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**IMPLEMENTATION OF PHYSICAL BUILDING MAINTENANCE  
STRATEGIES AT SERI MUTIARA APARTMENT  
CASE STUDY: SERI MUTIARA APARTMENT, PASIR GUDANG, JOHOR**

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

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## **ABSTRACT**

In this academic research project, perception of the building maintenance strategies on a residential property has been investigated. Malaysian might not have way comprehensive in understanding the building maintenance strategy. In the perspective of property management organisations and maintenance they have done a lot of work in order to get a well function building and better management maintenance systems. Objectives of this research is to identify the best building maintenance strategies that implemented at the chosen property. The other objectives is to identify the level of effectiveness of building maintenance strategies implemented at the case study from the residents' perspective. The method use for this research is the qualitative and quantitative method which using the instrument personal interview and an online questionnaire survey. For this research, the target populations were the maintenance personnel and the residents at the Seri Mutiara Apartment in Pasir Gudang. One respondent was available to be interviewed to achieve the research objective one and a sample of 160 sets of questionnaire were distributed to the respondents which are the residents of Seri Mutiara Apartment. As a result of this research, the researcher determined that the best building maintenance implemented at Seri Mutiara Apartment is the preventive maintenance. Meanwhile, the level effectiveness of maintenance strategies implemented at the building according to the statements made in the questionnaire survey is the maintenance team at the building always in state of ready to carry out tasks for maintenance personnel evaluation and for the property management, the residents satisfied with the management at the building.

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## TABLE OF CONTENTS

CHAPTER	ITEM	PAGE
	Title Page	
	Student's Declaration	i
	Supervisor's Declaration	ii
	Acknowledgement	iii
	Abstract	iv
	Table of Contents	v
	List of Tables	viii
	List of Figures	x
	List of Appendices	xi
<b>CHAPTER 1</b>	<b>RESEARCH BACKGROUND</b>	
	1.1 Introduction	1
	1.2 Research Background	1
	1.3 Problem Statements	2
	1.4 Research Questions	3
	1.5 Research Objectives	3
	1.6 Significant of Study	
	1.6.1 Students	4
	1.6.2 Academics	4
	1.7 Scope & Limitation of Study	5
	1.8 Research Methodology	7
	1.9 Summary of Chapter	7
<b>CHAPTER 2</b>	<b>LITERATURE REVIEW</b>	
	2.1 Introduction	8
	2.2 Definition	
	2.2.1 Maintenance	8
	2.2.2 Building Maintenance	9
	2.3 Building Maintenance Strategy	11
	2.3.1 Objectives of Building Maintenance	
	2.3.2 Importance of Building Maintenance	12
	2.3.3 Building Maintenance Strategies	13
	2.3.3.1 Corrective Maintenance	

## **CHAPTER 1**

### **RESEARCH BACKGROUND**

#### **1.1 Introduction**

Chapter one provides the overall pictures of the research. First, we will discuss the research background, then the problem statement followed by the objective of the study. Next, we will explain the significance of the study, scope of the study and lastly the research methodology for this study.

#### **1.2 Research Background**

This study will be focusing on the function of property management organisations in managing and maintaining buildings in Malaysia especially the residential building. The research will be conducted specifically in a high-rise residential building. To begin with, maintenance can be referred as a tool for the maintenance management to plan their appropriate maintenance strategies. Both the maintenance personnel and the top management need to agree on the maintenance policy because it is significant for the strategic planning direction. The cooperation between maintenance personnel and the top management is important to ensure that the maintenance strategy can be plan and implemented efficiently and effectively.