



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT  
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**RESIDENT'S SATISFACTION LEVEL OF HIGH-RISE LOW-COST HOUSING A CASE  
STUDY OF PANGSAPURI SERI KEPAYANG, IPOH , PERAK**

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

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## ABSTRACT

This research focuses on the issues and elements that determine the satisfaction of a resident towards their high-rise low-cost housing in Pangsapuri Seri Kepayang, Ipoh Perak, Malaysia. PPR (Program Perumahan Rakyat) is a public housing program in Malaysia that aims to provide affordable housing for low-income families. Pangsapuri Seri Kepayang is one of the PPR schemes located in PPR Ipoh, Perak specifically in the Kinta district and Mukim Ulu Kinta. The scheme was established in 2015 and provides apartment units for eligible families. The PPR program is managed by the Lembaga Perumahan dan Hartanah Perak (LPHP). The first objective of the research is to identify the variable the resident satisfaction level of high-rise high-cost housing. The second objective is to determine the level of resident satisfaction of high low-cost buildings. This research focuses on the elements that determine the resident satisfaction of high-rise low-cost housing. For this research, the data collection is by online questionnaire distribution. The questionnaire was distributed to the resident of Pangsapuri Seri Kepayang in Ipoh Perak. There were 342 respondents gathered for this questionnaire survey. The result shows that the handicap facilities, fire safety and plumbing system are most satisfied by the residents of Pangsapuri Seri Kepayang Ipoh Perak. Residents of high-rise low-cost housing will be directly benefited from this research as its findings may help the government or related developer to improve and provide the housing requirement that fit with the resident 's satisfaction. Knowing the satisfaction level of residents that occupied in high-rise low-cost building will somehow benefit the real estate field for it to be way about this matter. The government or related developer in real estate can also improve in terms of issues related to the building. Additionally, the level of resident 's satisfaction in the building is also one of the focus points in this research study. It will also outline a few recommendations for developing a framework of standardized regulation for low income, high rise residential housing in Malaysia.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Research Tittle

Resident Resident 's Satisfaction Level in High Rise Low Cost Housing: A Case Study of Pangsapuri Seri Kepayang (PPR)

### 1.2 Background of Research

Housing becomes a significant component of everyday life, not just because of its expense but also because of its access to other aspects of a viable urban lifestyle. Housing, in particular, can assist citizens in dealing with the battle to sustain an economic livelihood, the hazards of a changing environment, the problems of urban crime, and governance disparities (Vale, LJ et al.). Affordable housing should be defined as a type of secure housing supported by preferential government policies, limited in terms of areas and sale price, and built-in accordance with usual construction standards for urban low-income people with housing difficulty. The Queensland Department of Housing (2007) defines affordable housing as housing that meets the needs of a family and is conveniently placed in terms of work, transportation, and housing costs.

However, low-cost housing in Malaysia refers to dwellings with government-set selling prices ranging from RM25, 000 to RM42, 000 per unit, depending on the development's location. In Malaysia, the Government works to secure enough housing, particularly for low-income people under metropolitan areas, by establishing various housing development strategies in the several five-year Malaysian plans and the second outlined outlook plan (OPP2) (1991– 2000).

Generally, low-cost housing is a necessary component of housing construction in Malaysia, with developers required to devote 30% of their total housing development to low-cost housing (Aziz, Hanif & Yahya, 2007). The aim is to guarantee more low-cost housing options for the residents. Other than that, the policy is enforced by administrative processes that require developers to set aside a percentage of their projects for low-cost housing to obtain local authority approval (Aziz 2007; R.E.H.D.A., 2008). ).