

**CENTRE OF STUDIES FOR BUILDING SURVEYING
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**POTENTIAL STUDY OF THE RELATIONSHIP BETWEEN
MAINTENANCE MANUAL AND POST OCCUPANCY EVALUATION IN
RESIDENTIAL BUILDING**


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DECLARATION

I.....*Nur Syuhaida*....., confirm that this work submitted for assessment is my own and is expressed in my own words. Any users made within it of the works of others authors in any forms (e.g. ideas, equations, figures, text, tables, graphs) are properly acknowledge at the point of their used. A full list of the references employed has been included.

Signed:.....
Date:*22/2/2015*.....

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ABSTRACT

Nowadays, modern society has introduced to a new era of developed construction industry. Although the technology is more advance, but the facts that the building needs to fulfil users requirement and comfort is still remain the same. In order to obtain a good building performance, maintenance programmed that are regularly done by the management team should be based to the guideline in maintenance manual. Residential building in Malaysia has a lack of use of guidelines in maintenance manual when manage the building. While Post Occupancy Evaluation (POE) as an evaluation to get the view of the users is almost unheard and not practice widely in Malaysia. Post Occupancy Evaluation (POE) has brought a new dimension in evaluating building performance by auditing user feedbacks. Post-occupancy evaluation (POE) of buildings is vitally needed to ensure that building performance of government and public buildings and facilities is sustained. POE of buildings is of utmost importance in building performance evaluation, as it consist the technique that is used to evaluate whether a building meets the users requirements. By using occupants as a benchmark in evaluation, the potential for improving the performance of a building is enormous. However, there are inconsistencies in the actual performance criteria and parameters for building performance evaluation. Building experts adopt different performance evaluation criteria and parameters for different POE projects, limiting the POE findings to a single circumstance and denying the prospect for comparison with other buildings. POE also disregards the views of users on what performance criteria and parameters that needs to be considered in building performance evaluation. The findings of this research can greatly benefit the construction industry particularly the architects, building developers, facilities managers and building owner as for the first time there is a clear guideline on what performance criteria and parameters that require consideration and emphasis when designing, constructing, and managing buildings.

CHAPTER 1

INTRODUCTION

1.1 Study Background

Today modern society has introduced to a new era of developed construction industry. Although the technology is rapidly advancing, businesses are becoming more competitive, and people are becoming more intelligent day by day, but the facts that the building needs to fulfill user's requirement and comfort is still remain the same. In order to obtain a good building performance, maintenance programmed that are regularly done by the management team should be based to the guideline in maintenance manual. Residential building in Malaysia has a lack of use of guidelines in maintenance manual when manage the building. While Post Occupancy Evaluation (POE) as an evaluation to get the view of the users is almost unheard and not practice widely in Malaysia.

Maintenance manual and POE is needed to ensure that residential building performance is maintained properly. POE method is important to evaluate the building performance as it has the parameter that used to measure whether the building design and facilities meet the users requirement or not. This research will discuss about the current practice of maintenance manual and POE in Malaysia and the importance to implement both of this approach to our constructions industry.

A completed building should effective functionally to achieve occupant's satisfactions. Building facilities and services must be meeting the user requirement. When a building being occupied, regular maintenance programmed is conducted to sustain the function of the buildings. There are three areas of maintenance namely planned, preventive, and emergency. This maintenance programmed will be more effective if it follows the guidelines provides in maintenance manual. Maintenance manual is a manual or document that have about all the information about the building such as related drawing and specification, and the proper maintenance