

THE PROPERTY MANAGER

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MARCH 2020

COVID-19 PREVENTION

INSIDE: An exclusive MIPFM Guide
for Control and Prevention of
Covid-19 for Property Managers

Property Management Measures



**CLEAN SURFACES
FREQUENTLY**



**REGISTER
VISITORS**



**CLOSE GYM,
SWIMMING POOLS**



**POSTPONE
AGM/EGM**



**SOCIAL
DISTANCING**



**ALCOHOL-BASED
HAND SANITIZER**

INTERVIEW

Interview with BoVEAP
President Sr Mohd
Khairudin Bin Abd Halim

FEATURE

Uphill Tasks in Governing
Common Properties:
From Hardin to Ostrom

TENANCY MANAGEMENT

Pre-qualifying your
tenants using the
KYC approach

TABLE OF CONTENTS

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04 - 07

INTERVIEW

BoVEAP President Sr Mohd Khairudin Bin Abd Halim

08 - 20

FEATURE

Inter-Floor Leakages

21 - 25

FEATURE

Uphill Tasks in Governing Common Properties: From Hardin to Ostrom

26 - 30

TENANCY MANAGEMENT

Pre-qualifying Your Tenants Using the KYC Approach

31

ADVERTORIAL

Are You Prepared to Appear in the Housing and Strata Tribunals to Present Your Case?

34 - 36

KNOWLEDGE CORNER

What is Property Asset Management

37

SEMINAR

Seminar on ISO 55001 Organised by Sirim

38 - 39

SEMINAR

Property Managers Induction Course by BoVEAP

40 - 41

NATIONAL C-LEVEL REITS CONFERENCE 2020

42

SEMINAR

HBA Strata Management Seminar

43

NEW MEMBERSHIP LISTING

45 - 57

MIPFM GUIDE NO.1 CONTROL AND PREVENTION OF COVID-19 FOR PROPERTY MANAGERS

WHAT YOU CAN EXPECT FROM THE SECOND ISSUE

Welcome to the second issue of **The Property Manager!** This volume will share several timely articles that are contemporary and address some current issues. We are honoured to have the privilege to interview Sr Khairudin bin Abd Halim, President of the Board of Valuers, Appraisers, Estate Agents & Property Managers, up close and personal on his opinions on the property management profession as a whole, an assessment of the profession, new business opportunities and finally advice for the young property executives aspiring to be future property managers.

For the issue on inter-floor leakage commonly found in stratified properties, a technical article discuss the various causes of inter-floor leakages, the suitability of some selected materials for piping and the possible telltale signs of a leakage.

Further to the management of common properties, Ir Dr. Wang discuss theoretically the reasons for the lackadaisical attitude of users and occupiers of stratified properties.

On the selection of potential foreign tenants, the KYC approach is introduced to offer an objective method in evaluating potential foreign tenants. Both landlords and estate agents will find this article useful to improve their evaluation of tenant identity and the suitability of a particular foreigner as a tenant.

Students will find the explanation on property asset management in the *Knowledge Corner* useful and able to understand better the similarities and differences between property asset management and property management.

Lastly, with the outbreak of Covid-19 there is a dire need to provide guidelines on how to prevent and control the infectious disease in strata properties. There is an urgency for such a document for easy reference to be available for the property management industry. In view of this need, a Guidance Document on the prevention and control of Covid-19 has been compiled from several write-ups on the World Health Organization (WHO) website. The compilations are turn into chapters in a MIPFM Guide and are aptly titled to reflect its suitability and applications for the property management industry.

In a spark of a creative and innovative moment, the Guide was conceived as an addendum to the Journal where the whole Guide can be printed out independently as a stand-alone publication for easy reference.

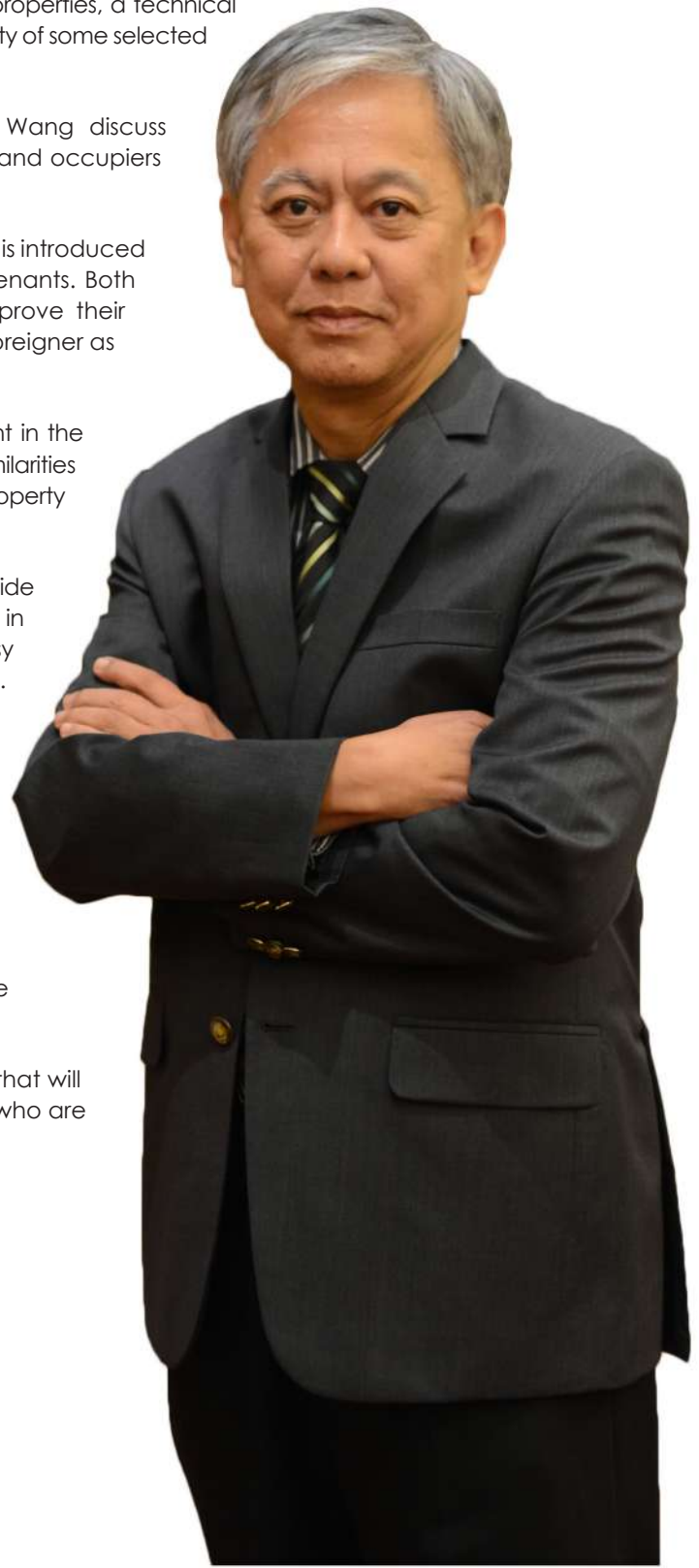
This first issue in the year 2020 has included a variety of articles that will appeal as contemporary, relevant and timely to our members who are involved in the management of real estate. ■



Professor Sr Ts Dr. Ting Kien Hwa PhD

FMIPFM, FRISM, FRICS, MPEPS

*Founding Editor & Editor-in-Chief
The Property Manager*



INTERVIEW WITH

Sr Mohd Khairudin Bin Abd Halim, President of The Board of Valuers, Appraisers, Estate Agents & Property Managers (BOVEAP)



A. BRIEF BACKGROUND ON PRESIDENT OF THE BOARD, SR MOHD KHAIKUDIN BIN ABD HALIM

Sr Mohd Khairudin bin Abdul Halim is currently the Director General of the Department of Valuation and Property Services (JPPH), Ministry of Finance and Deputy President of Royal Institution of Surveyors Malaysia (RISM) and Business Valuers Association Malaysia (BVAM).

Sr Mohd Khairudin graduated with a Bachelor of Surveying (Hons) (Property Management) from the University of Technology Malaysia (UTM) and a Postgraduate Certificate in Valuation and Property Management from Sheffield Hallam University.

B. EVOLVEMENT OF PROPERTY MANAGEMENT

Can you provide an overview on the evolution and development of the property management profession in Malaysia?

Since 1981, registered valuers have been carrying out the practice of property management and estate agency. Registered valuers are qualified with a degree in land management, land economics, estate management, land administration or urban estate management etc. Nowadays these qualifications are commonly known as a Degree in Real Estate.

Graduates of these degrees are qualified in the management of real estate and they may choose to specialise to offer property valuation services, estate agency, property management or property consultancy.

In 2017, the Board had decided to liberalise this profession by opening it up to all property managers/managing agents or any other person who was managing properties by inviting them to register. The exercise was for 1 year which was called "window period" beginning 2nd January 2018 to 31st December 2018.

A manual on Malaysian Property Management Standards was published in 2010 and the second edition was issued in 2016. The Standards offer guidance on the best practice of property management in Malaysia. The Property Manager has fiduciary obligations to the clients and ethical values such as trust, integrity, honesty, fairness and professionalism underpin the property management services offered by the Property Manager.

Is the process of the registration of Registered Property Managers a success?

Yes, this exercise was a success. During this exercise, the Board had registered almost 2500 Property Managers. Being registered as a Property Manager does not allow the registrants to practice as they have to register a firm with the Board in order to practice.

With increasing sophistication and requirements of investors, occupiers and owners, the management of real property has given rise to specialisations such as property portfolio management, property asset management, corporate real estate and facility management. Does the Board look forward in providing guidance in the practice of these areas?

I cannot but agree with you on this statement. Yes, the Board together with the NGOs such as RISM, PEPS, MIPEAC will conduct seminars, workshops and talks on these areas so that registered members are acquainted with it.

What are the roles of BOVEAP as a regulatory body in enhancing the credibility of the profession?

The Board has always promote ethical practice by all the professions under its umbrella. It also ensures there are many ethical courses being conducted so that registered persons are aware of the do's and don'ts hence enhancing and promoting credibility of the profession.

The Board also does not allow any malpractice to go unchecked as it has in place disciplinary process which can be taken against any person found to be guilty of any malpractice or unethical practice. The Board can deregister any registered person or suspend them if found to have seriously infringed any of the provisions of the Act and Rules.

In what ways would the regulatory board i.e. BOVEAP promote this profession?

The Board has for the last 5 years or so had numerous PR Campaigns to promote the profession by creating awareness among members of the public to use the services of registered persons so that they are not cheated by illegal or bogus people claiming to be registered members of the profession.

C. THE PROPERTY MANAGEMENT PROFESSION IN MALAYSIA

Are there any differences in the practice today compared with the time when you started working?

Definitely, those days we did not have many sophisticated high rise buildings. However, nowadays, high rise buildings of various uses such as retail, office, industrial and mixed uses are common. Hence, practitioners have to equip themselves with sophisticated practice to ensure they give the very best to their clients.

Do you think the profession is static or evolving?

The profession is evolving as Industrial 4.0 has affected property management. Practice will change in tandem with technological advancement and digitisation.

In what ways Industrial 4.0 affect property management?

Disruptive technology of Industrial 4.0 such as big data analysis, Internet of Things (IoT), artificial intelligence, blockchain etc. will affect the way we



practice property management. The full impact of Industrial 4.0 is yet to be felt as these technologies are still developing and evolving.

How should property managers prepare themselves for Industrial 4.0?

I believe our members are already preparing themselves by attending seminars, workshops, technical briefings etc. on the subject matter to face this challenge. Property managers should learn to make use of these technologies to enhance their practice in terms of capacities and capabilities.

How should the institutions of higher learning (IHL) prepare their undergraduates for Industrial 4.0?

I urge the IHL to incorporate new relevant topics and subjects in the undergraduate degree syllabus so that they are prepared upon graduation and thus minimizing the impact of these challenges on them.

How would postgraduate studies help in expanding the scope of property management?

I am an advocate of expanding one's horizon in terms of knowledge. Taught postgraduate courses provide specialisation e.g. facility management, corporate real estate management, property maintenance and management etc. Whilst postgraduate research studies enable the practitioner to investigate in detail a problem or an issue in the management of real estate using scientific and academic approach. Hence for me postgraduate studies will definitely go a long way in enhancing the practitioner's portfolio.

With emergence of proptech, does the property management profession require a paradigm shift to maintain its relevance?

Yes it does require a paradigm shift to maintain its relevance.

How do property management firms remain relevant and to survive in this competitive market?

Industrial 4.0 is the challenge and it is also the answer. Practitioners need to embrace these technologies and to apply them in their practices. Firms that are

slow in adapting to the changes will find themselves left behind in the competition.

What are the new business/professional areas property managers should explore?

There are various specialisations in the management of real estate and this include infrastructure management, hospital management, public asset management, corporate real estate management etc. As the nation develop more of these assets will require management by experienced and knowledgeable professionals.

What are the new training or knowledge required for these new areas?

A property management professional should adopt lifelong learning as new knowledge will emerge over time and as mentioned earlier talks, seminar, workshops, forum etc would enhance their knowledge on the subject matter. Pursuing higher postgraduate qualifications such as masters

degree and related professional qualifications and memberships will provide the necessary training or knowledge required.

What do u think is the future prospect of the property manager and the future outlook of the profession?

Bright future.

Will you encourage school leavers to join this profession?

Yes most definitely.

What kind of personal character and personality are best suited to become a property manager?

No special requirements. Perhaps those who can relate to individuals of all walks of life will do well.

Lastly, what are your advice to young graduates who aspire to become a professional property manager?

Always work ethically, professionally and honestly and you can never go wrong. ■



INTER-FLOOR LEAKAGES

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INTRODUCTION

The top issues lodged with the Tribunal of Housing and Strata Management (TPPS) are defaults on payment of maintenance fees and inter-floor leakages. Building managers frequently received complaints on inter-floor leakages of different degree depending on the building design, service life cycle and level of building maintenance. Inter-floor leakage can be controlled if the building manager and his team have the background knowledge in life cycle management, building pathology and understand the process of building degradation.

Inter-floor leakage is a concern because it could lead to negative health effects due to the following:

- Biological contamination
- Accelerated release of volatile organic compounds (VOC)
- Deterioration of building structures

Leaking premises often have damp environment which are conducive for the growth of microorganisms e.g. bacteria, protozoa, algae, dust mites, bugs, molds and macro-fungal (mushrooms). Molds are visible because they are 100 to 500 time bigger than bacteria (refer to Figure 1). Indeed, the presence of visible mold represents biological contamination that come along with other microscopic pathogens and allergens that are harmful at high concentration. According to a comprehensive study titled "Damp Indoor Space and Health" on black mold by Centre of Disease Control and Prevention, USA found that

occupants living in damp environment (without visible mold) would suffer from upper respiratory (nasal and throat) tract symptoms, cough, wheeze and asthma symptoms in sensitized asthmatic patient. In the presence of visible mold, there was sufficient evidence of an association that occupants would suffer from upper respiratory (nasal and throat) tract symptoms, asthma symptoms in sensitized asthmatic persons, hypersensitivity pneumonitis in susceptible persons, wheeze and cough.



Figure 1: Visible molds

Source: Self adaptation

According to the Industrial Code of Practice in Indoor Air Quality 2010 published by Department of

Occupational Safety and Health of Malaysia, the acceptable limit of total bacterial counts is 500ppm and total fungal counts is 1000ppm respectively. Although these are the parameters of contaminants for industrial hygiene in industrial and commercial premises under Ministry of Human Resources, these are important references for residential premises. At the moment, no specific parameter being addressed for residential premises under the Ministry of Urban Wellbeing, Housing and Local Government (KPKT).

Excessive dampness accelerates degradation of fabrics, timber, varnish, paint, etc. and the release of volatile organic compounds (VOC) are hazardous to the occupants. It also attracts other allergens like dust mites, cockroaches, bugs and protozoa. The fragments and excrement of these organisms are allergens that deteriorate indoor environmental health. Mold and some bacteria, release microbial volatile organic compounds (mVOC) and mycotoxin when they combat with other species of microorganisms for food in their vicinity. Unfortunately, these toxins are toxic and harmful to the occupants, too.

In damp environment, proliferation of wood decay fungal, termites and bugs also effectively weakens the timber structures when these organisms consume the fibers of these structures (refer Figure 2). Additionally, dampness also contributes to the corrosion of metal structures and causes irreversible expansion to metallic, fibrous and masonry materials that crack the structures.



Figure 2: Rotting of timber door frame at bathroom

Source: Self adaptation

LEGALITY IN INTER-FLOOR LEAKAGE

According to Regulation 55(1) in Strata Management (Maintenance and Management) Regulations, 2015 (SMR 2015), inter-floor leakage refers to the evidence of dampness, moisture and water penetration. It covers not only the ceiling, but also the walls in the parcels, common areas or limited common properties.

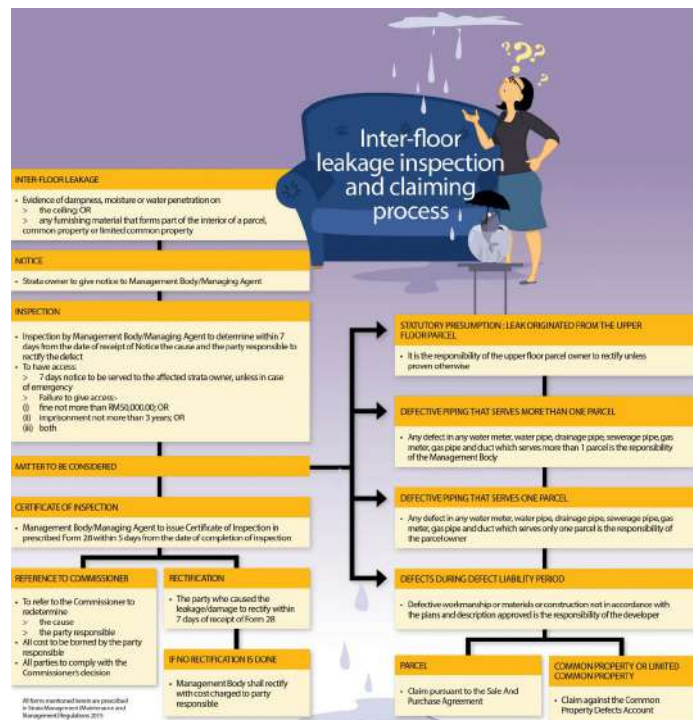


Figure 3: Inspection and Claiming Process of Inter-floor Leakage

Source: <https://www.edgeprop.my/content/putting-plug-inter-floor-leakages>, Chris Tan, 8 May 2016

When evidence of dampness, moisture and water ingress is noticed, the strata owners must issue a notice to the building manager of the Management Body or Managing Agent (refer Figure 3). Upon receipt of the complaint, the building manager must commence an investigation as soon as possible or within 7 days except in the case of Emergency. If suspected as an inter-floor leakage case, he must serve notice of 7 days for an inspection to the upper parcel(s). The parcel owner(s) must allow access for inspection, failing which, they may be subjected to a fine of not more than RM50,000.00, imprisonment of not more than 3 years, or both. The manager must determine the cause of the inter-floor leakage and the responsible

party to rectify any defect that has caused the leakage, and the consequential damage.

A Certificate of Inspection (Form 28 of SMR 2015) shall be issued within 5 days upon completion of investigation. For the issuance of Form 28, four (4) factors must be considered:

1. A legal presumption is given that water travel from top to bottom unless proven otherwise.
2. Is the utility contributing to inter-floor leakage shared by more than one parcel? If the utility serve more than one parcel, Management shall be responsible to repair it.
3. Otherwise, the relevant parcel owner must bear the costs of rectify it.
4. Does the inter-floor leakage occur during Defect Liability Period (DLP) in the Parcel or Common Areas? Any leakage inside the parcel during DLP must be reported to the developer based on the DLP clause in the Sale and Purchase Agreement (SPA). If the leakage occurs during DLP at Common Areas, it must be handled according to Part VII of the Strata Management Act 2013 (SMA 2013) - Deposit to Rectify Defects, and Part XIV of SMR 2015 - Deposit by Developer to rectify defects on Common Property.

A copy of Form 28 must be send to the COB for reference and the responsible party for rectifying the defects must commence the rectification work within 7 days. Failing which, the Management shall rectify the defect and charge the costs of rectification to the responsible party.

In the event of emergency, forcible entry is allowed if an order is granted by the Tribunals. Nevertheless, should the emergency severely threaten the safety of the buildings and/or the occupants, at least a verbal, written notice or electronic notice (email) must be served to the COB in charge of the respective areas. Alternatively, in the event of burst domestic pipe, the manager may opt to terminate water supply if the parcel concerned is vacant. Otherwise, he must provide temporary water supply

to the occupants if they are in the parcel. In cases of burst waste pipe, he may notify all the parcels sharing the same waste pipe to stop using their toilets until further notice. For burst rain water down pipe, he may opt to block the drain hole in the roof top that is connected to the leaking pipe.

Fire fighting pipes, even though located inside the parcels in stratified commercial buildings, are under the direct control of Management. Thus, Management is liable to repair them when they leak.

SOURCES OF INTER-FLOOR LEAKAGE

There are several utilities and service pipes in the space above the ceiling that can contribute to dampness and leakage. The common sources of leakage include, but not limited to the following:

- Domestic water pipes
- Waste pipes
- Rainwater down pipes
- Waterproofing failure in indoor wet areas
- Roof
- Cracked external walls
- Condensation

DOMESTIC WATER PIPES

Domestic pipes are the pipes in a plumbing system that bring in water from the main water supply pipe or water tank. Materials for pipes include metallic materials e.g. galvanized iron (GI), stainless steel and copper, and non-metallic materials such as polyvinyl chloride (PVC), acrylonitrile butadiene styrene (ABS), high density polyethylene (HDPE) and polypropylene random (PPR). The average lifespan of pipes is 15 years in general. Nevertheless most complaints on leaking involve GI pipes and ABS pipes.

Metallic pipes possess higher strength and they are able to withstand higher pressure and heat in general. However, they suffer from oxidation or corrosion at different degree depending on the nobility of metal (refer Figure 4). Corrosion contributes to loss of strength, expansion, cracking and cavities for leaking (refer Figure 5). It normally occurs at the threaded or

welded parts due to different surface potential when the threading or welding was done. Connections to other metallic materials like brass, steel and stainless steel also induces galvanic corrosion. Other causes of corrosion include impurities in the pipes that cause pitting corrosion and exposure to corrosive liquid like acid and rain water (carbonic acid or sea spray).

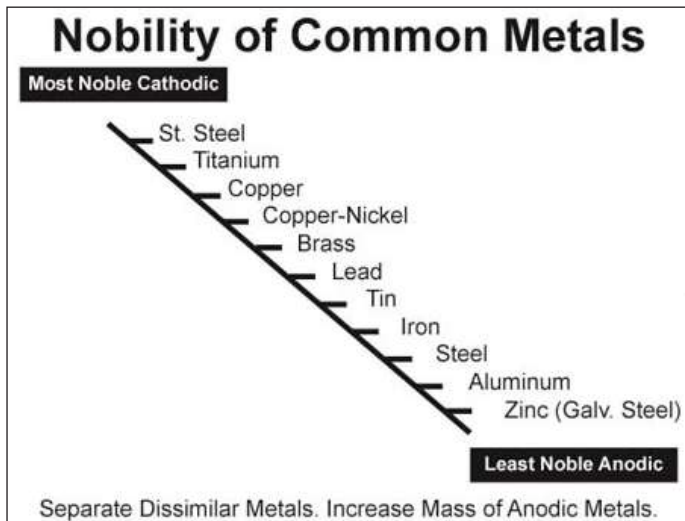


Figure 4: Nobility of Common Metals

Source: http://www.eurotubeuropa.it/english/NL/2014/09/nl_09_5.html



Figure 5: Corrosion on metallic pipes

Non-metallic or polymeric pipes do not suffer from corrosion. Nevertheless, leaking often occurs at the poor connection of the pipes with different fittings and they have poor tolerance to high water pressure. Thus, water pressure management is critical in buildings installed with polymeric pipes.

According to the *Uniform Technical Guidelines in Water Reticulation and Plumbing* published by Suruhanjaya Perkhidmatan Air Negara (SPAN), water pressure in multistorey buildings should be maintained between 10mH (0.98 bar) to 30 mH (2.94 bar). If the water pressure exceeds 30mH, a pressure reducing valve (PRV) should be employed (refer Figure 6). These PRVs must be serviced regularly and the diaphragms must be replaced periodically depending on the technical requirement of the respective manufacturer. Clogging in PRV may result in a surge in water pressure that can cause bursting in the domestic pipes. Therefore, building managers are advised to clean the water tanks once a year according to the recommendation by KPKT and to service the PRVs regularly.



Figure 6: Pressure reducing valve (PRV)

Source: Self adaptation

The second issue in water pressure management is “water hammering”. It is a pressure spike caused by a rapid stoppage in the water flow in the pipeline. This phenomenon is referred to as “water hammering” because the pressure spike are frequently accompanied by a noise that sounds as if the pipeline were being pounded with a hammer (refer Figure 7). Water has a mass of 1000kgm⁻³. When water travels in the pipe, it has a velocity that results in momentum. Thus, when it is stopped abruptly, the water crushes to the wall of the pipe and causes vibration. The hammering impact is compounded in vertical pipes due to the gravity.

Scientific study showed that the impact of the pressure spike and vibration in some cases can be as high as 600 pound. A video on hammering can be watch with this link: <https://www.youtube.com/watch?v=5WTVQfvavmY&t=290s>

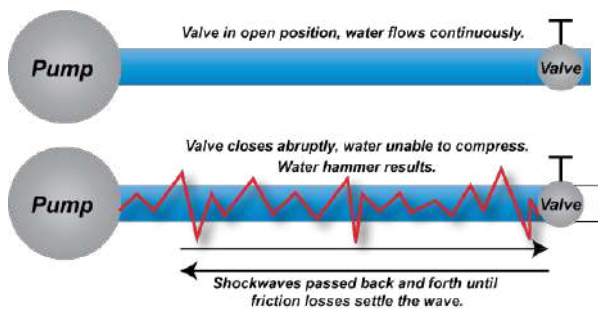


Figure 7: Water hammering in pipes

Source: <https://blog.craneengineering.net/what-is-water-hammer>

Periodic inspection and recording of pressure gauges is vital to predict and detect the surge in water pressure. Should any abnormality is detected, immediate action is needed to diagnose and trouble-shoot the problems before any damage take place. One of the effective way for controlling water hammering is installation of water hammer arrestor whereby the air cushion in the arrestor serve as absorber to reduce the impact of pressure spike and vibration (refer Figure 8).

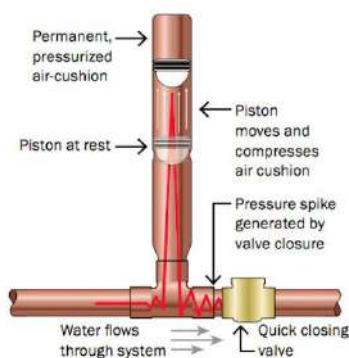


Figure 8: Water Hammer Arrestor

Source: <https://www.importitall.co.za/Minirester-Water-Hammer-Arrester-38od-Stop-ap-B000JRCFHK.html>

Uniform Technical Guidelines of Water Reticulation and Plumbing specifies a Pressure Gauge Test for

verifying water tightness of domestic pipes with data logger for one (1) hour. Firstly, form a closed loop for cold water supply by turning off all the valves. Then, suitable pressure is introduced to this close loop at one of the outlet point, by using handy pump. If there is no leakage, the water pressure shall stay consistent without significant pressure drop (the tolerance for pressure drop is 10%).

The author invented a method using infrared thermographic imaging combined with the pressure gauge testing to inspect the concealed domestic pipes and leaking spot without breaking any wall (refer Figure 9).

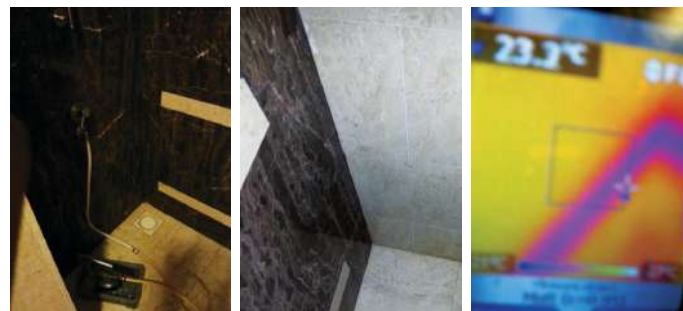


Figure 9: Pressure gauge testing and non-destructive inspection of concealed pipes with Infrared Thermographic Imaging

WASTE PIPES AND RAIN WATER DOWN PIPES

Waste pipes and rainwater down pipes (RWDP) are mainly installed using unplasticized polyvinyl chloride (UPVC) and cast iron pipes. It channels waste water and rain water away from the premises with stipulated gradient via gravity, and these piping systems drain the water in separate pipes. Venting pipes vents out foul odor as well as stabilizes the air pressure inside these pipes. P-traps with water seal are important devices in controlling odor from entering the premises. Some water seal and piping designs can lose water easily, allowing odor with hydrogen sulfide and germs to enter the premises and worsen the indoor environmental health and hygiene. Common causes of loss of water seal include self-siphonage, induced siphonage, back pressure, capillary attraction and wavering out (refer to Fred and Roger 2015).

If there is sewerage odor, one must check the availability of water in the water seal and fill up the water if it has dried up. Any dirt, debris, or grease need to be cleaned.

Blockage and impact is commonly lead to overflow, breakage and leakage. Strainers installed inside the floor traps and waste of sinks can reduce impact (collision of pipe by heavy or sharp material) and blockage at the main pipe effectively. However, regular clearing and cleaning of the strainers is needed, and must avoid the use of chemical.

In commercial kitchen, grease traps are employed to entrap food debris and oil. Use of chemicals and hot water for cleaning should be limited due to the risk of excessive heat that could damage the pipes. Nowadays, there are more effective ways in de-clogging pipes with the use of kinetic water ram, mechanical drain snake rooters and high pressure water jetting (refer to Figure 10, 11 and 12).

Aged cast iron waste pipes suffer from corrosion. When corrosion matrix is established, continuous volumetric expansion cracks the pipes and causes leakage (refer Figure 13). In such situation, replacement of the pipe to non-corrosive materials like UPVC pipe is recommended. However aged UPVC pipes may leak easily due to the degradation of the rubber seal. Replacement of the rubber seal will restore the water tightness of the pipes (refer Figure 14).



Figure 11: High water pressure jetting

Source: <https://www.thedraining.com/high-pressure-water-jetting.php>

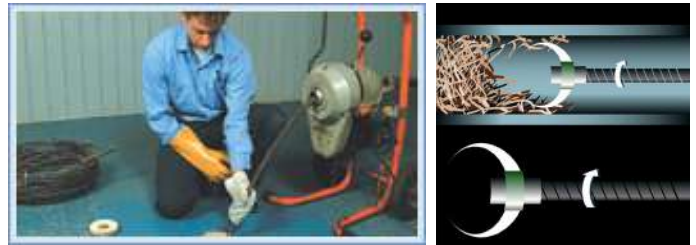


Figure 12: Mechanical snake roter

Source: <https://www.drainworks.com/drain-cleaning-toronto/snaking-roter/>, <https://www.wisegeek.com/what-is-a-drain-snake.htm#didyouknowout>

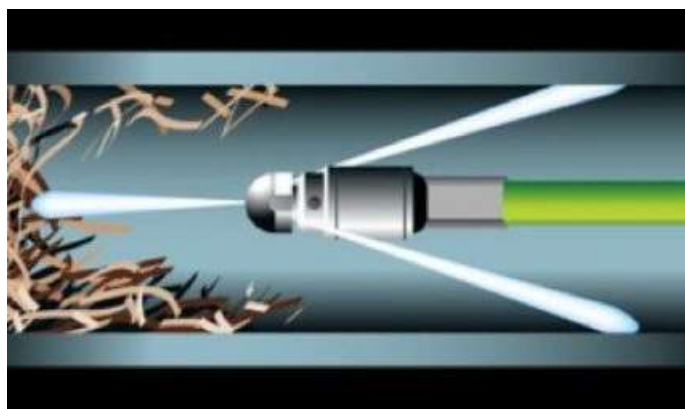


Figure 10: Kinetic water ram

Source: <https://dktools.com.my/product/kinetic-water-ram-kr-d-wc-malaysia/>



Figure 13: Leaking rusty cast iron pipe



Figure 14: Worn rubber gasket

WATERPROOFING FOR INTERNAL WET AREAS

For new projects, waterproofing systems for internal wet areas typically carry five (5) years warranty. After fair wear and tear, refurbishment is necessary in order to maintain the water tightness of the floor slabs in these areas. There are some common

type of waterproofing systems in Malaysia, namely cementitious, bituminous, polyurethane, acrylic, epoxy and rubberized waterproofing compounds.

Waterproofing membrane must be applied on the low slope floor with upturn of 300mm on the walls. In shower cubicle or areas subject to splashing of water from the shower rose, an upturn of 1800mm on the wall is applied on the walls within 1500mm vertically from shower rose. Furthermore, it must have angle fillets of 25mm X 25mm in order to prevent cracking at the floor edges. Lastly, it must be extended into the waste pipes (except WC) and the door by 300mm.

No literature and standards in the waterproofing in the wet areas can be found in Britain, North America and other European countries. However, a standard specifically tailored for waterproofing in the wet areas within residential building was developed in Australia, namely "*AS3740-2004 Waterproofing of wet areas within residential buildings*". Besides, a Code of Practice in waterproofing systems is available in Singapore, namely "*SS 637:2018 Code of Practice for waterproofing in reinforced concrete buildings*". "*Good Industry Practices in Internal Waterproofing*" published by Building and Construction Authority (BCA) in Singapore is a handy guide book for the contractors, professionals and building owners.

Fundamentally, durable waterproofing must possess high level of flexural fatigue resistance in order to cater for shrinkage and movement during the service lifespan, according to study done in Building Research Establishment in UK. Flexural fatigue resistance refers to:

1. Elasticity of the membrane to elongate and return to the original length when it is pulled.
2. It must be chemical resistant, according to AS3740-2004 in order to resist chemical attack due to use of bleach or detergent which contains bleach during washing.
3. It must sit on low slope surfaces in order to avoid cumulative acidity and contaminants on the surfaces.

There are a number of alternative measures for damp-proofing that come with shorter service lifespan, for instance, repellent or impregnator. As implied by its name, repellent repels water. Nevertheless, it fails when cracked lines propagate and widen to 0.3mm. Impregnator lacks elasticity and it is used primarily to fill up pores and create one (1) layer of non-permeable surfaces. When buildings crack due to the fluctuation in temperature or settlement, impregnator cracks and allows water seepage.

Dampness, when penetrates concrete and reach reinforcement steel bars (rebars), will undergo an electrochemical process of oxidation and de-alkalization when the pH of concrete start to drop. When the pH drops from 12 to 13 and reaches 9, the hydroxyl protective films against corrosion breakdowns and corrosion starts. The corroded rebars may expand progressively up to 6.5 time of its original volume, causing expansive pressure from within leading to the disintegration of the concrete.

Any re-waterproofing work without addressing and controlling the corrosion and de-alkali concrete is not durable. The corrosion process of rebars may slow down when concrete start to dry up but it will progress slowly and continuously, causing the cracking to the concrete as well as the new waterproofing membranes. KPKT recommends EN1504 for diagnosis and repair of concrete.

Waterproofing failure normally comes with evidence of efflorescence i.e. the sediment of soluble minerals in the concrete (refer Figure 15). Unlike leaking of domestic pipes with running water at 24/7, waterproofing failure has cyclic wetting and drying whereby the dissolved mineral has sufficient time to solidify and crystallize before it is washed away by the next infiltration of water.

Waterproofing failure can be verified by conducting flood test (refer to ASTM D5957 – 98 (2013) Standard Guide for Flood Testing Horizontal Waterproofing Installations) and aided by monitoring using a moisture meter for at least 24 hours. A common mistake in conducting flood test includes using a



Figure 15: Efflorescence due to waterproofing failure

Source: Self adaptation

flat plastic sheet to seal the floor traps. Water may seep out at the cement screed layer which is porous and no hydrostatic pressure can be built up for a correct flood testing. Thus, a temporary blockage must be inserted into the waste pipe for this purpose. Nevertheless, the blockage must be easily removed upon the completion of the flood test otherwise, a new blockage is created.

ROOFS

There are two (2) major type of roofs in Malaysia, namely pitched roofs and low slope roofs. These roofs serve as the first line of defense against rainwater ingress and weathering. Pitched roofs have at least 20 degree gradient and they are primarily covered by clay roof tiles or concrete roof tiles. Low slope roofs have less than 20 degree gradient and they are primarily constructed by metal roofing sheets and concrete slabs.

Pitched Roofs

Pitched roofs can channel away the rain water rapidly with the high gradient. Penetrations including vent pipes and wind turbines are protected by flashings with the joints sealed by sealant. Heat, ultraviolet light and acidic rainwater are the major degradation factors to pitched roof and the sealants of the roof

penetrations. Greenhouse effects, pollution and urbanization effects accelerate the degradation with stronger acidic rain, heat waves, wind and storm. Increasing number of uplifting of roofs have been witnessed and reported. For the year 2019 alone, the Minister of Work allocated RM100 million for the repair of damaged roofs of government schools by storms (NST online 27 Sept 2019).

Dampness in the dim roofing spaces can be detected easily with an infrared thermographic imager for abnormality and a confirmation is needed using a moisture meter (refer Figure 16). In the case of narrow spaces, an endoscope can inspect such areas with ease (refer Figure 17).

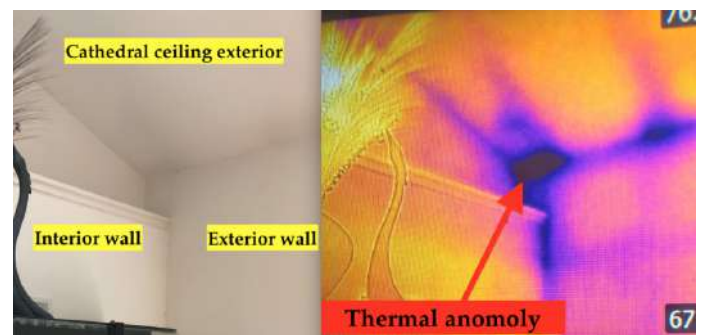


Figure 16: Detection of leaking from roof

Source: <https://www.preciseinspecting.com/service/2657-2/>



Figure 17: Endoscope/borescope for inspection of narrow space

Source: <https://www.tokopedia.com/dkss/endoscope-borescope-inspection-camera-nts200digital-inspection-system>, <https://www.bakerconsultants.co.uk/terrestrial-ecology/bat-surveys/>

In view of the worsening greenhouse and urbanization effects with stronger wind and storms, strengthening measures e.g. mechanical fastening and additional clipping are recommended for more durability and resilience (refer to Figure 18).

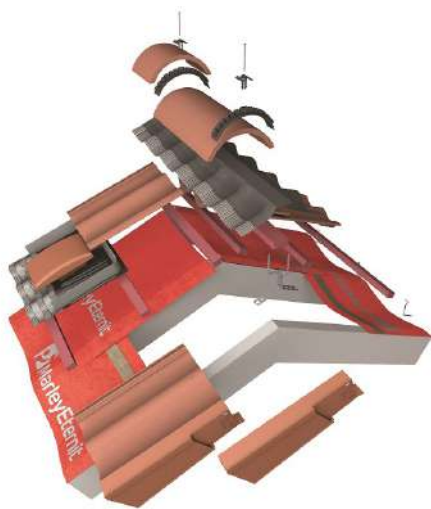


Figure 18: Installation of slate and tiles of pitched roof according to BS 5334

Source: <https://probuildermag.co.uk/features/marley-eternits-guide-roofing-full-roof-systems>

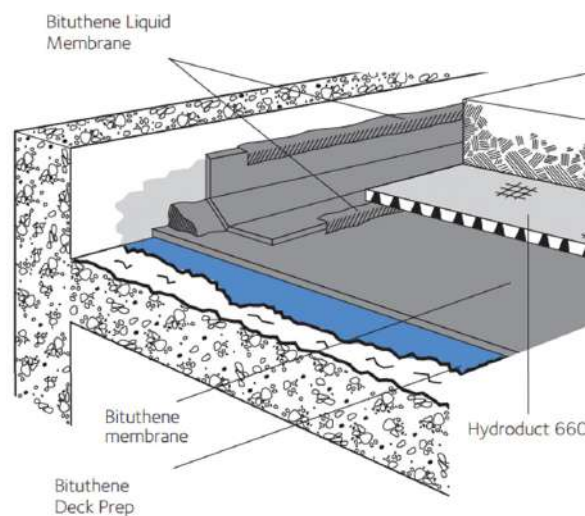


Figure 19: Typical detailing of Protected Membrane Roofs

Source: <https://gcpat.com/en/solutions/products/bituthene-post-applied-waterproofing/bituthene-3000-and-bituthene-low-temp>

Low Slope/flat roofs

The two primary types of low slope roofs are concrete roofs and metal deck roofs. They have gradients between 3 degree to 20 degree. Any ponding is disastrous because additional load to the roof due to ponding water may run the risks of collapse.

Concrete flat roofs of industrial buildings allow utilities such as air conditioner compressor, water tank, cooling tower and communication towers to be placed. Protected membrane roof prevents penetration of rainwater through the flat roof. It comprises of one layer of cement screed to fall, waterproofing layers, one layer of under screed drainage and 50 mm of top screed (refer to Figure 19).

Factors affecting the durability of waterproofing on flat roofs include gradient (no water ponding), flexural fatigue resistance and stability against degradation of heat, ultraviolet light and fungal attack. BS 6229:2018 "Flat roofs with continuously supported flexible waterproof coverings - Code of practice" has in-depth explanation to various type of waterproofing systems and other miscellaneous accessories for flat roofs as in Figure 20.

In refurbishment cases, BS 6229 recommends the replacement of waterproofing system must adopt the existing system. Nevertheless, due to the hassle and difficulty of removing the cement screed layers, blanketing methods with Modified Bitumen Membranes (Torched Bitumen Membranes), coating and Single Ply Membranes are commonly used. According to Salawati (2009), modified bitumen membranes has been proven to crack, harden, shrink and detach at the joints due to degradation by harsh heat and intense equatorial sunlight. However Modified Bitumen Membranes are the most common type of re-waterproofing materials used in Malaysia. Coating like Polyurethane, Acrylic and Epoxy with limited elasticity can hardly last under the harsh heat, sunlight and the consequential thermal stress. System that can last the harsh weathering are Single Ply Membranes Ketone Ethylene Ester which normally comes in white surfaces which reflect the sunlight and keep the membranes cold while staying permanently elastic (refer Figure 21).

If the waterproofing failure affected the concrete, particularly corrosion of rebars and cracking of concrete, KPKT recommends diagnosis, repair and protection of the concrete based on a holistic and systematic approach under EN1504.

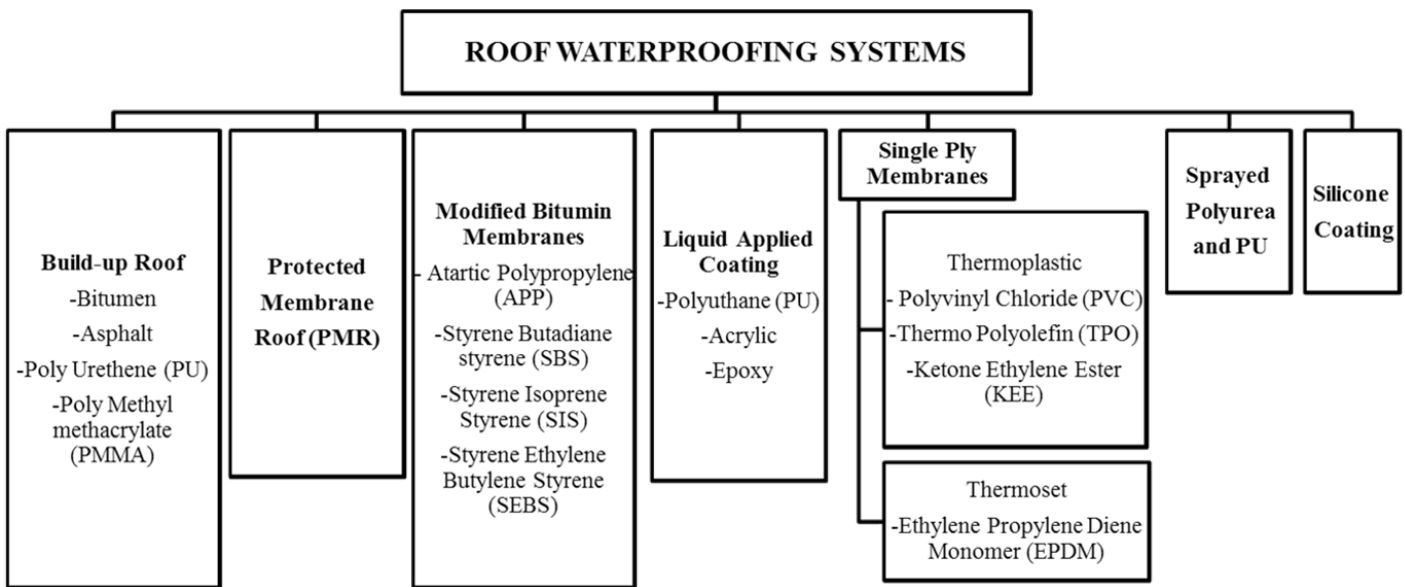


Figure 20: Key families of waterproofing systems for concrete low slope roofs

Source: https://www.wbdg.org/design/env_roofing.phd



Figure 21: Permanently elastic and reflective Ketone Ethylene Ester Single Ply Membranes

Source: <http://www.dachdecker-floehatal.de/allgemein/dachabdichtung-mit-alwitra-evalon/>

Metal Roofs

In view of the increasing wind speed and severity of storms due to greenhouse and urbanization effects, metal roofs suffer from uplifting due to poor reinforcement practices in Malaysia. Additionally, worsening greenhouse effects with higher concentration of CO₂ gas in the atmosphere causes rainwater to become acidic and corrosive. In some industrial areas in Shah Alam with high vehicular

traffic, the acidity of rain water can be as strong as pH 2 for the first few minutes of rainfall.

Denting by foot traffic creates holes for seepage of rain water. Screws and flashing of different metal causes galvanic corrosion and leaking to the metal roofs. Sealant used at terminations and joints must be replaced regularly in prevention of leakage. Thus, regular maintenance including refurbishment with anti-rust coating, replacement of worn rubber gaskets at screws and routine replacement of sealant is vital in order to keep the metal roof water tight.

EXTERNAL WALLS

The discussion on external walls in this section is limited to masonry non-structural wall only.

External walls comprise of structural columns, beams and slabs and non-structural infill like brick walls, IBS concrete walls, fenestrations and curtain walls. These building materials possess different coefficient of thermal expansion, expanding and contracting at different length due to change in temperature. At differential expansion and contraction, these materials detach with evidence of cracking on the external walls.

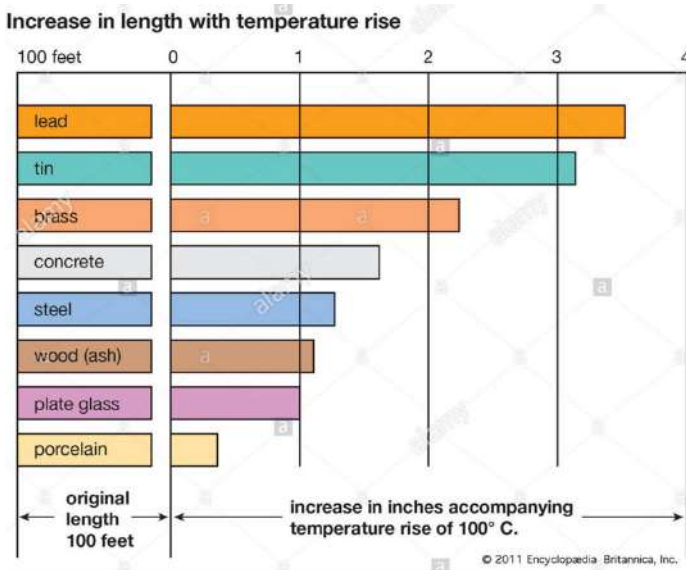


Figure 22: Different coefficient of thermal expansion of common building materials

Source: Encyclopedia Britannica, Inc

Other common causes of cracks on external walls include natural shrinkage, settlement, subsidence and structural stress.

According to scientific studies, cracked lines with width as small as 0.23mm are able to induce water seepage from external walls. The cracking is more severe for external walls with dark paint because the dark paint reflects little sunlight and it suffers from higher inherent risk of thermal stress and cracking. Crack at the re-entrance corners of windows with aluminum frames that do not have thermal break also causes cracking due to the excessive expansion of aluminium as compared to the bricks and the concrete lintels.

In terms of liability for maintenance, dilapidation and cracking on external walls and the sealant between window frames and the external walls is repaired on the expense of the Management. If the leakage is attributed by the worn sealant or gaskets on the windows, the parcel owners are liable for the repair. For curtain walls, be it with or without windows, are

repaired by the Management should it leak. This consensus was made upon among the Presidents in Persidangan Presiden of TPPS in 2018.

Due to the impact of thermal stress on the external walls and lack of control joints during the design stage, cracked lines on external wall should be converted to moveable joints by making "V" grooves on the cracked lines, apply paintable elastic acrylic sealant, spray sand on the surfaces of the sealant, apply elastomeric primer and lastly apply weatherproof coating. Lastly, worn sealant and gaps on the windows must be replaced routinely in order to prevent water seepage.

CONDENSATION

Condensation occurs when cold surfaces encounter humid air. The dew point temperature where vapor turns to water can be projected and analyzed based on Psychrometric Chart (refer Figure 23).

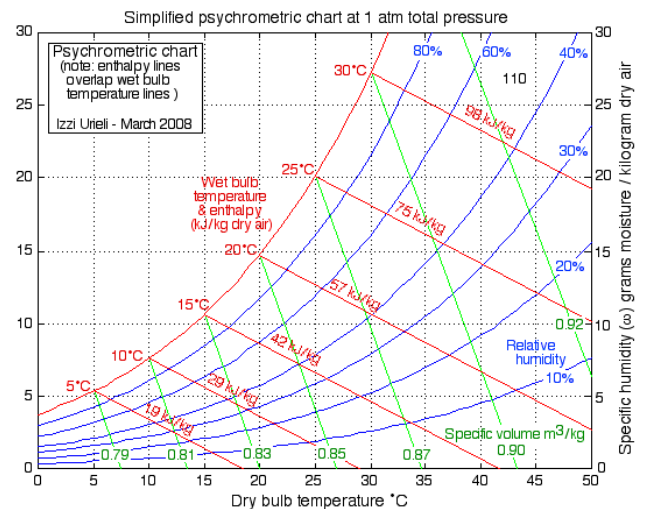


Figure 23: Psychrometric Chart

Source: https://www.ohio.edu/mechanical/thermo/Applied/Chapt.7_11/Chapter10b.html

Condensation occurs if some occupants turn of air conditioners for 24/7 while the neighbors practice natural ventilation in their premises. Also, it happens to poorly insulated cold rooms and server rooms. Wide

area of cold surface with even spread of droplets of water is evidenced when condensation happens on concrete slab (refer Figure 24).



Figure 24: Condensation on RC slab

For poorly insulated air conditioner copper tubes, condensate water discharge pipes or insulation under compression due to wrong tightening also may cause condensation on the poorly insulated portion (refer Figure 25).



Figure 25: Poorly insulated copper pipes

Source: Self adaptation

Detection of condensation requires the use of infrared thermographic imager for measuring the temperature of cold surface as well as a hygrometer for measuring the relative humidity of air. Then, reference can be made to the Psychrometric Chart for the dew point temperature accordingly.

Insulation with mineral fiber, rubberized foam or polyurethane foam covered by aluminium foil or plastic sheets duly tapped in order to avoid contact of humid air to the cold surfaces is the effective way to control condensation in long run.

CONCLUSION

Dampness, moisture and water ingress may occur due to numerous reasons. Water is dynamic whereby it exists in the form of solid, liquid and gaseous naturally.

It changes its form according to the changes in the environments and air pressure. In order to detect dampness and control it accordingly, we need to understand the physiology of water for such purposes.

The major concern of dampness is deterioration in indoor environmental health when buildings degrade and biological contamination is triggered. Immediate actions is necessary in order to prevent biological contamination should visible mold is spotted. ANSI IICRC S520 *Standard for Professional Mold Remediation* stipulates that effective mold control must start with moisture control. Then, sanitization by physical removal of the mold with prevention of cross contamination is carried out for effective sanitization and restoration of indoor environmental health. ■

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UPHILL TASKS IN GOVERNING COMMON PROPERTIES: From Hardin to Ostrom

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INTRODUCTION

The severity and urgency facing the governance of common properties of high-rise strata properties can best be illustrated by two events. Firstly, Datuk Pretam Singh commented during the Property Management Time Bomb 2016 Seminar that cases filed with Strata Management Tribunal (SMT) against parcel holders for not paying service charge rose by three times for the period July-December 2015 (400 cases) to January-June 2016 (1,192 cases) (*The Edge Prop*, 19 July 2016).

The second is The Ministry of Housing and Local Government (KPKT)'s announcement on the increased number of appointed presidents from 19 to 29 as a consequence of a surge in cases filed with SMT, which numbered some 2,355 for the January-June 2018 period (*The Edge Prop*, 9 July 2018).

Due to a lack of appreciation on the need to pay service charge to the governing body, many quarters in Malaysia fear the real danger of strata residential schemes becoming urban slums. JMB Malaysia pointed out that "community living starts with the responsibility of parcel holders making prompt payment of service charge" (*JMB Malaysia*, 25 March 2016).

This situation is set to worsen with no solution in sight yet. The current ratio of landed residential property to high-rise property is 70:30, it will be 50:50 by 2025 (Chen, Eddy, *The Edge Prop*, 9 December 2016).

Terms used in this article

Governance refers generally to management of a resource under certain prescribed rules.

Self-governance is management of a resource by participants themselves.

Institutions may be described as human-designed organisations or arrangements that promote certain practices such as formal rules (the law of a country) or informal constraints (norms, culture, practices) so that a set of behaviours can be molded in participants.

Governing bodies are groups entrusted under the law to manage a resource.

Noraziah Azmin (2006) comments that poor payment of service charge is due to parcel holders being dissatisfied with the maintenance work, while Tiun (2009) cautions that Malaysia's property management practice is at its formative stage and more time is needed to improve it.

However, both Noraziah Azmin and Tiun represent a host of researchers who confront this problem of parcel holders in refusing to pay service charge, from a rationality perspective. The very nature of common

properties is not dealt with. Other researchers explore failures of governing common properties from the residents' satisfaction angle by putting the blame on governing bodies.

Wang (2013) throws a new light by equating natural commons (such as seas, rivers, fisheries, forests, air) with man-made commons (such as the common properties of condominiums) where the former has been the target of intense research in the last four decades within common pooled resources management literature. Both commons are self-governed since the government is not involved in the day-to-day management.

This short article focuses on the nature of the commons as observed by Hardin (1968) and Ostrom (1990), as well as experience learned which can be applied to manage common properties of strata development.

Herein two (2) questions are raised. First, why are commons hard to manage? Second, what are the uphill tasks in managing the common properties of strata properties?

2.0 THE TRAGEDY OF THE COMMONS

Unregulated grazing on a common land can bring disaster to herdsmen who depend on it for a living. This is the key argument of Professor Garrett James Hardin (1915-2003), University of California, Santa Barbara,

in his now popular metaphor "*The tragedy of the commons*" adapted from William Forster Lloyd's 1883 term, which appeared in *Science* 1968.

The Concept.

Consider a pasture which is shared by a few herdsmen rearing cattle. As a start, everybody keeps only a limited number and the pasture appears in good condition. One day, however, suppose one herdsman feels that he ought to increase the number of cattle by three as he alone will benefit from keeping more cattle. Suppose all other herdsmen come to the same conclusion and increase with the same number of cattle. A point comes when the pasture reaches the carrying capacity and the said pasture can no longer cater to the enlarged number of animals, which would be a case of over-exploitation of natural resources. Soon, the pasture is ruined. So freedom of using the commons (pasture) mindlessly without considering the wellbeing of the resource brings ruin to all herdsmen. In Hardin's words (1968), when a commons is unregulated, "inherent logic of the commons remorselessly generates tragedy". Free-riding and shirking behaviours are expectedly rampant in failed commons (refer Figure 1).

Relevance to common properties.

Does the above narration also apply to the governance of common properties in stratified

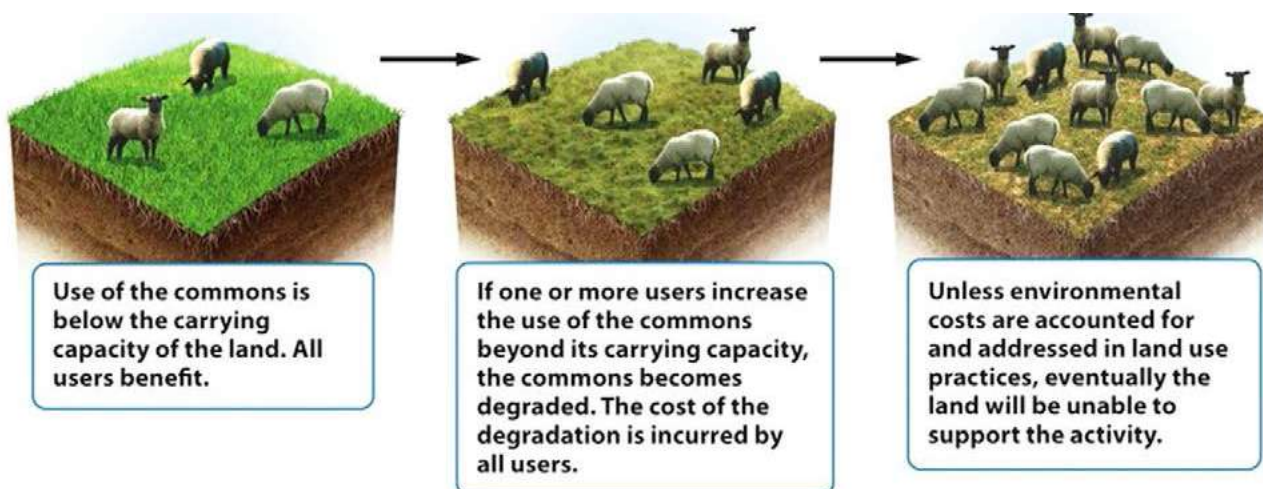


Figure 1: The Tragedy of the Commons

Source: <https://usu.instructure.com/courses/444419/pages/lecture-4-tragedy-of-the-commons-and-a-land-ethic>, accessed: 11 September 2018

projects? Indeed, one can draw a parallel comparison. Herein pastoral land takes the form of common properties. The number of tenants allowed to live in a condominium by parcel holders may well go beyond its designed capacity.

Unregulated grazing by cattle takes the form of exploitation of parcel holders/tenants who abuse common properties by disobeying rules, littering, vandalising common properties such as lifts and corridors, and not subscribing to the mandatory service charge payment.

Preventing ruin in common properties.

Why are commons (or more precisely common goods) exploited and subjected to abuse? Hardin (1968) suggests a need of mutual coercion and enforcement amongst parcel holders as a means to keep the commons under control. While it appears easy on paper, obstacles can arise from such implementation. The first challenge is the sheer number of parcel holders/tenants who live there thus making socialising difficult. The second is making the norms, practices, and rules acceptable to all that facilitate governance.

What can be learnt from these obstacles? Firstly, when parcel holders/tenants come to live together, collaboration and cooperation should be encouraged. Secondly, greater government intervention/taxation should be allowed – for example, a penalty on service charge defaulters can be imposed and enforced. Effective enforcement of decisions by SMT on defaulters is another example. Finally, informal and formal property rights can be promoted but this can bring about several challenges in implementation in newly completed projects where governing/managing bodies may not be able to build a credible reputation so quickly.

Compared to Hardin's pessimism about the natural commons conditions and the uphill task of self-governing, Ostrom (1990) and her research allies are more positive in their empirical evidence, which will be discussed in the next section.

3.0 PRINCIPLES OF GOVERNING COMMONS

Issue of open access

Hardin (1968) believes only private properties/private goods and public properties/public goods can be maintained. Private properties are protected by individuals while public properties are protected by the government. The commons/common goods are thus left poorly maintained since ownership is uncertain. Samuelson (1954) and Ostrom and Ostrom (1977) came up with a list of different property classes.

Hardin pre-supposes all commons are open access. Many researchers believe by enclosing the commons and by promoting cooperation amongst participants, sustainability has a chance.

Will self-governance of common properties in strata schemes stand a chance since they are normally enclosed by walls? When access is not restricted but given to anybody, and turnover of membership is high (e.g. tenants), this will fail since it is still "a disguised form of open access" (Wang, 2013).

A noteworthy point, according to Patt (2017), to overcome "the tragedy of the commons" is not about economics (well-maintained properties can enhance value), but more about better networking amongst participants (collaboration and cooperation), instilling a clear understanding about the nature of the commons amongst participants, and institutions that set rules (seen as informal and formal property rights).

Examples of self-governed natural commons

Professor Elinor Ostrom (1933-2012) of University of Indiana, a co-recipient of the Nobel Prize for Economic Sciences 2009, provides several cases of successful self-governed natural commons in her 1990 book *Governing the Commons*, debunking Hardin (1968)'s pessimism (see Table 1- next page).

Long-enduring self-governed natural commons located in Switzerland, Japan, Spain, and Philippines were assessed. The youngest is 100 years; the oldest 1,000 years. What is the secret recipe? What are the

THE PROPERTY MANAGER

Table 1: Long-enduring, Self-organised, and Self-governed Common Pool Resources (CPRs)

	Communal tenure in high mountain meadows and forest	Huerta irrigation institutions	Zanjera irrigation communities in the Philippines
Examples	Torbel, Switzerland	Valencia	Zanjera
	Hirano, Nagaïke, and Yamanoka villages in Japan	Murcia and Orihuela	
		Alicante	

Source: Ostrom, E. (1990, pp. 61-90)

common denominators? There are six according to Ostrom (1990, pp. 88-91).

First, the environment in each commons is complex, ranging from forests in Switzerland to irrigation schemes in Philippines. Second, the population size in each commons has remained relatively stable over a long period.

Third, established norms are accepted by all participants due to the homogeneity of participants (in terms of skills, knowledge, ethnicity, and race). Fourth, rules are set but can change to suit the needs. Fifth, operational rules are devised according to local circumstances. Sixth, attributes of physical system and the cultural consideration influence the choice of rules.

In essence, self-governed commons may be studied along four dimensions: context; physical attributes; rules-in-place; and the nature of participants.

Principles Of Self-Governance In Natural Commons

The role of institution is a subject of close study by Commons (1932). A successful institution sets rules,

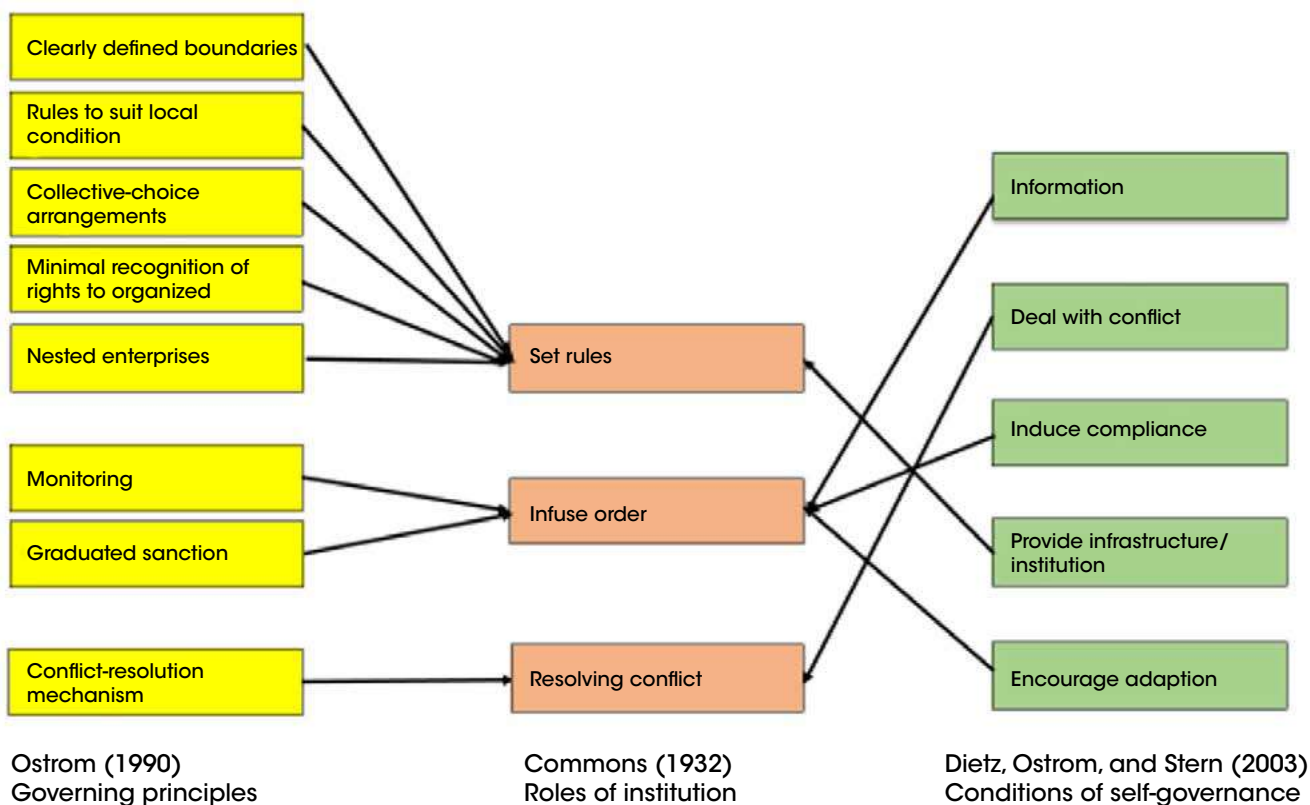


Figure 2: Governing Principles, Roles of Institution, and Governing Conditions

infuses order, and resolves conflict (Commons, 1932). See center column of Figure 2. Ostrom's eight governing principles are depicted in the left column, while the conditions for successful self-governed commons are shown in the right column.)

In self-governed commons, the governing bodies are deemed successful if institutions enable individuals to achieve productive outcomes in situations where temptations to free-ride and shirk are ever present (Ostrom 1990, p. 15).

Dietz, Ostrom and Stern (2003) has also grouped five governing principles as associated with setting the right rules such as amount of service charge for prompt payment, no littering, no vandalism, and no keeping of pets in condominium, keeping noise level down, etc. (see Figure 2).

Infusing order (see Figure 2) within the commons requires every participant to be alert whereby a rule breaker may be reported and reprimanded.

Resolving conflict (see Figure 2) requires the governing body to have certain skills and experience, and that take time and effort.

Uphill tasks in governing common properties

From the above findings, self-governed common properties are likely to face three different challenges. First, how can rules be set for compliance by parcel holders/tenants if most governing bodies have a short history (new institutions), unlike those natural commons having hundreds of years of existence and experienced trials and tribulations? Some governing bodies have been accused of not keeping their accounts properly. So the first task is to install a credible institution (Dietz, Ostrom and Stern, 2003).

Second, adaptation of parcel holders/tenants to local environment is key to infuse order by governing bodies (Dietz, Ostrom and Stern, 2003). On the other hand, the diversity of those living in the highrise properties makes consensus-building difficult. High turnover of tenants living in strata properties can also exacerbate the situation. Interestingly, successfully-

run natural commons has homogeneity in terms of ethnicity and race.

Third, expecting the governing bodies to resolve conflicts amongst parcel holders/tenants can be difficult due to lack of knowledge and training (Tiun, 2009; Wang, 2013).

4.0 CONCLUSION

This article has addressed the two questions raised. First, commons are hard to manage due mainly to the very nature as a form of common goods, a point missed by many local researchers on strata property management. No doubt there are instances of success as described in "governing commons"; however, they are the exception rather than the rule. Second, the article equates natural commons to man-made commons given their nature as common resources where ownership (property rights) is uncertain. The main uphill challenges to set rules, to infuse order, and to resolve conflict by governing bodies have been discussed. The role of institution in self-governance of common properties should also be further encouraged. ■

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PRE-QUALIFYING YOUR TENANTS USING THE KYC APPROACH



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WHAT IS KYC?

KYC means “*know your customer*”. Generally, when people talk about conducting KYC checks, they commonly imply the process that takes place at identifying your customer and verifying that identity.

Although the phrase “*know your customer*” may seem insignificant to most property people, it has a very important meaning in the business world. The process of knowing your customer is what businesses do in order to verify the identity of their clients either before or during the time that they engage a business relationship with them. The term KYC can also refer to the regulated bank practices used to verify clients' identities.

Banks and companies of all sizes have applied KYC in running their businesses. It is a common practice for banking institutions, credit companies, and insurance agencies to require their customers to provide detailed



information in order to ensure that they are not involved with corruption, bribery, or money laundering.

KYC policies have been expanding for some time and they have become very important globally. With issues pertaining to corruption, terrorist financing, and money laundering becoming so prevalent, KYC policies have now evolved into an important tool to combat illegal transactions in the international finance field. KYC allows companies to protect themselves by ensuring that they are doing business legally and with legitimate entities. It also protects the individuals who might otherwise be harmed by financial crime.

KYC AND PROPERTY LEASING

Property owners who lease their properties are exposed to the risks of offences for abetting illegal activities such as gambling, on-line gambling, drug manufacturing, drug trafficking and other illegal activities.

Under the worst-case scenario, property owners who allow their premises to be used by syndicates to run online gambling operations may face enforcement actions under the Prevention of Crime Act 1959 (POCA). Offenders can be detained or placed under restricted residence for up to two years.

For individual landlords who carry out renting and leasing their properties have to bear the risks of leasing to tenants who intend to carry out illegal activities in their properties.

For landlords who engage real estate agents (REA) or real estate negotiators (REN), some form of information in the form of "Tenant Profile" are collected and shared with the landlords. These landlords may act merely based on these information. Very often further information are not obtained or collected from the potential tenant. This is where the risk of leasing comes into the leasing process.

KYC can help to reduce these risks by introducing a systematic approach in gathering and verifying the identity of the potential tenants.

HOW IS KYC CONDUCTED?

Many financial institutions begin their KYC procedures by using a "Customer Identification Program" that collect basic data and information about their customers, preferably using electronic identity verification. Pieces of information such as names, social security numbers, birthdays, and addresses can be very useful when determining whether an individual is involved in a financial crime.

Once this basic data is collected, banks generally compare it to lists of individuals that are known for corruption, on sanctions lists, suspected of being involved with a crime, or at a high risk of partaking in bribery or money laundering. Financial institutions also look at lists of Politically Exposed Persons, or PEPs.

From there, the bank then quantifies how much of a risk their client appears to be and how likely they

are to become involved in corrupt or illegal activity. Once this evaluation has been made, the bank can make an informed assumption of what that client's account should look like in the near future. Once the expected outline of the account is in place, the bank can then consistently monitor the client's account activities for suspicious transactions and transfers. The financial institutions can also compare that client's profile to those of his or her peers. If a bank has two clients that have very similar occupations and backgrounds, it is assumed that their accounts will look rather similar.

APPLYING KYC ON SPECIFIC HIGH RISK TENANTS

Landlords owning properties near institutions of higher learning, construction sites and industrial areas often come across potential tenants who are from foreign countries. However due to the lack of understanding and prejudiced view of these foreign individuals, many landlords prefer to forgo these potential tenants without taking proper due diligence on their identities or to verify the validity of their employment status.

Three specific groups of potential foreign tenants are used as examples to illustrate how KYC can be applied to reduce tenant risks:

1. International students

(a) Basic KYC

Basic identification documents include passport, study visa and permits.

For the passport and Student Visa (refer Figure 1, 2 and 3) :

- » Ensure these documents are still valid beyond the term of the tenancy agreement
- » High risk countries: Estate agencies may find out which countries are in the high risks list by referring to the list by Financial Action Task Force (FATF, G7)

(b) Second tier KYC

Supplementary documents include Student card and university's offer letter. In case of any doubts, the



Figure 1 : A single entry study visa



Figure 2 : A student's pass with multiple entry visa from 2 August 2017 to 7 July 2018



Figure 3 : A student's pass with multiple entry visa from 28 Dec 2017 to 12 Jan 2019

landlords/estate agents may call up the university's registrar to verify the student's identity.

2. Foreign Semi-skilled workers

This category of workers are generally low-skilled labour such as cleaner, factory worker, security guards, technicians etc.

In the cross-border remittance industry, these workers

are only allowed to transfer a maximum of RM5,000 per month under Bank Negara Malaysia's regulation.

(a) Basic KYC identification

Basic identification documents include passport, i-Kad and Visa (labelled as Visit Pass: Temporary Employment / Professional / Social)

- » Ensure those documents are still valid beyond the term of the tenancy agreement
- » Occupation can be identified from the Visa (e.g. Maid, Factory Worker, Cleaner, etc. – refer Figure 4 and 5)

(b) Second tier KYC

Supplementary documents – Company ID card, bank statement for savings account

3. Professionals

This category of customers are expatriates, skilled professionals (IT, finance, engineering, etc.) in the medium to high salary income group.

In comparison to semi-skilled workers, these customers are allowed to remit a maximum of RM30,000 daily (similar to Malaysian residents).

(a) Basic KYC identification – Passport, i-Kad and Visa (labelled as Employment Pass – refer Figure 6 and 7)

- » Ensure those documents are still valid beyond the term of the tenancy agreement
- » Occupation and employer can be identified from the Visa.
- » Three categories of Expatriate Employment Passes:

Category (I) refers to jobs paying RM 10,000 and above

Category (II) is for salaries between RM5,000 and RM10,000, and

Category (III) is for jobs paying below RM 5,000.

(b) Second tier KYC

Supplementary documents are Company ID card (crosscheck with Visa), salary slip and bank statement.

Obtaining supplementary documents from potential tenants may



Figure 4 : A visit pass with multiple entry visa for temporary employment as outsourced worker from 11 June 2012 to 10 Apr 2013



Figure 5 : A visit pass with single entry visa for temporary employment as a factory worker from 29 January 2019 to 4 Feb 2020



Figure 6 : An employment pass with multiple entry visa for a creative designer under Category (II) from 16 Aug 2018 to 15 July 2019



Figure 7 : An employment pass for a teacher under Category (I) from 25 April 2017 to 19 April 2019

THE PROPERTY MANAGER

seem a step too far in the current property market tenancy/leasing practice. However, this allows for a sound risk assessment (high/low risk) of the tenant's financial capabilities in monthly rental payments. This in turn allow real estate agents to propose potential foreign tenants to property owners and improves property owner's confidence.

CONCLUSION

An approach to verify the identity of a foreigner individual is important in pre-qualifying potential tenants. Landlords potentially missed out genuine quality foreign tenants if they are bias. Ignorant real estate agents and real estate negotiators who follow blindly the decisions of biased property owners will potentially lose out in closing tenancies and earning

more rental commissions. The KYC approach offers landlords and estate agents an objective way in pre-qualifying and selecting tenants in a more professional manner using objective criteria. ■

REFERENCE

Bank Negara Malaysia (2018) *Anti-money Laundering and Counter Financing of Terrorism Guide*

PwC (2016) *Know your customer – Quick Reference Guide*

Ryan, Patrick (2012) The need for improvement ACAMS Today September-November Vol. 11 No. 4



Are you prepared to appear in the Housing and Strata Tribunals to present your case?

The Housing Development (Control and Licensing) Act 1965 and Strata Management Act 2013 are the fundamental Acts that regulate the relationship between Developers, Strata Owners and Management. In the event of disputes, lawyers are not allowed in the tribunals and a lot of confusion arises in term of the forms and supporting documents to be submitted, as well as the litigation process in analyzing, presenting and defending one's case.

The chaos will be resolved under the guidance of the head of Legal and Claim Division of the Tribunals Tuan Roshan Kshatriya, a Senior Federal Counsel with vast experiences in litigation and prosecution as a former Deputy Public Prosecutor, together with his expert witness in the ground breaking training and mock trials.

The objective of the training and mock trial is to assist the participants in his preparation and presentation for their Tribunal cases. They will be able to evaluate their strengths and weaknesses of their cases and their opponent's case. Additionally, the training will allow them to strengthen the case and their defense when the actual trial begins. Through this training, they will locate the gaps in their case which they would not have known. The trainers will specify these details after they observe the presentation. After the training, the participants would be able to equip themselves with the relevant knowledge of the relevant laws. Then, the Mock Trial training will enhance the skills and develop their confidence when they appear before a President in the Tribunal.

1 day course with itinerary as follows:

- 9.00am to 12.00pm, Housing Development (Control and Licensing) Act 1965 and Strata Management Act 2013 by Tuan Roshan Kshatriya
- 12pm to 1.00pm, Technical inspection and reports by An Expert Witness
- 1.00pm to 2.00pm Lunch Break
- 2.00pm to 5.00pm Mock Trial by Tuan Roshan

HRDF Claimable

CPD and CCD Points: **BOVEAP, CIDB & RISM**

Organizer: PKN Building Solutions Sdn Bhd

Venue: Cyberjaya

Date: 6th of June, 2020 (Saturday)

Fee: RM580.00

Limited seats: 50 only

RSVP: academy.pkn@gmail.com

Tel: 016-3237880 (Eileen), 012-6258312 (Pohee),
or 018-664 9743 (Amalini)



CSS e-Community

(mobile apps & Web)

CSS mobile app enables residents to view their latest account statement and make payment directly to management or make facility booking/ service request via the app at their convenience. Moreover, residents are able to receive App notification alert on latest account statement, reminders on overdue payment, communication with management, receipts of payment and etc. It's help to promoting effective communication between management and residents as well as convenience for all parties.

e-Community

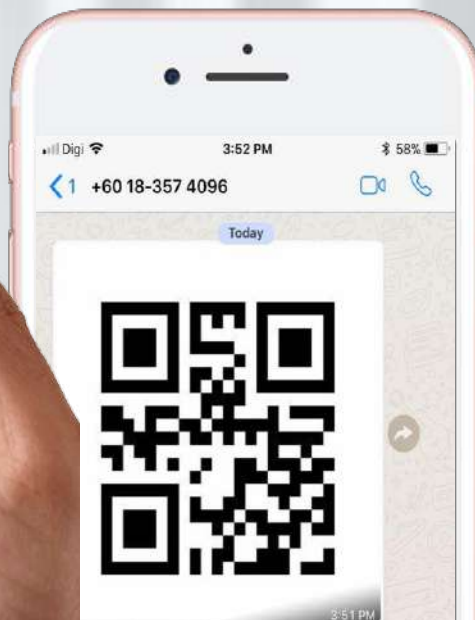
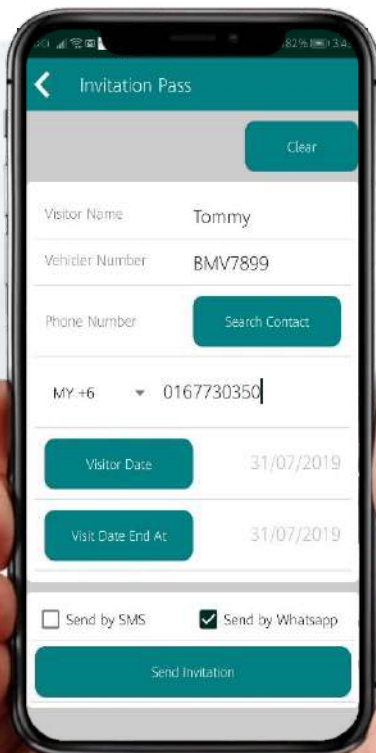
- ✓ Account statement
- ✓ E-Payment *
- ✓ Facility booking
- ✓ Community news
- ✓ Management bulletin
- ✓ Management committee
- ✓ Minutes of meeting
- ✓ House rules
- ✓ Standard form downloads / Digital Form
- ✓ Service request or complaint

e-Payment Benefits

- ✓ Increase payment collection rate
- ✓ Secure and instant update with online payment
- ✓ Supports Credit Card, Debit Card and FPX online bank transfer
- ✓ Auto generation of official receipt and invoice offsetting
- ✓ Auto notification on payment received via SMS or email/app



Visitor Management System



- ✓ Pre-registered visitor with QR code sent by tenant to visitor
- ✓ Security personnel scan the QR code with phone app
- ✓ Reduce waiting time for verification with tenant
- ✓ Increase security level
- ✓ IC and photo recording for walk in visitor

What we provide to our customer

CSS Facility Management Series



Resident Portal (mobile apps & Web)

- ✓ E-Statement
- ✓ E-Payment
- ✓ Facility Booking
- ✓ Visitor Management
- ✓ Community News
- ✓ Management Bulletin
- ✓ Minutes of meeting
- ✓ House rules
- ✓ Management Committee
- ✓ Application Form Download



Property Management

- ✓ Maintenance Billing
- ✓ Official Receipt
- ✓ Account Statement
- ✓ Owner/tenant register
- ✓ Common area rental



Task Management

- ✓ Task Assignment
- ✓ Services request
- ✓ Defect management
- ✓ Work order assignment
- ✓ Maintenance statistics



Financial Accounting

- ✓ Integrated with CSS credit control
- ✓ Tailored to property management environment



Purchasing

- ✓ Purchase approval
- ✓ Approval chain
- ✓ Purchase order



Preventive Maintenance

- ✓ Work order scheduler
- ✓ Work order flow chart
- ✓ Equipment register
- ✓ Equipment servicing



Human Resource

- ✓ Payroll
- ✓ Expenses claim
- ✓ Leave management

WHAT IS PROPERTY ASSET MANAGEMENT



Apart from facility management¹, there are other related areas of property management which are poorly understood. These are due to the use of inconsistent terminology and the differences in the organization structure of the companies specializing in the ownership and management of real estate assets.

Property asset management is another area that needs further clarification and understanding by practitioners, academics and students. The confusion could prevent talented individuals from pursuing careers in asset management or impinges upon the development of supportive services for those already working in the field. It also contributes to a lack of understanding between those managing real estate as an investment vehicle and those operating on it on a daily basis when the two groups lack a true appreciation for what the other does.

HOW THE EXISTING PROPERTY ASSET MANAGERS DESCRIBE THEIR ACTIVITIES

Many described they are responsible for “overseeing financial performance”, “creating value through strategic decisions” and “managing the competitive position of each property in their respective portfolios”.

It is also common these managers frame the roles of asset managers in relation to those of the parties with whom they work e.g. “asset managers fit neatly between portfolio managers and property managers because they are responsible for implementing property-level strategies reflective of portfolio objectives and the financial engineering used to acquire the property assets.”

Some acknowledged that property asset management is sometimes difficult to define as a profession because it “continues to evolve”, “crosses a lot of boundaries” and “it takes on different forms”.

THE NEED TO CLARIFY PROPERTY ASSET MANAGEMENT

Clarifying the roles asset managers play in different types of organisations is therefore important for the following reasons:

- a. Defining the unique body of knowledge required for success in property asset management can help establish it as a professional service, providing a status that will attract talent to the industry,
- b. Understanding what is expected of property asset managers can help higher education providers better tailor their offerings to meet evolving industry needs,

- c. Differentiating property asset management from property management in more clear and concrete terms can improve communication and understanding between these two groups.

SO WHAT IS PROPERTY ASSET MANAGEMENT?

Property asset management process typically involves a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. They include:

- a. Acquisition support
- b. Business planning
- c. Leading a team
- d. Budget preparation
- e. Lease/capital expense approval
- f. Promoting operational efficiency
- g. Market research
- h. Financial analysis
- i. Disposition assistance
- j. Reporting/surveillance.

These functions can be delegates to a number of different parties in a number of different ways depending upon the structure, culture and strategic objectives of a given real estate firm. Some individuals holding asset management titles engage in all of these activities and have considerable autonomy to

make property level decisions. Other asset managers have much narrower job descriptions and far less discretion. These differences make it difficult to define property asset management as a profession in universally accepted terms.

TYPES OF PROPERTY ASSET MANAGEMENT

Four common approaches to property asset management exist in the real estate industry, which are distinguishable based on the amount of attention devoted to financial management relative to human resource management:

- a. *Analytical asset managers* have strong quantitative backgrounds and primarily view their work as that of data analysis, financial modeling and surveillance, as opposed to that of leading a team of leasing agents and property managers
- b. *Operational asset managers* tend to come from property management background and prioritise collaboration with onsite personnel as a means of improving performance and enhancing tenant relations
- c. *Transactional asset managers* focus on interacting with the agency community, negotiating leases and setting rents in an effort to drive revenue growth
- d. *Comprehensive asset managers* have strong financial management and human resource



THE PROPERTY MANAGER

management skills that allow them to participate in all of the aforementioned activities at a high level and make strategic decisions.

The education, training and skills required for success in asset management depends largely upon which approach a real estate company adopts in practice. It may also influence where a company sources asset managers and the support systems put in place to foster their professional growth.

PROSPECTS IN PROPERTY ASSET MANAGEMENT

Despite the existence of alternative approaches to property asset management, it is commonly perceived in the industry that there are excellent career opportunities in the field for those who are

decisive and have a relatively high level of financial acumen, effective communication skills and the ability to motivate people. The greatest opportunities appear to exist for those who have an interest and the aptitude to work in an environment that serves as a bridge between the worlds of real estate finance and operations. ■

NOTE

1. _____ (2019) *Similarities and differences between facility management and property management The Property Manager, Vol.1 No.1, 38-41*
2. *This article is adapted from:*

Read, Dustin (2017) Defining real estate asset management Journal of Property Management, May-June p11 – 13 (an IREM publication)



SEMINAR ON ISO 55001 (ORGANISED BY SIRIM)

Prepared by Sr Matthias Loui Hoong Fei

This seminar was held on 21 January 2020 at Concorde Hotel, Shah Alam Selangor and was well received by large companies and corporations interested in achieving ISO 55001 status in their respective organizations. The organisers initially targeted only about 30-40 participants and were pleasantly surprised with a turnout of nearly 60 or more participants where an extra hall was opened to accommodate them. Three Committee Members of MIPFM attended the seminar.



Two important topics are covered in this seminar i.e. “ISO 55000 ASSET MANAGEMENT – OVERVIEW, PRINCIPLES AND TERMINOLOGY” and “ISO 55002 ASSET MANAGEMENT – MANAGEMENT SYSTEMS, GUIDELINES FOR THE APPLICATION OF ISO 55001”.

It was very well organised by SIRIM QAS International with good trainers and speakers for the presentation

and the objective is to promote and encourage more organisations to achieve management system certification aligned with international standard on the subject of asset management. These asset management systems are now being extended and already implemented by a) Railway networks b) Mining enterprises c) Pharmaceutical companies d) Hospitals e) Local governments and facility management services

It was very informative and some of the related areas covered are:

- a. **Asset Portfolio** – assets that are within the scope of the asset management system.
- b. **Asset Management System** – Set of interrelated or interacting elements to establish asset management policy, asset management objectives and processes to achieve these objectives.
- c. **Asset Management** – Coordinated activity of an organisation to realize value from assets.
- d. **Managing the Organisation.**

The seminar ended with another presentation by Institute Jantung Negara (IJN) who recently achieved **ISO 55001 status**. IJN shared their experience in achieving this status by mapping out their journey from preparation to application over the last 2 to 3 years. ■

PROPERTY MANAGERS INDUCTION COURSE

Organized by Board of Valuers, Appraisers, Estate Agents
and Property Managers

For the newly registered Property Managers, the Board of Valuers, Appraisers, Estate Agents and Property Managers has organized a half-day *Property Managers Induction Course* for these registrants. The objectives of the course are to acquaint the new registrants, especially those admitted based on allied qualifications and professional experience, on the practice of property management and its applicable laws and standards. The topics covered in the Induction Course are shown in Table 1.

This is a mandatory course for the new registrants and carries 5 CPD hours which may be utilize for the renewal of their authority to practice for the year 2021.

Committee members of MIPFM have actively volunteered themselves to be speakers for the various topics of the Course (see Table 2). ■

Table 1 : Course details of the half-day Property Managers Induction Course

TOPIC	SCOPE
1. Introduction to Valuers, Appraisers, Estate Agents and Property Managers Act (Act 242)	<ul style="list-style-type: none"> • Board of Valuers, Appraisers, Estate Agents and Property Managers • Code of Ethics as Registrant • Property Manager Professional liability • Disciplinary Action by BoVEAP • Registration of Company with BoVEAP
2. Introduction to Malaysia Property Management Standards	<ul style="list-style-type: none"> • Competencies • Scope of Work
3. Introduction to Strata Management Act	<ul style="list-style-type: none"> • Managing agent • Taking over

Table 2 : Involvements of Committee Members of MIPFM

DATE	PLACE	SPEAKERS (Committee Members of MIPFM)
6 February 2020	Double Tree by Hilton, KL	1. Sr Adzman Shah 2. Sr Siew Yee Hoong 3. Sr Mohd Faizal Fuad
11 February 2020	Double Tree by Hilton, Johor	1. Sr Haji Ishak bin Ismail 2. Sr Siew Yee Hoong 3. Sr Adzman Shah
20 February 2020	Double Tree by Hilton, KL	1. Prof Ting Kien Hwa 2. Sr Siew Yee Hoong
25 February 2020	Eastin Hotel, Penang	1. Prof Ting Kien Hwa 2. Sr Mohd Faizal Fuad
5 March 2020	Cititel, KL	1. Sr Haji Ishak bin Ismail 2. Sr Matthias Loui



NATIONAL C-LEVEL Conference

Dewan Aster, Level 4 PKNS
26 February 2020



In addition, changes in the natural environment, population, economy, finance and social-economic factors put further stress on the prospect of the property market:

- Climate change
- Senior population
- Millennial workers and professionals
- Economic slowdown
- Low interest rate regime
- High household debt and low consumption

Faced with the above challenges and constraints, SEDCs which owned significant real estate assets and operating independently need to change and transform. In the address, Prof Ting mooted the concept of a single listed SEDC REIT where each SEDC



Professor Sr Dr. Ting Kien Hwa was invited as Keynote Speaker for the PKNS National C-level REITs Conference. The title of the Keynote address is “REITs - The Opportunities: Unlocking the Secrets of Revitalising and Monetising Assets”. In the Keynote Address, Prof Ting provided a brief overview of the Malaysian REIT Industry comprising 18 listed REITs which has a market capitalization of RM43.4 billion (Dec 2019). KLCCP being the largest REIT has dominated the Malaysian REIT market with a market capitalization of RM14.4 billion followed by IGB REIT with RM6.85 billion.

In the medium to long term, the Malaysian property market is facing new challenges and trends particularly Industrial 4.0 which has brought on disruptive technologies:

- big data and big data analytics
- cloud computing
- Internet of Things (IoT)
- robotics
- machine learning
- artificial intelligence (AI)
- blockchain, cryptocurrency

NATIONAL REITS Conference

2020

Headquarters, Shah Alam
February 2020

may inject their real estate assets into the common REIT. The benefits of monetizing the real assets through securitization are many:

- visibility
- better cashflow
- reduce debt
- reinvestment for better return
- corporate image
- liquidity
- higher profile
- enhances branding and corporate value
- transparency and efficiency

In addition the benefits of a listed REIT are:

- a. Bigger market capitalization
- b. Higher liquidity



- c. Attracts institutional investors: EPF, KWAP, SOCSO, insurance co, SWF, investment funds etc.
- d. Access to capital through Bursa Malaysia
- e. Better corporate governance, transparency and accountability
- f. Each SEDC provide a ready pipeline to inject real estate assets into the REIT

The pooling of SEDC assets into a single large REIT will create a diversified real estate portfolio:

- diversified geographical location
- varied property types :
 - Premium, Class A, Green Buildings
 - Regional, community, neighbourhood
- different property sectors :
 - retail, office, industrial, hospitality

The benefits of being a large diversified REITs are:

- higher market liquidity,
- favoured by institutional investors,
- stronger bargaining position
- reduce cost of capital & better financial leverage,
- property income stream is more resilient,
- less affected by downturn of a single property sub-sector or the vacancy rate of a single building

HBA STRATA MANAGEMENT SEMINAR

Hall 2, KLCC
22 February 2020

The President, Sr Adzman Shah was invited to present a paper titled "Best Practices in Property Management" in the HBA Seminar. Other interesting topics are also presented:

- How does an owner file a claim with Tribunal?
- How Proptech could enhance your property value?
- How compliance with Strata legislation preserve the value of your property?



Sr Adzman also participated in the Q&A session together with Tn. Roshan A/L Kathi Kayan, Senior Legal Officer of Strata Management Tribunal, and lawyer Koh Kean Kang. ■

FELLOW MEMBER 2019

NO.	M'SHIP NO.	SALUTATION	FULL NAME	COMPANY
1	PMF 0022	TAN SRI DATO' (DR.) SR.	ABDUL RAHIM ABDUL RAHMAN	RAHIM & CO INTERNATIONAL SDN BHD

ORDINARY MEMBER 2019

NO.	M'SHIP NO.	FULL NAME	COMPANY
1	PM 1023	LEE WEI KEAT	LAURELCAP ASSET MANAGEMENT SDN BHD
2	PM 1034	CHANDRA MOHAN A/L KRISHNAN	ONE ASIA PROPERTY CONSULTANTS (PG) SDN BHD
3	PM 1039	WONG INN PIAU	APIP REALTY SDN BHD
4	PM 1040	TANG POH HUN	PA INTERNATIONAL PROPERTY CONSULTANTS SDN BHD
5	PM 1041	PAURNAMI A/P SELLATHURAI	PA INTERNATIONAL PROPERTY MANAGEMENT SDN BHD
6	PM 1042	MOHAN A/L MUNUSAMY	SEPADU FACILITIES MANAGEMENT
7	PM 1043	DATO' AZMAN BIN RAIMI	DZ ANGKASA PROPERTY CONSULTANT SDN BHD
8	PM 1044	AKMAL BIN ALIMUDDIN	PENGURUSAN HARTA AMALMAJU SDN BHD
9	PM 1045	ADIL BIN AZMAN	DZ ANGKASA PROPERTY CONSULTANT SDN BHD
10	PM 1046	LEE CHEE THIAN	ORIENTAL PROPERTY MANAGEMENT SDN BHD
11	PM 1047	CHRISTOPHER HENG YONG WEI	RJ REALTY SDN BHD
12	PM 1048	KHOO YAO PANG	ZAHARIN NEXCAP PROPERTY CONSULTANTS SDN BHD
13	PM 1049	DAVID RAJ A/L S KOLANDESAMY	CAPITALAND RETAIL MALAYSIA SDN BHD

ASSOCIATE MEMBER 2019

NO.	M'SHIP NO.	FULL NAME	COMPANY
1	PMA 0053	LAU SUIT CHING	KUEEN LAI PROPERTIES SDN BHD
2	PMA 0054	CHIN WING WAH	ROSE VISTA PROPERTY MANAGEMENT SDN BHD
3	PMA 0055	ALEXANDER MATHEWS	JL FACILITIES MANAGEMENT



⋮ INVITATION FOR ARTICLE CONTRIBUTION ⋮ FOR THE PROPERTY MANAGER

The Property Manager is a peer review journal published quarterly online by the Malaysian Institute of Property and Facility Managers (MIPFM). The journal aims at bringing together professionals, practitioners, academicians, researchers and students to impart and share knowledge in the form of practice notes, empirical and theoretical articles and research papers. It provides a forum for the dissemination of professional knowledge and practices, original research results, new ideas and practical experience of the property managers and facility managers. Industry notes on the advancements and innovation in proptech are very much look forward to by members. The Editorial Board welcome original article contribution to *The Property Manager*.

PEER REVIEW PROCESS

Manuscripts are subject to review by the Editorial Board and reviewers.

GENERAL GUIDELINES FOR SUBMISSIONS

Article submissions should not exceed 12 A4 pages, including all figures and tables (excluding the references). Abstract should be no more than 500 words. Articles in Bahasa Malaysia need to include an abstract in English.

KINDLY EMAIL ARTICLE TO:

editor@mipfm.org.my

CONTROL AND PREVENTION OF COVID-19 FOR PROPERTY MANAGERS

CONTENTS

- 1. As a Property Manager, how do you protect yourself from Covid-19?**
- 2. Myth busters on Covid-19 for the occupants and tenants of strata properties**
- 3. How to manage COVID-19 risk when organizing AGMs, EGMs, meetings & events?**
- 4. Simple ways to prevent the spread of COVID-19 in your workplace**
- 5. Test your knowledge on Covid-19**



PREFACE

With the global outbreak of Covid-19 and the increase in the local incidence of infections, MIPFM is actively working to provide real estate professionals with credible information on how to mitigate the potential health hazards in managing stratified properties. Based on information from the World Health Organization (WHO), MIPFM has released this Guide to help property professionals to help preventing and controlling Covid-19.

MIPFM will continue to monitor this issue as it develops, and resources will be posted regularly on its webpage. Members should refer to the Ministry of Health and World Health Organization (WHO) for up-to-the-minute updates and best practices:

- www.who.int/influenza/preparedness
- www.who.int/emergencies/diseases/novelcoronavirus-2019

Prof Sr Ts Dr. Ting Kien Hwa

Editor-in-Chief

The Property Manager

24 March 2020

Disclaimer

The information provided is for information only and should not be considered as medical advice. The Property Manager disclaims all responsibility for any losses or damage to person suffered directly or indirectly from reliance on such information.

1

As a Property Manager, how do you protect yourself from Covid-19



While carrying out work, Property Managers are exposed and come into close contacts with tenants, occupants, owners, contractors etc. in their workplace. The risk of being affected by Covid-19 is high. But before protection measures are discussed, we need to understand how Covid-19 spreads.

How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu.

Protection measures for everyone (not just Property Managers!)

Stay aware of the latest information on the COVID-19 outbreak, available on the WHO website and through the national and local public health authority. The situation is unpredictable so check regularly for the latest news.

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- 1. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.**

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

- 2. Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.**

Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

- 3. Avoid touching eyes, nose and mouth.**

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

4. Make sure you, and the people around you, follow good respiratory hygiene.

This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

5. Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

6. If possible, avoid traveling to the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely) – especially if you are an older person or have diabetes, heart or lung disease.

Why? You have a higher chance of catching COVID-19 in one of these areas.

Protection measures for persons who are in or have recently visited (past 14 days) areas where COVID-19 is spreading

- » Follow the guidance outlined above (Protection measures for everyone)
- » **Self-isolate by staying at home if you begin to feel unwell, even with mild symptoms such as headache, low grade fever (37.3 C or above) and slight runny nose, until you recover.** If it is essential for you to have someone bring you supplies or to go out, e.g. to buy food, then wear a mask to avoid infecting other people. Why? Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.
- » If you develop fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travelers. Why? **Calling in advance will allow your health care provider to quickly direct you to the right health facility.** This will also help to prevent possible spread of COVID-19 and other viruses.



Source: World Health Organisation (WHO) website

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

2

Myth Busters on Covid-19 for The Occupants and Tenants of Strata Properties

Can pets at home spread the new coronavirus (Covid-19)?

At present, there is no evidence that companion animals/pets such as dogs or cats can be infected with the new coronavirus. However, it is always a good idea to wash your hands with soap and water after contact with pets. This protects you against various common bacteria such as E.coli and Salmonella that can pass between pets and humans.

Can the new coronavirus be transmitted through mosquito bites?

To date there has been no information nor evidence to suggest that the new coronavirus could be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water. Also, avoid close contact with anyone who is coughing and sneezing.

Does the new coronavirus affect older people, or are younger people also susceptible?

People of all ages can be infected by the new coronavirus (Covid-19). Older people, and people with pre-existing medical conditions (such as asthma, diabetes, heart disease) appear to be more vulnerable to becoming severely ill with the virus.

WHO advises people of all ages to take steps to protect themselves from the virus, for example by following good hand hygiene and good respiratory hygiene.





Can the new coronavirus be transmitted through parcels/packages received from China or any country reporting COVID-19 cases?

Even though the new coronavirus can stay on surfaces for a few hours or up to several days (depending on the type of surface), it is very unlikely that the virus will persist on a surface after being moved, travelled, and exposed to different conditions and temperatures.

The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.

Are hand dryers effective in killing the new coronavirus?

No. Hand dryers are not effective in killing the 2019-nCoV. To protect yourself against the new coronavirus, you should frequently clean your hands with an alcohol-based hand rub or wash them with soap and water. Once your hands are cleaned, you should dry them thoroughly by using paper towels or a warm air dryer.

Can spraying alcohol or chlorine all over your body kill the new coronavirus?

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e. eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations.

How effective are thermal scanners in detecting people infected with the new coronavirus?

Thermal scanners are effective in detecting people who have developed a fever (i.e. have a higher than normal body temperature) because of infection with the new coronavirus.

However, they cannot detect people who are infected but are not yet sick with fever. This is because it takes between 2 and 10 days before people who are infected become sick and develop a fever.

Source: World Health Organization (WHO) website

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

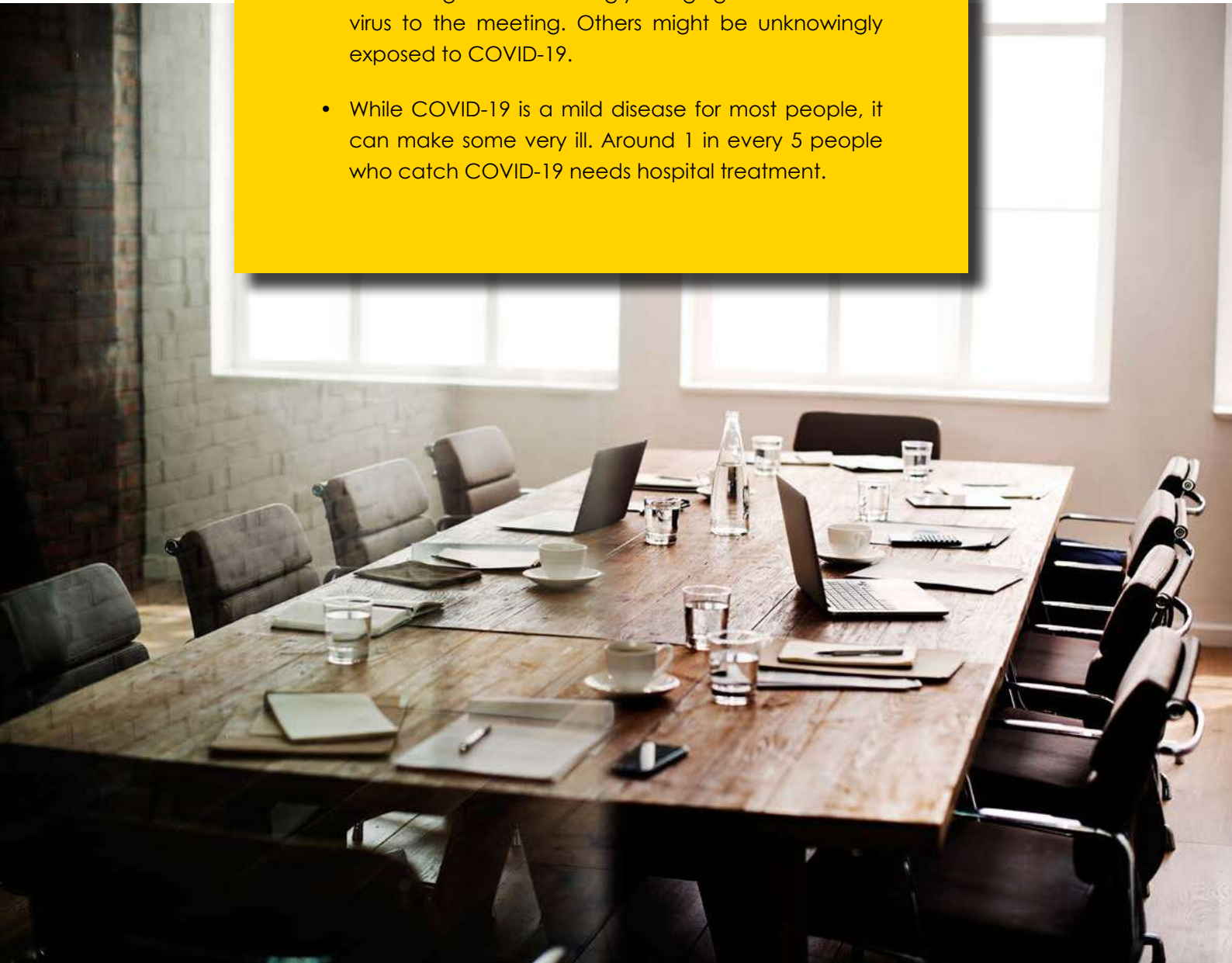
3

How to manage COVID-19 risk when organizing AGMs, EGMs, meetings & events?

Why do employers and organizers need to think about COVID-19?

Organizers of meetings and events need to think about the potential risk from COVID-19 because:

- There is a risk that people attending your meeting or event might be unwittingly bringing the COVID-19 virus to the meeting. Others might be unknowingly exposed to COVID-19.
- While COVID-19 is a mild disease for most people, it can make some very ill. Around 1 in every 5 people who catch COVID-19 needs hospital treatment.



Key considerations to prevent or reduce COVID-19 risks

BEFORE the meeting or event

- Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.
- Develop and agree a preparedness plan to prevent infection at your meeting or event.
 - » Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference or online event?
 - » Could the meeting or event be scaled down so that fewer people attend?
 - » Ensure and verify information and communication channels in advance with key partners such as public health and health care authorities.
 - » Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants. Have surgical masks available to offer anyone who develops respiratory symptoms.
 - » Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
 - » Make sure all organizers, participants, caterers and visitors at the event provide contact details: mobile telephone number, email and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this they cannot attend the event or meeting.
- Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise). This plan should include at least:
 - » Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated
 - » Have a plan for how they can be safely transferred from there to a health facility.
 - » Know what to do if a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting
 - » Agree the plan in advance with your partner healthcare provider or health department.



DURING the meeting or event

- Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.
 - » Build trust. For example, as an icebreaker, practice ways to say hello without touching.
 - » Encourage regular hand-washing or use of an alcohol rub by all participants at the meeting or event
 - » Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in.
 - » Provide contact details or a health hotline number that participants can call for advice or to give information.
- Display dispensers of alcohol-based hand rub prominently around the venue.
- If there is space, arrange seats so that participants are at least one meter apart.
- Open windows and doors whenever possible to make sure the venue is well ventilated.
- If anyone who starts to feel unwell, follow your preparedness plan or call your hotline.
 - » Depending on the situation in your area, or recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.
- Thank all participants for their cooperation with the provisions in place.



AFTER the meeting

1. Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
2. If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
3. If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.
4. Thank all the participants for their cooperation with the provisions in place.

Source: World Health Organisation (WHO) website

https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6

4

Simple ways to prevent the spread of COVID-19 in your workplace

- **Make sure your workplaces are clean and hygienic**

- » Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
- » Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads

- **Promote regular and thorough hand-washing by employees, contractors and customers**

- » Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
- » Display posters promoting hand-washing – ask your local public health authority for these or look on www.WHO.int.
- » Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote hand-washing
- » Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
- » Why? Because washing kills the virus on your hands and prevents the spread of COVID-19





• Promote good respiratory hygiene in the workplace

» Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.

» Ensure that face masks and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them.

» Why? Because good respiratory hygiene prevents the spread of COVID-19

• **Brief your employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection.**

- » Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.
- » Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business.
- » Your occupational health services, local public health authority or other partners may have developed campaign materials to promote this message
- » Make clear to employees that they will be able to count this time off as sick leave.

Source: World Health Organisation (WHO) website - https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6

5

TEST YOUR KNOWLEDGE ON COVID-19

Circle 'True' or 'False'

1. Covid-19 can transit through the air well of high-rise residential buildings. (True / False)
2. Covid-19 can transmit through pets such as cats and birds kept by strata property occupiers. (True / False)
3. The infectious disease can transmit upwards and downwards through the plumbing and sanitation system of a multi-storey apartment. (True / False)
4. Avoid touching your eyes, nose and mouth after a building inspection. (True / False)
5. Go straight to the hospital if you have symptoms of the Covid-19 disease. (True / False)
6. Make sure all organizers, participants, caterers and visitors at an event provide contact details: mobile telephone number, email and address where they are staying. (True / False)
7. Encourage regular hand-washing or use of an alcohol rub by all participants at the AGM. (True / False)
8. If there is space, arrange seats so that participants of the EGM are at least one meter apart. (True / False)
9. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly. (True / False)
10. Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water. (True / False)

ANSWER

- | | | | |
|----|---|-----|---|
| 1. | F | 6. | T |
| 2. | F | 7. | T |
| 3. | F | 8. | T |
| 4. | T | 9. | T |
| 5. | F | 10. | T |



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