

APPENDIX A : Interview with MBMB and MPPP

Interview 1

Date : January 2009. MBMB. Melaka

1	Name	Erne Bt. Hamzah
2	Gender	Female
3	Age	35
4	Position	Conservation Architect
5	The number of years served in the current position	8 years
6	Experience(s)	Conservation management of Melaka

Q1. Melaka Bandaraya Bersejarah has been given the status ‘World Heritage List’ by the UNESCO, How do you think the local authorities would maintain this status?

A1.The history of Melaka as the trading port from the Eastern and the Western countries would not change. The criteria that need to be maintained are the multicultural heritage, which are the original activities at the area, for example, the traditional trades, business activities, plus, cultural and religious events. The second criteria are the architectural, where some of these buildings are still maintained for their architectural values, and the local authority has guidance in conserving these heritage buildings under a number of acts, such as Planning Act, Heritage Act, Heritage Enactment, and the latest is the RKK Special Area Plan, which is still in draft. As for state level, the Conservation Management Plan and the Special Area Plan for both George Town and Melaka, the documents which are needed to cover both sites are submitted to the UNESCO. All

upgrading activities on the heritage buildings would need to be approved by the Local authority first, through the Conservation Department.

Q2. What are the benefits gained after being coffered with the status 'WH List'?

A2. The benefits after being coffered with the status by the UNESCO are not in terms of finance, but in terms of advice, expertise and promotions. Promotions are mostly done by the tourism sector.

Q3. What are the weaknesses found after being listed?

A3. One of the weaknesses found after being listed is the incoming number of foreign and local tourists that has caused the owners to convert their shop houses for accommodation to satisfy demands. Besides, the private and public traffic are over flooded during the public holidays and weekends that cause traffic congestion in the city centre, plus, there are insufficient parking spaces.

A4. How can the local authority control the number of the buildings to be demolished for new development or refurbishment?

Q4. Heritage buildings do not include single buildings alone, but also shop houses and townhouses. The local authority controls the number of shop houses, especially from being demolished through enforcement and control from submission. The proposal to demolish such buildings is totally unacceptable in a conservation area. The other issue would be the conversion of these buildings to be used as bird nest house. Our department is trying to control this activity and a number of surveys have been carried out to identify the shop houses that have been converted to bird nest houses. Hence, action will be taken to stop these activities and to clear the equipment.

Q5. Do you think the residents at the Jonker Street and the Heeren Street are concerned about the conservation of their properties, especially the shop houses and townhouses?

A5. Yes, the residents of the Jonker Street and the Heeren Street are very concerned about the conservation of their properties. The conservation activities have begun since 1988 at these areas and we have advisers for the both streets, such as the Malacca Heritage Trust and the Persatuan Penganjur Jonker Street that will cooperate with the local authority.

Q6. Do the conservation activities meet the standards specified by the UNESCO?

A6. The UNESCO does not list the guidelines or conditions for the conservation areas, but we will have to list down the guidelines and submit them to the UNESCO to be evaluated. All activities and programmes are reported to the UNESCO to be assessed and if there are any issues raised, they will conduct site evaluation.

Q7. Do we have a Management Plan and what is the objective (s) of the management of conservation?

A7. We don't have a management plan, but we do have the Department of Town Planning, under the MBMB and we have proposed a new Conservation Department to administer the conservations in Melaka. Under this new department, the scope of work is reconstructed for building conservation, guidelines, law enforcement, consultation on conservation and buildings used, and the last one will be incentives and aids.

The existing guidelines that we have adopted as part of the management plan are more technical and building oriented. I believe that the Department of Heritage will soon draft the management plan as it is part of the requirement by the UNESCO.

At present, there are legal instruments in Malaysia for conservation with the National Heritage Act, (Act 645, 2005). However, there are no details on the protection of cultural properties.

Q. What are the present protection plans for cultural properties in Melaka?

The protective designation for Melaka is confined to the common principles of practices that are undertaken by various government agencies within the country. To this effect, the agencies, ranging from the recently established Department of National Heritage, the Department of Museum (both within the Ministry of Information, Communication and Culture), the Department of Town and Country Planning, and various local authorities (both within the Ministry of Housing and Local Government) in the whole of Peninsular Malaysia, play very important roles in maintaining and safeguarding the heritage entities within the country. Each of these departments mentioned has within themselves the operative measures governed by respective legislations and procedures. The following are the general statutory frameworks at the national level that are available in this country and are adopted by various relevant agencies for implementation.

The Department of Heritage, and the Ministry of Information, Communication and Culture are the agencies responsible for the management and monitoring of the country heritage as a whole; including properties within the Core and Buffer Zones.

Here, the monitoring of heritage properties in the Historic City of Melaka is being carried out by the respective Enforcement Units among the local authorities concerned.

Besides, under the existing by-law in Malaysia, building and/or land owners are required to obtain permission from the Municipal Council for building works that

involve repairs, renovations and restorations, as well as constructions of new buildings. In the case of minor works, a simple form stating the work to be carried out has to be submitted, while for major works, a building plan submission with necessary architecture and construction drawings are required.

At present, the Historic City of Melaka applications are being evaluated by the Heritage Units, under the wing of Heritage Department of Urban Planning and Development.

Furthermore, the building Departments of MBMB monitor building construction work on sites, but not in the state of conservation of the buildings which are urgently needed for both WH cities. Both historic cities are in the developing database for heritage building using the geographical information system (GIS) to monitor the state of conservation. The records of heritage building inventory include the conditions they are kept in and maintenance by the heritage Units within the Planning Departments of the respective Municipal Councils.

According to the reports from the UNESCO in 2008 during the inscription, they have pointed out three indicators that have been used by both Melaka and George Town in measuring the state of conservation, which are the conditions of the repair work, before and after conservation works, and awards received from local and international institutions. The monitoring of the repair work is carried out on a regular basis and the physical conditions of the buildings are characterised as 'very good', 'good', 'fair' or 'bad'. The monitoring and recording of the before and after conservation works are also carried out progressively when the owners appeal for repairs and restoration works (UNESCO, 2008, p. 82).

In addition, Melaka has legal protection from the Enactment of Conservation and Restoration of Cultural Heritage in Melaka (1988) and Guidelines for the Conservation Area and Heritage Buildings for George Town (2010) in George Town to protect and conserve the heritage buildings. Nevertheless, at present, the conservation at the WH cities of Melaka and George Town is mainly building oriented rather than the whole of cultural properties. The absence of management plan means that there is no monitoring strategy which is vital to ensure the state of conservation of the cultural properties that are to be protected and conserved.

Q9. Is there a formal monitoring system established for these sites? If Yes, who are involved in this system?

A9. No, we don't have. We are the first to formulate the management plan and identify the management objectives and then, the monitoring will follow suit. Eventually, MBMB will have to set up a Management Plan before reporting to the UNESCO.

Q10. How do you monitor the OUV of Melaka?

A10. OUV is a term that is recognised by the UNESCO, and we have to strategize on managing the cultural properties in Melaka. For the time being, we only refer to guidelines, such as the sizes of the signage on the facade of the buildings or even the colour preferred.

Q11. Are there any indicators established to monitor the state of conservation of the cultural property in Melaka?

A11. At present, MBMB does not have any specific criteria as indicators to monitor the OUV. However, we have close monitoring on the conditions of the heritage buildings, which is under supervision by the departments in MBMB.

A12. We only have three indicators for measuring the state of conservation when submitting for nomination on monitoring our properties, which are; the state of repair, before and after conservation works, and awards received. However, there is a need to improve as soon as commented by the UNESCO in 2008.

Q13. What are the challenges related to the WH sites?

A13. We identify two main big tasks: i) Management Plan and ii) Managing change.

Administratively, the newly formed Department of Heritage, and the Ministry of Culture, Arts and Heritage are the agencies responsible for the management and monitoring of the country heritage as a whole, whereas the MBMB and George Town are monitored by the respective Enforcement Unit of the local authorities concerned, as mentioned above.

As newly listed sites, there are many things to be detailed up as far as the administrative is concerned, especially documentations and records for easy retrieval. Among the challenges that are related to the WH sites are:

i) Managing the sites

Melaka is considered a large area with many buildings and narrow streets. There are also negligible large vacant spaces for recreation and open spaces. There are more than 4,000 buildings to manage. Every day, the cities face traffic congestions, especially during the peak hours. It faces constant development pressures. It has no green field sites to plan for change and to meet the needs of the community.

As for the city centre, there are frequent demands to demolish buildings and rebuild with higher plot ratios to extract the values out of the urban land in the cities.

As for those living in these cities, they are faced with pollutions from the economic activities. Water, air, and noise pollutions have to be contained and managed. Urban utilities and services are under pressure from the developments and population growth.

Although the state and the local authorities have drawn plans to manage the city centres and to protect the heritage values as early as in the 1980s, the pressure continues to exist as the cities have to adapt to change and grow with time while trying to conserve their heritage values.

ii) Displacement and loss of the residential population

The presence of an aging population is another threat to the WHS. An aging population has different lifestyle that does not only change the cities' economy, but their use of space as well. Retail businesses that thrive on consumer-oriented society are challenged into trying to survive. These are also other indirect impacts as the aging population lacks the necessary occupational skills to engage in new businesses, and to attract a wider range of new investments into the city Conservation Zones. The loss of residential population is compounded by the lack of living spaces to attract younger people, especially those with families to live in the WH sites. Most of the younger people who work in the city centre do not live there, and those who do stay with their parents have lower skills and are not able to afford places of their own. The potential negative effects from displacement and aging population are:

*The slow out migration of traditional businesses away from the Core Zone due to poor business,

*the closure of schools that are part of the cities' heritage,

*the declining number of population to sustain the vibrancy of the cities,

*The loss of multi-culturalism, and

*The gradual decline of traditional skills and crafts from the lack of available replacement from the existing population.

iii) Threats due to mass tourism

Melaka, like many other growing cities, have encountered difficulty with their increasing traffic generated from the rise in private vehicle ownership over time. As such, the local authorities in the respective areas have taken various measures to manage traffic congestion generated internally. Special attention has been given to the WH cities of Melaka and George Town because of their narrow streets and lack of parking spaces. However, with the rapid expansion of tourism in these two cities, traffic congestion has increased and at times, it threatens the liveability of the site. The narrow streets of the WH cities would have to now cope with tourist buses, more private motorcars, and haphazard parking. The traffic problem is further compounded by inadequate public transportation and pedestrian connectivity in the WHS. Attempts have been made by different levels of authorities to address to these two problems in the WH sites, but the progress is slow and difficult. Even the use of buses in the Core Zones of both cities has resulted in damages to the heritage buildings. In this respect, there is a need for a comprehensive appraisal for an approach to tackle the traffic problems in these WH cities.

iii) Gentrification

Gentrification is known to bring about a change that is alien to the living cultural landscape. Whilst urban regeneration is welcomed, uncontrolled gentrification of the Core and Buffer Zones without proper research and sufficient information and

knowledge could undermine the architectural integrity and cultural values of the WH sites. Poorly executed restorations and renovations, and sometimes, illegal works would damage the integrity and the authenticity of the WH cities .Gentrification can bring about displacement to the original communities and their multicultural lifestyles. The replacement of living spaces with commercial and business uses brings about a change in the original character of the streets in the WHS and destroys the intrinsic values created by multi-culturalism of the sites. The development of hotels, restaurants and shops could induce major transformation in the cities that may not be always positive on the urban landscape and they may not be always welcomed by the communities living there. Such changes have to be guided and monitored so that they do not undermine the core values of the WH cities.

iv) Dilapidated and vacant premises

Upon nomination of inscription of Melaka and George Town as WH sites, there has been a growing interest in the buildings and land located within the WH sites as their investment potentials have raised. However, although some of these premises have changed ownership, they have not been restored or improved, but are left vacant.

Leaving these heritage premises vacant and in dilapidated conditions undermines the integrity and the safety of the area. Empty and vacant buildings are often vulnerable to thefts and squatting by undesirable parties such as drug addicts and vagrants. They are fire hazards not only to themselves, but also to the surrounding neighbourhood. The presence of these premises has to be monitored and controlled, and if possible, to be acquired by a third party and restored for the benefit of the entire community and the WHS.

Lastly, that I believe to be a challenge as well is

V) The Absence of Monitoring System and Funding

It is understood that living in a heritage city, buildings are constantly being used, adapted, repaired, and remodelled by tenants and owners according to their needs and resources. Such modifications require permissions and approvals from the authorities, without which, these modifications could threaten the living heritage in the area. There are statutory requirements in place for managing changes and modifications. The local authorities have relied on a set of statutes and guidelines for renovations and restorations. Thus, rules and guidelines are drawn by the authorities to seal the loopholes discovered within the laws and statutes on restorations and renovations to heritage buildings. In both areas, the authorities are faced with challenges when the owners claimed lack of knowledge and absence of information in doing poor jobs of renovations and restorations.

Researches on buildings and materials are an ongoing task and some efforts are made to help owners with available information but there are still gaps. The monitoring and enforcing systems are weak. All these require manpower and resources among the authorities and these have yet to be effectively put in place.

Many owners in the WH cities do not have the financial resources to undertake repairs and restorations. One of the challenges is the lack of available incentives. Some are in place, but they appear insufficient to stimulate and motivate the owners to do more.

These are among the most threatening factors to Melaka WH city, as I see when the site is granted as a WH city as there are many to offer and there are also many risks to the site.

Interview 2

Date: February 2009. MPPP, Penang

1	Name	Tan Lin Hai
2	Gender	Male
3	Age	30
4	Position	Conservation Architect
5	The number of years served in the current position	5 years
6	Experience(s)	Conservation management of George Town

Q1. George Town has been given the status ‘World Heritage List’ by the UNESCO. How do you think the local authorities would maintain this status? What is your opinion on the declaration of UNESCO of George Town as a heritage site in year 2008?

Penang, being a heritage town, is rich with attractive historic sites and cultural events, but this is limited to the settlements at Lebuh Armenian and Lebuh Aceh that stand out as truly unique living heritage. Hence, with its heritage declaration, it will raise awareness among the public about the existence of these streets. Moreover, it will also enhance the appreciation of the younger generation on these sites that are full of migration history among the Chinese, Malay and Indian communities to this island.

A1. The history of George Town as the trading port from the Eastern and the Western countries would not change. The criteria that need to be maintained are the multicultural heritage, which are the original activities at the area, for example, the traditional trades, business activities, plus, cultural and religious events. The second criteria are the architectural, where some of these buildings are still maintained for their architectural values, and the local authority has guidance in conserving these heritage buildings under a number of acts, such as Planning Act, Heritage Act, Heritage Enactment, and the latest is the RKK Special Area Plan, which is still in draft. As for state level, the Conservation Management Plan and the Special Area Plan for both George Town and Melaka, the documents which are needed to cover both sites are submitted to the UNESCO. All upgrading activities on the heritage buildings would need to be approved by the Local authority first, through the Conservation Department.

What make these streets so special compared to the other streets?

The uniqueness about these streets is derived from the relationship between its neighbours that has been formed since decades ago. In the 1900s, the immigrants had come and established the settlement.

Q2. What are the benefits gained after being coffered with the status 'WH List'?

A2. The benefits after being coffered with the status by the UNESCO are not in terms of finance, but in terms of advice, expertise and promotions. Promotions are mostly done by the tourism sector.

Q3. What are the weaknesses found after being listed?

A3. One of the weaknesses found after being listed is the incoming number of foreign and local tourists that has caused the owners to convert their shop houses for

accommodation to satisfy demands. Besides, the private and public traffic are over flooded during the public holidays and weekends that cause traffic congestion in the city centre, plus, there are insufficient parking spaces.

A4. How can the local authority control the number of the buildings to be demolished for new development or refurbishment?

Q4. Heritage buildings do not include single buildings alone, but also shop houses and townhouses. The local authority controls the number of shop houses, especially from being demolished through enforcement and control from submission. The proposal to demolish such buildings is totally unacceptable in a conservation area. The other issue would be the conversion of these buildings to be used as bird nest house. Our department is trying to control this activity and a number of surveys have been carried out to identify the shop houses that have been converted to bird nest houses. Hence, action will be taken to stop these activities and to clear the equipment.

Q5. Do you think the residents at the Lebuah Armenian and Lebuah Aceh are concerned about the conservation of their properties, especially the shop houses and townhouses?

A5. Yes, the residents of the Lebuah Armenian and the Lebuah Aceh are very concerned about the conservation of their properties. The conservation activities have begun since 1988 at these areas and we have advisers for the both streets such as the Malacca Heritage Trust and the Persatuan Penganjur Jonker Street that will cooperate with the local authority.

Q6. Do the conservation activities meet the standards specified by the UNESCO?

A6. The UNESCO does not list the guidelines or conditions for the conservation areas, but we will have to list down the guidelines and submit them to the UNESCO to be

evaluated. All activities and programmes are reported to the UNESCO to be assessed and if there are any issues raised, they will conduct site evaluation.

Q7. Do we have a Management Plan and what is the objective(s) of the management of conservation?

A7. We don't have a management plan, but we do have the Department of Town Planning, under the MPPP and we have proposed a new Conservation Department to administer the conservations in George Town. Under this new department, the scope of work is reconstructed for building conservation, guidelines, law enforcement, consultation on conservation and buildings used, and the last one will be incentives and aids.

The existing guidelines that we have adopted as part of the management plan are more technical and building oriented. I believe that the Department of Heritage will soon draft the management plan as it is part of the requirement by the UNESCO.

At present, there are legal instruments in Malaysia for conservation with the National Heritage Act, (Act 645, 2005). However, there are no details on the protection of cultural properties.

Q. What are the present protection plans?

The protective designation for George Town is confined to the common principles of practices that are undertaken by various government agencies within the country. To this effect, the agencies, ranging from the recently established Department of National Heritage, the Department of Museum (both within the Ministry of Information, Communication and Culture), the Department of Town and Country Planning, and various local authorities (both within the Ministry of Housing and Local Government)

in the whole of Peninsular Malaysia, play very important roles in maintaining and safeguarding the heritage entities within the country. Each of these departments mentioned has within themselves the operative measures governed by respective legislations and procedures. The following are the general statutory frameworks at the national level that are available in this country and are adopted by various relevant agencies for implementation.

The Department of Heritage, and the Ministry of Information, Communication and Culture are the agencies responsible for the management and monitoring of the country heritage as a whole; including properties within the Core and Buffer Zones.

Here, the monitoring of heritage properties in George Town is being carried out by the respective Enforcement Units among the local authorities concerned.

Besides, under the existing by-law in Malaysia, building and/or land owners are required to obtain permission from the Municipal Council for building works that involve repairs, renovations and restorations, as well as constructions of new buildings. In the case of minor works, a building plan submission with necessary architecture and construction drawings are required.

At present, the Historic City of George Town applications are being evaluated by the Heritage Units, under the wing of Heritage Department of Urban Planning and Development.

Furthermore, the building Departments of MPPP monitor building construction work on sites, but not in the state of conservation of the buildings which are urgently needed for both WH cities. Both historic cities are in the developing database for heritage building using the geographical information system (GIS) to monitor the state of conservation.

The records of heritage building inventory include the conditions they are kept in and maintenance by the heritage Units within the Planning Departments of the respective Municipal Councils.

According to the reports from the UNESCO in 2008 during the inscription, they have pointed out three indicators that have been used by George Town in measuring the state of conservation, which are the conditions of the repair work, before and after conservation works, and awards received from local and international institutions. The monitoring of the repair work is carried out on a regular basis and the physical conditions of the buildings are characterised as 'very good', 'good', 'fair' or 'bad'. The monitoring and recording of the before and after conservation works are also carried out progressively when the owners appeal for repairs and restoration works. (UNESCO, 2008, p. 82)

In addition, George Town has legal protection from the Guidelines for the Conservation Area and Heritage Buildings for George Town (2010) to protect and conserve the heritage buildings. However, at present, the conservation at the WH cities of Melaka and George Town is mainly building oriented rather than the whole of cultural properties. The absence of management plan means that there is no monitoring strategy which is vital to ensure the state of conservation of the cultural properties that are to be protected and conserved.

Q9. Is there a formal monitoring system established for these sites? If Yes, who are involved in this monitoring system?

A9. No, we don't have. We are the first to formulate the management plan and identify the management objectives and then, the monitoring will follow suit. We are in the process of developing the criteria once the management plan is ready.

Q10. How do you monitor the OUV of George Town?

A10. OUV is a term that is recognised by the UNESCO, and we have to strategize a conservation plan to be established. Besides, we only refer to guidelines which are building oriented.

Q11. Are there any indicators established to monitor the state of conservation of the cultural property in George Town?

A11. At present, George Town does not have any specific criteria as indicators to monitor the OUV. However, we have close monitoring on the conditions of the heritage buildings, which is done under the Engineering Department at the MPPP.

A12. We only have --- when submitting for the nomination, which need to be improved soon, as commented by the UNESCO in 2008.

Q13. What are the challenges found in George Town as a WH site?

A13. As a newly listed site, there are so many things to be administered. Among the challenges are:

i) To manage the site

George Town is considered a large area with many buildings and narrow streets. There are also negligible large vacant spaces for recreation and open spaces. There are more than 2,000 buildings to manage. Every day, the city faces traffic congestion, especially

during the peak hours. It faces constant development pressures. It has no green field sites to plan for change and to meet the needs of the community.

As for the city centre, there are frequent demands to demolish buildings and rebuild with higher plot ratios to extract the values out of the urban land in the cities.

As for those living in the city, they are faced with pollutions from the economic activities. Water, air, and noise pollutions have to be contained and managed. Urban utilities and services are under pressure from the developments and population growth.

Although the state and the local authorities have drawn plans to manage the city centre and to protect the heritage values as early as in the 1980s, the pressures continues to exist as the city has to adapt to change and grow with time while trying to conserve their heritage values.

Similarly in Melaka, the presence of an aging population is another threat to the WHS. An aging population has different lifestyle that does not only change the city's economy, but their use of space as well. Retail businesses that thrive on consumer-oriented society are challenged into trying to survive. These are also other indirect impacts as the aging population lacks the necessary occupational skills to engage in new businesses, and to attract a wider range of new investments into the city Conservation Zones. The loss of residential population is compounded by the lack of living spaces to attract younger people, especially those with families to live in the WH sites. Most of the younger people who work in the city centre do not live there, and those who do stay with their parents have lower skills and are not able to afford places of their own. The potential negative effects from displacement and aging population are:

As for the threats due to mass tourism,

George town has encountered difficulty with their increasing traffic generated from the rise in private vehicle ownership over time. As such, the local authorities in the respective areas have taken various measures to manage traffic congestion generated internally. Special attention has been given to the WH city of George Town because of the narrow streets and lack of parking spaces. However, with the rapid expansion of tourism in this city, traffic congestion has increased and at times, it threatens the liveability of the site. The narrow streets of this WH city would have to now cope with tourist buses, more private motorcars, and haphazard parking. The traffic problem is further compounded by inadequate public transportation and pedestrian connectivity in the WHS. Attempts have been made by different levels of authorities to address to these two problems in this WH site, but the progress is slow and difficult. Even the use of buses in the Core Zones of this city has resulted in damages to the heritage buildings. In this respect, there is a need for a comprehensive appraisal for an approach to tackle the traffic problems in this WH city.

iii) Gentrification and swiftlet issues

Furthermore, uncontrolled gentrification of the Core and Buffer Zones without proper research and sufficient information and knowledge could undermine the architectural integrity and cultural values of the WH site. Poorly executed restorations and renovations, and sometimes, illegal works would damage the integrity and the authenticity of the WH city .Gentrification can bring about displacement to the original communities and their multicultural lifestyles. The replacement of living spaces with commercial and business uses brings about a change in the original character of the streets in the WHS and destroys the intrinsic values created by multi-culturalism of the

site. The development of hotels, restaurants and shops could induce major transformation in the city that may not be always positive on the urban landscape and they may not always be welcomed by the communities living there. Such changes have to be guided and monitored so that they do not undermine the core values of the WH city.

iv) Dilapidated and vacant premises

Upon nomination of inscription of Melaka and George Town as WH sites, there has been a growing interest in the buildings and land located within the WH sites as their investment potentials have raised. However, although some of these premises have changed ownership, they have not been restored or improved, but are left vacant.

Leaving these heritage premises vacant and in dilapidated conditions undermines the integrity and the safety of the area. Empty and vacant buildings are often vulnerable to thefts and squatting by undesirable parties such as drug addicts and vagrants. They are fire hazards not only to themselves, but also to the surrounding neighbourhood. The presence of these premises has to be monitored and controlled, and if possible, to be acquired by a third party and restored for the benefit of the entire community and the WHS.

Lastly,

v) Lack of Monitoring System

There are statutory requirements in place for managing changes and modifications. The local authorities have relied on a set of statutes and guidelines for renovations and

restorations. Hence, rules and guidelines are drawn by the authorities to fill the loopholes discovered within the laws and statutes on restorations and renovations to heritage buildings. In both areas, the authorities are faced with challenges when the owners claimed lack of knowledge and absence of information in doing poor jobs of renovations and restorations.

Researches on buildings and materials are an ongoing task and some efforts are made to help owners with available information but there are still gaps. The monitoring and enforcing systems are weak. All these require manpower and resources among the authorities and these have yet to be effectively put in place.