

## **A Study on Householder's Satisfaction on Low Income High-Rise Housing in Colombo City**

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### **Abstract**

Householder's Satisfaction is not only an important component of individuals' quality of life, but also determines the way they respond to the residential environment. The aim of this study is to evaluate householder's satisfaction on low income high rise housing in Colombo city with special reference to the case of Lakmuthu Sevana Housing Scheme. With the help of available literature, factors such as "physical features of the housing", "quality of services within the housing unit", "public facilities" and the "social environment" within the housing area and their contributions to residents' overall housing satisfaction were recognized as four main variables to measure the satisfaction of the householders. For the primary data, a questionnaire survey was conducted among 100 householders chosen randomly in the Lakmuthu Sevana housing scheme. Using elementary statistics, data were analyzed descriptively. The study specifically attempts to identify key factors that affect householder's satisfaction. This was achieved through householder's point view. Secondly, it was attempted to analysis the significant level of the factors that affect the householder's satisfaction. Thirdly, it was attempted to identify issues faced by the subject community. According to the overall result of analysis, householders were satisfied with physical features, service quality, public facilities and social environment of housing scheme they reside. Also they are suffering from some main problems such as "building maintenance issue", "garbage issue" and "noise pollution in the area. In other words these are the facts on which a sever dissatisfaction was arisen among the residence.

**Keywords:** Householder's Satisfaction, Low-income Housing, Physical features, Service quality, Public facilities, Social