



QUALITY GUIDEBOOK FOR HOMEOWNERS



with special thanks to





QUALITY
GUIDEBOOK
FOR
HOMEOWNERS

© Construction Industry Development Board Malaysia 2014



All enquiries regarding this book should be forwarded to:

General Manager
Quality and Safety Division
Construction Industry Development Board Malaysia
Level 23, Sunway Putra Tower
100, Jalan Putra
50350 Kuala Lumpur
Malaysia

Tel : 603-4047 7000
Fax : 603-4047 7070
Email : qlassic@cidb.gov.my
Website : www.qlassic.cidb.gov.my

First edition 2017

No part of this publication may be reproduced or transmitted in any form or by any means, whether mechanical or electronic including photocopying and recording without the written consent of CIDB.

CONTENTS

| | |
|---|----|
| ➤ Foreword | 1 |
| ➤ What Is QLASSIC? | 2 |
| ➤ CIS 7 – The industry standard | 4 |
| ➤ Taking possession of my property | 5 |
| ➤ Understanding self-assessment procedures | 6 |
| ➤ Do I need to be a pro to make an assessment? | 7 |
| ➤ How do I prepare myself for self-assessment? | 9 |
| ➤ Preparing for the assessment and tools required | 10 |
| ➤ Carrying out assessment using CIS 7 | 12 |
| ➤ Assessment method 6+1 | 13 |
| ➤ Assessment checklists | 14 |
| ➤ General tips | 22 |
| ➤ Specific tips | 23 |
| ➤ Exterior assessment | 24 |
| ➤ Quick assessment checklist | 25 |
| ➤ General FAQ | 27 |
| ➤ FAQ – Tribunal For Home Buyers Claims (TPPS) | 30 |
| ➤ FAQ – National House Buyers Association of Malaysia | 32 |
| ➤ Disclaimer | 34 |
| ➤ Relevant contacts | 35 |
| ➤ Acknowledgment | 36 |



FOREWORD



“My home is my sanctuary.”

That means, when I do invest in buying a property, I want it to be perfect, or at least near perfect. Ideally, I want a property with minimal defects, built with good materials in accordance to strict quality control measures undertaken by the developer.

CIDB has created a standard on quality workmanship for the benefit of developers and contractors so that they will deliver a good quality home to purchasers.

Using the standard called CIS 7, CIDB has created this simple guidebook, aimed to help new homeowners like you and I to ensure our new properties conform to a good quality standards.

This guidebook will introduce you to QLASSIC, a tool developed to assess the quality of workmanship of your property.

QUALITY GUIDEBOOK FOR HOMEOWNERS
*provides a straightforward step-by-step guide on
QLASSIC assessment.*

REMEMBER:

It is our home so it is up to us as new homeowners to do our own assessment of the property upon taking vacant possession.

To put it simply, new homeowners must be satisfied with the workmanship standard of the building work of the property that they have received.

WHAT IS QCLASSIC?

Don't be put off by this jargon; it is a system to help new homeowners like us.



QCLASSIC stands for Quality Assessment System for Building Construction works.

It is a construction workmanship quality assessment system launched by Construction Industry Development Board Malaysia (CIDB) in 2006.

QCLASSIC is carried out based on the construction quality standard specified in Construction Industry Standards (CIS 7).



Download this book at
www.cidb.gov.my



QLASSIC's objectives:

- *To benchmark the level of quality of the construction industry in Malaysia*
- *To have a standard quality assessment system for quality of workmanship of building projects*
- *To assess quality of workmanship of a building project based on the industry's acceptable standards*
- *To evaluate the performance of contractors based on quality of workmanship*
- *To compile data for statistical analysis*



CIS 7 – THE INDUSTRY STANDARD

What! More technical jargons?

Although as new homeowners, you and I need not commit these technical details to memory, it is always good to know them!

CIS 7 is a standard developed as a quality assessment system for building construction works standard by the Technical Committee on Quality Assessment in Construction.

It was developed by CIDB with the participation of relevant industry stakeholders.

CIS 7 is a standard specifically for quality of workmanship for building work projects available in Malaysia.



REMINDER:

The use of CIS 7 is voluntary and compliance with the standards does not in itself provide immunity from legal and contractual obligations.



TAKING POSSESSION OF MY PROPERTY



Home is where your story begins

As new homeowners, we want to be happy with the final quality and condition of our investment.

It is our right as new homeowners to ensure that our new property is of good quality and finishing before it is handed over to us.

Thus, our main task once having taken possession is to get our property assessed, and followed by submission of defects lists to the developer or contractor.

This guidebook provides guidance on how to carry out our own assessment. We can also always hire a professional to do the assessment.

TAKE NOTE:

Our worries as new homeowners are reduced tremendously if the developer is already adhering to QLASSIC



Developer's responsibility is to comply with the specifications, drawings and industry workmanship.

UNDERSTANDING SELF-ASSESSMENT PROCEDURES

Any complaints of poor workmanship and defects caused by developers will be difficult to pursue once renovation works have been done.

Defects assessment or building assessment is a process that we should carry out when we have taken possession of our newly completed property.

This is a process to safeguard our interests and rights as new homeowners.

REMEMBER: It is advisable for us to make assessments of our new property before we move in or start any renovation works.



DO I NEED TO BE A PRO TO MAKE AN ASSESSMENT?

It always seems impossible until it is done!

To answer the question above: No! Being homeowners, it is always better for us to carry out the assessment. Or at least understand the process.

It is an easy and simple-to-do process that we can pick up from this guidebook.

However, that does not mean there are no professionals to help us. We can always engage an independent Building Assessor to do the assessment for us.

If we choose to engage a professional assessor to carry out the assessment, we must ensure that we do our homework on the person.

REMEMBER: The independence of a building assessor is only guaranteed if the appointment is done specifically by us and for us, the homeowners.

Apart from finding out about qualifications, certifications and training, do also ensure the assessor is someone who is current and up-to-date with industry knowledge.

As added measure, we can request that the inspection complies with the **QUALITY GUIDEBOOK FOR HOMEOWNERS**.

It pays to note a knowledgeable professional will state in simple, clear language what is wrong with the house and what it will take to fix it - often with photos to illustrate the home's strengths and weaknesses.

TAKE NOTE: CIDB does not carry out QLASSIC for individual owners.



Choose a competent QLASSIC assessor appointed by CIDB to do your assessment if you decide to hire a professional.



HOW DO I PREPARE MYSELF FOR SELF-ASSESSMENT?

Do not rush the defects assessment or opt for a joint assessment with the developer's representative.

Whether you decide to do your own assessment or hire a professional, ensure you have done your homework.

There is no better way to do this than to thoroughly read up on this **QUALITY GUIDEBOOK FOR HOMEOWNERS** and the CIS 7.

The defect assessment does not cover material, design and aesthetics of the property.

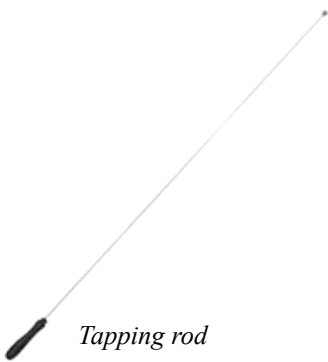


PREPARING FOR THE ASSESSMENT AND TOOLS REQUIRED

REMEMBER: Your assessment is 70% visual in nature. If you see defects with your naked eyes, then something is definitely wrong with the workmanship!

There are some simple tools that you need to carry out your assessment:

- ▶ Unit floor plans (a few copies as you would be making notes)
- ▶ Pen/marker pen
- ▶ Camera
- ▶ Torch light
- ▶ Stickers
- ▶ Tapping rod
- ▶ Measuring tape
- ▶ Sales & Purchase Agreement (with relevant specifications and measurements)
- ▶ Spirit level



Tapping rod



Spirit level

It is very important to make sure electricity and water supplies are ready during/before the day of inspection.



Measuring tape

Additional
tools used
by QCLASSIC
assessors
(yes, they
are the
professionals).



L-square



Steel wedge



Angle mirror



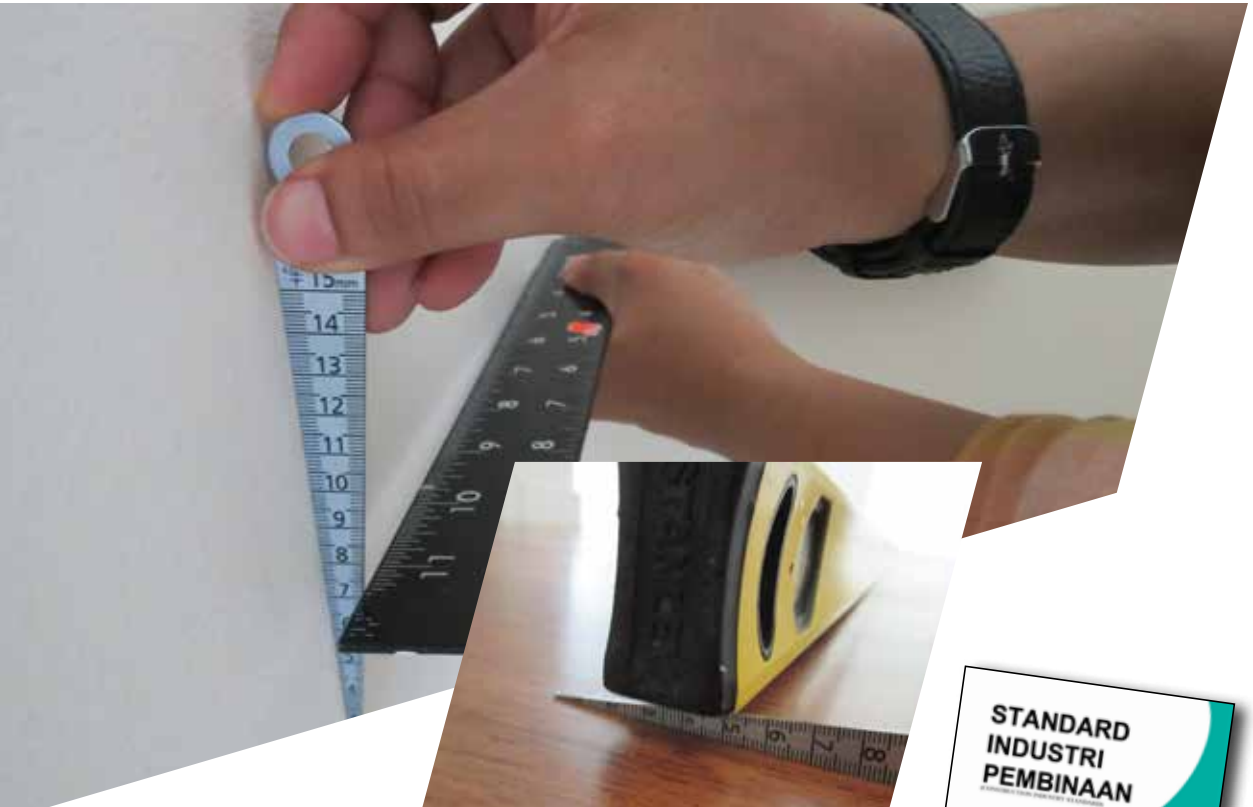
Steel gauge (0-15mm)



Spirit level 1.2m



CARRYING OUT ASSESSMENT USING CIS 7



Be organised!

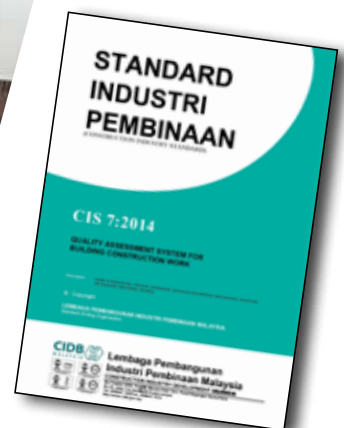
We must use a systematic way to carry out defects assessment.

Using an organised framework is much better than simply walking through the house and glancing at everything.

By following CIS 7, we will be able to concentrate on the items that deserve most attention.

We must always start the assessment by location - from the entrance to the end part of the floor plan, likewise followed by upper floors in case of a multi-level property.

TAKE NOTE: Refer to other pages on what to look out for during the assessment.



Begin at the entrance hallway, and then proceed to the main living room, dining room and other locations in the unit. It is important that evidence such as photos are provided to show the damage.

ASSESSMENT METHOD 6+1



Defect: Door - Top of door leaf found to be not painted

It's easy if we use assessment method 6+1

An effective way to assess internal finishes is by using the 6+1 method.

There are commonly six internal finishes within a functional room for the Internal Architectural Works assessment - Floor, Wall, Ceiling, Door, Window and Fixture.

In addition to these six internal finishes within a functional room, we must also assess the M&E (mechanical and electrical) fittings.



Defect: M&E - Misalignment and inconsistent width of jointing between M&E fittings

We must assess Floor,
Wall, Ceiling, Door,
Window and Component;
and the M&E fittings.

REMEMBER: The defect assessment does not cover material, design and aesthetics of the property.

ASSESSMENT CHECKLISTS

We are almost ready to start the assessment...

Now that we have a clearer understanding of the assessment method, let's now look at the assessment criteria for internal finishes.

All six internal finishes contain five (5) defects groups each.

In general, we can use and refer to the quality standard stated in the following pages in carrying out our assessment.

For better understanding refer to the following pages that clearly explain what are the five defects groups that you must check for each of the six internal finishes.

Fixture refers to permanent fixtures such as wardrobe, kitchen cabinet, vanity top, mirror, bathtub, water closet, shower screen, sink, basin, signage, railing, unit number plate, grill door etc.



Defect: Wall - Tiles found to be hollow



*Defect: Floor - Staircase found to be uneven
- not aligned (more than 3mm)*

REMEMBER: This is not an exhaustive list of a complete checklist for us but rather a sample of some of the important things that we should notice during our self-assessment.

Assessment Checklist: FLOOR



Scratches - damages on the flooring



Chipping at the floor tiling



*Floor found to be uneven
(more than 3mm over 1.2m)*

FINISHING

- No stain marks on the floor finishing
- Consistent colour tone
- No unduly patches on the floor finishing

ALIGNMENT & EVENNESS

- Floor surface to be even and shall be equal or not more than 3mm over 1.20m
- Gradient at the wet areas should be in right direction
- Variance in staircase lengths of treads and risers must not exceed 5mm from dimension specified
- Carpet surface should be stretched firm and even, and no visible joint should be seen

CRACKS & DAMAGES

- No visible damages/defects should be seen on the floor (e.g., chipping, broken tiles, cracked tiles, etc)

HOLLOWNESS & DELAMINATION

- No hollow sound when tapped with hard object/tapping rod
- No sign of delamination (e.g., carpet tiles peeling off)

JOINTING

- Jointing between floor finishes must be consistent, neat and aligned
- Thickness of the skirting must be consistent and no visible gaps between and skirting
- No holes, over grout, under grout and stains on the jointing
- No visible gaps between timber strips
- Carpet surface should be stretched firm and even and no visible joint should be seen
- Lippage between 2 tiles should not be more than 1mm

Assessment Checklist: WALL



Lippage between wall tiles found to be more than 1mm



Inconsistent gap at the edge of the wall tiling



Wall squareness more than 4mm over 300mm

FINISHING

- No stain marks on wall
- Consistent colour tone and good paintwork with no paint drips and brush marks
- Good opacity, no rough/patchy surface from touch-up work

ALIGNMENT & EVENNESS

- Wall to be even with equal or not more than 3mm over 1.20m
- Walls meet at the right angle with equal or not more than 4mm over 300mm
- Verticality of wall should be equal or not more than 3mm over 1.20m

CRACKS & DAMAGES

- No visible damages/defects such as cracks, chippings and peeling off should be seen on wall

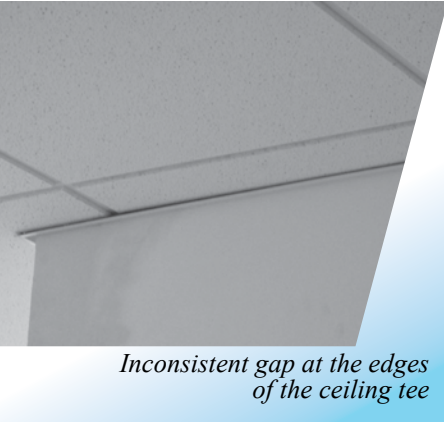
HOLLOWNESS & DELAMINATION

- No hollow sound when tapped with hard object/tapping rod
- No sign of delamination (e.g., wall paper peeling off)

JOINTING

- Jointing between wall tiles must be consistent, neat and aligned
- Edges of walls to be straight, aligned and consistent
- No holes, over grout, under grout and stains on the jointing
- Lippage between 2 tiles should not be more than 1mm

Assessment Checklist: CEILING



Inconsistent gap at the edges of the ceiling tee



Ceiling manhole found to be not flush

FINISHING

- No stain marks with consistent colour tone
- Paintwork with good opacity and with no brush marks

ALIGNMENT & EVENNESS

- Ceiling surface to be smooth, even, not wavy and not sagging
- Edges of the ceiling to be straight and aligned
- Ceiling manhole to be flush

CRACKS & DAMAGES

- No visible damages/defects such as chippings, spalling, leakage mark, cracks, etc
- Ceiling tee not to be dented or crooked

ROUGHNESS AND PATCHINESS

- Surface to be smooth with no patchy surface due to touch-up works

JOINTING

- Jointing must be consistent, aligned and neat
- Jointing surround ceiling manhole to be neat and consistent
- Consistent or no visible gap between ceiling and wall

Water marks - mold found on ceiling finishes



Assessment Checklist: DOOR



Inconsistent joint between door frame and door leaf



Screw at the door hinge found to be missing



Visible gap at the edge of the door architrave

JOINTS AND GAPS

- No visible gap between door and wall
- Consistent gap between door leaf and frame and the gap shall not be more than 5mm
- Consistent and no visible gaps for joints at door leaf and frame

ALIGNMENT & EVENNESS

- Aligned and level with wall
- Door to be flush with each other and door frame
- Door leaf and frame corners maintained at right angles
- No rattling sound when the door is closed

MATERIALS & DAMAGES

- No stain marks and any visible damages including paint drip, brush marks, etc
- No sags, warp and sign of corrosion on door leaf and frame
- Door joints and nail holes filled up, sanded with good paintwork
- Good paintwork (including top and bottom of door leaf)
- Glazing clean and evenly sealed with gasket
- Consistent colour tone

FUNCTIONALITY

- Ease in opening, closing and locking
- No squeaky sound during opening and closing of the door
- Lockset should be functional

ACCESSORIES DEFECTS

- Accessories with good fit and no stains
- No sign of corrosion or missing or defective accessories
- Screws levelled and flushed. Screws should be fastened properly
- For timber frame, no additional timber strip added for site adjustment should be detected

Assessment Checklist: WINDOW



Cement mortar or stains on the window glazing



Stain marks found on window frame



Jointing surrounding the window frame found to be rough

JOINTS AND GAPS

- No visible gap between window frame and wall
- Neat joints between window frame and wall internally and externally
- Consistent and no visible gaps for joints at window leaf and at frame

ALIGNMENT & EVENNESS

- Aligned and level with wall openings
- Window leaf and frame corner maintained at right angle

MATERIALS & DAMAGES

- No stain marks and visible damages/defects should be detected at window frame or glazing
- Louvered window with glass panels of correct length
- Good paintwork/coating with no patchy touch up mark
- No sign of corrosion
- Glazing clean and evenly sealed with putty or gasket for aluminium windows

FUNCTIONALITY

- Ease in opening, closing and locking
- No squeaky sound during opening and closing of the door
- No sign of rain water seepage

ACCESSORIES DEFECTS

- Accessories with good fit and no stains
- No sign of corrosion or missing or defective accessories
- Screws levelled and flushed. Screw should be fastened properly

Assessment Checklist: FIXTURE



Screw at shower screen found to be missing

JOINTS AND GAPS

- Neat and consistent joints surrounding the fixture
- Welding joints need to be grounded and flushed

ALIGNMENT & EVENNESS

- Level and aligned

MATERIALS & DAMAGES

- No stain marks and visible damages/defects should be detected at fixture
- Colour to be consistent and uniformed

FUNCTIONALITY

- To be securely fixed, functional and safe

ACCESSORIES DEFECTS

- Accessories with good fit, no stains and no visible damages
- No sign of corrosion or missing or defective accessories



Paint stains found on WC



Visible gap around the internal fixture (soap holder)

Kitchen sink found to be sagging



Assessment Checklist: **BASIC M&E FITTINGS**



Visible gap sighted at the jointing of the shower mixer



Misalignment of the lighting



Gap around the M&E fitting

JOINTS AND GAPS

- Neat and consistent joints surrounding the M&E Fittings
- No visible gaps
- Joints properly sealed and marked

ALIGNMENT & EVENNESS

- Aligned, levelled and straight

MATERIALS & DAMAGES

- No stain marks and visible damages/defects should be detected at fittings
- Colour to be consistent and uniform
- No chipping or cracks or any visible paint stain or mortar drippings

FUNCTIONALITY

- To be securely fixed, functional and safe
- No leakage at joints

ACCESSORIES DEFECTS

- Accessories with good fit, no stains and no visible damages
- No sign of missing or defective accessories

Loose capping at the M&E outlet



GENERAL TIPS

Take photos and simple videos or recordings of the condition of the property during the assessment.

Some pointers to remember during the assessment

It is a good idea to take pictures and make recordings of the condition of the property during the inspection.

Never use permanent marker to mark on materials or defective areas.

Never damage materials or defective works “intentionally” (e.g., break the wall tile found or suspected to be chipped).

Always refer to the Construction Industry Standard (CIS 7) if there is any doubt on the quality of workmanship.

Always do the assessment in daylight. Do not carry out inspection at night, when it is about to rain or when there is insufficient light or brightness.

Do use a powerful torchlight for crawl or dark spaces such as kitchen cabinets and store-rooms.

Do not carry out any professional/specialist testing yourself (e.g., power supply of light points)



SPECIFIC TIPS



Defect: M&E - Position of floor trap found to be out or misaligned



Defect: Fixture - Kitchen sink found to be damaged

Even more pointers to make sure we do a proper job in assessing our property

ELECTRICAL

Inspect each light fixture to make sure it is fully installed and that there are no broken parts to the fixture.

Turn on each light switch and fixture to test that it works correctly.

Run the air-conditioners.

Plug a radio into each electrical outlet to be sure that the outlet functions.

Test the doorbell.

PLUMBING

Turn on every faucet to make sure they turn on and off easily.

Run every fixture for five minutes. Check for leaks from the base of the fixture and drips from the faucet.

BATHROOM/TOILET

Flush every toilet. Check for leaks around the base of the toilet.

Sit on the toilet to make sure it is securely fastened.

Open toilet seat cover to make sure it is firm and securely fastened.

Inspect the bathtub, shower, sink and toilet for chips, cracks and discoloration.

Close the bathtub and sink stopper. Add a couple of inches of water. Wait two to three minutes to make sure the stopper does not leak.

KITCHEN

Check countertops for scratches and abrasions.

Inspect the front of each cabinet for a smooth finish.

Open every cabinet. Look for sturdy hinges and hardware.

Pull out every drawer as far as possible. Be sure each drawer pulls in and out smoothly.

Turn on each appliance and make sure that it functions correctly.

EXTERIOR ASSESSMENT

There are various elements to check for exterior assessment. Visual checks is usually sufficient.

Check exterior paint for defects. Be sure it is the correct color and that all surfaces are evenly covered.

Inspect the foundations. Note any watermarks, cracking or flaking.

Check to make sure all gutters and downspouts are installed. Be sure the gutter slopes down toward the downspouts. Look for any loose sections or any rust or peeling paint.

Be sure there are no cracks in the garage floor, driveway or patio.

Check the porch and verandah to make sure that there are no exposed nails or screws. Look for flaking or cracking masonry. There should not be any cracks, broken or uneven surfaces. Take note of any paint problems or obvious settlement or structural problems.

Examine the wall coverings such as brick, wood or siding. Look for missing or cracked bricks, boards and siding. Notice any obvious gaps.

Look at the roof. See that the ridge of the roof is straight and level. Look for damaged or missing shingles.

If there is a garage, open and close the door to ensure it opens and closes completely. If there is an automatic garage door test it from the wall switch and the remote control openers if available.

REMEMBER: You will be turning this house into your home. A good assessment results in no long-term pain for you.

QUICK ASSESSMENT CHECKLIST

| No | Description | Compliance |
|----------|--|--|
| | Internal Finishes | |
| 1 | FLOOR <ul style="list-style-type: none"> a) The floor should be even and level and should not more than 3mm over 1.20m. b) No hollow sound when tapped on the floor tiles c) No paint drips or other stain marks on the floor finishing. d) No cracks, chippings and visible damages on the floor finishing. e) Shading and tonality of the floor tiles or timber panels should be consistent. f) Jointing between floor tiles or timber floor panels should be consistent and been filled properly. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2 | WALL <ul style="list-style-type: none"> a) Wall should be even and level and not more than 3mm over 1.20m. b) Wall squareness should not be more than 4mm when measured with L-square. c) No hollow sound when tapped with hard object. d) No paint drip and stain marks on the wall surface. e) No cracks, chippings, scratches and other visible damages on the wall finishing. f) Jointing between wall tiles should be consistent and filled properly. g) No patchiness and different tonality on the wall finishing. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3 | CEILING <ul style="list-style-type: none"> a) No waviness or roughness on the ceiling surface b) No stain marks, finger prints and paint stain on ceiling. c) Jointing between ceiling boards and ceiling tee should be consistent. d) Alignment and levelness of the ceiling should be even and level. e) No chippings, holes, cracks and other visible damages should be seen on the ceiling surface. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 4 | DOOR <ul style="list-style-type: none"> a) Door frame and door panel should be aligned and leveled. b) Gap between door frame and wall should be consistent. c) No dents, cracks, stain marks and other visible damages on the door panels and door frame. d) All the accessories such as hinges, knob, door stopper, door closer, etc. should be in good condition with no stain marks or malfunction. e) Door should open and close smoothly with no squeaky sound. f) All the screws and accessories should be installed properly. g) Door panel should be flush with door frame. h) No missing accessories. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

| | | |
|---|---|--|
| 5 | WINDOW a) Window frame and panel should be aligned and leveled. b) Gap between window frame and wall should be consistent. c) Sealant around the window frame should be neat and consistent. d) No dents, scratches, stain marks and other visible damages on the aluminium frame and glazing. e) All the accessories such as window stay, handles and screws should be in good condition with no stain mark or malfunction. f) Window should be open and close smoothly with no squeaky sound heard. g) No sign of water mark or water seepage should be seen. h) Gasket/rubber of the window should be installed properly. i) No missing accessories. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 6 | FIXTURE (permanent fixture that are fixed into the unit such as wardrobe, kitchen cabinet, vanity top, wash basin and etc) a) Fixture installed should be aligned and leveled. b) Gap around the fixture should be consistent and neatly filled. c) No stain marks, dents, scratches and other visible damages should be seen on the fixture. d) All the accessories should be in good condition with no stain mark or malfunction. e) Fixture should be functional and can be opened and closed smoothly with no squeaky sound. f) No missing accessories. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7 | M&E FITTING a) Joint around the fittings should be consistent. b) Inconsistent joint should be filled /sealed. c) Spacing between fittings should be consistent. d) M&E fittings installed should be aligned and leveled. e) No stain marks, scratches and other visible damages on the fittings. f) Fitting should be functional. g) No missing accessories. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

The above checklist should only be used as a reference and guideline only when inspecting the defects of a new house.

GENERAL FAQ

1. What is QLASSIC?

QLASSIC (Quality Assessment System in Construction) is an independent construction quality assessment system launched by CIDB (Construction Industry Development Board) Malaysia in 2006 to benchmark the level of quality of the construction industry in Malaysia.

2. What are my rights to inspect my property?

The Housing Development (Control & Licensing) Act 1966 (Act 118) & Regulation stipulates that the purchaser can demand for rectification of any defect, shrinkage or other faults found in the building within the Defect Liability Period (DLP).

3. When can I do it? Is there a timeline?

Anytime after you have taken vacant possession of your property from the developer/contractor. It is strongly advised to carry out the inspection or assessment prior to any renovation works to prevent unnecessary disputes over defects after renovation. The DLP is stated in the SPA (Sales & Purchase Agreement) and in most common residential development the DLP is set as twenty four (24) calendar months from the date of vacant possession.

4. How much would it cost me to do self-assessment of my new property?

For the assessment or general inspection, it costs around a few hundred ringgit to one thousand depending on the size, type of building and location.

5. Do I need expert help?

No. You can do it yourself with good guidance without too much trouble. Although hiring an inspection inspector will cost you, you can be rest assured a professional will do a thorough job for job, especially if you are time constrained.

6. Can CIDB carry out individual inspections; for instance, I have gotten the keys to my property and I apply for QLASSIC to be done?

For the moment, CIDB does not carry out QLASSIC on individual properties. However, you can contact independent assessors to carry out the assessment for you.

7. If I am building my own house, can I apply for QLASSIC

Yes, you can. Just submit your application at CIDB.

8. How can I demand that my new property is assessed using QLASSIC?

This should be demanded before signing the S&P. At least, ask if the project will be assessed with QLASSIC. After all, this is a lifetime investment for most who, undoubtedly, would like a quality home.

9. When will QLASSIC assessment be done?

Upon completion but before the handover of keys to purchaser/client. CIDB will get their assessors to carry out the assessment if the developer had put in an application to carry out QLASSIC. At the moment, QLASSIC is not mandatory and is carried out by developers on a voluntary basis.

10. What would I need to do the property inspection by myself?

Get hold of a good guidebook like QLASSIC Guidebook For Homebuyers and CIDB's CIS 7:2014 (Quality Assessment System For Building Construction Works), and you are good to go.

CIS 7:2014 can be downloaded for free at the CIDB website, or email qlassic@cidb.gov.my for a copy.

11. How long would an assessment/ inspection take?

This depends on how thorough and meticulous you are and how much help you get. It may take anything between a few hours to some days.

12. It is applicable only for new properties?

Yes, and QLASSIC is carried out for new property projects by CIDB when applied by developers/contractors/consultants.

13. Can I reject the property if I find any defects?

No, you cannot do that. However, you can seek for assistance/rectification/compensation from the developer or the seller at the Tribunal for Housing and Strata Management, which is under the Ministry of Urban Wellbeing, Housing and Local Government.

Please note that the Tribunal only handles cases for house buyers in Peninsular Malaysia.

All Tribunal contact details in Peninsular Malaysia, Sabah and Sarawak are provided in this guidebook.

16. Is there any agency I can go to should I want to make claims on my new property?

You can refer to the Tribunal for Housebuyer Claims, which is under the Ministry of Urban Wellbeing, Housing and Local Government.

(Read more at FAQ - Tribunal for Housebuyer Claims)

17. Where do I get more information on Tribunal for Housebuyer Claims?

You can read up more on the Tribunal at these websites:

<http://www.kpkt.gov.my>

http://www.malaysianbar.org.my/conveyancing_practice/law_realty_jurisdiction_of_tribunal_extended.html

<http://www.consumer.org.my/index.php/complaints/rights/252-the-tribunal-for-homebuyer-claims>



18. What if I am a house buyer in Sabah or Sarawak?

In Sabah, there is a Tribunal for Housing Purchasers' Claim, which was established through the Sabah Housing Development (Control and Licensing) Enactment 1978.

A similar Tribunal was established in Sarawak under an amendment to the Housing Developers (Control & Licensing) (Amendment) Ordinance 2009, and was enforced effective 1 May 2010.

For more information please visit:

[http://www.sabahlaw.com/
HDENACTMENT.html](http://www.sabahlaw.com/HDENACTMENT.html)

[http://minhousing.sarawak.
gov.my/modules/web/pages.
php?mod=webpage&sub=page&id=69&
menu_id=0&sub_id=150](http://minhousing.sarawak.gov.my/modules/web/pages.php?mod=webpage&sub=page&id=69&menu_id=0&sub_id=150)

FAQ – Tribunal For Home Buyers Claims (TPPS)

1. What is the jurisdiction of the Tribunal for Homebuyer Claims (THC)?

Any claim arising from the sale and purchase agreement by the homebuyer against the developer and the maximum claim amount is RM50,000.

2. If the housing project is abandoned, can a homebuyer file a claim at the THC?

No. Claims can only be filed at the THC once the home is completed or the sale and purchase agreement has been terminated.

3. What types of claims can be filed at the THC?

Any claims or disputes arising from the sale and purchase agreement not later than 12 months:

- i) from the date of issuance of the Certificate of Completion and Compliance (CCC), e.g. LAD claims;
- ii) the expiry date of the defects liability period as set out in the sales and purchase agreement, e.g., claims on non-conformity with the specifications according to the sale and purchase agreement; or
- iii) the date of termination of the sale and purchase agreement before issuance of the CCC.

4. What are the procedures to file a claim at THC?

As provided under the Housing Development (Tribunal For Homebuyer Claims) Regulations 2002:

- i) The Claimant must file 4 copies of Form 1, which may be obtained from the Tribunal's counter or download the softcopy of the Form 1 from the Tribunal's website, together with a fee of RM10.

The documents required for filing a claim are as follows:

- (a) a copy of the sales and purchase agreement;
- (b) a copy of notice of the delivery of vacant possession;
- (c) a copy of the CCC; and
- (d) other related documents (if any).

For technical claims (repair claims/ compensation of damage/defects), additional documents are required, as follows:

- (a) three (3) copies of a Contractor's quotation;
 - (b) three (3) sets of colour photographs as supporting evidence; and
 - (c) three (3) copies of the First Notice and Second Notice, which were sent to the developer informing about the defect or damages.
- ii) The Claimant must serve Form 1 to the developer and obtain acknowledgement from the developer as proof of service.
 - iii) The developer then must file Form 2 at the THC, together with a fee of RM10 within 14 days from the date Form 1 was served by the Claimants. Then the developer must serve the Form 2 to the Claimant.
 - iv) Upon submission of Form 2 by the developer, the Claimant may file Form 3 at the THC as a defence to the counterclaim.

- v) The Tribunal will notify the parties the hearing date through Form 4 (Notice of Hearing).

* *The forms are available at the following link: <http://www.kpkt.gov.my/index.php/pages/view/320>*

5. Does the homebuyer need to get permission from their financier before filing a claim at the THC?

No. Homebuyers only need to inform the financier by a notice in writing within 14 days after the claim is filed.

6. What action can be taken by the Claimant if the developer fails to comply with the award?

When parties fail to comply with the award, the affected party shall lodge a complaint to the THC for the registration of the award at the Magistrate's Court.

A copy of the registered award will be given to the affected party for lodging a complaint to the National Housing Department for enforcement action under S.16AD (1) of the Housing Development (Control and Licensing Act 1966 [Act 118].

If an enforcement action is taken, upon conviction the developer may be liable to a fine of not less than RM10,000.00 but which shall not exceed RM50,000.00/ imprisonment for a term not exceeding two years or to both.

Semenanjung Malaysia

Director
Enforcement Division
National Housing Department
Ministry of Urban Wellbeing,
Housing and Local Government
Level 30, No.51,
Persiaran Perdana Precint 4,
Pusat Pentadbiran Kerajaan Persekutuan
62100 Putrajaya, Malaysia

Tel: 603-8891 4410
Email: enforcement@kpkt.gov.my

Developers can be sued in court for failing to comply with the Award.

For tribunal contacts in Sabah and Sarawak

Sabah

Tribunal Tuntutan Pembeli Perumahan

Level 8, Block A,
Wisma Tun Fuad Stephens,
88999 Kota Kinabalu,
Sabah

Tel : 088-270525
Fax : 088-270523

Website: <http://ww2.sabah.gov.my/mlgh/hubungi1.html>

Sarawak

Tribunal Tuntutan Pembeli Rumah Sarawak

Level 3, Dewan Undangan Negeri (Lama),
Jalan Gersik, Petra Jaya, 93502,
Kuching, Sarawak

Tel: 082-312501, 082-312507
Fax: 082-312499

Email: alia1@sarawak.gov.my

Website: <http://www.minhousing.sarawak.gov.my/modules/web/index.php?lang=bm>

FAQ – National House Buyers Association of Malaysia

1. What buyers should expect from developers when delivering their new property?

Other than fit for dwelling purpose and come with water and electricity supplies, purchasers should expect that their respective new properties are free from defects.

2. How should the quality of the new property be?

Ideally, newly constructed property should be free from both patent and latent defects. Patent defects refer to defects which are not hidden and should easily be discovered using reasonable using reasonable inspection. On the other hand, latent defects are those hidden defects that would not be discoverable until a period of time later.

The bottomline is that it is reasonable to expect that a newly constructed property is in proper condition save for very minor defects which can be rectified quickly without affecting the enjoyment of the property.

3. What should buyers do if they are not satisfied with the property they have received?

If there are defects in a newly constructed property, the buyer can avail himself of the mechanism as provided in the Defect Liability Period Clause ('DLP Clause') of the Sale & Purchase Agreement to get the developer to rectify the defects or even get his own contractor to rectify the defects in the event the developer refuses to attend to the complaint.

Firstly, an aggrieved buyer shall prepare a list stating all the defects and send the same together with a written request to

the developer to repair and make good of the defects.

If the developer fails to make good of the defects within 30 days from the date of receipt of the buyer's notice, the buyer is entitled to carry out the rectification works or hires his own contractor to do so after giving another 30-days notice to the developer informing them of the buyer's intention to make good the defects on his own and the costs to carry out the works ('Written Notice').

Thereafter the buyer should promptly rectify the defects and he is entitled to claim the rectification costs from the developer and/or the stakeholder who is holding the last 5% of the purchase price. Pending the rectification works being carried out within the stipulated period, buyers are advised to give notice to the Stakeholders' lawyer to withhold release of any part of the retained (stakeholders) monies.

4. Whom can the buyers go to if they are not satisfied with the quality of their property.

As stated in the answer to Question 3 above, aggrieved buyers should take proactive effort to exercise their rights in relation to defects as provided in the Defect Liability Clause. In the event the developer and/or the stakeholder refuse to reimburse the rectification costs, the buyers may file a claim in the Tribunal for Homebuyer Claims ('Tribunal') to recover the expenses incurred. The Tribunal has jurisdiction to grant award up to RM50,000. Failure to comply with the award of the Tribunal is a criminal offence under Section 16AD of the Housing Development (Control & Licensing) Act, 1966 amended 2007.

If the claim exceeds RM50,000, the buyers will need to file a suit in the Court of Law to recover the rectification costs.

5. For quality defects on new property, is there a time frame whereby the developers need to repair the property?

The DLP Clause provides that the developers shall rectify the defects which become apparent within 24 months from the date the buyer takes vacant possession of a property.

However, the Malaysian courts have held that DLP Clause does not remove the rights of buyers to claim for compensation resulted from defects discovered after the expiry of Defect Liability Period. In other words, buyers are still able to claim for compensation to make good of defects discovered after the expiry of Defect Liability Period provided that it can be proven that the defects are attributable to developer. In that event, contract law as applicable in other contract cases applies. If the claim is filed in court, the action ought to be filed not later than 6 years from the date of vacant possession or if it is filed in the Tribunal, the claim ought to be filed not later than 12 months from the expiry of Defect Liability Period.

6. What should the buyer do if the developer is unwilling to repair the property within the time frame?

The buyer can rectify the defect on his own or hire his own contractor to do so and recover the costs from the developer provided that he complies with the procedure stated in our answer to Question 3 above.

The buyers are at liberty to seek out legal advice from their own lawyer/s as to the legal avenues available to them.

7. When does the defect time frame take effect

The time frame for buyers to exercise their rights over the defects commences immediately upon taking vacant possession of property.



NATIONAL HOUSE BUYERS ASSOCIATION [HBA]

No. 31, Level 3, Jalan Barat, Off Jalan Imbi,
55100, Kuala Lumpur

Tel: 03-2142 2225 | 012- 334 5676

Fax: 03-22601803

Email: info@hba.org.my

Website: www.hba.org.my

Striving for House Buyers Rights and Interest

.

DISCLAIMER

Information and pictures used in this guidebook are intended solely for the use of reference only and do not necessarily represent the quality of works of any projects from where the photos were taken.

Unless otherwise agreed or expressed in writing by the author, the content of this book is to be treated as confidential and the information in it may not be used or disclosed for any training, presentation, references or other purposes.

In the case of confidential and/or privileged materials, any review, retransmission, dissemination or other use of or taking of any action in reliance upon these materials, by persons may be the subject of legal action.

The use of this **QUALITY GUIDEBOOK FOR HOMEOWNERS** is voluntary and compliance with this guidebook does not in itself confer immunity from legal and contractual obligations.

This book serves only as a guide for house buyers.



RELEVANT CONTACTS



CONSTRUCTION INDUSTRY DEVELOPMENT BOARD MALAYSIA

Quality and Safety Division,
Level 23, Sunway Putra Tower,
No. 100, Jalan Putra
50350 Kuala Lumpur
Tel: 03-4047 7000
www.cidb.gov.my

HOUSE BUYER ASSOCIATION MALAYSIA

No. 31, Level 3, Jalan Barat ,
off Jalan Imbi,
55100 Kuala Lumpur
Tel: 012-334 5676
Email: info@hba.org.my



TRIBUNAL FOR HOMEBUYER CLAIMS

Level 3, No. 51, Presint 4,
Persiaran Perdana,
62100 Putrajaya
Tel: 03-8891 3284
Fax: 03-8891 4755
Email: tribunal@kpkt.gov.my

THE INSTITUTION OF ENGINEERS, MALAYSIA (IEM)

Bangunan Ingenieur, Lot 60/62, Jalan 52/4,
Post Box 223 (Jalan Sultan),
46720 Petaling Jaya, Selangor
Tel: 03-7968 4001/4002
Fax: 03-7957 7678

ROYAL INSTITUTION OF SURVEYORS, MALAYSIA (RISM)

3rd Floor, Bangunan Juruukur,
64-66, Jalan 52/4,
46200 Petaling Jaya, Selangor
Tel: 03-7955 1773 / 7956 9728
Fax: 03-7955 0253
Email: secretariat@rism.org.my

PERTUBUHAN AKITEK MALAYSIA (PAM)

Wisma Bandar, Level 11, No. 18,
Jalan Tuanku Abdul Rahman,
50100 Kuala Lumpur
Tel: 03-2693 4182
Fax: 03-2692 8782
Email: info@pam.org.my

ACKNOWLEDGMENT

This Quality Guidebook for Homeowners is put together with the invaluable assistance of the following:

Canaan Building Inspection Sdn Bhd

National House Buyers Association

Naza TTDI Sdn Bhd

Tribunal for Homebuyer Claims





Construction Industry Development Board Malaysia

Level 23, Sunway Putra Tower

100, Jalan Putra

50350 Kuala Lumpur

Tel: 03-4047 7000 Fax: 03-4047 7070

www.cidb.gov.my