

UNIVERSITI TEKNOLOGI MARA

**A STUDY ON RESIDENTS SATISFACTION
TOWARDS MAINTENANCE FEES AND
MAINTENANCE SERVICES AT BANDAR TASIK
SELATAN APARTMENT, BANDAR TASIK
SELATAN, WILAYAH PERSEKUTUAN KUALA
LUMPUR.**


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**DIPLOMA IN TOWN & REGIONAL PLANNING
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AUTHOR'S DECLARATION

I declare that the work in this Planning Project Paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Multi-storey housing has become an option for a group of people, especially newlyweds, bachelors and university students, because this housing is often equipped with various facilities such as parking, playground, swimming pool, security and so on. There are various types of multi-storey housing such as flats, apartments and condominiums. Each multi-storey housing has a management corporation responsible for managing and dealing with any accommodation that takes place within the building. Residents must pay the cost for services and maintenance fees to bear all the costs of building management in order provide a good service and utilities so that all of the occupants will live in a comfortable and safe environment. Residential comfort is a very important component in determining the quality of life of society as a whole. However, some residents refuse to pay the service charges because they are not satisfied with the service provided, which is not comparable to the fee that they are being charged on.

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