



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

**MAINTENANCE WORKS FOR THE COMMON AREA AT SERI BAIDURI
APARTMENT, SHAH ALAM, SELANGOR**

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BACHELOR OF BUILDING SURVEYING (HONS.)

PRACTICAL TRAINING REPORT

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

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CHAPTER 1: INTRODUCTION

1.1 COMPANY BACKGROUND

PMC Facilities & Real Estate Sdn Bhd formerly known as PMC Property Services was established in the year 2012 and has managed more than 80 projects in Malaysia. PMC has been incorporated to suit the present and future services encompassing property management services, property consultancy services, and real estate agency services.

PMC is a licensed property consultancy company registered under the Board of Valuers, Appraisers, Estate Agents and Property Managers Malaysia. It is bound by the Rules and Regulation, Guidelines and Code of Conduct set by the Board to provide professional services to clients and to uphold clients' interest. PMC is run by a group of young, energetic, and experienced entrepreneurs. Members of the company are professionals and graduates from relevant disciplines including valuers, property managers and estate agents.

1.2 COMPANY PROFILE



Figure 1.1: Company Logo

| No. | Item | Description |
|-----|------------------|--|
| 1. | Name | PMC Facilites & Real Estate Sdn. Bhd. |
| 2. | Address | D-10-05, Menara Mitraland, PJU 5, No.13A, Jalan PJU 5/1, Kota Damansara, 47810 Petaling Jaya, Selangor |
| 3. | Company Function | Encompassing property management services, property consultancy services, and real estate agency services. |
| 4. | Clients | <ul style="list-style-type: none"> • SP SETIA BHD GROUP • MITRALAND • HAP SENG LAND • GOLDEN PENINSULAR • FERNVALLEY DEVELOPMENT • KINTA SAUJANA • KLIA HOLDINGS • SURIA • BINTAI • SEAL INCORPORATED BERHAD |
| 5. | Projects | Managed more than 80 projects in Malaysia |
| 6. | Year established | 2012 |

Table 1.1: Details on Company Profile

1.3 BUILDING LOCATION



Figure 1.2: Key Plan



Figure 1.3: Location Plan

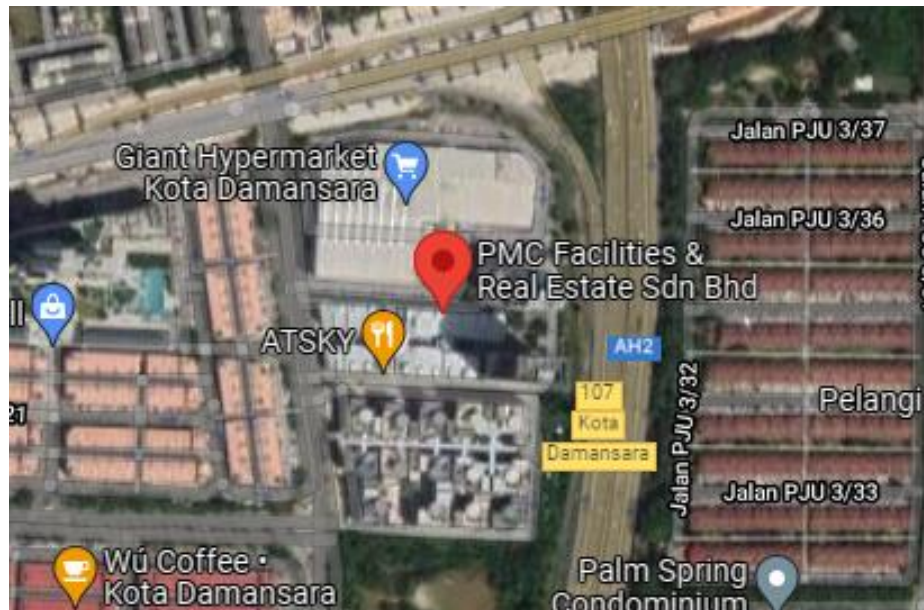


Figure 1.4: Site Plan

1.4 PMC PHILOSOPHY

Since the inception of the company, PMC have already set their professional values and philosophy clear to emphasize on client satisfaction through the practice of integrity, competency and professionalism.

- Integrity
- Competency
- Professionalism

1.5 LIST OF SERVICES PROVIDED BY PMC

1.5.1 Property Management Service

From single residential unit to a property portfolio consisting of various types of property.

a. Building Management

- Building condition survey report / dilapidation report, listing of building defects for the attention of consultants and contractors;
- Advising and attending to property maintenance related issues;
- Liaising with residents, attending to complaints or emergencies which may arise from time to time;
- Formulating and implementing preventive maintenance program for machinery & equipment plants and other building services;
- Designing and implementing building operation policies and system;
- Formulating and implementing standard operating procedure for various emergencies;

b. Facilities management;

- Monitoring and supervising site staff, cleaners and other service contractors engaged to ensure that proper standards of service are attained at all times;
- Engaging, instructing and supervising builders, contractors or repairers to undertake repair works;
- Ensuring that operating expenses are kept to the minimum through budgetary control; and
- Acting promptly in issuing notices of breach or non-compliance of any by-laws, regulations, house rules or notices of repairs.

c. Financial Management

- Presenting an annual budget for the management and building operation of the subject property;

-
- Collecting maintenance and other charges from individual owners by issuing bills to them on a monthly or quarterly basis. Taking necessary action, legal or otherwise, to recover arrears and other dues;
 - Recommending to the property's management on expenditure. For example, security and cleaning services.
 - Monitoring closely monthly variance report according to the approved budget;
 - Preparation and submission of comprehensive monthly financial statement of account to clients;
 - Collection of sinking fund and implementation of the capital budget. With the approval of clients, we deposit all sinking fund collections in an interest-bearing account and create a capital budget for any major building repairs and refurbishment.

d. Insurance Management

- Advising the valuation of building fire insurance prior to the expiry of the fire insurance policy;
- Recommending requirements for other insurance policies; and
- Liaising with the appointed insurance brokers on all insurance-related matters

e. Reporting

Undertaking adequate reporting apart from the normal correspondence;

i. Monthly report on:

- Financial statement.
- Report on debtors and actions taken.

-
- Report on repair and maintenance works.
 - Review of service contracts performance.
 - General corrective actions undertaken, etc.
- ii. **Annually report on:**
- Detailed building report on the state of repair and maintenance of the building.
 - Recommendation for upgrading (if any).
 - Audited financial report.
 - Annual meeting.
- iii. **Ad-hoc report on:**
- Clients will be advised on the changes and trends of the property market.

f. Tenancy Management

- Advise owner on matter pertaining to the Tenancy Agreement;
- Marketing and advertising for rental;
- To arrange viewing of unit with potential tenant or estate agent;
- Liaising between the Tenant and the owner for the preparation and execution of the Tenancy Agreement;
- Tenancy expiry monitoring and renewal of tenancy;
- To conduct periodical inspection to the premise, to advise owner on the state of the building and suggest maintenance and rectification works if found to be necessary;
- Monitoring of tenancy compliance, inspection will be conducted to monitor and establish whether or not the Tenant is contravening with any of the

covenants as stipulated in the Tenancy Agreement, appropriate action will be suggested and engaged to rectify the non-compliance;

- Liaising with the tenants, attending to complaints or emergencies, which may arise from time to time;
- Issuing of monthly rental invoice to the Tenant;
- Taking the necessary action, legal or otherwise, to recover arrears and other dues, as provided for in the terms and conditions of the Tenancy Agreement;
- Making payments to Relevant Authorities and/or Companies in respect of Quit Rent and Assessment, service charges, sinking fund and any other payments from rental received;
- Collecting and receiving all rentals due from the Tenant and deposit the same to the Property Management Operation Account;
- To represent owner in liaising with the management corporation on the reinstatement cost of the entire development, to ensure units are adequately insured;
- To advise owner on insurance policy to be engaged to ensure premises are adequately insured against several other risks (other than the fire insurance effects by Management Corporation)
- To advise on sum insured and premium of all insurance policies engaged;
- To represent owner to initiate insurance claim;
- To liaise with insurance company and insurance adjuster; to ensure optimum claims are realized;

1.5.2 Real Estate Agency

PMC Facilities & Real Estate Sdn Bhd is qualified to act as agent for a

principal who could be an intending seller or a buyer of an interest in property or a person or company who intends to let a property.

The services provided including sale, purchase and letting of all types of real properties ranging from vacant lands, apartments / condominiums and individual houses to industrial complexes, high rise office blocks, shopping complexes, hotels, development lands and plantations. PMC Property Services also undertakes the project marketing or sourcing of properties for developers.

1.5.3 Property Valuation

PMC have experience in valuing all types of specialized properties. PMC Facilities & Real Estate Sdn Bhd is licensed to carry out property valuation related work throughout Malaysia such as plant & machinery, development rights, plantation estates, shopping centers, office tower, various property interests subsisting within real estate for various purposes.

1.5.4 Retail Mall Management Service

- Pre-project Planning Market Research
- Mall Conceptualization & Positioning
- Mall Marketing & Leasing
- Mall Re-orientation
- Mall & Facility management

1.5.5 Property Research

PMC Facilities & Real Estate Sdn Bhd built a wealth of knowledge and expertise in property market. PMC undertake market studies and feasibility studies for various types of properties which include collection and analysis of data relevant to decisions on site development, potential end-uses, tenant-mix, demand and supply analysis, rental levels, project timing/phasing.

1.6 COMPANY ORGANIZATION CHART

1.6.1 PMC Organization Chart

The organization chart of the PMC Facilities & Real Estate Sdn Bhd as is shown in Figure 1.5:

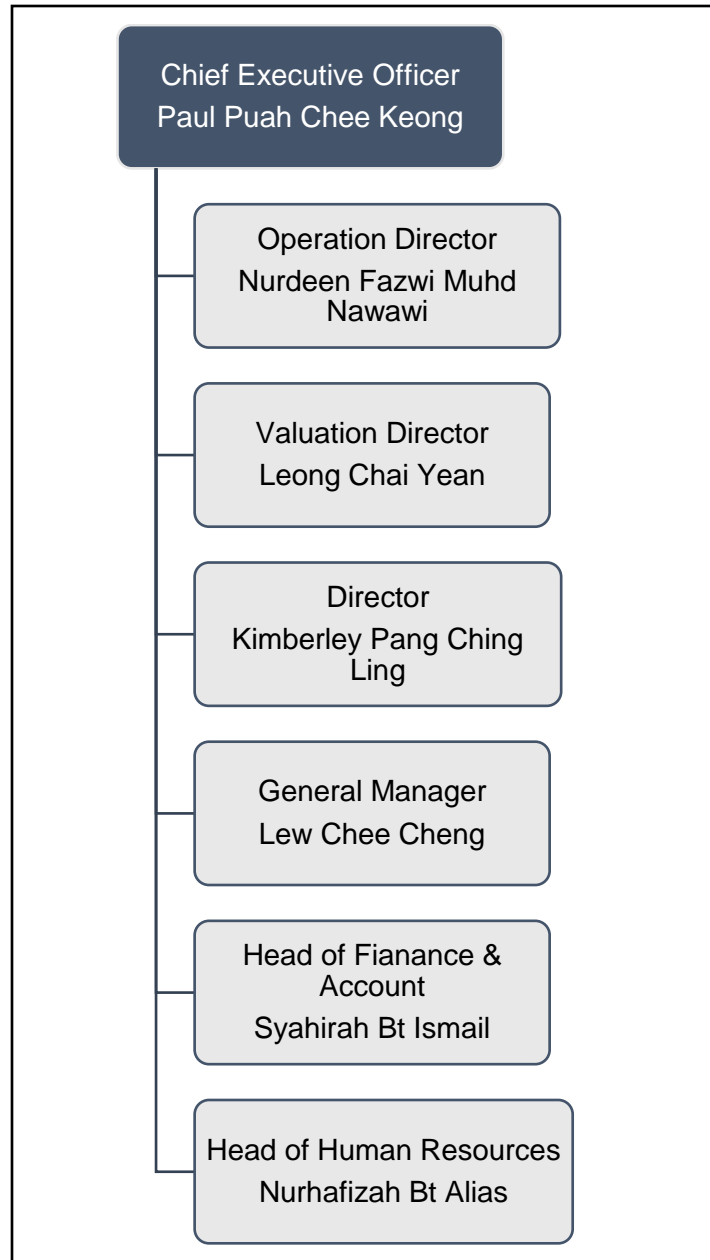


Figure 1.5: Organization Chart of PMC Facilities & Real Estate Sdn Bhd

1.6.2 Management Organization at Seri Baiduri Apartment

The organization chart for management at Seri Baiduri Apartment that is located at Shah Alam, Selangor as shown in Figure 1.6 below:

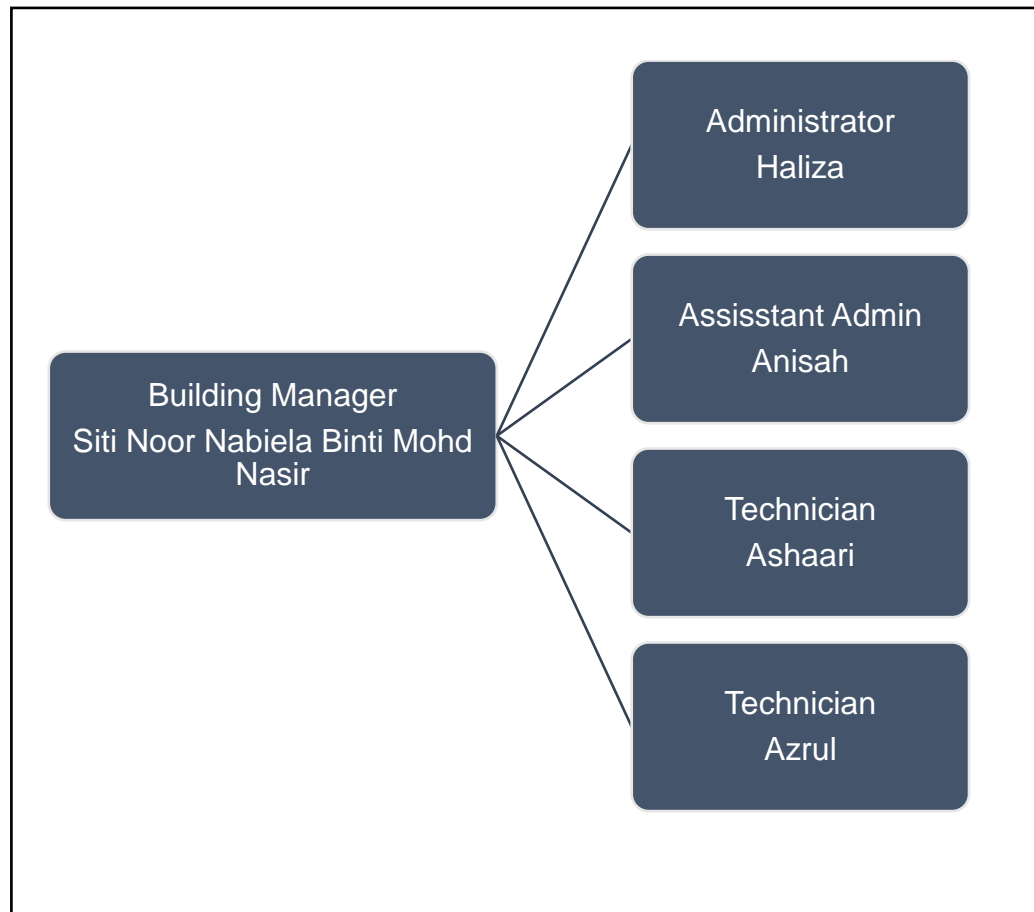


Figure 1.6: Seri Baiduri Management Chart

1.7 SCOPE AND RESPONSIBILITY

a. Building Manager

Duties as the Building Manager of any building(s) to be assigned by the Directors, where the duties will include but not be limited to the following:

- To be overall in charge of and directly responsible for the planning, implementation, supervision and manage all of the buildings in your charge
- To ensure that the building is well maintained, properly run, clean and secure
- To be overall responsible for supervision of the resident staff
- To be conversant in:
 - Writing good and effective correspondence;
 - General market intelligence of the property sector;
 - Formulating and implementing with guidance and assistance from superior:
 - Building management systems (including Preventive Maintenance Program)
 - Tenancy and Lease Management
 - Financial Management
 - Investment Management
 - Insurance Management
 - Building and Service Audit
 - Advertising and Promotions
 - Security
 - Housekeeping
 - Safety and Health issues
 - Reporting to clients on ad-hoc, monthly & annual basis
 - Management of site staff & contractors.

b. Administrator

- Answering incoming calls; taking messages and re-directing calls as required
- Dealing with email enquiries
- Taking minutes
- Diary management and arranging appointments, booking meeting rooms and conference facilities
- Data entry (sales figures, property listings etc.)
- General office management such as ordering stationary
- Organising travel and accommodation for staff and customers
- Arranging both internal and external events
- Possibly maintaining the company social media accounts
- Providing administration support to Sales Reps, Property Managers and Senior Management

c. Technician

- Inspect buildings, equipment, and systems to identify any issues.
- Repair faulty equipment units and damaged structures.
- Develop and implement preventative maintenance procedures.
- Manage heating and plumbing systems to guarantee functionality.
- Plan and schedule repairs.
- Conduct periodic quality checks on equipment and systems to ensure everything is up to standard.
- Perform general maintenance tasks including landscaping, painting, and carpentry.
- Help develop and implement the budget for the maintenance department.
- Maintain the inventory records for equipment and supplies.
- Inspecting, analysing, and troubleshooting systems and equipment.
- Reading repair manuals and liaising with other professionals.

-
- Running tests and interpreting results to make effective recommendations.
 - Writing up reports, safety regulations, and preventative maintenance plans.
 - Sourcing replacement parts.
 - Negotiating with suppliers and clients.
 - Repairing or replacing faulty equipment.
 - Fabricating any components required.
 - Providing time and material cost estimates before starting a job.
 - Keeping abreast of advancements in your field and attending workshops as required.

1.8 TRAINING DURATION, DEPARTMENT SERVED AND SCOPE OF WORK GIVEN

Training duration for this internship was started from 11 October 2021 to 31 January 2022 which is almost 4 months. Company that received me as their practical student was PMC Facilities & Real Estate Sdn Bhd. This company have many projects that they managed in Malaysia. I was placed at site Seri Baiduri Apartment which is in Setia Alam area.

I was served under maintenance/technician department. Scope of work given was to follow and assist the technician in order to do maintenance work and also monitoring work that has been out-sourced to contractor. Other than that, checking all the systems in the building and make sure it is in good condition. Next, do inspection before and after renovation to make sure the residents follow the specification that have been provide by the management and if the resident fails to do so, the deposit will be hold until the residents fix it.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION TO BUILDING MAINTENANCE

General Definition of Maintenance:

British Standard BS 3811:1964 originally defined “Maintenance” as – “work undertaken in order to keep or restore every facility, i.e every part of a site, building and contents, to an acceptable standard”. However, this definition was felt inadequate and therefore modified later as indicated in the following paragraphs.

This British Standard was re-issued as BS 3811:1974 and subsequently modified as BS 3811:1984 (Glossary of Maintenance Management Terms in Terotechnology) and further amended as BS3811:1993 (Glossary of Terms in Terotechnology).

British Standard BS 3811:1993 “Glossary of Terms in Terotechnology” finally defined ‘Maintenance’ as – “the combination of all technical and administrative actions, including supervision actions, intended to retain an item in, or restore it to, a state in which it can perform a required function”.

Building maintenance refers to activities performed to retain and restore the functionality of residential and commercial properties. It includes tasks such as cleaning, landscaping, and electrical system maintenance. It aims to preserve a safe, functional, and comfortable environment for tenants at all times.

Building Maintenance is an important factor to be considered in order to keep or to take proper care of any form of buildings. This covers things like controlling and protecting every structure, service, and utility in a facility from any breakdowns or difficulties that may occur while they are in operation. Another reason is to extend the life of the structure from the moment it is occupied. If routine maintenance is not performed, the building may deteriorate owing to faults and deficiencies, resulting in a variety of negative consequences for the residents. Furthermore, if the building's condition is not properly maintained, the worth of the property may depreciate with time. As a result, we may determine that building

maintenance is critical in ensuring that the building is always safe and preserves its worth.

2.2 BUILDING MAINTENANCE OBJECTIVE

A good maintenance management system is required for any type of building. This is because the building may be maintained and kept in good shape for a long time. Because of the numerous activities carried out by its occupants, appropriate maintenance of any structure is critical right after it is constructed. As a result, in order to retain the building's initial good state, the owner must have and keep a good and systematic way of maintaining work for the building. The objective that we can perceive as a result of this are:

- To maintain a good condition of the building so that it can continue to fulfil its functions.
- To present a good appearance of the building
- As a statutory requirement, example safety, health and welfare provision.
- To obtain a high level of security of the building.
- To retain its value of the investment
- To create a good environment for both the owner and occupants of the building
- To optimize the efficiency of the building services.

2.3 DEFINITION OF THE COMMON AREA

Common area exists everywhere. From apartments, gated communities, and condominiums to cooperatives and malls, it affects all property types. Therefore, whether as a current or prospective homeowner, landlord, or developer it is important to understand the fundamentals of common area and its subsections.

Its direct definition describes the areas as portions of a building which are not specifically leased to one person and are therefore common use amongst all tenants. This means the lobby, the stairways, the gym and others are all count as common area elements.

2.3.1 The different levels of Common Area Usage

The common area falls under two main categories. Floor common area, meaning areas on a specific floor, and building common areas, which refers to locations throughout the building's entirety. This includes amenities such as laundry facilities, pools and garden areas, as well as exterior walls, parking lots, and even public toilets.

These common zones are controlled by the landlord or someone they nominate to exercise management on their behalf. Under the common area license, which is in full effect for the entirety of the lease, there are several rules and regulations which come alongside property's perks.

With most buildings, detailed information about their common element rules is found in the development's governing documents. These normally include the Declaration of Covenants, Conditions, Restrictions, and Easements, also known as a master deed.

2.4 LIST OF COMMON AREA FOR AN APARTMENT

When a developer firm gives the super built-up area of a property, they are referring to the total area, inclusive of the common areas. As per the Real Estate (Regulation and Development) Act, 2016, common areas include:

- i. The entire land for the real estate project, or if the project is developed in phases and registration under the RERA is sought for a phase, the entire land for that particular phase.
- ii. Staircases, elevators, staircase and elevator lobbies, fire escapes and common entrances and exits of buildings.
- iii. Common terraces and basements, parks, play areas, open parking areas and common storage spaces.
- iv. The premises for lodging of persons who are employed for the management of the property, including accommodation for watchmen and ward staff or for the lodging of community service personnel.
- v. All community and commercial facilities as provided in the real estate project.

- vi. Installations of central services such as electricity, gas, water and sanitation, air-conditioning and incineration and systems for water conservation and renewable energy.
- vii. Water tanks, sumps, motors, compressors, fans, ducts and all apparatus connected with installations for common use.
- viii. Other portions of the project necessary or convenient for its maintenance, safety, etc. and in common use.

2.5 TYPE OF MAINTENANCE

Planned Maintenance and Unplanned Maintenance are the two basic types of maintenance. These two types of maintenance are combined to form various other types of maintenance, each with its own set of functions. These sorts of maintenance assist in the maintenance of buildings in accordance with the right standard operating procedure. It is possible to reduce rising difficulties in a building and also maintain the state of a building with good maintenance management in order to achieve the goal and policies of a maintenance management in a building.

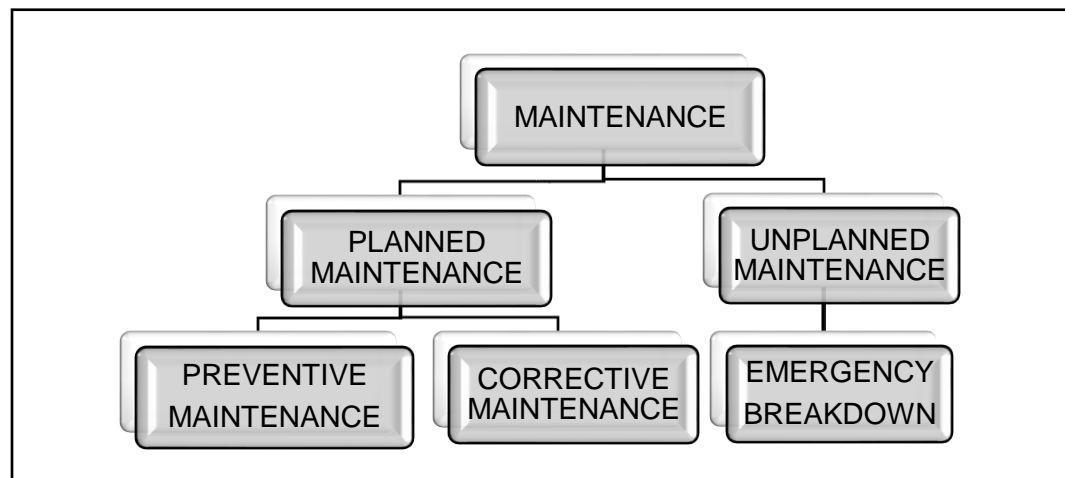


Figure 2.1: Type of Maintenance (Mansor, Muhamad & Ohsato, A. & Sulaiman, Shamsuddin 2012)

2.5.1 Planned Maintenance

Planned maintenance refers to any maintenance activity that is planned, documented, and scheduled. The aim of planned maintenance is to reduce downtime by having all necessary resources on hand, such as labour and parts, and a strategy to use these resources. Planned maintenance must be one that is able to be carried out by the maintenance department. This is due to most of the scheduled maintenance work are carried out by the department inside the building itself.

This schedule includes actual work item such as the annual inspection toward the services and preservation works of the building. The purpose of the scheduled maintenance is to indicate the time intervals at which only certain number or specified maintenance works will be carried out a one time. The main objective of this type of maintenance is to reduce the need for corrective or emergency maintenance. The Planned Maintenance is divided into two types, such as the Preventive Maintenance and Corrective Maintenance.

i. Preventive Maintenance

Preventive maintenance is defined as taking precautionary steps or actions to prevent equipment failures before they actually occur. Preventive maintenance typically involves routine inspections, upgrades, proper lubrication (where applicable), adjustments, and replacement of outdated equipment or parts.

Preventive maintenance can be implemented in any kind of building and includes any preventive action, such as changing water filters, regularly cleaning essential equipment (such as refrigerator condenser coils), and checking grout and caulking to protect a property against water damage and others as well.

The preventive maintenance that we perform, of course, will be specific to the type of building, and should always involve close inspection of the biggest assets, or the most valuable equipment for daily operations.

ii. **Corrective Maintenance**

Corrective maintenance is a sort of maintenance that is performed after a failure has occurred, with the goal of restoring the failing item to a state where it can fulfil its primary function. Corrective maintenance is any work done to replace or repair any part or service of a building to an acceptable level of functionality. This can include things like reroofing, rewiring a structure, or just changing a door, all of which are done to guarantee that the building continues to function as it should.

2.5.2 Unplanned Maintenance

Any maintenance work that is not included in both the planning and scheduling of maintenance management resulted in unplanned maintenance. Aside from that, unscheduled maintenance is caused by recurring maintenance activity that results in any other type of damage or defect that appears unexpectedly. As a result, the maintenance department was poorly to plan the repair work ahead of time.

Most of the time, when this type of maintenance work is required, it is either not done at all due to a lack of preparation, or it is done only when the breakdown or system failure causes a loss in the item's production or it fully breaks down. This is referred to as a reactive maintenance method. Power failures, broken water pipes, and even vandalised building facilities are examples of such defects or failures. Emergency Maintenance is the sole sort of maintenance that falls under this category.

i. Emergency Maintenance

Emergency maintenance also known as breakdown maintenance is maintenance required when an asset or piece of equipment suffers an unexpected breakdown or change in condition that results in an immediate threat to health and safety.

This form of maintenance must be handled immediately to avoid serious consequences, and it is sometimes referred to as urgent maintenance because the work must be completed within 24 hours of the failure occurring. The difficulty with this type of maintenance is determining whether the damage will result in more serious effects in terms of structural stability, health danger, or even safety risk to the building's residents as well as neighbouring properties.

Emergencies almost always happen without warning, so emergency maintenance cannot be scheduled, but every maintenance program should include plans for dealing with emergencies when they do occur.

CHAPTER 3: CASE STUDY: MAINTENANCE WORKS FOR THE COMMON AREA AT SERI BAIDURI APARTMENT, SHAH ALAM, SELANGOR

3.1 BUILDING BACKGROUND



Figure 3.1: View of Seri Baiduri Apartment

Seri Baiduri is a completed apartment located in the vicinity of Shah Alam, Selangor. This residence was developed by the renowned SP Setia, a firm which is responsible for developing the township of Setia Alam. Launched in the year 2012, this residence was completed in the year 2014. This is a medium cost apartment which was developed for the medium income citizens and this freehold residence covers a land area of 17.74 acres in total. Moreover, Seri Baiduri comes with four massive blocks which have 11 storeys each, as well as a total of 640 units are also offered in this development. There are 16 units available per floor and each block also comes with two lifts. Each unit in this residence have 920 sf built-up, together with 3 bedrooms and 2 bathrooms. Besides that, all units also come with two complimentary open car parks. Seri Baiduri is a gated and guarded residence which comes with 24-hour security, which is expected to keep the environment safe and secure for the residents. Furthermore, Seri Baiduri is also located nearby myriad of amenities, which include Setia City Mall, Tesco Setia Alam, Setia Eco Park, KPJ Klang Specialist Hospital and Setia Avenuel. Seri Baiduri also has easy accessibility to highways namely New Klang Valley Highway (NKVE Setia Alam Interchange), Shapadu Highway, Federal Highway. The Klang Central Bus Terminal is also located just minutes away from this residence.

3.2 PROPERTY DETAILS



Figure 3.2: 3D View of Seri Baiduri Apartment

| No. | Item | Description |
|-----|-----------------|---|
| 1. | Name | Seri Baiduri |
| 2. | Address | Pangsapuri Seri Baiduri, Jln Setia Gemilang U13/47, Setia Alam, 40170 Shah Alam, Selangor |
| 3. | Type | Apartment |
| 4. | Completion Date | 2014 |
| 5. | No. of Block | 4 |
| 6. | No. of Storey | 11 |
| 7. | No. of Units | 640 |
| 8. | Land Area | 772754.4 sq. ft. |
| 9. | Tenure | Freehold |
| 10. | Maintenance Fee | RM150 – RM200 |
| 11. | Launch Price | From RM225,000 |
| 12. | Sub-sale Price | From RM320,000 |

Table 3.1: List of Property Details

3.3 BUILDING LOCATION



Figure 3.3: Key Plan



Figure 3.4: Location Plan

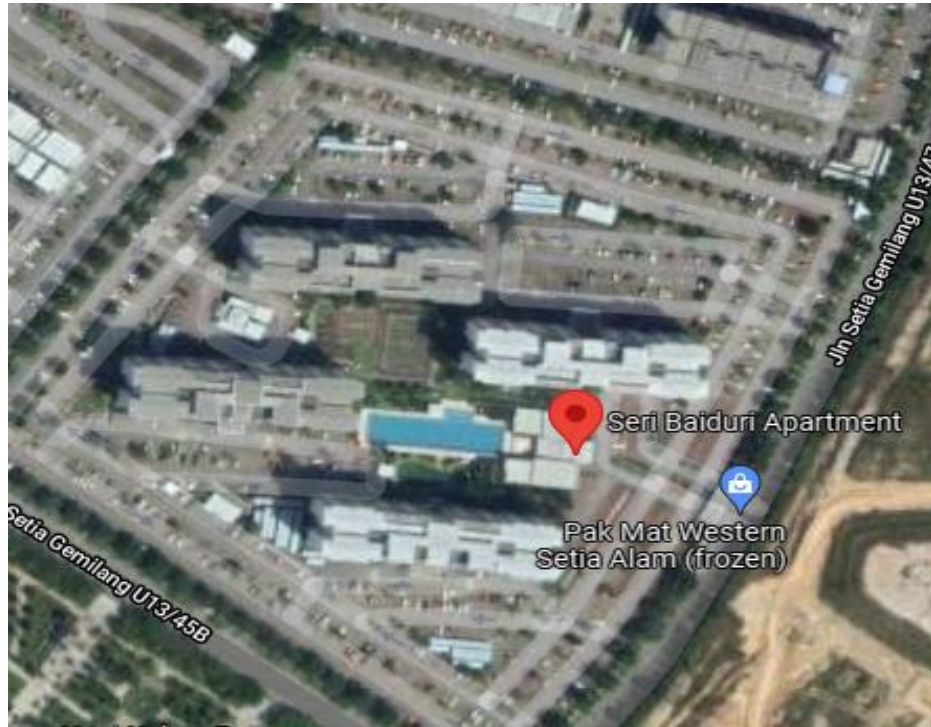














Figure 3.5: Site Plan

3.4 BUILDING FACILITIES

| No. | Facilities | Description |
|-----|--|--|
| 1. |  <p data-bbox="532 758 922 793"><i>Figure 3.6: Multi-purpose Hall</i></p> | <p data-bbox="998 394 1414 827">This hall is the one of the facilities that can be used for AGM, event, wedding and so on. This hall can accommodate hundred number of people at one time. It is not limited only for the residents but also for outsider who can rent it for any purpose.</p> |
| 2. |  <p data-bbox="574 1224 878 1260"><i>Figure 3.7: Gymnasium</i></p> | <p data-bbox="998 850 1414 1178">This building also provide gymnasium located at near with the management office for their residents and complete with equipment for exercise. It is to create healthy environment among the residents.</p> |
| 3. |  <p data-bbox="597 1795 854 1831"><i>Figure 3.8: Laundry</i></p> | <p data-bbox="998 1285 1414 1461">This facility helps the residents to do their laundry if they had no time to do so and it is affordable price for the residents to use it,</p> |

| | | |
|----|--|---|
| 4. |  <p><i>Figure 3.9: Cafeteria</i></p> | <p>The cafeteria can provide food and drink so that the residents can easily buy it from there without the need to go outside the building. It also has delivery services to the unit inside the building.</p> |
| 5. |  <p><i>Figure 3.10: Convenience Shop</i></p> | <p>The shop provides various snack and basic needs for their residents to buy.</p> |
| 6. |  <p><i>Figure 3.11: Kindergarten</i></p> | <p>A kindergarten was provided in the building so that the residents will be able to send their children until they finish their work. It is very effective because they can monitor their children growth.</p> |

| | | |
|----|---|---|
| 7. |  <p><i>Figure 3.12: Swimming Pool</i></p> | <p>This facility can make their residents to release their stress and spent time with family members but during this covid-19 pandemic only 15 persons allowed per session.</p> |
| 8. |  <p><i>Figure 3.13: Children Pool</i></p> | <p>The residents who bring their kids can make sure their children swimming at children pool for their safety purpose.</p> |
| 9. |  <p><i>Figure 3.14: Badminton Courts</i></p> | <p>This building provides 2 badminton courts for their residents to use it and also available to play during at night until 10pm.</p> |

| | | |
|-----|---|--|
| 10. |  <p><i>Figure 3.15: Futsal Court</i></p> | <p>Futsal court give the residents to make a healthy life and one of the ways to exercise and also available to play during at night because of the spotlight provided until 10pm.</p> |
| 11. |  <p><i>Figure 3.16: Surau</i></p> | <p>Both male and female surau are provided in the area of the building and giving the ease to Muslim residents to perform their prayer.</p> |
| 12. |  <p><i>Figure 3.17: Playground</i></p> | <p>The residents can bring their children to the playground and spent time with them. Basically, the children will use the playground in the evening,</p> |



| | | |
|-----|---|---|
| 13. |  <p><i>Figure 3.18: 24-hour Security</i></p> | 24-hour security exist to ensure the property and all of its residents remains safe and undisturbed. |
| 14. |  <p><i>Figure 3.19: Lift</i></p> | Lifts are also provided so that residents in the building can have access level to level and for save time by commuting with the quick lift system. |

Table 3.2: Building Facilities at Seri Baiduri Apartment

3.5 LIST OF OUT-SOURCE CONTRACTOR

| No | List of maintenance | Company |
|----|---------------------|--|
| 1. | Swimming pool |  <p>KEJURUTERAAN EMPUNYA JAYA SDN BHD No D15 - D18 Lot 10439, Jalan Sungai Jati, 41200 Klang, Selangor</p> |
| 2. | Lift |  <p>EITA ELEVATOR SDN BHD Lot Subang Jaya, Malaysia, 4, Jalan SS 13/7, Subang Jaya Industrial Estate, 47500 Subang Jaya, Selangor</p> |
| 3. | Landscape | <p>ADMA SERVICES ENTERPRISE Taman Mawar, Seksyen 5, Jalan Puchong, Puchong, 47100, Puchong, Selangor, 47100</p> |
| 4. | Pest control |  <p>PEST FREE SOLUTION & HYGIENE 15-1, Jalan PJS 5/28, Commercial City, 46150 Petaling Jaya, Selangor</p> |


| | | |
|----|-----------------|--|
| 5. | Cleaner service |  <p>SKYCLEANING SERVICES SDN BHD Jalan Mahkota 7, Mutiara Bukit Raja 2, 41050 Klang, Selangor</p> |
| 6. | Security | <p>ARENA WIRAJAYA SDN BHD Baru Selayang, 68100 Selayang, Selangor</p> |
| 7. | Electrical | <p>YRD POWER ENGINEERING 8-13-3, Menara Mutiara Bangsar, Jalan Liku Off Jalan Bangsar, 59100 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur</p> |

Table 3.3: List of Out-source Contractor

3.6 TYPE OF MAINTENANCE USED AT SERI BAIDURI

Seri Baiduri Apartment consists of 4 blocks with a total of 704 units handled by the management from PMC Facilities & Real Estate Sdn Bhd. The maintenance management in this building depends on corrective and unplanned maintenance. Since there are only 2 technicians provided, most of the maintenance work were done by themselves. Only major works and out of their abilities will be outsource to others contractors.

If the in-house contractor is capable of doing the maintenance work, they will tend to repair and service all of the work on their own. They cannot implement the planned maintenance due to the condition of the building and the budget that is allocated to maintenance department is not enough to repair and services all the damaged and defect simultaneously. The majority of the maintenance work is based solely on complaints from the residents. other staffs or visitors to the management. Depending on the situation or state of the damages or defects, further actions will be made in response to the complaints.

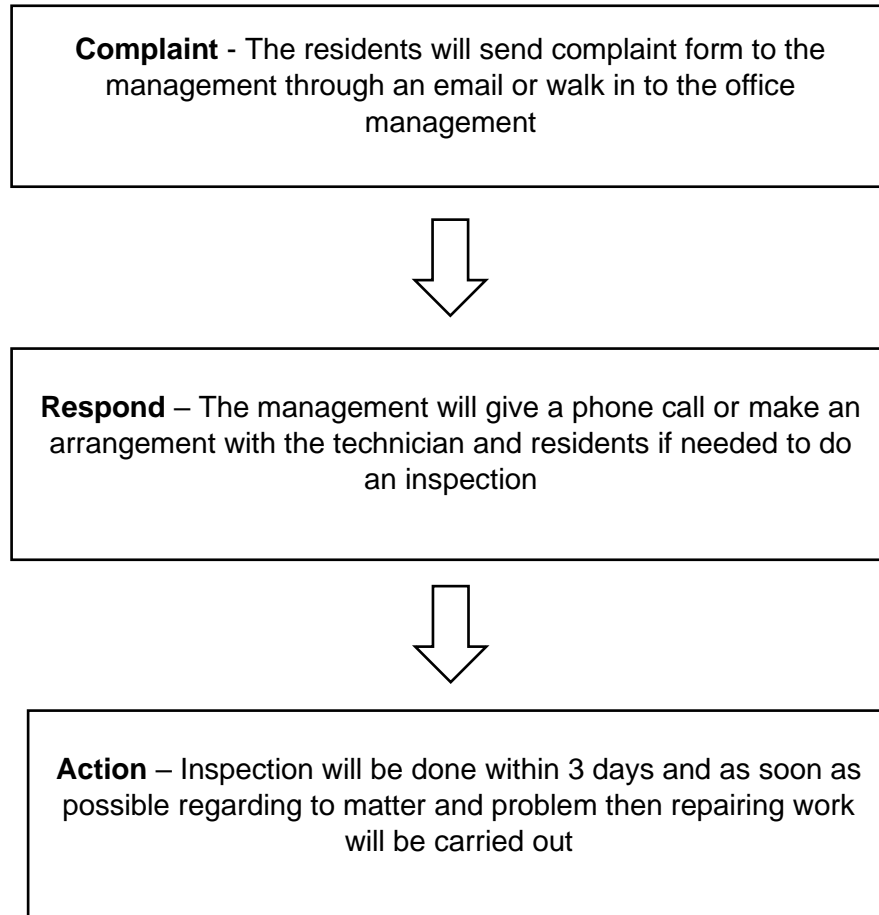
3.7 COMPLAINT

A complaint is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, maintenance of the building and actions or lack of action by the management of the building, affecting an individual resident or group of residents. One of the critical issues at Seri Baiduri Apartment is leaking pipe especially on the capping water pipe at toilet area from upper unit. These issues sometimes become worst where the ceiling is falling off due to the residents late to inform the management to take an action. Below is the example of complaint form used at this building.


Figure 3.20: Complaint Form

3.7.1 COMPLAINT PROCEDURE

The flow chart below shows the procedure of the management action when they receive complains from the residents.



3.8 LIST OF MAINTENANCE CHECKLIST


 ser**i**BAIDURI
 PMC PROPERTY SERVICES SDN. BHD.
 Jalan Setia Gemilang U13/47 Shah Alam Selangor Darul Ehsan

WATER PUMP & STORAGE TANK WEEKLY CHECKLIST


Block: _____ Month: _____

| No. | Description | Date | Date | Date | Date | Status |
|-----------------------------|--|---------|---------|---------|---------|--------|
| LG Pump Room | | | | | | |
| 1 | Check piping and valve for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | Check water tank 1 for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | Check water tank 2 for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 4 | Water tank 1 ball valve operation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 5 | Water tank 2 ball valve operation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 6 | Tank 1 level indicator | OK / NA | OK / NA | OK / NA | OK / NA | |
| 7 | Tank 2 level indicator | OK / NA | OK / NA | OK / NA | OK / NA | |
| 8 | Water pump panel controll testing | OK / NA | OK / NA | OK / NA | OK / NA | |
| 9 | Motor 1 running condition | OK / NA | OK / NA | OK / NA | OK / NA | |
| 10 | Motor 2 running condition | OK / NA | OK / NA | OK / NA | OK / NA | |
| 11 | Room condition | OK / NA | OK / NA | OK / NA | OK / NA | |
| 12 | Water tank level reading (ft.): Tank 1 _____ Tank 2 _____ | | | | | |
| Rooftop Storage Tank | | | | | | |
| 1 | Check piping and valve for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | Check water tank 1 for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | Check water tank 2 for leakage | OK / NA | OK / NA | OK / NA | OK / NA | |
| 4 | Tank 1 level indicator | OK / NA | OK / NA | OK / NA | OK / NA | |
| 5 | Tank 2 level indicator | OK / NA | OK / NA | OK / NA | OK / NA | |
| 6 | Room condition | OK / NA | OK / NA | OK / NA | OK / NA | |
| 8 | Water tank level reading (ft.): Tank 1 _____ Tank 2 _____ | | | | | |

Remarks: _____

Checked by: _____ Verified By : _____
 Name : _____ Name : _____
 Date : _____ Date : _____

Figure 3.21: Weekly Checklist for Water Pump & Storage Tank


 seriBAIDURI
 PMC PROPERTY SERVICES SDN. BHD.
 Jalan Setia Gemilang U13/47 Shah Alam Selangor Darul Ehsan

WEEKLY LIFT RECORDS

Block: _____ Month: _____

| No. | Description | Date | Date | Date | Date | Status |
|-------------------|---------------------------------|---------|---------|---------|---------|--------|
| | Passanger Lift | | | | | |
| 1 | Intercom | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | Call button/ bell | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | Indicator display | OK / NA | OK / NA | OK / NA | OK / NA | |
| 4 | C.O.P. panel controll operation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 5 | Lighting | OK / NA | OK / NA | OK / NA | OK / NA | |
| 6 | Ventilation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 7 | Condition/ cleanliness | OK / NA | OK / NA | OK / NA | OK / NA | |
| Bomba Lift | | | | | | |
| 1 | Intercom | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | Call button/ bell | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | Indicator display | OK / NA | OK / NA | OK / NA | OK / NA | |
| 4 | C.O.P. panel controll operation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 5 | Lighting | OK / NA | OK / NA | OK / NA | OK / NA | |
| 6 | Ventilation | OK / NA | OK / NA | OK / NA | OK / NA | |
| 7 | Condition/ cleanliness | OK / NA | OK / NA | OK / NA | OK / NA | |

Remarks: _____

Checked by: _____ Name: _____ Date: _____

Verified By : _____ Name : _____ Date : _____

Figure 3.22: Checklist for Lift

seri Baiduri
PMC PROPERTY SERVICES SDN. BHD.

WATER PUMP & WATER TANK DAILY CHECKLIST

Block : _____ Month : _____

| No | SUCTION PUMP 1&2 (LG) | Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |
| 1 | Check piping & valves for leakage. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Check water tank for leakage. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Water tank ball valve operation. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Overflow alarm system. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Low lvl/ high lvl/manual/auto controll. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Motor operation condition. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Water tank level indicator. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Water tank interior Condition. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Water tank room cleanliness. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Water tank 1 level reading (ft) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Water tank 2 level reading (ft) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |


| No | STORAGE TANK 1 & 2 (ROOFTOP) | Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|------------------------------------|------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |
| 1 | Check piping & valves for leakage. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Check water tank for leakage. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Water tank ball valve operation. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Overflow alarm system. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Water tank level indicator. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Water tank interior Condition. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Water tank room cleanliness. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Water tank 1 level reading. (ft) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Water tank 2 level reading. (ft) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Remarks: _____

Check by: _____
 Name : _____
 Date : _____

Check by: _____
 Name : _____
 Date : _____

Figure 3.23: Daily Checklist for Water Pump & Water Tank


seriBAIDURI
 PMC PROPERTY SERVICES SDN.BHD.
 JALAN SETIA GEMILANG U13/47 SHAH ALAM,
 SELANGOR DARUL EHSAN.

FIRE ALARM PANEL CHECKLIST

BLOCK : _____ MONTH : _____

| NO. | DESCRIPTION | DATE | DATE | DATE | DATE | STATUS |
|----------------|---------------------------|---------|---------|---------|---------|--------|
| | | | | | | |
| 1 | MAIN ON | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | D / C ON | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | VOLT (V) | | | | | |
| 4 | AMP (A) | | | | | |
| BREAK GLASS | | | | | | |
| 1 | ZONE 1 Lower Ground Floor | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | ZONE 2 (1st Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 3 | ZONE 3 (2nd Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 4 | ZONE 4 (3rd Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 5 | ZONE 5 (4rd Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 6 | ZONE 6 (5th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 7 | ZONE 7 (6th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 8 | ZONE 8 (7th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 9 | ZONE 9 (8th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 10 | ZONE 10 (9th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 11 | ZONE 11 (10th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 12 | ZONE 12 (11th Floor) | OK / NA | OK / NA | OK / NA | OK / NA | |
| 13 | ZONE 13 Roof | OK / NA | OK / NA | OK / NA | OK / NA | |
| SMOKE DETECTOR | | | | | | |
| 1 | ZONE 14 Roof Lift Shaft | OK / NA | OK / NA | OK / NA | OK / NA | |
| 2 | ZONE 15 Roof Lift Motor | OK / NA | OK / NA | OK / NA | OK / NA | |
| DRY RISER | | | | | | |
| | | OK / NA | OK / NA | OK / NA | OK / NA | |


Remark : _____

Checked By : _____ Verified by : _____

Signature _____ Signature _____

Name : _____ Name : _____

Figure 3.24: Checklist for Fire Alarm Panel



TNB Meter Reading Month: _____

Block 4
 Location: **LV Room Block 4**
 Meter No: **74502547**

| Date | Previous | Current | Total | Sign |
|------|----------|---------|-------|------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |
| 11 | | | | |
| 12 | | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| 16 | | | | |
| 17 | | | | |
| 18 | | | | |
| 19 | | | | |
| 20 | | | | |
| 21 | | | | |
| 22 | | | | |
| 23 | | | | |
| 24 | | | | |
| 25 | | | | |
| 26 | | | | |
| 27 | | | | |
| 28 | | | | |
| 29 | | | | |
| 30 | | | | |
| 31 | | | Total | |

Checked by: _____ Checked by: _____
Technician Manager

Name: _____ Name: _____
 Date : _____ Date : _____

Figure 3.25: Checklist for TNB Meter Reading

seriBAIDURI
 IVORY STREAM SDN.BHD. (1024157-D)
 T: F: email: bsa-sb@spseia.com

415 Main Switchboard Check List

Block : _____ Month : _____

| No. | 415 Main Switchboard | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
|-----|----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----|
| 01 | KWH (M) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | KWH (C) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05 | POWER FACTOR (COS ^φ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 06 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | MSB T1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | POWER FACTOR (COS ^φ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | MSB T2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | POWER FACTOR (COS ^φ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | MSB T3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | POWER FACTOR (COS ^φ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | EMSB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | EMSB (GENERATOR) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | IDMT | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| | FIRE ALARM PANEL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | MAIN ON | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| 02 | DIC ON | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |
| 03 | VOLT (V) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | AMP (A) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05 | CO ² | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | OKNA | |

Remarks : _____

Chargeman In Charge _____

Signature _____

Name : _____

Figure 3.26: Checklist for Main Switchboard

PMC PROPERTY SERVICES Generator Maintenance Record Sheet

PROJECT NAME : _____ BLOCK : _____ DATE : _____
PER WEEK

Reason for running generator : _____

Radiator OK NOT OK

Engine Oil OK NOT OK

Daily Service tank OK NOT OK

Hour Run Before : After :

Battery Water Level OK NOT OK

Battery Charger ON OK NOT OK

- amp : _____
 - volt : _____

Selector : Auto Test Manual

- Voltage RN YN BN

- AMP RY YB BR

Power factor : PF: Hz: Kwh:

Make sure Gen-Set room clean OK NOT OK

Checking around Gen-Set panel and Gen-Set OK NOT OK

Fire alarm panel

Operation and normal condition Healthy: OK Need Servicing Breakdown

MAINS ON OK NOT OK VOLT:

DIC ON OK NOT OK AMP:

CO² OK NOT OK


Remark : _____

Checked By : _____ Verified By : _____
Chargeman / Technician Manager

Name : _____
 Date : _____

PMCPS66-G-REV 01

Figure 3.27: Checklist for Genset




SYABAS Meter Reading Month: _____
Pool Balancing Tank, Public Toilet & OKU Toilet
 Location: **Clubhouse**
 Meter No: **SYA14P0173946**

| Date | Previous | Current | Total | Sign |
|-------|----------|---------|-------|------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |
| 11 | | | | |
| 12 | | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| 16 | | | | |
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| 19 | | | | |
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| 22 | | | | |
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| 24 | | | | |
| 25 | | | | |
| 26 | | | | |
| 27 | | | | |
| 28 | | | | |
| 29 | | | | |
| 30 | | | | |
| 31 | | | | |
| Total | | | | |

Checked by: _____ Checked by: _____
Technician *Manager*
 Name: _____ Name: _____
 Date : _____ Date : _____

Figure 3.28: Checklist for Syabas Meter Reading

 **seriBAIDURI**
 PMC PROPERTY SERVICES SDN.BHD.
 JALAN SETIA GEMILANG U13/47 SHAH ALAM,
 SELANGOR DARUL EHSAN
GYM EQUIPMENT CHECKLIST

Month : _____

| Description | Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |
| 1 - Treadmill 01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 - Treadmill 02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 - Cross Trainer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 - Upright Bike | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 - Recumbent Bike | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 - Multi Adjustment Bench | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 - Hexagon dumbells | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 - Yoga Matt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 - Gym Ball | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 - Rubber Floor Matt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TIME | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CHECKED BY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Remarks : _____

Verified By : _____
 Name : _____
 Date : _____

Figure 3.30: Checklist for Gymnasium

3.9 LIST OF MAINTENANCE WORK FOR COMMON AREA

3.9.1 Waterproofing work at rooftop

There are few units that have an issue where their ceiling is damp and watermark occur due to the failure of old waterproofing failure. This is the responsibility of the management to rectify because of the defect come from one of the common areas which is the rooftop. Figure below shows the example of the defect dampness on the ceiling.



Figure 3.31: Peeling off paint on the ceiling



Figure 3.32: Sign of watermark

After the defect inspection is been carried out, the rectifying work will be starting at the rooftop which is remove and lay new waterproofing then the work inside the unit will be follow up such as re-painting the ceiling. Figure below shows example of work that has been done. The same procedure of repairing work is apply for all the unit affected by this defect.



Figure 3.33: Hacking affected area of old waterproofing



Figure 3.34: Laying new waterproofing (Quicseal 103)



Figure 3.35: Condition of the new waterproofing after fully dry

There is a case where the quality of the waterproofing is not acceptable due to the rainy weather after the work has been done and the flow of the rainwater down pipe at the rooftop. In that case, the contractor must repair the area affected to ensure the water not seeping to the ceiling unit below. They cut and change the direction of the rainwater down pipe to prevent the area receive direct water.



Figure 3.36: The condition of the waterproofing that not fully dry



Figure 3.37: Laying new waterproofing and adjust the direction of rainwater down pipe



Figure 3.38: The condition after the repairing work done

3.9.2 Garbage disposal site

i. Replacement Missing/Broken Window Glass

Seri Baiduri Apartment provide garbage disposal site at each block with total number of 4 to ease the residents of each block to put their garbage in. One of the maintenances works that has been done here is replace missing and broken window glass. There are 26 total number window glass that has been replaced. The purpose of this work is to prevent the residents from get any harm with the broken glass window that can fall at any time and also to make this site become more proper.



Figure 3.39: Broken glass window



Figure 3.40: Replacement new glass window by the technician



Figure 3.41: Picture of garbage disposal site at block 2

ii. Leaking pipe

There are leaking pipe near the garbage disposal site at block 4 which cause water stagnant around the affected area. Firstly, the technician closed main water supply and then start to dig the soil to find the leaking pipe. Next, cut the leaking pipe and replace with the new pipe connector and new PVC pipe. After open the main water supply back and ensure there is no leaking then refill back soil to the affected area.



Figure 3.42: Stagnant water at leaking pipe area



Figure 3.43: Dig soil to find the leaking pipe



Figure 3.44: Install pipe connector to a new PVC pipe



Figure 3.45: Condition before refill soil work back after the leaking pipe has been rectify

3.9.3 Painting work at staircase area

This painting work need to be done due to a lot of loose paint and mould growth at the staircase area. There is also complain from the resident nearby the affected area to the management to re-paint that area. The work sequences are firstly scrap the loose paint and remove the mould growth from the area. Then, use the filler to the minor crack and once the filler fully dry, the re-painting work will be start. There are 2 layer of paint that is apply to the affected area.



Figure 3.46: Scrap all loose paint at staircase



Figure 3.47: Remove mould growth from the area



Figure 3.48: The used of filler to close the minor crack



Figure 3.49: First layer of re-painting work

3.9.4 LED lamp replacement

i. Corridor

Replacement of LED lamp at each block will be done based on the data from the checklist where inspection of every floor to record the number of broken lamp or else by the complaint from the residents. This replacement cover of all 4 block consists of 11 floor each. The technician will switch on the lamp through bypass system then identify and replace the broken LED lamp.



Figure 3.50: Condition of broken LED lamp



Figure 3.51: Replacement of LED lamp



Figure 3.52: Adjust loose casing of LED lamp



Figure 3.53: Some of the place need the use of high ladder

ii. Public toilet

For public toilet, the lamp system still not use LED system that is why the technician need to adjust the wiring system for the lamp before replacing with the LED lamp. All the lamp at the public toilet needs to be change. Figure below shows some of the work that has been done.



Figure 3.54: Rewiring work to use LED lamp



Figure 3.55: Different size of lamp use at the shower area



Figure 3.56: Result after the process of replacement is done

3.9.5 Repairing wire fence for futsal court

The repairing work need to be done due the condition of the wire fence of futsal court are loose and there is hole at certain spot. The sequences of the work is firstly by take out the bend steel that hold the wire fence and use the hammer to straight up the steel back. Next, put the steel back on its place and pull the wire fence to make sure tighten the wire fence before starting the screw work by using the impact driver cordless.



Figure 3.57: Process of tighten the wire fence



Figure 3.58: Install new screw by using the impact driver cordless



Figure 3.59: Condition one of the wire fences after the work

CHAPTER 4: PROBLEMS & RECOMMENDATIONS

In the building and construction industry, problems are unavoidable. This could be due to the building's poor design or structure. However, the focus of this chapter will be on the problems and recommendations related to the case study's maintenance management. In the case study's maintenance management, there are some issues that are absolutely unavoidable

| PROBLEMS | RECOMMENDATIONS |
|--|---|
| <ul style="list-style-type: none"> There is no proper maintenance strategy applied to the building that causes the delay on to carry out maintenance works. | <ul style="list-style-type: none"> The management need to create a clear maintenance strategy so with that it can reduce the time to the maintenance works and can manage the building properly. |
| <ul style="list-style-type: none"> The lack of allocation in budget for maintenance department to do the repairing work and causes the defect become worst for certain place that not in list with the budget provided. | <ul style="list-style-type: none"> They should be more proper in handling with the allocation of budget because it is very important to solve all the issues and the defect related to the building. They should manage the maintenance fees collected from the residents with more strategic. |
| <ul style="list-style-type: none"> There is lack of spare parts prepared in storage causes the delay in work to find and buy from the hardware and sometimes the technician needs to find spare parts far from the area especially when the needed sparts hard to obtain. | <ul style="list-style-type: none"> The management need to prepare more spart parts in future to avoid delay in carrying the maintenance works. |

| | |
|--|---|
| <ul style="list-style-type: none">• There is not enough manpower under the maintenance department. | <ul style="list-style-type: none">• They need to add more manpower for maintenance department to carry out maintenance works to saving the time in doing the work especially the one that require a lot manpower. |
|--|---|

Table 3.4: Problems and Recommendations

CHAPTER 5: CONCLUSION

As for conclusion, this report is about the maintenance work that has been implemented for the selected building which is Seri Baiduri Apartment. This report also shows on how important a proper maintenance in that any particular building is affected by the proper maintenance strategy and planning.

The management in this building play an important role to ensure the condition and all the facilities are in good condition to be used by their residents. It is always be the priority about their resident's satisfaction in order to give the best services as property management. They had done a very good job in maintaining the building. This is because the more facilities provided in the building, the more responsibility and maintenance work need to be carried out.

Overall, during this practical period, it helped me a lot to know about the real work situation especially regarding on the maintenance work for common area on a high-rise building. Besides, it also improves my soft skills in order to communicate with the residents about any enquiries and complaints.

Lastly, this report also explained on common area cover by the management using the maintenance fees that have to be paid monthly by the residents in order to keep building in good condition and to ensure all the system in the building are well functions. Without a proper maintenance management and planning, the building will always have problems and hard to be maintain.

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