

CONTEMPORARY STUDIES AND METHODOLOGY IN URBAN AND REGIONAL PLANNING IN MALAYSIA



MARIANA MOHAMED OSMAN
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SYAHRIAH BACHOK

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CHAPTER 4

A STUDY ON RESIDENTS' SATISFACTION WITH MAINTENANCE MANAGEMENT OF LOW-COST HOUSING IN KUALA LUMPUR

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INTRODUCTION

Housing fulfils physical needs of human being by providing security and shelter from the weather and the climate and fulfils the psychological needs by providing a sense of personal space and privacy. Housing policies in Malaysia emphasis on the provision of adequate, affordable and quality houses to all, with particular emphasis on the low income groups. However, there are some problems that occur in low cost housing especially in terms of maintenance of the building and the poor management of basic facilities in the housing area. The residents at low cost housing always complaint and try reporting the problems to the local authority and to the company that manage their housing areas. Unfortunately, there is no serious action taken and this makes the residents continue worrying about their safety and building condition. Thus, the study intends to examine the level of satisfaction of the residents at low cost houses in Wangsa Maju, Kuala Lumpur, towards the services provided by the public and private sector agencies in terms of managing and maintaining the low cost housing estates.