

LAMPIRAN D.5

PINDAAN GARISPANDUAN UNTUK PANGSAPURI PERKHIDMATAN DI KAWASAN MAJLIS BANDARAYA PULAU PINANG (MBPP) 2023

1.0	Tujuan	1.1	Garispanduan ini adalah digunakan sebagai panduan di dalam pengawalan pemajuan pangsapuri perkhidmatan baru dan pertukaran kegunaan bangunan kediaman, bangunan komersil (pejabat) sedia ada kepada pangsapuri perkhidmatan di kawasan Majlis Bandaraya Pulau Pinang.
2.0	Definisi Pangsapuri Perkhidmatan	2.1	Definisi pangsapuri perkhidmatan di dalam garispanduan ini seperti berikut : Suatu pemajuan hartanah perdagangan untuk kegunaan penginapan komersial berkonsepkan hotel di mana pemilik-pemilik unit / petak dibenarkan memajak / menyewa kepada satu entity syarikat atau melantik syarikat pengurusan untuk tujuan mengurus dan menyewa unit-unit tersebut secara harian, mingguan, bulanan atau dalam bentuk perkongsian masa (time-sharing).
		2.2	Mempunyai perkhidmatan-perkhidmatan ' <i>ancillary services facilities</i> ' yang biasanya diperlukan oleh penyewa/penginap termasuk ' <i>Common Areas</i> ' di bawah hakmilik bersama (perlu disediakan di dalam ruang lantai ancilliari) seperti berikut: i. Kawasan Reception ii. Bar iii. Dining Room / Breakfast Room / Residents Lounge iv. Restaurant / Café v. Outdoor Area / Indoor Area vi. Entertainment / Recreation / Sports vii. Surau viii. Kedai / Arked ix. Dobi x. Kemudahan Sukan / Gym
3.0	Ciri-Ciri	3.1	Unit-unit penginapan disediakan dengan kelengkapan, kemudahan dan perkhidmatan tertentu berkonsepkan hotel bagi keseluruhan bangunan.
		3.2	Diuruskan sebagai kegunaan hotel oleh satu badan pengurusan atau pengusaha hotel.
		3.3	Tertakluk kepada penarafan bintang sekurang-kurangnya empat (4) bintang daripada Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC). – Rujuk lampiran B
		3.4	Tertakluk kepada pengeluaran lesen daripada Majlis.

4.0	Kawasan Perancangan	4.1	Kawasan yang dibenarkan untuk pemajuan pangsapuri perkhidmatan adalah di dalam kawasan sempadan yang ditandakan seperti di lampiran 'A';
		4.2	Kawasan sempadan yang ditandakan seperti di lampiran 'A' adalah selaras dengan Rancangan Struktur Negeri Pulau Pinang (RSNPP 2030) iaitu yang terletak di Kawasan Keutamaan Pembangunan 1 dan Kawasan Keutamaan Pembangunan 2.
		4.3	Mana-mana lokasi cadangan yang terletak di luar kawasan sempadan yang ditandakan seperti di lampiran 'A' tetapi masih di dalam Kawasan Keutamaan Pembangunan 1 dan Kawasan Keutamaan Pembangunan 2, pemajuan pangsapuri perkhidmatan boleh dipertimbangkan tetapi perlu dirujuk kepada Jawatankuasa Perancang Negeri berdasarkan 'case by case' dan tertakluk kepada penyediaan 30% LMC.
		4.4	Minima keluasan tanah / plot = 0.5 ekar
5.0	Nisbah Plot	5.1	Bagi Kawasan Keutamaan Pembangunan 1 dan Kawasan Keutamaan Pembangunan 2, nisbah plot yang dibenarkan/maksima adalah seperti berikut : Nisbah plot yang boleh dibenarkan sebanyak 2.5:1 dan nisbah plot maksima sebanyak 5:1 termasuk ruang lantai untuk kegunaan ancilliari. Kandungan ancilliari yang perlu disediakan hendaklah tidak kurang 5% dan tidak melebihi 25% daripada keseluruhan keluasan ruang lantai pangsapuri perkhidmatan yang dicadangkan.
		5.2	Mematuhi lain-lain kawalan nisbah plot yang telah ditetapkan mengikut garis panduan Majlis sediada.
		5.3	Baki ruang lantai yang tidak digunakan untuk kandungan ancilliari boleh diambil kira sebagai ruang lantai pangsapuri perkhidmatan.
6.0	Kadar Bayaran Pemajuan (Infrastruktur)	6.1	Tertakluk kepada ruang lantai yang melebihi nisbah plot yang dibenarkan atas kadar RM 21 skp.

7.0	Kawalan Pangsapuri Perkhidmatan Bagi	7.1	Pangsapuri perkhidmatan boleh dibenarkan beroperasi sebagai hotel secara keseluruhan bangunan.
		7.2	Pertukaran kegunaan bangunan kediaman sediaada / bangunan komersial kepada kegunaan pangsapuri perkhidmatan hanya boleh dipertimbangkan sekiranya melibatkan keseluruhan blok bangunan atau keseluruhan skim dan terletak di dalam perlingkungan yang dibenarkan serta mematuhi garispanduan ini. Tukarguna bangunan tertakluk kepada Permohonan Kebenaran Merancang (PKM) baru hendaklah dikemukakan.
		7.3	Permohonan untuk pertukaran kegunaan bagi unit-unit berasingan / individu atau paras bangunan tidak boleh dipertimbangkan.
		7.4	Mendapat persetujuan berbentuk perjanjian daripada keseluruhan pemunya unit untuk tujuan permohonan tukarguna bangunan kepada pangsapuri perkhidmatan.
		7.5	Pertukaran hanya dibenarkan bagi bangunan yang permohonan strata yang belum dimuktamatkan dengan pengesahan Pejabat Tanah dan Galian (PTG) Bahagian Strata.
		7.6	Membuat pendaftaran dan mematuhi keperluan minima untuk penarafan bintang dari Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) di peringkat Permohonan Kebenaran Merancang (PKM).
		7.7	Bagi permohonan baru, perjanjian pajakan semula (' <i>lease back</i> ') daripada pemilik unit kepada pengurusan hendaklah dikemukakan sebelum sijil siap kerja dan pematuhan (' <i>certificate of completion and compliance</i> ') dikeluarkan.
8.0	Penyediaan Tempat Letak Kereta (TLK) Letak	8.1	Penyediaan Tempat Letak Kereta adalah berdasarkan kepada kaedah berikut: i) Pangsapuri perkhidmatan – mengikut kaedah pengiraan TLK hotel ii) Ancilliari - mengikut kaedah pengiraan TLK perniagaan
		8.2	Penyediaan tempat letak motosikal adalah dikehendaki seperti berikut:- i) 1 petak tempat letak motosikal untuk setiap 3 petak letak kereta.

		8.3 Penyediaan tempat letak koc adalah dikehendaki seperti berikut:- i) 1 petak - bagi pangsapuri perkhidmatan yang mempunyai 50 hingga 100 unit. ii) 2 petak - bagi pangsapuri perkhidmatan yang mempunyai lebih 101 hingga 200 bilik unit. iii) sekurang-kurangnya 3 petak - bagi lebih dari 200 bilik unit. 8.4 Penyediaan bagi Tempat Letak Kereta bagi Orang Kurang Upaya (OKU) dikehendaki seperti berikut:- i) Bagi setiap 50 ruang tempat letak kereta yang disediakan:- 1 petak perlu disediakan (maksima 5 ruang tempat letak kereta). ii) Unit TLK OKU berdekatan dengan lif dan “ramp”. iii) Disediakan “Ramp” dan “Railing”.															
9.0	Keperluan minima bagi penarafan bintang	9.1 Keluasan minima bagi unit pangsapuri perkhidmatan seperti berikut: <table border="1"> <tr> <th>Bintang \ Jenis unit</th><th>4 Bintang</th><th>5 Bintang</th></tr> <tr> <td>Studio</td><td>45 mp</td><td>50 mp</td></tr> <tr> <td>Satu Bilik</td><td>60 mp</td><td>70 mp</td></tr> <tr> <td>Dua Bilik</td><td>80 mp</td><td>90 mp</td></tr> <tr> <td>Tiga Bilik</td><td>110 mp</td><td>120 mp</td></tr> </table> Sumber : Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) Nota: Semua pembangunan pangsapuri perkhidmatan di dalam sesebuah Permohonan Kebenaran Merancang hendaklah menyediakan pelbagai saiz unit (studio, satu bilik, dua bilik dan tiga bilik) dan ditunjukkan dengan jelas di pelan Permohonan Kebenaran Merancang (PKM). 9.2 Penarafan bintang bagi pangsapuri perkhidmatan hendaklah disediakan mengikut keperluan minima seperti yang ditetapkan oleh Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) seperti di Lampiran ‘B’. 9.3 Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) hendaklah mengeluarkan pengesahan syarat-syarat MOTAC telah dipatuhi sebelum Kebenaran Merancang dikeluarkan.	Bintang \ Jenis unit	4 Bintang	5 Bintang	Studio	45 mp	50 mp	Satu Bilik	60 mp	70 mp	Dua Bilik	80 mp	90 mp	Tiga Bilik	110 mp	120 mp
Bintang \ Jenis unit	4 Bintang	5 Bintang															
Studio	45 mp	50 mp															
Satu Bilik	60 mp	70 mp															
Dua Bilik	80 mp	90 mp															
Tiga Bilik	110 mp	120 mp															

10.0	Pengesahan Jabatan Teknikal	10.1	Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) akan dirujuk sebagai jabatan teknikal di peringkat Permohonan Kebenaran Merancang.
		10.2	Pemaju dikehendaki mengemukakan surat akujanji bahawa pemajuan pangsapuri perkhidmatan yang dicadangkan mematuhi garispanduan Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) dalam mencapai penarafan minima empat (4) bintang sebelum Permohonan Kebenaran Merancang (PKM) dipertimbangkan.
		10.3	Sijil penarafan bintang daripada Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) dijadikan syarat dalam pengeluaran lesen operasi daripada Pihak Berkuasa Tempatan.
11.0	Tarikh Pemakaian	11.1	Pemakaian Garis Panduan ini berkuatkuasa setelah diluluskan oleh Jawatankuasa Perancang Negeri pada 28 Februari 2023. 11.2 Kelulusan ini terpakai bagi mana-mana Permohonan Kebenaran Merancang (PKM) yang masih dalam pertimbangan Majlis dan Permohonan Kebenaran Merancang (PKM) selepas tarikh kelulusan di Mesyuarat Jawatankuasa Perancang Negeri. 11.3 Dengan pemakaian garispanduan pindaan ini, maka semua garispanduan yang diluluskan oleh Majlis terdahulu adalah TERBATAL iaitu : i. Garispanduan Pangsapuri Perkhidmatan (Service Apartment) yang telah diluluskan oleh Majlis pada 14.06.1996; ii. Garispanduan Untuk Pangsapuri Perkhidmatan Di Kawasan Majlis Bandaraya Pulau Pinang (MBPP) yang telah diluluskan di Mesyuarat Jawatankuasa Perancang Negeri bil.04/2017 pada 25.04.2017; iii. Pindaan Garispanduan Untuk Pangsapuri Perkhidmatan Di Kawasan Majlis Bandaraya Pulau Pinang (MBPP) yang telah diluluskan di Mesyuarat Jawatankuasa Perancang Negeri bil.05/2018 pada 26.07.2018; dan iv. Pindaan Garispanduan Untuk Pangsapuri Perkhidmatan Di Kawasan Majlis Bandaraya Pulau Pinang (MBPP) yang telah diluluskan di Mesyuarat Jawatankuasa Perancang Negeri pada 30.11.2018. v. Pindaan garispanduan untuk pangsapuri perkhidmatan di kawasan Majlis Bandaraya Pulau Pinang (MBPP) yang telah diluluskan di Mesyuarat Jawatankuasa Perancang Negeri pada 27.10.2022.

LAMPIRAN A

KAWASAN PEMAKAIAN BAGI PEMAJUAN PANGSAPURI PERKHIDMATAN MAJLIS BANDARAYA PULAU PINANG



INDEX

MINIMUM REQUIREMENTS FOR STAR RATING OF HOTEL APARTMENT

1. APARTMENT UNIT

1 - 5

- 1.1 Minimum Size Apartment Unit
- 1.2 Apartment Furniture and Fittings
 - (a) Built In Kitchen / Cooking Facilities
- 1.3 Electrical Equipment
- 1.4 Bedroom Windows
- 1.5 Main Entrance
- 1.6 Thermal Conditions and Ventilation in Apartment Unit
- 1.7 Ventilation in Rooms
- 1.8 Apartment Communication System
- 1.9 Audio- Visual Installations in Bedrooms
- 1.10 Drinking Water in Bedrooms
- 1.11 Information Material in Bedroom
- 1.12 Stationery in Bedrooms
- 1.13 Sound – Proofing Bedroom
- 1.14 Sanitary Installation for Bedrooms in Apartment Unit
- 1.15 Water Hose
- 1.16 Bedlinen, Towels Quality
- 1.17 Room for the Disabled (OKU)

2. SERVICES

6 - 9

- 2.1 Food and Beverage Service
- 2.2 Housekeeping Services
- 2.3 Front Desk Service
 - 2.3.1 Safety Deposit Box
 - 2.3.2 Left-Luggage Facilities
 - 2.3.3 Foreign Exchange
 - 2.3.4 Business Centre
 - 2.3.5 Credit Card Facilities
 - 2.3.6 Tourism Service
- 2.4 Laundry & Valet Service
- 2.5 Medical Service
- 2.6 First Aid Facilities

COMMON AREAS

10 - 15

- 3.1 Reception area (hall, lounge, lobby) main entrance, facilities for the disabled
- 3.2 Bar
- 3.3 Dining Room/Restaurant/Breakfast Room/ Residents Lounge
- 3.4 Restaurant

3.5 Outdoor Area / Indoor Area

3.6 Entertainment / Recreation / Sports

3.7 Sanitary Installation for Common Areas

3.7.1 Public Toilets for the Disabled (OKU)

3.8 Dustbins

3.9 Thermal Conditions for Common Areas

3.10 Public Telephone

3.11 Lifts

3.12 Corridors

3.13 Corridors Precaution

4. QUALITIVE AND AESTHETIC REQUIREMENTS¹⁵

16

5. SAFETY STANDARDS AND HYGIENE

17 - 18

5.1 Fire Electricity and Other Safety Facilities

5.2 Emergency Power Supply

5.3 Kitchen

5.4 Food Storage

5.4.1 Refrigeration

5.4.2 Separate Compartments

5.5 Food Protection

5.6 Refuse

5.7 Insect and Vermin Protection

6. STAFF

19 - 20

6.1 Number of Staff

6.2 Qualification of the Staff

6.2.1 General Qualification

6.2.2 Language

6.2.3 Mode of Greetings

6.3 Staff Uniform

6.4 Medical Examination of Staff

6.5 Staff Facilities

6.5.1 Sanitary Installations

6.5.2 Rest Area & Changing Rooms

6.6 Surau and Kiblat Signs

6.7 Staff Training

7. MINIMUM ROOM RATES

19 - 20

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
1.	APARTMENT UNIT		Studio 40 sqm	Studio 45 sqm	Studio 50 sqm
1.1	MINIMUM SIZE OF APARTMENT UNIT		One room 50 sqm	One room 60 sqm	One room 70 sqm
	Minimum standard requirements		Two 70 sqm	Two 80 sqm	Two 90 sqm
	• Studio • One bedroom • Two bedrooms • Three bedrooms		Three 100 sqm	Three 110 sqm	Three 120 sqm
	1.2 APARTMENT FURNITURE AND FITTINGS (must be all units)		1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses. 2. Curtains 3. Night table 4. Table 5. One chair and one armchair per room 6. Cupboard/wardrobe with hangers and shelves 7. Writing/dressing table with mirror 8. Ashtray 9. Waste-basket 10. Luggage-rack 11. Fridge 12. All bedroom furnishings to be of good quality, and taste and well maintained	1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses 2. Curtains 3. Night table 4. Table 5. One chair and one arm chair per room 6. Cupboard/wardrobe with hangers and shelves 7. Writing/dressing table with mirror 8. Ashtray (not provided for non-smoking room) 9. Waste-basket 10. Luggage-rack 11. Fridge 12. Extra bed upon request 13. Hair dryer upon request 14. All bedroom furnishings to be of excellent quality, and taste and well maintained 15. Elements of Batik	1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses 2. Curtains 3. Night table 4. Table 5. One chair and one arm chair per room 6. Cupboard/wardrobe with hangers and shelves 7. Writing/dressing table with mirror 8. Ashtray (not provided for non-smoking room) 9. Waste-basket 10. Luggage-rack 11. Fridge 12. Iron 13. Iron board 14. Extra bed upon request 15. Hair dryer upon request 16. All bedroom furnishings to be of excellent quality, and taste and well maintained 17. Elements of Batik

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
1.2 (a)	BUILT IN KITCHEN / COOKING FACILITIES		1. Hot Plates 2. Refrigerator/Freezer 3. Exhaust Hoods 4. Toaster, glassware 5. Chinaware Crockery/ steel cutlery 6. All cooking facilities to be of good quality, and taste and well maintained. 7. Rice Cooker	1. Hot Plates 2. Refrigerator/Freezer 3. Exhaust Hoods 4. Toaster, glassware 5. Chinaware Crockery/ steel cutlery 6. Dishwasher 7. All cooking facilities to be of very good quality, and taste and well maintained. 8. Rice cooker 9. Microwave	1. Hot Plates 2. Refrigerator/Freezer 3. Exhaust Hoods 4. Toaster, glassware 5. Chinaware Crockery/steel cutlery 6. Dishwasher 7. All cooking facilities to be of excellent quality, and taste and well maintained. 8. Rice cooker 9. Microwave
1.3	ELECTRICAL EQUIPMENT		1. Electric socket with indication of voltage in each room 2. Independent light for ceiling (in room without private bathroom) & besides reading light for each guest 3. Reading lamp beside one armchair and beside table	1. Electric socket with indication of voltage in each room 2. Independent light for ceiling (in room without private bathroom) & besides reading light for each guest 3. Reading lamp beside one armchair and beside table	1. Electric socket with indication of voltage in each room 2. Independent light for ceiling (in room without private bathroom) & besides reading light for each guest 3. Good lighting beside an armchair and beside writing table/dressing table
1.4	BEDROOM WINDOWS	All categories: To adhere to building code set by the appropriate authority			
1.5	MAIN ENTRANCE		All categories: Should have :- (i) Lockable doors with key and latch/double locked from inside as additional security, (ii) Each room must be numbered or otherwise marked for easy identification (iii) Must indicate the position of the room in relation to the hotel (iv) Materials use should be "fire resistant" (minimum 1/2 hr) (v) 5 Star must use Card Access for the room door		

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
1.6	THERMAL CONDITIONS AND VENTILATION IN APARTMENT UNIT		Air condition In all bedrooms guaranteeing thermal comfort, depending on location & situation	Air conditioning guaranteeing thermal comfort in all bedrooms & designed so that the guests can regulate the room temperature in each room	Air conditioning guaranteeing thermal comfort in all bedrooms & designed so that the guests can regulate the room temperature in each room
1.7	VENTILATION IN ROOMS		All categories: Each room shall be capable of being naturally ventilated by means which can be controlled by the room occupants.		
1.8	APARTMENT COMMUNICATION SYSTEM		Communication system to be provided in every unit.	Telephone with IDD facilities is made available in all units.	Telephone with IDD facilities is made available in all units.
1.9	AUDIO-VISUAL INSTALLATIONS IN BEDROOMS		- Radio and 21 inch TV in apartment unit each which can be controlled by the guest. - DVD / VCD players and satellite TV broadband services (min 4 channels)	- Radio and 25 inch TV in apartment unit which can be controlled by the guest. - DVD/VCD players and satellite TV broadband services (min. of 4 channels:- - children programme - Sports channel - min. 2 news programme (NHK / CNBC / BBC / Al-Jazirah or others) 1 min. In House movie - Internet Broadband Services	- Radio and 29 inch TV in apartment unit which can be controlled by the guest. An in-house video programme is made available. - DVD/VCD players and satellite TV (min. of 6 channels:- - children programme - Sports channel - min. 2 news programme (NHK / CNBC / BBC / Al-Jazirah or others) 2 min. In House movie - Internet Broadband Services
1.10	DRINKING WATER IN BEDROOMS		All categories: Drinking water and glasses provided in each unit.		

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		THREE STAR	FOUR-STAR	FIVE-STAR
1.11	INFORMATION MATERIAL IN BEDROOM		All categories: 1. Apartment unit tariffs, and other services provided by hotel shall be prominently displayed in each room 2. Information on fire exit guidelines, house rules for guests, meal hours and charges are to be displayed where applicable.	All categories: 1. Apartment unit tariffs, and other services provided by hotel shall be prominently displayed in each room 2. Information on fire exit guidelines, house rules for guests, meal hours and charges are to be displayed where applicable 3. Tourism Related Material to be displayed.	
1.12	STATIONERY IN BEDROOMS		Writing materials to be provided	Writing materials to be provided	Writing materials to be provided
1.13	SOUND-PROOFING BEDROOM		All categories: To adhere to the local authority standard		
1.14	SANITARY INSTALLATION FOR BEDROOMS IN APARTMENT UNIT		1. All rooms with complete private bathrooms, (washbasin, shower and bath and toilet) 2. Bathtub with showerhead and running hot and cold water. Rooms should have a dry and wet bathroom area.	1. All rooms with complete private bathrooms(wash basin, shower and bath and toilet) 2. Bath tub with showerhead with running hot and cold water. All rooms must have a dry and wet bathroom area. 3. Bathroom fitting to be of good quality.	1. All rooms with complete private bathrooms(wash basin, shower and bath and toilet) 2. Bath tub with showerhead with running hot and cold water. All rooms must have a dry and wet bathroom area. 3. Bathroom fitting to be of high quality.

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		THREE STAR	FOUR-STAR	FIVE-STAR
	1.15C WATER HOSE	All categories: Water hose/bidet or other alternatives (ladle) to be provided for ablutions			
1.16	BEDLINEN, TOWELS QUALITY Based on minimum thread counts and weight (No. of towels & Types of towel)		1. Bed linen and towels should be changed for each new guest 2. To be changed twice a week when occupied 3. Weight of towel – 8 pounds 4. Thread counts – 300 5. Types of towels:- • Bath Towel • Mat * Towel should be changed daily	1. Bed linen and towels should be changed for each new guest 2. To be changed three times a week on daily basis when occupied 3. Weight of Towel-10 pounds 4. Thread counts – 400 5. Types of towels:- • Bath Towel • Mat • Hand Towel * Towel should be changed daily	1. Bed linen and towels should be changed for each new guest 2. To be changed four times a week when occupied 3. Weight of Towel-12 pounds 4. Thread counts – 500 5. Types of towels:- • Bath Towel • Mat • Hand Towel • Face Towel • Towel should be changed daily
1.17	ROOM FOR THE DISABLED(OKU)	All categories: provided At least one room with facilities for the disabled (eg. Lower bed, shelf, table, ramps, etc) to be			

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		THREE STAR	FOUR-STAR	FIVE-STAR
2	SERVICES				
2.1	FOOD AND BEVERAGE SERVICE			1. Breakfast served in rooms & in dining room/restaurant 2. Food & beverages service provided 3. Room service is provided 4. Restaurants / coffee house offering food of local & international fare are available	1. Breakfast served in rooms & in dining room/restaurant 2. Food & beverages service provided 3. Limited Room service is provided 4. Restaurants / coffee house offering food of local & international fare are available 5. Specialty restaurants – Malaysian cuisine available 6. Quality china crockery, steel cutlery + glassware are used
	2.2 HOUSEKEEPING SERVICES (Minimum Frequency)		3 times weekly		On daily basis
2.3	FRONT DESK SERVICE		Provided at reception counter. Guest have private excess to boxes, like in a bank	1. Provided at reception counter 2. Boxes located in special room 3. Guests have private access to boxes.	Individual safety deposit system in unit
2.3.1	SAFETY DEPOSIT BOX				
2.3.2	LEFT-LUGGAGE ACILITIES		Left-luggage facilities provided	1. Left-luggage facilities provided 2. At least one porter (Bell Boy) service provided	1. Left-luggage facilities in proper room 2. At least two luggage porter (Bell Boy) service provided
2.3.3	FOREIGN EXCHANGE		Money exchange service provided	Money exchange service provided. Exchange of at least 5 major foreign currencies.	Money exchange service provided. Exchange of at least 5 major foreign currencies.
2.3.4	BUSINESS CENTRE		Secretarial services provided in a common office	Secretarial services provided in a common office	Dedicated private rooms to be provided

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
	2.3.5 CREDIT CARD FACILITIES		Credit card facilities available – acceptance of at least 5 major International Credit/Charge Cards	Credit card facilities available: i. Acceptance of major International Credit / Charge Cards ii. Guaranteed Reservation iii. Express Check-Out and express Check-In for VIP guest	Credit card facilities available: i. Acceptance of major International Credit / Charge Cards ii. Guaranteed Reservation iii. Express Check-Out and express Check-In for VIP guest
	2.3.6 TOURISM SERVICE		Information service concerning transport, hotels, excursions & entertainment available	Information service concerning transport, hotels, excursions & entertainment plus tourism service (travel tours, hotel booking etc) provided and has concierge service	Information service concerning transport, hotels, excursions & entertainment plus tourism service (travel tours, hotel booking etc) provided and has concierge service
	2.4 LAUNDRY & VALET SERVICE		Laundry services provided	1. Laundry same day service provided	1. Laundry and dry clean same day service provided 2. Valet service recommended.
	2.5 MEDICAL SERVICE	All Categories: Medical practitioner available on call			
	2.6 FIRST AID FACILITIES	All categories: Provision on first aid box containing medicine, ointment, bandages etc.			
3	COMMON AREAS		1. Well-appointed Reception hall/lounge commensurate to the size of hotel. 2. Suitable main entrance with special provisions for the disabled.	1. Well-appointed & well decorated Spacious lobby/ lounge commensurate to the size of hotel with sitting facilities. 2. Suitable main entrance with special provisions for the disabled.	1. Well-appointed & well decorated spacious lobby/ lounge with sitting reading and writing area commensurate to the size of hotel. 2. Suitable entrance with special provisions for the disabled. 3. Gazetted smoking area is made available.
	3.1 Reception area (hall, lounge, lobby) main entrance, facilities for the disabled.				
	3.2 BAR			Wherever permissible by law, there should be a separate bar with an atmosphere of comfort	Wherever permissible by law, there should be an elegant separate bar with an atmosphere of comfort and luxury.

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		THREE STAR	FOUR-STAR	FIVE-STAR
3.3	DINING ROOM / RESTAURANT/ BREAKFAST ROOM / RESIDENTS LOUNGE			1. Clean, well equipped and well maintained dining room/ restaurant/resident's lounge 2. Breakfast, lunch and dinner served with varied choice of beverages 3. High standard of decoration, furniture and service 4. Good quality of F&B Linen - napkin - table cloth - table skirting - green felt 5. F&B items - glass ware - steel cutlery/flatware - table seating - China ware	1. Dining room/restaurant/ resident's lounge with capacity to serve all hotel guests as and when required 2. Specialty restaurant & private dining rooms 3. Excellent standards with regards to cuisine (quality and variety) choice of wines & other beverages, décor, furniture & service 4. Excellent quality of F&B Linen - napkin - table cloth - table skirting - green felt 5. F&B items - glass ware - steel cutlery/flatware - table seating - China ware 6. Designated area for smoking
3.4	RESTAURANT		All Categories: Restaurants serving halal and / or non-halal food – separate kitchens, storage facilities, washing facilities, utensils and equipment's		

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		THREE STAR	FOUR-STAR	FIVE-STAR
3.5	OUTDOOR AREA / INDOOR AREA			A common area or a spacious common terrace to create an atmosphere of comfort.	A common area such as garden, a roof garden or a spacious common terrace to create an atmosphere of comfort
3.6	ENTERTAINMENT / RECREATION / SPORTS		Music and TV made available and a corner for indoor games facilities.	- Swimming pool for adult & children. - Swimming pool is attended by qualified life guard for pools more than 4.5 ft and for less, a qualified pool attendant is sufficient. - Basic Indoor Games Facilities	- Swimming pool for adult & children. - Swimming pool is attended by qualified life guard for pools more than 4.5 ft and for less, a qualified pool attendant is sufficient - Recreation – health club gymnasium / sauna and facilities (outdoor and indoor) - Children Games Room - Basic indoor games facilities
3.7	SANITARY INSTALLATION FOR COMMON AREAS		Public toilets (separate for ladies & gentlemen) for guests near common areas. They should be clean & in proper running order, have washing facilities with running water and always have sufficient supply of toilet paper, clean towels/hot air drier and soap. Public toilets should be labeled.	- Public toilets (separate for ladies & gentlemen) for guests near common areas. - Should be clean & in good running order, have washing facilities with running water. - Sufficient supply of toilet paper, clean towels and automatic hot air drier. - Soap dispenser. - Sanitary towel disposal facility. - Toilets to be labeled.	- Public toilets (separate for ladies & gentlemen) for guests near common areas. - Should be clean & in good running order, have washing facilities with running water. - Sufficient supply of toilet paper, clean towels and automatic hot air drier. - Soap dispenser. - Sanitary towel disposal facility. - Toilets to be labeled - Bidet

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
	3.7.1 PUBLIC TOILETS FOR THE DISABLED (OKU)		All Categories: Public toilets for disabled persons should be provided.		
	3.8 DUSTBINS		All Categories: 1. No dry or liquid refuse or fifth of any sort shall be permitted to be deposited in any part of the hotel except in approved pattern dustbins provided for that purpose. 2. Adequate number of bins with lids to be provided. 3. All bins to be lined with plastic bags before dumping refuse into them. 4. All bins to be placed at suitable area so as to prevent contamination to foodstuff. 5. Bins used for food waste to be covered and placed at suitable location.		
	3.9 THERMAL CONDITIONS FOR COMMON AREAS		Air condition guaranteeing thermal comfort in public rooms depending on location and situation.	Central air condition guaranteeing thermal comfort depending on location and situation.	Central air condition guaranteeing thermal comfort depending on location and situation.
	3.10 PUBLIC TELEPHONE		At least two telephone booths for guests use located at the reception area and/or nearby.	Sufficient telephone booths for guests use located at the reception area and/or nearby.	Sufficient telephone booths for guests use located at the reception area and/or nearby
	3.11 LIFTS		1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity.	1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity. 3. Separate service lift.	1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity. 3. Separate service lift.
	3.12 CORRIDORS		1. Corridors or other space outside guest room should be covered with noise absorbing material and material used should be of "fire-rated"/should have a fire retardant treatment.	1. Corridors or other space outside guest room should be covered with noise absorbing material and material used should be of "fire-rated"/should have a fire retardant treatment	1. All corridors or other space outside guest room should be covered with carpets or other noise absorbing material and material used should be of "fire-rated"/ should have a fire retardant treatment

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
	3.13 CORRIDORS PRECAUTIONS	All categories: 1. Corridors leading to guest rooms should be illuminated 24 hours and should be wide enough for emergency situations. Material used should be of "fire-rated"/should have fire retardant treatment. 2. Fire safety requirements to be adhered to. 3. Equipped with communication system/overriding paging system			
4	QUALITATIVE AND AESTHETIC REQUIREMENTS (The function and aesthetic are based on all equipment i.e. furniture, soft furnishing, decoration and bathroom, sanitary were and fitting. Note: * Safe refers to all the legal Requirements for safety eg. Certificate of Fitness. Function: Use of space, seating capability, traffic flow, operational needs. Colour: Reflection and use of light, colour scheme and combination Aesthetic: Style character emphasis (design feature) Ambience: To create an aesthetically pleasing environment and condition which encourage a suitable atmosphere complementary to style of service.		* Safe, functional, very good quality and well maintained of good taste * Local and appropriate decoration in common areas.	* Safe, functional, excellent quality and taste and well maintained * Local appropriate decoration in common areas. * Local decoration in bedrooms	* Safe, functional, highest quality and taste and well maintained * Local appropriate decoration in common areas. * Local decoration in bedrooms

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
5	SAFETY STANDARDS AND HYGIENE				
5.1	FIRE ELECTRICITY AND OTHER SAFETY FACILITIES		- Fire-fighting facilities and guidelines must be established and clearly indicated: "Mimic diagram" of the escape route must be established at the lobby and the rooms - Exit sign lighting at stairways and other areas - Emergency lighting at corridors, lobby and stairways - Control room at main entrance - Liquid Petroleum Gas (LPG) piping and fittings - Adequate fire-fighting equipment (any of these) - Sprinkler/detector - Wet riser/dry riser with hose and nozzle - Hose reel with nozzle - Break Glass - Kitchen hood protection – Carbon dioxide system/wet chemical etc - In accordance with local fire-fighting and fire prevention laws-Uniform Building By Laws 1984 and Fire Service Act 1988 - All electrical facilities must be installed and maintained according to local electrical safety laws. - Adequate security must be provided on a 24 hours basis		
5.2	EMERGENCY POWER SUPPLY		Access to standby generator available to provide basic light and power in emergency cases.	Standby generator sufficient to generate power to operate corridor and public room lights and emergency lift.	Standby generator sufficient to generate power to operate corridor and public room lights and emergency lift.
5.3	KITCHEN		All Categories: - Food prepared within hotel must comply with the hygienic requirements of the Health Authorities - Kitchen pantry and cold storage to be in accordance with the requirements of the Health Authorities - Separate cooking, washing, storage area and utensils for halal and non-halal food		
5.4	FOOD STORAGE		Refrigerator, freezer and/cold storage for food	Refrigerator, freezer and/cold storage for food	Refrigerator, freezer and/cold storage for food
5.4.1	REFRIGERATION				
5.4.2	SEPARATE COMPARTMENTS		All Categories: Where food stuff is stored, correct temperature should be maintained & there should be separate compartments for the storage of raw and cooked food.		
5.5	FOOD PROTECTION		- Proper rat-proof store room - Rack for food stuff to be placed above the floor level - Cooked food stuff should be covered from dust and vermin at all times - The premise should be free from insects and vermin at all times		

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
	5.6 REFUSE		All Categories: All refuse and garbage must be disposed off daily from the room premises. The refuse area and containers shall be kept in sanitary condition.		
	5.7 INSECT AND VERMIN PROTECTION		All Categories: Good and effective protection against insect and vermin in all areas of apartment.		
6	STAFF		All Categories: Adequate number of staff in accordance with expected service in each category		
	6.1 NUMBER OF STAFF				
	6.2 QUALIFICATION OF THE STAFF		All Categories: Apartment employees who work for the business service and technical departments should be professionally qualified, as required by hotel and/or government policy and regulation		
	6.2.1 GENERAL QUALIFICATION				
	6.2.2 LANGUAGE		Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele	Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele	Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele
	6.2.3 MODE OF GREETINGS		Staff should greet guests using any form of greetings (According to local/national cultures)		
	6.3 STAFF UNIFORM		Frontline staff in hotels should wear clean, comfortable and practical uniforms that reflect designs of the local culture and tradition. Frontline staff in non-resort hotels should wear clean and comfortable uniforms that reflect designs of the local culture and tradition and the requirements of the hotel in line with international standards.		
	6.4 MEDICAL EXAMINATION OF STAFF		All Categories: Staff to be medically examined periodically as required by the health authority.		
	6.5 STAFF FACILITIES		All Categories: Separate, adequate and hygienic sanitary installation for staff (Toilet, wash-basin, shower, bathrooms etc.)		
	6.5.1 SANITARY INSTALLATIONS				
	6.5.2 REST AREA & CHANGING ROOMS		Separate rest room and changing room for staffs (separate for ladies and gentlemen)	Separate rest room and changing room for staffs (separate for ladies and gentlemen)	Separate rest room and changing room for staffs (separate for ladies and gentlemen)

MINIMUM REQUIREMENTS FOR STAR RATING OF APARTMENT HOTEL

NO.	CRITERIA		TREE STAR	FOUR-STAR	FIVE-STAR
6.6	SURAU AND KIBLAT SIGNS (Prayer room and the indication of Kiblat)		All Categories: Every apartment is expected to provide a facility to pray (separate for ladies and gentlemen) and the direction of "Kiblat" should be clearly indicated.		
6.7	STAFF TRAINING		All Categories: All staff must be sent for continuous hospitality training with certification.		
7	MINIMUM ROOM RATES		Not Applicable	Min. RM 250++	Min. RM 380++