CHAPTER 7

SUMARRY OF THE RESEARCH

7.1 Conclusion

The research started by critically examining the key concepts and the current international context of conservation management of world heritage sites. An one important instrument of reviewing is “monitoring”. Monitoring is “the systematic and continuous collecting and analysis of information about the progress of a piece of work over time. The process identifies strength and weakness and helps to provide responsibilities for the work with sufficient information to make the right decision at the right time in order to improve its qualitie” (Gosling and Edwards: 1995).

Monitoring world heritage sites should involve an understanding between authorized personnel, stakeholders, researchers, academicians and NGOs that are inclined in conservation management. Implementing monitoring and key indicators for these sites requires a different approach due to the difference in values and challenges on sites. The literature also revealed that world heritage sites, especially historical urban areas face the “ordinary” challenges of cities, where the peculiar challenge is to find the appropriate balance between the needs of the tangible heritage and the needs of today’s and future users. There is a struggle of the proper safeguarding of the cultural heritage as witness and symbol of our history, as part of our identity and the nowadays and future need. There should be someone or somebody that are responsible in handling of what we have inherited and also in handling of what we will inherit.

The challenge is to monitor the outstanding universal values (OUV) for facilitating the future generation. Dealing with Malacca and George Town WH sites implies particular issues to deal with:

- Inappropriate new developments not respecting the cultural heritage;
- Negligent in maintenance and decay of the cultural heritage and historical urban landscapes;
- Invasion of mass tourism, crowding out inhabitants;
- Traffic congestion of the historical cities;
- Vacancies of old buildings due to reduced of socio-economic attractiveness such as commercial activities and economic opportunities, as well as outdated infrastructure; and
- Inappropriate use of the heritage buildings as the property owners are not aware about the heritage value and lack of knowledge about the proper rehabilitation.

These findings implied that the monitoring frameworks for these towns should be different than other cultural properties (WH sites). The research investigated the current conservation management practices in Malaysia as the case study in this research towards understanding the monitoring strategies and indicators in sustaining the value of Malacca and George Town. The initial review with the authorities revealed that the existing guidelines that were adopted as part of the management plan were more technical and building-oriented, and the means of assessing the absolute values of the OUVs to ensure the continuity of the listing was absent. A method to measure the key indicators to ensure that the significance of their values are protected and sustained is urgently needed. The strategy for monitoring the significance of the WH sites is absolutely necessary not only for reporting to the Committee at the WH Convention, but also to benefit the country in particular. Further literature revealed that the World

Heritage Committee requested the Government of Malaysia to submit an updated report on the state of conservation of the property by 1st February 2013 for examination by the Committee at its 37th convention session in 2013 (UNESCO, 2012). The current policies and various guidelines deployed proved to be insufficient to "manage the change" of the cultural properties in Malaysia.

The thesis discussed the necessity in keeping the authenticity and integrity of the cultural properties in George Town and Malacca. The monitoring strategies and indicators are explored to ensure the OUV are sustained for future. They are:

- ✓ Any new development should be based on a thorough understanding of its townscape of landscape in which it will be sited. Placing new buildings into empty lots will not only introduce new densities but also alter the manner of the spaces of the surrounding buildings and the existing buildings perceived in the setting.
- ✓ The texture of the town relates to the town's surface and it is measured by the relative height of the buildings in the cities. The height limit of 18 meters for the buildings in both cities does not mean controlling the impact on the roofscape and the character of the cities.
- ✓ However, affecting factors such as new services and facilities to accommodate the needs of the uses has to be considered. Therefore, the design of the newer development within the core and buffer zones should take into account of the human scale factor in order to achieve the user-friendly environment, especially for the ground floor activities.
- ✓ The conservation of historical town including upgrading the existing facilities such as roads, drainage system, sewerage, power supply, light pole and telecommunication cable that must meet the present needs to the buildings and sites. At the same time, additional or new infrastructure needs to facilitate the current

demand. Any new installation works on the heritage buildings have to be sensitive to the historical significance of the building fabric and must appreciate the appropriateness. It is important to ensure new facilities are being designed and integrated harmoniously without threatening the character of the buildings, as well as the townscape. Any underground works should be minimized and existing facilities are being maintained and serviced regularly and does not cause possible harm.

- ✓ It is crucial to monitor OUV and the authenticity of the sites by including the urban morphology, urban fabric, shophouses, street patterns and courtyards, as well as the open space.
- ✓ Other small changes should be implemented, for example by providing parking space for cars that have immediate impact on the townscape character of street, reducing green area space and contributing to more run -off water and flash flood risk in the city of George Town.
- ✓ Traditional building structures have the main functions to provide strength, stiffness and stability to the buildings. Most of the building structure is post and beam construction or load-bearing walls. Although the structure remains the most permanent element, changes are likely to be made to the building envelope and more regularly to the internal layout.
- ✓ New additional loads (users) to historical buildings will threaten their structural integrity.
- ✓ To monitor the buildings condition and ensure they are in the good state of repair is very crucial. However, through observation, it can be seen that the rate of condition of the buildings are driven to the state of obsolescence through neglect and poor up-kept.

- ✓ Malacca and George Town shophouses and townhouses are constructed with half-timber and the other half with other materials such as bricks, and these building materials are easily burn up during fire accident. It is crucial to monitor any prevention by having the preparedness plan from not only fire, but also natural disaster even though both places are not prone to earthquake, but frequent flash flood might damage the structure of the buildings.
- ✓ Most buildings have proven to be flexible with little adaptation of capable to accommodate new uses. However, it does not mean that all new uses are appropriate to the heritage buildings. If the buildings are used inappropriately such as for bird nest and swiftlet and not controlled in the correct manner, this can easily threaten the value of the city.
- ✓ The monitoring of any heritage intervention in both places should be controlled to ensure the continuity of the character of the urban form and its characteristic of historical area. The intervention should be done sensitively to prevent negative impact of newer restoration or repair works to the old buildings.
- ✓ Repair and conservation works for heritage buildings are sensitively done and in accordance to the acceptable conservation practices. Internal layouts of the traditional buildings, especially the shophouses and townhouses, are generally retained and any intervention should respect the traditional layout.
- ✓ Malacca and George Town have some interesting façade treatment that is unique in terms of the buildings contribution to the townscape. The majority of the buildings are shophouses, where each unit is individually treated and therefore the senses of variety within the unity are achieved in the townscape. The richness of the townscape is also due to the decorative feature of the façade. Many heritage buildings facades are being covered/screened by the advertisement boards for the

purpose of advertising. This savage act robs the heritage building and destroys the townscape qualities that disguise the unique feature of these buildings.

The overarching research statements of this thesis are:

- At present, there are legal instruments for the conservation with the creation of National Heritage Act 2005, Act 645, however it does not detail the protection of the cultural property. A solution needs to be formulated to ensure the cultural property is better protected.
- Need to improve the present key indicators for monitoring the architectural heritage (building oriented) (UNESCO 2008).

Based on the results of the findings, which are summarized from the research methodologies, the researcher strongly recommended the followings:

I Monitoring strategies

Monitoring strategies should employ the following elements:

A. Urban form and urban fabric:

- ✓ A1 New developments (infill)
- ✓ A2 Restoration works
- ✓ A3 Landscape
- ✓ A4 Infrastructure works (services)/ Facilities
- ✓ A5 Visual link and cognition (images)
- ✓ A6 Traffic and pedestrian circulation

B. Heritage buildings

- ✓ B7 Building condition.
- ✓ B8 Building under disaster/damage

- ✓ B9 Building use.
- ✓ B10 Intervention and repair
- ✓ B11 Signage

II Indicators

There were 58 key indicators proposed and the results revealed that all these indicators are valid, as presented in Table 7.1.

Table 7.1: Key Indicators for Proposed Monitoring Strategies

Key Indicators	
A1	1. Number of approved and completed projects yearly within core and buffer zones (w/ +ve HIA)
	2. Number of proposals/projects rejected (technically due to negative HIA reports)
	3 Number of on-going/completed projects that deem to threaten integrity and general settings. (high profile projects)
	4. Number of new developments completed yearly that did not comply with the present guidelines. (high profile projects)
	5. Number of completed projects that deem to threaten integrity and overall heritage values due to early approval before site being listed.
	6. Number of stop works
	Suggestions ✓ Number of applications based on a Heritage Management Plan / Master plan for the particular site (i.e.: understanding the heritage significance of the place and how to conserve/ enhance it before commencing to decide on change / design. ✓ Percentage of significant fabric replaced in each case ✓ Percentage of significant spatial / townscape qualities sacrificed in each case ✓ To insure that monitoring efforts are viewed not only from the point of view of conservation practitioners but include a representative portion of the user community and community at large. We practitioners get hung up on fabric at the cost of community involvement and their more pragmatic sensitivities.
A2	7. Number of application made yearly
	8. Number of approved restoration work (with amendment) yearly
	9. Number of application rejected
	10 Number of project approved to current guide lines
	11. Number of project completed according to current guidelines
	12. Number of stop works (identified threats/ inappropriate)

Table 7.1: continued

	13. Number of illegal renovation works detected yearly
	Suggestions ✓ Number of applications that use traditional trades and materials ✓ Number of applications that sought advice from an expert in conserving heritage fabric ✓ Percentage of significant fabric replaced in each case
Key Indicators	
A3	14. Number of new works approved annually
	15 .Number of completed projects that enhance the OUV
	16.Number of completed projects that deem to threaten integrity and overall of heritage characteristic.
	Suggestions: ✓ Number of applications that use traditional trades and materials ✓ Number of applications that sought advice from an expert in conserving heritage fabric ✓ Percentage of significant fabric replaced in each case"appropriate" and "harmony" and "enhanced" defined in the inscription document? It can get a little Disneyland if owners/community are too proscribed.
A4	17 Number of new works approved annually
	18 11.Number of completed projects that enhance the OUV
	19 Number of completed projects that deem to threaten integrity and overall heritage characters.
	20. Number of the maintenance works yearly
	21. Number of new facilities being integrated into buildings
	22.Number of reports on inappropriate equipment placed on the buildings (a/conditioning blower, aerial TV,ASTRO etc)
	Suggestions: ✓ Archaeological issues addressed? ✓ Care taken not to impact on heritage values (input from heritage consultant) ✓ _numbers of consultations with owners/ users of heritage bldgs. with lists of concerns and problems being faced. How solved. Expenses involved. How funded.
A5	23 Number of new elements (eye catch –up) that being introduced in the heritage setting (physical environment) (obtained approval from authority) that give negative impact to the heritage value.
	24.Number of buildings (new / extension) are of different height (Sky line and the roofs cape) give negative impact to the heritage value.
	25.Number of reclaimed area approved along the edge/waterfront yearly.
	26 Number of completed reclaimed area within core and buffer zones that enhance the OUV
	27 Number of reclaimed area within core and buffer zones that deem to threaten the OUV.

Table 7.1: continued

Key indicators	
A6	28.Survey of the traffic volume annually
	29.Number of the road maintenance yearly
	30.Statistic of accidents reported annually
	31 Number of approved road works yearly
	32Number of approved pedestrian way yearly
	33 Number of rejected proposal for traffic circulation yearly
	34 Number of rejected proposal for pedestrian way yearly
	35 Number of works that enhance the heritage value
	36 Number of completed work that deem to weaken the OUV
	Suggestions: ✓ Involvement of heritage consultant in project ✓ numbers of consultations with owners/ users of heritage bldgs. with lists of concerns and problems being faced. How solved. Expenses involved. How funded.
B7	37.Number and percentage of buildings that are in good, fair, poor and ruined conditions.
	38.Number of buildings that structurally dangerous and not safe
	39.Number of common defects reported by homeowner /stakeholders/users
B8	40.Number of buildings involved in natural disaster (Flood, earth quake, storm, tsunami etc.)
	41.Number of buildings involved in manmade disaster (fire)
B9	42.Records of building use when inscribed (2008)
	43.Records of building use annually.
	44 Number of licensed buildings
	45 Number of unlicensed buildings (illegal use such as bird nests)
	46 Number of compound to buildings owners
	47 Number of court cases recorded

Table 7.1: continued

Key indicators	
B10	48.Record of intervention annually
	49.Number of projects that won local, national and international awards
	50.Number of projects funded by government or other agencies
	51.Number of projects (minor repair) carried out by homeowner themselves
B11	52.Number of completed projects that deem to threaten integrity and overall heritage values.
	53.Number of project need to re -instate (to regained the authenticity of the heritage buildings)
	54.Number of buildings with signage compliance to new guidelines
	55.Number of new application for signage annually
	56.Number of no rejected application that deem to threaten the heritage value.
	57.Number of licensed signage that give positive impact on the building as well as the overall character of the building
	58.Number that refused to remove that give negative impact to the building and heritage value.
	Suggestions ✓ Many owners get revenue from advertisers…revenue that allows them to upkeep their bldgs. Signage rules should be made with major advertisers so that the advertisers themselves see their role in heritage presentation. This would assure that signage is in line with both advertiser needs and good conservation practice. In Indonesia city revenues are dependent on revenue from advertisers. ✓ Perhaps a good indicator would include how much bldgs. owners get from advertisers which would allow city government to choose to replace that revenue to owners.

7.2 Significant Contributions to the Existing Knowledge

This research has proved that the monitoring strategies and key indicators of the cultural properties are needed to establish proper, guided monitoring and indicator framework in order to sustain the significant value of the sites. To date, there is no existing monitoring guide for both WH sites in Malaysia. Based on that, this research can offer significant contribution to the government agencies in the aspect of monitoring the framework for WH sites of the cultural properties. This research would prove useful for the conservation manager to avoid conflict in monitoring the state of conservation of cultural properties of tangible heritage. The monitoring and indicator framework

established from the research will help the government agencies to have proper international monitoring practice in Malaysia. Hence, this will further enhance the so-called Section VII Chapter 4, 5 of National Heritage Act 2005 (Act 645) of the Heritage Site in detailing its implementation of the cultural properties in Malaysia.

7.3 Recommendation for the Monitoring Strategies and Key Indicators Framework

It is anticipated that in the future, the monitoring of the cultural properties in Malaysia will increase as more sites become the assets for cultural heritage. Therefore, over time, regulation will be updated, compatible with the sustainable environment, local capabilities and understanding of the issues involved, where the monitoring strategies may be improved and the indicators may be reviewed. In fact, it should be noted that the proposed strategies and indicators in this thesis are by no means definitive or conclusive. If this framework is to be adopted, it is recommended for the performance indicators in this framework to be gradually revisited or updated overtime. As many of the indicators are context dependent, they should also be adjusted if they are to be adopted in different world heritage sites of different cultural properties (areas or regions). The adjustment should also be made to the management objectives in the management plan.

This research is expected to be a communication link between academics, researchers and practitioners with regards to monitoring the cultural properties, which is part of the conservation management. It is hoped that this newly developed framework of monitoring and indicators will offer a valuable contribution to the manager of the world heritage sites and provide answers in the area of uncertainty in monitoring the strategies and key indicators for the world heritage of cultural properties.

These findings will be forwarded to:

i. George Town World Heritage Incorporated;
ii. Melaka World Heritage Sendirian Berhad;
iii. Department of Heritage Malaysia; and
iv. UNESCO World Heritage Cities.

7.4 Recommendation for Future Research

For a more comprehensive development of framework for the monitoring strategies and key indicators for Malacca and George Town, a more extensive study needs to be undertaken. Thus, the following areas are recommended to be investigated for future study:

- In-depth assessment on the current monitoring and indicators practices for new developments in historical urban area (e.g. regulating of 18 m height must be revisited). Indeed, this research was based on the field survey and 11 experts' opinions with Delphi technique. In order to enhance the research findings, more thorough study needs to be carried out particularly on the impact of globalization for historical urban in Malaysia. A study on the public space to make the city lively and intact to its authenticity (improving recreational and green areas in historical urban) is needed by preserving the visual integrity of a city that links historical centre to the surrounding urban area.

- The development of monitoring manual is vital to properly monitor the renovation technique of the heritage buildings. The introduction of new technology and new building materials must be sensitive to the authenticity of the built cultural heritage. It is important to preserve the traditional uses and function of the buildings.

- The assessment on monitoring the impact for structures of the heritage buildings along the major streets (especially narrow streets) is required, where previously it was built to cater certain activities. At present, the increasing number of vehicles, either private and public transportation (heavy vehicle), contributes to the vibration that will directly affect the building components (load bearing walls, timber columns roof and windows).
- It is necessary to assess the demographic change of over/depopulation of the historical urban area due to the impact that deals with tourism (balancing needs of visitors and inhabitants) at Malacca and George Town WH sites. It is crucial to monitor the traditional building use, traditional trades and activities of the inhabitants.

This research has not dealt with the issues of how the cultural values of OUV can be implemented and the approach to incorporate whether this is possible and practical. A separate research into this matter will be very much desirable and contributes to the search in sustaining the cultural property, as well as to improvise the WH sites manager in managing changes at WH sites in Malaysia.