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**FACILITIES MAINTENANCE ISSUES IN PROGRAM PERUMAHAN  
RAKYAT KOTA BHARU, KELANTAN**

**Academic Project Submitted in Partial Fulfillment of the Requirements  
for the award of the Degree  
Bachelor of Estate Management (Hons)**

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## ABSTRACT

This research focuses on the facilities maintenance issues faced by low-cost housing in Kelantan, particularly the PPR low-cost flats in Kota Bharu. The authorities should give serious attention to the primary issues concerning the management of facilities maintenance systems in order to improve the overall maintenance system (Amani et al., 2012). Neglecting facilities maintenance management in a systematic manner has been found to result in excessive maintenance costs and corrective work for existing buildings in Malaysia, according to Zakaria et al., (2007). The research objectives include identifying the facilities maintenance issues in PPR low-cost flats and determining the most critical issue in Kota Bharu, Kelantan. Quantitative data analysis was conducted using questionnaires and surveys to gather information. The findings from the literature review and the questionnaire responses confirmed that cleanliness issues have the strongest influence on maintenance, followed by elevator issues, parking space issues, management responsiveness, repair quality and plumbing system issues. It is recommended that future studies broaden the scope beyond PPR Kota Bharu and focus on a specific aspect of facilities maintenance. This approach would provide a more comprehensive and insightful understanding of maintenance issues across different areas.

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# CHAPTER 1

## RESEARCH BACKGROUND

### 1.1 Introduction

Housing has been identified as a critical development instrument for reshaping societies and alleviating poverty. Following the Istanbul Declaration on Human Settlements and the Habitat Agenda in 1996, the Malaysian government committed billions of Ringgit Malaysia to providing enough, affordable, and quality housing to its citizens. The "Zero Squatter by 2005" policy was adopted across Malaysia in 1996. Following the economic downturn in late 1997, a four-tier pricing structure for PPR projects in cities and large towns for squatter resettlement was adopted to guarantee that its citizens, particularly lower income groups, continued to enjoy the advantages of enough, cheap, and excellent housing.

Housing becomes a vital component of everyday life, not only because of its cost, but also because it provides access to other aspects of a successful urban existence. Housing, in particular, can assist inhabitants in addressing the battle to sustain economic livelihood, the hazards of a changing environment, the problems of urban crime, and governance disparities. One of the most popular qualities of life metrics is housing conditions. The elements in a maintenance should be able to improve the quality of a facilities maintenance while also providing safety to the residents.

As a result, evaluating housing units has become increasingly crucial for a variety of reasons. First, the housing standard has grown more inadequate, and second, analysing housing gives the necessary information for 'feed-back' into the present housing. Housing complexes are expected to handle various issues of housing in addition to providing houses to live in. While prior housing efforts were focused on filling the quantitative deficit of houses, the facilities maintenance of