



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**THE CHALLENGES IN MAINTENANCE MANAGEMENT OF THE  
HERITAGE BUILDINGS IN BANDAR HILIR, MELAKA**

**Academic Project Submitted in Partial Fulfilment of the Requirements  
for the award of the Degree  
Bachelor of Estate Management (Hons)**

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## ABSTRACT

Heritage building becomes significant to the country's valuable assets. The value of heritage is irreplaceable since it was part of history that can be inherited to the next generations. The aim of this study is to explore regarding the challenges in maintenance management of the heritage buildings in Bandar Hilir, Melaka. Therefore, the objective of this research is to identify the challenges and the strategy to improve the maintenance management of the heritage building. Maintenance is crucial part to prolong the building lifespan. However, heritage buildings are always have experienced the neglect of maintenance practice. Managing the heritage building always leads to the issue and problem due to many factors which are under control that was led by various challenges. Thus, to achieve the objective of this study, several heritage buildings in Bandar Hilir, Melaka were selected according to the status of the building itself focusses on the administrative building. The researcher adopted the qualitative approach involved the structured interviews with the building occupants or building custodians of a heritage building. The data analysis for this study is using "NVivo" software to analyse the qualitative data. This research study revealed the financial aspect as the main challenges in the maintenance management of heritage building. Meanwhile, the conservation process, maintenance plan, routine inspection and the expertise officer as the strategy in managing the heritage building. In conclusion, those challenges are need to be addressed in order to identify the strategic planning significant to enhance the performance of the heritage building.

**Keywords:** Heritage Building, Challenges, Strategies, Maintenance Management, Bandar Hilir, Melaka

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## CHAPTER 1

### RESEARCH BACKGROUND

#### 1.1 Introduction

Malaysia has a variety of heritage buildings in various state capitals that provide revenue and prestige towards the owners and the nation (Tan et al., 2016). The element of heritage includes those historic buildings, structures, objects, and historical areas, aesthetically and architecturally valuable (Al-Sakkaf et al., 2020). The significant value of heritage is irreplaceable in sources of life because it shows the natural and cultural identity and being an integral part of modern life that were created in the past. If a building withstands for 100 years, it can be considered as historical (Aerial et al., 2018). As such, heritage buildings represent the property structure of historic buildings which require the preservation of the building in terms of historical, architectural, cultural, aesthetic or ecological value (Proptiger, 2016). However, there are many challenges faced when it comes in dealing with the heritage buildings maintenance makes it difficult to practised. In spite of the fact that the government has set up guidelines regarding the conservation of heritage buildings, how is it possible that the maintenance of heritage buildings seems to be left neglected?

Research by Paiman (2002), as cited in Zolkafli et al. (2019) pointed out that the maintenance work for heritage buildings is often neglected, leading to the decaying of the structures and resulting in an unsafe building condition for the users and occupants. The best strategies particularly in the aspect of maintenance needs to be considered in order to avoid the heritage building continuing to deteriorate thus safeguarding the performance of the building. Due to the continued deterioration of the buildings, heritage buildings will not function as intended without a systematic