



PROGRAMME IN BUILDING SURVEYING  
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECHNOLOGY  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA  
PERAK BRANCH  
SERI ISKANDAR CAMPUS

**BUILDING INSPECTION FOR DEFECT LIABILITY PERIOD AT SETIA  
ECO GLADES CYBERJAYA**

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PRACTICAL TRAINING REPORT

FEBRUARY 2022

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(BUILDING INSPECTION FOR DEFECT LIABILITY PERIOD AT SETIA  
ECO GLADES CYBERJAYA)

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This practical training report is fulfilment of the practical training course.

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## CHAPTER 1: INTRODUCTION

### 1.1 INTRODUCTION OF COMPANY BACKGROUND



*Figure 1.1: Company Logo*

AMAS FM CONSULTANT SDN BHD is a company that provide consultancy service for building management work related such as building operation and space management audit, asset inventory, building hand-over and building condition assessment where the company is registered with Ministry of Finance under Building Surveying Section. It was first establish on 9<sup>th</sup> August 2012 by Sr. Ts. Dr. Abdul Mutalib Aman Shah which is the founder and the director of the company. The company is located at Sungai Udang, Klang, Selangor and has been operated for 10 years until now where the objectives of the company is 'to share our vast knowledge and experience in Physical Asset Management in Malaysia'.





Figure 1.2: Location of company

Table 1.1: Company background

TITTLE	DESCRIPTION
COMPANY NAME	AMAS FM CONSULTANT SDN BHD
ADDRESS	No.55-A Jalan Udang Kara 31, Off Jalan Hassan, Sungai Udang, 41250 Klang Selangor
YEAR OF ESTABLISH	9 August 2012
DIRECTOR OF COMPANY	Sr. Ts. Dr. Abdul Mutalib Aman Shah
CONTACT	019-2822820 (Sr. Ts. Dr. Abdul Mutalib Aman Shah)
EMAIL ADDRESS	amasfm@gmail.com
WEBSITE	www.amasfm.my
WORKING HOURS	<ul style="list-style-type: none"> <li>• 8.30 A.M – 5.30 P.M (Monday – Friday)</li> <li>• 8.30 A.M – 1.00 P.M (Saturday)</li> </ul>
LOCATION	

Figure 1.3: Location plan of company

## **1.2 VISION AND MISSION**

### **A. VISION**

- *To be a premier Professional Bumiputra Asset Management Consultancy in-line with our customer and national Vision*

### **B. MISSION**

- *To upgrade the Facilities Management and Optimizing Asset utilisation in a professional manners adopting industry's best practice, thus giving added value to our customer*

## **1.3 OBJECTIVES**

To share our vast knowledge and experience in Physical Asset Management in Malaysia

## **1.4 TRAINING DURATION**

The duration of practical training is starting from **11 October 2021** until **30 January 2022** which is 4 months.

## 1.5 SCOPE OF WORK

AMAS is a company that provides various services in the field of facilities management. During the practical training, student was given task to focusing and involved on several scopes of work based on project which is 3D scanning project, dilapidation work, building condition assessment and space inventory. Table below is shown the scope of work that providing at AMAS FM CONSULTANT SDN BHD:

**Table 1.2:** Scope of work of AMAS

<b>ASSET MANAGEMENT</b>	<ul style="list-style-type: none"><li>• Asset register</li><li>• Asset condition assessment</li></ul>
<b>FACILITY MANAGEMENT</b>	<ul style="list-style-type: none"><li>• Operation and maintenance planning</li><li>• O &amp; M costing</li></ul>
<b>PROJECT MANAGEMENT</b>	<ul style="list-style-type: none"><li>• Refurbishment works</li></ul>
<b>SPACE MANAGEMENT</b>	<ul style="list-style-type: none"><li>• Inventory</li><li>• Space audit</li></ul>
<b>BUILDING SURVEYING &amp; BUILDING AUDIT</b>	<ul style="list-style-type: none"><li>• Building inspection</li><li>• Building condition survey &amp; building audit</li><li>• Defect listing</li><li>• Building dilapidation schedule</li><li>• Hand-over building</li><li>• Subject Matter Expert (SME) for Building Condition Assessment (BCA)</li></ul>
<b>FM TRAINING</b>	<ul style="list-style-type: none"><li>• Audit space</li><li>• Management space</li><li>• Asset register</li><li>• Inventory/ asset listing</li><li>• Assessment/ inspection of building conditions</li></ul>

## 1.6 ORGANIZATION CHART

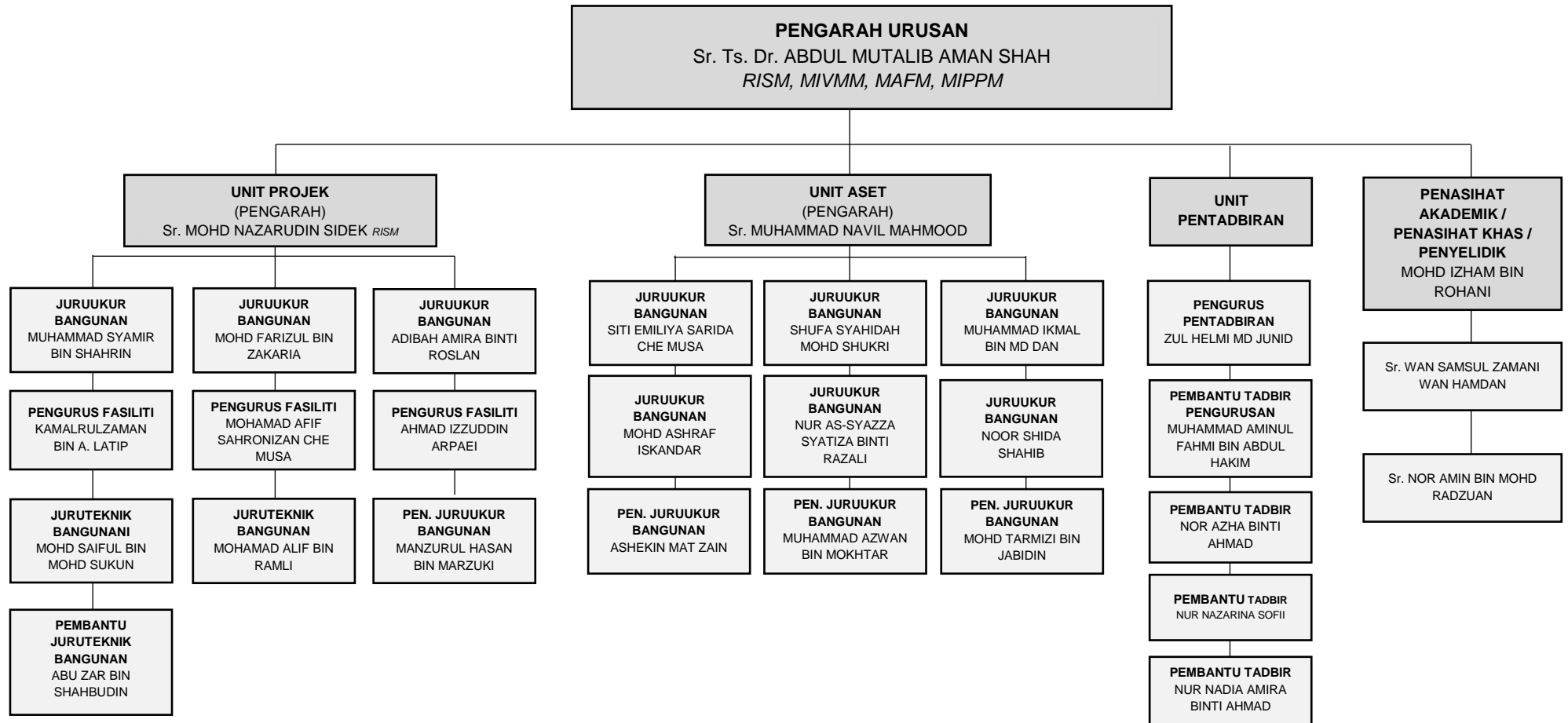


Figure 1.4: AMAS's organization chart

## **1.7 COMPANY PREVIOUS PROJECT**

- Periodic Building Inspection at Summit Subang USJ 2021
- Building Inspection for defect Liability Period at Setia Eco Glades Cyberjaya 2021
- Building Condition Assessments at Institut Tadbiran Awam Negara Wilayah Timur (INTIM) 2020
- Building Condition Assessment at Archaeology Museum Lembah Bujang 2020
- Dilapidation Survey Report at Kampong Bharu, Kuala Lumpur 2020

## **CHAPTER 2: LITERATURE REVIEW**

### **2.1 BUILDING INSPECTION**

A building inspection is necessary for all new projects and remodels. The objective of a building is to ensure that it complies with the accepted codes' minimal safety criteria. The importance of a building inspection for property buyers cannot be overstated. Every home purchase must be followed by a building inspection. This is because a building inspection is the most reliable way to assess if a home is worth buying or not. The owner may wind up spending money on their building if they do not have an inspection. There are various reasons why a home buyer should conduct a building inspection, including the following: (Five Reasons Why Building Inspections Are Essential For Home Buyers, 2020):

- To determine the actual value of a home
- To identify structural faults in a building
- To properly budget for repairs
- To carry out speedy repairs and avoid costly damage
- To determine the true value of a home

### **2.2 DEFECT LIABILITY PERIOD**

The defect liability period (DLP) is defined as the period of time from the date owner of property receive delivery of vacant possession and keys to their property, where the developer is responsible to fix any defect. DLP works on the same principle as a warranty, in that every owner should inspect their new property so that the developer may correct any issues. The new owner should be aware, however, that not all new projects include a DLP. DLP only protects homes and developments with a Residential title, according to the Housing Development Act (HDA). The HDA is also known as The Housing Developers (Control and Licensing) Act 1966 (Act 118, until the Amendment Bill became law and it was rename to Housing Development Act where it meant to regulate and licence the housing development industry in Peninsular Malaysia. The act is executed with three key goals in mind

(Understanding Housing Development Act Malaysia (HDA) And Defect Liability, 2021):

- To check on the abuse of the then infant housing industry.
- To regulate the activities of the housing developers.
- To protect house buyers (only up to certain point).

Aside from the legislation, the Malaysian Construction Industry Development Board (CIDB) has created the Quality Assessment System in Construction (QLASSIC) to measure and assess the quality of a construction job in accordance with the relevant standard requirements. (Norfarahayu Kriya, 2016). The CIDB has established quality requirements for quality developers to give to buyers, ensuring that the new property meets the quality standards it should. The quality is assessed according to the requirement of standard i.e Construction Industry Standard (CIS 7:2006). Therefore, the objectives of QLASSIC are:

- To benchmark the quality of workmanship of the construction industry.
- To establish a standard quality assessment system on quality of workmanship of construction work.
- To assess the quality of workmanship of a construction project based on the relevant approved standard.
- To be used as a criterion to evaluate the performance of contractors based on quality of workmanship.
- To compile data for statistical analysis.

DLP is valid for only 24 months which mean 2 years, starting the day of owner receive the key from the developer. During this time, the client can report any defects discovered or appoint a building inspector or building surveyor to inspect their property for any damage, defects, poor or faulty workmanship and prepare a detailed report for the developer or contractor to review. Defect also referred to any defect, shrinkage, or other fault due to defective workmanship or material. Properties that are not constructed according to the plans or standard specification are also considered as defect. Based on the clause 27(1) of SPA:

*Any defect, shrinkage or other faults in the said Building which becomes apparent within twenty-four (24) months after the date the Purchaser takes vacant possession of the said Property and which are due to defective workmanship or materials or; the said Building not having been constructed in accordance with the plans and descriptions as specified in the Second and Fourth Schedules as approved or amended by the Appropriate Authority, shall be repaired and made good by the Developer at its own cost and expense within thirty (30) days of the Developer having received written notice thereof from the purchaser.*

It's necessary to keep in mind that the defects liability period isn't a chance to fix problems that surface after practical completion; rather, it's a time frame during which the contractor can be summoned back to fix any flaws that surface. If any defects are discovered prior to practical completion, they must be corrected before a certificate of practical completion can be granted (Defects liability period DLP, 2021).



## 2.3 PROCESS OF COMPLAINT ON THE DEFECT

The developer or management office must receive a written notice/complaint from the owner. The developer is required to correct the flaws within thirty (30) days of receiving the written notice. If the developer does not take action, the owner can carry out the repairs by hiring his contractor, requesting a quotation on the cost of the repair, and notifying the developer of the repairing cost before the work begins, giving the developer the opportunity to do the work. (Teoh, 2021)

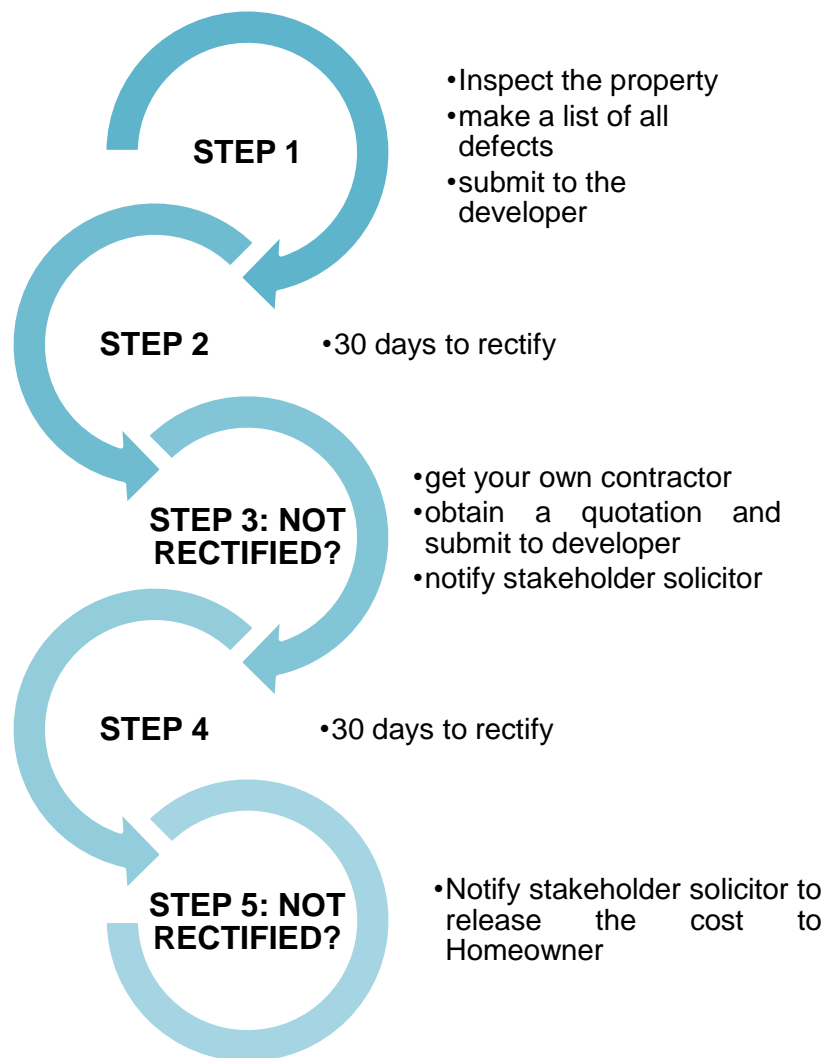


Figure 2.1: Process of complaint on the defect

## 2.4 METHOD OF ASSESSMENT

Before the inspection, each owner should gain a better understanding of the assessment method. An effective way to evaluate interior finishes is to use the 6+1 method. For the purposes of assessing Interior Architectural Work, there are normally six interior finishes in any functional room: floors, walls, ceilings, doors, windows, and fixtures. The owner should also assess basic M&E (mechanical and electrical) equipment in addition to these six functional room interior finishes.

However, the material, design, and aesthetics of residential property are not included in the assessment of defects. It's also crucial to have a better understanding of the assessment procedure and the criteria for evaluating interior finishes. To perform evaluations, the owner can generally use and refer to the quality standards listed. Below is the checklist of defect assessment that has been prepared by CIDB in the QLASSIC guidance book to help to owner understood of the assessment.

**Table 2.1:** Defect assessment of element

NO	ELEMENT	DEFECT ASSESSMENT
1	FLOOR	<p><b>FINISHING</b></p> <ul style="list-style-type: none"> <li>• No trace of dirt on the floor finishes.</li> <li>• Consistent colour tone.</li> <li>• No excessive patches on the floor finish.</li> </ul> <hr/> <p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• Floor surface must have the same level or not exceeding 3mm per 1.20m</li> <li>• The gradient in the wet area should be in the right direction</li> <li>• Variations in the length measurements of treads and risers must not exceed 5mm from a certain measurement</li> <li>• The surface of the carpet should be stretched neatly and evenly, and there is no obvious effect of the connection</li> </ul>

		<p><b>CRACKS AND DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No significant damage to the floor (flaking, broken tiles, cracked tiles and the like)</li> </ul> <p><b>HOLLOWNESS &amp; DELAMINATION</b></p> <ul style="list-style-type: none"> <li>• No hollow sound when tapped with hard objects/tapping rods</li> <li>• No dents (cracked or peeled carpets and/or tiles)</li> </ul> <p><b>JOINTING</b></p> <ul style="list-style-type: none"> <li>• The connection between the floor finishes should be consistent, neat and aligned</li> <li>• The thickness of the skirting should be consistent and no significant space between each other</li> <li>• No holes, more or less paving and dirt on the joints</li> <li>• There is no significant gap between the wooden strips</li> <li>• The surface of the carpet must be stretched neatly and evenly and no noticeable connections visible</li> <li>• The height (lippage) between 2 tiles must not exceed 1mm</li> </ul>
2	WALL	<p><b>FINISHING</b></p> <ul style="list-style-type: none"> <li>• No traces of dirt, color tone should be consistent</li> <li>• The result of painting work is a good level of opacity, without brush trace</li> </ul> <p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• The ceiling surface should be smooth, even, not corrugated and not sagging</li> <li>• The edges of the ceiling should be straight and even</li> <li>• Manhole ceilings should be even</li> </ul>

		<p><b>CRACKS AND DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No significant damage/defects such as flaking, peeling, melting marks, cracks and the like</li> <li>• Ceiling tees are not dent or distorted</li> </ul> <p><b>HOLLOWNESS &amp; DELAMINATION</b></p> <ul style="list-style-type: none"> <li>• The surface should be smooth without chipping due to finishing</li> </ul> <p><b>JOINTING</b></p> <ul style="list-style-type: none"> <li>• Connections should be consistent, even and neat</li> <li>• The connection around the ceiling manhole should be neat and consistent</li> <li>• The gap between the ceiling and the wall should be consistent and insignificant</li> </ul>
3	DOOR	<p><b>JOINTS &amp; GAPS</b></p> <ul style="list-style-type: none"> <li>• There is no significant gap between the door and the wall</li> <li>• The gap is consistent between the door leaf and the frame, and the gap should not exceed 5mm</li> <li>• Consistent and insignificant gaps for joints on door leaves and frames</li> </ul> <p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• Align and even with the wall</li> <li>• The doors should be level with each other and with the door frame</li> <li>• The door leaf and frame corners should be kept at right angles</li> <li>• No vibrating sound when the door is closed</li> </ul> <p><b>MATERIALS &amp; DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No traces of dirt and any significant damage including paint leaks, brush traces and the like</li> <li>• No sagging, warping and no rust marks on door leaves and frames</li> </ul>

		<ul style="list-style-type: none"> <li>• The door joints and nail holes are neatly plastered, sanded and painted neatly</li> <li>• Neat paint (including top and bottom of door leaf)</li> <li>• Clean gilded and evenly sealed with gaskets</li> <li>• Consistent colour tone</li> </ul> <hr/> <p><b>FUNCTIONALITY</b></p> <ul style="list-style-type: none"> <li>• Easy to open, close and lock</li> <li>• No creaking sound when opening and closing the door</li> <li>• The key set should work</li> </ul> <hr/> <p><b>ACCESSORIES DEFECTS</b></p> <ul style="list-style-type: none"> <li>• Fit fitting accessories are installed and no dirt</li> <li>• No signs of rust or missing or damaged accessories</li> <li>• Screw evenly and snapped. The screws are installed correctly</li> <li>• For wooden frames, no additional wooden strips were detected for site adjustment</li> </ul>
4	<b>WINDOW</b>	<p><b>JOINTS &amp; GAPS</b></p> <ul style="list-style-type: none"> <li>• There is no significant gap between the window frame and the wall</li> <li>• Neat joints between window frames and interior and exterior walls</li> <li>• The gaps are consistent and there are no significant gaps at the joints between the window leaf and the frame</li> </ul> <hr/> <p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• Align and even with the wall openings</li> <li>• Window leaves and frame corners are mounted at right angles</li> </ul> <hr/> <p><b>MATERIALS &amp; DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No traces of dirt and significant damage/defects on window frames or gilding</li> </ul>

		<ul style="list-style-type: none"> <li>• The right length of glass -paneled windows</li> <li>• Good paint/coating with no finishing stains</li> <li>• No rust marks</li> <li>• Clean gilded and sealed evenly with putty or with gaskets for aluminium windows</li> </ul>
		<p><b>FUNCTIONALITY</b></p> <ul style="list-style-type: none"> <li>• Easy to open, close and lock</li> <li>• No creaking sound when closing and opening windows</li> <li>• No sign of rainwater dripping</li> </ul>
		<p><b>ACCESSORIES DEFECTS</b></p> <ul style="list-style-type: none"> <li>• Accessories fit snugly, no traces of dirt</li> <li>• No traces of rust or missing or defective accessories</li> <li>• Screw evenly and evenly. The screws are installed correctly</li> </ul>
5	FIXTURES	<p><b>JOINTS &amp; GAPS</b></p> <ul style="list-style-type: none"> <li>• Neat and consistent joints around the fixture</li> <li>• Welding joints should be even</li> </ul>
		<p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• Even and parallel</li> </ul>
		<p><b>MATERIALS &amp; DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No signs of dirt and significant damage/defects on the fixture</li> <li>• Colours should be consistent and even</li> </ul>
		<p><b>FUNCTIONALITY</b></p> <ul style="list-style-type: none"> <li>• Must be installed tightly, functionally and securely</li> </ul>
		<p><b>ACCESSORIES DEFECTS</b></p> <ul style="list-style-type: none"> <li>• The accessories fit snugly, no dirt and no noticeable defects</li> <li>• No signs of rust or missing or defective accessories</li> </ul>

<b>6</b>	<b>MECHANICAL AND ELECTRICAL (M&amp;E)</b>	<p><b>JOINTS &amp; GAPS</b></p> <ul style="list-style-type: none"> <li>• Neat and consistent joints around M&amp;E equipment</li> <li>• There are no significant gaps</li> <li>• The joints are neatly sealed and marked</li> </ul>
		<p><b>ALIGNMENT AND EVENNESS</b></p> <ul style="list-style-type: none"> <li>• Align, even and straight</li> </ul>
		<p><b>MATERIALS &amp; DAMAGES</b></p> <ul style="list-style-type: none"> <li>• No traces of dirt and significant damage/defects were detected on the equipment</li> <li>• Colours should be consistent and even</li> <li>• No significant flakes or cracks or paint stains or mortar drips</li> </ul>
		<p><b>FUNCTIONALITY</b></p> <ul style="list-style-type: none"> <li>• Must be installed tightly, functionally and securely</li> <li>• No leaks at the joints</li> </ul>
		<p><b>ACCESSORIES DEFECTS</b></p> <ul style="list-style-type: none"> <li>• The accessories fit perfectly, no dirt and no significant damage</li> <li>• No sign of missing or defective accessories</li> </ul>

## 2.5 THE DIFFERENT OF CHECKLIST

There are several different parties that can be involved in doing home inspection work either the homeowner or the developer. The owner can also perform the inspection work on their own by referring to the QCLASSIC handbook issued by CIDB or using the checklist provided by the developer. However, not every defect checklist provided by the developer or contractor is the same because there's no fixed format in this matter and it depends on each developer. The examples below are the checklist issued by different developers.

TYPE OF PROPERTY : TYPE : <u>C</u>		NAME	
PROPERTY ADDRESS : Unit No. : _____		CONTACT NO	
		INSPECTED DATE	
		INSPECTED BY	
INSPECTION LIST			
Entrance/Foyer			
<input type="checkbox"/> 1	Door frame <del>white</del> dent	<input type="checkbox"/> 4	Paint around doorframe
<input type="checkbox"/> 2	Door frame dent	<input type="checkbox"/> 5	Not painted properly around doorframe
<input type="checkbox"/> 3	Door bell button crooked	<input type="checkbox"/>	
Living/Dining			
<input type="checkbox"/> 6	Sunken switch	<input type="checkbox"/> 9	Gaps around sliding door frame
<input type="checkbox"/> 7	Scratches of sliding door frame	<input type="checkbox"/> 25	uneven switch plates
<input type="checkbox"/> 8	Gaps around sliding door frame	<input type="checkbox"/> 26	" " "
Terrace/Balcony			
<input type="checkbox"/> 10	Scratches on sliding door	<input type="checkbox"/> 11	White patch on tiles
<input type="checkbox"/>		<input type="checkbox"/> 12	White patches on tiles
<input type="checkbox"/>		<input type="checkbox"/>	
Courtyard/Lanal			
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
Dry Kitchen/ Kitchenette			
<input type="checkbox"/> 12	Paint on frame	<input type="checkbox"/> 13	Paint on door glass
<input type="checkbox"/> 14	Incomplete grouting	<input type="checkbox"/> 15	<del>Glue</del> Glue stuck inside drawer
<input type="checkbox"/> 16	Sealant gaps <del>under</del> between sink and counter	<input type="checkbox"/> 17	Sealant gaps
Wet Kitchen/Yard			
<input type="checkbox"/>	<input type="checkbox"/> 20 scratch	<input type="checkbox"/> 18	Paint
<input type="checkbox"/>	<input type="checkbox"/> 21 Paint	<input type="checkbox"/> 19	Paint above
<input type="checkbox"/>	<input type="checkbox"/> 22 Paint above	<input type="checkbox"/> 23	scratches
<input type="checkbox"/> 24	Dirty	<input type="checkbox"/>	
Store/DB Room			
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Figure 2.2: Checklist of defect



# Home Inspection Checklist

By Vertex42.com



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Address: \_\_\_\_\_

Date: \_\_\_\_\_

*Note: This checklist is for personal use only. It should not be used in place of an official home inspection. This list may not be comprehensive. Contact a qualified ASHI certified home inspector for an official inspection.*

M - missing, S - scratched, D - damaged, B - broken, R - repair/replace, W - Water Damage, L - Leaking

Exterior	Good	OK	Bad
Back Doors			
Deck, porch, patio			
Doorbell			
Driveway			
Front Doors			
Garage Doors			
Garbage receptacle			
House number			
Mailbox			
Outdoor lights			
Paint and trim			
Parking			
Recycling receptacle			
Sidewalks			
Siding (brick/stone/cement)			
Traffic noise			
Windows			

Are things loose, cracked, damaged, rotted, bug infested?

Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Roof	Good	OK	Bad
Chimney			
Gutters and downspouts			
Soffits and fascia			

When was it last repaired? Are there encroaching trees?

Notes: \_\_\_\_\_  
 \_\_\_\_\_

Garage	Good	OK	Bad
Ceiling			
Doors			
Floors			
Lights			
Storage			
Walls			
Windows			

Is the garage door opening/closing properly?

Notes: \_\_\_\_\_  
 \_\_\_\_\_

Yard	Good	OK	Bad
Drainage			
Fences and gates			
Retaining wall			
Shed			
Sprinklers			
Swimming pool			

Trees, shrubs and lawn dead, dying or bug infested?

Notes: \_\_\_\_\_  
 \_\_\_\_\_

Fireplace	Good	OK	Bad
Blockages			
Carbon Monoxide Detector			
Mantle			
Soot			
Tiles			

Any buildup inside? Damage where connected to roof?




Notes: \_\_\_\_\_  
 \_\_\_\_\_





Figure 2.3: Checklist of defect



## 2.6 TOOLS

Tools are also an important part in inspection where the right tools are necessary for conducting inspection of a home and to perform inspection safely. There are many types of tools that can be used by inspector to offer an inspection of enhanced value.

**Table 2.2:** List of tool

NO	TOOLS	DESCRIPTION
1	<p><b>CAMERA</b></p>  <p><i>Figure 2.4: Camera</i></p>	<p>To capture the defects as to record the data for report purpose and reference for contractor</p>
2	<p><b>TAPE</b></p>  <p><i>Figure 2.5: Tape</i></p>	<p>To mark the defect. Most common used to mark the depth of crack.</p>
3	<p><b>TAPPING ROD</b></p>  <p><i>Figure 2.6: Tapping rod</i></p>	<p>To check for hollow floor tiles by knock lightly against the tiles.</p>

4	<p><b>MEASURING TAPE</b></p>  <p><i>Figure 2.7: Measuring tape</i></p>	To measure the distance.
5	<p><b>L-SQUARE</b></p>  <p><i>Figure 2.8: L-Square</i></p>	To measure the accurate 90° angles. Mostly used on between wall and floor or stairs
6	<p><b>LASER DISTANCE</b></p>  <p><i>Figure 2.9: Laser Distance</i></p>	Quick measure distance to a target unit the unit's laser spot.
7	<p><b>STEEL WEDGE</b></p>  <p><i>Figure 2.10: Steel wedge</i></p>	Usually used with the spirit level 1.2m to check that edges are straight and aligned

<p><b>8</b></p>	<p><b>ANGLE MIRROR</b></p>  <p><i>Figure 2.11: Angle Mirror</i></p>	<p>Generally used to gain visibility of areas which are hard to reach.</p>
<p><b>9</b></p>	<p><b>SPRIT LEVEL</b></p>  <p><i>Figure 2.12: Spirit Level</i></p>	<p>To indicate whether a surface is horizontal (level or vertical (plumb))</p>

## **2.6 CONCLUSION**

In conclusion, defect is most common things that always occur no matter whether new house or old. The new house is usually undergone a period where defects will be rectified by the developer. Therefore, defect liability period under the Housing Development Act (HDA) is existing which act like warranty in order to help new buyer or owner to discover the defects of their new property within the 12 months or 24 months as stated in act. Home inspection is not complicated since the owner could conduct the inspection on their own and regarding on that, QLASSIC under the CIDB is created to guide the owner to more understand about the defect assessment and the process of the complaint. After all, it became owner's right to issue any complaint regarding the quality of the building.

## CHAPTER 3: THE PROJECT

### 3.1 BACKGROUND OF CASE STUDY



*Figure 3.1: The view of case study*

The owner, Mr. Rahman Bin Azman, has hired AMAS FM Consultant Sdn Bhd to conduct Building Condition Assessments (BCA) for one unit of two-story semi-detached house in Setia Eco Glades, Cyberjaya, Selangor. In general, it was carried out by a visual inspection of the building and evaluations of the house's state. This comprises structural, civil, and building evaluations. The examination and data gathered at the site were analysed, with the results tallied and images attached..

**Table 3.1:** Background of case study

TITLE	DESCRIPTION
OWNER'S NAME	Mr. Rahman Bin Azman,
LOCATION	Setia Eco Glades, Cyberjaya, Selangor
BUILDING STATUS	Residential
NO OF STOREY	two-story semi-detached house
CONSULTANT	AMAS FM Consultant Sdn Bhd

### 3.2 VIEW OF CASE STUDY



*Figure 3.2: Front view*



*Figure 3.3: Left view*



*Figure 3.4: Rear view*

### 3.3 METHOD OF INSPECTION

The working methodology is as the following:

- a) A group of surveyors consists of 4 people to cover the whole building.
- b) Form with a checklist prepared by the elements. This form contains details about the location, the elements and the type of defects.
- c) Briefings from the house's owner be held before entering the site and begin inspection work. Permission to carry out building inspection is also required.
- d) The inspection work was conducted and photographs taken as part of the final report.
- e) Reporting and analysis are based on the inspection report

There are several tools have been used for data collection and inspection such as:

- a) Digital calliper
- b) Measuring tape
- c) Laser distance
- d) Camera
- e) Retractable tiles tester
- f) Test pen
- g) Crack ruler
- h) 13 Amp ELCB & Socket tester.



### 3.4 INVENTORY DATA

The inventory data in the house's area is identified through an inspection. The inventory data is inspected in accordance with the Sales and Purchase Agreement's Fourth Schedule: Building Description. Table below is show the inventory data of the case study:

**Table 3.2:** list of inventory data for elements

NO	ELEMENT	AVAILABLE	
		YES	NO
1	STRUCTURE	/	
2	WALL	/	
3	ROOFING COVERING	/	
4	ROOF FRAMING	/	
5	CEILING	/	
6	WINDOWS	/	
7	DOORS <ul style="list-style-type: none"> <li>• Main entrance</li> <li>• Bedroom</li> <li>• Toilet</li> <li>• Kitchen</li> </ul>	/	
8	IRONMONGERY	/	
9	WALL FINISHES <ul style="list-style-type: none"> <li>• Kitchen</li> <li>• All bath</li> <li>• Others</li> </ul>	/	
10	FLOOR FINISHES <ul style="list-style-type: none"> <li>• Living room, dining, foyer &amp; guest room</li> <li>• Store &amp; Kitchen</li> <li>• Utility, Bath 4</li> </ul>	/	
	<ul style="list-style-type: none"> <li>• All first floor bedroom &amp; staircase</li> <li>• Terrace</li> </ul>	/	
11)	FENCING	/	
12)	TURFING	/	

**Table 3.3:** list of inventory data for services

<b>NO</b>	<b>ELEMENT</b>	<b>QUANTITY</b>
<b>1)</b>	<b>SANITARY AND PLUMBING</b>	
	• Basin	6
	• Water Closet	5
	• Shower	5
	• Kitchen sink	1
	• Long bath	1
	<b>TOTAL</b>	<b>18</b>
<b>2)</b>	<b>ELECTRICAL INSTALLATION</b>	
	• Lighting point	41
	• Power point 13A	36
	• Air-cond Point	6
	• Instantaneous water heater point	1
	• Ceiling fan point	7
	• SMATV socket outlet	3
	• Solar water heating system	1
		<b>TOTAL</b>
<b>3)</b>	<b>INTERNAL TELECOMMUNICATION TRUNKING AND CABLING</b>	
	• Telephone socket outlet	3
	• Intercom point	1
	• Doorbell point	1
		<b>TOTAL</b>
<b>TOTAL OVERALL</b>		<b>118</b>

### **3.5 VISUAL-WALK THRU ASSESSMENT**

During the inspection, the type of defect discovered at Setia Eco Glades was consistent, although the severity of the defects varied. The inspection findings were tallied and images were attached. The following are some of the most common faults found: -

- Dirt stain
- Improper installation
- Watermark
- Peeling of paint
- Chipping
- Uneven plaster and paint
- Cracks
- Rust
- Hole
- Gap
- Bent
- Scratch mark
- Leakage

### 3.5.1 DEFECTS OF SUMMARY

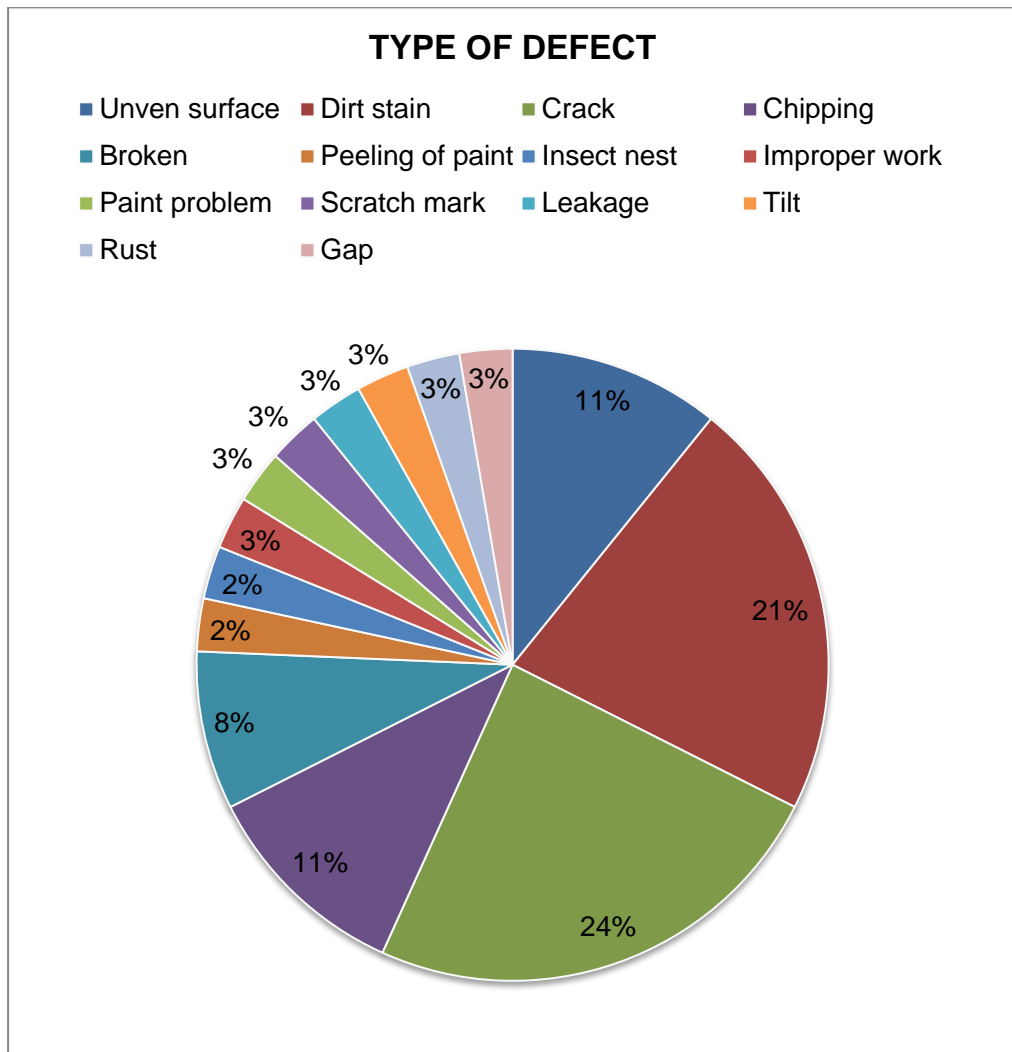
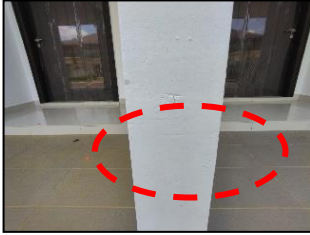


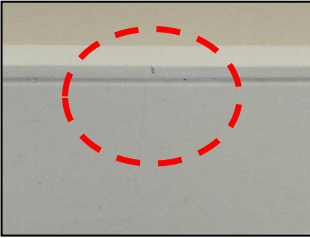
Figure 3.5: Pie chart of type of defect


The amount type of defect at the case study is shown in the part chart above. The highest defect recorded is crack which the total is 9 (24%) of crack. most of the defects were found at the exterior site. However, all defect recorded is consider as minor crack where the possible of this defects occurs due to the weather. The second highest defect reported was dirt stain (8 defects, 21%) while each chipping and uneven surface were recorded 4 totals of defect (11%). Other than that, 3 defects of broken (8%) were found involving the element of floor. Numerous other minor defect found such as peeling of paint, insect nest, improper work, paints problem, leakage, tilt, rust and gap with 1 defect (3%) reported.

## A) GROUND FLOOR


**Table 3.4:** List of defect sheet of ground floor

<b>Defect Indication code</b>	A1	<b>Location</b>	Car Porch
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Uneven surface on wall	<b>Quantity</b>	1
			
<p><i>Figure 3.6: close view</i></p>			

<b>Defect Indication code</b>	A7	<b>Location</b>	Car Porch
<b>Element</b>	Copping	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Cracks on coping	<b>Quantity</b>	1
			
<p><i>Figure 3.7: close view</i></p>			


<b>Defect Indication code</b>	A11	<b>Location</b>	Car Porch
<b>Element</b>	Column	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Dirt stain on column	<b>Quantity</b>	1
			
<p><i>Figure 3.8: close view</i></p>			

<b>Defect Indication code</b>	A12	<b>Location</b>	Car Porch
<b>Element</b>	Column	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack on column	<b>Quantity</b>	1




*Figure 3.9: close view*

<b>Defect Indication code</b>	A13	<b>Location</b>	Car Porch
<b>Element</b>	Column	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Chipping on column	<b>Quantity</b>	1



*Figure 3.10: close view*

<b>Defect Indication code</b>	A100	<b>Location</b>	Car Porch
<b>Element</b>	Floor	<b>Type / Item</b>	Pavement
<b>Defect</b>	Broken on floor	<b>Quantity</b>	1



*Figure 3.11: close view*

<b>Defect Indication code</b>	A110	<b>Location</b>	Car Porch
<b>Element</b>	Base	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Peeling of paint on base	<b>Quantity</b>	1



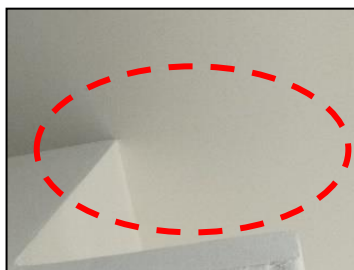
*Figure 3.12: close view*

<b>Defect Indication code</b>	A113	<b>Location</b>	Car Porch
<b>Element</b>	Base	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Dirt stain on base	<b>Quantity</b>	1




*Figure 3.13: close view*

<b>Defect Indication code</b>	A120	<b>Location</b>	Car Porch
<b>Element</b>	Base	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack on base	<b>Quantity</b>	1



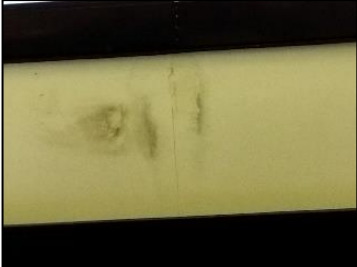
*Figure 3.14: close view*

<b>Defect Indication code</b>	A18	<b>Location</b>	Terrace
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Uneven paint on wall	<b>Quantity</b>	1




*Figure 3.15: close view*

<b>Defect Indication code</b>	A29	<b>Location</b>	Terrace
<b>Element</b>	Roof	<b>Type / Item</b>	Soffit
<b>Defect</b>	Dirt stain on soffit	<b>Quantity</b>	1



*Figure 3.16: close view*


<b>Defect Indication code</b>	A33	<b>Location</b>	Terrace
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Chipping on wall	<b>Quantity</b>	1



*Figure 3.17: close view*




<b>Defect Indication code</b>	A57	<b>Location</b>	Patio
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Insect nest on wall	<b>Quantity</b>	1




*Figure 3.18: close view*

<b>Defect Indication code</b>	A58	<b>Location</b>	Patio
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Improper plaster and paint work on wall	<b>Quantity</b>	1




*Figure 3.19: close view*

<b>Defect Indication code</b>	B1	<b>Location</b>	Dining
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (paint)
<b>Defect</b>	Crack on the wall	<b>Quantity</b>	1



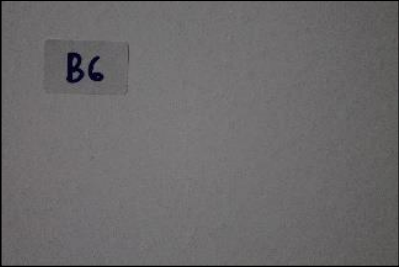
*Figure 3.120: close view*

<b>Defect Indication code</b>	B3	<b>Location</b>	Dining
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (paint)
<b>Defect</b>	Chipping on the wall	<b>Quantity</b>	1




*Figure 3.21: close view*

<b>Defect Indication code</b>	B6	<b>Location</b>	Dining
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (paint)
<b>Defect</b>	Paint problems on wall	<b>Quantity</b>	1




*Figure 3.22: close view*

<b>Defect Indication code</b>	B7	<b>Location</b>	Kitchen
<b>Element</b>	Door	<b>Type / Item</b>	Lock set
<b>Defect</b>	Scratch mark on lock set	<b>Quantity</b>	1




*Figure 3.23: close view*

<b>Defect Indication code</b>	B25	<b>Location</b>	Kitchen
<b>Element</b>	Sanitary and plumbing	<b>Type / Item</b>	Bottle trap
<b>Defect</b>	Leaking bottle trap	<b>Quantity</b>	1



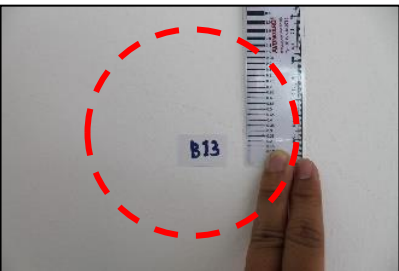
*Figure 3.24: close view*

<b>Defect Indication code</b>	B8	<b>Location</b>	Yard
<b>Element</b>	Door	<b>Type / Item</b>	Grille
<b>Defect</b>	The grille tilt	<b>Quantity</b>	1





*Figure 3.25: close view*

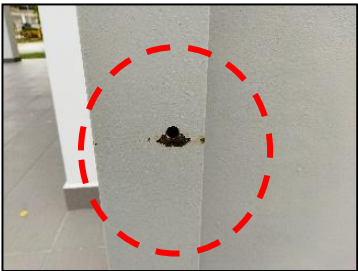
<b>Defect Indication code</b>	B13	<b>Location</b>	Guest room
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack and paint problem on wall	<b>Quantity</b>	1



*Figure 3.26: close view*

<b>Defect Indication code</b>	B16	<b>Location</b>	Staircase
<b>Element</b>	Staircase	<b>Type / Item</b>	Finishes (Timber Strip)
<b>Defect</b>	Dirt stain on staircase	<b>Quantity</b>	1
			
<p><i>Figure 3.27: close view</i></p>			

<b>Defect Indication code</b>	A19	<b>Location</b>	Right Elevation
<b>Element</b>	Gate	<b>Type / Item</b>	Timber Strip
<b>Defect</b>	Broken timber strip	<b>Quantity</b>	1
			
<p><i>Figure 3.28: close view</i></p>			

<b>Defect Indication code</b>	A22	<b>Location</b>	Right Elevation
<b>Element</b>	Gate	<b>Type / Item</b>	
<b>Defect</b>	Rusty and peeling of paint on gate	<b>Quantity</b>	1
			
<p><i>Figure 3.29: close view</i></p>			

## B) FIRST FLOOR

**Table 3.5:** List of defect sheet of first floor

<b>Defect Indication code</b>	C31	<b>Location</b>	Family Area
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Dirt stain on wall	<b>Quantity</b>	1



*Figure 3.30: close view*

<b>Defect Indication code</b>	C34	<b>Location</b>	Family Area
<b>Element</b>	Door	<b>Type / Item</b>	Door railing
<b>Defect</b>	Scratch mark on door railing	<b>Quantity</b>	1



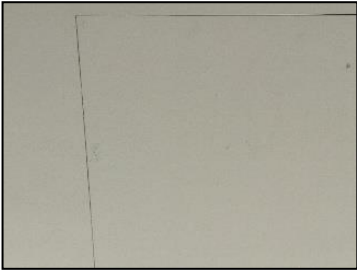
*Figure 3.31: close view*

<b>Defect Indication code</b>	C35	<b>Location</b>	Family Area
<b>Element</b>	Floor	<b>Type / Item</b>	Finishes (Timber strip)
<b>Defect</b>	Scratch mark on floor	<b>Quantity</b>	1



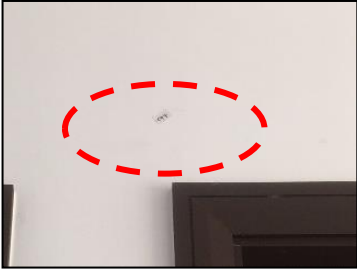
*Figure 3.32: close view*

<b>Defect Indication code</b>	C78	<b>Location</b>	Family Area
<b>Element</b>	Ceiling	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Dirt stain on ceiling	<b>Quantity</b>	1



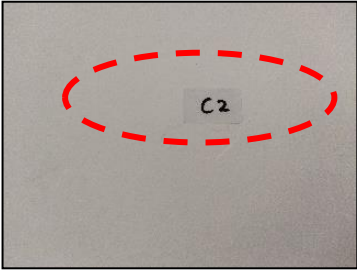
*Figure 3.33: close view*

<b>Defect Indication code</b>	C99	<b>Location</b>	Family Area
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack on wall	<b>Quantity</b>	1




*Figure 3.34: close view*

<b>Defect Indication code</b>	C2	<b>Location</b>	Bedroom 2
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Uneven paint on wall	<b>Quantity</b>	1



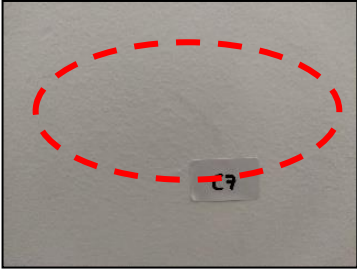
*Figure 3.35: close view*

<b>Defect Indication code</b>	C6	<b>Location</b>	Bedroom 2
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack on wall	<b>Quantity</b>	1



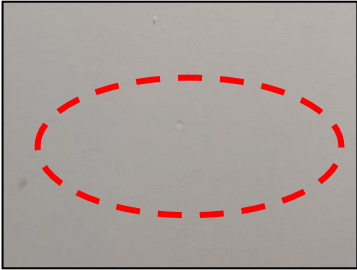
*Figure 3.36: close view*

<b>Defect Indication code</b>	C7	<b>Location</b>	Bedroom 2
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Dirt stain on wall	<b>Quantity</b>	1




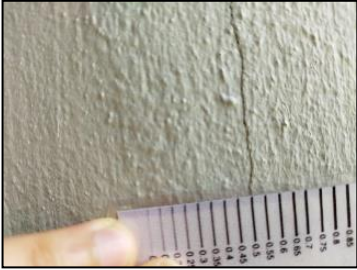
*Figure 3.37: close view*

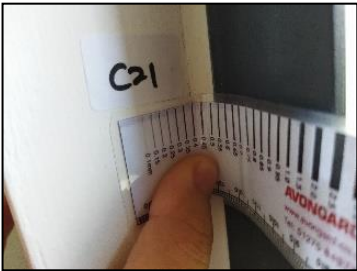
<b>Defect Indication code</b>	C13	<b>Location</b>	Bath 2
<b>Element</b>	Ceiling	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Chipping on ceiling	<b>Quantity</b>	1



*Figure 3.38: close view*

<b>Defect Indication code</b>	C102	<b>Location</b>	Bath 2
<b>Element</b>	Floor	<b>Type / Item</b>	Tiles
<b>Defect</b>	Broken on floor tiles	<b>Quantity</b>	1
			
<p><i>Figure 3.39: close view</i></p>			

<b>Defect Indication code</b>	C20	<b>Location</b>	Bedroom 1
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Crack on wall	<b>Quantity</b>	1
			
<p><i>Figure 3.40: close view</i></p>			

<b>Defect Indication code</b>	C21	<b>Location</b>	Bedroom 1
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (Paint)
<b>Defect</b>	Open gap on wall between window frame	<b>Quantity</b>	1
			
<p><i>Figure 3.41: close view</i></p>			



<b>Defect Indication code</b>	C22	<b>Location</b>	Bedroom 1
<b>Element</b>	Window	<b>Type / Item</b>	Window frame
<b>Defect</b>	Dirt stain on window frame	<b>Quantity</b>	1



*Figure 3.42: close view*

<b>Defect Indication code</b>	C47	<b>Location</b>	Master Bedroom
<b>Element</b>	Door	<b>Type / Item</b>	Strike plate
<b>Defect</b>	Scratch mark on strike plate	<b>Quantity</b>	1



*Figure 3.43: close view*

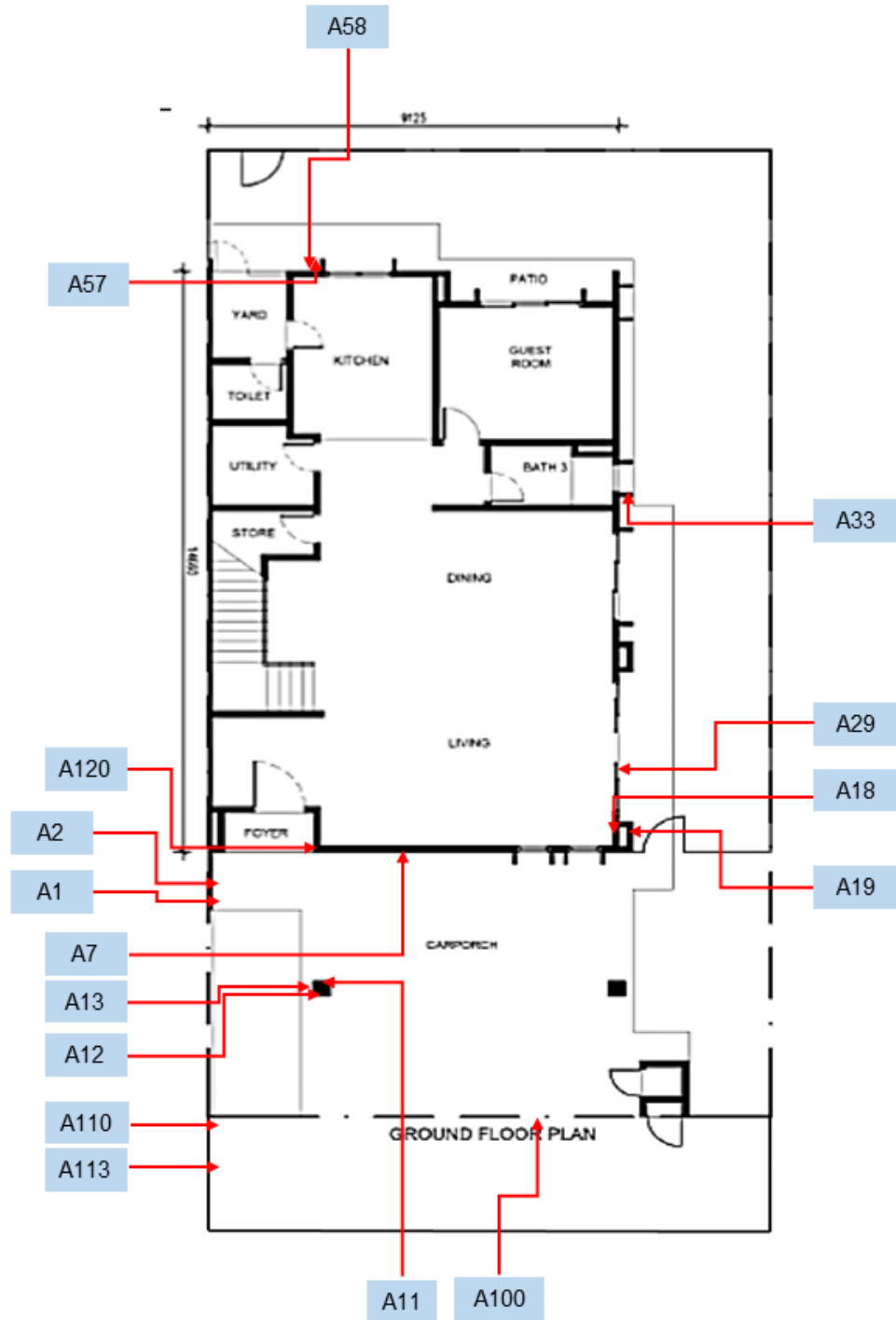
<b>Defect Indication code</b>	C64	<b>Location</b>	WID
<b>Element</b>	Wall	<b>Type / Item</b>	Finishes (paint)
<b>Defect</b>	Uneven paint on wall	<b>Quantity</b>	1

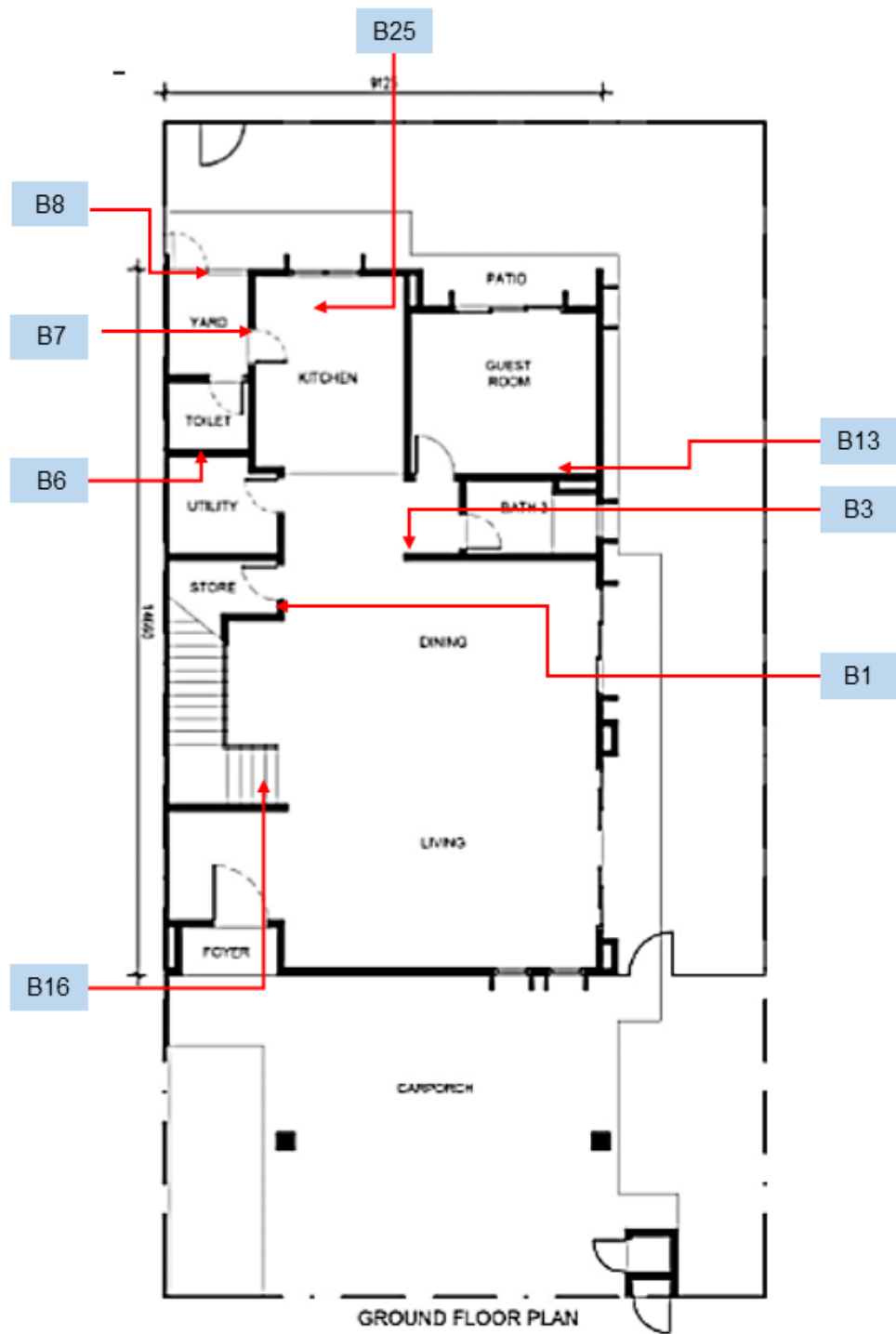


*Figure 3.44: close view*

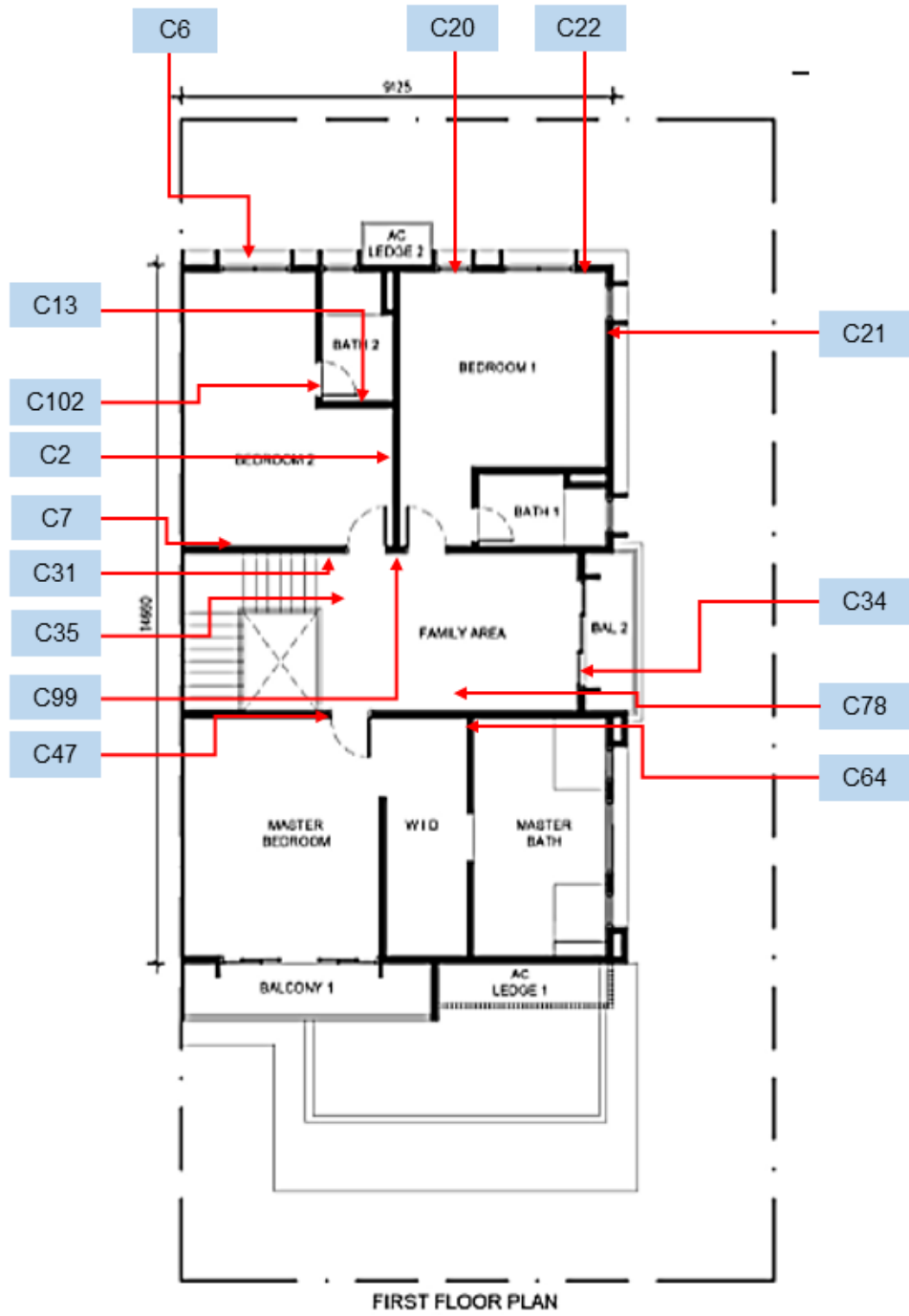
### 3.5.2 DEFECT INDICATION PLAN

#### (A) GROUND FLOOR





**(B) FIRST FLOOR**





## B) SANITARY AND PLUMBING EQUIPMENT

Photographs below showed the tests that being conducted for sanitary and plumbing equipment at the case study.



*Figure 3.46 (a), (b) (c), (d), (e), (f): Sanitary and plumbing testing*

**Table 3.6:** List of electrical, sanitary and plumbing testing

NO	LOCATION	SYSTEM	EQUIPMENT	QUANTITY (nos)	FUNCTION	
					YES	NO
1)	Car Porch	Electrical	Power point 13A	1	/	
2)	Living Area	Electrical	Power point 13A	5	/	
3)	Dining Area	Electrical	Power point 13A	2	/	
4)	Store	Electrical	Power point 13A	1	/	
5)	Utility	Electrical	Power point 13A	1	/	
6)	Kitchen	Electrical	Power point 13A	6	/	
		Sanitary & Plumbing	Water tap	1	/	
7)	Yard	Electrical	Power point 13A	1	/	
		Sanitary & Plumbing	Water tap	1	/	
8)	Guest Room	Electrical	Power point 13A	3	/	
9)	Family Area	Electrical	Power point 13A	4	/	
10)	Bedroom 2	Electrical	Power point 13A	3	/	
11)	Bedroom 1	Electrical	Power point 13A	3	/	
12)	Master Bedroom	Electrical	Power point 13A	4	/	

13)	WID	Electrical	Power point 13A	1	/	
14)	Bath 4	Sanitary & Plumbing	Wash basin tap	1	/	
			Water closet	1	/	
			Shower	1	/	
			Water tap	1	/	
15)	Bath 3	Sanitary & Plumbing	Wash basin tap	1	/	
			Water closet	1	/	
			Shower	1	/	
			Handheld bidet spray hose	1	/	
16)	Bath 2	Sanitary & Plumbing	Wash basin tap	1	/	
			Water closet	1	/	
			Shower	1	/	
			Handheld bidet spray hose	1	/	
17)	Bath 1	Sanitary & Plumbing	Wash basin tap	1	/	
			Water closet	1	/	
			Shower	1	/	
			Handheld bidet spray hose	1	/	
18)	Bath 2	Sanitary & Plumbing	Wash basin tap	1	/	
			Water closet	1	/	
			Rain shower head with handheld	1	/	



			spray			
			Handheld bidet spray hose	1	/	
			Long bath tap	1	/	

### **3.6 CONCLUSION**

Overall, the 2-story semi-detached house is in great condition. Several defects were discovered, as detailed in the defect inspection forms. As for the owner further information, possibilities a new defect will occur during defects liability period in future.. The owner can file a formal defect form with the developer and should keep a copy for their records.

## **CHAPTER 4: PROBLEMS**

### **4.1 ISSUES ON DEFECT LIABILITY PERIOD**

There are several issues found based on defect liability period as listed below:

#### **A. LESS AWARENESS FROM THE OWNER**

In Malaysia, first-time house purchasers are still unaware of defect liability period (DLP) claims. Some people believed that it was their job as buyers to fix any damage to the house. Furthermore, most buyers may not be informed about or comprehend the Defect Liability Clause in the Sale & Purchase Agreement (SPA). It is the lawyer's job to further explain the DLP to the buyer.

Delay is also a problem in this case where some homeowners like to postpone making a defect inspection on the house without realizing the expiration of the DLP period is near. Although the Defect Liability Period (DLP) may appear to be long, the owner should not postpone their property inspection if they want all defects repaired before moving in.

#### **B. CONTRACTOR REFUSE TO REPAIR THE DEFECT**

Another issue that can be highlighted in this matter is developer refuse to repair the defect. All defects that occur during the DLP period are the responsibility of the developer to repair, not the homeowner. However, there are also some cases where the property developer insists on not wanting to repair the defect on the buyer's unit.

Some developers will also delay time or lazily repair defects on the home until the expiration of the DLP. According to the conditions set when after the date the report is given, the developer is given a period of 30 days to repair the defects of the house. It is also the responsibility of the owner not to delay the time to make a complaint to the developer so that such a situation does not occur.

## CHAPTER 5 CONCLUSION AND RECOMMENDATIONS

At the end of this chapter, AMAS FM is a firm that provides building management work-related consultancy services such as building operation and space management audits, asset inventory, building hand-over, and building condition assessment. It is a good company where students can obtain experience and knowledge because they are exposed to company projects and can apply what they have learned in university.

The literature review for the chosen topic was explained, with secondary data coming from sources such as articles, journals, and websites. We can see the value of the defect liability period to the owner in this chapter because it acts as a warranty to assist the owner in claiming the defect from the developer by understanding the complaint method. Aside from that, choosing the correct approach and guidelines for defect inspection and assessment is crucial. As a result, the Construction Industry Development Board (CIDB) developed the Quality Assessment System in Construction (QLASSIC) as a guideline.

Based on the inspection, the new house in Setia eco glade revealed various faults noted in the case study. The majority of the defects were discovered on the site's exterior. It is also necessary to test the electrical, sanitary, and plumbing systems to ensure that they are in good working order. However, the overall report concludes that the house is in good condition, as the defects discovered are minor.

There are several issues found regarding on defect liability period which is less awareness from the owner about the importance of the defect liability period. It becomes part of the owner's responsibility to alert of this matter. The owner can list all problems and photograph each defect so it can be used as a reference for the developer. Most developers will provide a defect claim form that the owner must complete and submit to one of them.

Next issue, developers refuse to repair the defect. According to Choong (2019), the House Buyer's Association (HBA) states if the developer does not reply to the defect claim, the owner can appoint their own contractor and reclaim the repair costs from the developer. After 30 days, if the developer still refuses to rectify the repairs or refuses to pay the repair costs, the owner can file a claim with the Tribunal for Homebuyer Claims as they will help for action to be taken against the developer.

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