



FAQ: LAM-BOS System (Lembaga Arkitek Malaysia – Board of Stakeholder Fees)

1. General Overview

1.1 What is the LAM-BOS system?

The LAM-BOS (Board (of Architects) Stakeholder Fees) system is a fee management platform administered by the Board of Architects Malaysia (LAM). It ensures that architectural fees are centrally managed and paid transparently, preventing conflicts of interest.

1.2 Why was the LAM-BOS system introduced?

The system was introduced to promote transparency, eliminate potential conflicts of interest, and protect public trust in the architect as an independent certifier. This is particularly relevant in relation to the Certificate of Completion and Compliance (CCC) process.

1.3 When was the LAM-BOS system made mandatory?

The system became mandatory for housing projects initiated after **19 August 2024**, following amendments to the **Rules** of the Housing Development (Control and Licensing) Act (HDA) under JPN Jabatan Perumahan Negara. All applicants for a Housing Developers license (Licensed Developers) must engage Architectural Consultancy Practices (ACPs) through the LAM-BOS system as the developers register with the JPN HIMS (Housing Integrated Management System) as they apply for a new developers license or when they register a new project.

2. Scope and Applicability

2.1 Which types of projects are required to use the LAM-BOS system?

Currently, the system is mandatory for housing projects governed by the Housing Development (Control and Licensing) Act 1966 (HDA). While the system is not yet compulsory for other types of projects, such as commercial developments, adoption is highly encouraged to promote similar benefits of accountability and professionalism.

2.2 Is the system applicable to projects that began before 19 August 2024?

No, the system applies only to projects initiated after 19 August 2024 or those registered under new developer licenses issued after this date.

2.3 Can the system be used for non-housing projects voluntarily?

Yes, developers and architects may voluntarily choose to use the system for non-mandatory projects to ensure transparency and secure payments.

3. Responsibilities

3.1 What is the architect's responsibility in the LAM-BOS system?

- Register the project in the system upon appointment by the developer.
- Submit invoices and client-approved confirmations for each work stage.
- Update the system with any changes to the project scope, fees, or status.
- Notify LAM upon project completion.

3.2 What is the developer's responsibility in the LAM-BOS system?

- Engage architects via the LAM-BOS system and submit a statutory declaration through the KPKT JPN HIMS platform.
- Confirm the completion of work stages to facilitate fee disbursements.
- Make timely payments to LAM for invoices issued by the architect.
- To notify the LAM-BOS system when there are changes to the developer's details or when there are changes to the project particulars.

3.3 What is LAM's role in the system?

- Act as the central stakeholder for fee deposits and disbursements.
- Ensure compliance with regulations and monitor project progress.
- Provide a secure and transparent platform for both developers and architects.
- Disburse payment immediately to the architect upon payment by the client.

3.4 What is KPKT's role in the LAM-BOS system?

- Enforces mandatory use of LAM-BOS for new housing projects via the Housing Integrated Management System (HIMS).
 - Oversees compliance with regulations under the Housing Development (Control and Licensing) Act 1966 (HDA).
 - Monitors adherence by developers through statutory declarations submitted through HIMS.
-

4. System Processes

4.1 How does the LAM-BOS process work?

1. The Developer engages an architect and submits a statutory declaration via HIMS.
2. The Architect registers the project and fee details on the LAM-BOS portal.
3. The Developer deposits fees to LAM for completed work stages based on invoices submitted by the architect.
4. LAM verifies the completion and disburses the payment to the architect.

4.2 When does the architect need to log in to the LAM-BOS system?

- At project registration.
- To upload invoices and work completion confirmations.
- To report changes in project details or appointments.
- Upon project completion for final disbursement.

4.3 What happens when there is a change of architect?

- Developers notify LAM of the change and terminate the current appointment.
- The outgoing architect is paid for completed work stages.
- The outgoing architect shall be required to upload their letter of release to the system.
- The new architect registers the project under their appointment in the system.

4.4 When are payments made to the ACP?

Payments are made when:

1. A work stage is completed.
2. The developer submits written confirmation of completion.
3. Payment is deposited by the developer to LAM.
4. LAM verifies the details and releases the payment.

4.5 What happens if the project scope changes?

The architect must update the LAM-BOS system with revised details, including the scope of work, fees, and payment schedule.

5. Financial Details

5.1 Are there fees associated with the LAM-BOS system?

Yes, LAM charges a management charge of 0.3% on the total fees deposited, plus Government Service Tax (GST) at the prevailing rate.

5.2 How are fee disputes resolved?

LAM facilitates a resolution process for disputes between architects and developers concerning fees or scope of work. Failing which will follow the Alternative dispute resolution (ADR) solutions or through the normal court system, depending on the parties.

5.3 Can developers claim refunds from the LAM-BOS system?

Refunds are only possible for undisputed fees for uncompleted work stages, subject to both parties' agreement.

5.4 Can payments be made in kind?

Yes, payments in kind (such as contra units) are permissible provided they are mutually agreed upon by both the Architect and the Client. Once an agreement is reached, LAM must be formally notified to ensure the system is accurately updated to reflect the arrangement.

5.5 How fast will the payments be disbursed to the architect after it has been deposited by the client?

LAM will process payment expediently and the transaction shall be completed within 14 days.

5.6 Where is the money deposited?

The money is deposited by a special account in Maybank dedicated to the LAM-BOS system. This is separate from all other LAM accounts.

6. Compliance and Penalties

6.1 What happens if a developer refuses to submit the statutory declaration to appoint the architect using the LAM-BOS system?

The developer would not have complied with the checklist required by HIMS and their application for a Developers License would not proceed further.

6.2 Upon submitting the statutory declaration to HIMS, what would happen if the developer refuses to use the LAM-BOS system?

The architect should write back to the client that they are required to comply with LAM General Circular on this matter.

6.3 What are the consequences for architects not using the system?

Architects who fail to comply may face disciplinary action under the Architects Act 1967 and Architects Rules 1996, including fines or suspension of practice.

6.4 How does LAM monitor compliance?

The system tracks project milestones, payments, and updates. LAM also issues reminders and conducts audits to ensure compliance. All incoming payments, stage certifications and invoices will be checked by LAM.

6.5 Who is managing the LAM-BOS system?

PwC Malaysia was engaged to design and develop the LAM-BOS system meticulously to ensure compliance and security. PwC has been engaged to manage and administer the LAM-BOS system, ensuring transparency, compliance, and operational efficiency. Many large public listed and private companies outsource their payroll and accounts to PwC.

7. Benefits of the System

7.1 How does the system benefit architects?

- Ensures secure and timely payments.
- Reduces disputes over fees and scope of work.
- Enhances professionalism and independence in project delivery.

7.2 How does the system benefit developers?

- Provides transparency in fee management.
- Ensures payments are linked to completed work stages.
- Protects against non-performance by architects.

7.3 How does the system benefit the public?

- Strengthens trust in the architectural profession.
 - Ensures project certifications are impartial and conflict-free.
 - Enhances the overall quality and accountability of building projects.
-

8. Technical Support

8.1 How do I access the LAM-BOS system?

Visit the official portal at lam-bos.gov.my to log in or register.

8.2 What if I encounter technical issues?

Contact LAM's support team via:

- Email: fees@lam.gov.my
- Phone: 03-26982878

8.3 Is there a user guide for the system?

Yes, user guides and FAQs are available on the LAM-BOS portal to assist users.