



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**MAINTENANCE SERVICES OF LOW-COST FLATS IN  
SEBERANG PERAI SELATAN**

**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

In this academic project research, maintenance services issue involves low-cost flats in Seberang Perai Selatan, Pulau Pinang have been investigated. Maintenance services must be excellent in providing the best management services for the residents. It is also important to ensure that every occupant is always protected as best as possible from any risk involving the maintenance services issue. However, the low-cost housing always related with maintenance services issue. Thus, the objective of this study is to identify the maintenance service issue and the factors that contribute to it in low-cost flats, as well as to explore maintenance service issues among the chairman of Joint Management Body (JMB) or Management Corporation (MC) in Seberang Perai Selatan. The study employs both primary and secondary data to identify the issue and factor of maintenance services. Using a purposive sampling technique, structured interview questions were distributed to all the chairman of Joint Management Body (JMB) or Management Corporation (MC) of 9 low-cost flats in Seberang Perai Selatan, Pulau Pinang. The data had been analyse using NVivo Software. The findings shows that all JMB and MC are related with the management factor, technical factor, human resources factor, financial factor and behaviour factor that contribute to the maintenance issue.

**Keywords:** Maintenance Services Factors, Issue, Low-Cost Flats

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## CHAPTER 1

### RESEARCH BACKGROUND

#### 1.1 Introduction

Housing is one of the most important assets that every person wants to fulfill their needs as a human being, regardless of whether they rent or buy a property. There are many types of housing schemes that have been developed with different selling prices. Low-cost housing is one of the most important housing types and has the highest demand in Malaysia. The term "affordable housing" refers to low-cost housing, which has become more necessary in response to the rapid urbanization that is occurring all over the world in order to satisfy human needs and wants. (Zehadul Karim, 2013). In Malaysia, affordable housing is essential because it offers low-income families homes at reasonable prices throughout the country (Mohamed et al., 2014).

Malaysia's government took the initiative by introducing low-cost housing schemes. Tengku Datuk Seri Zafrul Tengku Abdul Aziz, the minister of finance, included RM 1.5 billion in the budget for 2022 to continue housing initiatives, particularly for those with low incomes. Malaysia's Ministry of Housing and Local Government says that the public and private sectors are running a low-cost housing program to give low-income people a place to live and help the government reach its goals of improving the quality of life and reducing poverty. The purpose of the government's initiative is to overcome squatter problems and give opportunities to the lower income group to have their own house. There will always be a demand for low-income groups to rent or buy the properties because they are eligible to buy and suitable with their income.