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SATISFACTION OF RESIDENT REGARDING LIFT SYSTEM AT
HIGH RISE RESIDENTIAL BUILDING

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ABSTRACT

High rise residential building is trend nowadays this is because land become limited. Clearly can be observe in urban area. The building is more than 6 storeys should provide lift system. The lift has become requirement nowadays to give comfort for occupants building. there are several problems should be take serious in lift management system to give satisfaction on lift user for high rise residential building. The problem of lift system in high rise residential building is lift always broken. This is usually happened and it broken in long time which is the management do not take action work to repair the lift system back. The second problem is the safety of user. This is because the high-rise residential building is involved all level of age. The safety of lift should be take serious especially for kids. The management of lift should make sure the lift system always in good condition and functional well. The third problem is, the management faced high cost to maintain the lift system. This is because, lift management do not have proper maintenance schedule which is all the lift part should maintain before major broken happen.

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CHAPTER 1

INTRODUCTION

This chapter will be discussing on the surface of lift system and will determine the satisfaction level on lift user at high-rise residential building.

1.1 BACKGROUND OF STUDY

High-rise building is a building where the high is more than 75 feet (23m) this is based on the National Fire Protection Association. Stay in high-rise residential building is become trend nowadays. This is because the land is become crowd day by day. The high-rise building is more popular in big town such as Kuala Lumpur, Johor Bahru or Pulau Pinang. This is because the population in that place is high.

In Malaysia, the lift system is still do not have the proper maintenance that can give satisfaction and safety for user. The satisfaction level on lift system at high-rise building in Malaysia still in low level. This is because stil many complaint from the high-rise residential building about their lift system. The safety of user is very important and this problem need to look seriously.

The lift system need the proper maintenance for make sure the lift safe to use it. This is because, it can cause incident to user also it can cause high cost to repair when broken. The proper maintenance can make lift system can be use in long time also can reduce the cost of operation lift.