



CFS Siam

CFS Resident Services Specification

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Introduction

Capitalised words in this document are defined in the appended glossary.

CFS Siam provides a comprehensive Property management service to and on behalf of the Board of a Property which has concluded the relevant agreement with CFS.

CFS is responsible for collection of the Common Fee in a CFS Managed Property and has right of access to the bank account of the Property into which the Common Fee is paid.

CFS also offers optional added-value Resident Services available directly to Residents from CFS in a CFS Managed Property.

To avail themselves of CFS Resident Services it is expected that the Resident will maintain an account in positive balance with CFS.

This document specifies the Resident Services available from CFS.

Insofar as service levels are specified they will constitute the basis of a service level agreement.

How the service works

The Resident Services provided by CFS comprise a menu of options which are separately chargeable.

Some services are suited to a standing order arrangement, some may be provided on demand, and some may be either provided on demand or subject to a standing order.

A standing order may be requested using the appended request form.

For any Resident who has a Letting Agreement with CFS, several of these services are bundled into the Letting Agreement at cost or without additional charge.

The default payment channel is through a Resident House Account with CFS. Given the frequent absences of Residents overseas, the preference is for a reserve balance to be maintained in the account to meet upcoming costs. A 10% discount will be applied to payment for some services through this channel.

CFS will notify Residents of upcoming costs which are not covered by available funds.

CFS reserves the right to decline to pay third party invoices if funds are insufficient.

Funds are under the direct control of CFS. This limits the administrative overheads for CFS.

Cash withdrawals may also be made from a CFS House Account which is in positive balance, a feature which expatriates who are without a Thai bank account may find useful.

In some legacy cases, Residents have been able to use their Common Fee Account as a payment channel. Additional deposits made into this account were available to be used as payment for CFS services and related costs. The funds were not directly accessible by CFS, however, and any payment or withdrawal required authorisation from the Board of the Property.

Cash payment for a one-off request will also be accepted.

More details on payment is provided below. A tariff list is appended.

Menu of Resident Services

The following services can be provided as required and requested:

- Payment for utilities
- Premises checks
- Repair and maintenance
- Insurance
- Domestic service
- Internet service
- Pest control
- House plant care
- Airport transfer
- General taxi services
- Immigration agency
- Legal advice
- Annual Balance Sheets for company owned units

Payment for utilities

Provided that funds are available in the Resident's nominated account, CFS will make payments of utility bills on behalf of the Resident.

This service will be provided on a standing monthly basis as bills are received, but may also be requested for a single payment.

The utilities in scope are:

- Electricity
- Water
- Internet

Premises checks

When the Resident's premises are vacant for an extended period CFS will carry out periodic checks to ensure that there are no threats to the fabric from water leaks etc.

CFS will check that taps are turned off, the refrigerator door is closed (if operating) and that electrical appliances are otherwise switched off.

The frequency of check will be every two or four weeks, depending on the option selected by the Resident.

CFS will immediately notify the Resident of any problem discovered using his/her provided contact details, and discuss any remedial action required. Photographic evidence will be provided.

CFS access to the premises must be authorised by the Resident in writing.

Repair and maintenance

If any damage is discovered during periodic inspection of the premises CFS will take instruction from the Resident on any intervention required to limit further damage and/or repair damage already done. Photographic evidence will be provided to support the discussion..

This may include procurement and contract management.

Insurance

CFS will arrange insurance quotations as discussed with and required by the Resident. Once a policy is in place CFS will make the premium payments and keep track of the renewal date. Resident is notified before renewal payment is made.

Domestic service

CFS can provide an Apartment cleaning service on request.

The most usual situation is within the context of a Letting Agreement, when cleaning is required between occupants.

Pricing depends on the size of the Apartment and whether laundering of bedsheets is required.

Internet service

CFS will provide Wi-Fi quotations from local suppliers (TMN, 3BB) for services which can be paid monthly or yearly. CFS will also update and warn if a renewal is required. CFS will also respond to requirements and complaints of the service by contacting the supplier on behalf of the Resident.

If an Apartment is to be rented out, CFS recommends that the Resident provides a Wi-Fi connection for prospective tenants.

Pest control

CFS will set up an agreement with a pest control company on behalf of the Resident.

CFS recommends this service as standard for Letting Agreement Residents.

CFS also recommends this service for other Residents, especially those on the ground floor, where there is a higher risk of termites.

Houseplant care

CFS will visit the Apartment once per week to water the houseplants and provide any other plant care, such as removing dead leaves, pruning, weeding and feeding.

Photographic evidence will be provided.

Airport transfer

CFS will organise reliable transport to and from Suvarnabhumi or Don Muang airport. Carrier options are:

- Sedan - for up to 3 persons
- Minivan for 5-6 persons
- Van for up to 12 persons

CFS charges a flat fee dependent on the carrier type and the destination (or origin) airport.

General taxi services

CFS will organise taxi services to, from and within Pattaya more generally. The carrier options are as for airport transfer.

The charge is fixed by acceptance of CFS quotation.

Immigration agency

CFS will undertake the mandatory recurrent expatriate address registration with the Immigration Department as a standard service.

CFS has an outsourcing partner with expertise in Immigration processes and is able to provide support to expatriate families in visa renewal and related affairs. Any referral made by CFS would be on a one-off basis.

Legal advice

Basic legal advice

With some years of experience, CFS management is able to provide a basic level of interpretation of Thai legislation.

The Land Office is often used by CFS for verification and confirmation of CFS opinion on property matters.

Professional legal assistance

CFS has a relationship with a number of solicitors in Pattaya, covering a range of legal specialisms.

CFS can make referrals, subject to appropriate indemnification.

Payment options

For Residents who use CFS Resident Services two main payment options are available:

- via the Common Fee Account into which they pay their Common Fee
- via a dedicated CFS House Account

The operation of these channels is similar. However, in the first case payments and withdrawals from the account must be approved by the Board managing the property. This adds an administrative overhead for CFS and in some circumstances a time delay for the client. This is a legacy arrangement which CFS hopes to phase out.

In the second case, the account is directly under the control of CFS and the administrative overhead of Board approval is avoided. A 10% discount is applied to payment for some services if made from a CFS House Account.

In the generic description which follows the term "Bank Account" is used to refer to either:

- the bank account of the Property into which the Resident pays the Common Fee
- the CFS Siam Co., Ltd. bank account with Bangkok Bank Ltd (account number 550-062997-6)

"Service Account" is used to refer to the Resident's individual account maintained internally by CFS, whether a CFS House Account or a Common Fee Account.

Service Accounts

Funds will be deposited by the Resident to the relevant Bank Account. The amount will also be credited to the personal Service Account record held by CFS Siam for the Resident.

CFS will make payments on behalf of the Resident, with his explicit or implicit approval, ie on a standing or ad hoc basis. The amount paid will be debited from the relevant Bank Account and simultaneously deducted from the Resident's Service Account.

In the following text, each reference to a credit or debit from the personal Service Account of the Resident should be understood to be supported by an equivalent transaction in the relevant Bank Account.

Credits

A Resident may make a deposit to his Service Account at any time by bank transfer or by tendering cash at the CFS office or Condominium office. (International transfers require a 200 Baht bank fee.)

Such a bank transfer should be made to the relevant Bank Account.

An initial deposit of THB 5.000 is recommended, with a minimum requirement of THB 1000.

Reference information must be sufficient to identify the source and purpose of the funds.

It is mandatory that the Resident send an email or text message to advise of any funds transfer. CFS will screenshot the text and use it as evidence of authorisation.

The Service Account will be updated to record the credit. CFS will not normally confirm that funds have been received prior to the monthly statement. However, an enquiry can be made at any time to account@cfs-siam.com

If a Resident has made a written notification that they have transferred funds, CFS commits to confirm receipt of the funds.

CFS will monitor the balance of each Service Account and will prompt a top-up if funds are insufficient to meet upcoming requested payments.

Debits

CFS will take instruction from the Resident regarding details of the debits to be made. These may be made on a standing basis or ad hoc basis.

Residents will usually specify by email or messaging services the third party payments they want made.

Having initiated these services, CFS is generally aware of the payment amounts required.

This includes the few cases where CFS apportions the electricity bill relating to a shared meter on behalf of a Condominium.

Standard debits such as Internet and electricity will not be pre-advised.

Non-routine third party payments will be pre-advised. For example, at the end of a contract CFS will advise "Annual Internet service expired" or "Annual insurance is due" with the question "Do you want to renew?".

Bills are sent to the Resident's mailbox which CFS checks upon 15 day inspections.

Bills sometimes come to the CFS office.

If there is an immediate invoice or bill to be paid and funds are insufficient to cover the amount demanded, then CFS will forward the invoice and a most up to date statement. This is to get a quick approval to pay.

CFS commits to processing payments in a timely fashion before the due date.

Withdrawals

The holder of a Service Account may make a withdrawal at his discretion by providing two business days' notice for withdrawal from a CFS House Account, or thirty days' notice in the case of a Common Fee Account.

A withdrawal will normally take the form of cash. Alternatively a transfer to a nominated bank account may be arranged.

The withdrawal amount is limited only by the current balance of the Service Account.

There is no charge for withdrawals.

Overdrafts are not permitted.

Closure of a House Account will normally coincide with the termination of a Letting Agreement with CFS, for which the notice period is 30 days.

Interpretation of CFS House Account Statements

Holders of Service Accounts are issued a statement of account every month.

Additionally an updated statement may be issued at the time of requesting a payment authorisation.

Transactions are listed as Receipts, Invoices or Refunds. (or blanks in some cases).

Receipts are registered when the Resident or his tenant makes a deposit into the account.

Invoices are those issued by CFS for CFS Resident Services.

Refunds indicate a third party payment or a cash withdrawal. Note that refunds are always debits. Refunds are best understood as refunds to CFS for non-invoiced payments made or about to be made on behalf of the Resident.

Credits are marked "Cr". Debits are marked "Dr".

It is important to understand that the statement is made on an accrual basis. In other words, a debit for a third party payment (Refund) may appear, even when it hasn't yet been paid.

The carry forward balance at the foot of the statement will indicate whether the account is in credit "Cr" or overdrawn "Dr". In the latter case, the Resident should make a deposit sufficient to cover the overdraft in order to allow CFS to complete the third party payments.

Tariffs

General

Service	Payment through Common Fee Account/cash	Payment through CFS House Account	With Letting Agreement	Standing order
Payment for utilities	utility cost	utility cost	utility cost	✓
Premises checks	฿250/check	฿200/check	no charge	✓ or ad hoc
Repair and maintenance	cost +	cost +	cost +	as required
Insurance	premium	premium	premium	✓
Domestic services - cleaning and laundry	dependent on unit size and laundry requirement - see below	dependent on unit size and laundry requirement - see below	dependent on unit size and laundry requirement - see below	✓ or ad hoc
Tenant Internet connection	฿120/day ฿800/week ฿1500/month	฿100/day ฿600/week ฿1200/month	฿120/day ฿800/week ฿1500/month	ad hoc
Pest control	contract price	contract price	contract price	✓
House plant care	฿600/month	฿500/month	no charge	✓
Airport transfer	flat fee dependent on vehicle type - see below	flat fee dependent on vehicle type - see below	flat fee dependent on vehicle type - see below	ad hoc

General taxi services	by quotation	by quotation	by quotation	ad hoc
Immigration registration	฿500/person	฿400/person	฿400/person	ad hoc
Basic legal advice	no charge	no charge	no charge	ad hoc
Cash withdrawal	no charge - 5 business day notice	no charge - 2 business day notice	no charge - 2 business day notice	ad hoc
Annual balance sheet preparation				ad hoc

Domestic Services

	Basic cleaning	Deep clean (add)	Laundry sheets
Studio	฿350/visit	฿200-฿600 by quotation	฿200
1 Bedroom	฿500/visit	฿200-฿600 by quotation	฿200
2 Bedroom	฿700/visit	฿200-฿600 by quotation	฿400
3 Bedroom	฿1,000/visit	฿200-฿600 by quotation	฿600

Airport Transfer

	Suvarnabhumi	Don Muang
Sedan	฿1,800	฿2,400



Minivan	฿2,200	฿2,800
Van	฿2,800	฿3,400



CFS Siam Co. Ltd.

Request for Resident Services

Resident _____

of apartment _____

requests of CFS the following recurrent services during the period

from _____ until _____.

Service	Required?	Frequency
1. Payment for utilities		On receipt of bill
2. Premises checks		Weekly Fortnightly
3. Insurance		As per policy
4. Domestic services - cleaning		
5. Domestic services - laundry		
6. Pest control		As per contract
7. House plant care		Once per week

I confirm that CFS staff may access the unit in order to carry out services 2, 4, 5, 6 and 7 above. (Delete as appropriate.)

Payment should be taken from _____

Signed _____ Date _____

Glossary

In this document the following capitalised terms are used with the meaning indicated:

- “Property” means a condominium or developed housing estate in which individual units have separate owners or very long term leaseholders. A condominium may be a Juristic Condominium as defined by the Condominium Act (2543) or it may be an apartment block under commercial ownership but with very long term tenants.
- “Apartment” means a self-contained unit within a Property. This may be a flat within a condominium, or a villa within a village.
- “Resident” means the legal owner of an Apartment, or a long term leaseholder.
- “Common Facilities” means the areas of the Property and the related utilities which are in shared ownership or provided as a shared resource by the landlord.
- “Common Fee” means the annual contribution made by the Resident to the expenses of maintaining the Common Facilities of the Property.
- “Board” means the legally constituted group of people who manage the Property. In the case of a Juristic entity the Board will be a group of owners.
- “CFS Managed Property” is a Property whose Board has concluded an agreement with CFS Siam Co Ltd to outsource the management of the Property, including collection of the Common Fee and financial accounting.
- “CFS Resident Services” are optional services offered by CFS to Residents of a CFS Managed Property to assist in managing their Apartment and related affairs.
- “CFS Letting Services” are provided by CFS to Residents of a CFS Managed Property who wish to rent out their Apartment during an extended period of absence or in the case of ownership of more than one Apartment.
- “CFS House Account” is an optional Resident account with CFS Siam Co Ltd for purposes of paying for CFS Resident Services. It is a mandatory account for Residents who have a Letting Service agreement with CFS.
- “Common Fee Account” is a mandatory Resident account with the Property for purposes of paying the Common Fee.