

Welcome to Discovery Bay

We wish to take this opportunity to welcome you and your family to Discovery Bay and introduce us. Discovery Bay Services Management Limited (DBSML) is the “Manager” under the Deed of Mutual Covenant (DMC) and is also known as City Management (CM). CM is responsible for estate management, community relations, security, cleaning & maintenance of common areas, refuse collection, road maintenance, street lighting, raw water supply, drainage, sewage, and landscape design & management.

CM is housed by a team of professional staff who operates 24 hours a day, 365 days a year, undertaking all property management duties in relation to the common areas and facilities of DB. The following teams are responsible for various areas of duties in accordance with the DMC: -

Estate

- ◆ Prepare budgets and financial reports and carry out daily financial operations including monitoring management expenses, collecting management fee and following up on arrears.
- ◆ Attend Owners’ Committee meetings and maintain close contact with them.
- ◆ Maintain and improve all common areas and facilities.
- ◆ Monitor the services of security, cleaning and maintenance contractors.
- ◆ Handle residents’ complaints and enquiries.
- ◆ Operate a 24-hour “Discovery Bay Customer Services” (*formerly known as “Control Centre”*) to assist in handling emergency, residents’ complaints and enquiries outside office hours.
- ◆ Manage parking facilities and licensing of vehicles and golf carts.
- ◆ Liaise with government departments and neighbouring communities.
- ◆ Organise community functions and co-organise events with residents and various government departments.

Works

- ◆ Provide preventative maintenance and repair work including electrical, mechanical, civil & plumbing for common areas and facilities.
- ◆ Provide 24-hour emergency services for residents, e.g. power failure, pipe burst, etc.
- ◆ Maintain water supply facilities and distribution network.
- ◆ Handle sewage treatment and discharge.
- ◆ Check to ensure all communal facilities of buildings are in compliance with government regulations and requirement.

Landscape

- ◆ Plan and maintain all landscape areas in Villages and City areas.
- ◆ Operate the plant market to offer residents a choice of fresh flowers and potted plants.

The main office is located at Unit 103, Discovery Bay Office Centre, No.2 Plaza Lane and we can be contacted by telephone at 2238-3601 during office hours. You may also contact the responsible estate staff.

We have prepared this Welcome Kit to help you and your family to familiarize with this new and unique living environment. This Kit composes of the following information: -

- ◆ To further with the aims of enhance professional housing management, transparency and integrity in DB, we have prepared a set of our missions and **Performance Pledges** which is attached for your reference.
- ◆ To facilitate us to maintain records of residents and owners' for contact, especially in case of emergency, please complete the **Updating of City Management Records** form and return it to us.
- ◆ Management fee is due on first day of each calendar month. Cheque should be made payable to "Discovery Bay Services Management Ltd." and sent to the Accounts Department at Discovery Bay Office Centre or dropped in the letterbox located at DB Pier. Please allow four to six weeks for the bank to process the application and verification of the signatures. For convenience, management fee can be paid via an autopay system. **Direct Debit Authorization** form and **Autopay Application Register** is enclosed. Residents can also make the online payment through PPS. Our PPS code is 9791.
- ◆ **Discovery Bay - Fact Sheet** and **Contactors Working in Discovery Bay** provide you the comprehensive list of telephone numbers of the Local Management Office of each village, clubs, commercial units and other useful and emergency telephone numbers. Please keep it handy.
- ◆ The **Discovery Bay Tunnel Arrangement** tells you how you may use the land transport for goods delivery through the tunnel.
- ◆ There are a total of 25 **TV Channels in Discovery Bay** for your enjoyment including 17 Satellite TV channels, 4 local TV channels, 3 Digital TV channels and 1 Others TV channel. Please see the attachment for your information.

- ◆ All units have been insured with **Property All Risk** policy. The insurance cover for all residential units is shown in attached notice. Owners/residents wishing to insure the household contents and /or to have any top-up cover, will have to apply for a separate insurance policy. For further information, residents could contact Insurance Department at 2238 1188.
- ◆ The **Ferry and External Bus Service Schedules** are attached for ease of reference only. For further enquiries or suggestions, you may call DB Transportation Division on 2987-7351.
- ◆ Finally, the **Checklist for New Residents** will help you to remember some important things to do and the telephone numbers for enquiries.

We hope the above information will provide you a preliminary understanding to DB. If you need further information or have any suggestion to improve our management service, please contact our management staff for assistance.

City Management