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**BUILDING MAINTENANCE PROBLEMS FACED BY THE RESIDENTS OF  
APARTMENTS IN KUALA LUMPUR, MALAYSIA**

**Academic Project Submitted in Partial Fulfilment of The Requirements  
for the award of the  
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## ABSTRACT

This research articles examines the building maintenance problems that has been faced by the residents in apartment and the case study is taken placed at Kuala Lumpur, Malaysia with the objectives are to identify the building maintenance problems faced by the residents of apartments in Kuala Lumpur and to analyse the building maintenance problems faced by the residents of apartments in Kuala Lumpur. The research study focused and cover on the factors that has been determined including maintenance budget and cost, maintenance design, management teams of buildings, quality of building, technique and tools that can helped in maintenance and lastly maintenance routine. Questionnaire was distributed in residents of apartments in Ampang, Pandan and Gombak the East of Kuala Lumpur and with 162 responded. The finding of this research is the most problem that occur is the lift condition in the residential apartment and most of the category of the problems is from the maintenance routine. The most the respondent has been responses with most of the complaint that has been made are more to complaints that related to maintenance problems that occur in the residential area.

**Keywords:** *Apartment, Building, Problems, Maintenance, Residents.*

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## CHAPTER 1

### BACKGROUND OF STUDY

#### 1.1 Introduction

Maintenance is defined as the operations that are required to sustain a facility in its original operating condition, good condition and maintain its original productive potential. Building maintenance must be undertaken on a regular basis to ensure that the structures are kept in good condition and that the structure's capital worth is preserved. The act of the maintenance of properties and buildings is handled by property experts such as Property management who are required in handling the properties and building management also has been hired by the residents or developer to manage the building not only the maintenance but also including accounts, insurance, and management. Their service is to ensure the particular property is well maintained in terms of maintenance and management of the properties for the end user and it will lead to an increase in the value of the property itself. It was handled by the professional people and their services are provided by a company licensed or in other cases by an individual that has been approved by the Board of Valuers, Appraisers, Estate Agents, and Property Managers (BOVEAP). Property management job scope also ensures the operation of the building runs smoothly and for maintenance by doing the overall maintenance. Property management also deals with the community by managing the medium and low-cost building and properties in Malaysia. Residents of the property is the one who is legally owned and has exclusive rights and control the property including assets, do the maintenance and management of their property and have their own benefits of their property. Tenant is the people, individual and occupant that rent the properties in a period and sign the agreement with the owner of the property. Studies show that there