

Property

Profitability on the Property segment continues to grow as both revenue and profit on operating activities rise.



The Property segment has done well this year. Revenue rose by 13.5 per cent and profit on operating activities grew 29.8 per cent for the full year. The good performance is largely attributed to the rental income from the SingPost Centre retail mall. Committed occupancy for the mall hit 98.9 per cent while occupancy for commercial/industrial spaces reached 94 per cent as at 31 March 2019.

CapitaLand Mall Asia continues to manage the SingPost Centre retail mall and is responsible for its marketing and promotional activities, lease and facilities management.

Enlivening the Paya Lebar Precinct

SingPost is participating in Urban Redevelopment Authority's (URA) pilot Business Improvement District (BID)

programme to support place management in the Paya Lebar precinct. A Paya Lebar pilot BID Task Group has been formed together with other stakeholders in the vicinity, including Lendlease, UOL Group and Sun Venture. The BID programme aims to improve the visitor experience by enhancing the attractiveness and distinctiveness of the precinct. The Task Group is looking to promote wellness, creativity and collaboration within the community, helping Paya Lebar to thrive. Some of the proposed initiatives are aimed at strengthening the community and cultural identity, raising the quality of public spaces and improving accessibility among the developments in the area.

The SingPost Centre retail mall has been kept vibrant and differentiated in Paya Lebar through its tenant mix as well as activities and events held at its atrium.



**High committed
occupancy rates**

98.9%
For SingPost retail mall

94%
For commercial/
industrial spaces

Property



Cellarbration Fiesta held in conjunction with Oktoberfest at the SingPost Centre Mall atrium.

The mall consistently hosts fairs ranging from food, lifestyle, travel, household and fashion to festive events such as Oktoberfest, adding fresh dining and retail options for its customers. These activities drive footfall to the mall, enlivening the Paya Lebar community.

Sustainability at our Properties

SingPost continually initiates sustainability efforts within our properties, and as such, has installed efficient chiller systems at our properties. Our Regional eCommerce Logistics Hub, for example, which commenced operations in FY2016/17, is fitted with an efficient chiller system that holds standards similar to the Green Mark Gold^{Plus} under Building and Construction Authority's Green Mark for Existing Non-Residential Building (version 3). The installation and optimising of the chiller systems have reduced our electricity consumption by 344,000 kWh or 5 per cent as compared to the last financial year.

We plan to administer the Energy Performance Contract (EPC) for Buildings at our properties to ensure that our chiller plant systems remain consistently efficient and that more lighting are replaced by LED lamps to maximise energy efficiency. The Singapore Green Building Council developed the template EPC for buildings after consulting with key industry stakeholders to provide building owners and energy performance contracting firms a standard reference guide on energy efficiency works and improvements. This helps both building owners and energy performance contracting firms work together in a more efficient and effective way in support of sustainability.

Tenant Satisfaction

We conducted a tenant satisfaction survey recently with our tenants at the SingPost Centre to garner feedback regarding our building facilities and 70 per cent of our tenants had responded. The survey results showed that our tenants are generally most satisfied with the Security and Safety control within the property as well as maintenance of the building.

List of Major Properties

Name	Address	Title	Years	With Effect From	Land (Sq m)	Building Gross Floor Area (Sq m)
Airmail Transit Centre	21 North Perimeter Road	Leasehold	30	25.09.00	2,890	8,862
Alexandra Post Office	110 Alexandra Road	Leasehold	99	31.03.92	2,305	923
Bukit Panjang Post Office	10 Choa Chu Kang Road	Leasehold	99	31.03.92	3,264	2,015
SingPost Regional eCommerce Logistics Hub	37/39 Greenwich Drive	Leasehold	30	16.11.14	32,505	51,358
Jurong Delivery Base	2 Kian Teck Way	Leasehold	30	16.10.95	4,008	3,574
Kallang Delivery Base	18 Jalan Lembah Kallang	Leasehold	30	16.09.98	2,761	6,872
Killiney Road Post Office	1 Killiney Road	Leasehold	99	31.03.92	1,029	555
Loyang Delivery Base	25 Loyang Lane	Leasehold	30	16.10.95	3,519	3,225
MacPherson Post Office	70 MacPherson Road	Leasehold	99	31.03.92	1,918	315
Pasir Panjang Post Office	396 Pasir Panjang Road	Leasehold	99	31.03.92	1,726	391
Paya Lebar Delivery Base	755 Upper Serangoon Road	Leasehold	99	31.03.92	1,353	3,012
Serangoon Garden Post Office	54 Serangoon Garden Way	Leasehold	99	31.03.92	1,215	341
Simpang Bedok Post Office	350 Bedok Road	Leasehold	99	31.03.92	1,129	362
Singapore Post Centre	10 Eunoss Road 8	Leasehold	99	30.08.82	32,738	137,134
Tampines Delivery Base	29 Tampines Street 92	Leasehold	30	01.01.92	5,000	12,395
Tanglin Post Office	56 Tanglin Road	Leasehold	99	31.03.92	2,643	2,678
3B Toh Guan Road East	3B Toh Guan Road East	Leasehold	30	01.09.89	10,064	18,126
Woodlands Delivery Base	9 Woodlands Walk	Leasehold	30	16.10.95	3,040	2,393