

Via circulated copy 19 March

FREQUENTLY ASKED QUESTIONS (FAQ'S)
Relating to the Movement Control Order
MINISTRY OF HOUSING AND LOCAL GOVERNANCE

1. Are services at the One Stop Service Centres (OSC, or Kaunter Perkhidmatan Setempat - KPKT) open for business?

No.

2. Will the public garbage collection / cleanup at my place be carried out on schedule?

Yes, solid waste collection service operations by KPKT will continue as usual in states who apply Act 672, being Perlis, Kedah, Federal Territories, Malacca, Negeri Sembilan, Johor and Pahang.

For states that do not apply Act 672, public cleaning and garbage collection are under the responsibility of the local authorities.

3. Will public market sales open?

Yes, the public market is open.

4. Will the morning market and farmers market open?

No. all types of markets such as morning market (pasar pagi), night market (pasar malam), farmer's market (pasar tani), food markets (pasar juadah), bazaars and car boot sales (jualan bonet kereta) will be closed.

5. Will the premises of restaurants, hawker and food trucks be opened?

The premises of restaurants, hawkers, food / food trucks, static stalls, temporary hawker settlements and kiosks related to food preparation services are allowed to open (operational).

Customers are not allowed to eat at the premises and dealers are only allowed to sell food through take away, delivery or drive thru.

6. Are KPKT's housing management working as usual?

No.

Related matters can be implemented online for the application of new Advertising, Permit and Developer License (APDL) services, renewals of APDL, applications to withdraw additional money (P9 and P11), updating of developer information through e-pemaju, updating of

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information 7(f), registration of applicant's names for the Malaysian Public servants' Housing (PPAM) and complaints through the Integrated Complaint System (SAB - Sistem Aduan Bersepadu).

7. Are applications still open for the Housing Program / Scheme under the KPKT such as the People's Housing Program (PPR) and the Private Affordable Housing Scheme (MyHome)?

Yes. Applications can be made online at <https://teduh.kpkt.gov.my> or <https://sprn.kpkt.gov.my>.

8. Are KPKT counters running operations for the JPN Housing Counter Licensing Division?

No. All matters can be done online. All approved APDLs that were approved will be issued on April 1, 2020.

9. Will the JPN Enforcement Division receive complaints from buyers in connection with Act 118 and its regulations?

Yes. Complaints from the buyer or any other stakeholder can be submitted online at <https://aduan.kpkt.gov.my>.

10. How can I contact JPN, KPKT?

Please contact:

Department of Housing

Ministry of Housing and Local Governance

Levels 30-38, No.51, Premier Cruises

Precinct 4, 62100 Putrajaya

Email: corporate unitJPN@kpkt.gov.my or jayaselan@kpkt.gov.my

11. Will PR1MA take action against damaged units or PR1MA homes that are already occupied?

No. Action will be taken only for critical damage during this period.

12. Will fire rescue services (bomba) operate as normal?

Yes, except for counter service and building inspections.

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13. Will there be counter services for the inspection of fire extinguishers and the production of reports on the Copies of Reports On Fire and Emergencies (Salinan Laporan Kebakaran dan Kecemasan)?

No, except online applications.

14. Will the cases set for hearing at the Strata Housing & Management Tribunal (TPPS) be conducted during this period?

No. All case hearing sessions will be postponed during this period to a later date.

15. Can I start Community Credit (Kredit Komuniti - KK) and Mortgage (Pemegang Pajak Gadai - PPG) businesses?

No.

MINISTRY OF HOUSING AND LOCAL GOVERNANCE

March 19, 2020

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