

Available online at www.sciencedirect.com**ScienceDirect**

Procedia - Social and Behavioral Sciences 234 (2016) 326 – 335

Procedia
Social and Behavioral Sciences

ASEAN-Turkey ASLI (Annual Serial Landmark International) Conferences on Quality of Life 2016
AMER International Conference on Quality of Life, AicQoL2016Medan
25 – 27 February 2016, Medan, Indonesia

Users Perception of Public Low Income Housing Management in Kuala Lumpur

Firdaus Chek Sulaiman*, Ramly Hasan, Ely Rouzee Jamaluddin

*Faculty of Architecture, Planning & Surveying Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia**

Abstract

The research is regarding a study on low-cost housing management for the low-income groups. The impact from that Kuala Lumpur now is crowded by the urban poor who is low-income group are doesn't have to own the affordable house. This study will examine the strategy to provide low-cost housing base in Malaysia. This main focus of this study is to identify the perception regarding the management of low-cost housing. The research also evaluates the management of low-cost housing provision to the low-income group. The both cooperation and commitment from public residential management centre can make the harmonies situation without conflict and challenges.

© 2016 The Authors. Published by Elsevier Ltd. This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

Peer-review under responsibility of the Association of Malaysian Environment-Behavior Researchers, AMER (ABRA malaysia)

Keywords: Low cost housing; low income groups; harmonies; management

* Corresponding author. Tel.: +6-013-471-3320; fax: +603-5544-4545.
E-mail address: firdaus_879@yahoo.com

1. Introduction

Life in the city, especially in Kuala Lumpur requires a house be a shelter and needs for daily activities. Continuous migration from rural to urban area result is to limit residential areas. The cost of living in urban areas is high that people could not afford their home. Renting a house is an alternative to finding a place to stay. According to Utusan Malaysia article, date 18 April 2011, 7.9 million people are the urban poor especially the ones living in Kuala Lumpur with a monthly below RM 3000. This case shows that half of the citizens who are in Kuala Lumpur is categorised as urban poor. If the unemployment group is categorised as the urban poor, urban poor is satisfy the middle-income group but debt in monthly. According to the Department of statistic, Department of Urban Poverty (BKB), Ministry of Federal Territories and Urban Wellbeing (KWPKB), the household income of a Malaysia household that were in the urban poor was showed 43.1 percent or 7.9 million from 18.47 million citizens who live in the urban area. The urban poor is defined as the people who are in the cities with an income of below RM 2300 per month. Currently, most of the people that live in the cities like Kuala Lumpur with an income below than RM 3000 per month is considering as the urban poor. The Department of Social Welfare has defined households with a monthly income below RM 1500 is categorised as poor according to the E-Kasih Program. Currently, most of the people who migrate will get some benefit in urban areas if they have a skill often those with low skill levels, may be left behind and find themselves struggling to the day to day challenges of city life.

1.1. Issues and problem statement

The low-cost house provided by the local authority also faces problems in maintenance and service. Usually, when the government reclaims the land in squatter areas, they provide low-cost houses to the residents through People's Housing Program or Projek Perumahan Rakyat (PPR) in which it is also recommended for the five years Malaysian Plan. The Federal Government provides the budget for the PPR to the local authorities. However, after the 5-year term is over, the maintenance of the low-cost housing will be ceased or wholly abandoned. The most common maintenance problems that occur are the problems with residence lift service, utility, and sanitation. The Kuala Lumpur City Hall (DBKL) always faces problems with the residence of the provided low-cost housing. The low-cost housing is provided to the lower income group with facilities and utilities to ensure that they could live comfortably. However, the low fees that are the charge to the residents are making it hard for the local authority to maintain the provided services efficiently.

1.1 Objectives

There are several objectives of the study that have been identified. The objectives of the study are:

- To identify the perception of low-income groups regarding the management of low-cost housing.
- To analyse the management structure in the current practice of local authority for the low-cost housing.

2. Literature review

2.1. Definition of low-cost housing

According to Lawrence Chan (1996), the low-cost house in Malaysia is defined as one where the selling price is RM 25000 or below and may include flats, terraced or detached houses with minimum design specifications of a built up area of 550-600 sq., two bedrooms, a living room, a kitchen and bathroom. Only households with monthly incomes are not exceeding RM 750 qualify to apply for low-cost housing. According to Salleh Buang (1997), the definition of low-cost house is a total livable space (floor area) is an approximately 650 sq. ft. cannot be sold for more than RM 25000. This definition has been in existence for more than a decade. As a general rule, a low-cost house, whether built on terra firma or built upwards as walk-up flats or in high-rise buildings, is a one bedroom affair or at the very most, a two-bedroom space in comparison to Dr Goh Ban Lee (1997). He said that low-cost houses are sold at a fixed ceiling price of RM 25000 while low, medium cost houses have a ceiling price of RM 50000. Beyond that, there is a third category, high medium cost houses with a ceiling price of RM 100000 and

above that, the high-cost houses. Furthermore, according to Department of Housing Management, Kuala Lumpur City Hall (DBKL), Information Book (2011), the concept of Public Housing Program (PPR) is to ensure and provide the house for the people living in squatter's area and unique to the particular case such as fires and individuals or family from underdeveloped countries. The concept of Public Housing (P/A) is open to the public with low-income people with below than RM2000 per month salary. For the project (PPR) under National Economic Advisory Council (MTEN), the land development is provided by the government and the management will manage by Local Authority such as (DBKL). Normally open registration is open to the public that qualify to the terms set by the government such as husband and wife are the citizen of Malaysia, married, husband/woman income should not exceed RM2000 (Low Cost). Not more than RM 3500 (Medium Low cost), the applicant must live or work in the Federal Territory of Kuala Lumpur, do not have a house or land within 35 km from the Kuala Lumpur City and registered with the Department of Housing Management..

2.2. *Quality homes*

According to Hafazah (2011), the concept of quality of life refers to an evaluation (an evaluation judgment) about major aspects or the entirety, of life or society (Des Gasper 2009). The accessibility and affordability of housing will not benefit the purchasers if not provided with quality homes. Everyone needs the suitable home with complete facilities, a healthy environment and privacy. According to the United Nations Habitat II Conference in Turkey (1996), global recognition of the importance of housing to human welfare and survival like privacy, adequate space and security, a place with which to thrive.' The most problem in the residential areas is that they are heavily polluted by noise, dust and uncollected rubbish constantly subjected to flash floods or threatened by rivers of mud from adjoining hills where development is on-going. The lack of quality homes or decent housing is clearly seen in plantations, estate housing and rural housing. According to Navamukundan (1997), in the 1960s, conditions in the plantations and estates were so wretched that these living quarters became known as the 'green shettos'. The main reason for this deplorable state of affairs is that there is no clear policy on what home ownership programmes for plantation workers ought to be in our society today. He suggested that a tripartite working committee be set up with representatives from the government, the employer associations and the National Union of Plantation Workers to work out a programme, which should then be implemented early since the present trend of converting plantations into industrial parks, housing estates and high priced recreational areas. Every residential need open spaces like a playground, jogging track, pedestrian and so on to fulfil the public needs. Open space is one place people can do recreational activities and relax with friends and family. If the facilities are not provided to the public problems such as noise, vandalism, and the privacy of housing will be disturbed. The government and developer should care the needs of the residents to make sure they can have a better quality of life and quality of housing. Cagamas Berhad, Housing the Nation: Definitive Study (1997).

2.3. *Selling price ceiling*

The government does not allow low-cost houses to be sold above RM 25000 each to make them affordable to the low-income households. The government is aware that actual cost of construction of the low-cost units exceeds the ceiling price even though concessions and waivers to building laws, planning standards and other statutory requirements are given to the private developers. Thus, for every low-cost house sold there is an element of built in cross subsidy from other non-low cost buyers. Cagamas Berhad, Housing The Nation: Definitive Study (1997).According to Department of Housing Management, Kuala Lumpur City Hall (DBKL), Information Book (2011), the current price of (PPR) and (P/A) house for purchase to the public is ones of the main criteria in government policies. The policy is one family; one house can be achieved if the price is suitable and reasonable to the low-income groups. The price of selling is depend on the areas (square feet) of housing for example (PPR) 3 bedrooms (650sq. ft.) - RM35000, Public Housing (P/A) 2 bedrooms (560sq.ft.)-RM30200, (540sq.ft.)-RM29100, (530sq.ft.)- RM28500, (528sq.ft.)-RM28400, (500sq.ft.)-RM27000, (481sq.ft.)-RM25900, and Public Housing (P/A) 1 bedrooms (400sq.ft)-RM21500, (420sq.ft)-RM 22600. Now for the new standard of government are providing PPR house with 650sq.ft and 3 bedrooms.

3. Methodology

This research is designed to use the qualitative and quantitative as the process of data analysis. The stage of the qualitative analysis outlined in this research will need to undertake the data collection analysis in a systematic and well-planned manner. Quantitative data refers to all such data and can be the product of all research strategies. Quantitative analysis techniques assist this process by creating simple tables or diagrams that show the frequency of occurrence through statistical relationships between variables to complex statistical modelling. The qualitative data is use as notes from the qualitative interviews or observations by thoroughly reading and re-reading them. The information regarding an overview of low-cost housing management and the resident, problem and common issues is very useful for this study. That information has been gathered from various sources using journal, articles, newspaper, unpublished research, textbooks and internet.

3.1. Case study

The management of low-cost housing at Kuala Lumpur City Hall (DBKL) is separated by zone office management and divided with four zone area such Zone 1: Cheras, Zone 2: Jalan Kenanga, Zone 3: Bandar Baru Sentul and Zone 4: Setapak Jaya. From the research analysis, the researcher found out four main categories of management such as the primary roles of management, organisation, channel of the program and the challenge or issue managing the low-cost housing area.

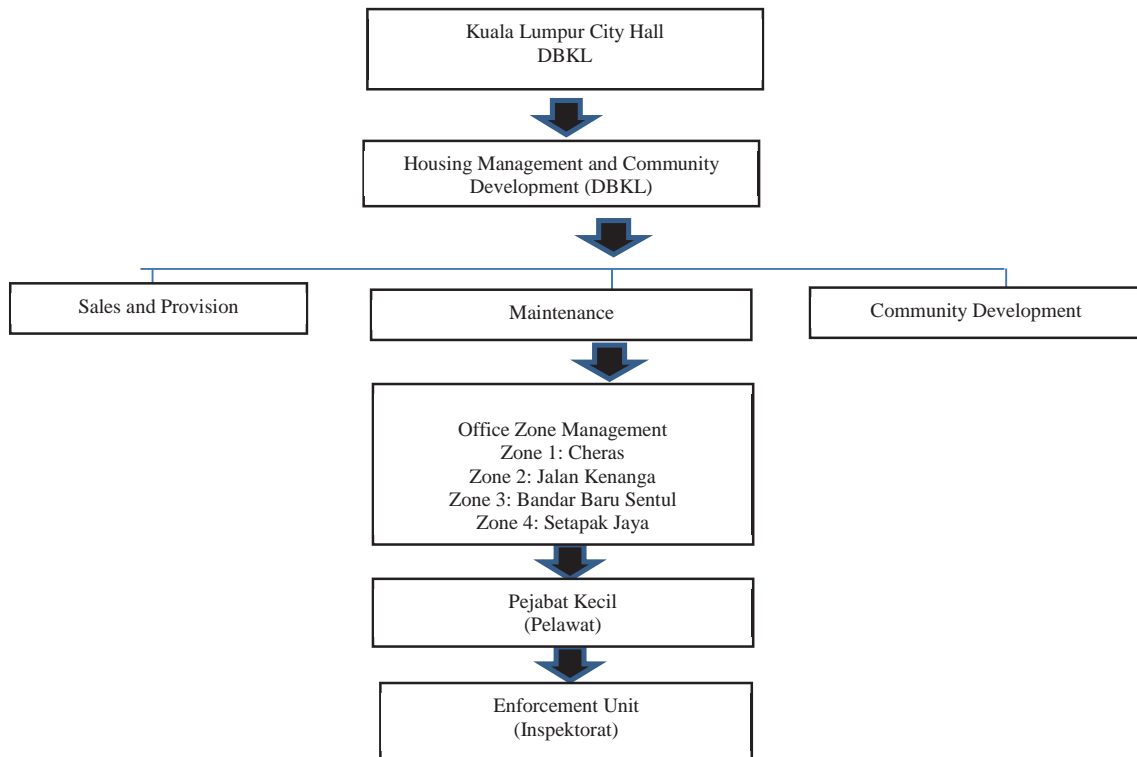


Fig.1. The structure of low-cost housing management under Kuala Lumpur City Hall (DBKL)

The Housing Management and Community Department (JPP) are responsible for managing all the maintenance of the low-cost housing in Kala Lumpur Cities. They will divide the management into 4 zones is monitoring by Head Zone. The Head Zone is supported by Pejabat Kecil, which is responsible for every zone of PPR and PA

housing. Pejabat Kecil is staffed by Kuala Lumpur City Hall (DBKL) and the position as Pelawat. Any requirement of the problem at resident area will contact to the Pejabat Kecil or Operational Room. The DBKL also provide the facilities for residential such as prayer hall, playground, futsal court, hall, welfare house, mortuary (the certain part), education centre and shop houses. For the sanitation maintenance, DBKL also appointed the contractor to clean the PPR/PA surrounding the area. (Figure 1) The major issue in managing the low-cost housing is how to change the mindset of the residential to be aware of the interest in public facilities and amenities. Many problems in managing the low-cost housing area such as vandalism, theft, refuse disposal, noisy, drug and so on.

4. Analysis and findings

Table 1. Profile of respondents

No	Item	Percentage (%)
1	Gender	
	Male	58
	Female	42
	Total	100
2	Age	
	21-30	6.7
	31-40	37.8
	41-50	37.8
	51-60	11
	61-70	6.7
Total	100	
3	Status	
	Married	96
	Single Mother	4
Total	100	
4	Race	
	Bumiputra/Malay	80
	Chinese	7
	India	13
	Total	100
5	Level of Education	
	Primary School	7
	SRP/PMR/LCE	13
	SPM/MCE	80
Total	100	

The respondent gender is vital to know the household in living the low-cost housing such as Public Housing Programme (PPR) and Public Housing, (P/A). Based on the (Table 1), the gender of respondents shows that male more than female, namely 50 % while the female is about 42 %. The results show those males are the main inhabitants of the area of low-cost houses as they were the head of household who is responsible for our families. Based on eligibility requirements to sit for a low-cost housing such as housing (PPR) and Public Housing (P/A), residents must be married and working in the Kuala Lumpur Federal Territory. On this factor, priority is given to male as the head of family households with incomes not exceeding RM2000. Respondents age is ensuring to know the residential area that are living in the Public Housing Program (PPR). It also to measure that which groups are living in the low-cost housing area such younger's, adults, middle and the elderly. Based on the table, it showed the highest of respondent age is 31 to 40 years old are commonly living in low-cost housing area followed by the same percentage are 37.8 %.

Meanwhile, the average of respondent 21-30 years old and 61-70 years old are also the same percentage such as 6.7 % which the lower percentage of respondent living in the low-cost housing. The factor of higher percentage is the adults, and the middle groups are currently working to serve for their family live. This group majority has been married, and low income needs the house because they are working in the cities and the close distance from working

place are factor their needs rent and buying the low-cost house. The second lower percentage followed by respondents from 51-60 years because they are commonly is not working and pensioners from government and the private sector. Respondents status is necessary to show that the mostly term of condition to rent or buy the low-cost house is married. The family groups are the priority because they need to feed and support the family. The table also shows that 96 % of the respondents were married. The status of marriage is a priority to apply for the Public Housing Program (PPR).

Besides, these groups are given priority because they are low income and have dependents to support a family and children are still small. Meanwhile, the minimum percentage of 4 % is comprised of those respondents with the status of single parent, spouse's death and has young children dependent. Respondents race are inferior to show for which group are living in the Public Housing Programme (PPR) based on the population density in the cities. Based on the table, the finding from researchers was found, Bumiputra / Malay is the highest in the occupation of those low-cost houses in Kuala Lumpur with a share of 80 %. The development of rapid factor causing migration of Kuala Lumpur and young Malays, especially from rural areas to get better employment and improve existing standards of living. The percentages of registered Indians show 13 % as the second race and lastly Chinese at 7 %. The level of education is to demonstrate the standard of academic for the residential in the low-cost housing area, and the lower income group are the priority to get the house such Public Housing, Perumahan Awam (PA) and Program Perumahan Awam (PPR). Mostly the level of academic in low income is coming from who have finished the study in secondary education level. From the (Table 1), it was shown that the highest education level for respondents is Sijil Pelajaran Malaysia (SPM)/Malaysia Certificate Education (MCE) with 80 % of the respondents. Mostly many of resident are live in the low-cost housing are come from low-income people and the level education only finished the secondary education. They are working in the industrial sector such as factory and private company such as the promoter, sales assistant and so on. The second highest of level education is, Lower Certificate Education (LCE)/(PMR) ranges 13 %. Meanwhile, the lowest percentage ranges are 7 % from primary school education level.

Table 2. The public perception on managing facilities and planning infrastructure in low-cost housing (PPR) and public housing (PA)

Perception	Percentage (%)				
	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
	(1)	(2)	(3)	(4)	(5)
Public Facilities					
Public Transport (Bus/Taxi)	6.7	22.2	-	71.1	-
Distance: School/Working Place	2.2	24.4	8.9	55.6	8.9
Shop houses	-	17.8	-	80.0	2.2
Public Facilities: Hospital/Police Station/Fire Station	2.2	13.3	4.4	68.9	11.1
Playground	2.2	24.4	2.2	62.2	8.9
Planning Infrastructure					
Level of Noise	4.4	55.6	22.2	17.8	-
Public Telephone /Electric Supply	-	48.9	24.4	24.4	2.2
Water Supply	2.2	55.6	17.8	55.6	2.2
Refuse Disposal	11.1	66.7	8.9	13.3	-
Parking Area	24.4	62.2	2.2	11.1	-
Security Area	22.2	62.2	2.2	13.3	-

On the survey, the researcher has done the questionnaire to distribute to the public at a low-cost residential area. It was include 4 zone areas for low cost housing such as Zone 1 Cheras, Zone 2 Jalan Kenanga, Zon 3 Bandar Baru Sentul and Zone 4 Setapak Jaya. All the perception is about the how Kuala Lumpur City Hall is providing the service, facilities and planning infrastructure to the low-income people in low-cost public housing. Base on the (Table 2), it was shown that on resident association perception about low-cost housing are through public facilities

and planning infrastructure. On public facilities show that it most of the respondent gives positive answers to the questions followed by public transport (bus/taxi) with the highest percentage shows 71.1 %. Nowadays, more low-cost housing location is located in the City of Kuala Lumpur makes them easy to get public transportation such as bus and taxi. The strategic location is the factor for the public transport to access the low-cost housing area. Meanwhile, mostly the respondent answering satisfied for the distance from school and working place. It was shown that the range is 56.6 %.

The certain part of low-cost housing also located behind the school such as PPR Seri Sarawak and PPR Negeri Sembilan in Zone 3 Bandar Baru Sentul. The impact from that, the residential of low-cost housing are less on the problem to sending their children to school. At the same time, the student is able and easy to them for go to school. Meanwhile, respondent also gives the answers satisfied for the another public facilities such as shop houses, 80.0 %, hospital/police station and fire station, 68.9 %, and playground shows 62.2 %. The answers of the higher satisfied are shop houses because the shop houses are very relevant to the residential area to get the food, goods and so on. For the perception of resident association in managing the planning infrastructure, there are several elements or variables in this question such as level of noise, public telephone/electric supply, water supply, refuse disposal, parking area and security area.

Mostly all respondent give the response of unsatisfied. The highest percentage was 66.7 % on refuse disposal, and the lowest was uses public telephone/electric supply shows 48.9 %. The refuse disposals also become a major problem for the low-cost residential area. All zone start from Zone 1 until Zone 4 it was the same issue from the respondent. The Local Authority such Kuala Lumpur City Hall is also provided the service of the refuse disposal. They have appointed the company with the tender are given to manage the refuse disposal at all low-cost housing area. However, on researcher observation, the management is doing very well for maintaining and provides the service to managing the refuse disposal. The Kuala Lumpur City Centre are providing the particular area to every low-cost housing such as refuse disposal home, they also provide dustbin, and the worker is also get performing their duties to collect the garbage disposal. The problem is back to the local residential because there are not particularly give the cooperation to manage the refuse disposal. The resident in low-cost housing is do throwing the rubbish by own devices without taking consideration to the cleanliness of the surrounding.

Table 3. Channel of the program community to the low-cost housing

Zone 1: Cheras	Zone 2: Jalan Kenangan	Zone 3: Bandar Baru Sentul	Zone 4: Setapak Jaya
- Management Zone also has a meeting with the Head Quarters (HQ) to discuss the new applying of low-cost housing. The meeting will be chaired by Public Housing Assessment Committee (JPRA).	- Any community program need to meet with the Head Quarters (HQ). - All the information on program and activities will give on flyers or poster. - Community Society every area can get the budget with the proper proposal for the program. - Every community society will get RM 5000 per year for the activities conducted.	- Management zone will cooperate with the community society such as Neighbourhood Society (KRT) and Volunteer (SRS). - The public participant in any national event such as independent day, territory day, and official ceremony.	- Community society is crucial for the management zone and local authority to make sure all program were providing by the government will achieve the goals. -The interrelation between Local Authority and Community Society is closed related and significant to fulfil the vision and mission of Welfare Ministry and Local Housing Ministry.

Besides providing and managing public utilities at Kuala Lumpur City Hall housing area, Housing Management and Community Development will identify, conduct and manage humanitarian programme. Management Zone also has a meeting with the Head Quarters (HQ) to discuss the new applying of low-cost housing. The meeting will be chair by Public Housing Assessment Committee (JPRA). Then, at zone 2: Jalan Kenanga. Any community program needs to meet with the Head Quarters (HQ). All the information on program and activities will give on flyers or poster. Community Society every area can get the budget with the proper proposal for the program. Every community society will get RM 5000 per year for the activities conducted. Management zone will cooperate with the community society such as Neighborhood Society (KRT) and Volunteer (SRS). The

public participant in any national event such as independent day, territory day, and official ceremony. Community society is very necessary for the management zone, and local authority to make sure all program were providing by the government will achieve the goals. The interrelation between Local Authority and Community Society is closed related and significant to fulfill the vision and mission of Welfare Ministry and Local Housing Ministry.

Table 4. The public perception on managing facilities problems

Zone Area	Types of Maintenance	Feedback Manager Zone Management	Feedback Resident Association Community
<ul style="list-style-type: none"> • Zone 2 and 3 	<ul style="list-style-type: none"> • Lift 	<ul style="list-style-type: none"> • Not function • Damaged on vandalism 	<ul style="list-style-type: none"> • Often not function • Danger for residential
<ul style="list-style-type: none"> • Zone 2 	<ul style="list-style-type: none"> • Roof Leakage 	<ul style="list-style-type: none"> • Old building, after 5 years have a problem 	<ul style="list-style-type: none"> • Late to change and service the roof
<ul style="list-style-type: none"> • Zone 2 	<ul style="list-style-type: none"> • Fire Extinguisher and System 	<ul style="list-style-type: none"> • Vandalism 	<ul style="list-style-type: none"> • Vandalism
<ul style="list-style-type: none"> • Zone 3 and 4 	<ul style="list-style-type: none"> • Refuse Disposal 	<ul style="list-style-type: none"> • The residential are not responsibility and cooperate to through the refuse disposal at right place 	<ul style="list-style-type: none"> • Many of residential are not particularly to manage the refuse disposal and parking the car at refuse disposal house and block the access for taking disposal
<ul style="list-style-type: none"> • Zone 1 and 2 	<ul style="list-style-type: none"> • Water Supply 	<ul style="list-style-type: none"> • Sometimes the water cannot support for the low cost housing area in term of low water pressure 	<ul style="list-style-type: none"> • Unsatisfied because water supply always cut off

Table 4 shows that the types of maintenance is supervised by DBKL to residents of low-cost houses to rent the house (PPR) and (P/A) in four different zones. Regions are as Zone 1: Cheras, Zone 2: Jalan Kenanga, Zone 3: Sentul City and Zone 4: Setapak Jaya. According to the table, following the result of feedback from the head zone and housing associations on facility management in low-cost housing areas in and supervised by the City Hall. The maintenance of facilities always have problems such as lift not functionally, roof leakage, vandalism, refuse disposal, poor maintenance and disrupted water supply. At zone 2 and 3, the maintenance of lift is not functionally. Then, in zone 2, the major problem of maintenance is roof leakage because many of the building are old and after five years have a problem. Furthermore, zone 3 and 4 have the major problem of refuse disposal and vandalism of public amenities such as fire extinguisher and system. According to feedback from Head Zone Management, many of residential are not cooperate to through the refuse disposal at the right place. Then at zone 1 and 2 the major problem of maintenance is disrupted water supply. Sometimes the water cannot support for the low-cost housing area in term of low water pressure.

5. Recommendations

5.1. Reduce the bureaucracy at management of low cost housing

The management of low-cost housing is dividing by five level stages, and the figure can show the hierarchy. The management zone office management is assisted by Pejabat Kecil and Enforcement Unit. All the problem of low-cost housing can refer to the Pejabat Kecil, which is monitoring by Pelawat, and any of legal action Enforcement Unit will implement it. The problem of the management is about bureaucracy because too many stages of the level are hard to the public to complain any problem to management. The researcher thinks that we should reduce the bureaucracy to make sure any problem from the public is fasting forward to the management..

5.2. Suggestion on the Public Awareness Programme to Keep save The Public Property

The campaign on the public awareness is very less to educate the residential at low-cost housing. The local authority was provided the facilities such as a playground, prayer hall, mailbox, lift, window, door, open hall, fire extinguisher and so on for used to the public. However, at the same time, the local authority had to bear the high cost of the public poverty. Unfortunately, the vandalism is the problem of the residential to save the public facilities. Many of general equipment were damaged and not working consequence from the vandalism. The researchers were suggested the campaign save public property for the future. On this campaign, the community society should aware and run the seminar to give awareness to the teenagers towards saving the public facilities. We need to explain to the teenager implication from the dangerous activities will give negative impact to the public. A warnings signboard should put at every public facility to warning for the performer. Then, every week the community society should have a collaborative program to clean up the surrounding. From this program, it will increase the sense of belonging to the neighborhood.

6. Conclusion

As a conclusion, from the analysis data and finding, researcher can conclude that the majority who is living in 'Program Perumahan Rakyat' (PPR) and 'Perumahan Awam' (P/A) is coming from the low-income people. Majority of the respondents in this survey from demography are male as a household, age 31 to 40 years, married, education level SPM, and rate income is RM1501 to RM 2000. This is related to the term of condition to apply PPR and P/A house such as married, husband / wife income should not exceed RM2000 (Low Cost). Not more than RM 3500 (Medium Low cost). Mostly the higher race of living in low cost housing is Bumiputra or Malay. This is because many of Malays are emigrate from the rural area to the urban area. The factor of employees was to attract the Malay working in the cities. They want to change the social life regarding better in the future. Impact of the migration, many of people living in the towns are categorised in urban poor because higher and demand life in the cities. Start from that, many of people are living in the cities are not be able to buy the affordable house.

Meanwhile, people are migrating from out the location, is changing the life to be squatters. Furthermore, our governments are responsible to manage this problem with providing the low-cost housing such Program Perumahan Rakyat (PPR) and Perumahan Awam (P/A). The major of the government goal is to reduce squatter from cities and to fulfill the public awareness that target one family, one house. The problem will not solve by providing low-cost housing to urban poor but the management on the extended period at low-cost housing is crucial to make sure our public get the better life including the harmony of surrounding.

Therefore, Housing Management and Community Development are responsible for managing the low-cost housing. With the strategic planning, the local authority such as DBKL have divided the management of low-cost housing into 4 zones such as Zone 1; Cheras, Zone 2: Jalan Kenanga, Zone 3: Bandar Baru Sentul and Zone 4: Setapak Jaya. This level of management low-cost housing is continuing with Pejabat Kecil and community society as a medium to support the management zone can be stronger and efficient in the low-cost housing management. At the same time, all the parts of management need to cooperate and work closely to reduce the issue and problem in the future of residential area.

References

- Ahmad, Z. Y. (1997). *Low cost housing: the government viewpoint. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur. and Distributors Sdn Bhd.
- Brian, L. (1988). Understanding housing policy. British library cataloguing in publication data CAGAMAS BERHAD. (1997) *Housing The Nation: A Definitive study*. Kuala Lumpur. Comparative study.
- Dasar Perumahan Negara, kementerian Perumahan dan Kerajaan Tempatan Malaysia. (KPKT). Dewan Bandaraya Kuala Lumpur. (2004). Panduan Perumahan Awam. Public Housing Development Board (HDB). *Singapore University Press*.
- Emiel, A. W. (1978). *Urban low income housing and development: A case study in Peninsular Malaysia*. Netherland by Intercontinental Graphics. Dordrecht.

- Geoffrey, K. P. (1984). Low income housing the developing world: the role of sites and services and settlement upgrading. *Library of Congress Cataloguing Countries*.
- Ghani, S., & Choong, L. C. (1997). *Low cost housing and problems. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur.
- Goh, B. L. (1991). A national housing authority: panacea or bureaucracy. *Paper presented at the Workshop on National Housing Policy. jointly organised by the Ministry of Housing and Local Government and INTAN. November 26-28, 1991*.
- Guideline. Housing Mangement Department Kuala Lumpur City Hall.
- Hafazah, A. K. (2011). Low cost housing environment: compromising quality of life? *Asia Pacific International Conference on Environment-Behavior Studies, Salamis Bay Conti Resort Hotel, Famagusta, North Cyprus*.
- Howard, C. (1997). *Productivity in housing and international experiences I. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur.
- Dewan Bandaraya Kuala Lumpur (DBKL). (2011). *Edisi Khas. Buku Informasi Jabatan Pengurusan Perumahan* (DBKL). Kuala Lumpur.
- Kuala Lumpur City Plan 2020. *City Living Environment. Laporan Tahunan Perumahan. (2008)*. Kementerian Perumahan Dan Kerajaan Tempatan (KPKT).
- Lawrence, C. (1997). *Low cost housing: the industry viewpoint. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur.
- Malaysian Government. (1996). *Seventh Malaysia Plan*. Kuala Lumpur: Percetakan Nasional Berhad.
- Malaysian Government. (2001). *Eight Malaysia Plan*. Kuala Lumpur: Percetakan Nasional Berhad.
- Mohd, R. A. (1989). *New housing policy in Malaysia: Public and private cooperation for the development of low cost housing*.
- Mohd, R. A. (1987). *The role of the State in Distributing Low Cost Housing in Malaysia: A Definitive Study*. CAGAMAS BERHAD. Kuala Lumpur.
- Mohd, R. A. (2001.) *Perumahan Awam di Malaysia. Dasar Dan Amalan*. Utusan Publications and Distributors Sdn Bhd.
- Parid, W. S. (1997). *International experiences iii: low cost housing. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur.
- Pelan Strategik (2008-2010). *Kementerian Perumahan dan Kerajaan Tempatan (KPKT) Regional Planning*. Kulliyah of Architecture and Environmental Design. International Islamic University Malaysia.
- Salleh, B. (1997). *Bumiputera house ownership and participation and other issues relating to the housing industry. housing the nation: a definitive study*. CAGAMAS BERHAD. Kuala Lumpur
- Stephen, H. K.Y. (1975). *Public housing in Singapore: A multi-disciplinary study*. Housing and Development Board (HDB). *Singapore University Press*.
- Syafiee, S.(2004). *Low medium cost housing in Malaysia: Issues and challenges*. Department of Urban and Planning. International Islamic University Malaysia
- Tan, S. H., & Hamzah, S. (eds) (1979). *Public and private housing in Malaysia. the Housing Industry. Housing the Nation: A Definitive study*. CAGAMAS BERHAD. Kuala Lumpur. Urban and Planning. International Islamic University Malaysia.
- Utusan Malaysia. (2011, April). *Laporan Khas, Separuh Warga Kota Miskin?* Utusan Malaysia.