



Ministry of Housing and Local Government Malaysia

*Building Sustainable
Community and Generation*

Introduction

NATIONAL COMMUNITY POLICY





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COMMUNITY

POLICY

*Building Sustainable
Community and Generation*

ADDRESS BY THE PRIME MINISTER OF MALAYSIA



The National Community Policy for the urban community is in line with the Government's mission to become a developed nation. It emphasises on the aspects of value, way of life as well as social traits practiced by the urban community.

Malaysia's journey towards achieving a developed nation calls for a strong social elements besides political stability and rapid economic growth. The community who live in unity regardless of race or background is the key strategy for Malaysia to progress. It is not an easy task for Malaysia as there are many other developed countries that are more advanced and economically stronger.

Racial harmony is also an important factor. As such, Malaysians need to maintain and strengthen the existing harmonious relations among the races in the country and narrow the gap between the rich and the poor. According to the urbanisation data, 75.6% of the country's population gives priority to live in the cities. Therefore, efforts to develop and empower urban communities are necessary and should be given special attention by all parties.



Thirty percent of the urban community live in social housing. They should be equipped with adequate knowledge and skills individually, as well as within the family and the society, thus enabling them to contribute towards the country's development. Such skills and knowledge will also shape them to be more competitive and able to face challenges due to urbanisation.

The formulation of the National Community Policy is timely for the Government to create strong and positive urban communities in the country. The implementation of this Policy will motivate the people to be a responsible society and care for their properties and its environment, space and facilities shared within their local community while enjoying a comfortable, safe and clean surrounding. We hope the National Community Policy will create a more civic conscious society and develop Malaysia as we together aspire.

Thank you.

A handwritten signature in black ink, appearing to read 'Tun Dr. Mahathir bin Mohamad', written over a light blue horizontal line.

TUN DR. MAHATHIR BIN MOHAMAD
Prime Minister of Malaysia

ADDRESS BY THE MINISTER OF HOUSING AND LOCAL GOVERNMENT



Assalamualaikum w.b.t and Salam Sejahtera,

The National Community Policy was formulated by the Ministry of Housing and Local Government and aims to address social issues faced by the community of housing premises, particularly at the low cost housing programme across the country.

The strategies highlighted in this Policy are in line with the 11th Malaysia Plan, National Housing Policy 2.0, National Social Policy, 3rd National Physical Plan, New Urban Agenda of the Kuala Lumpur Declaration 2018 and the Sustainable Development Goals (SDGs).

The main objective of the National Community Policy is to empower and encourage the resident communities to be active in the management and maintenance of public and common properties which are part of their residential area.

The Government believe that this Policy will create a community that not only emphasise on the cleanliness and security aspects of their environment, but instill a strong sense of ownership and enable members of community to live in a conducive and harmony surrounding.



I am confident that with the setting up of the Community Consensus Office in stages at 133 People's Housing Programme (PPR) across the country, the target to empower about 20 communities this year can be achieved.

For a start, Lembah Subang 2 is selected as the pilot project whereby the Ministry has already been and will continue collaborating with various parties to implement programmes and initiatives. As at today, the response has been positive.

Numerous programmes to improve the quality of lives of the respective housing communities will be implemented through close cooperation between the Community Consensus Office, members of the community and collaborating parties such as the Government Departments and Agencies, private sectors, educational institutions and registered associations and professional bodies.

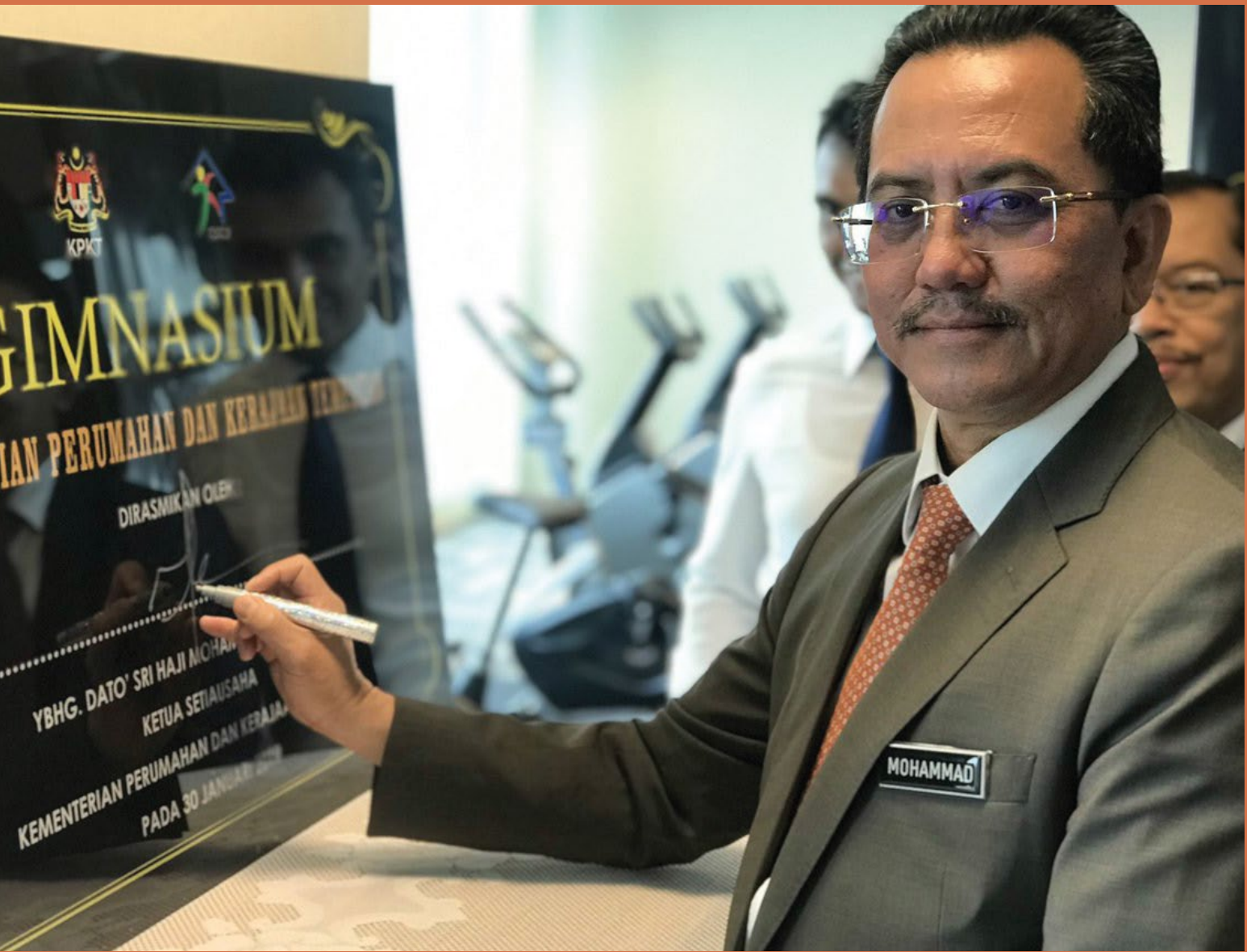
Programmes like *Anakmu Anakku* (programme for child care or babysitting services), *Kotak Cantik* (personal hygiene awareness programme), Momprenneur, free tuition classes and many other collaborative programmes are among the initiatives taken to encourage the community to become leaders and volunteers among themselves.

The Ministry's main aim is to transform the quality of lives of the low income group through a holistic community development. Continuous education and training is integral to move the community forward such as consumer and financial education, vocational skills, economic empowerment and social wellbeing.

This effort will be continuously carried out to create a sustainable generation and community. We hope to see every housing community in this country enjoy living a comfortable, safe and conducive environment. Let's join hands and make the National Community Policy a success.

Thank you.

YB PUAN HAJAH ZURAIDA BINTI KAMARUDDIN
Minister Of Housing And Local Government





FOREWARD BY THE SECRETARY GENERAL MINISTRY OF HOUSING AND LOCAL GOVERNMENT

The National Community Policy was drafted to develop community initiatives towards creating quality environment, strengthening community activities for better property management and maintenance as well as promoting community participation in their local development planning. This Policy also focuses on safeguarding the welfare of the community which is aligned with the National Housing Policy (2018-2025).

The Ministry is establishing a dedicated division which will function as the main coordinator to ensure effective implementation of the Policy. The Community Empowerment Division (CED) is responsible to monitor the roles, accountabilities and deliverables of the Community Consensus Office. CED will also become the secretariat for several related committees, particularly the Steering Committee chaired by the Minister of Housing and Local Government.

In the effort to express the goal of the Policy and gain support from all parties, the Ministry has planned various programmes and activities to be carried out in partnerships nationwide. Indeed, we are committed to ensure a holistic and integrated policy implementation through its strategies and action plans and strive on continuous improvement.

Thank you.

DATO' SRI HAJI MOHAMMAD BIN MENTEK
Secretary General, Ministry Of Housing and Local Government

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ISSUES AND CHALLENGES

In addressing the challenges of globalisation and urbanisation under the housing sector, the mission of the Ministry of Housing and Local Government (MHLG) is to be the leader in successfully implementing a comprehensive and dynamic national housing programme to achieve sustainable wellbeing of the people.

Besides providing affordable homes for those who qualify, MHLG also plays a role in ensuring that stratified residential management and community development are well managed to ensure the community enjoys a comfortable, safe and sustainable living.

However, communities in the low cost and medium cost housing areas often face various social housing problems such as:

- 1 Tenants failing to pay monthly rentals and building management fees. 
- 2 Selfish and irresponsible behaviour towards public utilities and common properties. 
- 3 Hygiene and cleanliness issues in the surrounding areas. 
- 4 A low community support system. 
- 5 Lack of unity and a sense of togetherness among the community members. 
- 6 Lack of concern towards those in need for example children, the elderly, persons with disabilities (PWD), women, single mothers and the indigent. 
- 7 Social problems among the youth and tenants. 
- 8 Rampant vandalism on public property. 



POLICY GOALS

The National Community Policy, which was approved by the Malaysian Cabinet on 23rd November 2018, aims to empower the community in residential areas, particularly those in social housing (People's Housing Programme), to be actively involved in the management and maintenance of public property. This policy also focuses on building an inclusive community towards the well being of the people.

A cohesive and prosperous community creates a close network and promotes harmony and safe living. The end goal of this policy is to create a sustainable generation and community.



POLICY OBJECTIVES



1

To empower the community with a sense of belonging and responsibility towards shared properties, facilities and spaces.



2

To create a caring, cooperative and respectful community that is sensitive towards community issues.



3

To cultivate strategic partnerships among the community, public sector, private sector and NGOs in developing the community.



4

To produce more leaders and volunteers among the social housing community.

NATIONAL COMMUNITY POLICY

The implementation of the National Community Policy focuses on eight (8) main areas or clusters. These clusters are the key factors in changing the mindset and attitude of the community in a housing area.

The eight (8) clusters are:



Cluster 1: Infrastructure and Maintenance

Good quality stratified housing infrastructure is important to achieve a livable and sustainable environment. It should meet the minimum standard requirements and be well maintained.

The main damages are related to facilities such as elevators, sewerage and unmanaged public properties. Community awareness and involvement need to be strengthened in order to create a community that has a sense of belonging towards their residential area.

The three (3) strategies outlined under Cluster 1 are as follows:

Strategy 1.1: Promote strategic collaboration with external parties to improve common infrastructure and properties.

Strategy 1.2: Enhance community involvement in managing and maintaining common properties.

Strategy 1.3: Strengthen community skills in managing and maintaining common properties.



Cluster 2: Cleanliness, Environment and Health

Local community plays an important role in looking after the environment. Efforts from all age groups in the community is required in maintaining a clean environment.

Communities must prioritise healthcare starting with themselves and their families and the community at large. This includes ensuring housing areas are clean and free from diseases and epidemic threats.

The four (4) strategies outlined under Cluster 2 are as follows:

Strategy 2.1: Increase awareness and healthcare in individuals, families and communities.

Strategy 2.2: Increase knowledge and skills in environmental management to ensure cleanliness and a well protected environment.

Strategy 2.3: Nurture the importance of community healthcare.

Strategy 2.4: Increase awareness and knowledge on risks of communicable diseases.



Cluster 3: Safety

Safety is one of the key factors in reducing the risk of accidents and injuries in People's Housing Programme. High-rise residential buildings are prone to accidents and can be difficult to provide assistance when it happens.

Social issues such as theft, drug trafficking and addiction, vandalism, nuisance and various crimes can also lead to insecurity among the community members. Hence, the strength of social bonds within the community members itself can trigger the occurrence of social phenomena.

The three (3) strategies outlined under Cluster 3 are as follows:

Strategy 3.1: Ensure safe and secure living environment.

Strategy 3.2: Increase awareness and knowledge on the aspect of safety.

Strategy 3.3: Strengthen social network between communities and stakeholders to ensure priority is given to safety issues.



Cluster 4: Education and Skills

Education is the future investment especially for children coming from the low income group who live in the People's Housing Programme. Therefore, various parties and community need to collaborate to eliminate school dropouts.

Improving skills of the community members is important in order to empower them. Strong collaborations between public sector and private sector, as well as NGOs are also inevitable in supporting to increase their experience, capabilities and know-how which in turn can be applied to help raise their household income.

The four (4) strategies outlined under Cluster 4 are as follows:

Strategy 4.1: Cultivate conducive and effective environment for early education.

Strategy 4.2: Increase the level of education and skills among youth.

Strategy 4.3: Improve knowledge and skills among community members.

Strategy 4.4: Establish strategic cooperation with stakeholders to strengthen knowledge and skills among community members.



Cluster 5: Care for the Children, Elderly, Persons with Disabilities (PWD), Women, Single Mothers and the Indigent

To ensure children, elderlies, PWD, women, single mothers and the needy are not left behind in the urban mainstream, various initiatives need to be implemented. These vulnerable groups have rights to access to education, public amenities, employment and business opportunities as well as healthcare.

Strong cooperation among community members needs to be enhanced to foster caringness and empathy towards these groups.

The three (3) strategies outlined under Cluster 5 are as follows:

Strategy 5.1: Enhance inclusivity of the children, elderly, PWD, women, single mothers and the indigent in community development programmes.

Strategy 5.2: Nurture caringness and empathy towards children, elderly, PWD, women, single mothers and the indigent.

Strategy 5.3: Encourage strategic collaboration with external parties to assist children, elderly, PWD, women, single mothers and the indigent.



Cluster 6: Entrepreneurship

The community who lives in the People's Housing Programme faces difficulties and hardships to get by their daily lives especially those with many children and live in small houses.

In order to ensure this community is not left behind especially in the economic situation, several strategies need to be implemented to provide entrepreneurship and business opportunities to the community.

Awareness to the community members on entrepreneurship can help them to initiate start-up businesses and increase their income. At the same time, they can cultivate the spirit of contributing back to the community members by charging their services at a minimum fee.

The three (3) strategies outlined under Cluster 6 are as follows:

Strategy 6.1: Promote entrepreneurial and business culture.

Strategy 6.2: Expand income growth opportunities.

Strategy 6.3: Promote execution of social entrepreneurship and encourage charity.



Cluster 7: Social Services

Social services need to be established and improved in developing communities in the social housing. It is significant to help community members in need of assistance and attention.

At the same time, collaboration between the public sector, private sector, academicians and NGOs needs to be enhanced to bring in more benefits to the community.

The four (4) strategies outlined under Cluster 7 are as follows:

Strategy 7.1: Instill the spirit of volunteerism.

Strategy 7.2: Encourage the formation of social services according to needs and necessities.

Strategy 7.3: Enhance existing social services in the communities.

Strategy 7.4: Establish strategic social service collaborative networks between external parties and the community.



Cluster 8: Sports and Recreation

Sporting and recreation culture among the community members should be nurtured so that it becomes part of their lifestyle. Healthy lifestyle leads to healthy body and mind.

Sports and recreation will also enhance cooperation among communities at every age level as well as enrich the spirit of belonging between them.

The three (3) strategies outlined under Cluster 8 are as follows:

Strategy 8.1: Establish and maintain safe infrastructure for sports and recreational activities.

Strategy 8.2: Increase the number of appropriate sports and recreational activities.

Strategy 8.3: Enhance collaboration with strategic partners in promoting a healthy lifestyle.



COMMUNITY EMPOWERMENT DIVISION (CED)

The Ministry of Housing and Local Government is establishing the CED which is responsible in forging collaboration among various stakeholders to achieve a sustainable community.

As the coordinator for the National Community Policy, CED also performs the following tasks:

1

Register local community with relevant Government Agencies.

2

Establish relationships and provide lists of experts, academicians, professionals, counselors, NGOs, corporate sectors, institutions of higher learning and individuals to guide communities in social transformation, improve skills, offer job opportunities to increase income among the community members.

3

Organise training programmes for officers serving at the Community Consensus Office, community leaders and volunteers who are interested in conducting community empowerment programmes.

4

Conduct research, monitor, audit and improve the implementation of the community empowerment programmes.

6

Organise workshops, town hall sessions, conventions and Annual Community Awards to appreciate community achievements.

7

Secretariat for various committees regarding National Community Policy.

5

Manage administrative and financial aspect of the National Community Policy implementation.

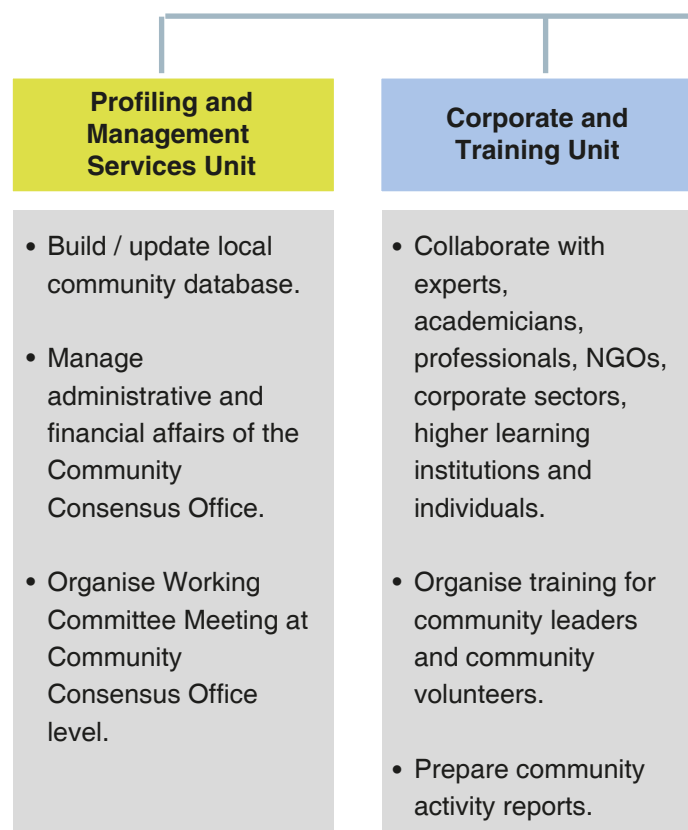
COMMUNITY CONSENSUS OFFICE

COMMUNITY

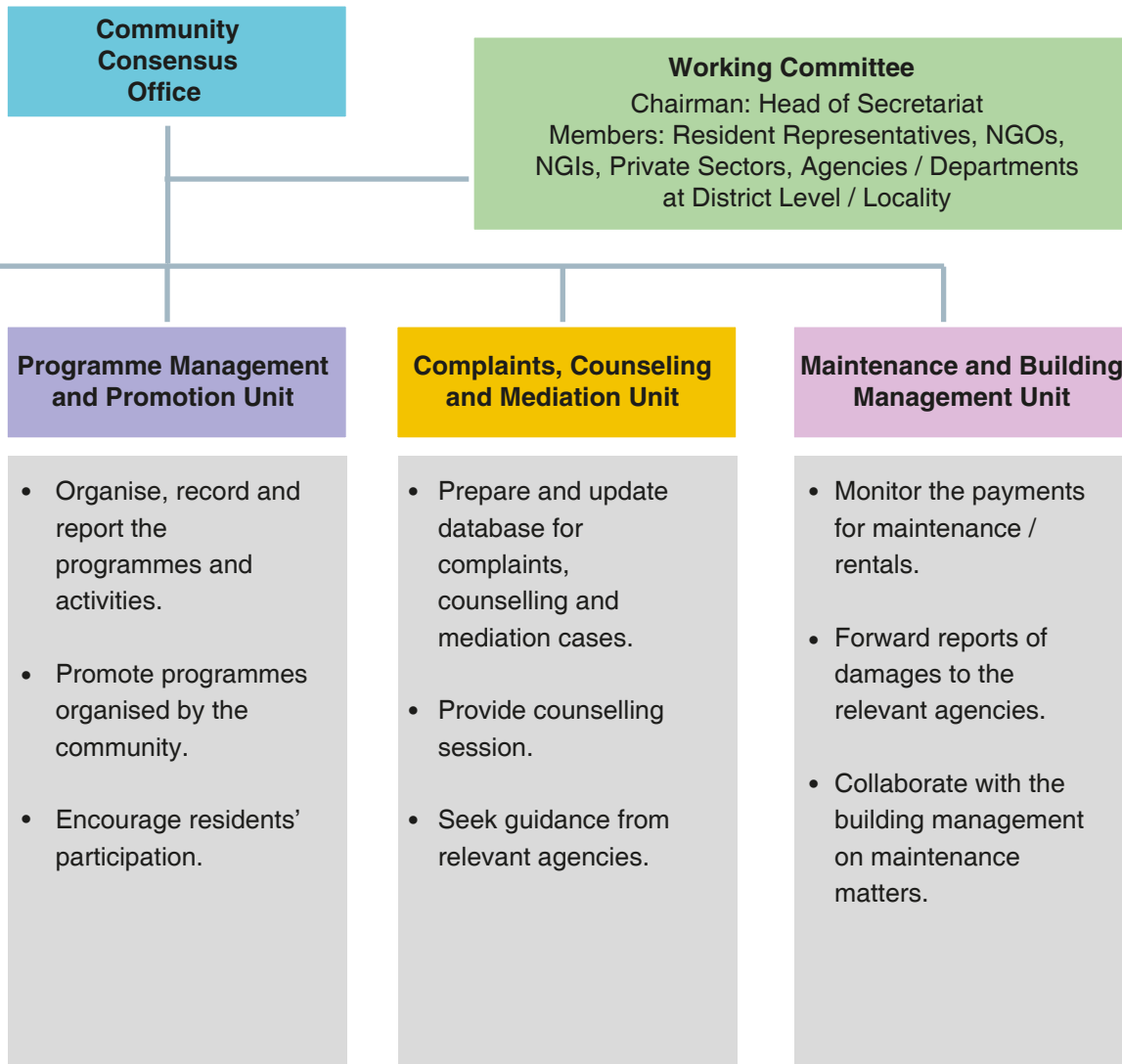
Community Consensus Office is a platform established to facilitate and connect the community with the government agencies, private sectors and NGOs. It also allows community members to voice out issues and suggest programmes through community leaders.

The functions of the Community Consensus Office are as follows:

1	Manage community profiles.
2	Conduct engagement within the community.
3	Manage training for volunteers.
4	Organise, record and report community programmes and activities.
5	Channel information to the community.
6	Receive suggestions, complaints and maintenance issues and channel them to related agencies.
7	Assist mediation and counselling process with the relevant Government department.

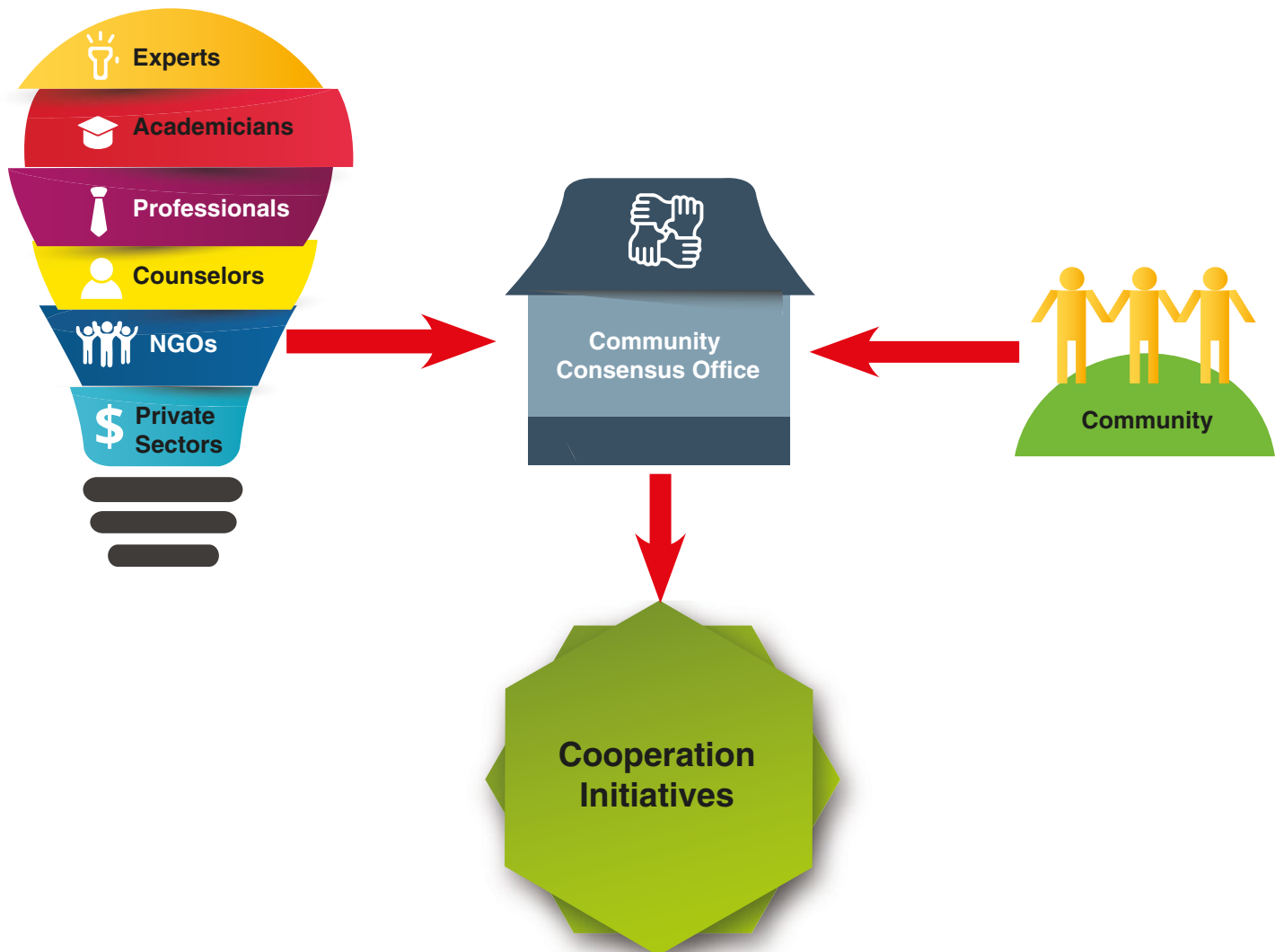


CONSENSUS OFFICE JOB SCOPE





COLLABORATION PROCEDURES BETWEEN COMMUNITY CONSENSUS OFFICE WITH PUBLIC SECTOR AND PRIVATE SECTOR



COMMUNITY MANAGEMENT STRUCTURE

Community Empowerment Division (CED) is responsible for establishing collaboration among various stakeholders towards sustainable community. Community Management Structure Model is as follows:



TRAINING PROGRAMMES

Implementation of training programme will be conducted specifically in MHLG Training Institute. MHLG will prepare the training module to train the Community Consensus Officers, Community Head and People's Housing Programme residents involved. The training module covers three (3) main categories as below:

1



Building maintenance and management

Participants will be exposed to the responsibilities and skills of maintaining and preserving their residential area and shared properties, facilities and spaces to the best level. Besides that, awareness programmes regarding property ownership and smart financial management will also be exposed to educate the community in becoming competitive and independent in the future.

2



Education and social responsibilities awareness

Participants will be exposed to the relationships and interactions with their neighbours as well as activities that can strengthen their attitude, culture of mutual respect and sensitivity among their neighbours especially to women, elderly, persons with disabilities and the indigent.

3



Sustainability of the environment, cleanliness as well as safety of community and public properties

Participants will be exposed to personal hygiene, shared properties, facilities and spaces cleanliness, as well as environmental sustainability such as proper solid waste management, 3R practices, prevention of communicable diseases, implementing green initiatives and maintaining public facilities. This module will also address safety issues such as fire safety, crime prevention, drug abuse and social problems that can lead to arguments / disputes among the community members.

THE MODEL PROCESS OF BUILDING PEOPLE'S HOUSING PROGRAMME AS PILOT PROJECTS UNDER THE NATIONAL COMMUNITY POLICY



EXPECTED OUTCOMES

All 133 People's Housing Programmes under the Ministry of Housing and Local Government are expected to carry out programmes and initiatives under the National Community Policy. The achievement of this Policy is measured through the following outcomes:

- I. Reduction in cost of repair and maintenance of People's Housing Programmes.
- II. Increase in the percentage of people paying rent (leased People's Housing Programmes) / maintenance charges (owned People's Housing Programmes).
- III. Reduction of social problems rate.
- IV. Increase in the number of residents feeling safe living in People's Housing Programmes.
- V. Increase in level of health and safety.
- VI. Increase in students' achievement in examinations.
- VII. Increase in the percentage of enrolment into tertiary education among children.
- VIII. Increase in the percentage of youth employment.
- IX. Increase in level of satisfaction among those who are in need of community-based facilities.
- X. Increase in the level of satisfaction on the outcome of strategic cooperation between public sector, private sector as well as NGOs.
- XI. Increase in rate of inclusivity of those in need.
- XII. Increase in spirit of identity and volunteerism.
- XIII. Increase in community satisfaction towards benefits garnered from social businesses and services provided.
- XIV. Increase in level of effectiveness towards programmes organised by the community.
- XV. Increase in active participation by the community in programmes and initiatives implemented.

AFTERWORD

The National Community Policy provides the principles and action plan towards empowering community in People's Housing Programme. Under this Policy, cooperation among all parties is crucial to ensure that the goals and objectives outlined can be achieved and would bring positive changes to the targeted community.

As all parties play their respective roles and respond effectively towards future challenges, the country is expected to experience the impact from this Policy within five to ten years' time.

At present, the country will have a solid community structure at the People's Housing Programme as well as building prosperous community and producing sustainable generations. The emphasis aforementioned in this Policy is in line with the aspiration of the new Government to empower the community in the low income category towards becoming a developed nation.





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