



Vertical Living Phenomenon in Malaysia

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XXV INTERNATIONAL FEDERATION OF SURVEYORS CONGRESS, KUALA LUMPUR, MALAYSIA, 16 – 21 JUNE 2014

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PRESENTATION OUTLINE

- i. Introduction
- ii. Vertical living in Malaysia: The Malaysian Context
- iii. Research Methodology
- iv. Satisfaction level of vertical living residents
- v. Conclusion

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INTRODUCTION

- Urban growth in Malaysia, as in many other Asian countries, has been rapid in recent years.
- More than half of the population live in urban areas
- The rate of urbanisation in Malaysia is on the rise, from about 25% in 1960 to 65% in 2005 and is expected to surpass 70% by 2020.
- Today, 68% of all Malaysian (about 18 million) live in towns and cities, a relatively high level of urbanisation for a developing country.



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VERTICAL LIVING IN MALAYSIA



- ❑ The construction of high rise development in Malaysia is obvious, especially for the limited prime land in the state such as in Kuala Lumpur, Selangor and Penang Island.
- ❑ Furthermore, the concept of high rise development has also proved attractive and popular to most of the urban dwellers.
- ❑ This can be seen in the increasing number of strata developments being planned and built in most major cities in Malaysia.

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THE REGULATION

- The strata title properties in Malaysia are recognised as parcels of properties in a building to be subdivided into separate parcels.
- This concept of strata title ownership is patterned along the Australian New South Wales Conveyance (Strata Titles) Act 1961
- Control of ownership in Malaysia was first introduced through National Land Code 1965 .
- The act introduced is a new concept of strata titles or the sub-division of building into parcels.
- Ownership of such parcels are evidenced by the issuance of a subsidiary title.

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...THE REGULATION

- The provisions relating to the subdivision of building under the National Land Code 1965 were amended from time to time to enhance their effectiveness
- The Strata Titles Act 1985, which was introduced on 1 June 1985, has repealed and replaced the inadequacies of the provisions in the NLC
- However, the Strata Titles Act 1985 was also argued to be inadequate and is in need of further amendments.

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...THE REGULATION

- In 2007, the Building and Common Property (Maintenance and Management) Act, was implemented to overcome the problem of maintaining common areas in strata developments before the setting up of the management corporation.
- This act is also viewed as not sufficient to address the issues and problems in vertical living.
- The latest Strata Management Act 2013 has repealed the Building and Common Property (Maintenance and Management) Act 2007.

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DUTIES OF VERTICAL LIVING OWNER

- ❑ Living in a residential vertical living is now becoming a lifestyle trend among the urban professional community in Malaysia.
- ❑ As opposed to landed property, in high-rise residential developments, residents must form a Management Corporation (MC) to regulate and manage all the common amenities and facilities as stipulated in the Strata Title Act, 1985.

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THE MANAGEMENT BODY

- ❑ The main objective of the Joint Management Body or Management Corporation is to maintain the common property or building to keep it in an acceptable standard or in good condition.
- ❑ The residents have to pay a fee for the facilities provided known as service charge.



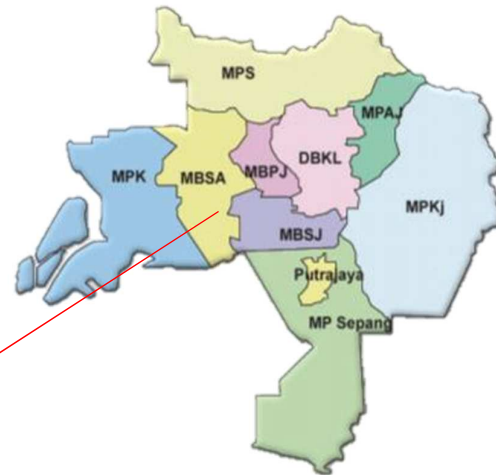
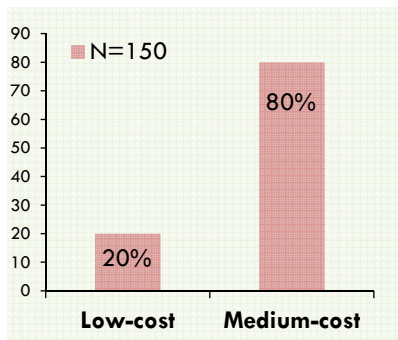
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THE FINDINGS

CASE STUDY OF SHAH ALAM, SELANGOR, MALAYSIA

Respondents are owners & tenants of low & medium cost condominiums and apartments in **SHAH ALAM, MALAYSIA**

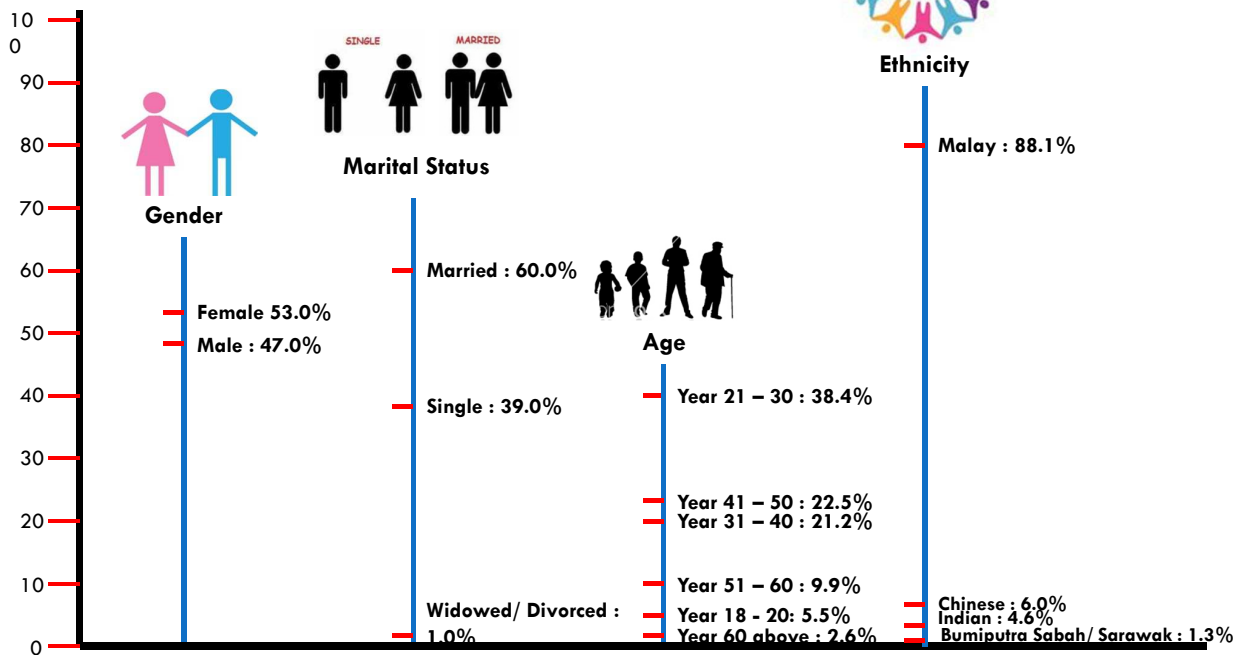
Selected based on random sampling



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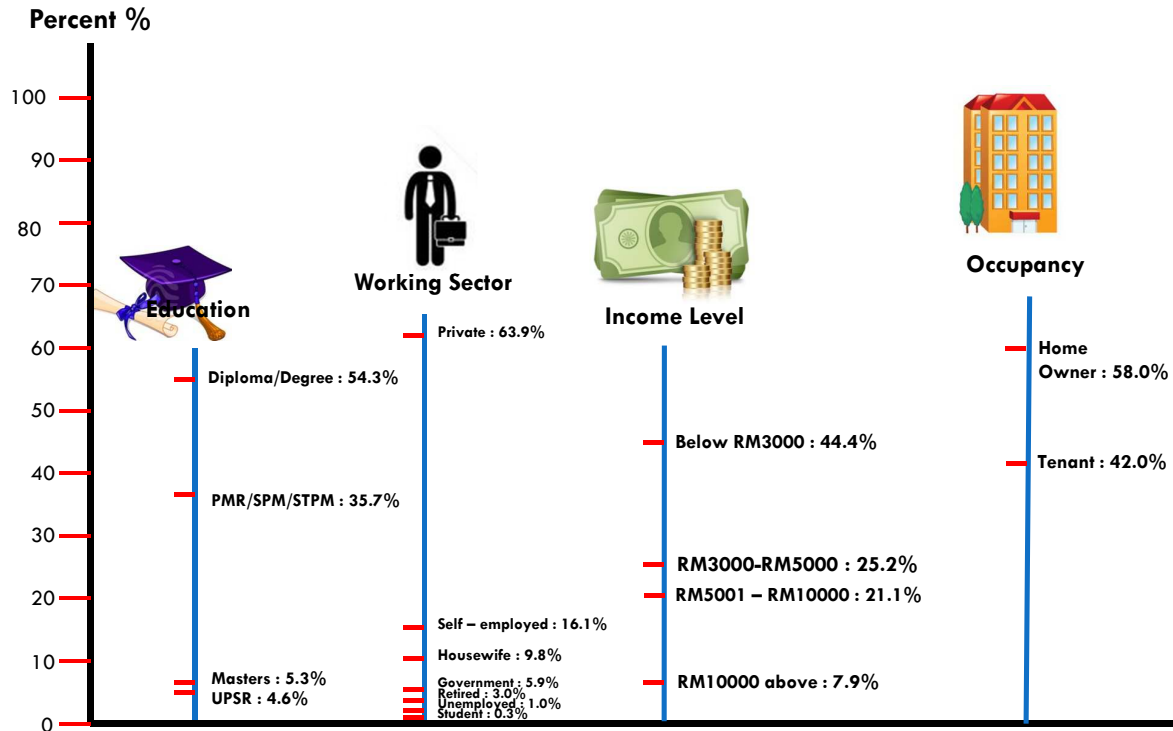
Part A | Profile of Respondents

Percent %



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Part A | Profile of Respondents

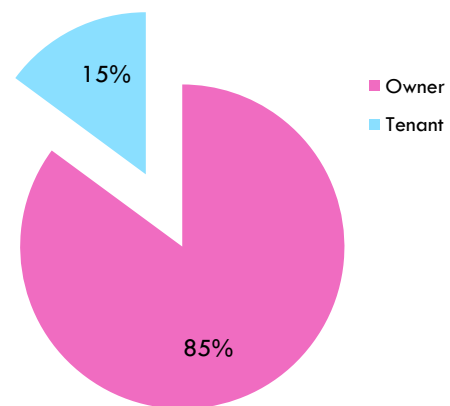


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Part B | Service Charges

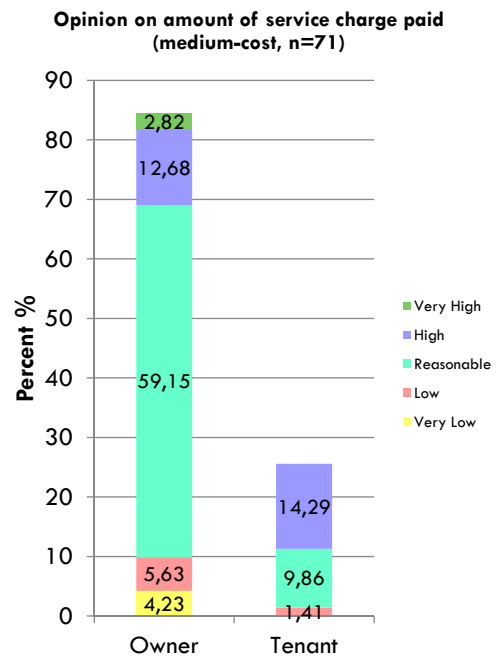
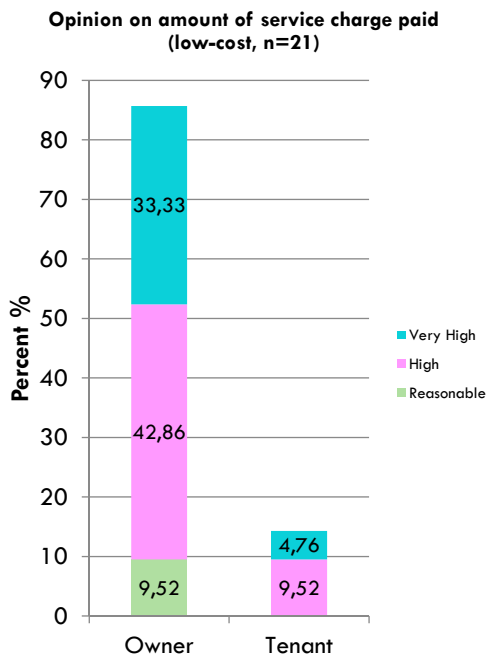
Who pays for the service charge?

		Service charge per month (RM)	
Low-cost	Mean	54.77	
	Median	55.00	
	Minimum	50	
	Maximum	55	
Medium-cost	Mean	145.82	
	Median	130.00	
	Minimum	50.00	
	Maximum	500.00	



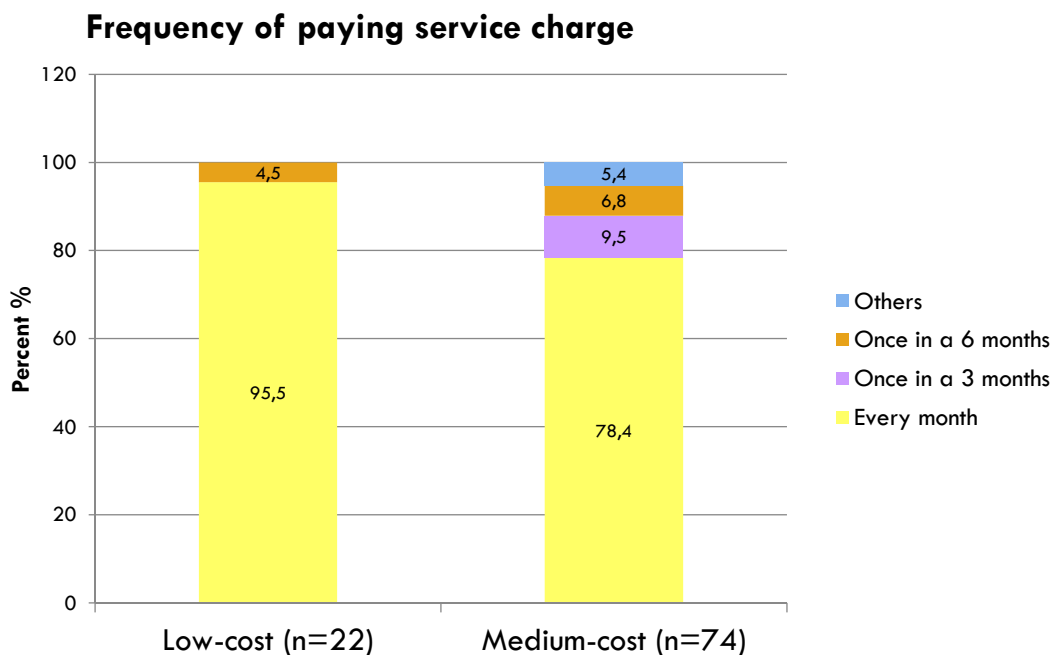
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Part B | Service Charges



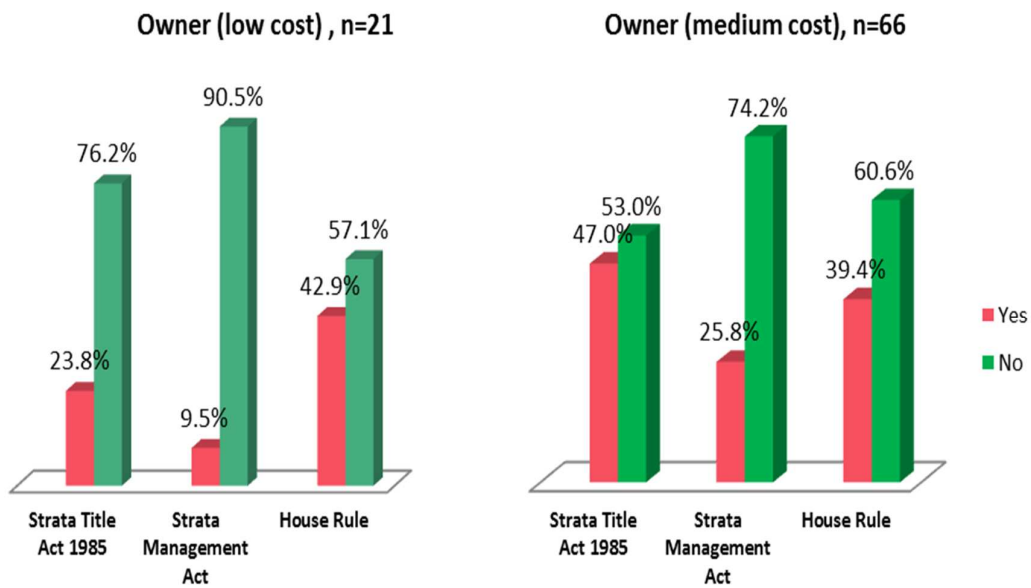
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Part B | Service Charge



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Part C | Understanding on Acts and Procedures

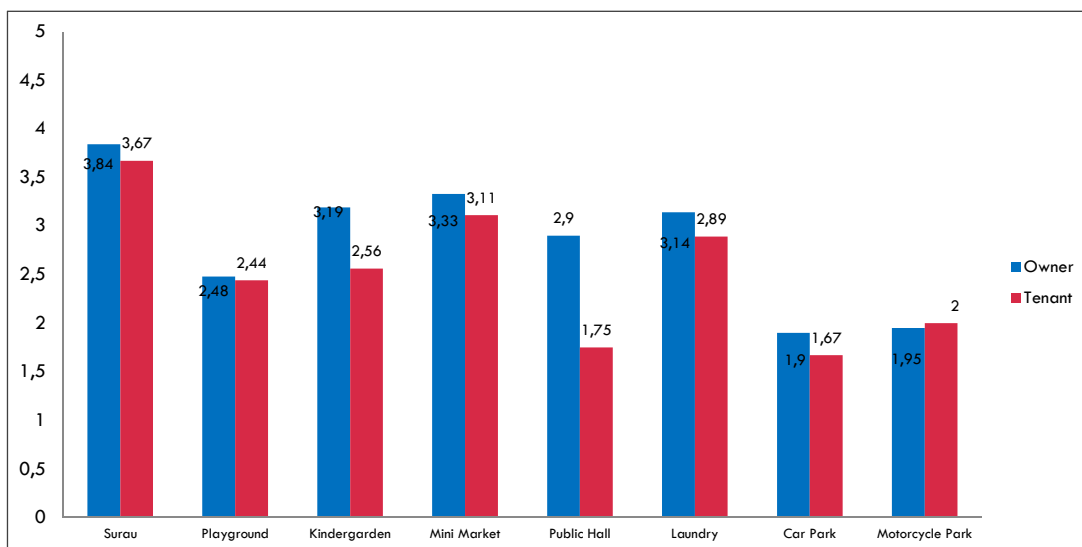


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Part D | Respondents' Perception

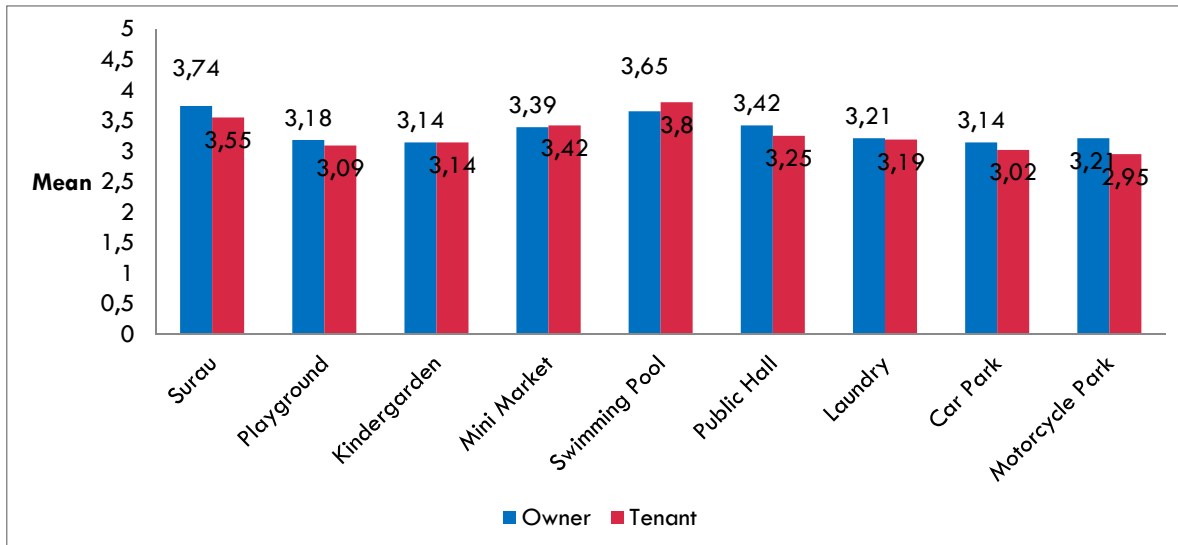
FACILITIES PROVIDED (LOW COST)



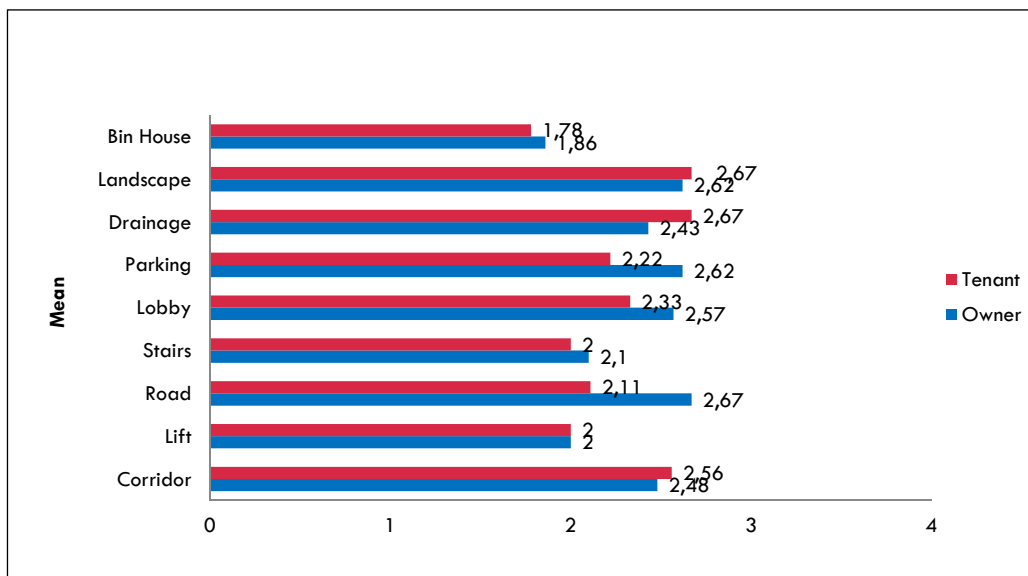
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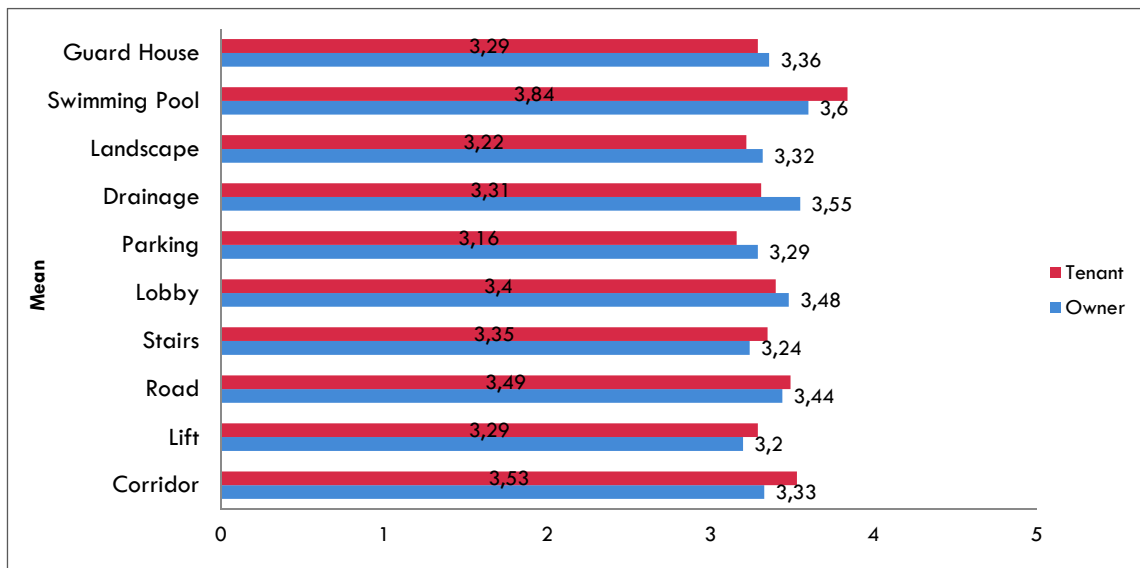
FACILITIES PROVIDED (MEDIUM COST)



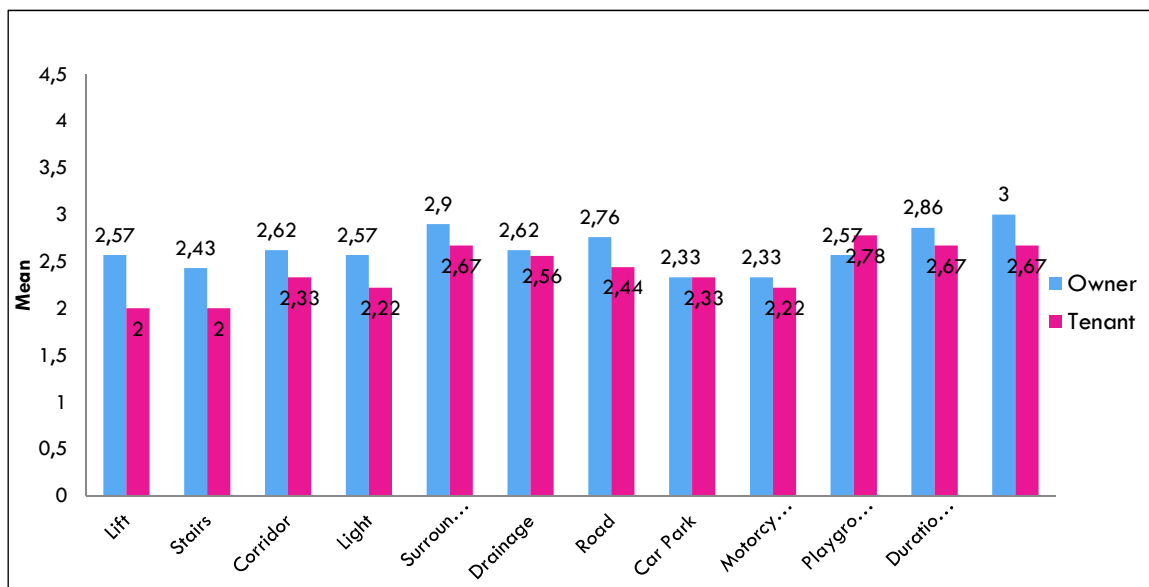
CLEANLINESS SERVICES (LOW COST)



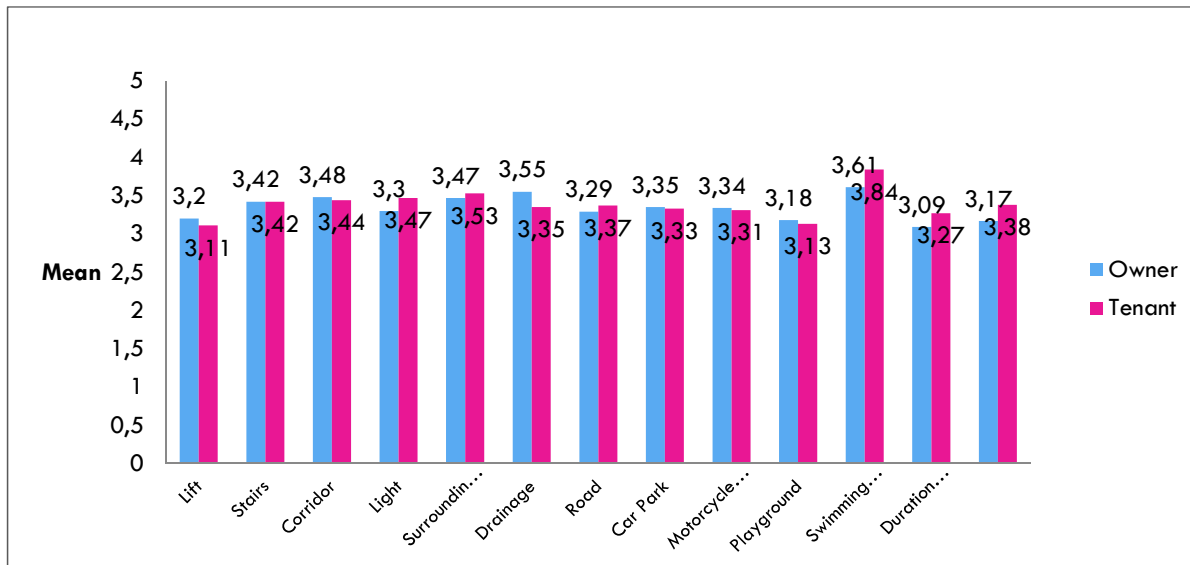
CLEANLINESS SERVICES (MEDIUM COST)



BUILDING MAINTENANCE (LOW COST)

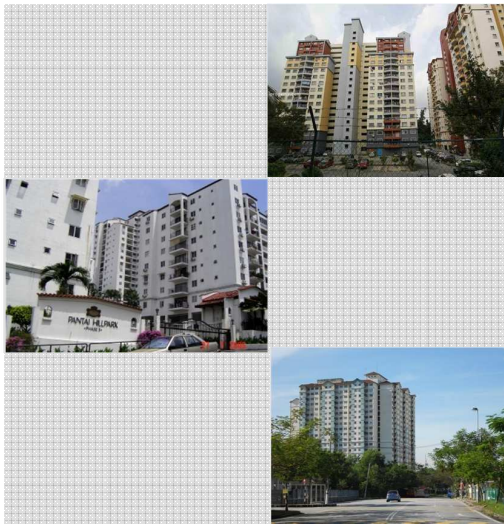


BUILDING MAINTENANCE (MEDIUM COST)



CONCLUSION

- Satisfied with the way the current JBM or MC manage the high rise residential building
- Gain more benefits than cost from vertical living
- However, the existing acts are too difficult to comprehend and to abide.



THANK YOU

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EXTRAS

FACILITIES PROVIDED (LOW COST)

Facilities	Respondents' Satisfaction										Mean (M)	
	Most Dissatisfied (%)		Dissatisfied (%)		Neutral (%)		Satisfied (%)		Very Satisfied (%)			
	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant
Musolla	0.0	0.0	1.1	7.4	28.9	35.2	58.9	51.9	11.1	5.6	3.8	3.56
Playground	0.0	0.0	6.0	5.4	39.0	48.2	27.0	26.8	28.0	19.6	2.77	2.61
Kindergarten	3.1	7.4	11.5	9.3	37.5	44.4	45.8	38.9	2.1	0.0	3.32	3.15
Shop	1.0	3.6	11.5	10.7	39.4	48.2	44.2	37.5	3.8	0.0	3.38	3.2
Multipurpose Hall	3.8	9.1	6.7	14.5	31.7	40.0	54.8	36.4	2.9	0.0	3.46	3.04
Laundry	1.2	8.0	6.2	10.0	48.1	38.0	42.0	44.0	2.5	0.0	3.38	3.18
Car Park	11.1	19.0	50.4	52.4	17.9	12.7	18.8	15.9	1.7	0.0	2.5	2.25
Motorcycle Parking	8.5	19.0	41.0	42.9	25.6	17.5	23.1	20.6	1.7	0.0	2.68	2.4

 : Owner  : Tenant

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FACILITIES PROVIDED (MEDIUM COST)



Facilities	Respondents' Satisfaction										Mean (M)	
	Most Dissatisfied (%)		Dissatisfied (%)		Neutral (%)		Satisfied (%)		Very Satisfied (%)			
	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant
Musolla	0.9	3.3	7.0	7.3	24.9	27.3	55.0	53.3	12.2	8.7	3.71	3.57
Playground	6.5	5.0	14.9	17.1	26.8	30.7	46.8	41.7	5.1	5.5	3.29	3.26
Kindergarten	3.2	3.7	9.2	13.9	33.0	34.3	47.7	38.9	6.9	9.3	3.46	3.36
Shop	0.9	4.0	11.7	13.6	32.3	29.4	46.8	45.8	8.2	7.3	3.5	3.39
Swimming Pool	1.2	3.1	11.0	7.6	23.9	30.5	56.5	51.1	7.5	7.6	3.58	3.53
Multipurpose Hall	2.5	3.0	8.8	6.7	31.3	47.0	51.1	37.8	6.3	5.5	3.5	3.36
Laundry	2.8	3.3	9.7	10	35.9	35.0	47.0	43.3	4.6	8.3	3.41	3.43
Car Park	3.7	6.1	13.3	16.9	22.9	24.9	54.3	45.1	5.9	7.0	3.45	3.3
Motorcycle Parking	4.8	6.1	11.2	15.0	29.0	27.2	48.7	44.6	6.4	7.0	3.41	3.31

 : Owner  : Tenant

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CLEANLINESS SERVICES (LOW COST)

Facilities	Respondents' Satisfaction										Mean (M)	
	Most Dissatisfied (%)		Dissatisfied (%)		Neutral (%)		Satisfied (%)		Very Satisfied (%)			
	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant
Corridor	7.7	11.1	19.7	23.8	23.9	30.2	47.0	34.9	1.7	0.0	3.15	2.89
Lift	14.5	14.3	24.8	31.7	23.9	23.8	35.9	30.2	0.9	0.0	2.84	2.7
Road	4.3	11.1	21.4	28.6	32.5	34.9	40.2	25.4	1.7	0.0	3.14	2.75
Stairs	10.3	11.1	22.2	41.3	36.8	31.7	29.1	15.9	1.7	0.0	2.9	2.52
Lobby	4.3	9.5	23.9	23.8	40.2	44.4	31.6	22.2	0.0	0.0	2.99	2.79
Car Park	9.4	20.6	23.1	25.4	30.8	31.7	36.8	22.2	0.0	0.0	2.95	2.56
Drainage	7.7	19.0	26.5	25.3	40.2	38.1	25.6	17.5	0.0	0.0	2.84	2.54
Landscape	10.3	20.6	21.4	23.8	48.7	36.5	19.7	19.0	0.0	0.0	2.78	2.54
Bin House	9.4	15.9	44.4	39.7	26.5	25.4	19.7	19.0	0.0	0.0	2.56	2.48

 : Owner  : Tenant

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CLEANLINESS SERVICES (MEDIUM COST)

Facilities	Respondents' Satisfaction										Mean (M)	
	Most Dissatisfied (%)		Dissatisfied (%)		Neutral (%)		Satisfied (%)		Very Satisfied (%)			
	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant	Owner	Tenant
Corridor	3.8	3.8	11.8	10.8	22.0	22.2	56.0	53.8	6.4	9.4	3.5	3.54
Lift	6.7	6.1	11	15	28.1	22.5	48.4	48.4	5.9	8.0	3.36	3.37
Road	2.2	2.8	7.3	11.8	28.6	25.5	55.5	51.4	6.5	8.5	3.57	3.51
Stairs	5.9	5.2	12.3	13.6	26.3	26.3	49.3	46.9	6.2	8.0	3.38	3.39
Lobby	2.7	3.8	9.9	11.8	23.4	27.4	53.5	48.1	10.5	9.0	3.59	3.47
Car Park	2.4	5.2	10.8	11.7	23.1	29.1	53.8	45.1	9.9	8.9	3.58	3.41
Drainage	4.8	4.2	8.6	12.2	22.6	27.7	56.7	47.9	7.3	8.0	3.53	3.43
Landscape	5.6	3.8	9.7	13.1	26.1	34.7	47.8	40.4	10.8	8.0	3.48	3.36
Swimming Pool	2.8	4.6	6.3	7.7	25.0	22.3	58.7	58.5	7.1	6.9	3.61	3.55
Guard House	1.7	1.5	8.7	13.4	28.9	26.4	50.6	50.2	10.1	8.5	3.59	3.51
Bin House	4.0	4.7	10.7	13.6	29.2	29.6	48.8	44.6	7.2	7.5	3.45	3.37

 : Owner  : Tenant

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