

CHAPTER 1

INTRODUCTION

In the new millennium century, a lot of property developments are being extended throughout the Malaysia territory. Developers are trying to promote the housing and commercial development by showing quality assessment certificates which they were awarded to sell well their built properties. By the way, building owners or purchasers concern about the quality of the properties to withstand any disasters. This is because the disasters occurred recently such as tremor effect on high-rise buildings and also flood happened throughout the whole Malaysia.

In Malaysia, there are some well-known building quality assessments to measure or evaluate every construction project and each assessment with their own evaluation aspects. For example, Construction Quality Assessment (Conquas) is one of the building quality assessments to control the quality standards of buildings by scoring system for a project. They derive the score is based on a systematic testing that involves electrical, architectural, mechanical and structural random testing carried out by different members throughout the construction period.

Vacant possession can be considered as a new or used empty state of occupants and available for the buyer to occupy immediately. Before handover of vacant possession to

owner, the developer must ensure the vacant possession fulfill the requirements to be occupied such as water and electricity supply. Owners need to confirm the project to be built up according the specification which had been stated in the Sale and Purchase Agreement.

During the Defects Liability Period (DLP), the developer is responsibility on the defects which were found by the owner in the vacant possession after taken the vacant possession. However, the expectation on the defects between developer and purchasers is not the same. Therefore, purchasers uncertain of the quality of the properties and wondering the need of experts or professional certification on the quality and safety of the properties before or after took over the vacant possession.

This dissertation is providing an insight into the building condition and quality inspection assessment, as well as professional expert's perspective on the quality assurance to the building constructions. This would highlight the topic and awareness of the property purchasers that the importance of construction quality on properties during the handover vacant possession process can reduce the conflict between developer and purchasers.

1.1 Problem Statement

Whenever vacant possession is delivered to the purchasers of properties, they might encounter numerous problems by developers and the purchasers could not renovate or occupy their properties because the Certificate of Fitness for Occupation (CFO) was not issued. Besides that, the property purchasers also complaint that even though when the CFO have been issued, there were a lot of defects on the vacant possession when they had taken over from the developer, even they are “three (3) high” properties which are “high rise”, “high end” and “high price”. However, in the builder’s view that the defects are within the tolerant and none of a project could 100% zero defect. Hereby the conflict between developer and purchasers occurred.

A lot of people do not know that the building condition survey is important for those who want to buy a property, either new or old assets before and after handover vacant possession. Here has an argument of the need of a professional to allocate into this process. The condominium purchasers wonder a vacant possession handover guideline or checklist which could be used by a non-technical person.

1.2 Aim

The aim of this dissertation is to produce a procedure and a guideline or checklist for the condominium purchaser. The research would assess building construction quality on the vacant possession during the handover and post-handover process, with referring to the

quality assurance assessments in Malaysia and the defects rectification efficiency during DLP from chosen case studies. The purchasers and professionals comments would be taken for consideration on the building quality and the need of professions to play their role in the process.

1.3 Objectives

1. To understand the building construction quality assessments and their practice on building construction quality during handover vacant possession in Malaysia.
2. To analyze the most of complaints by the occupants of the properties on the building defects and the efficient rectification works during vacant possession handover process.
3. To propose handover inspection checklist (HOIC) and procedure for vacant possession quality assessment for the condominium buyers.

1.4 Research scope

The research is limited to high-rise residential buildings which are condominiums in the range between twenty five stories height to thirty five stories height. It was within the scope of the existing buildings in Malaysia (Kuala Lumpur) which is in the process of handing over to the purchasers. The study cases are carried out through visualization and with technical instruments, if necessary.

1.5 Methodology

The research methodologies that can be used to collect data for this research purposes are as below.

1.5.1 Primary data:

1. Personal interview

The interviews are carried out to gain the information and opinion from professionals about the building quality assurance and assessment. Besides that, ask for the opinion of the needs of related professions to inspect the high-rise residential buildings in Malaysia during handover vacant possession process. The interview questions will be prepared and base on face to face interview section.

2. Questionnaires

Questionnaires are distributed to the occupants to gain the experience and opinion from the occupants of the expectation on building quality. Besides that, to get the information of the most complaints by the occupants of the properties on the building defect and the efficient rectification works during defect liability period. All the data collected will be analyzed and come out the finding on the issues.

3. Observation

Analytical observations are carried out on the case studies about the structures and also finishing quality on the properties. The properties surrounding area is also the important

event to be highlighted through this observation. Photos of the case studies' condition and defects may be taken while viewing and inspecting. Checklist will be prepared to ensure the enquiry aspects would be check out. All information gain from case studies will be analyzing.

4. Collection

Collect information or data from the certain related individual or parties such as Quality Assurance Department in Development Company and building quality assessment institution (ISM and Local Authority) during research period.

1.5.2 Secondary data:

Any reference books, journal, websites, property magazines, documentary and seminar papers related to building quality and handover vacant possession process would be consider as reference materials.

1.6 Research structure

1.6.1 Chapter 1: Introduction

This chapter consists of the general information to the research including the introduction, problem statement, aim, objective, and the scope of research, research methodology and structure research.

1.6.2 Chapter 2: Theory and Literature Review

This chapter would be including the definition of the title of this dissertation and literature for this dissertation. The literatures were abstract from the reference such as books, journal and website.

1.6.3 Chapter 3: Building Construction Quality Assessment in Malaysia

With this chapter, the most quality assessments for properties in Malaysia which have been used will be studied in details. The method of assessment, person who involved in the assessment and any information about the building quality assessments would be studied and compared.

1.6.4 Chapter 4: Methodology

The methodology would be discussed in this chapter. The research methodologies include the primary data and secondary data collection. Primary data are including personal interview, questionnaire, observation and data collection. Secondary data are consist with the information from books, journals, websites and so on.

1.6.5 Chapter 5: Case studies.

In this chapter, some of the case studies will be chosen and study. The case studies are included the properties which were in the handing over vacant possession process. The condition of the vacant possession will be studied through condition survey and inspection. Besides that, the purchasers and professions involved opinion can be gained from the case studies through questionnaire or interview.

1.6.6 Chapter 6: Analysis & Finding

Analysis and findings will be done on all the data and information which are collected from profession, departments, and also purchaser of the regarded case studies to get the conclusion for this research. All the interviews and questionnaires will be concluded into quantitative and qualitative matter to determine the need of professions to inspect the properties during handover vacant possession process in Malaysia. The most of complaints by the occupants of the properties on the building defect and the efficient rectification works during defect liability period would be analyzed.

1.6.7 Chapter 7: Conclusion

At the end of the research, this dissertation will conclude the most common defect complaints during handover vacant possession process in Kuala Lumpur, Malaysia. Lastly recommend the efficient construction quality survey procedure and handover vacant possession quality assessment.