

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**THE IMPORTANCE OF IMPLEMENTATION MAINTENANCE
MANUAL FOR RESIDENTIAL BUILDING**

**NORFATIAH BT MOHD RUSLI
(2011729519)**

**Academic Project submitted in partial fulfillment of the requirements
for the degree of
Bachelor of Building Surveying (Hons)
Centre of Studies for Building Surveying
Faculty of Architecture, Planning & Surveying**


December 2014

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**THE IMPORTANCE OF IMPLEMENTATION MAINTENANCE
MANUAL FOR RESIDENTIAL BUILDING**

**“I hereby declare that this academic project is the result of my own
research
except for the quotation and summary which have been
acknowledged”**

Student's Name : Norfatihah Bt Mohd Rusli

Signature : 

UITM No. : 2011729519

Date : January 22nd, 2015

ACKNOWLEDGEMENT

Alhamdulillah, grateful to God for the His gift has given I the opportunity to complete this project successfully. Additionally, millions of thanks to my Supervisor of Academic Project, Mr. Ahmad Sharim Bin Abdullah for the giving a guidance not only in preparing this report, but he also give an information related to the academic project. I really appreciate all of guidance that he given to us.

I also would like to express my highest gratitude to all those who have given the assistance and co-operation in many forms either it is in terms of physical or technical assistance especially to the respondents from all of the three case study in order to complete this report.

Not to forget on the encouragement and guidance of my father and mother that have given the spirit in which to complete this report and always gave encouragement to continue learning at the University. They also do not recognize fatigue, particularly in finding finance to be provided to me. My thanks are also given to my colleagues that have helped me in finding and providing ideas and input are important, especially in connection with this report.

Therefore, we are very grateful to Allah SWT with His permission I can finish this report within a given time and I thank also the infinite once again to all those involved in completing this report. Maybe when I do this report without them, this report could not be completed properly and successfully.

Thank you.

ABSTRACT

Maintenance is one of the building management strategy aims to provide protection to the importance and usability of the buildings. Maintenance is also become an important approach in ensuring the building and its contents can be operate and function properly. However, based on previous studies, maintenance is always been neglected and not become the main activity in managing and protecting of the valuable and non replaceable asset. Therefore, the aim of this study is to establish the need of the implementation maintenance manual for residential building in order to assist the homeowner and tenant to correct identify any repairs or maintenance. To achieve this aim, three objectives have been delineated. The first objective is to study the need of implementation maintenance manual for residential building. The second objective is to investigate the problems regarding the maintenance faced by the homeowner or tenant and the third objective is to study the awareness on the importance of maintenance manual for residential building. Through the random sampling technique, the survey was conducted by distributing the questionnaire to 30 respondent for every case study in order to obtain the required data. So, the total numbers of respondents are 90 respondents. Then, the analysis of the data that was obtained was carried out by using the manual method with entering the information into the Microsoft Excel and generate a graph that relates for all parts of the questionnaire. The study concludes that the maintenance manual is very importance to the homeowners and tenants and it is need to be implement in the resedential building in Malaysia.

CHAPTER 1

INTRODUCTION

1.1 STUDY BACKGROUND

Malaysia is a developing country with the continuous support of a strong economy (K Arifin , 2011) and is growing rapidly in South East Asia (A Suffian, 2013). Therefore, there are various developments were planned efficiently and rapidly implemented especially in the building construction sector. Under the Ninth Malaysia Plan (2006-2010), the government expected that the construction sector would have an average growth of 3.5% per year.

During the past three decades, Malaysia has achieved significant growth in various sectors of the economy, not least in the construction industry and development (OA Lateef, 2009). Indeed, in line with the increase in the construction industry's contribution to the Gross Domestic Product (GDP), there is also an expansive increase in the contribution of the real estate subsector (Hishamuddin and Buang, 2006). The sectors in the real estate industry means the housing and infrastructural facilities (OA Lateef, 2009).

Since independence, Malaysia economy has been planned for five-year strategic plans (OA Lateef, 2009). In terms of housing stocks, start from year 1999 until 2006, the federal development expenditure has increased by 24.6%. For example, in terms of financial value, the development expenditure increased from RM1,117.76 million in 1999 to RM1,390.47 million in 2006 (The Europa World Year Book, 2004