



**DEPARTMENT OF BUILDING**

**UNIVERSITI TEKNOLOGI MARA  
CAMPUS SERI ISKANDAR, PERAK**

**TOPIC:**

**PROPERTY MANAGEMENT: BUILDING  
MANAGER'S OBLIGATIONS**

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(PERAK)**

**AUGUST 2021**

It is recommended that the report of this practical training provided

**by**

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**Entitled**

**Property Management: Building Manager's Obligations**

Be accepted in partial fulfillment of the requirement for obtaining the Diploma in  
Building.

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

**AUGUST 2021**

**STUDENT'S DECLARATION**

I hereby declare that this report is my own work, except for the extraction and summaries for which the original references are stated herein, prepared during my practical training session that I underwent at Henry Butcher Malaysia (Mont Kiara) Sdn Bhd for a duration of 20 weeks starting from the 23<sup>rd</sup> of August 2021 until the 7<sup>th</sup> of January 2022. It is submitted as one of the prerequisite requirements of BGN310 and accepted as a partial fulfilment of the requirements for obtaining the Diploma in Building.

.....

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Date : 23<sup>rd</sup> August 2021

## ACKNOWLEDGEMENT

First and foremost, I would like to express my deepest appreciation to all those who has helped me in completing this report, whose names may not all be enumerated. It is a privilege to have been selected from a few, to have worked in a renowned company, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd. The guidance and the exposure that I have procured during my 20 weeks of internship, resulted to my gain in experience, knowledge, social skills, teamwork, responsibility and much more, all owing to my supervisors at site.

The supervisors mentioned whose names are, Ms Zetty, Ms Edora, Ms Hidayah, Mr Saiful, Mr Arif, Mr Hisham, Mr Seng and Mr Teow, has contributed so much in ensuring my practical training runs smoothly and efficiently. Hence, I am very thankful to be working alongside with them and is indebted to their services. Their quick decision making, advices, enlightenment, and disciplinary action were beneficial for my studies, both theoretically and practically.

Secondly, I would like to thank my friends as well as my classmates for giving their suggestions, opinions and their willingness in lending a helping hand even though we are coping in different operations. Therefore, I am incredibly grateful for their nonstop motivation and support, as well as sharing learning experiences so that we could all grow together. Lastly, I would like to conclude this acknowledgement featuring a quote by Helen Keller which goes “Alone we can do so little; together we can do so much.”

## **ABSTRACT**

The case study topic that I chose and fulfilled was Property Management: Building Manager's Obligations. This report has been included with the introduction, the company background of the company that I interned for and the case study that I inquired upon which is the building manager's tasks and responsibilities. My objectives have been achieved as I was to carry out my practical training whilst understanding as well as act accordingly with the owners'/tenants' needs and goals while abiding to property laws, acknowledging long-term and short-term goals for the management and the property while ensuring expenses is in budget and keeping track of service providers performance to make sure the property is in excellent condition as well as execute my case study report. The study method that I used throughout this project was by observing the environment and my supervisors' actions on site, interviewing them relating to property management and collect document reviews that I have acquired from the management office and online. By the end of my practical training, I have reached a deeper apprehension towards the role of this profession. Furthermore, with this task and the duration of my internship, I am grateful to be receiving exposure in the property management system as well as be a part of its operation.

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# CHAPTER 1.0

## INTRODUCTION

### 1.1 Background of Study

Property management is the supervision of residential, commercial, and industrial properties, including apartments, detached houses, condominium units, and shopping centres. It mainly involves looking after a property that is owned by another party or entity. Robert and Floyd (1998) define property management as the management of real estate on behalf of the owner for remuneration. According to their interpretation, it implies that the person managing the property is not the owner himself, and the proprietor will essentially compensate the manager for his services. The services mentioned comprise of managing all aspects of a property's everyday operations.

It is further viewed as management science by Robert and Floyd (1998), who feel it is the fastest expanding area of specialism within the real estate industry. Property management merely involves overseeing the common areas of a property, such as managing a multi-tenanted building, like residential apartments or shopping malls and is limited to managing common areas such as lobbies, parking, gardens, open spaces, roadways, and other engineering assets such as lifts, escalators, and fire systems. Even investors, according to Beirne (2006), do not have a strong understanding on how property management may substantially improve the value of real estate. Property management companies are hired for a variety of reasons because some people may own a number of rental properties but lack the time or ability to manage them and deal with individual tenants.

In retrospect, property developers tend to move on to the next project as soon as the previous one is completed. They prefer to entrust day-to-day operations to an outside company, even if they still retain their title to the property. Property management necessitates a set of fundamental skills or areas of competence and their tasks vary depending on the property owner's requirements. This entails all of the day-

to-day tasks needed to maintain and manage a building or other rental property. A property management company is often responsible for the following specific tasks, Thorough Tenant Screening, Tenant Move-In and Inspection, Preventative Maintenance and Repairs, Rent Collection, Dealing with Defaulters, Routine Property Inspections, Accounting Services, Move-Out Inspections and lastly, Tenant Communications and Complaint.

The aforesaid tasks, are appointed to property management team and, they have been given the important responsibility for keeping the property safe and habitable for a long period of time. Any state and local landlord-tenant laws and regulations must be followed by the companies. Property owners also pay property managers a fee or a percentage of the rent generated while the property is under their management. Contractors and other repairmen must have their work examined to ensure that it is up to standard and that they are completing it on schedule. To sum things up, landlords can benefit greatly from management businesses as they ease the management of properties, buildings, tenants' caretaking, and even space management and accounting with a good and standardized property management system, Harroch (2019).

## 1.2 Objectives

The overall objectives of this report are:

- i. To understand as well as act accordingly with the owners'/tenants' needs and goals while abiding to property laws
- ii. To acknowledge long-term and short-term goals for the management and the property while ensuring expenses is in budget
- iii. To keep track of service providers performance to make sure the property is in excellent condition

## 1.3 Scope of Study

The scope of study is carried out at The Greens TTDI in Jalan Wan Kadir 5, Taman Tun Dr. Ismail. The project was completed on 2016 and is declared as a Commercial Strata property. The building has 27 floors and a total of 163 units, set

above a 5-story podium with one sub-basement car park. This freehold serviced apartment is developed by Bellworth Developments Sdn Bhd and is operated by Henry Butcher Malaysia (Mont Kiara) Sdn Bhd team. Henry Butcher Malaysia (Mont Kiara) Sdn Bhd specializes in property management which oversees daily, of residential, commercial, or industrial real estate by a third-party contractor. Property management encompass of an operation team: building manager, building executive, admin etc., maintenance team: building technicians and accounts team: account manager and account executive. The responsibilities of a building manager will be the focus of this study whom takes responsibility for day-to-day repairs and ongoing maintenance, security, and upkeep of properties.

#### 1.4 Methods of Study

##### i. Observation

The observation that I have accumulated revolves around the site building as well as the building manager and the building executive that works here in The Greens Condo, TTDI. I was put under their care and have observed the tasks that they carried out daily, weekly and monthly. I also have rounded and observed the environment of this condominium in case if there's anything that needs to be notified and fixed. The evidence was recorded using a smartphone and jotted down in the logbook.

##### ii. Interview

The interview that I have managed and collected was both formal and informal. The questions I directed to my supervisors at the site are related to the building structure, building laws, property management accounting, house rules, rising issues as well as their solutions and many more. The interviews were gathered and jotted down into my logbook and notes on my smartphone.

### iii. Document Review

The document review I gathered for the past 5 months was from existing data that they have kept in hardcopy and softcopy e.g., in the sharing folder where everyone can access the same folder at the same time and store modified documents such as Inter-leaking forms, Resident Booking, Owner Listings etc. I also monitored the service providers' report updates in the WhatsApp group that have amassed ever since they moved in to The Greens. Most of the documents were kept in the office and some are saved in my smartphone.

## CHAPTER 2.0

### COMPANY BACKGROUND

#### 2.1 Introduction of Company



*Figure 2.1: Company logo*

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd is a licensed property & facility management company. HBMK is registered The Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP) and has managed world-class real estate properties as well as providing real estate consultancy services since 1987. HBMK has managed over 100 prestigious properties all over Malaysia which comprise of branded residencies, high-end corporate offices and special facility with the support of 1,000 strong dedicated HBMK personnel & service providers.

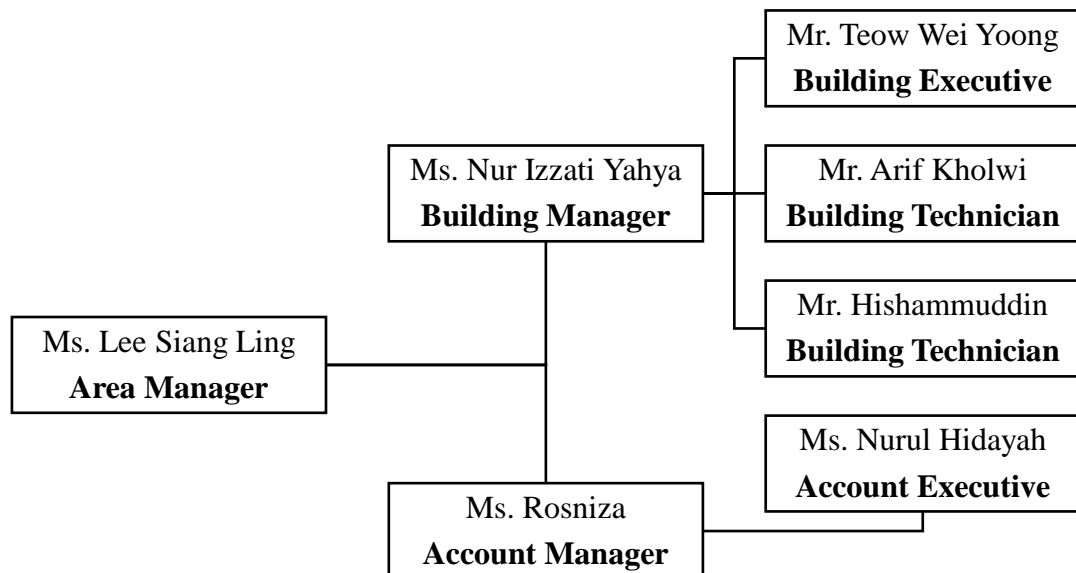
#### 2.2 Company Profile

Henry Butcher Malaysia (Mont Kiara) Sdn Bhd (HBMK), a registered property manager under the Board of Valuers, Appraisers, Estate Agents and Property Manager (BOVAEP), was originally in operation under the facilities and asset management division of Henry Butcher Malaysia Sdn Bhd, a company dedicated to world-class estate and plant and machinery consultancy services since 1987.

With the esteemed guidance of one of the directors of Henry Butcher Malaysia Sdn Bhd, Mr. Long Tian Chek, the founder of HBMK, Mr. Low Hon Keong, together with his experienced operation team are confident to deliver property management services as an ambitious independent entity via its corporate restructuring in 2015. With over 20-year experience in property and facility management industry and with the strength of 1000 personnel, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd aims to expand its 20-million square feet portfolio to all across Malaysia.

Badan Pengurusan Bersama The Greens TTDI has appointed Henry Butcher Malaysia (Mont Kiara) Sdn Bhd as the property manager of the Greens TTDI on 1<sup>st</sup> December 2019. The mission of the Property Management Team in The Greens TTDI is to manage the facilities and services of The Greens TTDI while maintaining the luxury lifestyle for the residents. Additionally, the team strives to assist fellow Joint Management Corporation (JMC) in order to adopt practical and comprehensive SOP that will improve day-to-day operation of the Management.



### 2.3 Organization Chart



*Diagram 2.3: Organization chart*

## 2.4 List of Project

### 2.4.1 Mixed Development

No.	Title	Description	Figure
1	PARADIGM PJ	A residential development consisting of 2 blocks of serviced apartment units of 189 and 229 units respectively, located at Kelana Jaya, Selangor.	 <p style="text-align: center;"><i>Figure 2.4.1a</i></p>
2	Oasis Square	A mixed-development comprising of serviced apartments, corporates offices and retail outlets, located at Ara Damansara, Selangor.	 <p style="text-align: center;"><i>Figure 2.4.1b</i></p>
3	DA:MÉN	A mixed-development comprise of a shopping mall, 171 units of Retail Shops & Offices and 480 units of Service Apartment, located in Subang Jaya, Selangor	 <p style="text-align: center;"><i>Figure 2.4.1c</i></p>

*Table 2.4.1*

## 2.4.2 Residential

No.	Title	Description	Figure
1	Four Seasons	A 77-storey mixed commercial and residential building that comprises the Four Seasons Hotel and Residences upon a retail podium which consist of 209 hotel rooms and 242 private residential units, located at Jalan Ampang, Kuala Lumpur.	 <p><i>Figure 2.4.2a</i></p>
2	The Binjai on The Park	A low-density, luxurious residential development consisting of 171 condominium units spread over two 44-storey to 45-storey blocks, located along Jalan Binjai, Kuala Lumpur.	 <p><i>Figure 2.4.2b</i></p>
3	Star Residences	A 57-storey mixed development that comprise of 1,500 units throughout three residential blocks and a 6-storey retails unit, located along Jalan Yap Kwan Seng, Kuala Lumpur.	 <p><i>Figure 2.4.2c</i></p>
4	The Greens (My site)	A two-tower serviced apartment that includes retail units on the 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> floor. The building has 27 floors and a total of 165 residential units. The Greens is a Freehold Serviced residence located in Jalan Wan Kadir, Taman Tun Dr. Ismail.	 <p><i>Figure 2.4.2d</i></p>

*Table 2.4.2*



### 2.4.3 Commercial

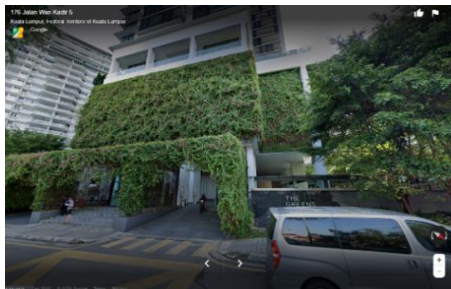
No.	Title	Description	Figure
1	Menara Bangkok Bank	A 48-storey corporate tower with a total of 207 units of luxurious corporate office suites, located at Jalan Ampang, Kuala Lumpur.	 <p data-bbox="1198 689 1378 723"><i>Figure 2.4.3a</i></p>
2	Solaris Mont Kiara	A commercial development that comprises of office suites, retail lots and 4-storey basement car park, located along Jalan Solaris, Mont Kiara.	 <p data-bbox="1198 1093 1378 1126"><i>Figure 2.4.3b</i></p>
3	AirAsia RedQ	A 6-storey corporate building of AirAsia Sdn Bhd, located at KLIA 2, Selangor.	 <p data-bbox="1198 1485 1378 1518"><i>Figure 2.4.3c</i></p>
4	Sime Darby Motors City	An automotive centre that comprises of 7-storey and 11-storey commercial blocks that house multi-branded motor companies, located at Ara Damansara, Selangor	 <p data-bbox="1198 1854 1378 1888"><i>Figure 2.4.3d</i></p>

Table 2.4.3

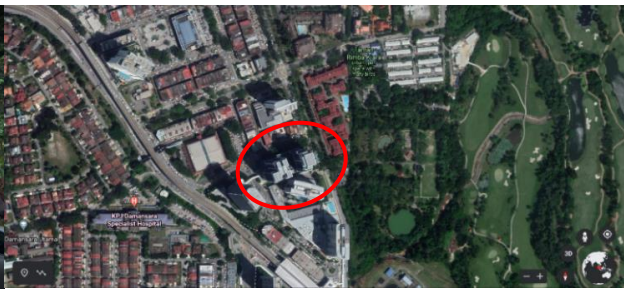
## CHAPTER 3.0

### CASE STUDY

#### 3.1 Introduction to Case Study



*Figure 3.1a: Entrance*



*Figure 3.1b: Satellite view*

This case study is focused on Property Management: Building Manager's Obligations. The site that I was assigned to is at The Greens Condo TTDI, Jalan Wan Kadir 5, Taman Tun Dr Ismail, 60000 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur. It was first handed over to Knight Frank after the property was newly developed in 2014. Later on, Henry Butcher Malaysia (Mont Kiara) Sdn Bhd took over the building site at the end of 2019 as Knight Frank had to withdraw their services due to a few circumstances. In consideration of the foregoing, it is important to highlight that a good property management with qualified employees are among the most effective methods to reduce risk and gain competitive edge. They would also be the ones responsible for overseeing all aspects of property management, from keeping owners and tenants happy, to handling repairs and dealing with monthly billing. A building manager holds the vital role of coordinating any property management team, ensuring that everything operates smoothly which tasks will be discussed in the following points.

### 3.2 Assess and respond with parcel owners and tenants pertaining own matters

#### 3.2.1 Complaint Management

Complaint management is critical in ensuring all reports from occupants related to the maintenance and Management are being addressed efficiently, and the records are kept systematically. The following diagram refers to The Greens’s complaint management procedure:

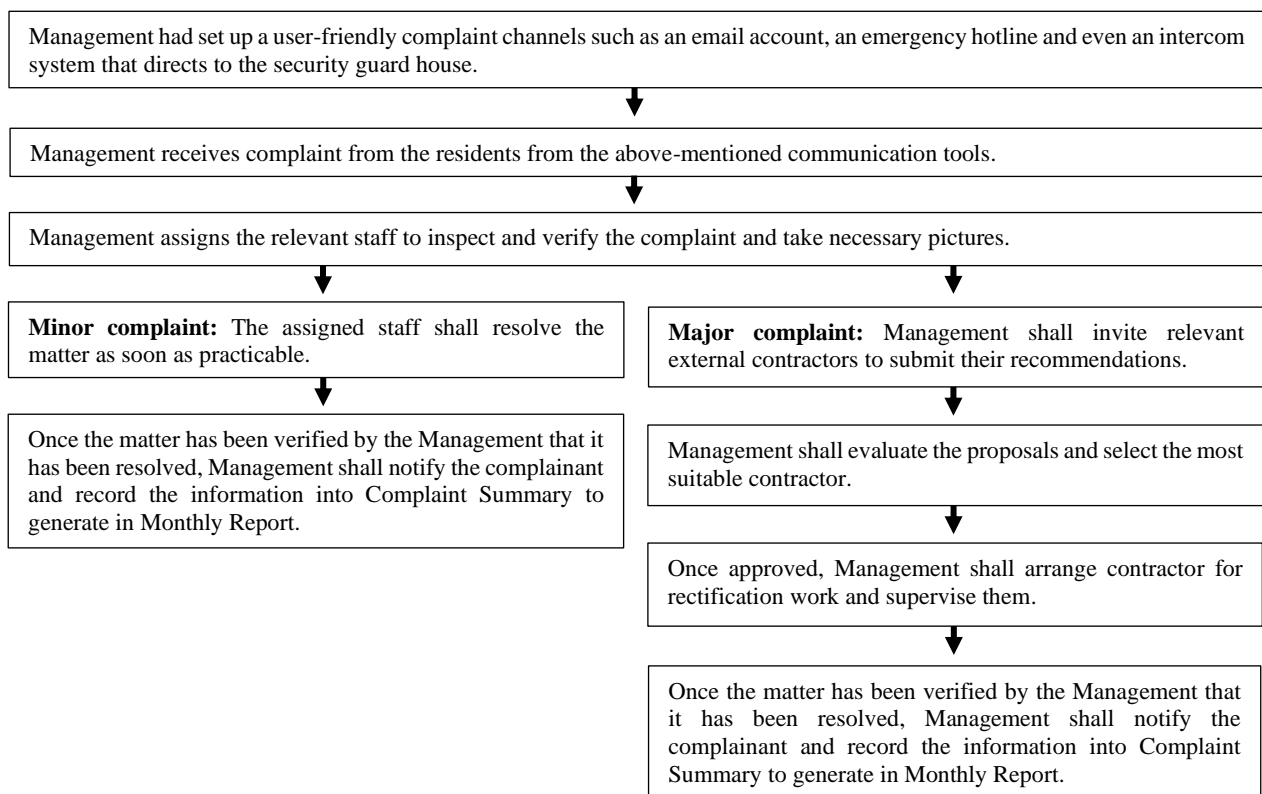


Diagram 3.2.1: Complaint management procedure

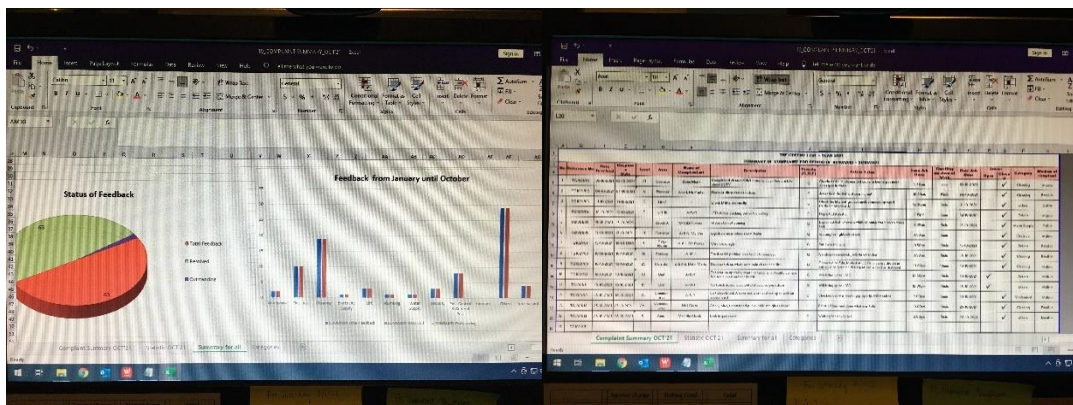
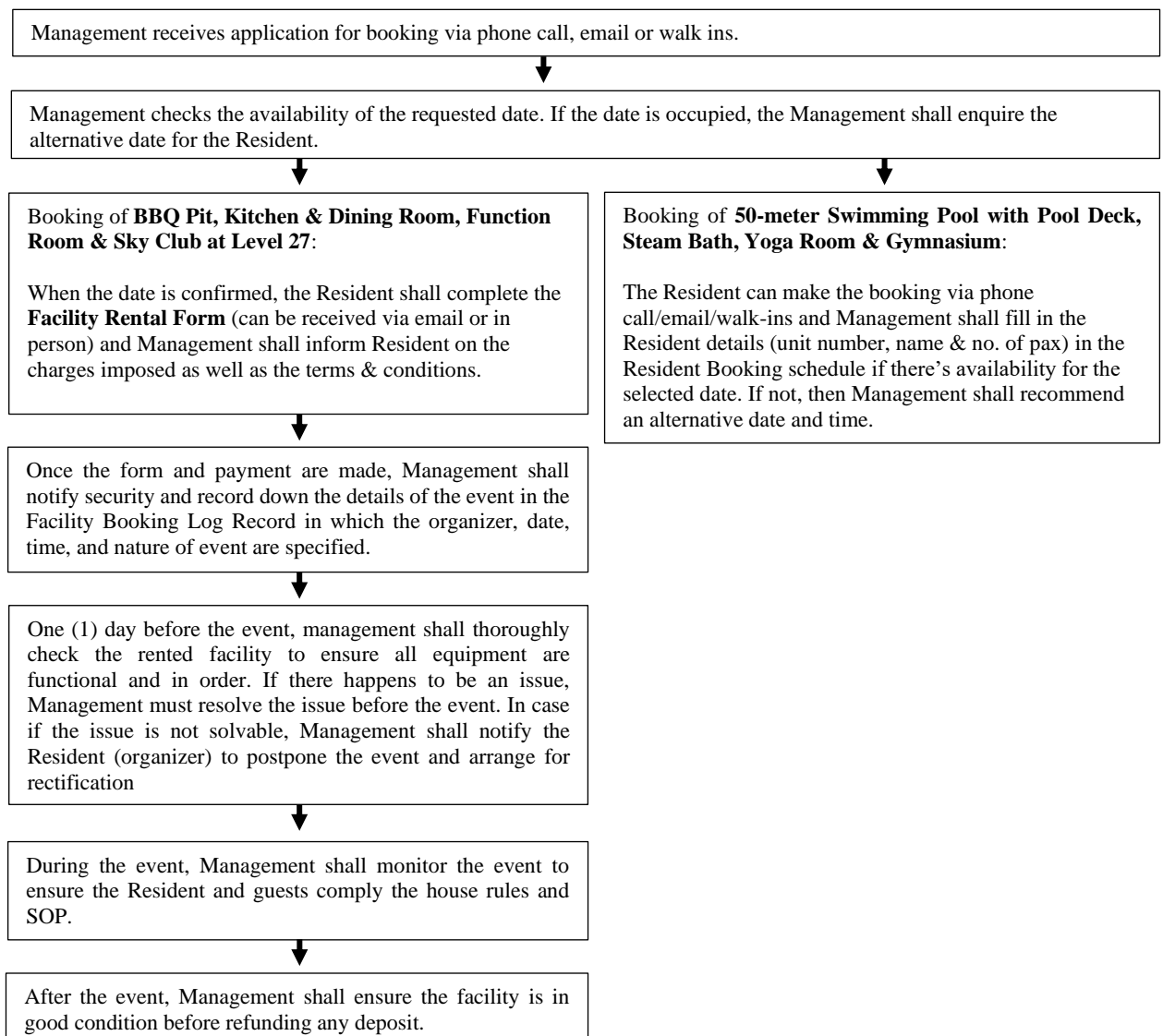


Figure 3.2.1a & b: Example of complaint summary

### 3.2.2 Facility bookings

Facility bookings are only made available for owners/residents only. The facilities that must be made through bookings include, 50-meter Swimming Pool with Pool Deck, Steam Bath, Yoga Room, Gymnasium, Kitchen & Dining Room, BBQ Pit, Function Room and Sky Club at Level 27. Below are the procedures for facility bookings/rental in the building:



*Diagram 3.2.2: Facility bookings procedure*

### 3.2.3 Minor or major renovation procedure

It is divided into 3 matter which are **general works** e.g., Astro, curtain cleaning, electrical appliances servicing etc., **minor works** e.g., interior finishes, carpentry, etc., and **major works** e.g., works that involve hacking, drilling, retiling, etc. Below is the procedure for the works mentioned:

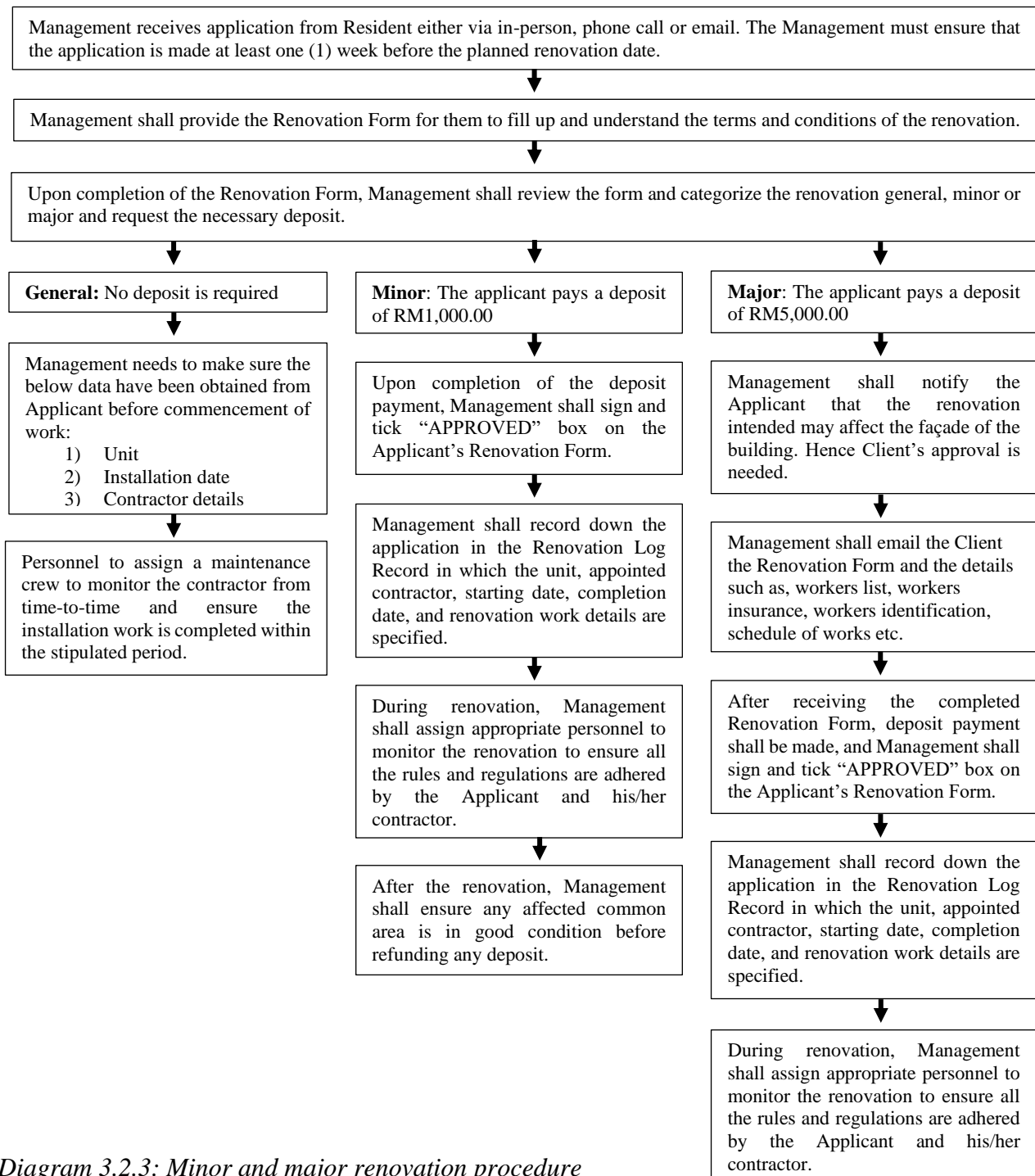


Diagram 3.2.3: Minor and major renovation procedure

### 3.2.4 Inter-floor leakage

Inter-floor leakage is traces of dampness, moisture, or water penetration in the ceiling and/or any furnishing materials affixed to the ceiling that form parts of the interior of a parcel or common property. The Strata Management Maintenance and Management Regulations 2015 (SMR 2015) have established a standard operating procedure for dealing with water leaks across strata parcels for strata property owners. The diagram below is the Inter-floor Leakage procedure:

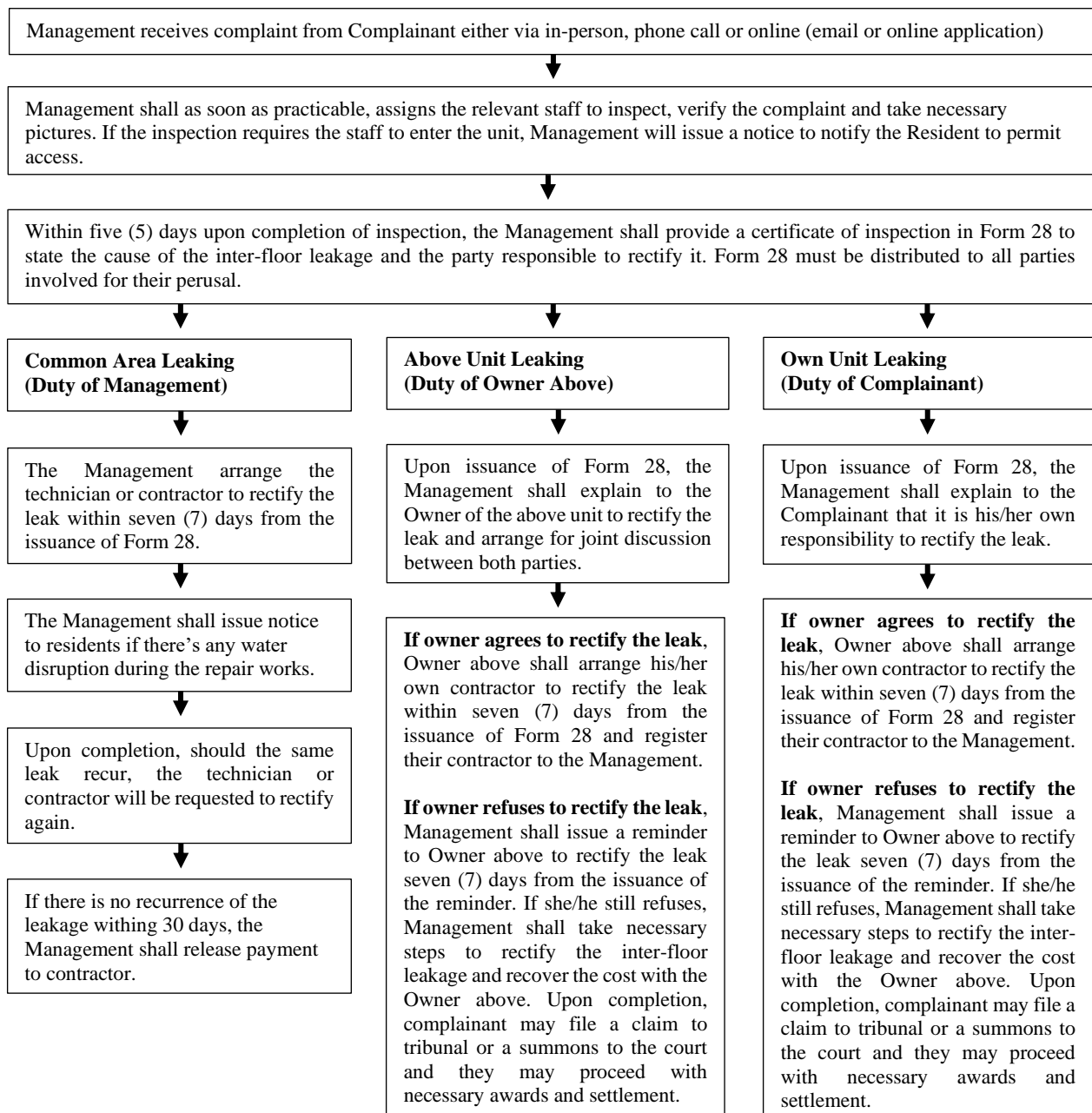


Diagram 3.2.4: Inter-floor leakage procedure





PART XV  
INTER-FLOOR LEAKAGE

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59. Certificate of inspection  
60. Inter-floor leakage caused by defective workmanship, etc. within the defect liability period  
61. Inter-floor leakage caused by or attributable to a parcel  
62. Inter-floor leakage caused by or attributable to common property or limited common property  
63. Access  
64. Reference to Commissioner

PART XV  
INTER-FLOOR LEAKAGE

**Meaning of inter-floor leakage**

55. (1) For the purpose of this Part, "inter-floor leakage" means any evidence of dampness, moisture or water penetration—

(a) on the ceiling that forms part of the interior of a parcel, common property or limited common property, as the case may be; or

(b) on any finishing material, including plaster, panel or gypsum board attached, glued, laid or applied to the ceiling that forms part of the interior of a parcel, common property or limited common property, as the case may be.

(2) For the purpose of Part XV of these Regulations, a parcel includes an accessory parcel which is used or intended to be used in conjunction with a parcel.

**Notice that a parcel is affected by inter-floor leakage**

56. (1) A purchaser, parcel owner or proprietor, whose parcel is affected by an inter-floor leakage may give notice to—

(a) the developer, during the developer's management period under Part IV of the Act or during the preliminary management period under Part V of the Act;

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Figure 3.2.4a, b & c: Strata Management Regulations; Inter-floor leakage



Figure 3.2.4d, e, f & g: Inspection of leaking

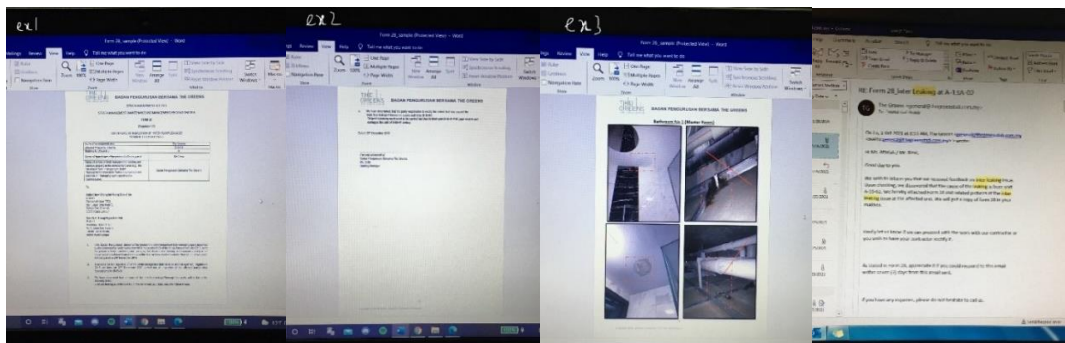


Figure 3.2.4h, i & j: Example of Inter-floor leaking Form28 & Communication with affected parcel owners



Figure 3.2.4m, n & o: Rectify leaking issue by PU injection

### 3.2.5 Standard Operating Procedures for Covid-19 suspected or confirmed cases

There are a few exercises that has been implemented in The Greens since the COVID-19 pandemic strikes Malaysia. It includes the cleaners' frequency of disinfecting all critical areas which are 1 to 2 hours interval, security team assisting on disinfecting critical areas during patrolling on night shifts. Below is the procedure of the standard operating procedures for suspected or confirmed case reported in The Greens that takes place:

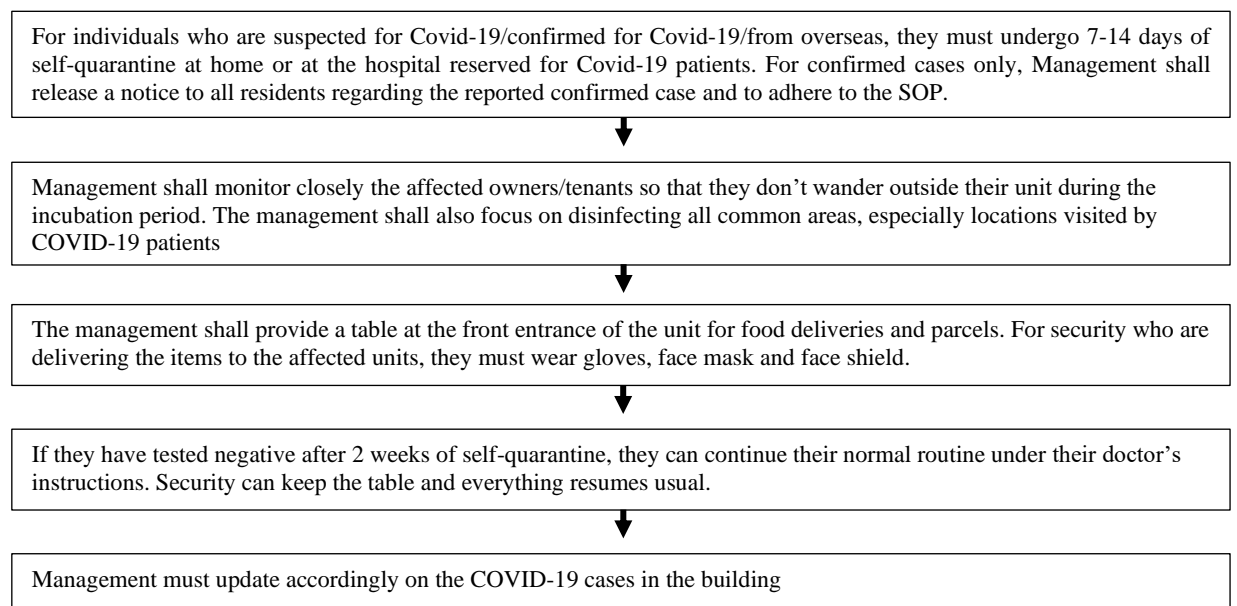


Diagram 3.2.5: Standard operating procedure for Covid-19 cases

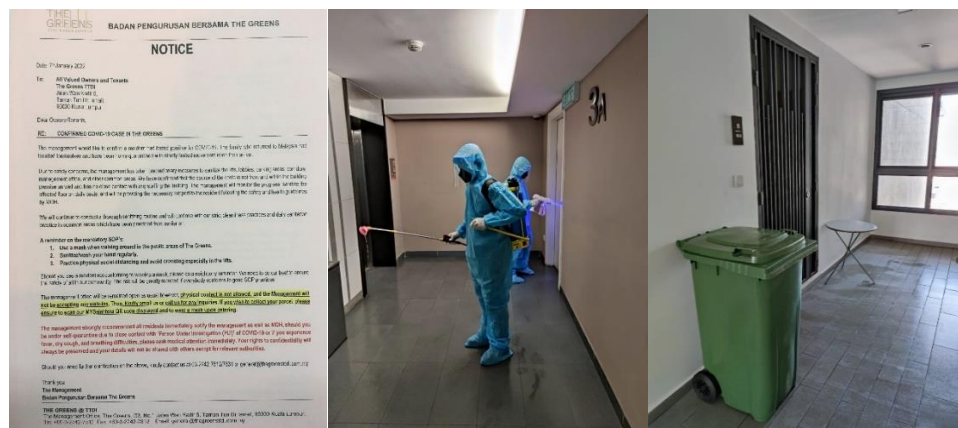


Figure 3.2.5a, b & c: Example of Covid-19 standard operating procedure



### 3.3 Inspect, organize maintenance, repair & upgrading schedules, manage and supervise resources to ensure schedule and budget are intact

Common area maintenance is the collective payment or fee made by the owners of individual units for the upkeep and maintenance of the non-exclusive areas of the premises. The undivided areas of the communally owned premises are referred to as common areas. The allocation of expenses of the common areas such as the parking lot, lawns, corridors, lobbies, elevators, etc. is not limited to a single tenant since they are not rented by a single person or company. As a result, common area maintenance fees are often shared by all building residents. As the assigned property management company, it is the duty of the management team to ensure that all facilities and major equipment within the building are in good and safe conditions.

The specific works for property/building maintenance services covered by maintenance fees can vary according to the type of space being maintained, whether any damage has occurred and whether upgrades are being made to the common area. For example, The Greens's common area maintenance charges may include supplies in the common area like toilet paper, hand soap, hand sanitizer etc., and the maintenance of parking lots, trash removal, janitorial and pest control services, security, landscaping, insurance, real estate taxes, center signage, common area utilities, common area HVAC maintenance, and landlord's administrative fees.

Hence, the management team has to carry out daily routine inspection. For the Building Manager, she/he is obliged to perform rounding in a weekly manner to keep abreast of the condition of the common areas in the building. If she/he discovers supplies that have depleted, they must remind the service providers to constantly inspect and replenish the goods. If she/he discovers imperfections or defects on parts of the buildings, they must notify the maintenance team and get recommendation from them or from outside contractors. Any type of work pertaining to common area if need fixing or sustaining or even buying resources must be arranged by the Management Company.

Procurement is the process of finding and agreeing to terms, and acquiring goods, services or maintenance works from an external source, usually through

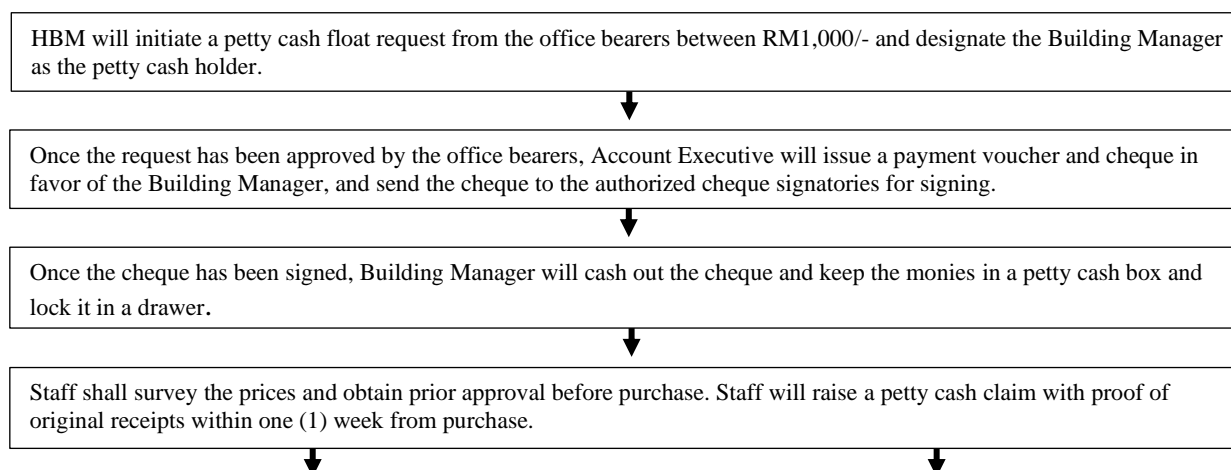
tendering or competitive bidding. It is the process of making a purchase decision in times of scarcity. The procurement requirement is as below:

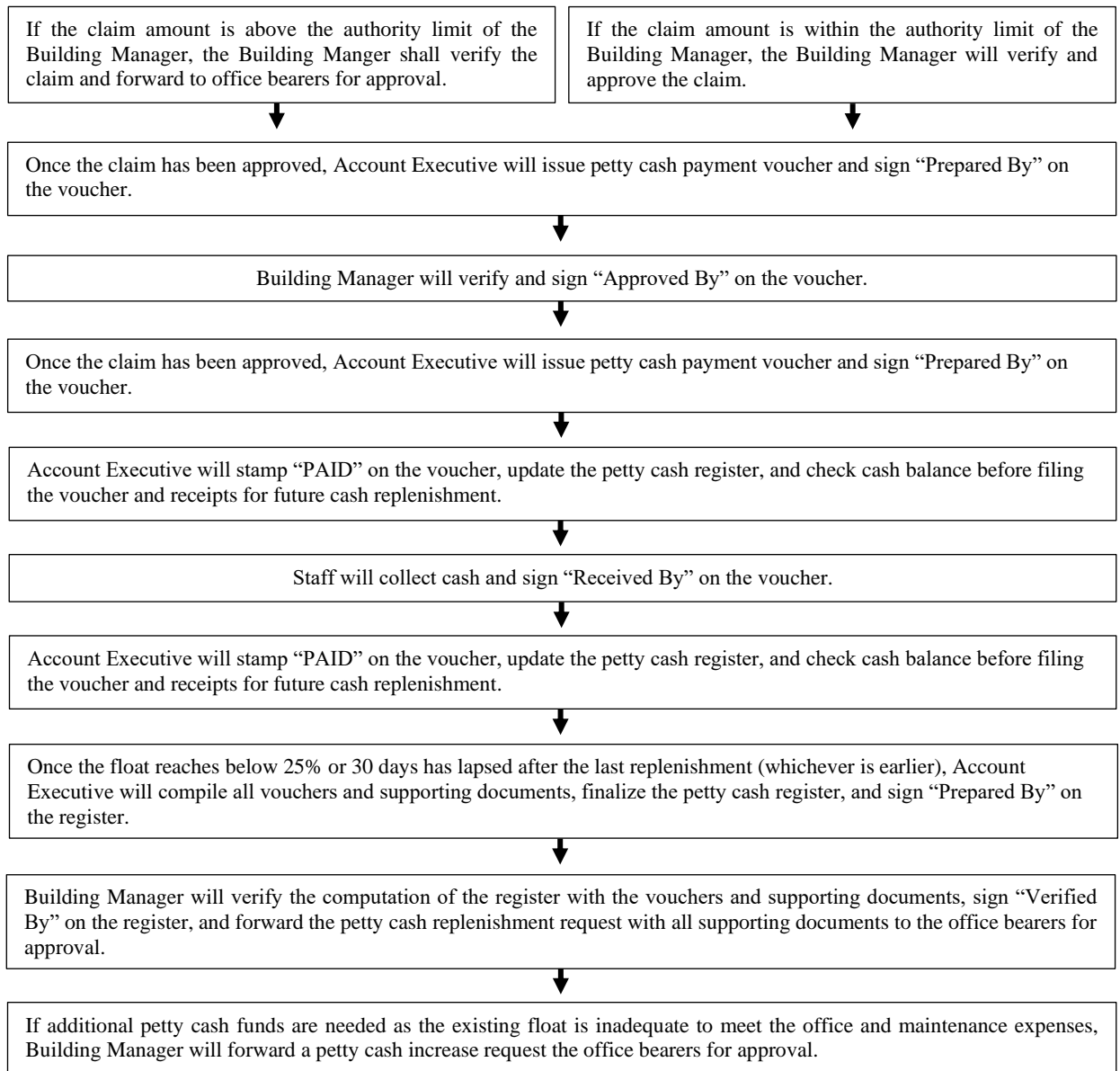
Operational & Capital Expenditure			
Expenditure	Purchase Method	Minimum Survey	Approving Authority
RM3,000 and below	Petty Cash/Credit Term	At least one 1 quotation	Building Executive, Building Manager & Area Manager
RM3,001 – RM10,000	Quotation	At least 3 quotations (any form of written quotations)	To be approved by any 2 committee members
RM10,001 – RM100,000	Quotation	At least 3 written quotations	Committee meeting
Above RM101,000	Quotation/Tender	At least 3 quotations/tenders	AGM/EGM

*Table 3.3: Procurement*

If the matter is urgent and it affects the safety in nature of the residents like for example, if there was a major leaking issue or a major fire outbreak, or any other situations deemed appropriate thus the procedure requires only one (1) quotation after informing the Chairman (or any contactable committee members) and to be ratified electronically to all MC members.

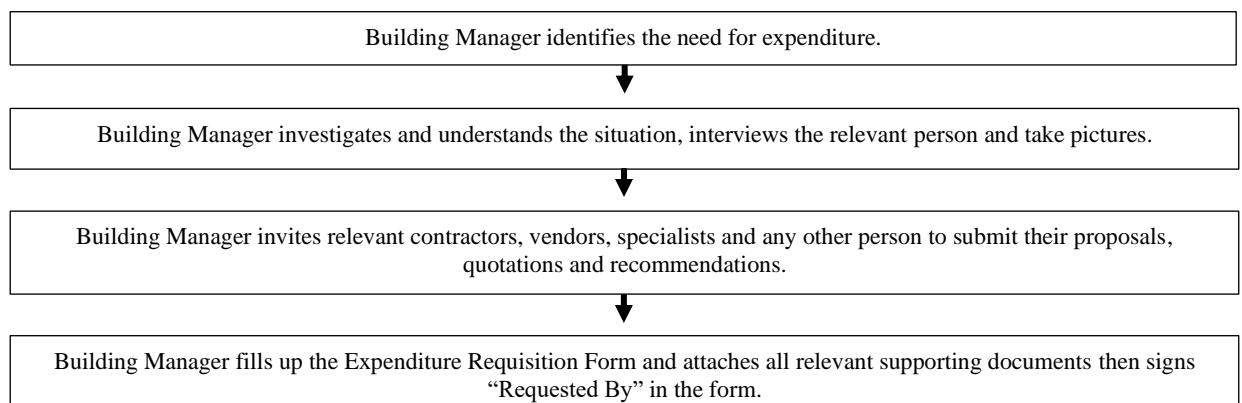
The petty cash procedure will put into practice if the quotation is below RM3,000. The diagram below shows the petty cash system:

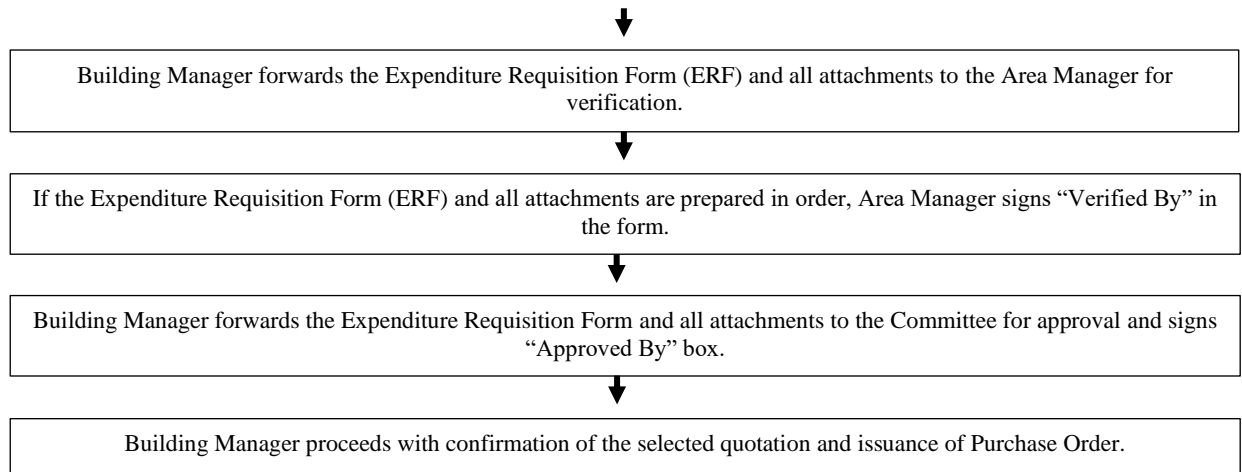




*Diagram 3.3a: Petty cash procedure*

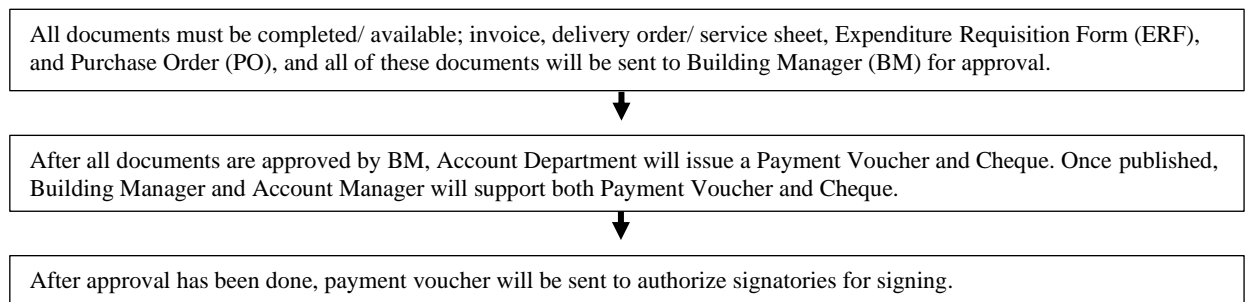
The expenditure requisition form is prerequisite for quotations above RM3,001. The procedure is per the following diagram:





*Diagram 3.3b: Expenditure requisition procedure*

There are three (3) steps to be taken before the issuance of payment is made which steps are shown below:



*Diagram 3.3c: Final payment procedure*

The rules of operation require two signatories for it to be valid, Group A: Chairman/Committee Member and Group B: Secretary/Treasurer/Committee Member to sign the cheques. To note for the cheques, signatories are required jointly by any TWO (2) signatories from Group A for amount up to and including RM10,000.00 and Jointly by any ONE (1) signatory from Group A together with any ONE (1) signatory from Group B OR JOINTLY by any TWO (2) signatories from Group B for any amount.

3.4 Monitoring service providers' performance e.g., cleaning, security, landscape, lifts, etc. to ensure property is well maintained

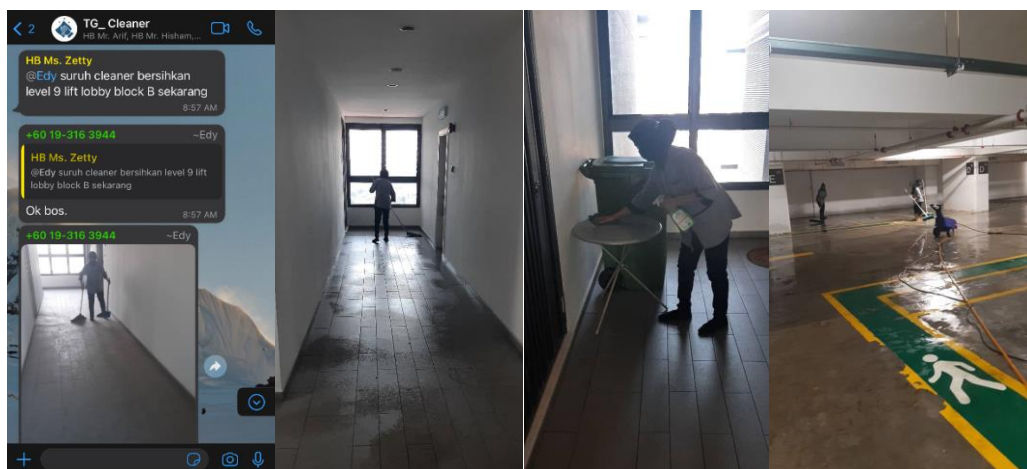
The main responsibility of the Building Manager is to maintain the building's common area 'assets', which include everything from signage, gardens, and exterior lighting to shared facilities and equipment like the pool, gym, lifts, air conditioning, and security systems. It is also important to execute routine maintenance such as landscaping, garbage disposal, pest control, and sewerage servicing. Alternatively, they may pay someone to perform these critical activities on a regular basis. They can address the problems themselves or engage a professional to handle the task if the rental property requires repairs or modifications. To put it another way, building managers need a large network of trustworthy electricians, builders and plumbers. The main focus of maintenance is inspecting, identifying, and trying to resolve tenant concerns regarding the properties' performance.

#### 3.4.1 Cleaners; MH Great Consultants Sdn Bhd

The Greens TTDI is known for its prestigious extravagant residential for corporates and expatriates nor influential residents. This is the reason why the building should be well maintained to ensure its image is not negatively affected. The cleanliness of The Greens TTDI is being managed by our service provider, MH Great Consultants Sdn Bhd whom has resourced cleaning services to renowned buildings. There is a total of 10 cleaners and their working hour is from Monday to Saturday, 8:00am to 5:00 pm. The cleaning works cover all area of the building except residential units. To ensure all cleanliness is up to Grade "A" standard, all element such elevator, staircases, doors, internal walls, pillars, wall fittings, M&E plants room, car park entrance/ exit ramps, toilet guardhouse and management office is cleaned based on a tight schedule. Additionally, the gondola is used during the cleaning process (façade cleaning, which is usually conducted once every year) and frequent sanitization every day is performed according to the schedule arranged during this pandemic. In the following table, it depicts the cleaning schedule of cleaners for daily, weekly and monthly for them to follow:

No.	Frequency of Works	Description of Works
1	Monthly	<ul style="list-style-type: none"> <li>• Clean Carwash area</li> </ul>
2	Weekly	<ul style="list-style-type: none"> <li>• Floor scrubbing at Level 5 &amp; Ground Floor</li> <li>• Waterjet L5, GF and Visitor Carpark</li> <li>• To clean LV Room (Supervise by technician)</li> </ul>
3	Daily	<ul style="list-style-type: none"> <li>• Sweep and mop common areas <ul style="list-style-type: none"> <li>- Lift lobbies, staircases, residents' corridors, ground floor lobby, management office etc.</li> </ul> </li> <li>• To clean every floor trap at Carpark</li> <li>• To clean common area toilets</li> <li>• To disinfect all critical areas every 2 hours <ul style="list-style-type: none"> <li>- Lift button &amp; knobs, door knobs, facilities areas, management office, guard house &amp; lobbies</li> </ul> </li> <li>• To sanitize facilities based on sessions for Swimming Pool, Gym, Yoga Room, and Function Rooms</li> <li>• To take out trash at Refuse Chamber on all levels</li> <li>• To update works done by the cleaners on WhatsApp group (Done by cleaner supervisor)</li> </ul>

*Table 3.4.1: Cleaning schedule*



*Figure 3.4.1a, b, c & d: Example of works done by cleaners*

### 3.4.2 Security; Guards Incorporated Sdn Bhd

The security system at The Greens is comprehensive as it has multiple systems such as the CCTV system, Alarm Handling System (AHS), Vehicle Access System, Guard Tour System and the Card Access System through a network with 24/7 Security Patrolling Service (9 guards at daytime, 6 guards at night). The Greens also include a 3-tier security measure and separate shuttle / lift for the visitor at the common area to Level 5 as part of our additional security measure. In the three tier security measures at The Greens TTDI, Visitor Management system is used, and the system is installed at the guardhouse and control room area. Visitors without access cards or transponders are required to register themselves before entering the building.

The Management has also incorporated proactive measures and uphold a moral standard of conduct to enhance the building's security system. Below is scheduled works of security guards to adhere to and the proactive measures taken to improve the quality of safety at The Greens.

No.	Frequency of Works	Description of Works
1	Daily	<ul style="list-style-type: none"> <li>• To patrol/round every 3 hours and use clocking device to verify points that have been patrolled (Done by security supervisor)</li> <li>• To disinfect all critical areas every 2 hours               <ul style="list-style-type: none"> <li>- Lift button &amp; knobs, door knobs, facilities areas, management office, guard house &amp; lobbies</li> </ul> </li> <li>• To execute own's tasks as given by the security higher-ups               <ul style="list-style-type: none"> <li>- To check residents booking at facilities before entry, to monitor CCTV, to remain in service lifts Block A and Block B, to register visitors when wanting to enter the building premise at guardhouse etc.</li> </ul> </li> </ul>

2	Weekly	<ul style="list-style-type: none"> <li>To help take photos of meter reading in Block B Retail and LV Room during Sunday and Public Holiday</li> </ul>
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Table 3.4.2a: Security schedule

Description	Action
Daily/Public Holidays	<p><u>Security</u></p> <p>Increase patrolling day and night shift. Security to ensure:</p> <ul style="list-style-type: none"> <li>All risers are in good condition</li> <li>Visually inspect all M&amp;E areas and faulty system (if any)</li> <li>Report to management if see of found anything suspicious</li> <li>Bomba lifts and loading bay metal gates to close at 6:00pm daily</li> </ul> <p><u>Maintenance</u></p> <ul style="list-style-type: none"> <li>To come for spot check weekly especially during night time</li> <li>On standby 24 hours</li> <li>To send reminders to residents about safety</li> </ul>

Table 3.4.2b: Proactive measures

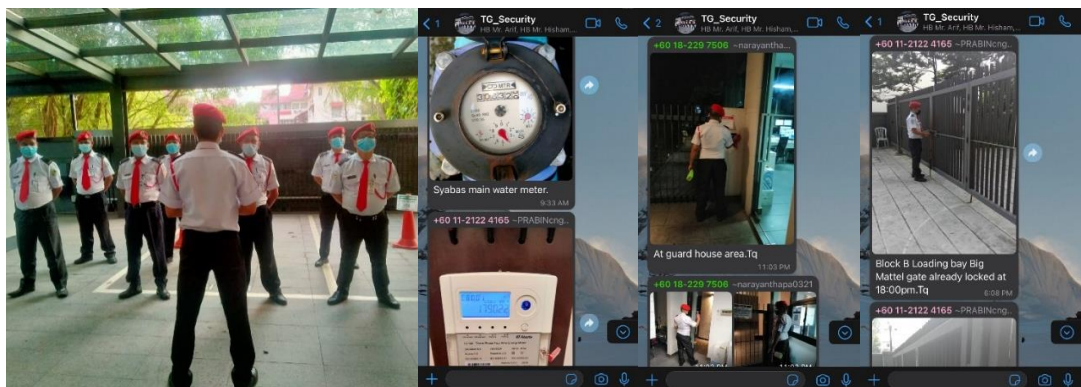


Figure 3.4.3a, b & c: Example of works done by security



### 3.4.4 Lifts; Antah Schindler

Manufactured and maintained by Antah Schindler Sdn Bhd themselves, The Greens serviced condominium consist a total of eleven (11) units of lift. The lift contract consists of the installation of eight (8) units of lifts with Mini Machine Room (MMR) and three (3) units of lifts Machine Room Less (MRL) type. The lifts have been designated as passenger lifts. The number and speed of the lift have been designed such that waiting and traveling time is optimized. The Schindler MRR / MRL was developed with consistent system engineering and maximum standardization in mind. The elevator complies with all relevant statutory safety and fire protection requirements and standards. The Schindler MMR / MRL is frugal in its energy consumption, which allows the operating expenses to be low.

The preventive maintenance of the lifts is conducted every month. The maintenance team must attend to any lift breakdown within twenty (20) minutes after being called as they are on standby for twenty-four (24) hours every day. All breakdown reports must be recorded in detail by types of break down, a summary of the lift breakdown, summary of investigations by weekly, monthly and yearly. All these records will be shared with the committee members in the monthly JMB meetings. When HBMK began taking over in The Greens on March 2020, our management team managed to conduct an internal audit report from HBMK lift specialist. Out of 138 total defects, 70 numbers of defects have been completed within 8 months with remaining defects still under repair currently. This has proved the efficiency of the management team in tackling major and urgent issues such as the reducing lift break downs.

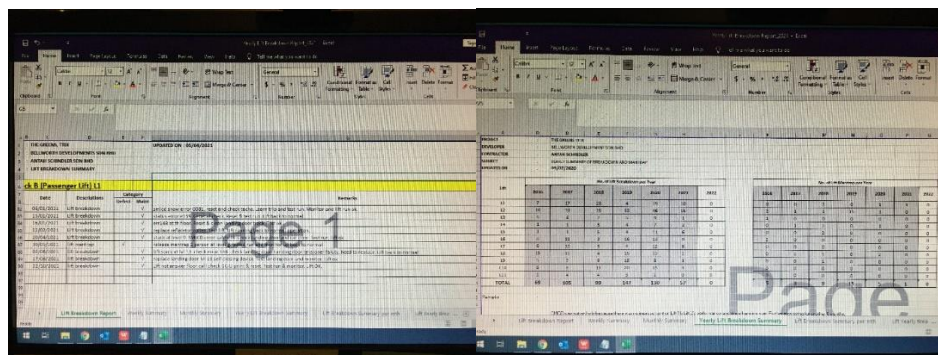


Figure 3.4.4a & b: Example of lift breakdown summary report

Overall, the Management monitors the sub-contractors listed and impose penalty if caught violating the code of conduct as per the table below:

No.	Services	Companies	Frequency	Penalty
1	Security	Guards Incorporated Sdn Bhd	Daily	RM100/offense
2	Cleaning	MH Great Consultants Sdn Bhd	Daily	RM100/offense
3	Landscape	DHN Desa Hijau	Daily	RM100/offense
4	Pest Control	Rentokil Initial (M) Sdn Bhd	Twice a month	-
5	Visiting Chargeman	Ah Wai Electrical	Once a month	-
6	Visiting Electrical	Techno Edge	Once a month	-
7	Rubbish Disposal	Vision Waste	3x a week	-
8	Lift Maintenance	Antah Schindler	Once a month	-
9	Fire Fighting	Sepakat Jaya Engineering	Once a month	-
10	Gymnasium	Technogym	Ad-hock	-
11	Swimming Pool & Water Feature	Hydrowave	3x a week	RM50/offense
12	Plumbing	Kenvex Consultancy	Ad-hock	-
13	Barrier Gate, CCTV, Access Card etc.	Horizon Explorer Sdn Bhd	Once a month	-
14	Gondola	CHH Asia Holdings Sdn Bhd	Quarterly	-

*Table 3.4: Standardized penalties*

## **CHAPTER 4.0**

### **CONCLUSION**

#### 4.1 Conclusion

To conclude, this was an intriguing topic that I have conducted a case study upon as it was an eye-opening experience for me to be situated in a sector of work that I am unaccustomed to. This report has discussed the essential details and evidence about a building manager's obligations towards the property assigned under their supervision agreed by their superintendents. They are not only in charge of the building's conditions, but are also liable for the people who are occupying the building. Thus, the commitment she or he must endure throughout the term of their service might be tough for certain individuals. Only the ones who are passionate and embody good leadership abilities, meticulous, and possess exceptional communication skills can survive long in this industry.

A building manager's job responsibilities are crucially important to sustain and maintain the site building that was appointed for their care in ensuring that these properties comply with the organization's goals as well as adhere to all applicable regulations. Landlords can largely benefit from management companies and there are a few reasons why property developers might wish to hire a property manager to look after the real estate. Some landlords own multiple properties and are handling too many responsibilities at once. Some are even not interested in day-to-day operations and management. For this reason, hiring a building manager is the best option for property owners as building managers will improve their experience and minimize the pressure that comes with this type of work.

In accordance with the aforementioned, a building manager is obligated to lead a team of building and maintenance staff. An inclusive team of operation, account and maintenance will expedite and even ameliorate the process of managing the building if they are giving their best cooperation. Overall, it can be said that after obtaining data for this case study and completing this practical report, I have reached a deeper

apprehension towards the role of this profession and what it offers. Furthermore, with this task and the duration of my internship, I am grateful to be receiving exposure in the property management system as well as be a part of its operation. This has been a great opportunity for me to educate myself regarding this subject matter.

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Strata Management Act 2013:

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