Community-based Facilities Management

Theory and Practice
Community-based Facilities Management

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Dr Rozilah Kasim is a senior lecturer for Facilities and Real Estate Management, Department of Construction and Real Estate Management, Faculty of Technology Management, Business and Entrepreneurship. She has worked for Universiti Tun Hussein Onn Malaysia since 2002 prior which she worked for a number of real estate development and chartered surveyor organisations mainly in the areas of housing development, management, administration, finance, appraisals and valuation. She retains contact with real estate practitioners and consultants internationally through membership of RICS UK. She completed her Diploma in Estate management from Mara Institute of Technology in 1991, Bsc. (hons.) in Land Management from the University of East London in 1995, Msc. Facilities Management from the University Technology of Malaysia in 2000 and PhD in Facilities and Property Management from the University of Salford in 2007. Her research and scholarly interests predominantly lie within the subject areas associated with her PhD: Sustainable Housing; Neighbourhood Facilities, Community-based Facilities Management, Sustainable Communities and Community Engagement. She is currently undertaking research on Housing Neighbourhood Facilities in Malaysia, Value Capture Model in real estate development and Sustainable (Facilities Management Profession in Malaysia).
Community-based Facilities Management: Theory and Practice introduces an alternative framework for the discipline of facilities management that challenges its existing conventional practice of delivering services for organisation settings and recommends new approaches for achieving optimum business performance as well as social and public interests.

Experience from case study findings in one of regeneration area in England suggests that successful facilities managers need a range of skills and competencies that integrate both professional skills and people-based skills that are more generic and soft.

This book:

- Provides structured source of references for students, academia, practitioners, government agencies, community groups/associations that assist to consolidate and build on existing knowledge in both theories and practices.
- Recognises that community-based skills are as an addition to the professional skills’ key requirement for organisational success.
- Emphasises the importance of integrating all stakeholders work together in new and innovative setting for sustaining quality service delivery within economic, social and environmental dimensions in support of social and public interests.
- Overviews a community-based facilities management thinking and practice for housing neighbourhood facilities in Malaysia.