

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

**AN EFFECTIVE APPROACH FOR MANAGING BUILDING DEFECT DURING
THE DEFECT LIABILITY PERIOD (DLP) FOR RESIDENTIAL BUILDING IN
KELANTAN**

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**Academic Project submitted in partial fulfillment of the requirements
for the degree of
Bachelor in Building Surveying (Hons)
Department of Building Surveying
Faculty of Architecture, Planning, & Surveying**

JUNE 2015

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“I hereby declare that this Academic Project is the result of my own research except for
the quotation and summary which have been acknowledged”

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ABSTRACT

The effective managing defect during Defect Liability Period (DLP) in residential building in Kelantan is very low level and become the favorite's issues in construction industry. Those issues are included the challenges among of the contractor and end-user during DLP in part of managing defect and defect complained. In several types of residential building in Kelantan, the effectiveness managing of building defect will be carried out during DLP to produce the framework to those issues. The issues involve contractor challenges and end-user challenges in Managing defect during DLP. The methodology used by qualitative with interview session and quantitative method with questionnaires survey form. The result from the interview session as contractor challenges are including non-complied materials delivered, materials mixed with contaminants, material reduction in mixture ratio, non-standard materials and as end-user challenges are including reluctant to follow the contractor procedure, incorrect complaint about the utilities, materials quality, maintenance period during DLP, the exact date of DLP. Then, result by questionnaires form as contractor challenges are including workers ignore the supervisor instruction, less attention to the fault, non-standard materials and as end-user challenges are including limitation of contractor rectification, insufficient roles and responsibility.

ACKNOWLEDGEMENT

Firstly, I am grateful and I want to say “Alhamdulillah” with honour to Allah S.W.T. because was given me a divine patience, more commitment, knowledge, more idea to implementing and finish this task. I am appreciate all matters was give me to fulfill this task satisfaction and a little experience to collect the information in tis research.

Most appreciation and award to my supervisor Sr. Dr. Mod Azian Bin Zaide because give me more instruction, help, advice and teacing me about the research requirements with detail specification entirely in my desertation. He never give up to give me advice and information to guiding me on how to make this project successful.

A lot thanks to all of my friends that have helped me along the way and sacrifice their time for me to share and give opinion which is important to adding my idea and improve te research information throughout the completion of this research. Besides all my respondents, I want to thank graciously to all the parties involved directly or indirectly in contributing their expertise, cooperation, support and a lot of advice that had helped me to completing and achieving my research aim and the objectives of my research. At the same time, accomplishes more about this issues in the very detail information and the problems about the housing construction project.

I am to say thank to all my family member especially to my parents because me a lot of support and spirit to finish this research completely. I want to ensure that every my family member was give ideas to solve the problems and completing my research issues. They was given me all information and spirit to ensure this research are successfully completed within the stipulated time of them.

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