

**INFLUENCING FACTORS IN NON-LANDED  
RESIDENTIAL PROPERTY FACILITIES FOR MANAGEMENT**

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**DEDICATION**

**To ALLAH Almighty for HIS abundance merciful and guidance**

**To my beloved parents**

**MOHD RIDZA BIN HAJI MOHD YATIM and LAILI BINTI LAJIS**

**To my beloved siblings**

**For their Love, Patient, effortless Supports and Blessing**

**&**

**To my supervisor DR. CHITRAKALA MUTHUVEERAPPAN**

**for being a great mentor.**

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## **ABSTRACT**

It has been found that the cost for housing maintenance especially for non-landed residential properties is relatively high due to poor maintenance practice. Management has made this requires payment of the occupants to ensure the building can work to meet the standards have been outlined. This scenario makes the most of the residents have often complained rise residential service charge is too high without being aware of the use and flow of the money. This paper aims to explore the facilities and service prioritization in maintenance and to analyse the influencing factors in facilities and services for non-landed residential properties. A quantitative approach was adopted that sought to gather factual data. The research first identified the critical factors through a literature review. A total of sixty questionnaires were then distributed to relevant respondents like building managers or supervisors. In total 40 completed questionnaires formed a database for descriptive and frequency analysis. The research concluded that seven components of the prioritization for the facilities and service were management, utilities, soft services, hard services, income, insurance and exceptional expenditure. Meanwhile, it was found that several of subs attributes as the most influencing factors in facilities and services for this type of building. Measure to minimize the housing maintenance cost were obtained, such as participation of property managers in housing management works and allows their acceptance of a lower standard expectation.

## ABSTRAK

Hasil kajian telah mendapati kos untuk penyelenggaraan perumahan terutamanya bagi harta tanah kediaman jenis strata agak tinggi disebabkan amalan penyelenggaraan yang kurang efektif dan efisien. Pihak pengurusan bangunan telah menetapkan sejumlah pembayaran yang perlu dijelaskan oleh pemilik unit dalam bangunan bagi memastikan pengurusan dan penyenggaraan bangunan boleh mencapai piawaian yang telah digariskan. Walaubagaimanapun, senario ini telah menyebabkan kebanyakan penduduk sering mengadu caj perkhidmatan kediaman terlalu tinggi dan tidak selari dengan kepuasan mereka ke atas kualiti pengurusan dan penyenggaraan yang diterima. Kajian ini bertujuan untuk menganalisis komponen-komponen dan keutamaannya dalam tujuan kerja-kerja perkhidmatan, kemudahan dan fasiliti. Satu pendekatan kuantitatif digunakan untuk menghimpunkan fakta data. Faktor kritikal ke dalam kajian telah dikenalpasti melalui satu tinjauan literatur. Sejumlah 60 borang soal selidik telah diagihkan kepada responden-responden berkaitan seperti pengurus atau penyelia bangunan. Namun, sejumlah 40 maklum balas yang diterima dianalisis bagi membentuk sebuah pangkalan data. Analisis deskriptif dan analisis kekerapan telah digunakan bagi tujuan pemprosesan data. Hasil kajian menyimpulkan bahawa tujuh komponen telah dikenalpasti sebagai keutamaan bagi kemudahan dan perkhidmatan iaitu pengurusan, utiliti, perkhidmatan (“soft” and “service”), pendapatan, insurans dan perbelanjaan luar biasa. Sementara itu, kajian telah mengenalpasti sub-sub komponen yang menjadi keutamaan dan yang mempengaruhi gerak kerja pengurusan dan penyenggaraan bangunan jenis ini. Kajian sedikit sebanyak dapat menjadi indikator untuk mengurangkan kos penyelenggaraan perumahan jenis strata.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of Study**

The demand for house in Malaysia always increases from time to time. High demand for houses in urban particularly have inspired the developer to develop housing scheme either for landed or strata units. One of the present trends of construction industry is to construct non-landed properties in order to accommodate the demand growth of property within the cities where land is a scarce resource (Azimuddin, 2001). In addition, housing construction in the city is changing for the development of vertically than horizontally (Tawil, 2009). This is due to the construction of multi-storey residential buildings are seen are more economical and it fulfill the highest and best use principle of the land.

Nowadays, people are more likely to choose the rise residential housing compared to landed house due to rising of landed house prices. Construction of multi-story residential building is necessary to cope with the demand for high rise residential

properties. As example, increase of demand for non-landed properties in Johor Bahru is influence by several factors include the overall population growth, urbanization, increasing investment and increasing job opportunity (Hasmah, 1999). The demands grow obviously with the increasing of population and also urbanization. According to The Malay Mail, February 6, 2010, until December of 2009, about 12,000 projects consisting of 1.2 million housing units of high rise residential building that occupied about five to six million people have been built. This type of housing scheme is usually can be classified into low, medium and high cost. Examples of non-landed residential properties are low-cost flats, flats, condominiums, apartments, serviced apartments and so on.

According to the Tiun (2006 ) , the concept of high-rise residential or stratified actually is not something new. He also stated that the concept of this building type was introduced in the seventies in Penang. It can be seen that, Malaysia was able to accept rise residential development. For a building of this type, it consists of many unit owners in one lot of the same ground. Each housing unit in the multi storey building has a different owner. Nature of life for this kind requires the owner to share facilities and their management. It is different from life at landed house especially in term of the properties itself and partnership concept (Tawil 2009). As results, management for multi-storey buildings to be difficult and often cause problems. Regard to this, the Management Corporation is required to manage the buildings, including public area, parking lots, pedestrian walkways, lighting in public areas and the other public facilities available around of the building.

Management has made this requires payment of the occupants to ensure the building can work to meet the standards required and meet legal requirements have been outlined. The work of building management, particularly the cost of maintenance requires a relatively high cost. This scenario makes the most of the residents have often complained rise residential service charge is too high without being aware of the use

and flow of the money. This is the responsibility of the management corporation in determining a realistic cost management and cost-effective alternative in maintenance.

## **1.2 Problem Statement**

The average high residential area will have at least one facility for use by the occupants. The developer offers a range of facilities and facilities for each dwelling unit offered to attract buyers. According to the tunes (2006), buyers tend to choose and have a quality life, that is, not only the house but the housing package complete as security, swimming pool, covered car parking and a life of privacy. Facilities and these facilities need to be maintained to ensure they function properly. Related parties in managing the maintenance work is the management of the corporation.

Each residential area of strata building requires a body to deal with property ownership to manage and do some discussion or decision regard to their requirement as amenities and facilities are available. This is under the responsible of the Management Corporation Committee. Various problems faced by the Corporation Management in managing the affairs of the population and high residential including the refusal of residents to settle down their management fee where the fund is require as management financial resources for maintenance task of their residential facilities.

Management Corporation is an organization that has been enacted in the Strata Titles Act 1985 (hereinafter referred to as Act 318) to all rise buildings and it is established automatically when the opening of the strata register. In principle, it is responsible for the management and maintenance of all cases of joint ownership of



property. Subsidiary proprietors (SPs) in the strata scheme have to pay contributions to maintain the common property and pay ancillary expenses. This money is paid to the management corporation (MC) to enable the MC to meet the costs of regular and periodical maintenance of the estate. All levies that SPs have to pay are worked out in proportion to the share value of each lot. Contributions for maintenance come in two forms: management fund and sinking fund.

When discussing come into scope of maintenance management, the element in term financial could not be eliminated from it (Tawil, 2009). This is because; failure to pay your maintenance fees population will result in arrears and thus affect the maintenance of the building. This scenario occurs in almost every rise residential area. According to the Business Times, an estimated around of 80 per cent from unit owners of apartments Selangor State Development Corporation (PKNS ) Ampang Jaya not explain their maintenance fees since 1988 and up to November, the backlog reached RM 80,712.00 lead management is not able to carry out maintenance as possible. Lack of awareness about the importance service charge contribution makes people take it as trivial and unimportant. According Tawil (2011), every owner should have a heightened awareness of these funds related onwards together contribute to its financial resources. Payment of fees is very important to ensure that all facilities and amenities specifically to function properly.

In addition, there are many people who consider price complaints fees maintenance is high and not worth it. Apart from the need to explain the relatively high service charge, they also have to bear the cost of their housing at a higher price per month. According to statistics Official Web Site of the National Association of Home Buyers, until 2006, the population of complaints about the problems of management and maintenance is 24% of the total percentage of complaints at the second place getter complaint. This scenario clearly shows that high residential population in Malaysia is still not satisfied with the service management and maintenance of their homes.

According to the PKNS Petaling Jaya Apartments in My Metro 22 November 2001, some people do not settle their supposedly responsible for not satisfied with the service provided by management. Facilities and amenities provided by the management corporation are considered not worth the amount of the consideration paid by the residents. This is because people are not clear about the flow of money distribution maintenance fees and assume all payments are for physical services without consideration of service and other business they know nothing about. In this regard, the management corporation should take wise steps in solve this problem by producing a clear schedule of flow distribution maintenance fees.

Accordingly, this research aims to identify the relationship between facilities and services among of managers related to the actual management of the service. At the same time, this study will explore the facilities and service prioritization in maintenance of non-landed residential properties. With the determination of the distribution of funds management at facilities that are transparent, the real value of the fund manager can be set simultaneously satisfy all parties, including the high residential population.

The study also was carried out to analyse the influencing factors in facilities and services for non-landed residential properties. So that, the related parties such property or facilities manager will gain some clear vision regard of the prioritization in term of facilities and services in practicing their task.

### **1.3 Objectives of Study**

Based on the statement of the problem that has been discussed, the objectives of this study are:

- i) To explore the facilities and service prioritization in maintenance of non-landed residential properties.
- ii) To analyse the influencing factors in facilities and services for non-landed residential properties.

### **1.4 Scope of Study**

The scope of this study focuses on the prioritization in maintenance of non-landed residential properties in term of facilities and service among of facilities manager based on the services and facilities provided around of the properties under their portfolio. The facilities manager will be selected randomly for this study. They might come from varies part of Kelang Valley and Johor Bahru. This is because the mention areas have quit vast development and construction in term of strata building especially non-landed residential properties.

## 1.5 Significance of Study

The purpose of this study is to explore the facilities and service prioritization in maintenance of non-landed residential properties and to analyse the influencing factors in facilities and services for non-landed residential properties.. This study can be used as a reference or guideline to several parties which related to service charge issues. This information also is essential to make a better understanding of residential building owners and is responsible for the payment of administrative costs. This study is important to the several parties which mention as below:

i. Developers and property managers

Developers and property managers can use this study as a guideline when allocating the service charge. From the output of this study, developers can know better on the facilities and services that give impact in allocating the exact value of service charge. Developer can develop new project and provide the facilities and amenities which purchasers prefer on. Hence, it can attract more prospective purchasers to buy the new project.

ii. Owners and residents

This study can be a source for owners and residents to know how the management office allocates the service charge to each composition. Residents can have knowledge on the expenditure to maintain and manage the building condition and the facilities and amenities provided to the residents. They can know better about where the money they paid every month has been spent on.

iii. Prospective purchasers

The prospective buyers can get a clear view and hint in making a decision on buying a non-landed residential property especially for their first desire house. It is including of amenities, facilities and services. It also give a clear view to this group in term of their financial management especially for future payment of sinking fund, maintenance cost and so on.

iv. Futures researchers/academician

This group actually has a significant relation to this topic of research especially for those in this line of study course. They can use this research as references for future study.

## **1.6 Research Methodology**

The research methodology is a framework of a research study carried out to ensure that its objectives to be achieve. To achieve these objectives, this study will be compiled into 6 stages. The stages of the study will consists of a statement of the issues and objectives of the study, literature review to understand more about the problems related to the study, a premier data collection and the secondary one, analyses the data and draw conclusions on the results obtained . The flow chart of this study will be shown in in Figure 1.1, along with the division of the study. Here are the steps taken to ensure the success of this study: -

a) Step One-Identify research issues

At this early stage it covers the process of identifying the title of the study and understanding of current issues in the relevant field for further study. Next, identify the materials that support of research by identifying the strategies that enabled this research.

b) Measure the Study of Literature

At this stage it covers the collection of all the studies, theories and issues related to supporting factors in the improvement of practice and the importance of self-modification.

c) Step Three-Collecting Data

The process of data collection is based on the premier data and secondary data obtained from:

1. Primer Data

The survey was conducted using a number of techniques that initial observation, interview techniques and direct application and ask a customer for survey to gather as much raw data that can be used in this study to support the objectives that have been raised.

i. Officers Housing Scheme Data from Selected Strata.

Interview questions are in the form of open questions which is giving more comfort to officials interviewed share their opinion as well.

Among the questions posed are relevant to the history of selected strata, barriers to overcome the refusal of payment to be made by the unit owners on building management fees.

ii. Data from Management Team/Property Manager

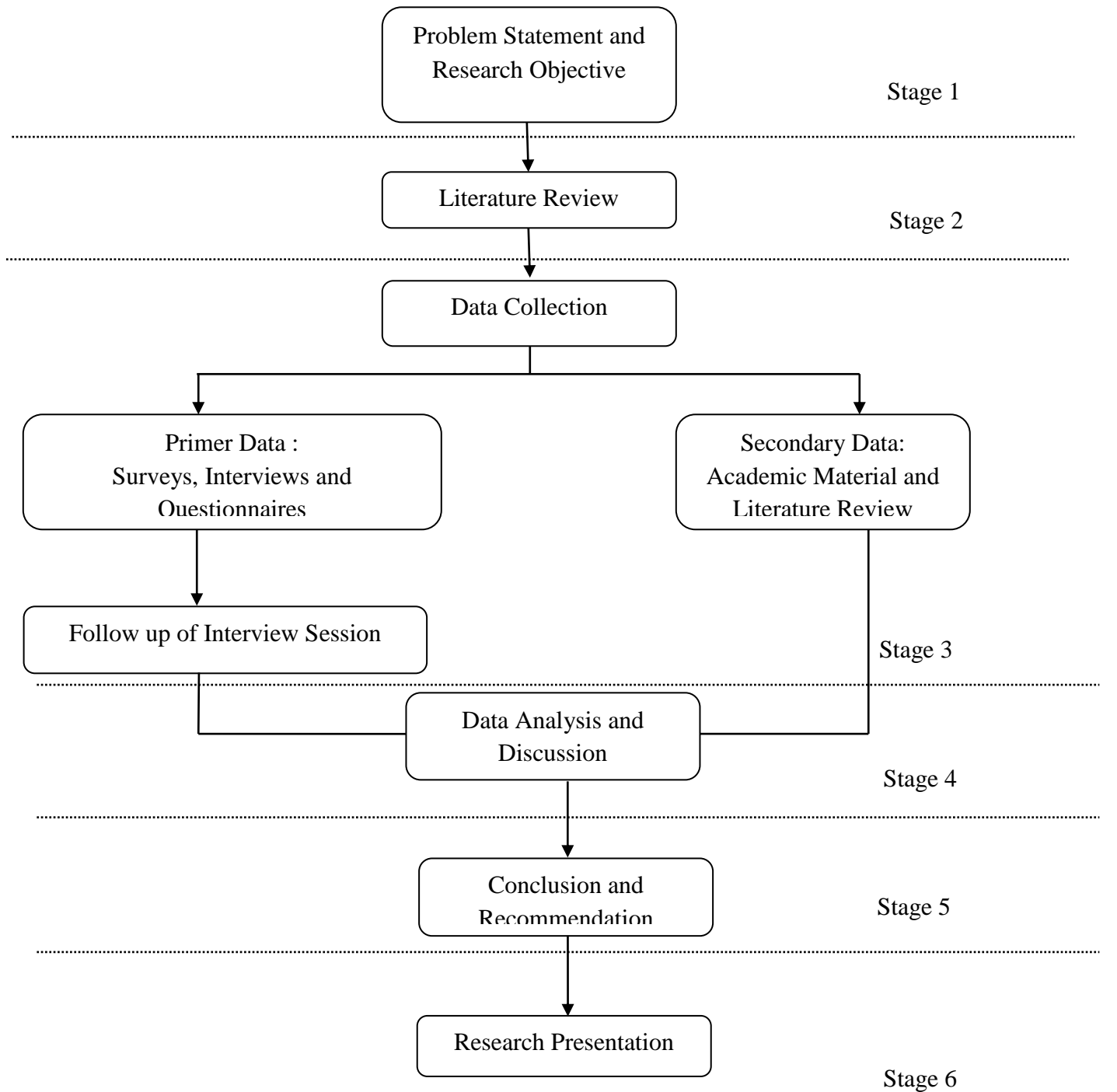
The instrument used to management team or property manager to get their data from the study is that by using a questionnaire containing questions examine the qualitative aspects and attributes of present and their felling toward it. This question is designed and shaped simple nominal and scalability options. This lump can give for comfort to the respondent to cooperate for the good feedback. These questions will emphasize what their perception of the amount of the management fee proportional to the facilities provided or available exerted around residential buildings under their portfolio.

2. Secondary Data

Secondary data collection is done by collecting all the studies literature, books and issues of press reports relating to the topic of study. This is important to support the validity of the study and to serve as guidelines for constructing questions and express recommendations at the end of the study.

Figure 1.1 below shows a brief of all stages that design for this study.

**Figure 1.1:** Flow Chart of Study Method.



*Source: Author's compilation, 2014*



## **1.7 Chapter Arrangement**

The entire project report is divided into five chapters as follows: -

### **Chapter 1: Introduction**

This chapter provides an introduction to the ambiguity of the scenario or fund management fees for strata residential buildings in Malaysia and was also told about the background research. This chapter also includes background studies such as the introduction, problem statement, research objectives, research interests, and research methodology and also chapter layout.

### **Chapter 2: Literature Review**

This chapter briefly describes the introduction of a strata building as residential purpose, identify what the payment for property management fees, facility categories and the standard of service provided. To gain a better understanding of the housing industry strata, studies will be conducted to obtain data on the housing industry in Malaysia. Information obtained from the reading of this chapter and other resources such as the internet, articles and journals.

### **Chapter 3: Research Methodology**

This chapter will discuss the methods that will be used in conducting this study. Form of data required in this study covers the qualitative questions briefly. This approach allows respondents to answer specific questions, and give them a reliable guide to state their opinion.

## Chapter 4: Data Analysis

This chapter provides a detailed analysis of the survey results and data from interviews with property managers. The analysis will be namely as the discovery of the raw data of the respondents which is the building management team. The pieces of data that needs will be analyses are as follows: -

- a. The discovery of the raw data the respondent's background and relationship acquisition activities on their strata unit.
- b. The discovery of the raw data of perception and satisfaction of the respondents in the quality of facilities provided by the qualitative aspects, aesthetics and their attributes and relationships to building management fee rate.

## Chapter 5: Conclusion and Recommendations

This chapter will summaries the findings of the analysis for raw data, and makes recommendations as a result of the continuity between the findings of a survey with project objectives set at the beginning of this study. In addition, a summary of the situation and the proposed study design improvements to provide knowledge among strata management team and also unit owners against the management fees should be paid by them based on the facilities that are available in the vicinity of their residential buildings. Attention is emphasized based on the views of the respondents and adaptation examples of other studies related to this research issue.

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