



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT
COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA PERAK**

**THE ISSUES AND CHALLENGES OF STRATA RESIDENTIAL TOWARDS
PROPERTY MANAGEMENT**

**Academic Project Submitted in Partial Fulfillment of the Requirements
For the award of the Degree
Bachelor of Estate Management**

**TUAN HIDAYATUL SURAYA BINTI TUAN MAT
2021483108
SEMESTER MARCH 2023 – AUGUST 2023**

ABSTRACT

This study discusses the background and problem statement related to the management of strata residential buildings in Malaysia. The study aims to identify issues in strata building management and propose solutions through data gathered from interviews with property management experts. The research's significance lies in enhancing the quality of living in strata buildings, benefiting the community, property management teams, owners, and renters. A literature review on managing strata residential buildings, exploring definitions, key issues, and the conceptual framework. Previous research suggests that issues like elevator breakdowns, parking, waste disposal, and security have been studied before. The research methodology, discussing research approaches, data collection methods (primary and secondary data), qualitative research, and the research strategy. It also provides context for the three case studies used in the research. In the methodology, qualitative method was used by interviewing three property management experts. The findings and discussions based on data analysis from interviews with property managers. The identified challenges include inter-floor leakage, maintenance fee collection, vandalism, and limited parking. Recommendations involve raising awareness among residents, being proactive, complying with regulations, and implementing a customer service system. In conclusion, it summarizes the issues faced by property managers and proposes solutions such as education, proactive management, customer service systems, attending courses, and understanding relevant regulations. Future research is suggested to explore abandoned properties and adopt systematic and technological property management approaches.

ACKNOWLEDGMENT

Thank God, through His grace, for giving me the inspiration, stamina, and time to complete this research. I'm not going to be able to finish my dissertation in the allotted time without His will.

First and foremost, I want to express my gratitude to Dr. Ashrof Zainuddin, my supervisor, who inspired and motivated me to complete this study. My appreciation also extends to all of my instructors for their assistance during my degree-related studies.

I want to express my deepest gratitude to my dear parents for being there for me ever since I was born. Sincere gratitude to my wonderful parents, siblings, friends, and anybody else who has helped me in any way during my studies. The constant encouragement and support offered have greatly fueled the success of finishing this academic project.

Last but not least, I would like to express my gratitude to all of the respondents for their excellent cooperation during the data collection and management phases of this study. The generosity, moral support, and courtesy that every one of you have shown me can only be repaid by Allah. From the bottom of my heart, I appreciate you.

TABLE OF CONTENT

CHAPTER	ITEM	PAGE
	Title page	i
	Student's Declaration	ii
	Supervisor's Declaration	iii
	Acknowledgement	iv
	Abstract	v
	Table of Content	vi
	List of Tables	vii
	List of Figures	viii
	List of Appendices	ix
CHAPTER 1	RESEARCH BACKGROUND	
	1.1 Introduction	1 – 2
	1.2 Problem Statement	2 – 3
	1.3 Research Objective	3
	1.4 Significance of Study	3 – 4
	1.5 Scope of Study	4
	1.6 Research Method	4 – 6
	1.7 Chapter Outline	7 – 9

CHAPTER 1

RESEARCH BACKGROUND

1.1. Introduction

A strata management is a management who ensures the building complex and public amenities are under the daily control of the strata scheme. For the plan to be successful, the owners' corporation must carefully build a management unit. A strata building will be much more convenient to live in when the building has been thoroughly taken care of. To achieve this kind of convenience, the property management of the strata building plays a big role.

There are many stratum buildings in Malaysia, and each one must be managed at the same level as the supply of the building. It is possible to live comfortably in a building with excellent property management and non-problematic occupants. Because of this, strata building management needs to be well-organized and in excellent standing with few problems. People are starting to understand in modern times that high-rise living may preserve property value and keep excellent returns on their investment.(Professor Tiun Ling Ta, n.d.)

According to Lian Choon (2022), the strata property's management period begins when the buyer first takes control of the property. As a result, the management organisation for the strata property may experience management challenges. The management committee, which is chosen from among the owners of strata properties, shall run the management body (Christudason, 2007). The Joint Management Body (JMB) and Management Corporation (MC) are the first two management entities in charge of strata property management. These strata schemes could establish the MC