

# Post Occupancy Evaluation of Residents’ Satisfaction in Multi-tenanted Residential Properties in Nnewi, Anambra State

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## Abstract:

In recent years, there has been a steady increase in the construction of multi- tenanted building also known as block of flats in Nnewi. There is therefore the need to evaluate the adequacy and sustainability performance of these type of housing. The study was then carried out to evaluate the level of satisfaction derived by residents living in multi tenanted residential buildings in Nnewi. The methodology adopted is the survey method. A well-structured questionnaire on the building components, surrounding environment and sustainability performance was used to sample the opinions of 300 households in the study area. A mean score of 3.0 meant that the residents were satisfied with that aspect of the building, surrounding environment or sustainability performance and any below 3.0 meant that they were dissatisfied. The results showed that majority of the occupants were not satisfied with some functionality and sustainability performance of the building.

*Keywords* -Post occupancy evaluation, resident’s satisfaction,multi-tenanted, residential properties.

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## I. INTRODUCTION

Housing is one of the most basic human needs. It has a profound impact on the health, welfare, and productivity of an individual (Ajiwolo & Olujimi, 2010). According to Maslow’s hierarchy of needs, it is only after we satisfy the basic needs (health, clothing and shelter) that we worry about social needs (National Housing Policy, 1990). Housing encompasses much more than just the building structure or dwelling unit but muchmore within the environment. After the provision of food, it is the most important factor for the physical survival ofman. It is one of the best indicators of a person’s standard of living and place in the society (Jiboye, 2009). It has profound impact on social integration,health social andgeneral welfare of the

individual and groups in any environment. This brings to the fore the issue of housing need. A need is a requirement or something felt to be necessary. It also connotes a want or lack that is very necessary, very much required in order to fill a gap or want. Applying this idea to housing, one can explain housing need to mean the minimum shelter or accommodation required to meet the basic minimum requirement of a family or an individual. It is the standards of accommodation deemed acceptable by the society.

In Nigeria, there are several homeless people including destitute who roam about the streets of urban centres and sleep in the markets at night or under the bridges in the cities such as Lagos, Abuja, Onitsha, etc. Such phenomenon readily exposes the

inadequacies of existing housing accommodation hence more housing needed.

In modern society, a person may satisfy his housing need either by being a resident in a property of his own or in another person's property and making periodic payment called rent to such other person. The latter is by far the way a vast majority of urban residents in Nigeria satisfy this need. Those who own property are called landlords while those who pay rent for the use of other people's property are called tenants. Property occupied by tenants for residence is often seen as tenanted residential property. Tenanted residential property is normally owned as an investment in the sense of being attached with the motive of securing financial returns in the form of rent (Egbe, 1999).

## **II. LITERATURE REVIEW**

Barlowe (1965), classified property based on the form in which the property is been used. Generally, the value of a property is determined by the type of such property. This includes:

### ***I. Residential Properties:***

These are highly needed by mankind; hence command high demand when the location is good. These are properties that are occupied in order to provide shelter for the occupants and serves as a habitation for them (Aina and Somefun 2007).

Examples of residential properties are bungalow, duplex, semi-detached, storey-building, self-contained, bed-room flat be it 1, 2, 3 and so on.

### ***II. Commercial Properties:***

This also referred to as investment or income property are properties intended to generate profit for the owner either from capital gain or rental income they can also be described as properties that are used solely for business purpose, for example; hotels, office buildings, shops, shopping malls etc.

### ***III. Industrial Properties:***

These are properties used exclusively for industrial purpose examples include factory-office multiuse property, warehouse, manufacturing buildings and development parks. Factories and Warehouses are collectively referred to as industrial properties. It is divided into three main types.

- a) Factories purposely built for special industrial purposes.

- b) Modern multi-purpose buildings easily adaptable for most light industrial purposes on warehousing.

- c) Multi-Storey factories and warehouse.

### ***IV. Special Properties:***

As the name implies this are property specifically designed and improved for a specific purpose, they hardly change hand in the market. These are the properties which are not liable to pay property tax but pay other dues. These include police station, cemetery, public libraries, filling stations, public houses and other place of entertainment.

### ***V. Agricultural Properties:***

These are land zoned for agricultural or farming activities regardless of the physical type or quality of land in some areas. It also includes agricultural land or pasture which includes woodlands and any building used in connection with the intensive rearing of livestock or fish as well as farm buildings and farm house together with the land occupied by them. Agricultural property can be divided into arable land, permanent crops and permanent pastures.

### ***VI. Recreational Properties:***

These are properties used for refreshment of health's or spirits by relaxation and enjoyment. Examples include sport fields, gymnasiums, playgrounds, public parks and swimming pools.

### ***VII. Institutional Properties:***

These are properties used for educational purposes examples include schools and universities.

## **A. Forms of Residential Property Ownership**

Aina and Somefun (2007), classified the form in which property can be owned into multi-tenanted, owner occupied and single tenant property.

- i. ***Multi-Tenanted Residential Properties:*** are properties occupied by more than one tenant at the same time in which they must have agreed with the landlord/landlady to pay service charge at a certain amount periodically for the provision and maintenance of common parts and facilities in the building such as generating sets, gardens, refuse disposal, security, cleaning of windows and gutters.

- ii. **Owner-Occupied Residential Properties:** are properties occupied by the owner, this serves as an investment, as he will pay rent if he occupies another property that is left to him. Therefore, he saves the money he would have spent on paying rent as he occupies his property.
- iii. **Single Tenanted Residential Property;** is a property that is let exclusively to a tenant under terms and conditions agreed on between the landlord/landlady and tenant, most important that the tenant must pay for the period of his tenancy.

### **C. Residential Property Tenants Satisfaction.**

Satisfaction in housing means the sentiments of satisfaction and happiness to the housing place which creates these feelings (Abramson, 2010). Housing is often viewed as an entity involving a large number of units displaying aspects such as physical quality, location, standard of services offered by the government and private owners as well as neighbourhood characteristics (Curley, 2003). The physical entity of housing ties down a person or family to personal services and relationships. A housing that fulfills one's daily needs provide a high satisfaction rate to occupants. Satisfaction towards the living conditions means no complaints are made since the housing units fulfill the needs and aspirations of the residents. Satisfaction towards the housing environment reflects residents' reaction towards their living environment.

Housing satisfaction comprises a complex bundle of considerations, including privacy, location, environmental amenities, symbolic characteristics, and investment. The level of housing satisfaction derived once the optimal housing choice has been made, is also likely to vary from one individual to another. Assessing the level of tenants' satisfaction would therefore require evaluating a particular housing unit located within a particular environment that is managed under a certain type of institutional management or administration (Onibokun 1974; Oladapo 2006).

Housing being an integral part of human settlement that fulfils basic need, and has a profound impact on the quality of life, health, welfare as well as

productivity of man, large proportion of urban residents in less developed countries do not have access to decent housing at affordable cost. As a result of this, inadequate housing condition has become an intractable challenge that has continued to receive attention from governments, professionals, developers and individuals in most developing countries. As part of human tradition which seeks to investigate, describe, understand, proffer solutions and take actions to ameliorate defects in living conditions, and enhance individual and collective well-being; both public and private sectors have continued to take actions aimed at addressing social and economic challenges posed by inadequate housing provisions in most countries of the world. These actions are in the form of legislations, policies, strategies and reforms, which most often have culminated in different housing programmes (Onibokun, 1985; Ajanlekoko, 2002; Sengupta, 2005; Sengupta and Sharma, 2008).

From preliminary survey of the study area, it was discovered that most of the residential houses are multi - tenanted buildings (block of flats) and from review of literature, it was also discovered that most of the research that has been carried out on residential satisfaction, was carried out in estates comprising of single bungalow units and duplexes. It is in the light of the above that this study is focused on assessing the user satisfaction level in multi-tenanted residential buildings so as to bridge these gap.

### **III. METHODOLOGY**

Survey research method was adopted as the research design for this study. the population of our interest is the occupants of multi-tenanted three bedrooms and two-bedroom block of flats residential properties in the selected neighbourhoods in Nnewi as obtained by taking census of the residential properties in the neighbourhoods. Opinion of 300 respondents were analysed to evaluate the post occupancy satisfaction of residential property residents in Nnewi. Any item with the mean score above 3.0 is accepted to have satisfied the occupant while items with mean score below 3.0 is rejected meaning that occupants are not satisfied with such item

#### IV RESULTS AND DISCUSSION

##### A. Research question one:

How satisfied are you with the following building components in the house that you live in?

Table 1: Respondents Opinion on Their Satisfaction With The Building Components

s/n	Building components	Very dissatisfied	Dissatisfied	neutral	satisfied	Very satisfied	Mean	Remark
1	Size and layout of bedrooms		90		210		3.4	Accepted
2	Space and layout of kitchen and bathroom/toilets		240		60		2.4	Rejected
3	Size and layout of common entrance		60		240		3.6	Accepted
4	Size and layout of openings such as windows, doors.		40	20	240		3.67	Accepted
5	Number of bedrooms		270		30		2.2	Rejected
6	Interior and exterior finishes and fabrics		80		220		3.47	Accepted
7	Building services such as electrical and drainage facilities		10	20	270		3.87	Accepted

From table 1, the size and layout of bedrooms, size and layout of common entrance, size and layout of openings such as windows and doors, interior and exterior finishes and fabrics, building services such as electrical and drainage facilities were all accepted because they all have **mean** above 3.0, this simply means that the respondents are satisfied with those component of the building. While space and layout of kitchen, bathroom/toilet and number of bedrooms were rejected because they have **mean** which is below

3.0, this simply means that the respondents are not satisfied with those component of the building.

##### B. Research question two:

How satisfied are you with the surrounding environment of the house that you live in based on the following facilities?

Table 2: Respondents Opinion On Satisfaction With The Available Facilities In The Building

s/n	Facilities	Very dissatisfied	Dissatisfied	neutral	satisfied	Very satisfied	Mean	Remark
1	Parking space		270		30		2.2	Rejected
2	Water supply		290		10		2.1	Rejected
3	Refuse disposal system		300				2.0	Rejected
4	Landscape, open space and green areas		260		40		2.27	Rejected
5	Fire safety facilities		230	30	40		2.37	Rejected
6	Playing spaces for children		270		30		2.2	Rejected

From table 2, all the facilities which include; parking space, water supply, refuse disposal system, landscape, open space and green areas, fire safety facilities and playing spaces for children were all rejected because their mean score is below 3.0 which clearly show that it is either these facilities are not provided at all, provided but not functional or they are all dysfunctional.

##### B. Research question Three:

How satisfied are you, with the level of environmental, economic and social sustainability performance of the building that you live in?

Table 3: Respondents Opinion On Satisfaction With The Level Of Sustainability Performance Of The Building They Occupy

s/n	Sustainability performance criteria's	Very dissatisfied	dissatisfied	Neutral	satisfied	Very satisfied	Mean	Remark
1	Water and energy consumption		240		60		2.0	Rejected
2	Indoor thermal comfort			30	270		3.9	Accepted
3	Ventilation		180	20	100		2.73	Rejected
4	Visual comfort.			10	290		3.97	Accepted
5	Acoustic comfort		220	40	40		2.4	Rejected
6	Affordability		90		210		3.4	Accepted
7	Maintenance and serviceability		280		20		2.13	Rejected
8	Security rate		10		290		3.93	Accepted
9	Utility rate		30		270		3.8	Accepted
10	Fire escape		70	20	210		3.47	Accepted
11	Visual privacy between apartments		80	10	210		3.43	Accepted
12	Security and crime prevention systems		180		120		2.8	Rejected
13	Mutual support among residents		190		110		2.73	Rejected
14	Security of tenure		10		290		3.93	Accepted
15	Social image and reputation		250	30	20		2.23	Rejected
16	quality of life		250		50		2.33	Rejected

From table 3, the respondents were not satisfied with the following sustainability performance of the building they occupy; water and energy consumption, ventilation, acoustic comfort,

maintenance and serviceability, security and crime prevention systems, mutual support among residents, social image and reputation and quality of life. But they are satisfied with other sustainability performance which include; indoor thermal comfort, visual comfort, affordability, security rate, utility rate, fire escape, visual privacy apartments and security of tenure.

#### D. Summary of Findings

From the analysis in 4.0 it is very clear that majority of the occupants are not satisfied with the functionality of the components of the building which they occupy. It is also very obvious that the facilities provided in the property does not satisfy the need of the occupants. Lastly, the respondents were not satisfied with the following sustainability performance of the building they occupy; water and energy consumption, ventilation, acoustic comfort, maintenance and serviceability, security and crime prevention systems, mutual support among residents, social image and reputation and quality of life. But they are satisfied with other sustainability performance which include; indoor thermal comfort, visual comfort, affordability, security rate, utility rate, fire escape, visual privacy apartments and security of tenure.

#### IV. CONCLUSIONS

Most property developers construct properties which they intend to rent out to tenants with inferior materials or sometimes without providing necessary facilities which will make occupying their property enjoyable for the tenants. they do these in a bit to spend little and get more profit from their property investment, this act has reduced the satisfaction most property occupants enjoy from their occupation in Nnewidistribution.

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