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
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## Housing development and consumer protection: A study on the issue of late delivery of vacant possession from the consumer perspective (Conference Paper)

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### Abstract

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A delay in completion of **housing** project is a common phenomenon in the **housing** industry in Malaysia. Buyers are often forced to accept the fact that it is 'better late than never'. Late delivery has several negative implications to the customers which actually causes financial, social and emotional problems to the house buyers. This study aims to explore **consumers'** experiences with regard to the problems of late delivery in **housing** projects in Malaysia. In methodology, the paper conducts a survey on 406 house owners who had experienced the late delivery of the houses in the Klang Valley and Selangor areas. Findings of the study would provide the information of what are the implications of the late delivery to the **consumers** and analyse the adequacy of the existing legal **protection** to **consumers** of late delivery. Ultimately, the study hopes to shed light on further improvements of the policy to minimize or prevent the delay in completing the **housing** project as well as to protect **consumer** interests in the case of late delivery of vacant possession in the **housing** market in Malaysia.

### Author keywords

**Consumer** experiences; **Consumer** protection; **Housing** market; Late delivery

### Indexed keywords

**Engineering controlled terms:** Commerce; Construction industry; Economics; Houses; **Housing**; Information management; Regional planning; Sales; Sustainable **development**

**Consumer** experiences; **Consumer** interests; Emotional problems; **Housing** development; **Housing** industry; **Housing** markets; Late delivery; Legal **protection**

**Engineering main heading:** **Consumer** protection



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