Problems in high rise residential building: From management perspective

F U M Azian¹, N Yusof¹, E M Kamal¹

¹School of Housing, Building and Planning, Universiti Sains Malaysia, Malaysia

Email: fatin.umaira858@gmail.com

Abstract. In managing the residential property, the role portrayed by a management body is essential to ensure every problem faced solved with the excellent outcome. Therefore, this paper will identify the problems faced by management based on housing performance indicators in managing high rise residential building. The semi-structured interview was conducted with six executive or managers in exploring the problems occurred from the management perspective. The result revealed that there are many problems and complaints received by management such as design and plumbing issue, delay maintenance work, inadequate public facilities, incompetent security and the defaulter's issue. The cooperation between the management team and the residents is compulsory in lessening the problems to establish the excellent condition of high-rise residential building.

1. Introduction

Housing being one the basic needs of life provides protection and comfort as well as health and well-being. As mentioned by [1], housing consists of physical and social elements. The houses, facilities and utilities represent for physical element while family, neighbours and community represent a social element. Other than that, the role of housing relates to various segments in the society and impact on human health, education, employment, economic development and growth, environment and social life [2]. Housing act as a place for people to reside as they need a secure environment for rest, sleep, comfort and also sun and rain protection [3]. It exposed the importance of housing as a place where people live in and spend most of their time [4]. Housing also acts as a fundamental term to influence the quality of life and welfare of the people [2, 5]. Therefore, housing becomes a fundamental element in life and need to be an outstanding environment for an excellent quality of life.

As housing is crucial in providing residents conducive and secure indoor environment, the performance of the housing needs to be explored in understanding the user needs, expectation and satisfaction [6]. [7] also explained the opinion users are crucial in investigating the performance of buildings in meeting occupants’ needs and expectations. [8] explained that satisfaction act as a subjective evaluation of the performance of products or services for the anticipation of users or customers. Therefore, the importance of housing to the user needs to be taken seriously as the performance of housing measured in achieving the standard of user satisfaction.

To ensure the housing performance is well sustained and achieved a standard, the management body will be needed and acted as a vital formation to maintain the residential building condition [9].
Before issuing the strata title, the developer and owners will establish the JMB to undertake the responsibility in managing the building together [2]. This action enforced under BCPMM Act 2007. Otherwise, after the strata title issued, the owner can establish the association or an MC to have the full right onto the property entirely. In 2013, BCPMM was repealing and replace with SMA 2013. SMA 2013 is the latest law regarding strata building to address the issues and problems in a high-rise building. In this SMA 2013, there is a list of management body responsibility in managing the facilities and common area of the building and they need to abide with it.

The management body is required to manage the building and the public area (common property) such as building’s parking area, lighting and other common facilities in the building that are shared together [10]. Moreover, it is important to make sure all facilities are managed wisely for safe habitation [11] by combining the environment/physical and social aspects together [12]. In other words, apart from managing and maintaining the physical building and facilities, a proper and systematic residential management is required to cope with different backgrounds and ethnicity of the owners [13, 14]. Likewise, when serving the interests of the owners, the management body must ensure the interests of the minority is not neglected [15, 16]. Therefore, the existence of the management body is highly essential in keeping a similar common interest and providing a good quality of life at a high rise residential building.

Despite the abundance of studies on the management of high-rise residential building, the problems faced by the management body is meagrely understood. Most studies focus on responsibility of management [9, 13, 17], service charge issue [17, 18, 19] and sustainable facility management [20, 21, 22]. The insufficient work on challenges faced by the management body provides scanty evidence to the actual challenges which subsequently lead to many unsolved problems in the high-rise residential building and resident’s dissatisfaction. Otherwise, this research needs in providing new knowledge due to fewer current research and different location of high-rise residential building regarding this issue. Therefore, this study bridges the gap and identifies the problems by probing the experience of the management team at selected high-rise residential building. The results help the researcher to understand more about the responsibility of management body and issues attend by them in managing high rise residential building.

2. Problems in managing high-rise residential building

Nowadays, people are starting to notice that effectual property management in high-rise living can sustain the property value and retain high returns on their investment. The continuous development of high-rise residential buildings discloses that there is a need for effective ownership and property management system give rise to high rise inhabitants in the nation with a quality living experience. However, Malaysia’s current property management practice disclosed countless issue that impacts all the stakeholders such as the developers, property managers, owners and residents of high-rise residential complexes.

Prior research substantiates the main problems at the high rise residential building can be grouped into building design failure [23, 24, 25, 26, 27], maintenance issues [20, 24, 28, 29], inadequate public facilities [25, 30, 1, 31, 32], security issues [33, 24, 29, 34, 9, 35] and collection of maintenance fund issues [36, 17, 24].

For design failure issue, the management body usually confronts with the problems about the piping problem between a dwelling unit and design problems. [24] mentioned that the design problem occurred due to lack of maintenance during the design and construction stages. Leaking pipes, failure of the water supply system, cracking in external walls, dampness to concrete walls and faulty door knobs also occurred in the dwelling unit of residential housing [26]. [27] identified failure in waterproofing system claimed the highest frequency followed by leakages at jointing and piping system. [25] mentioned the problem in plumbing and the small size of the kitchen cause unsatisfaction of residents at Bandar Baru Bangi. [23] also reported that the residents of housing at Kuala Lumpur of dissatisfied with the characteristics in their dwelling units.
Lift breakdown, insufficient parking, cleanliness and garbage management also become the problems in maintenance issues of facilities for management in handling the residential building. [20] revealed that the residents complained of inadequate facilities management such as dysfunctional lifts, the collection of rubbish not according to schedule and damages due to vandalism. [28] also reported that the residents were not satisfied with the garbage collection, cleanliness of drains and the efficiency of the lift. [13] also stated rubbish areas inside the condominiums would affect the resident’s comfort. Lack of maintenance of common properties particularly involving high-rise buildings resulted in various problems and miseries suffered by the purchasers [24].

The inadequate public facilities at residential housing also become one of the main problems faced by the management body. [25] in the research on housing at Bandar Baru Bangi disclosed that the residents complained and were not satisfied with public facilities such as recreational areas, playground, taxi and bus services in the residential area. [30] and [31] also reported the residents least satisfied with the access to public facilities and services. Other than that, [32] discovered the residents only moderately satisfied the public and neighbourhood facilities. Respondents in [1] research also mentioned the unsatisfied respondents in Klang regarding facilities like grocery shops, library, house of worship, public telephones, playing fields and community halls. [37] reported residents in South Korea were dissatisfied with parking facilities and landscaping in the estates.

Other than that, security or safety issues also became the problems faced by the management body and got many resident’s complaints regarding this issue. [33] mentioned that security problems are forms of challenges that must arise during managing high rise buildings and it is crucial to solve for resident satisfaction [29]. [34] also pointed out that managing a high-rise building involves special security gadgets considering the heavy human traffic at all times. Due to this reason, residents usually seek security and safety within the building to be provided by the security guard [9]. The new technology in guarding the residential building like CCTV, security at the main entrance and security guard also needed in handling the security matters at high rise residential building [35]. Sometimes, the security and safety procedures offered by the management are often loose and dependently rely on the security guards at the main entrance [24]. This situation will cause the residents to feel insecure and more complaints will arise regarding security issue.

Non-payment of the maintenance fee or arrears in the maintenance fund also is one of the primary issues faced by management body in managing the residential building. The difficulty in collecting maintenance fee brought the delay of maintenance work and caused the unsatisfaction of the residents. [17] mentioned that the management is difficult to run their activities without adequate fund. Maintenance fee which is paid by residents at agreed rates is needed to smoothen the process of managing the residential building [36]. Sometime, due to distrust between the residents and the management, it will trigger the tendency to not paying the maintenance fee [24].

From the review of previous studies, it can be seen that there are many problems faced by the management body to manage the high-rise residential building. Therefore, this study will identify the problems faced by the management team at selected Klang Valley high-rise residential building.

3. Methodology

The qualitative method, which is a semi-structured interview has been carried out to accomplish the research objective of identifying the problems faced by the management body in high rise residential building. The targeted informants are six managers or executives who are work as a management team in managing the high-rise residential building around the Klang Valley area. The questions in the interview are covered about the problems faced by the management body based on the complaint lodged by residents. The data was collected by face to face interview and phone call interview. Finally, the interview was analysed through thematic analysis.

4. Results

This research paper aim is to highlight and identify the problems faced by the management body of the high-rise residential building. The research study was conducted with six (6) building manager or
executive who is involved with their management team in handling high-rise residential building around the Klang Valley area. Table 1 shows the list of informants involved in this research.

Table 1. The list of informants

| Informant | Position       | High-rise residential building |
|-----------|----------------|--------------------------------|
| Informant 1 | Resident manager | Damansara                      |
| Informant 2 | Resident manager | Sri Kembangan                 |
| Informant 3 | Building executive | Damansara                    |
| Informant 4 | Building executive | Cyberjaya                    |
| Informant 5 | Building executive | Mont Kiara                    |
| Informant 6 | Building manager   | Cyberjaya                      |

From the interview with six (6) building manager and executives, there are several problems usually faced by management in managing high-rise residential building. In the design failure issue, most of the informer reported that the residents typically lodge the complaints regarding the structural problems in their dwelling unit. Informant 1 mentioned about leaking problem between dwelling unit frequently occur in their building. Residents often noticed dampness of concrete walls then seek advice from the management. In line with the report, management only can advise the procedure between upper and lower dwelling unit based on The Strata Management Act 2013.

Informant 2 and 6 also mentioned about the structural problems which are the cracking of internal and external wall at their residential building. The residents usually will lodge the complaints to seek a piece of advice from the management. If the cracking is at the common area of the high-rise residential building, the management is responsible for rectifying the damage. Otherwise, if the crack happens to be in the said dwelling unit, the residents need to engage the contractor by themselves subjected to management approval.

As known by all, equipped facilities surrounding high-rise residential building influence the value of the property. Therefore, adequate facilities will lessen the complaint from the residents. All the informants reported that many problems came from supporting facilities surrounding the property. They shared the lift breakdown scored the highest complaint about facilities at the high-rise residential building. Other than that, informant 1, 4, and 5 mentioned that sometimes the garbage collection did not follow the schedule and it cause the unpleasant smell surrounding the residential area.

Maintenance work always becomes a problem to the management body. The residents normally lodge the complaint about the late response from the maintenance work in handling the report. Informant 2 and 4 reported that the delay of maintenance work commonly came from late response of the appointed contractor by management. Some of the common facilities surrounding the high-rise residential building were maintained by the appointed contractor such as lift, garbage management and cleanliness of the common area. The delayed work will give the negative image of housing performance and the efficiency of the management team.

The insufficient parking, unavailability of network and undelightful landscape also created the complaint from residents and caused the problem to the management team. Informant 2 shared that sometimes the contractor for landscape maintenance did not follow with the arranged work schedule. The condition of the lifeless landscape causes the unattractive view for the resident. Informant 4 also...
mentioned the unexpected weather lead to a monotonous view of surrounding high-rise residential building.

Apart from that, the parking issue always becomes the main problem in managing high-rise residential building. Commonly, every dwelling unit will only receive 1 or 2 parking lot in the residential building area based on their sale and purchase agreement when they bought the unit. If the residents have more car, they will park their vehicle outside the residential area. In spite of that, some stubborn resident will duplicate the access card and park their car at other resident parking lots. It will cause chaos to the management when the resident made a complaint and generally the management will clamp the uninvited car. This problem occurs solved by implementing the fine payment to the guilty person.

For public facilities issue, Informant 6 also mentioned the residents can not accept the unavailability of a network at the residential building. Nowadays, the network connection such as the internet and phone line become essential for every people and the connection must reachable and can cover all the area of a residential building especially in a high-rise building. The availability of the network is also crucial for the usage of CCTV and intercom for security purpose. Therefore, the network within the housing area needs to be upgraded to fortify the security matters and lessen the complaints faced by the management team.

Most of the informants mentioned that security becomes the most priority indicator in managing high-rise residential building. Informant 2 stated the security company always change their security staff and this action causes the unprofessional and recurrently brief the standard operation procedure (SOP) to them. Some of them also did not follow the SOP due to not familiar with the security standard procedure. Informant 4 and 5 also shared that communication drawback of appointed security guard causes the misunderstanding between management and the residents.

Other than that, the collection of sinking fund and service charge (maintenance fee) become the common problem for the management. Informant 5 proclaimed that a higher number of defaulters would affect the monetary fund in managing the residential building. Thus, to obviate the problem, the management will bar the resident access card for entering the residential building and they need to pay the outstanding maintenance fee to reactivate it.

From this result, it shows many problems faced by the management body to manage high-rise residential building at Klang Valley area. The list of problems was listed in Table 2 below.

| Issues | The problem faced by the management body |
|--------|-----------------------------------------|
| Design issue | Leaking problem between a dwelling unit |
| | Cracking wall |
| Maintenance issue | Maintenance work |
| Inadequate public facilities | Facilities – lift, parking, phone line, internet |
| Security and safety issue | Miscommunication with the security guard |
| | CCTV |
| Maintenance fee issue | Maintenance fee collection |

5. Discussion
This paper provides the identification of problems faced by the management team in managing the high-rise residential building at Klang Valley area. From the result, there are many problems faced by the management team in handling the high-rise residential building. The outcome from face to face interview and phone call interview with six (6) executive and manager who are engaged in managing
the high-rise residential building around Klang Valley area revealed there are five (5) common problems in faced by the management.

Most of the informants mentioned that security becomes the main problem in managing the building due to the importance of feeling safe in your residence. It supported by [6] and [38] explained security becomes a significant issue and need to be considered as one of the elements in managing the residential building. Other than that, the responsibility of leaking of pipes and cracking wall in dwelling unit need to be understood by the resident with management supervision to simplify the rectification process.

Besides, the resident’s cooperation is required in collecting the maintenance fee to deliver the quality maintenance work with safety, security and comfort [39, 21]. The management team also need to sustain the condition of supporting indoor and outdoor facilities especially lift, parking and garbage collection as it becomes a significant indicator of the residential building management.

The relationship between resident and management team also need to enhance the cooperation between them. Besides, the resident needs to give space and full support to the management team intake charge of their building and the management team must provide their total commitment to ensure the building always in a top condition.

This study enlightens the management view on the problems faced when they involved in managing the building, but this study only limited to six (6) opinion of executive and managers. Further research should be a focus on exploring other managers or executive’s view about different problems and how they overcome with the solution. Other studies also can conduct to examine resident’s view about the problems that occur in their residence and the satisfaction of management body performance. Therefore, the exploration of the issues at high-rise residential building can enlighten more information to industry and others.

Acknowledgments
The authors would like to thank the support from Universiti Kebangsaan Malaysia for study leave and Universiti Sains Malaysia in making the study possible.

References
[1] Karim HA. The Satisfaction of Residents on Community Facilities in Shah Alam, Malaysia. Asian Soc Sci. 2008;4(11).
[2] Bilal M, Meera AKM, Abdul Razak D. Issues And challenges in contemporary affordable public housing schemes in Malaysia. Int J Hous Mark Anal. 2019.
[3] Ismail S, Azmi F, Thurasamy R. “Selection Criteria For Islamic Home Financing In Malaysia”. Universiti Teknologi MARA Melaka. International Journal of Business and Society, Vol.15 (No. 1), pp. 97-110. Int J Bus Soc. 2014;15(1):97–110.
[4] Byun G, Ha M. The Factors Influencing Residential Satisfaction by Public Rental Housing Type. J Asian Archit Build Eng. 2016;15(3):535–42.
[5] Ibem EO, Amole OO. Evaluation of Public Housing Programmes in Nigeria : A Theoretical and Conceptual Approach. Built Hum Environ Rev. 2010;3(January 2010):88–117.
[6] Ibem EO, Opoko AP, Adeboye AB, Amole D. Performance evaluation of residential buildings in public housing estates in Ogun State, Nigeria: Users’ satisfaction perspective. Front Archit Res. 2013;2(2):178–90.
[7] Zagreus L, Huizenga C, Arens E, Lehrer D. Listening to the occupants: a Web-based indoor environmental quality survey. Indoor Air. 2004;14(s8):65–74.
[8] Hanif M, Hafeez S, Riaz A. Factors Affecting Customer Satisfaction. Int Resour J Financ Econ. 2010;60(60):44–52.
[9] Kong Sia M, Wong Chin Yew V, Yong Lim Z, Dongqing Y. Facilities and maintenance services for sustainable high-rise living Facilities and maintenance services for sustainable high-rise living. Facilities. 2017;358(7):405–21.
[10] Strata Management Act 2013. Percetakan Nas Malaysia Berhad. 2014;(January):1–21.
[11] Ramly A bin. Prinsip dan Praktik: Pengurusan Penyelenggaraan. Selangor: Pustaka Ilmi; 2002. 271 p.
[12] Bröchner J, Haugen T, Lindkvist C. Shaping tomorrow’s facilities management. Facilities. 2019;37(7–8):366–80.
[13] Vergara L, Gruis V, van der Flier K. Understanding Housing Management by Low-income Homeowners: Technical, Organisational and Sociocultural Challenges in Chilean Condominium Housing. Buildings. 2019;9(3):65.
[14] Zhang H, Matsuoka RH, Huang YJ. How do community planning features affect the place relationship of residents? An investigation of place attachment, social interaction, and community participation. Sustain. 2018;10(8).
[15] Liais R. Housing stock: The facilities for future development. Facilities. 1998;16(11):288–94.
[16] Guo Z, Xie X, Lu Y, Khoshbakht M. Quality of life (QoL) survey in hong kong: Understanding the importance of housing environment and needs of residents from different housing sectors. Int J Environ Res Public Health. 2018;15(2).
[17] Tiun LT. Managing High-Rise Residential Building in Malaysia: Where Are We? Naprec Conf Inspen. 2009;1–25.
[18] Tawil NM, Ani C, N.M.S I, Zain MFM. Management difficulties in managing high-rise residential complexes in Malaysia: the service charge aspect. 2010;(February 2010):31–5.
[19] Suhaida MS, Tawil NM, Hamzah N, Che-Ani AL, Basri H, Yuzaine MY. Housing affordability: A conceptual overview for house price index. Procedia Eng. 2011;20:346–53.
[20] S. Abd-Wahab, Sairi A, Ani AIC, Tawil NM, Johar S. Building maintenance issues: A Malaysian scenario for high-rise residential buildings. Int J Environ Res. 2015;10(6):18.
[21] Che-Ani AL, Jamil M, Zain MFM, Mohd-Nor MPI, Mohd-Tawil N. A satisfaction survey of high-rise residential management in Malaysia: Sustainable indicators. WIT Trans Ecol Environ. 2009;120:643–52.
[22] Che-Ani AL, Tawil NM, Sairi A, Abdullah NAG, Tahir MM, Surat M. Facility management indicators for high-rise residential property in Malaysia. WSEAS Trans Environ Dev. 2010;6(4):267–76.
[23] Siti Rashidah Hanum Abd Wahab, Ani AIC, Sairi A, Nor gangany Mohd Tawil MZAR. A survey on classification of maintenance fund for high rise residential building in Klang Valley. Proc Int Conf Appl Sci Technol 2016, ICAST 2016. 2016;1761.
[24] Husna Sulaiman, Nurizan Yahaya. Housing provision and satisfaction of low-income households in Kuala Lumpur. Habitat Int. 1987;11(4):27–38.
[25] Lay Sze Oh. Housing Satisfaction of Middle Income Households in Bandar Baru Bangi, Selangor. Univ Putra Malaysia. 2000;118.
[26] Abdul-Rahman H, Wang C, Wood LC, Khoo YM. Defects in Affordable Housing Projects in Klang Valley, Malaysia. J Perform Constr Facil. 2012;28(2):272–85.
[27] Hashim AE, Samikon SA, Nasir NM, Ismail N. Assessing Factors Influencing Performance of Malaysian Low-Cost Public Housing in Sustainable Environment. Procedia - Soc Behav Sci. 2012;50(July):920–7.
[28] Mohit MA, Nazyddah N. Social housing programme of Selangor Zakat Board of Malaysia and housing satisfaction. 2011;143–64.
[29] Grum BB. Impact of facilities maintenance on user satisfaction. Facilities. 2017;35(7–8):405–21.
[30] Jiboye AD. Evaluating Tenants’ Satisfaction With Public Housing in Lagos, Nigeria. J Archit Urban. 2009;33(4):239–47.
[31] Ilesanmi AO. Post-occupancy evaluation and residents satisfaction with public housing in Lagos, Nigeria. J Build Apprais. 2010;6(2):153–69.
[32] Mohit MA, Ibrahim M, Rashid YR. Assessment of residential satisfaction in newly designed public low-cost housing in Kuala Lumpur, Malaysia. Habitat Int [Internet]. 2010;34(1):18–27. Available from: http://dx.doi.org/10.1016/j.habitatint.2009.04.002
[33] Odumodu A. Principles of Property Management. Unim Press Enugu. 2004;37–42.
[34] Llewellyn O. Management of high-rise buildings. Oxford B. 2002;219–22.
[35] Yan. Condos in the Suburb: What are the Drivers Behind the Decision to Move into Suburban Condominiums? 2015;
[36] Umezurike N. Roles of a Property Manager in effective property management. Rios Press Awka. 1988;12–7.
[37] Ha SK. Social housing estates and sustainable community development in South Korea. Habitat Int. 2008;32(3):349–63.
[38] Salleh AG. Neighbourhood factors in private low-cost housing in Malaysia. 2008;32:485–93.
[39] Zuhairuse MD, Ahmad R, Adi Irfan CA, Norngainy M. Correlational Study Between Facilities Management Components of Multi-Ownership Housing in Malaysia a Case Study of Klang Valley. Dep Archit Natl Univ Malaysia. 2005;1–6.