

PPR HICOM

Profile of a Malaysian Public Housing Community

thinkcity

Written by

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Acknowledgements

This study explores a specific public housing project in Shah Alam—PPR Kampung Baru Hicom (PPR Hicom), where Think City and its partners have had a presence since the beginning of 2020. Findings were compiled over a year, using a mix of methodologies outlined in the sections below. The study period overlaps with the COVID-19 pandemic, during which time the community faced extraordinary challenges linked to disrupted livelihood, mental health and more. Existing challenges within the community were exacerbated and more vulnerabilities exposed during this time.

A special thank you goes to the Selangor State Government, Citi Foundation, and Yayasan Hasanah for their financial support of various aspects in this profile; World Bank and Dr Shahridan Faiez for their guidance and advice; Liyana Che Ismail and Salleh Mahadzir for their mapping and map creation; and Chun Lim Pan for assisting with analysis.

The team is especially grateful to the building management, community, local women's group PERWACOM, Residents' Association (Komuniti Penduduk PPR Hicom), Neighbourhood Watch (Komuniti Rukun Tetangga), and our partners for making this study possible.

Introduction

Background

In 2020, Think City and the Selangor State Government explored the feasibility of a nutritious food basket programme for families with young children at PPR Hicom. The food basket programme, **K2K INDAH**⁽¹⁾, is part of the K2K (Kita-2-Kita, which means Us-for-Us) larger initiative that aims to build social cohesion and improve the standard of living at low-income public housing communities. Though the K2K INDAH programme did not materialise, it laid the foundation for subsequent programmes and activities held on-site for and with the community. While initially focused on a COVID-19 emergency response initiative, later programmes looked at more long-term, holistic solutions. Other partners, including Citi Foundation, Thrive Well, and National Cancer Society of Malaysia were also engaged to provide health and well-being support through the **K2K Aktif Bersama** programme. Another partner, Persatuan Karyawan Malaysia (Association for Malaysian Artistes), helped to organise a singing competition, **K2K IDOL**, for the community.

Throughout this period, there were opportunities for direct and indirect insight gathering, through conversations, focus groups, surveys, and observations by Think City and partners. All of these are compiled in the following sections.

Objective

This case study hopes to understand the quality of life at PPR Hicom and kickstart discussions on public housing in Malaysia. It approaches quality of life as a multidimensional topic, with sections covering the intersection of both physical and socio-economic factors.

⁽¹⁾ INDAH is an acronym for *Inisiatif Nutrisi dan Diet untuk Anak-Anak Harapan Selangor* (Dietary and Nutritional Initiative for Children of Selangor State. Indah also means beautiful in the Malay language)

Methodology and Data Sources

To gain community insights, several data sources are used:

- ♦ **K2K app data:** Data generated from self-reported questions via the K2K app and its registration process (299 respondents by 15 March 2021).
- ♦ **K2K qualitative data:** Qualitative data collected as part of the K2K programme on site, which includes interviews and focus groups.
- ♦ **K2K mapping:** Geo-spatial mapping of the public housing and surrounding areas.
- ♦ **Community insights:** Anecdotal evidence collected via observations, meetings and discussions, at times supported by visual images.
- ♦ **External data:** Additional data obtained from other sources and desktop research.

Disclaimer: All information obtained is with consent and verified at time of writing.

Evidence and Assessment

- 1 Urban Context
- 2 Site Analysis / On Site Assessment
- 3 Building Condition
- 4 Community Profile
- 5 Management
- 6 Stakeholders
- 7 Conclusion

1 Urban Context



- 1.1 History of Site
- 1.2 Building Ownership, Tenure and Management
- 1.3 Political Jurisdiction
- 1.4 Location and Surrounding Land Use
- 1.5 Accessibility

1 Urban Context

1.1 History of Site

The Projek Perumahan Rakyat (PPR) or known as public housing project is one of many initiatives by the Government to provide housing to the urban poor in Malaysia. This programme began in 1998, replacing the flagship low-cost public housing programme known as low-cost public housing (PAKR—Perumahan Awam Kos Rendah) which was introduced in 1976. Many of these projects were intended to be transition housing but have since become long-term residences.

PPR Kampung Baru Hicom (PPR Hicom) is in Section 26, Shah Alam, State of Selangor. It houses 980 units within 3 blocks. This public housing project was developed on state-owned land, under the '*Yayasan Perumahan Untuk Termiskin*' (YPUT) (Housing Foundation for the Poor) endowment. It is currently bordered by the Klang river, the Kampung (Kg.) Baru Hicom settlement, and a light commercial area.

The history of the area is best described through the history of the adjacent village, Kg. Baru Hicom. Early settlers moved into the area in the 1970s and were given Temporary Occupancy Licenses. In the early days, the village was only 12 acres and had about 30 families, mostly made up of blue-collar workers from nearby factories. The village was known as 'Labuhan Dagang' as traders used to dock their ships there.

At the time, the site and its surroundings were on swampy land, used as oil palm and rubber estates. The land was owned by four large estates/companies. Later, the entire area of 25,000 hectares was taken over by HICOM and known as HICOM Valley. The village too was renamed 'Kampung Baru Hicom.'

Prior to the year 2000, and before the construction of PPR Hicom, Kg. Baru Hicom was hit by two major floods that caused emergency evacuations. In the year 2000, the government constructed a river dam, fixed the roads, and raised the street level by 3 feet to overcome the issue. Villagers were also given land titles and basic amenities.

Concurrently, construction of PPR Hicom began. The PPR Hicom buildings were completed around the year 2005 by Lembaga Perumahan Hartanah Selangor (LPHS), under the Selangor State government. It served as temporary housing for some villagers and squatters from Padang Jawa at some point. While a majority of the temporary settlers returned to Padang Jawa, about 1/3 remained at PPR Hicom.

KG. BARU HICOM

 **PUSAT AKTIVITI
KANAK-KANAK**
Jabatan
KEBAJIKAN
Masyarakat
RPR HICOM SHAH ALAM
← 7m

LORI SEWA
017 9330303

1.2 Building Ownership, Tenure and Management

- ♦ **Landowner:** Selangor State Government
- ♦ **Land status:** Temporary Occupancy Licence (TOL)
- ♦ **Building owner:** Lembaga Perumahan dan Hartanah Selangor (agency under Selangor State Government)
- ♦ **Management:** Selangor Housing and Property Pte Ltd or known as Perumahan dan Hartanah Selangor Sdn Bhd, (PHSSB, agency under Selangor State), since 2013. Previously managed by Petaling Jaya City Council (MBPJ).
- ♦ **Rental rate:** RM250 per month, excluding utilities
- ♦ **Application waiting list:** Application waiting list: Up to 1 year

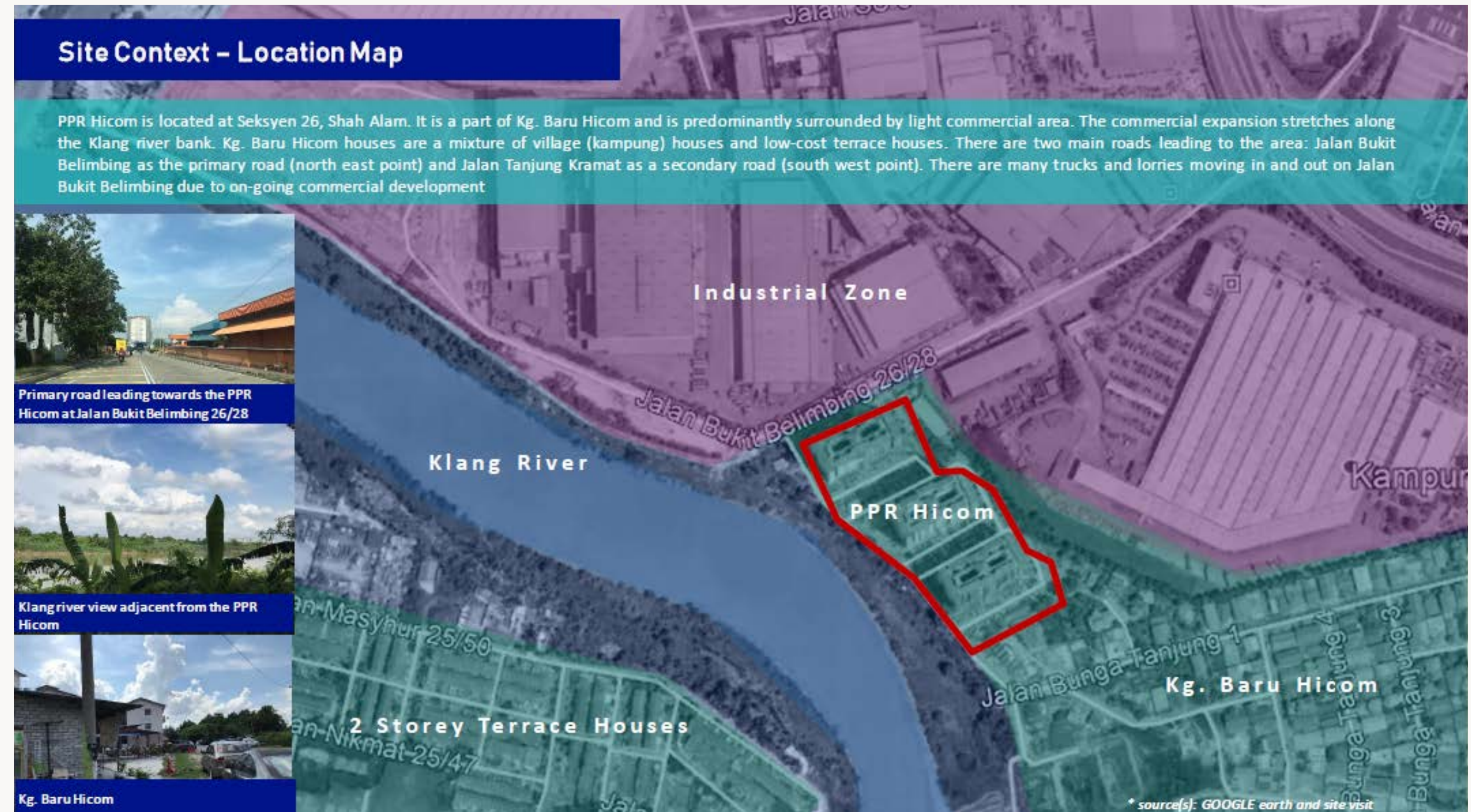
1.3 Political Jurisdiction

PPR Hicom lies within the following federal and state constituencies:

- ♦ **Federal Constituency:** P111—Kota Raja (Member of Parliament: YB Tuan Mohamad bin Sabu)
- ♦ **Selangor State Assembly:** N50—Kota Kemuning (State Assemblyman: YB Tuan Ganabatirau Veraman)

1.4 Location and Surrounding Land Use

PPR Hicom is located at Section 26 in Shah Alam, Selangor





Site context and land use (source: Think City)

To the southeast lies the Kg. Baru Hicom village, comprising a mix of village (kampung) houses and low-cost terrace houses. The rest of the area is predominantly surrounded by a light commercial area. The commercial expansion stretches along the Klang riverbank.



جماة السلام

JBT



Klang river view adjacent from the PPR Hicom (Source: Think City)



Primary road leading towards PPR Hicom along Jalan Bukit Belimbing 26/28
(Source: Think City)

1.5 Accessibility

Access to and from the site is not ideal. Residents must be reliant on motorised transport, with limited pedestrian amenities and public transport options.

Access Roads and Highways

There are two main roads leading to the area. Jalan Bukit Belimbing 26/28 is the primary road (northeast point), which also shares access with the adjacent factories. Many heavy-duty vehicles frequently move in and out along Jalan Bukit Belimbing from the factories.

Jalan Tanjung Keramat is the secondary access road (southwest point). It connects to PPR Hicom via Jalan Bunga Melur (which bypasses the village). These main accessways lead out onto larger roads and highways including the Shah Alam—Puchong (Hicom) Highway / Federal route 3214 and the Shah Alam Expressway (KESAS) highway.

Public Transport

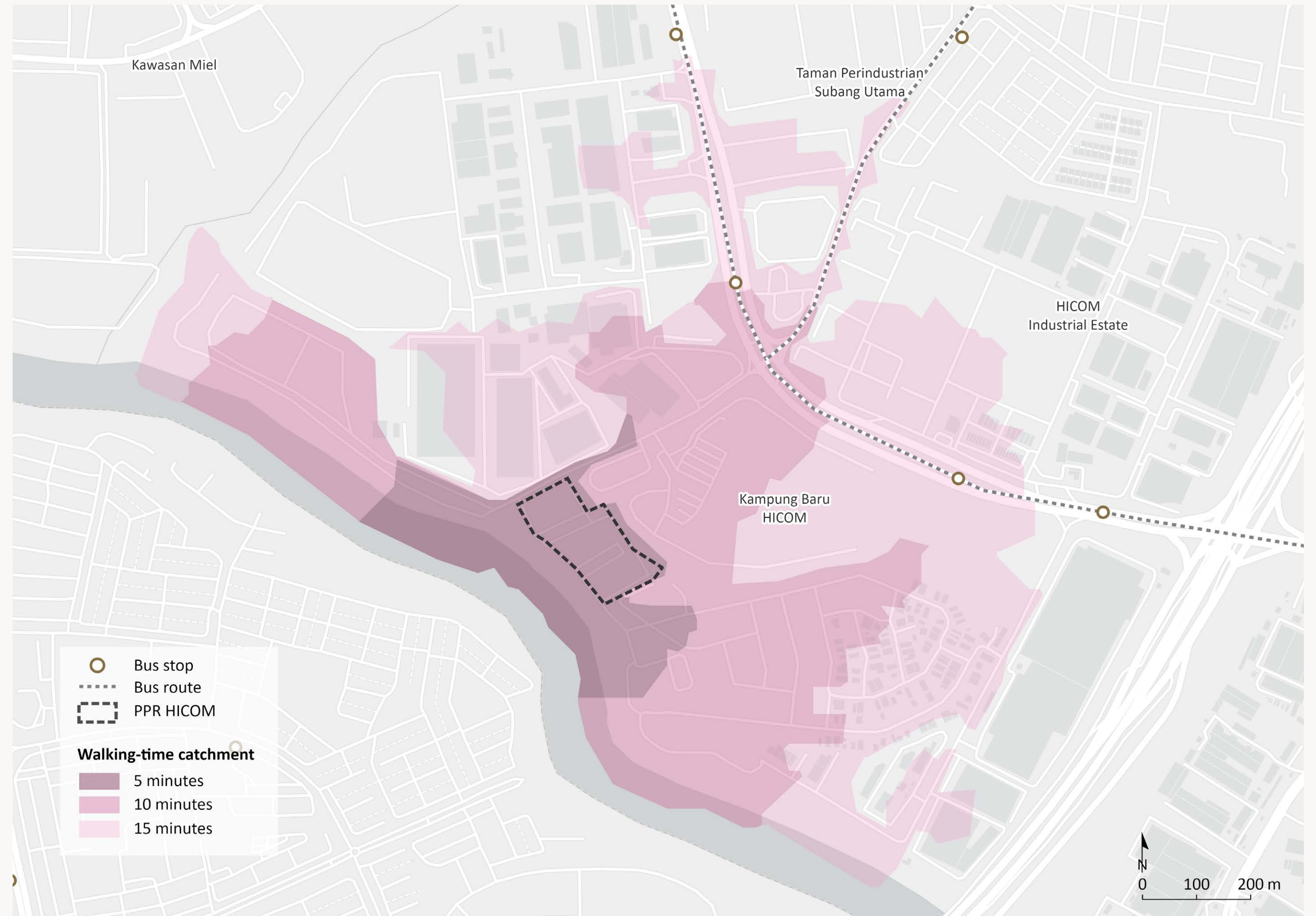
Train stations:

- ◆ The closest KTM stations (Shah Alam and Batu 3 stations) are 6—7 km away.
- ◆ The closest LRT station (Alam Megah) is 4.5 km away.

Bus stops:

There are two bus stops within a 10—15-minute walking distance. The two main bus routes along this path are:

- ◆ The RapidKL Bus route 752 with Hab Bandar Seksyen 14 Shah Alam on one end, and LRT Putra Heights at the other
- ◆ SA07 bus to the KTM Batu 3 station.



Bus stops within walking distance (Source: Think City)

First mile and last mile connectivity is a major hurdle to accessibility and encouraging the use of public transport. For example, if a resident of PPR Hicom wanted to access the Alam Megah LRT station, they would have to walk 10 minutes to the bus stop, hop on the bus, and then walk a further 18 minutes to the LRT station. The whole journey would take about one hour. Alternatively, it's a 10-minute drive.

Additionally, walking to the bus stops can be dangerous, due to heavy traffic and poor pedestrian infrastructure.

Residents have requested a Smart Selangor bus stop much closer to the PPR building. The application was submitted to PRASARANA at least three years ago. However, the bus would need a place to U-turn, delaying the request.

Analysis and Recommendation

- ♦ Re-engage with PRASARANA on bus stop request closer to PPR Hicom, extending Rapid KL Bus route through Jalan Bukit Belimbing 26/28
- ♦ Improve pedestrian amenities, focusing on comfort and safety of walkers. Broken pavement should be replaced, more covered walkways built.
- ♦ Lack of public transport within the vicinity of PPR Hicom forces the residents to rely on personal vehicles. This leads to multiple vehicle ownership per household.
- ♦ Currently, bicycles are not a viable mode of transport due to the lack of bicycle infrastructure. However, there are still residents and factory workers using bicycle to commute. Bicycle friendly infrastructure should be explored.

1.6 Access to Services

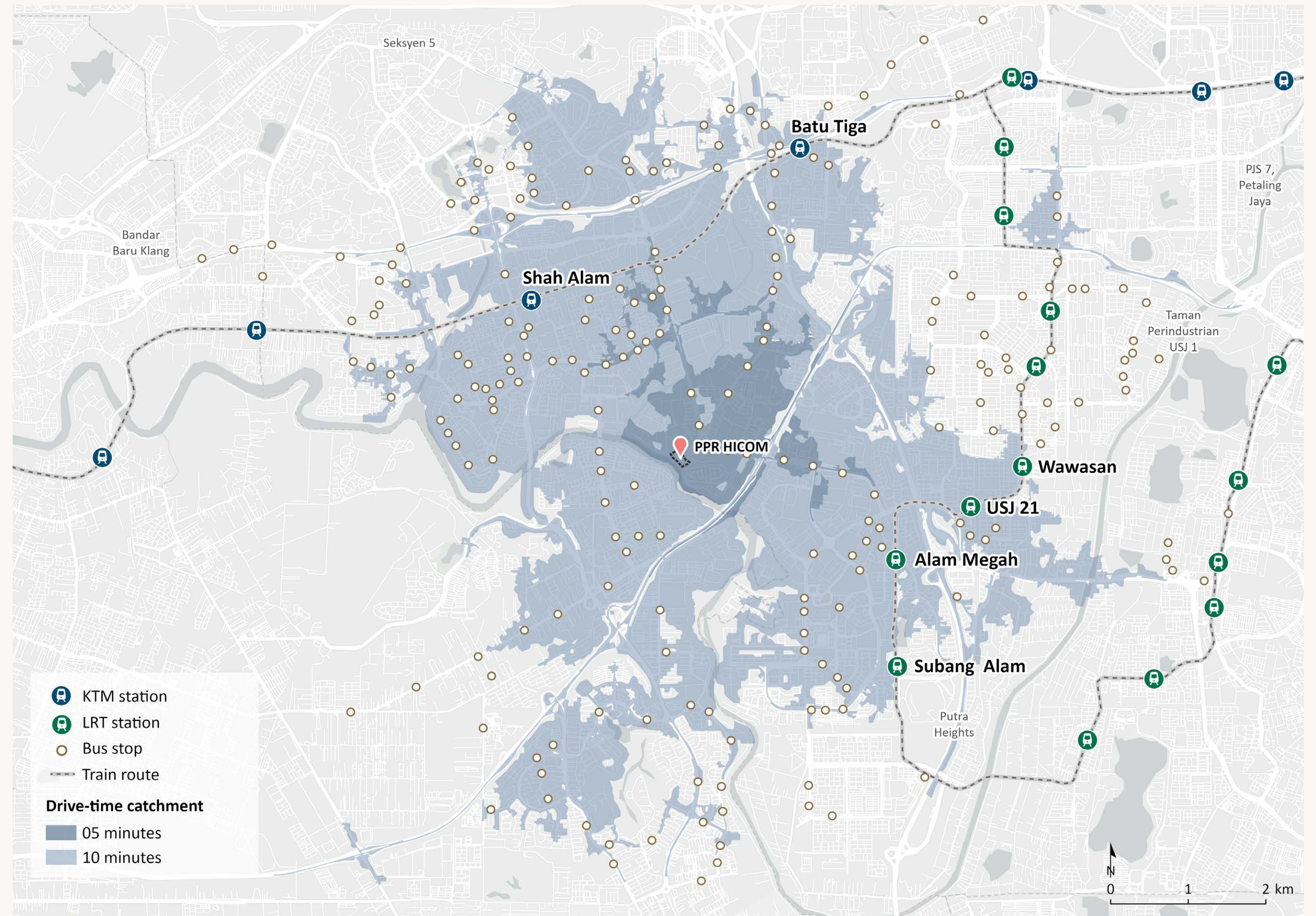
This section looks at services and amenities available around the area. Having established that the PPR is difficult to access without motorised transport, this analysis primarily uses a 5–10-minute drive-time catchment.

Public transportation

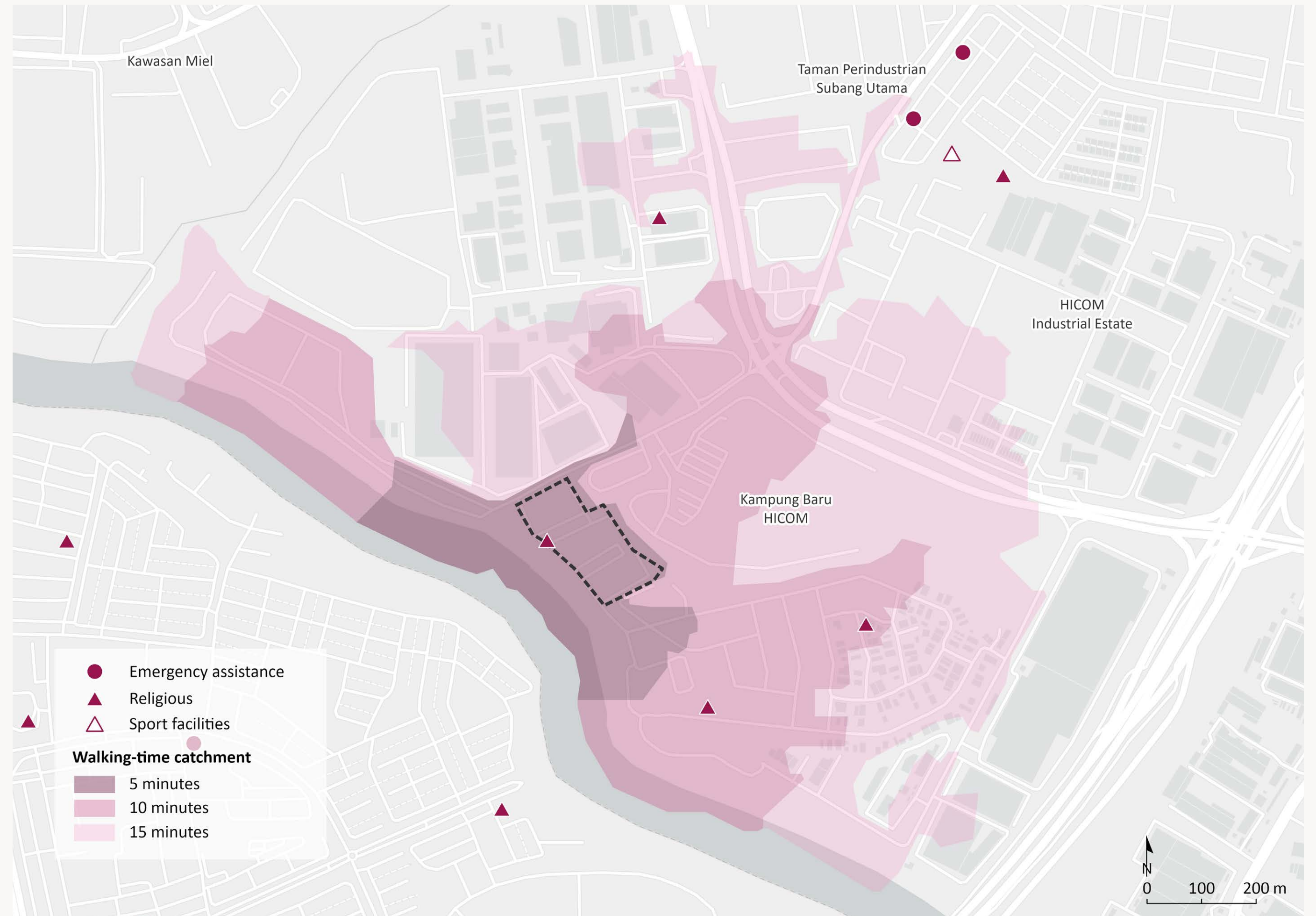
There are 2 KTM stations and 4 LRT stations within a 10-minute drive. Bus stops are also available within a 5–10 minute drive. However, as outlined in section 1.5, public transport should be easily accessible by foot. Currently only bus stops are accessible by foot, but not with ease, comfort or safety.

Civic

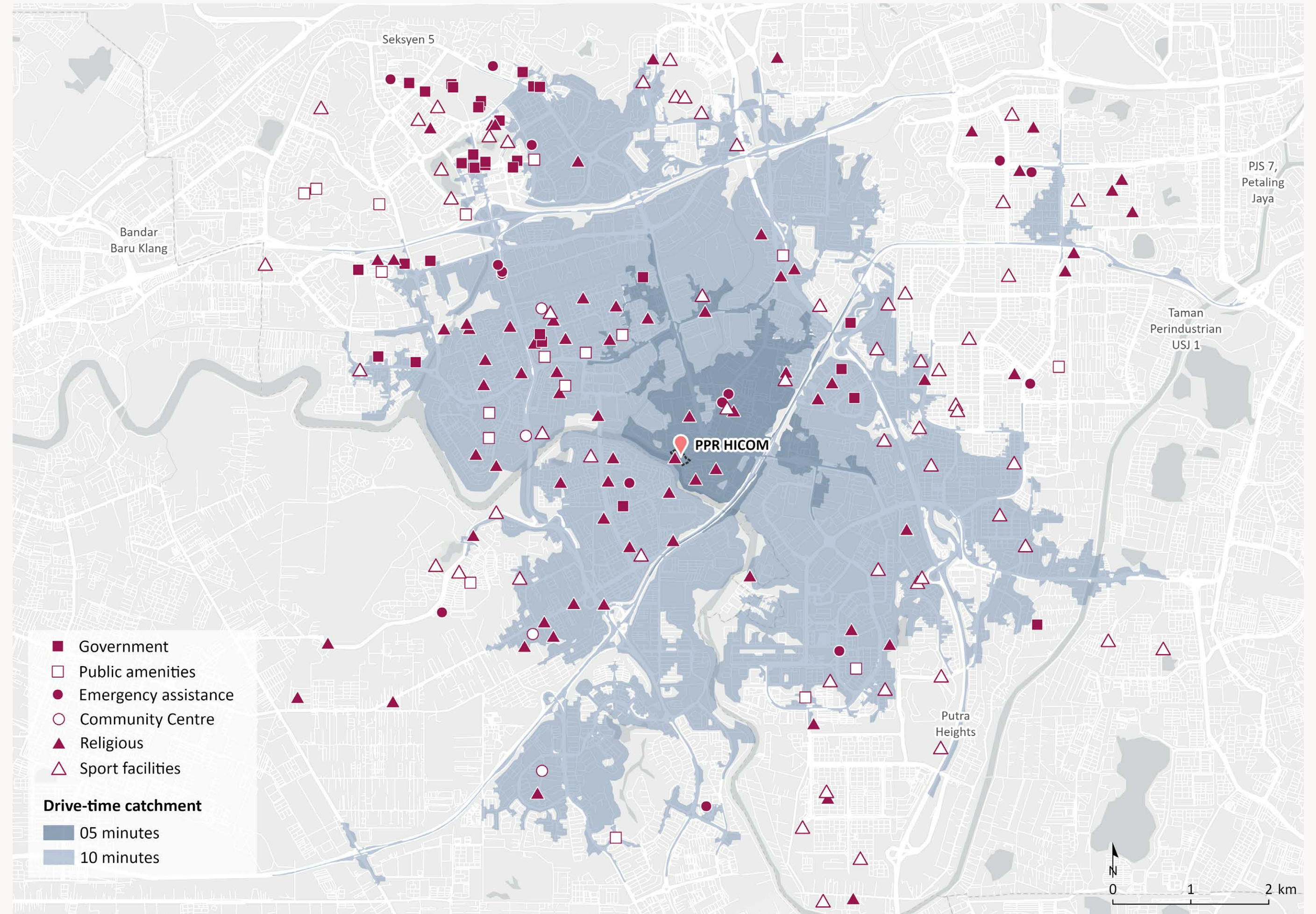
There are limited civic amenities available by pedestrian access at PPR Hicom. There are many amenities within a 10-minute drive of PPR Hicom. However, the number and diversity of amenities shrink considerably when zooming into the 5-minute drive-time catchment. Ideally, a diversity of amenities should be within walking distance, or as close as possible. On a positive note, there are 2 emergency assistance amenities within a 5-minute drive-time.



Public transit stops within driving distance (Source: Think City)



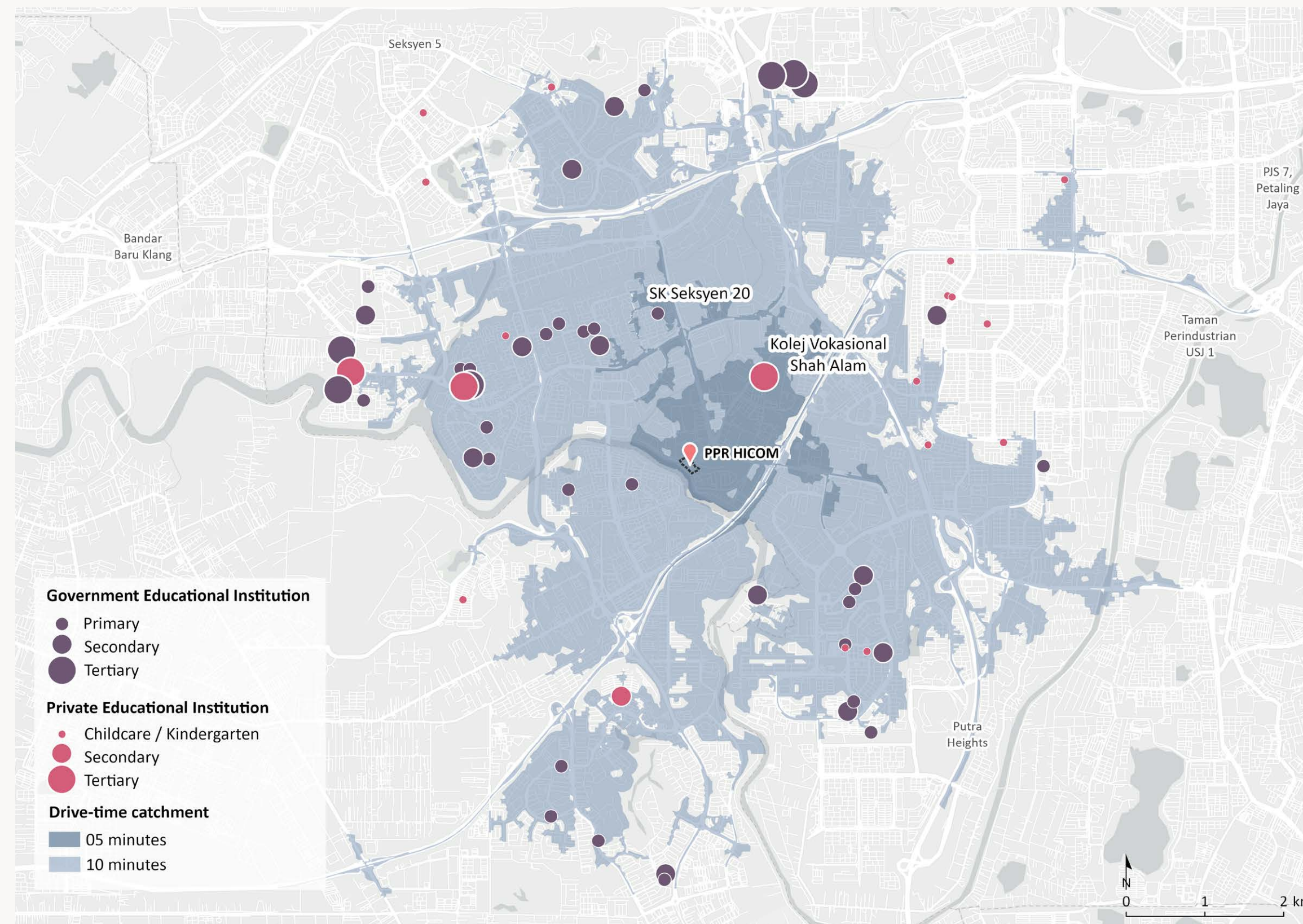
Civic amenities within walking distance (Source: Think City)



Civic amenities within driving distance (Source: Think City)

Education

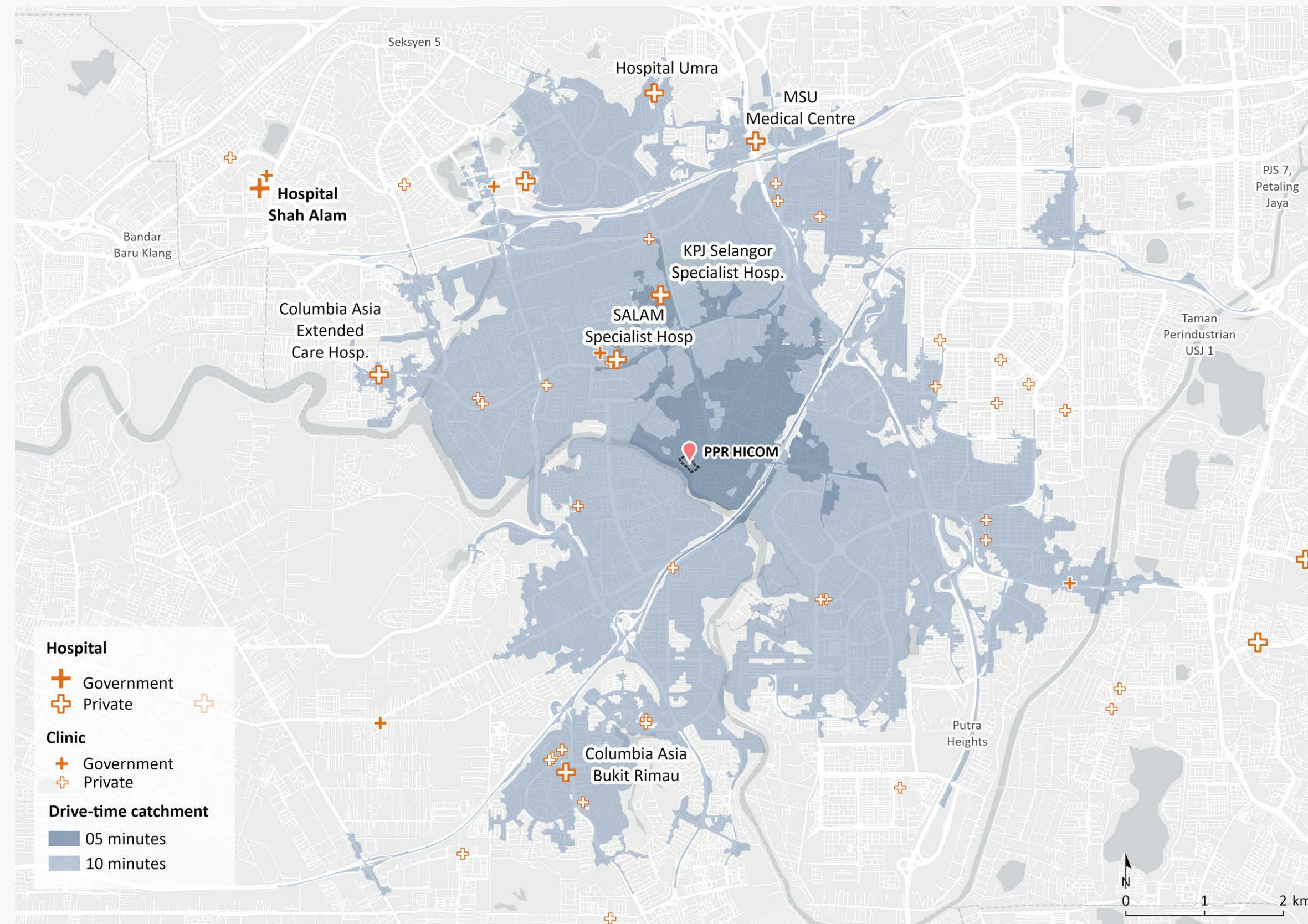
Most education institutions are not located close to PPR Hicom. Motorised transport would be required to access key educational institutions.



Educational institutions within driving distance (Source: Think City)

Healthcare

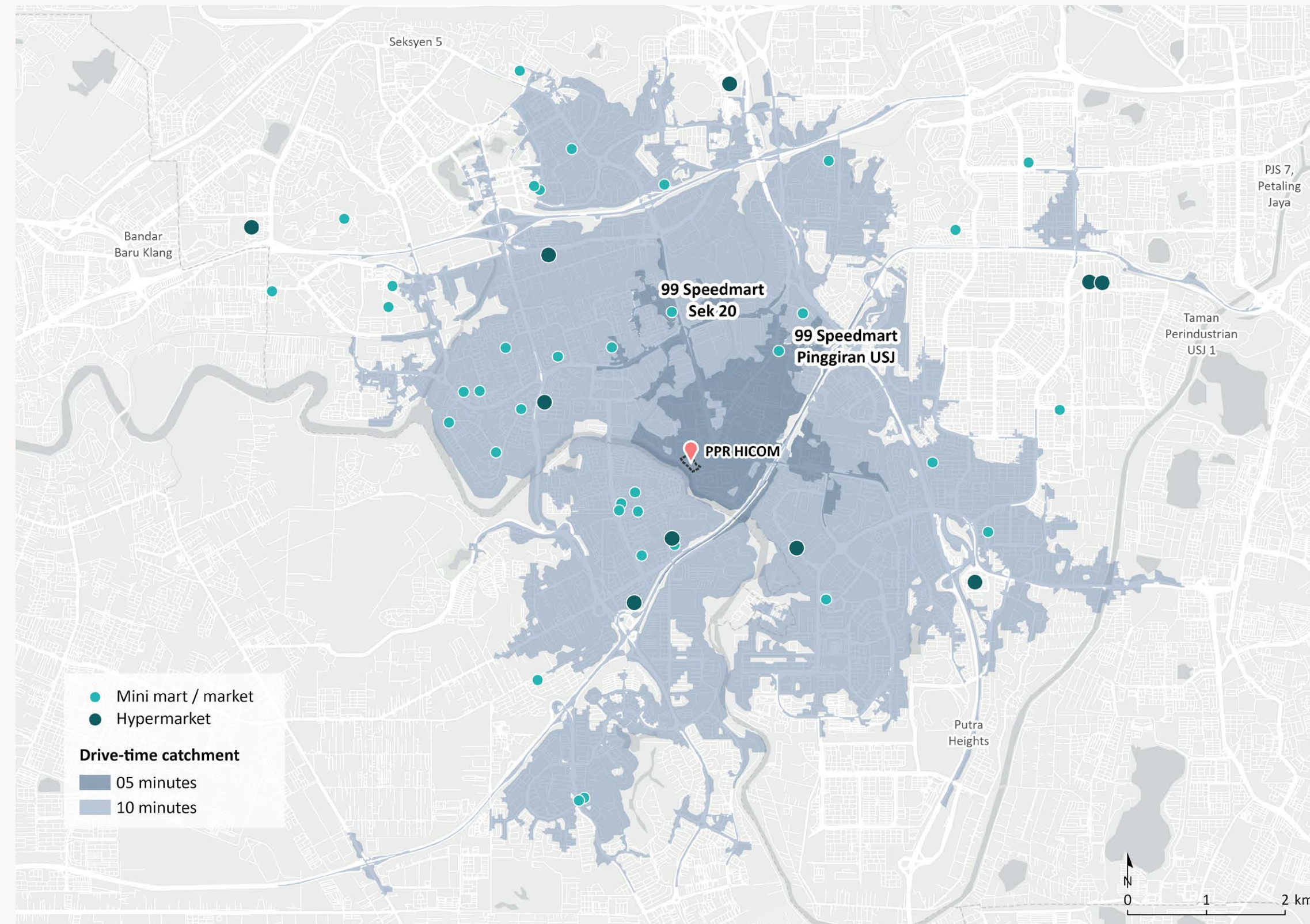
There are no government clinics within a 5-minute drive and no government hospitals within a 10-minute drive of PPR Hicom. In emergencies, residents would need to go to private hospitals or drive further to Hospital Shah Alam.



Healthcare facilities within driving distance (Source: Think City)

Hypermarkets and mini marts

Hypermarkets are located within a 10-minute drive of PPR Hicom. This can be logistically difficult if the individual does not have a car to transport purchased items. Traveling by motorcycle is possible, but difficult with too many items. While utilising ride-hailing services is an option, it can be costly.



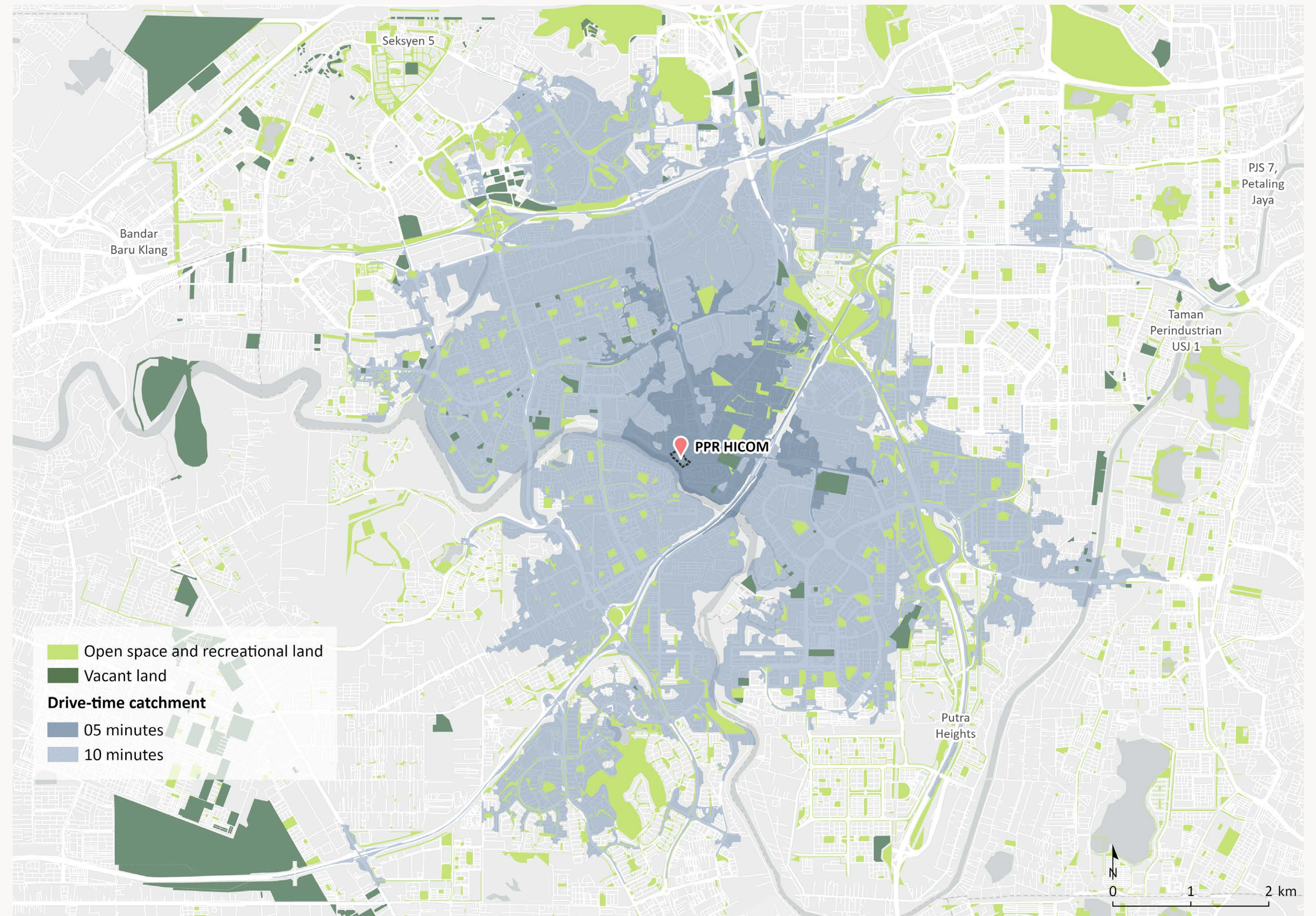
Hypermarkets and mini marts within driving distance (Source: Think City)

Open space and recreational land

Residents have limited access to quality green spaces within walking distance. The closest neighbourhood park is located at Jalan Bukit Bandung. To access this, residents must cross the main road.



Open space and recreational land within walking distance (Source: Think City)



Open space and recreational land within walking distance (Source: Think City)

2 Site Analysis / On-site Assessment

- 2.1 Building Typology
- 2.2 Vehicle Circulation and Parking
- 2.3 Pedestrian Circulation and Access within Site
- 2.4 On-site Facilities / Community Facilities
- 2.5 Landscape and Open Spaces
- 2.6 Sanitation and Waste Management
- 2.7 Drainage Mapping
- 2.8 Safety and Perception of Safety

2 Site Analysis / On-site Assessment

2.1 Building Typology

PPR Hicom comprises 3 blocks (A, B, and C). Blocks A & B have 16 floors each, and Block C has 17 floors. 20 units are located on each floor of each block. Cumulatively there are 980 units.

A more detailed observation of the units and conditions are included in Section 3 Building Condition.



Site area (Source: Think City)

2.2 Vehicle Circulation and Parking



Site area (Source: Think City)

Limited Parking

The above shows available car and motorcycle parking bays within the compound of PPR Hicom. In total there are 785 designated car parking bays and 313 designated motorcycle parking bays.

A rough estimate calculated using parking bays within the compound shows that there are only 0.8 car parking bays and 0.3 motorcycle parking bays allocated per unit. Assuming each household owns at least two to four vehicles, it is clear that there are not enough parking spots.

Spaces are limited, resulting in many cases of double parking occurring, especially later in the day. In these cases, the double-parked car is usually left with the hand brake released, so it can be moved.

Though there are additional parking bays outside the compound, these are not exclusively for residents and face similar challenges. Additionally, there is a risk of cars being broken into when parked outside the compound. The area also faces flooding during heavy rain.



Parking at PPR Hicom (Source: Think City)

Traffic Flow

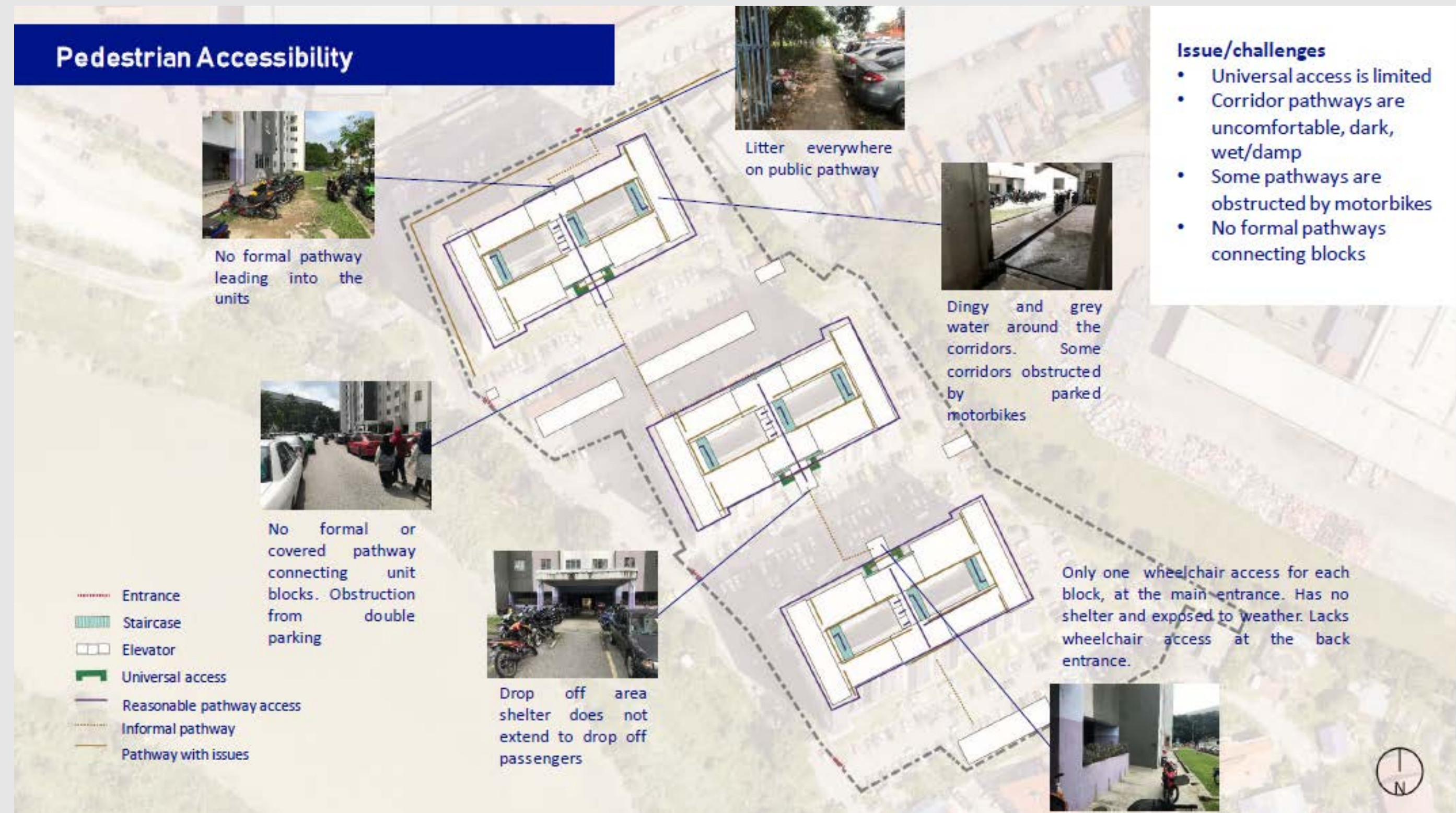
The PPR Hicom compound is gated and has five main access gates. However, due to the double parking and congestion, going through the compound can be tricky and requires careful navigation.

- ◆ Children playing in and around the compound, and animals roaming are also safety hazards to monitor while driving.
- ◆ Roads outside the compound are wider but face similar challenges. As these lead to main roads, they can be congested during peak traffic hours due to the volume of cars passing by and double parking.

Analysis and Recommendation

The parking and traffic problems are linked to a lack of public transport and poor connectivity. Households rely on motorised transport, and are unable to easily walk, cycle, or take public transport to other areas. The heavy traffic flow is also a threat to pedestrians. Therefore, improving and encouraging alternative modes of transport, supporting car-pooling initiatives, and putting in place better traffic control systems could help alleviate existing traffic problems.

2.3 Pedestrian Circulation and Access within Site



Pedestrian accessibility on-site (Source: Think City)

Within the compound, pedestrian access can be improved (see issues below)

- ◆ Universal access is limited. There is only one wheelchair access per block. Back entrances to blocks have no wheelchair access
- ◆ Corridor pathways are uncomfortable, dark, dirty, and wet/ damp
- ◆ Pathways are obstructed by motorcycle and double parking
- ◆ There is no formal, sheltered pathway connecting the blocks

Analysis and Recommendation

Improvements in cleanliness, openness, covered walkaways, and lighting along corridors could improve the façade and accessibility of the compound. More importantly, ramp access to the back entrance of each building also improves accessibility. It is recommended for a needs assessment to be conducted on-site to better understand residents' needs in order to make improvements.

2.4 On-Site Facilities/ Community Facilities



Figure 20 Playgrounds and other community facilities are typically unkept

Community Hall

There are currently three community halls at PPR Hicom, of varying sizes and conditions. The halls were built for community gatherings such as annual general meetings, workshops, aid distributions and other events.

The hall in Block C is larger, but has several issues such as a leaking ceiling, broken tiles, and malfunctioning switches. These issues have been highlighted to the management. This space has been used for many K2K community events, including the photography workshop, the K2K IDOL awards ceremony and registration help desks.

The hall in Block A is smaller but fit for purpose. This hall is typically used for special events with guests such as during visits by politicians or important VIPs. The rental per hall per day is RM50 with an RM100 deposit.



Block A (Source: Think City)



Block C (Source: Think City)

Multipurpose Courts

There are three multipurpose courts at PPR Hicom, one in each block. The courts are used by children and other members of the community for sports, such as futsal, badminton and cycling. The management used to collect a rental fee for the usage of futsal courts, however, as its conditions deteriorated, it is no longer in use at the time of writing.

The court in Block C was used for the K2K Aktif Bersama badminton programme for youths. It was recently repainted, ahead of a visit by the Selangor Chief Minister in April 2021.

The spaces collectively face the following challenges:

- ◆ Objects thrown from upper floors (trash, clothing, liquids, etc)
- ◆ No shelter, seating, or green element to make it people-friendly
- ◆ Peeling paint and run-down look and feel
- ◆ Dirty and unhygienic sometimes due to cat faeces, leaking sewage pipes, clogged drains and more.
- ◆ Obstruction caused by parked motorcycles.
- ◆ Noise echoing through internal walls when children use the courts



Block A (Source: Think City)



Block B (Source: Think City)



Block C (Source: Think City)

Management office

The management office is in Block A. It is the location for tenants to pay rent, utility bills, maintenance bills and discuss general matters with management. At the time of writing, it was under renovation.



The management office where tenants pay utilities among other things (Source: Think City)

Adab Youth Garage (AYG) Centre

The AYG centre in Block C of PPR Hicom is one of the 8 AYG branches located in Selangor. The initiative to support children and youth through education, sports, and more is also backed by Selangor's Menteri Besar Incorporated (MBI) and other corporate sponsors.

At PPR Hicom, the centre provides a safe space for children and youth to spend time. An after school 'Homework Club' also encourages children to complete schoolwork and get help. There are three computers at the centre, which they can use. The space is popular with children and youth and is often crowded.

The centre is next to the PERWACOM office. They occupy the same unit which was converted into the two spaces through the insertion of a partition wall. The wall is currently peeling due to excess moisture (see image above).



Adab Youth Garage room (Source: Think City)

The challenges that need to be addressed are:

- ◆ Peeling wall due to moisture problem
- ◆ Current space and resource constraints limit the number of youth and children who can be served.
- ◆ COVID-19 limitations saw restricted or no use of the space. Activities have also been restricted.

PERWACOM Room

PERWACOM (Persatuan Wanita Hicom—Hicom’s Women Association) is a resident-led non-governmental organisation, primarily run by women at PPR Hicom. The organisation supports the community through various initiatives, including the setting-up of a food bank, channelling aid from other institutions, providing space for community discussions and other matters. They also raise funds by selling traditional snacks.

The women at PERWACOM were instrumental to the success of the K2K programmes at PPR Hicom, in the capacity of facilitators, but also through general programme support. PERWACOM and AYG centre work collaboratively and form a highly active community centre.

Child Enrichment Centre by JKM

The centre, run by the Social Welfare Department (JKM) provides additional curriculum for children. It was closed at the beginning of the COVID-19 pandemic and has not commenced operations at the time of writing.



PERWACOM's office (Source: Think City)



The childcare centre operated by the Social Welfare Department (JKM) (Source: Think City)



The surau is an important gathering place for the PPR's Muslim residents (Source: Think City)

Kindergarten by JKM

A childcare centre operated by the Social Welfare Department (JKM), located in Block C. The centre was temporarily closed at the beginning of the COVID-19 pandemic and reopened with adherence to the Standard Operating Procedures (SOP) introduced by the government.

Initial conversations with residents and observations show the following challenges:

- ◆ Dingy surroundings, worn-out facade, and insufficient natural lighting at the entrance
- ◆ Exposed drainage and grey water spillage from upper levels near the premise

Community Surau

The surau is a very active gathering location for Muslim residents for religious activities and classes. In the past it also acted as an aid distribution centre. It recently completed renovations and has been upgraded. The new surau was graced by the Selangor Chief Minister during his visit in April 2021.

Playground

Three small playgrounds are located by each block, at the northeast boundary of the compound.

The playgrounds are inadequate and, in some cases, have broken facilities (such as broken swings). These playgrounds are also located near waste disposal areas and the car park; there are also stray dogs and mosquito breeding grounds within the area, posing a threat to children.



Figure 28 Playgrounds at PPR Hicom

Additionally, residents report the presence of intoxicated individuals who frequently occupy the space. As a result, children have taken their recreational activities, such as football, indoors. This in turn has resulted in holes in the dry walls, from footballs being kicked repeatedly against them.

Flooding is also known to occur during periods of heavy rain. Overall, the playgrounds are too small to cater to the entire residential population. Children rarely play there due to safety hazards and poor maintenance.



Surrounding area (Source: Think City)

Shops and retail space

There are several stall operators on site. These stall units are small with an estimated size of 100 sq ft. Some units are well-maintained, while others are run-down.

In 2020, there were:

- ◆ Four mini marts
- ◆ A telco stall
- ◆ Two cafes

During the COVID-19 pandemic, some residents tried to supplement their affected income by pivoting to other businesses (largely F&B). These businesses primarily operate from the residents' units. More details can be found in the section on Entrepreneurship in ensuing pages.

Analysis and Recommendation

PPR Hicom lacks well-equipped and functional facilities to meet community needs. Poor hygiene, infrastructure, and design, compounded by the lack of maintenance and management are challenges that need to be overcome to improve the quality of these spaces.

Residents expressed that they would especially appreciate an increase in safe and functional spaces for children to gather and play.

It is recommended that:

- ◆ Discussion and needs analysis be conducted with PHSSB and the community to identify specific needs, priorities, and next steps.
- ◆ Existing facilities be upgraded with better equipment/ amenities
- ◆ Alternate locations be identified for community spaces
- ◆ More programmes created to cultivate a sense of community among residents

2.5 Landscape and Open Spaces



Landscape site map (Source: Think City)

Landscape and trees

Altogether, impervious areas (e.g., concrete or tarred surfaces) take-up about 12,100 sqm of space within the compound, while green areas only make up 7,500 sq m of the compound.



Surrounding area (Source: Think City)

However, the quality of green space is questionable. There are only approximately 45 trees around the compound, located primarily around the perimeter. There is also minimal landscaping on-site, with landscaped areas mostly covered by green patches of grass. As a result, there is limited green space and tree shade for residents to enjoy within the compound.

The largest swathe of green open space is located next to Block A. Part of the area is used by a coffee shop, as an extension for its seating area. It is also used as motorcycle parking.



Café extension (Source: Think City)

Additionally, green patches immediately surrounding the building are usually well maintained however, spaces around the perimeter are more unkempt, with scrap metal and garbage scattered around.



Scrap metal and garbage scattered close to the perimeter (Source: Think City)

Community garden (by kindergarten)

There are 2 community gardens on small patches of underutilised green space. They are located next to a waste disposal area and parking lots due to limited availability of green space.

The initiative was started by the kindergarten as part of an outdoor learning curriculum for children. It also reflects the needs and aspirations of the wider community, some of whom have expressed interest in starting a community garden within the compound of PPR Hicom.



Informal community gardens created by the residents (Source: Think City)

Riverbank (Outside compound)

Outside the compound, and along the road, there are a few stalls selling fruits, street food, and refreshments. Beyond that lies the riverbank.

The riverbank has two levels. When it rains heavily, the water overflows to the lower bank. The area is a river reserve, with the land owned by the Department of Irrigation and Drainage (DID).

The riverbank is currently underutilised despite its great potential. Some residents (along with other locals) have begun informal gardens by the riverbank outside the compound.

However, there are also illegal waste dumps (including household and construction waste) at a few locations along the river.



Farming activity along the riverbank (Source: Think City)

Analysis and Recommendation

In general, residents have very limited access to public and green open spaces within the compound, as well as within walking distance (see section 1.6).

Spaces meant for children are subpar and recreation areas for adults and the general community is lacking. There is a need to convert more space into recreation or social space for residents, with emphasis placed on universal access and quality of space.

Underutilised spaces can be identified and improved with upgrades and better programming. Much of the green patches are currently occupied by motorcycle parking lots and stall seating. The space can be put to better use if turned into vegetable gardens or play space for children.

The riverbank by the site can also be used for the same purpose. There was also a suggestion to create a boardwalk by the river for residents to have their morning or evening walks. However, such a project involves significant costs, and requires permission from Department of Irrigation and Drainage (DID) for any structure built by the riverbank. For this idea to come into fruition, further discussions are needed with city council and DID.

2.6 Sanitation and Waste Management



Cleanliness, hygiene and waste management (Source: Think City)

Hygiene and sanitation are less than desirable at the site, with rubbish a common sight. Many stray cats and dogs, as well as pests such as rats add to the problem.

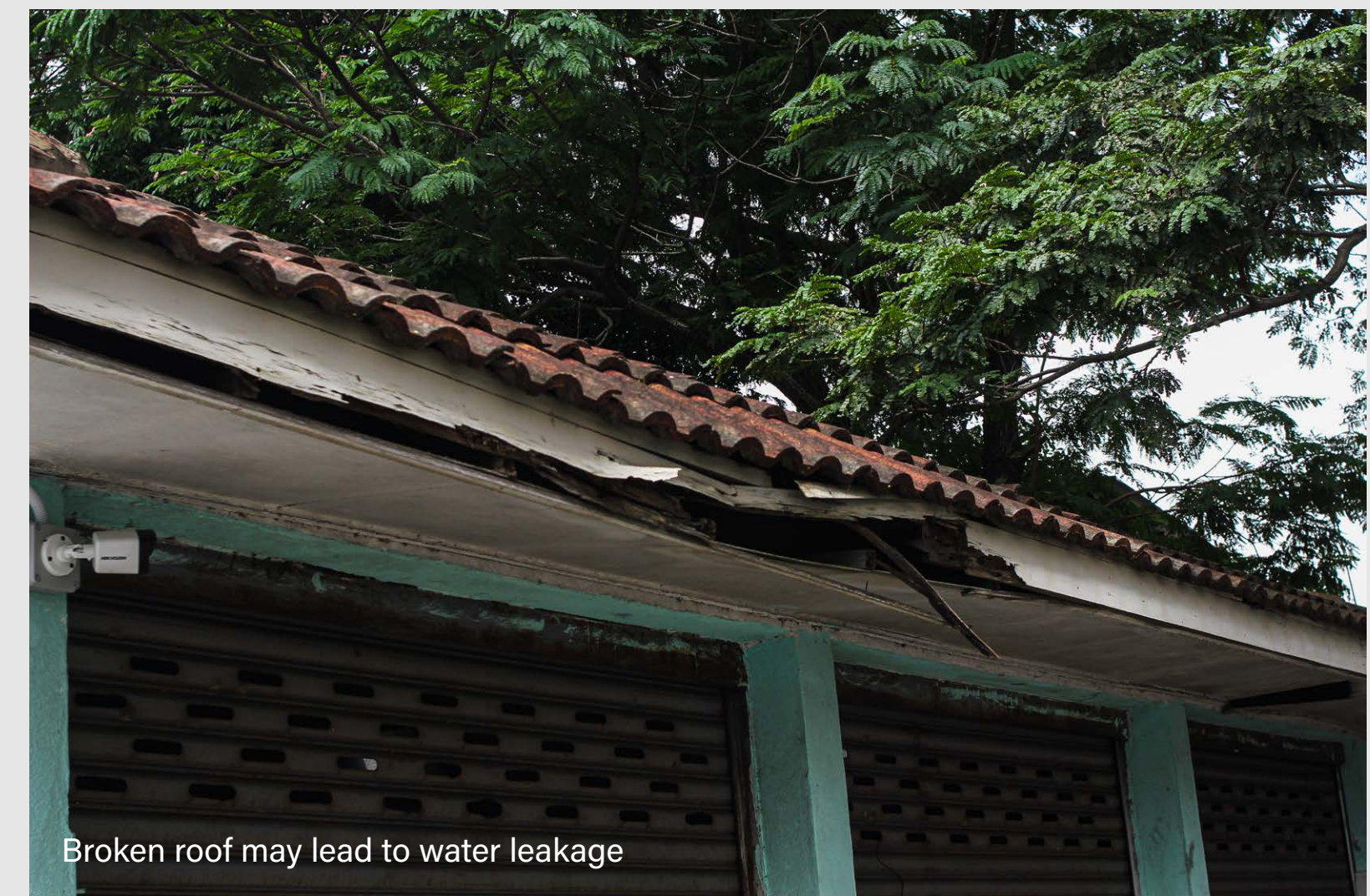
There is no rubbish chute system for easy rubbish disposal. Residents must walk down from their respective units to the waste dumping area. Some residents took the initiative to provide a waste collection service from unit to unit at RM1 per plastic bag. Nevertheless, there are some residents who throw their rubbish out of windows, balconies, and corridors into the common spaces.



Waste disposal area (Source: Think City)



Skip bins



Broken roof may lead to water leakage

Analysis and Recommendation

Garbage that is found scattered on the ground encourages rats to scavenge through the area. The garbage disposal site is located near playgrounds, and this may increase the risk of children contracting a range of parasitic infections, as rats are known to carry zoonotic diseases.

Additionally, poor hygiene and sanitation leading to clogged drains and stagnant water puts the area at high risk for dengue and other diseases.

Waste management practices and systems can be improved by:

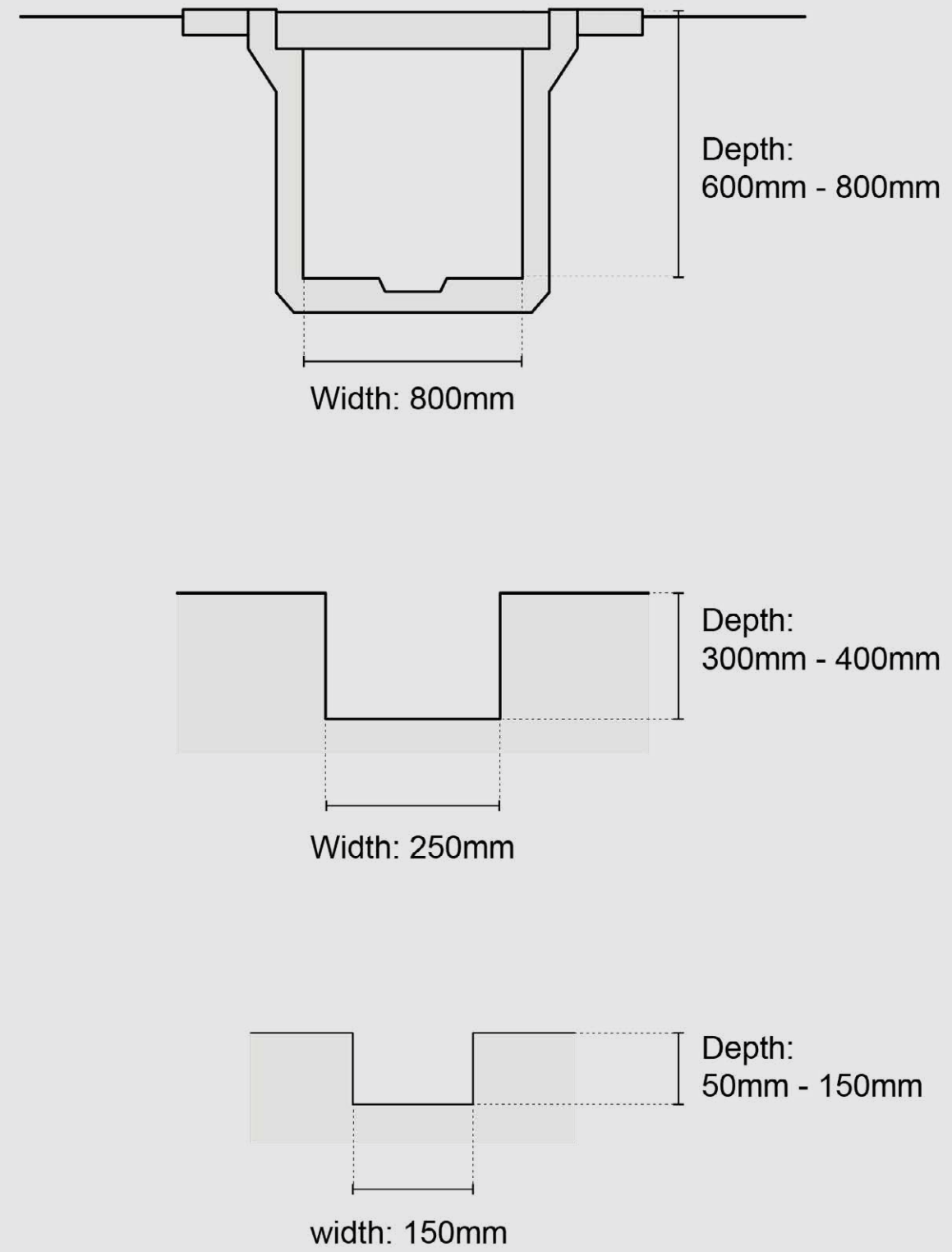
- ♦ Creating better systems to collect waste unit to unit. It could also provide extra income to some residents.
- ♦ Running programmes and campaigns to promote better waste segregation and disposal practices.

2.7 Drainage Mapping

Preliminary analysis shows that the existing internal drain capacity is insufficient during heavy rain. Block A's internal rain gutter is malfunctioning, while Block B and Block C do not have internal gutters.



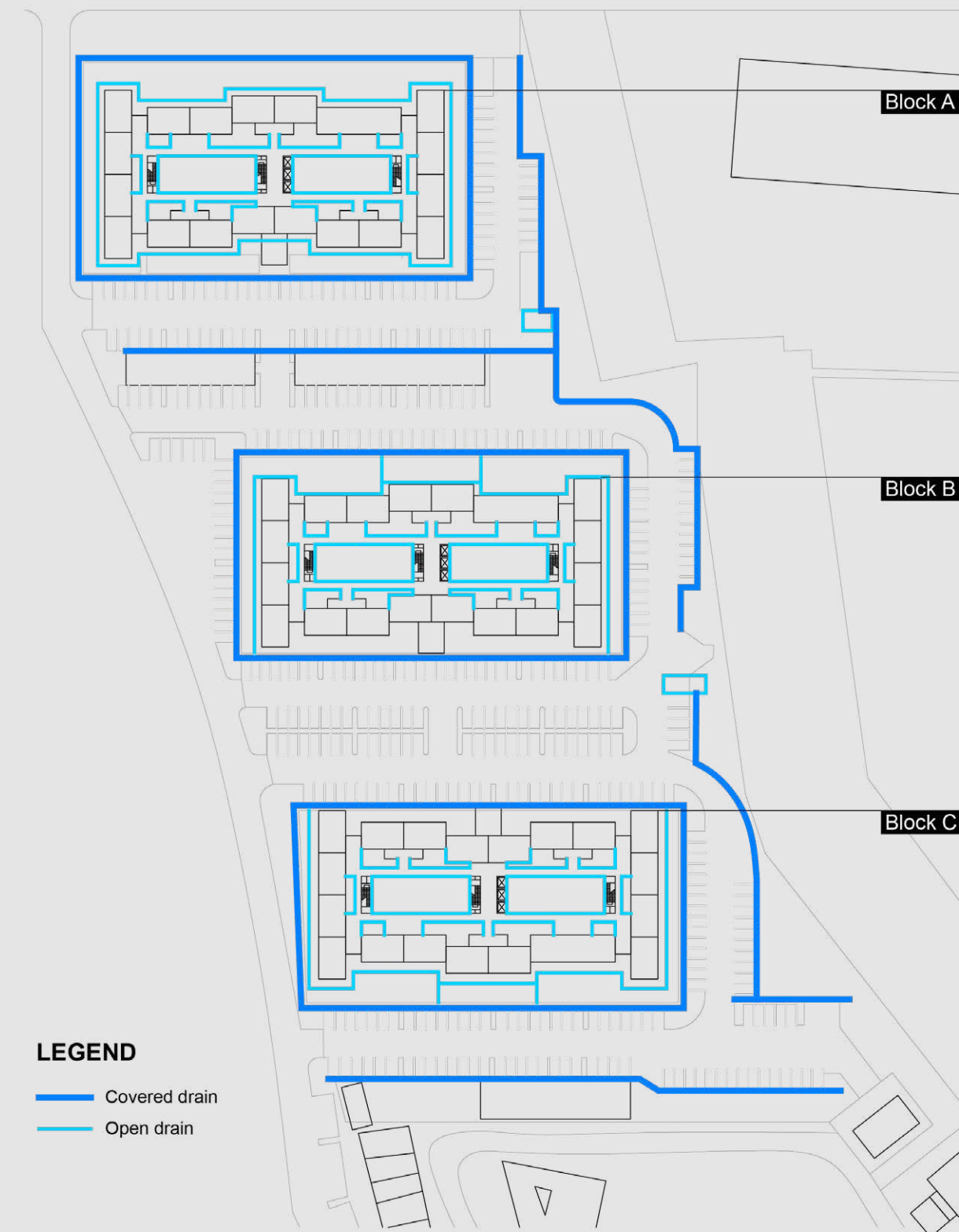
Cross-section of rain gutters and inter-floor drainage within the block (Source: Think City)



Cross-section of drainage (Source: Think City)

DRAINAGE MAPPING

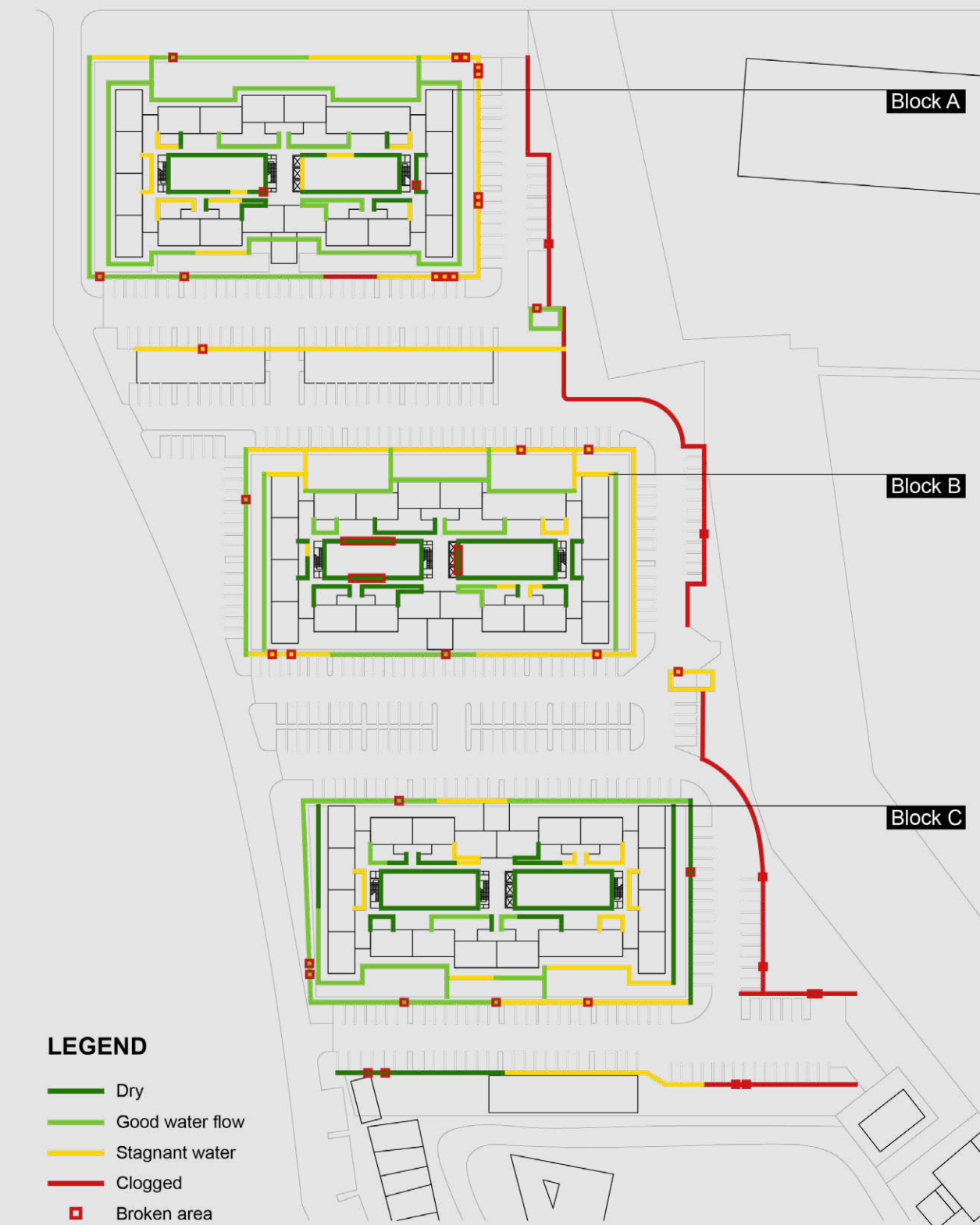
LOCATION: PPR KG BARU HICOM
Type of drainage



Type and condition of drainage around all three blocks (Source: Think City)

DRAINAGE MAPPING

LOCATION: PPR KG BARU HICOM
Condition of drainage





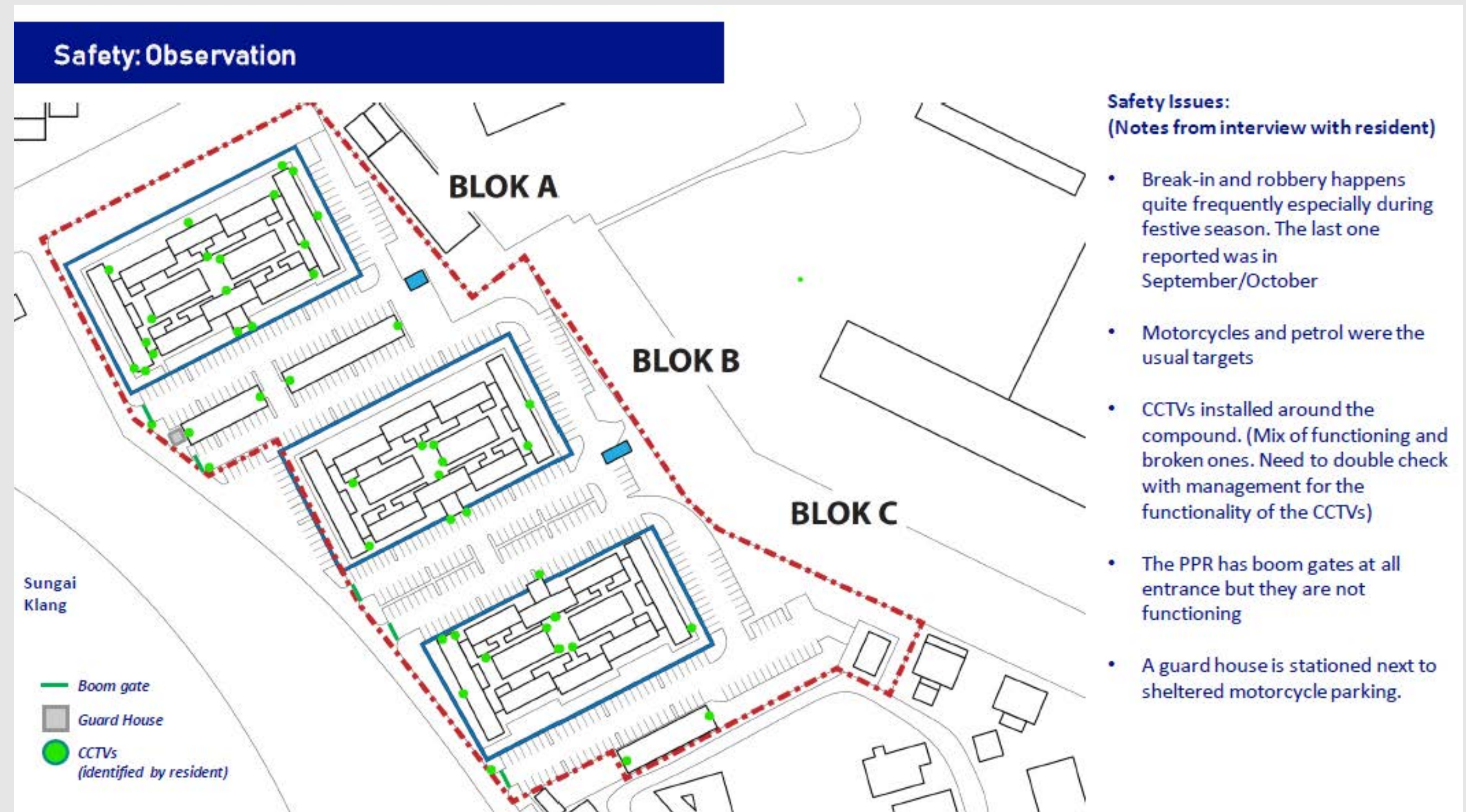
Conditions of drains on-site (Source: Think City)

As the images show, multiple sections of the drains are clogged with garbage. The overflowing drains cause wet and slippery floors.

Additionally, areas where the water does not drain thoroughly could lead to mosquito breeding grounds, putting the area at high risk for dengue and other diseases. The 16th floor of the PPR is known amongst residents as a hotspot for dengue cases due to the presence of stagnant water on the roof. One resident also mentioned that fogging is only done on the lower floors when cases of dengue rise, though the breeding grounds are much higher up.

2.8 Safety and Perception of Safety

Below is a figure of the site, location of the boom gates, guard house, and CCTVs. At least 47 CCTVs are installed around the compound, though it needs to be verified with management how many are functioning. Boom gates are installed at all main entrances but are not functioning. A guard house is located next to the sheltered motorcycle parking lot.



Observations on safety (Source: Think City)

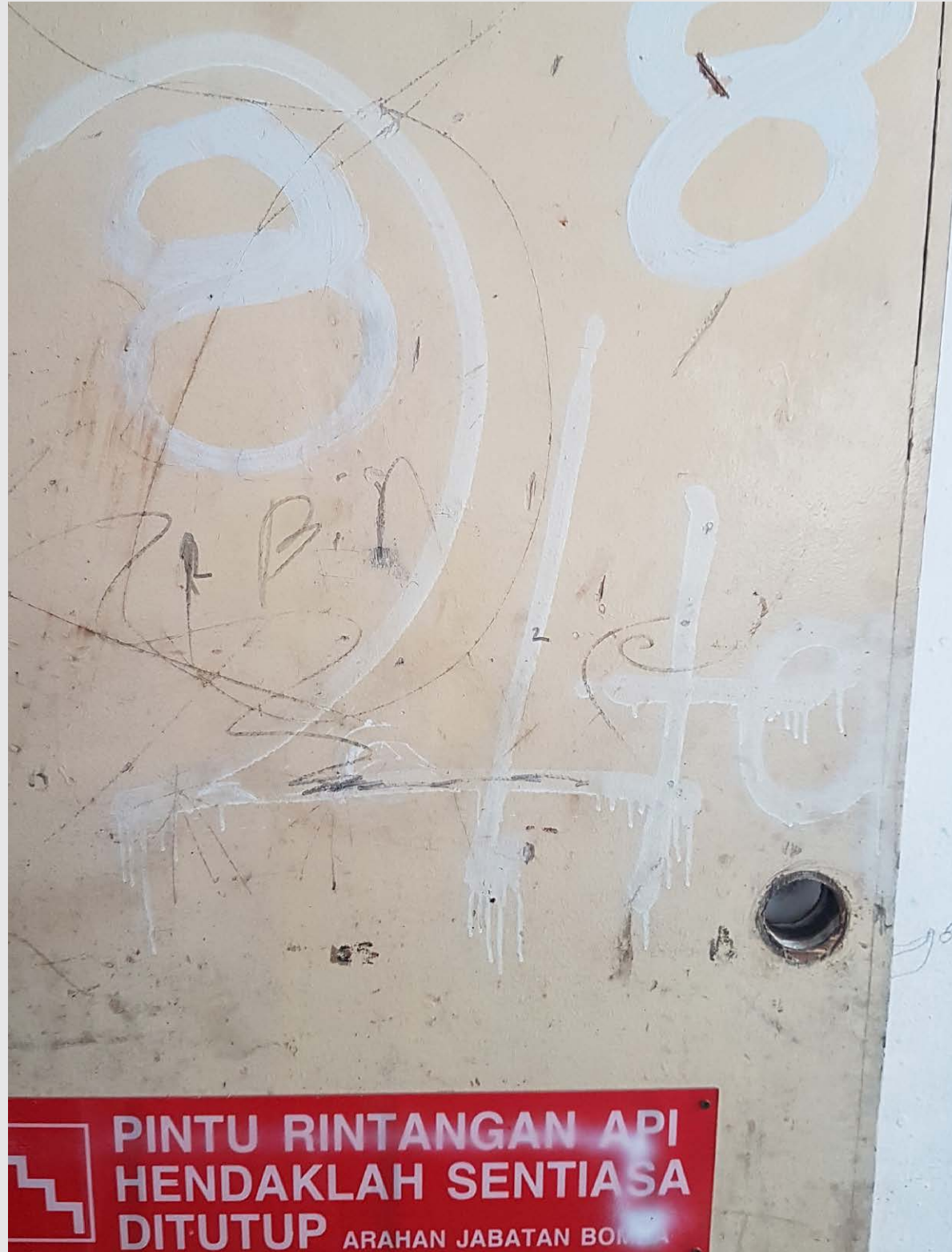


Figure 46 Graffiti of a 'Gang 24' sign

Below is a summary of key issues relating to safety and perception of safety.

Litter

Reports of residents littering from upper floors is commonplace in public housing, including at our three sites. Actions like these have resulted in serious injury and even death in public housing. In one PPR in KL, a child was killed by a chair thrown from the upper floors (Malay Mail, n.d.). Despite the occasional littering of food remains and other household waste from floors above, fortunately, no heavy objects were reported to have been thrown at PPR Hicom. However, the risk remains.

Infrastructure

Deteriorating or poorly maintained infrastructure is also a threat to safety. In PPR Kota Damansara, for example, two separate incidents of children falling to their deaths due to impaired railings occurred. The railings have since been changed and improved. Other challenges related to infrastructure and safety remain, as detailed in other sections of this report; this includes inadequate walking paths, lack of universal access, flooding, and other physical conditions which have the potential to be hazardous.

Vandalism and Graffiti

Site analysis reports the presence of graffiti in one of the public housing complexes. While some are innocuous (e.g., children solving math problems on the walls), some are more concerning, in the form of gang signs. This has implications for the image of the area, as well as systemic social challenges. Regular upkeep and repainting of the walls may be an ineffective and costly measure if done without complementary efforts to build community ownership for the long-term upkeep of these spaces.

Gang Activity

Qualitative analysis through observations and interviews at PPR Hicom indicate the presence of at least three gangs over the past few years. There was a time when the area used to be known as a 'dark area.' Residents at the site report that gang activities and presence has significantly dropped, attributed to relocation of active gang members, or their passing. However, having experienced such violence has a long-term effect on residents.

Burglary & Break-ins

Residents participating in a focus group brought up cases of burglary, occurring frequently during festivities when people are away or occupied. Motorcycles, and petrol contained within the tanks are often targeted.

Other reasons cited for actual or perceived lack of safety:

Belligerent behaviour resulting from excessive alcohol consumption, occasionally occurring.

- ♦ Some residents fear that those who have lost their jobs or sources of income due to the pandemic might resort to petty theft or other crime in desperation. This fear was cited as one of the barriers to residents carrying out physical exercise in one housing complex.

Analysis and Recommendation

To better understand the living experience of residents, it is important to understand their experience with safety and perception of safety within their housing complex. Actual and perceived threats to safety come from various sources, including those discussed above.

In breaking it down further, there are both environmental and social dimensions to these threats, which need to be addressed holistically, by multiple parties.

Some residents have already taken steps to improve safety, through the formation of Pasukan Ikatan Desa (PID), a form of neighbourhood watch.

Other interventions could come from improving the appearance of the place, for example with a fresh coat of paint or additional lighting.

Management, residents and other stakeholders must engage in discussions to identify concrete next steps.



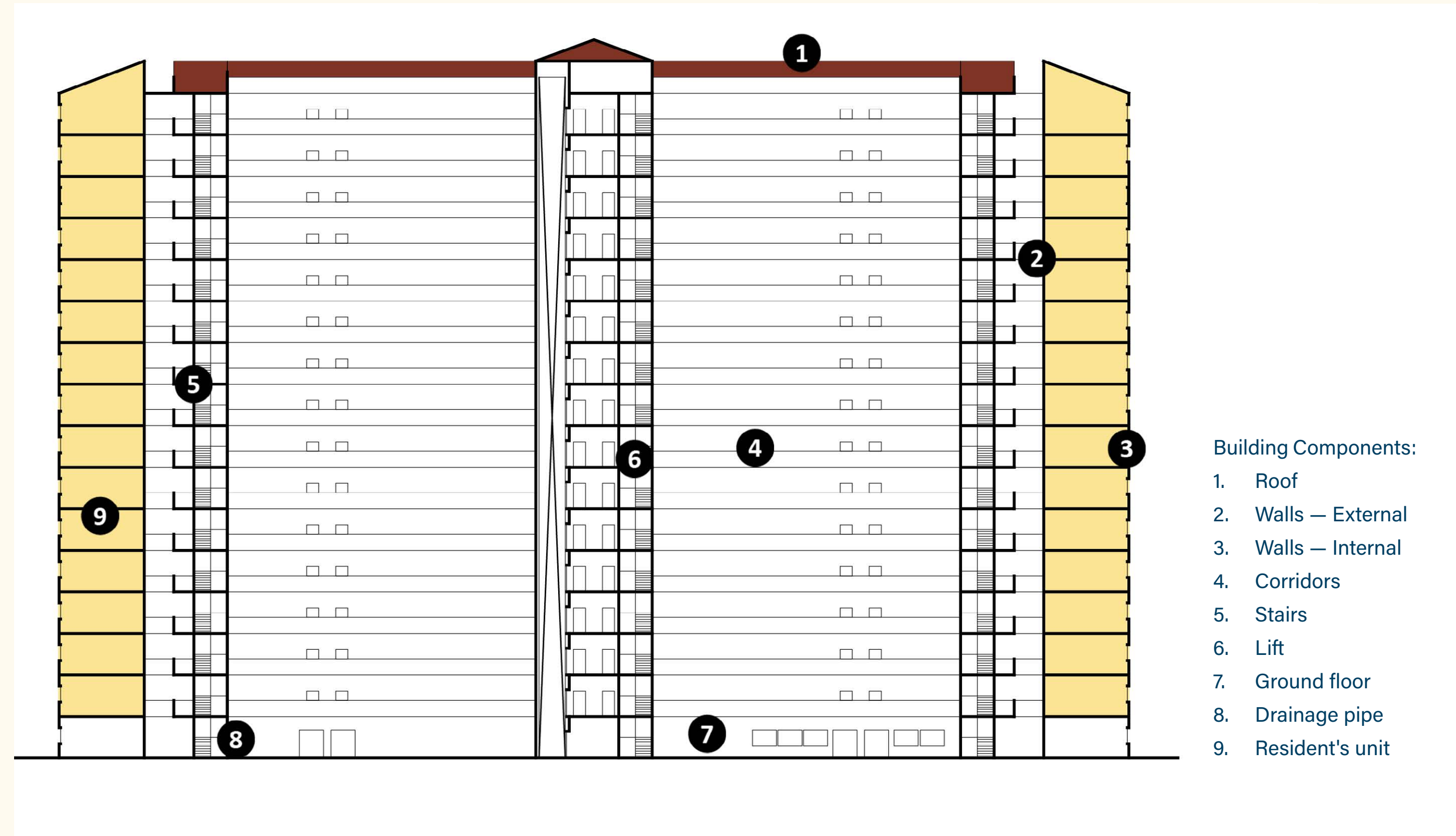
3 Building Condition

3.1 Building Structure

3.2 Individual Units

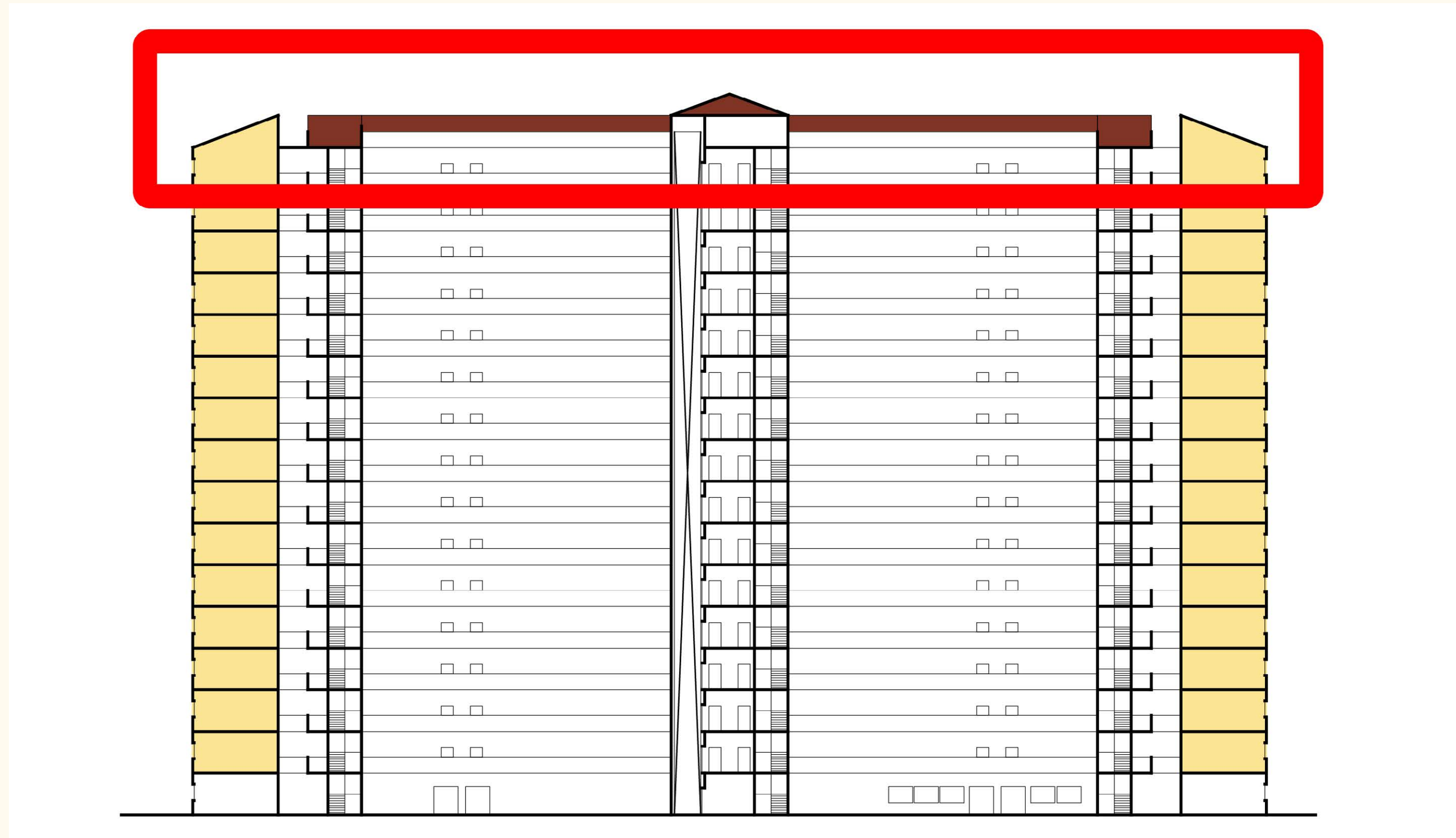
3 Building Condition

3.1 Building Structure



Building Section (Source: Think City)

Roof



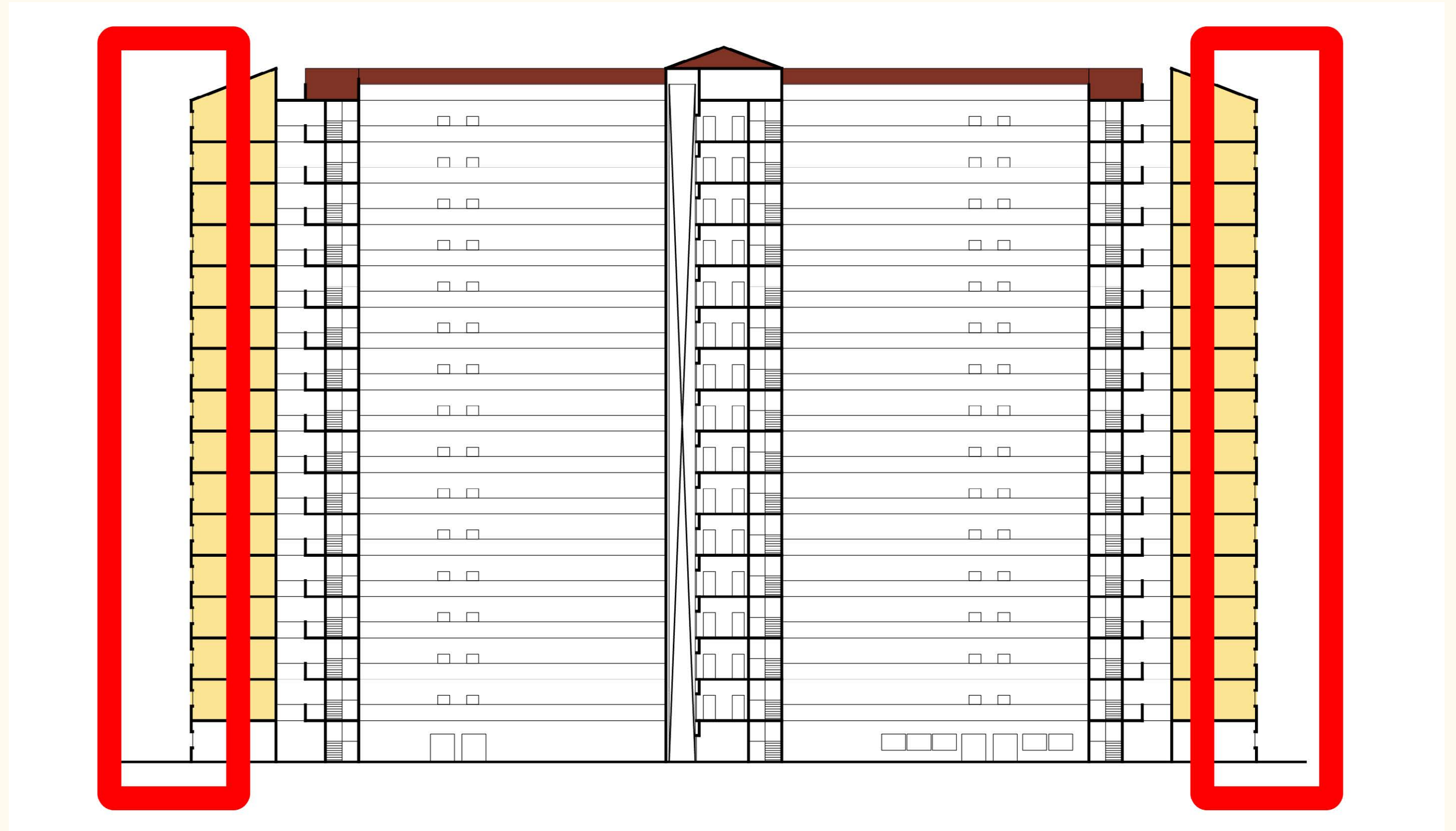
Cross-section of the roof (Source: Think City)

The roof is currently under renovation. Old roof tiles left on the top floor cause stagnant water, thus promoting a breeding spot for mosquitoes. Interviews show that the upper floors have registered more dengue cases. However, fogging by management only covers lower floors of the PPR. Birds are also observed nesting on the roof.



Image of roof (Source: Think City)

Walls—External



Cross-section of External Walls (Source: Think City)

The external walls are generally in good condition. The last time the façade was painted was in 2016. Some invasive plants are observed growing in between the cracks and slabs.



Images of external walls (Source: Think City)

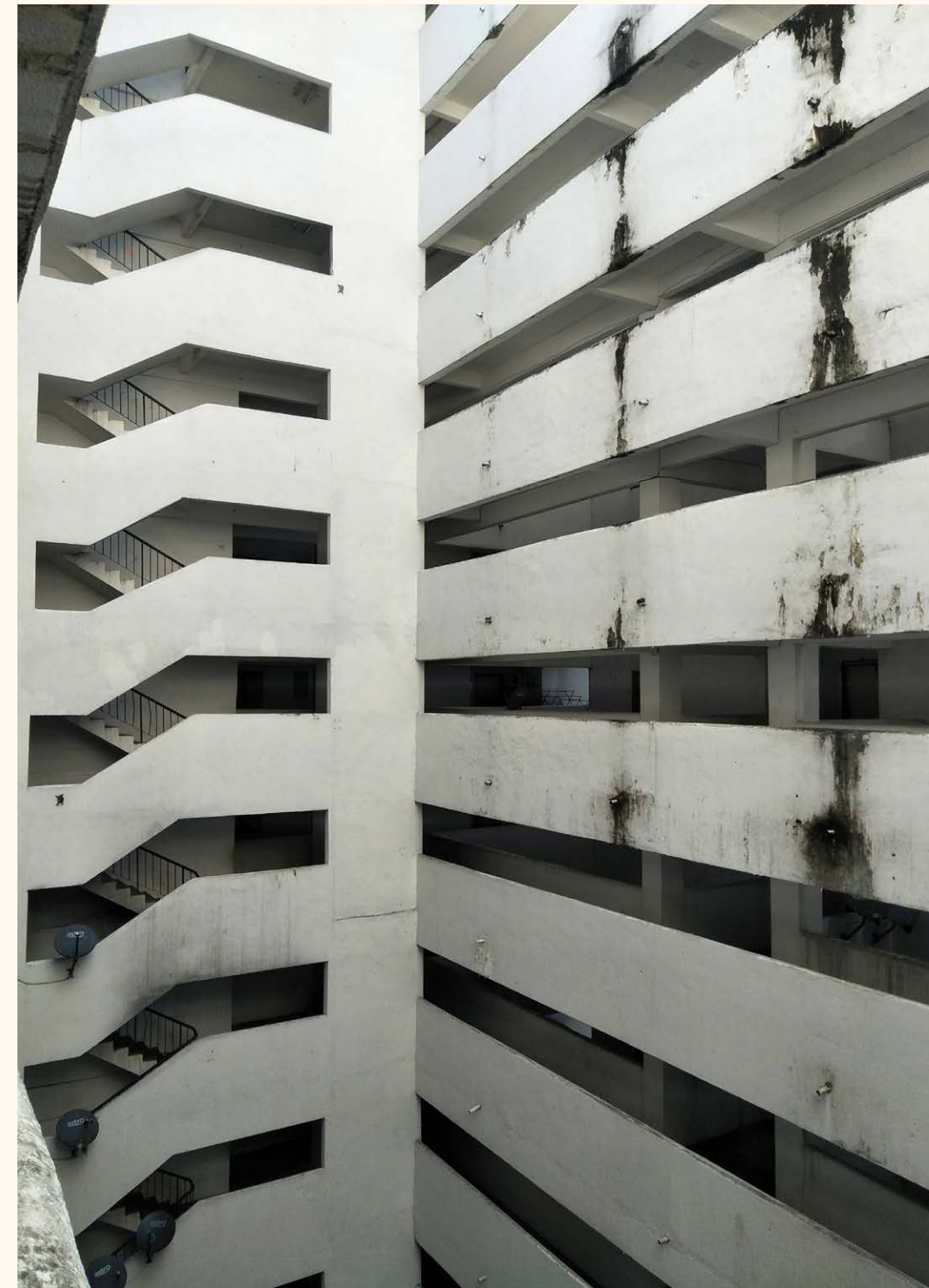
Individual unit windows currently do not have awnings to prevent rain from entering the unit. This is discussed further in section 3.2.

Walls—Internal



Cross-section of internal walls (Source: Think City)

The internal walls are in poor condition, facing major moisture issues. Walls on the lower floors are most affected, due to the lack of sun exposure.



Images of internal walls (Source: Think City)

Mould is growing rapidly on walls and floors, causing slippery floors which is a safety hazard. It is also a health hazard (inhaling mould fragments or spores can inflame airways causing chronic health problems such as asthma).

Corridors



Cross-section of Corridors (Source: Think City)



Images of corridors (Source: Think City)

Cracks are commonplace, increasing the risk of tripping for children playing along the corridor and acting as an obstruction for differently abled residents. Cat faeces can also be seen.

Some residents place personal belongings along the corridor (primarily pots of plants). Management and other residents tolerate this behaviour as long as the corridor is not blocked.

Stairs



Cross-section of Stairs (Source: Think City)

Stairwells in each block see heavy use. However, they can be dark, dirty, and dangerous due to the lack of lighting and poor maintenance. Through an interview, a resident mentioned that they tried to use the stairwells for their daily exercise. Due to the condition of the stairwell, that idea was quickly abandoned.

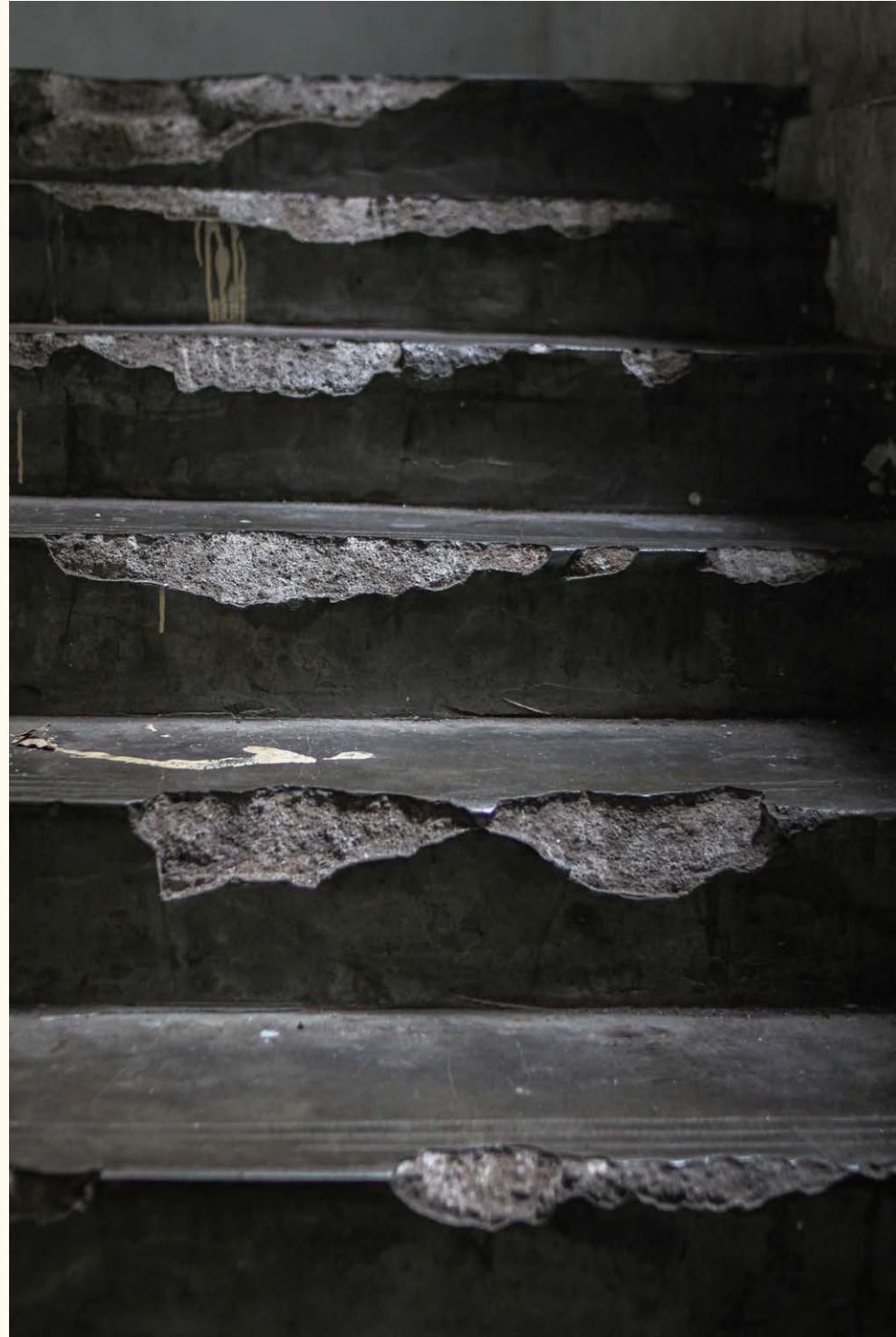


Image of stairwells in PPR Hicom (Source: Think City)

Some stairwells are in dire need of maintenance due to chipped edges, cracks, and broken railings which currently pose a safety hazard. Some residents also leave furniture and other waste on the landings. Stagnant water can be observed, leading to slippery floors and mosquito breeding grounds.

Lifts



Cross-section of lifts (Source: Think City)

The lift lobby on the lower floors are dark even during the day, due to a lack of sun exposure. There are cases of malfunctioning lifts, especially during instances of flooding. Management has since raised the floor at the lift entrances, to prevent water spilling into the lift shaft. However, this may obstruct differently abled residents.



Images of corridors (Source: Think City)

Ground floor entrance



Cross-section of Ground floor entrance (Source: Think City)



Ground floor entrance to each block (Source: Think City)

Universal access must be prioritised, to provide better access for individuals with mobility impairment on site. The ramp for wheelchair access is only provided at the front entrance of each block. Block B's ramp access is damaged. The back entrance also does not have ramps supporting universal access. Some parts of the ramp do not have roof coverage.

3.2 Individual Units



Cross-section of individual unit (Source: Think City)

The conditions of the units vary across locations.



Images of water damage in residents' units (Source: Think City)



Measures taken by residents to prevent rainwater from coming in (Source: Think City)

Here we highlight some key challenges brought up by residents during interviews:

Flooding within units at PPR Hicom occur due to water being blown in during heavy rain. This occurs even on the highest floors and is a result of a design flaw involving the windows. Living rooms and other rooms facing the river suffer the most from this problem. Existing windows are in poor condition, with gaps all around. Water damage can be observed on the walls, floor and furniture.

In the past, physical alteration to the exterior of the unit was not allowed, preventing residents from taking proactive steps to solve the issue.

Residents have tried to solve the issue by:

- ♦ Inserting plastic into windowsill gaps
- ♦ Placing a make-shift banner or large cloth to cover the window
- ♦ Placing pillows or cloth against the wall beneath the window to soak up excess water
- ♦ Installing an internal secondary window that slides
- ♦ Drilling the internal wall to create a water inlet that leads to the toilet to channel incoming water

More recently, residents were informed that there might be a chance for awnings to be installed. However, to date installations are yet to be confirmed.

Besides the issue of rainwater damage in the unit, sometimes residents face water shortages linked to a water tank leakage or plumbing issues. This happened for an extended period of time during Hari Raya Aidilfitri in 2021 and during the floods of December 2021.

Note: Units on Floors 1 to 3 are designed for differently abled or elderly residents and have extra features (e.g., wide doors).

4 Community Profile



- 4.1 Demographics
- 4.2 Smartphone Ownership
- 4.3 Education and Youth
- 4.4 Health and Mental Health
- 4.5 Income and Financial Aid
- 4.6 Nutrition and Nutrition Literacy
- 4.7 Community Initiatives

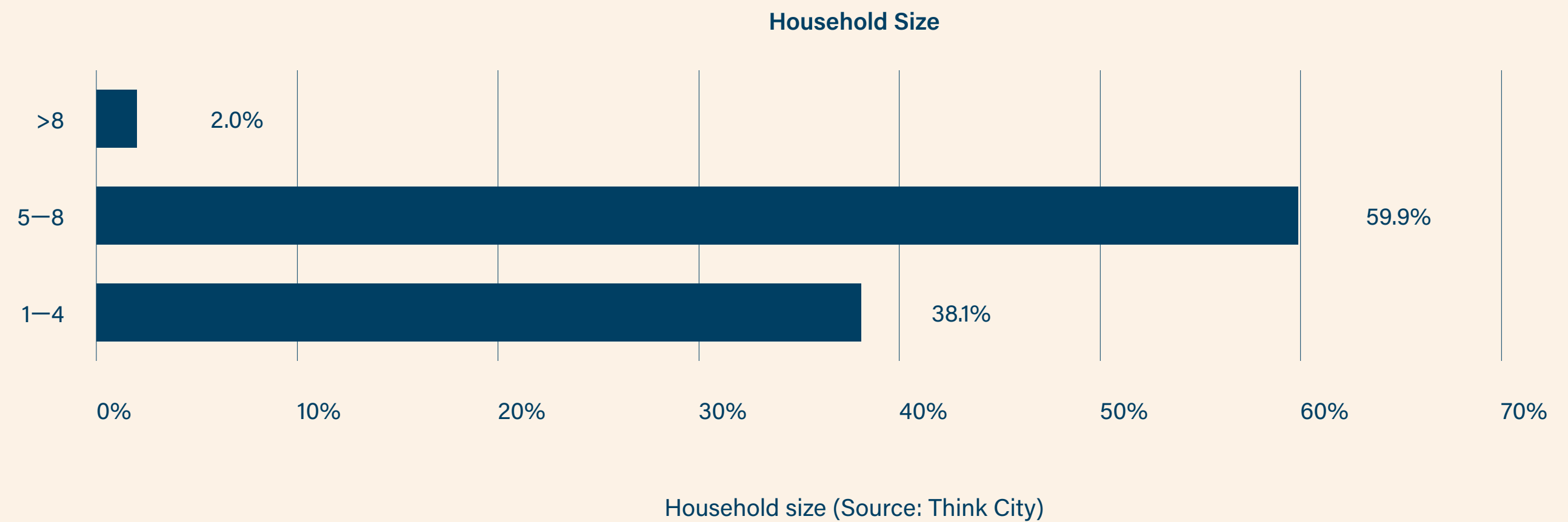
4 Community Profile

This section focuses on community profile and it is based on 299 households surveyed at PPR Hicom.

4.1 Demographics

Household Demographics

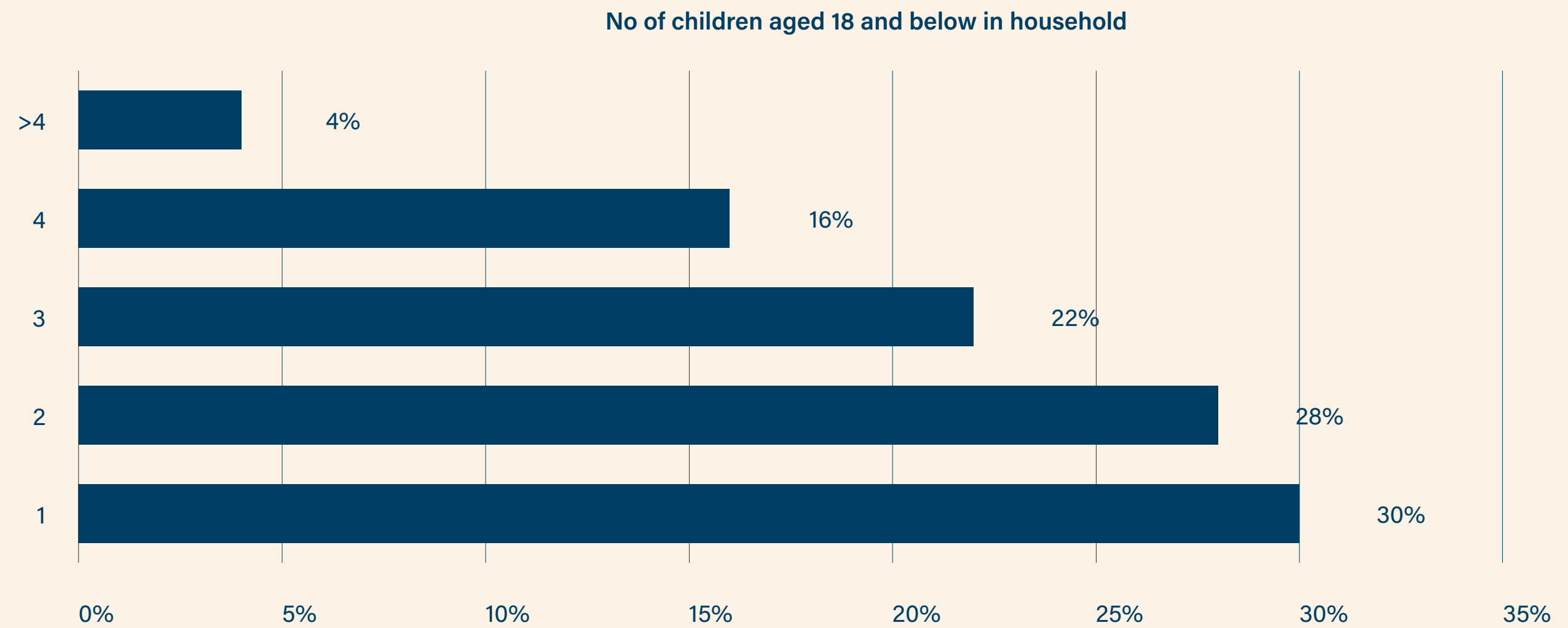
The average household size in this study is 5.1 people, higher than the Selangor average of 3.5 (DOSM). 2.0% of the households report having more than 8 people living together in a unit. This may be of concern given income levels and residential unit size/ condition. Cramped, inadequate living conditions have implications for disease transmission, stress levels, and overall health, particularly in times of COVID-19 when most people are confined to their homes for extended periods of time.



Based on the responses of representatives of households, 89.6% of households are Malays, 6.4% are Indians, 0.3% Chinese and the rest are other Bumiputera, other Malaysians, or non-Malaysians.

81.6% of claimants are mothers. Mothers were encouraged to apply during the promotion of the initiative as Malaysian children’s identity cards are linked to the mother’s name. For the record, there was an initiative called MyKid, an identification card for children. For MyKid, mother’s name is included in the card.

The average number of children below 18 years old were reported to be 2.4 per household.



Number of children aged 18 and below in the household (Source: Think City)

Parenthood and Employment within PPR

9.0% of the households registered are single parent households, with 8.7 % comprising single mother households. Of these single mother households, 3.3% are unemployed.

Special attention and support should be given to single parent households, particularly to those without a source of income. Given that the majority of these households are single mothers, existing government welfare programmes catering to this group (such as Kasih Ibu Smart Selangor) should be effectively linked to them (if not already).

Parenthood and Employment profile

Two-parent family	90.6%
Both employed	16.4%
Husband employed only	66.6%
Wife employed only	5.0%
Both unemployed	2.7%
Single parent family	9.0%
Employed single mother	5.4%
Unemployed single mother	3.3%
Employed single father	0.3%
Unemployed single father	0.0%
Guardian	0.3%

Table 1: Parenthood and employment profile

4.2 Smartphone ownership

Of the households registered, 98.7% of households have at least 1 smartphone, making digital interventions more likely. While this appears encouraging, anecdotal feedback from residents and our own experience on the ground indicates that access to free, reliable, and fast internet across blocks and floors is as equally important. Another key feedback, reflected in the following section, is that residents (especially school-going children) lack tools for conducive online learning and for working remotely from home. Smartphone ownership alone is not indicative of a lack of digital divide.

Number of smartphones per household	%
0	1.3%
1	6.7%
2	66.2%
3	15.4%
>3	10.4%

Table 2: Number of smartphones per household

4.3 Education and Youth

The education of children and youth within public housing is badly affected due to constraints in terms of number of digital devices per household, poor wi-fi connectivity and an environment that is not conducive for learning.

A lack of guided learning and one-on-one attention is also a factor, with many children, especially within the younger age groups expected to fall behind significantly. Community feedback at PPR Hicom notes that many children who are about to enter primary school are unable to read or count well (*will require further assessment*). Parents are unable to provide the required guidance and attention to support children at this critical time.

In households with several children, device use priority is given to older children to complete homework and classes.

The COVID-19 related restrictions have also affected tuition classes run by various organisations. At PPR Hicom, for example, classes have been halted or operate at much smaller capacities focusing only on students with major examinations. Online lessons are constrained by the limited access to devices, with only 2-3 additional computers available at the community youth centre run by Adab Youth Garage.

Some parents opt to send older children to boarding schools, as they feel the PPR environment is unsuitable for them to learn or socialise.

Youth

Youth choose to live on campus where possible or rent a place outside. With COVID-19 and the closure of schools and university campuses, the option is no longer available.



Recently refurbished Adab Youth Garage community room at PPR Hicom (Source: Think City)

4.4 Health and Mental Health

Chronic Illness

Identifying patterns and trends of occurrence of any persisting illnesses can provide us with valuable insights on public health. Interventions and preventive measures can be formulated in response to identified public health risks.

Surveyed respondents revealed that 4.9% of their children have a disability or chronic illness. Details regarding the chronic illness is not available as the measure of frequency serves as a preliminary analysis. Disability or chronic illness can be exacerbated by other factors such as quality of living conditions, nutrition, access to health services, accessibility to public transport and so on.

Future analysis can consider involving questions regarding chronic illnesses and adults to know the health condition of the adult population in public housing.

Mental Health

Given the precarious socio-economic conditions, as well as existing stressors in the physical environment, levels of stress within the PPR are expected to be higher than normal. The COVID-19 pandemic has amplified these conditions, especially due to income disruption, increased uncertainty and fear and movement limitations.

Children and youth also face mental and emotional health challenges. Unable to interact with friends or engage in outdoor activities, children are isolated and under stimulated. One focus group respondent relates how his 3-year old child is bored at home. "From an emotional standpoint, the kids are stuck at home and can't go out. My 3-year old child already knows how to feel bored, at that age! They're stressed at home, can't go out, and always want to use the smartphone. That's another problem..."⁽²⁾

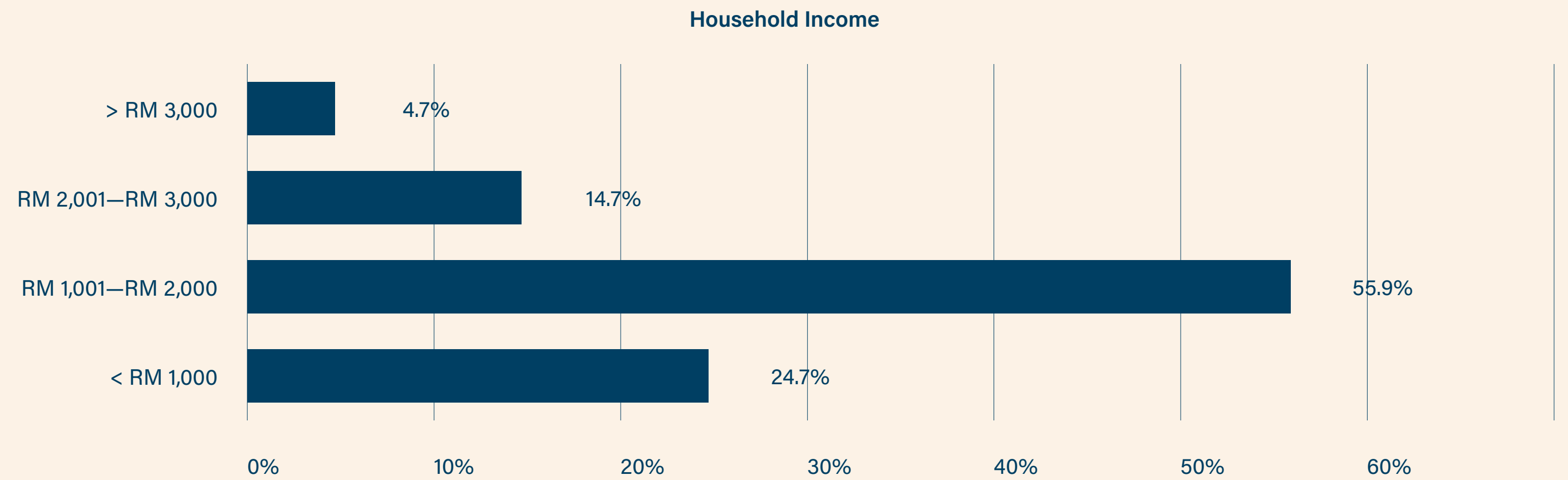
⁽²⁾ Focus Group Discussion with residents



Isolated and under-stimulated, children face mental and emotional challenges (Source: Think City)

4.5 Income and Financial Aid

Income levels are a critical measure of urban poor wellbeing, providing greater understanding of challenges faced. Income limitations have cascading effects on a multitude of behaviours and choices within urban poor communities, such as the purchase of cheaper and less nutritious food over extended periods of time (leading to health issues), high rates of non-payment for management / rent (risking eviction), low-education levels (income now preferred over long-term investment in education) and so on.



Number of children aged 18 and below in the household (Source: Think City)

Within the community studied, analysis shows that over 80.6% of households report earning less than RM2,000. In 2020, Malaysia revised its poverty line to RM2,280. This means that at least 80.6% of the households studied are living below the poverty line.

In addition, due to COVID-19, 77.9% of households have experienced some form of income loss (either due to reduction in income or job loss). In the same survey, within two-parent households, approximately 2.7% of households report both parents with no employment and 71.6% report only one parent employed. Meanwhile 3.3% of households have single parents with no employment.

Some residents have looked at new ways of generating income and reducing financial stress, by opening small F&B businesses catering to other residents. This is explored further in Section 4.8

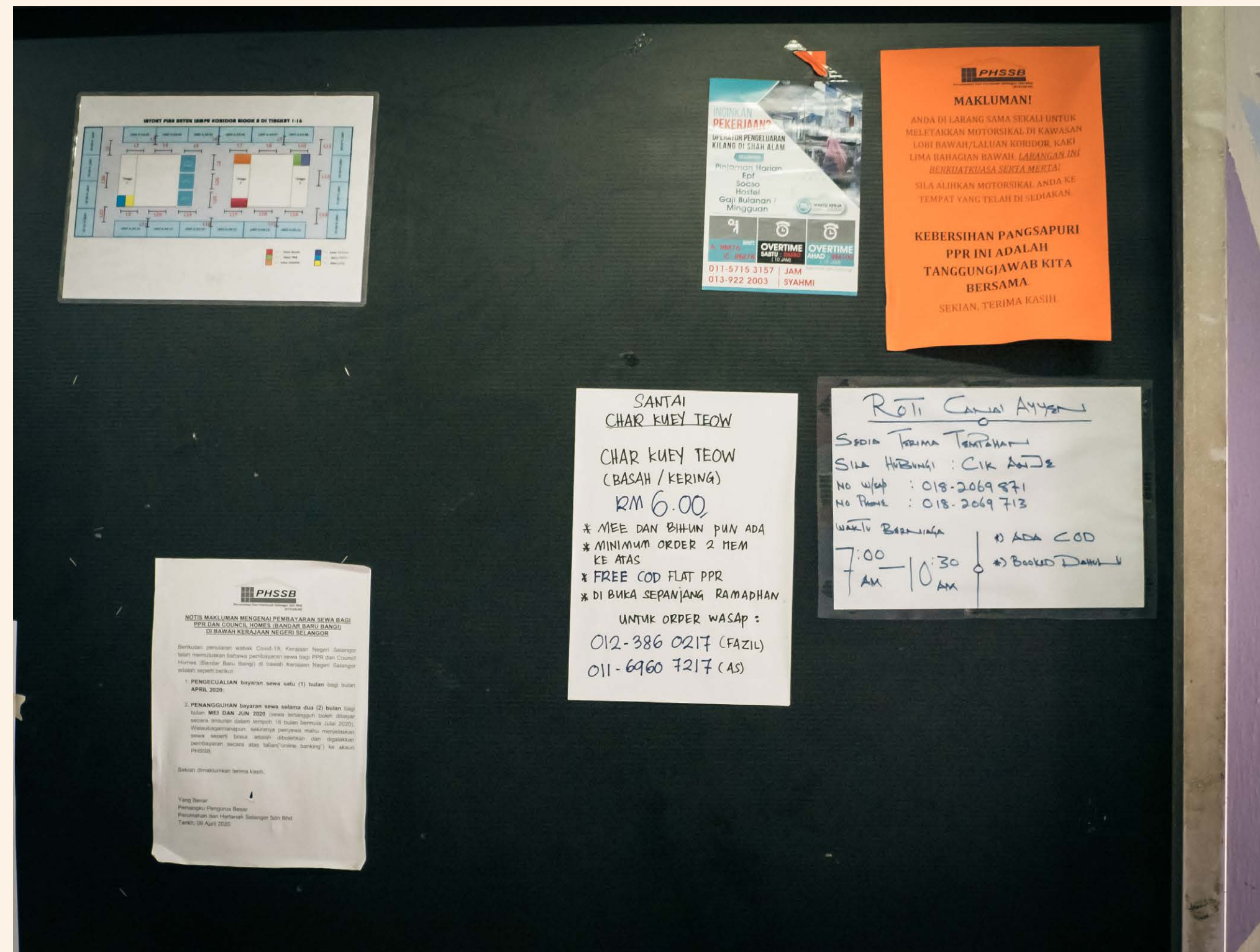
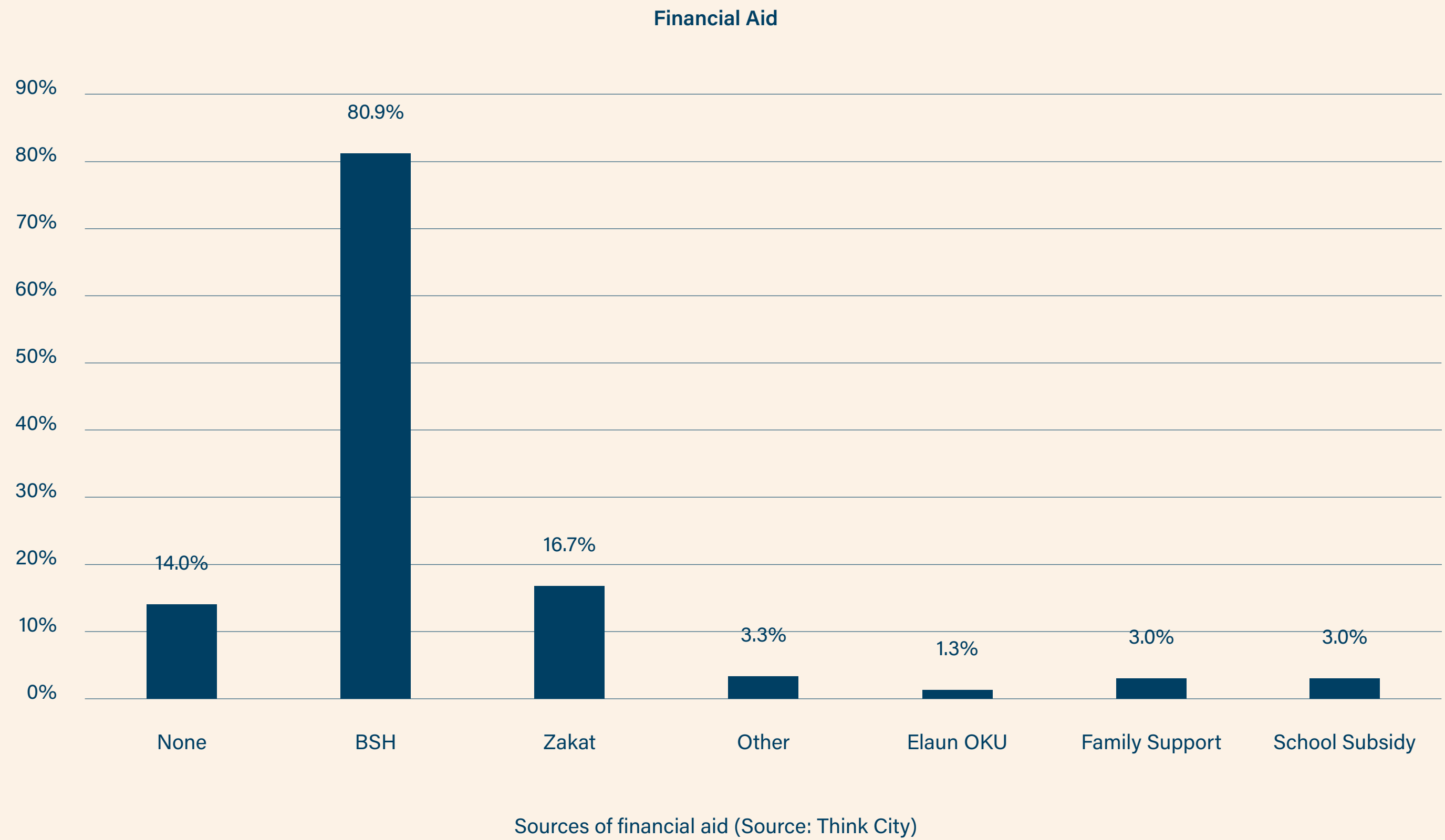


Photo of residents using a bulletin board to advertise their food business (Source: Think City)

Financial Aid

Another dimension in understanding the financial stress faced by the urban poor communities is to look at access to sources of financial aid such as Bantuan Sara Hidup (BSH, alternatively known as BR1M), zakat, OKU allowance and other aid.



80.9% of the households surveyed report receiving BSH aid, while 16.7% report receiving zakat. (Multiple answers were possible.)

Some residents relayed their reliance on NGOs rather than other forms of government aid because it is easier to access and has lower barriers of entry. Unfamiliarity with the processes and procedures for government aid also hinders application by the residents. A few residents also faced difficulty caused by former employers. At the time of writing, they had been laid-off without termination letters, which made it difficult to apply for government aid as there was no proof of termination.

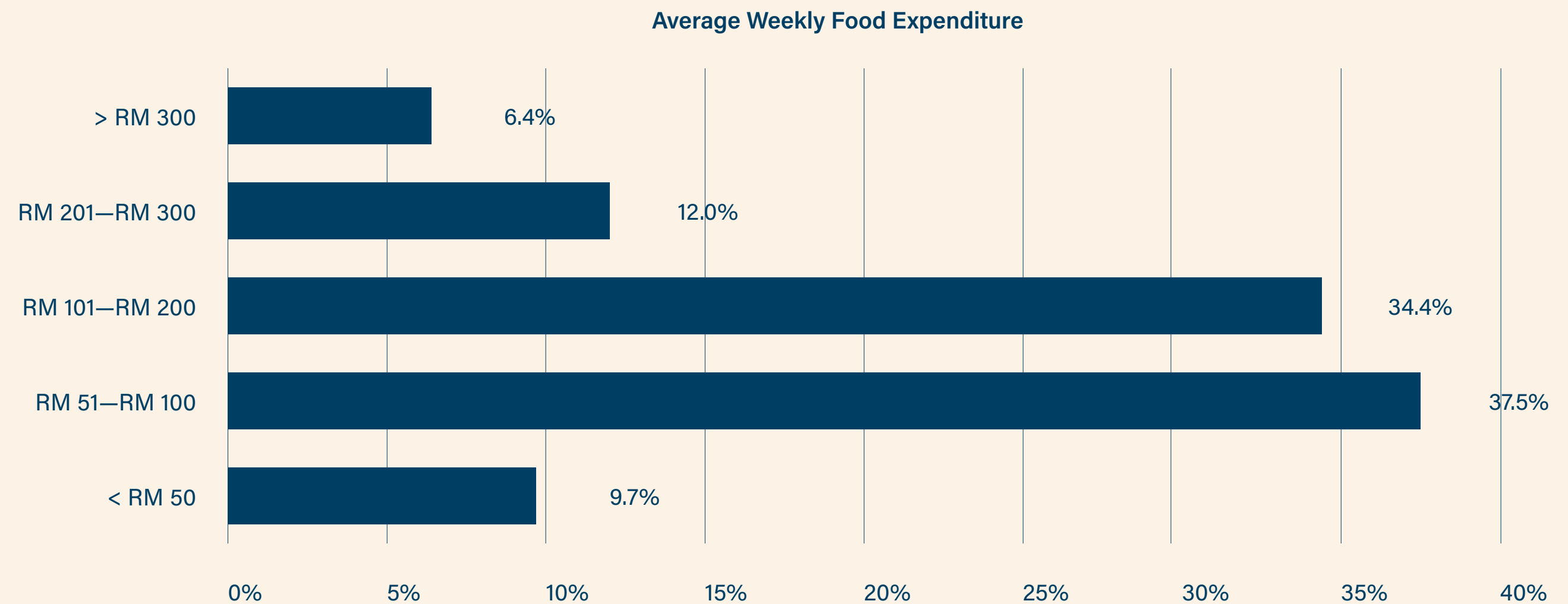
Some residents reported applying for educational aid for their children. However, the aid comes in the form of a SIM card for online learning. Residents reported that they do not have an additional device to use the SIM card for learning, rendering the aid ineffective.

Many households surveyed benefit from welfare programmes, but aid, particularly in the form of monetary injections, only serve as a stopgap measure to alleviate financial stressors. Longer-term support to sustainably improve livelihood and financial management is needed. This should also be coupled with streamlined comprehensive information dissemination on support available to the community, to increase take-up rates.

Food expenditure and food security

The previous section touched briefly on the cascading effects of income, including on food security and expenditure, and indirectly on health. This last link is explored further in the next section on nutrition.

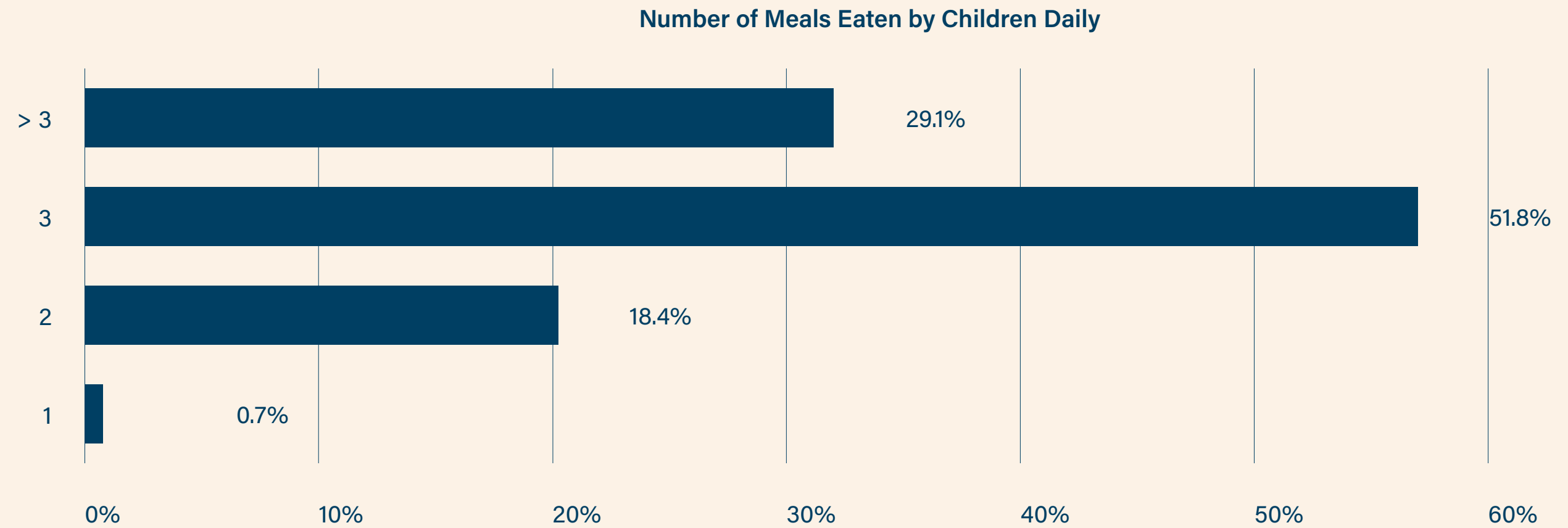
In the K2K survey, at least 52.8% of households reported buying less or cheaper food during the first COVID-19 Movement Control Order in Malaysia, likely related to income disruptions or job losses.



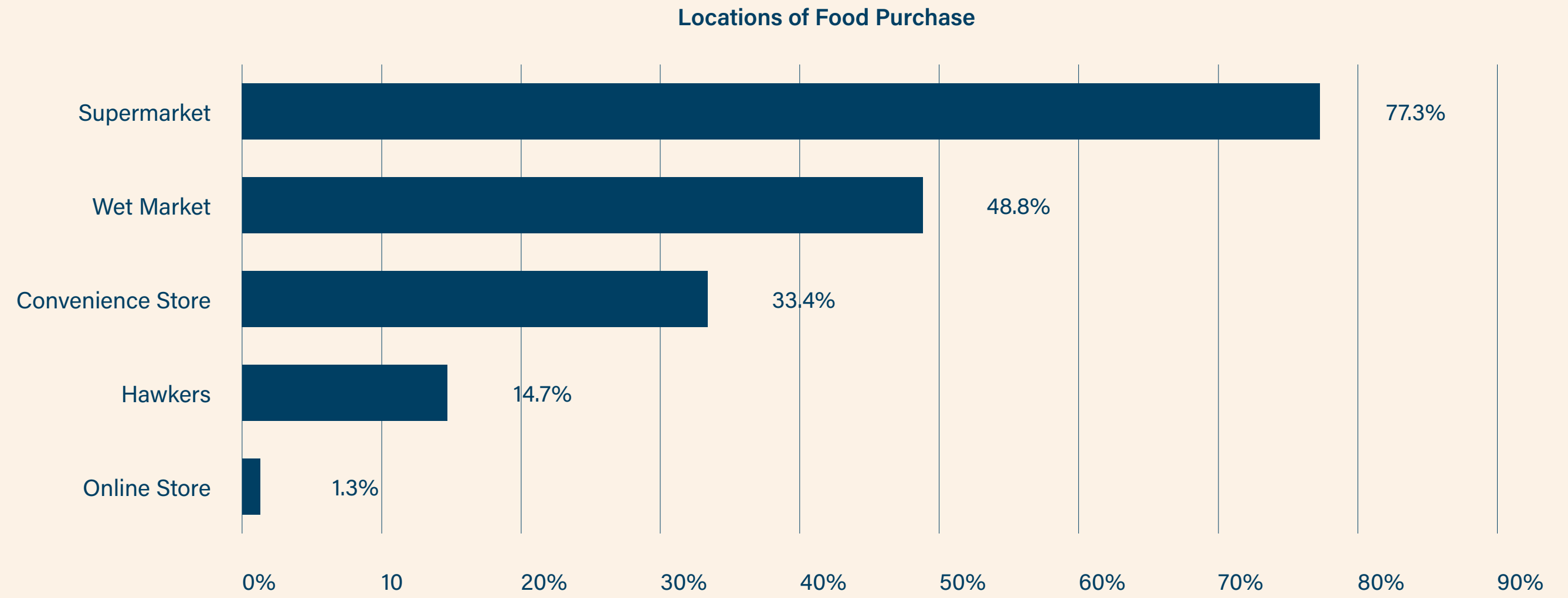
Average weekly food expenditure (Source: Think City)

The responses indicate the weekly spending on food by households, with 47.2% of households spending less than RM100 per week on food. Of the household spending of less than RM100 a week, 89.4% report an income below RM2,000, and by extension, below the poverty line. Using an average household size of 5, that is approximately RM20 spent on food, per week, per person.

About 20.1% of households reported not having enough food for children for 2 or more days in the period surveyed. At the start of the COVID-19 pandemic, as a means of preserving food security, a food bank was set up in PPR HICOM by a resident-based association, PERWACOM. This food bank was set up with funding from external sources to provide for families who are unable to procure food during the COVID-19 pandemic.



Number of meals eaten by children daily (Source: Think City)



Locations of food purchase—percentage may not total to 200 as multiple answers were possible (Source: Think City)

As the figure above demonstrates, there is great potential for households to increase online food purchases. Currently, supermarkets, wet markets and convenience stores are the most common locations for food purchases.

4.6 Nutrition and Nutrition Literacy

Quality of Food

Based on the responses, at least 33.4% of households purchased food from convenience stores, most likely due to ease of access. However, the food available there is generally more expensive and more processed.

While the majority of the residents indicated that there is sufficient food available to avoid their families from going hungry, upon closer inspection, it becomes clear that these meals are not balanced, consisting mostly of processed carbohydrates, and lacking vegetables and quality protein. It is hard to determine if this stems from income constraints or a lack of understanding of nutrition. Further studies on the nutritional habits of residents are needed.

75.9% of households surveyed have little to no knowledge on nutrition, however 99.0% are interested in learning more.

Children's Nutrition

The income and access-imposed constraints described above complement findings from the UNICEF 'Children Without' report (2018) which highlights the health and nutritional needs of B40 children. For example, the study notes that almost all children (99.7%) in low-cost flats live in relative poverty and about 15% of children below the age of five are underweight, almost two times higher compared to the KL average (8%). Despite various interventions, many urban poor children are either stunted, wasting, overweight/obese, or suffering from micronutrient deficiency or a combination thereof.

Thus, the nutritional needs of children on site are likely unmet.

As 99.0% of the respondents are interested in learning more about good nutrition, there is an opportunity to provide nutritional knowledge to the public housing community through various interventions.

4.7 Community Initiatives

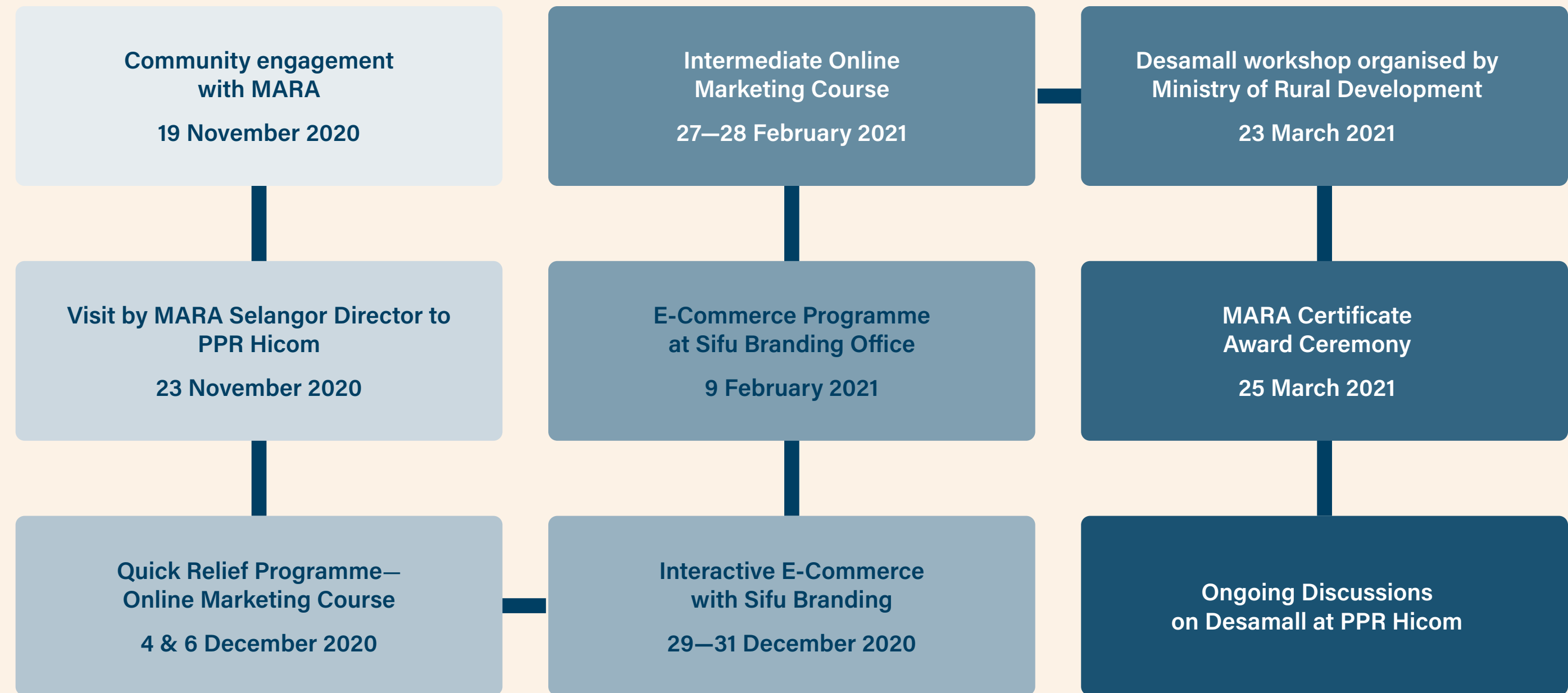
Residents at PPR Hicom show a lot of grit and resilience. They take initiatives to improve their living conditions, and often do this in collaboration with other residents, or external parties such as the private sector, foundations, universities and government agencies.

Example of initiatives at PPR Hicom:

- ◆ *A garbage collection service called 'MySampah' ('my garbage'), which charges an RM 1 fee for pick up and disposal of garbage from units, three times a week. Coordination is done via WhatsApp.*
- ◆ *Neighbourhood watch initiative to ensure safety called Pasukan Ikatan Desa (PID) run by the community, in collaboration with local police. Members include block leaders appointed by residents.*
- ◆ *Food bank set-up by PERWACOM.*
- ◆ Others:
 - Proposal to promote community gardening
 - Education, recreational, and tutoring activities for children and youth
 - Free medical support
 - Upskilling activities such as marketing courses and grant writing

Entrepreneurship

Entrepreneurship activities at PPR Hicom became more prominent during the COVID-19 pandemic. Residents explored creative means of generating income, to supplement depleted savings and disrupted income sources. These entrepreneurs also benefited via the K2K Programme which connected residents with Majlis Amanah Rakyat (MARA)—a government agency formed to train and guide the Bumiputeras in areas of business and entrepreneurship. The programme introduced was aimed to help strengthen budding entrepreneurs with training and exposure, building a business vision for the creation of an entrepreneurship one-stop centre on site.



Entrepreneurship programme timeline with MARA

Testimonials from residents

- ◆ Encik Muhammad Faizan who runs a sandwich business with his wife shared that since participating in the online marketing lessons, they have started selling products online and have seen an increase in sales.
- ◆ Puan Khadijah, who sells local delicacies at PPR Hicom now uses Facebook Marketplace and Instagram pages to sell goods. Khadijah expresses gratitude for these free courses that would have cost a lot more if they were to attend them outside.

Patin Tempoyak, Pulut Kuning—Suraya Delanda



Patin Tempoyak, Pulut Kuning—Suraya Delanda



Kek Lapis Sarawak, Aneka Kuih—Junaidah binti Kadim



5 Management

Understanding management structure is necessary to appreciate the living standards of residents. For this, qualitative data was collected via focus groups, observations, interviews, and reports.

Most public housing complexes under the Selangor State government are under the jurisdiction of the Lembaga Perumahan dan Hartanah Selangor (LPHS). The management of some of these housing estates come under Perumahan dan Hartanah Selangor Sdn Bhd (PHSSB), which reports to LPHS. Prior to 2015, the management of PPR Hicom was overseen by the Petaling Jaya City Council (MBPJ).

Management of the PPR complexes have been widely discussed before. The 2015 Selangor Special Select Committee on Competence, Accountability and Transparency (SELCAT) report's findings from 2015 outlined a few challenges, which include:

- ◆ Disjointed coordination and cooperation between government agencies at various levels of government;
- ◆ Lengthy bureaucratic processes;
- ◆ Poor management, specifically from rent collection to maintenance and security provision;
- ◆ Weak resolution of queries and complaints, with little to no action taken due to confusion on jurisdiction and responsibility

Despite change of building management, some of the following challenges remain:

- ♦ **Poor downward accountability:** Tenants have little say on matters such as maintenance and service delivery. Third-party contractors and the management have little incentive to adequately meet the needs of the tenants.
- ♦ **Inconsistency in responsiveness:** Management can be quick with rental collection or with fixing issues like malfunctioning lights, lifts and plumbing. However, the response time can also be slow in other cases. One focus group respondent recalled how it took 2 weeks to fix a corridor light.
- ♦ **Inadequate empathy and understanding:** Management is quick to respond in cases of non-payment of fees or rent, issuing warning letters to residents, whereas requests to reconsider or negotiate terms due to economic hardship from the views of residents are often dealt with in absence of empathy.
- ♦ **Fear and anxiety:** Overall, residents are concerned about offending management. Residents are more reserved about the topic and are cautious to comment on management at the risk of being penalised as a collective.

These experiences bring significant anxiety, fear and feelings of disempowerment and disenfranchisement amongst residents.

6 Stakeholders

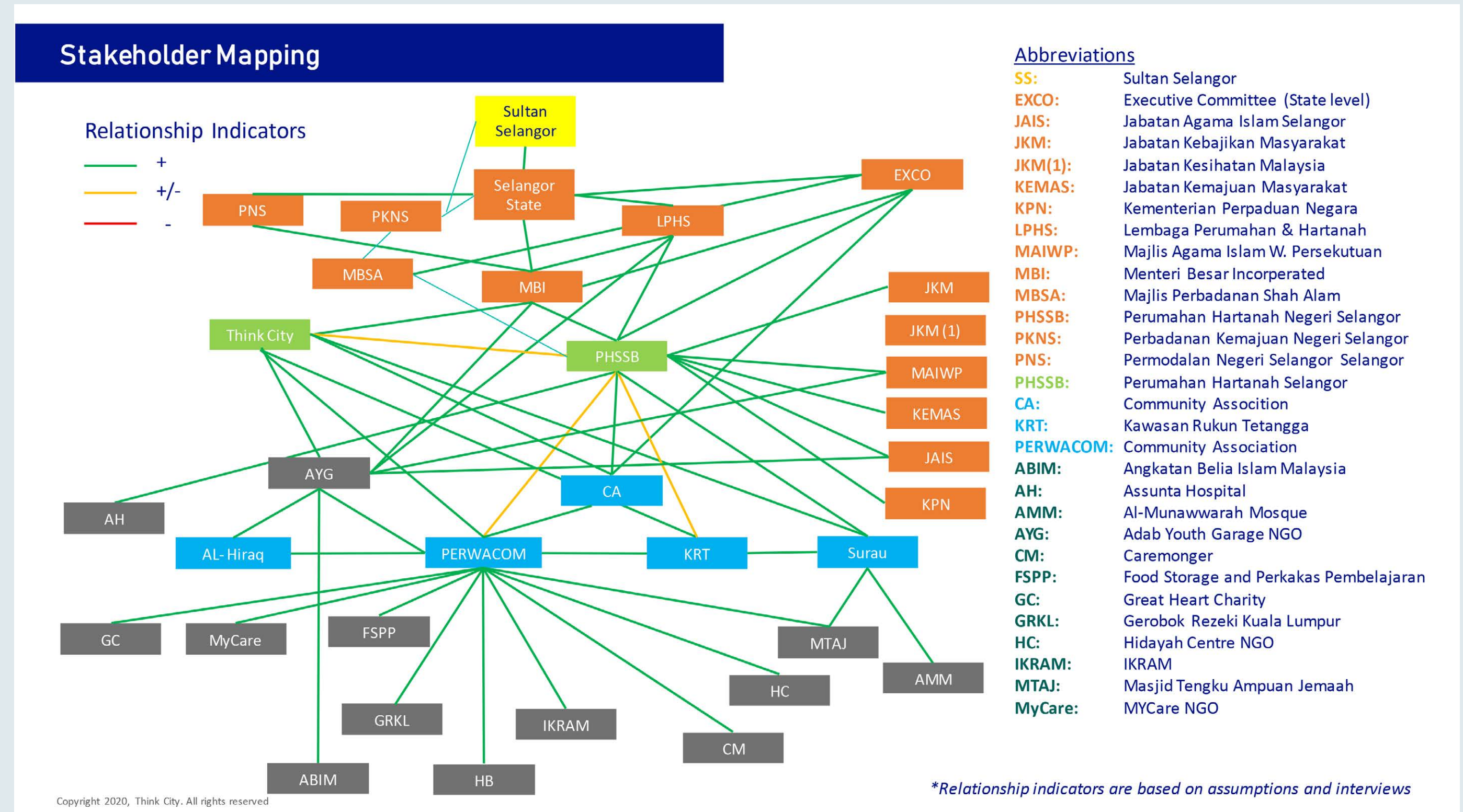


Figure 78

Through interviews and publicly available documents, stakeholders within the PPR Hicom community could be categorised as the different levels of government (federal, state, and local), government linked companies, community-based organisations, non-governmental organisations and not for profit entities such as foundations. The relationship between these organisations to PPR Hicom include providing services (such as access to education, waste management and tenancy support), financial or aid assistance, supplies such as food, and programmes at the PPR including entrepreneurship, education, religious, and counselling support.

Considering that the majority of the residents are Malay Muslim, most of the non-governmental organisations that provide support or programmes come from the Islamic groups but the programmes introduced are not necessarily religious based. A range of education services for school going children are also provided by various groups, often spearheaded by Adab Youth Garage which operates at various PPRs with different funding sources. Considering the HomeWork Club is adjacent to the room occupied by PERWACOM, both organisations work closely in ensuring that PPR children are provided with access and opportunities to attend tuition or tutoring sessions.

Stakeholder relations within the community could be challenging at times, with conflicts arising depending on the situation. However, the community has shown the ability to mobilise together in adversity, such as during the COVID-19 pandemic whereby food baskets were distributed to the community regardless of affiliation.

7 Conclusion

The report summarises challenges that the residents at public housing complexes face daily, which have been further exacerbated by the COVID-19 pandemic. At the same time, the community has demonstrated great resilience and creativity in designing solutions. Further details such as employment details, experience of children and youth could complement this profile.

A summary of the key priorities:

- ♦ Economic: Income generation and financial management
- ♦ Social: Education and the digital divide
- ♦ Social: Nutritional needs (particularly for children)
- ♦ Physical: Public space management
- ♦ Government: Stronger participatory decision making

Current interventions need to provide relief for immediate burdens. However, future interventions should focus on addressing systemic challenges with a long-term view by simultaneously improving economic, social and physical issues to halt their decline and increase standard of living and quality of life.



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