EVALUATION OF TENANTS' SATISFACTION WITH RENTAL HOUSING IN ILESA, OSUN STATE, NIGERIA

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Abstract

This work centered on evaluating tenant satisfaction with rental housing in Ilesa town in Osun State, Nigeria. Data for the study was obtained through primary and secondary source. A set of questionnaire was designed. The questionnaire targeted dwellers of rented accommodation and was administered using systematic random sampling on every 10ᵗʰ building along the nineteen selected streets within the three selected traditional zones in the study area. Thus, a total of 157 buildings were selected out of 1582 buildings in the 19 selected streets. Information was obtained on the socio-economic characteristics of the respondents, their level of satisfaction with their dwellings and the factors influencing their satisfaction. The data obtained from the survey were analyzed through the use of descriptive statistics such as frequency tabulation to assess the general levels of tenants' housing satisfaction, and the use of Satisfaction Indices (RSI) to determine the degree of tenants' satisfaction with each of the housing components identified for the study. The result of the study indicated that tenant were fairly satisfied with the building characteristics, building quality, neighborhood relations and managerial service variables. The study concluded that rental housing in the study area is faced with a lot of problems which lead to or brings about the unsatisfactory nature of most of the rental housing in the study area. Therefore, government and its agencies as well as town planners, architects and other professionals who are concerned with housing provision should look into the situation with utmost concern and come up with ways of improving private rental housing provision in the study area.

Keywords: Satisfaction, Housing, Rental Housing, Tenants' Satisfaction, Nigeria

INTRODUCTION

Housing has been universally acknowledged as one of the most essential necessities of human life and is a major economic asset in every nation. Housing is one of the three basic needs of mankind. After the provision of food, it is the most important factor for the physical survival of man. It is one of the best indicators of a person's standard of living and place in the society (Jiboye, 2009). Housing has a plethora and profound impact on health, social interaction and general welfare of the individual and groups in any environment. But the availability of decent and affordable housing has been inadequate in virtually all places and almost throughout history. This is more pronounced in developing countries where rapid rate of population growth and urbanization is unmatched by corresponding and commensurate change in social, economic and technological development (Mabogunje 1968).

In Nigeria, the development and supply of housing units can be said to come from two sources: the private (individuals/firms) and the public (government). The housing units being developed by the private sector are simply the ones by firms, private organizations and individuals. On the other hand, public housing is housing provided by any of the three tier of government (Local, State and Federal Government).

Housing satisfaction comprises a complex bundle of considerations, including privacy, location, environmental amenities, symbolic characteristics, and investment. The level of housing satisfaction derived once the optimal housing choice has been made, is also likely to vary from one individual to another. Also, people are able to evaluate their level of well-being with regard to circumstances and comparisons to other persons, past experience and expectations of the future, housing satisfaction can also be seen as a "mediator" of individual happiness or well-being.

In other words, the housing satisfaction level of tenants varies and it's dependent on dwelling, environment and management interaction systems. Assessing the level of tenant's satisfaction would therefore require evaluating a particular housing unit located within a particular environment that is managed under a certain type of institutional management or administration (Onibokun 1974; Oladapo 2006). Nevertheless, studies of human perception and behavior have shown that the interaction and interdependence of the components of a subsystem act as a stimulus to an individual in forming a cognitive image or mental picture of oneself and each of the other interacting components. Such an image becomes the basis of one's attitude and feelings towards each of the components of the system, and the totality of these feelings is the basis on which one's relative satisfaction with each subsystem depends.

However, the provision of adequate and satisfactory housing in Nigeria and other developing nations alike still remains one of the most intractable challenges facing human and

national development. Therefore, it is against this backdrop that this study attempt to evaluate tenants' satisfaction with rental housing in Ilesha, Osun State, Nigeria. This would provide all stakeholders in housing development with valuable data on how an ideal tenant-dwelling-environment- management interaction could be based.

THEORETICAL ISSUES

Housing encompasses much more than just the building structure or dwelling unit but much more within the environment as seen by Chi & Griffin, (1980). Housing is often viewed as an entity involving a large number of units displaying aspects such as physical quality, location, standard of services offered by the government and private owners as well as neighbourhood characteristics. The management of public housing by the government in most countries is often labeled poor maintenance, low rentals and more often than not, tenants are unsatisfied with their dwelling units. These factors contribute towards the general decline of public housing (Hegedus & Mark, 1994). This is further exacerbated by the high vacancy rates resulting in many abandoned units being left to rot. High vandalism rates in public housing also contribute to the high maintenance cost. The problem could not be overcome due to a lack of funds faced by the housing management. One of the main reasons leading to this financial crisis is the rent arrears faced by the management (Oxley & Smith, 1996). In general, housing has been accepted as a main component towards a quality life (Ginsberg & Churchman, 1984).

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

Public housing programmes have been criticised for failing to provide quality, affordable and adequate housing units to target population in most developing countries (Mukhija, 2004); yet several research studies (Yeun et al., 2006 ; Sengupta and Tipple, 2007; Akinmoladun and

Oluwoye, 2007; Ademiluyi and Raji, 2008; Sengupta and Sharma, 2008; Obeng-Odoom, 2009; Fernandez-Maldonado and Bredenoord, 2010 ; Mohit et al., 2010) indicate that governments in developing countries are not relenting in their efforts at addressing the problem of providing adequate, affordable and sustainable housing. This is probably in recognition of government's social responsibility in providing housing for its citizens and the fact that adequate housing provision is a key component of sustainable development. However, in more recent time, it is observed that the outcome of government efforts in addressing the housing challenge in many developing countries such as Nigeria is not well understood. According to the 1991 Nigerian National Housing Policy (Federal Republic of Nigeria, 1991), lack of adequate monitoring and evaluation of housing policy implementation have contributed to failure of public housing programmes in this country. This assertion was corroborated by Obashoro (2002) who noted that proper programme evaluation was rarely done in Nigeria, and as a result, it is very difficult to assess the real outcome of programmes in this country.

The above tends to suggest two things. First is that there is inadequate evaluation research on public housing programmes in Nigeria. Second, proper evaluation of public housing programmes using appropriate evaluation tools and methods are rarely done in Nigeria. One of the key consequences of this is paucity of information on the actual outcome of previous and current approaches to solving the housing problems in the country.

Types of Housing

The major types of housing are: Private or personal housing- these are housing unit which are built and resided in by the owners or houses built for personal use.

Under the *Public housing* on the other hand are housing built by the government (which is the kind of housing majorly referred to as public housing) for public use such as housing estates or housing units for industrial workers and also, housing built by individuals for public use or rental purposes which are referred to as rental housing which is the focus of this study and the most prominent type of housing in the study area, Ilesa.

Most of the existing literature are on housing satisfaction with consideration of most if not all on the factors which determine housing satisfaction, but on public housing(housing estates developed by the government), and with the fact that most of the public housing are deteriorating and there has been no improvement on them, there is the need to study housing satisfaction with consideration of most of the factors which have been identified by different authors and researchers as affecting residents or tenants satisfaction with housing, but in this case rental housing. This is because, rental housing is a common form of housing found in most Nigerian towns, therefore the need to research into its provision as well as tenants or occupants

satisfaction with the quality, environment, neighbourhood characteristics, services provided and other socio-cultural and economic factors as well as management pattern needs constant appraisal, hence this research work.

Concept of Housing Satisfaction

Housing satisfaction could be said to depend largely on the tenants or occupants of such housing. Also, the rate of satisfaction derived from a housing unit depends largely on the tenants' perception or the aspects of the housing that is considered by the tenants. Kellekci & Berkoz, (2006) said satisfaction towards the housing environment reflects residents' reaction towards their living environment. In this context, environment does not merely refer to the physical and environmental components of housing but also covers social factors and economic conditions. Ogu (2002) sees the concept of housing or residential satisfaction to often be employed to evaluate residents' perceptions of and feelings for their housing units and the environment.

The concept of housing satisfaction is multi layered. Ramdane and Abdullah (2000) and Galster (1985) display similar views on the concept of housing satisfaction based on their observation on past studies. In their opinion, the concept of housing satisfaction has been used for four major objectives: firstly; it is the key to predict an individual's perception on the overall quality of life. Secondly; it is also an indicator of individual mobility which later changes the demand on housing and influences surrounding area change. Thirdly, it is seen as an evaluation tool to measure residents' acceptance of prevailing shortcomings for existing surrounding area development. Fourthly and lastly, housing satisfaction act as a variable in determining the relationship between the resident's background and his attitude towards housing quality.

Further, housing satisfaction is influenced by the numerous components in the system and the background characteristics of the occupants. Different authors and researchers have found different factors to which they feel affects or determines housing satisfaction, such as: age (for example Varady & Preiser, 1998; Varady et al., 2001), marital status (Tan & Hamzah, 1979), number of children and family size (Miller & Crader, 1979; cited in Theodori, 2001), socioeconomic status - income, education, employment and welfare (Brown, 1993; Freeman, 1998; cited in Varady et al., 2001), length of residency (Brown, 1993; Marans & Rogers, 1975; cited in Theodori, 2001), housing physical characteristics (Yeh, 1972), satisfaction with housing physical condition and management services (Varady & Carrozza, 2000), social participation and interaction (Mohd Zulfa, 2000; Varady & Preiser, 1998) and past living conditions as well as residential mobility and future intention to move (Morshidi, et al., 1999; Yeh, 1972).

Rental housing is a common form of housing found in most Nigerian towns, therefore the need to research into its provision as well as tenants or occupants satisfaction with the quality, environment, neighbourhood characteristics, services provided and other socio-cultural and economic factors as well as management pattern needs constant appraisal, hence this work.

The Study Area

Ọṣun State is an inland state in south-western, Nigeria. Its capital is Osogbo. It is bounded in the North by Kwara State, in the East partly by Ekiti State and partly by Ondo State, in the South by Ogun State and in the West by Oyo State, with a coordinate of 7º 30'N 4º30'E / 7.5ºN 4.5ºE as shown in Fig. 1.

Figure 1: *Map of Nigeria showing Osun State*
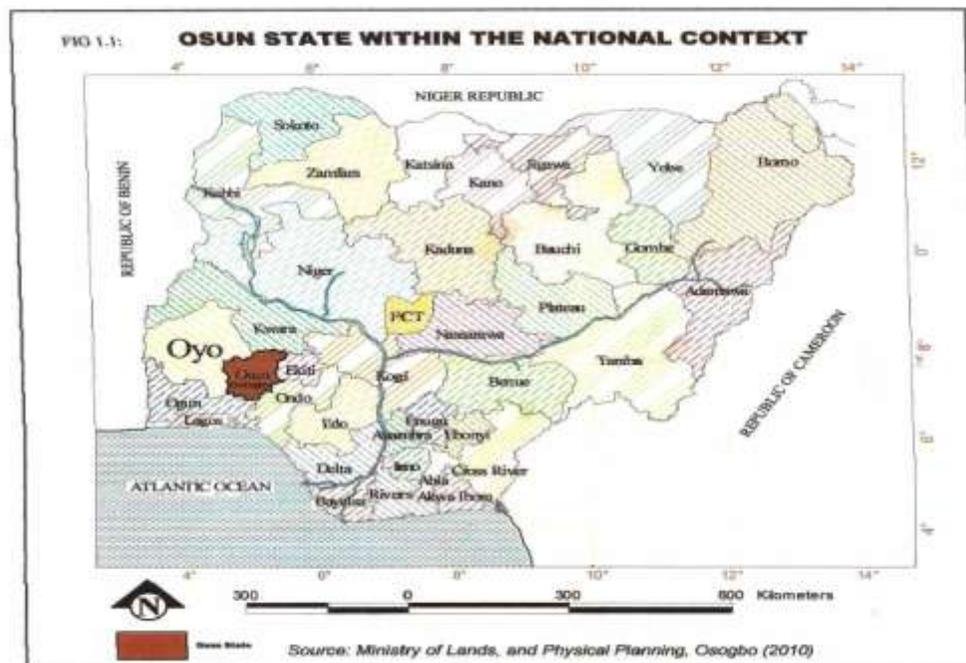
Ilesa is a city located in the south-west of Nigeria; it is also the name of a historic state (also known as Ijesha or Ijesa) centered around that city. The Ijesas are very good in commerce and have cut a niche for themselves as the architect of "Osomalo" business which is a popular trading method that allows customers to pay for goods installmentally. Ilesa is on $7^o37'N$ latitude and longitude $4^o43'$. Ilesa urban area is made up of two local government areas, namely Ilesa west and Ilesa east. Both council areas are bounded in the north, west and south by Obokun, Atakumosa and Oriade Local Government Areas respectively. Ilesa is an urban area which has

experienced considerable rural-urban migration as a result of utility services and facilities available there. It serves as the zonal headquarters for the Ijesa people who are found in Ilesa and four other Local Governments. These are Oriade, Obokun, Atakunmosa east and Atakunmosa west Local Government. The town covers a total area of about 73.6 square kilometers, it is 119 km from Ibadan the capital of Oyo State, about 32 kilometers northwest of Ile-ife, 32 km from Osogbo the Osun State capital and 85 km from Akure the capital of Ondo State (Oyo State Government, 1978). It lies within the rainforest belt north east of Yoruba land. The population of Ilesa has been put at 210,141 in 2006 (NPC 2006). Ilesha, formerly a caravan trade centre, is today an agricultural, commercial and processing city situated in a region in which cacao, kola nuts, palm products, and yams are produced.

Modern Ilesha is a major collecting point for the export of cocoa and a traditional cultural centre for the Ilesha (Ijesha) branch of the Yoruba people. Palm oil and kernels, yams, cassava, corn (maize), pumpkins, cotton, and kola nuts are collected for the local market. Local industries manufacture nails and carpets, and the town has a brewery; there are also a recording company and a publishing firm, mattress and paint manufacturing companies, a drug manufacturing firm and the Supreme Oil industry at Ilesha. Ijeshaland is rich in gold (Largest deposit in Nigeria), feldspar, marble, tin ore, kaolin, talc and mica. Several prominent quartzite ridges lie east of Ilesha, and gold mining is an important activity in the area (The Iperindo Gold field). Ilesha is a classic - though hardly a typical - example of that ethnographic celebrity, the Yoruba town: a large, nucleated settlement that is the centre of a kingdom and itself the primary residence of an overwhelmingly agricultural population.

METHODOLOGY

Data for this research work is gathered from two major sources, that is, primary and secondary. Primary data was collected through questionnaires administration on the respondents and also through oral interview. Secondary data includes data collected from journals, brochures, textbooks, newspapers, conference papers, government gazettes, academic thesis, publications of various institutions and organizations, materials from internet and other published works.

Ilesa town which is the study area of this research work was divided into six (6) geographical/traditional zones using prominent and large areas/zones. These include: Ita balogun-Ido ijesa zone, Owa's palace-Ilaje zone, Isokun-Ibala zone, Bolorunduro-Wesley zone, Irojo-Stadium zone and Okesa-Imo zone. The three (3) types of residential densities (high, medium and low density) were found within these six (6) zones in the two local government areas that make up Ilesa town.

The sampling frame for the study was deduced through random sampling of three (3) traditional zones out of the six (6) that make up the study area, from the two (2) local governments that make up the town of Ilesa. The selected zones are: Isokun-Ibala zone, Irojo-Stadium zone and Okesa-Imo zone. From the three selected traditional zones, the sample size is deduced which is every 10th building on each selected street. Also, 10% of the total number of streets in each zone is randomly selected. The total number of streets selected from the three (3) traditional zones is nineteen (19). Therefore, the questionnaire was administered on residents living within the nineteen selected streets in the three (3) selected traditional zones. The development of the questionnaire was based on previous literature review. Most of the items for the instrument were adopted from previous literature which had demonstrated high reliability. A reliability test was conducted on the items used in this study and the reliability coefficients ranged from .70 to .82. Therefore a total of 157 housing units were selected out of the 1,582 housing units found within the selected nineteen (19) streets using systematic random sampling on every 10th building along the nineteen selected streets within the three selected traditional zones in the study area (See Table 1).

Table 1: Streets and Total Numbers of Housing Units on Each Selected Streets

Streets On Selected Traditional Zones	Number Of Housing Units On Street	10% Of Total Housing Units	Number Of Questionnaires On Each Street
Isokun-Ibala Zone			
Ojuolape Street	106	10.6	11
Idi Oko Street	77	7.7	8
Verdict Street	68	6.8	7
Falode Close	53	5.3	5
Temidire Street	82	8.2	8
Bibilari Street	64	6.4	6
Oloruntedo Street	104	10.4	10
Obembe Street	110	11.0	11
Ebenezer Street	87	8.7	9
Ajowa Street	94	9.4	9
Olusola Alako Street	90	9.0	9
Total	**935**		**93**
Irojo-Stadium Zone			
Ifofin Street	102	10.2	10
Anaye Street	86	8.6	9
Iloro Street	78	7.8	8
Total	**266**		**27**
Okesa-Imo Zone			
Raimi Omole Street	54	5.4	5
Kajola Street	84	8.4	8
Imo Hill Street	48	4.8	5

Table 1....

Fadahunsi Street	72	7.2	7
Igbaye Street	123	12.3	12
Total	**381**		**37**
Overall Total	**1582**		**157**

The data collected for this study is analyzed and presented using frequency tables and percentages and also likert scale is used for the analysis to know the level of satisfaction of respondents with the physical, environmental and managerial (landlords) quality of housing in the different zones of the study area.

Resident satisfaction is determined through Tenants' Satisfaction Index (TSI) which is a measure of the rate of satisfaction of tenants with the house they occupy. The variables are rated in respect to likert scale on a 5 point likert scale consisting of "very satisfied", "satisfied", "fairly satisfied", "dissatisfied" and "very dissatisfied" to indicate the varying levels (rating) of tenants' (residents) satisfaction with the housing units they reside in. Each of the levels (rating) was assigned a weight of value of 5, 4, 3, 2, 1, respectively in a decreasing order of relevance (from 5 to 1). To determine the Mean Weight Value (MWV) of each variable, the calculated weight value was summed up and thereafter divided by the total number of respondents for that variable. The Summation of Weight Value (SWV) for each variable was derived by adding the products of the number of responses to each level (rating) and the weight attached to each rating, for example, (ax5)+(bx4)+(cx3)+(dx2)+(ex1), where a, b, c, d, e, are the total number of responses to each level (rating) and 5, 4, 3, 2, 1, are the weights attached to each level (rating) respectively. The overall Tenants' Satisfaction Index (TSI) mean for the given determinant, is determined by dividing the summation of the Mean Weight Value (MWV) of individual variables by the total number of variables.

ANALYSIS AND DISCUSSION OF FINDINGS

Socio-economic Characteristics of Respondents

In evaluating the level of tenants satisfaction with the rental housing they occupy, their socio-economic characteristics or make-up is important. Since this to some extent determines their response to questions concerning the buildings they occupied.

Gender of Respondents

A description of the gender of tenants (respondents) as shown in Table 2 reveals that 51.6%) were males while (48.4%) were females. This indicates that most of the rental household heads in the study area were dominated by men.

Table 2: Gender of Respondents

Sex	Frequency	Percentage (%)
Male	81	51.6
Female	76	48.4
Total	157	100.0

Age Range of Respondents

The age of respondents as shown in Table 3 indicated that 5.1% of the respondents claimed they were below 20 years of age. 24.8% of them claimed they were between 21 and 30 years of age. 43.9% were between 31 and 40 years, 16.6% were between 41 and 50 years, 7.0% were between 51-60 years while only 2.5% claimed they were above 60 years of age. Result also revealed that there was the preponderance of respondents between the ages of 21-40 years of age (68.7%).

Table 3: Age Range of Respondents

Age	Frequency	Percentage (%)
Below 20	8	5.1
21-30	39	24.8
31-40	69	43.9
41-50	26	16.6
51-60	11	7.0
Above 60	4	2.5
Total	157	100.0

Marital Status of Respondents

As shown in Table 4, 35.0% of the respondents claimed they were single, 58.0% of the respondents claimed they were married, 3.2% of the respondents indicated that they were divorced while 3.2% were either widows or widowers. This shows that a very significant proportion of rental housing tenants were married with families.

Table 4: Marital Status of Respondents

Marital status	Frequency	Percentage (%)
Single	55	35.0
Married	91	58.0
Divorced	5	3.2
Widow/widower	5	3.2
No response	1	0.6
Total	157	100.0

Occupation of Respondents

Information presented in Table 5 indicated that a large proportion of the respondents (26.8%) claimed they were self-employed. 26.8% claimed they were traders. While 14.6% of the respondents claimed they were civil servants. It can therefore be concluded that majority of the respondents were self employed.

Table 5: Occupation of Respondents

Occupation	Frequency	Percentage (%)
Self-employed	61	38.9
Civil servant	23	14.6
Trader	42	26.8
Unemployed	15	9.6
Others	16	10.2
Total	157	100.0

Educational Status of Respondents

Table 6 presents information on the education status of respondents. From the Table, a large proportion (43.0%) of the respondents claimed they have tertiary education. This is followed by respondents (35.0%) that claimed they were secondary school leavers. 8.9% indicated they only completed primary education while 8.3% have vocational training.

Table 6: Educational Status of Respondents

Educational status	Frequency	Percentage (%)
Informal	5	3.2
Primary	14	8.9
Secondary	55	35.0
Tertiary	69	43.0
Vocational	13	8.3
No response	1	0.6
Total	157	100.0

Average Monthly Income of Respondents

The average monthly income as shown in Table 7 indicated that 22.3% of the respondents earn a monthly income of between 1000 and 10,000, 21.7% earn between 11,000 and 20,000, 17.8% earn between 21,000 and 30,000, 5.7% earn between 31,000 and 40,000, 18.5% earn between 41,000 and 50,000 monthly.

Table 7: Average Monthly Income of Respondents

Income group	Frequency	Percentage (%)
1000-10,000	35	22.3
11,000-20,000	34	21.7
21,000-30,000	28	17.8
31,000-40,000	9	5.7
41,000-50,000	29	18.5
Above 50,000	1	0.6
No response	21	13.4
Total	157	100.0

Respondents' Building Type

As presented in Table 8, the dominant rental housing in the study area was found to be the rooming type has claimed by 38.2% of the respondents. This was followed by the flats (35.7%), bungalows (15.3%) and lastly by self-contain apartments (10.2%).

Table 8: Respondents' Building Type

Building type	Frequency	Percentage (%)
Rooming	60	38.2
Flats	56	35.7
Self-contained	16	10.2
Bungalow	24	15.3
No response	1	0.6
Total	157	100.0

Inferential Statistics

Tenants' Satisfaction with Building Characteristics

Information on tenants' satisfaction with of their building characteristics presented in Table 9 indicated that tenants were satisfied with the location of living rooms (3.68); size of bedroom (3.59); size of window/door (3.56); size of living rooms (3.52) and the number of bedrooms (3.51). However, they were fairly satisfied with total size of the house (3.47), location of kitchens (3.46), sizes of kitchen (3.41), size of toilet/bath (3.35), location of toilet/bath (3.26) and numbers of toilet/bath (3.24). The overall Tenants' Satisfaction Index (TSI) with the building characteristics is 3.49 (fairly satisfied).

Table 9: Tenants' Satisfaction with Building Characteristics

| Building characteristics | Respondents opinion | | | | | | | MWV(x) =SWV/n |
	(5)Very satisfied	(4) satisfied	(3)Fairly satisfied	(2) Dissatisfied	(1)Very dissatisfied	N	SWV	
Location of living room	29	73	43	7	1	153	581	3.80
Location of bedroom	19	76	48	10	0	153	563	3.68
Location of kitchen	18	56	62	17	2	155	536	3.46
Location of toilet/bath	13	47	65	27	3	155	505	3.26
Size of living room	17	61	59	11	3	151	531	3.52
Size of bedroom	17	69	52	14	0	152	545	3.59
Size of kitchen	14	55	63	21	0	153	521	3.41
Size of toilet/bath	14	56	56	26	2	154	516	3.35
Size of window/door	17	66	56	14	0	153	545	3.56
Number of bedrooms	16	66	53	14	3	152	534	3.51
Number of toilet/bath	12	51	54	27	6	150	486	3.24
Total size of house	9	69	58	11	3	150	520	3.47

TSI = ∑ MWV/N = 41.85/12 = 3.49

Tenants' Satisfaction with Building Quality

The elements or variables which make up or determine the quality of a building also influence tenants' satisfaction with the building. The response given for the variables/elements which determine the quality of buildings as shown in Table 10 indicated that tenants were satisfied with the external construction quality (3.55), ventilation within building (3.55), internal construction quality (3.54) overall building quality (3.52) and wall quality (3.50). Meanwhile, the respondents were fairly satisfied with the floor quality' with (3.45), wiring quality (3.42), general lighting (3.37) and plumbing quality (3.14). However, tenants overall satisfaction index for the building quality was 3.45 (fairly satisfied).

Table 10: Tenants' Satisfaction with Building Quality

| Building quality elements | Respondents opinion | | | | | | | MWV(x) =SWV/n |
	(5)Very satisfied	(4) satisfied	(3)Fairly satisfied	(2) Dis-satisfied	(1)Very dissatisfied	N	SWV	
External construction quality	12	69	68	5	1	155	551	3.55
Internal construction quality	13	64	71	7	0	155	548	3.54
Wall quality	12	72	52	19	0	155	542	3.50
Floor quality	11	65	63	15	1	155	535	3.45
Wiring quality	11	60	66	16	1	154	526	3.42
General lighting	10	63	59	20	3	155	522	3.37
Plumbing quality	10	49	58	24	12	153	480	3.14
Ventilation within building	17	62	63	12	0	154	546	3.55
Overall building quality	12	67	66	10	0	155	546	3.52

TSI = ∑ MWV/N = 31.04/9 = 3.45

Tenants' Satisfaction with Neighbourhood Characteristics

The neighbourhood within which a building is located also influences how satisfied different occupants will be with the building.

The responses given by different tenants to the neighbourhood elements as revealed in Table 11 indicated that tenants in the study area were satisfied with location of their dwelling units (3.66) and accessibility to their dwelling units (3.51). The tenants were however fairly satisfied with neighbourhood relations (3.47), distance to work place (3.45), distance to shopping area (3.41), quality of environment (3.27) and 'security within the neighbourhood (3.12). The tenants were not satisfied with landscaping within the building (2.93) and parking facilities within the building (2.85). Meanwhile, the overall Tenants' Satisfaction Index (TSI) with the neighborhood characteristics indicated that tenants in the study area were fairly satisfied (3.3).

Table 11: Tenants' Satisfaction with Neighbourhood Characteristics

1	Respondents opinion							MWV(x) =SWV/n
	(5)Very satisfied	(4) satisfied	(3)Fairly satisfied	(2)Not satisfied	(1)Badly dissatisfied	N	SWV	
Location of dwelling units	14	78	60	3	0	155	568	3.66
Neighbourhood relations	17	52	73	13	0	155	538	3.47
Distance to work place	14	59	66	15	1	155	535	3.45
Distance to shopping area	15	55	65	18	2	155	528	3.41
Security within neighbourhood	11	41	64	32	6	154	481	3.12
Accessibility	16	69	49	15	4	153	537	3.51
Landscaping	4	30	51	31	8	124	363	2.93
Quality of environment	6	55	64	24	1	150	491	3.27
Parking facilities	7	31	51	36	15	140	399	2.85

TSI = ∑ MWV/N = 29.67/9 = 3.30

Tenants' Satisfaction with Building Management Services

Private rental housing is majorly owned by individuals, co-operations and sometimes firms and the method of management of these housing units is usually different. Information presented in Table 12 showed that tenants were only satisfied with the friendliness of the management (3.55) but were fairly satisfied with mode of rent payment (3.43), duration of rent payment (3.39), current rent payment (3.31), time taken to respond to complaints (3.18) repairs provided (3.13) and waste disposal method of the management (3.07). However, the overall Tenants' Satisfaction Index with the building management services revealed that tenants were fairly satisfied with the services offered by the management.

Table 12: Tenants' Satisfaction with Building Management Services

Building management services	Respondents opinion							MWV(x) =SWV/n
	(5)Very satisfied	(4) Satisfied	(3)Fairly satisfied	(2)Not satisfied	(1)Badly dissatisfied	N	SWV	
Friendliness of management	14	64	61	7	2	148	525	3.55
Time taken on complaints	7	49	65	20	8	149	474	3.18

Repairs provided								
	4	50	61	28	8	149	467	3.13
Waste collection								
	6	41	64	32	5	148	455	3.07
Current rent								
	7	53	67	18	2	147	486	3.31
Mode of rent payment	6	67	61	13	1	148	508	3.43
Duration of rent payment	8	63	58	15	3	147	499	3.39

$$\textbf{TSI} \; = \; \sum MWV/N \; = 23.06/7 = 3.29$$

CONCLUSION AND RECOMMENDATIONS

The evaluation of tenants' satisfaction with rental housing in Ilesa, has indicated that tenants were fairly satisfied with the tenement housing in the area. It could be observed that the environmental quality of most of the rental housing in the study area were in deplorable conditions. Therefore, the respondents could only claimed to be satisfied with such areas as a matter of choice, since the respondents belong to different income groups, educational levels and occupation. However, this study is limited to tenants' satisfaction with rental housing in Ilesa, Osun state, Nigeria, there is still the need for studies that would consider tenants' satisfaction with the environmental conditions in other towns in Osun state, Nigeria.

The study recommends adequate policy formulation to guide and bring about sustainable rental housing provision as an alternative to home ownership in the study area and in Nigeria at large. The provision of qualitative housing, conducive, serene, aesthetically pleasing environment and neighborhood; good and acceptable management services by all stakeholders are pertinent to ensure adequate, effective and satisfactory housing in the study area.

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