

# PAL – Owner Guide

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PAL (Portal Anda Bersama Lagenda) is the app for Lagenda property owners. Use it to book your handover, acknowledge it, report defects and follow their repair.

The screenshots in this guide use sample data, so the names, units and dates will differ from yours. Button names are written as they appear in the app in English. If your app is in Bahasa Malaysia, see the BM guide.

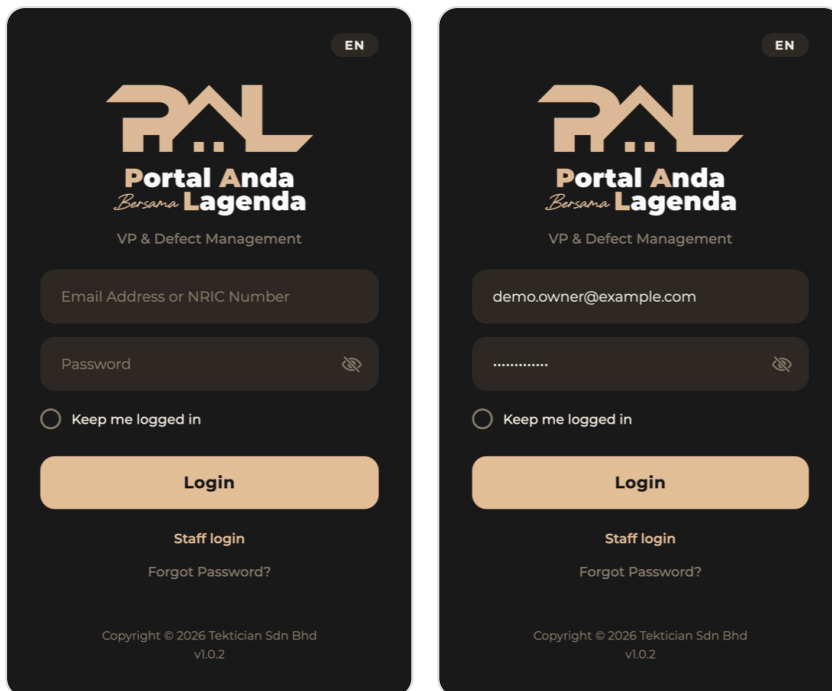
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## 1. How to log in

Download **PAL - By Lagenda** from Google Play or the App Store, then open it.

1. To change the language first, tap **EN** at the top right and choose your language.
2. Enter your **email address or NRIC number**, and your **password**. Lagenda gives you these when you buy your property.
3. Tick **Keep me logged in** if you don't want to log in every time.
4. Tap **Login**.



- **First login:** the app may ask you to change your password. Enter your current password, then a new one of at least 8 characters twice, and tap **Update Password**.
- **Staff login** is only for Lagenda staff and contractors. Owners use the main form.
- **"Invalid email/IC number or password":** check what you typed and try again.
- **"Too many failed attempts":** your account is locked for a few minutes. Wait, then try again.

## 2. Forgot password

Passwords can't be reset in the app yet, so tapping **Forgot Password?** doesn't do anything. Lagenda resets it for you instead:

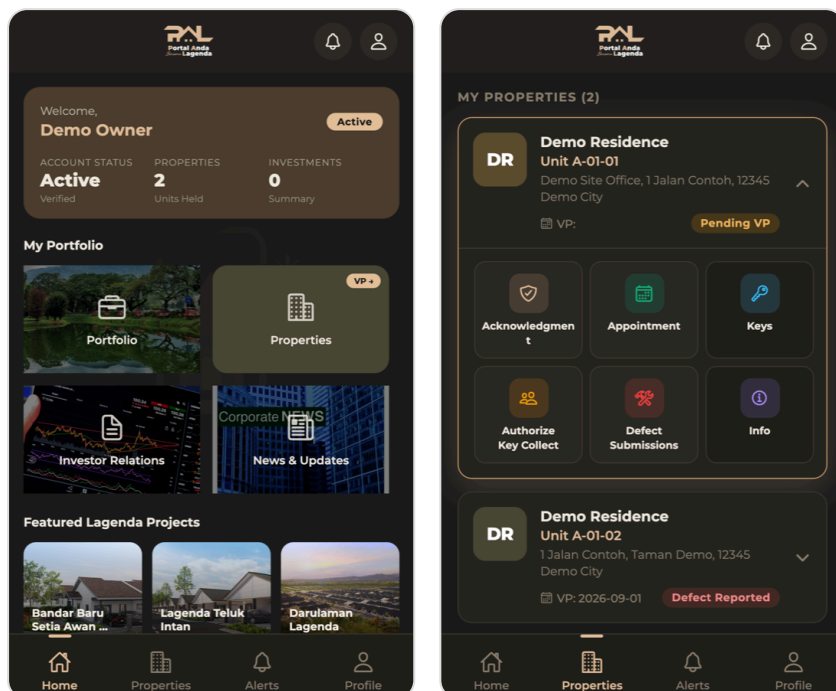
1. Contact Lagenda through **[CONTACT CHANNEL]** and ask for a password reset.
2. Give your **full name**, your **project** and your **plot or house number**, so they can find your account.
3. Lagenda sets a new password and sends it to you **[HOW THE NEW PASSWORD IS SENT]**.
4. Log in with your email address or NRIC number and the new password.
5. If the app asks you to change your password, choose your own new password, as described in section 1.

Lagenda will never ask you to send your password. Only share the details above.

### 3. After logging in: Profile and language

After you log in you land on **Home**. The bar at the bottom has four tabs:

| Tab        | What it shows                               |
|------------|---------------------------------------------|
| Home       | Your welcome page and Lagenda news          |
| Properties | Your units, and everything for each unit    |
| Alerts     | Updates about your appointments and defects |
| Profile    | Your account, language and settings         |



On **Properties**, tap a unit to open it. Each unit has these buttons:

- **Acknowledgment:** the handover acknowledgement (section 6)
- **Appointment:** book or view your handover appointment (section 4)
- **Keys:** the keys registered to your unit
- **Authorize Key Collect:** appoint someone to collect the keys for you (section 5)
- **Defect Submissions:** report defects and follow repairs (sections 7 and 8)
- **Info:** your unit's details

#### Profile

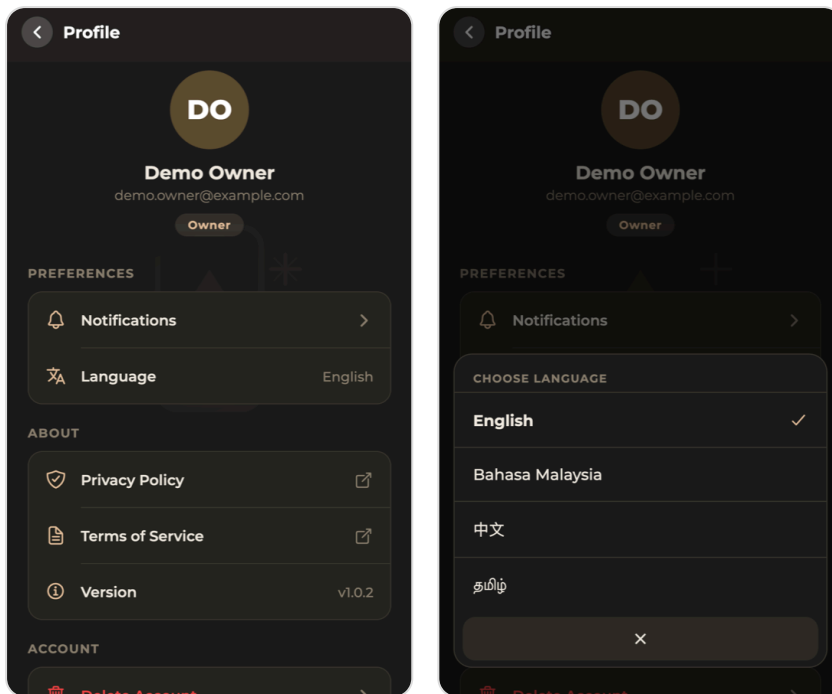
Tap **Profile** at the bottom, or the person icon at the top right. It shows your name and email, and lets you:

- choose which **Notifications** you receive
- change the **Language**
- read the **Privacy Policy** and **Terms of Service**

- check the app **Version**, if Lagenda asks for it
- **Log Out**, at the bottom

## Changing the language

1. Go to **Profile** and tap **Language**.
2. Choose **English**, **Bahasa Malaysia**, **中文** or **தமிழ்**.



If the app goes back to your phone's language after you close it, choose the language again.

## 4. Booking your handover appointment

The handover appointment (VP appointment) is when you come to the site office to receive your unit and keys.

1. Go to **Properties**, open your unit and tap **Appointment**.
2. Choose a date on the calendar. You can only pick dates that are open for booking, and you need to book at least a few days ahead.
3. Under **Available Time Slots**, tap a time. Each slot shows how many places are left.
4. Tap **Confirm**.
5. Check the date and time, and note the last day you can cancel. Tap **Confirm** again.

**Book VP Appointment** Step 1 of 2

before the appointment. Availability is shown for 35 days.

SELECT YOUR PREFERRED DATE

October 2026

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

AVAILABLE TIME SLOTS — 2026-10-26

| Time Slot   | Remaining   |
|-------------|-------------|
| 10:00-11:00 | 3 remaining |
| 14:00-15:00 | 4 remaining |

**Confirm**

**Book VP Appointment** Step 2 of 2

**DR** Demo Residence Unit A-01-01  
Demo Site Office, 1 Jalan Contoh, 12345 Demo City

Book at least 3 day(s) ahead. Changes close 3 day(s) before the appointment. Availability is shown for 35 days.

CONFIRM APPOINTMENT

Date: 2026-10-26

Time: 10:00-11:00

You will not be allowed to cancel this appointment from 2026-10-24 onwards (3 day(s) before the appointment date).

**Back** **Confirm**

The booking is confirmed. The appointment screen now shows:

- the date, time, venue and contact number
- your **Entry QR Code**. Show it at the site office on the day.

<

VP Appointment

Confirmed

DR

Demo Residence

Unit A-01-01

Demo Site Office, 1 Jalan Contoh, 12345 Demo City

✔

**Booking Confirmed!**

Any cancellations must be made at least 3 day(s) prior to the appointment date.

We look forward to seeing you on that day.

BOOKING DETAILS

Date

2026-10-26

Time

10:00:00

Venue

Demo Site Office, 1 Jalan Contoh, 12345 Demo City

Contact No.

0300000000

Booking By

Demo Owner

AUTHORIZED PERSON

Name

Demo Owner

**On the day:** bring your identity card (IC), arrive 10 minutes early, and show the Entry QR Code at the site office.

**To change or cancel:** open **Appointment** again before the cancellation date shown when you booked. After that date, contact the site office.

## 5. Appointing a representative

If you can't attend the handover yourself, you can appoint an authorized person to collect the keys for you. You need their **full name**, **NRIC number** (12 digits), **contact number**, and an **authorization letter** (a photo or PDF).

1. Go to **Properties**, open your unit and tap **Authorize Key Collect**. It shows **Owner attends personally** until you appoint someone.
2. Tap **Nominate Authorized Person**.
3. Enter their **Full Name**, **NRIC / ID** and **Contact No.**
4. Under **Authorization Letter**, tap **Choose image or PDF** and pick the letter.
5. Tap **Review**, check the details, and tap **Confirm**.

The image displays three sequential mobile app screens for appointing an authorized person. Each screen has a dark theme with orange accents.

- Screen 1: Change Authorized Person**
  - Property: Demo Residence, Unit A-01-01, 1 Jalan Contoh, Taman Demo, 12345 Demo City.
  - Authorized Person: Owner attends personally (Demo Owner).
  - Button: **Nominate Authorized Person**.
- Screen 2: Change Authorized Person**
  - Section: NEW AUTHORIZED PERSON DETAILS.
  - Fields: Full Name (Demo Representative), NRIC / ID (770707077777), Contact No. (012-345 6789), Authorization Letter (demo-authorization-letter.png).
  - Buttons: **Cancel** and **Review**.
- Screen 3: Change Authorized Person**
  - Section: REVIEW.
  - Fields: Name (Demo Representative), NRIC (770707077777), Contact No. (012-345 6789), Authorization Letter (demo-authorization-letter.png).
  - Buttons: **Back** and **Confirm**.

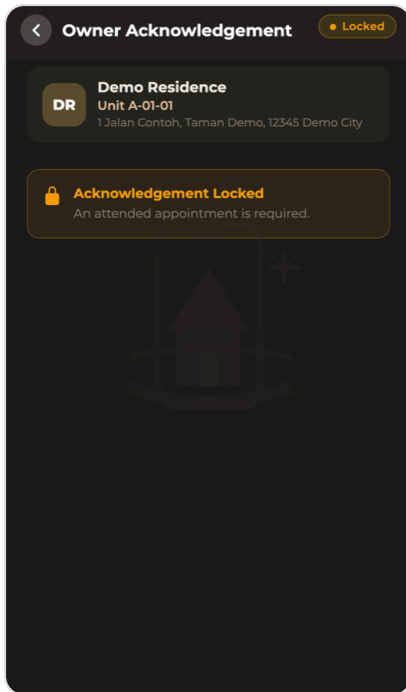
Your representative must bring **their own IC** and **your Entry QR Code** to the site office.

You can change the authorized person until the handover is done. After that it is locked.

## 6. Acknowledging the handover

The acknowledgement records that you received your unit, its documents and its keys. You usually fill it in **at the site office, with the Legenda officer**, on your handover day.

Until then, it shows **Acknowledgement Locked**. This means you don't have a handover appointment yet, or the officer hasn't started your handover.



When the handover starts, the acknowledgement is **Active**:

1. Go to **Properties**, open your unit and tap **Acknowledgment**.
2. Check your **Property Details**.
3. Under **Documents**, **Forms** and the **Inventory Checklist**, tick each item you received.
4. Optional: under **Handover Photos**, add up to 3 photos of the unit.
5. Read the terms and tick **I have read, understood and agree to the terms above**.
6. Sign with your finger in the **Owner Signature** box. Tap **Clear** to start again.
7. Under **Keys Received**, tick **I confirm the keys to this unit were physically handed over to me**.
8. When it says **Ready to submit**, tap **Submit Acknowledgement**.

Owner Acknowledgement
Active

DR
Demo Residence
Unit A-01-01
1 Jalan Contoh, Taman Demo, 12345 Demo City

PROPERTY DETAILS

Owner Name

Demo Owner

NRIC / ID

880808088888

VP Date

—

Handover By

Demo Residence

Status

VP Scheduled

DOCUMENTS

Tick each document you received.

☐
Sample document 1

☐
Sample document 2

FORMS

Owner Acknowledgement
Active

Section : Access

☐
Access card x2

HANDOVER PHOTOS

Attach up to 3 photos of the unit at handover.

☐
Add Photo

☐
I have read, understood and agree to the terms above

OWNER SIGNATURE

Tap and draw to sign

Date:Clear

Owner Acknowledgement
Active

Add Photo

☒
I have read, understood and agree to the terms above

OWNER SIGNATURE

☒ Signed
Clear

KEYS RECEIVED

☒
I confirm the keys to this unit were physically handed over to me.

Submit Acknowledgement

If **Submit Acknowledgement** can't be tapped yet, the **Still needed** list shows what is missing.

After you submit, the acknowledgement becomes **Completed** and **View Only**. It shows your **Reference No.**, your handover receipt, and shortcuts to **Collect Keys** and **Report Defects**.

Owner Acknowledgem...
Completed
View Only

DR
Demo Residence
Unit A-01-02
1 Jalan Contoh, Taman Demo, 12345 Demo City

SUBMISSION SUMMARY

Reference No.

ACK-DEMO-0001 Copy

Completed On

2026-09-01 10:24:00

Handled By

Demo Officer

HANDOVER RECEIPT

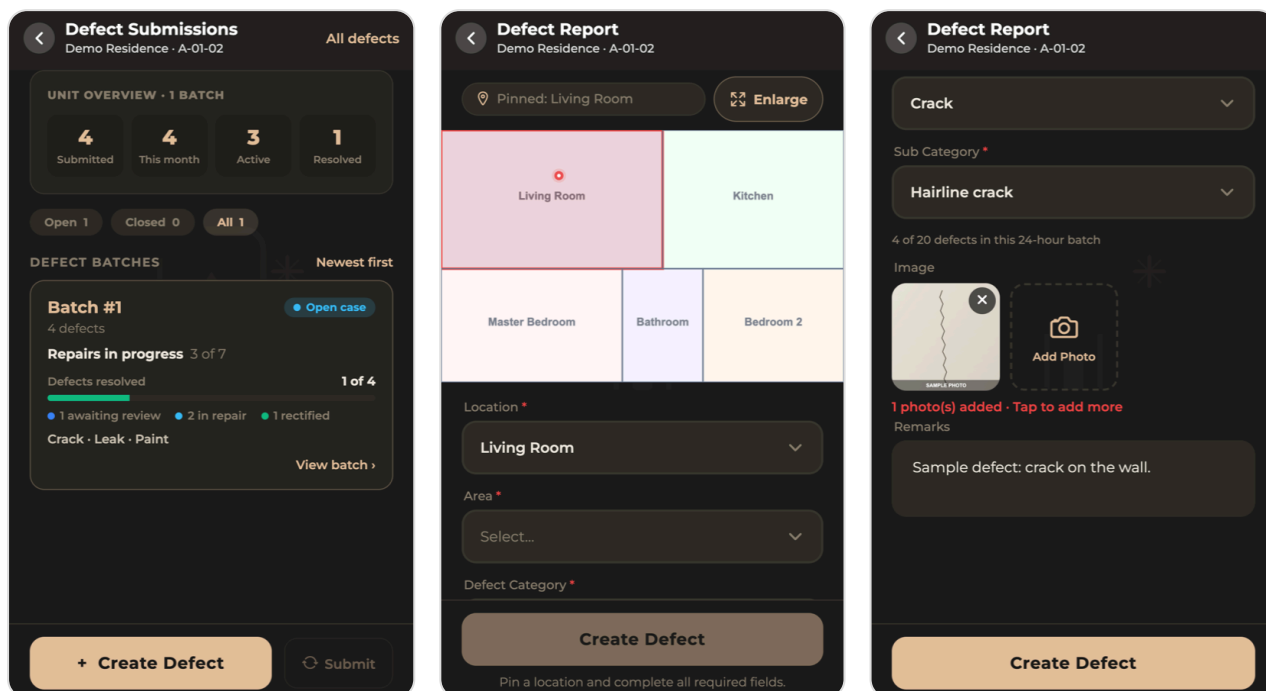
NEXT STEPS

## 7. Reporting defects

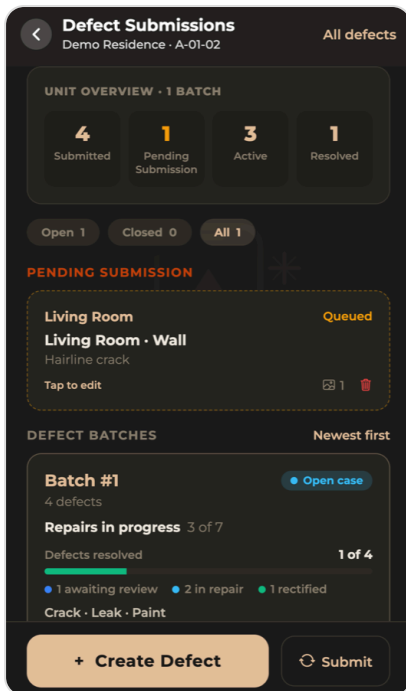
You can report defects after you **submit your acknowledgement**, until the end of your Defect Liability Period (DLP).

**Before inspection:** submit your keys to Lagenda Customer Engagement. The repair period only starts once they have your keys.

1. Go to **Properties**, open your unit and tap **Defect Submissions**.
2. Tap **Create Defect**.
3. Tap the place on the **floor plan** where the defect is. The **Location** fills in for you, or you can choose it from the list.
4. Choose the **Area**, **Defect Category** and **Sub Category**.
5. Under **Image**, tap **Add Photo** and take a photo or choose one from your gallery. You can add up to 3 photos.
6. Under **Remarks**, describe the defect.
7. Tap **Create Defect**.



The defect now waits under **Pending Submission**. Create any other defects the same way, then tap **Submit** to send them all to Lagenda.



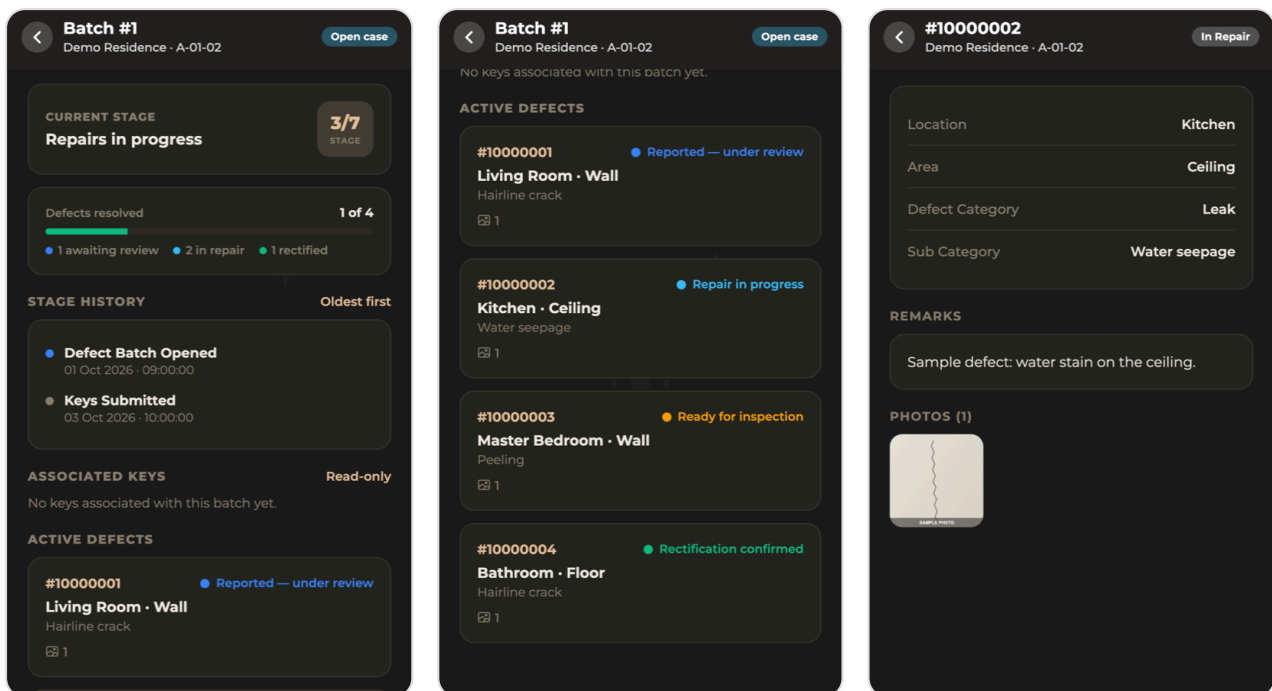
- **No signal on site?** The defect is saved on your phone. Tap **Submit** when you're back online.
- **To change a defect before sending it**, tap it (**Tap to edit**), or tap the bin icon to remove it.
- **Batches:** defects you report within 24 hours are grouped into one batch, up to a set number. The form shows how many places are left.
- **"You can't report another defect yet":** the message explains why, for example the acknowledgement isn't submitted yet, or your current batch is closed while it is being repaired.

## 8. Checking defect status

Go to **Properties**, open your unit and tap **Defect Submissions**.

- **Unit overview** shows how many defects you've submitted, and how many are active or resolved.
- Each **batch** card shows its current stage, how many defects are resolved, and how many are awaiting review, in repair or rectified.
- Use **Open**, **Closed** and **All** to filter the batches.

Tap **View batch** to see the batch's stage, its history, its keys and every defect in it.



What each defect status means:

| Status                       | Meaning                                                         |
|------------------------------|-----------------------------------------------------------------|
| Reported — under review      | Lagenda has received it and is checking it.                     |
| Awaiting contractor          | A contractor is being assigned.                                 |
| Repair in progress           | The contractor is repairing it.                                 |
| Ready for inspection         | The repair is done and is waiting for Lagenda to inspect it.    |
| Sent back for further repair | The inspection found more work is needed.                       |
| Rectification confirmed      | The repair is done and accepted.                                |
| Rejected after review        | Lagenda reviewed it and found it isn't a defect to be repaired. |

Tap a defect to see its details, your remarks and photos, and the after-repair photos once they're added.

**When every defect in a batch is done**, the app asks you to book a **collection appointment**. At that visit you inspect the repairs, sign off the batch and collect your keys.

You'll also get an alert in the **Alerts** tab whenever your appointment or defects change.

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Need help? Contact Lagenda through **[CONTACT CHANNEL]**.