**CHAPTER FOUR**

**DATA PRESENTATION AND ANLYSIS**

**4.1 Introduction**

This chapter presents the data collected through study survey. It also presents the distribution and retrieval of study questionnaire. Demographic characteristics of the respondents were presented also to show the eligibility status of the respondents to participate in the study. The data presentations in this chapter are done in accordance with the stated objectives of this study. This chapter also discusses the findings of this study.

**4.2 Distribution and Retrieval of Study Questionnaire**

This section presents in tabular form the number of question distributed and retrieved from the study participants used for this study. This is clearly shown in table 4.1.

**Table 4.1: Questionnaire Distributed and Retrieved**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Respondents** | **Questionnaire Distributed** | | **Questionnaire Retrieved** | **Percentage Retrieved (%)** |
| Residents of Federal Housing Estate Egbeada  Staff of Federal Housing Authority in Owerri. | 200  25 | | 176  24 | 88  96 |
|  |  | |  |  |
|  |  | |  |  |
| **Total** | 225 | | 200 | 88 |
|  | | | | |
|  |  |  | | |

Table 4.1 presents the number of questionnaire distributed and retrieved from the two groups of study participants from which data for this study were extracted. A total of 225 copies of questionnaire were administered to the two related groups of respondents. 200 copies of questionnaire were distributed to the residents of the Federal Housing Estate, Egbeada, of which 176 (88%) were retrieved. This was possible because of the strategy adopted by the researcher in administering and retrieving questionnaire to this very group. The researcher adopted collective questionnaire completion approach in small manageable groups within each stratum. The thus completed questionnaires were retrieved immediately after the completion exercise in the small stratum groups. This helped to achieve great success in questionnaire completion and retrieval in the study area. Out of the 25 copies of questionnaire distributed to the landlords, 24 (96%) copies were retrieved. Hence this study recorded a total of 200 (88%) of questionnaire recovery from the respondents after distribution, which this study considers adequate for a study of this nature. This is an appreciably high ratio in questionnaire retrieval and was achievable due to the strategy adopted in administering and retrieving the questionnaire, the timing of the study survey and the simplicity of the questions presented in the study questionnaire. Hence further responses presented in this study were based on the 200 (88%) questionnaire retrieved.

**4.3 Demographic Profile of the Study Participants**

The study involving two related groups of respondents deemed it fit to elicit the various variables used to examine the study participants’ characteristics. The chosen variables adopted in respect of demographic profile of the study participants include, gender and level of education. These two variables were considered adequate as they have the capacity to influence the judgement of the study participants in relation to the study. In the study area, it is observable that renting or leasing of residential accommodations was done majorly by the male gender. It was also observed that the male gender is more involved in owner-occupation in the study area. The study also deemed it fit to identify the highest level of education of the study participants to ascertain if data was being extracted from study participants that are knowledgeable to respond to the subject matter. The demographic profile of the study participants are as shown in table 4.2.

**Table 4.2: Demographic Profile of Study Participants**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Demographic Profile of Study Participants** | **Residents of Federal Housing Estate Egbeada** | **Percent (%)** | **Staff of Federal Housing Authority Owerri** | **Percent (%)** |
| **Gender:** Male  Female | 146  30 | 82  18 | 17  7 | 75  25 |
| **Level of Education**  HND  B.Sc.  M.Sc. | 44  107  25 | 25  61  14 | 6  13  5 | 25  54  21 |

Table 4.2 indicates differences in gender and level of education the two groups of study participants. These two groups had greater number of male participants 146 (82%) and 17 (75%) for the residents in the study area and the staff of Federal Housing Authority respectively; than the female participants 30 (18%) and 7 (25%) for the residents and staff of the Federal Housing Authority respectively in the study area. This is not surprising that a greater number of the male gender are involved in a study of this nature due to the nature of the study that related to residential accommodation foe families Considering the nature of this study the Level of Education of the study participants were considered very important in order to establish that the study participants are knowledgeable and capable to participant in a study of this nature. Hence all the study participants possess higher degrees. Majority of the study participants sampled had B.Sc. being 107 (61%) and 13 (54%) for the residents of the area under study and the staff of Federal Housing Authority Owerri respectively.

**4.4 Response to Question One: The State of Residential Properties at Federal Housing Estate Egbeada, Owerri, Imo state**

This section presents with pictures the state of residential properties at Federal Housing Estate Egbeada, Owerri in Imo state.

**4.5 Response to Question Two: Critical Factors Challenging Effective Residential Property Management at Federal Housing Estate Egbeada, Owerri, Imo State**

This section analyzes the factors challenging effective residential property management as identified in the study area. The factors were analyzed based on the study participants’ level of agreement with selected challenges. The level of the study participants’ agreement to the selected factors challenging effective residential property management in the study area, were scaled on four level of agreement which are: SA=Strongly Agree; A=Agree; D=Disagree and SD=Strongly Disagree. Their responses are as shown in table 4.3.

**Table 4.3: Critical Factors Challenging Effective Residential Property Management at Federal Housing Estate Egbeada, Owerri, Imo State**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **Critical Factors Challenging Effective Residential Property Management** | **SA** | **A** | **D** | **SD** | **Mean Score** | **Position** |
| **4** | **3** | **2** | **1** |
| 1 | Lack of strategic property management system | 181 | 19 | - | - | 3.90 | 6 |
| 2 | Lack of routine property inspection | 167 | 33 | - | - | 3.83 | 9 |
| 3 | Use of untrained personnel in property management | 172 | 28 | - | - | 3.86 | 8 |
| 4 | Lack of due diligence in tenant selection | 178 | 22 | - | - | 3.89 | 7 |
| 5 | Lack of comprehensive inventory on property by property managers | 167 | 10 | 23 | - | 3.72 | 11 |
| 6 | Lack of computerization of property management | 188 | 12 | - | - | 3.94 | 4 |
| 7 | Lack of finance for adequate property maintenance and management | 198 | 2 | - | - | 3.99 | 1 |
| 8 | Reactive maintenance rather than proactive maintenance | 195 | 5 | - | - | 3.97 | 2 |
| 9 | Lack of enforceable lease covenant | - | 44 | 133 | 23 | 2.10 | 12 |
| 10 | Breach of tenancy agreement (misconduct) | 189 | 12 | - | - | 3.96 | 3 |
| 11 | Deferred maintenance approach | 183 | 17 | - | - | 3.91 | 5 |
| 12 | Lack of prompt payment of service charges by occupiers | 157 | 43 | - | - | 3.78 | 10 |

Table 4.3 presents twelve (12) identified factors challenging effective residential property management at Federal Housing Estate Egbeada. Some of the identified factors were obtained from literature and through pilot study were established to hold true in the study area. Hence, the mean scores of the responses of the study participants for each identified factor challenging effective residential property management in the study area was sought and analyzed. The table reveals that:

1. Lack of finance for adequate property maintenance and management: ranks first (1st) as a factor challenging effective residential property management in the study area with a mean score at (3.99). This means that lack of finance for adequate maintenance and management has posed the greatest challenge to managing the estate effectively.
2. Reactive maintenance rather than proactive maintenance: ranks second (2nd) as a factor challenging effective residential property management in the study area with a mean score at (3.97). This means that maintenance culture in the estate is that of damage before repairs. Hence maintenance actions are reactions to damages that have already taken place in the residential property. This means that reactive maintenance has remained a menace to effective residential property management in the study area.
3. Breach of tenancy agreement (misconduct): ranks third (3rd) as a factor challenging effective residential property management in the study area with a mean score at (3.96). This means that breach of tenancy agreement and general tenants’ misconduct has posed a great challenge to managing the estate effectively.
4. Lack of computerization of property management: ranks forth (4th) as a factor challenging effective residential property management in the study area with a mean score at (3.94). This means that lack of computerization of property management has continued to challenge effective property management at Federal Housing Estate Egbeada.
5. Deferred maintenance approach: ranks fifth (5th) as a factor challenging effective residential property management in the study area with a mean score at (3.91). This means that the practice of deferred maintenance is a challenge to effective management of the estate.
6. Lack of strategic property management system: ranks sixth (6th) as a factor challenging effective residential property management in the study area with a mean score at (3.90). This means that lack of appropriate management strategy by the managing authority has posed a challenge effective residential property management in the study area.
7. Lack of due diligence in tenant selection: ranks seventh (7th) relative to the twelve (12) factors identified as challenging effective residential property management in the study area with a mean score at (3.89). This means that the tenant selection procedure adopted by the landlords and the managing authority has been found wanting as evidence show that the tenants were not selection through due diligence which has resulted to failure in achieving effective property management in the study area.
8. Use of untrained personnel in property management: ranks eight (8th) relative to 12 factor challenging effective residential property management in the study area with a mean score at (3.86). This means that some of the residential properties in the study area are not managed by Estate Surveyors and Valuers who have been trained to do same. Hence the use of untrained personnel in residential property management in the study area has hindered or challenged effective property management in the area.
9. Lack of routine property inspection: ranks ninth (9th) out of the twelve (12) identified factors challenging effective residential property management in the study area with a mean score at (3.83). This means that the absence of property inspection, whether on weekly, monthly, quarterly or yearly as the case may require has posed a challenge to effective property management in the study area.
10. Lack of prompt payment of service charges by occupiers: ranks tenth (10th) relative to the 12 factors identified as challenging effective residential property management in the study area with a mean score at (3.78). This means that delay in the payment of utilities to support maintenance and management in the estate is a challenge to effective property management in the study area.
11. Lack of comprehensive inventory on property by property managers: ranks eleventh (11th) as a factor challenging effective residential property management in the study area with a mean score at (3.72). This means that the absence of complete inventory of the elements of the property is a major drawback to effective property management in the study area.
12. Lack of enforceable lease covenant: ranks twelfth (12th) out of the twelve (12) factors challenging effective residential property management in the study area with a mean score at (2.10). This means that the lease covenant in operation in the study area either it is too stringent to be enforced or the managing authorities and the landlord lack the will to enforce same.
    1. **Response to Question Three: Relative Importance of the Critical Factors Challenging Effective Property Management at Federal Housing Estate Egbeada, Owerri, Imo State**

Several factors challenge effective residential property management in general. But for the purpose of this study 12 critical factors were examined. Some of the factors are tenant related factors while others are related to the Managing authority which is the Federal Housing Authority Owerri. Such factors worthy of consideration are as shown below as the researcher has selected the most critical factors to be examined. The Likert Evaluation Technique (LET) on a five point scale was used to substantiate the Relative Importance of the identified critical factors. This section hereby ranks the critical factors in the order of their increased challenges to effective residential property management in the study area as shown in table 4.4.

**Table 4.4: Relative Importance of the Critical Factors Challenging Effective Residential Property Management at Federal Housing Estate Egbeada in Owerri, Imo state**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **Critical Factors Challenging Effective Residential Property Management** | **5** | **4** | **3** | **2** | **1** | **W** | **RII** | **Ranking** |
| 1 | Lack of strategic property management system | 152 | 29 | 19 | - | - | 933 | 0.933 | 5 |
| 2 | Lack of routine property inspection | 104 | 50 | 29 | 17 | - | 841 | 0.841 | 8 |
| 3 | Use of untrained personnel in property management | 145 | 32 | 23 | - | - | 922 | 0.922 | 6 |
| 4 | Lack of due diligence in tenant selection | 156 | 23 | 21 | - | - | 935 | 0.935 | 4 |
| 5 | Lack of comprehensive inventory on property by property managers | 167 | 33 | - | - | - | 967 | 0.967 | 2 |
| 6 | Lack of computerization of property management | - | 41 | 34 | 125 | - | 516 | 0.516 | 9 |
| 7 | Lack of finance for adequate property maintenance and management | 199 | 1 | - | - | - | 999 | 0.999 | 1 |
| 8 | Reactive maintenance rather than proactive maintenance | 199 | 1 | - | - | - | 999 | 0.999 | 1 |
| 9 | Lack of enforceable lease covenant | - | - | 66 | 56 | 78 | 388 | 0.388 | 10 |
| 10 | Breach of tenancy agreement (misconduct) | 157 | 43 | - | - | - | 957 | 0.957 | 3 |
| 11 | Deferred maintenance approach | 199 | 1 | - | - | - | 999 | 0.999 | 1 |
| 12 | Lack of prompt payment of service charges by occupiers | 107 | 82 | 11 | - | - | 896 | 0.896 | 7 |

Table 4.4 shows the differing levels of agreement on the identified factors challenging efficient residential property management in the study area. This table shows the ranking of the factors in order of importance which means that the challenging factor with the highest Relative Importance should be handled or tackled first to achieve effective residential property management in the area of study.

Lack of finance for adequate property maintenance and management; Reactive maintenance rather than proactive maintenance and Deferred maintenance approach have Relative Importance (RI) of (0.999) respectively ranking 1st in order of importance relative to the other critical factors challenging effective residential property management in the study area. This means that these first three factors should be curbed in order of priority when compared with other identified factors if effective management of properties must be achieved in the study area.

Lack of comprehensive inventory on property by property managers: ranks (2nd) with Relative Importance at (0.967). This means that the absence of complete inventory of the elements of the property is a major drawback to effective property management in the study area.

Breach of tenancy agreement (misconduct): ranks third (3rd) with Relative Importance at (0.957). This means that breach of tenancy agreement and general tenants’ misconduct has posed a great challenge to managing the estate effectively. It also means that the maintenance of the obligations in the tenancy agreement will go a long way in achieving effective property management in the study area.

Lack of computerization of property management: ranks forth 2nd to the last with Relative Importance at (0.516). This means that lack of computerization of property management though is a factor challenging effective property management at Federal Housing Estate Egbeada, but is 2nd to the least significant factor affecting same in the study area.

Lack of enforceable lease covenant: ranks tenth (10th) and the least and most insignificant factors challenging effective residential property management in the study area with Relative Importance at (0.388). This means that the lease covenant in operation in the study area either it is too stringent to be enforced or the managing authorities and the landlords lack the will to enforce same.

It is important here to note that Lack of enforceable lease covenant maintained the last position and ranking in table 4.3 and 4.4 respectively. Further enquiry through interview revealed that the lease covenants had stringent clauses that make it to lack enforcement in the study area.

It is also important to note that “Breach of tenancy agreement (misconduct)” in table 4.3 and 4.4 maintained the 3rd position and ranking, while Lack of finance for adequate property maintenance and management, maintained the first (1st) position and ranking in table 4.3 and 4.4 respectively. Though in table 4.4 such other factors equated with “Lack of finance for adequate property maintenance and management” which are “Reactive maintenance rather than proactive maintenance and Deferred maintenance approach”.

* 1. **Response to Question Four: Possible Solutions to Curb the Challenges of Effective Property Management at Federal Housing Estate Egbeada. Owerri, Imo State**

This section presents the possible solutions that are believed to have the capacity to curb the identified factors challenging effective property management in the study area. The proffered solutions were scale by the respondents on three levels of agreement, which are “Large Extent”, Moderate Extent and “Little Extent”.

**Table4.5: Possible Solutions to the Factors Challenging Effective Property Management at Federal Housing Estate Egbeada. Owerri, Imo State**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S/N** | **Solutions to Achieve Effective Residential Property Management** | **Large extent** | **Moderate extent** | **Little extent** | |
| 1 | Development and Adoption of strategic property management system | 182 | 18 | - | |
| 2 | Efficient routine property inspection | 200 | - | - | |
| 3 | Use of Estate Surveyors and Valuers for Property management | 145 | 55 | - | |
| 4 | Adoption of Due diligence in tenant selection | 161 | 39 | - |
| 5 | Practice of comprehensive inventory on property elements by property managers | 65 | 87 | 48 |
| 6 | The computerization of property management practice | 167 | 24 | 9 |
| 7 | Availability of adequate finance for efficient property maintenance and management | 200 | - | - |
| 8 | Proactive maintenance culture rather than Reactive maintenance | 200 | - | - |
| 9 | Providing enforceable lease covenant | 109 | 87 | 4 |
| 10 | Fulfillment of tenancy obligations | 200 | - | - |
| 11 | Prompt maintenance approach | 200 | - | - |
| 12 | Prompt payment of service charges by occupiers | 200 | - | - |

Table 4.5 shows the extent to which the study participants agree to the proffered solutions to effective residential property management in the study area. This table shows that the respondents unanimously believe that (Efficient routine property inspection; Availability of adequate finance for efficient property maintenance and management; Proactive maintenance culture rather than Reactive maintenance; Fulfillment of tenancy obligations; Prompt maintenance approach and Prompt payment of service charges by occupiers) if practiced to a large extent will achieve effective property management in the study area.

The respondents differ in their opinion to some degree on the rest of the solutions proffered, but worthy of note is the differing degree with the “Practice of comprehensive inventory on property elements by property managers”. On further enquiry through oral interview, some of the respondents were of the view that taking inventory without available finance for repairs execution all amounts to frustration. Some also reported that in the time past there have been experiences of several request for repairs inventory without commensurate repairs actions to follow up inventory taking. This has also resulted to lack of cooperation from tenants on property elements inventory taking, either for repairs or other purposes.

* 1. **Discussion of Findings**

Twelve (12) factors challenging effective residential property management at Federal Housing Estate Egbeada were identified. There were considered most critical as they are able to address almost all aspects of property management in the study area.

Lack of finance for adequate property maintenance and management is most critical to effective residential property management in the study area. This means that lack of finance for adequate maintenance and management has posed the greatest challenge to managing the estate effectively. Lack of finance for adequate property maintenance and management; Reactive maintenance rather than proactive and deferred maintenance approach have Relative Importance (RI) of (0.999) respectively hence were found significant. Reactive maintenance rather than proactive; means that maintenance culture in the estate is that of damage before repairs. Hence maintenance actions are reactions to damages that have already taken place in the residential property. This means that reactive maintenance has remained a menace to effective residential property management in the study area. Breach of tenancy agreement (misconduct) was also found significant effective residential property management in the study area.

Lack of comprehensive inventory on property by property managers: ranks (2nd) with Relative Importance at (0.967). This means that the absence of complete inventory of the elements of the property is a major drawback to effective property management in the study area.

Breach of tenancy agreement (misconduct): ranks third (3rd) with Relative Importance at (0.957). This means that breach of tenancy agreement and general tenants’ misconduct has posed a great challenge to managing the estate effectively. It also means that the maintenance of the obligations in the tenancy agreement will go a long way in achieving effective property management in the study area.

**CHAPTER FIVE**

**Summary of Findings, Recommendations and Conclusion**

**5.1 Introduction**

This chapter discusses the research findings of this study. Section (5.2) discusses the summary of research findings. Section (5.3) provides the study limitations. Section (5.4) provided areas for further studies. The recommendations of this study are discussed in section (5.5), section (5.6) drew the conclusion to this study based on the research findings.

**5.2 Summary of Research Findings**

Twelve (12) factors challenging effective residential property management at Federal Housing Estate Egbeada were identified. Lack of finance for adequate property maintenance and management is most critical to effective residential property management in the study area. Lack of finance for adequate property maintenance and management; Reactive maintenance rather than proactive and deferred maintenance approach had highest Relative Importance (RI) of (0.999) respectively hence were found most significant. Lack of comprehensive inventory on property by property managers: ranks (2nd) with Relative Importance at (0.967). This means that the absence of complete inventory of the elements of the property is a major drawback to effective property management in the study area. Breach of tenancy agreement (misconduct): ranks third (3rd) with Relative Importance at (0.957). This means that breach of tenancy agreement and general tenants’ misconduct has posed a great challenge to managing the estate effectively. It also means that the maintenance of the obligations in the tenancy agreement will go a long way in achieving effective property management in the study area.

**5.3 Limitations of the Study**

A research study involving investigation usually and naturally experiences series of bottle-necks and challenges. There is no doubt that this kind of study is respondents depended as the information from respondents is what is analyzed. Therefore the attitude of the respondents towards questionnaire completion posed some challenges to this study. Some specific challenges experienced in the course of this study due to the nature of this study include but not limited to: selection of study participants since it is important to choose the appropriate participants who are knowledgeable on the subject matter; quite a number of the respondents delayed in questionnaire completion and resulted to delay in questionnaire retrieval. Hence much financial commitment was done to achieve this study. These limitations not with-standing, the researcher made conscious efforts to control the extent to which these limitations affected the research results making the research findings valid.

**5.4 Suggestion for Further Studies.**

In the course of carrying out this study, burning issues were observed through literature need attention through studies of this nature. Hence this study suggests further comprehensive research in areas such as:

1. Assessment of Residential Property Management Systems in Imo state.
2. Implications of effective residential property management on rental returns in Owerri, Imo State.

**5.5 Recommendations.**

Based on the findings of this study the following recommendations were put up:

1. The Federal Housing authority should make pragmatic effort towards effective property management through development and adoption of workable strategies..
2. The revenue generated from the Estate by the managing authority should be adequately utilized for repairs and maintenance of the estate.
3. More funds should be geared towards the estate maintenance by the government as finance is most critical for property management.
4. Tenants should cooperate by fulfilling tenancy obligations in order to aid maintenance and management of the estate.

**5:6 Conclusion**

From the findings of the analyzed data, the study has therefore concluded that effective property management of properties particularly residential should be brought to the front burner in terms of real property management because it tends to lack adequate attention when compared with commercial properties. Dwelling places are great determinates of such issues as wellness and output in man, hence quality residential accommodation should be given its front line position by effective management particularl at Federal Housing Estate Egbeada, Owerri in Imo state.