

Residents' Perception of the Quality of Facilities and Services at "The Residence", Festac Town, Lagos

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ABSTRACT

Housing is one of the three basic needs of man and is crucial to man's survival. The goal of providing any type of shelter is to ensure maximum satisfaction and convenience for its users. Over the years, residents' satisfaction with private housing estates in Nigeria has not attracted much attention from researchers, compared to public housing estates. This study therefore investigated residents' perception of the quality of facilities and services provided in "The Residence", Festac Town, Amuwo-Odofin, Lagos, Nigeria. This was done in order to determine the level of satisfaction of residents with the quality of facilities and services. The study's objectives are to investigate the state of the building's facilities and services and to ascertain residents' perceptions of their housing environment in terms of maintenance and security. A total of 119 questionnaires was administered to the residents in the study area, and a response rate of 71% was achieved. The data obtained was analysed using descriptive statistical tools. Out of the 17 parameters presented to the residents, they ranked 3 as "excellent", 13 as "very good" and 1 as "fair". Moreover, the respondents admitted that the property is well-maintained (RII=0.917) and the maintenance personnel are skillful (RII=0.816). Finally, they also affirmed that "The Residence" is secure due to the presence of functional CCTV (RII=0.896), adequate number of security men (RII=0.868) and a reasonable restriction on visitors' access to the building (RII=0.851). The study urged the managing agents of "The Residence" to pay constant attention to its facilities and services, which would result in enhanced long-term resident satisfaction. This study is expected to serve as a benchmark for investors in residential buildings, since it offers information on how privately-owned estates in Nigeria - and by extension in other developing nations - may be improved qualitatively.

Keywords: Facilities, Festac Town, Multi-unit Residential, Residents, The Residence

1.0. Introduction

Housing is one of three critical necessities for man and is crucial to man's survival. Residential buildings are solely built and designed for occupants to live comfortably in; they are built to grant satisfaction to their users or occupants, whether owned or leased. According to Bragncia et al. (2010), building suitability is taken into consideration by most developers during the inception stage of the building plan, and to also command the full rental value of the property. Obaoye (2014) opined that the utility of a building after its completion and occupation is how much satisfaction its users derive from it. Usually, an occupier derives satisfaction from the housing unit as well as the neighborhood or environment.

In Nigeria, there is a rise in the construction of residential buildings as most investors are convinced about their profitability, compared to other building uses. Developers are also skeptical about commencing just any type of building project due to void periods. This is because property generates no income for the landlord during void periods, causing the landlord to realise his capital at a later time than planned or not at all (Nam et al., 2016).

Consequently, there seems to be a rise in the development and demand for multi-residential unit buildings, which is a method of increasing the supply of land by building vertically. As more units are created, more income is generated, all other things being equal. There is therefore a tendency for the investors of multi-unit apartments to be carried away with the returns on their investments at the cost

of satisfying the residents of such apartments. Also, multi-unit residential buildings provide for the use of common spaces, utilities, and services, the availability of which is critical to residents' satisfaction (Olanrele and Thontteh, 2014).

Residents' satisfaction with the quality of facilities and services in multi-residential buildings has been well-documented in literature (Ikeotuonye et al., 2022; Mammadi et al., 2020; Onifade et al., 2018). Evidence from some of the available research up till now has revealed a trend of subpar management service delivery to residents, usually with respect to features of the housing units and facilities/services (Adeleye, 2016; Maina, 2021; Salisu et al., 2019). On the other hand, other studies showed that residents were satisfied with the management of facilities and services in their estates (Jegede et al., 2021; Osazuwa et al., 2021). Despite the volume of research efforts on residents' satisfaction in Nigeria, the majority of them were carried out on government-owned estates (Molwus et al., 2022; Obayomi and Ogunbayo, 2021); consequently, there is a paucity of research on residents' satisfaction with respect to privately-owned estates. This study seeks to fill that gap.

This study focused on a multi-unit residential property developed by a private company in Festac Town, Lagos, Nigeria. It is pertinent to seek the opinion of the residents on the facilities and services provided to know whether they are satisfactory or not. This kind of evaluation is crucial because the quality of a residence is one of the prerequisites for quality of life and user satisfaction is an important element thereof (Adeleye, 2016; Ogunbayo et al., 2018). Moreover, such an evaluation is essential in order to guarantee that the property continues to function properly and, as a result, continues to provide the expected satisfaction to its occupiers. Additionally, this research is also vital for achieving sustainable development goal (SDG) number 11, which calls for safe, resilient, and sustainable cities and human settlements. This goal must be met by guaranteeing that everyone has access to basic services and adequate, safe, and satisfying housing.

1.1. Literature Review

Residents' opinions have become increasingly important in terms of enhancing facility and service quality (Boldy and Grenade 2001; Mammadi et al., 2020; Osazuwa et al., 2021). The process of utilising residents' feedback is critical since only direct feedback allows for necessary adjustments to meet residents' requirements (Schlesinger and Zornitsky 1991). A resident satisfaction survey has become widely acknowledged as a vital tool for ensuring that residents get the care they desire and that it (i.e the building they occupy) was designed and delivered in the way they want (Chou, Boldy and Lee, 2002; Ogunbayo et al., 2018; Salisu et al., 2019). Satisfied residents are taken as proof that high quality facilities and services are available. As a result, gaining a full grasp of resident satisfaction can provide valuable information on how to improve facility and service quality (Chou et al., 2002; Mammadi et al., 2020; Osazuwa et al., 2021).

Based on this reasoning, several research efforts have focused on receiving feedback from residents on their perception of facilities and services provided in their accommodation. Table 1 gives a summary of some of the outcomes of the research efforts.

Table 1: Summary of Papers Reviewed

S/N	Country	Author(s)/Year	Purpose of Study	Major Findings
1	Nigeria	Ilesanmi (2010)	To evaluate the eminence and efficiency of the residential environment, which leads to the development of conditions in line with the satisfaction of the residents in selected LSDPC public housing estates	A major quality difference between medium and low-income estates has been noted and 62% of the residential physical characteristics are strongly associated with the satisfaction of residents
2	Nigeria	Jiboye (2012)	To determine the basic performance characteristics of the residential environment which contribute to the satisfaction of residents in Oniru Estate, Lagos	In general, a larger proportion of people in the sample area are happy with the estate

3	Nigeria	Oluwunmi et al. (2012)	To assess the degree of satisfaction that residents of a private university's residential estate in Nigeria have	The residents were mostly satisfied with 5 out of the 8 key university facilities maintained by the institution's facility administrators
4	Nigeria	Abisuga (2013)	To determine the quality of the current plants in Lagos State Polytechnic from the view of the end-user	The process of repair is corrective rather than preventive. This has left fixtures and fittings non-functional
5	Nigeria	Oladiran (2013)	To perform a post occupancy review of hostel accommodation at the University of Lagos	The University of Lagos has inadequate availability of hostel accommodation. This has contributed to overcrowding of available hostels
6	Nigeria	Ibiyemi (2013)	To look into the housing conditions of Festac residents, the adequacy of estate physical facilities, and residents' satisfaction with the social infrastructure, as well as affordability	Security, schools, places of worship, and markets, among other things, are satisfactory to the residents. They are, however, dissatisfied with medical, library, and leisure services
7	Nigeria	Adisa (2015)	To carry out an assessment of students' hostels at Covenant University	It can be inferred that students are generally neither satisfied nor dissatisfied with the hostel facilities and gender has no significant role on the satisfaction index
8	Bangladesh	Rahmana et al. (2015)	To investigate the relationship between housing costs, affordability, service quality, sanitary conditions, and residents' satisfaction	The data shows that there is a strong link between private company services and resident satisfaction with sanitary conditions playing a key impact
9	Jordan	Rami et al. (2016)	To evaluate occupants' satisfaction in terms of indoor atmosphere such as air flow, noise emission, protection, cleanliness, visual comfort, thermal comfort and overall comfort	The study suggested the enhancement of the architecture of the indoor atmosphere for similar future initiatives
10	Nigeria	Aliyu et al. (2016)	Harmonizing current research literature and thereby helping to recognize POE as an evaluation process	The respondents were dissatisfied with certain aspects of the housing units, namely space, height, interior finishes and the toilet/bathroom location
11	Nigeria	Suleiman (2016)	To carry out a post-occupancy assessment of two selected buildings in Yaba College of Technology, namely a new classroom building and a new administrative building	With regards to both buildings, students were pleased with all things except the indoor air quality and internet access; the administrative building had an unacceptable parking problem
12	Nigeria	Ojile et al. (2016)	To determine how satisfied users are with the available facilities, design, space organization, and building maintenance	Even though the designs were deemed appropriate, the buildings were in bad condition and did not meet the expectations of users in terms of facilities and services
13	Nigeria	Ishiyaku (2016)	To develop an assessment system for the efficiency of public housing, using occupants' happiness and research experience	Differences in output of features is demonstrated based on comfort and knowledge of the occupants. The tolerance effects of the structure equation model revealed that knowledge and income regulate the happiness of the occupants; although they do not modify the experience of the occupants
14	Nigeria	Ado et al. (2017)	To evaluate student satisfaction with hostel facilities at the University of Science and Technology in Kano	Students' level of satisfaction with the facilities varied significantly among the university hostel blocks. They were satisfied with facilities in 8 out of the 15 hostel blocks

15	Iraq	Mustafa (2017)	Establish a post-occupancy appraisal system incorporating efficiency indicators for university buildings and facilities	The results showed that the indicators and variables (interior environmental quality, design quality, and quality of building support services) utilized in establishing the building performance level are relevant in influencing how satisfied users are with university buildings and amenities
16	Nigeria	Olatunbosun (2018)	To compare the housing quality in Iba Low-Cost Housing Estate in Ojo with the Unity Low-Cost Housing Estate in Alimosho	In comparison to public estates, privately owned estates enjoy the best ventilation. In addition, the government estate's sanitary facilities were judged to be of superior quality than the privately held estate. Furthermore, private estates offer superior security
17	Nigeria	Ogunbayo et al. (2018)	To assess residents' satisfaction with facilities in public-private partnership housing projects	Year of tenure, household size, provision of facilities, security of life and property, proximity to work place, space allocation, and resident location were some of the factors that significantly contributed to occupier satisfaction with facilities available in a PPP driven housing estate
18	Nigeria	Ayuba et al. (2018)	To evaluate hostel facilities available to students in Federal universities located in North-Central Nigeria	91.7 per cent of students are dissatisfied with their hostel accommodation, whereas 8.3 per cent are satisfied
19	Nigeria	Salisu et al. (2019)	To look into residents' satisfaction with public housing in Lagos State	The majority of the residents were disappointed with space distribution, service quality, and infrastructure
20	Nigeria	Mammadi et al. (2020)	To determine how satisfied Maiduguri residents are with their public housing	Residents' satisfaction is influenced by the quality and preferences of public housing
21	Nigeria	Osazuwa et al. (2021)	To find out what occupiers of RIVTAF Golf Estate Port Harcourt think about service quality	The occupiers are generally satisfied with service quality in all the service quality dimensions
22	Nigeria	Ikeotuonye et al. (2022)	To evaluate the adequacy and sustainability performance of multi-tenanted residential buildings in Nnewi	The findings indicated that most of the tenants were dissatisfied with aspects of the building's functionality and sustainability performance

From the foregoing literature review, studies have focused on residents' perceptions of facility and service quality, particularly in Nigeria. As far as the authors can tell, there is no published research that focused on the residents of a privately owned multi-unit estate in Festac Town. This research therefore bridges a knowledge gap and adds to the body of knowledge.

1.2. *Essential Facilities and Services in Multi-unit Residential Buildings*

According to Ikeotuonye et al. (2022), the facilities that are essential in a multi-tenanted residential building are parking space, water supply, refuse disposal system, landscape, fire safety facilities, playing spaces for children, and open space/green areas. In the opinion of Adeleye (2016), general lighting, parking facilities, and security are part of the crucial facilities and services that must be available in a residential building. According to Waziri et al. (2013), key amenities in residential estates include playgrounds for children, places of worship, health centres/clinics, public transportation, police and fire stations, community halls, markets, facilities for the disabled, and parking facilities. Molwus et al. (2022) also affirmed that drainage, road network, security, fire service, street light, water supply, waste disposal facilities, health care facilities, and parking facilities are factors that enhance residents' satisfaction and hence must be provided in residential dwellings. Nwanekezie and Ezema (2019) commented that electricity, road network, water supply, shopping facilities, medical/healthcare facilities, recreation/sporting facilities, and children's schools are crucial facilities in residential estates. In addition, Ajibade (2019) emphasised that burglar-proof windows, alarm systems, guards, security dogs, CCTV systems, and surveillance can also be provided for effective security in residential estates.

1.3 *Building Management and Maintenance Services*

Multi-tenanted residential properties require effective management in order to ensure the best return on investment. The work of managing residential properties has become so complex that it now necessitates engaging the expertise and services of professionals (Onyekwelu, 2009). According to Ilesanmi (2010), Clement and Kayode (2012), and Jiboye (2012), waste disposal, security, water supply, lighting of common areas, cleaning of common areas, general repairs, as well as the quality of maintenance work are management service components in residential buildings that need professional care. In Kuma's (2017) view, particular attention should be paid to the management of the common areas, security lighting and services, fire safety equipment, generating set, water provision, waste disposal, prompt response to challenges, quality of maintenance work, and payments made with respect to the provision of services. Adeleye (2016) affirmed that the waste disposal method, time taken to respond to complaints and the repairs provided are essential in evaluating residents' perception of management services in a residential building. Nwanekezie and Ezema (2019) also submitted that there should be prompt response to maintenance of facilities, attention to residents' complaints, and prompt treatment of those complaints. Waziri et al. (2013) added that access to facilities managers, response to repair requests, safety and security, sanitation, and waste management are aspects that should be given adequate attention in the management of multi-tenanted residential properties.

2.0. Methodology

2.1 *Study Area*

Festac is an acronym for "festival of arts and culture." Festac is a community in Amuwo-Odofin, one of the many Local Government Areas of Lagos. It is located along the Lagos-Badagry Expressway in Lagos State, Nigeria. It has state-of-the-art supermarkets, public transportation, police and fire stations, health centres, banks and postal services. Festac town is organized around a grid system of seven primary roads from which minor roads branch out (Blueprint, 2022; Eghosa, 2022).

The Residence is one of the many multi-unit residential buildings located in Festac Town, Amuwo Odofin; it was completed in 2017. It is within the former Durbar Hotel, now Golden Tulip Hotel, Festac. It is a project developed by the United Property Development Company (UPDC), a subsidiary of the United Africa Company of Nigeria (UACN). It is an 8-storey building consisting of 3 wings [wing 1 (apartments), wing 2 (consisting of 5,820 sq.m of office space), and wing 3 (apartments)]. The apartment wings have a total of 198 apartments, i.e., 154 one-bedroom and 44 two-bedroom units (Adegboye, 2016; Badejo, 2016; FestacOnline, 2016). These residential apartments are the focus of this study.



Plate 1: Front View of The Residence, Festac Town Source: (Festac Online, 2016)

2.2 *Sampling Procedure*

This research focused on "The Residence", a private multi-unit residential building in Festac Town. This is because the case study is one of the private multi-unit residential buildings developed by a private company in the area. "The Residence" is a 3-wing building, however, the focus of this study was on the residential wings of "The Residence" i.e. wing 1 and wing 3. There are 198 apartments in

the two wings. One resident per apartment constituted the study population i.e 198 residents in total. To determine a suitable sample size for the study, Nwana's (1981) recommendation was considered. According to the author, if the population is a few hundreds, a sample size of 40% or more will suffice. Hence, 60% of the study population was used to determine the sample size (60% of 198 residents of "The Residence" is 119). The simple random sampling technique was adopted to select 119 residents that participated in this study. In order to obtain the data to aid the study, the questionnaire was adopted. This method was chosen to save time as well as resources. The questionnaire was structured in reference to the objectives of the study based on variables identified from literature (Adeleye, 2016; Ajibade, 2019; Ikeotuonye et al., 2022; Jiboye, 2012; Kuma, 2017; Molwus et al., 2022; Nwanekezie and Ezema, 2019) and modified by the researchers (see Table 2). The modifications were necessary after a preliminary visit to the study area to ascertain the available facilities and services. The scale of measurement used to draw the questionnaire is a 5-point Likert type scale (where the assigned figures are: 5 to "Excellent", 4 to "Very Good", 3 to "Good", 2 to "Fair", and 1 to "Poor"). The methods of data analyses were mean and Relative Important Index (RII) and results were presented using tables. The mean score was interpreted in line with the verbal interpretation suggested by Morenikeji (2006) and Bringula et al. (2012) as follows: 5.00 - 4.51 = Excellent, 4.50 - 3.51 = Very Good, 3.50 - 2.51 = Good, 2.50 - 1.51 = Fair, and 1.50 - 1.00 = Poor. On the other hand, the RII result was interpreted in accordance with Fernando's (2014) recommendation as follows: low level ($RII < 50\%$); medium level ($50\% \geq RII < 70\%$) and high level ($RII \geq 70\%$). From the 119 questionnaires administered, 85 were retrieved i.e. 71% of the questionnaires distributed.

Table 2: Parameters and Variables Selected for Measuring Residents' Perception of "The Residence"

Parameters	List of Variables	Number of Variables
Facilities and Services	Power supply; adequate parking space; CCTV; drainage; elevators; external lights in the building; cleaning services; refuse disposal; water supply system; fire safety system; security; pedestrian walk way; handicapped facility; recreational facilities; internet access; ATM stands and air-conditioning system	17
Maintenance	Availability of adequate maintenance, ease of communication between residents and maintenance personnel, speed of response to maintenance requests, availability of skilled maintenance personnel, maintenance of common areas and public spaces, availability of routine inspections, sewage disposal and amount surcharged for repairs	8
Security	Functional CCTV, restricted access for visitors, availability of adequate security men, adequacy of illumination in public spaces, prompt security response, availability of communication channel(s) between the security men and residents, routine security patrol and burglary proof windows	8

3.0. Results and Discussion

3.1 State of the Facilities and Services in "The Residence"

To achieve the first objective of the study (investigate the state of the building's facilities and services in "The Residence"), the researchers assigned 5 to "Excellent", 4 to "Very Good", 3 to "Good", 2 to "Fair", and 1 to "Poor" to arrive at the mean of views on the state of the facilities provided at "The Residence". The outcome of the analysis is as shown in Table 3. It reveals that ATM has the highest rank (mean=4.59), followed by air-conditioning system (mean=4.58), power supply (mean=4.54), parking space (mean=4.49), CCTV (mean=4.47) and drainage (mean=4.45). The lowest scored facility is internet access (mean=2.98). The implication of this study is that all the facilities and services were perceived by the respondents to be between "excellent" and "very good" as 16 out of the 17 parameters presented to them fall within this range.

Table 3: State of Facilities and Services at "The Residence"

Parameters	5	4	3	2	1	Mean	Rank
ATM stands	58	19	8	0	0	4.59	1 st
Air-conditioning system	55	24	6	0	0	4.58	2 nd
Power supply	51	29	5	0	0	4.54	3 rd
Adequate parking space	56	20	6	1	2	4.49	4 th
CCTV	50	26	8	1	0	4.47	5 th

Drainage	51	23	10	0	1	4.45	6 th
Elevators	50	21	11	3	0	4.35	7 th
External lights in the building	50	21	11	0	3	4.35	7 th
Cleaning services	46	26	10	3	0	4.35	7 th
Refuse Disposal	37	34	14	0	0	4.27	10 th
Water supply system	33	40	11	0	1	4.22	11 th
Fire safety system	41	26	10	4	4	4.13	12 th
Security	34	29	21	1	0	4.13	12 th
Pedestrian walk way	41	24	10	5	5	4.07	14 th
Handicapped facility	31	25	16	8	5	3.81	15 th
Recreational facilities	26	26	22	2	9	3.68	16 th
Internet access	19	16	15	14	21	2.98	17 th

3.2 Perception of Residents on Maintenance and Security at “The Residence”

The second objective of the study was to ascertain the perception of the residents of their housing environment in terms of maintenance and security within the study area. Tables 4 and 5 reveal this using Relative Importance Index (RII) where 5 = Very Satisfied, 4 = Satisfied, 3 = Unsure 2 = Dissatisfied and 1 = Very Dissatisfied.

Table 4: Perception of Residents on the Level of Maintenance at “The Residence”

Parameters	5	4	3	2	1	RII	Rank
Availability of adequate maintenance	60	15	10	0	0	0.917	1 st
Availability of skilled maintenance personnel	26	40	19	0	0	0.816	2 nd
Maintenance of common areas and public spaces	15	41	21	4	4	0.738	3 rd
Speed of response to maintenance requests	19	30	23	10	3	0.722	4 th
Sewage disposal	17	28	31	6	3	0.717	5 th
Ease of communication between residents and maintenance personnel	9	32	28	13	3	0.672	6 th
Amount surcharged for repairs	12	21	33	11	8	0.642	7 th
Availability of routine inspections	15	19	26	8	17	0.616	8 th

Note: low level (RII < 50%); medium level (50% ≥ RII < 70%) and high level (RII ≥ 70%)

In Table 4, it can be observed that availability of adequate maintenance ranked highest (RII of 0.917). This is closely followed by the presence of skilled maintenance personnel (RII of 0.816), maintenance of common areas and public spaces (RII of 0.738), speed of response to maintenance requests (RII of 0.722) and sewage disposal (RII of 0.717). This outcome is expected considering the availability of skilled maintenance personnel. Though the residents ranked carrying out routine inspections as the lowest (RII=0.616), it is very clear that the maintenance of “The Residence” is satisfactory considering that all the parameters measured have RII greater than 0.5. The implication of this result is that “The Residence” is well maintained. This is in line with the findings of Osazuwa et al. (2021) and Jegede et al. (2021). However, the outcome contrasted with the studies of Ilesanmi (2010), Clement and Kayode (2012), Jiboye (2012), Kuma (2017), Maina (2021) and Molwus et al. (2022) that expressed very low satisfaction of residents with the quality of management services.

Table 5: Perception of Residents on Security at “The Residence”

Parameters	5	4	3	2	1	RII	Rank
Functional CCTV	50	29	4	1	1	0.896	1 st
Availability of adequate security men	42	31	11	1	0	0.868	2 nd
Restricted access for visitors	47	23	6	8	1	0.851	3 rd
Prompt security response	33	39	12	0	1	0.842	4 th
Adequacy of illumination in public spaces	38	22	15	5	5	0.795	5 th

Availability of communication channel(s) between the security men and residents	28	28	20	4	5	0.764	6 th
Routine security patrol	31	22	14	17	1	0.752	7 th
Burglary proof windows	15	22	9	10	29	0.562	8 th

Note: low level (RII < 50%); medium level (50% ≥ RII < 70%) and high level (RII ≥ 70%)

Table 5 shows the perception of respondents of the state of security in the building. They admitted that the CCTV is functional (RII=0.896), there is an availability of adequate security men (RII=0.868) and a reasonable restriction on visitors' access into the building (RII=0.851). Others are prompt security response (RII=0.842) and adequate illumination in public spaces around the building (RII=0.795), among others. Generally, from the analysis, it can be inferred that "The Residence" is very secure. This is because the lowest parameter (burglary proof windows) has an RII of 0.562 which is greater than 0.5. In view of the security situation in Nigeria, one can rightly conclude that "The Residence" is an option to be considered when looking for a secure environment as an abode. This result on security was corroborated by Ogunbayo et al. (2018) and Jegede et al. (2021), who noted that residents are satisfied with the state of security in the sampled estates. However, the outcome contradicts that of Kuma (2017), who reported that most of the residents were not satisfied with security services in their dwelling units.

4.0. Conclusion and Recommendations

The study focused on the perception of residents of "The Residence", an apartment building situated in Festac Town, Lagos, Nigeria. It is important to conclude from this research that the building performs efficiently and the residents are generally satisfied with the facilities and services, how the property is maintained, and an adequacy of security men with appropriate gadgets in the building. In view of these outcomes, the study urges the managing agents of "The Residence" to continue to pay constant attention to its facilities and services, which will result in enhanced resident satisfaction in the long run. Furthermore, the study recommends implementing an effective internal evaluation system to create a feedback mechanism through which the quality of facilities and their performance can be reviewed on a regular basis to guarantee that residents are satisfied. Finally, by virtue of the findings of this study, "The Residence" may serve as a benchmark for intending developers of residential buildings, since it offers information on how privately-owned estates in Nigeria - and by extension in other developing nations - may be improved qualitatively.

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