

## Tenants' Satisfaction in High Residential Buildings

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### ABSTRACT

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*High residential living in Malaysia has not been widely given a significant emphasises in the literature despite its increasing scale and significance in the real estate market. The significance of high rise is commonly due to the increasing rate of migration from rural to urban. It is estimated a total of 77.2*

*percent of the Malaysian population lived in urban areas in 2020. Approximately, 30 percent of this urban population lives in strata housing. These percentages are predicted to continue to increase in the future. The emergence of high residential building has been argued as confronting various problems which have a considerable impact on this lifestyle. Satisfaction is an important outcome of living in one's dwelling, although it is not the only consideration. High residential buildings (HRB) in Malaysia encountered numerous problems in term of management aspects, legislation aspects, and residents' satisfaction. The purpose of this paper is to investigate the tenants' satisfaction living in HRB in Klang Valley. The face-to-face interview was conducted amongst 276 tenants at low cost and medium cost HRB using non-parametric convenience sampling. The result from this study indicates that tenants in medium-cost high residential buildings (HRB) were more satisfied in term of management and facilities as compared to tenants at low-cost HRB. Tenants also not disclosed to the existing act and procedure related to HRB. In conclusion, this study suggested the Local Authority emphasise the role of tenants. This recommendation hopefully will increase the level of satisfaction among the residents in HRB.*

**Keywords:** *Tenants, high rise, residential, satisfaction, strata housing.*

### INTRODUCTION

The high residential living phenomenon was accepted in all continents more than decades ago (Aziz *et al.*, 2014). As claimed by Khalid *et al.* (2017); Amankwah, Praat and Kootin-Sanwu (2017); Hino and Liu (2011), in many countries with large populations, a few factors have contributed to this phenomenon include urbanisation, increase the land value, scarcity of land especially in urban areas and a new lifestyle of the residents in urban and suburban.

Malaysia had experienced rapid urbanisation for the past 90 years (Masron *et al.*, 2017; Masron *et al.*, 2012). Urbanisation is the increased of people in cities as compared to rural areas (Zhang, 2016). In 1980, the rate of urbanisation in Malaysia was 34.2% and it increased in the year 2000 up to 62% and it increased to 71% in 2010. It is estimated that 75% of the nation's population will be living in urban areas by 2020 (Ismail *et al.*, 2018; Department of Statistics of Malaysia, 2010). The increase in population indirectly increases the demand for houses (Acheampong and Anokye 2013).

In Malaysia, the existence of high residential buildings (HRB) can be recognised in the early 1970s (Musa *et al.*, 2015). The price of the high residential development in Malaysia is high, especially in a limited prime land area such as Kuala Lumpur, Penang Island and Selangor. The

concept of high residential development is proving to be popular as well as attractive among urban dwellers (Wahab *et al.*, 2016; Che Ani *et al.*, 2010). This can be seen in the increasing demand for HRB every year (Noor *et al.*, 2011). Moreover, there are 67.4% non-low cost HRB which were built in the area of Klang Valley (Wahab *et al.*, 2015; Tawil *et al.*, 2012).

The HRB in Malaysia is governed by the Strata Title Act 1985 (STA). Strata title was first introduced in Peninsular Malaysia on 1<sup>st</sup> January 1966 through the National Land Code 1965 (NLC). The concept of strata title ownership was adopted from the Australian New South Wales Conveyance (Strata Title) Act 1961. Examples of strata properties that managed under the strata titles are offices suites, condominium, apartments, flats and townhouses.

This paper focuses on tenants who rented in the HRB includes low-cost and medium-cost. Therefore, the objective of this paper is to identify the tenants living experiences in HRB.

## LITERATURE REVIEW

### High Residential Buildings and Legislations in Malaysia

According to Akram (2011), a high-rise building can be defined as a building with the total height exceeds 36-meter or more than 12 floors. However, there is no specific definition of a high-rise building. International Building Code and the Building Construction and Safety Code defined high rise building as a building of 75 feet or greater in height which can translate into roughly seven stories and above.

In Malaysia, the government has contributed a large amount of money to provide its citizens with affordable, adequate and quality housing. One of the said housing is HRB. HRB is a unique property and it does differ with the typical landed properties such as detached house and terrace houses. The attitudes and activities of the residents can have a particular impact on the happiness and contentment level of other residents (Zhang, Zhang and Hudson, 2018).

Not only landed property, as stipulated in Strata Title Act 1985, but residents in HRB should also set up a Management Corporation (MC) for the purpose of regulating and managing all the facilities and amenities provided in their housing area.

It is essential to note that the master title is issued under the National Land Code 1965 (NLC) and not the Strata Title Act 1985 (STA). The Strata Titles Act 1985, which has been introduced on 1 June 1985, has repealed and replaced the inadequacies of the provisions in the NLC. Basically, the STA retained the previous provisions pertaining to subsidiary titles under the NLC.

Strata Title Act 1985 added new provisions relating to, among others, accessory parcels, such as storage areas and parking places, provisional blocks to allow building projects to be developed in stages, accommodation for employees and special provisions for low-cost strata schemes. Ironically, the local authority has yet to issue guidelines to developers in supplying high residential properties, as a tool to closely monitor this type of development. This has resulted in a loophole in high residential properties development in Malaysia. This gap needs to be addressed by the local authority to avoid the formation of a slum area in urban areas.

Besides, because of public needs and responses to market forces, the Strata Titles Act, 1985 was seen to be inadequate to cater to the issues and problems arise in HRB and needs further amendments. Hence, in 2007, this Act was amended for the fourth time and a new act known as

Building and Common Property (Maintenance and Management) Act, 2007 (also known as Act 663) was introduced. This act aims to overcome the problem of maintaining common areas in strata developments before the setting up of the management corporation (MC) (Khalid *et al.*, 2017). With many flaws, Dewan Negara has agreed to repeal Act 663 and replace the Act with the Strata Management Act (SMA) 2013 or also known as Act 757.

In line with this, the National Housing Policy (NHP) has been introduced to improve the basic social amenities and facilities in some housing area. The introduction of NHP aimed to focus on emphasising the level of basic services, social amenities and the liveable environment under thrust 6. The policy statement NHP 6.2 indicated that the objective is to strengthen the management mechanism and maintenance of stratified buildings and common properties (National Housing Policy, 2011).

Following on, the Strata Management Act 2013 was introduced and replaced the Building and Common Property (Maintenance and Management) Act 2007 (BCOP). This act has been introduced to overcome the flaws arises in BCOP. However, this act has been amended to Strata Management (Amendment) 2013 or also known as Act 1450. This act was implemented on 1<sup>st</sup> June 2015. The provision added to this act includes the formation of Deputy Commissioner of Building (COB), schedule of parcels, the establishment of the tribunal, penalty (increment of fine and jail) and improvement in collecting maintenance fee and sinking fund (Act 757, 2013).

## Issues and Problems in High Residential Buildings

Wahab *et al.* (2015) revealed that there is much research on HRB that had been undertaken either at the international level or in Malaysia. Most of the issues discussed in previous research were issues on maintenance and management fund, maintenance and management efficiency and maintenance and management satisfaction. This study discovered the issues and problems arose in HRB are as follows:

### Governance and Legislation Framework

Urbanisation has led to the development also improve patterns in property ownership. HRB present a different type of property ownership, known as strata ownership. Yahaya and Ibrahim (2011) found that the problems in strata properties has increased hence this gives an impact to the parties involved in the development, ownership, management and financing of subdivided buildings. Strata title is one of the title structures of ownership and control over the property. It concerns to subdivided buildings or complexes, such as HRB that includes condominiums, apartments, townhouses, duplexes and commercial buildings. This type of title gives the owner of an individual unit the title over the space they lived-in, while the land and common property are controlled by the owners' committee also known as Management Corporation (MC).

One of the issues arises is the formation of the MC has not been done by the owner and residents of HRB. Tiun (2009) has discovered some of the complaints from house buyers to the House Buyers Association (HBA). HBA has encountered the problems reported to the management of their property by developers who are in control. The problems included they have to pay the developers 'management fees' in the monthly maintenance charges, but the maintenance of the properties is poor, no transparency of the developers' account, insufficient of parking spaces, residents unsatisfied with the repair works and increase of maintenance charges. Additionally, these complaints are only rectified as seen fit by the developers.

According to Tiun (2009), the benefit of high residential schemes is property owners can control over the space they occupy. The structure of strata titles designates the Management Corporation (MC) as the owner of the land. The MC is perceived as solely responsible for matters involving the legal obligations of the council. For the owners, the MC takes responsibility for maintenance of the common area, insurance and/or informal mediator between residents (Ho *et al.*, 2008).

### **Poor Collection of Maintenance Fee**

Every HRB has different problems, but the poor collection of maintenance fee is one of the common problems in HRBs. The maintenance fees are imposed on the resident's responsibility. Kim, Lee and Han Ahn (2018) stated that good financial support in a building will result in a great management service. Yet, managing HRB in Malaysia is still new and the practice in managing HRB has been unpredictable due to inadequate of maintenance fund (Au-Yong, Ali and Chua, 2019; Wahab *et al.*, 2015; Tiun, 2009). The insufficient maintenance fee gives a terrible effect on building management because maintenance work cannot be carried out. If this crucial issue not resolved, it will be critical as more buildings will deteriorate because of poor management. Wahab *et al.*, (2017), Wahab *et al.* (2016) and Sufian *et al.* (2013) studied some current issues affecting property management in Malaysia, which includes the poor collection of maintenance fee. Other researcher found that currently there is no proper guidelines and enforcement on owners who refuse to pay maintenance fee (Tawil *et al.*, 2011). In Singapore, the defaulter of maintenance fee can be fined and the property manager has the right to acquire a court order to seal their property. Similar law should also be introduced in Malaysia to ensure that owners will pay the maintenance fee and the fund be properly handled by property managers. Nevertheless, to ensure the properties are well managed, there are some responsible developers, who are willing to allocate some amount of money in the event of inadequacy of maintenance fee (Musa *et al.*, 2015).

### **Lack of Integration with Management Corporation**

In an HRB, integration between the residents and Management Corporation (MC) is necessary. There are issues regarding maintenance that happened in HRB. Apart from this, the uniqueness of living in HRB can be seen by the management of the property after it has been occupied. MC must manage and maintain the facilities provided in HRB together with the residents. The aspect of facility management which includes property management activities is the main agenda for the MC. In contributing to the responsibility of the MC, the inefficiency of facility management has always been a complaint among residents (Aziz *et al.* 2014; Che Ani *et al.*, 2010; Hussin, 2009).

### **Vandalism**

Vandalism happens everywhere, but the common areas frequented by young people (Mustapha and Hamid, 2016) such as schools, parks, public buildings and shopping centres, in the unoccupied buildings, open spaces or parked vehicles where minimum observation is given to the property (Musa *et al.*, 2015). Vandalism may affect the common property in a way that facilities, such as parks and public restrooms, which everyone in the community uses, become unavailable and dangerous (Arumsari and Rarasati, 2017). In all high residential properties in Malaysia, the management company has to purchase Master Policy insurance, which covers vandalism and malicious, fire, lightning, windstorm, exposure and strikes. The vandalism cases are found not so chronic at high-cost HRB in Malaysia but it is frequently happening in low or medium cost HRB. This is due to the type of tenants who resides in that HRB, which consist of low-income group of

people especially from squatter areas and those residents are lack of awareness in building maintenance (Hashim *et al.*, 2015; Tiun, 2009).

### **Safety and Security**

Tiun (2009) observed that safety and security service in HRB is inefficient. Although high residential building equipped with a guardhouse, boom gate, CCTV and other security systems, the number of crimes still occurred. He added that most of the residents are uneasy with the existence of foreign security guard and some of them are not responsible to keep the environment safe.

In term of fire safety, high residential buildings have high incidents of fire breakouts. Moreover, safety procedures in most high rise residential are poor (Akashah *et al.*, 2017; Fauzi *et al.*, 2013). Less than 10% of the management conducted safety measures and awareness such as fire drill for the residents. As compared to Singapore, this country has a clear guideline on safety measures regarding the high residential building.

The Director of Fire and Rescue Department of Malaysia, Datuk Wira Wan Mohd Nor Ibrahim said the awareness of fire aspects are remained low among Malaysian. This issue arises when most of the residents in Malaysia are not aware the importance of fire emergency route and fire resistance door since most of them used the emergency route as the storage place and the fire resistance door is converted to normal door (Berita Harian, retrieved on May 2016). He added that most of the building owners and building managers are not concerned with the importance of fire equipment system.

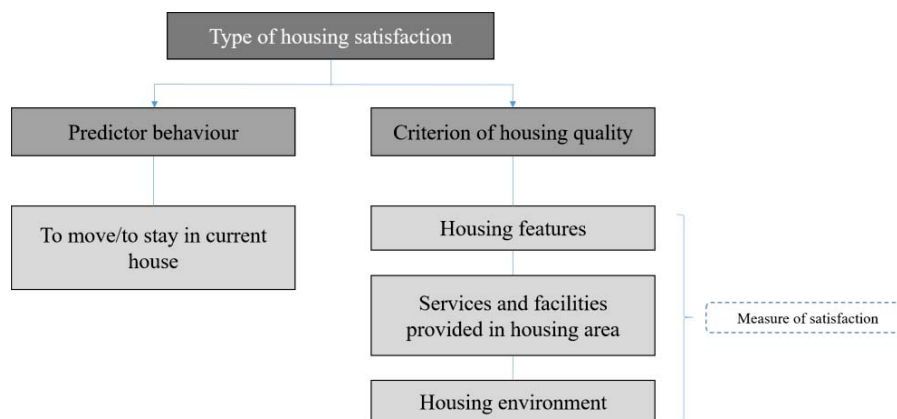
There were about at least 47 of HRB in Malaysia were categorised as high-risk fire building. From these buildings, 40 out of 47 building were located in Klang Valley (Berita Harian, retrieved on July 2017). All these HRB did not equip with the fire extinguisher, fire hose reel was not working well and had not been maintained, fire resistance doors blocked and the alarm system was broken. There were about 1,688 fire safety notices issued by the Fire and Rescue Department from January to May 2017 across the country.

### **Housing Satisfaction**

Housing satisfaction has been found as one of the main factors of individuals' general quality of life (Baiden *et al.*, 2011). According to Parker and Mathews (2001), satisfaction is a process of assessment between what was customer received and what was they expected. There are numerous definitions of housing satisfaction by many researchers. As stated by Francescato *et al.* (1979), housing satisfaction related to the inner response of a residence about their housing. The response might be a positive or negative perception of their housing. As the early 1960s, housing satisfaction widely used as a key design of huge housing developments. The design process of the building development was anticipated by the residents' view regarding the physical features of the proposed housing project (Mohit and Azim, 2012).

Weidemann and Anderson (1985) defined housing satisfaction into two types; first is consider housing satisfaction as a predictor of behaviour which is intended if the residents either to move from current housing or to stay. The second type is housing satisfaction as a criterion of housing quality. Predictor behaviour presumes that satisfaction of the current housing and this led to residents to stay and made some renovation to exiting housing unit or they want to move out to another better housing. Those who prefer to move out from current residence because of the

current residence did not meet their preferences and criteria of housing needs. Housing satisfaction as a measure of housing quality includes satisfaction on housing unit features, services and facilities provided in the housing area as well as the housing environment. These three criteria describe the level of satisfaction of residence with their current housing (Amerigo and Aragones, 1990).



Source: Weidemann and Anderson (1985; Amerigo and Aragones (1990)

**Figure 1:** Type of Housing Satisfaction

Kowaltowski *et al.* (2005) stress that housing satisfaction factors are mainly related to communal services (i.e. roads, basic utilities in the housing area and sewer system). He and Zhao (2006) believed that physical aspect such as common property, lighting and ventilation and also the position of the windows were contributing to overall housing satisfaction. While, Clarke and Fenton (2008) found that housing type, property size, kitchen and bathroom, internal and external outdoor space, external appearance and neighbourhood parking were being important factors in today's household. Housing satisfaction also is known as the residents' thoughts and feelings with the building (Zhang, Zhang and Hudson, 2018).

## Factor affecting Housing Satisfaction

### *i. Homeownership*

According to Elsinga and Hoekstra (2005), homeownership is a source and natural desire for housing satisfaction. Homeownership provides a better feeling and personal achievement leads to higher satisfaction. Mohit and Raja (2014) found that homeownership is a key indicator and factor of housing satisfaction. Most of the studies show that the homeowner is more satisfied as compared to the tenants (Tan, 2011). In contrast, research by Mohit and Azim (2012) in public housing, Hulhumale, the study showed that homeowners were less satisfied as compared to the tenants. It is a contrast in Germany, the contentment level of tenants was lower compared to the homeowner (Zumbro, 2014).

As claimed by Rohe *et al.* (2013), 'homeownership makes people have exceptional control and show more responsibility to the living environment'. Besides that, he added 'homeownership is a pledge to a community. It helps to build up the community and stabilise the neighbourhood. Homeownership also generates crucial local and individual incentives for improving and maintaining public spaces and private property'.

Tan (2011) mentioned that the homeowner is willing to participate in local political organisation and voluntary because of they have a larger financial stake in their housing community as their wealth link up with the community and home. He further mentioned that homeowners have a sense of belonging to maintain their properties well because they owned the potential benefits of possessing a house. Unlike homeowners, tenants tend to overuse the housing, because they do not obtain the economic benefits and because they are less connected to their housing. For the same reason, the commitments of tenants to improve and maintain their residential is low as compared to the homeowner (Zumbro, 2014; Saunder, 1990). A study by Rossi and Weber (1996) reported a positive relationship between homeownership and happiness as well as contentment level. There was no significant correlation between homeownership and happiness.

A study by on high residential building in Ghana revealed that attachment to the house is important to determine the satisfaction level. Residents who are unconnected their house or who consider themselves as tenants are not interested to invest in their residence likely indicate residential dissatisfaction and are quick to move. Again, the homeowner that treat the house as an investment is out of attachment to their house and they not concerned with satisfaction (Addo, 2016).

## ***ii. Tenant***

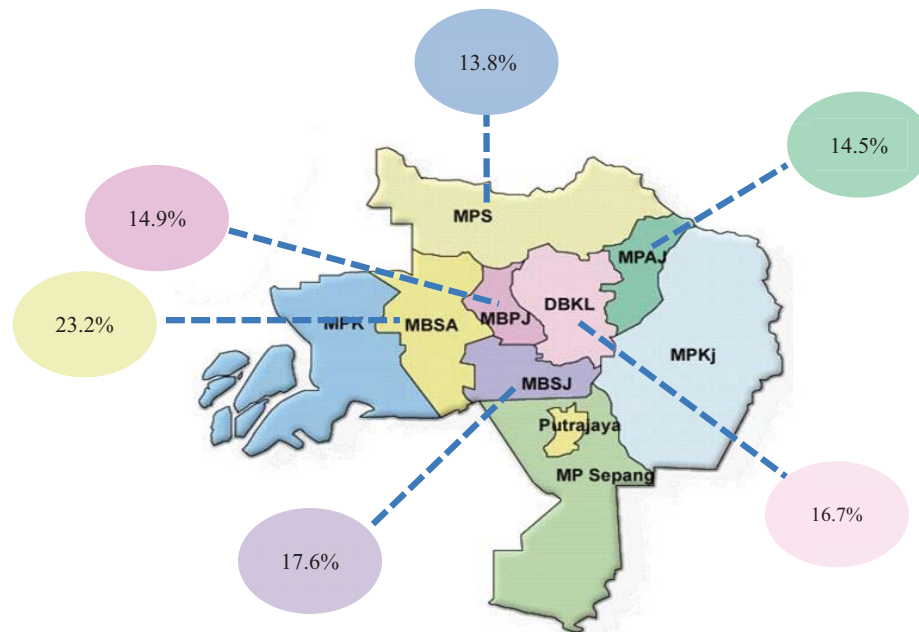
In the residential industry, tenant satisfaction has become an important issue. Modernisation in housing trends proceed in several factors that drive the requirement and the options of tenants and it has a huge impact on their satisfaction (Khalfan and Haq, 2019). Tenants are customers who like to enjoy additional services for the cost of rent they pay. Satisfied tenants are less interested to change their housing due to additive transaction costs in addition to the time they spend on searching and moving into a new property (Gibler *et al.*, 2014). Tenants' loyalty depends mainly upon feeling that their rent and service charges provide value for money, an easy leasing process, the professionalism of their property manager and the corporate social responsibility of the landlord (Claire Sanderson and Mary Edwards, 2016).

Jiboye (2009) suggested that the housing contentment level of tenants are differed and is influenced by the housing, environment and management interaction systems. His further findings showed that that tenants' satisfaction level with the dwellings and housing environment was above average (satisfied), but their level of satisfaction with the housing management was below average (unsatisfied).

## STUDY AREAS AND RESEARCH METHODOLOGY

This study conducted with a face-to-face interview with respondents by using a questionnaire survey. The interview was done by using the semi-structured questionnaire form as an instrument in this study. The data was collected by interviewing 276 of the tenants at low cost and medium-cost houses in Klang Valley. The proportion of the low-cost high residential is 22.8% and medium-cost high residential is 77.2%. The sampling used in this study is non-parametric convenience sampling. Teddlie and Yu (2007) defined convenience sampling as a non-probability sampling technique whereby the respondents are selected due to their convenience accessibility as well as proximity to the researcher. Non-parametric sampling makes no direct assumption regarding the regularity of distribution in the population (Sekaran, 2006). The original samples for this study were 280 respondents. However, only 276 data are reliable.

The sampling criteria for the respondents are; (i) the respondent must be Malaysian (ii) the respondent resides in HRB (either in low cost or medium cost HRB) (iii) the respondent must be tenants. There are six (6) jurisdictions have been selected in this study. The areas include Dewan Bandaraya Kuala Lumpur (DBKL), Majlis Bandaraya Subang Jaya (MBSJ), Majlis Bandaraya Subang Jaya (MBSJ), Majlis Bandaraya Shah Alam (MBSA), Majlis Perbandaran Selayang (MPS) and Majlis Perbandaran Ampang Jaya (MPAJ).



Source: PEMANDU (2010)

**Figure 2:** Distribution of Respondents

Figure 1 shows the distribution of the questionnaire survey in the six (6) local authority areas. The local authorities are Dewan Bandaraya Kuala Lumpur (DBKL 16.75% of respondents), Majlis Bandaraya Subang Jaya (MBSJ 17.6% of respondents), Majlis Bandaraya Shah Alam (MBSA 23.2% of respondents), Majlis Bandaraya Subang Jaya (MBSJ 14.9% of respondents), Majlis Perbandaran Selayang (MPS 13.8% of respondents) and Majlis Perbandaran Ampang Jaya (MPAJ 14.5% of respondents).



This study uses a Likert scale from 1 to 5 (1- most dissatisfied, 5 – most satisfied). There are eight (8) variables of satisfaction factors were asked. The variables include facilities provided, cleanliness services, facilities management, common facilities usage, safety services, Joint Management Body/Management Corporation (JMB/MC) commitment, JMB/MC Role and JMB/MC services. Facilities provided include playground, kindergarten, shop, multipurpose hall, laundry, car park and motorcycle park. Cleanliness and facilities management services include corridor, lift, road, stairs, lobby, car park, drainage, landscape, bin house, swimming pool (if any) and guardhouse (if any). While common facilities usage includes car park usage, corridor usage, noise disturbance, lift usage and vandalism. The elements in safety services are safety towards building surroundings, fire safety provided, fire drill, building design and security services. For the JMB commitments, the elements in these variable include the satisfaction of tenants on JMB/MC organised activities, problem-solving by the JMB and action on residents' report. JMB/MC role includes meeting, discussion, information sharing and guide on acts and rules. Besides that, the JMB services include the activities held by the JMB/MC in strengthening the residents' relationship, JMB/MC bring the harmonious environment in residence, security effectiveness, environment that residents feel comfortable to do any activities and lastly either the JMB/MC makes residents pleased with the community relationship. The data obtained from the questionnaire survey was analysed by using Statistical Packaged for Social Science (SPSS) software.

## FINDINGS AND ANALYSIS

### Respondents' Profile

**Table 1: Respondents' Profile**

Category	Percentage (%)	<i>n</i>
Age		
18-20 years old	7.6	21
21-30 years old	48.2	133
31-40 years old	25.7	71
41-50 years old	8.7	24
51-60 years old	7.2	20
60 years old above	2.5	7
Gender		
Male	55.8	154
Female	44.2	122
Marital Status		
Single	43.5	120
Married	55.8	154
Widowed/divorced	0.7	2
Ethnicity		
Malay	80.1	221
Chinese	6.9	19
Indian	10.9	30
Bumiputra	2.2	6

Education level		
UPSR	1.8	5
PMR	3.3	9
SPM	26.5	73
STPM	6.2	17
DIPLOMA	23.3	64
DEGREE	35.3	97
MASTERS	1.8	5
PHD	0.7	2
Others	1.1	3
Working sector		
Private	43.8	121
Government	10.9	30
Self-employed	15.9	44
Students	19.9	55
Unemployed	2.5	7
Retired	2.5	7
Housewife	4.3	12
Household income		
<RM1,000	10.6	29
RM1,001 – RM2,000	17.2	47
RM2,001 – RM3,000	15.8	44
RM3,001 – RM4,000	11.7	32
RM4,001 – RM5,000	9.5	26
RM5,001 – RM6,000	8.8	24
RM6,001 – RM7,000	6.6	18
RM7,001 – RM8,000	4.8	13
RM8,001 – RM9,000	2.6	7
RM9,001 – RM10,000	1.5	4
>RM10,000	10.3	28
Duration of Stay		
< 1 year	13	36
1 – 5 years	71.7	198
6 – 10 years	13	36
11 – 15 years	1.8	5
16 – 20 years	0.4	1

Table 1 shows the demographic data of tenants in Klang Valley. The age ranges of the tenant were between 18-20 years old (7.6%), 21-30 years old (48.2%), 31-40 years old (25.7%), 41-50 years old (8.7%), 51-60 years old (7.2%) and 60 years and above (2.5%). More than half of the tenants were male (55.8%) and the remaining were female (44.2%). 55.8% of the tenant were married, while the rest were single (43.5%) and widowed/divorced (0.7%). Majority of the tenants were Malay (80.1%) followed by Indian (10.9%), Chinese (6.9%) and Sabah/Sarawak Bumiputra (2.2%). The result revealed that most of the tenants were degree holders indicating that the respondents were educated and they work in the private sector. Their income range were between RM1,001-RM2,000 (17.2%) followed by RM2,001-RM3,000 (15.8%) and RM3,001-RM4,000 (11.7%). Majority of the tenants had rented in their current high residential living between 1 – 5 years (71.7%).

## Tenant living experience

**Table 2: Tenants' Living Experience**

Tenant experience	%	<i>n</i>
Tenancy agreement		
Yes	64.23	177
No	35.77	99
Responsible person to pay the service charge		
Yes	33.7	93
No	66.3	183
Part of Service Charge		
Part of rental	48.12	45
Exclude rental	50.6	47
Not sure	1.2	1

Regarding Table 2, the majority of the tenants had a tenancy agreement (64.23%) while the rest did not have any agreement (35.77%). From the table, it also presents responsible persons who paid the service charge. Only one third (33.7%) of the tenants were responsible to pay service charge while 66.3% of them were not paying the service charge since it paid by the owner.

In respect of part of the service charge paid by the tenants, 50.6% paid the service charge separately from the rental, 48.12% paid the service charge as part of the rental, and 1.2% not sure whether they paid the service charge part of the rental or not.

## Tenant perception

**Table 3: Tenants' Perception**

Rank	Variables	Mean
<i>Part 1: Low cost high residential building</i>		
1	Facilities Provided	2.85
2	Building Maintenance	2.67
3	Cleanliness Services	2.61
4	JMB/MC Services	2.58
5	Safety and Security	2.46
6	JMB/MC Role	2.46
7	Common Facilities Usage	2.44
8	JMB/MC Commitment	2.39
<i>Part 2: Medium cost high residential building</i>		
1	Safety and Security	4.02
2	Cleanliness Services	3.52
3	Facilities Provided	3.45
4	Building Maintenance	3.40
5	Common Facilities Usage	3.36
6	JMB/MC Services	3.28
7	JMB/MC Role	3.08
8	JMB/MC Commitment	3.01

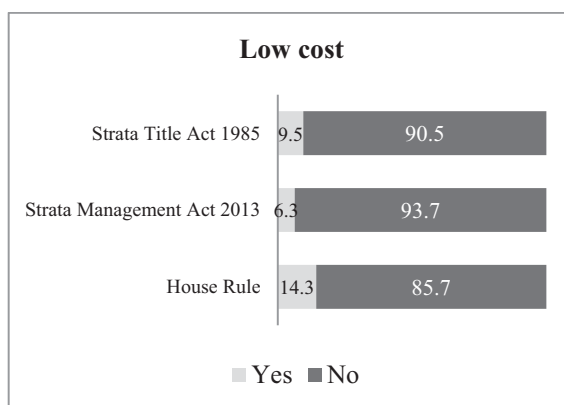
The tenant perception of their current residence is presented in Table 3. The mean score was used to rank the level of satisfaction (with 1 – Very dissatisfied to 5 – very satisfied). From the ranking, the most satisfying variable was “facilities provided by the JMB/MC” (mean – 2.85) for low cost, whilst among the medium cost tenants, most of them were satisfying with “safety and security service” with mean 4.02. However, in general, the mean scores show that tenants in low cost high residential building were less satisfied as compared to the medium-cost tenants. In common facilities usage, the insufficient car park led to dissatisfaction of the tenants. Tenants that stay with a friend usually have more than one car. Despite the low cost high residential building do not provide a specific car park for every unit of the house, the residents have to park anywhere within the housing area.

**Table 4:** Mann Whitney U Test

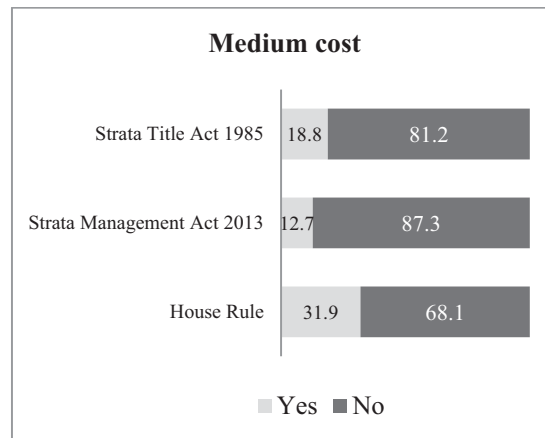
Facilities	p value	Responsible person to pay service charge	
		Mean rank	
		Yes	No
Common facilities	.041	152.26	131.51
Cleanliness	.055	125.60	145.06
Maintenance	.004	118.99	148.42
Living Environment	.000	114.54	150.67
Safety and security	.176	129.41	143.12
JMB/MC commitment	.000	106.54	154.74
JMB/MC Role	.004	119.49	148.16
Level of satisfaction on JMB/MCs service	.000	114.54	150.67

Table 4 shows the result of Mann Whitney U test. P value <.005 showed there was a significant difference between the tenants pay the service charge and those who do not pay the service charge. Based on the mean ranks from Table 4, tenants that paid the service charge were satisfied with the common facilities as compared to the tenants did not pay. However, on other services provided, tenants who did not pay the service charge were more satisfied compared to those that paid. There was no significant difference between cleanliness satisfaction and safety and security satisfaction.

### Understanding of Act and Procedures



**Figure 3:** Understanding the Act of Procedures (low-cost)



**Figure 4:** Understanding the Act of Procedures (medium-cost)

The level of understanding of the act of procedures was low (Figure 3 and Figure 4). Majority of the tenants in low cost and medium cost did not understand on Strata Title Act 1965, Strata Management Act 2013 as well as house rules. This result shows the consistency data from Table 3 where the tenants were not satisfied with the JMB/MC in term of sharing information about the residence and their guidance on act/house rules.

## DISCUSSION AND CONCLUSION

From the findings, the conclusion that can be drawn down in this study is the high residential living in Klang Valley still need a lot of improvement, especially in the management aspect. Based on the findings, tenants in medium-cost HRB were more satisfied as compared to tenants at low-cost HRB. This result supported a study by Tran and Van (2018) which they found that the contentment level of residents in medium-cost was higher than residents at low cost. Majority of the tenant lives in medium-cost HRB satisfied with the facilities and management. Moreover, tenants in low-cost residence were not satisfied with the maintenance service, roles of the JMB/MC, *e.g.* on sharing information and guidance on acts and rules. This result in line with the previous study by Jiboye (2009) when he found that tenants' satisfaction on the management team was low.

Those who did not pay the service charge were satisfied as compared to tenants who paid the service charge. It can be said that when the tenant contributed money to their rented house, they were more concern about maintenance and management of their house. Accordingly, dissatisfaction happened because they expected something better form the management for what they had been invest in their residence. Nevertheless, the finding differs with Ammar and Ali (2012) who found that those who were paying for their house led to more satisfied with the management and maintenance of their residence.

In term of acts and regulation provide by the management, it shows tenants had a lack of understanding on acts and regulations as well as house rules. To get better high residential living in Klang Valley, JMB/MC is responsible for resolving the problems related to maintenance and management issues. Low understanding of act and regulation among tenant is one of the factors may contribute to a lack of awareness among the residents to taking care of their residence either they rented or owned the house.

In conclusion, this study recommends that the local authority should underline the role of tenants so that the tenants' needs can be addressed especially on car park issue that raised by the tenants. The management team also need to educate tenants on the importance of acts and house rules in the high residential building so that with the knowledge, they will be more aware of their duty as tenants.

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