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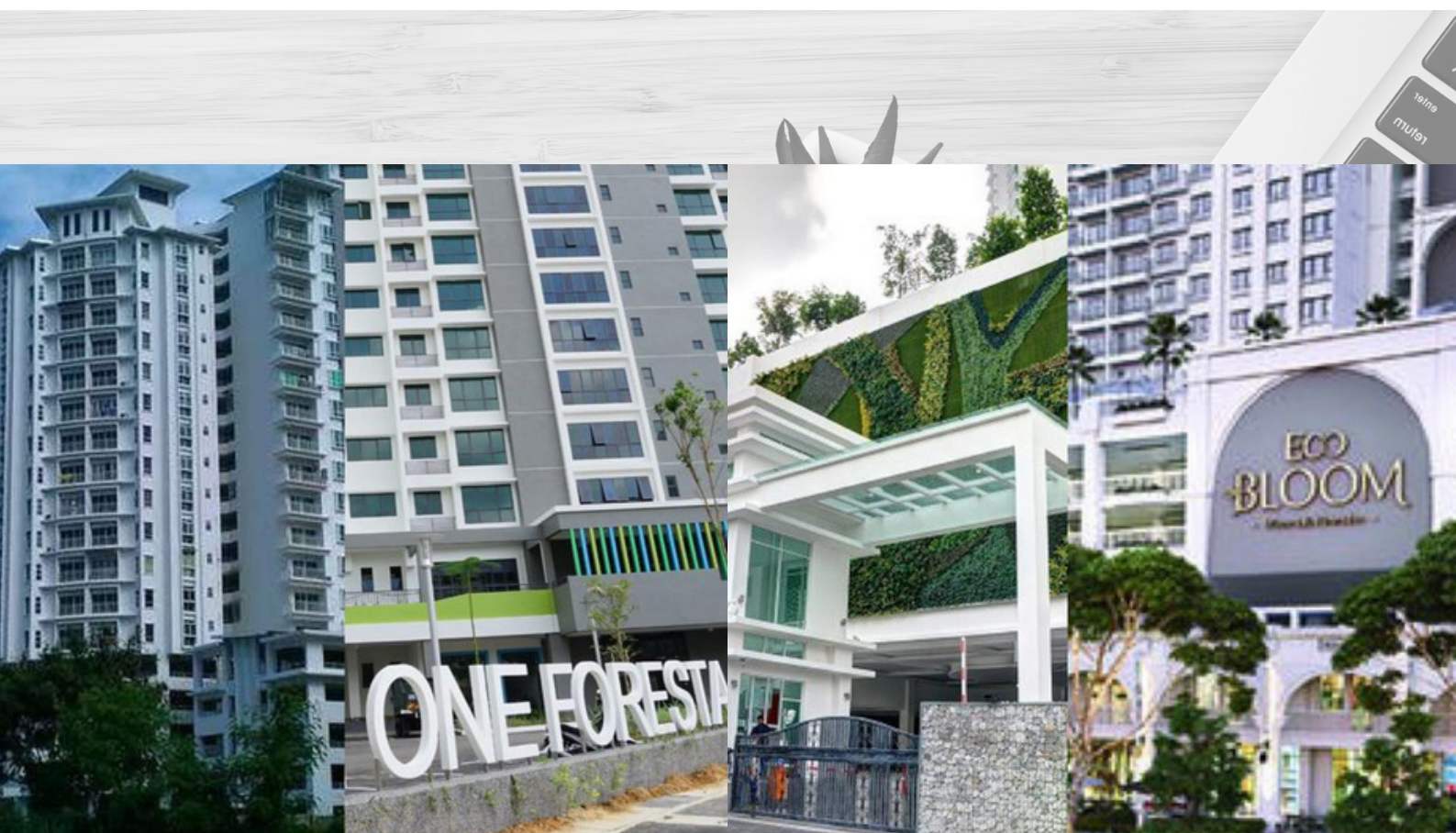


PENGURUS HARTANAH
PM (3) 2983

INDUSTRIAL TRAINING REPORT

14 AUG 2023 – 02 FEB 2024

KEEPERS PROPERTY MANAGEMENT



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EXECUTIVE SUMMARY

This report is prepared for the subject course code HRM666 (Human Resource Internship) which required in Bachelor of Business Administration (Hons.) in Human Resource Management. The internship report highlights the author's most important achievements from both academic and non-academic perspectives. This document's purpose is to identify, describe, and highlight the intern's achievements while gaining her experience.

This author had chosen Keepers Management Property, Pulau Pinang as her internship placement. This internship report stresses the work experience the author have gathered as an Intern in Admin and Operative Assistant of Keepers Management Property from 14 August 2023 until 02 February 2024. Keepers Management Property is a property management company which the main role is to focus in dealing with clients from various site assigned and also dealing with the service provider to handle the property.

In this report, the author explained her responsibilities assigned to her throughout her 6 months internship period. As for the author's job scope, she needs to handle admin's work such as issue payment receipt, handle issues from client, preparing newsletter for monthly update, preparing notice when any issue rise up, to engage with client via e-mail or WhatsApp and to assist other admin while settling their work. Furthermore, she also assist operation team in site inspection, dealing with site contractor, and assist manager to site visit for a meeting/handover.

The author's gladly mentioned that she's unable to conclude all her experiences as text where she gained from internship. She had high hopes that the internship skills are vital for her career path.

COMPANY'S PROFILE

COMPANY'S LOGO:



COMPANY'S NAME:

KEEPERS PROPERTY MANAGEMENT

LOCATION:

- THE CLOVERS, LENGKOK KELICAP, BAYAN LEPAS, PULAU PINANG.
- ONE FORESTA, LENGKOK KELICAP, BAYAN LEPAS, PULAU PINANG.
- UBAN RESIDENCE, SUNGAI NIBONG, PULAU PINANG.

OPERATION HOUR:

WEEKDAYS: 8:45AM-5:30PM

SATURDAY: 9AM-1PM

COMPANY'S BACKGROUND



My internship is located at a variety of site projects. I was stationed at the Pulau Pinang-based One Foresta Management Office and Uban Residence Management Office. Lynette Khoo Lian Kim and a newly established property management firm founded Keepers Property Management in November 2019 and registered the company in 2020. The Board of Valuers, Appraisers, Estate Agents, and Property Managers (BOVAEA), formerly known as Lembaga Penilai, Pentaksir, Ejen Harta Tanah dan Pengurus Harta (LPPEH), is where the company was registered. The company wants to enhance the first impression and incremental value of the property by adding exquisite and personalized features to the concept of property management. The property's functionality and aesthetics will be preserved thanks to expert property management.

Furthermore, the company aims to uphold its commitment to providing honest and high-quality customer service to all of its clients. This is because providing exceptional customer service ensures that your property will be managed in accordance with the highest industry standards. In addition to handling daily tasks, Keepers Property Management also successfully oversees building maintenance, preserving the building's functionality and appearance while enhancing the effectiveness of daily operations.

COMPANY'S BACKGROUND

Furthermore, Keepers Property Management exhibits growth potential as it has already managed seven projects since its founding: Plaza Ivory (Commercial), Pangsapuri Idaman Iris, Eco Bloom, The Clovers, MTree Hill, One Foresta, and the most recent project, Uban Residence, which was completed in November 2023. Any business that offers services will be instantly identifiable and expand quickly if they give their clients the greatest possible service.



Figure 1: Founder/Project Manager

FOUNDER:
MS. LYNETTE KHOO

Source: Requested from Founder



Figure 2: Latest Project (Uban Residence)

LATEST PROJECT:
UBAN RESIDENCE

Source: Self capture

COMPANY'S VISION



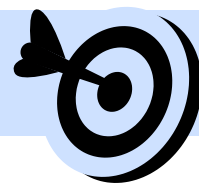
- To create a harmonious and conducive living environment while ensuring the sustenance of the value of the property.

COMPANY'S MISSION



- To meet the needs of our clients through effective communication, professionalism and a quality of service that exceed expectations at all time.

COMPANY'S GOALS

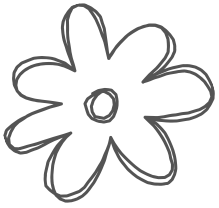


- To provide exquisite and customized features to concept of property management will increase the first impression and incremental value of property.

ORGANIZATIONAL CHART

FOUNDER / PROPERTY MANAGER

MS LYNETTE KHOO LIAN KIM



OPERATION MANAGER

MR DERRICK TEH



TECHNICIAN

MR IMAN



TECHNICIAN

MR AZRUL



ACCOUNTANT

MS PRIYA



MANAGEMENT EXECUTIVE

MR FILDZA OMAR



ADMIN & OPERATIVES ASSISTANT

MR AHMAD & MS JRENUKHA



ADMIN & OPERATIVES INTERN

MS WAN NUR HUSNINA



Figure 3: Organizational Chart

Source: Requested from them

PRODUCTS & SERVICES

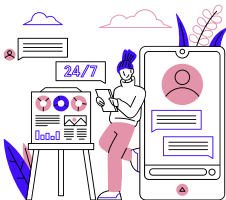
In addition to managing regular tasks assigned to them by the owners, Keepers Property Management is in charge of daily repairs, ongoing maintenance, security, and upkeep of properties. They also work to maintain the property's value. These are the services that KPM provides:



MAINTENANCE OF PROPERTY



**COUNTER SERVICE
DOCUMENT APPLICATION**



**RECEIPTING
INVOICE PROCESS**

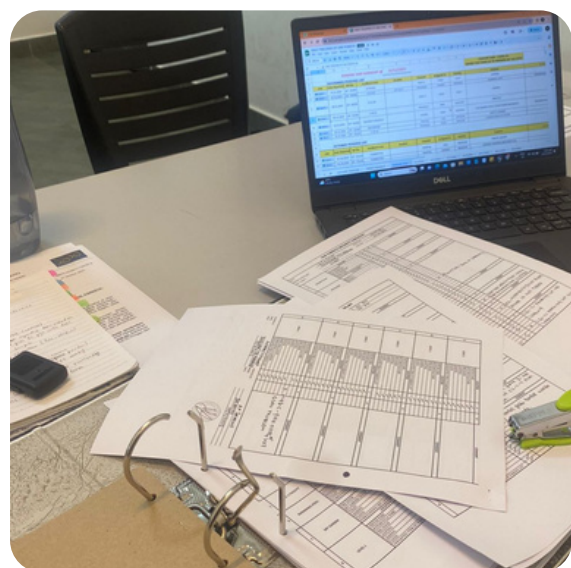
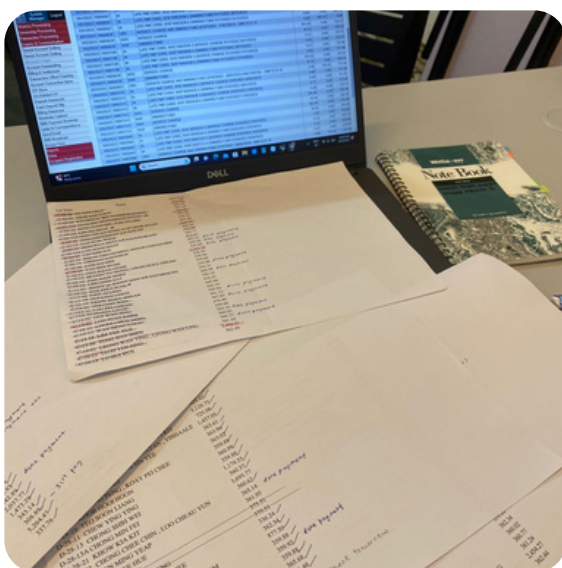


Figure 4 : Servicing/Documentation

Source : Self Capture

TRAINING REFLECTION

Figure 5 : Administrative Departments

Source : Self Capture



DURATION : 14TH AUGUST 2023 - 02 FEBRUARY 2024

DEPARTMENT : ADMINISTRATION AND OPERATIVE DEPARTMENT

ALLOWANCE : RM500-RM600/MONTHLY

RESPONSIBLE AND TASK GIVEN:

1. APPOINT TO BE OVERALL LEADER FOR ONE FORESTA PROJECT - CONTROLS EVERY DECISION MADE AND TO MAKE SURE TEAM COMPLETE THE PENDING TASK
2. DAILY OFFICE ADMINISTRATION WORK - REPORTS, DOCUMENTATION, ACCESS CARD, INSPECTION, TRIBUNAL CASE
3. PREPARED NEWSLETTER/SLIDE FOR MEETING OR MONTHLY ANNOUNCEMENT

EXPERIENCE OBTAINED:

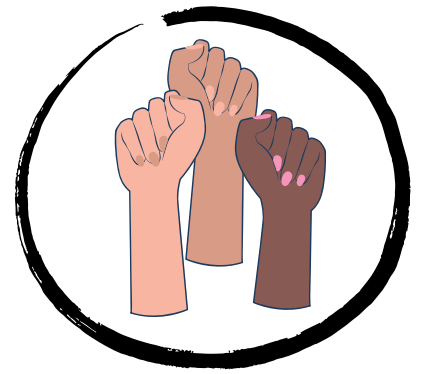
1. ASSIGN NEW MANAGEMENT COMMUNITY TO MANAGE PROPERTY; JOIN AND CONDUCE ANNUAL GRAND MEETING.
2. ASSIST SECURITY, CLEANING SERVICE, AND SERVICE PROVIDER IN MAKING IMPROVEMENTS TO THEIR JOB AND COMMENCE WITH A SOLUTION TO RESOLVED.
3. LEARN HOW TO HANDLE BEFORE TRIBUNAL CASE PROCEDURE.

SWOT ANALYSIS



SWOT Analysis is known as high-level strategic planning model that helps organizations identify their strength areas for improvement externally and internally. In other words, it's the basis for assessing the internal potential and limitations and the potential opportunities and threats posed by the external environment. It considers all internal and external factors that affect the company's success. A consistent examination of the business's operating environment facilitates the forecasting and incorporation changing trends into the organization's decision-making (Juneja, 2021).





STRENGTH

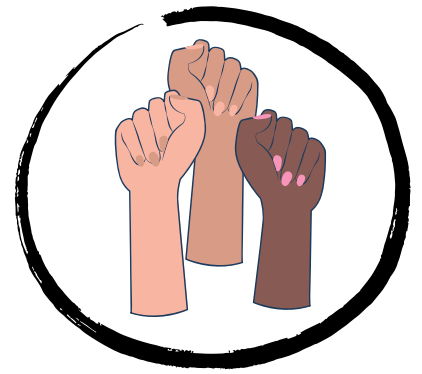
PROPER DOCUMENTATION

Documentation is an assortment of records that people or organizations maintain in order to provide evidence or data that can be utilized in decision-making (Jocelyne Gafner, Editorial Team Indeed, 2021).

Keepers Property Management maintains appropriate system documentation, including a dedicated cabinet that houses all of the files and is arranged categorically to include applications, invoices, payments, and prior records. Both the productivity and the quality of the work will increase with this proper system documentation. In addition, staff morale and customer satisfaction will increase with quicker and more effective document retrieval. Furthermore, appropriate system documentation can help solve the issue and document management solutions are scalable to meet any company's changing needs. If you establish protocols and guidelines, including rules to be adhered to, finding documents will be much simpler. For instance, if the manager has approved the documents, we will let the owner know to go ahead with the renovations and file their application form in a specific file so we can easily find it later. When it comes to a business's ability to stay competitive, quality is the most crucial factor. Businesses need to be able to create high-quality goods or services that consumers need in order to thrive in the global market (Sanny et al., 2021).

STRENGTH

TEAM EFFICIENCY

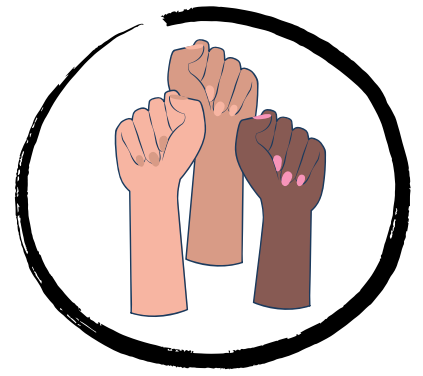


The amount of influence your team can have by removing obstacles and conflicts from the workplace is referred to as team efficiency. Creating a productive workplace and encouraging healthy teamwork are more important than being productive just for the sake of productivity if you want to improve team performance as a whole. Our productivity will allow us to complete tasks with less time or effort (Julia Martins, 2020).

In addition to having appropriate documentation for the system, Keepers Property Management excels at working as a team. We can handle any requests or complaints from owners or residents regarding the common area right away because the system already has all the necessary records. If an owner complains to the management office, for instance, about the lamp in front of their unit constantly blinking, we will let our maintenance worker know and they will replace the lamp right away, solving the issue. Every general comment or defect that we heard from the unit's owner will be combined into an Excel sheet that we will keep an eye on to make sure the issue doesn't come up again. Expert employees are an invaluable resource for any business, as they contribute significantly to the establishment of a company's image and sustained prosperity. Hanafi and Ibrahim (2018) posit that skills have a significant and positive influence on service performance. In the service industry, employee skills are critical to achieving high levels of service performance.

STRENGTH

GOOD NETWORKING

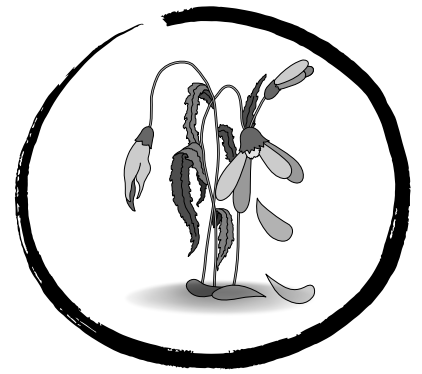


Creating a strong network begins with knowing the company, company's goals, and knowing the values. Once there is value alignment, it is easier to build on shared experiences (Elizabeth Perry, 2023).

Keepers Property Management's network of well-maintained relationships with property owners is the foundation of our strong system. These relationships are based on openness, trust, and a track record of successful property management. Consequently, property owners who entrust us with the upkeep and optimization of their assets enjoy a high degree of confidence and partnership with our organization.

Moreover, a successful network includes a wide range of contractors and service providers in addition to property owners. These partnerships are evidence of our dedication to effectiveness and quality. We guarantee the smooth execution of property maintenance and enhancement projects by collaborating with trustworthy and knowledgeable experts, which enhances total client satisfaction.

In Keepers Property Management, having a strong network is not only advantageous but also strategically necessary. It is evidence of the faith that property owners have placed in us, the dependability of our service providers, the strength of our professional networks, and the breadth of our involvement in the community. This network turns into a priceless resource that advances our business and provides the basis for long-term success in the fast-paced field of property management.



WEAKNESS

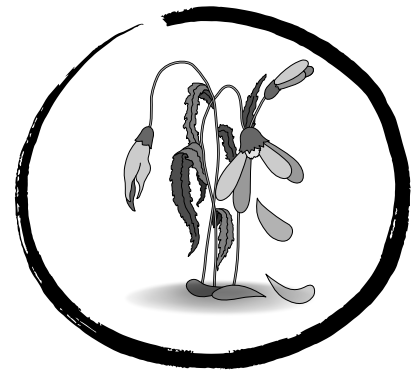
MANUAL DOCUMENTATION

The operation of information in a medium is known as manual document processing. Paper and documents with written or printed information have historically been the medium. Every document processing procedure outlines the actions that must be taken to finish a task or process, so it's beneficial for us to keep track of whether the work has been finished or not (Shreelekha Singh, 2022).

One of Keepers Property Management's weaknesses was their document processing system, which took a long time. When an owner or resident applies for a renovation, for example, the application must be processed and will take longer to be approved—between 7 and 14 working days after being submitted to the management office—because the administrative department needs to obtain the signature of the top manager before proceeding to the next stage of document approval. Aside from that, they continue to utilize a great deal of manual filling and documentation, which complicates and prolongs the process of finding the files. Instead of filling it out by hand, it was far better to upgrade to a manual system where the top manager could see through it and approve it once it was applied. Additionally, the longer this issue persists without any progress, the less satisfied the client will be. The overall quality of the service determines the level of satisfaction from customers based on the quality of the expected and received service.

WEAKNESS

LACK OF PROPER TRAINING

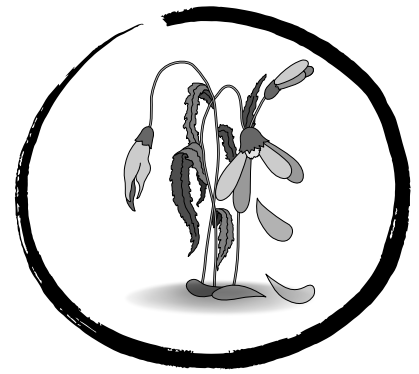


The absence of proper instructional facilities and resources for employees at the workplace is referred to as a lack of training at work. Employees who are not trained at work will not be able to give their best performance. Inadequate employee training can have a negative impact on business performance, revenue, team morale, and employee retention (Nell Hendy, 2023). Lack of training can affect both new employees who are being onboarded and existing employees who are looking to upskill, and it can mean different things to different people. For example, it could refer to a lack of training plans for new or existing employees. Inadequate training is also indicated by the failure to establish learning objectives and the use of inadequate assessments.

Keepers Property Management must improve on this in order to progress. Full training hands-on such as filling system, receipting system is not applicable in this company as the employees keep on changing projects whenever the other projects is short-staff. As a result, they couldn't catch up the practices they should do regarding the job scope and ended up being scolded by the superiors.

WEAKNESS

POOR LEADERSHIP SKILLS

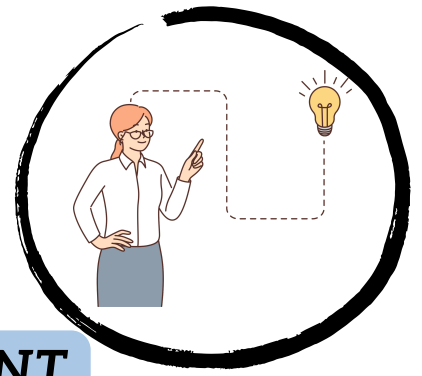


Poor leadership in a team setting leads to a lack of trust and respect for the leader, making it difficult to achieve team goals and objectives. Furthermore, it can create a toxic work environment, which can lead to team member burnout, decreased productivity, and a lack of team cohesion. Low morale and disengagement among team members can result from poor leadership. This happens when a leader is not supportive, communicates ineffectively, or provides clear direction. When team members do not feel supported, they may lose motivation and become disengaged. They may also believe that their contributions are unappreciated and that their work is meaningless (Michelle Bennet, 2021).

Keepers Property Management's leadership has demonstrated a worrisome lack of integrity in several facets of decision-making and communication. There have been instances where critical information has been hidden from staff, resulting in a climate of distrust and misunderstanding. Client and employee promises have been breached without explanation or accountability, undermining the company's brand and employee morale. Some decisions were made without transparency, leaving personnel in the dark about the reasoning behind them. This has produced an environment of uncertainty and unhappiness among the workforce, which has harmed productivity and job satisfaction.

OPPORTUNITIES

PROVIDE SYSTEM AS IMPROVEMENT

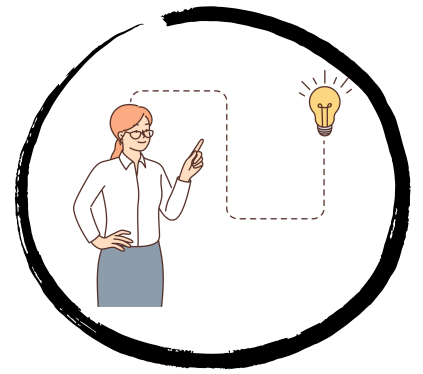


Globally, technology has changed how people live and work in the last few years. Technology has a huge impact on how businesses operate. Technology offers both tangible and intangible benefits that can help you generate revenue and achieve the outcomes your clients want, regardless of the size of your business (Hassan, 2023).

By enhancing the filing system, Keepers Property Management may be able to take advantage of one of the opportunities. To increase the effectiveness of storing and retrieving information, keepers must provide systematic systems or create file systems in multiple formats. They will be able to obtain information more quickly and save a great deal of time if they store all of the documents in the system instead of doing it by hand. For instance, all remodeling contractors are required to protect their work with tarpaulin sheets or blue sheets. If they install a new tracking system, it will save a great deal of time to identify which unit failed to use the blue sheet. Furthermore, if new technologies or systems are not used to store documents, there will be no way to locate the files in the event that a document is lost, and no possibility of recovery. According to Yusuf & Adekoya (2021), the utilization of contemporary filing records will augment the efficiency and output of staff members, as they can effortlessly retrieve documents and files whenever needed.

OPPORTUNITIES

COST SAVING

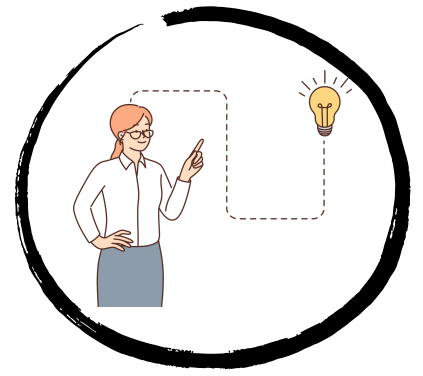


The process of cutting expenses for a business with the goal of increasing profits is known as cost reduction. It entails determining and eliminating costs that don't add value and optimizing procedures to boost productivity (Paulyne, 2022). Instead of using paper documents and meetings, the company may use virtual technologies like Google Docs or others to centralize firm documentation and product cooperation.

Cost savings is another benefit of working with Keepers Property Management. The company may not need to buy paper and ink for manual filling. Usually, the business will print out all the forms that the client needs to complete, including applications for renovation reimbursement, applications for access card stickers, and applications for renovation applications. This wastes paper, ink, and storage space. Common space wasters include equipment, piles of paper files, overstocked supplies, and overflowing storage. These issues can be resolved by cutting expenses. By upgrading the filling system, the business will be able to save money that can be allocated to other initiatives like marketing and financial planning, as well as to improve the stability of its resources.

OPPORTUNITIES

STRONG CAREER



A good career shapes one's life significantly, providing a sense of purpose, financial stability, and personal fulfillment. Choosing the right career path can be difficult, but with careful consideration and planning, people can find a job that matches their skills, interests, and values (Maggie Wool, 2022). A good career is extremely important in an individual's life because it contributes to their overall well-being and happiness.

Keepers Property Management offers an interesting profession that fosters career growth - which this company has low rate of turnovers. It allows for skill development, learning, and advancement. Individuals gain knowledge and expertise that contribute to their professional growth with each new challenge and experience. They can broaden their horizons, assume greater responsibilities, and advance in their careers. A fulfilling career is essential for personal fulfillment, financial stability, and professional development. Employees benefit from the ability to embark on a fulfilling and prosperous professional journey by carefully selecting a career path, considering key factors that contribute to success, and implementing strategies to achieve career goals.

THREAT

SYSTEMATIC RISK



Risk that is uncontrollable by an industry or individual is referred to as a systemic risk. It cannot be reduced, managed, or eradicated by an organization's management. Environmental risk is one type of systematic risk. Environment risk is the likelihood and impact of an unintentional incident, like a flood, rainstorm, etc., occurring in our business (James Chen, 2023).

There is only one threat at Keepers Property Management, and that threat is a systematic risk since it was out of control. The majority of the documents were stored in hard copy, so in the event of an accident, like a flood or rainstorm, the file will be damaged and all the data will be lost since there is no backup. For instance, our workplace experienced leaks due to extended rain at the end of December, which made it difficult to read because all of the ink disappeared. But I can't even begin to imagine what might occur if there was a flood and the entire file was destroyed. It will be challenging for the company to retrieve all of the erased data.

THREAT

PROPERTY MAINTENANCE CHALLENGES



The issues of property maintenance stand out as both unavoidable and revolutionary in the ever-changing field of property management. Property maintenance is a proactive commitment to the preservation and improvement of property assets rather than just a reactive response to problems. But there are obstacles in the way of this quest. There are various obstacles that property managers frequently confront (Abhishek Singh, 2023).

One of the biggest challenges that Keepers Property Management typically faces is the unpredictable nature of property maintenance. Unexpected repairs, such as roof leaks or unexpected plumbing crises, can put a strain on finances and interfere with a property's ability to operate normally. This problem calls for a proactive strategy that includes routine property inspections and the creation of an emergency fund to quickly handle unforeseen maintenance problems.

Natural disasters, such as hurricanes and earthquakes, can have an unpredictable impact on property maintenance. Keepers Property Management has experienced natural disasters like heavy rains that have caused some houses to leak or have clogged pipes. In addition to the immediate safety risks, property managers also have to deal with the fallout, fixing damages and quickly rebuilding properties. It is vital to put comprehensive disaster preparedness plans into action in order to minimize disruptions and ensure a prompt, well-coordinated response.



THREAT

MARKET SATURATION

The dynamic field of property management is faced with a complex challenge in the form of market saturation. The competition is getting more intense as more property management companies enter the market, so in order to gain a competitive advantage, companies must innovate and set themselves apart. The subtleties of property management's market saturation and the tactical methods used to succeed in this harsh environment (Marshall Hargrave, 2023).

The number of property management firms has increased, which has increased competition. It is becoming harder for individual businesses to stand out as a result of the increased competition, which frequently leads to a battle for market share. Ideal, Zeon, Malmex, and other companies have always been competitors of Keepers Property Management.

There's a chance of homogeneity because so many property management firms provide comparable services. There could be little difference in the eyes of customers between service providers, which would make property management services more like commodities. A major obstacle in Keepers Property Management is the potential for price wars to break out as businesses compete for customers due to market saturation. Although this might help customers in the near run, it can hurt profit margins and interfere with long-term business strategies.

PESTEL ANALYSIS

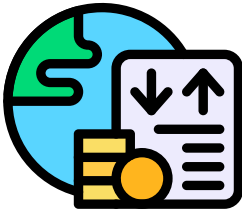


A PESTEL analysis is used to identify the macro (external) stresses that a business must deal with. The letters stand for Political, Economic, Social, Technological, Environmental, and Legal. PESTEL analysis is used for, as well as the advantages and downsides of employing it in a corporate context.



POLITICAL

1. Tax policies
2. Government regulations



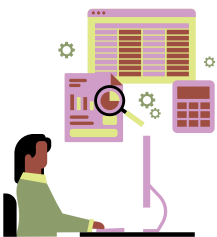
ECONOMIC

1. Interest rates
2. Economic conditions



SOCIAL

1. Social attitudes
2. Demographic trends



TECHNOLOGICAL

1. Smart technology
2. Building technology



ENVIRONMENTAL

1. Climate change
2. Sustainability



LEGAL

1. Health and safety regulations
2. In-house laws



POLITICAL

TAX POLICIES

Political factors are important in determining the property management environment, according to the PESTEL analysis framework, which evaluates external factors impacting businesses. The financial environment for property managers is greatly impacted by tax policies, which are a subset of political factors. Property management companies may be directly impacted by the frequent changes in tax laws that are brought about by political decisions. In order to promptly adjust to new tax regulations and optimize financial strategies accordingly, property managers need to stay up to date on legislative changes.

Property managers have to be careful to follow regulations, as political decisions can have an impact on them. To sum up, political factors—specifically, tax policies—have a significant impact on property management. In order to successfully navigate the fiscal landscape, property managers must adopt a proactive and adaptable approach due to the dynamic nature of political decisions. Property managers can maximize tax outcomes and add to the overall success of their operations by remaining informed, interacting with local authorities, and strategically matching with political realities.



POLITICAL

GOVERNMENT REGULATIONS

The political landscape, which includes government regulations as a subset, greatly influences how property managers operate. Within the political category, land use and property ownership and rent control and tenancy are some of the ways that government regulations affect property management.

Land use policies, zoning restrictions, and property ownership rules are set forth in government regulations. In order to guarantee appropriate use of properties and compliance with zoning laws, property managers are required to navigate and adhere to these regulations. Regarding rent control and tenancy laws, government regulations frequently establish rights and obligations for tenants as well as impose rent control measures. In order to maintain equitable and lawful practices, property managers must remain up to date on rental regulations.

In conclusion, property management is significantly impacted by government regulations. Successful property management operations depend on keeping up with these rules, making sure compliance, and adjusting proactively to changes. In order to effectively navigate the complex web of government regulations and create a stable, compliant, and prosperous environment for their properties, property managers must collaborate with legal counsel and regulatory experts.



ECONOMIC

INTEREST RATES

Property management operates in an environment that is significantly shaped by economic factors. Interest rates are a significant economic factor that influence financial decisions and property management tactics. Among the variables are the effect on property operating costs and interest rate levels.

Interest rate fluctuations have a direct impact on how much it costs to borrow money for development or property acquisition. Property managers need to keep a close eye on changes in interest rates because higher rates can make borrowing more expensive, which can affect the viability of development and the purchase of real estate. Operating costs can be impacted by interest rates, especially if property managers' portfolios have variable-rate financing. Property managers are required to evaluate the financial effects of fluctuations in interest rates on operating expenses, accounting for the possibility of higher loan repayments.

One important economic factor affecting property management is interest rates. Property managers need to keep a close eye on changes in interest rates and evaluate how they will affect financing options, investment returns, property values, and market dynamics as a whole. Maintaining the financial stability of real estate portfolios and making well-informed financial decisions require strategies to be adjusted in response to shifting interest rate environments.



ECONOMIC

ECONOMIC CONDITIONS

For property managers to make wise decisions and successfully navigate the opportunities and challenges found in the real estate industry, they must have a solid understanding of the state of the economy. Economic Growth and Recession, and Business Confidence are the factors that affect property management.

Demand for real estate, investment, and general market dynamics are all directly impacted by economic cycles, which are defined as times of expansion and contraction. Property managers must modify their plans in response to the state of the economy. For example, they may decide to use cost-cutting measures in a downturn or modify their marketing strategies during an upturn. Business confidence levels influence corporate real estate decisions, affecting demand for commercial spaces managed by property professionals. In order to modify leasing strategies and property management services appropriately, property managers in charge of commercial properties need to be sensitive to the mood of the business community.

In summary, one of the main determinants of the environment for property management is the state of the economy. It is imperative for property managers to consistently evaluate economic indicators, predict changes in market dynamics, and modify their strategies to conform to the current economic climate. In a changing economic environment, property portfolios must continue to be resilient and profitable, which requires a proactive approach to economic analysis.



SOCIAL

SOCIAL ATTITUDES

The dynamics of the community, tenant expectations, and property demand can all be strongly impacted by social attitudes, beliefs, and trends. Concerns about safety and security as well as changing lifestyle preferences are some of the causes.

The kinds of properties and amenities that are in demand are affected by shifting lifestyle preferences, such as a desire for urban living or an emphasis on sustainable practices. Property managers ought to match amenities offered by their properties to current lifestyle trends, such as offering eco-friendly features or services that are focused on the city. Increased demand for properties with cutting-edge security features is a result of growing worries about safety and security. Property managers need to give priority to security-related features and communication plans that allay residents' fears.

Tenant expectations and preferences are shaped by the ever-changing social attitudes. In order to adapt property offerings, amenities, and communication strategies to the shifting attitudes and lifestyles of their target audiences, property managers need to remain aware of the constantly changing social trends. Tenant satisfaction, community involvement, and the general success of property management initiatives are all improved by a socially conscious approach.



SOCIAL

DEMOGRAPHIC TRENDS

The field of property management is greatly influenced by demographic trends, which also have an impact on housing preferences, the demand for particular amenities, and the dynamics of the market as a whole. In order to modify their strategies and services appropriately, property managers need to remain aware of changes in the demographics.

The need for age-friendly housing options and amenities, like accessibility features and community healthcare services, is rising due to an aging population. Property managers can serve this market by offering community spaces, amenities that are health-focused, and living spaces that are suited for seniors. Demand for properties with fitness centers, green areas, and other health-conscious features is being driven by a growing emphasis on health and wellness. It is recommended that property managers integrate amenities that prioritize wellness and encourage a healthy lifestyle in their properties.

In summary, demographic trends are dynamic forces that continuously mold locals' needs and preferences. In order to provide housing solutions that appeal to a wide range of demographic groups, property managers who comprehend and adjust to these trends will be in a better position to foster tenant satisfaction and secure the long-term success of their property management endeavors.

TECHNOLOGICAL

SMART TECHNOLOGY



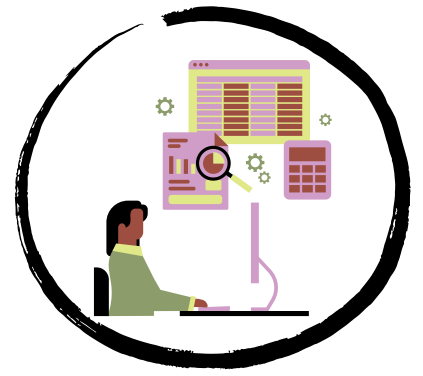
Smart technology has completely changed the property management industry by providing cutting-edge solutions like resident communication apps and blockchain for property transactions that increase security, expedite processes, and improve the overall residents experience.

Introducing mobile apps for seamless communication between property managers and residents. This may increased resident involvement, prompt problem solving, and effective communication. Moreover, utilizes blockchain technology for secure and transparent property transactions. fewer frauds, more transparency, and more efficient real estate transactions.

In summary, smart technology is a game-changer in property management, streamlining processes, boosting productivity, and enhancing the renter experience. Property managers who adopt and use these technologies will be in a better position to draw in tech-savvy tenants, stay competitive, and deal with the constantly changing real estate market.

TECHNOLOGICAL

BUILDING TECHNOLOGY



Building technology has advanced dramatically in the field of property management, bringing with it innovations that improve resident experiences, sustainability, and efficiency.

Creating digital models that depict a building's functional and physical features is known as building information modeling, or BIM. Accurate and thorough digital representations lead to better facility management, expedited construction processes, and improved collaboration.

In addition, the incorporation of advanced security technologies, such as biometrics, access control, and surveillance systems, has improved response capabilities, decreased risks, and increased property security.

To sum up, building technology is a dynamic and revolutionary force in property management. By utilizing these innovations, property managers can improve tenant experiences, maximize operational efficiency, cut expenses, and increase the appeal of their properties in a competitive real estate market.

ENVIRONMENTAL

CLIMATE CHANGE



Property management is one of the many industries that is greatly impacted by the worldwide phenomenon of climate change. Property managers are realizing the significance of implementing resilient strategies and sustainable practices as the globe struggles with the effects of climate change.

The likelihood of frequent and severe weather events, like hurricanes, floods, and wildfires, endangering property structures and occupant safety is one of the challenges. In order to mitigate potential damages, property managers should invest in resilient building designs, create emergency plans, and make sure they have adequate insurance coverage. Disruption of the water supply is another issue. Water conservation measures may be necessary in some areas due to scarcity, which could affect outdoor amenities and landscaping. To address concerns about water scarcity, property managers can install water-saving irrigation systems, use drought-resistant plants, and implement sustainable landscaping techniques.

In summary, property management faces both opportunities and challenges as a result of climate change. In addition to helping the real estate sector become more resilient and sustainable, proactive measures like implementing sustainable practices, investing in resilience, and keeping up with environmental regulations can put property managers in a position to successfully navigate the challenges posed by a changing climate.



ENVIRONMENTAL

SUSTAINABILITY

An increasingly important component of ethical real estate practices in property management is sustainability. In addition to being good for the environment, adopting sustainable practices improves operational effectiveness, draws in eco-aware tenants, and lowers costs over the long run.

Energy-efficient technologies, like LED lighting, smart thermostats, and energy-efficient appliances, are investments that property managers should make. They can also carry out energy audits to pinpoint problem areas and put energy-saving strategies into action. This alternative can cut utility costs, less carbon footprint, and more appeal to renters who care about the environment.

For overall property optimization, lighting control, and energy management, property managers should also make use of smart building systems.

To track resource usage, they can put in place smart metering and monitoring systems. Real-time monitoring, improved operational efficiency, and possible cost savings could result from this.

Property managers must continually commit to sustainability, which calls for strategic planning, financial support, and teamwork. In an increasingly eco-aware market, property managers who implement sustainable practices not only help preserve the environment, but also establish their properties as desirable, progressive, and socially conscious.

LEGAL



HEALTH AND SAFETY REGULATIONS

When it comes to preserving the health and safety of tenants in both residential and commercial buildings, property managers are essential. In addition to being required by law, following health and safety guidelines is crucial for creating a safe and comfortable living or working environment.

It is imperative for property managers to guarantee that all fire safety equipment is in operational condition, carry out regular inspections, and furnish tenants with information regarding fire evacuation protocols. It should be possible to install and maintain fire detection and suppression systems. To guarantee that fire exits are accessible, the path leading to the stairs must also be properly marked. They can also inform tenants about fire safety and hold frequent fire drills.

For property managers to provide a safe and livable environment for their tenants, compliance with health and safety regulations is essential. A successful property management strategy for health and safety must include proactive maintenance, frequent inspections, and open communication with tenants.

LEGAL

IN-HOUSE LAWS



Property management establishes in-house laws, also known as rules or policies, which are essential for upholding order, guaranteeing the welfare of tenants, and safeguarding the property. Usually, property management creates and implements these "in-house laws" to set expectations for all tenants and residents living on or using the property.

First and foremost, the property manager needs to set guidelines for acceptable noise levels, quiet times, and prohibitions on activities that might annoy nearby residents. Tenants who consistently break noise rules may face disciplinary action from property management, which responds to complaints about noise quickly. To specify what is expected of tenants and property management in terms of upkeep, repairs, and cleanliness, a property manager is required. Define the reporting protocols for maintenance-related problems. This is due to property management's ability to guarantee that renters carry out their maintenance obligations and to react quickly to any maintenance issues that tenants may report.

Ensuring tenant compliance, upholding the integrity of the property, and preserving a pleasant living environment all depend on the establishment and consistent enforcement of in-house rules. Tenants should be made aware of these guidelines by property management, and any infractions should be handled swiftly and equitably. It might also be essential to send out reminders and updates on a regular basis to keep tenants informed and involved in upholding a well-run community.

RECOMMENDATIONS

To stay strong in the workplace, Keepers Property Management should offer benefits to its staff. They will be able to offer their clients the best services as a result. Providing rewards such as bonuses, health insurance, and other perks will increase their output and drive. Motivated and enthusiastic workers will put in their best effort. In order to sustain employee performance and motivate them to finish all tasks to the best of their abilities, the company must offer the best benefits to its employees. Rather than unmotivated workers who will endanger the company's success, motivated workers will work in a way that maximizes their value to the organization (Sabir, 2017).

Making a plan for which tasks should be prioritized first is what I advise doing next. It will help you save time when working. Workers are able to designate a deadline for finishing a task and cross out activities that are urgent but not crucial. Poor planning will lead to a sluggish workflow, time wastage, and a decline in production and efficiency. Superior quality service, however, will enhance the company's reputation in addition to fostering long-term relationships (Aluko et al., 2021).

Lastly, implementing a paperless workplace is an additional strategy to teach staff members the value of safeguarding company property. This approach is a great way to maintain high standards of customer service while cutting expenses and increasing efficiency. In addition, a lot of companies are switching from filing cabinets to this more environmentally friendly, quicker, and easier-to-access solution.

CONCLUSION

In summary, this internship was fantastic and provided a wealth of real-world work experience. I can say that having worked at Keepers Property Management has given me a lot of valuable life lessons and interpersonal skills. Additionally, this report helps me think through the problem and discipline and patience in an indirect way.

The business must then evaluate its current strengths and make the most of them in order to benefit the organization. However, in order to prevent further problems within the company and to prevent it from moving closer to iNonetheless, the suggestion might benefit the business by offering incentives and perks to staff members to increase motivation and productivity. The business will be able to expand in the future by doing this. Developing a plan will also make your company more structured and capable of handling challenges. In order to save costs and safeguard the company's assets, they should also take advantage of the chance to transition to paperless transactions. Lastly, by participating in all activities or assignments, I will be able to develop my abilities and offer the business as many ideas as I can. Then, I could develop my critical thinking abilities, boost my self-esteem, and enhance my communication abilities. I will be able to utilize all of the knowledge and skills I gained during my industrial training.

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APPENDICES



ECO Bloom's Annual Grand Meeting (AGM)

- Becomes minutes taker for ECO Bloom AGM and prepared meeting minutes draft after the program had settled on Monday (21/08/2023).



The Clovers Annual Grand Meeting (AGM)

- Becomes minutes taker for The Clovers AGM and prepared meeting minutes draft after the program had settled on Monday (28/08/2023).



Keepers Admin's Meeting

- To appoint person in charge for each task.
- Selected to become overall leader for One Foresta Project.

APPENDICES



Keepers Sport Day (Badminton)



Assist service provider on speedbump



Resident's unit clogged piped - assist service provider unclog

APPENDICES



Assist in handover inspection for The Uban Residence.



Assist document handover for The Uban Residence.



Assist maintenance man throughout the whole process of changing lift stickers.

APPENDICES



Farewell celebration for staff.



Assist maintenance team on light changing process for reporting.



Assist maintenance team on putting up bird fence at car-park lot as report.

APPENDICES



Put up notice for closing car-wash bay due to water disruption.



Appointed as floor manager for Idaman Iris's projects for Annual Grand Meeting.



One Foresta Project - Team Selfie to update finish working.

APPENDICES



Team Building - appointed as AJK.



Put up a “Gann-Chart” notice due to water disruption.



Put up Chinese New Year decoration at Management Office.

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