

Challenges of Building Residential Property Management and its Effect on Tenant-Landlord Satisfaction in Abuja FCT, Nigeria

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Abstract

Effective property management improve the value of the property and ensure the satisfaction of tenants and landlords. This study examined the challenges of residential property management and its effect on tenant-landlord satisfaction in Abuja, with a view to improve residential property management in Nigeria. The research population consisted of two thousand and eighty-five (2085) occupants registered with the Independent National Electoral Commission (INEC) for the 2023 elections in Abuja. Using quantitative approach, the research instrument is a well-structured questionnaire administered on respondents using stratified random sampling method. The study revealed several challenges in residential property management, which were grouped into estate manager's attitude, tenant's attitude, economic factor, environmental factors, social factors, and political factors. The research findings shows that the path coefficient of all the independent variables were accepted (t -statistics ≥ 1.96) and (p -value ≥ 0.05). All the constructs were retained as the Cronbach's Alpha (CA) ≥ 0.7 , Composite Reliability (CR) ≥ 0.7 , Average Variants Extracted (AVE) $> 0.4 \geq 0.708$, and the overall (AVE) of all the constructs are more than 0.5. The coefficient of determination (R^2) of the variables examined in the study indicated that challenges of residential property management explain between 49.00% to 65.00% of total variance in the relationship between tenants and landlords. The study recommended that challenges associated with residential property management should be prevented to improve tenants –landlord satisfaction.

Keywords: Landlords, Property management, Residential buildings, Satisfaction, Tenants.

Introduction

Property management involves the oversight and operation of real estate, encompassing tasks such as maintenance, rent collection, and tenant relations (Shuhim, 2024). Effective property management is crucial for maintaining the value of properties and ensuring the satisfaction of tenants and landlords (Tannor *et al.*, 2024). Property management include the systems, procedures, and workforce needed to oversee the maintenance of both public and private facilities (Hendrickson *et al.*, 2024).

According to Ndukwe (2020), meeting the requirements for low-cost residential housing in Nigeria is becoming a challenge due to rapid growth of urban areas. Mgbolu *et al.* (2024) also stress the need for housing of the urban population, as meeting the housing needs in Nigeria is more of a myth than a reality. Nigeria is therefore faced with acute housing needs (Olawale *et al.*, 2015; Dania *et al.*, 2023; Egharevba and Edohen, 2023). There is usually influx of people into Abuja the capital city of Nigeria for employment, contracts, appointment, tourism and transit to Abuja from the southern part of the country. There is therefore high demand for residential housing in Abuja to take care of the growing population. According to Alagbe and Aina (2020), tenants and landlords are not satisfied with building residential property due to discrepancy between their expectations and the actual conditions of their residence. The growing population and urbanization makes residential property management and tenant – landlord satisfaction a major challenge in Nigeria, especially in Abuja FCT.

Residential property management involves various aspects that can influence living conditions and residents' well-being (Ma *et al.*, 2023). One crucial aspect is the impact of environmental disturbances on tenant landlord satisfaction (Huarita, 2021). While most disturbances typically lead to a negative or insignificant impact on tenant landlord satisfaction, there are instances where disturbances can actually result in a rise in housing prices. These days, residential property management is becoming recognized as a managerial science (Short and Bassett, 2021). Managing a building residence involves establishing goals, objectives, and policies as well as putting methods into action to attain them (Ratcliffe *et al.*, 2021). Power (2021) suggested that the goal of managing building residence is to maintain control over the owner's interest and to specify the use of the property. According to Chan (2024), management involves human activities aimed at bringing individuals together to complete tasks that include lending, organizing, planning, researching, leading, and regulating in order to achieve the client's expectation. Hassanain and Mahroos (2023) ruminated that building residential property management refers to any tasks performed on a building to maintain its amenities by improving the standard. Maintaining or repairing of building put the building in a positive light and gives the residents a secure, practical, and comfortable place to live. Tannor, *et al.* (2024) regards building residential property management roles to include all actions required to guarantee the financial and physical health of residential real estate assets. These includes, upkeeps, and repairs, administration of tangible capital assets, machinery, tools, and taking care of personal property that are purchased and utilized in the building. Residential building managers oversee the acquisition, use, maintenance, control, accountability, disposition, and whole life cycle of residential properties, whether private or public (Hassanain and Mahroos, 2023). As stated by Adi and Njo (2024), duties of residential building managers include the screening of a potential tenant, administration of the accounts and finances of the residential properties and engaging in or starting litigation with renters, occupants, and insurance agencies. However, administrators of building residential properties in Nigeria deal with a variety of issues, such as troublesome tenants and employees, inadequate upkeep, bad environmental conditions, security, and other necessities for pleasant living (Olawale *et al.*, 2015; Dania *et al.*, 2023; Rowland and Nnamdi, 2024). Managing residential properties to satisfy both the client and tenant was a major problem from reviewed literatures. This study presented an overview of an evaluation of building residential property management in Nyanya Abuja, Nigeria from the perspective of occupants.

Literature Review

Concept of Property Management

Residential property management can be defined as the utilization of skills to maintain and oversee residential houses, their surroundings, and amenities (Tannor *et al.*, 2024). It involves establishing a strong connection between tenants and the landlord to ensure that the property benefits both parties to the greatest extent possible. From the landlord's perspective, it is important to efficiently and economically maintain and manage the property. From the tenants' perspective, the house should serve as a comfortable and fulfilling home, creating a central point for a joyful and complete family life. However, property management is the process of staffing, managing, controlling, and overseeing the surface of the planet. Building property management, extends to everything that is inextricably linked to the earth either by nature or by those who are part of its ownership, in order to fulfil a specific goal (Brown, 2019). Residential property managers also carried out researches to reduce employment pressure, influence of human resources, and financial resources to accomplish the desire of tenants and landlords (Gunawan, 2024).

Functions of a Building Residential Property Manager

The primary duty of a residential property manager is to offer professional services that ensure maximum protection of the client's interests in the property (Adi and Njo, 2024; Senawi and Osmadi, 2024). This protection encompasses financial, legal, and the overall preservation of the property's useful life (Klink and Ignatios, 2024). Charles (1986) outlined several functions of residential property managers. These functions

include maintaining a property register and records that contain essential data about the property, such as its location, ownership details, rent reviews, and options for renewal (Mohit *et al.*, 2010; Ratcliffe *et al.*, 2021). Another role is handling the selection of tenants, negotiating, finalizing lease terms, and ensuring that all tenancy agreements and leases are properly documented with necessary consents obtained (Stewart *et al.*, 2022). In addition, residential building managers ensured compliance with covenants stated in the head lease, certificate of occupancy, or other conveyance documents, including the payment of ground rents and development charges (Amadi *et al.*, 2022). They manage tenement and water rates by collecting payments from liable parties and promptly remitting them to the relevant authorities (Abbey and Richards, 2020; Oyalowo *et al.*, 2022). Residential building managers also provide advice on appropriate insurance coverage for the property, regularly review the insured sum, and ensure that insurance premiums are paid on time (Bunni and Bunni, 2022). It is also important to note that they oversee maintenance, repairs the property, and ensure that individuals or entities are responsible for all enforceable obligations (Ratcliffe *et al.*, 2021). In cases where services are provided, such as in blocks of flats or other multi-occupancy properties, residential building managers ensured effective provision of such services (Klink & Ignatios, 2024). Residential building managers also select and supervise property staff, like porters, lift operators, cleaners, electrical and mechanical technicians, either directly or through contracts with specialized organizations (Adi and Njo, 2024). Residential building managers performed management functions, like reviews and professional advice on redevelopment, refurbishment, disposal, acquisition, and conversion of properties (Tannor *et al.*, 2024). Lastly they prepare schedules of repairs, such as schedules of condition and dilapidation reports, to assess the maintenance needs and condition of the building (Wei and Radzuan, 2021; Vidaković *et al.*, 2021; Yusuf and Akande, 2023).

Building Residential Property Satisfaction

According to Kabisch *et al.* (2022), residential satisfaction refers to the way individuals respond to their living environment and their overall emotional experience towards it, ranging from positive to negative. It represents the level of contentment individuals have with their present living conditions. Residential satisfaction reflects the viewpoints of individuals who use a residential environment, making it a significant element in a policymaking process when renting a residential building (Clapham 2002; Jiboye, 2009; Li *et al.*, 2023). According to Emami and Sadeghlou (2021), a strong relationships exist between the quality of services, management, the building environment, infrastructures that support the building, and residential satisfaction. Alagbe and Aina (2020) also defined building resident satisfaction as the discrepancy between tenants' expectations and the actual conditions of their residence. Saiz and Salazar (2023) in their study identified six categories of factors that impact residential building satisfaction, namely location, public facilities, physical conditions of the house, corporate image, value judgment, and services attached to the property. There also noted that value assessment report regarding the property tends to have diminishing returns for occupants after the property is bought, and instead, they tend to value the space and experiences associated with it (Johnson & Webb, 2017; Saiz and Salazar, 2023). Additionally, the research revealed that individuals prioritize quality of life, housing comfort, and convenient transportation when their living standards improve (Saiz and Salazar, 2023). According to Salleh (2008), several factors have been identified that impact building residential property users satisfaction. These factors include user characteristics, housing physical conditions, and social space within the dwelling. Additionally, Wu and Chen (2013) identified factors that affect building residential property satisfaction to include the benefit of the site, accessibility of public amenities, caliber of the building, the design of the individual units, and the linkages with the community.

It is acknowledged that living in a residential property gives complex pleasure and is multi-faceted phenomena (Trivic, 2021). Therefore, people could continue to be contented with their existing living circumstances even if living standards rise. The sustained satisfaction with a specific housing situation is influenced by housing deficiencies that extend beyond the dwelling component itself but comprises other aspects of residential satisfaction, as discussed in theories such as housing needs theory, housing deficit theory, and psychological construct theory (Handoko and Subroto, 2022; Kutor *et al.*, 2023). According to

housing needs theory, residential satisfaction is linked to fulfilling the housing needs of residents. This theory highlights that the specific housing needs of individuals throughout their life cycles impact the variations in their dwelling units and neighbourhood circumstances, which in turn influence responses such as housing modifications and space adjustments (Kutor *et al.*, 2023; Van-Der-Sijde, 2024).

Challenges of Building Residential Property Management

Six Challenges of residential property management were identified from the literature review to include Estate Managers Related Challenges (EmrC), Tenant Related Challenges (TrC), Economic Related Challenges (ErC), Environmental Related Challenges (EnrC), Social Related Challenges (SrC), and Political Related Challenges (PrC). Estate Managers Related Challenges (EmrC) includes, inactive response to tenant complaints, illegal or unethical behavior, such as discrimination, delayed in replacing damaged items, failure to properly vet tenants or enforce lease terms and disputes between tenants and landlords over lease renewals. Tenant Related Challenges (TrC) includes, lack of co-operation among the tenants, making excessive noise or disturbing other tenants, failure to pay rent on time or at all, causing damage to the property beyond normal wear and tear and failing to keep the property clean and well-maintained. Economic Related Challenges (ErC) includes, high cost of utilities such as electricity and water, poor quality of construction or materials used in properties, lack of flexibility in lease agreements, limited payment options for rent and fees and insufficient insurance coverage for tenants

Environmental Related Challenges (EnrC) includes, water damage caused by flooding, storms, or poor drainage, excessive heat or cold due to poor Heating Ventilation and Air Conditioning (HVAC) systems, shortage of waste disposal and management facilities, lack of parking space, lack of access to green spaces and outdoor amenities. Social Related Challenges (SrC) includes, stigma associated with renting rather than owning a home, social isolation and loneliness among tenants, lack of awareness of tenant rights among tenants, cultural differences leading to misunderstandings and fear of legal repercussions for reporting problems. Political Related Challenges (PrC) includes, political interference in property ownership disputes, poor enforcement of building codes and zoning regulations, lack of awareness of tenant rights among tenants, political interference in tenant selection and eviction and inadequate protection of tenants' rights and interests

Materials and Methods

Data collection for this research was drawn from both secondary and primary sources. The secondary data were obtained from journals, textbooks, newspapers, magazines, internet as well as published and some relevant unpublished materials. Whereas the primary data was obtained through questionnaire administration to respondents. The study adopted a stratified random sampling technique. The study's population included both tenants and landlords of building residential properties within the chosen area, specifically Nyanya in the Federal Capital Territory (FCT), Abuja. The population for this study was determined by the number of voters registered by the Independent National Electoral Commission (INEC) for the 2023 presidential election in the study area. Nyanya, the study area was divided into six zones and Area A had 300 voters, Area B had 275 voters, Area C had 410 voters, Area D had 500 voters, Area E had 310 voters, and Gbalape had 290 voters. The total population of the respondents was 2085.

Table 1: Number of Registered Voters in the 2023 Election in Nyanya, Abuja

Nyanya, Abuja	Number	Number of Questionnaire Distributed	Number of Questionnaire Retrieved	Percentage retrieved
Area A	300	49	41	83.67
Area B	275	45	35	77.78
Area C	410	67	49	73.13
Area D	500	82	64	78.49
Area E	310	50	39	78.00
Gbalape	290	47	38	80.85
Total	2085	340	266	78.24

A sample size of three hundred and forty (340) was drawn from the total number of registered voters in the 2023 election in Nyanya, Abuja using Yamane's formula on convenient sampling technique on available registered voters (Bello & Bello, 2024).

$$n = \frac{N}{1 + N(e)^2}$$

Equation 1

where

N = sample population (1825) and e= 5% level of significant (0.05) at 95% confidence level

$$\text{Therefore (n) = } \frac{2085}{1 + 2085(0.05)^2}$$

$$\text{Sample size (n)= } \frac{2085}{1 + 5.2125}$$

$$\text{Sample size (n)= } 335.6137$$

The proportional sampling size was calculated using the following method adopted from (Amare, 2015).

$$n_i = \frac{n \cdot N_i}{N}$$

Equation 2

The study employed statistical analysis techniques such as frequency tables, mean scores, and percentages were employed to analyze the data. Problems of residential property management, factors that affect rental value of residential property, effect of residential property management on tenant/landlord satisfaction in Nyanya in the Federal Capital Territory, Abuja was assessed. A total of 340 questionnaires were distributed to respondents, and 266 (78.24%) of them were returned and deemed usable for analysis. The data collected were analysed using Statistical Package for Social Science (SPSS) version 23 and SmartPLE4-SEM.

Results and Discussion

The focus of this section is to analyze and present the data collected during the survey using questionnaires. The section discussed demographic information of the respondents, estate Managers, tenants, economic, environmental, social, and political related challenges affecting residential property management in the study area. In addition, the section discussed challenges of residential property management on tenant-landlord satisfaction.

Demographic information of the Respondents

Table 2 presented the result of the demographic information of the respondents. It could be deduced that 67.3% of the targeted respondents were male while 32.7% were female. This indicates that the survey has been evenly distributed across the different genders, and as a result, it will be valuable in gathering information about the assessment of residential property management using occupant's perspective. Age distribution of the respondents shows that 25.9% are within the age bracket of (18-30) years of age, 31.2%

are within the age of (31-45) years old. 34.6% are within the age of (46-59) years and 8.3% are 60years and above. Survey also reveals that 22.2% are civil servants, 22.9% are self-employed people, 1.9% are engaged in farming while 30.5% are Traders with 22.6% still an applicant. Marital status of the respondents shows that 47.7% are single, 53.7% are married, 9% are divorced with no widow in the sampled area. Highest educational qualification of the respondents shows that primary education records 17.29%, secondary education records 27.82%, 50.75% had tertiary education and 4% had other informal educations. The survey also revealed that 25.6% are clients and 74.4% are occupants. The result indicates that the respondents have the required experience and knowledge to contribute to the assessment of residential property management and its effect on tenant- landlord satisfaction in the study area.

Table 2: Demographic information of the Respondents

Gender	N[%]	Age	N[%]	Occupation	N[%]
Male	179(67.3)	18-30yrs	69(25.9)	Civil servants	59 (22.2)
Female	87(32.7)	31-45yrs	83(31.2)	Self-employed	61(22.9)
Total	266 (100)	46-59yrs	92(34.6).	Farmer	5(1.9)
		60yrs above	22(8.3)	Trader	81(30.5)
		Total	266(100)	Applicants	60(22.6).
				Total	266(100)
Highest Education Qualification	N[%]	Nature of Respondents	N[%]		
Primary	46(17.29)	Client	68(25.6)		
Secondary	74(27.82)	Occupants	198(74.4)		
Tertiary	135(50.75)	Total	266(100)		
Others	11(4.14)				
Total	266(100)				

Estate Managers Related Challenges (EMrC) Residential Property Management

Table 3 shows the result of Estate Managers Related Challenges (EMrC) of building residential property management in Abuja, Nigeria. The result in Table 3, shows that delayed in replacing damaged items with a mean of 4.17 was ranked highest by the respondents, inactive response to tenant complaints with a mean of 4.16 was ranked second, illegal or unethical behavior, such as discrimination with a mean of 3.73 was ranked third, disputes between tenants and landlords over lease renewals with a mean of 3.73 was rank fourth and failure to properly vet tenants or enforce lease a with mean values of 3.34 was rank fifth. The result is in agreement with the work by Tannor, *et al.* (2024), and Hassanain and Mahroos, (2023) who stressed that building facilities should be maintains or repairs regularly to provide comfort and present the building in a positive light.

Table 3: Estate Managers Related Challenges (EMrC) of Residential Property Management

(EMrC)	VS	S	U	LS	NS	Sum	Mean	Rank
Delayed in replacing damaged items	140	80	12	21	13	1111	4.17	1
Inactive response to tenant complaints	83	155	20	6	2	1109	4.16	2
Illegal or unethical behavior, such as discrimination	50	135	60	3	18	994	3.73	3
Disputes between tenants and landlords over lease renewals	61	78	55	41	31	895	3.36	4
Failure to properly vet tenants or enforce lease terms	22	107	84	47	6	890	3.34	5

VS=Very significant; S=Significant, U=Undecided; LS = Less significant; NS= Not significant.

Table 4 shows the result of Tenants Related Challenges (TrC) of building residential property management in the study area. Table 4 shows that, failing to keep the property clean and well-maintained with a mean of 3.87 was ranked highest by the respondents, failure to pay rent on time or at all with a mean of 3.64 is ranked second, lack of co-operation among the tenants with a mean of 3.56 was ranked third, making excessive noise or disturbing other tenants with a mean of 3.62 was rank fourth and causing damage to the property beyond normal wear and tear with a mean values of 3.21 was rank fifth. The study is in agreement with the research by Dania *et al.* (2023) on how to prevent critical housing challenges and Olawale *et al.*, (2015) on housing provision for the less privileges in Nigeria.

Table 4: Tenants Related Challenges (TrC) of Residential Property Management

(TrC)	VS	S	U	LS	NS	Sum	Mean	Rank
Failing to keep the property clean and well-maintained	100	76	53	30	7	1030	3.87	1
Failure to pay rent on time or at all	26	170	41	8	21	970	3.64	2
Lack of co-operation among the tenants	51	120	31	57	7	949	3.56	3
Making excessive noise or disturbing other tenants	81	83	24	78	-	965	3.62	4
Causing damage to the property beyond normal wear and tear	26	88	82	56	14	854	3.21	5

VS=Very significant; S=Significant; U=Undecided; LS = Less significant; NS= Not significant.

Table 5 shows the result of Economic Related Challenges (ErC) of residential property management in the study area. From the result shown in Table 5, the respondents ranked high cost of utilities such as electricity and water with a mean of (3.71) highest. Poor quality of construction or materials used in properties with a mean of (3.68) was ranked second, lack of flexibility in lease agreements with a mean of (3.67) was ranked third, lack of flexibility in lease agreements with a mean of (3.66) was rank fourth and Limited payment options for rent and fees with a mean values of (2.92) was rank fifth. The result of the study is related to findings by Alagbe and Aina (2020), on factors that motivate tenant in Lagos state Nigeria.

Table 5: Economic Related Challenges (ErC) of Residential Property Management

(ErC)	VS	S	U	LS	NS	Sum	Mean	Rank
High cost of utilities such as electricity and water	10	26	91	53	4	988	3.71	1
Poor quality of construction or materials used in properties	71	99	39	53	4	978	3.68	2
Insufficient insurance coverage for tenants	93	57	54	60	2	977	3.67	3
Lack of flexibility in lease agreements	10	42	63	48	11	974	3.66	4
Limited payment options for rent and fees	36	60	33	12	9	784	2.94	5

VS=Very significant; S=Significant, U=Undecided; LS = Less significant; NS= Not significant.

Table 6 shows the result of Environmental Related Challenges (EnrC) affecting residential property management in the study area. From the result in Table 6, inadequate waste disposal and management with a mean value of (4.13) was ranked highest by the respondents, excessive heat or cold due to poor HVAC systems with a mean of (3.68) was ranked second, lack of parking space with a mean of (3.54) was ranked third, water damage caused by flooding, storms, or poor drainage with a mean of (3.34) was rank fourth and lack of access to green spaces and outdoor amenities with a mean values of (3.01) was rank fifth.

Table 6: Environmental Related Challenges of Residential Property Management (EnrC)

(EnrC)	VS	S	U	LS	NS	Sum	Mean	Rank
Inadequate waste disposal and management	97	126	24	19	0	1099	4.13	1
Excessive heat or cold due to poor HVAC systems	69	75	35	73	14	910	3.42	2
Lack of parking space	32	142	40	43	9	943	3.54	3
Water damage caused by flooding, storms, or poor drainage	60	84	41	51	30	891	3.34	4
Lack of access to green spaces and outdoor amenities	23	63	98	60	22	803	3.01	5

VS=Very significant; S=Significant, U=Undecided; LS = Less significant; NS= Not significant.

Table 7 shows the result of Social Related Challenges (SrC) affecting residential property management in the study area. From the result in Table 7, stigma associated with renting rather than owning the respondents ranked a home with a mean value of (3.40) highest. Social isolation and loneliness among tenants with a mean of (3.21) was ranked second, fear of legal repercussions for reporting problems with a mean of (3.28) was ranked third, lack of awareness of tenant rights among tenants with a mean of (3.08) was rank fourth and cultural differences leading to misunderstandings with a mean values of (2.86) was rank fifth. The study is in agreement with the study by Kricheli-Katz & Posner (2023), that stigma associated with renting rather than owning a home affected most residential tenants' satisfaction in urban areas like Nyanya, Abuja FCT, Nigeria.

Table 7: Social Related Challenges (SrC) of Residential Property Management

(SrC)	VS	S	U	LS	NS	Sum	Mean	Rank
Stigma associated with renting rather than owning a home	64	85	12	105	-	906	3.4	1
Social isolation and loneliness among tenants	22	149	10	35	50	856	3.21	2
Fear of legal repercussions for reporting problems	57	62	56	83	8	875	3.28	3
Lack of awareness of tenant rights among tenants	2	128	72	19	45	821	3.08	4
Cultural differences leading to misunderstandings	23	60	84	56	43	762	2.86	5

VS=Very significant; S=Significant, U=Undecided; LS = Less significant; NS= Not significant.

Table 8 shows the result of Political Related Challenges (PrC) affecting residential property management in the study area. From the result in Table 8, lack of awareness of tenant rights among tenants with a mean value of 3.49 was ranked highest by the respondents, inadequate protection of tenants' rights and interests with a mean of 3.31 was ranked second, fear of legal repercussions for reporting problems with a mean of 3.28 was ranked third, poor enforcement of building codes and zoning regulations with a mean of 3.07 was rank fourth and political interference in property ownership disputes with a mean values of 3.02 was rank fifth. The result is in agreement with the study by Brown and Matysiak (2019), who assessed the factors influencing rental property management.

Table 8: Political Related Challenges (PrC) of Residential Property Management

(PrC)	VS	S	U	LS	NS	Sum	Mean	Rank
Lack of awareness of tenant rights among tenants	47	137	7	51	24	930	3.49	1
Inadequate protection of tenants' rights and interests	65	97	4	57	43	882	3.31	2
Poor enforcement of building codes and zoning regulations	27	92	54	82	11	840	3.15	3
Political interference in tenant selection and eviction	40	78	63	32	53	818	3.07	4
Political interference in property ownership disputes	36	45	114	29	42	802	3.01	5

VS=Very significant; S=Significant, U=Undecided; LS = Less significant; NS= Not significant.

Challenges of Residential Property Management On Tenant- Landlord Satisfaction

SmartPLE4-SEM was used to assess the challenges of residential property management on tenant- landlord satisfaction. The exogenous variables are factors affecting Tenant Landlord Satisfaction [TeLaS]) while the endogenous variables are divided into endogenous variables (Hair *et al.*, 2022). The result of the R-Square of the model indicate that the exogenous variables (Tenant Landlord Satisfaction [TeLaS]) Estate Managers Related Challenges (EmrC), Tenant Related Challenges (TrC), Economic Related Challenges (ErC), Environmental Related Challenges (EnrC), Social Related Challenges (SrC), and Political Related Challenges (PrC). Table 9, shows the values of the construct reliability and validity of the varies latent constructs. In the table, Composite Reliability (CR ≥ 0.7), Cronbach's Alpha (CA ≥ 0.7), and Average Variants Extracted (AVE ≥ 0.5) are all adequate (Hair *et al.*, 2022). The loadings from Table 11 shows that,

all the indicators used for the hypothesis and valid for the study. All the indicators for the construct meet the requirement to be accepted from the construct reliability and validity for the hypothesis model construct. Table 9 also assessed the internal consistency reliability (CR) using composite reliability and the result shows that the construct for the model loading varies from 0.851 to 0.946 indicating that all the constructs have the required satisfactory internal consistency reliability.

Table 9: Construct Reliability and Validity for the Model Hypothesis

Construct	CA	CR (rho_a)	CR (rho_c)	AVE)
Tenant-Landlord Satisfaction [TeLaS]	0.923	0.928	0.946	0.813
Estate Managers Related Challenges (EmrC)	0.827	0.832	0.881	0.599
Tenant Related Challenges (TrC)	0.868	0.873	0.938	0.883
Economic Related Challenges (ErC)	0.882	0.906	0.926	0.807
Environmental Related Challenges EnrC)	0.755	0.757	0.859	0.671
Social Related Challenges (SrC)	0.922	0.925	0.939	0.720
Political Related Challenges (PrC)	0.857	0.907	0.932	0.872

CA = Cronbach's Alpha; CR= Composite reliability; AVE= Average Variance Extracted)

Assessment of R-squared (R²) of the Model

“The predictive power of a particular model or construct and the determination of standard path coefficients of each relationship between exogenous and endogenous variables in PLS analysis are assessed via R-squared (R²) values calculated by the endogenous variables” (Hair,et al., 2022). the result of the R- Square of the model in Table 10, indicate that the exogenous variables (Tenant Landlord Satisfaction [TeLaS]) explain 62.9 % variance of Estate Managers Related Challenges (EmrC), 54.00% in Tenant Related Challenges (TrC), 65.00% of Economic Related Challenges (ErC), 63.80% of Environmental Related Problem (EnrC), 55.50% of Social Related Challenges (SrC) and 49.00% of Political Related Challenges (PrC) affecting tenant –landlord relationship were explained by the model.

Table 10: R-square result

Factors affecting landlord/ tenant satisfactions	R-square	R-square adjusted
Estate Managers Related Challenges (EmrC)	0.639	0.629
Tenant Related Challenges (TrC)	0.555	0.540
Economic Related Challenges (ErC)	0.659	0.650
Environmental Related Challenges (EnrC)	0.648	0.638
Social Related Challenges (SrC)	0.562	0.550
Political Related Challenges (PrC)	0.495	0.490

The study tests the relationship between problems of residential property management and its effect on (Tenant Landlord Satisfaction [TeLaS]) in Abuja Nigeria as presented in Table 11. The following hypotheses results were obtained: Estate Managers Related Challenges (EmrC), Tenant Related Challenges (TrC), Economic Related Challenges (ErC), Environmental Related Challenges (EnrC) and Social Related Challenges (SrC) significantly predict Tenant Landlord Satisfaction [TeLaS]) in Abuja Nigeria while Political Related Challenges (PrC) did not significantly predict Tenant Landlord Satisfaction [TeLaS]) in the study area. Out of the six tested Challenges of residential property management, five were accepted while one was rejected. The accepted Challenges of residential property management are Estate Managers Related Challenges (EmrC) ($\beta = 0.556$; $t = 5.089$, $P < 0.000$); Tenant Related Challenges (TrC) ($\beta = -0.268$; $t = 3.252$, $P < 0.001$); Economic Related Challenges (ErC) ($\beta = 0.502$; $t = 4.638$, $P < 0.000$); Environmental

Related Challenges (EnrC) ($\beta = -0.104$; $t = 3.037$, $P < 0.002$), and Social Related Challenges (SrC) ($\beta = -0.060$; $t = 2.426$, $P < 0.015$). While Political Related Challenges (PrC) ($\beta = -0.049$; $t = 0.493$, $P < 0.622$) shows no evidence of a significant effect or a path relationship between residential property management and its effect on (Tenant Landlord Satisfaction [TeLaS]) in Abuja Nigeria. Therefore, hypotheses H₀1a, H₀1b H₀1c H₀1d H₀1e are supported; while hypothesis H₀1f was not supported. The findings align with a research study by Huarita (2021), who assessed tenants' actions when faced with challenges relating to housing. Also the study agreed with Adi and Njo (2024), on tenant satisfaction and property reputation which are similar to residential building occupants, Kabisch *et al.* (2022) on time interval measurement of residential satisfaction, and Mgbolu *et al.* (2024), who examined the fundamental and regulatory challenges of property management.

Table 11: Structural Model Path Coefficient and Hypothesis Testing

Hypothesis Testing	Relationships	(O)	(M)	(STDEV)	T statistics (O/STDEV)	P values	Decision
H ₀ 1a	EmrC-> TeLaS	0.556	0.551	0.109	5.089	0.000**	Accepted
H ₀ 1b	TrC -> TeLaS	-0.268	-0.268	0.082	3.252	0.001**	Accepted
H ₀ 1c	ErC -> TeLaS	0.502	0.501	0.108	4.638	0.000**	Accepted
H ₀ 1d	EnrC-> TeLaS	-0.104	-0.102	0.034	3.037	0.002**	Accepted
H ₀ 1e	SrC -> TeLaS	-0.06	-0.057	0.025	2.426	0.015*	Accepted
H ₀ 1f	PrC -> TeLaS	-0.049	-0.032	0.1	0.493	0.622	Not Accepted

*Significant at the 0.05 level; ** Significant at the 0.01 level; O= Original sample; M= Sample mean; STDEV= Standard deviation

Conclusion

Based on the findings in this study, it is concluded that:

- Estate managers related problem, tenant related problem, economic related problem, environmental related problem, and social related problem should be controlled to enhance tenant-landlord satisfaction in Abuja, Nigeria.
- Residential property managers should address delay in replacing damaged items, inactive response to tenant complaints, and illegal or unethical behavior like discrimination.
- Tenants should be advised to maintain residential property, pay rent at when due, and co-operation among tenants should be encouraged.
- Government should subsidize cost of cost of utilities such as electricity and water for tenants and landlord to increase their satisfaction.
- Landlord should provide adequate waste disposal system, effective HVAC systems, and parking spaces for tenants.
- Seminal and conferences should be conducted to create adequate protection of tenants' rights among co-tenants and landlords.
- This study should serves as a foundation for future research in the field of residential building properties by providing insights that can lead to improvements and enhancements in residential property management practices.

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