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RESIDENTS' PERCEPTION ON MANAGEMENT BODIES' SERVICE DELIVERABLES: THE CASE OF AFFORDABLE STRATA HOUSING IN KLANG VALLEY, MALAYSIA

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Abstract

The rapid urbanization in Malaysia has led to a significant increase in low-cost and low-medium-cost strata housing. However, managing these schemes presents unique challenges due to residents' financial constraints. Challenges often happen in this housing scheme, resulting in poor maintenance, overcrowding, and inadequate amenities, affecting residents' overall quality of life. The study aims to understand the challenges residents and management bodies face in these strata schemes and develop strategies for improving their management. This study helps identify primary issues and problems encountered by residents, assess their perceptions of their management body performance, and propose practical strategies for improving strata management practices. A mixed-mode methodology is employed utilizing primary data collected through questionnaire surveys of strata residents and analysed using SPSS. The findings highlight the differences between active and non-active management bodies in managing strata properties. This study highlights residents' perceptions that shed light on the difficulties in managing and maintaining affordable housing strata schemes, offering important information for formulating strategies to improve strata management practices in Malaysia. © 2024 by MIP.

Author Keywords

Management Body; Residential Strata; Residents; Roles

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