



MPK meeting residents to solve complaints between neighbours. – Photo courtesy of MPK.

MPK plays mediator for neighbours at loggerheads

It says singing loudly and slamming doors among common complaints

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COMPLAINTS against neighbours are increasing among the variety lodged with Klang Municipal Council (MPK).

Among the neighbourly disagreements, boundary issues are the most common as the problem often plagues neighbours, which sometimes result in unpleasant exchange of words.

And too frequently now, quarrelsome neighbours in some residential areas have made their displeasure against their neighbours known by lodging complaints with MPK in the hopes of getting help to solve the problem.

The complaints often received by the local council include neighbours singing too loud, discarding rubbish in another's bin, repeatedly banging of doors in terrace link houses and cutting a neighbour's flower hedge to spite them.

Complaints of this nature were not common in the past but MPK has noticed an increase of such reports over the last three years.

MPK Complaints Unit officer Aziana Idris said it was normal to have issues among neighbours but residents these days, preferred to report their annoyance (with their neighbour) to the local authority hoping for some form of mediation in the issue.

"We had a few cases of women singing too loudly. At times what is music to our ears, may irritate our neighbour."

"The complaint was about someone singing loudly at odd hours. But, the matter has been settled now," she said.

She added that people were often unaware of the noise reverberating from their homes and how it affected the neighbours.

"People must understand that the



Norfiza says complaints must produce their MyKad to ensure the complaint is genuine and no fictitious names can be used in the form.

noise they make within the confines of their home affects others, especially those living in terrace houses.

The Complaints Unit comes under the purview of MPK's Corporate Communications Department.



Aziana says cases of neighbours having issues with each other doubled up in 2019 compared to 2018.

In some cases, residents resort to MPK as a means of advancing an argument or to intimidate their neighbours. Some complainants were also known to lodge reports under a veil of non-disclosure to protect their identity.

The council finds it difficult to proceed into a complaint when complainants give fictitious names and incorrect contact details but lodge a report against a particular resident.

Aziana said complaints between quarrelling neighbours were often sorted out by the council amicably but there were some instances when residents opted for legal redress.

Aziana said there were 107 cases of loggerhead neighbours in 2017 and 109 cases in 2018.

"In 2019, the complaints more than doubled to 233 cases.

"Sometimes, the nature of a case is with regards to issues such as unbearable noise with neighbours banging the door repeatedly due to family squabbles.

"But some neighbours deliberately cut the flower hedges of another resident because of discontent among them.

"In these kind of cases, we have issued stern warnings and the resident usually does not repeat the act," she said.

Aziana added that most of the cases of neighbours in disagree-

ment were from Bandar Puteri, Bandar Botanik, Bandar Bukit Tinggi II, Klang Jaya, Taman Seentosa, Kampung Raja Uda and Jalan Tepi Sungai.

"Based on reports lodged, Taman Seentosa tops the number of cases of quarrelsome neighbours," she said. Axiata stressed that officers who went down to the field to give advice had to be impartial and be patient.

"Matters are often settled amicably and at times, it is referred to the department concerned for stiffer action if our staff face resistance from residents.

"But, there are cases when our unit are used to intimidate one party especially with one neighbour making continuous complaints against another.

"In such cases we offer clear explanation for compliance and issue a warning to them to stop using MPK against one, another," she added.

Corporate Communications Department director Norfiza Mahfiz said the complaints lodged to the Complaints Unit were strictly confidential to protect residents from being intimidated or threatened by the person against whom the complaint was made on.

When asked on complainant's giving fictitious names, Norfiza said that the Complaints Unit would go a step further to require that complainants now produce their MyKad.

"For those who lodge complaints via the telephone, MPK's website or email, we will verify the details by going to the area and a contact number will be recorded,"

Five top complaints in 2019

Nature of complaints	Total	Sub-category	Total
Lights	1,853	Streetlights	1,569
Animal disturbances	3,775	Stray dogs	1,516
Drainage	1,405	Clogged drains	582
Trees	1,212	Cutting down/Pruning	976
BURBFD/DBK	1,209	Heaps of garbage	337

Complaints are made via

- Municipal council website
- Walk-in to complaints unit
- Email
- Letters from State assemblymen



she added.

Axiata said in 2019, MPK received 12,174 complaints of various nature.

"In 2019, lighting incidents topped the list of complaints with 1,853 cases.

"There were 1,569 complaints on non-functioning street lights and faulty lights at playgrounds.

"There were also complaints on stray dogs with 1,516 cases with 1,516 complaints mentioning unleashed canines causing a nuisance and tearing up garbage bags and even chasing schoolchildren," she said.

There were 1,405 reports on

drainage issues including broken drains and 582 involving clogged drains.

According to residents who lodged complaints on clogged drains, they blamed Kumpulan Darul Ehsan Berhad's contractors for not scooping out silt from drains.

The public also called to MPK to prune 976 tree branches along residential roads which pose danger of heaving during thunderstorms.

Complaints on garbage stood at 1,209 cases with 337 cases of rubbish dumping at quiet stretches or left outside residents' houses.



MPK officers often go to the ground to meet residents on a variety of issues. — Photo courtesy of MPK