



UNIVERSITI TEKNOLOGI MARA

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

THE ROLE OF MAINTAINING AGENT IN JOINT MANAGEMENT BODY

**AMIRUL ASHRAF BIN ASRULNIZA
2010296694
DIPLOMA IN BUILDING SURVEY**

**PRACTICAL TRAINING REPORT
JUNE 2013 – SEPTEMBER 2013**

ABSTRACT

The growth population in Malaysia lead to increases in development housing demand. The urban development will improve facilities and Economics in Malaysia. Because of that the land is limited and development of the property has become increasingly scarce, many rise buildings have built such as flats or apartments. The buyers are like to select the rise building to live a more comfortable and safe such as condominiums, apartments and housing units in the development of the concept of gated communities. In addition, construction of buildings in Malaysia is increased for example the commercial purposes such as office buildings and shopping complexes, the sport building, service apartment , mixed development, and building industry. Development apartment housing can involved sharing among the owners or occupants. This is because the common property of being used by all occupiers in apartment building such as the structural elements of the building, stairs, stairways, fire escapes and corridors. Besides that, Local authority provided the law for common property. The common property is have several provisions of the laws and regulations for determine the management and maintenance of buildings and property. The related acts like a building and common property (maintenance and management) Act 2007 (Act 663) with this handled properly the building to be maintained.

The regulation is important for the building cycle life. The guide line for management and maintenance of buildings and common property is provided regulation. The establishment of building regulation should be control by Local Authority. “The Control and Licensing (Act 1966) [Act 118] and Regulation of the Housing Development (Control and Licensing) Regulations 1989, and Act Strata Titles 1985 (Act 318) under the Housing Development before the establishment Act 663. The responsibilities to management and maintenance building depend on the establishment of the building regulation. Nowday, the party responsible in the Act 318, the once strata title is registered under the Management Committee and before this act the Regulation of the Housing Development (Control and Licensing) Regulations 1989 under Schedule H under developer” (Dato’Ahmad Fuad Bin Ismail, 2007).

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Joint management body (JMB) is one of the steps made by the state government to solve the problems faced by residents of rise building. Besides that, in Act Strata Titles 663 the developers are involved concerning accessibility and maintenance the building under the provisions o subsection 29. The maintaining and managing building like a repair defect in building is doing under developers and buyers. They work together to managing common property in flat, apartment and condominium. The responsibilities and powers prescribed by law (Act Strata Titles 663) and can not be contested by any party. The building and common property of Maintenance and Building Management establishment under the joint management body under the provisions o subsection 4(1).

ACKNOWLEDGEMENT

Assalamualaikum,

I would like to take this opportunity to express my greatest appreciation to my supervisor, Miss Siti Emilia Sarida Binti Che Musa and my lecturer, Mdm. Nurul Fadzila Binti for their exemplary guidance, monitoring and encouragement throughout this practical session. From the assistance and guidance that had been given by them from time to time encourage me go further in the journey of life as a student until the field of development work.

I am responsible to the members of staff Jumia Niaga for the valuable information provided by them in their respective fields. I am grateful for their cooperation during the period of my job.

Major grateful to Lord ALLAH S.W.T for sending me such a great team which is our family and friends. We pray may this report may credit with high mark and also as the reference to others in the future. May ALLAH S.W.T give HIS bless to all of us, InsyaAllah.

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Chapter 1

Introduction of Practical

1. INTRODUCTION OF PRACTICAL TRAINING

1.1 INTRODUCTION

Practical training program of diploma in building surveyor is a professional learning process that compulsory to be involved in the final semester (6th semester). The program's targets is to provide practical experience to the students in the field of private or government agencies in turn be able to apply theory and practical in the field of development that they have been learned in campus or university respective. With practice and systematic program based on professionalism in the field of development and construction.

In the performance of practical training, coaching and training is preferred to the evaluation. This process require cooperation and sharing of experience and expertise between building surveyor diploma students and government or private agency based on practical progress. A study and structured consensus will help the development of professionalism students.

1.2 AIM OF PRACTICAL TRAINING

The program is to learn a theory and applied in accordance with the current state that emphasize the efficient and productive management to produce a student with self – reliance and ability and competitive in career, both in academic and non-academic with a high professional appearance.

1.3 GOAL OF PRACTICAL TRAINING

Practical training is an essential part of studies at Universiti Institut Teknologi Mara (UiTM). Practical training is designed to provide students with the opportunity to put theory into practice. The aim of practical training is to help students develop skills and abilities that support professional studies and prepare them for work later on.

Employers also benefit as the students bring the latest know-how from their professional field with them. The training period also provides an excellent basis for future recruitment activities. For the student the practical training provides an opportunity to learn important skills which will help in becoming a professional of the future.

1.4 OBJECTIVE

The purposes of the practical training program are shown as below:

- i. An occupational exposure and acquisition of knowledge directly (hand-on) from industry through agencies in the public and corporate sectors.
- ii. A process of student's personal development, particularly in term of preparing themselves for career in the market, particularly in the arts and entertainment industry.
- iii. Provide an opportunity for graduates to apply the theory in applied in the context of implementation of tasks and jobs.
- iv. Improve the skills, creativity and innovation for the purpose of enhancing student and expansion of knowledge.
- v. To train the students to familiarize themselves before entering the world of work in the field of professional
- vi. To ensure that students are able to respond quickly to any problems that may be encountered during the working world.

Chapter 2

Company Background

2 COMPANY BACKGROUND

2.1 INTRODUCTION

Jumia Niaga was established on January 2, 2011. The Company is a 100% indigenous class. The Company provides field supplies, and maintenance services to government departments, statutory bodies and the private sector.

The objective of the establishment was to be equally active in the field of business and industry in Malaysia. With experienced staff, the company is well aware of the economic policy in the present and future times.

The company is managed by experienced and knowledgeable in the field of administrative and business activities of the company.

In line with the development of the country into the new millennium, the company plans to increase capital and diversify business operations, directly or indirectly, in line with the company to participate actively in the development of the competitiveness of the national economy.

2.2 COMPANY INFORMATION

Company Name : JUMIA NIAGA

Registered Address : No 23, Jalan Labu 1 24/10A,
Seksyen 24,40300 Shah Alam
Selangor Darul Ehsan.

Tel No./Fax : 603-55414549

H/P No. : 6019-2700009

E-mail : jumianiaga@yahoo.com

Dealer Registered No. : SA0176329-W

Business Status : Bumiputra

Date of registration : 2 Januari 2011

Certificates of registration (Kewangan)

No Sijil : K2209804993851959

No Ruj. Pendaftaran : 357-02165133

Sijil Akuan Pendaftaran (Bumiputra)

No Sijil : BP2209804993869020

No Ruj. Pendaftaran : 357-02165133

Maklumat Kewangan

Nama Bank : CIMB Bank Berhad

Alamat Bank : Cawangan Seksyen 18 Shah Alam

No Akaun :1226-0006075-05-0

2.3 LOCATION OF JUMIA NIAGA

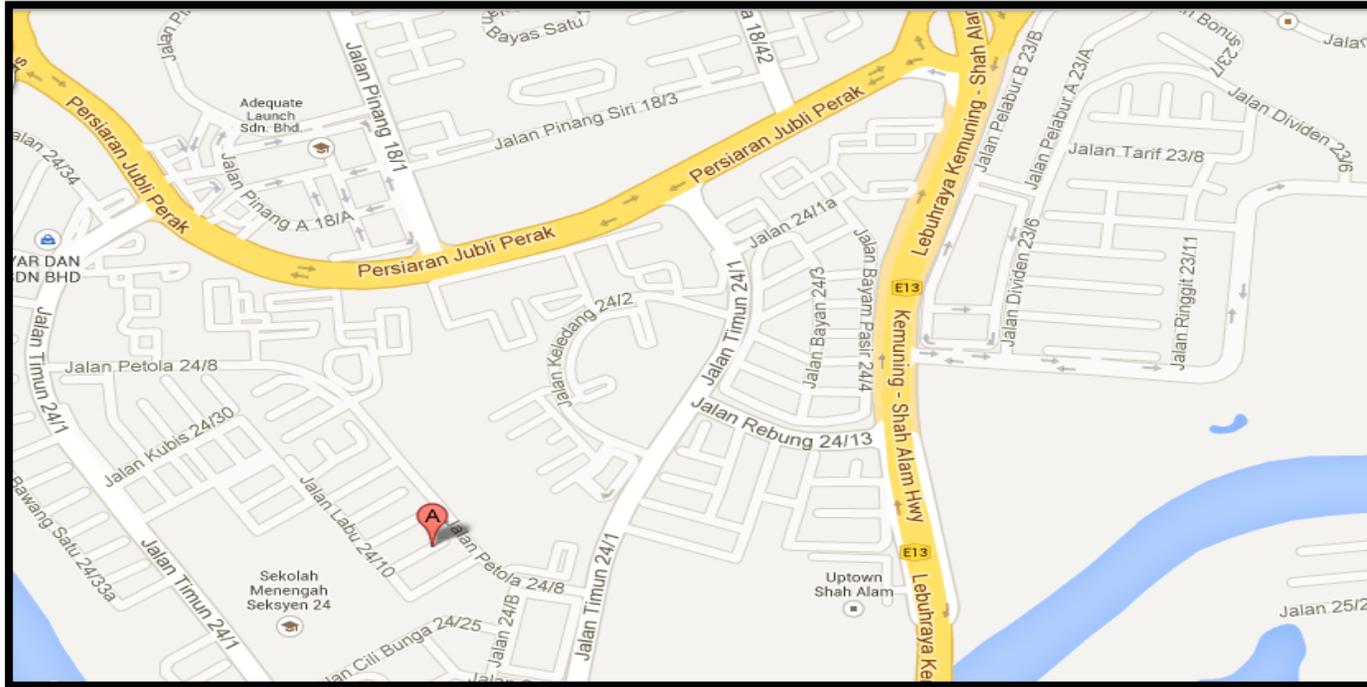


Figure 2.1: Show the map of Jumia Niaga

Jumia Niaga office are located on Jalan Labu 24/10 in section 24, Shah Alam. It can easily be reached by using Lebuhraya Kemuning – Shah Alam (LKSA) and turn into Jalan Rebung 24/13. Then, turn on Jalan Timun 24/1 and next into Jalan Labu 24/10.

2.4 ORGANIZATION CHART

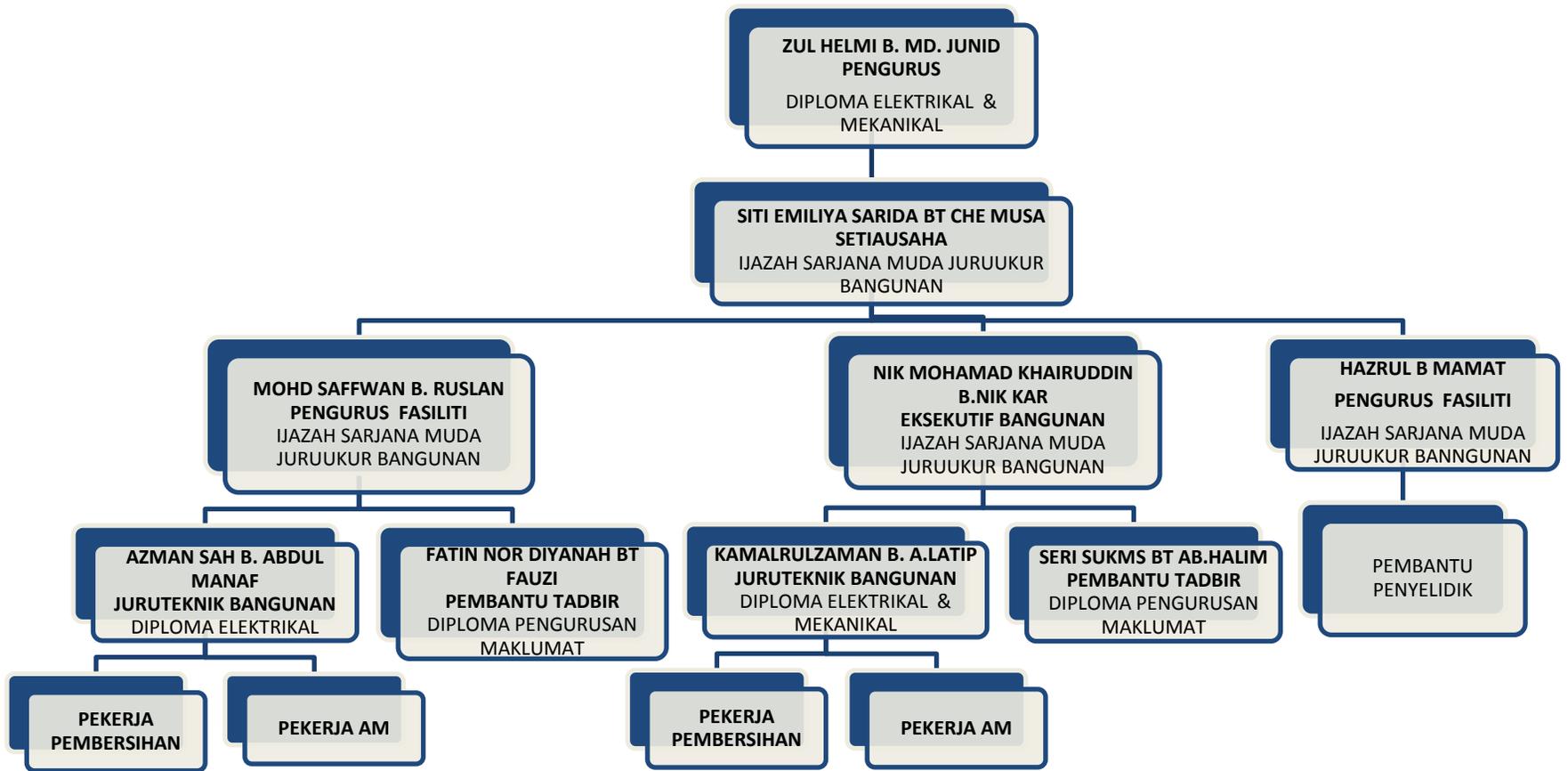


Chart 2.1: Show the organization chart of Jumia Niaga workers

2.5 LIST OF CONTRACT WITH OTHER AGENCIES AND THE LIST OF WORKS.

No.	Type/Types of Contract	Names of Government/Private
1	Electrical wiring works	SMKBatu Unjur
2	Supply Desk, chairs, drawers and fan	SMKBatu Unjur
3	Maintenance and management of buildings, including the security guard and cleaning at the Sri Ixora. Apartment 600 units in S.Alam	JMB Sri Ixora
4	Supply pump paddle wheel at the National Botanic Gardens sg. Baru Dam Shah Alam	Taman Pertanian Malaysia
5	Supplying Flag, Banner and Hibiscus, Banting	Uitm S.Alam
6	Supplying furniture and teaching aids for integration has 15 special education programs in the state.	Jabatan Pelajaran Selangor
7	Supply and installation of wiring systems "CCTV".	My Partners Sdn. Bhd.
8	Supply and Deliver Reading For Use District Women Protection Center Sabak Bernam Selangor Darul Ehsan.	MAIS
9	Supply Souvenir and Shirt	Jabatan Pelajaran Selangor
10	Paint and Equipment Supply	Taman Pertanian Malaysia
11	Supply of spare parts	Taman Pertanian Malaysia

Table 2.1 Shows the list of contract and works with other agencies

Chapter 3

Literature Review

3. LITERATURE REVIEW

3.1 INTRODUCTION

According by BS3811:1964 in the book entitled 'Building Maintenance Technology', maintenance defined as "all the technical steps and administration that are taken to preserve or fix a particular object. The purpose is to ensure that the object can fulfill the functions needed, work undertaken in order to keep or restore every facility, part of site, building and contents to an acceptable standard." "work undertaken in order" will define as a combination of many parties that involved in maintenance work such as management, contractor, worker and other parties. The word "acceptable standard" may be as acceptability to the person paying for the work the person receiving benefits. These acceptable condition based on the usage of the building, building life budget and workers. That would imply that maintenance should be actions taken to prevent a device or component from failing or to repair normal equipment degradation experienced with the operation of the device to keep it in proper working order. Therefore, Act 663 was introduced to all citizen to explain to them the power of Joint Management Body (JMB) to the occupants that lives in house that using strata title so that they are clear about the role of JMB in collecting fees, maintenance and hearing occupants voices.

3.2 JOINT MANAGEMENT BODY (JMB)

The Building and Common Property (Maintenance & Building Management) Act 2007 (Act 663) which came into force on 12 April 2007 has been requiring all developers to establish a Joint Management Body or Joint Management Body (JMB) in all rise buildings that fall under the Strata Titles Act. The interpretation of Joint Management Body (JMB) is consisting of the developer and purchasers to managing and maintaining the property in building. The establishment of JMB not later than twelve months from the date of Vacant possession of the parcels to the purchasers.

The maintenance building by JMB should follow the Act 663 such as the safety, hygiene, use of common property, custody of the individual units as well as additional work and modifications. The surroundings area apartment must be clean, harmonious and safety, this is because JMB member must managing the building very properly. The responsible for maintaining the common property and determine the charges to the owner of the house and collect power charges (Utusan Malaysia online: Pemaju Wajib Tubuh JMB Before 11 April , 21 Mei 2009).

3.3 THE JOINT MANAGEMENT COMMITTEE (JMC)

The buyer and developer is the member of the joint management committee (JMC). Number of Purchaser shall be not less than five and not more than 12 people. List of members of the JMC Chairman, Secretary, Treasurer, and Member of the Committee while a representative from the developer.

3.4 THE COMMISSIONER OF BUILDINGS (COB)

Commissioner of building (COB) is to control the Act 663 for maintenance and management building. Local authority will be appoints the COB under section 3 (Act 663). The COB responsible in monitoring and supervising the maintenance work of the property and the common area of the property that manages by developer and JMC.

The functions of Commissioner of Buildings
Conduct inventory of buildings within the local authority
Ensure the establishment of a Joint Management Body (JMB) for development that involves thinking stratified
Resolve any dispute between the developer and the purchaser relating to establishment of the JMB and building maintenance account (BMA).
Monitor the developer action in addressing the repair of defects.
Enforce the law enshrined in the Building and Common Property (Maintenance and Management) Act 2007 (Act 663) and the Strata Titles Act (Act 318)
Appoint a Building Audit to audit the log book, property account and any other business relate with the management.

Table 3.1: Function of the commissioner of building (COB)

*(Sources: Building and Common Property Act (Maintenance and Management) 2007
(Act 663)*

3.5 THE PROPERTY UNDER ACT 663

The definition of property is land on the development area, building or part of building that during construction or the complete construction building and building or land intended for subdivision into parcel. Besides that, for definition the common property is the development area not comprised in parcel such as the structural elements of building, stairs, stairway, fire escapes, entrances and exits, corridors, lobbies, fixtures and fitting, lifts, refuse chutes, refuse bins, compounds, drains, water tanks sewers, pipes, wires, cables and ducts that serve more than one parcel, the exterior of all common part of the building, playing fields, recreational areas, driveways, car parks and parking areas, open spaces, landscape areas, walls and fences, and all others facilities and installation and any part of the land used or capable of being used or enjoyed in common by all the occupiers of the building (Building and Common Property (Maintenance and management) Act 2007 [Act 663]). The Property Building is very important in investment, this is because to attract the buyer to buy the building or medium cost apartment. The properly of maintenance work that the factor to maintain the condition and function building.

3.6 MAINTENANCE AND MANAGEMENT OF BUILDING AND COMMON PROPERTY UNDER ACT 663

PROPERTY UNDER ACT 663

Different of types building such as Condominium, Apartment, flat, shopping complex and the mixed development that has special maintenance and management in building. The maintenance planning and management should have guide line and the responsibility party. This is because the occupant can inform to JMC when the mistake happen in building like the defect of common property. The maintenance and management of building and common property under Act 663 covers all types of building.

The management property is scope of work such as maintenance building, apply insurance moneys received and ensure the building fund is audited. The main objective to maintenance and management of property building is to take care of the occupant comfortable and to maintain the building structure. The performance of Act 663 to the maintenance and management of building by JMB. The interim period is when awaiting the registration of strata to be registered and the establishment of the MC. Besides that, this is the JMB phase in the Maintenance and Management of Building and Common Property. The three phases are shown in figure 1.

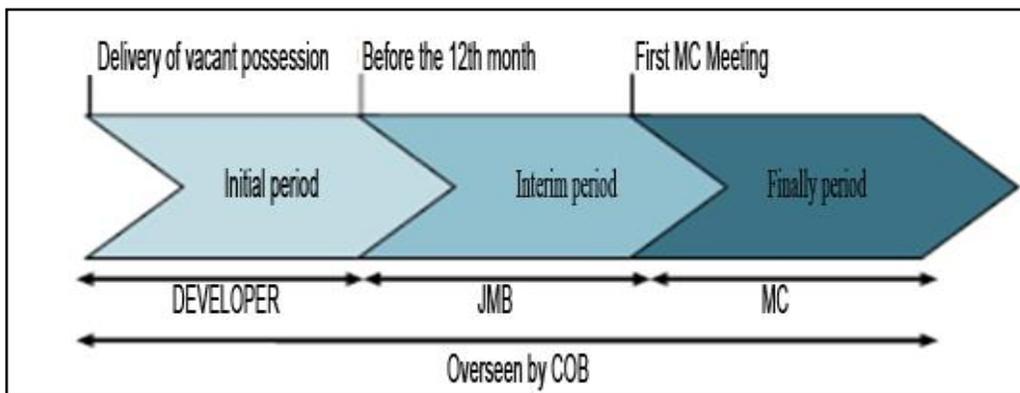


Figure 3.1: Phase in the Maintenance and Management of Building and Common Property (Dato’ Ahmad Fuad Bin Ismail, 2007).

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“The formation of JMB is aimed at providing a mechanism whereby the developers and the purchasers will be jointly responsible for managing and maintaining their buildings before it is handed over to the MC which is wholly managed by members comprising all proprietors. It is hoped that this interim mechanism may provide the opportunity for the developers and purchasers of parcels to interact to foster a close relationship. Such relationship may help to reduce tensions and avoid misunderstanding among them” (Dato’ Ahmad Fuad Bin Ismail, 2007).

The building regulation is very important to all types of building follow the standard management and maintenance. Because of this the government provides the Act 663 and Act 318 to control the performed of Act. The implementation management and maintenance by JMB and MC is control by COB.

3.7 STRATA TITLE (ST)

The strata title is all parcel and accessory parcel. The period of strata title to process the strata title is different depend on the stage and condition. This is because the different types, layout and design building. In addition, don’t have regulation detail about time to control the period of strata title to process.

3.8 RESPONSIBILITIES OF THE PURCHASERS

The good management in the accommodation is very important for purchasers. However, the purchasers have responsibilities to management the building like a maintenance management. The responsibilities of purchasers as show in Table 2.3, commence from the date they take vacant possession until after the establishment of the MC

Responsibilities	References
The Purchaser shall be liable for and shall pay the service charges for the maintenance and management of the common property and for the services provided by the Vendor prior to the establishment of a management corporation under the Strata Titles Act, 1985.	Schedule H Act 118 Subsection 19(1)
From the date the Purchaser takes vacant possession of the said Parcel, the Purchaser shall pay a fair and justifiable proportion of the costs and expenses for the maintenance and management of the common property and for the services provided. Such amount payable shall be determined according to the provisional share units assigned to the said Parcel by the Vendor's licensed land surveyors. The amount determined shall be the amount sufficient for the actual maintenance and management of the common property. The Purchaser shall pay one (1) month's deposit and three (3) months' advance in respect of the service charges and any payment there after shall be payable monthly in advance.	Schedule H Act 118 Subsection 19(2)
Every written notice to the Purchaser requesting for the payment of service charges from the Vendor shall be supported by a service charge statement issued by the Vendor. The service charge statement shall be in the form annexed in the Fifth Schedule and full particulars of any	Schedule H Act 118 Subsection 19(3)

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<p>increase in the service charges shall be reflected in the subsequent service charge statement</p>	
<p>The service charge payable shall be paid within seven (7) days of the receipt by the Purchaser of the Vendor's written notice requesting the same. If the service charge shall remain unpaid by the Purchaser at the expiration of the said period of seven (7) days, interest on the service charge shall commence immediately thereafter and be payable by the Purchaser, such interest to be calculated from day to day at the rate of ten per centum (10%) per annum.</p>	<p>Schedule H Act 118 Subsection 19(4)</p>
<p>The Purchaser shall, upon the date he takes vacant possession of the said Parcel contribute to the sinking fund an amount equivalent to ten per centum (10%) of the service charges determined in accordance with sub clause 19(2) hereof and thereafter such contribution shall be payable monthly in advance</p>	<p>Schedule H Act 118 Subsection 20(2)</p>
<p>The Vendor, the Purchaser and all other purchasers shall, upon the completion of the said Building and until the management corporation is established, insure and keep insured the said Building against loss or damage by fire and against all such other risks as the Vendor may think fit.</p>	<p>Schedule H Act 118 Subsection 21(1)</p>

Table 3.2: Responsibilities of the Purchasers during the initial phase

(Sources: Strata Titles Act 1985)

3.9 RESPONSIBILITIES OF THE JOINT MANAGEMENT BODY

The party responsible for the maintenance and management of building and common property is the JMB. The JMB is established under subsection 4(1) Act 663 which also provide for detailed explanation on the duties and responsibilities of the JMB as summarized in Table 3. (Dr.Azimuddin Bin Bahari, 2007)

Responsibilities	References
Starting from the first meeting, the JMB must inform and register with the COB the name JMB within twenty-eight days (28).	Act 663 Section 7 (1)
The JMB can apply to COB that the issue a certificate certifying the JMB has been duly constituted under Act 663 on the day specified in the certificate.	Act 663 Section 7 (2)
The JMB do the maintenance the common property and keep it in a state of good and serviceable repair.	Section 8(1)(a)
The shall maintain a register in such form as the Commissioner may require, containing the following particulars in respect of all the parcels in the development area	Section 12
The Body shall keep a record of the house-rules. Its content covers all aspect including security, cleanliness, refuse disposal, rules on the use of car park.	Section 14

Table 3.3: Responsibilities of the JMB during the initial phase

(Sources: Building and Common Property Act (Maintenance and Management) 2007
(Act 663)

3.10 OBJECTIVE MAINTENANCE STRATEGY

The objectives of the maintenance strategy should be to:

- a) Minimize the downtime factor and try to guarantee the reliability of equipment throughout its working life.
- b) Minimize the technician maintenance time.
- c) Diminish the risk of personnel injury resulting from maintenance tasks and by the use of organizations equipment.
- d) Minimize and control the cost resulting from maintenance activities.

3.11 Type of Maintenance Strategy

Four general types of maintenance philosophies or strategies can be identified, namely corrective, preventive, predictive, and reliability centered maintenance. Predictive maintenance is the most recent development. In practice, all these types are used in maintaining engineering systems. The challenge is to optimize the balance between the them types for maximum profitability.

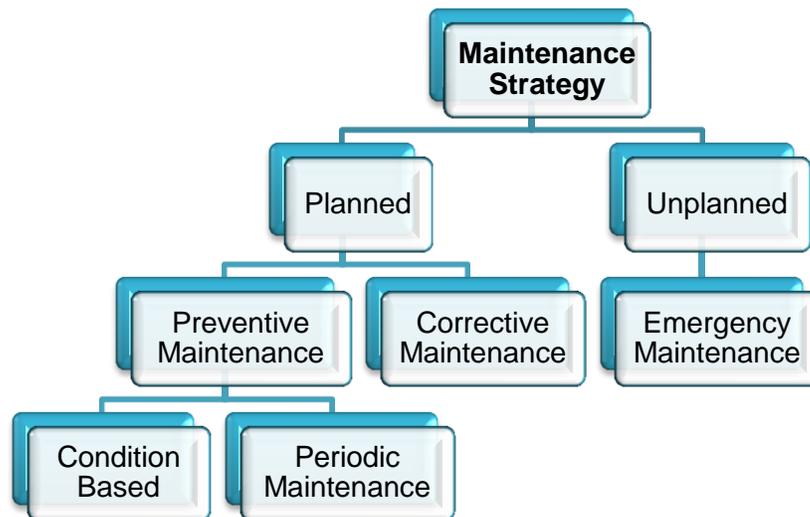


Chart 3.1: shows the maintenance strategy

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a) Planned Maintenance

Planned Maintenance or Scheduled Maintenance is any variety of scheduled maintenance to an object or item of equipment. Specifically, Planned Maintenance is a scheduled service visit carried out by a competent and suitable agent, to ensure that an item of equipment is operating correctly and to therefore avoid any unscheduled breakdown and downtime.

b) Unplanned Maintenance

This maintenance need to be done immediately upon detection for reasons of health, safety or security to avoid serious consequences. This unplanned maintenance is often seen as urgent maintenance that need to be solve within 24hours.

c) Preventive Maintenance

Preventive Maintenance is an equipment maintenance strategy based on replacing, overhauling or remanufacturing an item at a fixed interval, regardless of its condition at the time. Scheduled Restoration tasks and Scheduled Discard tasks are both examples of preventive maintenance tasks. Preventive Maintenance has to be distinguished from corrective maintenance or condition based maintenance.

d) Corrective Maintenance

The actions perform to restore an item to a specified condition when it is fails. Corrective maintenance involved unscheduled actions perform and resultant on item failure. This work been done after the failure been occurred and attempt to restore an item such system or product to a specific condition.

e) Condition-based Maintenance

Condition-based Maintenance shortly described, is maintenance when need arises. This maintenance is performed after one or more indicators show that equipment is going to fail or that equipment performance is deteriorating.

3.12 CONTRACT MANAGEMENT

3.12.1 Service and Suppliers

All the list of service contract and suppliers are required can be identify by JMB for the management at building. The services maintenance is including the civil works, mechanical and electrical work and security works. Besides that, supply is including the administrative or offices equipment and technical work equipment or spare parts.

3.12.2 Categories of Service Contracts

I. Civil work

The civil work is includes such as the washing, hygienic, landscape, pest Control, disposal of rubbish and grass cutting.

II. Mechanical and Electrical Work

The civil work is includes such as lift system, the air conditioner system, fire protection system, non-electric, pump, “genset”, access card, intercom and Swimming Pool.

III. Securities

The civil work is includes such as security, CCTV, protection insurance and parking system

3.13 PROCUREMENT SYSTEMS

3.13.1 Service and Supply

The procedure or process to the selection maintenance contractor and purchase of property shall be established. Assessment based on the criteria of experience, financial, register and offer price. Besides that, the letter offer must follow with service contract. Furthermore, the supply shall be signed and kept well (Ismail, 31 Oktober2010).

3.13.2 WATER AND ELECTRICITY SUPPLY

JMB is responsible for the payment of water bills or electricity for common areas. Beside that, the responsible of JMB in maintenance services like a bulk meter. They must make an individual meter reading, made billing and collections. In addition the Waste water and electricity should be avoided. The maintenance work for electrical is regular to monitoring that can prevent theft (Ismail, 31 Oktober2010).

3.13.3 FUND FOR BUILDING IMPROVEMENT

The maintenance cost of building is important to operation maintenance and Fund from the Sinking Fund. In the management and maintenance must have open a special account and to contribute part of the Building Maintenance Fund. Besides that, an amount contribution is determined by the JMB after made the estimate of the expected repair and the collection period.

Chapter 4

Case Study

4. CASE STUDY

4.1 SRI IXORA MEDIUM COST APARTMENT



Figure 4.1: The view of Sri Ixora apartment

4.1.1 Building background

Sri Ixora has 8 block building and construction apartment was on the different stage. This building was complete construction at year 2008. The price of 1 unit house in year 2012 is RM 182 000, year 2008 is RM 122000, year 1998 is RM 96 000. The rental price is between Rm 650-900.

4.1.2 Location of building

Apartment Sri Ixora is located at seksyen 27, Shah Alam Selangor which is located nearby with Proton factory and can be reach easily by turning into Persimpangan Hicom from KESAS highway and ELITE highway. The location of this apartment is very strategic because it is easy to reach by outsiders from any highway, and nearby with school, shops, amusement park and others.

4.2 APARTMENT BUILDING BY BLOCK

Block	Level	Unit
43	5 level	40
44	6 level	48
45	8 level	60
46	8 level	60
47	8 level	60
48	6 level	69
49	12 level	132
50	6 level	69
51	12 level	132

Table 4.1: Shows the table of list of apartment building by block

4.3 THE FACILITIES AND PROPERTY PROVIDE AT SRI IXORA

No	Property/ Facilities	Description
1	Lift	16 unit
2	Pump (48 Unit)	Pressure Pump (16 unit)
3		Push pump (32 unit)
4	Generated	2 unit
5	Shop	2 unit
6	Hall	1 unit
7	Futsal court	1 unit
8	“surau”	1 unit
9	Public phone	1 unit
10	Parking (car & motorcycle)	700 lot
11	Playground	Provide 2 play ground
12	Refuse camber	5 unit
13	Bottom tank	8 unit
14	Top tank	16 unit
15	MTV (astro/TV)	8 unit
16	Substation	2 unit
17	Nursery	I unit
18	Security guard	I unit
19	CCTV system	
20	Switch room	

Table 4.2: Shows the table of list of the facilities and property provide at Sri Ixora Apartment

THE ROLE OF MA IN JMB

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Figure 4.2: Shows the Refuse chamber



Figure 4.3: Shows the Badminton court



Figure 4.4: Shows the Hall



Figure 4.5: Shows the Shop



Figure 4.6: Shows the Substation building



Figure 4.7: Shows the "surau"

4.4 JMB BACKGROUND

The Joint Management Body (JMB) was established in Sri Ixora on 1 Jan 2009. After the apartment have been occupied, the residents will make an Annually Grand Meeting (AGM) to decide the organization of the JMB on that building. So, the JMB was decided officially on 1st January 2009 and the organization structure will be changed every years.

4.5 MEMBER OF JMB

No	Position	Name
1	Chairman	Shaharudin Bin Salleh
2	Secretary	Mohd Fauzi Abu Hassan
3	Bursar	Shukri Bin Omar
4	Committee Members	Syed Fadzil
5	Committee Members	Mohd norman helan

Table 4.3: Shows the list of member in JMB

4.6 STRUCTURE OF JMB ORGANISATION

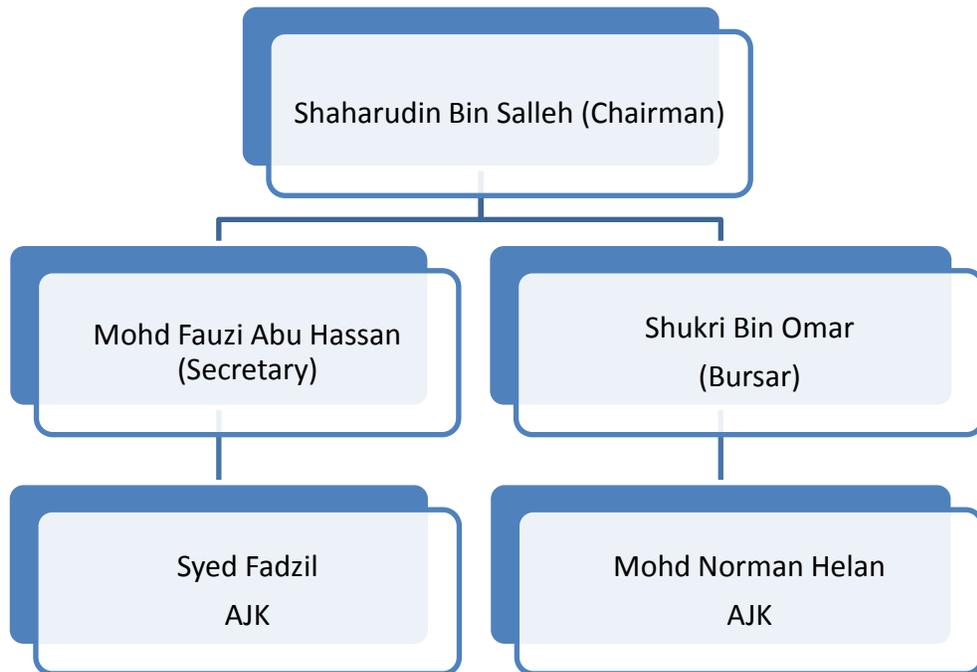


Chart 4.1: Show the structure of JMB organization

4.7 THE MAINTENANCE MANAGEMENT

4.7.1 Maintenance budget

No.	Item		RM
1	Security (2 person day, 2 person Night)		9500
2	Wiring		8 000
3	Utilities	Water (SYABAS)	1 500
4		Electrical (TNB)	12 500
5		Telephone	450
6	management		9 000
7	Cleaning (8 person)		8 000
8	Lift		9 600

Table 4.4: Shows the maintenance budget of JMB

4.7.2 Bills that have to be paid by occupants

No.	Item	RM	Description
1	maintenance fees	85	Every month the Owner or tenant must pay
2	Sinking fund	8.5	
3	Insurance	61	Every year, owner of 1 unit house must pay insurance. Overall, the total of insurance cover is RM 46 000 000. Sri Ixora use Takaful Malaysia as a Insurance

Table 4.5: Shows the bills that have to be paid by occupant

4.8 MAINTENANCE AGENT SCOPE OF WORKS

4.8.1 Maintaining Facilities

The Maintaining Agent have to maintain every facilities provided for occupants in the apartment which is can be divided by four groups which is mechanically, structure, civil and electrical. Mostly, for simple problem in this apartment such as pipe leakage and low pressure of water will be handled by the maintaining agent while any complicated problem which is required skills and experiences will be outsourced to selected contractors.

4.8.2 Maintaining account for apartment

Maintaining agent need to collect every fees that need to be paid by occupants to ensure every facilities in apartment is well maintained, water and electricity is paid to the TNB and SYABAS to prevent any cut off from the authorities. Apart of that, maintaining agent also need to pay to Suruhanjaya Tenaga and OSHA to certified the safety of mechanical machine in the apartment are safe to be used by occupants.



Figure 4.8: Shows the example certificate form from "Suruhanjaya Tenaga" for year 2008

Figure 4.9: Shows the example certificate form from "Suruhanjaya Tenaga" for year 2009

4.8.3 Provide safety guaranty to occupants

Maintaining agent need to provided safety guaranty to occupants as promised in contract which is this apartment must be gated and guarded. However, maintaining agent does not have any experiences in guarding any residents. So, they decided to outsourced it to any contractor that have experiences and provide low price in their quotation.



(a)



(b)



Figure 4.16: Shows the safety guaranty from the company of Expert Security Services Sdn. Bhd.

(c)

4.8.4 Collecting money from occupants

Maintaining agent have to collect money from occupants monthly to pay every bills that is important such as quit rent, water bill and electric bill. Apart of that, managing agent also have authority to collect sinking fund, maintenance fee and others fee from occupants after the managing agent was appointed by Joint Management Body (JMB) and agreed to be managing agent after Annual Grand Meeting (AGM).

email

BADAN PENGURUSAN BERSAMA PANGSAPURI SRI IXORA
 Pejabat Urusan:
 Pangsapuri Sri Ixora, No. 88, Jalan Perimbun 27/11, Seksyen 27,
 40675 Shah Alam, Selangor Darul Ehsan
 Tel: (03) 5198 0297, Fax: (03) 5198 0296

OFFICIAL RECEIPT NO. PSI- 07398

Received from *Ryuzak Zanirah* Date *02/04/12*
 Unit No *48A-2-2*

Payment for	Details	Amount (RM)
1. Maintenance Charges	<i>Jan 12 - Feb 12</i>	<i>170.00</i>
2. Sinking Fund	<i>Jan 12 - Feb 12</i>	<i>17.00</i>
3. Interest		
4. Water Charges		
5. Quit Rent		
6. Insurance		
7. Renovation Deposit		
8. Debris Charges		
9. Carpark Rental		
10. Others		
TOTAL		<i>187.00</i>

Cash/Cheque No. *ONLINE*
 Validity of receipt is subject to cheque clearance.

[Signature]
 Authorized Signature
 BADAN PENGURUSAN BERSAMA PANGSAPURI SRI IXORA

CUSTOMER COPY

Figure 4.17: Shows the example of receipt that occupant paid the payment of maintenance to "Badan Pengurusan Bersama Pangsapuri Sri Ixora"

4.8.5 Keep the apartment in clean environment

Managing agent need to manage the cleanliness of the apartment to ensure the healthiness of the occupants from any disease such as dengue. Managing agent will do planned maintenance on the apartment environment and building to keep the apartment in clean environment.



Figure 4.18: Shows the grass before trimmed

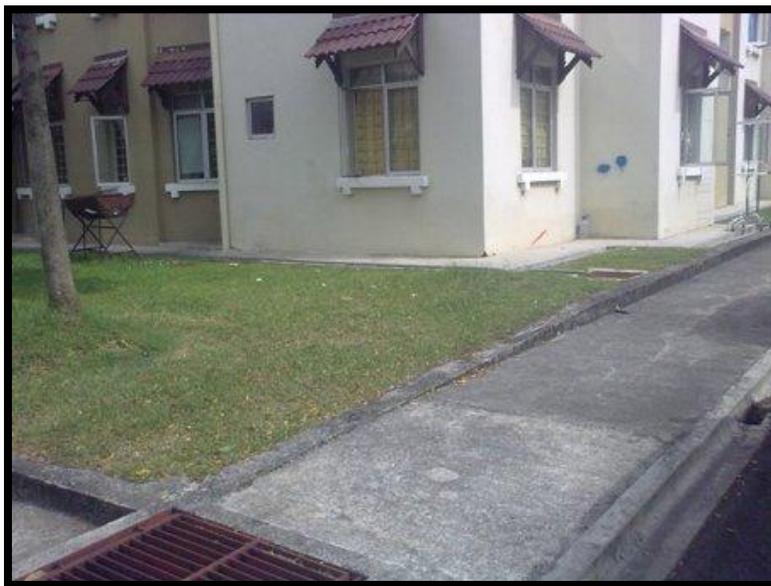


Figure 4.19: Shows the grass after trimmed

Chapter 5

Comment and Recommendation

5 COMMENT AND RECOMMENDATION

5.1 COMMENT

There are a few problems that can be recognized in Managing Agent management. Most problems in this management can become a huge mistakes in maintaining every facilities in the apartment. This is the problems that can be recognized by us:

- i. Maintaining agent cannot detect any problems or defect on facilities provided such as water leakage, mechanical problem on lift and others. Commonly, the problem will be known by maintaining agent when occupants make a complaints to the maintaining agent office and this can causes a bad reputation of company's name because the occupants will make a conclusion that maintaining agent do not make any work such as checking problems on every facilities. In fact, the maintaining agent cannot aspect the problem will happened in future.
- ii. The scope of work of maintaining agent should be minimized because the maintaining agent need to handle a lot of things when maintaining an apartment. Some of work that can becoming more complicated for the maintaining agent is handling occupants money and make money account to show the income and expenses. This work need to use a lot of time especially when key in every single data and need to do many stages of works such as make an invoice, key in data in excel, make a payment notice, make a payment slip and many more.
- iii. Maintaining agent need to face many occupants in a single time especially during collecting fees for every bill on that apartment. While facing the occupants, maintaining agent need to faced the human psychology of every single occupants which is commonly can make the work become more complicated. Some stubborn and angry occupants will denied every works that have been done by maintaining agent and refused to pay the fees stated in their slip.

5.2 RECOMMENDATION

Recommendations are needed when a problems or negative comment are given to improvise the quality of works and company's name or reputation. In my opinion, this is the best recommendation that can be used by maintaining agent.

- i. Maintaining agent can start using a Computerized Maintaining Management System (CMMS) on their apartment so that less occupants will make complaints about the facilities provided in the apartment. When using CMMS, the system can detect even a minor problem on every facilities in the apartment. Apart of that, if using CMMS can cost a huge capital, the maintaining management also can make role duty on their employees to check every facilities daily so that they will know the problem earlier. But this method will used a lot of time especially during walk around the apartment.
- ii. The accountancy work should be managed by an accountant because they are familiar with the works. So, I suggest that maintaining agent should hired at least 2 accountant in their office so that their work becoming more faster and there is no error in account.
- iii. During collecting fees from occupants, local authorities such as MBSA should accompanied the maintaining agent so that there is no one can refused to pay what they have used.

Conclusion

THE ROLE OF MA IN JMB

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The implementation JMB in maintenance planning or program was given the good condition at apartment. Majority, the MA at apartment apply the common practice in management and maintenance such as prepared of the maintenance budget and imposed the maintenance fees to owner. Organization in JMB at apartment was given the different practice in maintenance management of property. Meaning that, it was influences of MA responsibilities to managing and maintaining at apartment. Department of management building is very important for aspect maintenance property at apartment and the implementation JMB was given advantages and disadvantages to occupant. In addition, the relationship of Joint Management Body in maintenance and managing that given impact to common property such as common area, facilities and services. The responsibilities to manage building is handover by JMB to MA that the process to changes of manager in managing and maintaining apartment. In addition, the JMB and developer was work together and discuss the problem happened in common area to achieved the goals of JMB.

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