**APPENDIX**

**Questionnaire**

Department of Estate Management,

Imo State University Owerri,

Imo State.

30th June, 2023 .

Dear Sir/Madam,

**COMPLETION OF QUESTIONNAIRE**

I am an undergraduate of the above mentioned department and university. I am carrying out a research on “**ANALYSIS OF CRITICAL FACTORS AFFECTING EFFECTIVE RESIDENTIAL PROPERTY MANAGEMENT IN OWERRI URBAN, IMO STATE”.** Please, kindly thick appropriately in the spaces provided on the subject matter.

The information given in this questionnaire shall be treated with utmost confidentially and for academic purposes only. Thank you.

Yours faithfully,

…………………

EMETO, VIVIAN CHIKAODINAKA

**Section 1: Personal Data**

1. Tick [√] in response to this personal information below

|  |  |  |
| --- | --- | --- |
| **Demographic Profile** | **Landlords/Residents**  **In Owerri urban, Imo satte** | **Estate Surveyors and Valuers** |
| **Gender:** Male  Female |  |  |
| **Level of Education**  HND  B.Sc.  M.Sc. |  |  |

1. Please tick [√] in agreement to the Critical Factors Challenging Effective Residential Property in Owerri urban, Imo State. Show your level of agreement by these levels of agreement: SA= Strongly Agree; A= Agree; D: Disagree; SD: Strongly Disagree

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S/N** | **Critical Factors Challenging Effective Residential Property Management in Owerri urban** | **SA** | **A** | **D** | **SD** |
| 1 | Lack of strategic property management system |  |  |  |  |
| 2 | Lack of routine property inspection |  |  |  |  |
| 3 | Use of untrained personnel in property management |  |  |  |  |
| 4 | Lack of due diligence in tenant selection |  |  |  |  |
| 5 | Lack of comprehensive inventory on property by property managers |  |  |  |  |
| 6 | Lack of computerization of property management |  |  |  |  |
| 7 | Lack of finance for adequate property maintenance and management |  |  |  |  |
| 8 | Reactive maintenance rather than proactive maintenance |  |  |  |  |
| 9 | Lack of enforceable lease covenant |  |  |  |  |
| 10 | Breach of tenancy agreement (misconduct) |  |  |  |  |
| 11 | Deferred maintenance approach |  |  |  |  |
| 12 | Lack of prompt payment of service charges by occupiers |  |  |  |  |

1. Please rank by ticking [√] these critical factors challenging effective residential property management. Note the “5” has the highest ranking while “1” has the least ranking.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **Critical Factors Challenging Effective Residential Property Management in Owerri urban** | **5** | **4** | **3** | **2** | **1** |
| 1 | Lack of strategic property management system |  |  |  |  |  |
| 2 | Lack of routine property inspection |  |  |  |  |  |
| 3 | Use of untrained personnel in property management |  |  |  |  |  |
| 4 | Lack of due diligence in tenant selection |  |  |  |  |  |
| 5 | Lack of comprehensive inventory on property by property managers |  |  |  |  |  |
| 6 | Lack of computerization of property management |  |  |  |  |  |
| 7 | Lack of finance for adequate property maintenance and management |  |  |  |  |  |
| 8 | Reactive maintenance rather than proactive maintenance |  |  |  |  |  |
| 9 | Lack of enforceable lease covenant |  |  |  |  |  |
| 10 | Breach of tenancy agreement (misconduct) |  |  |  |  |  |
| 11 | Deferred maintenance approach |  |  |  |  |  |
| 12 | Lack of prompt payment of service charges by occupiers |  |  |  |  |  |

1. Tick [√] in agreement to the extent to which you agree with the provided 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 in Owerri urban** | **Large extent** | **Moderate extent** | **Little extent** | |
| 1 | Development and Adoption of strategic property management system |  |  |  | |
| 2 | Efficient routine property inspection |  |  |  | |
| 3 | Use of Estate Surveyors and Valuers for Property management |  |  |  | |
| 4 | Adoption of Due diligence in tenant selection |  |  |  |
| 5 | Practice of comprehensive inventory on property elements by property managers |  |  |  |
| 6 | The computerization of property management practice |  |  |  |
| 7 | Availability of adequate finance for efficient property maintenance and management |  |  |  |
| 8 | Proactive maintenance culture rather than Reactive maintenance |  |  |  |
| 9 | Providing enforceable lease covenant |  |  |  |
| 10 | Fulfillment of tenancy obligations |  |  |  |
| 11 | Prompt maintenance approach |  |  |  |
| 12 | Prompt payment of service charges by occupiers |  |  |  |