**CHAPTER ONE**

**INTRODUCTION**

**1.1 BACKGROUND OF THE STUDY**

Management is the operation, control, and oversight of real estate as used in its most broad terms management indicates a need to be cared for, monitored and accountability given for its useful life and condition. This is much akin to the role of management in any business (Wikipedia, 2015).

Management is also the management of personal property, equipment, tooling and physical capital assets that are acquired and used to build, repair and maintain the public residential property. According to Olatubara and Fatoye (2006), public residential estates, when compared with existing private housing estates, are known to be lacking in basic infrastructural facilities and services and their respective maintenances that are meant to enhance the liveability of such estate. Property management involves the processes, system and manpower required to manage the life cycle of all public residential property as defined above including acquisition, control, accountability, responsibility, maintenance, utilization and disposition (Njoku, 2016).

According to Ebie (2012), duties involved in public residential property management generally will include a minimum of these basic primary tasks.

* The full and proper screening or testing a tenants/applicant’s credit, criminal history, rental history and ability to pay.
* Lease contracting or accepting rent using legal documents approved for the area in which the property is located.
* Mitigation and remediation regarding any maintenance issues, generally within a budget, with prior or conveyed consent via a limited power of Attorney legally agreed to be the property owner.

There are many facts to this public residential property management, including managing the accounts and finances of the real estate/residential properties, and participating in or initiating litigation with tenants, contractors and insurance agencies. Litigation is at times considered a separate function, set aside for trained attorneys. Although a person will be responsible for this in his/her job description, there may be an attorney working under a property manager. Special attention is given to landlord/tenant law and most commonly evictions, non-payment, harassment, reduction of pre-arranged services and public nuisance are legal subjects that gain the most amount of attention from public residential property managers. Therefore, it is a necessity that a public residential property manager be current with applicable municipal, country, state and federal fair housing laws and practices. According to Leong (2009), housing is a major factor impacting on the health, safety, socio-economic and political life of the occupants. In fact it impacts all aspect of human endeavour. In advanced countries, public residential property management, like facility management is increasingly facilitated by computer aided facility management (CAFM).

However, managers of public residential properties in Mopol Barrack-Ogida, Benin City are faced with various kinds of challenges arranging from uncooperative attitude from workers, poor maintenance and environmental condition, security and other basic infrastructures. Some manger in Benin City are faced with various kinds of challenges ranging room uncooperative attitude from workers, poor maintenance and environmental condition, security and other basic infrastructures. Some mangers in Benin City have been able to cope with some of this challenge, but the researcher will provide an overview about the challenges and how public residential properties can be managed effectively.

**1.2 STATEMENT OF THE PROBLEM**

According to Bello (2008), a public residential property is more than a mere shelter; it includes all facilities within and around it, embracing a bundle of services which entails both product and process. Management of public residential building embraces in all ramifications the maintenance and development process, be it economic, social, and physical. Management of public residential properties are tools used to analyze means different things to different people.

Bello, M.A. (2016), enumerated some basic problem and challenges posed by property management as; conceptual problem, design and execution of project, cost of funding, project development and subsequent maintenance, selection of responsible tenant, determination and negotiation of rental income, peculiar nature of some landlords and tenant, activities of quacks, renewal of leases, breach of covenant, responsibility for redecoration and repairs changes of ownership, nonfunctional municipal facilities, insurance of properties, obsolescence, death of a property owner, tenant problems, lack of budget or schedule for maintenance and vicissitude of life.

In fact, management of these properties has been subject of focus by researcher in recent times based on the cumbersome nature of the process. The problem of poor management of public residential properties is a global phenomenon and the severity of the problem differs from one nation to another. However, the researcher is seeking to examine the challenges of managing public residential property (A case study of Mopol Barrack Ogida, Benin City).

**1.3 RESEARCH QUESTIONS**

1. What are the challenges of managing public residential properties in Mopol Barrack – Ogida, Benin City?
2. What is the effect of adequate management on public residential property value?
3. What are the solutions to the problems of public residential property management in Mopol Barrack – Ogida, Benin City?

**1.4 AIM AND OBJECTIVES**

The main aim of this research is to examine the challenges of managing public residential properties and to understand the factors that bring about mitigation and remediation regarding any maintenance issues. To achieve this goal, the following objectives are to be pursued.

1. To examine the challenges of managing public residential properties in the study area.
2. To analyze the effect of adequate management on public residential property value.
3. To identify solutions to the problems of managing public residential property in the study area.

**1.5 SIGNIFICANCE OF THE STUDY**

The following are the significance of this study:

* The outcome of this study will educate general public on the intricacies of public residential properties in Mopol Barrack – Ogida, Benin City, emphasizing on its proper management and some other management challenges which will form a guide for estate mangers in decision making.
* This research will also serves as a resource base to other scholars and researchers interested in carrying out further research in this field subsequently, if applied will go to an extent to provide new explanation to the topic.

**1.6 SCOPE OF THE STUDY**

The scope of this study is viewed to a wide range of residential properties base on public usage and maintenance. The challenge of managing public residential properties in the study area will cover all the basic problems faced by mangers in effective maintenance of both the infrastructure and finances generated from it.

**1.7 AREA OF THE STUDY**

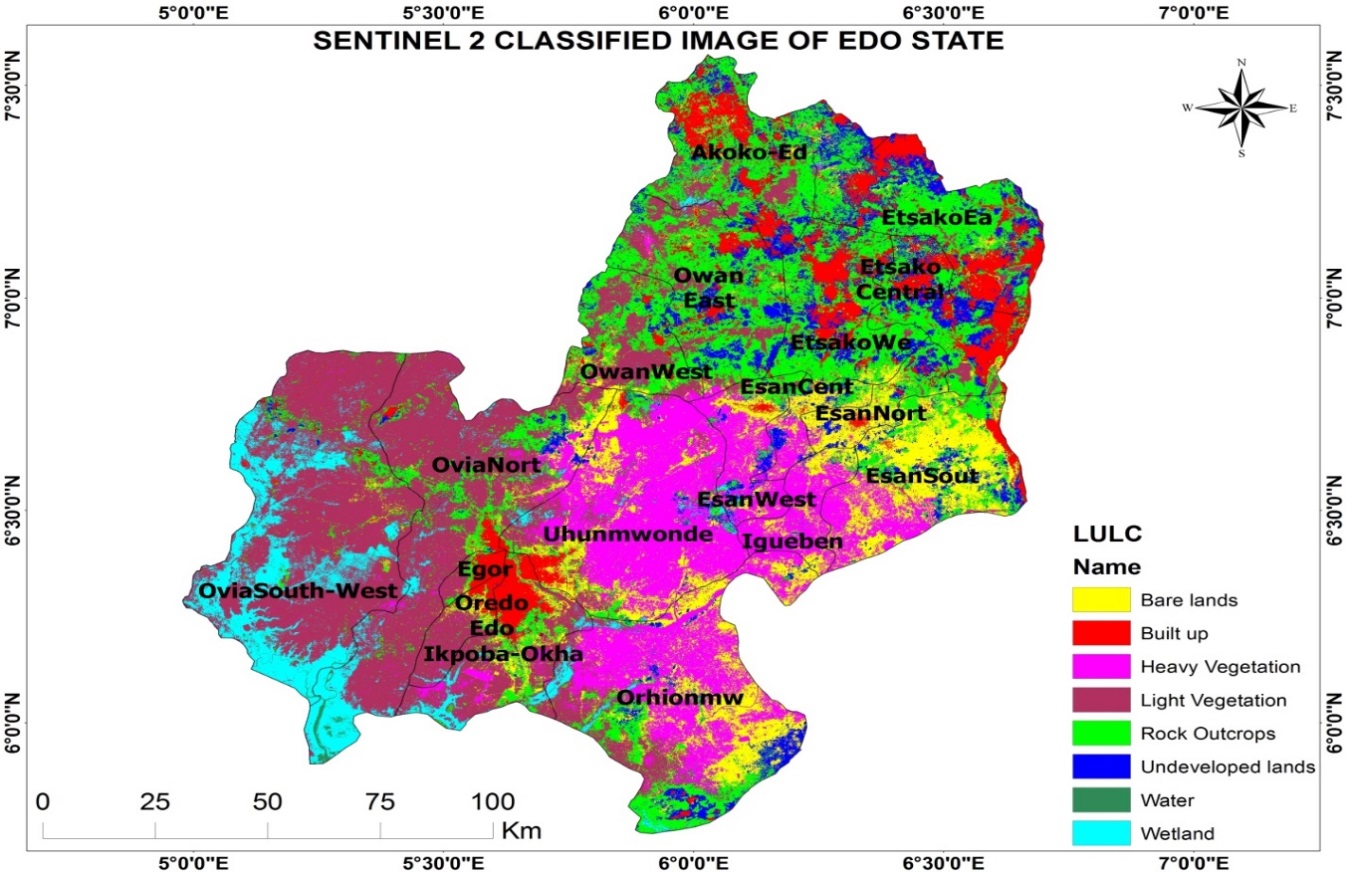
The area of the study is located at the heartbeat of the nation (Benin City). The city serves as the principal administrative and socio-economic centre for both Oredo Local Government Area and Edo State in Nigeria. It is a humid tropical urban settlement which comprises three local government area namely Egor, were the actual study area is located and other like Ikpoba Okha nd Oredo. It is located within latitudes 600 20’1” N and longitudes 50035’1”E and 50041’1”E (Okhakhu, 2010).

It has a population of 1,125,058 making it the biggest city in Edo state. It also operates on the WAT time zone. This extensive coverage suggests spatial variability of weather and climatic elements. Its highest elevation occurs around the Esan and Asaba Plateaux which rise steeply form the lower Niger valley and are bordered on the Northern edge by a steep slope



**Figure 1.0:** Map of Nigeria Showing Edo State Which is the study area came from and was

gotten from (https://en.wikipedia.org/wiki/Template:Nigeria\_states\_map).



**Egor**

**Figure 1.1:** Classified Map of Edo State Showing Mopol Barrack-Ogida Quarters that is

Under Egor Local Government Area. Gotten from *Okeke, F.I. (2017).*

**1.8 LIMITATION OF THE STUDY**

1. **Time Constrain:**

Due to the shortage of time given for this research work, various aspects of this research finding were ignored and more focus was on the most important aspect.

1. **Finance:**

Due to the economic recession will are now, funds were insufficient to meet with the demands of the research work. Hence, the needed resources to fund the most important section of the research work were available.

**1.9 OPERATIONAL DEFINITION OF TERMS**

Some basic terms were defined and give easy meaning below:

1. **Management:**

Management is multi-dimensional human activities geared towards economizing and controlling the use of resources and time to meet predetermined objectives and need for sustainable development (Ohiro, 2000).

1. **Residential:**

The term is defined as a design of built houses for people to leave in.

1. **Property:**

According to the Supreme Court, property is defined as the right to possession enjoyed and deposition of all right and things subject to ownership.

**CHAPTER TWO**

**LITERATURE REVIEW**

**2.0 INTRODUCTION TO THE STUDY**

This chapter shows the empirical study that has been carried out by other researchers. We would be looking at the current literature review, concepts of the study and the summary of the chapter.

**2.1 CONCEPT OF PROPERTY MANAGEMENT**

Successful property management is a demanding activity which requires relevant understanding, ability and appropriate technical and organizational skills as well as resources to successfully maintain and improve property value through to its obsolescence. Property assets, which include land and buildings, are a key resource for all types of organizations, including local authorities and central governments. In the same way as other resources human, financial and information – contribute to the success of these organizations, and so does the property resources.

Property management is seen by Macey (1982) as the application of skill in caring for the property, its surroundings and amenities and in developing a sound relationship between landlord and tenant and between tenants themselves in order that the estate, as well as the individual houses, may give the fullest value to both the landlord and the tenants. Emoh (2004) enumerates the major objectives of property management as seeing maximum economic return from available resources having regard to present and future social requirements. The type of property management techniques to be adopted would be related to the nature of estate being managed e.g. such estate may be large or small, concentrated or scattered, vacant land with or without buildings, freehold leasehold, residential, commercial, industrial, recreational special etc.

**2.1.1 PURPOSE/GOALS OF A PROPERTY MANAGER**

If the main purpose or goal of a property management is to achieve a social benefit, such system to be adopted is public property management Repairs and maintenance will be carried out from the initial budget set aside for such, without any recourse to the income generated by the property. Although if such property is being managed with main goal or purpose of maximizing profit, private property management would be adopted.

**2.1.2 INCOME GENERATING STATUS**

Public property are characterized with non-income producing status, even when rent is generated, it is likely to be far below market value because the main aim of holding such assets are to provide social benefit. Private properties produce rent sufficient enough to meet up with the expected profit margin of the business operation. This is the main motive of holding private property as investment which guides the direction of the property management principles.

.

Property has to do with the right that can be exercised in land. This means that property is the exclusive right of passion, enjoyment and disposing of a thing. These rights are very absolute even though it comprises with many rights. Management is multi-dimensional human activities geared towards economizing and controlling the use of resources and time to meet predetermined objectives and need for sustainable development (Ohiro, 2000).

Therefore, property management is the application of management principles to property in order to secure optimum return/maximize to potentials. Some school of thoughts defined property management as the application of management principles to the property assets with the aim of maximizing their potential.

**2.3 FUNCTIONS OF A PROPERTY MANAGER**

Functions being performed by a public property manager include the followings:

1. Repair and maintenance
2. Payment of rates and charges
3. Arranging for entrance of new occupants
4. Facility management
5. Arranging for the procurement and contract works relating to the managed properties
6. To keep proper accounts book and other records

Other basic functions as given by Udo Akagha (1981) include some of the common functions which a management surveyor undertakes. These are stated below:

1. Advising client at the design and construction stages of the estate what management problems to guard against.
2. Finding tenants and arranging lettings.
3. Negotiating rent revisions and lease renewals with existing tenants.
4. Liaising with solicitors in drawing up leases and amendments to leases.
5. Ensuring that both parties observe lease covenant.
6. Dealing with insurance of the estate and ensuring that premiums are paid promptly and up to date.
7. Dealing with maintenance whether for the landlord’s or tenant’s account.
8. Advising client on rating assessment and ensuring that rates are paid promptly and up-to-date.
9. Keeping estate accounts and making regular returns to client at agreed interval.
10. Dealing with dilapidation, the responsibility of outgoing tenants.
11. **Advising Client at the Design and Construction Stages of the Estate What Management Problems to Guard Against:**

This is the most overlooked function of the management surveyor in this country, overlooked not necessarily by the management surveyor himself but that both the developer and the other professionals in allied profession look with suspicion at his critical mind. Almost all architects try to implant their own personalities to each building they design and hardly does not like to be told to remove or reduce this personality to make the project more functional easy to manage and viable.

In a multiple occupied building – an office block for example, management surveyor’s advice on problems arising from:

* Provision for refuse disposal
* Rest room with convenience for drivers in one of the car parking floors.
* Conveniently placed store for cleaners.
* Office for maintenance staff conveniently placed for easy access to contractors, and service men.
* Arrangement of electricity meters.
* Selection of suitable sub-contractors for the installation of such equipment as lifts, air-conditioning, water pumps standby generators, are rarely asked for.

1. **Finding Tenants and Arranging Lettings:**

Strictly speaking this is agency service; and in a large departmentalized, estate firm, letting are usually handled by the agency surveyor before the management surveyor takes over. But there is always considerable liaison between the two surveyors in the selection of tenants and drawing up of lease terms and conditions. This is how it should be because since the agency surveyor acts as a salesman whose main objective is to dispose of his merchandise at the best price obtainable, the management surveyor thinks of the difficult days awaiting him when he would be clearly walking a tight rope with landlord on one side and the tenant on the other none of which will try to give him a hand should he slip. He therefore, has to see to it that tenants are carefully selected and that lease terms and conditions are clear, fair and unambiguous.

In “arranging letting” the management surveyor is always conscious of avoiding managing problems. He carefully selects the duration of leases in accordance with the prestige of the tenants and economic climate at the time.

1. **Negotiating Rent Revisions and Lease Renewals with Existing Tenants**

This does not require elaborate comments but let us see common wordings of most of the rent revision clauses. Wordings like: “The rent hereby reserved shall at the option of the lessor be subject to revision every “x” years at a rent to be agreed subject to the lessor serving on the lessee “y” months’ notice of intention to do so”.

For any enforceable option the rent, among other terms, has to be known or provision made to determine it if the parties fail to agree. The above quoted clause which makes no provision whatever for determine the new rent in the absence of mutual agreement could place the landlord at a very great disadvantage and he may completely lose his right to revise the rent during the term of the lease.

1. **Liaising with Solicitors in Drawing up Leases and Amendments to Leases**

The estate profession is a very young one in this country. In fact, the first private estate firm was established in the country only in 1960. Before this time and until recently al estates work was done mainly by lawyers. Now members of the learned profession are too well aware of their limitations primarily to estate surveyors for advice on those matters which they (the surveyor) can best handle while they concentrate on legal aspects of the estate business. Preparation of legal documents and representing clients in the courts if disputes go that far, by so doing client get the best services. In the preparation of legal documents, the estate surveyor should supply details of agreement to the solicitors who would first of all prepare appropriate legal documents, in draft form. The draft is sent to the surveyor for vetting before it is engrossed for execution by both parties. Usually both parties are given the opportunity to comment on the draft prior to engrossment.

1. **Ensuring that Both Parties Observe Lease Covenants**

The management surveyor will usually represent one party, either the landlord or the tenant, but in trying to protect his client’s interest of the other party. The client is best served if both parties are happy with the performance of the surveyors. He must boldly advised his clients what his liabilities to the other party are and must resist to be pressurized into taking actions which are either unfair to the other party or a contravention of the laws of the country simply because of client wants it done. He may think that he is sustaining some financial losses by being fair but surely a management surveyor’s success is not measured in terms of naira and kobo.

1. **Dealing with Insurance of the State and Ensuring that Premiums are Paid Promptly and up-to-Date**

Most property owners insure against fire risk and hardly anything else. It is the duty of the management surveyor to advice client what risks bringing under cover. Depending on the building, to be considered the commonest risk is:

1. Fire (including loss of rent)
2. Machinery breakdown (lifts, air-conditioning, standby generators, water pump)
3. Public liability
4. Workmen compensation

Whenever a management surveyor takes on a new property it may be necessary to invite an insurance expert to advice on appropriate risk.

1. **Dealing with Maintenance whether for the Landlord’s or Tenant’s Account**

This is perhaps the best known of all management functions where the management surveyor has only a few houses in his management portfolio all that he requires is to inspect them at regular intervals and also when he receives complaints from tenants, during which he prepares a schedule of repairs and gets them attended to in accordance with the terms of the management Deed and tenancy agreement. Where the surveyor’s management portfolio is a large one in terms of clientable and estates’, “planned maintenance” is the answer. Under “planned maintenance” the surveyor prepares repairs budgets once a year for each of his clients and get them approved, thus enabling him to spend up to the amount budgeted for without getting specific approval for each contract awarded**.**

1. **Advising Client on Rating Assessment and Ensuring that Rates are Paid Promptly and Up-to-Date**

In spite of the fact that all our local government laws place the responsibility for rate payment “owners” some rating authorities still assess multiple occupied storey building floor by floor and send rate bills direct to occupiers. It is only when they fail to pay that the authority descends on the owner.

This practice may create problems to the management surveyor. Since occupier might have left the building or even gone out of business. The management surveyor therefore ensures that multiple occupied properties under his management are assessed a single hereditaments and bills sent to him direct for apportionment to the occupiers in cases where they (the occupier) have covenanted with the owner to be responsible for payment.

1. **Keeping Estate Accounts and Making Regular Returns to Client at Agreed Intervals**

An important point to note here is that the surveyor must ensure that his client’s account is completely separated from all his other accounts (e.g. partnership account in the case of a partnership). The separation should be complete, documented and physical. If his individual, partnership or company account is in one bank another bank should be selected for client’s account. It is the best way to ensure that mistakes, some of which could be quite costly to the surveyor’s reputation, are avoided.

**10. Dealing with Dilapidation, the Responsibility of Outgoing Tenants:**

A tenant vacates the property he occupies on the happening of one of the following events:

1. Termination by effluxion of time and either the landlord or the tenant himself would not wish to renew.
2. Termination as a result of a breach of covenant by either party.
3. Termination in accordance with an “earlier termination clause” in the agreement.
4. In the case of a periodic tenancy, termination by means of appropriate notice to quite.

**2.4 ROLE OF PROPERTY MANAGER**

The property manager plays a vital role in the management of an estate some of the roles are listed below:

* Advisory role as the design and the construction of the project.
* Advertising and promotion
* Selection of tenant
* Preparation of leases/lease renewal
* Interpretation and enforcement of lease term
* Maintenance of property
* Providing routine financial service
* Keeping and updating records

All these role of a property manager work hand in hand to achieve the desirable goals the owner of the property wants his property or asset to attain in view of the monetary worth he/she wants to obtain from the set property.

**2.5 CHALLENGES AS ENUMERATED BY THE PROPERTY MANAGER**

Bello, M.A. (2016) enumerated the following problem and challenges posed by property management as:

1. Conceptual problem
2. Design and execution of project
3. Cost of funding
4. Project development and subsequent maintenance
5. Selection of responsible tenant
6. Determination and negotiation of rental income
7. Peculiar nature of some landlords and tenant
8. Activities of quacks
9. Renewal of leases
10. Breach of covenant
11. Responsibility for redecoration and repairs
12. Lack of budget or schedule for maintenance
13. Non-functional municipal facilities
14. Vicissitude of life

**2.6 MANAGEMENT OF PUBLIC AND PRIVATE ESTATE/PROPERTY**

The word estate denotes the quantity and quality of rights which an individual or a group of individuals possess in a property Robert Kyle (2000). An estate surveyor refers to estates as units of land over which the legal owners can exercise proprietary rights.

This estate, according to the Oxford dictionary is accommodation, which provides shelter and convenience usually of similar construction and design. There are two major types of estates managed by an estate surveyor. These are (i) Private estate (ii) Public estate.

**2.6.1 Public Estate**

Public estate are lands and buildings owned and directly managed by public authorities and those rights of control which public authorities exercise over the estates of all private owners.

The first facet of public estates which are land and properties owned by public authorities in Nigeria includes;

* Land and buildings acquired, occupied and used by federal, state and local governments, government parastatals and government departments for the conduct of government business. Examples are government secretariat and officer parastatal building.
* Land and building acquired by government department and parastatals for performing their specific functions, example is ministry of education that controls public schools, such as primary schools, secondary schools, polytechnics, and universities. Parastatals like Federal Airport Authority of Nigeria, National Electric Power Authority (NEPA); have properties all over the nation.
* Land and building acquired by public authorities for housing provision for their staff and the public in general. There are houses developed a staff quarters for the employees of government to alleviate the problem of housing.

Also included are houses developed by government departments and parastatals meant for provisions of housing to the public. Federal Housing Authority (FHA) and State Housing Corporations have residential estate meant for acquisition of the public in many cities in Nigeria.

The second facet of public estate has to do with the proprietary rights exercise by the public authorities have over all private property owners, such rights include:-

1. Right to tax private properties
2. Right to tax private property for public use
3. Right to control the use of private land and properties.
4. Escheat

**2.6.2 Objectives of Public Estate**

The major objectives of public estate are:-

1. To provide public service and income for the government
2. To promote economic development
3. To achieve social goals
4. To provide and control the use of public goods.

**2.6.3 Strategy and Tactics for Managing Public Estate**

Formulation of strategy and tactics for managing publicly estate is the same with private estates. There may be little modifications to adopt the process to meet peculiar aims and function of the authority concerned.

The strategies and tactics are the passed into law after the legislative body of a nation has done the formulation of the strategies and tactics for the management of public authorities’ proprietary interest in private estate, but in most cases, the public through referenda and consultation and make input. The professional in both public service and private practice are requested to submit memoranda as to the intended formulation body in their decisions.

Such strategies and tactics used are passed into laws for controlling the use and development of properties, which laws include:-

* Land laws
* Town and country planning laws
* Laws of compulsory purchase and compensation
* Landlords and tenants law
* Rent control laws
* Highway and housing codes
* Land reform laws
* Environmental laws
* Public health laws
* Land resources conservation laws

**2.6.4 Implementation, Control and Monitoring**

Ministries, departments, commissions and parastatals are usually in existence to see to the execution of such laws on behalf of the executive arm of government. In case there is need to create a new; government may create such a department.

Implementation, control and monitoring of public authorities proprietary interest in private estate are in form of public measures for directing land and development. The control requires detailed discussion below:

1. **Police Power Measures**

These are the measure used to monitor the development and use of land and property by the government. The aim of applying the measure is to promote public safety, health, morals and general welfare. The major policy measures in police power are zoning and sub-division regulations, planning permission and development control measures, building byelaws and housing codes, sanitary ordinance and rent control.

1. **Control of Estate by Fiscal Means**

The control of estates by fiscal means involves property taxation and variety of financial inducements available to individual estates.

1. **Control of Estate by the Exercise of Power of Eminent Domain**

Eminent domain is commonly referred to as compulsory power. It is the power of public authorities to compulsorily acquire ownership of private properties with or without owner’s consent for overriding public interest.

**2.6.5 Types of Public Estate**

The various types and kind of public estate are seen below:-

* Barracks, staff quarters, masses housing, recreational properties
* Institutional properties, public buildings, few industrial for revenue.

In this study we are concerned with the Barrack (Mopol Barrack Ogida, Benin City, to figure out the challenges of managing public residential property.

**2.7 THE PROBLEMS OF MANAGEMENT OF PUBLIC ESTATE**

The following are some specific problems of managing public estate, which will be given a detailed discussion.

* The type and nature of accommodation to be provide
* Lettings
* Rents
* Estate supervision
* Ensuring the maximum use of accommodation
* Maintenance

**2.7.1 The Type of Nature of Accommodation to be Provided**

This is the problem of policy makers or planners. The needs of the tenants likely to occupy the property must be identified. The property must be flexible so as not to become obsolesce when need and fission change. Above all, there should be essential facilities and amenities. As an estate manager, when advising the authority on the cost of the project, project cost should be minimal as much as possible.

**2.7.2 Lettings**

Usually the rents are below the market rental value hence the demand out weight supply. Letting is therefore by feasible rationale on the basis of need such as overcrowding and other basic letting option. These factors are weighted and accommodation given to applicant with highest score.

* + 1. **Rent**

Normally this is below market value; hence there is problem in balancing the housing account. Rent should carry a substantial tax for a tax burden. Differential rent schemes could be operated i.e. rent payable related to ability to pay; with this similar dwellings are let at different rent.

* + 1. **Estate Supervision**

This is the same as private estate of a comparable size rent collection and handling of tenant dispute, maintenance of common part etc. The main task of management is in preventing any of these in reaching any point or eviction. Finally, formation of tenant association e.g. in large estate, should be encourage in their mutual benefit.

**2.7.5 Ensuring the Maximum use of Accommodation**

This process cause problem to occupy property commensurate with needs, due to the low rent charged some people occupy property greater than their need. It is also important to have the sufficient varieties of accommodation to meet the respective need of different household.

**2.7.6 Maintenance**

This routine work comes to all estate design, construction and fittings could be standardizing so that maintenance could be programmed and more economically carried out. However, there should be some variation in design to avoid monotony and estate aesthetic be enhanced.

Other problems of managing public residential properties include the following:

* Bureaucratic bottle-neck leading to unnecessary delay.
* An increase in the cost of repairs and maintenance sterning from corruption.
* Granting contract work to incompetent persons.
* Non keeping of proper account books and other records
* Non-payment of rates and other charges relating to the buildings leading to frequent disconnections of public facilities.
* Lack deistical attitudes of people toward government work leading to ineffectiveness in the operations of public property management.

**CHAPTER THREE**

**RESEARCH METHODOLOGY**

**3.1 INTRODUCTION**

The chapter covers the research design and methodology including Population of the study, sample size, sample frame, sampling techniques, instruments for data collection, and method of data analysis.

**3.2 RESEARCH DESIGN**

According to Andrew kirumbi (2018), a research design is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem. It is also a detailed outline on how an investigation will take place. A research design consist of data that is to be collected, what instrument will be employed, how the instrument will be used and the intended means for analyzing data collected.

The research design adopted for this research work is the survey research design. A survey is defined as a brief interview or discussion with individuals about a specific topic. It also means collection of information.

**3.3 POPULATION OF THE STUDY**

According to Alvi (2016), population is said to be homogenous or heterogeneous. A population is said to be homogenous when its element is similar to each other in all aspects. Also a population is said to be heterogeneous when its elements are not similar to each other in all aspects. A single entity of any given population which is not decomposable further is called as an element. An element may be an individual, a household, a factory, and market place e.t.c. in other words, one characteristics variable is not same among all the elements, while they meet the rest of the criteria that defines the target population.

The targeted population for this research consists of number of occupant (low income earners), property manager in charge of the buildings in the study area.

**3.4 SAMPLE FRAME**

We mean a list or map containing all the units from which a sample is selected. The register of voters is an example of a sampling frame for selecting a sample of individuals for the purpose of carrying out opinion surveys to investigate people’s attitude towards burning issues in a country.

In these research findings, the sample frame of the study will be **106 (**one hundred and six**)** numbers of occupant (low income earners), property manager in charge of the buildings in the study area.

**3.5 SAMPLE SIZE**

Hornby (2005) defines sample as the number of things taken from a larger group and used in tests to provide information about the group. It is also defined as the measures of the number of individuals samples measured or observations used in a survey or experiment. For example, if you test 100 samples of soil for evidence of acid rain, your sample size is 100. To determine the sample size needed for an experiment or survey, researchers take a number of desired factors into account. Firstly, the total size of the population being studied must be considered, the researcher will also need to consider the margin of error, the reliability that the data collected is generally accurate and the confidence level. Finally, the researchers must take into consideration/account the standard derivation they expect to see in the data.

The sample size derivation was done by using Taro Yamane formular to arrive at the number issued or given as the sample size. The calculation is shown below:

**Recall:**

N = N

(1 + N(e)2)

N = Total population of respondents

e = Level of Significance given as (0.05)

**Given:**

N = 106

e = 0.05

N = 106

(1 + 106(0.05)2)

N = 106

(1 + 106(0.0025)

N = 106

1 + 0.265

N = 106

1.265

N = 84%.

From the solution above, this had shown us the step by step process of getting our sample size using taro Yamane formular and theory.

Hence, for this research the sample size of the study will be taken as eighty – four (84) numbers of occupant (low income earners), property manager in charge of the buildings in the study area.

**3.6 SAMPLING TECHNIQUES**

The sampling technique is a systematic selection and also a sample that will give a representative view of the whole. It is usually a random selection from the target population and on the assumption that the sample was taken as a representation for a particular group.

According to Alvi (2014), sampling is the process through which a sample is extracted from a population. On the basis of information obtained from the sample, the inferences are drawn from the population. Thus, the more the sample is representative of the population, the higher is the accuracy of the inferences and better is the results generalizable. For this research the simple random sampling will be chosen because we are dealing with homogenous population.

**3.7 INSTRUMENTS FOR DATA COLLECTION**

For the purpose of this study, the instrument for data collection will be the questionnaire. According to Nabb (2008), it has been estimated that questionnaire are used in 85percent or more of all quantitative research project. Questionnaires can be used to obtain information about large numbers of respondent (populations) and from small groups (sample). The questionnaire is a techniques designed to contain a list of questions used in extracting information from respondents. The list of question is expected to be answered in written form by the respondent. Here, the respondents simply fill in the answers in the spaces provided for the purpose of the study.

In this study, the close ended questionnaire will be utilized or used and it will cover the study objectives. The purpose of the research instruments is to give a clear view of the research problem. Self-administered method will be used to deliver questionnaires.

**3.8 PROCEDURE FOR DATA COLLECTION**

The procedures used for data collection involves the primary data collection and secondary data collection. The primary data collection consists of questionnaires, open ended interviews, focus group discussions and observations. While secondary data collection entails basically collecting data from documents, records and reports of others.

In this study, primary data collection and secondary data collection were used in the course of the research to bring out a quality presentation of the study.

**3.9 METHOD OF DATA ANALYSIS**

This is the process of extracting information from data. It involves multiple stages including establishing a data set, preparing the data for processing, applying models, identifying key findings and creating reports. The goal of data analysis is to find actionable insights that can inform decision making. According to a saying by molly galetto (2018), data analysis involves asking questions about what happened, what is happening and what will happen.

To analyze the data collected, statistical tool was employed or used called “SPSS” to compute and analyze the data that will be gotten from respondent in the study area. This is to enable inference to be drawn in respect of public usage and maintenance.

**CHAPTER FOUR**

**DATA ANALYSIS AND INTERPRETATION**

**4.1 INTRODUCTION**

Below an attempt is made to present and analyze the data collected in the course of the field work.

**4.2 PRESENTATION OF DATA AND INTERPRETATION**

In the analysis of this study, it is important to analyses the socio- demographic features of the respondents which will act as a prelude to the data analysis.

The social demographic features like age, marital status, sex, and educational qualifications of the respondents are analyzed and presented in a tabular form for easy understanding and interpretation.

A total number of eighty-four (84) and 73 numbers of these questionnaires were returned. Here is the information presented below.

**Table 4.1: Showing Personal Background.**

|  |  |  |
| --- | --- | --- |
| **Demographic** | **Frequency** | **Percent** |
| **Age** |  |  |
| 20-30 | 24 | 32.9 |
| 31-40 | 21 | 28.8 |
| 41-50 | 22 | 30.1 |
| 51 and above | 6 | 8.2 |
| **Total** | **73** | **100.0** |
| **Sex** |  |  |
| Male | 35 | 47.9 |
| Female | 38 | 52.1 |
| **Total** | **73** | **100.0** |
| **Marital Status** |  |  |
| Single | 38 | 52.1 |
| Married | 35 | 47.9 |
| **Total** | **73** | **100.0** |
| **Educational Qualification** |  |  |
| OND | 21 | 28.8 |
| HND | 24 | 32.9 |
| B.sc | 22 | 30.1 |
| Others | 6 | 8.2 |
| **Total** | **73** | **100.0** |
| **Stayed Period** |  |  |
| 1-5 years | 37 | 50.7 |
| 6-10 years | 12 | 16.4 |
| 11-15 years | 14 | 19.2 |
| 16 and above | 10 | 13.7 |
| **Total** | **73** | **100.0** |

Source field: Survey, 2019

From the above table 4.1, the respondent under the age options between the age of 20-30 represented 32.9%, the respondent between the age of 31-40 represented and constitute 28.8%, the respondent as well between the age of 41-50 represented 30.1%, while the respondent between the age of 51 and Above constitute the minority representing of 8.2%.

It can also be seen from the table 4.1 that majority of the respondents under sex includes 38 female and 35 male, in this study are females. The male constituted 47.9%, while the female constituted 52.1% of the total respondents include in the study.

Also, from the table 4.1 above, the majority of the respondents include in the study are married. The respondents who are married represented 35 of the total respondents which includes 47.9%, the respondents include in the study that are single represented 38 which includes 52.1% respectively.

As it can be seen from the table 4.1 above under educational qualification, 28.8% of the respondent have OND and this takes the third highest percentage, while HND take the highest percentage with 32.9%, and 30.1% of respondents for BSC in the study. The respondents which fall within other degree take 8.2% of the total respondents in the study.

It can also be seen from the table 4.1 that majority of the respondents under stayed period fall under 1-5years. The period between 1-5years constitute 50.7%, while the 6-10years constitute 16.4% and 11-15years constitute 19.2% with 16 and above constitute 13.7% of the total respondents include in the study.

**Table 4.2: Showing Rate of Performance of the Management Team**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Performance** | | **SA(%)** | | **A(%)** | | **UD(%)** | | **D(%)** | | | **SD(%)** | **Total** | | **Means** | **Rank** |
| Good | | 22(30.1) | | 12(16.4) | | 14(19.2) | | 11(15.1) | | | 14(19.2) | 73 | | 3.23 | 1st |
| Very Excellent | | 15(20.5) | | 21(28.8) | | 17(23.3) | | 3(4.1) | | | 17(23.3) | 73 | | 3.19 | 2nd |
| Very Good | | 14(19.2) | | 21(28.8) | | 8(11.0) | | 6(8.2) | | | 24(32.9) | 73 | | 2.93 | 3rd |
| Poor | | - | | 22(30.1) | | 8(11.0) | | 27(37.0) | | | 16(21.9) | 73 | | 2.49 | 4th |
| Excellent | | 9(12.3) | | 23(31.5) | |  | | - | | | 41(56.2) | 73 | | 2.44 | 5th |
| Very Poor | | - | | 13(17.8) | | 5(6.8) | | 24(32.9) | | | 31(42.5) | 73 | | 2.00 | 6th |
| Fair | | 1(1.4) | | 5(6.8) | | 8(11.0) | | 32(43.8) | | | 27(37.0) | 73 | | 1.92 | 7th |
| Source field: Survey, 2019 |  | |  | |  | |  | |  |  | | |

From the table above, “good” was ranked the highest with 3.23 means score followed by “very excellent” with 3.19% mean score. Also followed by “very good” with 2.93 mean score. Poor, excellent, very poor, and fair ranked 4th, 5th, 6th and 7th respectively with 2.49, 2.44, 2.00 and 1.92 means score. It can therefore be reasonable concluded that the major dominant is good that show the accurate management strategies by the management team.

**Table 4.3: Showing Type of Security Employed.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Security** | **A(%)** | **NA(%)** | **Total** | **Mean** | **Rank** |
| Internal | 57(78.1) | 16(21.9) | 73 | 1.78 | 1st |
| External | 28(38.4) | 45(61.6) | 73 | 1.38 | 2nd |
| None  Source field: Survey, 2019 | 24(32.9) | 49(67.1) | 73 | 1.33 | 3rd |

As it can be seen in table 4.2 above, “internal” was ranked the highest with 1.78 means score followed by “external” with 1.38 mean score and followed by “none” with 1.33 means score. These shows that security was done internally by various security officers residing in that quarters or area, which is tagged mopol barrack with a lot of military personnel present there.

**Table 4.4: Showing the Kind of Properties Present in the Study Area**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Properties** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Tenement | 42(57.5) | 24(32.9) | 1(1.4) | - | 6(8.2) | 73 | 4.32 | 1st |
| Bungalow | - | 31(42.5) | 1(1.4) | 21(28.8) | 20(27.4) | 73 | 2.59 | 2nd |
| Flat | - | 7(35.0) | 1(5.0) | 3(15.0) | 9(45.0) | 73 | 2.30 | 3rd |
| Duplex | - | 16(21.9) | 12(16.4) | 3(4.1) | 42(57.5) | 73 | 2.03 | 4th |
| Source field: Survey, 2019 |

As it can be seen in table 4.4 above, “tenement” was ranked the highest with 4.32 means score followed by “bungalow” with 2.59 mean score and followed by “flat” with 2.30 mean score and “duplex” also with 2.03 mean score. It can therefore be reasonable to say that the major dominant is tenement buildings which are seen in a large quantity in the study area.

**Table 4.5: Showing How Important is the Effect of Adequate Management on Public Estate**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Management** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Very Important | 18(24.7) | 35(47.9) | - | 8(11.0) | 12(16.4) | 73 | 3.53 | 1st |
| Important | 10(13.7) | 43(58.9) | - | 7(9.6) | 13(17.8) | 73 | 3.41 | 2nd |
| Moderately Important. | 15(20.5) | 24(32.9) | 10(13.7) | 6(8.2) | 18(24.7) | 73 | 3.16 | 3rd |
| Less Important  Source field: Survey, 2019 | 1(1.4) | 8(11.0) | 7(9.6) | 27(37.0) | 30(41.1) | 73 | 1.95 | 4th |
|  |

From table 4.5 above, very “important” was ranked the highest with 3.53 means score followed by “important” with 3.41 mean score and followed by “moderately important” with 3.16 mean score and “less important” also with 1.95 mean score. It can therefore be reasonable to study that the major dominant is very important, because the effect of adequate management on public estate is very important to keep the set property in a good tenantable position for other user to benefit from it.

**Table 4.6: Showing Data Collected On The Properties Managed.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Data** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Manually | 16(21.9) | 32(43.8) | 17(23.3) | 5(6.8) | 3(4.1) | 73 | 3.73 | 1st |
| Both | 19(26.0) | 34(46.6) | 2(2.7) | 14(19.2) | 4(5.5) | 73 | 3.68 | 2nd |
| Computer | 10(13.7) | 21(28.8) | 3(4.1) | 20(27.4) | 19(26.0) | 73 | 2.77 | 3rd |
| None of the Above | - | 8(11.0) | 2(2.7) | 37(50.7) | 26(35.6) | 73 | 1.89 | 4th |

Source field: Survey, 2019

As it can be seen in table 4.5 above, “manually” was ranked the highest with 3.73 means score followed by “both” with 3.68 mean score and followed by “computer” with 2.77 mean score and “none of the above” also with 1.89 mean score. It can therefore be reasonable to say that the major dominant is manually done. This can be concluded by saying that data collected by the management team is done manually. But it will be stressful because we are in a modern dispensation that is computerized by all aspect of operation by making it easier for the user to collate such data with ease. Computer should be used more than manual method to avoid errors in the computation.

**Table 4.7: Showing Rent Paid by Residents.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Rent Paid** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Completely | 17(23.3) | 31(42.5) | 16(21.9) | 4(5.5) | 5(6.8) | 73 | 3.70 | 1st |
| Fully | 4(5.5) | 32(43.8) | 7(9.6) | 17(23.3) | 13(17.8) | 73 | 2.96 | 2nd |
| Average  Source field: Survey, 2019 | 2(2.7) | 29(39.7) | 1(1.4) | 1(1.4) | 40(54.8) | 73 | 2.34 | 3rd |

From the table 4.7 above, “completely” was ranked the highest with 3.70 means score followed by “fully” with 2.96 mean score and followed by “average” with 2.34 mean score. It can therefore be reasonable to say that the major dominant is completely, which implies that the rent is satisfactory to all that reside there.

**Table 4.8: Showing Sources of Electricity**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sources of Electricity** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Generator Set | 16(21.9) | 40(54.8) | 11(15.1) | 3(4.1) | 3(4.1) | 73 | 3.86 | 1st |
| Both | 17(23.3) | 34(46.6) | 14(19.2) | 8(11.0) | - | 73 | 3.82 | 2nd |
| PHCN  Survey field: Survey, 2019 | 10(13.7) | 32(43.8) | 9(12.3) | 9(12.3) | 13(17.8) | 73 | 3.23 | 3rd |

From the table 4.8 above, “generator set” was ranked the highest with 3.86 means score followed by “both” with 3.82 mean score and followed by “PHCN” with 3.23 mean score. It can therefore be reasonable to say that the major dominant is generator set, because sources of power supply is not constant in the study area.

**Table 4.9: Showing Regularity of Electricity Supply**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regularity of Electricity Supply** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Irregular | 22(30.1) | 37(50.7) | - | 3(4.1) | 11(15.1) | 73 | 3.77 | 1st |
| Very Regular | 16(21.9) | 32(43.8) | 5(6.8) | 18(24.7) | 2(2.7) | 73 | 3.58 | 2nd |
| Intermittent  Regular  Survey field: Survey, 2019 | 14(19.2)  14(19.2) | 10(13.7)  2(2.7) | 10(13.7)  9(12.3) | 14(19.2)  30(41.1) | 25(34.2)  18(24.7) | 73  73 | 2.64  2.51 | 3rd  4th |

As it can been seen in table 4.9 above, “irregular” was ranked the highest with 3.77 means score followed by “very regular” with 33.58 mean score and followed by “intermittent” with 2.64 mean score and “regular” with 2.51% mean score. It can therefore be reasonable to conclude that the major dominant is irregular, because a source of power supply is not constantly given in the study area.

**Table 4.10: Showing Adequate Waste Disposal facilities**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Waste Disposal Facilities** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| No | 11(15.1) | 31(42.5) | 22(30.1) | 8(11.0) | 1(1.4) | 73 | 3.59 | 1st |
| Yes | - | 31(42.5) | 11(15.1) | 21(28.8) | 10(13.7) | 73 | 2.86 | 2nd |
| None of Above  Survey field: Survey, 2019 | - | 10(13.7) | 30(41.1) | 25(34.2) | 8(11.0) | 73 | 2.58 | 3rd |

As it can been seen in table 4.10 above, “no” was ranked the highest with 3.59 means score followed by “yes” with 2.86 mean score and followed by “none of above” with 2.58 mean score. It can therefore be reasonable to say that the major dominant is No, because adequate sources of waste disposal are not seen in the study area.

**Table 4.11: Showing Types of Maintenance and Repairs**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Maintenance & Repairs** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Planned | 25(34.2) | 32(43.8) | 16(21.9) | - | - | 73 | 4.12 | 1st |
| Preventive | 18(24.7) | 26(35.6) | 3(4.1) | 11(15.1) | 15(20.5) | 73 | 3.29 | 2nd |
| Unplanned  None of the Above  Survey field: Survey, 2019 | 16(21.9)  10(13.7) | 15(20.5)  15(20.5) | 11(15.1)  18(24.7) | 10(13.7)  19(26.0) | 21(28.8)  11(15.1) | 73  73 | 2.93  2.92 | 3rd  4th |

From the table 4.11 above, “planned” was ranked the highest with 4.12 means score, followed by “preventive” with 3.29 mean score, followed by “unplanned” with 2.93 mean score and “none of the above” with 2.92. It can therefore be reasonable to say that the major dominant is planned maintenance and repairs, because the problems of corruption through inflation is seen in operation carried out.

**Table 4.12: Showing Factors That Causes Housing Challenges**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Factors that Cause Housing Challenges** | **SA(%)** | **A(%)** | **UD(%)** | **D(%)** | **SD(%)** | **Total** | **Mean** | **Rank** |
| Environment | 12(16.4) | 33(45.2) | 11(15.1) | 15(20.5) | 2(2.7) | 73 | 3.52 | 1st |
| Economy | 1(1.4) | 49(67.1) | 12(16.4) | - | 11(15.1) | 73 | 3.40 | 2nd |
| Religious  Government  Survey field: Survey, 2019 | -  1(1.4) | 23(31.5)  33(45.2) | 29(39.7)  12(16.4) | 21(28.8)  12(16.4) | -  15(20.5) | 73  73 | 3.03  2.90 | 3rd  4th |

From the table 4.11 above, “environment” was ranked the highest with 3.52 means score, followed by “economy” with 3.40 mean score, followed by “religious” with 3.03 mean score and “government” with 2.90. It can therefore be reasonable to say that the major dominant is environment, because it contributes negatively and positively to housing problems or challenges.

**CHAPTER FIVE**

**SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATION**

**5.0 INTRODUCTION**

This chapter covers a brief summary of findings, conclusion and recommendation, which will serve as the solution to the challenges of managing public residential properties in line with the goals the objective of these study want to achieve.

**5.1 SUMMARY OF FINDINGS**

It is observed from the analysis of the public property management one of the major problems is corruption through inflation of the price of materials during the planned repairs and maintenance. And the planned maintenance constitute the leading problems (34.2%) strongly agreed marked by respondent of the public residential property. About 45.2% of the respondents are of the opinion that environment also serves as one of the causes of public housing challenge. Other forms of problems identified are delay, lack of adequate funds for prompt repairs and maintenance, are part of the problems.

**5.2 CONCLUSION**

Public property is among the neglected set of property worldwide, purposely because the asset provides no income and also the government focuses attention on the construction of new buildings while neglecting completely the repairs and maintenance of the existing ones. Also, it is high time that, such vices like corruption be deviling the effective management of the public property has to be shunned through vigorous enlightenment campaign and severe punishment meted on officials caught engaging in such evil practice. Substantial amount needs to be embarked for repair and maintenance of these. We can say we have functioning public properties in Nigeria.

**5.3 RECOMMENDATIONS**

To achieve an itch-free property management in the study area, it is hereby recommended that, enlightenment campaign is embarked upon by the government for the populace to shun corruption, nepotism, laxity at work, keeping of account/records of property being managed and invoices of purchases. Also, to record an improvement in the management of public property, government needs to allocate and release substantial sum of money for repairs and maintenance of this set of property. It is a fact that government properties are exempted from payment of levies like tenement rates, etc. but a professional estate surveyor managing such public building must promptly settle the consumption bills relating to the water, electricity, telephone, drainage cleaning, street cleaning and other service charges as nonpayment will affect effective functioning of the amenities therein.

Other recommendations which serve as the solution to the challenges of managing public residential properties in line with the objectives given in chapter one, include the following:

1. Removal of unnecessary bureaucratic procedures in the public services in order to ensure smooth operations.
2. Awareness creation to ensure proper award of contract for repairs and maintenance of public properties.
3. Prompt settlement of necessary rates and charges relating to government levies and provision of public amenities.
4. Proper keeping of book of accounts and other records for easy reference and accountability.

**REFERENCE**

Bello M.A. (2008), The Economics of Land and Housing, *Denas publication, Abeokuta*.

Ebie, (2012), The Imperative of Social Housing in South-South Region of Nigeria, *Journal of the*

*Estate Surveyor and Valuer.* Vol. V, No. 1. November 2006. p.72, 112.

Galetto, M. (2018, March 8). Business Analytics. Retrieved from <https://www.ngdata.com/> what-

is-business-analytics/

Hornby, (2005), Oxford advanced learners dictionary. Oxford University Press, USA, 1 Jan,

170(2), 220-224.

Kirumbi, (2018), A Manual to Determine Research Design. South Africa, Article 2, 10(1), 89-90.

Leong, K. C (2009), Sustainable Housing and Community Development – Opposite Sides of the

Same Coin. *Earoph 42nd Regional Seminar, Parliament House, Ulaanbaatar, Mongolia*.

Mohsin Alvi (2016), A Manual for Selecting Sampling Techniques in Research, University of

Karachi, Iqra University. March 23, 2016.

Nabb, (2008), Research methodology platform. *A Journal of Research in Education, Nigeria*,

57(1), 508-510.

Ohiro, (2000), Property management practice. *Honzanna publication of Nigeria*, 12(5), 202-209.

Olatubara, C. O. & Fatoye, E. O. (2006). Residential Satisfaction in Public Housing Estates in

Lagos State, Nigeria. *Journal of the Nigerian Institute of Town Planners*. Vol. XIX,

No. 1. 40th Anniversary Issue. November 2006. p.103, 114.

Okeke, F.I. (2017), Advanced Classification Techniques, *PhD lectures on advanced classification techniques, University of Nigeria, Enugu campus*.

**APPENDIX I**

Department of Estate Management

Auchi Polytechnic, Auchi

Edo State

7th June, 2019.

Dear Respondent

**QUESTIONAIRE**

I am a final year student of the above named institution carrying out a research on the **CHALLENGES OF MANAGING PUBLIC RESIDENTIAL PROPERTIES IN MOPOL BARRACK – OGIDA, BENIN CITY**. The research is a partial fulfillment of the requirements for the award of Higher National Diploma (HND) in Estate Management and Valuation.

The questionnaires is designed to aid the researcher in his study and the information that will be in this study, will be treated confidentially and used purely for academic purpose.

Yours faithfully,

**OAIKHENA EMMANUEL**

**APPENDIX II**

**SECTION A**

**PERSONAL BACKGROUND**

1. What is your age bracket? 20-30 ( ), 31-40 ( ), 41-50 ( ), 51 and above ( )
2. Sex: Male ( ), Female ( )
3. Marital Status: Single ( ), Married ( ), Divorced ( ), Widowed ( )
4. Educational Qualification OND ( ), HND ( ), B, SC ( ), OTHER ( )
5. How long have you lived in Benin? 1-5yrs ( ), 6-10 yrs ( ), 11-15 yrs ( ), 16 and above

**SECTION B**

6. How do you rate the performance of the management team: Using Strongly

Agree (SA), Agree (A), Undecided (UD), Disagree (D), Strongly Disagree

(SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **PERFORMANCE** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Very Excellent |  |  |  |  |  |
| 2. | Excellent |  |  |  |  |  |
| 3. | Very Good |  |  |  |  |  |
| 4. | Good |  |  |  |  |  |
| 5. | Fair |  |  |  |  |  |
| 6. | Poor |  |  |  |  |  |
| 7. | Very Poor |  |  |  |  |  |

Others, Specify…………………………………………………………………...

7. Which type of security do you have in the public estate: Using Aware (A), Not

aware (NA)?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **SECURITY** | **A** | **NA** |
| 1. | Internal |  |  |
| 2. | External |  |  |
| 3. | None |  |  |

Others, Specify…………………………………………………………………...

8. What is the kind of properties present in the study area: Using Strongly Agree

(SA), Agree (A), Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **PROPERTIES** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Flat |  |  |  |  |  |
| 2. | Duplex |  |  |  |  |  |
| 3. | Tenement |  |  |  |  |  |
| 4. | Bungalow |  |  |  |  |  |

Others, Specify…………………………………………………………………...

9. How important is the effect of adequate management on the public estate

value: Using Strongly Agree (SA), Agree (A), Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **MANAGEMENT** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Very Important |  |  |  |  |  |
| 2. | Important |  |  |  |  |  |
| 3. | Moderately Important |  |  |  |  |  |
| 4. | Less Important |  |  |  |  |  |

Others, Specify…………………………………………………………………...

10. How do you collect data on the properties managed: Using Strongly Agree

(SA), Agree (A), Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **DATA** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Manually |  |  |  |  |  |
| 2. | Computer |  |  |  |  |  |
| 3. | Both |  |  |  |  |  |
| 4. | None of the Above |  |  |  |  |  |

Others, Specify…………………………………………………………………...

11. Are you satisfied with the rent paid: Using Strongly Agree (SA), Agree (A),

Undecided (UD), Disagree (D), Strongly Disagree (SD)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **RENT PAID** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Fully |  |  |  |  |  |
| 2. | Average |  |  |  |  |  |
| 3. | Completely |  |  |  |  |  |

Others, Specify…………………………………………………………………...

12. Which are the sources of electricity supply: Using Strongly Agree (SA), Agree

(A), Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **SOURCES OF ELECTRICITY** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | PHCN |  |  |  |  |  |
| 2. | Generator set |  |  |  |  |  |
| 3. | Both. |  |  |  |  |  |

Others, Specify…………………………………………………………………

13. How regular is the electricity supply: Using Strongly Agree (SA), Agree (A),

Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **REGULARITY OF ELECTRICITY SUPPLY** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Very regular |  |  |  |  |  |
| 2. | Regular |  |  |  |  |  |
| 3. | Intermittent |  |  |  |  |  |
| 4. | Irregular |  |  |  |  |  |

Others, Specify…………………………………………………………………...

14. Do you have adequate waste disposal facilities in the study area: Using

Strongly Agree (SA), Agree (A), Undecided (UD), Disagree (D), Strongly

Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **WASTE DISPOSAL FACILITIES** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Yes |  |  |  |  |  |
| 2. | No |  |  |  |  |  |
| 3. | None of the above |  |  |  |  |  |

Others, Specify…………………………………………………………………..

10. Which types of maintenance & repairs is been done in the public estate: Using

Strongly Agree (SA), Agree (A), Undecided (UD), Disagree (D), Strongly

Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **MAINTENANCE & REPAIRS** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Planned |  |  |  |  |  |
| 2. | Unplanned |  |  |  |  |  |
| 3. | Preventive. |  |  |  |  |  |
| 4. | None of the Above |  |  |  |  |  |

Others, Specify…………………………………………………………………..

15. Which of these factors causes housing challenge: Using Strongly Agree (SA),

Agree (A), Undecided (UD), Disagree (D), Strongly Disagree (SD)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **FACTORS CAUSES HOUSING CHALLENGE** | **SA** | **A** | **UD** | **D** | **SD** |
| 1. | Government |  |  |  |  |  |
| 2. | Environment |  |  |  |  |  |
| 3. | Economy |  |  |  |  |  |
| 4. | Religious |  |  |  |  |  |

Others, Specify…………………………………………………………………...