



DEPARTMENT OF BUILDING
UNIVERSITI TEKNOLOGI MARA
(PERAK)

**DEFECT MANAGEMENT PROCEDURE OF TERRACE
HOUSE IN BANDAR SRI SENDAYAN**

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By

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Entitled

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IN BANDAR SRI SENDAYAN**

Be accepted in partial fulfilment of requirement has for obtaining Diploma in Building

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JANUARY 2022

STUDENT'S DECLARATION

I hereby declare that this report is my own work, except for extract and summaries for which the original references stated herein, prepared during a practical training session that I underwent at Matrix Concepts Holding Berhad for duration of 20 weeks starting from 23 August 2021 and ended on 07 January 2022. It is submitted as one of the prerequisite requirements of BGN310 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building.

.....

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Date : 01 January 2022

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Last but not least, my special thanks to my beloved parents for their sacrifices over the years.

Thank you so much.

ABSTRACT

Defect Management Procedure is carried by the maintenance contractors during the handover stages of construction due complained by the building owner. However, currently, there is limited study conducted on the proper DMP carried out at residential building. It might cause the maintenance contractors to overlook and unconsidered this works seriously. Therefore, the objective of this study is to determine the Defect Management Procedure to be carried out based on the defect identification as well as to discover the standard forms that been used using this DMP taken. There are three methods of study used such as observe, interview, document reviews and browsing internet While, standard form also identified to fulfill by the Building owner along this process. As a conclusion, it is hope that the proper DMP carried out from this study will able to facilitate the maintenance contractors to execute the proper maintenance works at further.

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CHAPTER 1

INTRODUCTION OF DEFECT MANAGEMENT PROCEDURE

1.1 Background Study

Defect Management Procedure (DMP) is a standard step to examine the identification of defects in the building. It also a routine for periodical inspections with the goal of noticing small problems and fixing them before major ones develop. DMP is also used to mean project management. Regularly performed on a piece of equipment to lessen the likelihood of it failing. Usually, this DMP are execute during DLP period. (Reena,2020)

This procedure will going in periods of time, starting from the date of practical completion, during which the contractor has an express contractual right to return to the site to rectify defects. Typically, during the DMP the contractor has the right to return to the site to rectify defects or complete unfinished work. Other than that, the principal is entitled to continue holding security, to secure the contractor's obligations in respect of incomplete or defective work and the superintendent continues to remain involved in the project. (Morgan, 2018)

In addition, not all defects will be reasonably capable of detection at the of practical completion. Besides that, most principals would expect that as they become aware of defects, the administrator who is decided it is a defect or not with any instructions to the contractor to make them good within a reasonable time. a schedule of defects and listing all defects that has been notice and must make sure the contractor must in and do the defect. (Morgan, 2018)

1.1 Objectives

- i) To determine the Defect Management Procedure to be carried out based on defect identification.
- i) To determine the standard forms involved during Defect Management Procedure carried out.

1.2 Scope of Study

This study is carried out at Bandar Sri Sendayan which is located in Seremban, Negeri Sembilan. Bandar Sri Sendayan is an ongoing project of Matrix Concepts Holding Berhad. This study consists of how to manage defects that happens to the owner's terrace house and do the rectification works within the time that has been given.

The aim of the study is to fully understand the management of defect procedure rectification done at Matrix Concepts Holding Berhad including the process of defect rectification, vacant possession, site inspection, and others. However, this process of DMP will be explained in detail in the chapter 3 in this study together with a standard form that used in knowing the defects that is happening in this residential area.

Person in charge who is deal with the contractors to do the defects rectification at all projects that have been unfinished such as a residential building in Bandar Sri Sendayan. They also must monitor the contractors because to make sure they do all the works by following the schedule that has been given to them.

1.3 Method of Study

This part looks at the various study method in doing DMP at the terrace house at Bandar Sri Sendayan. The method of study used is acknowledged and discussed.

Firstly, is the observation method. It involved the defect management procedure in a residential house especially is the terrace house which is significant with the title of this report. The terrace house that was observed was at Bandar Sri Sendayan. This project was handled by Matrix Concepts Holding Berhad with under construction by Matrix Excelcon Sdn. Bhd. It was observed for five months because it is the period of the intern session. All the observations were written every day by taking notes of all the information that was observed.

Other than that, interview session is the method that was also used in this study. An interview session conducted in informal ways. There are several people involved in this interview session. Among them are the assistant manager, the person in charge, and several contractors from Costumer Services Department and Matrix Excelcon Sdn. Bhd. The interviews were completed by asking some questions to them when the defect has been complaint by the owner or several problems that found and not understand by the practical trainee especially about technical in that house. It was depending on the work that carried out especially the defect that happen to the terrace house at Bandar Sri Sendayan. All the questions that have been asking and interviews will write in a short note as personal data of information that was already obtained for this report.

Subsequently, the method that uses this report was document reviews. The documents were the Sales and Purchase Agreement which was an agreement between the developer and client in buying a house especially a terrace house by Matrix Concepts Holding Berhad. So, the report does not have any problem too because all method that has been explained was used in doing this report.

CHAPTER 2.0

COMPANY BACKGROUND



Figure 2.1.1 Matrix Concepts Holding Berhad Logo

2.1 Introduction of Company

Matrix Concepts Holdings Berhad (“Matrix”) was listed on the Main Market of Bursa Malaysia Security Berhad on 28th May 2013, In the following year, Matrix joined The Edge Billion Ringgit Club. The principal business activities comprise four pillars of strength: Property Development, Construction, Education and Hospitality. The Group, helmed by talented and experienced human capital and powered by a dynamic management team, has strategically emerged as one of the top leading developers in Malaysia. (Matrix Concepts Holding Berhad, 2021)

Property Development being the main core of business, provide benchmark products and services at competitive prices. Driven by its vision of “Nurturing Environment and Enriching Lives, Matrix is set for quantum leap in the years to come by ensuring sustainable developments in all its projects. (Matrix Concepts Holding Berhad, 2021)

2.2 Company Profile

Matrix Concepts Holdings Berhad was founded in 1996 and became a public limited company in 2004. Investment holding, development of property and construction are the main activities.

To date, the Group has successfully built and sold 36,000 residential and commercial properties with a Gross Development Value (GDV) of RM2.4 billion. The Group is currently embarking on two (2) flagship projects, which will fuel the Group's growth over the next 8 years with a cumulative GDV of approximately RM4 billion. The Company's marketing strategy, the timely delivery of end-products, strong customer support and a team of dedicated and responsible workers are among the strengths of the Group. The Group was accredited to ISO 9001 by BM TRADA OF UK in August 2005 and listed on the main board of Bursa Malaysia Securities Berhad on 28 May 2013. Matrix Concepts Holdings Berhad ("Matrix") was listed on the Main Market of Bursa Malaysia Security Berhad on 28th May 2013, in the following year, Matrix joined The Edge Billion Ringgit Club.

Our flagship project in Negeri Sembilan provides a self-contained township, integrated residential, commercial developments and green business parks. Matrix has also spread its reach to other high growth areas in Malaysia namely Johor, Klang Valley as well as overseas in Australia. The Group presently has planned projects with a total gross development value (GDV) of RM9.73 billion awaiting development until year 2022.

2.2.1 Company Vision & Mission

The following section discusses on vision and mission of the company. There are:

Vision

The creation of a benchmark – Nurturing Environments and Enriching Lives by being a caring and community developer. Providing premier and quality education for our future generation and to diversify into sustainable property investment.

Mission

- Strive to consistently exceed our customers' expectations through delivering par excellence products and professional services for total customer satisfaction.
- Continuously develop our highly-valued human capital based on meritocracy to ensure continuous growth for both the business and stakeholders.
- Creation and enhancing shareholders' value and fulfilment of our Corporate Social Responsibility.

2.2.2 Company scope of work

Matrix Concepts Holding Berhad is a company that involve in the residential and commercial development. The projects that Matrix Concepts Holding Berhad had been involved in were a comprehensive array of high quality and innovative properties which are strong financial investment opportunities, and these can be viewed from our list of projects. These projects range from affordable properties to luxurious developments. And the list continuous with involvement of upcoming developments. (Matrix Concepts Holding Berhad, 2019)

2.3: Organization Chart

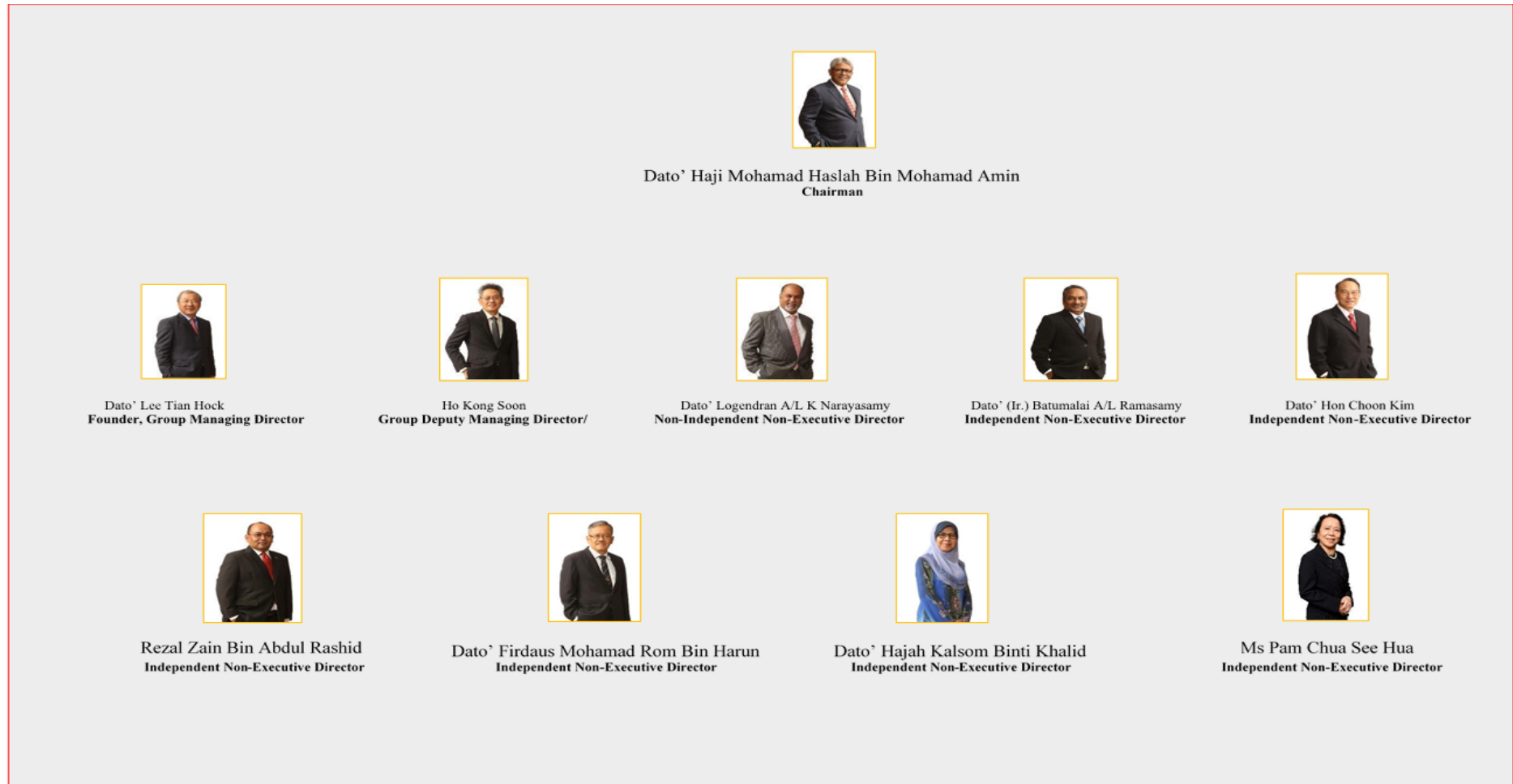


Figure 2.1.2: Board of Directors Matrix Concepts Holding Berhad

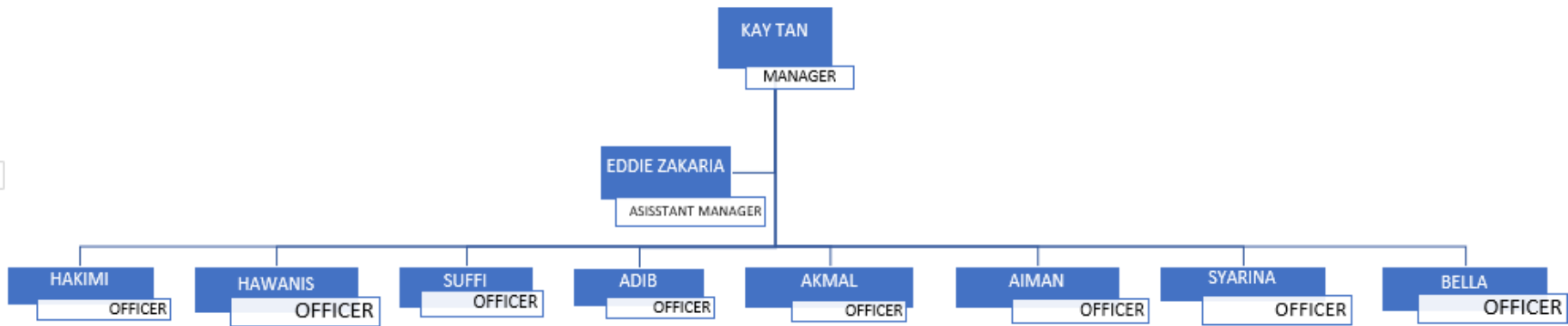


Figure 2.1.3: Customer Service Department

2.4 List of Projects

MCHB CS PROJECT LISTING

WithIn DLP



13.09.2021

No	Project	Type of house	Unit	DLP Started	DLP Ended	Excluded	DLP Ended
1	Hijayu Aman P2- Melia II (No. 252- 350)	Double Storey Terrace	109	25.09.2021	25.09.2023		
2	Tiara Sendayan Pct 5- Estana (No.2205- 2447)	Double Storey Terrace	245	18.09.2021	18.09.2023		
3	Resort Homes SL- Crisantha Type B (No788-818)	Double Storey Superlink	31	11.08.2021	11.08.2023		
4	Hijayu Aman P1- Melia I (No. 1-251)	Double Storey Terrace	251	21.08.2021	21.08.2023		
5	Tiara Sendayan Pct 3- Davina (No. 91-518)	Double Storey Terrace	428	12.08.2021	12.08.2023		
6	Ara Sendayan 2A P2- Damaris (No. 565-580/ 585-611/643-655/708-738/ 795-820)	Double Storey Terrace	112	30.04.2021	30.04.2023		
7	Resort Homes SL- Crisantha (No. 759-787/819-943)	Double Storey Superlink	144	17.04.2021	17.04.2023		
8	Tiara Biz (No. 1-50)	Shop Lot	50	09.03.2021	09.03.2022		
9	Tiara Sendayan Pct 4- Casadia (No. 2448- 2810)	Double Storey Terrace	363	27.02.2021	27.02.2023		
10	Ara Sendayan 3A- Cadena II (No. 2-155)	Semi-D/Double Storey Terrace	154	27.01.2021	27.01.2023		
11	Pusat Komersial Lobak 2 (PKL2) (No. 13-26)	Shop Lot	14	08.12.2020	08.12.2021		
12	Ara Sendayan 2A P1- Damaris (No. 619-642/ 656-707/739-794)	Double Storey Terrace	132	07.11.2020	07.11.2022		
13	Residensi SIGC P1B (No. 78-99/128-149/ 184-217)	Double Storey Terrace	78	19.09.2020	19.09.2022		
14	Tiara Sendayan Pct 2 Beliza (No. 519-859/873-951/1002-1085)	Double Storey Terrace	504	12.09.2020	12.09.2022		
15	Tiara Sendayan Pct 1 Astania SS (No. 1235-1415) Astana DS (No. 860-872/ 952-1001/1086-1426)	Single Storey Terrace Double Storey Terrace	404 192- 57 212 01	04.07.2020	04.07.2022	58	31/08/2022
16	Ara Sendayan 3B (No 156-323)	Double Storey Terrace	168	24.06.2020	24.06.2022	68	31/08/2022
17	Resort Homes SL2 & SL3 - LUNARIA III (No 408-466/496-549/581-624/654-683/711-740/ 754-768)	Double Storey Superlink	232	13.06.2020	13.06.2022	79	31/08/2022
18	Ara Sendayan 4- Barinda (No 324-516)	Double Storey Terrace	193	16.02.2020	16.02.2022	166	01/08/2022
19	Resort Home SD2A/2B - Ailysum (No. 271-344)	Double Storey Semi D	62	14.12.2019	14.12.2021	166	29/05/2022
20	Ara Sendayan 1B- Adira 2 (No. 850-911/ No.1142-1284)	Double Storey Terrace	195	19.10.2019	19.10.2021	166	03/04/2022
21	Ara Sendayan 1A- Adira (No. 821- 859/ No.912- 1141)	Double Storey Terrace	269	13.06.2019	13.06.2021	166	26/11/2021
22	Resort Homes SL1- Lunaria (No 467 - 495/ No 550 - 580/ No 625- 653/ No 684- 710/ No 741- 753)	Double Storey Superlink	129	27.04.2019	27.04.2021	166	10/10/2021

2.4.1: DLP Projects Listing

Over DLP							
Suriaman Series							
No	Project	Type of house	Unit	DLP Started	DLP Ended	Excluded	DLP
1	Suriaman 2- Veonna (No.624- No.876)	Double Storey Terrace	253	30.03.2019	30.03.2021	166	12/09/2021
2	Suriaman 2A- Dellora/ Dellonix (No.125- No.391)	Double Storey Terrace	267	06.11.2018	06.11.2020	166	21/04/2021
3	Suriaman 1- Adelia (No.1-No.124)	Double Storey Terrace	124	05.08.2018	05.08.2020	140	18/01/2021
4	Suriaman 2B- Mellonia (No.392- No.623)	Double Storey Terrace	232	21.07.2018	21.07.2020	125	03/01/2021
5	Suriaman 3 (No.877- No.1261)	Double Storey Terrace	385	06.11.2017	06.11.2019		
Hijayu Series							
No	Project	Type of House	Unit	DLP Started	DLP Ended	Excluded	DLP
1	residensi SIGC	Bungalow/ Semi D/ DST	125	09.09.2018	09.09.2020	166	22/02/2021
2	Hijayu 2 P2/ Fellona (No.1434- No.1549)	Double Storey Terrace	116	05.08.2018	05.08.2020	140	18/01/2021
3	Hijayu 3 P1/ Fellona (No.1550- No.1827)	Double Storey Terrace	278	10.03.2018	09.03.2020		
4	Hijayu 3B Elvina	Double Storey Terrace	333	06.03.2017	05.03.2019		
5	Hijayu 2 /Resort Home	Double Storey Semi-D	64	15.03.2017	14.03.2019		
6	Hijayu 3A/ Dextora (Stage 2) (No.719- No.899)	Double Storey Terrace	181	25.08.2016	25.08.2018		
7	Hijayu 3A /Dextora (Stage1)	Double storey Terrace	384	06.05.2016	05.05.2018		
8	Hijayu 1-A-1 Ba'Isia (1&2)	Double Storey Terrace	367	10.12.2015	09.12.2017		
9	Hijayu 1-A-2/ Castora 1&2 (No.338- No.635)	Double Storey Terrace	299	22.06.2015	21.06.2017		
10	Hijayu 1B (No.667-No.894)	Single Storey Terrace Double Storey Terrace	229	08.09.2014	07.09.2016		
11	Hijayu 3D /Alwinix - Stage1 (No.1282 - No.1433)	Double Storey Terrace	152	10.11.2014	09.11.2016		
12	Hijayu 3D/Alwinix -Stage2 (No.900 - No.1108)	Double Storey Terrace	209	09.01.2015	08.01.2017		
13	Hijayu 3D/Akonix (No.1109 - No.1281)	Double Storey Terrace	173	23.03.2015	22.03.2017		
Shoplots							
No	Project	Type of Shop Office	Unit	DLP Started	DLP Ended	Excluded	DLP
1	Sendayan Merchant Square P2 (No. 238 - 276)	2/ 2.5 Storey Shop Offices	38	16.03.2019	16.03.2021	166	29/08/2021
2	Suriaman Biz (No 1262- 1299)	2/2.5 Storey Shop Offices	38	02.11.2019	02.11.2020	166	17/04/2021
3	Sendayan Metropark 2B (No. 90- 114/ No. 176- 221)	2/2.5 Storey Shop Offices	71	27.04.2019	27.04.2020	45	15/10/2020
4	Sendayan Merchant Square P1 (No. 150- 237/ No. 277- 314)	2/ 2.5 Storey Shop Offices	126	31.03.2018	30.03.2020	13	13/09/2020
5	Sendayan Metropark 2A	Shop Lot	50	30.09.2016	30.09.2017		

2.4.2 Over DLP Projects Listing

Location Plan

This is the location of Matrix Concepts Holding Berhad headquarters. The detail of the plan is shown in figure 2.1.4 below:

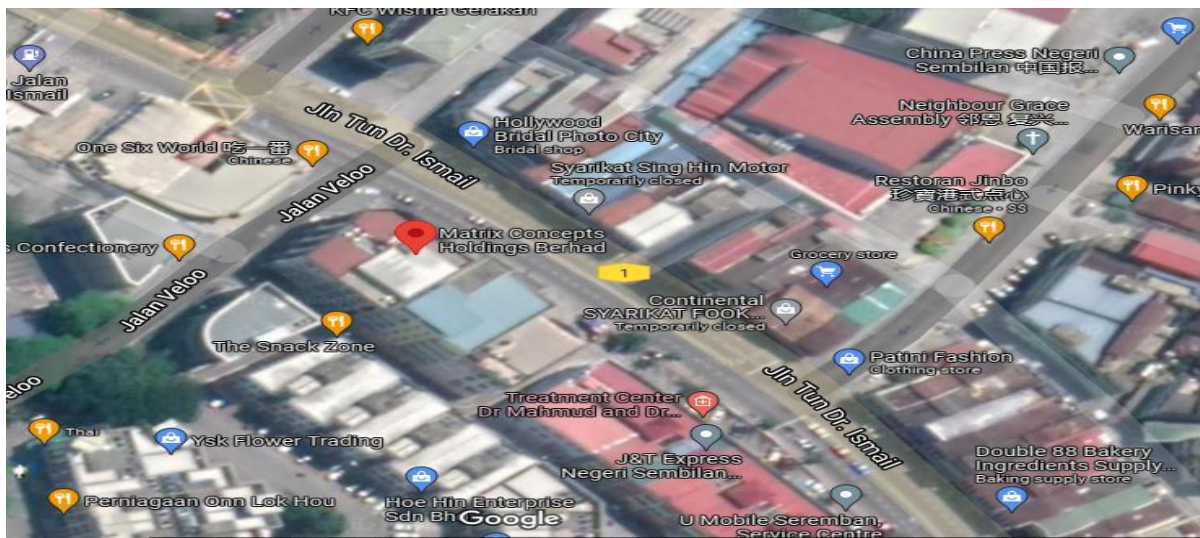


Figure 2.1.6: Company location

CHAPTER 3.0

PLAN PREVENTIVE MAINTENANCE PROCEDURE OF TERRACE HOUSE IN BANDAR BARU SETIA AWAN PERDANA

3.1 Introduction to Case Study

This case study is about house development project, name as Bandar Sri Sendayan (BSS) in Seremban, Negeri Sembilan. This housing development is built on freehold land where it can be defined as any estate which is “free from hold” of any entity besides the owner. Hence, the owner of such an estate enjoys free ownership for perpetuity and can use the land for any purposes however in accordance with the local regulations. Therefore, this case study focuses on the project at Bandar Sri Sendayan which is a double storey terrace house. Sustaining itself, Bandar Sri Sendayan, is a first-class township located within the Greater Klang Valley Conurbation in Seremban on 6,272 acres of freehold land. Bandar Sri Sendayan is created and designed with one thing in mind; comfortable living & business friendly.

This type of housing is worth with the beginning of the sale price is five hundred thousand Malaysia Ringgit (RM 500, 000. 00) per unit and shall be payable in the manner hereinafter provided. However, this is only the starting price of the double storey house where this type of house has several types of design. All these designs have different price values and it is according to the buyers that buy the unit no matter which one of the designs.

Other than that, completion dates also vary according to the phases of house that available in the area of case study. There are several phases of housing that have been completed namely precinct 1, precinct 2, precinct 3, precinct 4 and precinct 5 have double storey terrace house. Other than that, have 4 another precinct which is precinct 6,7,8 and 9 still on going for construction. The intended warranty is the warranty structure which starts when Certification of Completion and Compliance (CCC) issued by the company. This warranty is a measure to ensure that problems or defects that occur can be identified and prevented.

In addition, the location of the plan for BSS is very strategic. Therefore, the developer chooses this area as a housing development location where it fits in with the surrounding area which is seen to be developing in the long run term. The location of this development is at Seremban sitting within the Malaysia Vision Valley Growth Area. A retail hub is strategically located in the heart of the township. Everything is within easy reach, from dining to shopping, from entertainment to basic necessities. Next, conveniently accessible via North – South Expressway, Senawang – KLIA Expressway. Other than that, major landmarks in the vicinity are KLIA, KLIA2, Sepang International Circuit, Seremban east, Putrajaya and Port Dickson.

Furthermore, activities that are carried out which are usually on the site is the construction of housing development which is focused on the construction of double storey terrace house. Since most double storey terrace houses have been completed, the work that is focused on this case study is which is maintenance work. The maintenance work is being done because of some unavoidable factors which occur in the double storey terrace house that has been completed. Apart from maintenance work, there are several other works that are managed by the company which are key handover matters or called vacant possession and defect identification.

3.1.1 Defect Management Procedure and standard forms involved.

Defect Management Procedure is a procedure that will be carried out based on the defect identification. This procedure is taken as a measure to prevent the occurrence of defects in the case area. This is also very important in maintenance can be done regularly without any problems that will occur.

Some common steps taken before a defect is identified. These steps begin by received Defect Notification Form (DNF) from unit owner. After that, the inspection will be doing with the owner to take all the problems that had happened to their house. From that, the verified DNF to be updated into E-CRM system and contractor to proceed with defect rectification.. When the defect and rectification work has completed by the contractor, simply checking and review will be doing to ensure that all problems that have been reported are completed without any problems and unsatisfactory.

When all the work is satisfactory and does not need to be do it again, the next procedure is to close the case in the system. Notice of Closure letter will be sent to the owner and need to call the owner to inform that their house already rectified. At the same time, return back the key that was given by the owner previously. If any new problems happen to their house, owner have to make another appointment for inspection, and the procedure is the same as the first complaint.

Therefore, there are several forms involved in this Defect Management Procedure, which is Defect Notification Form, so that all defects identified can be saved in the system or file and for reference in the future. The forms involved are very important because it is as proof that the problems that have occurred have been reported and taken by the company. Accordingly, the owner or contractor should not arbitrarily say that the defect or complaint reported is not made or is made at an unsatisfactory rate.

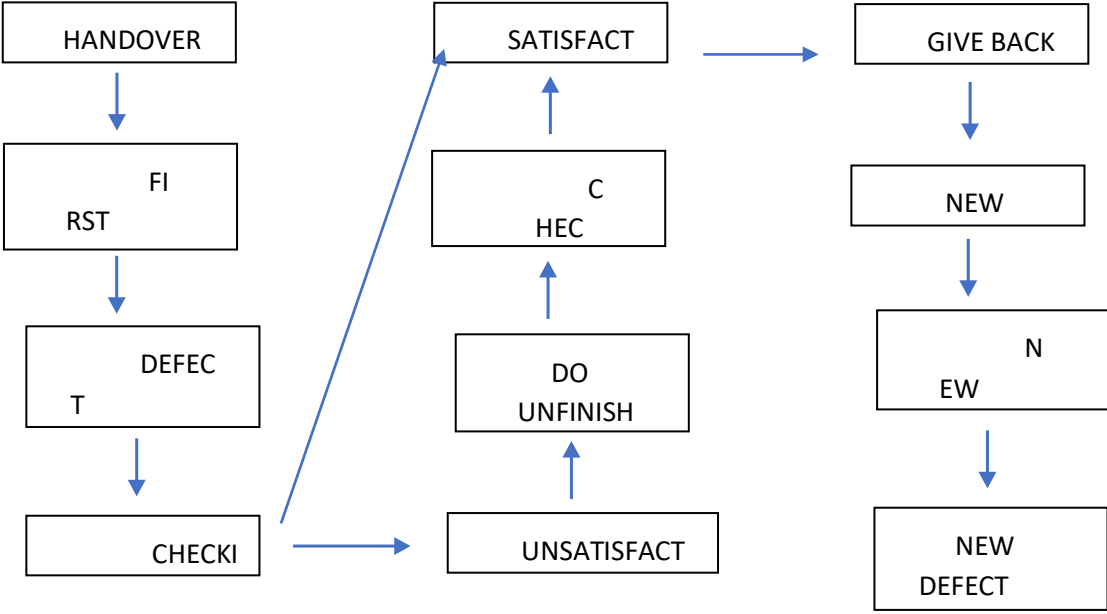


Figure 2.1.12 Defect Management Procedure

CHAPTER 4.0

CONCLUSION

In a nutshell, this report can be concluding that DMP is a standard step to examine the identification of defects in the building which is focusing at Bandar Sri Sendayan (BSS). For example, the procedures are beginning with the receive Defect Notification Form from owner and ending with give back the key to the owner as a symbol of defect rectification that has been complaint rectify by the contractor.

Therefore, this procedure is taken as a measure to prevent the occurrence of defects in the case area happen again. Other than that, this study suggests that is procedure is very effective in reducing problems or defects that occurs to the minimum level that can be achieved in the future.

Last but not least, the objective for the case study have been successfully achieved for Defect Management Procedure (DMP) and the standard forms that are involved during DMP. This procedure plan was not new in the maintenance work as it is the common plan that usually occurred for new buildings. So, all the maintenance worker or contractor that involved responsible in prevent it from happening again in the future and give the best quality house to owner similar with price of house.

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