

Trust Building in Managing Strata Residence in Kuala Lumpur

Siti Farhana Hyder Ali¹, Abdul Jalil Omar^{1,2*}, Khadijah Md Ariffin¹, Haidaliza Masram¹, Wan Zahari Wan Yusoff^{1,2}, Sabariah Eni^{1,2} & Anim Zalina Azizan³

¹Department of Real Estate Management, Faculty of Technology Management and Business, Universiti Tun Hussein Onn Malaysia, 86400 Parit Raja, Batu Pahat, Johor, MALAYSIA

²Malaysian Real Estate Institute (MyREI), Universiti Tun Hussein Onn Malaysia, 86400 Parit Raja, Batu Pahat, MALAYSIA

³Department of Management and Technology, Faculty of Technology Management and Business, Universiti Tun Hussein Onn Malaysia, 86400 Parit Raja, Batu Pahat, Johor, MALAYSIA

*Corresponding Author

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Abstract: Malaysians have shifted toward high-rise living in recent years especially in Kuala Lumpur. As a result, there is an understanding that this type of development must be managed as effectively as possible. Previously, strata residential building management was always associated with subpar maintenance work. As the number of high-rise buildings increases, a professional stratified residential building manager is becoming increasingly important. The purpose of this study was to identify the problems encountered by strata residential building managers in Malaysia, as well as strategies for dealing with existing problems. This research was carried out through interviews with stratified residential building managers. The objective of this study is to learn about the problems that exist in the management of stratified residential building maintenance and strategies for dealing with those problems. Findings indicate that the main issues with strata residential building management is that residents failure to collect maintenance fees from residence. Furthermore, poor maintenance such as the frequency of building defects and late of repair reduce the trust from residence. Suggestions to overcome the trust deficit are through to hold meetings with residents to solve any problem arise. Furthermore, management should carry out more scheduled maintenance activities to avoid major damage to the

building. This effort able to keep the building well maintain and in good condition and ensuring the well-being of the building's occupants.

Keywords: Strata building, Maintenance, Building management

1. Introduction

The standard of maintenance ensures that systems such vertical transportation systems, security systems, mechanical and electrical installations, and others operate with the least amount of interruption possible (Lai & Yik, 2011). However, Malaysia frequently disregards the value of maintenance, particularly preventive maintenance for housing (Yusof *et al.*, 2012) (Ta, 2006). According to (Hsieh, 2009), many maintenance management issues in high-rise housing arise from poor planning, a lack of a proactive maintenance strategy, and the execution of maintenance operations. In high-rise condominiums, property managers are expected to maintain amenities like parking, plumbing, lighting, and other crucial features in both the residents' sections and the common areas. (ILBS, 2014). Along with preserving and managing high-rise residential structures, professional and well-managed dwellings, management must also resolve difficulties relating to residents of various origins and races (Vergara, Gruis & Van Der Flier, 2019).

To prevent degradation and exposure of the elements that eventually wear out, attention must be taken with each component of the building. Building maintenance tasks are essential to keep all structures in good operating order. For instance, maintenance tasks include cleaning the hallway, lubricating hinges and locks, and yearly maintenance of burners and boilers (Wood, 2009). Building maintenance is generally defined as a combination of all technical administration and related actions to ensure that all items and elements in the building can function in an acceptable and satisfactory manner from various definitions (Abdul Lateef *et al.*, 2011) (Chanter, B. and Swallow, 2007). (Ali, A.S., Kamaruzzaman, S.N., Sulaiman, R. and Peng, 2010). Building maintenance includes a variety of services, facilities, facades, features, and structures.

In order to maintain the building's aesthetic value and to create a safer and better working environment, building maintenance is essential (Wood, 2009). Building maintenance procedures should consider all maintenance management factors, including statutory control, maintenance planning, cost management, maintenance information, organisational maintenance, maintenance records, service delivery, and sustainability, in order to be effective.

Individual ownership of a unit, joint ownership of common property, and affiliation with a corporate entity in charge of development management are the primary features of this type of property (Christudason, 2004). This makes managing something so complex challenging. As a result, a management organisation is needed to oversee the shared building's public spaces, including parking lots, lighting, and other common services.

Failures in building planning and design are among the key issues since buyers and renters can see them. Frequent design issues brought on by poor upkeep during the planning and building phases also contribute to this issue. As an illustration, a malfunctioning water supply system, pipe leaks, moisture damage to concrete walls and roofs, broken doors, and cracked walls in residential housing units (Abdul-Rahman *et al.*, 2014).

Additionally, Malaysia's low-quality building maintenance is a concern because people are unaware of how important it is (Sani *et al.*, 2014). Due to a lack of awareness of the high quality standards required for building maintenance, low quality maintenance is still a concern and contributes to various issues, including damaged buildings and poorly functioning buildings (Kamaruzzaman and Zawawi, 2010; Suffian, 2013; Myeda and Pitt, 2014).

The objective of this paper is to identify problems that exist in the management of stratified residential buildings and identify strategies in dealing with the problems arise from managing this building. The study focuses on residential strata buildings in Kuala Lumpur. Findings from this study are useful to many parties involved in strata housing such as building managers, management corporations and authorities.

2. Managing Strata Residential Building

"Stratified" typically refers to buildings that are divided into different sections or units that are owned by different individuals or entities. These buildings often have shared facilities and common areas that are managed collectively by a management body, usually known as the Joint Management Body (JMB) or Management Corporation (MC).

General overview of how stratified buildings work in Kuala Lumpur are depending on:

- (a) **Ownership Structure:** In a stratified building, each individual unit, whether it's an apartment, condominium, or office space, is owned by a separate owner. This individual ownership extends to the interior space of the unit. Common areas such as corridors, elevators, swimming pools, and parking lots are shared among all unit owners.
- (b) **Management Body:** The Joint Management Body (JMB) or Management Corporation (MC) is responsible for the management and maintenance of the common areas and facilities. The JMB or MC is usually formed by the developers initially and is later handed over to the residents or unit owners.
- (c) **Fees and Contributions:** Each unit owner is required to pay maintenance fees and sinking fund contributions. The maintenance fees cover regular upkeep and maintenance of common areas and facilities, while the sinking fund is reserved for major repairs and renovations.
- (d) **Rules and Regulations:** Stratified buildings often have a set of bylaws and house rules that residents must adhere to. These rules can cover issues such as noise levels, use of facilities, and renovation guidelines.
- (e) **Meetings and Decision-Making:** Regular meetings are held by the JMB or MC to discuss matters related to the building's management, finances, and maintenance. Important decisions are made collectively, often through votes.
- (f) **Dispute Resolution:** Disputes that arise within stratified buildings can be resolved through the Building and Common Property (Maintenance and Management) Act 2007 (BCPA). The Strata Management Tribunal, established under the BCPA, handles disputes between unit owners, residents, and the management body.

In Malaysia, the concept of stratified properties is governed by the Strata Management Act 2013, which outlines the regulations and procedures for managing and maintaining stratified developments. The act provides guidelines for the establishment of management corporations, the division of units, the management of common areas, the collection of maintenance fees, and dispute resolution among other aspects.

2.1 Problems managing strata buildings.

- (a) Building planning and design failures

In high-rise condominiums, the waterproof system recorded the highest frequency of plumbing problems and the size of the kitchen was too small for residents causing dissatisfaction (Azmi, 2006). Water leakage is a common issue in stratified buildings, including those in Kuala Lumpur. It can cause damage to property, impact the structural integrity of the building, and disrupt residents' quality of life.

(b) Common facilities malfunction

Because the public uses the services, such as playgrounds, leisure spaces, taxi services, and residential buses, study on high-rise condominiums in Malaysia revealed that residents complain and are dissatisfied with the public (Zhang *et al.*, 2018). Common facility failures in the common areas of buildings in Kuala Lumpur can be disruptive and frustrating for residents. These failures can range from minor inconveniences to more significant issues that require immediate attention. Frustration from these failure angry the paid residents who are committed to pay the maintenance fees without fail.

(c) Safety issues

Numerous complaints from residents about security-related issues must be addressed in order to gain their contentment (Karim, 2009). It's crucial for both building management and residents to be living in a safe environment. Proactive approach by management is important in identifying and addressing safety concerns to ensure a secure living environment. Common safety issues that can occur in strata buildings in Kuala Lumpur such as fire safety issues, building structural integrity, electrical hazard, access security concern, health and hygiene, and elevator safety.

To ensure safety in strata buildings, it's essential for the building management to conduct regular inspections, maintain proper records, and promptly address any identified safety concerns. Residents also play a vital role by reporting issues, participating in safety drills, and adhering to safety guidelines. Engaging with local authorities, following building codes and regulations, and seeking expert advice when needed can contribute to a safer living environment in strata buildings.

2.2 Lack in building upkeep

(a) The need of skilled labour

Skilled labour is a crucial element in order to enhance maintenance performance in terms of system reliability, maintenance management is required to implement a procedure to distribute and coordinate resources (A., Khamidi, M.F. and Lateef, 2009). Skilled labor in property maintenance is essential for ensuring that buildings and facilities are well-maintained, safe, and functioning properly. Property maintenance involves a range of tasks, from routine repairs to more specialized services. Here are some examples of skilled labour roles in property maintenance:

- i. **Electricians:** Electricians are responsible for maintaining and repairing electrical systems within buildings. They handle tasks such as wiring, lighting installation, fixing electrical outlets, and troubleshooting electrical issues.
- ii. **Plumbers:** Plumbers deal with the installation, maintenance, and repair of plumbing systems, including pipes, faucets, toilets, and water heaters. They address issues related to leaks, clogs, and water pressure.
- iii. **HVAC Technicians:** HVAC (Heating, Ventilation, and Air Conditioning) technicians maintain and repair heating and cooling systems. They ensure proper functioning of air conditioning units, heating systems, and ventilation systems.
- iv. **Carpenters:** Carpenters handle tasks involving woodwork, such as repairing doors, windows, cabinets, and structural elements. They may also be involved in installing new fixtures or making modifications.
- v. **Painters:** Painters are responsible for maintaining the aesthetics of the property by applying paint and finishes to walls, ceilings, and other surfaces. They also repair and prepare surfaces before painting.

- vi. **Masons:** Masons work on tasks involving bricklaying, concrete work, and stone masonry. They repair and maintain exterior surfaces, pathways, and other structural elements.
- vii. **Locksmiths:** Locksmiths handle tasks related to locks, keys, and security systems. They install, repair, and maintain locks, as well as assist with access control systems.
- viii. **Roofing Specialists:** Roofing specialists handle repairs and maintenance of roofs. They address issues like leaks, damaged shingles, and general roof maintenance.
- ix. **Landscape Technicians:** Landscape technicians are responsible for maintaining outdoor spaces, including lawns, gardens, and common areas. They handle tasks such as mowing, planting, pruning, and irrigation system maintenance.
- x. **Elevator Technicians:** Elevator technicians specialize in maintaining and repairing elevators and escalators. They ensure that these systems are safe, reliable, and up to code.
- xi. **General Maintenance Workers:** These individuals handle a variety of tasks, such as minor repairs, painting, cleaning, and other routine maintenance duties.

(d) Scheduled maintenance intervals.

Intervals between maintenance activities affect the effectiveness of maintenance. This is done by estimating the time period during which the component is anticipated to fail (Swanson, 2001). Scheduled maintenance is a proactive approach to property management that involves planning and executing regular maintenance tasks to ensure the proper functioning, safety, and longevity of buildings and facilities. It helps prevent unexpected breakdowns, reduces repair costs, and enhances the overall value of the property. Preventive measures including regular inspections, cleaning, and servicing to prevent major issues with the building. Using data and analytics to predict when equipment might fail. This involves monitoring performance and condition indicators to anticipate issues.

Building systems might experience downtime due to maintenance tasks, component failures, inspections, and material shortages (Batun and Azizolu, 2009). Building downtime due to maintenance refers to the period when a building or specific parts of it are temporarily unavailable or non-functional due to planned maintenance activities. During this time, certain areas, systems, or facilities within the building might be inaccessible or unusable. Building downtime is necessary to perform essential maintenance tasks that contribute to the building's overall functionality, safety, and longevity. Building managers need to strike a balance between maintaining the building's condition and minimizing disruption to residents. Effective planning, clear communication, and a proactive approach to addressing maintenance needs can help mitigate the impact of building downtime. Residents' understanding and cooperation are essential during these periods, as they contribute to the overall safety and well-being of the property.

2.3 Efficiency in building maintenance

Efficiency in building management involves optimizing processes, resources, and operations to ensure that the building functions smoothly, effectively, and economically. This encompasses various aspects, from maintenance and operations to tenant satisfaction and sustainability. The key areas where efficiency can be achieved in building management:

(a) **Maintenance and Repairs:**

- Implement a scheduled maintenance plan to proactively address issues and prevent breakdowns.
- Prioritize tasks based on urgency and impact on residents.
- Use computerized maintenance management systems (CMMS) to track maintenance history and schedule future tasks.

- (b) **Energy Management:**
 - Invest in energy-efficient technologies such as LED lighting, smart thermostats, and motion sensors.
 - Monitor energy consumption and implement energy-saving strategies.
 - Conduct energy audits to identify areas for improvement.
- (c) **Tenant Services and Communication:**
 - Use digital platforms for communication, including maintenance requests and announcements.
 - Address tenant inquiries and requests promptly to enhance satisfaction.
 - Provide clear information about building policies, services, and contact information.
- (d) **Vendor Management:**
 - Establish relationships with reliable vendors and service providers.
 - Negotiate contracts for favourable terms and services.
 - Monitor vendor performance and ensure timely delivery of services.
- (e) **Emergency Preparedness:**
 - Develop and regularly update emergency plans and procedures.
 - Conduct drills to ensure that residents and staff are familiar with emergency protocols.
 - Maintain emergency supplies and equipment.
- (f) **Waste Management:**
 - Implement proper waste disposal practices, including recycling and waste segregation.
 - Educate residents about waste management guidelines and encourage their participation.
- (g) **Security and Safety:**
 - Install and maintain security systems, including access control and surveillance cameras.
 - Regularly inspect and test fire safety equipment, alarms, and sprinkler systems.
- (h) **Tenant Satisfaction:**
 - Solicit feedback from residents to understand their needs and concerns.
 - Address complaints and suggestions in a timely and transparent manner.
 - Provide amenities and services that enhance resident comfort and convenience.
- (i) **Financial Management:**
 - Develop and adhere to a budget that covers maintenance, repairs, utilities, and other expenses.
 - Monitor expenses and identify opportunities for cost-saving measures.
- (j) **Sustainability Initiatives:**
 - Implement green practices such as water conservation, energy efficiency, and waste reduction.
 - Consider renewable energy sources, such as solar panels, to reduce environmental impact.
- (k) **Technology Integration:**
 - Embrace smart building technologies for remote monitoring, control, and optimization of building systems.
 - Use data analytics to identify trends and areas for improvement.
- (l) **Compliance and Regulations:**
 - Stay updated on local regulations and codes related to building management.
 - Ensure that the building complies with safety, accessibility, and environmental standards.

Efficiency in building management benefits both property owners and occupants. It leads to reduced operating costs, improved tenant satisfaction, extended asset lifespan, and enhanced sustainability. By implementing streamlined processes, leveraging technology, and prioritizing effective communication, building managers can create an environment that is safe, comfortable, and cost-effective for residents while maintaining the property's value.

3. Research Methodology

The study's methodology identifies the methods or methods utilised to find answers to each of the questions contained in the study's objectives. This study used a qualitative methodology. This methodological investigation is carried out to make the investigation more organised and systematic. The information gained from the utilized techniques will be gathered and examined. Primary data refers to this information. Data gleaned from interviews serve as the main source of information in this study. In order to collect data using this strategy, the researcher will also need to speak with four respondents who are real estate professionals.

Table 1: Respondent background

Respondent	Position	Experience	Organization/company name
R1	Building Executive	6 Tahun	Villawangsamas
R2	Building Manager	8 Tahun	Platinum Teratai
R3	Property Officer	3 Tahun	Platinum Victory 21
R4	Building Executive	1 Tahun	SkyAwani 3 Residency

The research flow found in this study includes 4 phases. In the first phase, which is the research design stage, starting from the problem statement to identify the problem before the research objective and research methodology are determined. In the second phase, a theoretical study which is a literature study is conducted to understand the basic principles and theories of the study. In addition, it is a stage of data collection where qualitative methods are used to obtain data from respondents through interviews. After that, the third phase is the stage where the data obtained will be analysed using thematic analysis and used as the result of the study.

4. Results and Discussion

This section discusses the analysis of data obtained from interviews, observations and literature review to fulfill the objectives of the study as discussed in Chapter 1. Referring to the objectives of the study, the author conducted a study related to the management of strata residential buildings in Setapak, Kuala Lumpur.

Table 2: Analysis of interview data for the first objective

Question	R1	R2	R3	R4
Are there residents of the building who do not pay fees maintenance	Mostly do not pay	Many defaulter lists exist.	There are many resident	Many residents did not pay
Are high fees the cause of building occupants not paying maintenance fees?	No	No	No	One of the main factors
What types of complaints are often received?	Leakage, noisy	Leakage, cleanliness	Leakage	Leakage
What kind of maintenance is carried out	Common area	Lift, Fogging, Technical	Lift, Swimming pool, Gym	Swimming pool

Based on the formulation of the first objective related to the problems that exist in the management of stratified residential buildings have been identified and the results of this study coincide with the

problems that have been outlined faced by the residents. According to respondents, the issue of the management of stratified residential buildings occurs due to the main factor that residents do not pay fees maintenance has a bad impact on management to conduct property maintenance and others. The reason occupants do not pay maintenance fees is because they are either intentional or unintentional due to financial issues.

In addition, stratified residential building pipes that often leak are also the occurrence of this problem. This is because stratified residential buildings are buildings that are shared by all residents. So, it is very difficult to ensure that all facilities are in good condition. According to respondents R1, R2 and R3 they stated that although there are funds for maintenance, but the funds they have are enough for routine activities only. There is no surplus or savings to use for sinking fund and emergency purposes.

4.1 Feedback Mechanism

The purpose of feedback is to give an organised and accessible mechanism for people to express their complaints, report problems, or recommend changes about different elements of the property's administration, maintenance, or operations, strata management uses feedback applications or emails. refers to a physical or digital system that enables users to lodge complaints, issues, or suggestions regarding the administration and upkeep of a strata-titled property (such as a condominium, an apartment building, or a gated community). Strata management refers to the administration and oversight of common areas, facilities, and shared resources within such properties.

These could include matters like:

- (a) **Maintenance Issues:** Reporting problems with common facilities, landscaping, building infrastructure, elevators, plumbing, electrical systems, etc.
- (b) **Noise and Nuisance:** Complaints about excessive noise, disruptions, or other nuisances caused by fellow residents or activities within the property.
- (c) **Rule Violations:** Reporting violations of property rules, bylaws, or regulations by other residents or even the management itself.
- (d) **Security Concerns:** Raising concerns about security measures, access control, surveillance, or incidents related to safety and security.
- (e) **Communication Problems:** Addressing issues related to communication from the property management to residents, lack of transparency, or ineffective channels of information dissemination.
- (f) **Financial Matters:** Voicing concerns about mismanagement of funds, budgeting problems, or discrepancies in financial records.
- (g) **Amenities and Services:** Providing feedback on the quality of amenities (like gym, swimming pool, clubhouse) and services provided by the management.
- (h) **Disputes:** Expressing grievances related to disputes between residents or between residents and the management.

The complaint boxes were in several forms such as:

- (a) **Physical Box:** A physical box placed in a central location within the property where residents can submit written complaints or suggestions anonymously.
- (b) **Digital Platform:** An online portal or email address where residents can submit complaints electronically. This could include a web-based form, email address, or dedicated mobile app.
- (c) **Management Office:** Residents can submit complaints directly to the property management office in person or through phone calls.

The goal of the complaint box is to ensure that concerns are addressed promptly and fairly, improving the overall living experience and fostering a sense of community within the management.

Table 3: Preparation of feedback

Respondent	Explanation
R1	• Prepare the application
R2	• Prepare the application
R3	• Prepare the application
R4	• Prepare the application • Email

Based on the response in term 1, it was discovered that every responder agreed that the manager should provide a feedback mechanism for residents to file complaints and suggestions. Added that while they don't offer a complaint box, they do have a mobile application that enables residents to lodge a grievance without visiting the manager's office.

4.2 Trust Building from Frequency of Meeting with Residents

Several variables, including the size of the property, the intricacy of the issues, the amount of resident engagement, and local laws, might affect how frequently meetings between strata management and residents. Here are some typical meeting scenarios in strata management:

- (a) **Regular Committee Meetings:** A resident committee or council that collaborates closely with the management is common in strata developments. Monthly, bimonthly, or quarterly scheduled committee meetings may be arranged to discuss various property-related topics, give updates, and handle issues.
- (b) **Annual General Meetings (AGMs):** An AGM must normally be held at least once a year for strata properties. Owners and residents get together at this official gathering to talk about financial updates, budgeting, important choices, and elect committee members. The AGM is a critical occasion for accountability and openness in strata administration.
- (c) **Special General Meetings (SGMs):** When there are pressing issues that cannot wait until the following AGM, SGMs are convened. These might be hasty choices, bylaw modifications, or substantial alterations to the property. Depending on the need for such gatherings, the frequency of SGMs may change.
- (d) **Open Forums or Town Hall Meetings:** These less formal meetings are often held to update locals on ongoing initiatives, resolve issues, and promote open dialogue. Depending on the degree of resident participation and the necessity for communication, the frequency might change.
- (e) **Working Group Meetings:** Working groups or subcommittees may be established for particular tasks or problems. These groups might get together as often as necessary to concentrate on fixing a specific issue, such gardening, security enhancements, or amenity improvements.
- (f) **Online Platforms and Surveys:** Strata management can use online forums to get feedback from residents in addition to formal meetings. Online surveys, discussion boards, and social media groups can help maintain ongoing communication and engagement.

Part of trust building strategy found that it is crucial to remember that good communication is essential to strata management. It is possible to make sure that citizens are informed, involved, and that their issues are handled by striking the correct balance between holding frequent meetings and keeping lines of communication open. The requirements of the property, regional laws, and resident preferences should all be taken into consideration when determining the precise frequency of meetings.

Table 4: Implementation of meetings with residents

Respondents	Explanation
R1	• Once in 12 to 13 months
R2	• Never have
R3	• AGM once in a year • Committee once in a month
R4	• Once in a year

Based on the term 2 question, it was discovered that every responder provided a different reply regarding how frequently managers meet with residents. The official meeting is in the form of AGM that takes place once a year, while informal meeting considered as community meetings could happen once a month or when the resident request to meet for specific reasons.

4.3 The Maintenance Routine

Maintenance activities in a strata building are essential to ensure the property's functionality, safety, and overall well-being of its residents. These activities cover a wide range of tasks that help maintain the building's infrastructure, systems, and common areas. Here are some common maintenance activities in a strata building:

- (a) **Routine Cleaning:** Regular cleaning of common areas such as lobbies, hallways, staircases, elevators, parking areas, and shared amenities like gyms, pools, and lounges.
- (b) **Landscape Maintenance:** Upkeep of the landscaping, including lawn care, tree pruning, flowerbed maintenance, and ensuring the property's exterior looks appealing.
- (c) **HVAC and Mechanical Systems:** Regular inspection, servicing, and maintenance of heating, ventilation, and air conditioning (HVAC) systems, as well as plumbing, electrical systems, and other mechanical equipment.
- (d) **Building Exterior:** Inspection and maintenance of the building's exterior, including facade cleaning, painting, roof maintenance, gutter cleaning, and window washing.
- (e) **Security Systems:** Regular maintenance of security systems, such as CCTV cameras, access control systems, intercoms, and alarm systems, to ensure residents' safety.
- (f) **Elevator Maintenance:** Elevators that are regularly serviced to guarantee their correct operation, safety, and compliance with standards.
- (g) **Fire Safety:** Inspection and maintenance of fire safety equipment, such as fire extinguishers, smoke detectors, sprinkler systems, and emergency exits.
- (h) **Pest Control:** Regular pest control measures to prevent infestations and maintain a hygienic living environment.
- (i) **Common Area Lighting:** Maintenance of common area lighting, including replacing bulbs and ensuring well-lit areas for safety and aesthetics.
- (j) **Amenities and Facilities:** Inspection and upkeep of communal facilities, such as swimming pools, gyms, clubhouses, and playgrounds, to guarantee their functionality and safety.
- (k) **Waste Management:** Managing waste collection, disposal, and recycling programs for the property.
- (l) **Common Area Repairs:** Promptly addressing any wear and tear or minor damages in common areas, such as repairing chipped paint, fixing broken fixtures, or addressing flooring issues.
- (m) **Accessibility and ADA Compliance:** Ensuring that the property is accessible to individuals with disabilities and adheres to local accessibility regulations.
- (n) **Energy Efficiency Upgrades:** Implementing energy-efficient measures, such as replacing traditional lighting with LED lights, installing motion sensors, and improving insulation.

- (o) **Regular Inspections:** Conducting periodic inspections of the property to identify maintenance needs and address issues before they escalate.
- (p) **Contractor Management:** Overseeing the work of contractors and service providers engaged in maintenance tasks, ensuring quality workmanship and adherence to schedules.

The precise maintenance procedures and their regularity will change depending on the size, layout, location, and amenities of the property. The satisfaction of inhabitants, the preservation of the property's worth, and the general well-being of the community are all enhanced by effective upkeep.

Table 5: Routine maintenance

Respondents	Explanation
R1	• Have routine scheduled
R2	• Routine maintenance
R3	• Routine and ad hoc maintenance
R4	• Routine maintenance

All respondents stated that the building is maintained routinely in response to the questions in this section. After maintenance, the building is always in excellent shape. This is because the building is constantly maintained in accordance with a set routine.

4.4 Skill Level for Building Manager

Based on the term 5 question, it was discovered that nearly all respondents agreed when asked whether the person in charge of maintenance has a high level of experience in their profession. Proclaiming that they are only will work with contractors who have relevant experience.

Table 6: Knowledge and skills of mnagers

Respondents	Explanation
R1	Yes
R2	Yes
R3	Yes
R4	Yes

The respondents concur that, in order to properly supervise and manage the activities of a strata property, a building manager in strata management often needs a varied skill set. In multi-unit structures like condominiums or apartment buildings, strata management entails addressing many areas of property upkeep, administration, communication, and conflict resolution. The complexity and scale of the property will determine the needed skill level, however the following are some core abilities and knowledge that a successful building manager in strata management should have:

- (a) **Property Maintenance and Repairs:**
 - Understanding of basic building systems (electrical, plumbing, HVAC, etc.).
 - Ability to coordinate and oversee maintenance and repair work.
 - Knowledge of building codes and regulations.
- (b) **Financial Management:**
 - Financial planning and budgeting abilities.
 - Have the capacity to handle financial records, collect dues, and manage strata money.
 - Understanding of accounting software and principles.
- (c) **Communication and Interpersonal Skills:**
 - Effective communication with property owners, residents, and contractors.
 - Conflict resolution skills to address disputes and concerns.

- (d) **Administrative Skills:**
 - Strong organizational skills for managing records, documents, and contracts.
 - Proficiency in administrative software and tools.
- (e) **Legal and Regulatory Knowledge:**
 - Understanding of local strata laws, regulations, and bylaws.
 - Familiarity with legal procedures for enforcing rules and resolving disputes.
- (f) **Emergency Management:**
 - Ability to respond to emergencies and coordinate necessary actions.
 - Knowledge of safety protocols and evacuation procedures.
- (g) **Vendor Management:**
 - Experience in selecting, hiring, and managing contractors and service providers.
 - Negotiation skills for obtaining competitive pricing.
- (h) **Technology Proficiency:**
 - Familiarity with property management software.
 - Ability to use communication tools for disseminating information to residents.
- (i) **Leadership and Decision-Making:**
 - Ability to make informed decisions that benefit the property and its residents.
 - Leadership skills to guide staff and collaborate with the strata council/board.
- (j) **Ethics and Professionalism:**
 - Maintaining high moral standards and professionalism when interacting with neighbours, property owners, and coworkers.
 - Protecting sensitive information.
- (k) **Continuous Learning:**
 - Staying updated with industry trends, new technologies, and best practices.
- (l) **Time Management:**
 - Multi-tasking and responsive.
 - Prioritizing critical tasks to ensure smooth property operations.

Keep in mind that the unique property and its needs might have a big impact on the functions that building managers play. A skilled building manager is someone who can adjust to changing conditions, handle issues, and maintain a healthy connection with both property owners and inhabitants, according to the feedback from respondents. They are essential in guaranteeing the building's general operation, the satisfaction of its occupants, and its long-term worth as a strata structure.

5. Conclusion

The main issues with strata management in Kuala Lumpur are about the maintenance fees are not paid by residents and the building defects of the building such as floor and pipe leaks. Lack of funding to maintain the basic functionality of the building create a major concern for the residents. This led to reduction of trust to the management of the building including the building managers. However, from the building managers' side, the limitation of budget affects them in doing proper property maintenance and advancement to improve the condition of the building.

Based on the findings, ways to improve the trust from residents are through improvement in communication whether formal and informal communications. This will enhance the information given to the stakeholder of the issues face by the building managers in handling the strata scheme. On top of that, building managers have to be creative to continue doing the maintenance of the buildings as a way to gain trust from residents in order for them to keep paying the maintenance fees. There is a crucial need for a strata scheme to have a professional and experienced building manager to reduce the complaints and cost in maintaining the building.

A manager of a strata residential building has great responsibility to ensure that the situation around the building is maintained and in a peaceful and prosperous way. Close relationship between building manager and the management corporation of the building is important to ensure both parties benefit and comfortable and quality living in stratified building.

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