

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

**CHALLENGES IN MAINTENANCE MANAGEMENT  
FOR LOW COST FLAT**

**MOHD FARITH BIN MOHD NAZARI  
(2011515487)**

**Academic Project submitted in partial fulfillment of the requirements  
for the degree of  
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**“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 : Mohd Farith bin Mohd Nazari**

**Signature**



**UITM No. : 2011515487**

**Date : Dec 2013**

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**Student's Name** : Mohd Farith bin Mohd Nazari

**UITM No.** : 2011515487

**Title** : Challenges in Maintenance Management for Low Cost Flat

**Supervisor's Name** : Pn. Elma Dewiyana bt Ismail

**Signature** :

**Date** : Dec 2013

## DECLARATION

I declare that the works in this dissertation was carried out in accordance with the regulations of University Technology Mara. It is original and is the results of my own work research, unless otherwise indicated and acknowledged as referenced works. This dissertation has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my dissertation be found to violate the conditioned mentioned above, I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations of University Technology Mara.

Name of Candidate : Mohd Farith bin Mohd Nazari

Candidate's ID no. : 2011515487

Programme Code : AP 229

Faculty : Faculty of Architecture, Planning and Surveying

Signature of Candidate:  .....

Date : 3 FEB 2014. ....

## ABSTRACT

This research is based on the study of the challenges of the maintenance management for low cost flat. In focused on the challenges of maintenance management for low cost flat this study due to the problem statement stated in the earlier research that are lack of financial resource and problem with building residence. The objective of the study is to identify what the problems that the maintenance management department is facing, to identify the problem that facing by a resident about maintenance and to recommend on how to overcome the problem about the maintenance management. The study conducted according to the designed methodology. In order to get the findings, a questionnaire had been designed. Besides that, an interview session with management and building resident to give additional information to the related case study. Some literature review had been done by referring to the previous study such as books, journals and website that related to the topic. Desk study on the building of the case study had been conducted. It includes the history and average capacity of the occupant in the building. The respondents for questionnaire are the management and the residence of the building. Based on the findings from the case study visit, questionnaire survey and interview, a conclusion and a recommendation had been done on the last chapter.