



PROGRAMME IN BUILDING SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECHNOLOGY
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK BRANCH
SERI ISKANDAR CAMPUS

**RENOVATION PROCEDURE FOLLOW BY HOUSE RULES AT
THE ADDRESS CONDO, BUKIT JAMBUL, PENANG**

KHAIRUN AINA BT MOHAMAD
(2018238958)

BACHELOR OF BUILDING SURVEYING (HONS.)

PRACTICAL TRAINING REPORT

FEBRUARY 2022

PROGRAMME IN BUILDING SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECHNOLOGY
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK BRANCH
SERI ISKANDAR CAMPUS

**RENOVATION PROCEDURE FOLLOW BY HOUSE RULES AT
THE ADDRESS CONDO, BUKIT JAMBUL, PENANG**

FEBRUARY 2022

This practical training report is fulfilment of the practical training course.

PREPARED BY

NAME : KHAIRUN AINA BT MOHAMAD

SIGNATURE :

SUPERVISING LECTURER

NAME : SR MOHD NURFAISAL BIN BAHARUDDIN

SIGNATURE :

DATE :

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful Alhamdulillah, all praise to Allah for the strength and His blessing in complete this report. First and for the most, want to thanks to all those who have directly and indirectly guided me in writing this report.

In performing this report, I had to take the help and guideline of some respected persons, who deserve my greatest gratitude. The completion of this report gives me much pleasure. I would like to show my gratitude to my university supervisor, Sr Mohd NurFaisal bin Baharuddin and also to my supervisor at my internship place, Madam Ellyson Khoo for giving me a good guideline and experiences along this internship journey.

I would like to express my appreciation to my beloved parents, family members, and others for their encouragement, cooperation, endless loved and full support for the report completion, from the beginning till the end. Also, for my classmates and workmates for support and willingness to share information and spend some time with me. I would like to thank for their continued help and support that assisted me to complete this report. I would like to extend my heartfelt thanks to all those who helped me in many ways with this report. Thank you for those who involved to make this report directly and indirectly.

TABLE OF CONTENTS

ACKNOWLEDGEMENT.....	3
LIST OF TABLES.....	6
LIST OF FIGURES	6
CHAPTER 1: INTRODUCTION.....	8
1.1 INTRODUCTION	8
1.2 COMPANY BACKGROUND	9
1.3 LOCATION OF METRO REC SDN. BHD PENANG BRANCH.....	10
1.4 ORGANIZATION CHART	12
1.5 SERVICES PROVIDED	13
1.6 CURRENT PROJECT OF METRO REC SDN. BHD.....	15
1.7 TRAINING DURATION	21
1.8 SCOPE OF WORK	21
1.9 Summary	21
CHAPTER 2: LITERATURE REVIEW.....	22
2.1 INTRODUCTION.....	22
2.2 DEFINITION OF RENOVATION.....	22
2.3 RENOVATION CHECKLIST	23
2.4 PROPERTY MANAGEMENT SERVICES.....	24
2.5 DEFINITION OF STRATA TITTLE.....	25
2.6 STRATA MANAGEMENT ACT 2013.....	25
2.5 HOUSE RULES.....	29
2.6 SUMMARY	36
CHAPTER 3: CASE STUDY	37
3.1 INTRODUCTION	37
3.2 CASE STUDY: THE ADDRESS	37
3.3 LOCATION PLAN OF THE ADDRESS.....	40
3.4 RENOVATION / ALTERATION WORKS IN HOUSE RULES THE ADDRESS	42
3.4.1 Renovation policy and guidelines	42
3.4.2 Approvals and compliance before commencement of renovations	43
3.4.3 Permission before commencement of works	43
3.4.4 Breach of regulations / by-laws / safety standards.....	43
3.4.5 Refusal to cooperate	44
3.4.7 Work schedule and working hours	44
3.4.8 Inspection by management	45
3.4.10 Air-conditioner installation	46

3.4.11 Deposit.....	46
3.4.12 Security check.....	46
3.4.13 Identifications pass.....	47
3.4.14 Use of lifts	47
3.4.15 Water and electricity.....	47
3.4.16 Building materials, debris, packing and crating materials	47
3.4.17 Renovation limits.....	48
3.4.18 Renovation works.....	49
3.4.19 Conduct and behaviour of contractors.....	49
3.4.20 Completion of renovation / alteration works.....	50
3.5 PROCEDURE RENOVATION	51
CHAPTER 4: PROBLEM AND RECOMMENDATION.....	58
CHAPTER 5: CONCLUSION	59
REFERENCESS	60
APPENDIX.....	61

LIST OF TABLES

Table 1:Types of renovation.....	22
Table 2 Renovation Checklist prepared by Evon Wooi (Associate Director of Metro REC Sdn.Bhd).....	23
Table 3:Facilities and amenities The Address	38

LIST OF FIGURES

Figure 1:Symbol of Metro REC Sdn.Bhd.....	9
Figure 2: Location plan office Metro REC Penang branch.....	10
Figure 3: Key plan Metro REC Penang branch.....	10
Figure 4: Site plan Metro REC Penang branch.....	11
Figure 5: Organization chart for Metro REC Sdn. Bhd.....	12
Figure 6 : Cover page Website Condo Master	14
Figure 7: Inside of Condo Master	14
Figure 8: Logo The Address.....	37
Figure 9: Entrance of The Address.....	37
Figure 10 : Location plan The Address.....	40
Figure 11: Key plan The Address.....	41
Figure 12:Site plan The Address	41
Figure 13: House rules for The Address.....	42
Figure 14:Procedure renovation.....	51
Figure 15: Condominium renovation application form.....	52
Figure 16:Official receipt for payment renovation deposit.....	53
Figure 17: Application for renovation fee's deposit refund	55
Figure 18: Official receipt for contra renovation deposit.....	56
Figure 19:Extended period of renovation form.....	57
Figure 20:Swimming Pool	62
Figure 21: Children pool.....	62
Figure 22: Jacuzzi.....	62
Figure 23: Children playground	63
Figure 24:Garden.....	63
Figure 25: Lobby.....	63
Figure 26:Loft D	64
Figure 27:Barbeque area	64

Figure 28:Surrounding The Address	64
Figure 29: Jogging track.....	65
Figure 30: Tennis Court	65
Figure 31:Car park area for resident loft C & D	65
Figure 32: Multipurpose hall	66
Figure 33: Gym Room.....	66
Figure 34: Management office.....	66

CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

Practical training is a compulsory course for degree students especially semester 7 students Department of Built Environment and Technology Perak Branch Seri Iskandar Campus Universiti Teknologi Mara (UiTM). It is requirement to fulfil the course in order to complete the degree as well as graduate as a Building Surveyor student from UiTM. For a duration of one semester or 16 weeks, students shall be positioned in a selected public or private companies that practices either building control, facilities management and maintenance, building works and appraisals, development and construction management, insurance/risk assessment or heritage and building conservation.

The purpose of this course is to provide opportunity for students to first hand working experience in the industry. Moreover, this industrial training shall help students to develop their soft skills such as communication skills, teamwork, time management, problem-solving and so on. Students will be able apply their theoretical knowledge to real-world situations while working via the company chosen as students will be supervised by experienced workers who are responsible for instructing to carry out their tasks efficiently.

The supervising lecturer also selected to monitored industrial training timeline in order to evaluate student. At the end of the course, a comprehensive logbook and practical training report shall be complied and submitted by the students.

And in this chapter, will be introduce to my selected private company which is, Metro REC Sdn Bhd and it consists of company background and location, organization chart, vision and mission and my training duration.

1.2 COMPANY BACKGROUND

The company that I selected for my practical training is Metro REC Sdn.Bhd. Metro Rec Sdn. Bhd with Co No: 201301036408/VEPM (1)0376 (formerly known as Metro Real Estate Consultancy Sdn. Bhd) is a real estate consultancy firm registered with Board of Valuers, Estate Agents and Property Managers Malaysia and is also a member with the Malaysia Institute of Professional Property Managers (MPPM) as well as the International Real Estate Federation (FIABCI) Malaysian Chapter. Metro Rec Sdn. Bhd. offer full spectrum of real estate services namely estate agency, property management, valuation and consultancy. And this firm was incorporated in October 2013.

METRO REC SDN.BHD POLICY

“To have well trained and disciplined employees who are proactive in ensuring that efficient & professional management services are provided to all customers that will eventually enhance the value of the property”

METRO REC SDN.BHD VISION

To be recognized as the preferred and trusted real estate consultant through our professionalism and integrity in the delivery of our services.

METRO REC SDN.BHD MISSION

“To provide quality and market driven real estate solutions for our clientele”



Figure 1: Symbol of Metro REC Sdn.Bhd

1.3 LOCATION OF METRO REC SDN. BHD PENANG BRANCH

During my industrial training period, I was involved in property management for Penang branch. This company has been located at 1A-2-1, Jazz Suites, Jalan Seri Tanjung Pinang 1, 10470 Tanjung Tokong, Penang.

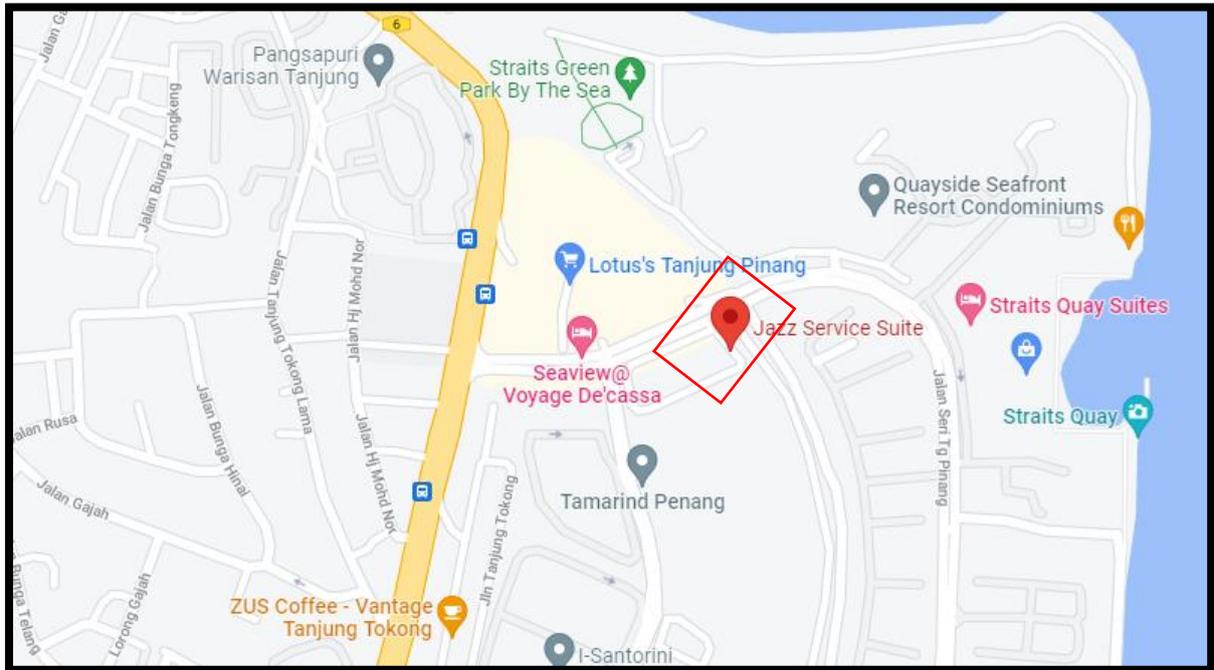


Figure 2: Location plan office Metro REC Penang branch

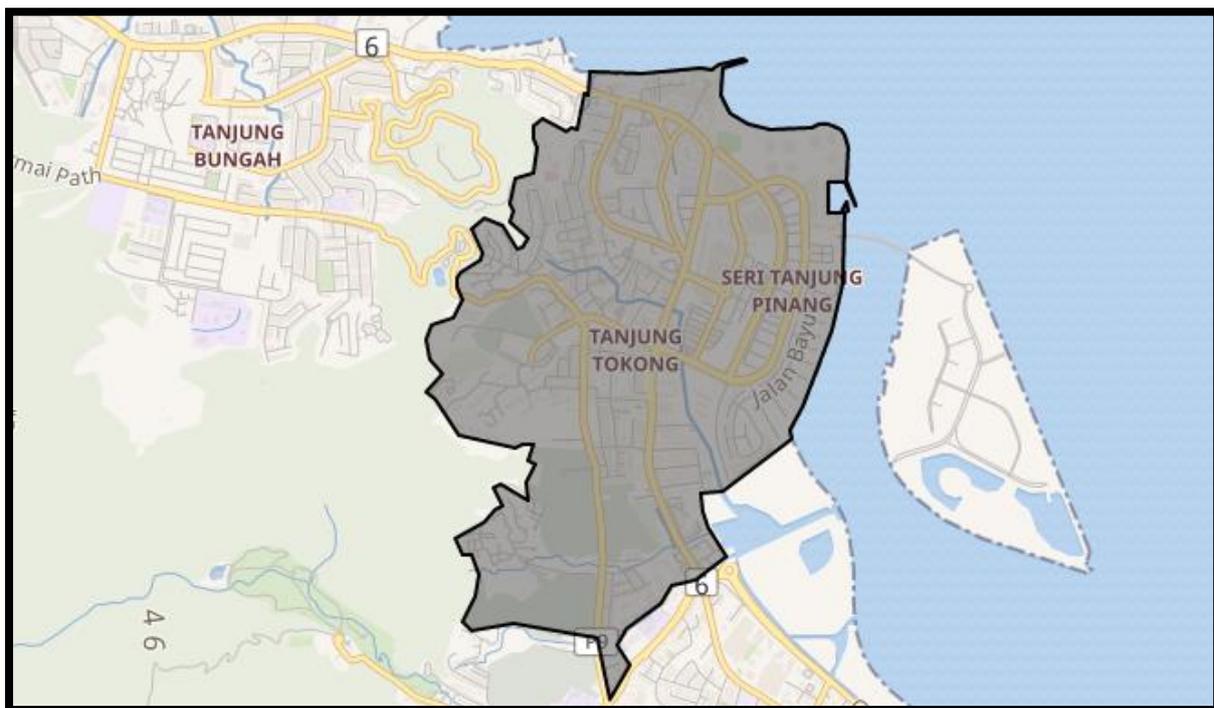


Figure 3: Key plan Metro REC Penang branch

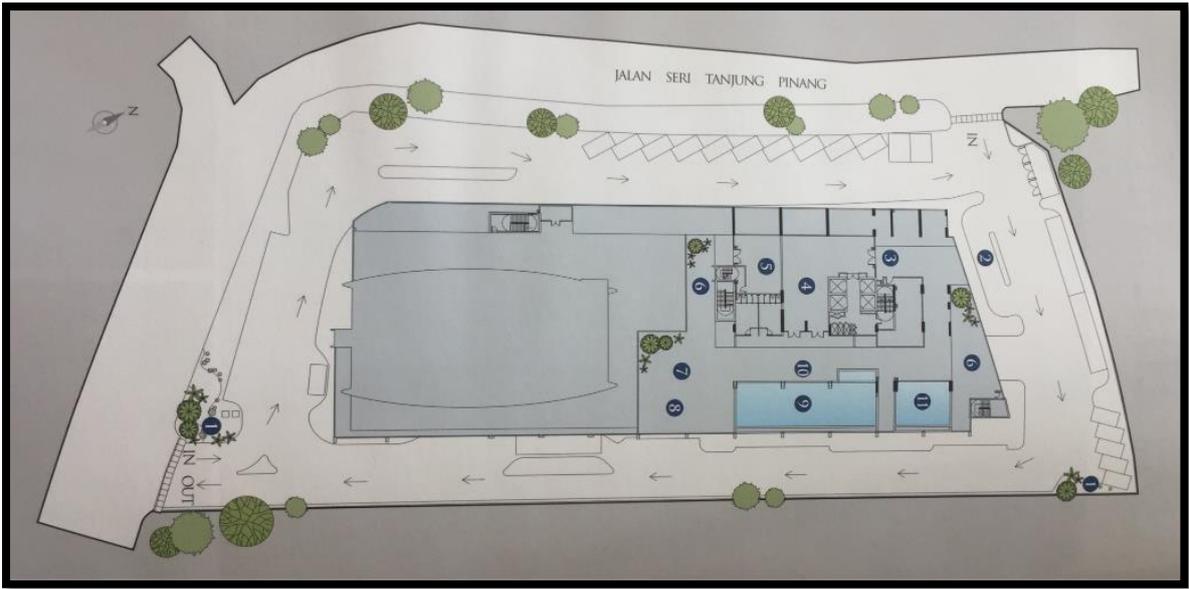


Figure 4: Site plan Metro REC Penang branch

1.4 ORGANIZATION CHART

Below is the organization chart for property management services at Metro REC Sdn. Bhd. It divide into two. Which is at HQ and another one is at Pulau Pinang.

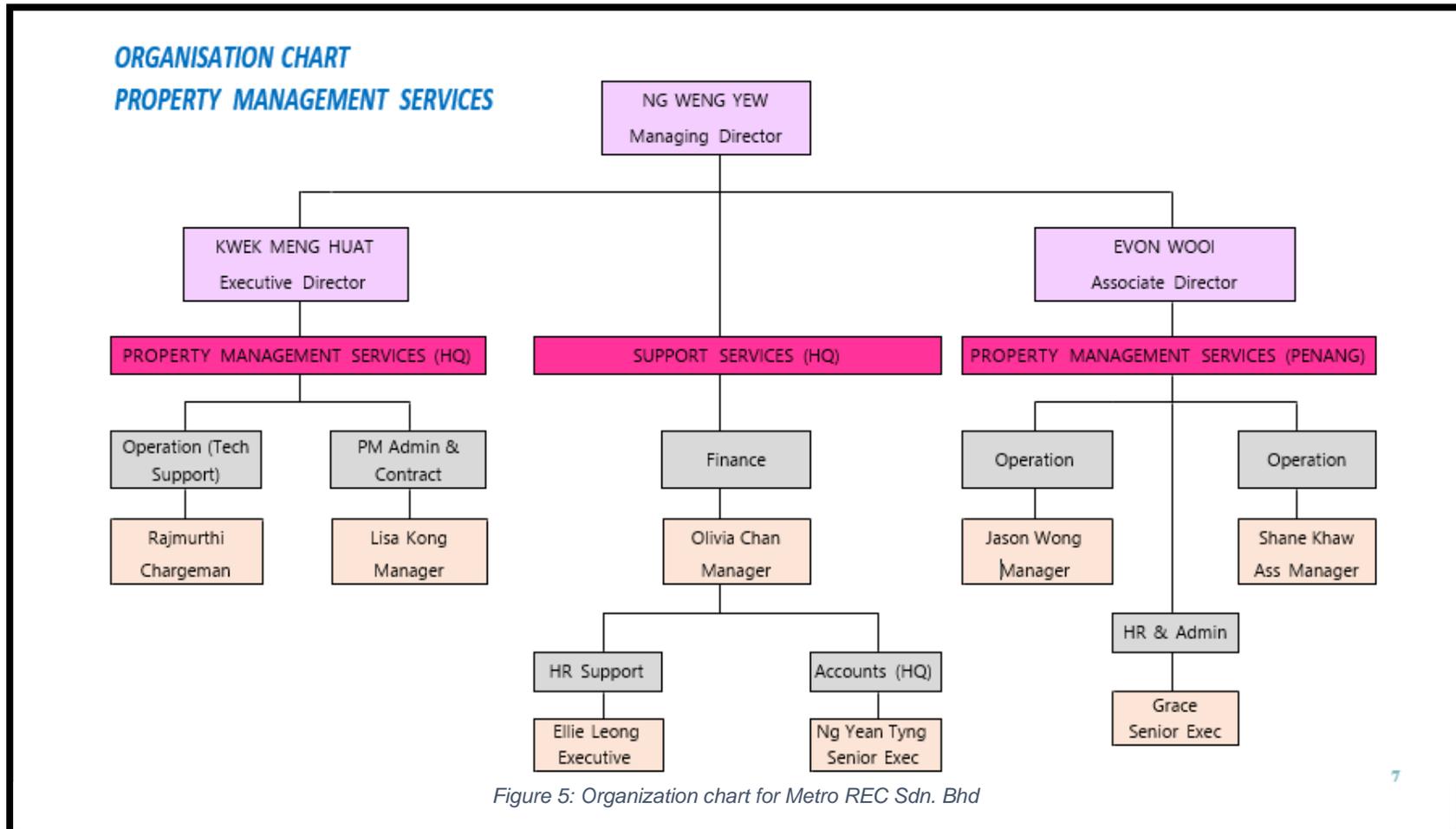


Figure 5: Organization chart for Metro REC Sdn. Bhd

1.5 SERVICES PROVIDED

Metro REC Sdn. Bhd have takes pride in having key management personnel who has expertise and experience in various service line in the real estate industry. With the combined strengths from every team member, Metro REC is fully focused in providing quality property management and real estate agency services in Klang Valley and Pulau Pinang.

For property management especially they provide expertise in sourcing and eventually operating property with the aim of sustaining the capital value and income of the property in line with the objectives of the client through effective management of the property.

Metro REC undertakes the role as a Property Managers for every residential, commercial and industrial developments on behalf of developers, Joint Management Bodies/ Management Corporations as well as corporate landowners.

Management information and technology system is critical for effective and organized property management. So, Metro REC currently incorporates with Condo Master which is a web-based property management system with the following modules:

- Ownership Management (keep track of all unit owners' details, car parks/ vehicles, tenants' details, strata titles)
- Asset Management (fixed assets listing, preventive and corrective maintenance)
- Customer Service (Online statement of account, issues/ complaints, e-notices, centralized monitoring for effective review/ follow-up action)
- Utility Management (utility meter billing and tracking)
- Expenses Management (Purchase Order, Payment Vouchers, cheque printing, expenses tracking)
- Billing, Receipts & Payments (online and paper billing, official receipts, debtors/ creditors listing & credit control)
- Accounting (General Ledger, Journal, Trial Balance, Profit & Loss Statement and Balance Sheet)



Figure 6 : Cover page Website Condo Master

To realize the full potential of this system, operational processes including Standard Operation Procedures (SOP) and standardized forms are adopted and constantly reviewed by Metro REC to facilitate and enhance efficiency and compliance of site staff performance.

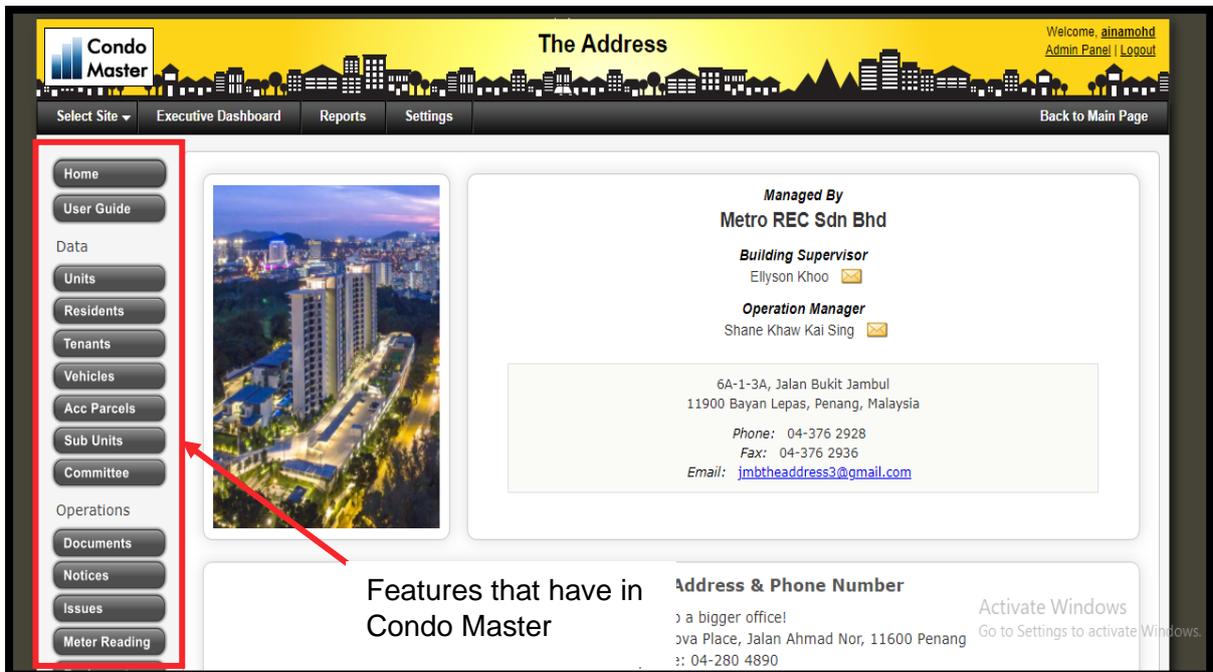


Figure 7: Inside of Condo Master

1.6 CURRENT PROJECT OF METRO REC SDN. BHD

Below is the list of current projects managed by Metro REC, which is divided by property management services in Klang Valley and Penang.

No.	Projects	Description
Klang Valley		
1	<p>Sentul Point</p> 	<ul style="list-style-type: none"> • Appointed by UOA Q2 2020 (DMP) • Mixed dev project • >2.3mil sf (2,501 parcels)
2.	<p>Setia Ecopark</p> 	<ul style="list-style-type: none"> • Gated & guarded (G&G) scheme 757 units of landed properties (detached and semi-d) • Appointed Feb 2017
3.	<p>Surian Residence</p> 	<ul style="list-style-type: none"> • 311 high end condominium units in lush 7.88-acre site • Appointed Feb 2018

4.	<p>Menara Goldstone</p> 	<ul style="list-style-type: none"> • Corporate strata office tower in Golden Triangle KL • Appointed Aug 2015 • Total prime office space of about 180,000 sq ft.
5.	<p>One Ampang Business Avenue</p> 	<ul style="list-style-type: none"> • 88 units of strata shops / offices • Appointed Dec 2013
6.	<p>Laman Bayu Bukit Jalil</p> 	<ul style="list-style-type: none"> • 40 upmarket strata super link homes • Appointed Aug 2021
Penang		
1.	<p>The Clovers</p> 	<ul style="list-style-type: none"> • 892 condominium units (Penang) • Appointed Oct 2021

2.	<p>Grace Residence</p> 	<ul style="list-style-type: none"> • 378 condominium units • Appointed Jan 2021
3.	<p>The Address</p> 	<ul style="list-style-type: none"> • 124 luxurious condominium units • Appointed Sept 2019
4.	<p>Vilaris</p> 	<ul style="list-style-type: none"> • 56 exclusive strata residential enclave • Appointed Aug 2020
5.	<p>The Sanctuary</p> 	<ul style="list-style-type: none"> • 69 exclusive strata residential enclave • Appointed Feb 2020

<p>6.</p>	<p>Plaza Ivory</p> 	<ul style="list-style-type: none"> • 274 apartment units • Appointed Apr 2020
<p>7.</p>	<p>Jazz Suites</p> 	<ul style="list-style-type: none"> • 300 serviced suites • Appointed June 2019
<p>8.</p>	<p>Bayswater Resort Condominium</p> 	<ul style="list-style-type: none"> • 396 resort condominium units • Appointed Jan 2019

<p>9.</p>	<p>Woods bury Suites</p> 	<ul style="list-style-type: none"> • 420 upmarket residential suites • Appointed May 2019
<p>10.</p>	<p>All Seasons Park</p> 	<ul style="list-style-type: none"> • 808 condominium units • Appointed Jan 2019
<p>11.</p>	<p>Ramah Pavilion</p> 	<ul style="list-style-type: none"> • 759 apartment units • Appointed March 2020

<p>12.</p>	<p>Surin Condominium</p> 	<ul style="list-style-type: none"> • 360 upmarket condominiums • Appointed Dec 2018
<p>13.</p>	<p>Gurney Villa</p> 	<ul style="list-style-type: none"> • 68 condominium units • Appointed Nov 2020
<p>14.</p>	<p>Scots Pavilion</p> 	<ul style="list-style-type: none"> • 89 condominium units • Appointed Dec 2021

1.7 TRAINING DURATION

Training period : 11/10/2021 - 31/01/2022

Working hours: 9 a.m. – 5 p.m. on Mondays to Fridays and
9 a.m. – 1.00 p.m. on Saturday.

1.8 SCOPE OF WORK

During industrial training, I was offered as administration assistant property management. My duty is to be the helpdesk to record requests/ complaints and work closely with building supervisor to ensure prompt follow up. Usually, I involved and received residents' issues regarding access card system, minor ad-hoc works and repairs such as cabling, plumbing, and leakages. Besides, I carry out any other duties as assigned by the management as below:

- Prepare monthly payment cheques for the work (ad-hoc or preventive maintenance)
- Assist in renewal of preventive maintenance contracts and insurances.
- Assist in the preparation of monthly maintenance report
- Assist in preparing and putting up residents' notices.
- Attend AGMs and Council Meetings and assist in minutes preparation

1.9 Summary

In summary, chapter 1 provided an overview of my practical training, since this report I compulsory to prepared described the project in which the students was involved and played a role as part of the appointed work. The period of 4 months internship completed successfully under the scope of work given by property manager of Metro REC Sdn Bhd with supervising the experience worker, Madam Ellyson Khoo who is the Building Supervisor. And one handyman that can do maintenance work very good. En. Afandy, he has a lot experience.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

This chapter consist with the definition of renovation, definition Strata Tittle and what have been state in the Strata Management Act 2013 about the renovation procedure for every Strata property. Also have some of house rules about the renovation procedure. Every condominium has different house rules that need to follow for renovation procedure because every each of condominium have different structure of the building.

2.2 DEFINITION OF RENOVATION

The term 'renovation' refers to the process of returning something to a good state of repair. In the construction industry, renovation refers to the process of improving or modernising an old, damaged or defective building. This is as opposed to 'retrofitting' which is providing with a component or feature not originally fitted, or 'refurbishment' which is a process of improvement by cleaning, decorating, or re-equipping.

And according to Approved Document L of the building regulations, 'major renovation' means 'The renovation of a building where more than 25% of the surface area of the building envelope undergoes renovation'. It is common for people to purchase run-down properties, often houses, and renovating them as a means of increasing their value. Usually, renovation work is categorised as 'cosmetic' or 'structural'.

Table 1: Types of renovation

Structural renovation might include:	Cosmetic renovation might include:
<ul style="list-style-type: none">▪ Extensions.▪ Loft conversions.▪ Construction of a basement.▪ Redesign of floor plans.▪ Re-wiring, re-plumbing, and so on.	<ul style="list-style-type: none">▪ Painting and other forms of decoration and minor repairs.▪ Flooring.▪ Updating fixtures and fittings.▪ Light landscaping

2.3 RENOVATION CHECKLIST

Strata property is described as a development or project in which the building or land is divided into several lots of 'parcels.' Strata properties are often high-rise residences such as flats, apartments, condominium, townhouses and landed houses in gated & guarded community.

Workflow for strata property and landed property has a big difference. As we know, before commencement work landed property need to get an approval from local authority with proper detailed renovation plan for permission. And it different with strata property. As strata residency, they are required to approach the management authority, taking into account the limitations noted by the Strata Management Act 2013.

As for property management of Metro REC, a renovation checklist is prepared as a guideline for each site to follow it. This renovation checklist is usually referred by Building Supervisor before give out permit to the unit before commence of work start.

Table 2 Renovation Checklist prepared by Evon Wooi (Associate Director of Metro REC Sdn.Bhd)

Please tick	Permission before commence of work	Remarks
1	Signed Renovation Forms and Guidelines	(a) To go through with residents the fines clearly for any violations
2	Renovation Deposit	(b) Amount may different for different site
3	Administration Charges	(c) Amount may different for different site
4	Letter of Indemnity	(d) This is a must. Otherwise, renovation application cannot be approved.
5	Initial on "Borang membaiki rumah" from the council	(e) We must inform the residents of this forms and make sure that they are aware. They are to get approval from the Management first and submit this later to the council with the architect drawing. (f) If there is hacking, they must do it. (g) If there is no hacking or simple renovation, we can consider allowing them to proceed without these documents but we must protect the Management by ensuring indemnity and "borang membaiki rumah" is

		acknowledge with their initial so that in the unforeseen event that happen, we are not responsible but the owner.
6	Floor plan from ID	(h) This is to see if they hack any original wall. You must know the layout plan of the property well. Look out for any additional window, door or kitchen ventilation cap proposed.
7	Insurance plan	(i) Minor RM300k (non-hacking), major renovation (j) (Hacking) depends on the amount of renovation.
8	Architect drawing submission to local council	(k) This will cost money to owners so they might resist. Always encourage them to do it and if it looks impossible, refer to item 5(g). lease explain to them clearly.

2.4 PROPERTY MANAGEMENT SERVICES

Property management is the operation, regulate, maintenance, and supervision of physical real estate, which includes residential, commercial, and land real estate. Property Management is about the establishment of an appropriate framework to oversee the property holdings to achieve targeted short and long-term objectives, with regard to the purpose the property is held. Property management can be thus defined as the management of buildings to carry out the following tasks:

- Appointment and monitoring of service contractors
- Common area maintenance and management
- Financial management
- Occupancy management

In essence, property management is the art of sourcing and eventually operating property with the aim of sustaining the capital value and income of the property in line with the objectives of the owner/ investor through effective management of the property.

2.5 DEFINITION OF STRATA TITTLE

Strata title is ownership in multilevel or multi-storey buildings such as apartments or condominiums. The strata title ownership is governed by the Strata Title Ordinance 1995, the main piece of legislation in this area. Generally, you not only own your unit, but you also co-own the common properties such as lifts, staircases, foyers, gardens, car parks and all the facilities and the size of your ownership on the common properties depends on the built-up size of your unit. Strata title can only be issued upon approval of application for subdivision of the building, approval of strata title survey, payment of necessary fees and formation of a Management Corporation (MC). The time frame given for compulsory application for strata title is upon expiry of six months after the sale of the first parcel in the building or six months from the date of completion of the building approved for subdivision.

In addition, the issuance of the strata titles for the owners may take some time, in view of the various processes involved with the relevant authorities.

Before strata title is issued and the formation of the Management Corporation (MC), the developer is responsible to manage the building and its common property. After issuance of the strata title, this responsibility falls under the MC.

2.6 STRATA MANAGEMENT ACT 2013

Strata Management Act 2013 is introduced in years 2013, the Strata Management Act 2013 (SMA) made to provide proper maintenance and management for buildings and common property and its related matters. Living in a strata development means living in a community with some shared resources. Strata Management Act 2013 (SMA) have to ensure a harmonious living environment amount the residents and owner at the strata property.

Regarding this scope study, the renovation matter was highlighted at Third Schedule Strata Management Act 2013 Strata Management (Maintenance and Management) Regulations 2015 Part VII as below:

i. **Pursuant to By-Law 27 – Renovation works and repairs**

- 1) A proprietor shall not carry out any renovation works to his parcel without first obtaining a prior approval from the management corporation and, where necessary, from appropriate authority.
- 2) In giving for any renovation works, the management corporation may require the proprietor to place an amount with the management corporation as a

deposit for compliance with these by-laws or any additional by-laws relating to such renovation works and may require that the renovation works be completed within a certain time.

- 3) It is the responsibility of the proprietor to check with the appropriate authority for the need of any approval to carry out the renovation works and the proprietor shall pursue the matter with the appropriate authority from the management corporation is entitled to assume that the proprietor has obtained the necessary approvals of the appropriate authority shall be submitted to the management corporation at the time of application for approval by the management corporation. If the management corporation gives its approval for any renovation works it is subsequently discovered that the requisite approvals from the appropriate authority were not obtained or not properly obtained, the proprietor shall be solely responsible to the appropriate authority and the approval granted by the management corporation for renovation works shall deemed rescinded forthwith.
- 4) All renovation works in a parcel shall be confined to the boundaries of the parcel and no works shall be carried out on any part of the common property.
- 5) Renovation waste or refuse shall not be discarded by a proprietor or his workmen at any refuse chamber or sink or water closet or any part of the common property and such items are required to be removed from the building by the proprietor or his workmen unless there is a designated facility in the building approved by the management corporation for this purpose.
- 6) A proprietor shall ensure that any renovation works to his parcel shall not in any way whatsoever affect or weaken any structural member support, including shear walls or structural load-bearing beams or columns in the building. If any damage is caused to any of the building structural members by such renovation works, the proprietor shall at his own cost immediately rectify and make good the damage under the supervision of a competent civil and structural engineer appointed by the management corporation and the proprietor shall bear all cost relating thereto.
- 7) A proprietor shall take full responsibility for any defect or damage to the common property as a result of the renovation works or repair works to his parcel and if any damage is caused the proprietor shall immediately at his own cost, rectify and make good the damage to the satisfaction of the management corporation.
- 8) A proprietor shall ensure that adequate precautions are taken against damaging any concealed wirings, cables, pipes and ducts during the

renovation works or repairs to his parcel, and any such damage caused by the renovation or repair works shall be rectified and made good immediately to the satisfaction of the management corporation and any competent civil and structural engineer appointed by the management corporation and the proprietor shall bear all cost relating thereto.

- 9) If the proprietor intends to change the floor finishes to any wet area in his parcel, he shall replace the existing damp proof membrane with a new damp proof membrane, continuing upwards at any wall junction for at least 150 mm high. If the proprietor intends to change the wall tiles in a wet area, the proprietor shall similarly replace the affected part of the damp proof membrane at the junction of the wall and the floor.
- 10) A proprietor shall ensure that any renovation or repair works in his parcel shall not in any way cause inconvenience or danger to the other proprietors in the building.

ii. **Pursuant to By-Law 28 – Restriction in renovation works**

- 1) Unless prior approval in writing has been obtained from the appropriate authority and the management corporation, a proprietor shall not -
 - a) construct another floor level to his parcel (e.g., to split the level of any portion of the existing floor in the parcel by adding platforms);
 - b) relocate any external door or window of his parcel;
 - c) remove or make changes to any building safety feature in his parcel and notwithstanding such approvals, the proprietor shall indemnify and keep indemnify the management corporation against any liability which may be incurred or suffered as a result of such removal;
 - d) shift any plumbing and sewerage system in a parcel; change or upgrade the whole electrical system in a parcel; or
 - e) illegally connect or tap electricity supply.
- 2) In carrying out any renovation works or repairs to his parcel, a proprietor shall not –
 - a) exceed the maximum permissible limit on the drilling or hacking of the shear wall for rewiring of electrical points;
 - b) exceed the maximum permissible floor loading; and
 - c) remove or strip any building joint sealant in his parcel or any part of the common property;

- 3) A proprietor shall not tap water or electricity supply from the common property unless prior approval in writing is given by the management corporation.

iii. **Pursuant to By-Law 29 – Other prohibited**

- 1) Hacking, drilling and punching of nails or screws into walls are strictly prohibited within 300mm of any concealed or embedded pipes electrical conduits. A proprietor shall ensure that all contractors are required to use a metal detector before any hacking or drilling of such walls, or punching of nails or screws into walls. The proprietor shall ensure that the contractors are also required to check the as-built building plans and drawings kept at the office of the management corporation.
- 2) A proprietor shall not cause or permit any fitting or fixture or any alteration or change to be made to the exterior of his parcel that will affect or change the appearance of the common property or building façade or encroach onto any part of the common property without the prior written approval of the management corporation. Building façade shall include external windows, balconies, terraces, common areas, open areas and all other visible parts of the building which constitute or form part of the exterior appearance of the building.
- 3) A proprietor shall not install any television/radio antenna or disc on the rooftop or any external part of the building without the written consent of the management corporation.
- 4) Save and except for air-conditioning condensers which are already installed, the installation of outdoor air-conditioning condensers shall be positioned at the designated area approved by the management corporation. The mounting of any air conditioning condensers on any other exterior areas of the building is strictly prohibited. All exposed pipes are to be laid in suitable conduits/ducts and to be painted according to the colour of the exterior building façade. The outlet of the discharge pipe shall be placed at the nearest floor trap provided at the approved designated area or connected to a common designated discharge pipe, as the case may be. A proprietor shall ensure that his contractor installs all air-conditioning units

2.5 HOUSE RULES

Based on House Rules for Residential Unit, house rules is the rules and regulations to promote the harmonious occupancy of the residential. And it is like the guideline that need to refer if want to do anything in that property. Every Strata Property has their own house rules that need to follow. For example, if want to do a renovation process need to get a permit. Which is like approval from Management and it can be depends what kind of renovation that the owner wants to do. A permit might seem like a legal hurdle, but it's really about ensuring oversight so the relevant authorities can assess and sign off a potential renovation for both health and safety, as well as responsible construction standards.

Below is the table with some examples of renovation that need permit (information taken from the Ministry of Housing and Local Government):

Permit Required	Permit Not Required
Modification of existing gate and/or border walls	Installation or replacement of air-conditioning unit
Installation of additional shelter like awning or membranous structure that involves the addition of poles and cables	Installation or reparation of rainwater downpipes
Installation or replacement of wall and/or floor fittings that exceed 6.5 sq m	Installation of counters and/or built-in cabinets
Installation or replacement of plaster ceilings	Painting works in the house
Any form of modification to fittings that involve a change in the property's facade	Installation or replacement of wall fittings, such as windows and doors

Below is one of House Rules for renovation process. The Clovers is one of client for Metro REC and it located at 12836, Lengkok Merbah 3, Taman Sri Bayan, 11900 Bayan Lepas, Pulau Pinang.

House Rules Handbook of The Clovers provided advice on condominium renovation/alteration projects as below:

Rules and Regulations

- a) Residents, contractor or their workmen are to adhere to the management's Building Supervisor instructions which include all House Rules pertaining to renovation works, visitors and workmen entry & movement control, and vehicle parking arrangement.
- b) As unit owner, deposit of RM5,000 are required to be paid as Renovation Deposit for all renovation and removal works or such other sum as the management, as the case may deem fit and shall be refundable, after deduction (if any), free of interest, to the owner within six months from the time the renovation works are completed and inspection by an authorised person.
- c) A nominal fee of Ringgit Malaysia Three Hundred (RM300.00) will be deducted from the renovation deposit only being a non-refundable security deposit prior to the commencement of any renovation works. The Security Deposit is a non-refundable but transferable deposit to the sub-purchaser in the event the said deposit is unutilised and shall be payable by the Owner to the Management before the commencement of any renovation works.
- d) In the event that any damage to the common property is caused by the Owner and/or occupants and/or guests during such additions, alterations or renovations to the said unit as abovementioned, the Management shall authorise to use the Renovation Deposit or any parts thereof for the costs of any repair to make good such damage and the balance of the Renovation Deposit (if any) shall be refunded without interest. In the event the deposit is not sufficient to cover the cost of any repair, the Owner has to bear the difference.
- e) All materials such as sand, aggregates and bricks are to be delivered in strong storage bags and deposited inside the Parcel. All works and material storage are to be carried out within the confine of the Parcel. The Management will inform the Owner by either email, WhatsApp, SMS or phone call if the appointed contractor defies the rules. A fine of RM100.00 daily will be levied and deducted from the Owner's renovation deposit. The Management reserves the right to refuse the entry of the contractor who refuse to obey the rules.

- f) Renovation debris has to be properly stacked and packed into bags before they are brought down to the ground floor for removal away from the premises by appointed contractor.
- g) All renovation debris must be removed and the floor or route of transportation be cleaned daily. No materials, fittings or fixtures are to be left at the lobby, car parking lots, common areas or staircases during or after renovation.
- h) All deliveries / removals and movement of workmen must only use the designated lift and staircases. The designated lift should be used with utmost care for the purpose of conveying building materials to the designated Parcel. Transportation of materials using the designated lift and staircases is allowed only from 9.00 am to 5.00 pm on week day and 9.00 am till 1.00 pm on Saturday. No transportation of material be allowed on Sunday and public holiday.
- i) Illegal tapping of common water pipes and electrical power points are strictly prohibited.
- j) Main entrance door grille and drying yard grille shall follow standard design and colour provided by The Management. The tint of glass panels of windows and sliding doors are restricted to approved tint colour and code only. All reinforced structures are not to be tampered with.
- k) Hacking and modification to any of the building structural members, breaking of any common party walls or removal of fire rated doors are strictly prohibited.
- l) Waterproof tests are to be conducted at washroom / kitchen to confirm no leakage to lower units if there is any modification to bathroom floorings.
- m) All renovation works to be undertaken shall comply with the requirements of all relevant authorities and obtain all necessary approvals as required by the prevailing acts, by laws and regulations imposed by such authorities.
- n) Any alteration of or addition to the existing electrical installation shall comply with the Local Authority's and TNB's requirements such as cable sizes, SIRIM approved fittings and methods of installation. All electrical installations must be carried out by a qualified electrician or licensed contractor.
- o) Any alteration or addition on the existing plumbing and sanitary installation shall comply with the Local Authorities and PBA's requirements. Installation works must be carried out by a qualified plumber or licensed contractor.
- p) Air-conditioning works must be carried out by a qualified / licensed contractor. Proper drainage system shall be installed and the outlet pipe shall be terminated at the toilet or balcony floor trap. The compressor(s) or outdoor unit(s) must be installed securely at the designated location(s) provided.

- q) Workmen are not allowed to loiter around the premises other than the renovation area to deter and safeguard the premises from undesirable activities.
- r) No illegal immigrants or workers shall be employed by the Owners or the contractors in carrying out the works. The Management shall not be responsible for such act by the Owner or contractors and they shall indemnify the Management for all consequences arising thereof.
- s) The Management shall conduct periodic checks to ensure that the renovation works are carried out as per submitted plans and the Owner is to allow the Management personnel access to the unit for such purposes.
- t) Upon completion of the renovation works the Owner shall submit the Notice of Completion of Renovation Works to the Management for a joint inspection.

i. Working hours

- a) Renovation works are to be carried out only during the following hours:
 - Monday to Friday : 9.00 a.m. to 5.00 p.m.
 - Saturday : 9.00 a.m. to 1.00 p.m.
 - Sunday and Public Holidays: Strictly no work to be carried out
- b) All drilling and hacking works or any other works that are noisy and cause nuisance to other occupiers must be carried out within the above hours, subject to the approval from the Management. As such, the Management must be notified in writing so that prior notice can be given to the neighbouring occupiers / occupants.

ii. Consent Before Commencement of Works

Owners or Residents who intend to carry out any alteration or renovation works to their respective Parcel must inform and obtain written consent / approval from the Management two (2) weeks in advance before the commencement of such works. Renovation Works Application Form submitted for Management approval, requires the following information, if applicable.

- a) Architectural plan showing the proposed alterations / renovations to the Parcel.
- b) Electrical plan showing the proposed alterations to existing electrical system of the Parcel.
- c) Plumbing plan showing the proposed alterations to existing plumbing system of the Parcel.

- d) Air-conditioning plan showing the proposed alterations to existing air-conditioning system of the Parcel.
- e) Water proofing systems to be applied where the alterations/ renovations affect the existing water proofing system already installed in the Parcel.
- f) Name and contact information of contractors and / or suppliers involved with the proposed works or installations.
- g) Date of intended commencement of works and the exact timeframe promised by the contractors for the completion of such works.

iii. Refusal to Corporate

If the applicant refuses to cooperate with the developer or Property Manager and proceeds with the unauthorized works, the developer and/or the Property Manager will issue a Stop Work Order which authorizes the security guards at the main guardhouse to stop all the contractor's workers involved with the disputed works from entering the premises until the matter is resolved amicably between the applicant and the Property Manager

iv. Deposit

- a) Owners has to pay a security deposit of RM5,000.00 to the Management to cover any damages caused during the renovation works or non-compliance of the conditions herein. Such deposit shall be used to ensure that no common property is damaged. The deposit shall be made payable to the Management in the form of cheque or bank draft.
- b) Such deposit is to ensure the following:
 - i. To guarantee that all existing house rules and regulations will be strictly complied with by the parties engaged in the alteration / renovation works.
 - ii. Any damage caused to common property, building services, furniture, decorations, plant and equipment will be repaired or replaced to its original condition within 1 week of such damage being notified to the applicant. The Management will carry out such repair or replacement works and debit the cost against this deposit. If the deposit is insufficient to cover the cost of such rectification or replacement works, the applicant may be further liable to a claim by the Management for any unpaid costs incurred.
- c) The deposit of RM5,000.00 minus a non-refundable security of RM300.00 shall be refundable free of interest upon the completion of the renovation works according to the approved plans and to the Management satisfaction, and upon due compliance

with all the terms herein. Deduction will be made for any damages caused / cleaning works necessary to the common area; if the appointed contractor fail to do so. The appointed contractor is required to forward an as-built drawing to the Management for records before deposit can be refunded. Kindly be advised that you have to contact the Management to fix an appointment for the joint inspection.

v. Security Check and Contractor Pass

- a) All delivery, removal and renovation works must be reported at the security checkpoint prior to commencement of work on a daily basis. Otherwise, the Management reserves the right to refuse entry to any unknown personnel for whatever purposes which cannot be verified there and then.
- b) All workers must report at the security checkpoint to obtain contractor passes which must be worn at all times and given to the security checkpoint upon leaving. Security personnel shall have the right to question any person found without a pass in the premises.
- c) A fine of RM50.00 will be imposed for loss of each contractor pass.

vi. Use of lift

All deliveries/removals of raw material and the workmen must only use the designated Contractor Lifts and staircases, to avoid causing any inconvenience to other Residents.

vii. Renovation Limits

All remodelling work must be done within the confines of owner's involved unit. Knocking down of walls and hacking of structural slabs, columns and beams are not permitted. Wet construction works shall not be encouraged. In any case, the Owners concerned shall ensure that renovation works shall be carried out according to the existing rules and regulations of the relevant authorities.

viii. Disposal of Debris/ Materials and Protection of Common Property

All unwanted materials, debris, etc. are not to be left in the corridor, lift lobbies, fire escape staircases or any other unit. The contractor is required to dispose their unit debris from the unit into the ground floor bin on daily basis, failing which the Management shall remove and dispose of such debris and unwanted materials and all costs incurred shall be charged to the Owner.

ix. **Conduct and Behaviour of Contractor**

Owner shall be responsible for the conduct of their appointed contractors. Any damages to the building or any equipment caused by the moving of furniture or other personal effects shall be replaced or repaired at the expense of the Owner concerned.

2.6 SUMMARY

In a nutshell, renovation work is necessary for some people in order to upgrade their living style and improve the indoor environment. This process can be expensive, time-consuming, and difficult to manage at times. However, knowing the rules of house renovation is critical to ensuring that it is done correctly and in accordance with regulations. Thus, Strata Management (Maintenance and Management) Regulations 2015 shall be one of the guidance in renovation work matters besides of renovation checklist produced by property management for the certain strata property. And it will be responsible for the property management that appoint to manage that property to well manage the property properly and strict follow the rules. If not a lot of thing will be happen and the safety of resident also will threatened.

CHAPTER 3: CASE STUDY

3.1 INTRODUCTION

This chapter explained the details of my case study and the renovation procedure. It begins with information of case study, which is The Address, Bayan Lepas, Penang and the renovation procedure follow by house rules.

3.2 CASE STUDY: THE ADDRESS

The Address is one of client for Metro REC Sdn.Bhd. Metro REC been appointed to manage this residential from September 2019. It is one of duplex loft residential that have a beautiful designed and a unique development that located at Persiaran Bukit Jambul, Bayan Lepas, Pulau Pinang. The developer for this project is IJM Land Berhad. This project was completed on 2015, and start have resident on 2016.



Figure 8: Logo The Address



Figure 9: Entrance of The Address

The Address consist with:

2 blocks: Block A & Block B (16 floor with 4 units for each floor)

2 Loft: Loft C & D (Loft C have 10 units & Loft D 4 units)

Total: 148 units

This property facilitated with various amenities as below:

Table 3:Facilities and amenities The Address

Facilities and amenities	Description
Pool & jacuzzi	<p>Three types of pool which is:</p> <ul style="list-style-type: none"> • Children's pool • Swimming pool • Jacuzzi <p>Open from 7.00am to 8.00pm</p>
Gymnasium	<ul style="list-style-type: none"> • Open daily from 6.00am. to 12.00 pm. • Provided with various gym equipment
Half basketball court	<ul style="list-style-type: none"> • Open for resident from 7.00a.m – 10.00p.m • Can play for 2 persons
Tennis Court	<ul style="list-style-type: none"> • Open for use from 7.00am to 10.00pm daily
Sauna	<ul style="list-style-type: none"> • Open for use in 2 session <p>Morning: 7.00am to 11.00am Night: 6.00pm to 10.00pm</p>
BBQ Area	<ul style="list-style-type: none"> • Open for use between 6.00 pm to 10.00pm daily • Divided into two area which is halal and non halal area • Need to make reservation with deposit of RM150 refundable RM100 and RM50 rent fee
Jogging track	<ul style="list-style-type: none"> • Track for running and walking • This facility strictly for residents and their guests only
Multipurpose hall	<ul style="list-style-type: none"> • Open for use from 9.00 am to 11.00 pm daily

	<ul style="list-style-type: none"> • This multipurpose can be rented with deposit RM300.
Reading rooms and games rooms	<ul style="list-style-type: none"> • Open daily from 8.00 a.m. to 10.00 p.m.
Children's playground	<ul style="list-style-type: none"> • Children below age of 12 years must be accompanied by an adults • Provided with various equipment.
Car park	<ul style="list-style-type: none"> • There is total up to 3 levels car park for residents including motorcycle and OKU and visitor car park.
Lift lobby	<ul style="list-style-type: none"> • There are total of 4 lifts includes 2 Bomba lift
Car wash bay	<ul style="list-style-type: none"> • Complete with pipe to wash car and located near to visitor parking lot

The safety for The Address also good when it has 24-hours security guard and have 64 CCTV around the estate. The size of the house is starts from 2315 sq. ft. Surrounding of The Address is Centre for Chemical Biology, USM, Penang Golf Club, Sunshine Mall, 7-Eleven, Public Bank, Petronas petrol pump and mosques.



Figure 11: Key plan The Address



Figure 12: Site plan The Address

3.4 RENOVATION / ALTERATION WORKS IN HOUSE RULES THE ADDRESS

House rules are essential standards for every condominium, particularly The Address. Residents in a strata title property, such as a condominium, are regulated by house rules, which are revised during the annual general meeting (AGM).

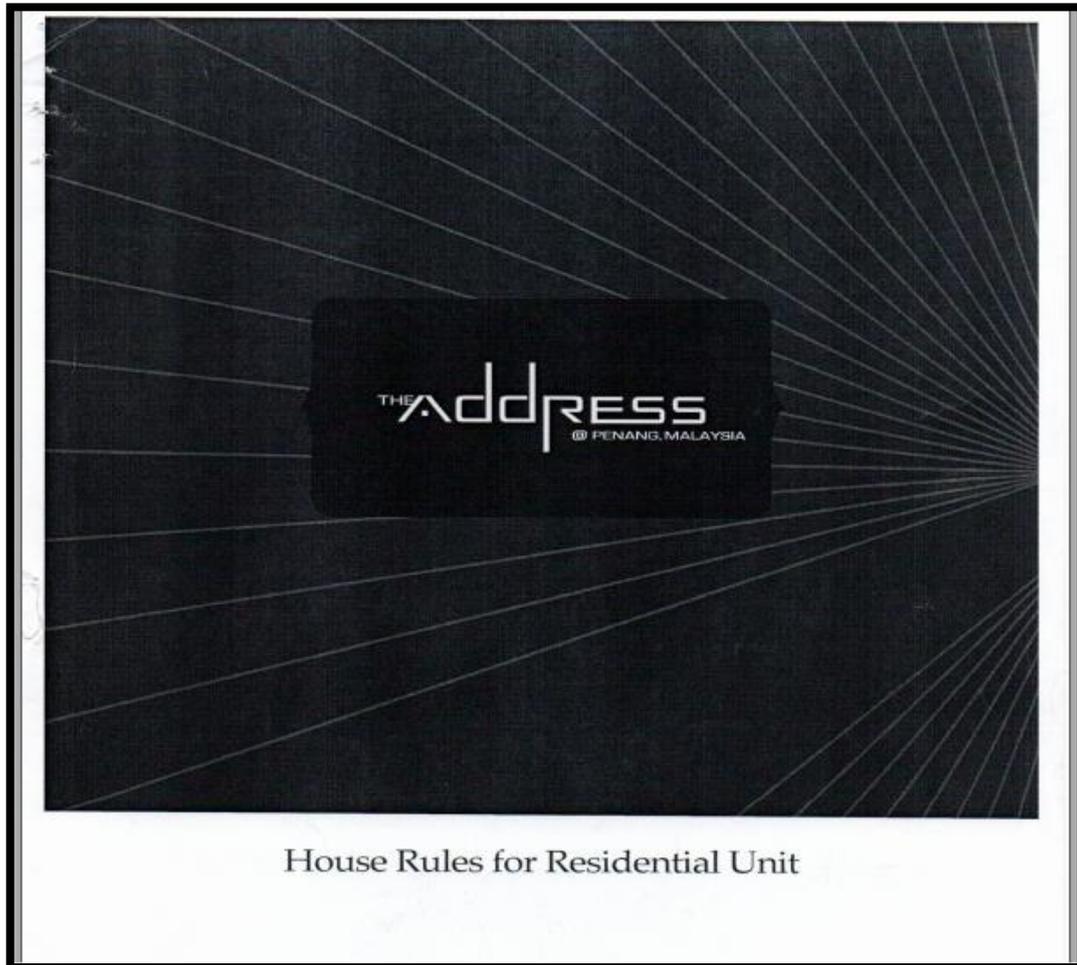


Figure 13: House rules for The Address

House Rules of The Address provided advice on condominium renovation/alteration projects as below:

3.4.1 Renovation policy and guidelines

The Renovation Policy and Guidelines shall form part of the House Rules for Renovation/Alteration works to the Residential unit and it may be amended from time to time, when necessary, by the Management. A full and complete set of the Renovation Policy and Guidelines can be obtained from the Management Office.

It is the Owner's sole responsibility to ensure that the renovation plan and work are designed and carried out in accordance with, conforms to, with relevant approvals and does not in any way contravene the prevailing Acts of Law and Building Regulations which is imposed by the relevant Authorities.

Owners are prohibited from converting their Residential units into a showroom or display unit or put up any form of banner, poster, advertisement on the exterior of their Residential units or within the vicinity of The Address.

3.4.2 Approvals and compliance before commencement of renovations

Residents shall not conduct nor carry out nor cause nor permit to be conducted or carried out any renovation or alteration works in respect of the building or the said parcel unit unless: -

- a. All works comply with, conform to and are carried out in accordance with all the relevant Acts of Law and Building Regulations.
- b. All necessary approvals are obtained from the relevant Authorities.
- c. Full written authorization is granted by the Management.
- d. The Resident has paid up to date at the time of application for renovation, all maintenance charges including sinking fund and any other charges.

3.4.3 Permission before commencement of works

Notwithstanding that the Resident has obtained the approval of the relevant authorities to such renovations and/or alterations, the Resident must still obtain the prior written consent of the Management who reserves the right to refuse or withhold the said consent if the proposed works do not comply with the Renovation Policy and Guidelines of The Address. The Management reserves the right to give conditional consent so as to maintain the general amenities, uniformity and standards of The Address.

3.4.4 Breach of regulations / by-laws / safety standards

In the event the proposed alteration/renovation works are found to be in breach of any existing Government regulations, by-laws or safety standards or not in the interest of the majority of the Common Owners as determined by the Management, the Resident shall oblige to amend the proposed alteration/renovation works and work procedures to mitigate such objections before approval can be granted by the Management.

3.4.5 Refusal to cooperate

If the Resident refuses to cooperate with the Management and proceeds with the unauthorised works, the Management will issue a Stop Work Order which authorises the security guards at the main guardhouse to stop all the contractor's workers involved with the disputed works from entering the premises until the matter is resolved amicably between the Resident and the Management.

3.4.6 Prohibition on ram setting on walls or slabs

During the renovation or fitting out works, Residents must ensure that their contractors are aware and agree not to use mechanical ram setting guns to shoot concrete nails into walls or concrete slabs. This is to prevent the nails from accidentally puncturing any conduit, pipe, cable or any other services that may be embedded inside the walls or slabs.

If damage to any of the embedded services occur as a result of disregard for this rule, the owners will be liable to pay for the cost of the repair or rectification works involved. If in doubt, contractors are expected to consult the Building Supervisor on how best to avoid such problems during renovation or fitting out works.

The Management reserves the right to limit the nature and type of equipment used by the Residents contractors in carrying out the renovation/alteration works.

3.4.7 Work schedule and working hours

Applications for approval of renovation works and payment of renovation deposit, the amount of which will be determined by the Management, should be made at the Management Office during office hours. Applications must be submitted in the prescribed form obtainable from the Management Office. All applications must be accompanied by copies of all relevant plans, designs and approvals obtained from the relevant authorities in respect of the intended renovations/alterations.

Alteration and renovation works are restricted to the following hours: -

Mondays to Fridays: 9.00am to 5.00pm

Saturdays: 9.00am to 1.00pm

Sundays and Public Holidays: Not allowed

3.4.8 Inspection by management

When carrying out construction/repair works within the Residential units, Residents must grant access to the Management's representative into the Residential units for inspection if any works being carried out is deemed to have caused problems affecting the property or rights of adjoining neighbours.

3.4.9 Unauthorised renovation / alteration to the residential unit

All Owners and their assigned tenants are not allowed to carry out any unauthorised renovations or alterations to any part of the building, particularly the common and external facade areas that may have the following effect or consequences:

- a. Specifically not permitted under the Deed of Mutual Covenants;
- b. Detrimental to the market value of the overall property;
- c. Compromises any of the original safety standards of the building;
- d. Compromises the original harmony and aesthetic value of the overall building especially due to unsightly metal grilles, awnings, change of aluminium frames or tinted glass-coloured windows and sliding panels, additional lighting fixtures to balcony areas or random fixture of air-conditioner units or other equipment such as satellite dish/antennae, particularly on the external façade
- e. Compromises the aesthetic value of the building in terms of designed common lighting such as unauthorised external lighting fixtures around the balcony areas; Alteration of the aluminium sliding panel system (if any);
- g. Hacking of the safety reinforced concrete beam;
- h. Causes disapproval, discomfort, distress or inconvenience to neighbours, other owners or infringes on any Government regulation or by-laws of any authority.

When such unauthorised renovation or alteration works are detected, the Management will serve a written notice to the Owner to request that it be removed or demolished by the Owner within 7 days of receipt of the notice. Failure to comply with this request may result in direct actions taken by the Management to rectify the situation and any cost incurred will be claimed against the offender concerned.

3.4.10 Air-conditioner installation

Air-conditioner compressors) should be placed at the designated area approved by the Management, details of which can be obtained from the Management office. Any external piping (subject to approval) should be covered with casing / trunking and painted over as per colour of the external wall. For split unit air-conditioner, the drainage outlet pipe should be drained into the existing Residential unit's floor trap or bathroom or location as approved by Management.

3.4.11 Deposit

a) A refundable renovation deposit is payable by the Resident before any renovation or alteration works is carried out. The amount for the refundable renovation deposit shall be as stipulated by the Management before the commencement of renovation or alteration works.

b) Such deposit is to ensure the following:

i. to guarantee that all existing House Rules and Renovation Policy and Guidelines will be strictly complied with by the parties engaged in the renovation or alteration works.

ii. any damage caused to common property, building services, furniture, decorations, plant and equipment will be repaired or replaced to its original condition within 1 week of such damage being notified to the Resident. The Management will carry out such repair or replacement works and debit the cost against this deposit. If the deposit is insufficient to cover the cost of such rectification or replacement works, the Resident may be liable to a further claim by the Management for any unpaid costs incurred.

iii. that all unwanted materials, debris, etc are not left in the corridor, lift lobbies, fire escape staircases and also to ensure that there are no damages to any other Residential unit. Otherwise, the costs of cleaning/ clearing and / or repairing damages (if any) will be deducted from the deposit and the balance will be refunded to the Resident concerned. In the event that clean-up costs and damages exceed the deposit, the Resident responsible will be charged the additional amount.

3.4.12 Security check

All delivery, removal and renovation work personnel must report and register their attendance on a daily basis with the security guards at the guardhouse prior to carrying out works.

3.4.13 Identifications pass

All contractors and their workers are to obtain the Contractors Identification Pass at the guardhouse and they are required to wear the pass at all times. The Management and the security guards have the right to question and remove any contractor and their workers in The Address found without a pass.

3.4.14 Use of lifts

All contractors and their workers must only use the designated Contractor Lifts and staircases so as not to cause any inconvenience to other residents. The Residents and their contractors shall ensure that the contractors or its workmen do not overload or damage the lifts.

3.4.15 Water and electricity

All Residents and their contractors are NOT allowed to tap water and electricity supply from the common areas. The Management reserves the right to disconnect the illegal tapping and impose a fine against the offender.

3.4.16 Building materials, debris, packing and crating materials

a. The contractors shall ensure that all stocks, goods, equipment are kept within the Residential unit and all access to the common facilities such as corridors, lobbies and staircases are kept clear and unobstructed; failing which the Management shall remove and dispose of all obstructions and all cost will be charged to the Resident concerned.

b. All building materials including sand, cement, etc shall be put in proper non-porous container or plastic bags and shall be delivered directly to the Residential unit.

c. The contractors shall clear all unwanted materials, debris, packing and crating materials daily to the dumping ground approved by the relevant authorities outside The Address compound; failing which the Management shall remove and dispose of all such debris and unwanted materials and all cost incurred shall be charged to the Resident concerned.

d. Renovation debris is not allowed to be disposed of at the refuse collection room or main disposal centre.

3.4.17 Renovation limits

- a. All renovation works should be confined to the limits of the Residential units. Hacking of structural slabs, columns and beams are not permitted. Knocking down of walls is not allowed unless approved by the Management.
- b. Flammable items, wet mortar waste, renovation debris and adhesive materials shall not be thrown into the refuse collection rooms, main disposal centre, sewerage pipes, water closets and floor trap gully inside the Residential unit. In the event that such items are being found to have originated from the Residential unit, the Resident shall be held liable for the cost of repairs and replacement to the refuse collection rooms, main disposal centre and sewerage pipes and any other damage caused.
- c. The Resident(s) and their contractors shall ensure that the works carried out shall in no way affect the structure of the said building and that adequate precaution have been taken against damaging concealed electrical wiring or piping and floor slabs in the said Residential unit.
- d. The Resident(s) and their contractors shall be responsible for any damage caused to other Residential units arising from the renovation works carried out.
- e. All electrical works shall be carried out by a licensed contractor approved by Tenaga Nasional Berhad and all plumbing works shall be carried out by an approved licensed plumber.
- f. Relocation of the DB box, IT box and ICT box (which also houses the Home Automation System cables), the data points and SMATV points is strictly prohibited and will render the warranty for the Home Automation system and ASTRO null and void.
- g. Removal of floor or wall tiles which may damage water proofing systems already laid into the floor and wall must be reapplied to avoid water leakage to the lower floor, especially around floor traps, sewerage pipes, joints and corners.
- h. It is the sole responsibility of the Residents to ensure that the renovation works are carried out according to existing rules and regulations of the relevant authorities. The Resident shall take full responsibility for any defects or damages to the said Residential unit arising from or as a result of the renovation works and further undertakes to indemnify the Management against all legal claims, proceedings and actions brought or instituted against the Management as a result thereof.

3.4.18 Renovation works

Renovation works include any activities within the Residential unit which involves the following: -

- a. Demolition of walls, hacking of floors or Walls, alteration to any electrical, plumbing, sanitary fittings, air-conditioning systems and installation of plaster ceilings;
- b. Any form of brick laying, concreting or plastering works;
- c. Installation of kitchens, wardrobes and other decorative major woodworks within the Residential unit;
- d. Erection of new walls and installation of new tiling on floors or walls;
- e. Any work which causes excessive noise, generates construction debris and requires the transport of raw building materials or the removal of construction debris via the lift;
- f. Any works that can potentially cause damage to common property such as the lift, door, ceilings, walls and floor surfaces in the common areas.

3.4.19 Conduct and behaviour of contractors

- a. The Resident shall be responsible for the conduct and behaviour of his appointed contractors and workmen.
- b. All foreign workers engaged must have a valid work permit.
- c. All contractors and their workmen are prohibited from loitering at The Address's premises and from using its facilities.
- d. The Resident shall ensure that the contractors and their workmen do not spoil or damage any part of The Address's premises or its facilities.
- e. The Resident shall ensure that their contractors and workmen are appropriately attired and shall restrict themselves to the areas in which they are working in.

3.4.20 Completion of renovation / alteration works

- a. Upon completion of the renovation works, the Resident shall submit the "Certification of Clearance for Renovation Works" to the Management for a joint inspection by the Management and the Resident.
- b. After the joint inspection had been carried out and upon confirmation by the Management that all terms and conditions have been duly complied with, the Management will issue a "Certificate of Clearance".
- c. The Resident on receipt of the "Certificate of Clearance", will submit to the Management a written request for refund for renovation deposit and after one (01) month, the renovation deposit shall be refunded less whatever sums due and payable to the Management free of interest.
- d. Without prejudice to the Management's rights to claim damages, the renovation deposit shall be forfeited absolutely if the Residents fail to comply with the terms and conditions and rules imposed by the Management.

3.5 PROCEDURE RENOVATION

Based on House Rules of The Address, the renovation policy and guidelines can be amended from time to time by the Management when it necessary follow by the latest condition. For The Address if owner of the unit wants to do renovation there need to follow all the procedure as state as below to make sure they not break the Strata Management Act 2013:

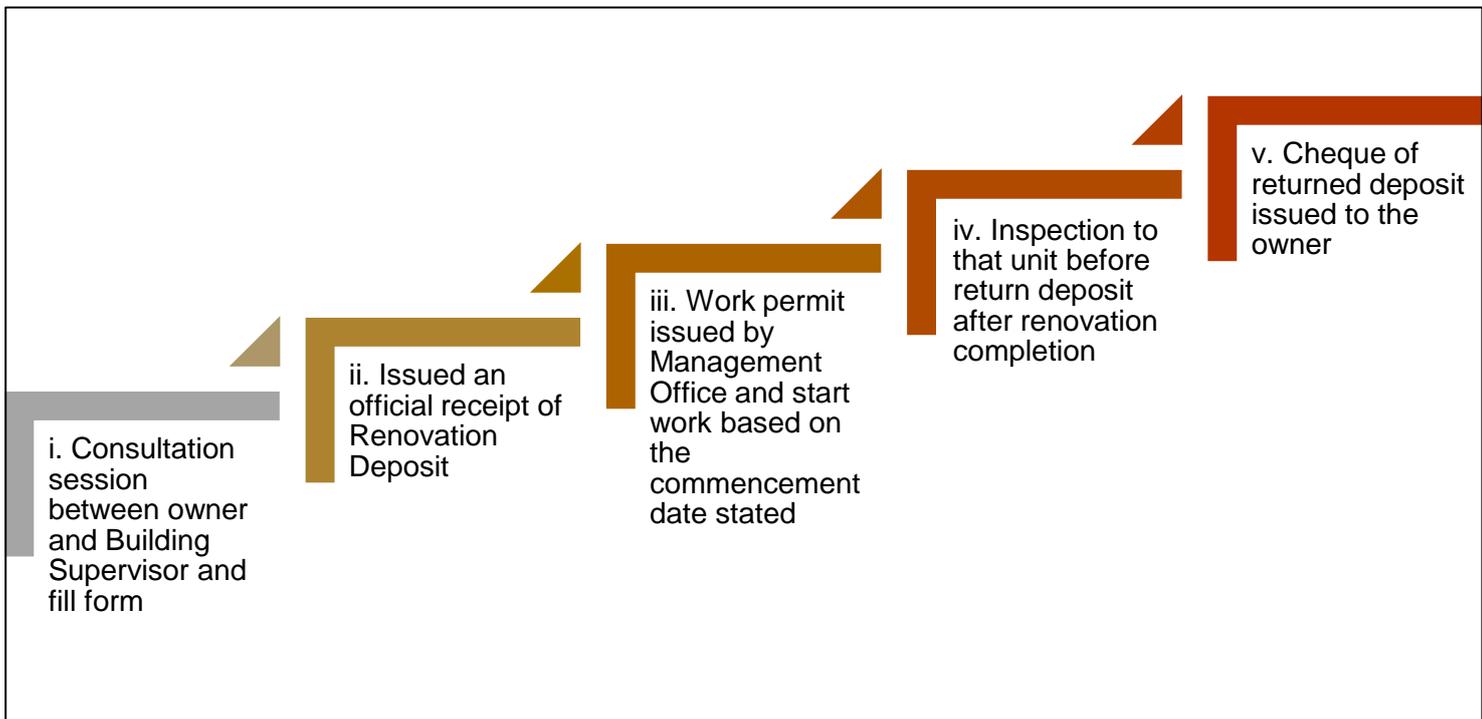


Figure 14: Procedure renovation

i. Consultation session between owner and Building Supervisor and fill form

In this process, owner need to come to the Management consult with Building Supervisor and fill 'Condominium Renovation Application Form', read and understand all the guidelines that have been state in that form. Other thing, the applications must be accompanied by copies of all relevant plans, designs and approvals obtained from the relevant authorities in respect of the intended renovations or alterations. This is importance to be as prove if anything happened and it help to Management make a decision to approve the renovation work or not.


Perbadanan Pengurusan The Address
 No 6A-1-3A, Jalan Bukit Jambul, 11900 Bayan Lepas, Penang
 Tel: 04-3762928
 Email: jmbtheaddress3@gmail.com

CONDOMINIUM RENOVATION APPLICATION FORM

Application Form should be submitted to the Management Office of The Address, one week (7 working days) before commencement date, attached with the plan for the proposed renovation work. All commencement work are subject to the approval of Management Corporation of The Address and the Local Authorities if it is required.

PART A : Particular of Owners and Unit Undergoing Renovation			
Name :		Unit No :	
NRIC / Passport No :		Tel No :	

PART B : Particular of Renovation Works			
Renovation Start Date :		Value of Renovation :	
Projected Completion Date:		Deadline for Debris Removal :	

BUILDING/PARTY WALLS (Hacking Max. 5 continuous working days only)			
Brief Description Of The Work :			
Proposed Contractor To Be Engaged :		Contact No:	
Person In Charge :		Contact No:	
Start Date :		Completion Date :	

Figure 15: Condominium renovation application form

ii. Issued an official receipt of Renovation Deposit

After Management have amend the application and approve it, the owner need to pay a deposit as a guarantee to make sure the owner not break the Strata Management Act 2013 that can causes to be fine imposed by the management authority according to the Strata Management Act 2013 (Maintenance and Management Regulations 2015). And at The Address, the amount of the deposit fee is RM3,000.00 for each renovation. And this deposit refundable if the owner not do any damage caused to common property, building services, furniture, decorations, plants and equipment around The Address. All unwanted materials, debris and so on cannot left at the corridor, lift lobbies and fire escape staircases. If not, cleaning, clearing and/or repairing damage will be deducted from the deposit and the balance will be refund to the owner.



Figure 16: Official receipt for payment renovation deposit

- iii. Work permit issued by Management Office and start work based on the commencement date stated

Work permit get when settle the payment and can start work follow the commencement date of work. If the owner refuses to cooperate with the Management and still proceed with the unauthorised works, the Management will issue a Stop Work Order which authorises the security guards at the guardhouse to stop all the contractor's workers involved with the disputed works from entering the estate until the owner resolved the application and follow the illegal procedure.

All the delivery, removal and renovation work personnel must report and register their attendance on daily basis with the security guard at the guard house prior to carrying out works. All the contractors and their workers are obtain the Contractors Identification Pass at the guard house and their need to wear all the time. And during the renovation work, the contractor and workers need to use Contractor Lifts and staircases to avoid inconvenience condition to the resident and can avoid damage or not overload the lift.

iv. Limit duration for renovation work

At The Address, every each of renovation work must complete **maximum in three month** with the contractor can come do work just only in office hour. Which is Monday to Friday 9.00 am to 5.00 pm, and for Saturdays 9.00am to 1.00pm. And during Sundays and Public Holidays not allowed any of renovation work in The Address.

v. Completion of renovation works

Once complete the renovation work, the owner need to submit "Certification of Clearance for Renovation Works" to the Management. After complied it, the owner need to fulfil the application of renovation fee's deposit refund to refund their deposit. After that, Building Supervisor, Madam Ellyson Khoo will do an inspection to that units to check whether the owner make clearance or not and not break the rules. If all is fine, the owner can get back their money within three days working days or owner also can contra the deposit with the maintenance fee for their unit. For example owner for unit C-01-03, after complete his renovation. He come to office fill the form 'Application for renovation fee's deposit refund'. And Management will set date to Building Supervisor come do inspection. And after Building Supervisor do inspection to his house and the renovation not effect or not make any damage to common area or break a rule. So, receipt can be generate. And he chooses to contra his deposit to pay for monthly maintenance fee.

Application for Renovation Fee's Deposit Refund

I, the undersigned wish to apply for renovation deposit of RM3,000.00 to be refunded as the work has been fully completed.

Name	:	
Unit no	:	
IC / passport no	:	
Mobile phone	:	
Signature of Owner	:	

Official receipt attached? YES NO

If no, please make a separate statement: _____

Remarks : Deposit to refund by 1) cheque 2) contra to my M/Fees Acct

For office use only:

This is to certify that the above-mentioned unit has completed its renovation and very matter which requires attention is in order except the following (if any):

Remarks by the Management:

Checked by (name/date) : _____ Signature : _____

Figure 17: Application for renovation fee's deposit refund

Perbadanan Pengurusan The Address
 6A-1-3A, Jalan Bukit Jambul
 11900 Bayan Lepas, Penang, Malaysia
 Tel: 04-376 2928 Fax: 04-376 2936 Email: jmbtheadress3@gmail.com

OFFICIAL RECEIPT

Unit No C-01-03
 Received from LIM SIOW HOAY, CHUAH CHONG TEAN
 Receipt No. **TA22-00001**
 Date 3-Jan-2022

 6C-01-03 The Address
 Jalan Bukit Jambul
 11900 Bayan Lepas, Penang
 Malaysia

No	Description	Amount (RM)
1	Maintenance Charges (Jan 2022)	689.47
2	Sinking Fund (Jan 2022)	68.95
3	Maintenance Charges (Feb 2022)	689.47
4	Sinking Fund (Feb 2022)	68.95
5	Maintenance Charges (Mar 2022)	689.47
6	Sinking Fund (Mar 2022)	68.95
7	Maintenance Charges (Apr 2022)	689.47
8	Sinking Fund (Apr 2022)	35.27
Total		3,000.00

AMOUNT: Three Thousand Ringgit and Zero Sen Only

Payment Mode: Contra Reno Dep
 Bank: N/A
 Issued By: KHAIRUN AINA BT MOHAMAD



This is a computer generated document. No signature is required.

Figure 18: Official receipt for contra renovation deposit

vi. Extend renovation period

If the renovation work for the unit cannot be done within the time that have been apply or the maximum period that allow, the owner can fulfil the form “Extended Period of Renovation”. The Management can approve it if have a relevant cause for example, during the CMCO last year, the workers that allow to enter to do renovation work for every each of unit is just only one person and it will become trouble to do work when just have only one worker. And like this reason that unit can be allow to extension the renovation but just can only extend for maximum three month.

Extended Period of Renovation

Date of Application	
Name of applicant	
Owner/Tenant/Contractor	
Unit No	
Period of Extension	
Total days	
Last day of renovation	

I the above signed Owner/Tenant/Contractor, hereby wish to extend my renovation at the period stated above .

The Manager only allow maximum of 30 days extended renovation period from the effective date and with its last day of renovation clearly stated above, failing which a daily fee of RM50 per day will be imposed and charge to the owner's maintenance fee.

I agree to comply with the renovation terms and conditions.

Thank you.

 Signature

Name : _____

Unit No : _____

Date : _____

Verify By :

Verify By :

 Building Manager

 JMB Committee

Date :

Date :

Figure 19: Extended period of renovation form

CHAPTER 4: PROBLEM AND RECOMMENDATION

For this chapter, need to show the problem and recommendation that can be a suggestion to solve the problem. But for this site, for renovation work that every owner applies did not have a big issue problem. It is because the procedure that have been apply is already very strict to make sure all the application of renovation follows the act. But also have one little problem that can give a suggestion to improve and avoid it happen in future.

Below is the problem and recommendation that can be the suggestion to avoid it.

a) Ignore rules and regulations

It has one resident that make a renovation last year and paint the main door with a different colour of the original colour. This is already breaking the rules, because change the colour of the door. Then, the renovation deposit cannot be refund until that owner repaint that door with the original colour. But until now that owner not repaint it. And this year, that owner apply a new renovation application and Management allow.

For my suggestion, Management need to make a rules that need to hold that owner from apply another renovation application until the owner repaint the door to the original colour. If like this, for sure the owner will do to make sure he can apply a new renovation application.

b) Don't have roro bins or waste disposal bins

The Management not prepare roro bins or waste disposal bins to make sure waste from renovation work can disposal at one place. If not the contractor will throw the waste at the dustbin room which is that room is actually for daily waste.

My suggestion is, the Management can charge RM300.00 that can include in deposit for do renovation work. Is just same like The Clovers, that condo that I have put the house rules in chapter 2. In The Clovers' house rules owner need to pay RM5,000.00 for deposit renovation and RM300.00 is non-refundable.

CHAPTER 5: CONCLUSION

In conclusion for this report, during my internship period my Building Supervisor not just teach me how to be as administration assistant, but she also teach me how to be a Building Supervisor. From every problem that happen in The Address she will share with me how to identify the solve for every each of problem to make sure resident The Address as a client for Metro REC will satisfied with how we manage that estate.

Every day the problem will come in anything, from the leaking problem at the ceiling, plant at landscape not tidy enough, resident drive fast at the car park and other problem. And the serious problem when have a resident apply an illegal renovation application that need to refer to the local authority. This one need to discuss with the owner need to send the application with the drawing plan and the approval from the local authority. And it will take a long period to wait an approval from the local authority and then, approval from the Committee Member. All of this have their own procedure that need to follow because it has a law that need to follow. And manage the Strata Property is little bit difficult compare to the landed property. But for four month I been there, the web-system Condo Master and team work help to manage the estate very well.

REFERENCES

Law of Malaysia. (2013). *STRATA MANAGEMENT ACT 2013*, Malaysia: Percetakan Nasional Berhad.

(Metro REC Sdn.Bhd, 2018), <https://www.metrorec.com.my/>

(Do I Need A House Renovation Permit To Renovate?, 2021),
<https://www.propertyguru.com.my/property-guides/is-a-house-renovation-permit-needed-to-renovate-47902>

(REDHA INSTITUTE FOR RENOVATION REQUIRE, 2016),
https://rehdainstitute.com/faq_agenda/

Handbook House Rules The Clovers

House Rules The Address

APPENDIX



Figure 20:Swimming Pool

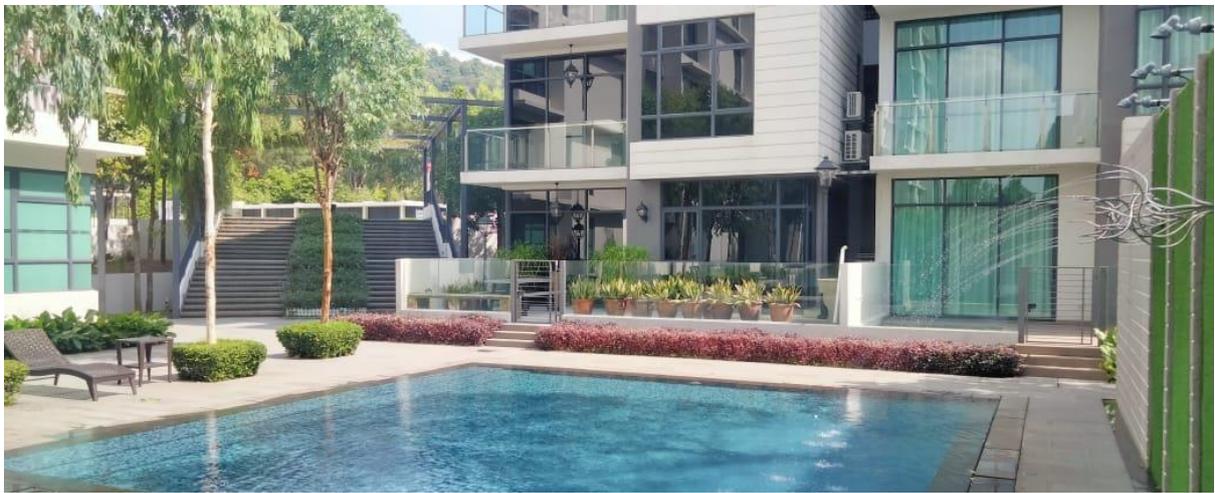


Figure 21: Children pool

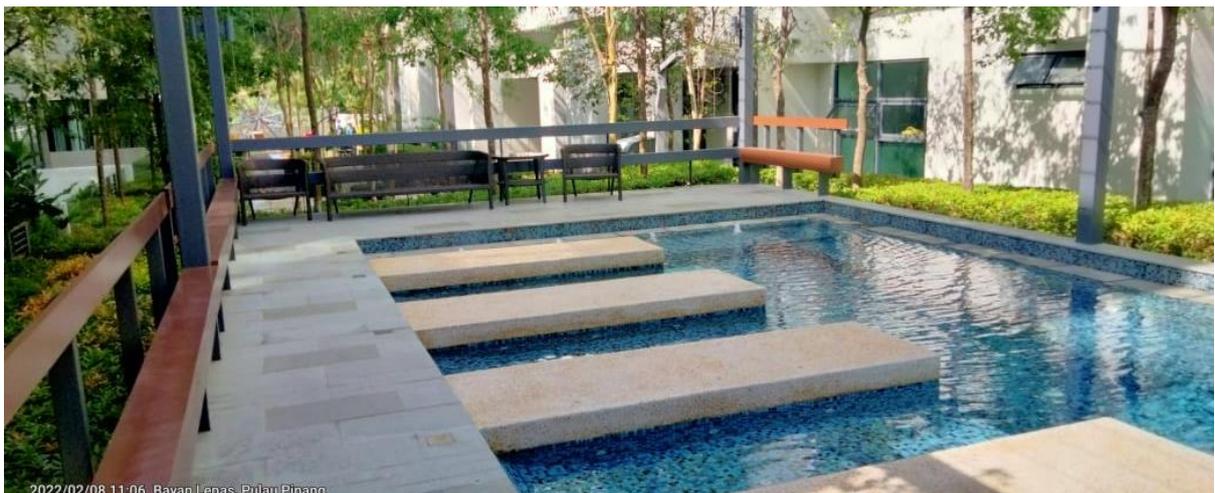


Figure 22: Jacuzzi



Figure 23: Children playground



Figure 24: Garden

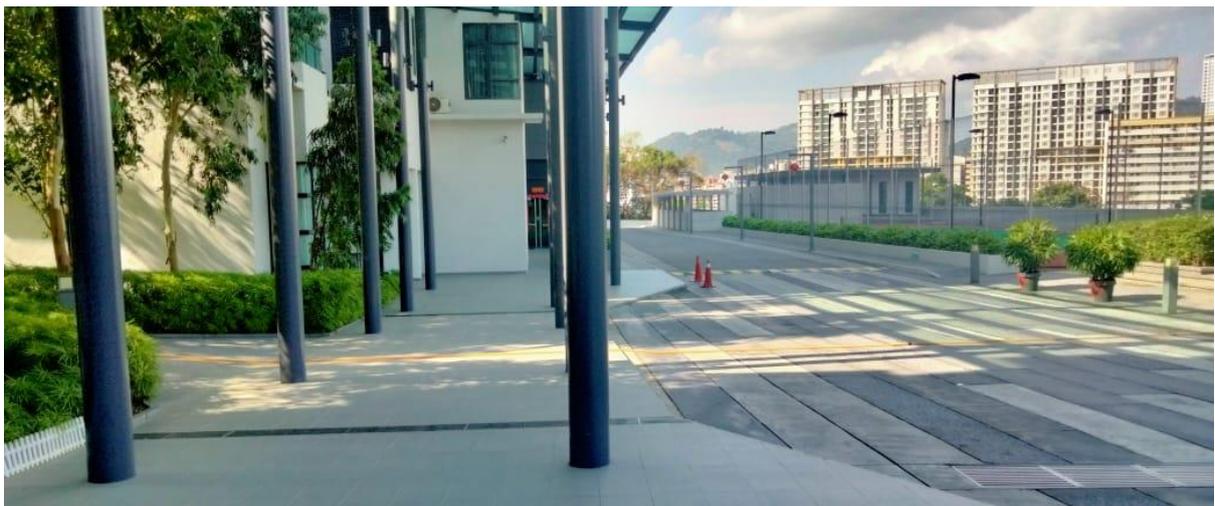


Figure 25: Lobby



Figure 26:Loft D



Figure 27:Barbeque area

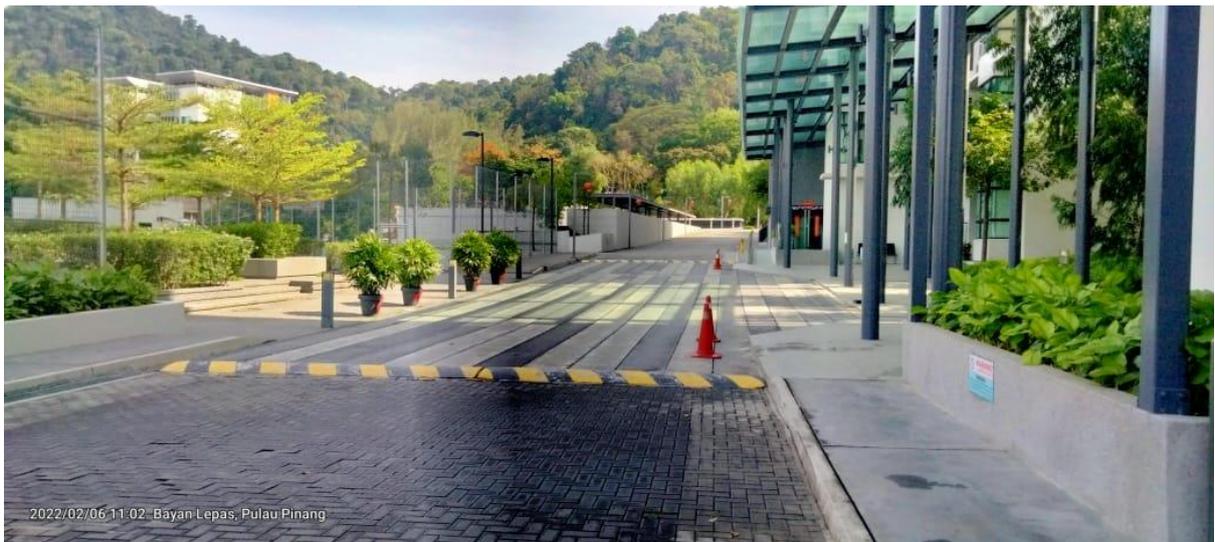


Figure 28:Surrounding The Address



Figure 30: Tennis Court



Figure 29: Jogging track



Figure 31: Car park area for resident loft C & D



Figure 32: Multipurpose hall



Figure 33: Gym Room

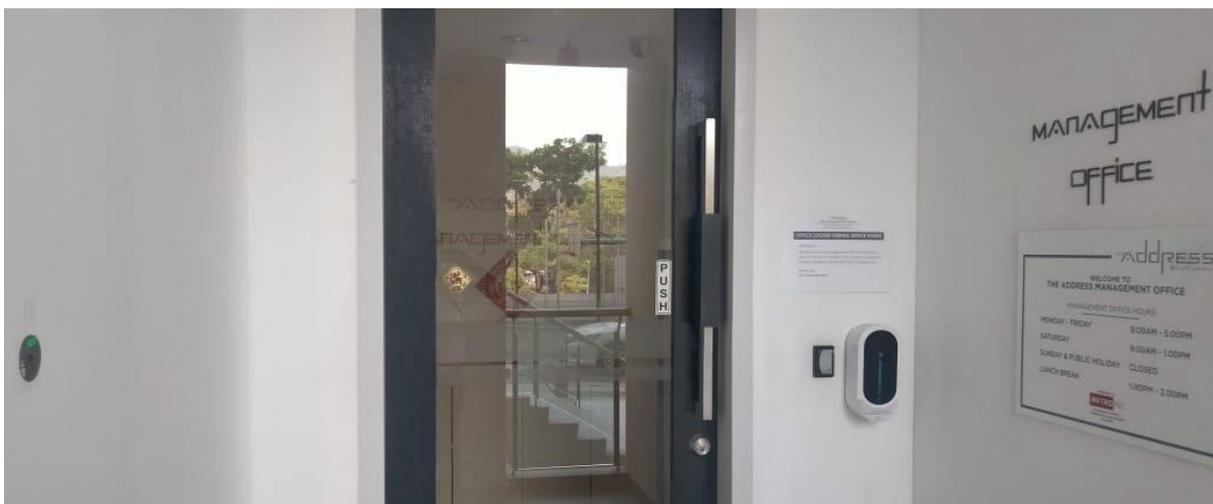


Figure 34: Management office