

EFFECTIVE SECURITY IN GATED COMMUNITIES AND GUARDED  
NEIGHBOURHOOD IN MALAYSIA

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EFFECTIVE SECURITY IN GATED COMMUNITIES AND GUARDED  
NEIGHBOURHOOD IN MALAYSIA

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*This thesis is dedicated to:*

*My supervisor Assoc. Prof. Dr. Muhammad Tahir Sabit,  
My father Mr. Narayanaswamy & mother Mrs. Chintamani,  
My husband Mr. Raam Kumar Karuppiah*

*&*

*My family members for their endless support and encouragement*

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## ABSTRACT

The popularity of the gated communities and guarded neighbourhood in Malaysia and around the world has grown on the ecology of fear and the desire of consumers for the safety of their lives and properties in their homes and surroundings. Reports of break-ins in gated communities and guarded neighbourhood are appearing in local media from time to time which shows that the management of gated communities is not ideal. There exist no criteria for effective security in gated communities. It was thus imperative to study and design a model that could ensure the security and safety of the residents in these communities. For this, the objectives of this research were to develop the concept, criteria and model of effective security management of gated communities. The criteria for effective security was intended to be developed based on the perceptions of the developers, architects, management corporations, private security services firms, government bodies, and residents. Therefore both qualitative and quantitative research methods were used. Semi-structured interviews were carried out among developers, architects, private security services firms, security experts and government bodies related to security industry. A structured questionnaire was distributed among the service providers to get their point of view on the criteria for effective security management of gated communities and guarded neighbourhood, improvement, and the process of security practices. Thematic and descriptive analysis of the data showed 42 important criteria and sub-criteria, based on which a model for effective security management of gated communities and guarded neighbourhood was proposed. The model was validated and modified at the end of the study. The study, therefore, proposes a model based on 5 main criteria, that are physical security design, organizational principles, organizational structure, and physical technology design. This model can enhance the effectiveness of security firms, residential associations as well as developers in the planning and construction of secure gated communities. The success of the proposed model may be considered a factor in justification of gated community and guarded neighbourhood as a good club.

## ABSTRAK

Populariti komuniti berpagar dan kejranaan berpengawal di Malaysia dan di seluruh dunia telah berkembang pada ekologi ketakutan dan keinginan pengguna untuk keselamatan harta benda dan nyawa di rumah mereka dan kawasan persekitaran mereka. Laporan pecah masuk dalam rumah di komuniti berpagar dan kejranaan berpengawal yang muncul dalam media tempatan dari semasa ke semasa menunjukkan pengurusan yang tidak sempurna. Tiada kriteria untuk keselamatan yang berkesan dalam komuniti berpagar. Oleh itu, kajian ini penting untuk mengkaji dan merekabentuk model yang dapat memastikan keselamatan penduduk di komuniti ini. Objektif penyelidikan ini adalah untuk membangunkan konsep, kriteria dan model keselamatan yang berkesan diperlukan di komuniti berpagar dan kejranaan berpengawal. Kriteria untuk keselamatan yang berkesan dibangunkan berdasarkan persepsi pemaju, arkitek, perbadanan pengurusan, firma khidmat keselamatan swasta, badan-badan kerajaan dan penduduk. Oleh itu, kajian ini telah menggunakan kaedah kualitatif dan kuantitatif. Kajian temu bual separa berstruktur telah diperolehi daripada pemaju, arkitek, perbadanan pengurusan, firma perkhidmatan keselamatan swasta, pakar-pakar keselamatan dan badan-badan kerajaan yang mengamalkan konsep industri keselamatan. Soal selidik berstruktur telah diedarkan dalam kalangan penyedia perkhidmatan untuk mendapatkan pandangan mereka mengenai kriteria untuk pengurusan keselamatan yang berkesan bagi komuniti berpagar dan kejranaan pengawal, peningkatan, dan proses amalan keselamatan. Analisis tematik dan deskriptif data menunjukkan 42 kriteria dan sub kriteria penting, berdasarkan model untuk pengurusan keselamatan yang efektif bagi komuniti berpagar dan kejranaan berpengawal dicadangkan. Model ini telah disahkan dan diubahsuai pada akhir kajian. Oleh itu, kajian itu mencadangkan model berdasarkan 5 kriteria utama iaitu reka bentuk keselamatan fizikal, prinsip organisasi, struktur organisasi, dan reka bentuk teknologi fizikal. Model ini dapat meningkatkan keberkesanan firma keselamatan, persatuan kediaman serta pemaju dalam perancangan dan pembinaan komuniti berpagar dan berpengawal. Kejayaan model yang dicadangkan boleh diambil kira itu sebagai faktor yang menjustifikasi suatu masyarakat berpagar dan kejranaan berpengawal sebagai kelab yang baik.

## TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	<b>DECLARATION</b>	ii
	<b>DEDICATION</b>	iii
	<b>ACKNOWLEDGEMENTS</b>	iv
	<b>ABSTRACT</b>	vi
	<b>ABSTRAK</b>	vii
	<b>TABLE OF CONTENTS</b>	viii
	<b>LIST OF TABLES</b>	xvi
	<b>LIST OF FIGURES</b>	xviii
	<b>LIST OF SYMBOLS</b>	xx
	<b>LIST OF APPENDICES</b>	xxi
<b>1</b>	<b>INTRODUCTION</b>	<b>1</b>
	1.1 Introduction	1
	1.2 Theories Justifying Gated Communities	6
	1.3 Research Issue	9
	1.4 Research Question	16
	1.5 Research Aim	17
	1.6 Research Objectives	17
	1.7 Research Significance	17
	1.7.1 Residents or Future Buyers of Gated Community or Public	18
	1.7.2 Property Developers and Managers	18
	1.7.3 Property Management Corporations	18
	1.7.4 Residential Security Experts	19
	1.7.5 Malaysian Government	19



1.8	Research Scope	19
1.9	Research Strategy and Methods	22
1.9.1	Data Collection and Data Analysis	24
	Methods for Objective One and Two	
1.9.2	Research Methodology for Objective Three	27
1.9.3	Research Methodology for Objective Four	27
1.10	Expected Outputs	29
1.11	Thesis Structure	29
1.12	Summary	31
<b>2</b>	<b>REVIEW OF GATED COMMUNITIES AND GUARDED NEIGHBOURHOOD</b>	<b>33</b>
2.1	Background	33
2.2	Development of Gated Communities and Guarded Neighbourhood	34
2.3	Justification Club Good Theory/Economics in Gated communities and Guarded Neighbourhood	36
2.4	Malaysian Gated Communities and Guarded Neighbourhood	38
2.5	Summary	44
<b>3</b>	<b>REVIEW OF INSECURITY OF MALAYSIAN GATED COMMUNITIES AND GUARDED NEIGHBOURHOOD</b>	<b>45</b>
3.1	Introduction	45
3.2	Insecurity of Malaysian Gated Communities and Guarded Neighbourhood	45
3.3	Quality of Life	50
3.4	Urban Crime	53
3.5	Definition of Crime	54
3.6	Fear of Crime	55

3.7	Crime in Malaysian Gated communities and Guarded Neighbourhood	57
3.8	Reasons for Crime	66
3.9	An Over View of Security Elements in Gated Community and Guarded Neighbourhood	67
3.10	Criteria for Security Elements	69
3.11	Summary	75
<b>4</b>	<b>CRITERIA FOR EFFECTIVE SECURITY IN GATED COMMUNITIES AND GUARDED NEIGHBOURHOOD</b>	<b>77</b>
4.1	Introduction	77
4.2	The Planning and Design	77
4.2.1	Housing Design and Building Setbacks	78
4.2.2	Building of Fence and Masonry Wall	81
4.2.3	Landscape Design and Tree Planting	83
4.2.4	Development Area	85
4.2.5	Building of Guard House	86
4.2.6	Road Hierarchy, Entry-exit Lanes and Pedestrian Walkways Controls	86
4.2.7	Lighting	88
4.3	Technology	89
4.3.1	Closed Circuit Television (CCTV)	90
4.3.2	Access Control	91
4.3.3	Security Alarm Systems	91
4.3.4	Communication Tools	92
4.4	Summary	92
<b>5</b>	<b>MANAGEMENT CRITERIA FOR EFFECTIVE SECURITY IN GATED COMMUNITIES AND GUARDED NEIGHBOURHOOD</b>	<b>94</b>
5.1	Introduction	94
5.2	Management	94

5.2.1	Organisational Principles	95
5.2.1.1	Logical Division of Work	95
5.2.1.2	Clear Lines of Authority and Responsibility	95
5.2.1.3	Span of Control	95
5.2.1.4	Unity of Command	96
5.2.1.5	Responsibility, Authority and Accountability	97
5.2.1.6	Coordination to Meet Organisational Goals	97
5.2.2	Organizational Structure	98
5.2.2.1	Structure through the Division of Work	98
5.2.2.2	Structure through Roles and Positions	99
5.2.2.3	Structure through Vertical and Horizontal Relationships	101
5.2.3	Communication	101
5.2.4	Planning, management and Budget	101
5.2.4.5	Written Policies and Procedures	101
5.3	Summary	102
<b>6</b>	<b>RESEARCH METHODOLOGY</b>	<b>103</b>
6.1	Introduction	103
6.2	Research Strategy	104
6.3	Phase 1	109
6.3.1	Step 1: Literature Review	109
6.3.1.1	Result of the Literature Review	110
6.3.2	Validation of Content	110
6.3.3	Step 2: Interview Questionnaire Preparation	111
6.3.4	Step 3: Pilot Study	111
6.3.5	Step 4: Respondents Selection	112

	6.3.5.1	Sampling	112
	6.3.5.2	Step 5: Research Design	113
	6.3.6	Step 6: Data Collection	116
	6.3.6.1	Ethical Consideration	117
	6.3.6.2	Permission Required in Gaining Access	118
	6.3.7	Step 7: Data Analysis Using Qualitative Research Software	118
	6.3.8	Output	121
6.4		Phase 2	121
	6.4.1	Step 8: Literature Review	121
	6.4.2	Step 9: Research Design: Interview Questionnaire Preparation 2	122
	6.4.3	Step 10: Case Studies Selection	124
	6.4.3.1	Sampling	124
	6.4.4	Step 11: Data Collection	127
	6.4.4.1	Permission Required in Gaining Access	128
	6.4.4.2	Measurement Scale	128
	6.4.4.3	Likert Scalling	129
	6.4.4.4	Response Format	130
	6.4.5.	Step 12: Data Analysis Using	130
	6.4.6	Output	132
6.6		Phase 3	132
	6.6.1	Step 13: Develop Model for Effective Security	132
	6.6.2	Step 14: Respondents Selection	134
	6.6.3	Step 15: Data Collection	135
	6.6.4	Step 16: Data Analysis	135
	6.6.5	Output	136
6.7		Final Output	136
6.8		Summary	136

<b>7</b>	<b>RESULTS AND DISCUSSION</b>	<b>138</b>
7.1	Introduction	138
7.2	Criteria for Effective Security	139
7.2.1	Description of the Experts	141
7.2.2	Interview Results	141
	7.2.2.1 Part A (To explore what is effective security)	142
	7.2.2.2 Part B (To identify the criteria for effective security in gated communities and guarded neighbourhood).	143
7.2.3	Themes	143
	7.2.3.1 Awareness and Understanding	143
	7.2.3.2 Criteria for Effective Security in Gated Communities and Guarded Neighbourhood	144
7.2.4	Discussion of Findings	144
7.2.5	Awareness and Understanding of Effective Security	144
	7.2.5.1 Definition of Security	145
	7.2.5.2 Definition of Effective	145
	7.2.5.3 Definition of Effective Security	146
7.2.6	An Effective Security is Important in Gated Communities and Guarded Neighbourhood and Reasons	148
7.2.7	Important Parties/ Person in Gated Communities and Guarded Neighbourhood for Security	150
7.2.8	The Way of Effective Security Being Managed	151
7.2.9	Measurement/ Applications/ Analysis Currently Used in Organization to Predict/ Measure the effective security	154

7.2.10	The Challenges(s) Being Faced by Service Provider in Implementing Security in Gated Communities and Guarded Neighbourhood	156
7.2.11	Criteria for Effective Security in Gated Communities and Guarded Neighbourhood	157
7.2.12	Detailed Explanation of Criteria	158
7.2.13	Service Provider Consider the Effective Security Criteria as Critical in Gated Communities and Guarded Neighbourhood	160
7.2.14	Summary of Findings from Qualitative Approach	161
7.3	Develop a Model for Effective Security According to the Newly Identified Criteria for Effective Security	162
7.3.1	Physical Security Design	164
7.3.1.1	Housing Design and Setbacks	166
7.3.1.2	Building Fence and Masonry Wall	166
7.3.1.3	Landscape and Tree Planting	167
7.3.1.4	Development Area	169
7.3.1.5	Building of Guard House	170
7.3.1.6	Road System, Pedestrian/Walkways and Exit-Entry	171
7.3.1.7	Lighting	173
7.3.2	Physical Technology Design	175
7.3.2.1	Closed Circuit Television	176
7.3.2.2	Access Control	177
7.3.2.3	Security Alarm Systems	177
7.3.2.4	Emergency Alarm System	178

	7.3.2.5 Technology Communication Tools	178
	7.3.3 Management	179
	7.3.3.1 Organisational Structure	180
	7.3.3.2 Communication	181
	7.3.3.3 Planning, Management and Budget	181
7.4	Important Criteria for Effective Security	182
7.5	Validation of Effective Security Model	185
7.5	Summary	189
<b>8</b>	<b>CONCLUSION</b>	<b>191</b>
8.1	Introduction	191
8.2	Summary of Findings	192
8.3	Contribution of Research	194
8.4	Recommendation for Future Work	195
8.5	Limitation of Study	196
	8.5.1 Respondent	196
	8.5.2 Data	197
	8.5.3 Sources: Time and References	197
8.6	Summary	197
	<b>REFERENCES</b>	<b>198-206</b>
	Appendices A - B	207-238

## LIST OF TABLES

<b>TABLE NO.</b>	<b>TITLE</b>	<b>PAGE</b>
1.1	Expenses for the Security Services	12
2.1	Definitions of gated communities were given by few researchers	35
2.2	Definition for gated communities	38
2.3	The difference between gated communities and guarded neighbourhood are	40
3.1	Statistic of crime in Johor Bahru District from 2005 until 2010	59
3.2	Reported and un-reported cases of crimes in Johor Bahru Tengah Gated communities and guarded neighbourhood, 2010	62
3.3	Criteria for security elements	69
3.4	Criteria for security management	73
6.1	Structure interview questionnaire	125
6.2	Background details of expert respondent	136
7.1	List of security experts interviewed in the Johor State	140
7.2	Response for importance of effective security	149
7.3	Effective security criteria	158
7.4	Criteria of physical security design	165
7.5	Housing design and setbacks criteria	166
7.6	Building fence and masonry wall criteria	167
7.7	Landscape and tree planting criteria	168
7.8	Development area criteria	169
7.9	Building guard house criteria	170
7.10	Road system, pedestrian walkways and exit-entry criteria	172
7.11	Criteria of lighting	173



7.12	Physical technology design	175
7.13	Closed circuit television	176
7.14	Access control system	177
7.15	Security alarm systems	178
7.16	Emergency alarm systems	178
7.17	Technology communication tools	179
7.18	Management criteria	180
7.19	Organisational structure	180
7.20	Communications	181
7.21	Planning, management and budget	182
7.22	Important and unimportant security for gated communities and guarded neighbourhood	183
7.23	List of comments for the model criteria of effective security for gated communities and guarded neighbourhood	186

## LIST OF FIGURES

<b>FIGURE NO.</b>	<b>TITLE</b>	<b>PAGE</b>
2.1	Club good in economics	37
2.2	The flowchart of policy and practice transformation in Malaysian gated communities and guarded neighbourhood	43
3.1	Maslow's theory of needs hierarchy, 1954	47
3.2	Relationship development, safety, environmental, and security	47
3.3	Security elements	49
3.4	Crime statistics in Malaysia 1980 – 2004	57
3.5	Security elements, designed by Normaizure, 2009	69
4.1	Building design avoid blind wall	78
4.2	Length of car porch	79
4.3	Building setbacks of a house	79
4.4	Mixed Housing Layout	80
4.5	Building setbacks of a semi-detached houses	80
4.6	Building setbacks of terrace houses	80
4.7	Size of housing land panel	81
4.8	Example of fence design	81
4.9	Example of building fence	82
4.10	Illustration of a fence design that has high permeability effect	82
4.11	Example of tree planting in gated communities area	83
4.12	The distance of tree planting from the fence and housing area	84
4.13	An illustration of the location of permitted guardhouse	86
4.14	Example of hierarchy of roads in gated communities	87

	area	
4.15	Cross section of internal road in gated communities area	87
5.1	Unity of command	97
5.2	The organisation structure for Malaysian gated Community	98
5.3	Individuals who involve to protect gated communities and guarded neighbourhood	99
5.4	The Flow of management for Malaysian gated communities	100
6.1	Research Methodology	106
7.1	Definition of security by Nodes Clustered by Word Similarity	145
7.2	Definition of effective	146
7.3	Definition of effective security	146
7.4	The output generated with the data obtained from the experts and practitioners to analyze the way of effective security being managed and related scenario on the field	151
7.5	Percentages of current used measurement to predict the effective security in gated communities and guarded neighbourhood implementation	154
7.6	Flowchart for criteria of effective security	157
7.7	Effective security criteria as critical	160
7.8	The phases identified through qualitative approach	163
7.9	Develop model for effective security according to newly identified criteria for gated communities and guarded neighbourhood	184
8.1	Contribution of Knowledge	195

## LIST OF SYMBOLS

GC	- Gated Communities
GN	- Guarded Neighbourhood
JPBD	- Jabatan Perancangan Bandar dan Desa

**LIST OF APPENDICES**

	<b>TITLE</b>	<b>PAGE</b>
A	Pilot Study	207
B	Interview Survey Form	216

## CHAPTER 1

### INTRODUCTION

#### 1.1 Introduction

Residential areas surrounded by walls or fenced are named as gated communities where community access is restricted (Musterd *et al.*, 1999; Goobler. A, 2001). Majority of the guarded residential developments are using CCTV and security personnel. These are usually characterised by statutory provisions and also legal agreements which are imposed on the residents with a common code of conduct (Blandy *et al.*, 2003; Musterd *et al.*, 1999; Simeon Mitrapolitski, 2006). All gated communities have security forces, CCTV surveillance, gym, swimming pools, private bars, children's playgrounds with accompaniment of care-taking staff (Blakely *et al.*, 1997; Hook and Vrdoljak, 2002). Barriers are used to enclose streets, sidewalks and amenities while main gates are managed by a security guard or are opened with a key or any other electronic identity card (Low.S, 2003).

Gated communities are found in various forms as they are almost everywhere in the society. For example in Brazil, the most widespread form of gated communities is called 'Condomino Fechado' (closed housing estate). In Arab countries, gated communities are in the form of 'expatriate compound' while in most of the Southeast Asian countries, enclosed neighbourhood can be defined as gated communities. In South Africa gated communities are also given the names of 'security park', 'suburban enclave', 'urban fortress', 'surrounded area', and security village'. In USA gated communities refers to 'common interest development'

(CID). They also include 'Closed Cities' of Russia, the 'Barrios Cerrados' of Argentina and the 'Dutch Settlements' of Bulgaria.

In the opinion of McKenzie (2005), in housing estates, where private governance is applicable, one has ownership to an individual unit and also to common facilities. The unit is owned in shared facilities with all residents in the housing area. The buyers purchase property with the limitations, guidelines, and procedures, under which all owners decide to pay monthly payments. In short it is a private government into which all residents are registered immediately after purchase. The limitations and maintenance in the use of common properties are enforced by the association which is supported by lawyers and other specialists. The walls, gates, hiring of guards and private police force is controlled by homeowner association to measure the security.

Gated communities, in Malaysian context, can be defined in the same way. Gated communities are secured by a wall or fences with access of residential units controlled by measure or limitations such as security officers or security guards, gates, blocks or chains with 24-hours security, patrolling, Closed Circuit Television (CCTV), Central Monitoring System (CMS) and other facilities (Hasmah and Ahmad Ariffian, 1993; Lim, 2003; Kasi, 2004; Clarke, 2004; Wong, 2005; Noredayu, 2006; Ismar, 2006; Azimuddin Bahari, 2007; Norazmin, 2007; Grace Xavier, 2008; Mohammad Tahir *et al.*, 2009; Asnida, 2010; Jiva, 2010 & 2011; Ahmad Farid, 2011; Ahmad Hariza, 2011; Kamariah, 2011; Ruhaizin, 2011; Wan Srihani, 2011; Ahmad Zulfadzlan, 2012; Zurinah, 2012; Ainur, 2013). According to Department of Town and Country Planning Peninsular Malaysia guideline (2010), gated communities are divided into landed or high-rise properties. These communities are managed by developers or management corporation (MC) or subsidiary managing corporation (Sub-MC) (Azimuddin Bahari, 2007; Tiun Ling, 2009; Wong, 2010; Jiva, 2010 & 2011; Zurinah, 2012), which are elected by the residents. All of them share the common characteristic of providing private units and common properties with private governance and private maintenance, and private security services paid by the residents (Blakely & Snyder, 1997; Renaud, 2003; Tiun Ling, 2009; Wong, 2010; Jiva, 2010 & 2011; Mat Noor, 2011 & 2011; Ainur, 2013).

Strata Titles Act, 1985 controlled the developments of high rise communities before 2007, but landed gated communities were far ahead of law and regulations. In 2007, there was new Strata Tiles (Amendments) Act 2007, added to the existing laws recognizing the gated communities. The Parliament enacted a new act which regulated the management and maintenance of the common properties. These laws brought landed gated communities under relative control and therefore, without signing a mutual deed of covenants, the house purchasers could have title to the common areas but before these laws, the title to such places was given under the said covenant. Since the time, when landed gated communities were introduced in Malaysia, the common places were public but remained gated against the provisions of several federal laws. This did not change even after the laws of 2007. Despite the fact, that after 2007 all the gated communities were to be treated as strata title property, developers, however, continued to get approval for gated communities under National Land Code 1965 as a substitute of Strata Titles Act 1985. The Strata Titles Act 1985 (with effect from April 12, 2007) by the Strata Titles (Amendment) Act 2007 now allows a GACOS to be statutorily created and regulated like other types of strata schemes. Now Land parcels with buildings are to be governed by the Strata Titles Act, in the same way as a high-rise building, if a developer indicates practical. This means that for the justifications of the Strata Titles Act 1985, land parcels with structures can in positive conditions be preserved like a multi-storey building lying down on its side. There are several important qualifications though. The Strata Management Act, 2013 received its Royal Assent on 5 February, 2013 and was gazetted on 8 February, 2013. It is now known as Act 757 with the gazette, ACT 663 Building and Common Property (Maintenance and Management) ACT 2007 or popularly known as JMB ACT and Strata Act 318 are automatically abolished. The Strata Management is now operational nationwide from 1.6.2015. The writing is done in sections which is relevant to the unit owners so that unit owners can let the Management Committee to manage common property in an effective manner and interact professionally. This act aims to clear all ambiguities, prevent abuses by the developer and major parcel owners, gives more enforcement powers to the authorities and create a better living environment for all.



In 2010, new guidelines for gated communities were introduced whereby the title to common places inside the gates was declared to be private and treated as strata. While public places in the new gated communities will be private. The guidelines, however, exempt the existing communities from these rules. This guideline is prepared in order to help out the state authority (SA), the local authority (LA) and the technical agencies to plan and control the housing developments based on gated communities. This guideline also provides fundamental guidance to developers and residential associations in developing gated communities and in forming guarded neighbourhood method.

The Strata Titles (Amendment) Bill 2012 (STAB) and Strata Management Bill 2012 (SMB) has been approved by the Malaysian Government, which entails some changes in the new Acts, especially management. Firstly, with the Strata Management Bill 2012 (SMB) taking result, it is conceivable to take a two-tier organisation corporation, namely a core running corporation to prolong and accomplish common property enjoyed by all parcel owners and a subsidiary management corporation to conserve and accomplish the limited common property that is solely enjoyed by the limited parcels owners. The two-tier management corporation is best for mixed development projects so that common property is entirely maintained by only those parcel owners.

Secondly, after the implementation of the Strata Titles (Amendment) Act 2013 and the Strata Management Act 2013 changes will be brought in new projects that are approved. Strata titles to the parcels will be issued upon purchasers taking vacant possession of the parcels. As a result, there will be no need for the establishment of the joint management body (JMB). The responsibility to manage and maintain the common property for the period , commencing from the date of delivery to vacant possession for a parcel to a purchaser by the developer until one (1) month after the first annual general meeting of the management corporation (preliminary management period) will be on the developer and the developer, will not, later than the expiry date of the preliminary management period , hand over the control of records, balances of money in the maintenance account and in the sinking

fund account and all assets of the management corporation to the management committee of the management corporation.

Thirdly, Strata Title Tribunal as established to address strata management regarding claims like recovery of charges or contribution to the sinking fund by the property managers. It is understood that tribunal proceedings would hear claims fairly and impartially as each party is given reasonable opportunity to present its case. Moreover, Tribunal consist of the members who are from judiciary or legal services or people who are considered advocates and solicitors under the Legal Act 1976 with not less than 7 years standing. The Tribunal proceedings also give for friendly sittings as parties would not be represented by any advocate and solicitor at the hearings, unless in the opinion of the Tribunal, the matter in question involves complex issues of law or if one party may suffer severe financial hardship if he is not represented by any advocate and solicitor.

The modifications are compiled to the enactment of the Strata Titles (Amendment) Act 2013. The Strata Management Act 2013 might further the procedure of issuance of strata titles and deliver improved guard to parcel owners.

Safety and security has been majorly the reason for initiating the concept of gated communities.(Noredayu, 2006; E.Perumal *et al.*, 2007; Grace Xavier, 2008; Jiva, 2010 & 2011; Ruhaizin, 2011; Ahmad Hariza, 2011; Zurinah, 2012; Ahmad Zulfadzlan, 2012). The demand for it increased, based on concern for security, lifestyle and prestige (Blakely and Synder, 1997; K.W.Mak, 2004; Wong, 2005; Lim, 2003; Jiva 2011). Today it has developed into a good selling tool for residential developers adding premium to the amount of developers. However, there is a debate on marketing versus security which still continues whether gated communities mainly focus on marketing strategies or security. In short, there exists a debate between gated communities and guarded neighbourhood.

## 1.2 Theories Justifying Gated Communities

Different theories have been put forward for justification of gated communities in USA and other countries by various scholars. However, with the passage of time, some of those claims proved to be debatable. These theories include Private Governance, Demand and Supply, Structuration Theory which connected Club Good Theory with gated communities. A brief discussion on selected theories and the criticism thereof is discussed below by the author.

(a) McKenzie (2005) believed that ‘the private governments are ... significant organisation [s] imitating the conceptual modification toward privatism that is specific of the neo-liberal compromise’. He justified private governance on developers pursuing higher density in order to preserve profits even with increasing land prices. Many middle and upper class home-buyers, horrible of crime and disenchanted with government, are seeking security. A homogenous resident, and managerial private government; and local governments seek development and improved tax profits with minimal public overheads.’

Privatization is always related to a concept that allows government to shift responsibilities to private parties such as private services agencies. Privatisation is believed to result in better performances, increased efficiency, focusing into specific specialization and improvements. Some also relate privatization to poor management in the government (Pounder, 2009). McKenzie (2005) supports private governance, as government receives tax shares and doesn’t deliver a range of facilities and services to the community. The weakness of argument is that private agencies may make certain rules and regulations based on profit and not on social objectives solely. Certain private agencies may use the power for certain reason that may even not benefit the community (e.g.: management not clear of compounds which are considered public spaces) by including public spaces in their own compound.

(b) Most of the literature on gated communities (Blakely and Snyder 1997a; Low.S., 2003; Hook D., and Vrdoljak.M., 2002; Luymes. D., 1997; Blakely E.J and Snyder M.G., 1997(b); Atkinson, R., and Flint.J., 2004) stresses on demand and supply sides. Demand can be defined as the discussion shaped by the motivation of the gated communities residents seeking security, safety, prestige, privacy, a new lifestyle community and controlling the quality of their housing and property value enhancement.

Roitman, (2005) and McKenzie, (2005) in connection to supply and demand theory justify the causes for the arrival of gated communities which are based on structure and subject concept, using Giddens Structuration theory (Giddens, 1998). The former is called supply side and is being influenced by the social, political and economic structure, and the latter being the result of the motives and desires of the social actors here to be called the demand-side. In order to cater for the demand of buyers, the presumption is that the trend among developers to come up with more and more of such projects will continue. Security is one of the main features which has attracted more buyers to gated communities.

The supply and demand theory might not be completely true as it may be considered the consequences of the privatisation of the governance by the government. Various organisations belonging to the state as well private sector shapes the public opinion (Garcia-Ellin, 2009). The media, the legislature, the politicians as well as some courts all play a role in the indoctrination of the public. The demand and the claims for safety and security which are considered to be the main reason for the popularity of gated communities might be artificial. It may therefore be noted that supply-side discussions are centred on the expectations of state and developers/ builders. They may be using gated communities as a marketing device and the local governments might be using it for justifying the privatization of public services.

(c) The supply and demand theory and considering gated communities to be effective and efficient way of providing security is justified based on club theory. The rational is to share into many small people, whereby he

believed to join consumption club (Webster, 2002). According to Davis (1990), he chose this theory for fortress approach and Low (2003) said that unreasonable fears and the increase of a new divided the argument that he found or Blakely and Snyder (1997) protectionist said that the development of a new order in the divided city, influences establish or pro-autonomy views.

Webster (2001: 2002) has related the theory of club good economics to gated communities growth and this effort delivers a tough way to consider the effectiveness, efficiency and attractiveness of gated communities for their residents.

Buchanan (1965; 1968) has established a club good theory which describes collective consumption. He put forward a new perception on the economics of consumption involvement (Cullis and Jones; 1992). Buchanan showed an innovative perception on the economics of consumption sharing. Buchanan studies how a particular population employed in an existing structure of state maximize benefits with minimum cost and at the same time variety of services can be enjoyed by the customers (Buchanan; 1968).

Lemanski (2008) criticised gated communities. He believes that homeowners enjoy their property rights of security based on financial payment. This violates human rights of citizens, as every legal resident has the “correct to self-determination and security of the individual” (S.A. Bill of Rights) under the South African constitution. In the context of supposed state failure, it is very much clear to allow citizens, “to be allowed from violence from whichever community or private sources” (S.A. Bill of Rights), safety takes to a definite grade been transferred and accordingly developed the reserve of the wealthy. The poor too has the rights for security under the constitution. The privatisation of security therefore appears to be unfair to the poor.

Bowers and Manzi (2006), discusses the utility derived from gated communities in two fold functions of gating: firstly, the creation of goods that

members seek e.g. increased security, relative privacy, relative exclusive use and access to services such as swimming pools, badminton court, tennis courts, gym and other facilities are difficulties. Furthermore, the entrances protected the inadequate divisibility of the properties to associates and their visitors. Gated communities boundary and proof of association, (Bowers and Manzi, 2006) are correct to put away, is an accepted explanation to these shared consumption difficulties.

Gated communities are defended by Bowers and Manzi on the-basis of club good theory and that is why householders seek out membership of such housing methods. The club good imprisons and maximize the benefit purposes for its members; it does not create a direct utility for the wider society outside the gates (which is the same as for other categories of housing units). Due to this many observers are worried (without much confirmation either approach) as the gated communities expansions will produce negative externalities for the wider society (Bowers and Manzi, 2006). Bowers and Manzi (2006) argued that gated communities should be able to deliver positive externalities over producing work prospects or interesting new selling increase into the neighbourhood.

Webster (2005) is of the opinion that gated communities provide secure and maintainable technique of providing a set of “ordinary of alive” truths. The have concluded that these group of people delivered both more effective and efficient (Ward, 2004) service (Turner, 1990). Has Ward (2004) argued that do gated communities deliver effective security? It’s true or false in Malaysia? No empirical study so far is linked with this theory within or without Malaysia. This research is therefore required to identify effective security for gated communities.

### **1.3 Research Issue**

Public safety is a matter of concern in Malaysia. It is an important national agenda, which has implemented prominently in the 10th Malaysia Plan. Different techniques have been designed towards creating a safer environment in which one

can live and work. Crime affects not only personal safety of the citizens but also their economic well-being. This is why developers in Malaysia prefer to provide gated communities, and this is the very reason there is higher demand from buyers, who believe that gated communities offer security for the protection of their family and property. Media reports support this point that some occupants from gated communities are not happy with the equal security that is delivered by the law implementation agencies and other housings (The Star and Property Malaysia).

Although the strategy makers, lawmakers, judiciary and developers in Malaysia maintain on the security and safety for gated communities, however, still crime is committed in gated communities (Grace Xavier, 2008). The report of few cases by media reports and few researchers (Noredayu, 2006; Grace Xavier, 2008; Tiun Ling, 2009 and Jiva, 2010 & 2011) in limited gated communities, deliver good motive for unbelieving such entitlements. Several examples are provided below:

On nation-wide level, it is stated that a woman and her three-year old son were found killed at their condominium unit (The Star, 2007). The condominium had only one CCTV system at the guardhouse and despite the fact that guards were present at the guardhouse, visitor's car registered numbers or identity card details were not noted. Another case was of a nine-year old girl was found brutally murdered after she was raped. She lived in a posh condominium of gated communities (The Star, 2007). Yet another incident was of Singaporean woman was found raped and stabbed in a condominium (The Star, 2007). In both the incidents, the culprits had access to the community.

In Johor Baharu, in spite of security, a high level gated community has become the goal of masked robbers. The first break-in at the housing area situated in a resort at Senai happened on Valentine's Day. It happened at about 3am, when four robbers wearing masks broke into a German engineer's home and two days later, on Friday, two robbers broke into the house of a South African couple, by smashing the front sliding door at 2.50am (The Star Malaysia, 2007).

The research of security situation for the early part of year 2010 is being done at 20 gated communities and guarded neighbourhood in Johor Bahru Tengah (Jiva, 2010; 2011) and 2012), including those covered by Noredayu. The former researcher confirmed crime is still being committed in the given gated communities. Some of those were reported and others were not. According to Noredayu, the unreported cases were minor offences. While Jiva stated that the reason for unreported cases was to protect the reputation of the given gated communities.

If crime is decreased by the gated communities, they must be stimulated as a legal instrument to fight against crime regardless of any other consequences that such gated communities may impose on the growth of a country (Landman, 2000). The enquiry is whether they do in fact decrease crime or not? There are many examples in which gated communities are not guaranteed where protection is concerned. For example, in the first nine months of 2012, there were three snatch thefts, 13 break-ins and 15 robberies in SS18, Subang Jaya, even though most areas in that neighborhood are gated communities (Fairuz, 2012 and Grace Xavier, 2013).

Crimes do occur within gated premises and it might be due to many issues. Some blame the ineffectiveness of the security staff and the lack of correct training (Oh 2013a). There are many security guards with no or very little education (Grace Xavier, 2013).

Pragmatic exploration confirms the above news, which means the *security in some of such communities are ineffective* (Jiva, 2010 & 2011; Noredayu, 2006). Noredayu (2006) believes that although security structure benefits decrease crime within the structure, it does not yet assure the protection of residents and their properties. She reported that within two years (2004 to 2005) there were five reported cases which involved burglary, theft, and vandalism. These cases have not been reported to the police.

Ineffectiveness of security can be well understood from this statement: "Though cases of crime in gated communities are recognised to happen, and there



have been many criticisms of unproductive guards, by and big, gated communities are progressively current these days”, (Property Malaysia, 2006 & 2010). This statement shows that ineffective guards are the cause of ineffective security.

It is clear that the core service (i.e. security) is supposedly desired by house buyers when they do selection for family unit in the Malaysian gated communities which is not as effectively provided as one would assume. House owners in gated communities also pay higher fees. Wong (2010) planned the greater expenditures for preserving a house in Malaysian gated communities. She established that residents pay for services such as cleaning, landscaping, and maintaining common facilities and the services which are provided by the developers and management corporations.

**Table 1.1:** Expenses for the security services

Housing Projects	Expenses for security (Monthly) RM	Number of Security Staff
Sri Damai H	20,000.00	6
Impian Emas Jalan 58/59	10,000.00	6
Utama East Avenue	9,657.50	4
Perdana Terraces	9000.00	6
Perdana Fairways	7000.00	4
Perdana Pak Homes	7000.00	4

Table 1.1 shows the monthly expenses for the security by the management. The expenses for Sri Damai H are RM 20,000 which is quite high. As for the other housing projects, the maintenance fees were not more than RM 10,000. Mr Chan from Melati Ehsan (Sri Damai H Housing) stated that their company outsources the security services. Mr Brendon said that their company does not hire their own security staff because once the period of the developer’s management, expires they will hand over to the residents to manage, and the security staff will be unemployed when the period of the management finish. The possibility rates are increasing because number of security guards and housing units are high. Gated communities

should deliver effective safety and security thus one should expect higher management fee.

There is an enquiry on gated communities whether it's providing effective and efficient services to residents or not (Siti Hajar et al., (2010)? In Malaysia homebuyer's donot receive effective and efficient security services. Malaysian homebuyers are paying higher service charges but are receiving less facility.

Malaysian might think to purchase a property in Malaysian gated communities and guarded neighbourhood. The reasons are pointlessly costly properties. Purchasers may not emphasize on security service only; because it is clear that the charges of security delivered by the share of the community is less expensive as compared to an individual home owner. When observed in broader context, he may find out that just like a usual home purchaser, the member of gated communities in Malaysia pay usual taxes with those payable to local authority. He then-discovers that the member of gated communities pays for maintenance charges enforced by developers and management corporations. Moreover, he pays a higher purchase price for a house in the community. Considering together all these expenses and the prospect that crime can be committed in the community, a given house purchaser may come to a conclusion that living in gated communities is more expensive than purchasing a normal house. These doubts are because of the effectiveness of security in gated communities. Ineffective security in gated communities may have various causes including poor management system.

Noredayu ( 2006) and Jiva (2010 ;2011 ; 2012 ;2013) stated that the effect of security in gated communities is the reason for crime as it happens because the guards are not responsible in their duty and work scope. This statement was confirmed by Jiva (2010) in her research. Jiva found the reasons for crimes happening in the gated communities like security guards' attitude and behaviour are ineffective, security devices are not funtioning and lacks human resources with electronic devices.

Tiun Ling (2009) studies supports the above findings. He mentioned that property management in Malaysia are ineffective and its effect the parties involved such as residents, management, security firms, property managers and developers.

Tiun Ling (2009) has studied factors contributing to weak management of high-rise residential properties in Malaysia as compared to the structure practices in other countries. Major factors contributing to the difficulties are lack of initial planning, unawareness of buyers, lack of guideline on property managers, inadequate regulation and ineffective management practices.

The above studies is based on small samples which is a problem. This study is based on few reported cases of crime committed in these gated communities. There are no studies about the manner of security elements and whether or not the crime can be prevented by a particular type of security. A new study therefore is required to ascertain the causes of ineffective security services in Malaysian gated communities so that proposal for good security can be made which could lead to the satisfaction of the residents.

The security risk does exist in Malaysian gated communities. Therefore the question about the validity of the club-good theory <sup>1</sup>arises under neo-liberal economic system, particularly when security and safety of the residents is to be one of the utilities provided by these communities.

The main elements of club goods theory <sup>2</sup> i.e. the effective delivery of security at a minimum charge, if occupied on its face value, may validate the growth of gated communities in Malaysia. View these fundamentals at broader level, will propose otherwise. Observing the failure of delivery of security in the Malaysian gated communities at reasonably high cost makes the theory less persuasive at least

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<sup>1</sup>At this stage few issues are not clear: is the club goods theory accurate? If yes, what caused the failure of such a theory in Malaysia? The writer presumes the case depends on circumstances, i.e. poor management of security services may have led to crime committed in gated communities.

<sup>2</sup>Club Good Theory is property rights will maximize benefits especially in security services and minimize costs for residents to enjoy their security services. There are no such studies on this issue and no existing knowledge linked with theory with or without Malaysia that contributed in criteria for effective security management in gated communities.

in the Malaysian perspective but gated communities are here to stay in Malaysia and in another place. It is necessary to search for ways to apply best efforts for the residents of these communities.

So far there are few studies about the above aspects of gated communities. Tiun Ling (2009) has studied and found some factors that contribute to weak management of high-rise (not landed gated communities) residential properties in Malaysia. Other researchers studied social disadvantages (Caldeira, 2000; Scott, 2002; Sandercock, 2002; Ismar, 2006; Asnida, 2010; Kevin, 2010; Ahmad Farid, 2011) and economy (Blakely and Synder, 1997; Luymes, 1997; Blandy, 2006; Mycoo, 2006; Richter and Goetz, 2007; Siti Hajar et al., 2010; Wong, 2010; Mariana, 2011). Yet a group of researchers examined the legal aspects (Shaharuddin, 2005; Azlinor Sufian, 2005; Azimudin Bahari, 2007; Mohammad Tahir et al., 2009), urban planning perspectives (Mahadi, 2007; Norazmin, 2007; Salleh Buang, 2007; Mat Noor, 2011 & 2012; Kamariah, 2011; Wan Srihani, 2011; Ainur, 2013). Leisch, 2002; Noredayu, 2006; Grace Xavier, 2008; Jiva, 2010 & 2011; Ruhaizin, 2011; Ahmad Hariza, 2011; Zurinah, 2012; Ahmad Zulfadzlan, 2012; studied security and safety in gated communities. None of them focused on how the provision of security elements should be managed effectively. In simple words, they did examine the effect of the planning and design, technology and management specially in planning and management of security services.

The Planning Guidelines for Gated Communities, (2010) are also not comprehensive and not tested. Their focus is more on physical planning control only. The list of planning guidelines is not complete and may not really prevent crime in gated communities. But these guidelines clarified the definitions and physical design of gated communities in Malaysia. There is no proper guidance for service providers and receivers about how to maintain and manage security in gated communities and guarded neighbourhood.

In a nutshell, there is lack of comprehensive study on security in Malaysia. In other words no study is being conducted on:

- i. What is security in gated communities;
- ii. Whether the current management is effective or not;
- iii. The criteria for effective security services which are provided by service providers (developers/ management corporation/ property managers/ joint management corporation) in gated communities and;
- iv. Residents' satisfaction, about delivery of good security service.

There is greater need for this study to be undertaken in Malaysia because the existence marketability and sustainability of gated communities depends on effective security.

To bring success in effectiveness in delivery of security services, the device or the worth whereby security is provided must be inspected. The security elements in the gated communities are relevant to this point. Empirical study of such a mechanism is needed. The study will consist not only of the management device but should also pay attention on other aspects such as, the planning and design and technology during implementation stage in gated communities and guarded neighbourhood.

#### **1.4 Research Question**

The research issues give rise to number of questions, namely:

- i. What is security?
- ii. What is effective security, and how it should be managed?
- iii. What are the challenges(s) being faced by service provider in implementing security in gated communities and guarded neighbourhood?
- iv. What are the criteria for an effective/good security?
- v. What are the effective security criteria? Does the service provider consider it critical?
- vi. What is the model for effective security?

Based on the above discussion, the current research will focus on criteria for effective security in gated communities and guarded neighbourhood which is up to the expectation of management.

### **1.5 Research Aim**

The aim of the research is:

To propose a model for effective security in gated communities and guarded neighbourhood.

### **1.6 Research Objectives**

*This study embarks on the following objectives:*

- i. To explore what is effective security
- ii. To identify criteria for effective security
- iii. To evaluate criteria for effective security in gated communities and guarded neighbourhood.
- iv. To develop a model for effective security according to the newly identified criteria in gated communities and guarded neighbourhood.

### **1.7 Research Significance**

This study will propose a model for effective security for gated communities and guarded neighbourhood. It can prove to be helpful for developers, management corporations and security firms in providing security to residents' satisfaction. The

result of this study will also benefit the individuals (residents or future buyers of gated communities or public), and Malaysian Government for having safe and secure shelters.

### **1.7.1 Residents or Future Buyers of Gated communities or Public**

This study will benefit the members of public i.e. residents and future house buyers by providing them with information about gated communities, as what to expect when buying gated communities and when they become a resident of gated communities. They also have to know their rights to get maximum services benefits through security provided by service provider. Through this study it is hoped the house buyers will make informed decision about whether or not to buy house and live within gated communities. Further knowledge can be gained by readers or students on model of effective security for gated communities.

### **1.7.2 Property Developers and Managers**

The criteria for effective security, how to deal with their planning and design, technology, and management affections security in gated communities will be studied by the housing developers and managers. The study would also be helpful for developers and managers to be aware of the problems involved in the management of gated communities. It is hoped that this study will come up with a refined set of management roles and process that can be used by current or upcoming gated communities for their security.

### **1.7.3 Property Management Corporations**

The result of this study i.e the criteria for effective security, can be used as guideline or best practice by the property management firms and management corporations (MCs). They are the ones who provide security and set the management through planning and design, technology and management within the gated communities. It is very much necessary for them because they need to make the right choice in order to achieve a higher quality of life in security management and maintenance in their communities.

This study can also used as a reference material for future and upcoming management corporations, to use the model for effective security of their gated communities.

#### **1.7.4 Residential Security Experts**

The results of this study can be heldful for residential security experts to improve their security skills and methods, involving the process of planning and design, technology and management in order to create a better security for current and upcoming gated communities.

#### **1.7.5 Malaysian Government**

This study can prove to be helpful and can be used as a reference for policy reform when the Malaysian Government wishes to enhance its current guideline for planning and design, technology and management of gated communities to prevent crime and bring effective security.

### **1.8 Research Scope**



The basic aim of this research is to explore what is effective security and to identify criteria for effective security in gated communities and guarded neighbourhood, which is based on experts and practitioners in security industry. It explore the methods and process of security elements, the ways through which it could be made effective and maximise the service benefits. Criteria for effective security will also be evaluated by this research and whether or not the service providers (developers or management corporation or security firms) have provided effective service in their current security aiming at resident's satisfaction at gated communities and guarded neighbourhood. A model will be developed through this research for effective security according to the newly identified criteria for gated communities and propose a model of effective security for gated communities and guarded neighbourhood as there is no model for effective security for Malaysian gated communities and guarded neighbourhood.

The club good theory is propagating maximum benefits at minimum cost. The focus of this research is only on maximum benefits received from security in gated communities and guarded neighbourhood. Further research will be carried to find an essential criterion for receiving maximum benefits from effective security of residential development.

Tiun Ling (2009) suggested the need for the study of establishing the standards and qualification designed for each security staff working. Therefore, this research will focus on this aspect, it will exclude new legal delivery that can avoid ineffectual security protectors from being working or the standard parameter about the wage degree and employed hours for security guards. Security is one of elements which is included in property management. The focus of above author is on effective security. This research will be conducted for an effective security in landed residential properties which are gated communities.

The focus of this author (Mat Noor, 2010) is improving the cost efficiency in managing the housing development in Malaysia. The issue of property management in high-rise residential areas is highlighted through mass media, thus giving some clues about the gap in high-rise residential management. Researchers have given

suggestion for further studies that should be conducted on economic related exploration, location controlling and success of the run through. The above author did not study about effective security but this research focuses on effective security elements such as the planning and design, technology and management, in gated communities and guarded neighbourhood.

The study of Zurinah (2014) focuses the physical planning of gated communities and guarded neighbourhoods, like the construction of unauthorised guard houses, the size of fences or the construction of physical barriers to meet security requirements. This study presents a model to enhance the preparedness in physical security elements in gated communities and guarded neighbourhoods integrating MCDA and (GIS). This approach in integrating MCDA and GIS enhances the result analysis to identify gated residential communities and guarded neighbourhoods that are best planned in terms of physical security, as well as the actual level of security achieved. The integration of MCDA and GIS helps in resolving various problems associated with the planning and management of gated communities and guarded neighbourhoods. In particular, the adoption of GIS more precisely elucidates the specific planning requirements for the improvement of such communities. The development of policies and guidelines are established to achieve the best results in the planning and implementation of security features for gated communities and guarded neighbourhoods of the future. Zurinah's (2014) focus was on planning and design only but this research will focus on planning and design, as well as technology and management of gated communities and guarded neighbourhood.

There are no statistics to show the actual number of gated communities in Malaysia since the concept of a housing scheme behind walls is relatively new in Malaysia, however, they are estimated more than 1000 gated communities (Jiva, 2011; JPBD, 2012; Zurinah, 2012; Ahmad, 2012; Ainur, 2013). Tiun Ling, (2009) and JPBD, (2010 & 2011) identified the current expansion of gated communities in Malaysia notably, especially in the large cities like Kuala Lumpur, Selangor, Penang, Johor Bahru which are the main cities where the development of landed and high-rise residential properties in urban Malaysia has taken place. The focus of this

study will be the Johor Bahru areas of gated communities and guarded neighbourhood because the crime rate is very high there. This research will select few cases study based on landed residential properties.

This study focused on the practice of service providers in security field such as developers, property managers, management corporations (MC), Joint Management Body (JMB), residents association (RA), security firms, and security managers who are involved in the process of security in gated communities.

Exploring effective security, identifying and evaluating criteria for effective security and also to develop a model for effective security according to the newly identified criteria for gated communities and guarded neighbourhood were focused in this study.

## **1.9 Research Strategy and Methods**

The methods and strategies in the research are designed to meet its objectives. Therefore, this study included three steps;

- Theoretical phase,
- Empirical phase
- Evaluation phase.

In this study, qualitative and quantitative research methodologies were adopted. The qualitative research focuses on exploring what is effective security and to identify criteria for effective security in gated communities, which comprise of security elements, current management and process using content analysis through in-depth interview (Strauss.A and Corbin.J., 1990; Catherine, 2007; Matt Henn, Mark Weinstein, and Nick Foard, 2006; Earl Babbie, 2011). Following Maxwell (2005) in Donald Ary, Lucy Cheser Jacobs and Chris Sorensen (2010), the study begins with qualitative aspects. These consists of definitions, concept, process,

assumptions, expectations, beliefs, and theories needed for exploring the effective security and identify criteria for effective security in gated communities and guarded neighbourhood. Whereas, in qualitative study, reference will be made to books, journals, seminar and conference paper and recorded documents. Qualitative data will be gathered during the interview session with 15 respondents who will be experts and practitioners in security industry.

This qualitative data collection will be conducted to confirm the criteria for effective security before conducting quantitative exploration. The purpose of quantitative research is to evaluate current practice of criteria for effective security in few case studies of gated communities through questionnaire distribution with developers, Management Corporation (MC), Joint Management Body (JMB), security firms and property managers. Questionnaire will be distributed to service providers to evaluate criteria for effective security in gated communities and guarded neighbourhood.

The study explores the criteria on behalf of effective security of gated communities and guarded neighbourhood in Malaysia. For evaluating the criteria, it is necessary to understand their concept and current practice that is applied in Malaysia. The respondents for this research are selected according to experience and expertise in security. Following Tiun Ling (2009); JPBD (2007; 2010) Ainur (2013); and Zurinah (2014), case studies are located at Johor Bahru, having residential gated communities and guarded neighbourhood.

For identification and examination of criteria for secure gated communities, data will be based on current practices, collected during questionnaires. The combination of the qualitative and quantitative studies is intended to be used for proposing a model for effective security in gated communities and guarded neighbourhood. According to the newly identified criteria for gated communities , theoretical criteria for effective security will be evaluated by comparing it with actual practice. If there appeared any difference in implementations of security by developers, management corporation (MC), Joint Management Body (JMB), security firms, and property managers will be examined and will be used for the proposal of

new model for effective security. Later the model will be tested and modified if needed, by reference to the opinions of focus group of experts during evaluation stage.

### **1.9.1 Data Collection and Data Analysis Methods for Objective One and Two**

Objective one and two is to explore what is effective security and identify the criteria for effective security in gated communities and guarded neighbourhood. It is very important because this is the first step for confirming or disconfirming the club good theory as a justification for expansion of gated communities. For achieving this objective qualitative methods are using Nvivo software. There will be 7-15 semi-structured interviews with security firms, security managers or executives, police or arm forces and academicians who are experts and practitioners in security industries will be used, which may be considered purposive sampling (Creswell; 2009, Uma and Roger; 1992; 2009; 2010 and Ranjit Kumar; 1999). Initially, purposeful sampling is done for recruitment of participants. This technique is used because it is important to recruit individuals who are experts and with appropriate knowledge. It is also known as purposeful qualitative sampling (Creswell, 2009). For this, literature of recorded data such as books, seminar and conference papers and other official document will be used.

For objective one and two things will be done. A pilot study will be conducted, based on open-ended questions on questionnaire for interviews with 5 respondents from security firms, security managers, police or army force and academicians who are experts in security industries and purposive sampling (Creswell, 2009; Uma and Roger; 1992; 2009; 2010 and Ranjit Kumar; 1999).

The theoretical findings on effective security will be used for designing survey instrument, for open-ended questions on questionnaire and for interview survey. After excellent enquiries have been developed using principles of question construction, the researcher will pilot test the questions. In such a pilot study the

general questions are raised to open up the door for further examination of the phenomenon observed. As a prelude, this initial work helps to prepare a framework of the study.

This study will explain what effective security and criteria for effective security matters is, such as:

- i) definition
- ii) concept
- iii) assumptions, expectations, belief and theories
- iv) current challenges
- v) criteria for effective security in gated communities and guarded neighbourhood.

The interview survey on questionnaire then will be tested using pilot study. A **pilot test** of interview review survey is a procedure in which a researcher makes changes in an instrument based on feedback from a small number of individuals who complete and evaluate the instrument (Creswell, 2012).

The modified interview survey questionnaire will be distributed to the target population. Fifteen of security experts and practitioners (security firms, security managers, police or army and academicians) will be interviewed. Method of interview will be one-on-one interview session.

For instance, record the answers for the open-ended questions in interview survey about the practice of the respondent about what is effective security in gated communities and guarded neighbourhood. Participants can freely give their opinions unconstrained by any perspectives of the researcher or past research findings, and to allow the participants to create options for responding upon answering open-ended questions which are given (Creswell, 2012).

A popular approach in educational research is the one-on-one interview that is a data collection process in which the researcher asks questions and records them

from only one participant in the study at a time (Uma and Roger, 1992; 2009 & 2010, Ranjit Kumar, 1999 and Creswell, 2012). Although one-on-one interviews are the most time consuming and costly yet they are effective. Visual method, audio recorder and field notes will be used to record the conversation in this interview. When face to face interview is difficult to be carried out then another type of interview can be conducted through email; or when it is costly. The opinions from experts are important because availability of published materials is less to support the research on effective security.

The content analysis processes is mainly based upon the opinions of identified experts and practitioners to develop theories and projections for the future. A group of experts is drawn from several disciplines and professions. The content analysis is to be used for the validity of the content and its suitability where there is limited information in literature of the related study. It is technique in which the panel members are in fact experts in their field in order to yield more accurate results.

The researcher then records and types the data into a computer investigation file for data analysis using Nvivo software (Creswell, 2012). The Nvivo software is computer analysis of qualitative data storing, analyzing, sorting and representing or imagining the data. This software combines efficient management of non-numerical, unstructured data with powerful processes of indexing, searching, and theorizing. Nvivo is designed for researches making sense of complex data, it offers a complete toolkit for rapid coding, through consideration, and rigorous management and analysis. Speciality of the program is the ability to generate text data matrixes for evaluations. It also provides for visually mapping categories identified in this analysis.

Final outcome of objective one and two will be displayed (Miles and Huberman, 1994) by consuming statistics or pictures that expand the conversation about what is effective security and identify criteria for effective security in gated communities and guarded neighbourhood.

### **1.9.2 Research Methodology for Objective Three**

In this research the third objective is to evaluate the criteria for effective security from perspective of service provider of gated communities and guarded neighbourhood. Qualitative methods will be adopted by the researcher to achieve the objective based on five case studies in Johor Bahru.

The step taken for objective three will be: A questionnaire will be distributed to the service providers who are providing service in gated communities and guarded neighbourhood using purposive sampling. To get the best information (Ranjit Kumar, 1999 & 2005) a structured questionnaire will be distributed using purposive sampling. The sampling size will be taken according to Zurinah's (2014) research work. Interview questionnaires will be based on 5 case studies and selected from service providers such as property managers, developers, Management Corporation (MC), Joint Management Body (JMB) and Residents Association (RA) based on case studies in Johor Bahru. Content analysis method will be used to analyse the interview questionnaire using Nvivo software to achieve research objectives. The basic aim of this study is to evaluate important criteria for effective security in gated communities and guarded neighbourhood and find the gaps between criteria and current practice of security service towards security service providers.

### **1.9.3 Research Methodology for Objective Four**

To achieve objective four, the proposed criteria for effective security in gated communities and guarded neighbourhood would be tested using interview with focused group of experts and practitioners in the security industry. Expert opinions will be sought by the researcher about practicality of the criteria, and the model.



The purpose of each data acquisition and analysis method is to obtain insight about practicality of the newly developed criteria and model. Based on the final analysis of those criteria, focus will be on finding the gaps in the acquired data testing. The five (5) interviews will be conducted with the experts and practitioners in the security industry such as housing security experts and practitioners. Then it will be used to propose final model for effective security. This interview with experts and practitioners in the security industry will be for the verification and validation of the model, after a preliminary model is developed. To ensure that the specification is complete and that mistakes have not been made in implementing the framework, a confirmation will be carried out. (Charles M. Macal, 2005).

The validation will be conducted through in-depth interview with experts in the field of security. Structured questions will be used to get the experts' opinion about the proposed new model for effective security in gated communities and guarded neighbourhood. Definitely validation is not used only for model implementation but with the whole process of the model that is whether proposed framework is lawful, idealistic, realistic, and practicable or not and whether the problem of effective security in gated communities and guarded neighbourhood could be resolved or not.

The survey forms will be divided into the following four sections:

- Section A shows the findings of the research (A model for effective security according to the newly identified criteria for gated communities and guarded neighbourhood),
- Section B is to evaluate the flowchart of model technically (the formulation involved in the model),
- Section C is to evaluate the acceptability and workability of the criteria and important drivers derived through stage two of this research, and finally,
- Section D is to evaluate the reasonableness and implementable model for effective security in gated communities and guarded neighbourhood.

### **1.10 Expected Outputs**

The study will consist of exploring what is effective security, the perceptions of security experts and practitioners such as security firms, security executives, and security managers and academicians. The studies will also identify and evaluate criteria for effective security such as the planning and design, technology and management using club good theory. This research also will evaluate criteria through selected case studies on service quality by security provider in Johor Bahru.

After a preliminary model is tested and modified, a final model for effective security will be proposed, based on the analysis of the acquired data. There is no model for effective security in gated communities and guarded neighbourhood. Such model is expected to be developed at the end of this study.

This research will identify the accurate criteria on effective security in gated communities and guarded neighbourhood with need towards specifically addressed security elements such as the planning and design, technology and management in club good theory (maximize services benefits). Therefore, this study is hoped to contribute to focus group of the individuals (residents or future buyers of gated communities or public), residential security experts, developers or Management Corporation (MC) or Joint Management Body (JMB) or property managers and Malaysian Government to develop best practices of effective security for gated communities and guarded neighbourhood in Malaysia.

### **1.11 Thesis Structure**

This research will be arranged into eight (8) chapters.

**Chapter 1** states the research problem, research issue, research questions, research aim, research objectives, research methodology, research contributions and thesis structure. The most necessary thing is to describe in general how the researcher aims to plan and achieve for the preparation of this research.

**Chapter 2** in general will contain literature review. Firstly, this chapter will focus on the definition of gated communities, guarded neighbourhood, effective security and quality of life. Secondly, overview of gated communities and guarded neighbourhood in Malaysia followed by the policy and practice transformation of Malaysian gated communities and guarded neighbourhood. Lastly, there will be discussion on the justification of club economics in gated communities and guarded neighbourhood.

**Chapters 3** In this chapter there is discussion about crime issues of Malaysian gated communities and guarded neighbourhood. As time passed some of those claims proved to be untrue or debatable. There is a brief discussion on urban crime, definition of crime, fear of crime, crime in Malaysian gated communities and guarded neighbourhood, reasons for crime, an over view of security elements in gated communities and guarded neighbourhood and criteria for security elements.

**Chapter 4** is still literature review. This chapter deals with development of criteria for effective security such as planning design and technology for gated communities and guarded neighbourhood.

**Chapter 5** is literature review of management for gated communities and guarded neighbourhood in Malaysia.

**Chapter 6** In this chapter there will be discussion about the research methodology used in this study. It is based on the method used for analyzing the data or information, findings and discussion of both primary and secondary data. This chapter will also discuss which principles, approaches, techniques, tools and methods will be used to achieve the objective in this study.

**Chapter 7** is about the data analysis to explore what is effective security and identify criteria for effective security in gated communities and guarded neighbourhood of chapter 6 which is suitable for each objective in this study. The data or information will be analysed and presented by using the figure, table, chart, graphic and etc. This chapter is about discussion and interpretation of each data acquisition using analysis method to obtain insight and evaluate criteria for effective security in gated communities and guarded neighbourhood based on the current practices and proposed model for effective security according to the newly identified criteria can be assessed and modified if needed. Depending on the circumstance and chance the modified model may be pilot tested before concluding the study. Based on the final analysis of the acquired testing data, a proposed model for effective security will be proposed, after a preliminary model is tested and modified. This chapter discusses validation of effective security model for gated communities and guarded neighbourhood in Malaysia.

**Chapter 8** provides conclusion and recommendation about proposed model for effective security in gated communities and guarded neighbourhood. The research carried out, will be concluded in this chapter. The limitations of this study will eventually lead to suggestions for future research.

## **1.12 Summary**

The effective security criteria is derived in a process model for this study by achieving the research questions and objectives developed with the methodology outlined in this chapter. The critical elements and/or criteria from the model will become critical success factors for those involved in successful implementation of effective security criteria. An effective security model of effectiveness will prove useful towards determining criteria. It constitutes the major influence on gated communities and guarded neighbourhood facilities and also security management which covers a big scope of facilities and management of a building, simultaneously

to know how these criteria's affect service. This research will be helpful towards the better understanding of the role of each criterion that is likely to occur in operation and management period of the gated communities and guarded neighbourhood. Next chapter discusses first stage of the literature review on security followed by security expansion in gated communities and guarded neighbourhood.

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