



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
CAWANGAN PERAK
KAMPUS SERI ISKANDAR**

**STUDY ON CLEANING WORK AT LAGUNA BIRU APARTMENT
(COMPLETE)**

**NORFATIAH BINTI RUSLI
(2015883472)
DIPLOMA IN BUILDING SURVEYING**

**PRACTICAL TRAINING REPORT
MARCH – JULY 2018**

DECLARATION:

I hereby admit that this report is the result of my own efforts, except for the certain parts that are attached from sources that specified in reference chapter.

Prepared By:

.....
(NORFATIAH BINTI RUSLI)

Date:

Approved By:

.....
(PUAN NOREHAN BINTI DATO' HJ MOHD NOOR)

Date:

AKNOWLEDGEMENT

Assalamualaikum,

Alhamdulillah, grateful to Allah S.W.T that finally I had finished my practical report for course BSR360 without any problems. First and foremost I would like to express my deepest appreciation to all those who provided me the possibility to complete this assignment. I would like to show my gratitude to my lecturer Sr.Puan Norehan Binti Dato' Hj Mohd Noor for giving a good guideline and advice for my assignment throughout numerous consultations. Besides, I also want to thankful to Sr.Mohd Nurfaizal Baharuddin for the guideline.

I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in finishing this assignment. Many people, especially my classmates have made valuable comment suggestion on this assignment which gave me an inspiration to improve my assignment. I would also like to thank my parents and friends who helped me a lot in finalizing this project within limited time frame.

Finally, I would like to thanks to all staff at the Amas Fm Consultancy that had help me to finish this task especially to Miss Shufa Syahidah Bt.Mohd Shukri and Mrs Siti Emiliya Sarida Che Musa for their information and guidelines for this task.

TABLE CONTENT

DECLARATION BY STUDENT AND SUPERVISING LECTURER	
AKNOWLEDGEMENT	i
TABLE OF CONTENTS	ii
LIST OF TABLE/ FIGURES	iv
ABSTRACT	vii
1.0 SUMMARY DETAIL OF COMPANY INFORMATION	1
1.1 COMPANY BACKGROUND	2
1.1.1 COMPANY SERVICES	3
1.2 LOCATION PLAN	6
1.3 ORGANISATION CHART	7
1.3.1 DIRECTORS INFORMATION	8
1.4 COLLABARATIONS	11
1.5 COMPANY DIVISION VISSION AND MISSION	12
1.6 EXPERIENCE / CURRENT PROJECT 2012-2018	13
2.0 INTRODUCTION	17
2.1 DEFINITION OF BUILDING MAINTENANCE	18
2.1.1 OBJECTIVE OF BUILDING MAINTENANCE	19
2.2 MAINTENANCE STRATEGY	20
2.3 DEFINITION OF CLEANING / HOUSEKEEPING	22
2.3.1 IMPORTANCE OF CLEANING	24
2.3.2 EFFECTS OF DIRTY ENVIRONMENT	25
2.4 WORK SPECIFICATION FOR CLEANING SERVICE	26
2.4.1 TYPICAL CLEANING EQUIPMENT	30
3.0 BUILDING BACKGROUND (CASE STUDY)	31
3.1 LOCATION PLAN	32
3.2 ORGANIZATION CHART	
3.2.1 JMB ORGANIZATION CHART	34
3.2.2 MANAGEMENT ORGANIZATION CHART AT	35
LAGUNA BIRU APARTMENT	
3.3 LIST OF AGREEMENT CONTRACT	36

ABSTRACT

Cleaning is one of important aspect in maintenance services at Laguna Biru Apartment because it can show the performance or the level of cleaning at this building. Cleaning is part of maintenance which is categorized under routine planned maintenance. So that why, management department provided the timetable to the workers to make them easier to do the cleaning works at the site. Besides, management department also provide a cleaners at every block at this apartment to ensure the building is clean from dirt, dust or rubbish. Therefore, they should follow the guideline given to avoid any problems in the future. The cleaning works that they should do every day is such as sweep the corridor, clean the lift, clean the meeting room and others. They need to ensure all place except the housing unit are clean from any dirt or rubbish. The management department also play an important role to keep the apartment clean. Finally, management department also do a questionnaire to the occupants at Laguna Biru Apartment to know the level of cleaning performance at this building.