



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**THE CHALLENGES OF HIGH-RISE RESIDENTIAL BUILDING
MAINTENANCE MANAGEMENT: OPINION FROM
MANAGEMENT TEAM IN IPOH, PERAK**

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

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ABSTRACT

High-rise residential buildings are increasingly prevalent in Malaysia due to urbanization and limited land availability. While these buildings offer modern facilities and conveniences, they also face significant maintenance challenges. This study aims to identify and examine the primary challenges of high-rise residential building maintenance, with a focus on Ipoh, Perak. Ipoh, Perak selected due to its high number of unsold residential properties, with condominiums and apartments making up 59.8% of the total overhang in Malaysia follows up with Kuala Lumpur and Selangor. Using a qualitative approach, this research fills the gap left by predominantly quantitative studies. Five stakeholders, including members of Joint Management Bodies (JMB), Management Corporations (MC), and Building Managers, were interviewed to gain comprehensive insights. The findings reveal recurring physical defects such as water leaks and elevator malfunctions, delays in repair works, and poor contractor performance as key challenges. Financial constraints, worsened by unsold units, further impede proper maintenance. The study emphasizes the need for enhanced collaboration between management teams, contractors, and residents. Recommendations include strategic financial planning, improved communication channels, and the implementation of structured maintenance systems to ensure better building conditions. By addressing these challenges, the study provides actionable insights for promoting sustainable management practices, increasing property values, and reducing the prevalence of unsold high-rise units in Ipoh.

Keywords: High-rise residential, maintenance challenges, Ipoh, management body, property management, unsold strata.

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CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

Living in high-rise or strata buildings is not a new idea in Malaysia. It started in the 1970s, with the "Rifle Range" apartments on Penang Island being one of the first high-rise residential projects in the early 1970s. Since then, high-rise residential buildings have become more popular in the country (Wan Abd Aziz et al., 2014). About 6 million Malaysians live in buildings like apartments and condominiums, out of the 20 million people living in cities (Yuen, 2016). One of the reason people prefer to stay in a high-rise residential is the facilities provided within the housing area (Tokunaga & Murota, 2022).

High-Rise residential building is a tall structure with multiple floors, usually containing more than 10 stories, designed for people to live in. These buildings are often found in urban areas where land is limited. High-rise residential buildings offer a solution to accommodate many people in a small space, providing amenities like elevators, parking spaces, and shared facilities such as gyms and pools (Purnami, 2021).

According to the Shubhanand et al., (2019) it was shows that the current trend of buyers prefers a quality lifestyle, where they are not just looking for a house but a home with complete facilities. Buyers now pay more attention to extra features like security, privacy, covered parking, swimming pools, landscaped gardens, and more. In Ipoh, Perak, there is a new trend towards modernization where high-rise residential buildings with commercial facilities or mixed developments residential and commercial are becoming more common (iProperty.,2017). However, all these facilities must be regularly maintained as scheduled to keep them in good condition.