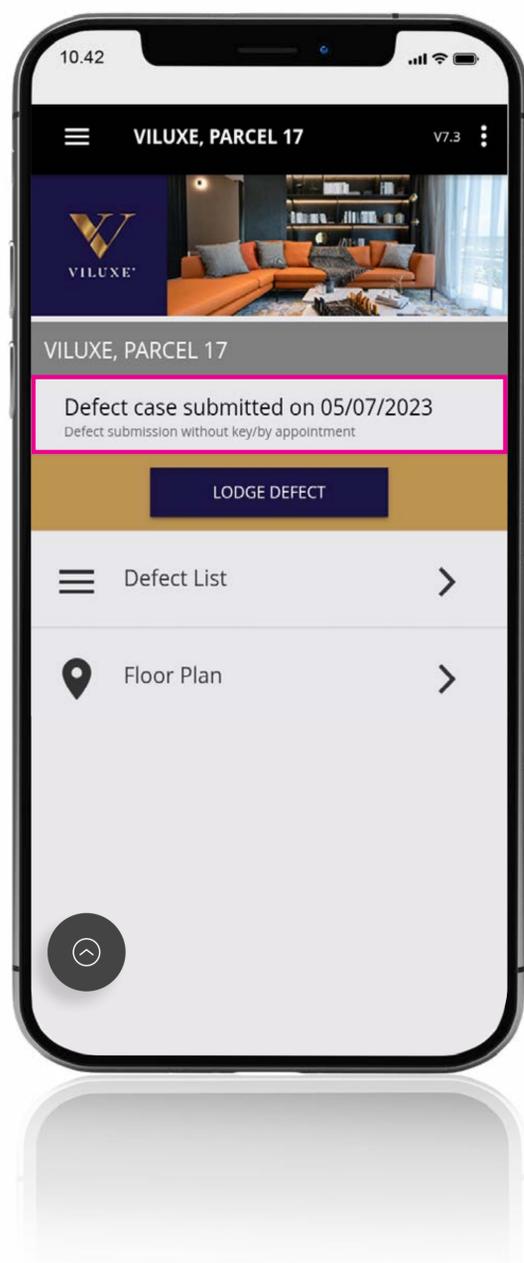
**STEP 8****Complete Defect Submission**

- Click the “Submit Case” button once synchronisation is completed.

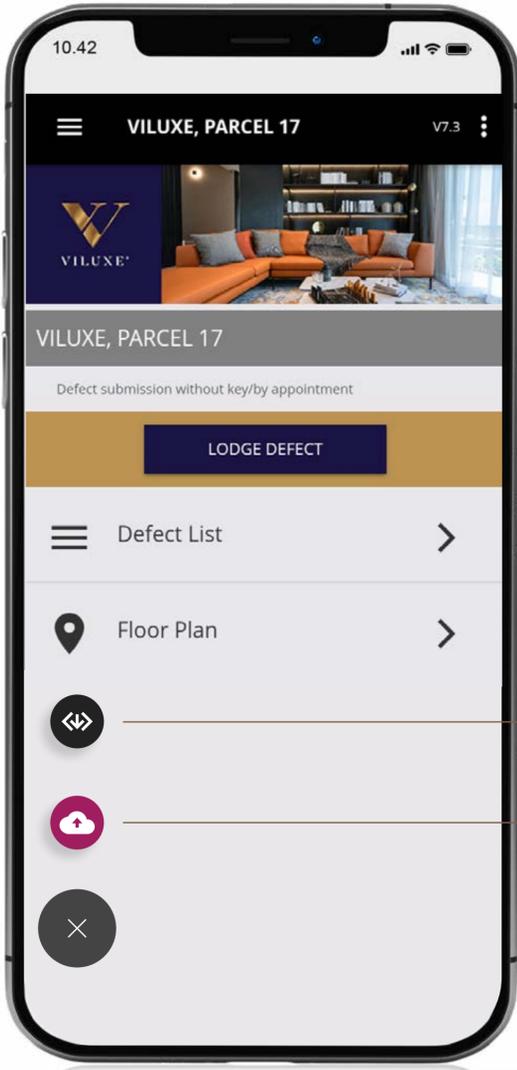


**STEP 9****Check Status**

- Check the current status of the defect case that has been submitted through the Home Screen.



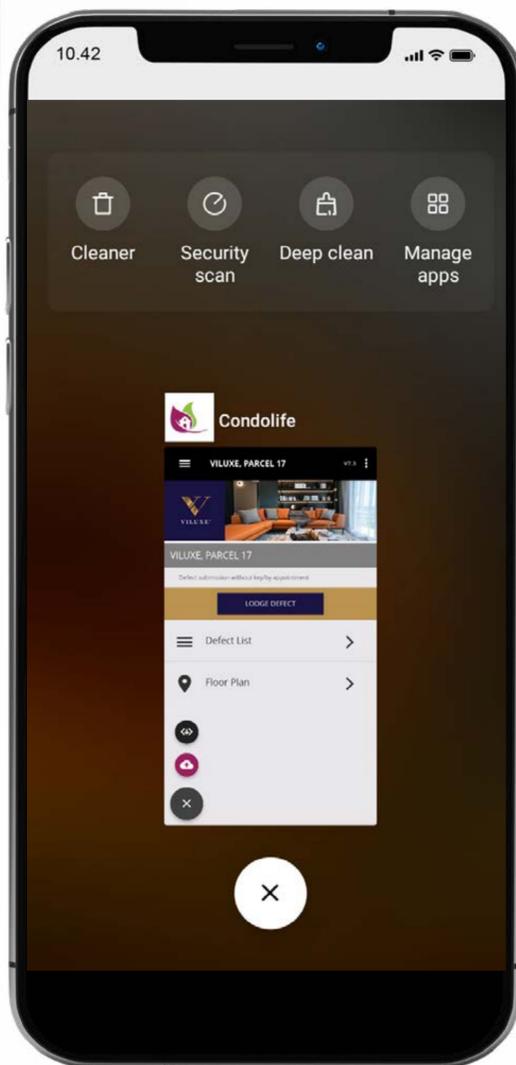
## OTHER INFO ABOUT CONDOLIFE APP



Download data to use during offline.



Prepare to upload defect to the cloud.



Please do not close the app while a defect case is still being synchronised to the cloud.

# 10

## List of Consultants



### SA.LEE ARCHITECT PLANNER

564B & 566B, 2nd Floor,  
Jalan Sultan Azlan Shah, Sg. Nibong,  
11900 Pulau Pinang, Malaysia. **T** : 04-658 5128  
**E** : siewanglee@gmail.com

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### JURUTERA MTC SDN BHD

46, Lorong Permai 3,  
11700 Gelugor, Pulau Pinang. **T** : 04-657 2818  
**E** : general@jmtc.my

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**GH CONSULTANTS SDN.BHD.**  
CONSULTING MECHANICAL & ELECTRICAL ENGINEERS

### GH CONSULTANTS SDN BHD

Wisma Boon Siew, Level 10,  
Unit 10(B), No.1, Jalan Penang,  
10000 George Town, Pulau Pinang. **T** : 04-261 1800  
**E** : ghc@ghc.com.my

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### UNITECH QS CONSULTANCY SDN BHD

Menara Northam, 55-12A-A,  
Jalan Sultan Ahmad Shah,  
10050 George Town, Pulau Pinang. **T** : 04-229 0092  
**E** : admin@uqs.com.my

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### SITE CONCEPTS INTERNATIONAL SDN BHD

31-08-29, The CEO, Lebu Nipah 5,  
11950 Bayan Lepas, Pulau Pinang. **T** : 04-240 4521  
**W** : www.siteconcepts.com.sg

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### PERUNDING UKUR TEKUN SDN BHD

45A, Lorong Perda Selatan 2,  
Bandar Perda, 14000 Bukit Mertajam,  
Seberang Prai, Pulau Pinang. **T** : 04-538 7133  
**E** : main@put.com.my



**Ikano Retail**  
An IKEA retailer



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