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**BUYERS SATISFACTION ON DEFECT REPAIR DURING
DEFECT LIABILITY PERIOD**

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ABSTRACT

Defects Liability Period (DLP) is well known in building terminology of construction industry. The period of the DLP can be until 24 months or 2 years. At this point, it can cover the satisfaction of the buyers to have defects repair works due to defects occurred because of design or construction deficiencies, wear and tear, low quality of materials and vandalism which is not the buyers fault. So, the buyers can have the good condition of house or property.

Nowadays, Housing Developers (Control and Licensing) Act 1966 has amended the current regulation and extends the Defects Liability Period to 24 months instead of 18months. This is one step to protect the right of the homebuyers especially to have the good condition of house which affordable with the money they spent.

During the DLP, the developer or the main contractor has their responsibility to making good defects to buyers who make complaint until Certificate of Making Good Defects issued. By identifying the defects occurred during DLP, the buyers can have their right to have remedial work for defects occurred during that time. Then, the buyers can have more knowledge and idea to their right to have the good condition of house and have their satisfied towards their house.

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1.0 INTRODUCTION

1.1 Overview

A buyer's primary responsibility is obtaining the highest quality goods at the lowest cost. This usually requires research, writing requests for bids, proposals or quotes and evaluation data received. In this study, the buyer's will refer to the homebuyer who is purchasing a principle residence. As the house is a large purchase, the buyer will get some consideration in order to buy it. For example, the buyer will consider about the location, condition, maintenance of the house and facilities, amenities and others near the house to get good value of the house with reasonable price.

In addition, the buyers is very related to the buy and built activities for the property especially for houses. In this activity, the buyers will pay the deposit for the property that not yet been built in order to booked. So, when the property or the houses has been complete built and the buyers get the key to lived in, of course, the buyers want the best, high quality, minimum defect, good appearance and others good character for the property. It is really unfair to the buyer get the worse property or house when he or she already paid the deposit and will continue paid the balance of the price of the house.

However nowadays, the contractor or developer had ignored their responsibility towards defect repairing work during Defect Liability Period (DLP). The irresponsible group had increase the buyers angriness which the contractor not well performing on the defect repair. From the some information