# HOUSING MANAGEMENT MODELS AND HOUSEHOLD BEHAIVOUR

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**ABSTRACT**

**HOUSING MANAGEMENT MODELS AND HOUSEHOLD BEHAIVOUR**

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A significantly large stock of housing has been realised In Turkey during the past five decades, building the cities almost entirely anew. This has shifted the central concern from production, design and ownership issues in the housing sector to that of housing management. The major problem in housing for the coming decades is not how to maintain the growth of the stock further, but how to efficiently use and improve the existing assets.

Currently, no central or local authority is responsible for the management, running or control at any scale, but only the residents and property owners responsibilities exist at the individual plot scale. There is evidence of greater efficiency however, for the need of housing management at supra-plot scales. The hypothesis of the study in this context is that no part of the stock is without problems in terms of management. This is empirically investigated by two complementary analyses based on two distinct surveys.

The first analysis demonstrated that the role of tenure and income on expenditures on housing, especially expenditures for repairs and maintenance are dominant. A three-fold difference is observed between tenants and owner-occupiers, and 10 times between households of highest and lowest incomes. Expenditures for repairs and maintenance is 1.9 times greater in the apartment stock and 1.2 times more in

the ‘gecekondu’ dwellings than in individual ‘houses’. Lowest levels of expenditures are observed in oldest part of the stock, in less developed neighbourhoods, and in stock with lowest rental values.

According to the results of the second analysis, organisational tendencies of household groups varying in their characteristics are not sharply differentiated as in their expenditures. One most significant factor is tenure. Tenants are observed to have a weaker sense of dedication and identity in the dwellings they occupy and in neighbourhoods they live.

Current management problem issues could then be identified as: low-income households, tenant households, stock with low rental values, aged stock and undeveloped neighbourhoods. Some of the most significant policy tools for tackling these problems are credit opportunities to be made available to households for repairs and maintenance in such problem areas, subsidies in terms of tax deductions, material incentives, technical support and public investments in degraded localities to boost economic activities which are eventually to initiate private investments.

**Keywords**: Housing Management, Neighbourhood Management, Flat Ownership, Hh Behaviour, Repairs and Maintenance of Housing, Rehabilitation, Local Administration.

# ÖZ

## KONUT İŞLETMECİLİĞİ MODELLERİ VE HANEHALKI DAVRANIŞLARI

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Türkiye'de de bugüne kadar konut politikalarının temelini konut sunumu ve yeni konut alanlarının imara açılması oluşturmuştur. Buna bağlı olarak, son 50 yılda gelişen konut stokunun hacmi, bugün konut sektörünün önceliklerini, üretim, tasarım ve mülkiyet konularından, stokun işletilmesine ilişkin konulara yöneltmektedir. Önümüzdeki yıllarda konut sektöründeki temel sorun, mevcut stokun nasıl daha da büyütülebileceği değil, mevcut stokun nasıl daha verimli kullanılacağı ve geliştirileceği olacaktır.

Mevcut yapıda, konut işletmeciliği, Hh'nın sorumluluğu olarak parsel düzeyinde, mülkiyet ilişkilerine dayalı olarak Kat Mülkiyeti Kanunu (KMK) (1965) ile tanımlanmıştır. Ancak parsel ölçeğinde olduğu kadar, parsel üstü ölçeklerde de Hh'larının konut çevrelerinde söz sahibi olabilecekleri örgütlenme modellerine duyulan ihtiyaç, yapılan bir çok çalışma ile doğrulanmaktadır. Bu bağlamda çalışmanın hipotezi, stokun hemen her kesiminde işletmecilik konusunda sorunlar yaşanıyor olmasıdır. Çalışma, Hh' larının parsel üstü ölçeklerde örgütlenme konusundaki eğilimlerini sınamak ve konut ve çevrelerinin bakım ve sürekliliği konusunda problemli Hh grupları ve stok özelliklerini tespit etmek amacı ile iki farklı anket verisini temel alan, birbirini tamamlayıcı iki analiz üzerine kurulmuştur.

İlk analizin sonuçları, gelir ve konuta mülkiyet şeklinin konut için yapılan harcamalarda belirleyici iki temel değişken olduğunu göstermiştir. Konut için tamir

bakım harcamalarında; en düşük ve en yüksek gelirli Hh arasında yaklaşık on, ev sahibi ve kiracılar arasında ise yaklaşık üç kat fark gözlemlenmiştir. ‘Müstakil ev’ kategorisine göre; ‘apartman’ tipi konutların harcamaları 1.9 kat; ‘gecekondu’ tipi konutlar ise 1.2 kat fazla değerlere sahiptir. Stokun bina yaşı en yüksek, kira değeri en düşük ve konut çevresi ve semt özellikleri gelişmemiş nitelikte olan kesimleri konut için yapılan işletme harcamalarında en az payı almaktadır.

Konut çevrelerinin işletme örgütlenmelerinde yeni bakış açıları geliştirmek ve düzenlemeler getirmek için Hhlarının konut alanları ile ilgili olarak niceliksel olduğu kadar niteliksel beklentileri, eylemleri ve ihtiyaçlarını belirlemek gereği vardır. Bu amaçla Ankara’nın dört farklı semtinde, geleneksel apartman konut stokunda bir ‘Hh ve Apartman Yöneticisi Anketi’ uygulanmıştır. Analiz sonuçlarına göre gerek Hh, gerekse stok özellikleri bakımından örgütlenme davranışlarında harcama davranışlarında olduğu kadar belirgin farklılaşmalar ortaya çıkmamaktadır. En önemli etkenin ise, konuta mülkiyet şekli olduğu gözlemlenmiştir; buna göre, kiracılar oturdukları konuta olduğu kadar konut çevresinde de daha az sahiplik ve sorumluluk hissetmektedirler.

Yapılan çalışmada başlıca sorunlu alanlar; düşük gelirli Hh’ları, kiracı Hh, düşük kira değerine sahip stok, bina yaşı en yüksek stok ve gelişmemiş mahalleler olarak tespit edilmiştir. Bu sorunların çözümü için gerekli politika ve araçlar; sorunlu alanlar için kredi olanakları, vergi muafiyeti, materyal ve teknik yardımlar ve gelişmemiş konut çevrelerinde özel yatırımları teşvik edecek kamu yatırımları olarak sıralanabilir.

**Anahtar Kelimeler**: Konut işletmeciliği, mahalle yönetimi, kat mülkiyeti, Hanehalkı davranışı, konutun tamir bakımı, rehabilitasyon, yerel yönetimler

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## ABBREVIATIONS

RM: Repairs and Maintenance

FOL: Flat Ownership Law

Hh: Household

HhICES: Household Incomes and Consumption Expenditures Survey

SIS: State Institute of Statistics

HCS: House Care and Services

LCO: Local Community Organisations

VNPO: Voluntary non- profit Organisations

# CHAPTER 1

# INTRODUCTION

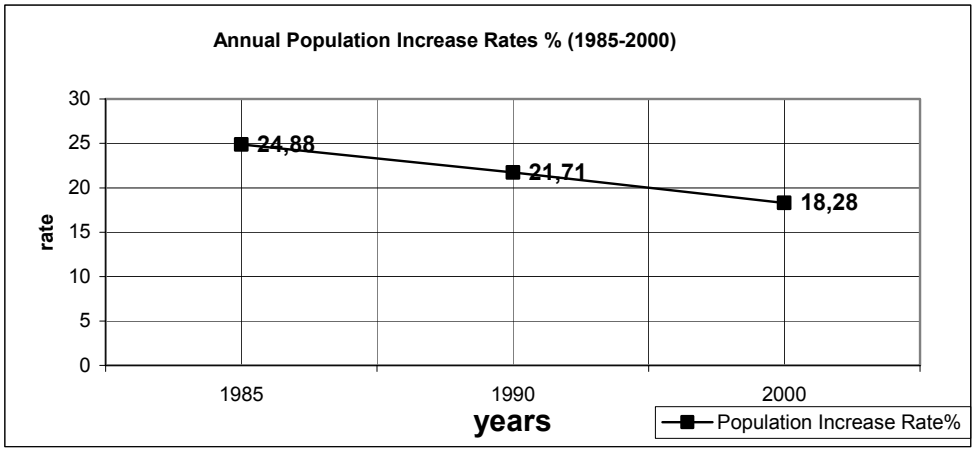
## 1.1. Habitability, Sustainability, Quality and Maintenance of Housing Estates- The Need for Management

Housing policies in Turkey have always been concerned with housing supply. During the past decades this was in general confined to the encouragement of cooperatives and to the development of new housing estates. Yet little attention has been given to the running and management of such estates after development. However, housing estates are living structures and need a lasting care and management in order to be responsive to the needs of its resident population. Currently, due to the declines in the increase rates in the population (Graph 1.) and the volume of the existing stock (Graph 2.), management, rehabilitation and renewal of the stock have gained greater importance besides production of new stock (Graph3.). Efficient management, which covers care, repairs and renewal of the stock, administration and use of common places and participation of partner Hhs are vital in order to achieve higher quality in social and physical aspects in the housing estates as well as in the urban environment in general.

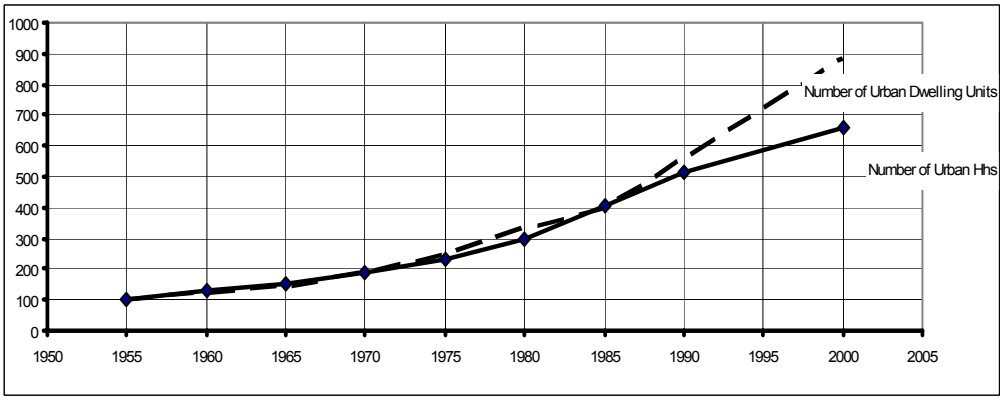
Housing management activities have also been in the agenda of international policies as an important component of the housing problem. European Urban Charter, declared in 1993 within the context of urban policies of European Council, defines four issues;

1. rehabilitation of physical urban environment,
2. rehabilitation of existing housing stock,
3. improving social and cultural possibilities in settlements,
4. encouragement of community improvement and participation.

The Charter has chosen the motto of “Better Lives in Settlements” which emphasizes quality rather than quantity.

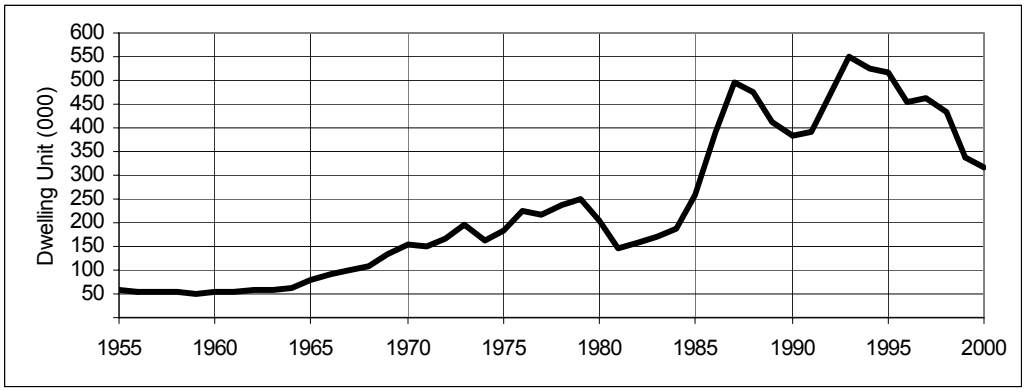



Graph1. Annual Population Increase Rates in Turkey: 1985-2000
(Source: SIS Population Statistics 1985, 1990, 2000)




Graph2. Number of Urban Hhs and Urban Dwelling Units in Turkey: 1955-2000
(Source: Balamir, 2002)

Housing stock covers a large part of built environment in cities. Housing is the largest expenditure item of which an individual pays the highest price to own and is one of the major functions of urban life besides work, leisure and transport (European Urban Charter, 1993). For this reason, housing in itself is a sector that local and central authorities have to develop extensive policies for.




Graph3. Housing Production in Urban Areas in Turkey: 1955-2000
(Source: SIS, Construction Statistics, 2000)

Beginning from 1970s, policy makers have had to address four major housing problems;

- availability, affordability (the ratio of housing expenses to income)
- adequacy (including both quality and overcrowding)
- neighbourhood conditions (Yetişkul, 1999)

As often mistakenly considered to mean availability of a shelter; adequate housing addresses also adequate conditions of housing. As stated in Habitat Agenda (1994);

> "Adequate shelter means more than a roof over one's head. It also means adequate privacy; adequate space; physical accessibility; adequate security; security of tenure; structural stability and durability; adequate lighting, heating and ventilation; adequate basic infrastructure, such as water-supply, sanitation and waste-management facilities; suitable environmental quality and health-related factors; and adequate and accessible location with regard to work and basic facilities: all of which should be available at an affordable cost. Adequacy should be determined together with the people concerned, bearing in mind the prospect for gradual development".

Housing estates consist not only of housing units, but also common places and uses in its urban context. These places can exhibit various forms which are areas regulated for the obligatory needs such as parking places, lifts or heating centres, sports and recreational places, landscaping and any kind of socio-cultural or commercial places. In a housing estate, indoor or open common places are all

subject to the common ownership and management of Hhs in a way which is determined by the form of ownership or right to use according to the form of tenure. Housing estates must serve as habitable urban environments for their resident population by the environs as well as the dwelling units. Habitability of housing is mainly determined by;

- the physical condition of the dwellings and buildings,
- the sufficiency in quality and quantity of social and technical infrastructure and services of its environs,
- equity and availability in accessibility recreational, sports and rest places
- Security and safety
- Availability and functionality of mechanisms for regulating and prevent from the processes and actions which result in disruption in the habitability conditions,
- Participation and negotiation in the balanced land use planning and practice between private and public; open and built environment and in decisions on population and building densities,
- Communication between Hhs, community identity

(Summarized from Habitat II Turkish National Report and Action Plan, 1996)

According to Balamir (1996), as well as the unauthorized stock developed with the motive of rent; the parts of the stock that are authorized also need to be regulated in order to sustain habitability (Habitat II National Report, 1996). To Balamir (1996), gaining green areas, attaining sufficient standards in infrastructure, sustaining sufficient standards in parking places, development of pedestrian roads, reorganizing the balance between open and built spaces in the urban pattern and management of building, building groups and management levels of neighbourhood environs are the dimensions that are not achieved yet in Turkey.

Within the context of housing management, an Hh in a housing estate have both rights and responsibilities in its own housing unit, its apartment and plot, building block and in the neighbourhood unit with all the infrastructure and services provided for all these units. This relationship chain leads us even to the whole city in a larger perspective. From such a perspective, areas that are subject to housing management can be thought as ‘urban units’ and this makes the determining role of housing management visible in physical and social structure of cities. Simply,

decisions of any individual Hh on the physical structure of the housing unit or a group of Hh on the housing estate are interventions on a part of city. These decisions may lead to health or aesthetic results like a decision on renewal or repair of fronts or chimneys; or may lead to results which effect behavioural rules or the social structure such as certain time limits for entrance to the buildings, prohibition of pet raising or noise.

### 1.2. Typologies of Housing Environs With Respect To Management

Organisation type of housing management differs according to;

- form of ownership,
- housing development process,
- physical design and layout
- social and legal framework.

Of all form ownership plays the most determining role that it also sets a framework for legalizing and organising, defining both the boundaries on space and the rights and responsibilities of individuals.

#### 1.2.1. In Terms Of Ownership Regime

Land and space ownership may exhibit various forms in different countries or in different parts of the stock.

- Individual Property
    - Public Leasehold (Social Houses, Council Housing)
    - Private Rental Stock
    - Individual Houses
    - Non-Formal; Squatters

- Collective Property Regimes
    - Condominiums
    - Non-Profit Tenant Cooperatives
    - Undivided Co-Ownership

### 1.2.2. In Terms Of Physical Arrangement

Housing estates may be in various forms of physical arrangements according to how they are designed. These forms are basically;

- Single High- Rise Apartments
- Groups of High- Rise Apartment-Type Buildings
- Attached Homes Distributed In Rows or Clusters
- Single Detached Houses
- Groups of Detached One- Family Homes

### 1.2.3. In Terms Of Housing Development Process

Four main sectors are observed in housing development;

- Individual Production

Individual production was the dominant way of housing supply until 1950s in Turkey. However, increasing land values after the II.nd World War made impossible to own a house by individual production. The increase in the cost of land has resulted in an increase in the density and storeys of buildings which were shared by more than one owner (Yetişkul, 1999).

- Public Sector

In this sector housing development is realized by Mass Housing Authority, Bayındırlık ve İskan Bakanlığı, SSK and Emlak Bankası (Turan, 1999).

- Private Sector

The largest share in housing production in Turkey is private sector's (Turan, 1999).

- Cooperative Sector

Types of coops may be generalized as follows;

  - Cooperatives transforming into individual ownership;

In Turkey all coops end automatically in terms of their judicial identity (tüzel kişilik) by giving title deeds to Hhs.

  - Cooperatives of collective ownership

- Tenant Cooperatives

Property is owned by the cooperative, right to occupy the dwellings can not be transferred by Hhs.

- Self-help Cooperatives;
- Housing Management Coops (Uz, 1994, Turan, 1999).

- Illegal Housing Production (Squatters)

### 1.3. Social and Legal Framework Regulating Issues on Housing Management in Turkey

Housing management has physical and social dimensions. This leads many different actors to be involved in housing management, which varies from local authorities to central authorities; from property owners to private or voluntary organisations.

Approaches in housing management which is focused more on social rental sector in practice and in literature, differ in Turkey since social rental housing almost does not exist except public lodgements. In Turkey, the definition and responsibility of housing management depend on ownership. Rental housing estates or buildings as a whole is not seen in practice. Construction companies also do not produce rental houses. Thus, housing estates are not homogenous in terms of tenancy. In a housing estate or even in an apartment, owner occupiers and tenants coexist. So, type of housing management does not differ in owner occupied and rental stock and housing management is not seen as an independent activity under the responsibility of certain persons or organizations.

In Turkey issues on housing management are regulated basically by the Flat Ownership Law since 1965. According to this law, flat ownership is the right to own independent housing units of the whole property, and households have the ‘right to use’ in the common places and facilities. For the management of the building, the households elect a person or a council of three which can be elected between them or a professional person assigned from outside. Beside this law, issues on tenants and tenancy are regulated by the Law on Property Rents (Law No 6570, 1955).

### 1.4. Problem Areas, New Tendencies and Opportunities in Housing Management

Since the ownership is fragmented into pieces by FOL even in the building scale, it results in difficulties in case of necessities in cooperation/ collaboration in care, repair and upgrade and this is usually not individually within the interest of Elected Board of Owners (Kat Malikleri Kurulu); rather upgrade in the urban areas necessitates also municipalities to be involved in as well as the owners and tenants utilizing housing and boards elected from them. The fact that municipalities have to deal with so many units while carrying out technical services for renewal and improvement of the infrastructure creates certain problems in carrying out the work together. For this reason, according to the Kentkoop Report (1993), it would be proper in terms of efficiency and effectiveness for the municipality to establish cooperation with an organised unit of a certain scale based on neighbourhood or street.

With the expansion of awareness in urban and environmental issues and processes, various efforts are observed in participating and acting together in these areas. This has already caused formation of many voluntary organisations and cooperatives, which aim the conserving and rehabilitating of urban environment either in estate, neighbourhood, quarter or municipality levels. NGOs (Nongovernmental Organisations) or VNPOs (Voluntary Non-profit Organizations), NGOs provide certain pressure on decisions given by authorities on their settlements by bringing the problems to the agenda and by working as representatives for carrying the habitants complaints and wills to the authorities. NGOs also organise and act on self-aided projects; create funds and platforms. These platforms give chance to habitants and professionals to give help and participate. VNPOs sometimes behave like complementary or sub-units of local authorities. VNPOs exist due to the existing needs; however lack in legal rights and sanctions, which results in narrowing their efficiency.

Another trend seen in housing management is the formation of management firms by the large private construction firms. These firms give services (even which are the within the duties of municipalities) to housing estates for a certain monthly fee

charged from Hhs after completing of construction and sale. In response to the services provided by the construction firms, houses and housing estates remain in high physical quality and achieve high social and aesthetic standards, which also satisfy people in the feeling of being a part of a privileged community which affects the buying behaviour of Hhs. However, this can only be observed in middle-high and high income estates due to accelerated using costs of housing; thus could not be afforded by low and middle income Hhs.

The main problem experienced in housing estates in terms of social and physical context in the maintenance of quality of social and physical life in housing estates in Turkey is the lack of organization on the level of building blocks (yapı adası) and on higher scales like neighbourhood units. The organization regulated by Flat Ownership Law on housing management is based on the individual lot level. However there is no defined organisation of management on building block and neighbourhood scales. Housing management services and urban services overlap in lot, building block and neighbourhood levels. The smallest unit for urban service provision are municipalities, which lack in participation and representation due to their large scales and structure of their organisation schemes. The intermediate unit can be thought as Mukhtar Administration (Muhtarlık)- an elected body even being tied to central administration. Mukhtar Administrations are the smallest units of elected for local administration issues in urban areas; however 'muhtarlık' is not well defined as a 'local authority' by legislation and has not well defined responsibilities on local scale and are not efficient in housing management issues in the current practice. Also, muhtarlıks may be still large units in scale in terms of participation and communication since the scales of neighbourhoods are not homogeneous.

Another problematic area is the management organisations of mass housing. Mass housing also lack in beyond plot organisations whose management tasks are also not considered, organised and well conserved by law and not managed in accordance with their scales. .Although the management organization on lot and building based to FOL is still valid with changes and regulations since 1965; it is known that management organisation based on individual unit ownership does not work in mass housing and there are no obligatory and regulatory legal rules for the organisations for the management of common places and facilities. In the design process of mass housing, usually management dimension is missed and is not

taken into consideration in deciding the scale. In mass housing, studies show that 150-200 housing units are an ideal scale for maintaining a good practice in housing management (DPT, Konut ÖİK, 1993). In larger communities difficulties arise in knowing each other and participating in management. Also on higher scales, management expenses rise rapidly and administration of funds become much more difficult. On a scale of 500- 1000 dwellings, for instance, expenses of estate management facilities also include special expenses of municipalities and income-expenditure budgets rise enormously (Altaban, 1996).

Mass housing estates have relationships and problems in terms of planning-development permissions, provision of public services and municipal services due to land use decisions, boundaries of administration and development (province, municipality, adjacent area (mücavir alan) boundaries). According to ÖİK Report (1993), The main reason of these problems is that the Municipalities and Provincial Authorities are insufficient and unready in terms of both organisation and service provision as well as because the dispersion of authority in planning and development permissions.

The problematic issues in the housing estates may be generalized such as;

- lacking of quantity and quality of social and technical infrastructure in the dense building blocks;
- disrepair and need of renewal and care
- organisation problems rising from Flat Ownership Law
- undefined responsibilities of Hhs beyond lot scale
- Hhs who could not/ do not get involved in management

In Turkey, beyond plot local level organizations also have gained importance after the recent earthquake experiences of 1999. New organisational efforts, which MAY is one of the examples, suggest organizations at neighbourhood level in order to act collectively in disaster management, offers about 500 persons to be organised, which make about 120-160 Hhs.

### 1.5. Purpose and Method of Study

In first four chapters of the study, life cycle and economic life of housing, housing and housing management policies and practices in Turkey and in other countries will be examined with an emphasis on property ownership and housing development processes. Existing situation will be analysed in terms of current laws and regulations and current practices with reference to previous research on housing management issues. Literature devoted on housing management will be reviewed.

The empirical study will focus on Hhs' behaviour of housing management. Since Hhs are the main decision makers of housing management rather than some external authority, it is crucial to understand their needs, prospects and preferences on their housing and environs. Besides provision of certain housing services repair and maintenance tasks are the major components of housing management. Moreover, the high volume of the existing stock with reference to population and the increasing share of the oldest part of the stock require a shift in housing sector from new development to other scopes such as maintenance of the existing stock, rehabilitation and upgrade. The first empirical study will examine the Hhs behaviour in terms of repair and maintenance expenditures for housing based on Income and Consumption Expenditure Survey of 1994 of SIS. Hh Income and Consumption Expenditures Survey has a number of variables that are useful for this analysis; first and the most important variable is 'repair and maintenance expenditures' representing an important component of housing management expenditures. Other housing expenditures such as rent, expenditures on electricity and gas, expenditures on house care and services are also employed by the survey. The analysis is composed of two main parts; analysis based on 'Hh characteristics' such as income, form of tenure, age of Hh head and analysis based on 'stock characteristics' such as construction date of building, type of dwelling.

The second empirical study will examine Hhs' behaviour with an approach of organisational aspects of housing management. For this purpose, an 'Hh and Apartment Administrator Survey' has been held in four neighbourhoods of Ankara; Cebeci, Keçiören, Bahçeli and Çankaya in the conventional apartment stock. The study aims to examine Hhs' behaviour in various parts of the stock differing in Hhs income. This survey investigates the Hhs' approach to housing organisations in the

scales of building block, street or neighbourhood for a chance to be organized for problems and maintenance of housing environs as a further step to individual units of apartments. By the Survey, Hhs have been first asked about the problems they observe related to management of housing and environs and after they have been asked about their tendencies on housing management organisations of building block and neighbourhood as a solution to these problems. These two analyses will be the basic tool to bring the major problems into light and policy options will be evaluated according to these evidences of the two analyses.

# CHAPTER 2

# HOUSING MANAGEMENT POLICIES AND PRACTICES IN OTHER COUNTRIES

## 2.1. Housing Management in Literature

Policies in housing sector has four main dimensions; production, finance, investment and management. Until now, as Kodal (2001) states, housing policies were mostly depended on production and supported with finance; however, policies for ownership, about protection of ownership, increasing and protecting the value, protecting the savings of individuals were ignored and management dimension has been the last to be considered.

Housing is a universal subject due to its overall existence reason. Housing management, being a humanitarian issue is also universal. However organisation type of housing management differs according to;

- form of ownership,
- housing development process,
- physical design and layout
- social and legal framework.

In some countries, housing management is a specialised type of professional activity. Management of large housing estates, both occupied by owners or private rental or the estates which serve exclusively as social rental housing, is a public service provided by local authorities, housing associations and non-profit organisations.

## 2.1. Main Concepts and Definitions, Previous Studies

Housing management can be defined as: “To provide the benefit expected from housing with the least use of resources or increasing the existing benefit with the rational use of resources in all the stages of building production process, before and after construction and thus forming the living environments which have desired qualities” (Uz, 1996, p. 17).

Housing management is the planning, organization, operation and control of technical facilities such as measures in planning/ design and realization steps for upgrading the living conditions in housing environs; maintenance, repair and management of elements of building/ infrastructure forming the buildings and environs in order to conserve the physical condition of housing (Orhon, 1987, p.5).

Maintenance of housing can be defined as: “Rehabilitation or renovation of a part of or the surrounding of housing or its services in order to provide harmonization with a determined standard.” (Beler, 1986, p. 3 in Başdemir, 1997).

There has never really been any clear consensus on what housing management is and what it should achieve (Scot *et al*, 2000). As Clapham *et al.* (1995) denote in the Report of Base-line Study of Housing Management in Scotland, there is no precise widely accepted definition of housing management. *The Baseline Study of Housing Management* (Clapham et al, 1995) was commissioned by the Scottish Office in the early 1990s, to assess public sector landlords' policies and practices. According to the report, the housing management task may include different services provided by landlords to their tenants - but not all landlords carry out all functions. These functions include rent collection and arrears management, repairs and maintenance, voids and allocations, tenancy and environmental management and tenant participation. The Baseline Study also identified a number of other housing management related activities which were defined as ‘non-core’ tasks. These are services which might be carried out by housing management staff, but were not provided exclusively to tenants. These tasks included homelessness administration, housing aid and advice, Housing Benefit administration and management of special needs housing. Some of these tasks (homelessness and Housing Benefit) are

statutory responsibilities of local authorities and would not, therefore, be provided by registered social landlords (Scot *et al*, 2000).

In the studies about housing management mainly in Scotland and Britain which examine good practice in housing management, it is found that there is a lack of clarity, not only about the aims and scope of housing management, but also about the purpose of social housing which are fundamental to the discussion of good practice. (Scott, S,. *et al*., 2000, A Review of the Literature, The Scottish Executive Research Unit). The report states that,

> "*Much of the literature avoids these issues, or expresses them in vague terms. Second, good practice must conform to legislative requirements. But in many areas (for example, tenant participation, allocations and housing advice) the legislation is vague. The studies state that, there may also be confusion because much legislation is different across the UK and for different types of landlords".*

A Review of the Literature Report (Scot *et al*, 2000) claims that in previous reviews of the good practice literature some aspects of housing management, such as rent collection and tenant participation, were well covered. However, there were significant gaps in other areas, such as repairs and maintenance and environmental management. This new review concluded that;

> "Repairs and maintenance are generally well served but repairs service has received more attention than maintenance. *There has been a significant increase in both research and good practice guidance, over the last decade, on the issues of anti-social behaviour and crime. Nevertheless, there are some significant gaps which could be filled. This includes guidance on the effective use of the legal process and the production of 'model' good practice policies on crime and anti-social behaviour. Specific literature on environmental management is sparse. There is a small amount on caretaking and concierge services. However, some of the good practice literature on crime covers security and design of open space issues"*

The literature on housing management is mainly devoted on issues in social housing management. The research on housing management is also focused on the

performance studies on social rented sector, where comparison studies between the management of local authorities and housing associations take place.

For this study, the different forms of housing management in the world are reviewed as a certain background for understanding possible forms of housing management.

## 2.2. Management as a Part of Housing Policy, Actors and Facilities

Management is one of the main dimensions of housing policy besides production, finance and investment. For the low- income Hhs who are on the emphasis of housing policies, most wide spread model for housing has been in the form of social housing since social housing are the most effective instruments being at minimum cost, cheap sale or rental houses constructed by the government or by private sector with the incentives of government.

### 2.2.2. Housing and Housing Management Policies in Other Countries

#### 2.2.2.1. In Britain

Housing management policies and applications in England are operated by HRM (Housing Resources and Management) a branch of Department of Housing and Construction. The housing management facilities of this branch are such in the following parts of the stock;

**Owner Occupied Stock**

The most wide spread tenure type is owner occupancy. The basic urban services (fresh water, gas, canalisation, roads, etc.) are served by either government or private bodies and other services (repair- maintenance, management, etc.) are held by owners of the stock.

**Housing Associations**

They are a part of social housing as they are non-profit. They usually serve for special needs groups such as old, poor or disabled. Management functions are held by a management department and the department may be divided into sections when the scale of the association is larger (Uz, 1994).

**Private Rental Sector**

This sector has a marginal character and the target group is consisted of low income elderly, students and singles. The sector is trying to be revitalized by recent changes in the legal framework and there is not much current information on management in this sector. If large companies being the owner of the houses work with managers in their bodies or make contracts with private companies; if owners are individuals these owner who are non-residents charge local companies or held management themselves (Uz, 1994).

**Council Housing**

It is the most widespread form of social housing for disadvantaged groups. Management functions are held by related departments of local authorities. Councils held the functions of management of social housing, sale of houses at reasonable prices, some of them also produce houses and give management services to houses on private ownership. Councils provide funding by loans from local authorities and this debts and management costs are supplied by central government aids, rents and local tax (Ball, Harloe and Martens, 1988).

### 2.2.2.2. In France

In France till 1950s, priority was given to repair of destroyed buildings and thus new construction remained in low levels. After 1950 a rapid increase has been observed. After 1958 social housing has become important and increased in number. Recent years policies emphasize private sector housing production and rehabilitation more than social housing (Ball et al, 1988).

In France management of social housing is not a function of local authorities. Social housing are managed by housing organisations (HLM- Habitations à Loyer Modéré) which also produce houses for sale with government incentives and rehabilitation of houses on private ownership by buying them (Ball et al, 1988).

#### 2.2.2.3. In Germany

After 1980s, Germany has increased social housing production to decrease unemployment; however the government had declared that no incentives would be given to rental housing production (Ball et al, 1988). Similar to 1960s Netherlands, France and USA, after 1980s Germany has also adopted policies supporting private sector by incentives on tax. Private sector in Germany constructs rental and sale houses, produces and manages social housing, also works on urban renewal.

Housing management facilities in Germany are held by Housing Management Department under Department of Housing and Construction Industry and Rent Policy of Ministry of Housing. Department of Housing Management are responsible of repair and maintenance of social housing, rehabilitation and rent management (Uz, 1994).

#### 2.2.2.4. In Netherlands

Until 1960s housing social housing production was the responsibility of both municipalities and housing associations. After 1960s housing associations has become dominant in both social housing production and houses for private ownership and rentals. Housing associations are financed by rental income, appropriation and loans from local and central government and some incentives from private sector.

Housing management activities are the responsibility of Provinces (eyalet) and municipalities. Thus funds may be obtained from central government to municipalities (Uz, 1994).

#### 2.2.2.5. In Denmark

Housing production and management are generally held by Housing Unions in Denmark. 85% of social housing stock belongs to the Housing Unions'. Three forms of Housing Unions are observed;

- Cooperatives
- Independent Housing Unions

- Credit Security Unions (Teminat Birlikleri) (Uz, 1994).

Housing Unions work under strict control of central and local authorities (Ball *et al,* 1988).

Table1. Actors of Housing Management

| Country | Actors | | | | Scope |
|---|---|---|---|---|---|
| | Cent. Auth. | Local Auth. | Hh | Other | |
| **Britain** | x | x | | Private Sector | • Urban Services<br>• Repair- maintenance<br>• Management of social housing |
| **France** | | | | Housing Associations | • Repair- maintenance<br>• Physical Renewal |
| **Germany** | x | | | | • Repair- maintenance<br>• Physical Renewal<br>• Rent Control |
| **Netherlands** | | x | | | • Urban Services<br>• Physical Renewal |
| **Denmark** | x | | | | • Repair- maintenance<br>• Rent Control |
| **Spain** | | | | | • Urban Services<br>• Repair- maintenance<br>• Rent Control |
| **Ireland** | | | x | | • Repair- maintenance<br>• Physical Renewal<br>• Rent Control |
| **Turkey** | | x | x | | • Urban Services<br>• Repair- maintenance |

Source: Compiled by the author from Uz, 1994

## 2.3. Forms of Housing Management

The determinants of organization type of housing management were previously discussed in previous chapters. Organization may differ in various countries, under different legislations and institutionalizations; however following chapter tries to generalize three main forms of housing management which have distinct agendas and actors of management activities.

### 2. 3. 1. Social Housing Management

According to Walker (1998) social housing management is in fact the management of organisations and individuals delivering services to customers.

Housing management as practised in Britain has commonly involved the administration of certain functions, generally within local authority and more recently housing association accommodation (Haworth & Manzi, 1999). The most common functions include: rent control; allocation and letting of properties; neighbourhood nuisance; empty properties; maintenance and repairs.

From the mid 1980s on, there has been a growing interest in determining performance in housing management. The first systematic analysis of the housing management task was undertaken by a research group at the City University in 1981 which was funded by DoE and undertaken by people with a background in h.m. practice (City University, 1981 in Clapham, 1997). DoE (Department of Environment) in England has commissioned University of Glasgow for a comparative study (1989) on the performance of management of Hosing Associations and Local Authorities; a similar study was held by Welsh Office; again in England the Audit Commission has prepared reports (1986) evaluating housing management performance. In 1992, Accounts Commission and Institute of Housing has published their study evaluating housing management by local authorities in Scotland. In1993, DoE has commissioned the University of York for a study on housing management under new financial regimes, the management performance of housing has also been examined in research commissioned by the DoE

(Clapham and Satsangi, 1990) and Clapham (1992) has compared the effectiveness of h.m. by 'mass landlords' ( local authorities and large housing associations) with that of small scale, locally based, resident controlled landlords such as co-operatives and community-based housing associations (Kemp, 1995).

In order to monitor housing management performance, according to Kemp (1995), it is necessary not only to use performance indicators which reveal workload (such as the number of repair jobs completed or waiting list applications processed) but also those which indicate efficiency and effectiveness. According to the Audit Commission Report (1986) service efficiency and service effectiveness are two key concepts explaining performance in housing organisations.

Service efficiency expresses the rate at which resources (inputs) are converted into services (outputs); whereas service effectiveness expresses to what extend the services provided achieved to the intended objectives (outcomes) (Kemp, 1995).

According to Clapham (1997), there are three ways to decide effectiveness in services;

- Comparing policy and practices with Good- practice Guidance issued by government, professional body and other institutions
- Measurement of tenant satisfaction about the services provided, by surveys and creation of tenant discussion groups
- Definition of performance indicators for each activity

That performance is a contestable concept (Klein and Carter, 1988 in Kemp, 1995) gives rise to the question of how to decide good and poor performance. York Report (1993) has defined the first %25 performers on various indicators as good performers, next %50 as middle performers and last 25% as poor performers. According to Bines (1993) the problem in such an evaluation is that how much improvement is observed always there is a 25% defined as bad or in a general negative developments in all performers, there is a 25% defined as good (Kemp, 1995).

One of the important problems in performance studies is that there may become a tendency of these studies to focus on the issues of housing management that are

quantitative and measurable and quality of service provision may be ignored and quality again is an elusive concept, difficult to understand, define and measure (Walsh and Spencer, 1990; Power,1991 in Kemp).

### 2. 3.2. Management in Private Rental Housing

Whether the social housing stock is managed by local authorities or by housing organisations or by private firms which are charged by these organisations, the regulations on management issues of this special type of area are done by the central authorities. In private rental sector, however, the regulations, rules and controls are more likely to be neglected.

Changing from country to country, issues about housing management are regulated by law on landlords and tenants and condominium laws. However, in the private rental and owner-occupied stock what the h.m is and what it includes is not clear as in social rental housing sector.

In the owner-occupied stock, the owners are mainly responsible for management. The owners may form not-for-profit organisations or charge private firms with a common decision. In some cases housing estates are managed by firms or estate agents who rent the houses.

Private firms may give all or some of these services; gathering information about tenants from their ex- landlords, work places or personal references; locating tenants; examining houses before and after the tenants' move; making monthly controls about the physical condition of the houses; collecting monthly rents and informing the landlord by bills; seasonal maintenance and arrangement of gardens; repair and maintenance of dwellings; informing the landlord about the needs of repair and maintenance; showing the dwellings to those intending to buy the house in case the house is on sale.

In fact h.m. first has occurred not as a local authority activity but as an activity of Volunteer Housing Movement in the second half of 19.$^{th}$ century in England. In 1840s Octavia Hill, has persisted one of her friends to buy rental houses in London

and she has given a mission herself to be the manager of this stock. Hill has been also successful in encouraging other women to join this sector and join Society of Woman Housing Estate Managers founded in 1916. H.m becoming a local authority activity is not before the widespread construction of council houses in 1919.

One of the examples of institutionalisation in h.m is the foundation of Building Managers Association (Société de Régisseurs) in 1879 in Geneva. According to Lawrence (1996), the Association is the first to create a common platform for real estate agents, notaries and solicitors who administered buildings owned by individuals and limited property companies.

### 2. 3.3. Management of Housing and Environs under Collective Ownership

Besides these two areas that the housing management has different agendas, recently by the emergence of new tenure types, we face with different approaches and problems in housing management. These are mainly condominiums and cooperatives that we see examples especially in Canada and USA. To Hulchanscki (1998), condominiums and cooperatives have been new forms of ownership developed due to the difficulty of affording housing despite increasing demand (Altaban, 1996).

Table2. Forms of Ownership in Developed Countries

| | Form of Ownership | | |
|---|---|---|---|
| | **Condominiums** | **Non-profit Tenant Coops.** | **Un-divided Co-ownership (Co-owner Coops)** |
| **Definition and Features** | -horizontal property,<br>-corporate ownership<br>-to have a control (dominium) over a certain property with (con) one or more other persons | -involve no equity -investment<br>-a type of renting; members do not own units<br>-differs from ordinary rental because there is security of tenure as far as paying monthly charges (like rent)and housing rights may be passed onto their heirs<br>cooperative decide their own rent levels within the budget assigned to them according to their own priorities and including the mortgage payments, operating costs and maintenance reserves | -a form of ownership where owners are collectively responsible for the whole building<br>-there is only one mortgage<br>-property of the building is shared between partners who are all jointly responsible for financial and all legal aspects |

Source: Reorganized and summarized by the author from Yetişkul, 1999

Table3. Rights of Hhs under Different Forms of Ownership in Developed Countries

| | Form of Ownership | | |
|---|---|---|---|
| | **Condominiums** | **Non-profit Tenant Coops.** | **Un-divided Co-ownership (Co-owner Coops)** |
| **Rights of Hhs** | -Hhs own a dwelling unit without exclusive ownership of land<br>-Hhs take title to individual suites and share in the common area<br>-Hhs make an equity investment and can sell their suit and share in the market and make profit | -right to occupy a unit<br>-housing rights may be passed onto heirs<br>-irrevocable lease as far as paying monthly charges (like rent) and conform all conditions of the lease<br>-without collective agreements tenant may not adjust the dwelling according to taste<br>-no rights of ownership so no equity and no title, no sale and profit | -Hhs make an equity investment and have the right to sell their share in the coop. At market values and profit from any capital gain<br>-Hhs are subject to some control by the coop. Association in the areas of repair and renovation |

Source: Reorganized and summarized by the author from Yetişkul, 1999

Table4. Comparison of Management under Forms of Ownership in Developed Countries

| | Form of Ownership | | |
|---|---|---|---|
| | **Condominiums** | **Non-profit Tenant Coops.** | **Un-divided Co-ownership (Co-owner Coops)** |
| **Management** | -Hhs have share facilities with other neighbours and have responsibility for upkeep and sharing common expenses<br>-Each buyer must finance and purchase of the welling unit and must also accept a commitment to contribute to the building's common costs | -members have full management responsibilities<br>-all members may be members of committees<br>-without collective agreements tenant may not adjust the dwelling according to taste | -coops buy land, make construction of all houses and common grounds and responsible of maintenance and management of them according to democratic rules |

Source: Reorganized and summarized by the author from Yetişkul, 1999

Table5. Advantages of Different Forms of Ownership in Developed Countries

| | Form of Ownership | | |
|---|---|---|---|
| | **Condominiums** | **Non-profit Tenant Coops.** | **Un-divided Co-ownership (Co-owner Coops)** |
| **Advantages** | -create a community- like atmosphere<br>-advantages of tax benefits to homeowners<br>-increase the environmental quality of inner city neighbourhoods | -high quality housing at affordable rents<br>-security of tenure<br>-coops are self- managed, members have to participate coop's activities as executive board members or on various committees<br>-control over one's individual and collective living environment<br>-empowerment of community | -avoid social stratification and encourage amore communal life style<br>-control over one's individual and collective living environment<br>-empowerment of community |

Source: Reorganized and summarized by the author from Yetişkul, 1999

#### 2.3.3.1. Condominiums[i]

Condominiums may be defined by two important aspects;

- Horizontal property
- Corporate ownership

“Condominiums provide a unique package of property rights through a legal arrangement which makes it possible for an individual to own a dwelling unit without exclusive ownership of the land on which the structure and its surroundings is built” (Hulchanski, 1988, in Yetişkul 1999).

The difference between condominium and freehold is that freehold means one has no shared common ownership with his neighbours, condominium means that one shares facilities with his neighbours and with that he shares the responsibilities for upkeep, and sharing in common expenses (Fish, Mak, 1988 in Yetişkul)

In US, co-ops are also like condominiums where individuals take title to individual suites, and share the common places. The Canadian co-ops are different from condominiums. The difference between condominiums and co-ops is that in co-ops in Canada individuals have no title, but rather are tenants in their individual suit or unit; they have no rights of ownership, and when they move out there is no “equity” or title to be dealt with (Yetişkul, 1999)

As Clurman & Hebard (1970) state, "Condominium refers to a form of ownership in which more than one owner is involved in a specific way. Essentially, it means to have control (dominium) over a certain property jointly with (con) one or more other persons.... The "condominium" or co-ownership aspect directly concerns only a part of the owner's complete bundle of property rights, but the particular form of packaging or combination of these rights has come to be known in its entirety as a condominium".

“Condominium” is a form of ownership but not a form of housing/settlement? (konut/ iskan). An individual becomes the owner of a housing unit but doesn’t have an

[i] Condominiums are mostly documented projects. Therefore a rather wider explanation is included here for the benefit of future studies on housing.

exclusive ownership on the land on which the houses are situated and on environs of the unit. Joining the condominium project, the individual gains the right of ownership in the housing unit and besides gains a co-ownership on common places and grounds (pedestrian roads, landscape, recreational facilities, parking places, stores, lifts, corridors, etc.). On places other than housing, there is 'right to use' in a common an indivisible ownership. In this kind of ownership, owner of the housing unit is a partner in care and management of all common places and facilities and can not avoid being a partner (Altaban, 1996).

Condominiums have a share of ownership on the common places and facilities as well as independent units which are administrated by a non profit organisation. Any household having an independent unit also directly becomes a partner of that organisation (Altaban, 1996).

Two forms of condominiums are observed;

1. Freehold; each Hh is the exclusive owner of the housing unit and a common and indivisible owner in the common places
2. Leasehold; a form of secure tenure ownership where the ownership of land remain on the developer of the project and long term right to use (20-30 years) or ownership transfer in long term

According to Clurman & Hebard (1970) condominium is the only form of ownership that permits exclusiveness in the traditional sense of individual fee simple ownership while allowing almost any type of physical arrangement.

As Clurman and Hebard (1970) state, condominium homes may be in forms of;

1. Single high-rise apartments in an entirely residential building
2. A single high- rise apartment building with a mixed condominium ownership of residentially and commercially utilized space.
3. Single high-rise apartment ownership consisting primarily of residential areas under condominium ownership with commercially utilized space.
4. Single high-rise apartment condominiums with only the residential areas under condominium ownership; with commercial areas reserved for the sponsor or other owner; with various easements and other reciprocal

obligations existing between the condominium and the other owner or owners

5. Groups of high- rise apartment-type buildings utilizing any one of aforesaid distributions of ownership rights.
6. Attached town house-type single- family homes distributed in rows or clusters in various arrangements.
7. Groups of town houses divided into groupings that include detached one family condominium homes.
8. Groups of detached one- family condominium homes.
9. Groups of garden type apartment condominiums with each of the floors owned by separate owners of condominium units.
10. Commercial condominium buildings of various sizes and arrangements, including office buildings, industrial plants, lofts, industrial parks and similar uses.
11. Varieties of recreational developments, such as ski resorts, golf courses, marinas, beach clubs, and other types where housing or space is owned in the condominium form with the principle utilization being the usage and ownership of recreational facilities.
12. Educational or government-used facilities shared in usage and ownership by several independent localities.

Condominiums have been easily marketable mass housing by tax (income, real estate, etc.) exemptions and advantages. It has been implemented on various application fields;

- mass construction (toplu yapı) and new settlements
- urban renewal and rehabilitation in the inner city
- historical and traditional housing areas
- mass housing developed on public land

Especially in renewal areas where public intervention is necessary and in mass social housing developed on public land, leasehold condominiums are implemented. Land ownership remains on public/ municipality and no share of land is charged in sale. The developer develops all common places and facilities and organizes administration and management. Partners of the project pay a joining fee instead of

land share and join in administration and expenses in response to the long term right to use and residence.

As Clurman & Hebard (1970) denote when one purchase a condominium, receives a deed which gives to the owner an exclusive ownership on of his particular home or apartment unit and in addition an interest in common elements associated with the building in which his unit is located. Common elements may include underlying land, parking areas, private roads, recreational facilities, swimming pools and, if it is an apartment house, hallways, basements, heating units, elevators etc.

The document of 'master deed' is a declaration dividing ownership. Also condominium statues have been enacted which bestow legislative sanction on the effectiveness of master deed among participating owners and between owners and outsiders. Most important functions of such statues are the following;

- To provide for recognition of divided ownership and the utilization of conveyancing instruments that adequately and clearly demonstrate ownership and its transferability.
- To establish a form of binding contract among the participants to avoid the detriment of the others without adequate consent
- To avoid otherwise uncontrollable legal means for partitioning property intended for common use.
- To mandate recognition by government officials of the need to file documents in official places and to asses units separately and fairly for real property taxes
- To provide adequate safety and thus impel institutional lenders to issue mortgage loans secured by the separate units and their respective interests in commonly owned areas (Clurman & Hebard, 1970).

The sponsor of a condominium (usually the owner of the land) subdivides his ownership of land and airspace when he declares his intention to form a condominium. With this declaration all units remain in the ownership of the sponsor. In order to effectively transfer ownership of the separate units, a form of title deed consistent with the enabling statue and the terms of the declaration must be used for each unit (Clurman & Hebard, 1970).

As Clurman & Hebard (1970) state the condominium statues prohibit the severance of the two aspects of ownership. These are the unit ownership and the undivided interest in common elements. Thus, each owner of a unit bears the obligation of contributing to the maintenance of the commonly owned areas for that period when ownership of the unit itself is exercisable. Acceptance of a condominium deed automatically places on the owner all rights and obligations imposed by a master declaration and the condominium statue.

The unit- owner ordinarily carries the sole responsibility for the maintenance and repair of his unit, with common responsibility remaining in the commonly owned areas. Thus, the boundary of individual housing units sets the legal responsibility for maintenance. There are some exceptions of this rule such as restricted common elements. For example, the doors and windows are restricted common elements and it is often the responsibility of a unit owner for painting on the inner sides, and the responsibility of the condominium regime as a whole for external painting. (Clurman & Hebard, 1970)

As Clurman & Hebard (1970) denote, condominium, as with any other form of ownership, does not permit uncontrolled incursion upon the rights of the neighbours, especially in the form of seeking to capture ownership rights or possession beyond the bounds of the legal entitlement. If such takes place while a unit owner is decorating, for example, the other condominium owners are entitled to enforce their ownership rights individually or as a group, if commonly owned areas are involved.

Because of the co-ownership aspects of condominium, special rules must provide for administration of many activities materially affecting the occupants, as well as for the properties in which each owner possesses an undivided interest only. A bill of rights is defined within the condominium. These rights might be;

- unrestricted accessibility to one's home
- maximum privacy
- a voice in the choice of an elected governing body
- adequate provision for hazard and liability insurance affected units and common elements
- right to finance, refinance, and transfer the unit with a minimum of restrictions

- personal veto over any major change in status

Clurman & Hebard (1970) state that; ”bylaws” and “house rules”, in addition to the declaration, must provide for such basic rights or clearly depict any attenuation of them. A governing statue imposes the format for administration of a condominium, and gives legislative sanction to condominium government.

> “The developer is obliged to provide the means whereby the condominium owner can be relieved of these otherwise normal responsibilities of home-ownership. This means management- someone hired for that purpose must take over the operation of the building. Consequently, the type of management available in a particular community, the possibility of organizing new types of management companies, If they do not already exist, and providing them with facilities of the acquisition of adequate specialized training are all important considerations for a developer of a condominium. Because so few management companies have condominium training or experience, the condominium developer may find there are substantial hurdles to be surmounted. To a large extent they can be disposed of by careful planning for management at the same time that the initial concept of the condominium is being formulated and projected”

“Generally, condominium statues have been silent on the payment of maintenance charges incurred by the lender during any stage of foreclosure proceedings. It would appear that any owner, regardless of the source, should pay upkeep charges for preserving common elements and proper operational maintenance. The only exclusion to this rule would be the condominium board, if it were to take title to a unit”.

“ … unit- owners have control over the selection of board members, it is possible for them to demonstrate their dissatisfaction with such action at the next owners’ meeting by replacing the objectionable board member, and this is considerably more than owners of single family homes can do if they are unfortunate to have a cantankerous neighbour who believes he owns the street in front of his house and expresses his displeasure with cars parked there, sometimes by going to such lengths as to deflate the tires.”

“Condominium ownership affords the opportunity to families with low incomes to acquire an apartment home having some of the benefits and ownership characteristics as the traditional single- family detached house- a more or less permanent occupancy, a responsibility for its upkeep and maintenance, a pride and sense of fulfilment in actually “owning” the unit, a chance to benefit from any appreciation in its value, and a share in the management of the condominium itself. Most of these are not present in rental housing. However there is no assurance that the low- income occupants of the publicly assisted condominiums will automatically avail themselves of these advantages.” (Clurman & Hebard, 1970).

#### 2.3.3.2. Non- Profit Tenant Cooperatives

From 1945 to1961, the most popular type of community housing in the United States took the form of the cooperative housing corporations that issues stock and privileged proprietary leases to participants. In European Housing, cooperatives were not significant until the end of World War I and the housing and financing shortage as a result of war. The period of greatest cooperative development was that which followed World War II and resulted from similar conditions (Clurman & Hebard, 1970).

Main intention of the European cooperatives has been solving shortages of housing for lower and middle-income residents. Scandinavian cooperatives, for instance have sought to eliminate the profit factor from new cooperative developments. The cooperative venture begins with building societies that manage fund-raising and construction, which are the so called *mother* cooperatives. The complemented and operating housing cooperative, called *daughter cooperative*, functions separately under a protective alliance with the mother cooperative to provide more efficient management. Similar types of cooperative organization exist in many other Continental countries (Clurman & Hebard, 1970).

> “An interesting feature of the European cooperatives is the allocation of a separate repair fund for each apartment, with an overall cooperative reserve fund for emergencies. This feature has no real similarity to the American

> Society deposit, since all repairs from ordinary wear and tear to intentional abuse, are funded from the cooperator's own repair account. In the case of many Swedish cooperatives, such fund is accumulated through monthly payments until 5 percent of the apartment's original value is reached. Cooperators who maintain their apartments in good repair can thus reduce their monthly payments. This method also removes some of the burden resulting from sudden assessments on residents to cover repairs in badly kept residences of others. The actual physical internal repairs are made by the cooperative but are paid for by the resident himself through deductions from his own repair account or by special assessments against him personally". (Clurman & Hebard, 1970).

Two categories of American cooperatives are observed;

- conventional
- publicly assisted.

In the conventional cooperatives, "whether new construction, conversion, or rehabilitation of existing units, the promotion of housing is a private affair limited mainly by local zoning and building codes with prices fixed by the law of supply and demand". In the publicly assisted cooperatives, there is a limited profit. The profit is allowed to the private or organizational sponsor as a condition for the grant of government aid. The aid may be in forms of direct financing (usually below market) or mortgage insurance, tax abatement, or direct subsidy to income groups sufficient to cover the purchase price or carrying charges. Such programmes involve federal, state, or local assistance, and often a combination of all (Clurman & Hebard, 1970).

Being a member to the cooperative has certain advantages compared to being an ordinary tenant. The member of the cooperative has important ownership rights as to tenure, profitability, sharing in management and income tax benefits. In ordinary tenancies, decorations and maintenance are subject to landlord control, In the case of the cooperative, the responsible is the cooperative board of directors and its elected officers and committees, instead of landlord. The board often operates through a managing agent under a one to three year contract. Because of his participation in the election of the board, the cooperator will have a voice in

governing the cooperative which is a factor lacking in ordinary tenancy (Clurman & Hebard, 1970).

#### 2.3.3.2.1. Non-profit Housing Cooperatives in Canada

The type of cooperative housing may be found in many countries and are usually similar to condominiums in the sense that “individuals make an equity investment and have the right to sell their share in the co-op at market values and profit from any capital gain which may accrue”. This type of cooperative housing is not different from the condominium form of ownership. But in Canada “unlike condominiums, non-profit housing cooperatives involve no equity investment” (Hulchanski, 1988 in Yetişkul)

Canadian housing cooperatives differ from other forms of collectively owned property such as condominiums also in their ownership structure. Housing units and all other buildings and common areas in the project are owned by the cooperative rather than individual members; but at the same time each cooperative member owns the cooperative housing as a member of the cooperative organisation. This implies that no capital gain by sale can accrue to individual members of the cooperative (Fincher, Ruddick, 1983 in Yetişkul). Thus, this model can be defined as a type of rental housing as far as the residents do not own the units they live in, they pay a housing charge similar to rent for the right to occupy the unit but there is a security that members can not be evicted and membership and its associated housing rights may be passed on their heirs (Hulchanski, 1998 in Yetişkul).

A federal government co-op housing program provides an insured mortgage and subsidies enabling lower income households to afford the monthly housing charges. An operating agreement covering the 35 year term of the mortgage guarantees ownership of the project by the residents on a non-profit cooperative basis. It is the non-profit and non-equity form of ownership combined with democratic self management which distinguishes co-operative from condominium ownership (Hulchanski, 1988 in Yetişkul)

In ‘Sustainable Co-operative Model’ developed in 1960s in Canada, the members do not own any independent unit; rather they are partners of the whole project. The members pay a monthly fee similar to rent for the management and maintenance expenses of the estate where the management council is elected from the members (Altaban, 1996).

Sustainable Cooperatives have had two main aims;

- supply social housing for low income families
- long term and secure habitation (Hulchanski, 1988 in Altaban, 1996)

Canadian Cooperatives were supported from 1970s to 1980s with a high level fund created within the cooperative housing programme by the government and with the formation of cooperative housing association. The programme was revised in 1980s; government support was reduced and a system based on a mortgage indexed to income was introduced (Altaban, 1996).

Housing co-operatives are incorporated, non-profit businesses organized by people who have joined together to provide their own housing through joint ownership. Membership to a co-op means joint ownership and control of one's housing. From the co-op's inception, the members decided on design, development and policy. Members serve on committees responsible for activities including member selection, maintenance, finance, newsletter, and social. Each member can run for election to the Board of Directors. The Board of Directors appoints members to committees such as maintenance, finance or membership committee. All Hhs may attend member meetings where they participate in major decisions. Staff or other professionals may be hired to handle specific problems, but the final decisions and responsibility rests with the members. Members do not individually own the units they occupy. In larger cooperatives, having more than 30 or 40 units, a staff or a firm, managing the services is hired for doing the routine maintenance. The members of cooperatives have full management responsibilities (Hulchanski, 1988 in Yetişkul).

Advantages of Co-operative Housing may be summarized as;

- Housing co-ops run on a non-profit basis
- Secure tenure

- Democratic Control By The Members
- Housing Built with Quality
- Building Communities (chanal/homeip.net/coop.html)

Co-operative housing is designed to be affordable so it may not be bought or sold for profit. Unlike rents, co-op housing charges, rise only with increases in operating costs.

Members of housing co-ops have the right to permanent residency as long as they respect the obligations of membership. Joint ownership eliminates the insecurity of the rental market by putting control of the housing in the hands of the residents.

Each member has one vote in making decisions on important matters such as housing charges, the election of directors, and the rules and regulations that members will be expected to follow.

Within the budget limits set by government, the co-op seeks to provide the highest quality housing possible Co-ops are required by government rules, to maintain capital reserves for the replacement of worn-out buildings and equipment.

Members share common goals in the management of their co-operative corporation, and a sense of community arises from working together. Members of housing co-ops often assist each other in ways beyond their housing needs. Housing co-ops have helped maintain or rebuild communities threatened by decay or urban renewal.

A study of CMHC *(Canada Mortgage and Housing Corporation*) (1992) about a study on federal housing programmes in Canada, has found that Canadian Cooperatives has 19% less operating costs than municipal and private non-profit housing and 71% less than public housing (owned by federal and provincial government).

**Housing Cooperatives in France**

In France, two distinct forms of cooperatives emerge;

- Non-profit housing cooperatives

- Non-profit hosing cooperatives which are responsible for renting and administration of housing units.

The former aims their members to own housing units either in existing buildings or newly built ones and administrate and manage these buildings; while the latter are cooperatives which manage their own housing units (Turan, 1999)

**2. 2.3.2.2. Multifamily Rental Buildings in Sweden**

About half of the rental flats of multi family buildings in Sweden are owned and managed by private landlords. However, since World War II, most of the multi family buildings have been started to be built by non-profit housing companies. Each municipality owns at least one non-profit company. These companies generally retain ownership and management of the buildings (Anas, 1990 in Yetişkul).

As long as the tenants conform to the conditions of their lease and continue paying their rents, their leases are irrevocable and they have the right to remain in their flats and they also have the right to move.

In recent years, some privately owned rental buildings are converted into cooperatives and turned over a cooperative association for management. It is possible if the owner wishes to sell and a majority of the tenants in a rental building vote in favour of conversion (Anas, 1990 in Yetişkul).

**2.3.3.2.3. Neighbourhood- based Non-profit Cooperatives (in US)**

In the past years, US has witnessed non-profit organisations including community development corporations (CDCs) as preferred providers of housing to low and moderate income and special needs Hhs. CDCs are commonly used to designate non-profit organizations primarily involved in housing and economic development, especially at the neighbourhood or community level (Yetişkul, 1999).

Common goals of CDCs have been to make decent housing more affordable and to increase community control over the housing inventory. Non-profit organizations have also developed rental housing for low-income Hhs with special needs, including the physically and mentally disabled. CDCs have provided temporary and transitional housing for the homeless and encouraged tenant participation in management and in some cases, ownership of rental property (Rasey, 1993 in Yetişkul)

#### 2.3.3.3. Undivided co-ownership (co-owner co-ops)

##### 2.3.3.3.1. Coops in Canada

In Canada various new modes of occupancy and management have developed. During the same period, undivided co-ownership (the property is shared between partners who are jointly responsible for financial and all legal aspects) emerged as a substitute for condominium conversion, which has been prohibited since December 1975 (Yetişkul, 1999).

In contrast to condominiums, undivided co-ownership is a form of ownership where the owners are collectively responsible for the whole building and not simply for their own apartment. There is only one mortgage. This type of ownership is very distinct from the non-profit tenant coops.

##### 2.3.3.3.2. Multifamily Cooperative Buildings in Sweden

Owners have the same rights as single-family dwelling owners in purchasing and selling these units, except that they are subject to some control by the cooperative association in the areas of repair and renovation. Also maintenance of common facilities in these buildings is financed by means of an assessment levied on the tenants by the association. The form of tenure is very similar to condominium ownership in North America. The Swedish cooperative market is dominated by large national cooperative associations (Anas et al, 1990 in Yetişkul).

“Practical attempts seem to have been made by co-operatives to avoid social stratification and to attempt to encourage a more communal life style. Cooperatives in Sweden seem to reflect the interests of both existing and future local cooperative members. The management boards are elected at annual general meetings and decide whether to buy in care taking and maintenance services from the co-operative society, from the private sector or to hire their own staff. All cooperative members who are elected to the management board receive training in housing management, including simple tasks like chairing meetings and disseminating information. Housing cooperatives may ever develop effective local control of a wide range of social services” (Bonnerjea, 1987).

# CHAPTER 3

## HOUSING MANAGEMENT IN TURKEY

In Turkey, according to legislations, housing management is not necessarily the profession of a group; rather the owners of properties are responsible of it. There are no alternative forms of ownership and management defined in different estates. However, different agendas may emerge in different parts of the stock. For instance, we observe different implementations in the apartment type housing stock and in mass housing developed either by private firms, banks or co-operatives.

The housing stock in Turkey may be grouped as follows;

1. Public Housing Stock (lojman)
2. Squatters
3. Individually Owned Land and Dwelling
4. Apartments produced by Build and Sell Companies
5. Mass Housing by Central or Local Governments or Construction Firms
6. Gated communities outside the city developed by cooperatives or companies
7. Estates original in terms of their own regulations (university campuses, labour housing of private/ public sector etc.)
8. New experiments in ownership and tenure (time shared ownership, condominiums, residences, housing for elderly, etc.)

### 3.1. Typology of Housing Environs

#### 3.1.1. Typology of Housing Environs in Terms of Forms of Ownership

##### 3.1.1.1. Forms of Ownership in Turkey

Until 1954, ownership was regulated by Civil Law. According to Civil Law, it was possible to form joint (müşterek) ownership on a property or land and these rights were transferred to heirs. On an apartment, Hhs could have the right of ownership on the whole building; but not on independent housing units. Increasing housing need in urban areas and the demand for the expansion of secure and fragmented ownership of land monopolised on few individuals, it became possible to give more than one title deed on one building by a change in Tapu Kanunu in 1954. Also in order to make the separately sale of individual housing units in buildings worn out due to insufficient care and management, joint ownership- individual easement (müşterek mülkiyet- şahsi irtifak) was formulated by the article 753 of Civil Law (Öke, 1971). Later in 1965, Flat Ownership Law was implemented. According to FOL, on a building, 'flat ownership' is formed on the units individually proper for independent use. Flat ownership is determined with the 'share on land' and it is stated in the law that this share could not be changed even if the value of the individual unit changes. FOL also suggests forming an easement (irtifak hakkı) between the land owner and other owners in the future before construction and forming flat ownership. Thus, as Balamir (1975) states it was legally secured that more than one small capital come together and construction to be realized.

##### 3.1.1.1.1. Flat Ownership

In Turkey issues on housing management are regulated basically by the Flat Ownership Law (FOL) since 1965. According to Balamir (1975), the unique qualification of the FOL is that FOL defines a societal unit overlapping the physical environment. Balamir also states that *"It is not always possible to see considering socio-economic, spatial and administrative dimensions together in Legislation on Development. However it would be desired that this manner would be seen also in higher scales. .... Thus it would be possible to solve the problems created by the*

*dense ownership to a large extend. However, FOL has brought small scale strict fragmentations instead of large scale organizations".*

According to FOL, flat ownership is defined as the right to own independent housing units of the whole property, and households have the 'right to use' in the common places and facilities. For the management of the building, the households elect a person or a council of three which can be elected between them or a person assigned from outside.

FOL requires unanimity in the decisions given for the main property. FOL requires full consent in Article 19 and decision of majority in Article 42 for some types of repairs and modifications in the common areas of the buildings which result in un-realization of undertaking necessary repairs or rehabilitation work. According to Balamir (1975), allocation of decision making power to more than one person due to the fragmentation of ownership, decreases the possibility that they could reach the same decision. Therefore, giving decisions on development or renewal is almost impossible.

One of the issues in problematic areas of h.m. is the management of mass housing. In 1983 with changes in FOL by Law No. 2814, it has become possible to construct more than one building in an individual lot. Thus, the lot gains the properties of a building block and there emerge places and establishments for common uses other than the housing blocks. On places other than that are left to public, also horizontal ownership may be formed. However, in a system based on common ownership determined as the sum of individual ownerships; each floor owner only feels responsible for his own material environment and does not care about the environment other than his dwelling, does not join to common care and management (DPT, ÖİK, 1993)

According to Altaban (1996), in this form of ownership *(FOL)* which is easy to form up, there is no ease in administration like in mass construction; thus the basic problem starts with administration.

#### 3.1.1.1.2. Current Legislation on Collective Ownership

**Article 19 of the Act 3194**

Section 19 discusses areas which might be regulated under collective ownership;

"If more than one building is to be constructed on one plot (Cooperatives, Housing Estates, Mass Housing, etc.), development subdivision (parselasyon) plans would be arranged or changed without the need for subdivision (ifraz) and **if demanded,** articles of FOL are applied".

**Article 9 of the By-law 18**

Section 9 of 18, states that;

"Subdivision Plans of cooperative houses, housing estates and mass housing are revised or redone;

a. by dividing into plots or building blocks to be a base for site plan (vaziyet planı) according to FOL, without the making ifraz
b. by making unification (tevhid) according to site plan in areas which are previously divided into plots or building blocks in order to make them suitable for preceded purpose."

#### 3.1.1.1.3. Proposed Mass Housing Ownership Law (1993) (Toplu Yapı Yasa Tasarısı)

Because FOL was designed to be an instrument for administration in one building on one individual plot, it necessitated to make new regulations by the emergence of more than one building in one plot and in order to solve this problem a new section (additional section 3) was added to FOL by code 2814 under the heading of 'Special Adjudications On More Than One Buildings'. However, by the widespread construction of mass housing, the problem has passed beyond the scale of 'more than one building in one plot' and created a situation where various common places and infrastructure some of which are left as public land are constructed together with housing of hundreds or thousands, all related with each other and these places.

FOL which is a regime of one plot and one building became insufficient to solve these problems (Proposed Mass Housing Ownership Code by Ministry of Justice, General Motives).

By this proposed legislation, a definition of 'mass construction' is made and ownership on common places is regulated. The law proposes to be organized in both block level and as a whole estate level and to prepare a unique 'Administration Plan' for the estate also.

The proposed law defines 'Mass Construction' as; more than one building constructed on either one or more plots which are related with each other due to common places and facilities and administration of these.

According to the proposal, common places and facilities and these places are registered on title deeds of owners of related plots whatever plot they are situated on.

According to the proposal one unique Administration Plan is made for the whole estate. Boards of Owners of Flats of Block (Blok Kat Malikleri Kurulu) are elected in each block and a Board of Mass Construction (Toplu Yapı Temsilciler Kurulu) is formed up between the representatives of the former board.

#### 3.1.1.2.4. Time-sharing Ownership

Time- shared ownership was defined in 1985 as an easement in FOL in the name of Right of Time-shared Ownership (Devre mülk hakkı). This type of ownership especially applied in coastal zones, providing a kind of tenancy in a limited time period each year.

### 3.1.2. Typologies of Housing Environs in Terms of Forms of Physical Arrangements and Development Regime

Housing estates are developed under;

- Plot-Based Development
- Mass Housing Estates

### 3.2.4. Typologies of Housing Environs In Terms Of Housing Development Process

Housing is produced by;

- Individual Production
- Public Sector
- Private Sector
- Cooperative Sector

### 3.2. Forms of Housing Management in Turkey

Housing management might have different agendas in different parts of the stock. For the Turkish case, these can be generalized mainly as;

- Management of Public Lodgings (Lojman)
- Management in the Owner-occupied Housing and Private Rental Housing in the Conventional Apartment Stock
- Housing Management in Mass Housing
- Housing Management in Illegal Development

### 3.3.1. Management of Public Stock (lojman) in Turkey

In Turkey, conventional social housing which is seen in many European countries does not exist. A similar example may be 'lojman' used for habitation of workers and government officials with a fee charged as rent. In this kind of housing, Hhs gain the right to use in response to this rent paid. Buying-sale, construction, research, rent issues for the supply, care, repair, management and administration of housing are regulated by Law 2487. (2487 Sayılı Toplu Konut Kanunu ve Uygulama Yönetmeliği (Devlet Lojmanları Yapım ve İşletme Yönetmeliği , Article 11).

### 3.3.2. Management in the Owner-occupied Housing and Private Rental Housing in the Conventional Apartment Stock

Management of rental and owner occupied stock is not distinguished in the Turkish ownership regime. Both parts of the stock are regulated by Flat Ownership Law which means that the owners are responsible for the management of their houses either accommodate in their houses or give them for rental.

Beside this law, issues on tenants and tenancy are regulated by the Law on Property Rents (Law 6570). In Turkey, after II.nd World War, the rents were frozen with 3780 National Conservation Law (Milli Koruma Kanunu) in 1939 (Altaban, 1996). According to Öke (1971), this resulted insufficient income to owner of the dwelling that the owners could not make care and repair. In 1948, the rents were set free with 5228 Bina Yapımını Teşvik Kanunu in order to encourage housing construction. Tax Acquits for 10 years to newly built houses was introduced and construction was supported by Emlak Bank credits.

### 3.3.3. Housing Management in Mass Housing

Mass housing as a solution to the housing problem was first suggested in 1967 in II.nd Five Year Plan. Mass housing is a process which necessitates a great capital, organization of demand, supply of large lands and infrastructure. Although government is the first actor to realize such an enterprise, mass housing enterprises were first started by private sector and local authorities in 1970s (Habitat II Turkish National Report, 1996). The process could be legalized by producing mass housing laws only after the early 1980s.

From 1980s on, the concept of 'Mass Housing' has been an important component in the urban and housing policies in Turkey and supported largely by public funds. In that period the concept of 'urban cooperatives' were introduced in order to distinguish from the small scale cooperatives of 1960s and expressing the qualitative upgrade due to the services given to the housing environs besides construction of houses (Türkkent II.nd Report in Habitat II Turkish National Report, 1996)

According to Habitat II Turkish National Report (1996), the process of mass housing in Turkey has been adopted as a form of housing supply and has had effects in improving hosing technologies and finance; but not all examples are successful in housing environs created. The successful examples in which housing and environs are well designed and management is well organized it has improving effects in life quality. As Habitat II National Report (1996) states, it is proven that mass housing has a potential as a tool for controlling city forms if a successful development regulation regime (imar düzenleme rejimi) could be implemented.

The replace of individual housing production by mass housing production, existence of common places and facilities for common needs in the housing environs, production of common services, qualifications of housing environs creating common utility and value has brought to the agenda the administration and management problems in mass housing (DPT, ÖİK, 1993).

According to KentKoop Report (1993), which was prepared for VII.th Five Year Development Plan, the problems about administration and management in mass housing may be grouped as follows;

- Housing environs have emerged which are fragmented and disconnected from the city, which does not have standard building qualities and use of urban space
- Municipalities lack in service provision to housing environs developed disconnected from the city
- Due to the lack of care after habitation of individuals who are organized in order to own a dwelling, common administration, care and management of places other than dwellings have become a problem
- Incapability of regulations and realizations for social infrastructure; especially that different institutions are responsible in formation of places for commerce, education, health services has troubled everyday life in housing estates

Lots, developing into the scale of building blocks have brought out to the agenda the need of planning of common places together with housing. According to KentKoop Report (1993), in the step of realization of common places after planning, issues

about who will organize, finance and manage these places are not defined. There is not a contractor defined for these facilities. There is a judicial (tüzel) gap and neither Cooperative Law nor FOL is sufficient in these aspects.

In all kinds of mass housing, including cooperative houses the management tasks and scales are dependent on the scale of the housing development area. As far as the Flat Ownership Law is a parcel based system, it doesn't offer any organizational scheme on higher scales. This creates more problems in mass housing in the outer city than flats in the centre.

According to the DPT Report of Administration and Management of Mass Housing Working Group (1993), care, repair and management of dwellings and common places and facilities and creation of social activities necessary for societal life are obligatory in order to sustain physical and social needs of the users living in mass houses developed by various production and supply types. However, in the last 10-15 years only the production dimension of mass housing was emphasised, the complementary and integrity of steps of project- implementation and administration-management after implementation were neglected (DPT, ÖİK, 1993).

In the first Mass Housing Law no. 2487, mass housing estates were foreseen to be administered and managed by the habitants of the estate. The statement "Care, repair, improvement, management and administration services are going to be operated by the coordination of habitants and municipal services" in the Article 25 has been excluded by the latter judicial (tüzel) regulations. According to the Kentkoop Report (1993) an organisation allowing such an operation formed out by municipality, public and organisations of local habitants is the most proper solution in the mass housing estates.

The basic problem in management and administration in mass housing is the scale and size. In the process of production of mass housing each input shows the highest efficiency in a different scale and size; thus it is difficult to have an understanding of a common size and scale. According to the Kentkoop Report (1993) it is also clear that size and scale of the mass housing estates are not taken into consideration in terms of management and administration. The Report suggests organizing mechanisms which can be efficient in every scale and later management

issues taking place in this administration must be separated into the most efficient scales of their own and coordination must be supplied between all administration and management units in the whole estate.

Growing size and scale in mass housing estates results in changes in ownership system. The small scale of administration and management formed out by one Hh or Hhs in one building has changed into an large housing enterprise which may be defined as common ownership or mixed ownership like in cooperatives (DPT, OİK, 1993). This requires in new approaches to housing management.

A new trend in mass housing developed by private firms is to form a private firm specialized on housing management issues. As far as the mass houses are usually built on the outer parts of the city, they have many infrastructural lacks even if they are within a border of a certain municipality.

Housing management activities in mass housing developed by co-operatives are under the responsibility of Administrations of Housing Estates (Site Yönetimleri*)* - although not defined properly in law- which are similar to Building Administrations (Apartman Yönetimleri*)* which work under the Flat Ownership Law.

Housing management in the housing stock developed by banks or the Mass Housing Authority on the other hand; usually work under a different organisational scheme. According to the scale and the physical layout of the estate, there are superior units over the management units of blocks (Blok Yönetimi), such as Building Block Administration (Ada Yönetimi*)* and Estate Administrations (Site Üst Yönetimler*i)*.

#### 3.3.3.1. Management in Mass Housing Developed by Cooperatives and Cooperative Unions

According to Altaban *et al* (1993), the most supported sector by public funds (credits and funds) has been the cooperatives. In fact cooperatives are tools for organising demand/ need of housing. However in Turkey, cooperatives, especially with the effectiveness of Cooperative Unions, play important roles in planning and projects of

housing and new settlements, processes of construction and tender. Especially after 1984, cooperative movement has grown rapidly and high numbers of cooperatives, common places and dwellings have emerged. It is also widely well known that cooperative movement in Turkey has the motive of house ownership with a great use of public funds. When cooperative organisation only refers to the reach to house ownership, individual use and transfers in the market, it lacks in importance of administration, care and management of places other than dwellings and common establishments, from the point of individual owners.

According to the cooperative law; private- judicial (özel- tüzel) identity of the organisation of the cooperative ends after construction stage is completed. In the legal framework, there are no obligatory legal rules to maintain the sustainability of cooperative and administration and organisations on the levels other than plots/ blocks for the management of common places and facilities.

#### 3.3.3.2. Management in Mass Housing Developed by Construction Companies

An example of this kind is the Koru Houses, developed by Me-sa[ii]. The housing estate is within the borders of the Municipality of Yenimahalle, but most of the municipal services like fresh water supply, garbage removal and mass transportation were provided by the firm for a long time. Today, the housing management services are provided by a private firm of Me-sa, which is Kosaş. The obligatory services provided by the firm are; maintenance and cleaning of green areas, maintenance, repair and cleaning of the roads within the estate and such. A similar example is the firm Konaş[iii], which provides housing management services for Konutkent II and Çamyolu. These firms are not-for-profit firms and the monthly charges are tried to be minimised. If there is a deficit in firm's budget, it is closed by Me-sa by the income earned from the rents and the management of other facilities. The service provision is in fact not tied to any legal regulation, but the developer firm gets the advantage of higher selling prices due to the environmental quality of the housing estate. So, after the developer firm finishes constructing new units, the only way for the management firm to continue is to increase the service prices to the

[ii] Information gathered from interviews in KOSAŞ
[iii] Information gathered from interviews in KONAŞ

market levels, which could create problems even in middle-high income housing. The facilities of the firm depend on an agreement between the firm and the owners, but it is not a permanent agreement. So there is an important lack in the legal framework and organisational schemes about housing management in that kind of areas.

#### 3.3.3.3. Management in Mass Housing Developed by Banks

Most important example is the Bahçeşehir Suburb Project in Istanbul Büyükçekmece, developed by Emlak Bankası. It is a project of 17,000 housing units. Within the borders of the project, there are houses with gardens and, villas in detached and separated forms, hospital, police station, mosque and such public establishments in independent parcels operated by managed by public, and various common places and facilities. In order to sustain the project to be implemented in steps of this 'satellite city' project and the estate to be administered and managed, a new Service and Management Firm Model was implementing for the aim of excluding the insufficiencies of FOL (Altaban *et al*, 1993). In this model, the firm is founded as a firm 'outside the owners' as defined in FOL and gives administrative services (security, waste removal, care taker personnel, care and repair of indoor and outdoor places), technical services (water, canalisation, doğalgaz, electricity, road, management services and social services on the level of suburb. According to the Suggestion of Bahçeşehir Management Plan, building block (*yapı adası)* and blocks surrounded by traffic roads, and containing more than one blocks are defined as Main Property (*Ana Taşınmaz*) like in the Flat Ownership Law. Both on the level of the whole suburb and on the level of the building block, all independent unit owners are natural members of the administration unit, but the 'administrator' (*yönetici*) is the staff of the service and management firm.

#### 3.3.3.4. Housing Management in Mass Housing Developed by Mass Housing Authority

An example of this type is the Eryaman Houses. In 1992, by the Mass Housing Authority a Plan for Administration of Mass Houses was prepared which determines

the administration units as, Block Representatives Commission, Apartment Administrator and Controllers (*Blok Yöneticisi ve Denetçiler),* Mass Construction Property Owners Board *(Toplu yapı Malikleri Kurulu),* Mass Construction Administrators and Controllers *(Toplu Yapı Yönetim ve Denetçileri)* (Altaban, 1996). Mass Construction Property Owners Board and Mass Construction Administrators and Controllers are two new units, which were not defined before by Flat Ownership Law.

### 3.3.4. Housing Management in Illegally Developed Housing Stock (Squatters)

There does not exist a systematic housing management approach for squatter areas. Individual Hhs realize some management activities according to the needs varying by different stages of lifecycle of Hhs or property. This self- management activities are thus solely dwelling unit based approaches and for management problems on settlement scale, Neighbourhood Upgrade Foundations (Güzelleştirme Dernekleri) are founded and these derneks provide a pressure on local authorities for solution of these problems ( Uz, 1994).

## 3.4. Concluding Remarks of Chapter 3

Although organisation of housing management varies according to factors discussed, common scopes of housing management tasks include;

- Coordination and relations with authorities for sustainability and provision of urban services
- Realization and coordination of regular repairs and maintenance
- Management and care of common places and facilities
- Creation and management of funds for housing management services
- Informing residents of all management activities (Uz, 1994).

These activities may change according to the scale of the settlement or demands of residents. Until now main tasks of housing management has approaches the existing housing stock; no approach has been developed which includes the first stages of the lifecycle of the stock beginning with development.

In Turkey, housing management issues in both the conventional apartment stock and mass housing stock has been regulated by Flat Ownership Law since 1965. However, FOL is defined on a plot based development system and except for few additions about mass housing (more than one building in the same plot), it is designed to be applicable on one plot and one block. Moreover, FOL lacks also in management issues in conventional apartment stock (developed in plot based system) in many aspects. Most significant of all might be mentioned as the decision making process for common areas and facilities. FOL requires full consent in Article 19 and decision of majority in Article 42 for some types of repairs and modifications in the common areas of the buildings. However, according to Building Census (2000), 28 per cent of the buildings require basic alteration and repairs[iv] and 7 per cent necessitating main alteration and repair[v]. 2 per cent of the total stock has to be demolished (Özdemir, 2002). Thus, at least 37% of the stock has urgent need of giving decisions on management, rehabilitation or renewal or redevelopment.

After constructed, housing areas need physical maintenance and management of certain services, if not housing areas would be left to continuous deterioration and decline. However, management is defined as a responsibility of Hhs, especially the owners rather than the occupiers and no control mechanisms exist. Thus, state of the stock is solely dependent on the owners of the properties. However, by various constraints and preferences the owners might not be willing to undertake necessary work. For instance, as Öke (1971) denotes, rent freeze in 1939 has resulted in insufficient income to owner of the dwelling that the owners could not make care and repair. Moreover, there are no legal mechanisms to encourage tenant Hhs to undertake responsibility for management of housing areas.

[iv] buildings necessitating basic alterations and repairs: buildings which necessitate operations such as joint, inner and external plaster, paint, whitewash, grooving, wainscot, floor and ceiling covering, maintenance of electrical and sanitary installations and repairing of roof and tile.

[v] Buildings necessitating main alteration and repairs: buildings which necessitate operations which affect structural factors or change construction area (SIS Bıilding Census 2000).

Mass housing areas on the other hand, even lack in legislative regulation on management. Although it has become possible to construct more than one block in the same plot and flat ownership has been implemented in these areas by additions to FOL by Law No. 2814 in 1983, mass housing areas have emerged to be constructed in more than one plot and building as well as more than one building in an individual plot and in each case, in the housing areas there emerge various common places and uses other than that are left to public which necessitates to define horizontal ownership. However, the system defines common ownership as some of individual ownerships which result in each individual owner to feel responsible for only his dwelling.

Another problem in mass housing is the problem of scale and size. Kentkoop Report (1993) denotes that size and scale of the mass housing estates are not taken into consideration in terms of management and administration. The Report suggests organizing mechanisms which can be efficient in every scale and later, management issues taking place in this administration must be separated into the most efficient scales of their own and coordination must be supplied between all administration and management units in the whole estate. Moreover, mass housing estates are developed in the outer city areas and municipalities lack in service provision to these housing environs developed disconnected from the city. Thus, housing management tasks in these large estates need to include urban management tasks which make management issues more complex.

## CHAPTER 4

## ECONOMIC LIFE AND MAINTENANCE OF HOUSING AND ENVIRONS

### 4.1. Lifecycle of Housing Stock

Although having a more durable character compared to many other consumption goods, housing has a terminable life. As Nutt *et al* (1976) state between the decisions to construct and deconstruct, the housing stock passes through occupancy and vacancy, through episodes of use, modification, maintenance, adaptation and extension, until removal by demolition. While it is possible to define housing management as in the agenda in every stage of this life cycle; the core tasks of housing management that are provision of basic housing services and utilities in housing and environs and maintenance of the stock basically defines the period of occupation.

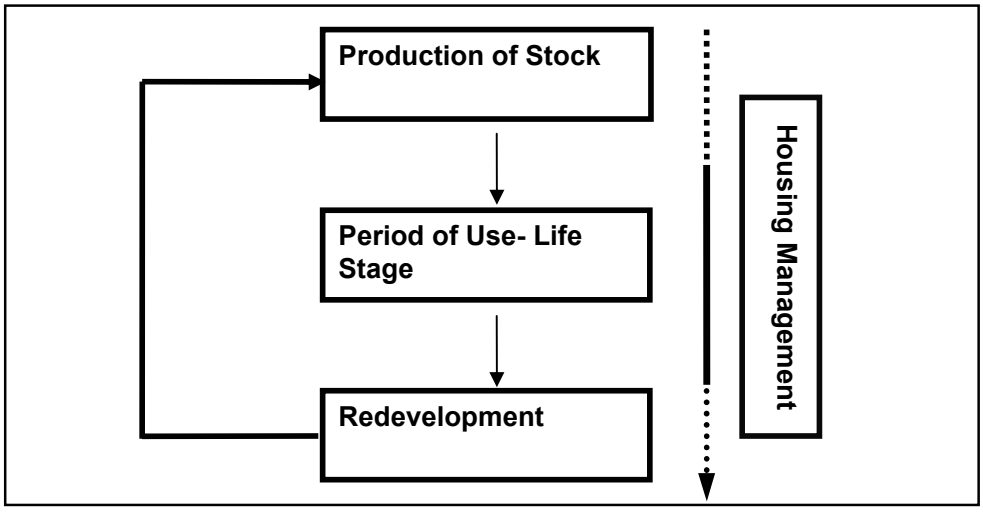



Figure1. Lifecycle of Housing Stock

Economic life of housing is mainly dependent upon;

- the physical state of the housing

Physical state of the housing is mainly dependent on the original standards of construction, deterioration resulting from age of the building and Hhs' use, and existence of regular maintenance and repair. Different construction materials and technology adopted in the housing and also different construction standards result in various life expectancies among dwelling units. In time, components of buildings experience physical decay due to aging, in other words they deteriorate (Özdemir, 2002).

- Changing Hh characteristics.

For Merrett (1982), at a particular point in time there exists a gap between the existing physical standard of housing and some percieved alternative. Thus, in time, with the deterioration of housing and rise of Hhs' preferred standards due to rising incomes or progress in technology or changes in the Hhs lifecycle, obsolescence of housing is observed. In other words, Hhs' perception of obsolescence in their dwelling unit determines their reinvestment decision, hence determining the economic life of their dwelling unit.

- changes in housing environments as a whole

Housing provides two kinds of resources to the Hhs. First; the physical resources provided within the dwelling such as, rooms, facilities etc; second; the resources available within the locality as a whole, such as employment, services, amenities etc. (Nutt et al. 1976). In time, socio-economic pattern of the city changes, altering the distribution of second type of resources such as distribution of employment, services and amenities. This alteration works in favour of some neighbourhoods whereas affecting others adversely and result in changing housing market situations.

- effects of national policies in the country

These policies may be related to the supply of new housing or intervention in the housing markets such as rent control, legislative changes related to housing or credit mechanisms. To Lichfield (1988), causes of obsolescence could be influenced by government action. For example, enforcement of minimum standards in new construction would delay physical obsolescence while imposition of rent control would increase it by reducing the probability of repairs by landlords.

Over its life the use and the conditions of the stock as a whole or in its separate parts, or within parts, do not remain constant. Moreover, housing is a more durable commodity than Hhs life-stage periods, and discrepancies between the two frequently give rise to the need for rehabilitation, even if Hhs were totally free to change residence and location (Özdemir, 2002). Nutt *et al* (1976) states, during its life, the stock will show obsolescence of one or more of four kinds; structural, functional, locational and environmental. This brings repair and maintenance tasks to the agenda as an important component of housing management.

### 4.2. Need for Repair and Maintenance Tasks in Housing Management

In the life cycle of housing stock the need for repairs and management may emerge as an important task of housing management. Housing and environs require provision of many regular services for habitation such as waste removal, cleaning and care of dwellings and common places in the housing environs. Common areas might need certain actions to be taken to function perfectly or attempts to control the process of physical deterioration.

Housing stock needs regular care services such as cleaning regular paint, whitewash, maintenance of electrical and sanitary installations etc. Besides regular services, the need for rehabilitation may emerge in the stock due to various reasons. Merrett (1982) defines rehabilitation as the productive activity carried out on the existing housing stock. According to Merrett (1982), housing production is divided to two main groups of activity: construction of new dwellings and rehabilitation of the existing stock of dwellings. Construction of new dwellings includes the production of

houses by clearance and redevelopment of existing stock and production of new dwellings on totally new sites. Rehabilitation of the existing housing stock is composed of;

- conversion
- extension
- maintenance and repair
- basic improvement
- miscellaneous improvement and adaptation

'Conversion' means changing the composition of dwellings. 'Extension' is simply the addition of a new living space. 'Maintenance and repair' refers to the actions taken to replace the parts of the house functioning imperfectly or attempts to control the process of physical deterioration. 'Basic improvement' includes the installation of new facilities such as internal toilet, a bath or shower, a sink, a wash-hand basin, and the supply of hot and cold water. Remaining actions, which are not included in the above categories, are denoted as 'miscellaneous improvement and adaptation'.

Areas, which are well maintained, remain stable. However, undermaintenance is observed usually after the first cycle of use. In owner-occupied areas, homeowners with the knowledge of imminent decline unless repairs are made, have tendency to sell out their properties. In some cases owner-occupiers undermaintain their property not because of the market strategy but due to the financial constraints. In case of landlords, usually there exist lesser incentives to carry out repairs due to the rent regulations. Due to undermaintenance surplus capital will be invested elsewhere. Sustained undermaintenance will make it difficult for the landlords to sell their properties resulting in less incentive to invest in the area (Smith, 1979). Undermaintenance results in more active disinvestments as further capital depreciations and the landlord's interest diminishes, this process is accompanied by falling housing values and capitalized ground rent, producing further decreases in sale price. Landlords' disinvestments are followed by 'rational' disinvestments of financial institutions. Buildings are abandoned when landlords can no longer collect enough rent to cover their costs of utilities and taxes (Özdemir, 2002).

According to Building Census (2000), in Turkey, 61 per cent of all buildings do not require alteration or repair. Share of this part of the stock that does not require alteration or repair is only 33 per cent n the part of the stock that is constructed before 1960, 31 per cent in the part of the stock that is constructed before 1970. 28 per cent of the buildings require basic alteration and repairs[vi] and 7 per cent necessitating main alteration and repair[vii]. 2 per cent of the total stock has to be demolished. Thus, at least 37% of the stock has urgent need of giving decisions on management, rehabilitation or renewal or redevelopment.

[vi] buildings necessitating basic alterations and repairs: buildings which necessitate operations such as joint, inner and external plaster, paint, whitewash, grooving, wainscot, floor and ceiling covering, maintenance of electrical and sanitary installations and repairing of roof and tile.

[vii] Buildings necessitating main alteration and repairs: buildings which necessitate operations which affect structural factors or change construction area (SIS Building Census 2000).

Table6. Distribution of Housing Stock According to Year of Construction and Physical State.

| | Year of Construction | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Before 1929 | 1930-1939 | 1940-1949 | 1950-1959 | 1960-1969 | 1970-1979 | 1980-1989 | 1990-2000 | Unknown | Total |
| **Not Necessitating Alteration and Repair** | 28% | 29% | 30% | 36% | 43% | 55% | 67% | 78% | 59% | 61% |
| **Necessitating Basic Alteration and Repairs** | 34% | 37% | 37% | 38% | 38% | 34% | 27% | 18% | 27% | 28% |
| **Necessitating Main Alteration and Repair** | 26% | 24% | 23% | 20% | 15% | 8% | 4% | 2% | 7% | 7% |
| **Ruined Building** | 11% | 9% | 8% | 6% | 3% | 1% | 0% | 0% | 2% | 2% |
| **Unknown** | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 5% | 1% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Source: SIS, Building Census, 2000

### 4.3. Building Block and Neighbourhood Management

There are several justifications for the need for management in building block and neighbourhood scale. First justification is that the need for maintenance of common areas in the nearby environs of housing. Another justification is need for Hhs claim and sense of ownership on their living environs in order to provide the sustainability of housing environs. Another is the need of organisation in higher scales for rehabilitation, renewal and upgrade of housing environs. One more justification is the need for intermediate units for both provision of housing services and realizing contact, creating control and pressure over local or central authorities when needed.

Housing areas consist not only of housing units, but also common places and uses in its urban context. These places can exhibit various forms which are areas regulated for the obligatory needs such as parking places, lifts or heating centres, sports and recreational places, landscaping and any kind of socio-cultural or commercial places. In a housing estate, indoor or open common places also need care and management. These places and facilities may be located either in one building or plot or more than one plot or building block. Not only the management of common areas, but also, management issues of individual blocks might necessitate considering neighbouring plots or the whole building block. Thus, management in scales higher than plot emerge as an important task. However, the organization regulated by Flat Ownership Law on housing management is based on the individual plot level. Moreover, there is no defined organisation of management on building block and neighbourhood scales.

In Turkey, beyond plot local level organizations also have gained importance after the recent earthquake experiences of 1999. New organisational efforts are observed for preparing housing estates for disasters. They suggest organizations at neighbourhood level in order to act collectively in disaster management. The awareness and sensibility to such risks may serve as an important opportunity to draw the attention to developing policies for maintenance and management of the housing environs. The Report of İstanbul Earthquake Master Plan (2003) calls attention to the need of Hh Organisations over than individual building scales. The Report suggests a Local Community Organisation with an addition to FOL, defined

as an urban administrative unit which acts in the neighbourhood environments of more than one plot and/ or building formed up of the owners of the dwellings and properties. The Report claims that such an institutionalization which provides conserving neighbourhoods and housing environs would be an important step for upgrading the quality of life, urban administration and risk management in Turkey. The model for management in The Report of İstanbul Earthquake Master Plan (2003) is Local Community Administration (LCA) (Yerel Topluluk Yönetimi). According to the Report,

Scope and aim of LCA;

- Upgrade of quality of life in its administrative unit
- Upgrade of environmental health and hygiene
- Providing services for sustaining security of earthquake in buildings and environment and strengthening tasks
- Mitigation and preparedness for earthquake
- Applications of Infrastructure, sports areas, parking places and landscape
- Control and upgrade of construction and land use
- Local services
- Sustaining Cooperation and communication in the community
- Sustaining cultural and social services
- Mediating for upper administrative units

Rights and Authorities of LCA;

- Determining the Administration Plan, reserving the rights of the individual property owners
- Collecting monthly charges
- Opening bank accounts, owning, using, managing properties for its own identity
- Acting in its environs within the authority and opportunities given by the municipality
- Preparing projects and implementing them by the approval of its members
- Running and management of these tasks

- May act in cooperation with urban upgrade partnerships, companies and other units.

Organisation of LCA;

- At least two building blocks and at most ¼ of a neighbourhood unit
- All the area in the same mukhtar adm. Unit and have a spatial unity
- At least 65% of property owners should accept participating in adm.
- Admission and approval by municipality and mukthar
- Genel Kurul Üyeleri are the property owners who have equal rights and votes, the related municipality has the right to be represented by 5 votes.
- Yönetim Kurulu is elected for 3 years, either directly practice decisions or apply for Genel Kurul view
- Denetim Kurulu is elected for 3 years, one of the members is the representative of local authority, controlling Yönetim Kurulu
- Either owners of detached or independent units, each property owner is an owner of Genel Kurul; properties under joint or collective ownership are represented by only one individual

Budget of LCA;

- Incomes of YTY are monthly charges, katkı payı of municipalities, donations or grants
- Expenditures of YTY include investments, service provisions, consumptions and dept payments

The LCA model would be a helpful institutionalization as a management unit not only for earthquake management or mitigation, but also for conserving neighbourhoods and housing environs in the urban areas. According to Geray (1995) projects of Local Community Administration (Yerel Toplum Yönetimi) depend on a sense of interaction, cooperation and support between individuals in the same neighbourhood and that it is possible that direct democracy could be realized in neighbourhood scale and thus efficiency and effectiveness in services could be provided.

Housing management services and urban services may overlap in plot, building block and neighbourhood levels. The smallest unit for urban service provision in Turkey are municipalities, which may lack in participation and representation due to their large scales and structure of their organisation schemes. The intermediate unit can be thought as Mukhtar Administration (Muhtarlık)- an elected body even being tied to central administration. Mukhtar Administrations are the smallest units of elected for local administration issues in urban areas; however 'muhtarlık' is not well defined as a 'local authority' by legislation and has not well defined responsibilities on local scale and are not efficient in housing management issues in the current practice. Also, muhtarlıks may be still large units in scale in terms of participation and communication since the scales of neighbourhoods are not homogeneous.

Since neighbourhood administrations are not considered to be a neighbourhood administrative unit (mahalli idare birimi), and they aren't founded by law, they do not have public tüzel identity and they do not have their own stuff and budget, they are not local authority units (Palabıyık, Atak, 2000). According to Law No 4551, Şehir ve Kasabalarda Muhtar ve İhtiyar Heyetleri Teşkiline Dair Kanun, mukhtar administration is supposed to be a complementary unit to central authority for local services. According to the study of Palabıyık and Atak (2000), on the Profile of Neighbourhood Administration in Greater İzmir, they arrive at a conclusion that neighbourhood and neighbourhood administrations would serve as social and administrative units for the practice of democratic principles such as effective participation in urban management, pluralism, representation and public control under the light of the concepts of 'habitability', 'sustainability', 'awareness of citizenship', 'acting together for solutions' and 'subsidiarity'.

Various models for reorganization of administration of neighbourhood units have been implemented. According to Palabıyık and Atak (2000), neighbourhoods should be reorganized to be local administrative units by required changes in law and suggest a model of SİM (Neighbourhood Communication Centre). SİM is a project where mukhtar administration office is supported by various physical and technical opportunities sustaining awareness of citizenship and ease for public involvement together with urban information systems. 'Neighbourhood offices' of England Birmingham City Council is another example. The project has been implemented under four main principles; accessibility of urban services and accessibility of

information related to city council, expanding opportunities of applying for existing problems and sustaining participation of residents to decision making on urban services. Besides, neighbourhood offices help residents on several problems in both social and spatial context. These include realization of small-scale repair work, waste removal and environmental health, determination of direction and stations of mass transport systems, control of cafes and restaurants and creation of funds repair and renewal for property owners (Evren, 1997). Another project for neighbourhood management is the SEDAM project. SEDAM has been implemented by IULA- EMME and Municipality of Greater Bursa in 1994 in accordance with the MED- URBS Programme and MED-DEM Project of Europe Union. SEDAMs are composed of basic units of a computerized mukhtar office, computer education unit, multi- purpose meeting room, nursery and library. According to the special characteristics of the settlement also theatre and exhibition rooms, kitchen for poor, tax collection bureau and sports club may be included. In SEDAM units, the residents of the neighbourhood make meetings and form working groups for certain problems. They determine problems and targets and inform responsible units of local or central authorities. Elected representatives of SEDAM are also members of the city council (IULA- EMME, 2000). Alada (1995) suggests a model of neighbourhood management where there is a neighbourhood council (mahalle meclisi) which emphasizes self management. The meetings of neighbourhood councils are open to all residents of neighbourhood and they may perform studies with committees and councils have the right to attend municipality councils, act in cooperation with voluntary non- profit organisations or in cooperation with other neighbourhoods of locational or problematic closeness.

Neighbourhood management is another comprehensive issue which must be examined in detail separately. For the purpose of the study, some approaches and models have been reviewed briefly. Since the characteristics of the issue is that participation of Hhs is a key factor, examining preferences and prospects of Hhs is vital in order to suggest organisations of housing management in building block and neighbourhood scales. Models which are compatible with Hhs characteristics and preferences may be more effective than legislative rules and sanctions. For this purpose an analysis on housing management organisations has been made based on the data gathered by an Hh and Apartment Administrator Survey.

### 4.3. Role of Households' in Management of Housing Stock

As previously discussed, in Turkey, the definition and responsibility of housing management depend on ownership. Management is not seen as an independent activity under the responsibility of certain persons or organizations or some local or central authority. Thus, after construction, housing and environs in every stages of their lifecycle is solely dependant on Hhs decisions.

Within the context of housing management, an Hh in a housing estate has both rights and responsibilities in its own housing unit, its apartment and plot, building block and in the neighbourhood unit with all the infrastructure and services provided for all these units. This relationship chain leads us even to the whole city in a larger perspective. From such a perspective, areas that are subject to housing management can be thought as 'urban units' and this makes the determining role of housing management visible in physical and social structure of cities. Simply, decisions of any individual Hh on the physical structure of the housing unit or a group of Hh on the housing estate are interventions on a part of city. These decisions may lead to health or aesthetic results like a decision on renewal or repair of fronts or chimneys; or may lead to results which effect behavioural rules or the social structure such as certain time limits for entrance to the buildings, prohibition of pet raising or noise.

Hhs are also key actors to prevent the stock from obsolescence. According to Lichfield (1988), to cope with the obsolescence (especially structural and functional obsolescence), the occupier and owner will need to decide the necessary actions. Following the decisions the owner/occupier/investor will be faced with calculations of financial costs and returns for rehabilitation. Maintenance and renovation lengthens physical life but after a certain point, the fabric becomes 'obsolescent' and some form of rehabilitation takes place until obsolescence reaches to such a degree that the need of redevelopment emerge.

The users of the housing stock are the main actor in reinvestment in housing. Scale and quality of these investments usually depend on the Hhs preferences and constraints. Disinvestments or poorly targeted investments of Hhs may result in

declining market values of property and in a reduction in its life span, also it means an increased liability for repair expenditures in the future, and a probable number of losses from the stock (Littlewood and Munro, 1996).

At this point it would be meaningful to discuss the relation of Hhs' tenure on property. Both the owner occupier and tenant Hhs and the owners of the rental stock are involved for various management tasks. According to Lichfield (1988), the critical agency in the life cycle of buildings is the occupier rather than the owner, because without the occupier the building's potential services are not utilised. The occupier benefits from the qualities of the land and building in his occupation and the qualities of the environment: location in relation to the other occupations and activities, accessibility to and from elements of concern to him (markets, transportation, etc.), availability of utility services (gas, water, electricity, etc.), environmental factors (noise, pollution, etc.). On the other hand the occupier faces operating costs: real costs (heating, water consumption, maintenance, etc.), financial costs in servicing the owner's capital investment, and fiscal costs in his contribution to taxes as a means of contributing for the public services which are offered (access, street lighting, etc.).

According to Littlewood and Munro (1996), repair and maintenance behaviour is a result of the decision making process of rational individual and this process is related to the income and cost constraints, demand and preferences of Hhs. Reinvestment decision depends on the physical state of housing and whether housing is perceived as an investment or consumption good. Different types of dwelling, tenure and location will entail different levels and types of constraints over their occupants (Nutt et al, 1976).

There are a number of factors that affect Hhs behaviour in housing for maintenance and repair. Income and cost constraints, the perception of the existing conditions in environment and their prospects, and physical qualifications of the dwelling unit are among these factors. For rehabilitation, according to Merrett (1982) main factor is largely the Hh income, which forms sources of funds. Moreover, he states that British literature usually refers to the relation of age and rehabilitation expenditures; that is, elderly Hhs are likely to resist undertaking substantial rehabilitation. The effect of age may be due to their relatively low income levels, being unwilling to

disruption and dirt that big jobs create and feeling less able to cope with the managerial role of employing builders etc.

The study of Littlewood and Munro (1996) analyses repair and maintenance behaviour in Scottish housing according to the three groups of factors: Hh characteristics, physical characteristics of the dwelling and characteristics of neighbourhood. According to this analysis, Hhs who are older, have lived in the house longer, or are poorer, are less likely to undertake repair and maintenance works. Moreover, dwelling age have the strongest influence on the condition of the dwelling, also bigger houses are more likely to be in disrepair than smaller houses. Furthermore, houses in rural areas are likely to be in poor repair. There is some evidence that existence of repair and improvement activity in the surrounding neighbourhood encourages the people to do more repairs work.

It may be concluded that, Hhs' decisions for management tasks of the stock might be explained according to Hhs characteristics, characteristics of dwelling and characteristics of neighbourhood. In the next chapter of this study, factors underlying Hhs' management behaviour will be analysed for Turkey by 'Analysis of Housing Management Behaviour of Hhs in Terms of Expenditures' with 1994 Hh Income and Consumption Expenditures Survey and 'Analysis on Housing Management Behaviour of Hhs in Terms of Hh Organisations' with Hh and Apartment Administrator Survey.

# CHAPTER 5

# EMPRICAL ANALYSES

## 5.1. Analysis I: Housing Management Behaviour of Hhs in Terms of Expenditures

### 5. 1.1. Data Used

As emphasized before, it is not easy to find data that is appropriate for housing management research in Turkey. However, it is still possible to examine various aspects of housing management with the data available. In this part of the study, Income and Consumption Expenditure Survey of 1994 of SIS[viii] has been employed although the survey has not been specially designed for housing management analysis. Hh Incomes and Consumption Expenditures Survey (HhICES) has a number of variables that are useful for this analysis; first and the most important variable is 'repair and maintenance expenditures' representing an important component of housing management expenditures. Other housing expenditures such as rent, expenditures on electricity and gas, expenditures on house care and services are also available in the survey. Variables of 'Hh characteristics' such as income, form of tenure, age of Hh head and variables of 'stock characteristics' such as construction date of building, type of dwelling are useful for examining housing management behaviour of Hhs. However, the survey information is not without limitations. First, it is not possible to distinguish expenditures made for dwellings individually and for the building collectively for common areas and services. Second, information on the spatial organization of housing such as dwellings is situated in a housing estate or an individual apartment; or the number of dwellings in the building

[viii] The database employed here is accessed only with special permission of SIS. This database was first employed in the CP 501-502 City Planning Master's Studio Project in 2000-2001, and later in May 2002 a paper on this subject was presented in the Housing Congress of Chambers of City Planners in Istanbul.

does not exist in the survey. Another restriction of the data is that as far as expenditures directly reflect the Hhs own expenditures that they make from their own budget, for rental stock the expenditures on housing only counter for the expenditures of tenants, thus any expenditures made by the owners would be missing.

Incomes and Expenditures Survey of 1994 of SIS was carried out in two parts as 'consumption expenditures' and 'income distribution'. This survey has been carried out with a sample of 26 186 Hhs representing the entire population. 18 219 of these Hhs live in urban areas. SIS defines settlements having at least 20 000 population as urban areas. This database includes various consumption expenditures such as food, clothing, housing and rent, health, transportation, entertainment, education, etc. Housing expenditures include rent, repairs and maintenance, electricity and gas, other expenditures on housing and also house equipment expenditures. There are also questions related to Hh characteristics. Besides directly asked questions to the Hhs, 1994 Income Expenditure Survey of SIS, includes data provided by the surveyor observations such as 'neighbourhood- street characteristics'.

### 5. 1. 2. Re- arrangement of data

Since housing management is mostly an urban issue, data covering the rural Hhs were excluded, and thus a sample of 18'219 Hhs were obtained. According to the special aims of the sub analysis, smaller samples have also been used such as 'owner- occupied stock' or 'apartment stock'.

The category of 'other' under the variable of form of tenure (ownership status) has been excluded since it was not well defined, and the category of 'public housing' (lojman) has been excluded since it was not represented sufficiently in the survey (n= 451). Thus for this analyses, the sample size has become 16'228 Hhs.

The raw data of 1994 Income Expenditure Survey has been used in the analysis by certain assumptions and classifications in variables explained in the following paragraphs.

The variable of 'Total Monthly Hh Income' allows us to classify all Hhs in 20% Income groups from bottom to top. Such classifications have also been made for rent and market values of the stock, obtaining a classification of 5 groups of highest, high, medium, low and lowest income and rental value groups assumed to provide a sufficient indicator for differentiation.

As 'floor Area' is a factor effecting expenditures and as average floor areas may differ in various forms of the stock, expenditures in the analysis were calculated in per sq. meter ($m^2$). Thus variables of 'expenditures per $m^{2}$' have been obtained.

The variable of 'repair and maintenance expenditures' (RM) which represents the most important component of the housing management expenditures is assumed to act as a relevant indicator of housing management behaviour of Hhs. In complementary to repair and maintenance expenditures, other expenditure categories such as 'expenditures on house care and services', 'other expenditures on housing' and 'Hhs total expenditures' are employed in the analysis.

### 5. 1. 3. Framework of Analysis

The framework of the analysis is described in summary by Flowchart1 in Figure 5.1. The analysis is composed of two parts; stock based analysis and Hh based analysis. Average expenditures of 'Repair and Maintenance' are assumed to constitute a fundamental indicator of Hhs' behaviour on housing management. To complement this, 'other expenditures of housing' which includes cleaning, waste water, housing insurance and fresh water expenditures, 'electricity and gas expenditures', 'expenditures for house care and services' are referred to as other housing management expenditures of Hhs. In the analysis, average expenditures of 'Repair and Maintenance' and other housing management expenditures of Hhs will be examined in detail according to each category of stock and Hh characteristics. The basic tools of analysis will be frequency tables, descriptive statistics and correlations.

While previous studies discuss problematic areas in housing management of mass housing areas; this study allows us to figure out the problematic areas in housing

management in housing stock in general; that is apartment stock, squatters and houses in developed, undeveloped or squatter neighbourhoods.

The behaviour of management expenditures, specifically repairs and maintenance expenditures are expected to be differentiating according to Hh and stock characteristics. Thus, current practices of housing management which are determined solely by ownership would lack in maintenance of the stock without considering the characteristics of Hhs, stock and neighbourhood. The analysis aims to determine factors underlying the behaviour of Hhs in repairs and maintenance expenditures based on the 1994 Hh Incomes and Consumptions Expenditures Survey. It tries to figure out problematic areas in terms of Hh and stock characteristics.

#### 5.1. 3.1. Variables

The survey contains variables such as, 'floor area of the dwelling', 'typology of dwelling' and 'neighbourhood characteristics' that describe the stock. Also, 'monthly paid rent' for rental Hhs and 'monthly imputed rent' for owner-occupiers are given. The 'market value of the property' has also been declared by the owner-occupiers. Variables describing the Hhs are variables such as 'form of tenure', 'Hh's total income', 'age of the Hh head', etc.

In the survey, monetary values of housing management expenditures realized during the past year have been asked to Hhs. These include the variables of 'repair maintenance expenditures', 'expenditures on cleaning and waste water expenses for housing', 'expenditures on electricity and gas', as well as 'expenditures on house care and services'. The sub items of these expenditures are given in Appendix A.

#### 5.1. 3.1.1. Expenditures

Information on the Hhs' expenditures in SIS Survey are average monthly expenditures. Expenditures in the database are given in monetary units (TL).

#### 5.1. 3.1.1.1. Repairs and Maintenance Expenditures (RM)

These expenditures include two categories; materials for repairs and maintenance and regular maintenance services. The materials and services include both expenditures of individual dwellings and expenditures in common places like chimneys and roofs and fees on common services like salaries of care- takers. In this survey, details of materials and services for repair and maintenance activities are not available for each Hh. This implies that it is not possible to distinguish expenditures made for dwellings individually and for the building collectively for common areas and services.

Monetary values and material amounts of RM expenditures are available for overall Turkey, urban and rural areas in Appendix A.

#### 5.1. 3.1.1.2. Other Expenditures on Housing

Other Expenditures on Housing include expenditures on cleaning and waste water, fresh water, housing insurance and other expenditures for housing.

#### 5.1. 3.1.1.3. Expenditures on Electricity and Gas

This variable includes the monthly expenditures on electricity and gas.

#### 5.1. 3.1.1.4. Expenditures on House Garden Machinery

Landscape maintenance expenses are given here including expenses for technical infrastructure.

#### 5.1. 3.1.1.5. Expenditures on House Care and Services (HCS)

This variable includes expenditures on house care such as housekeeper, serviceman and gardener and other services such as chimney- windowpanes sweeping and house interiors cleaning. Monetary values of house care and services expenditures are available for overall Turkey, urban and rural areas (Appendix A).

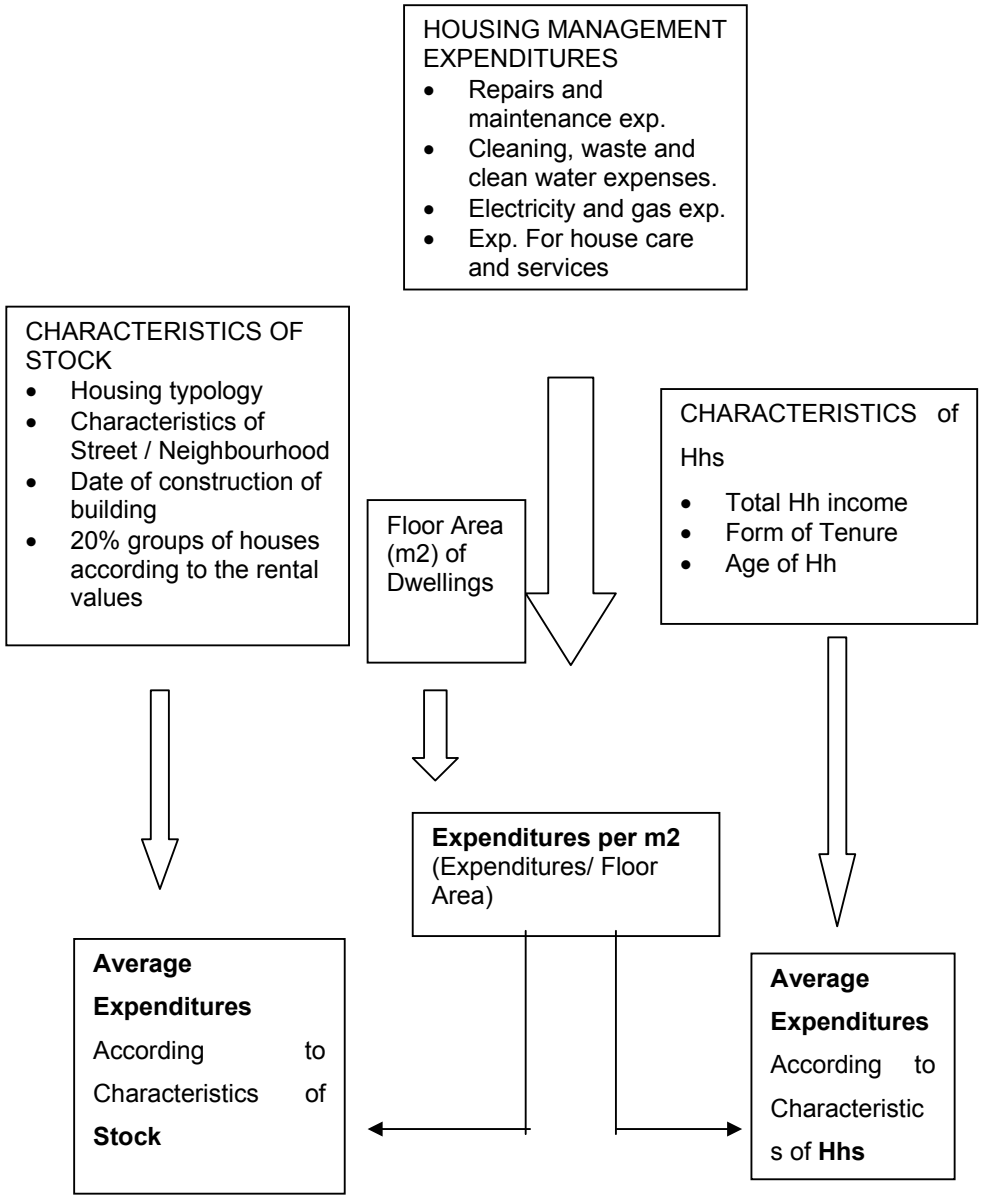



Figure 2: Flowchart of Analysis

### 5.1. 4. Research Findings

#### 5.1.4.1. Analysis based on Hh Characteristics

Main variables and the expectations for the analysis are as follows:

- Hh income: Hh income is the main variable that determines the living standards of the Hhs. Low-income levels are expected to have lower management expenditures. 'Total Hh income' variable were classified into 20% groups obtaining 5 quintiles; highest, high, medium, low and lowest income groups.
- Form of Tenure: Form of Tenure of the dwelling affect Hhs attitudes on decisions on their dwellings. Tenant and owner- occupier Hhs might have distinct prospects on their housing and environs due to the security of tenure, willingness of length to stay in the dwelling and such. Tenant Hhs are expected to invest less for their housing relative to owner-occupier Hhs.
- Age of the Hh Head: In the survey age variable exists for the HhH. In the analysis, the variable has been categorised into 7 groups. Hhs in varying stages of their lifecycles have distinct approaches to housing; thus housing management expenditures are expected to vary by age. Older Hhs are expected to have lower repairs and maintenance expenditures since they would try to avoid large scale repairs due to the difficulty to cope with repairs work in their dwellings.

#### 5.1.4.1.1. Housing Management Expenditures According to Income Groups

Table 5.1: Average Income According to Five Income Quintiles

| Income Quintiles of 20% | # of Hhs | Share in total # of Hhs (%) | Income Groups | Average Hh Total Income (TL) | Std. Dev. |
|---|---|---|---|---|---|
| **lowest** | 3238 | 20 | 0- 4896000 | 3438153 | 1041007 |
| **low** | 3243 | 20 | 4900000-7299999 | 6036060 | 693078 |
| **medium** | 3255 | 20 | 7300000- 10360000 | 8728680 | 888433 |
| **high** | 3245 | 20 | 10362000- 15876666 | 12766958 | 1584305 |
| **highest** | 3245 | 20 | 15882500- 1118000000 | 30066640 | 39297758 |
| **Tot. Samp.** | 16226 | 100 | 1118000000 + | 12208617 | 19973492 |

Source: Derived from SIS, 1994, HhICES

Income level determines the living standards of Hhs and housing expenditures constitute a large share in Hhs' budgets. Thus, housing management expenditures are expected to be directly effected by Hh income. As seen in Table 5.1 and 5.2 higher income groups have higher repair and maintenance expenditures. There is an 8.7 times difference between the average incomes of lowest and highest income groups (3487 and 30067 (000 TL) respectively) and there exists a 9.7 times difference between their repair and maintenance expenditures per $m^2$ (379 and 3698 TL).

According to the results of the analysis, of all income quintiles average RM expenditures take similar values of share in average Hh income (10 to 12%) although average 'total expenditures of Hh' have higher shares in average income in lower income groups. Higher income groups give higher shares of RM expenditures in their total expenditures. The RM expenditures of the lowest income group have a share of 0.07% in their total expenditures, whereas the average RM expenditure of the highest income group is 0.21% of their total expenditures (Table 5.2.).

Average income also positively affects the volume of average house care and services expenditures. With a 8,7 times increase in average income from lowest to highest income group, average house care and services expenditures increase 3,4 times. However, unlike RM expenditures, HCS expenditures constitute smaller

shares in average incomes in higher income groups (29 to 11%), having similar shares in average ‘total expenditures of Hhs’ in all income quintiles (18%) (Table 5.4, Table 5.5).

As observed in Table 5.6, all other housing expenditures increase by increases in income. However while other types of expenditures increase 2 or 3.4 times between fist and fifth income group, the change in repair and maintenance expenditures is almost ten times.

Table 5.2: RM Expenditures per $m^2$ According to Income Quintiles

| Income Quintiles of 20% | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. ([ix]) (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **Lowest** | 3238 | 20 | 379 | 1228431 | 5 | 54 |
| **Low** | 3243 | 20 | 695 | 2254598 | 10 | 62 |
| **medium** | 3255 | 20 | 831 | 2704305 | 12 | 63 |
| **High** | 3245 | 20 | 1407 | 4564736 | 20 | 69 |
| **highest** | 3245 | 20 | 3698 | 12000618 | 53 | 76 |
| **Total Sample** | 16226 | 100 | 1402 | 22752688 | 100 | 65 |

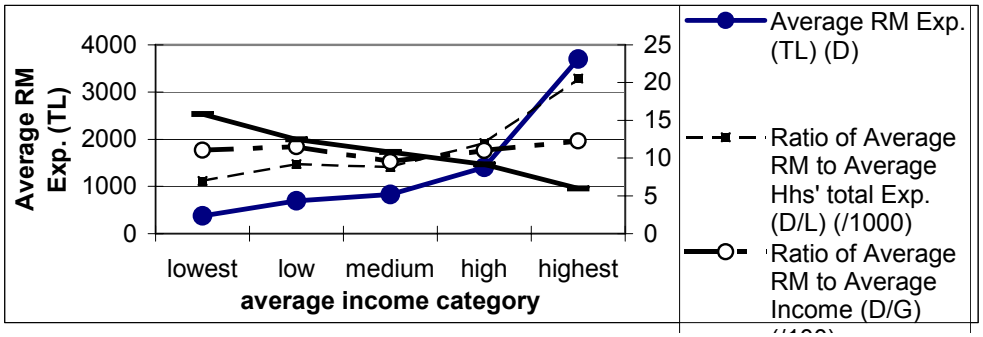
Source: Derived from SIS, 1994, HhICES

Table 5.3: Income, RM and Total Expenditures According to Income Quintiles

| Income Quintiles of 20% | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average RM to Average Income *(D/G)* (/100) | Average Hhs' Total Exp. (TL) (L) | Ratio of Average RM to Average Hhs' Total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **Lowest** | 3438 | 11140 | 6 | 11 | 54388 | 7 | 16 |
| **Low** | 6036 | 19575 | 10 | 12 | 75423 | 9 | 12 |
| **medium** | 8729 | 28412 | 14 | 10 | 94412 | 9 | 11 |
| **High** | 12767 | 41429 | 21 | 11 | 117311 | 12 | 9 |
| **highest** | 30067 | 97566 | 49 | 12 | 180178 | 21 | 6 |
| **Total Sample** | 12209 | 198121 | 100 | 11 | 104362 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES

([ix]) All 'RM Expenditures' and 'Total Hh Expenditures' in the Tables are Expenditures per $m^2$.



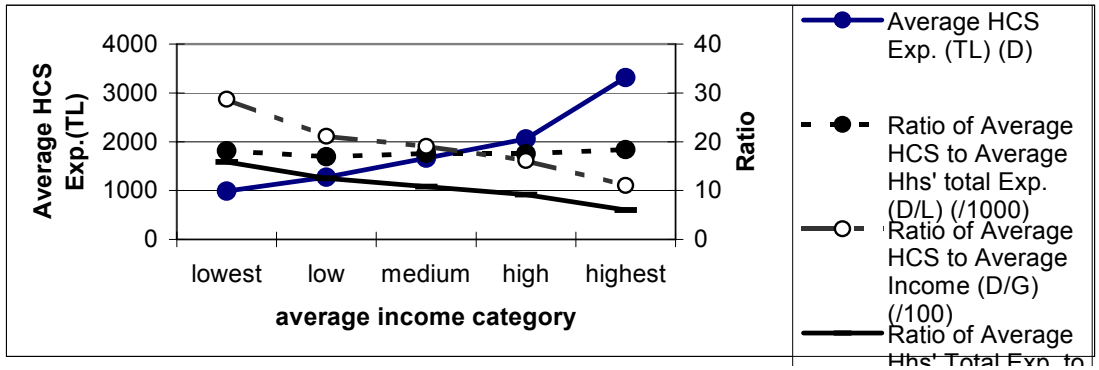

Graph 5.1: Average RM, Average Income and Average Total Expenditures According to Income Quintiles

(Source: Derived from SIS, 1994, HhICES)

Table 5.4: HCS Expenditures According to Income Quintiles

| Income Quintiles of 20% | # of Hhs | Share in total # of Hhs (%) | Average HCS Exp. (TL) *(D)* | Total HCS Exp. (TL) | Share in Total HCS Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **Lowest** | 3238 | 20 | 988 | 3198800 | 11 | 54 |
| **Low** | 3243 | 20 | 1275 | 4136304 | 14 | 62 |
| **Medium** | 3255 | 20 | 1663 | 5412279 | 18 | 63 |
| **High** | 3245 | 20 | 2061 | 6686545 | 22 | 69 |
| **Highest** | 3245 | 20 | 3317 | 10764010 | 36 | 76 |
| **Total Sample** | 16226 | 100 | 1861 | 30197937 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES




Graph 5.2: HCS and Total Expenditures According to Income Quintiles
(Source: Derived from SIS, 1994, HhICES)



Table 5.5: Income, HCS and Total Expenditures According to Income Quintiles

| Income Quintiles of 20% | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average HCS to Average Income *(D/G)* (/100) | Average Hhs' Total Exp. (L) | Ratio of Average HCS to Average Hhs' Total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **lowest** | 3438 | 11140 | 6 | 29 | 54388 | 18 | 16 |
| **Low** | 6036 | 19575 | 10 | 21 | 75423 | 17 | 12 |
| **medium** | 8729 | 28412 | 14 | 19 | 94412 | 18 | 11 |
| **High** | 12767 | 41429 | 21 | 16 | 117311 | 18 | 9 |
| **highest** | 30067 | 97566 | 49 | 11 | 180178 | 18 | 6 |
| **Total Sample** | 12209 | 198121 | 100 | 15 | 104362 | 18 | 9 |

Source: Derived from SIS, 1994, HhICES

Table 5.6: Comparisons of Housing Expenditures According to Income Quintiles

| Income Quintiles of 20% | Average RM per m2 | Average Other Exp. on Housing per m2 | Average Electric. Gas Expenses per m2 | Average House Garden Machinery Exp. per m2 | Average House Care and Services Exp. per m2 | Average Hh total exp per m2 |
|---|---|---|---|---|---|---|
| **Lowest** | 379 | 662 | 4346 | 75 | 988 | 54388 |
| **Low** | 695 | 877 | 5878 | 67 | 1275 | 75423 |
| **Medium** | 831 | 1069 | 6887 | 89 | 1663 | 94412 |
| **High** | 1407 | 1167 | 8311 | 152 | 2061 | 117311 |
| **Highest** | 3698 | 1430 | 9892 | 205 | 3317 | 180178 |

Source: Derived from SIS, 1994, HhICES

#### 5.1.4.1.2. Expenditures According to Form of Tenure

Form of Tenure of the dwelling affect Hhs attitudes on decisions on their dwellings. As long as security of tenure and willingness of length to stay in the dwelling are distinct for tenant and owner- occupier Hhs, these two distinct forms of tenure might have distinct approaches on their housing. Tenant Hhs usually perceive their dwellings as temporary. This implies that tenant Hhs would try to avoid reinvestments on housing as much as possible. Thus, tenant Hhs are expected to have lower expenditure levels in housing expenditures relative to total Hh expenditures.

35% of the sample is tenant Hhs. According to the Table 5.10, tenant Hhs have lower levels of expenditures in all types of housing management expenditures. However, while the owner- occupiers have less than 1.5 times difference than tenants in other types of expenditures, there exists a more than 3 times difference in RM expenditures. This is due to the unique character of RM expenditures. Repair Maintenance expenditures constitute 6% of tenants average 'total Hh income' whereas 14% of owner-occupiers' average 'total Hh income'. RM expenditures constitute 6% of tenants average 'total Hh expenditure' whereas 17% of owner-occupiers' average 'total Hh expenditure'.

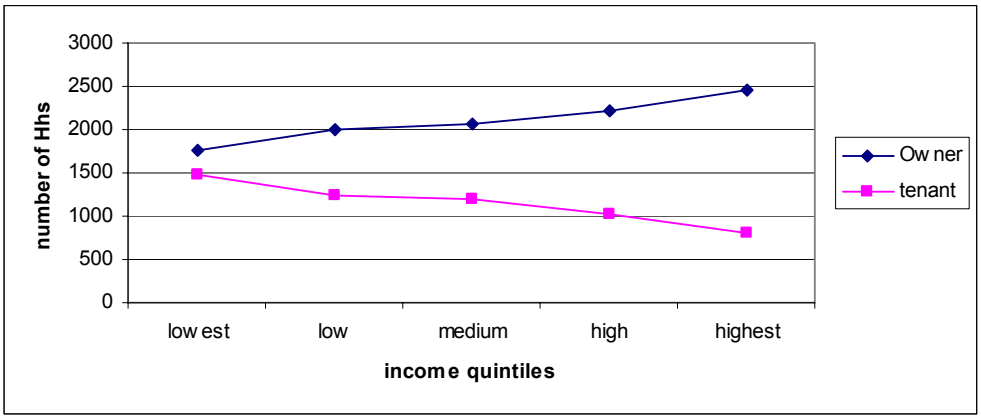
As far as expenditures are directly related with income, tenants and owners are also examined according to their income level. As seen in Table 5.8 owner Hhs have higher average incomes with reference to tenants. Graph 5.3 shows that at higher income levels number of tenant Hhs are decreasing. In the first income category, number of tenants and owners take similar values, whereas in the highest income group number of owners takes nearly 3, 5 times more values.

As seen in Graph 5.4 and Table 5.8, even at same income levels tenant Hhs have lower repair maintenance expenditures. Owner occupiers make 1.5 to 3 times more repair maintenance expenditures than tenant in all income groups while average Hh Total expenditures differentiate in maximum value of 1.13 times from tenants to owner occupiers.

Table 5.7: RM Expenditures According to Form of Tenure

| TENURE | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) |
|---|---|---|---|---|---|
| **Owner** | 10502 | 65 | 1840 | 19320578 | 85 |
| **tenant** | 5724 | 35 | 600 | 3432110 | 15 |
| **Total Sample** | 16226 | 100 | 1402 | 22752688 | 100 |

Source: Derived from SIS, 1994, HhICES




Graph 5.3: Average Number of Tenant and Owner- Occupier Hhs According to Income Quintiles

(Source: Derived from SIS, 1994, HhICES)

Table 5.8: Average RM and Average Hh Total Expenditures According to Tenure in Five Income Quintiles

| Income Quintiles of 20% | Average RM per m2 | | Average Hh total Exp. per m2 | |
|---|---|---|---|---|
| | Owner | tenant | Owner | tenant |
| **lowest** | 546 | 181 | 51234 | 58131 |
| **low** | 901 | 362 | 75257 | 75692 |
| **medium** | 947 | 629 | 93437 | 96104 |
| **high** | 1714 | 737 | 117389 | 117141 |
| **highest** | 4401 | 1530 | 183081 | 171217 |
| **Total Sample** | 1840 | 600 | 108903 | 96029 |

Source: Derived from SIS, 1994, HhICES

Table 5.9: Income, RM and Total Expenditures According to Form of Tenure

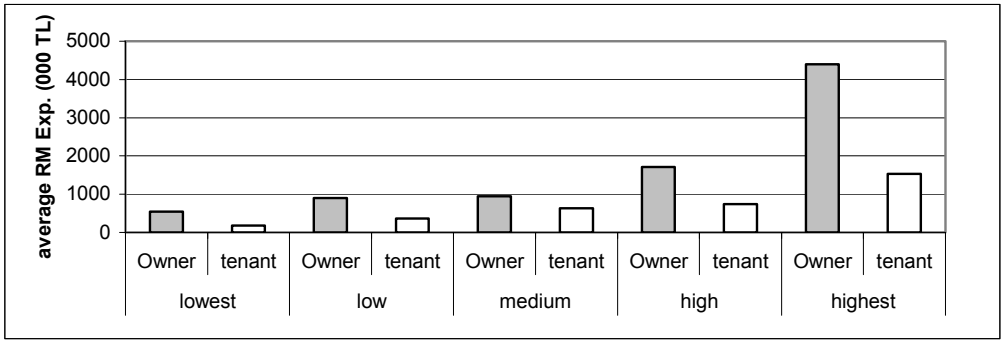
| TENURE | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Ave. RM to Ave. Inc. *(D/G)* (/100) | Ave. Hhs' Total Exp. (L) | Ratio of Ave. RM to Ave. Hhs' total Exp. *(D/L)* (/1000) | Ratio of Ave. Hhs' Total Exp. to Ave. Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **Owner** | 13263 | 139319063 | 70 | 14 | 108903 | 17 | 8 |
| **tenant** | 10273 | 58802372 | 30 | 6 | 96029 | 6 | 9 |
| **Total Sample** | 12209 | 198121435 | 100 | 11 | 104362 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES

Table 5.10: Comparisons of Average Housing Expenditures According to Form of Tenure

| TENURE | Average RM per m2 | Average Other Exp. on Housing per m2 | Average Electric. Gas Expenses per m2 | Average House Garden Machinery Exp. per m2 | Average House Care and Services Exp. per m2 | Average Hh total exp per m2 |
|---|---|---|---|---|---|---|
| **Owner** | 1840 | 1075 | 7254 | 120 | 1895 | 108903 |
| **tenant** | 600 | 979 | 6715 | 113 | 1799 | 96029 |
| **Total Sample** | 1402 | 1041 | 7064 | 118 | 1861 | 104362 |

Source: Derived from SIS, 1994, HhICES




Graph 5.4: Average RM Expenditures According to Form of Tenure in Different Income Quintiles

(Source: Derived from SIS, 1994, HhICES)

#### 5.1.4.1.3. Expenditure According to Age of Hh Head

Hhs in varying stages of their lifecycles have distinct approaches to housing. Prospects and needs; form of tenure, proper size of dwellings and choice of characteristics of housing environs might change during the lifecycle. Thus housing management expenditures are expected to vary by age of Hhs.

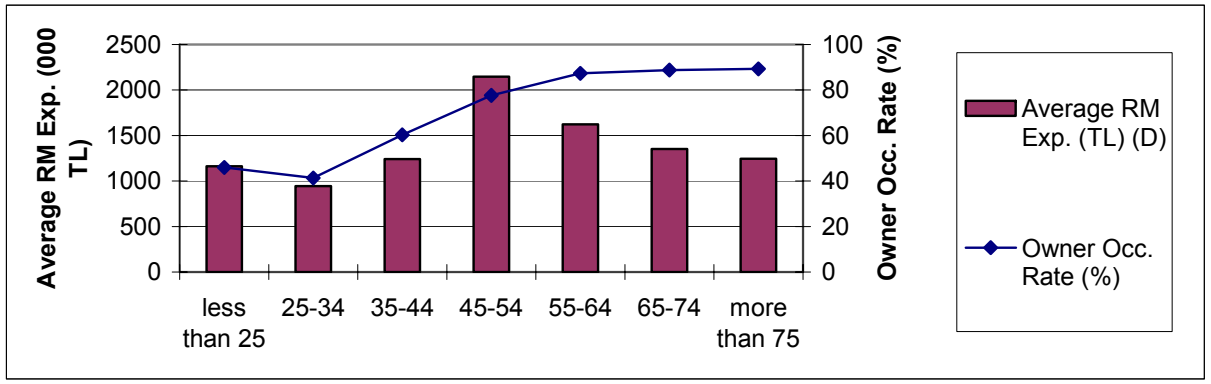
To investigate the effect of age groups in housing management behaviour, 'age of Hh head' variable is employed. In the analysis, Hhs are grouped into seven cohorts; less than 24; 25-34,35-44, 45-54, 55-64, 65-74 and more than 75.

As seen in Table 5.11, average RM expenditures are increasing with age beginning with 25-34 age group, until taking the highest value in 45-54 age group and diminishing after that age. 45-54 age group have the highest average income in all age groups. Moreover, average age of owner- occupiers in the sample is 47. Less than 25 age group takes higher values than 25-34 age group. 46 per cent of less than 24 age group is owner-occupiers which is higher than the owner occupancy rate of 25-34 age group. Thus, higher levels of RM expenditures may be a result of ownership in young age. As seen in Graph 5.7 in the sample of owner- occupier Hhs, less than 24 age group is again observed to have higher RM expenditures. In in the same graph, it is observed that expenditures of owner-occupier Hhs are more effected by age while tenant Hhs in every age category have similar volume of expenditures.

Table 5.11: RM Expenditures According to Age of the Hh Head

| Age of HhH | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **less than 25** | 527 | 3 | 1161 | 611983 | 3 | 46 |
| **25-34** | 4064 | 25 | 944 | 3835986 | 17 | 41 |
| **35-44** | 4797 | 30 | 1241 | 5954995 | 26 | 60 |
| **45-54** | 3132 | 19 | 2146 | 6721110 | 30 | 78 |
| **55-64** | 2384 | 15 | 1622 | 3867746 | 17 | 87 |
| **65-74** | 1079 | 7 | 1352 | 1458722 | 6 | 89 |
| **more than 75** | 243 | 1 | 1243 | 302147 | 1 | 89 |
| **Total Sample** | 16226 | 100 | 1402 | 22752688 | 100 | 65 |

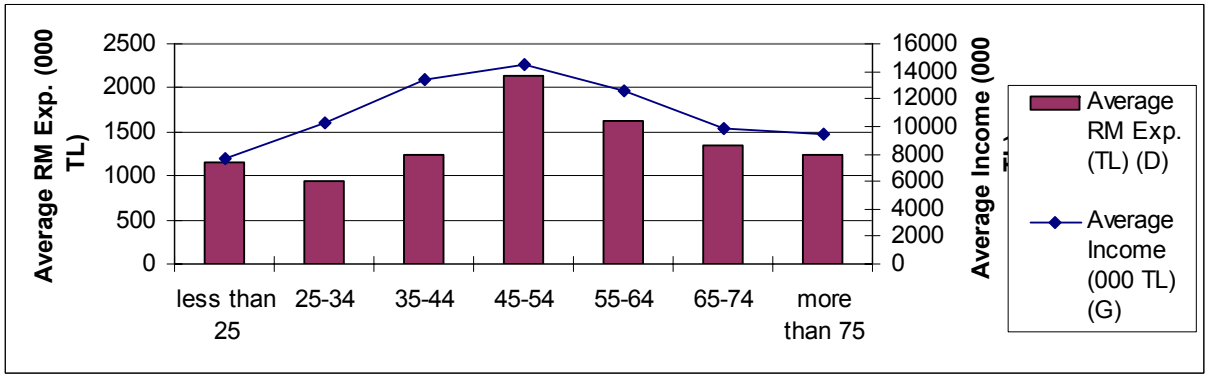
Source: Derived from SIS, 1994, HhICES




Graph 5.5: Average RM Expenditures and Owner Occupancy Rates % According to Age of Hh Head

(Source: Derived from SIS, 1994, HhICES)






Graph 5.6: Average RM Expenditures and Average Hh total Income According to Age of Hh Head

(Source: Derived from SIS, 1994, HhICES)

Table 5.12: Income, RM and Total Expenditures According to Age of the Hh Head

| age of HhH | Ave. Inc. (000 TL) (G) | Total Inc. (mTL) | Share in Total Inc. (%) | Owner Occ. Rate (%) | Ratio of Ave. RM to Ave. Inc. (D/G) (/100) | Ave. Hhs' Total Exp. (L) | Ratio of Ave. RM to Ave. Hhs' total Exp. (D/L) (/100) | Ratio of Average Hhs' Total Exp. to Average Inc. (L/G) |
|---|---|---|---|---|---|---|---|---|
| **< 25** | 7637 | 4025 | 2 | 46 | 15 | 83500 | 29 | 11 |
| **25-34** | 10242 | 41633 | 21 | 41 | 9 | 96731 | 2 | 9 |
| **35-44** | 13355 | 64066 | 32 | 60 | 9 | 110210 | 2 | 8 |
| **45-54** | 14536 | 45528 | 23 | 78 | 15 | 117894 | 5 | 8 |
| **55-64** | 12589 | 30024 | 15 | 87 | 13 | 101105 | 5 | 8 |
| **65-74** | 9788 | 10561 | 5 | 89 | 14 | 86516 | 13 | 9 |
| **more than 75** | 9401 | 2284 | 1 | 89 | 13 | 98538 | 54 | 10 |
| **Total Sample** | 12209 | 198121 | 100 | 65 | 11 | 104362 | 1 | 9 |

Source: Derived from SIS, 1994, HhICES

Table 5.13: Average RM and Average Hhs Total Expenditures in Five Income Quintiles According to Age of Hh Head

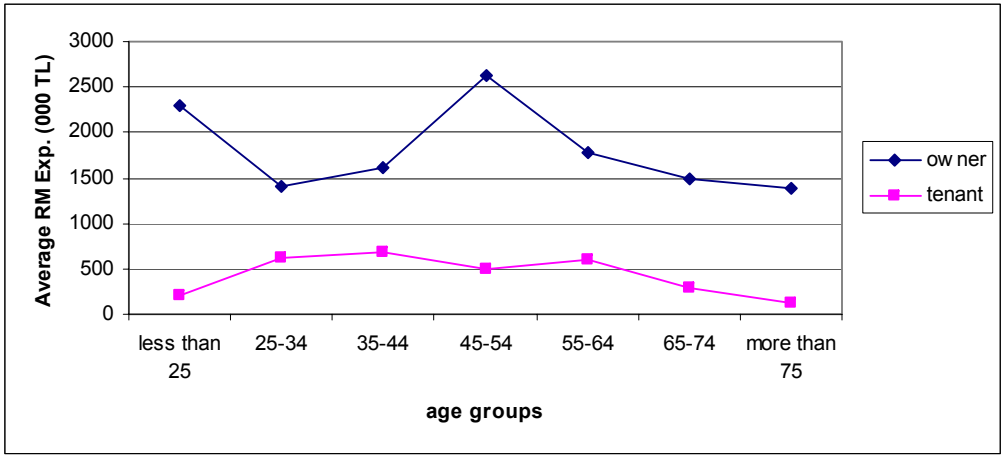
| Age of HhH | Income Quintiles of 20% | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | lowest | | low | | medium | | high | | highest | |
| | Average RM per m2 | Ave. Hh total exp per m2 | Ave.RM per m2 | Ave. Hh total exp per m2 | Ave. RM per m2 | Ave. Hh total exp per m2 | Ave. RM per m2 | Ave. Hh total exp per m2 | Average RM per m2 | Ave. Hh total exp per m2 |
| **<25** | 209 | 58826 | 337 | 77242 | 196 | 95970 | 919 | 109019 | 9927 | 158397 |
| **25-34** | 379 | 55945 | 693 | 76458 | 973 | 96796 | 1022 | 117825 | 2192 | 174444 |
| **35-44** | 384 | 57586 | 637 | 73360 | 760 | 93071 | 1200 | 115261 | 2739 | 182958 |
| **45-54** | 303 | 52808 | 752 | 80765 | 628 | 92763 | 1970 | 124851 | 5157 | 183971 |
| **55-64** | 409 | 53079 | 801 | 74190 | 872 | 90210 | 1760 | 113958 | 4346 | 178489 |
| **65-74** | 579 | 48204 | 858 | 70122 | 1054 | 87272 | 1394 | 113794 | 4137 | 165690 |
| **75<** | 169 | 43203 | 426 | 69303 | 4404 | 261322 | 427 | 89216 | 4259 | 208463 |
| **Total** | 379 | 54388 | 695 | 75423 | 831 | 94412 | 1407 | 117311 | 3698 | 180178 |

Source: Derived from SIS, 1994, HhICES

Table 5.14: Average RM and Average Hhs Total Expenditures in Different Forms of Tenure According to Age of Hh Head

| | Owner | | | tenant | | |
|---|---|---|---|---|---|---|
| **Age of HhH** | **Average RM per m2 (TL)** | **Average Hh total exp per m2** | **Average Income (000 TL)** | **Average RM per m2 (TL)** | **Average Hh total exp per m2** | **Average Income (000 TL)** |
| **less than 25** | 2291 | 90388 | 8867 | 202 | 77652 | 6593 |
| **25-34** | 1397 | 101408 | 11627 | 624 | 93431 | 9264 |
| **35-44** | 1604 | 115423 | 14477 | 691 | 102303 | 11654 |
| **45-54** | 2620 | 121918 | 15192 | 502 | 103943 | 12261 |
| **55-64** | 1771 | 102845 | 12942 | 596 | 89109 | 10156 |
| **65-74** | 1486 | 88614 | 10195 | 287 | 69907 | 6562 |
| **more than 75** | 1379 | 102653 | 9700 | 115 | 64192 | 6907 |
| **Total Sample** | 1840 | 108903 | 13263 | 600 | 96029 | 10273 |

Source: Derived from SIS, 1994, HhICES




Graph 5.7: Average RM Expenditures of Tenant and Owner-Occupier Hhs According to Age of Hh Head

(Source: Derived from SIS, 1994, HhICES)

#### 5.1.4.2. Analysis based on Stock Characteristics

Main variables and the expectations are as follows:

- Type of dwelling: In the database, dwelling types are defined in terms of "apartment, house, squatter and luxury building". Management needs of these distinct forms of housing stock differentiate in many ways; for instance expenditures of apartment stock includes also costs on common places and facilities, salaries for care- taker personnel, etc. Thus, the apartment stock is expected to have higher levels of expenditures.
- Construction Date of Building: The age of the building reflects the level of need of repair expenses. Buildings at later stages of their economic lifes are naturally in higher need of repair and maintenance than newly builded stock. Thus higher ages of stock is expected to have higher repair and maintenance expenditures in the analysis.
- Neighbourhood characteristics: In the database, neighbourhoods are categorized into three as 'developed', 'undeveloped' and 'squatter' neighbourhoods. Neighbourhood characteristics might strongly effect the perception and prospect of Hhs, thus expenditures for their dwellings. Developed neighbourhoods are expected to have higher levels of expenditures as Hhs may be more willing to invest in their housing and squatters ae again expected to have higher levels of expenditures due to insufficient standards of their housing environs.
- Rental Value: In the survey rental prices has been asked to the tenant Hhs. Another variable of 'imputed rent' exists for owner- occupier Hhs. In the analysis 5 quintiles of rent (Paid rents for tenant Hhs; monthly imputed rents for owner occupiers) has been used attained from 20% rent groups.

##### 5.1.4.2.1. Expenditures According to Type of Dwelling

Houses are defined by SIS as buildings containing one or two dwelling units for residence. Apartment buildings are defined as containing three or more dwelling units irrespective of the number of storeys. Squatters are defined as unauthorized

buildings constructed on land which is owned by another person or public. Luxurious buildings are defined as constructed by high quality construction material (SIS, 1999).

In order to see the variations of housing management expenditures in different types of dwelling, average repair maintenance expenditures and average house care and service expenses were calculated according to type of dwelling.

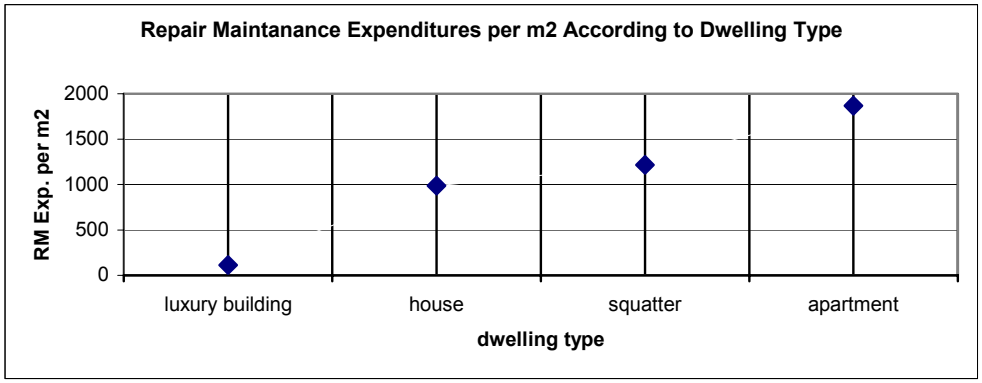
The apartment stock has the highest value in repair and maintenance expenditures. Hhs living in flats make approximately two times more RM expenditures than Hhs living in houses. This is because the expenditures include also expenditures on costs on common places, and infrastructure, service and care-taker personnel, etc and because the apartment stock has the highest values of average income. Squatters have higher levels of expenditures than houses. This may be because the squatter stock is more flexible in the sense they are facing with larger scale investments including extra floors and rooms added. Another reason might be that their construction technology and materials are of lower quality so that this part of the stock requires more rehabilitation and repairs. One more important reason is that this part of the stock has higher owner-occupancy rates (74% in the sample). Squatters in the Turkish case have reached high security of ownership, so that Hhs living in squatters may be expected to be willing to make more investments on their dwellings.

Table 5.15: RM Expenditures According to Type of Dwelling

| TYPE of DWELLING | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **luxury building** | 25 | 0 | 113 | 2833 | 0 | 84 |
| **house** | 7986 | 49 | 987 | 7884246 | 35 | 69 |
| **apartment** | 7496 | 46 | 1866 | 13985212 | 62 | 59 |
| **squatter** | 710 | 4 | 1215 | 862487 | 4 | 74 |
| **Total sample** | 16217 | 100 | 1402 | 22734778 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES






Graph 5.8: RM Expenditures According to Dwelling Type

(Source: Derived from SIS, 1994, HhICES)

Table 5.16: Income, RM and Total Expenditures According to Type of Dwelling

| TYPE of DWELLING | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average RM to Average Income *(D/G)* (/1000) | Average Hhs' Total Exp. (L) | Ratio of Average RM to Average Hhs' total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **luxury building** | 21781 | 545 | 0 | 5 | 90355 | 1 | 4 |
| **house** | 8909 | 71155 | 36 | 111 | 89632 | 11 | 10 |
| **apartment** | 16063 | 120422 | 61 | 116 | 120125 | 16 | 7 |
| **squatter** | 8197 | 5820 | 3 | 148 | 104056 | 12 | 13 |
| **Total sample** | 12204 | 197941 | 100 | 115 | 104360 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES

Table 5.17: HCS Expenditures According to Type of Dwelling

| TYPE of DWELLING | # of Hhs | Share in total # of Hhs (%) | Average HCS Exp. (TL) *(D)* | Total HCS Exp. (TL) | Share in Total HCS Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **luxury building** | 25 | 0 | 2372 | 59302 | 0 | 84 |
| **house** | 7986 | 49 | 1495 | 11939908 | 40 | 69 |
| **apartment** | 7496 | 46 | 2271 | 17025364 | 56 | 59 |
| **squatter** | 710 | 4 | 1614 | 1145829 | 4 | 74 |
| **Total sample** | 16217 | 100 | 1860 | 30170403 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES

Table 5.18: Income, HCS and Total Expenditures According to Type of Dwelling

| TYPE of DWELLING | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average HCS to Average Income *(D/G)* (/1000) | Average Hhs' Total Exp. (L) | Ratio of Average RM to Average Hhs' total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **luxury building** | 21781 | 545 | 0 | 109 | 90355 | 26 | 4 |
| **house** | 8909 | 71155 | 36 | 168 | 89632 | 17 | 10 |
| **apartment** | 16063 | 120422 | 61 | 141 | 120125 | 19 | 7 |
| **squatter** | 8197 | 5820 | 3 | 197 | 104056 | 16 | 13 |
| **Total sample** | 12204 | 197941 | 100 | 152 | 104360 | 18 | 9 |

Source: Derived from SIS, 1994, HhICES

#### 5.1.4.2.2. Expenditures According to Neighbourhood Characteristics

SIS defines the category 'developed' as areas which are near to shopping, trade or tourism centres and where the rent price of dwellings are high and streets are accessible; the category 'undeveloped' as areas which are far to shopping, trade or tourism centres and where the rent price of dwellings are low and streets are not easily accessible; 'squatter' areas which are constructed on land which belongs to other person or public by anyone without any legal permission.

Neighbourhood characteristics might strongly effect the perception and prospect of Hhs. For instance as far as dwellings in developed neighbourhoods have higher market values in the real estate market, owners of dwellings might be more willing to make reinvestments on their housing. On the contrary, Hhs living in dwellings in declining neighbourhoods might avoid reinvestments on housing as much as possible.

According to the results of the analysis, average RM expenditures per meter square takes the highest values in dwellings which are located in developed areas (approximately 1.7 times more than undeveloped; 1.4 times more than squatter areas). In developed areas, also average Hh income is 1.6 times more than in undeveloped areas; 1.7 times more than squatter areas. Squatter areas are again observed to make higher repair and maintenance expenditures with reference to their average income. However, in these areas higher owner- occupancy rates are observed (75%). Moreover, 66% of RM expenditures of squatter areas are observed in the highest income group of Hhs living in squatter areas. Undeveloped areas have the lowest RM expenditures; this is strongly related with the lower level of their average income with reference to developed areas. Moreover, Hhs living in undeveloped areas reveal less rent prices and market values which results in Hhs to be less willing to make reinvestments in their dwellings.

Table 5.19: RM Expenditures According to Neighbourhood- Street Characteristics

| NEIGHBOURHOOD CHARACTERISTICS | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **developed** | 7203 | 45 | 1792 | 12908623 | 57 | 62 |
| **undeveloped** | 8166 | 50 | 1071 | 8743865 | 39 | 66 |
| **squatter** | 802 | 5 | 1305 | 1046337 | 5 | 75 |
| **Total Sample** | 16171 | 100 | 1404 | 22698825 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES

Table 5.20: Income, RM and Total Expenditures According to Neighbourhood-Street Characteristics

| NEIGHBOURHOOD CHARACTERISTICS | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average RM to Average Income *(D/G)* (/100) | Average Hhs' Total Exp. (L) | Ratio of Average RM to Average Hhs' total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **developed** | 15606 | 112428 | 57 | 11 | 116099 | 15 | 7 |
| **undeveloped** | 9531 | 77840 | 39 | 11 | 93647 | 11 | 10 |
| **squatter** | 9031 | 7243 | 4 | 14 | 108146 | 12 | 12 |
| **Total Sample** | 12212 | 197511 | 100 | 11 | 104367 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES

#### 5.1.4.2.3. Expenditures According to Construction Date

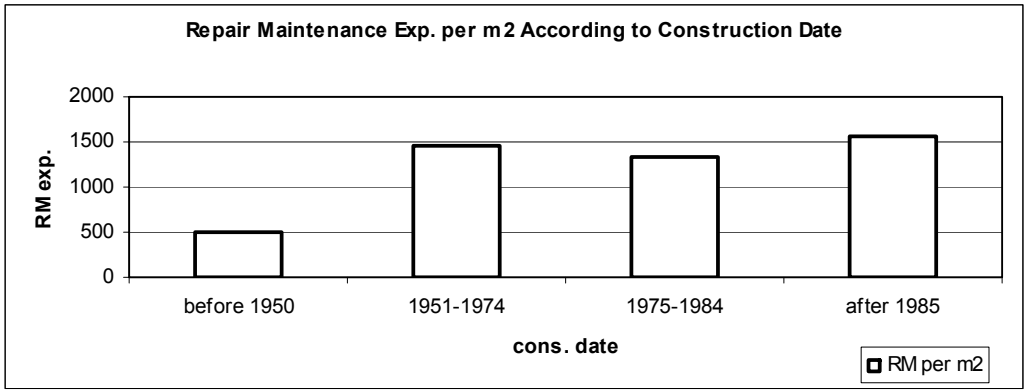
The age of the building reflects the level of need of repair expenses. Buildings at later stages of their economic lives are naturally in higher need of repair and maintenance than newly builded stock. Thus higher ages of stock is expected to have higher repair and maintenance expenditures in the analysis.

In the database the oldest part of the stock is defined as ‘constructed before 1950’ and covers 3% of the total stock. This part of the stock however, covers the lowest share in the total repair and maintenance expenditures. The highest share on the contrary, is in the newest part of the stock which is constructed after 1985. As Özdemir (2003) states, the lowest levels of reinvestments usually take place where there is a match between aged stock and low-income Hhs which points to the danger of disinvestments and possible losses in this type of stock and could imply locational problems.

Table 5.21: RM Expenditures According to Construction Date of Building

| CONSTRUCTION DATE of BUILDING | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **before 1950** | 540 | 3 | 496 | 267741 | 1 | 61 |
| **1951-1974** | 3698 | 23 | 1464 | 5412153 | 24 | 65 |
| **1975-1984** | 6899 | 43 | 1323 | 9130001 | 40 | 61 |
| **after 1985** | 5089 | 31 | 1561 | 7942793 | 35 | 69 |
| **Total Sample** | 16226 | 100 | 1402 | 22752688 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES




Graph 5.9: RM Expenditures According to Construction Date of Building

(Source: Derived from SIS, 1994, HhICES)

Table 5.22: Income, RM and Total Expenditures According to Construction Date of Building

| CONSTRUCTION DATE of BUILDING | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average RM to Average Income *(D/G)* (/1000) | Ave. Hhs' Total Exp. (L) | Ratio of Ave. RM to Ave. Hhs' total Exp. *(D/L)* (/1000) | Ratio of Ave. Hhs' Total Exp. to Ave. Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **before 1950** | 8623 | 4657 | 2 | 57 | 91727 | 5 | 11 |
| **1951-1974** | 11079 | 40969 | 21 | 132 | 103819 | 14 | 9 |
| **1975-1984** | 11897 | 82090 | 41 | 111 | 104723 | 13 | 9 |
| **After 1985** | 13832 | 70406 | 36 | 113 | 105607 | 15 | 8 |
| **Total Sample** | 12209 | 198121 | 100 | 115 | 104362 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES



Table 5.23: Average RM and Average Hhs Total Expenditures According to Construction Date of the Building and Age of the Hh Head

| Age of HhH | CONSTRUCTION DATE of BUILDING | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | before 1950 | | 1951-1974 | | 1975-1984 | | after 1985 | |
| | Average RM per m2 | Average Hh total exp per m2 | Average RM per m2 | Average Hh total exp per m2 | Average RM per m2 | Average Hh total exp per m2 | Average RM per m2 | Average Hh total exp per m2 |
| **>25** | 112 | 69860 | 321 | 82477 | 1318 | 78321 | 1730 | 93873 |
| **25-34** | 746 | 82979 | 1023 | 96238 | 920 | 97302 | 940 | 97267 |
| **35-44** | 359 | 102199 | 1159 | 108965 | 1242 | 111537 | 1342 | 109850 |
| **45-54** | 438 | 88340 | 2181 | 122507 | 1882 | 117847 | 2672 | 117518 |
| **55-64** | 467 | 84241 | 1736 | 101877 | 1499 | 102080 | 1921 | 101365 |
| **65-74** | 258 | 71511 | 1639 | 93058 | 1032 | 80758 | 1898 | 91218 |
| **75<** | 1402 | 174289 | 1462 | 81215 | 1307 | 90763 | 346 | 94437 |
| **Total S.** | 496 | 91727 | 1464 | 103819 | 1323 | 104723 | 1561 | 105607 |

Source: Derived from SIS, 1994, HhICES

Table 5.24: Comparisons of Average Housing Expenditures According to Construction Date of Building

| CONSTRUCTION DATE of BUILDING | Average RM per m2 | Average Other Exp. on Housing per m2 | Average Electric. Gas Expenses per m2 | Average House Garden Machinery Exp. per m2 | Average House Care and Services Exp. per m2 | Average Hh total exp per m2 |
|---|---|---|---|---|---|---|
| **before 1950** | 496 | 1027 | 5981 | 84 | 1508 | 91727 |
| **1951-1974** | 1464 | 1023 | 7560 | 130 | 1794 | 103819 |
| **1975-1984** | 1323 | 1061 | 6961 | 116 | 1875 | 104723 |
| **after 1985** | 1561 | 1029 | 6957 | 115 | 1928 | 105607 |
| **Total Sample** | 1402 | 1041 | 7064 | 118 | 1861 | 104362 |

Source: Derived from SIS, 1994, HhICES

**5.1.4.2.4. Expenditures According to Rental Value**

In the database two different variables exist related with rent prices of Hhs. 'monthly paid rent' has been asked to tenant Hhs and another variable of 'imputed rent' exists for owner- occupier Hhs. In the analysis the two variables have been used under the name of 'rental value of dwelling'. In the analysis 20% quintiles of rent have been used providing us five rental value categories of highest, high, medium, low and lowest rent groups.

As seen in Table 5.21 Average income of Hhs increase by increase in rental value. Average RM expenditures and Average Hhs Total Expenditure also increase by increase in rental value. From first to 5$^{th}$ rental value, Average Hh Total income increases 3.5 times, Average RM Expenditures also increase 3.5 times. This helps us to conclude that changes of RM expenditures in different rental value categories are a result of direct effect of income.

Of all RM expenditures in the sample, 41% is realised by the Hhs living in the 5th rental value category. This category also have 38% share in the Total Hhs total income. The share of average RM expenditures in Hhs total expenditures increase

from 10% to 18% from 1st to 5th rental value category. This means Hhs living in dwellings of higher rental values are willing to make more reinvestments on their housing rather than making expenditures for consumption goods other than housing.

Table 5.25: Average Rental Values According to Five Rent Quintiles

| Rent Quintiles of 20% | Average Rent | Number of Hhs | Min. Rental Value | Max. Rental Value | Std. Deviation |
|---|---|---|---|---|---|
| **1** | 400233 | 3561 | 0 | 500000 | 113833 |
| **2** | 706444 | 3114 | 525000 | 800000 | 79810 |
| **3** | 987457 | 3144 | 810000 | 1000000 | 37378 |
| **4** | 1441441 | 3047 | 1015000 | 1900000 | 150475 |
| **5** | 3097586 | 3362 | 2000000 | 75000000 | 2190784 |
| **Total Sample** | 1327078 | 16228 | 0 | 75000000 | 1392619 |

Source: Derived from SIS, 1994, HhICES

Table 5.26: RM Expenditures According to Rental Value Quintiles

| Rent Quintiles of 20% | # of Hhs | Share in total # of Hhs (%) | Average RM Exp. (TL) *(D)* | Total RM Exp. (TL) | Share in Total RM Exp. (%) | Owner Occ. Rate (%) |
|---|---|---|---|---|---|---|
| **1** | 3560 | 22 | 787 | 2803073 | 12 | 58 |
| **2** | 3114 | 19 | 823 | 2562112 | 11 | 54 |
| **3** | 3144 | 19 | 1055 | 3317118 | 15 | 66 |
| **4** | 3046 | 19 | 1539 | 4688430 | 21 | 62 |
| **5** | 3362 | 21 | 2791 | 9381955 | 41 | 83 |
| **Total Sample** | 16226 | 100 | 1402 | 22752688 | 100 | 65 |

Source: Derived from SIS, 1994, HhICES

Table 5.27: Income, RM and Total Expenditures According to Rental Value Quintiles

| Rent Quintiles of 20% | Average Income (000 TL) *(G)* | Total Income (mTL) | Share in Total Inc. (%) | Ratio of Average RM to Average Income *(D/G)* (/100) | Average Hhs' Total Exp. (L) | Ratio of Average RM to Average Hhs' total Exp. *(D/L)* (/1000) | Ratio of Average Hhs' Total Exp. to Average Inc. *(L/G)* |
|---|---|---|---|---|---|---|---|
| **1** | 6368 | 22677 | 11 | 12 | 76230 | 10 | 12 |
| **2** | 8485 | 26422 | 13 | 10 | 85447 | 10 | 10 |
| **3** | 10385 | 32652 | 16 | 10 | 92526 | 11 | 9 |
| **4** | 13431 | 40926 | 21 | 11 | 113545 | 14 | 8 |
| **5** | 22441 | 75445 | 38 | 12 | 154417 | 18 | 7 |
| **Total Samp.** | 12209 | 198121 | 100 | 11 | 104362 | 13 | 9 |

Source: Derived from SIS, 1994, HhICES

### 5.1.5. Concluding Remarks of Analysis I

Although the database employed here has various restrictions on analysis of housing management, it has helped us to get some clues on housing management behaviour of Hhs in terms of expenditures for reinvestments on their housing. Repair maintenance expenditures constitute an important part of housing management expenditures besides expenditures for other housing services. Thus, understanding behaviour of Hhs on repair and maintenance expenditures gives us strong information of Hhs management behaviour of housing as a whole. The information on Hh income, age of the Hh head, form of tenure, dwelling type, construction date, characteristics of neighbourhood and rental value helps us to understand the various parts of the housing stock in terms of both Hh and stock characteristics.

One of the most significant results of the analysis have been the determining role of form of tenure on expenditures on housing; especially expenditures for repair and maintenance. Between tenant and owner- occupier Hhs there has been observed approximately three times difference in RM expenditures. Form of Tenure of the dwelling directly affects Hhs attitudes on decisions on their dwellings. As long as security of tenure and willingness of length to stay in the dwelling are distinct for tenant and owner- occupier Hhs, these two distinct forms of tenure have distinct approaches on their housing. As far as tenant Hhs perceive their dwellings as temporary, they try to avoid reinvestments on housing as much as possible. Thus, tenant Hhs have lower expenditure levels in housing repair and maintenance expenditures relative to total Hh expenditures. In Turkey, rental and owner-occupied stock is not homogeneous and separated physically. Tenant and owner-occupier Hhs exist together in the same buildings. Approximately 35% of the stock is occupied by tenant Hhs. Thus, the differences in management expenditure behaviour of tenant Hhs may indicate both a deterioration of the neighbourhood where owner- occupancy rates are low as well as worsening of living conditions of tenant Hhs themselves. This implies the need for special policies for both tenant Hhs for housing management; especially for repair and maintenance tasks and for neighbourhoods where rate of tenant Hhs are high.

Hh income has been proved to be a critical factor in behaviour of Hhs in terms of expenditure. Between fist and fifth income categories there has been observed

approximately ten times difference in expenditures. The differences of management expenditure behaviour of Hhs of different income categories may imply both worsening of living conditions of low income Hhs as well as a deterioration of the neighbourhood where low income Hhs are dominant.

After 45-54 age group, Hhs make less repair and maintenance expenditures by increasing age even highest owner occupancy rates are observed in these age groups. After 54-54 age group higher ages are accompanied with lower incomes. Thus, aged Hhs are another category which needs special policies.

Rental values have also been found to directly affect the amount of repair maintenance expenditures. Higher rental value dwellings are accompanied by higher income Hhs. However, this is not necessarily only a direct result of income but also the result of perception and prospects of Hhs. Dwellings of higher rental values mean not only higher standards of living when the dwellings are occupied by the Hh, but also higher capital gain when sold or hired in the market. Owners might see their dwellings both consumption and an investment good. Thus, higher rental values are an encouraging factor for owner Hhs to reinvest in their housing.

Another important result of the analysis is that it points the oldest part of the stock (buildings constructed before 1950 have the lowest repair maintenance expenditures although this part of the stock is in the later stages of their lifecycle and thus in higher need of repair and reinvestments. Occupiers of oldest stock have been observed to make approximately three times less expenditures than the newest stock. Moreover, this part of the stock is occupied by the lowest income and Hhs and has the lowest owner- occupancy rate. The oldest part of the stock not only subject to basic regular maintenance and repair services but also may be subject to comprehensive rehabilitation and renewal issues. Thus, this part of the stock may be defined as special policy areas.

### 5.2. Analysis II: Analysis on Housing Management Behaviour of Hhs in Terms of Hh Organisations

The first analysis gives us clues about housing management behaviour of Hhs in terms of expenditures in different categories of HhS and stock characteristics.

Observed from the results of the first analysis, income levels and form of tenure of Hhs are two key factors directly effecting the housing management behaviour of Hhs in terms of expenditures. However, management expenditures are not individually sufficient for characterising the housing management behaviour of Hhs. For a deeper understanding of housing management behaviour of Hhs, there is need to know preferences, expectations and tendencies of Hhs.

As reviewed in previous chapters, Hhs are defined to be responsible of management of their own dwellings and administration issues are formulated on the plot level, by defining committees of Hhs in the same building in the plot. However, previous literature and research (for instance Balamir (1996), Kentkoop Report (1993), IULA- EMME, (2000), Report of İstanbul Earthquake Master Plan (2003)) has proved that there is the need to formulate higher scale housing management organisations. These scales may be defined as building block (yapı adası), street or neighbourhood. As discussed in Chapter III, current legislation lacks a background in such regulation. Previous attempts of legal proposals for mass construction areas do not even exist for conventional apartment stock. However, for issues related to the housing environs of Hhs, it is obvious that formulating housing management organisations according to Hh preferences and tendencies might be more effective in participation, rather than approaching the issue only in terms of legal regulations and sanctions.

In order to obtain relevant indicators for proposal in new organisational models in urban areas based on social structure of residents, there is the need to know the preferences and characteristics of Hhs. For this purpose, a survey has been held aiming to investigate the tendencies of Hhs beyond plot organizations. This second analysis focuses on administrative and social dimensions of housing management rather than expenditures of management. The participants are asked about the problems of the current situation of their housing environs and about their attitude on alternative models on housing management organisations as a solution to these problems.

Organisational behaviour of Hhs is expected to differentiate according to Hh, neighbourhood and stock characteristics. Owner- occupier Hhs are expected to have more claim and sense of ownership on their housing environs and to be willing

to get duty in Hh organisations. Lower income level Hhs are expected to be willing to pay less for neighbourhood services and prefer service provision of local authorities rather than having active roles. The part of the stock with highest rental values are expected to claim more for their housing and environs and willing to pay higher additional charges for neighbourhood services.

### 5.2.1. Data Used

This second survey has been held in four neighbourhoods of Ankara; Cebeci, Keçiören, Bahçeli and Çankaya. The subject of this study has been the conventional apartment stock rather than squatter housing or housing estates of inner or outer city areas. In these stocks of apartment housing, administrations in block level have been set according to FOL. Thus; Hhs are a part of a relatively settled system in comparison to other parts of the stock; for instance large housing estates. This implies a relative awareness of responsibility of housing environs and an experience in housing management organisations in the smallest unit- the apartment and a chance to be organized for problems and maintenance of housing environs as a further step.

Since income has been proved to be an important factor in housing management behaviour of Hhs in the first analysis, the neighbourhoods for the second analysis have been selected from neighbourhoods of different income groups in order to avoid biases of a unique income group. The study does not aim to make a comparative analysis of Hhs' housing management behaviour in these four neighbourhoods, but provide an insight of Hhs' behaviour in different parts of the stock; differing in Hhs income, owner occupancy rates and rental values of dwellings.

For the selection of neighbourhoods, previous studies for income composition of Ankara have been employed. For instance, as it is observed from the Structural Characteristics Map of Ankara, Çankaya is composed of middle high and high income group residents; Bahçelievler is composed of middle and middle high income and Cebeci is composed of middle low and low income Hhs (ABB. İDB., 1999). As interpreted in Güvenç's study (1998), these four neighbourhoods reflect different characteristics in the income composition of Ankara. Güvenç's study

interprets an income distribution of Ankara in terms of ownership of quantity of housing assets of Hhs and occupation of Hh head. According to Güvenç(1998), Çankaya is composed of Hhs who are mostly owner- occupiers and have another dwelling which means they have at least two dwellings whereas Bahçeli is composed of both employee tenants who have a dwelling elsewhere and of owner-occupier or Hhs possessing no dwellings (mülksüz) employers; Keçiören is composed of owner occupier employers and owner occupier and possessing no dwelling self employers; lastly, Cebeci is composed of tenants who have a dwelling/ dwellings elsewhere.

The data was gathered though a Household Survey in four neighbourhoods of Ankara. The study has been held between 16- 31 July 2003 in Keçiören, Çankaya and Bahçeli and 19-30 September 2003 in Cebeci. The survey has been carried out in the afternoons after 17.$^{00}$ to ensure the participation of working residents also. The questions were directly asked to the interviewee- not necessarily to the Hh head and to both tenants and owner-occupiers. The questionnaires have been implemented within the borders of the four neighbourhoods with randomly selected Hhs who responded to the survey[x]. Within every building at least one survey has been held with the apartment administrator and 1-8 more surveys with other dwellings in the same building. The result sample of the survey has become a total of 161 cases; 46 cases from Bahçelievler; 42 cases from Çankaya; 35 cases from Keçiören and 38 cases from Cebeci.

Information related to the apartment such as monthly charges and number of tenants were asked to the apartment administrator by the Apartment Administrator Survey; and by the Hh Survey, Apartment Administrator and Hhs have been first asked about their opinion on various problems related to management of housing and environs and after they have been asked about their tendencies on housing management organisations of building block and neighbourhood as a solution to these problems.

[x] These titles of four neighbourhoods counter for more than one neighbourhood. In the sample, the sub- neighbourhoods of Keçiören are Güçlükaya, İncirli, Pınarbaşı, Yakacık and Aşağıeğlence; for Çankaya these are Kavaklıdere and GOP; the neighbourhood Bahçeli refers to Bahçelievler and Emek; Cebeci refers to Cebeci and Ön Cebeci (Kurtuluş).

The questions aiming to investigate the tendencies and preferences of Hhs are as follows;

Q3. According to you must also tenants attend and right for making statement in these meetings?

As reviewed in Chapter 3, tenant Hhs in the buildings may attend to meetings but they do not have the right to vote about decisions on their apartment even they are also residents of the same building. By this question it is aimed to investigate whether both tenant and owner- occupier Hhs would agree that all residents must have the right to make statement and vote on issues related to their apartment.

Q7. Do you agree that it would contribute usefully if you as Hhs, have directly rights and statements in solution of these problems besides the provision of services and decisions by local authorities?

Upper than the scale of building and plot, residents do not intervene any decisions of their housing environs. Management of all urban and housing services in near housing environs are under responsibilities of local authorities in the housing areas of conventional apartment stock. This study suggests that for groups of buildings, building blocks, street or neighbourhood Hh organisations may act as local units for some of the housing services provision, maintenance of nearby facilities, rehabilitation of neighbourhood and such other services. By this question it is aimed to investigate how close the Hhs are to the idea of directly intervening to the maintenance and problems of their housing environs besides provision of services and decisions by local authorities.

Q9. Do you agree that for the solution of such problems, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees?

By this question it is aimed to investigate whether Hhs agree that organisations of Hhs and committees would be helpful as an instrument of directly intervening into the maintenance and problems of housing environs or not.

Q10. Would you get duty in such a committee?

This question helps us to investigate whether Hhs are willing to get active duties in such committees.

Q11. For the expenditures for these neighbourhood services how much more of your apartment monthly charges would you be willing to pay?

For finance of the services provided in the housing environs, the participants of the survey are asked about the amount that they are willing to pay. In the apartment stock of housing, Hhs pay monthly charges for expenses of the services and maintenance of their buildings. In this question, participants are asked how much more of their monthly charges would be a proper amount that they would be willing to pay for services and maintenance of their housing environs.

Q12. From your point of view, would it be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) are provided by smaller local units like mukhtar administration if its form of service provision is changed or by neighbourhood municipalities?

As discussed in previous chapters, the smallest unit for all urban and housing services is the municipalities. In the scales of neighbourhood level not only Hh organisations but also local authorities do not exist. By this question it is investigated whether Hhs agree that there is a need for provision of some of the housing and urban services by smaller units. Furthermore, this question is expected to help us to understand whether some of the Hhs with similar characteristics have distinct attitudes for solutions of Hh organisations such as in Questions 7,9 and 10 or for solutions of local authorities.

### 5.2.2. Research Findings

First the four neighbourhoods were investigated in detail in order to understand their Hh characteristics. According to the results of the survey, the neighbourhood Bahçelievler is represented by the highest owner occupancy rate of 78% and

Keçiören by the lowest rate of 54%. According to income distribution, 42% of Hhs living in Cebeci have monthly total incomes of under 500 mTL, while other neighbourhoods have under 15% of their Hhs in that category. On the other hand, 45% of Hhs living in Çankaya are in the income category of more than 2 billion TL. Keçiören and Bahçeli are represented by the highest share in the category of 500m-1billion TL by 51% and 41% respectively.

In the survey, 34% of all participants are employees in government. Keçiören is represented by 51% by employees in government; 24% of Hhs living in Bahçeli, 43% of Hhs living in Çankaya are again employees in government. 24% of all participants are employees in private sector. Çankaya neighbourhood is represented by highest share in all neighbourhoods by 33%.

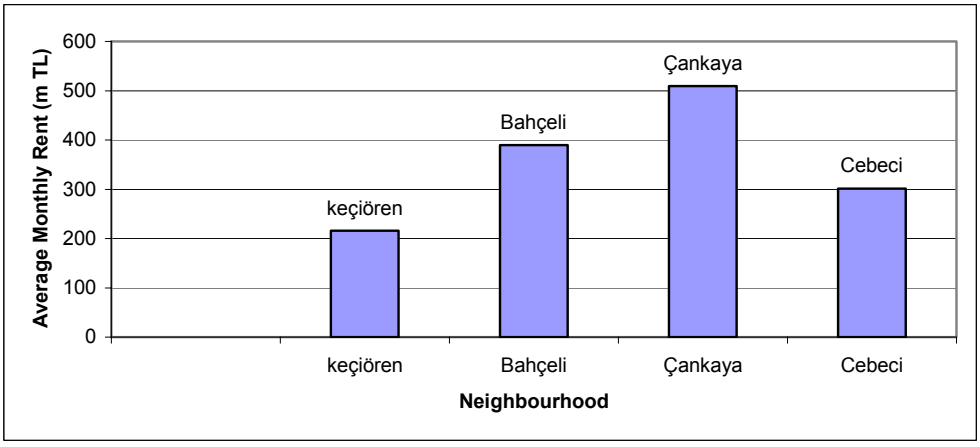
48% of the participants of the survey have declared that they attend to the meetings of apartment administration. 27% have declared that they do not participate to the meetings. The frequency of meetings is observed to be high at most in Bahçeli; 11% of participants of the survey living in Bahçeli have declared that they attend to meetings more than four a year.

58% of the participants of the survey have declared that in meetings of their apartment administration, also problems of their housing environs are discussed. 85% of participants living in Keçiören and 74% of participants living in Çankaya have declared that problems of their housing environs are discussed in apartment meetings. The least value is in Cebeci by 31%.

Membership of Voluntary non-profit Organisations (VNPOs), non-Governmental Organisations (NGOs) or Local Community Organisations (LCOs) which are related with urban and environmental problems is 12% in the whole sample; the highest values are of Hhs living in Bahçeli and Çankaya by 17%. None of the participants living in Cebeci are members of a VNPO.

Table 5.28: % Distribution of Number of Hhs According to Form of Tenure and Average Rental Values According to Neighbourhood

| Neighbourhood | # of Hhs | % share of # of Hhs | Tenure | | | Average Rents | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | owner | tenant | Owner Occ. Rate % | Ave. Rents | Min. | Max. | Std. Deviation |
| **Keçiören** | 35 | 22 | 19 | 16 | 54 | 216 | 50 | 350 | 79 |
| **Bahçeli** | 46 | 29 | 36 | 10 | 78 | 389 | 280 | 525 | 60 |
| **Çankaya** | 42 | 26 | 26 | 16 | 62 | 510 | 300 | 900 | 211 |
| **Cebeci** | 38 | 24 | 29 | 9 | 76 | 301 | 200 | 400 | 65 |
| **Total sample** | 161 | 100 | 110 | 51 | 68 | 362 | 50 | 900 | 162 |



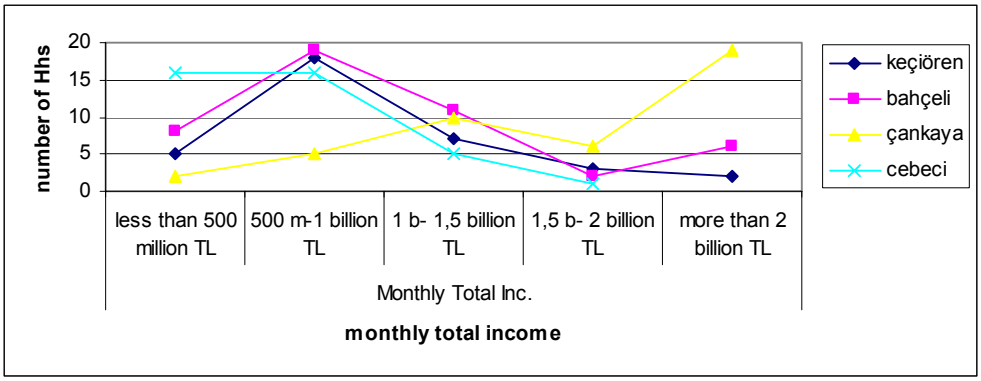

Graph 5.10: Average Monthly Rental Values of Dwellings According to Neighbourhood

Table 5.29: % Distribution of Number of Hhs According to Participation to Meetings

| Neighbourhood | Participation to Meetings (% number of Hhs) | | | | | |
|---|---|---|---|---|---|---|
| | Does not particip. | once a year | twice per year | three per year | four or more a year | Total |
| **Keçiören** | 20 | 60 | 14 | 3 | 3 | 100 |
| **Bahçeli** | 33 | 30 | 24 | 2 | 11 | 100 |
| **Çankaya** | 31 | 40 | 14 | 7 | 7 | 100 |
| **Cebeci** | 24 | 68 | 5 | 3 | | 100 |
| **Total sample** | 27 | 48 | 15 | 4 | 6 | 100 |

Table 5.30: % Distribution of Number of Hhs According to Membership of VNPOs and Total Hh Income

| Neighb. | # of Hhs | VNPOs | | | % of number of Hhs | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | yes | no | %of yes | less than 500 mill. TL | 500 m-1 bill. TL | 1 b-1,5 billion TL | 1,5 b-2 billion TL | more than 2 bill. TL | Total |
| **Keçiören** | 35 | 5 | 30 | 14 | 14 | 51 | 20 | 9 | 6 | 100 |
| **Bahçeli** | 46 | 8 | 38 | 17 | 17 | 41 | 24 | 4 | 13 | 100 |
| **Çankaya** | 42 | 7 | 35 | 17 | 5 | 12 | 24 | 14 | 45 | 100 |
| **Cebeci** | 38 | 0 | 38 | 0 | 42 | 42 | 13 | 3 | 0 | 100 |
| **Total sample** | 161 | 20 | 141 | 12 | 19 | 36 | 20 | 7 | 17 | 100 |




Graph 5.10: % Distribution of Number of Hhs in Hhs Total Income in four Neighbourhoods of Ankara

Participants of the survey have been asked whether the tenants should also participate to the meetings of apartment besides owner- occupiers have the right to make statement. 84% of the interviewee have given positive response to the question answering 'yes'. The highest value is the participants living in Cebeci by 95%. The lowest value is the response of participants of Keçiören by 77%.

The participants have been asked whether it would solve the problems of housing environs if they had directly rights and statements on their housing environs, besides the service provision of local authorities. 84% of the participants have answered 'yes' to the question. The highest value is of Hhs living in Bahçeli by 89%.

The participants of the survey have been asked whether they agree that for the solution of problems of housing environs, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees or not. 86% of the participants have given response positively. 93% of the participants living in Bahçeli have answered that it would be useful to form committees on building block or neighbourhood level.

Next, the interviewees have been asked whether they would get duty in such an organisation of building block or neighbourhood level. 59 % of the interviewees have given a positive response to the question. The highest value is 68% which is observed in Cebeci. The lowest value is observed in Hhs living in Çankaya by 48%.

In the survey, the participants have been asked whether it would be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed. 81% of the participants in four neighbourhoods have given positive response. Highest value is in Bahçeli by 87%; the lowest value is in Keçiören by 71%.

The participants have been asked how much more of their apartment monthly charges they would be willing to pay for the expenditures for the neighbourhood services provided in building block or neighbourhood scales. 40% of the participants have declared that they would be willing to pay 5% more additional charge besides their monthly charges. 30% have declared to be willing to pay 10% more additional charge. Only 8% of the participants of the survey have declared that they would not pay any additional charge. The average value of additional charge declared by the Hhs is 7% in Bahçeli and 10% in Çankaya and Cebeci.

Table 5.31: % Distribution of Number of Hhs According to Occupation

| Neighbourhood | occupation (% number of Hhs ) | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | house wife | employee in government | employee in private sector | employer | retired | student | self-employee | Total |
| **Keçiören** | 9 | 51 | 26 | 11 | 3 | | | 100 |
| **Bahçeli** | 17 | 24 | 22 | 11 | 13 | 13 | | 100 |
| **Çankaya** | 2 | 43 | 33 | 10 | 7 | 2 | 2 | 100 |
| **Cebeci** | 21 | 18 | 16 | 18 | 16 | | 11 | 100 |
| **Total sample** | 12 | 34 | 24 | 12 | 10 | 4 | 3 | 100 |

Table 5.32: % Distribution of Number of Hhs According to Answers of Questions 3, 4 and 7

| | | Tenants Right to Participate? | | | Problems of Environs Discussed | | | | Does it solve if you have rights on | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Neighbourhood | # of Hhs | yes | no | %of yes | yes | no | Total | %of yes | yes | no | %of yes |
| **keçiören** | 35 | 27 | 8 | 77 | 28 | 5 | 33 | 85 | 29 | 6 | 83 |
| **bahçeli** | 46 | 39 | 7 | 85 | 19 | 22 | 41 | 46 | 41 | 5 | 89 |
| **çankaya** | 42 | 33 | 9 | 79 | 29 | 10 | 39 | 74 | 34 | 8 | 81 |
| **cebeci** | 38 | 36 | 2 | 95 | 11 | 25 | 36 | 31 | 31 | 7 | 82 |
| **Total sample** | 161 | 135 | 26 | 84 | 87 | 62 | 149 | 58 | 135 | 26 | 84 |

Table 5.33: % Distribution of Number of Hhs According to Problems Discussed in the Meetings of Apartment

| Neighbourhood | Security | Infrastructure | Unpleasant uses in environs | Parking Places | Cleaning | Other | Total |
|---|---|---|---|---|---|---|---|
| **Keçiören** | 3 | 46 | 17 | 14 | 20 | 0 | 100 |
| **Bahçeli** | 9 | 30 | 9 | 23 | 14 | 16 | 100 |
| **Çankaya** | 16 | 14 | 27 | 31 | 6 | 6 | 100 |
| **Cebeci** | 28 | 21 | 3 | 38 | 7 | 3 | 100 |
| **Total sample** | 13 | 26 | 16 | 27 | 11 | 7 | 100 |

Table 5.34: Distribution of Number of Hhs According to Responses of Questions 9, 10, 12.

| Neighbourhood | # of Hhs | Building Block/ Neighb. | | | Duty | | | Mukhtar/ Neigh. Municipalities | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Yes | no | % of yes | yes | no | % of yes | yes | no | % of yes |
| **keçiören** | 35 | 32 | 3 | 91 | 23 | 12 | 66 | 25 | 10 | 71 |
| **bahçeli** | 46 | 43 | 3 | 93 | 26 | 20 | 57 | 40 | 6 | 87 |
| **çankaya** | 42 | 33 | 9 | 79 | 20 | 22 | 48 | 35 | 7 | 83 |
| **cebeci** | 38 | 30 | 8 | 79 | 26 | 12 | 68 | 31 | 7 | 82 |
| **Total Sample** | 161 | 138 | 23 | 86 | 95 | 66 | 59 | 131 | 30 | 81 |

Table 5.35: % Distribution of Number of Hhs According to the Amount of % Additional Charge That Hhs are willing to pay.

| Neighbourhood | # of Hhs | % additional charge (number of Hhs %) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | mention | 0% more | 5% more | 10% more | 15% more | 20% more | Total | Average Additional % Charge | Min | Max |
| **keçiören** | 35 | 3 | 0 | 66 | 14 | 9 | 9 | 100 | 8 | 5 | 20 |
| **bahçeli** | 46 | 2 | 17 | 43 | 22 | 9 | 7 | 100 | 7 | 0 | 20 |
| **çankaya** | 42 | 5 | 2 | 40 | 26 | 12 | 14 | 100 | 10 | 0 | 20 |
| **cebeci** | 38 | 8 | 11 | 11 | 58 | 0 | 13 | 100 | 10 | 0 | 20 |
| **Total S.** | 161 | 4 | 8 | 40 | 30 | 7 | 11 | 100 | 9 | 0 | 20 |

Table 5.36: % Distribution of Number of Hhs According to Problems Declared to be of first degree importance

| Neighbourhood | Problems declared to be of 1st degree importance (%) | | | | | | |
|---|---|---|---|---|---|---|---|
| | Parking place prob. | Road prob. | Waste prob. | cleaning prob. | Security Prob. | Playing parks prob. | Sports prob. |
| **keçiören** | 16 | 11 | 11 | 19 | 8 | 16 | 8 |
| **bahçeli** | 30 | 18 | 23 | 5 | 5 | 5 | 5 |
| **çankaya** | 31 | 9 | 11 | 18 | 4 | 4 | 7 |
| **cebeci** | 19 | 51 | 5 | 5 | 14 | 5 | 0 |
| **Total sample** | 25 | 21 | 13 | 12 | 8 | 8 | 5 |

Table 5.37: % Distribution of Number of Hhs According to Problems Declared to be of first degree importance

| Neighbourhood | Problems declared to be of 1st degree importance (%) | | | | | | |
|---|---|---|---|---|---|---|---|
| | Green/ parks prob. | Insect prob. | Electricity prob. | Mass Transp. prob | Lightening prob. | Snow/Ice prob. | Planting trees prob. |
| **keçiören** | 0 | 3 | 0 | 5 | 3 | 0 | 0 |
| **bahçeli** | 3 | 5 | 0 | 0 | 3 | 0 | 0 |
| **çankaya** | 7 | 2 | 4 | 0 | 0 | 2 | 0 |
| **cebeci** | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total sample** | 3 | 3 | 1 | 1 | 1 | 1 | 0 |

Table 5.38: % Distribution of Number of Hhs According to Problems Declared to be of first degree importance to be solved by Hh Neighbourhood Organisations

| Number of Hhs decalring Hhs must have rights and statements (1st degree importance) (%) | | | | | | | |
|---|---|---|---|---|---|---|---|
| Road | Parking place | Cleaning | Security | Canalization | Green /Park | Waste/ Garbage | Playing Parks |
| 10 | 15 | 10 | 12 | 15 | 5 | 10 | 10 |
| 24 | 28 | 9 | 4 | 4 | 9 | 7 | 2 |
| 18 | 24 | 18 | 6 | 2 | 6 | 2 | 2 |
| 54 | 19 | 3 | 14 | 5 | 0 | 0 | 0 |
| 25 | 22 | 10 | 9 | 6 | 5 | 5 | 3 |

Table 5.39: % Distribution of Number of Hhs According to Problems Declared to be of first degree importance to be solved by Hh Neighbourhood Organisation

| Number of Hhs declaring Hhs must have rights and statements (1st degree importance) (%) | | | | | | | |
|---|---|---|---|---|---|---|---|
| Sports | Mass transport | Snow/ Ice | Planting Trees | Water | Electricity | Insects | Lightening |
| 2 | 7 | 2 | 0 | 0 | 0 | 2 | 0 |
| 0 | 2 | 2 | 4 | 2 | 0 | 2 | 0 |
| 6 | 2 | 2 | 2 | 2 | 4 | 0 | 2 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 3 | 3 | 2 | 2 | 1 | 1 | 1 | 1 |

#### 5.2.2.1. Housing Management Behaviour According to Hhs Characteristics

##### 5.2.2.1.1. Housing Management Behaviour According to Income

The income group represented by the highest number of Hhs in the sample is 500m TL-1 b TL category by 36% of the sample. The lowest rate of representation is of category 1.5 b TL- 2 b TL by 7%.

The owner occupancy rates take the smallest value in the 1st income category (less than 500 m TL) by 61% and the highest value in the 4th income category (1.5 b TL-2b TL) by 92%.

In Table… distribution of number of Hhs according to frequency of participation of meetings of apartment administration is examined according to income groups. 27% of the total sample has found not to participate in the meetings. The income category taking the highest value of non-attendance to meetings is the 3rd income category (1 b TL- 1.5 b TL) by 36%. The 5th income category (more than 2 b TL) has the lowest share of 22% which means 78% of Hhs in that category attend meetings at least once a year. The 5th income category also takes the highest share of number of Hhs participating to meetings four or more a year.

While 84% of the total sample declares that tenants must participate to meetings; the first two income category have given positive response by 90% and 91% as highest values and the 3rd income category have given positive response by 67% as the lowest value.

All income categories gave positive response by around %81- %89 to the question, whether it would solve the problems of housing environs if they had direct rights and power on their housing environs, besides the service provision of local authorities. The highest value of 89% is observed in the 5th income category.

The highest rate has been 92% positive response in the 4th income category, the lowest rate has been 78% in the 5th income category to the question whether they agree that for the solution of problems of housing environs, it would be a proper way

to form committees on building block or neighbourhood level similar to apartment administration committees or not. Whereas willingness to get duty in such committees takes the highest value in the 1st income category by 68% and the lowest value in the 3rd and 4th income categories by 42%.

The next question has been whether it would be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed. The highest value is observed in the 1st income category by 87% and the lowest value is observed in the 4th income category by 75%.

Average additional charges take the highest values of 10% in the 4th and 5th income categories. 92% of the Hhs in the 4th income category have been willing to pay at least 5% more additional charge.

Hh income has been proved to be a critical factor in behaviour of Hhs in terms of expenditure in the first analysis of management expenditures. Between fist and fifth income categories there has been observed approximately ten times difference in expenditures. As mentioned previously, the differences of management expenditure behaviour of Hhs of different income categories may imply both worsening of living conditions of Hhs as well as a deterioration of the neighbourhood where low income Hhs are dominant. However, organisational behaviour of Hhs is not observed to be differentiating sharply as expenditure behaviour. For instance the lowest income group have similar rates of positive response to the question of having rights and statements on their housing environs (by 81%) although the highest share is of the Hhs in the highest income category (by 89%). Willingness to get duty in building block/ neighbourhood organisations have shares of 68% and 67% in the lowest and highest income groups respectively; furthermore this share of lowest income group exceeds the share of 2nd ,3rd and 4th income groups. However, the lowest income group have higher expectations from local authorities; for instance the lowest income group Hhs have the highest rate of positive response for the question related to mukhtar/ neighbourhood municipalities which indicates that they are more close to solutions of local authority service provisions than solutions of Hh organisations.

Table 5.40: % Distribution of Number of Hhs According to Freq. of Participation to Meetings According to Monthly Total Hh Income

| Monthly Total Inc. | # of Hhs | % of # of Hhs | % Number of Hhs According to Freq. of Participation to Meetings | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | not particip. | once a year | 2 per year | 3 per year | 4 or more a year | Total |
| **less than 500 million TL** | 31 | 19 | 29 | 61 | 10 | 0 | 0 | 100 |
| **500 m-1 billion TL** | 58 | 36 | 24 | 45 | 22 | 5 | 3 | 100 |
| **1 b- 1,5 billion TL** | 33 | 20 | 36 | 45 | 6 | 6 | 6 | 100 |
| **1,5 b- 2 billion TL** | 12 | 7 | 25 | 67 | 0 | 0 | 8 | 100 |
| **more than 2 billion TL** | 27 | 17 | 22 | 37 | 22 | 4 | 15 | 100 |
| **Total sample** | 161 | 100 | 27 | 48 | 15 | 4 | 6 | 100 |

Table 5.41: Distribution of Number of Hhs According to Answers to Question 7

| Monthly Total Inc. | Does it solve if you have rights on | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 500 million TL** | 25 | 6 | 31 | 81 |
| **500 m-1 billion TL** | 48 | 10 | 58 | 83 |
| **1 b- 1,5 billion TL** | 28 | 5 | 33 | 85 |
| **1,5 b- 2 billion TL** | 10 | 2 | 12 | 83 |
| **more than 2 billion TL** | 24 | 3 | 27 | 89 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.42: Distribution of Number of Hhs According to Answers to Question 3 According to Monthly Total Hh Income

| Monthly Total Inc. | Tenants Right to Participate? | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 500 million TL** | 28 | 3 | 31 | 90 |
| **500 m-1 billion TL** | 53 | 5 | 58 | 91 |
| **1 b- 1,5 billion TL** | 22 | 11 | 33 | 67 |
| **1,5 b- 2 billion TL** | 9 | 3 | 12 | 75 |
| **more than 2 billion TL** | 23 | 4 | 27 | 85 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.43: Distribution of Number of Hhs According to Answers to Question 9, 10 According to Monthly Total Hh Income

| Monthly Total Inc. | Building Block/ Neighb. | | | | duty | | | |
|---|---|---|---|---|---|---|---|---|
| | yes | no | Total | % of yes | yes | no | Total | % of yes |
| less than 500 million TL | 28 | 3 | 31 | 90 | 21 | 10 | 31 | 68 |
| 500 m-1 billion TL | 51 | 7 | 58 | 88 | 37 | 21 | 58 | 64 |
| 1 b- 1,5 billion TL | 27 | 6 | 33 | 82 | 14 | 19 | 33 | 42 |
| 1,5 b- 2 billion TL | 11 | 1 | 12 | 92 | 5 | 7 | 12 | 42 |
| more than 2 billion TL | 21 | 6 | 27 | 78 | 18 | 9 | 27 | 67 |
| Total sample | 138 | 23 | 161 | 86 | 95 | 66 | 161 | 59 |

Table 5.44: Distribution of Number of Hhs According to Answers to Question 12 According to Monthly Total Hh Income

| Monthly Total Inc. | Mukhtar/ Neigh. Municipalities | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| less than 500 million TL | 27 | 4 | 31 | 87 |
| 500 m-1 billion TL | 45 | 13 | 58 | 78 |
| 1 b- 1,5 billion TL | 28 | 5 | 33 | 85 |
| 1,5 b- 2 billion TL | 9 | 3 | 12 | 75 |
| more than 2 billion TL | 22 | 5 | 27 | 81 |
| Total sample | 131 | 30 | 161 | 81 |

Table 5.45: % Distribution of Number of Hhs According % Additional Charge According to Monthly Total Hh Income

| Monthly Total Inc. | % of number of Hhs according to additional charge% | | | | | | | Average % additional charge |
|---|---|---|---|---|---|---|---|---|
| | 0% more | 5% more | 10% more | 15% more | 20% more | does not mention | Total | |
| less than 500 million TL | 3 | 26 | 48 | 6 | 6 | 10 | 100 | 9 |
| 500 m-1 billion TL | 7 | 52 | 21 | 7 | 9 | 5 | 100 | 8 |
| 1 b- 1,5 billion TL | 15 | 39 | 30 | 6 | 9 | 0 | 100 | 8 |
| 1,5 b- 2 billion TL | 8 | 33 | 25 | 17 | 17 | 0 | 100 | 10 |
| More than 2 billion TL | 7 | 33 | 30 | 7 | 19 | 4 | 100 | 10 |
| Total sample | 8 | 40 | 30 | 7 | 11 | 4 | 100 | 9 |

#### 5.2.2.1.2. Housing Management Behaviour According to Tenure

32% of the sample is tenant Hhs. Tenant Hhs have been found to make less reinvestments on their dwellings in the first analysis. Tenant Hhs constituting approximately 30% of the stock are also the occupiers of the stock who also benefit from the qualities of the land and building and housing environs in their occupation. Thus, it is important to examine behaviour of tenant Hhs as well as owner-occupiers.

Distribution of Hhs(%) according to the average rental values of dwellings in the buildings has been observed to take higher share of tenants in the highest and lowest values of the stock. 22% of tenants are occupiers of the $5^{th}$ rental value category, while only 14% of owner-occupiers exist in the same category.

According to the survey, 53% of tenant Hhs do not participate to the regular meetings of apartment administration. For owner- occupiers this value is only 15%. This implies that 85% of owner- occupier Hhs attend to these meetings at least once a year, this ratio is 47% for tenants.

According to the results of the survey, 81% of owner-occupier Hhs and 90% of tenant Hhs have answered 'yes' to to the question whether the tenants should also participate to the meetings of apartment besides owner- occupiers and have the right to make statement.

87% of owner-occupier Hhs and 76% of tenant Hhs gave positive response to the question of whether it would solve the problems of housing environs if they had directly rights and statements on their housing environs, besides the service provision of local authorities.

91% of owner- occupiers and 75% of tenants have answered 'yes' to the question whether they agree that for the solution of problems of housing environs, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees or not. Willingness to get duty in such committees takes the value of 65% for owner- occupiers and 45% for tenants.

To the question of whether it would be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed, similar rates of positive response have been observed for both tenants and owner- occupiers. 82% of owner- occupiers and 80% of tenants have answered as 'yes'. As provision of services by a kind of local authority implies a less responsibility of Hhs relative to organisations of Hhs, the response of tenant Hhs have almost reached to owner- occupiers'.

While average additional charges takes the values of 9% and 7% fot owner-occupier and tenant Hhs respectively; 88% of the owner occupier Hhs and 86% of tenant Hhs are willing to pay at least 5% more additional charge.

Form of tenure has proved to be another critical factor in behaviour of Hhs in terms of expenditure in the first analysis of management expenditures. Between tenant and owner- occupier Hhs there has been observed approximately three times difference in expenditures. Because tenant Hhs usually perceive their dwellings as temporary occupations they avoid large scale reinvestments on their dwellings. As mentioned previously, the differences of management expenditure behaviour of Hhs of different forms of tenure may indicate both worsening of living conditions of tenant Hhs as well as a deterioration of the neighbourhood where owner- occupancy rates are low. According to the results of the second analysis, variations of housing management behaviour of Hhs in terms of expenditures has also been observed in organisational aspects. While 90% of tenant Hhs have declared that tenants must also participate and have the right to make statement in apartment meetings, only 76% of them has declared that Hhs must have directly statements and right for housing environs. This ratio is 87% for owner- occupiers. Willingness to get duty has been observed to be only 45% for tenant Hhs while 65% has been observed for owner- occupiers. This implies that tenant Hhs have a less sense of ownership and responsibility for their housing environs as well as dwellings. However, the ratio for positive response for mukhtars/ neighbourhood municipalities for urban and housing services provision (82%) exceeds the values observed in owner- occupiers (80%) which indicate that they are more close to solutions of local authority service provisions than solutions of Hh organisations such as the lowest income group.

Table 5.46: % Distribution of Number of Hhs According to Freq. of Participation to Meetings According to Form of Tenure

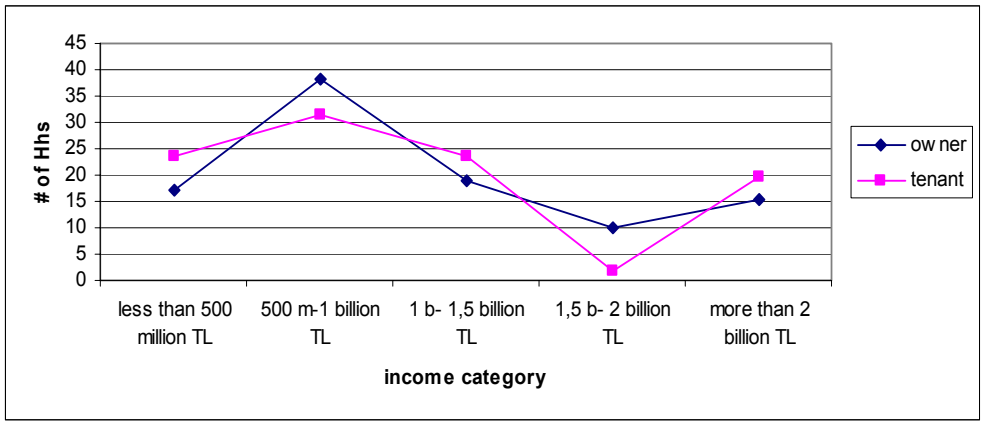
| Tenure | Number of Hhs | % share in total number of Hhs | Avarage Rents | Participation to Meetings (% # of Hhs) | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | does not particip. | once a year | twice per year | three per year | four or more a year | Total |
| **owner** | 110 | 68 | 356 | 15 | 54 | 18 | 5 | 7 | 100 |
| **tenant** | 51 | 32 | 376 | 53 | 37 | 8 | | 2 | 100 |
| **Total sample** | 161 | 100 | 362 | 27 | 48 | 15 | 4 | 6 | 100 |

Table 5.47: % Distribution of Number of Hhs in Average Rental Values of Dwellings in the Building According to Form of Tenure

| Tenure | % Distribution of Number of Hhs in Average Rental Values | | | | | |
|---|---|---|---|---|---|---|
| | 50-200 m TL | 201-349 m TL | 350-399 m TL | 400-449 m TL | 450-900 m TL | Total |
| **owner** | 11 | 28 | 26 | 22 | 14 | 100 |
| **tenant** | 18 | 22 | 20 | 20 | 22 | 100 |
| **Total sample** | 13 | 26 | 24 | 21 | 16 | 100 |

Table 5.48: % Distribution of Number of Hhs in Monthly Total Hh Income According to Form of Tenure

| Tenure | % # of Hhs According to Monthly Total Inc. | | | | | |
|---|---|---|---|---|---|---|
| | less than 500 million TL | 500 m-1 billion TL | 1 b- 1,5 billion TL | 1,5 b- 2 billion TL | more than 2 billion TL | Total |
| **owner** | 17 | 38 | 19 | 10 | 15 | 100 |
| **tenant** | 24 | 31 | 24 | 2 | 20 | 100 |
| **Total sample** | 19 | 36 | 20 | 7 | 17 | 100 |




Graph 5.11: Number of Tenant and Owner- Occupier Hhs According to Hh Total Income Categories

Table 5.49: % Distribution of Number of Hhs in Monthly Total Hh Income in Four Neighbourhoods According to Form of Tenure

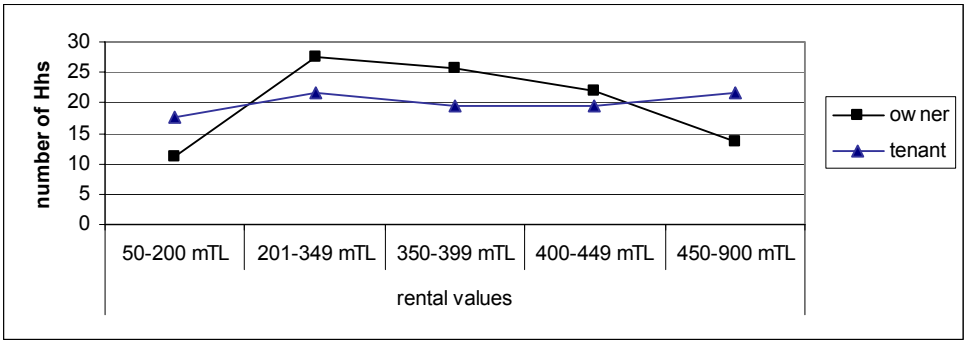
| Tenure | Neighbourhood | less than 500 million TL | 500 m-1 billion TL | 1 b- 1,5 billion TL | 1,5 b- 2 billion TL | more than 2 billion TL | Total |
|---|---|---|---|---|---|---|---|
| owner | keçiören | 5 | 53 | 16 | 16 | 11 | 100 |
| | bahçeli | 14 | 42 | 25 | 6 | 14 | 100 |
| | çankaya | 0 | 19 | 23 | 19 | 38 | 100 |
| | cebeci | 45 | 41 | 10 | 3 | 0 | 100 |
| | Total Sample | 17 | 38 | 19 | 10 | 15 | 100 |
| tenant | keçiören | 25 | 50 | 25 | 0 | 0 | 100 |
| | bahçeli | 30 | 40 | 20 | 0 | 10 | 100 |
| | çankaya | 13 | 0 | 25 | 6 | 56 | 100 |
| | cebeci | 33 | 44 | 22 | 0 | 0 | 100 |
| | Total sample | 24 | 31 | 24 | 2 | 20 | 100 |

Table 5.50: % Distribution of Number of Hhs in Answers to Question 3 According to Form of Tenure

| | Tenants Right to Participate? | | | |
|---|---|---|---|---|
| Tenure | yes | no | Total | % of yes |
| owner | 89 | 21 | 110 | 81 |
| tenant | 46 | 5 | 51 | 90 |
| Total sample | 135 | 26 | 161 | 84 |

Table 5.51: % Distribution of Number of Hhs in Answers to Question 7 According to Form of Tenure

| Tenure | Does it solve if you have rights on | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| owner | 96 | 14 | 110 | 87 |
| tenant | 39 | 12 | 51 | 76 |
| Total sample | 135 | 26 | 161 | 84 |




Graph 5.12: Number of Tenant and Owner- Occupier Hhs According to Average Rental Values

Table 5.52: % Distribution of Number of Hhs in Answers to Questions 9, 10 According to Form of Tenure

| Tenure | Building Block/ Neighb. | | | | duty | | | |
|---|---|---|---|---|---|---|---|---|
| | yes | no | Total | % of yes | yes | no | Total | % of yes |
| owner | 100 | 10 | 110 | 91 | 72 | 38 | 110 | 65 |
| tenant | 38 | 13 | 51 | 75 | 23 | 28 | 51 | 45 |
| Total sample | 138 | 23 | 161 | 86 | 95 | 66 | 161 | 59 |

Table 5.53: % Distribution of Number of Hhs in Answers to Question 12 According to Form of Tenure

| Tenure | Mukhtar/ Neigh. Municipalities | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| owner | 90 | 20 | 110 | 82 |
| tenant | 41 | 10 | 51 | 80 |
| Total sample | 131 | 30 | 161 | 81 |

Table 5.54: % Distribution of Number of Hhs in % Additional Charge According to Form of Tenure

| Tenure | % Additional Charge (number of Hhs%) | | | | | | | Average % additional charge |
|---|---|---|---|---|---|---|---|---|
| | 0% more | 5% more | 10% more | 15% more | 20% more | does not mention | Total | |
| **owner** | 7 | 33 | 34 | 7 | 15 | 5 | 100 | 9 |
| **tenant** | 10 | 55 | 22 | 8 | 2 | 4 | 100 | 7 |
| **Total S.** | 8 | 40 | 30 | 7 | 11 | 4 | 100 | 9 |

#### 5.2.2.1.3. Evaluation of Effects of Hhs Characteristics on Management Behaviour

Hh income and form of tenure proved to be two critical factors in the behaviour of Hhs, in terms of expenditure in the first analysis covering management expenditures. By the first analysis neighbourhoods where low income Hhs are dominant and where owner- occupancy rates are low were defined to be areas needing special policies since not only living conditions of Hhs but also the physical state of neighbourhood as a whole is under risk of deterioration. However, organisational behaviour of Hhs of different in Hh characteristics were not observed to be differentiating sharply as expenditure behaviour.

According to the results of the second analysis, it has been found that tenant and/or low income Hhs are closer to solutions of local authority service provisions than solutions of Hh organisations. Low income Hhs have been observed to be giving similar rates of positive response with Hhs of other income categories for solutions of Hh organisations. Moreover, the lowest income group has given the highest rate of positive response to the question of getting duty in Hh organisations of building block or neighbourhood and to the question of mukhtar/ neighbourhood municipalities' service provision. Even for the amount of additional charge which is expected to be directly effected by ther level of income according to the results of the first analysis, the lowest income group is not willing to pay the lowest charge but willing to pay the amount of additional charge the same as the value of average

additional charge of the whole sample. However, tenant Hhs have given significantly less number of positive response than owner- occupiers. While 75% of tenant Hhs have declared that it would be proper to form building block/ neighbourhood organisations of Hhs; only 45% of them have declared to be willing to get duty in such organizations. This implies that tenant Hhs have a less sense of ownership and responsibility not only for their dwellings but also for their housing environs.

As dwellings occupied by tenant Hhs constitute approximately 30% of the whole stock there is the need to implement special policies for tenant Hhs and for neighbourhoods where tenant Hhs are dominant. On the other hand, lowest income category constitutes 19% of the sample according to the second analysis. As tenant Hhs lack in both expenditures and participation, policies implemented must encourage tenants in terms of security of tenure and living standards. For low income groups on the other hand, policies on finance of maintenance of dwellings indicate dominance.

#### 5.2.2.2. Housing Management Behaviour According to Stock Characteristics

##### 5.2.2.2.1. Housing Management Behaviour According to Age of Dwellings

The owner occupancy rates take the highest values in the oldest part of the stock (constructed before 1967 and constructed in 1968-1972) by 78% and 79%. The lowest rate of number of owner-occupiers has been observed in the part of the sample which is constructed between 1981 and1986.

The part of the sample which is constructed between 1981 and1986 takes the highest value in not attending to meetings by 33% as seen in Table 5.51.

94% of the Hhs living in buildings constructed in 1968-1972 have declared that tenants must participate to meetings; the lowest rate is 76% has been observed in buildings constructed in 1973-1980.

94% of the Hhs living in buildings constructed in 1968-1972 gave positive response to the question of whether it would solve the problems of housing environs if they

had directly rights and statements on their housing environs, besides the service provision of local authorities.

The highest rate has been 97% positive response in the Hhs living in buildings constructed in 1968-1972 to the question whether they agree that for the solution of problems of housing environs, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees or not. Willingness to get duty in such committees takes the highest value in the Hhs living in buildings constructed before 1968 and in 1968-1972 by 69%.

The highest value of positive response to the next question has been whether it would be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed has been observed in the Hhs living in buildings constructed in 1968-1972 by 88%.

Average additional charges take the highest values of 10% in the newest part of the stock (constructed in 1981-1986 and after 1987). The lowest value has been observed as 7% more charge on average in the Hhs living in buildings that are constructed before 1967.

Construction date of building has been proved to be a critical factor in behaviour of Hhs in terms of expenditure in the first analysis of management expenditures. Occupiers of oldest stock have been observed to make approximately three times less expenditures than the newest stock despite the relatively more need for repair and maintenance. Moreover, as there is usually a match between oldest part of the stock and lowest income Hhs. Thus, this part of the stock needs special care. Also in the second analysis the oldest part of the sample which includes buildings constructed before 1967 have found to be willing to pay the lowest rate of additional charge (7% more). 24% of Hhs in that category have declared that they are not willing to pay any additional charge. 28% of these dwellings are under the occupation of Hhs with less than 500 m TL income. On organisational issues, on the other hand date of construction has not been observed to make a significant effect.

For instance, the oldest part of the sample has the highest rate of positive response for willingness to get duty in building block/ neighbourhood organisations by 69% Hhs. For also other questions related with neighbourhood organisations, the oldest part of the sample have similar rates compared to other categories of the stock.

Table 5.55: Number of Hhs According to Construction Date

| Construction Date | Number of Hhs | Percentage in Total Number of Hhs | Average Const. Date | Minimum | Maximum | Std. Deviation |
|---|---|---|---|---|---|---|
| **1954-1967** | 29 | 18 | 1962 | 1954 | 1967 | 3 |
| **1968-1972** | 32 | 20 | 1969 | 1968 | 1972 | 2 |
| **1973-1980** | 41 | 25 | 1976 | 1973 | 1980 | 3 |
| **1981-1986** | 24 | 15 | 1984 | 1981 | 1986 | 2 |
| **after 1987** | 35 | 22 | 1993 | 1989 | 2000 | 3 |
| **Total sample** | 161 | 100 | 1977 | 1954 | 2000 | 11 |

Table 5.56: Average Rental Values According to Construction Date

| Construction Date | Average Rents | Number of Hhs | Std. Deviation | Minimum | Maximum |
|---|---|---|---|---|---|
| **1954-1967** | 315 | 29 | 67 | 200 | 400 |
| **1968-1972** | 333 | 32 | 79 | 250 | 450 |
| **1973-1980** | 440 | 41 | 225 | 200 | 900 |
| **1981-1986** | 336 | 24 | 249 | 50 | 800 |
| **after 1987** | 354 | 34 | 48 | 250 | 400 |
| **Total sample** | 362 | 160 | 162 | 50 | 900 |

Table 5.57: Distribution of Number of Hhs in Form of Tenure According to Construction Date of the Building

| Construction Date | Tenure | | | |
|---|---|---|---|---|
| | owner | tenant | Total | Rate of Owner Occupiers % |
| **1954-1967** | 23 | 6 | 29 | 79 |
| **1968-1972** | 25 | 7 | 32 | 78 |
| **1973-1980** | 30 | 11 | 41 | 73 |
| **1981-1986** | 10 | 14 | 24 | 42 |
| **after 1987** | 22 | 13 | 35 | 63 |
| **Total sample** | 110 | 51 | 161 | 68 |

Table 5.58: % Distribution of Number of Hhs in Monthly Total Income According to Construction Date of the Building

| Construction Date | Monthly Total Inc. | | | | | |
|---|---|---|---|---|---|---|
| | less than 500 million TL | 500 m-1 billion TL | 1 b- 1,5 billion TL | 1,5 b- 2 billion TL | more than 2 billion TL | Total |
| **1954-1967** | 28 | 52 | 10 | 3 | 7 | 100 |
| **1968-1972** | 38 | 28 | 9 | 16 | 9 | 100 |
| **1973-1980** | 10 | 39 | 24 | 5 | 22 | 100 |
| **1981-1986** | 4 | 25 | 29 | 4 | 38 | 100 |
| **after 1987** | 17 | 34 | 29 | 9 | 11 | 100 |
| **Total sample** | 19 | 36 | 20 | 7 | 17 | 100 |

Table 5.59: % Distribution of Number of Hhs in Frequency of Participation to Meetings According to Construction Date of the Building

| Construction Date | Participation to Meetings | | | | | |
|---|---|---|---|---|---|---|
| | does not particip. | once a year | twice per year | three per year | four or more a year | Total |
| **1954-1967** | 24 | 52 | 17 | 7 | | 100 |
| **1968-1972** | 25 | 53 | 16 | | 6 | 100 |
| **1973-1980** | 24 | 41 | 20 | 7 | 7 | 100 |
| **1981-1986** | 33 | 46 | 13 | | 8 | 100 |
| **after 1987** | 31 | 51 | 9 | 3 | 6 | 100 |
| **Total sample** | 27 | 48 | 15 | 4 | 6 | 100 |

Table 5.60: Distribution of Number of Hhs for Answers to Question 4

| Construction Date | Problems of Environs Discussed | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **1954-1967** | 6 | 19 | 25 | 24 |
| **1968-1972** | 13 | 16 | 29 | 45 |
| **1973-1980** | 26 | 12 | 38 | 68 |
| **1981-1986** | 15 | 7 | 22 | 68 |
| **after 1987** | 27 | 8 | 35 | 77 |
| **Total sample** | 87 | 62 | 149 | 58 |

Table 5.61: % Distribution of Number of Hhs in Answers to Question 3 According to Construction Date of the Building

| Construction Date | Tenants Right to Participate? | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **1954-1967** | 26 | 3 | 29 | 90 |
| **1968-1972** | 30 | 2 | 32 | 94 |
| **1973-1980** | 31 | 10 | 41 | 76 |
| **1981-1986** | 20 | 4 | 24 | 83 |
| **after 1987** | 28 | 7 | 35 | 80 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.62: Distribution of Number of Hhs in Answers to Question 7 According to Construction Date of the Building

| Construction Date | Does it solve if you have rights on | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **1954-1967** | 22 | 7 | 29 | 76 |
| **1968-1972** | 30 | 2 | 32 | 94 |
| **1973-1980** | 34 | 7 | 41 | 83 |
| **1981-1986** | 22 | 2 | 24 | 92 |
| **after 1987** | 27 | 8 | 35 | 77 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.63: Distribution of Number of Hhs in Answers to Questions 9, 10 According to Construction Date of the Building

| Construction Date | Building Block/ Neighb. | | | | duty | | | |
|---|---|---|---|---|---|---|---|---|
| | yes | no | Total | % of yes | yes | no | Total | % of yes |
| **1954-1967** | 25 | 4 | 29 | 86 | 20 | 9 | 29 | 69 |
| **1968-1972** | 31 | 1 | 32 | 97 | 22 | 10 | 32 | 69 |
| **1973-1980** | 32 | 9 | 41 | 78 | 21 | 20 | 41 | 51 |
| **1981-1986** | 21 | 3 | 24 | 88 | 14 | 10 | 24 | 58 |
| **after 1987** | 29 | 6 | 35 | 83 | 18 | 17 | 35 | 51 |
| **Total sample** | 138 | 23 | 161 | 86 | 95 | 66 | 161 | 59 |

Table 5.64: Distribution of Number of Hhs in Answers to Question 12 According to Construction Date of the Building

| Construction Date | Mukhtar/ Neigh. Municipalities | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **1954-1967** | 22 | 7 | 29 | 76 |
| **1968-1972** | 28 | 4 | 32 | 88 |
| **1973-1980** | 34 | 7 | 41 | 83 |
| **1981-1986** | 17 | 7 | 24 | 71 |
| **after 1987** | 30 | 5 | 35 | 86 |
| **Total sample** | 131 | 30 | 161 | 81 |

Table 5.65: % Distribution of Number of Hhs in % Additional Charge According to Construction Date

| Construction Date | additional charge% | | | | | | | Average % Additional Charge |
|---|---|---|---|---|---|---|---|---|
| | 0% more | 5% more | 10% more | 15% more | 20% more | does not mention | Total | |
| **1954-1967** | 24 | 31 | 34 | 0 | 10 | 0 | 100 | 7 |
| **1968-1972** | 0 | 41 | 47 | 3 | 3 | 6 | 100 | 8 |
| **1973-1980** | 10 | 44 | 17 | 12 | 10 | 7 | 100 | 8 |
| **1981-1986** | 0 | 46 | 25 | 13 | 13 | 4 | 100 | 10 |
| **after 1987** | 6 | 37 | 29 | 9 | 17 | 3 | 100 | 10 |
| **Total sample** | 8 | 40 | 30 | 7 | 11 | 4 | 100 | 9 |

#### 5.2.2.2.2. Housing Management Behaviour According to Scale of Management

The scale problem in administration of housing estates has been discussed in previous chapters. To get a deeper understanding of the effect of number of Hhs in participation in housing administration, the variable 'number of dwellings' is employed. The number of dwellings has been categorised under five categories. The first category includes buildings consisting of less than 8 dwellings. According to FOL, flat ownership must be formed up in buildings of 8 or more dwellings.

45% of the sample is represented by of buildings composed of 9 to 15 dwellings. 4% of the buildings are composed of more than 26 dwellings.

According to the survey, 83% of Hhs living in buildings of 21-25 dwellings participate to the regular meetings of apartment administration at least once a year. 17% of Hhs

in that category attend to meetings four or more a year. 82% of Hhs living in buildings of 21-25 dwellings have declared that problems of housing environs are also discussed in these meetings.

According to the results of the survey, 100% of Hhs living in buildings of more than 26 dwellings have answered ‘yes’ to the question whether the tenants should also participate to the meetings of apartment besides owner- occupiers and have the right to make statement.

92% of Hhs living in buildings composed of less than 8 dwellings and 90% of Hhs living in buildings of 9-15 dwellings have given positive response to the question of whether it would solve the problems of housing environs if they had directly rights and statements on their housing environs, besides the service provision of local authorities. Buildings composed of more number of dwellings gave smaller ratios of positive response with reference to buildings composed of smaller number of dwellings.

92% of Hhs living in buildings composed of less than 8 dwellings and 88% of Hhs living in buildings of 9-15 dwellings have answered ‘yes’ to the question whether they agree that for the solution of problems of housing environs, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees or not. Willingness to get duty in such committees takes the highest value of 68% for Hhs living in buildings of 9-15 dwellings.

To the question of whether it would be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed, 100% of Hhs living in buildings of more than 26 dwellings have given positive response. The lowest rate is observed b7 73% in the buildings of less than 8 dwellings. Buildings composed of more number of dwellings have been observed to feel closer to solutions of local authority than Hh organisations with reference to buildings composed of smaller number of dwellings.

The buildings with highest and lowest number of dwellings (less than 8 and more than 26 dwellings) have been observed to be willing to pay an additional charge of 11% more on average. This may be result of higher owner occupancy rates; in these two categories rate of owner occupiers is higher than other categories. While for rest of the sample this value has been observed to be 8% more additional charge.

Table 5.66: % Distribution of Number of Hhs in Forms of Tenure According to Number of Flats

| number of flats | Number of Hhs | % in total number of Hhs | Tenure | | |
|---|---|---|---|---|---|
| | | | owner | tenant | rate of owner occ. % |
| **less than 8** | 26 | 16 | 21 | 5 | 81 |
| **9.15** | 73 | 45 | 47 | 26 | 64 |
| **16-20** | 43 | 27 | 29 | 14 | 67 |
| **21-25** | 12 | 7 | 8 | 4 | 67 |
| **More than 26** | 7 | 4 | 5 | 2 | 71 |
| **Total sample** | 161 | 100 | 110 | 51 | 68 |

Table 5.67: % Distribution of Number of Hhs in Answers of Question 4 According to Number of Flats

| number of flats | Problems of Environs Discussed | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 8** | 11 | 12 | 23 | 48 |
| **9-15** | 34 | 34 | 68 | 50 |
| **16-20** | 29 | 11 | 40 | 73 |
| **21-25** | 9 | 2 | 11 | 82 |
| **more than 26** | 4 | 3 | 7 | 57 |
| **Total sample** | 87 | 62 | 149 | 58 |

Table 5.68: % Distribution of Number of Hhs in Frequency of Participation to Meetings According to Number of Flats

| number of flats | Participation to Meetings | | | | | |
|---|---|---|---|---|---|---|
| | does not particip. | once a year | twice per year | three per year | four or more a year | Total |
| **less than 8** | 35 | 54 | 4 | 0 | 8 | 100 |
| **9-15** | 23 | 47 | 22 | 4 | 4 | 100 |
| **16-20** | 33 | 44 | 16 | 2 | 5 | 100 |
| **21-25** | 17 | 58 | 0 | 8 | 17 | 100 |
| **more than 26** | 29 | 57 | 0 | 14 | 0 | 100 |
| **Total sample** | 27 | 48 | 15 | 4 | 6 | 100 |

Table 5.69: % Distribution of Number of Hhs in Answers of Question 3 According to Number of Flats

| number of flats | Tenants Right to Participate? | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 8** | 20 | 6 | 26 | 77 |
| **9-15** | 66 | 7 | 73 | 90 |
| **16-20** | 33 | 10 | 43 | 77 |
| **21-25** | 9 | 3 | 12 | 75 |
| **more than 26** | 7 | | 7 | 100 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.70: % Distribution of Number of Hhs in Answers of Question 7 According to Number of Flats

| number of flats | Does it solve if you have rights on | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 8** | 24 | 2 | 26 | 92 |
| **9-15** | 66 | 7 | 73 | 90 |
| **16-20** | 31 | 12 | 43 | 72 |
| **21-25** | 9 | 3 | 12 | 75 |
| **more than 26** | 5 | 2 | 7 | 71 |
| **Total sample** | 135 | 26 | 161 | 84 |

Table 5.71: % Distribution of Number of Hhs in Answers of Question 9, 10 According to Number of Flats

| number of flats | Building Block/ Neighb. | | | | duty | | | |
|---|---|---|---|---|---|---|---|---|
| | yes | no | Total | % of yes | yes | no | Total | % of yes |
| **less than 8** | 24 | 2 | 26 | 92 | 14 | 12 | 26 | 54 |
| **9-15** | 64 | 9 | 73 | 88 | 50 | 23 | 73 | 68 |
| **16-20** | 34 | 9 | 43 | 79 | 22 | 21 | 43 | 51 |
| **21-25** | 10 | 2 | 12 | 83 | 5 | 7 | 12 | 42 |
| **more than 26** | 6 | 1 | 7 | 86 | 4 | 3 | 7 | 57 |
| **Total sample** | 138 | 23 | 161 | 86 | 95 | 66 | 161 | 59 |

Table 5.72: % Distribution of Number of Hhs in Answers of Question 12 According to Number of Flats

| number of flats | Mukhtar/ Neigh. Municipalities | | | |
|---|---|---|---|---|
| | yes | no | Total | % of yes |
| **less than 8** | 19 | 7 | 26 | 73 |
| **9-15** | 61 | 12 | 73 | 84 |
| **16-20** | 33 | 10 | 43 | 77 |
| **21-25** | 11 | 1 | 12 | 92 |
| **more than 26** | 7 | 0 | 7 | 100 |
| **Total sample** | 131 | 30 | 161 | 81 |

Table 5.73: % Additional Charge According to Number of Flats in the Building

| number of flats | additional charge% | | | | | | | Average % Additional Charge |
|---|---|---|---|---|---|---|---|---|
| | 0% more | 5% more | 10% more | 15% more | 20% more | does not mention | Total | |
| **less than 8** | 4 | 23 | 35 | 12 | 15 | 12 | 100 | 11 |
| **9-15** | 10 | 41 | 38 | 4 | 7 | 0 | 100 | 8 |
| **16-20** | 7 | 47 | 16 | 12 | 9 | 9 | 100 | 8 |
| **21-25** | 17 | 50 | 8 | 0 | 25 | 0 | 100 | 8 |
| **more than 26** | 0 | 29 | 43 | 14 | 14 | 0 | 100 | 11 |
| **Total sample** | 8 | 40 | 30 | 7 | 11 | 4 | 100 | 9 |

#### 5.2.2.2.3. Housing Management Behaviour According to Rental Value of Dwellings

In the survey average rental values of flats in the buildings have been asked by Apartment Administrators' Survey. The 'average rental value' variable has been categorized into 5 categories starting from the least rental value.

As seen in Table5.75 the rate of owner occupiers takes the smallest values in the highest and lowest rental values of the sample with 57% and 58%. The highest value has been observed in the 3rd group of rental values by 74%.

As seen in Table 5.77 distribution of number of Hhs according to frequency of participation of meetings of apartment administration is examined according to groups of average rental values of dwellings in the buildings. 81% of the first category attends to meetings at least once a year. 34% of the 3rd group of rental values do not attend any meetings at all.

The second category of rental values takes the highest rates of positive response in the 2nd category to participation of tenants by 93%. The lowest value has been observed as 71% in the 1st category where rate of owner occupiers take the lowest value of 57%.

68% and 69% of the Hhs living in the buildings of 4th and 5th rental value categories have declared that problems related to their housing environs are discussed in the apartment meetings besides building depended issues. The lowest rate is 39% observed in the 2nd category.

The highest value of 88% has been observed in the 2nd rental category giving positive response to the question of whether it would solve the problems of housing environs if they had directly rights and statements on their housing environs, besides the service provision of local authorities. The lowest rate of 76% has been observed in the 1st category.

The highest rate has been observed as 93% in the 2nd rental category answering the question of whether they agree that for the solution of problems of housing environs,

it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees or not as 'yes'. 2nd rental category also takes the highest values in willingness to get duty in such organisations by 80%. The lowest rate is observed in the 5th rental value category by 73% where willingness to get duty has been observed as only 35% of the Hhs in that category.

2nd rental category also takes the highest shares in giving positive response to the question 12, 90% of the Hhs in that category have declared that it would be proper that some of the urban services (waste removal, residence permits, landscape arrangements, etc.) would be provided by smaller local units like neighbourhood municipalities or by mukhtar administration if its form of service provision is changed. The lowest value is observed in the 1st income category by 62%.

Average additional charges take the smallest values in the highest and lowest rental values of the sample with7% more additional charge on average. Hhs in the other rental categories are willing to pay an average of 9% more additional charge.

Table 5.74: Distribution of Hhs According to Average Rental Values of Dwellings

| rental values | Number of Hhs | %in total number of Hhs | Average Rents | Min. | Max. | Std. Deviation |
|---|---|---|---|---|---|---|
| **50-200 mTL** | 21 | 13 | 164 | 50 | 200 | 58 |
| **201-349 mTL** | 41 | 25 | 267 | 250 | 320 | 24 |
| **350-399 mTL** | 38 | 24 | 350 | 350 | 350 | 0 |
| **400-449 mTL** | 34 | 21 | 400 | 400 | 400 | 0 |
| **450-900 mTL** | 26 | 16 | 639 | 450 | 900 | 185 |
| **Total sample** | 160 | 99 | 362 | 50 | 900 | 162 |

Table 5.75: Distribution of Number of Hhs in Forms of Tenure According to Average Rental Values of Dwellings

| | Tenure | | | |
|---|---|---|---|---|
| rental values | owner | tenant | Total | Rate of Owner Occupiers % |
| **50-200 mTL** | 12 | 9 | 21 | 57 |
| **201-349 mTL** | 30 | 11 | 41 | 73 |
| **350-399 mTL** | 28 | 10 | 38 | 74 |
| **400-449 mTL** | 24 | 10 | 34 | 71 |
| **450-900 mTL** | 15 | 11 | 26 | 58 |
| **Total sample** | 109 | 51 | 160 | 68 |

Table 5.76: % Distribution of Number of Hhs According to Rental Values of Dwellings and Hh Monthly Total Income

| | Monthly Total Inc. | | | | | |
|---|---|---|---|---|---|---|
| rental values | less than 500 million TL | 500 m-1 billion TL | 1 b- 1,5 billion TL | 1,5 b- 2 billion TL | more than 2 billion TL | Total |
| **50-200 mTL** | 5 | 48 | 33 | 10 | 5 | 100 |
| **201-349 mTL** | 44 | 46 | 5 | 0 | 5 | 100 |
| **350-399 mTL** | 8 | 42 | 29 | 11 | 11 | 100 |
| **400-449 mTL** | 24 | 29 | 24 | 3 | 21 | 100 |
| **450-900 mTL** | 4 | 12 | 15 | 19 | 50 | 100 |
| **Total sample** | 19 | 36 | 20 | 8 | 17 | 100 |

Table 5.77: % Distribution of Number of Hhs in Frequency of Participation to Meetings According to Average Rental Values of Dwellings

| | Participation to Meetings | | | | | |
|---|---|---|---|---|---|---|
| rental values | does not particip. | once a year | twice per year | three per year | four or more a year | Total |
| **50-200 mTL** | 19 | 67 | 10 | 5 | 0 | 100 |
| **201-349 mTL** | 24 | 59 | 12 | 0 | 5 | 100 |
| **350-399 mTL** | 34 | 45 | 16 | 5 | 0 | 100 |
| **400-449 mTL** | 29 | 38 | 12 | 3 | 18 | 100 |
| **450-900 mTL** | 23 | 38 | 27 | 8 | 4 | 100 |
| **Total sample** | 27 | 49 | 15 | 4 | 6 | 100 |

Table 5.78: Distribution of Number of Hhs in Membership of a VNPO According to Average Rental Values of Dwellings

| rental values | VNPOs | | | |
|---|---|---|---|---|
| | yes | no | Total | %of yes |
| **50-200 mTL** | 2 | 19 | 21 | 10 |
| **201-349 mTL** | 1 | 40 | 41 | 2 |
| **350-399 mTL** | 4 | 34 | 38 | 11 |
| **400-449 mTL** | 7 | 27 | 34 | 21 |
| **450-900 mTL** | 6 | 20 | 26 | 23 |
| **Total sample** | 20 | 140 | 160 | 13 |

Table 5.79: Distribution of Number of Hhs in Answers of Question 3 According to Average Rental Values of Dwellings

| rental values | Tenants Right to Participate? | | | |
|---|---|---|---|---|
| | yes | No | Total | %of yes |
| **50-200 mTL** | 15 | 6 | 21 | 71 |
| **201-349 mTL** | 38 | 3 | 41 | 93 |
| **350-399 mTL** | 33 | 5 | 38 | 87 |
| **400-449 mTL** | 26 | 8 | 34 | 76 |
| **450-900 mTL** | 22 | 4 | 26 | 85 |
| **Total sample** | 134 | 26 | 160 | 84 |

Table 5.80: Distribution of Number of Hhs in Answers of Question 4 According to Average Rental Values of Dwellings

| rental values | Problems of Environs Discussed | | | |
|---|---|---|---|---|
| | yes | no | Total | %of yes |
| **50-200 mTL** | 12 | 8 | 20 | 60 |
| **201-349 mTL** | 15 | 24 | 39 | 38 |
| **350-399 mTL** | 21 | 11 | 32 | 66 |
| **400-449 mTL** | 22 | 10 | 32 | 69 |
| **450-900 mTL** | 17 | 8 | 25 | 68 |
| **Total sample** | 87 | 61 | 148 | 59 |

Table 5.81: Distribution of Number of Hhs in Answers of Question 7 According to Average Rental Values of Dwellings

| rental values | Does it solve if you have rights on | | | |
|---|---|---|---|---|
| | yes | No | Total | %of yes |
| **50-200 mTL** | 16 | 5 | 21 | 76 |
| **201-349 mTL** | 36 | 5 | 41 | 88 |
| **350-399 mTL** | 32 | 6 | 38 | 84 |
| **400-449 mTL** | 28 | 6 | 34 | 82 |
| **450-900 mTL** | 22 | 4 | 26 | 85 |
| **Total sample** | 134 | 26 | 160 | 84 |

Table 5.82: Distribution of Number of Hhs in Answers of Question 9, 10 According to Average Rental Values of Dwellings

| rental values | Building Block/ Neighb. | | | | duty | | | |
|---|---|---|---|---|---|---|---|---|
| | yes | no | Total | %of yes | yes | no | Total | %of yes |
| **50-200 mTL** | 17 | 4 | 21 | 81 | 11 | 10 | 21 | 52 |
| **201-349 mTL** | 38 | 3 | 41 | 93 | 33 | 8 | 41 | 80 |
| **350-399 mTL** | 33 | 5 | 38 | 87 | 25 | 13 | 38 | 66 |
| **400-449 mTL** | 30 | 4 | 34 | 88 | 17 | 17 | 34 | 50 |
| **450-900 mTL** | 19 | 7 | 26 | 73 | 9 | 17 | 26 | 35 |
| **Total sample** | 137 | 23 | 160 | 86 | 95 | 65 | 160 | 59 |

Table 5.83: Distribution of Number of Hhs in Answers of Question 12 According to Average Rental Values of Dwellings

| rental values | Mukhtar/ Neigh. Municipalities | | | |
|---|---|---|---|---|
| | yes | no | Total | %of yes |
| **50-200 mTL** | 13 | 8 | 21 | 62 |
| **201-349 mTL** | 37 | 4 | 41 | 90 |
| **350-399 mTL** | 29 | 9 | 38 | 76 |
| **400-449 mTL** | 30 | 4 | 34 | 88 |
| **450-900 mTL** | 21 | 5 | 26 | 81 |
| **Total sample** | 130 | 30 | 160 | 81 |

Table 5.84: % Additional Charge According to Average Rental Values of Dwellings in the Building

| rental values | %charge | | | | | | Average % charge |
|---|---|---|---|---|---|---|---|
| | 0 | 5 | 10 | 15 | 20 | Total | |
| **50-200 m TL** | 10 | 67 | 10 | 5 | 10 | 100 | 7 |
| **201-349 m TL** | 3 | 28 | 56 | 8 | 5 | 100 | 9 |
| **350-399 m TL** | 3 | 46 | 30 | 11 | 11 | 100 | 9 |
| **400-449 m TL** | 19 | 29 | 23 | 3 | 26 | 100 | 9 |
| **450-900 m TL** | 12 | 52 | 20 | 12 | 4 | 100 | 7 |
| **Total sample** | 8 | 42 | 31 | 8 | 11 | 100 | 9 |

#### 5.2.2.2.4. Evaluation of Effects of Stock Characteristics on Management Behaviour

According to the results of the analysis, it is hard to conclude that dwelling and neighbourhood characteristics have strong influences on Hhs' behaviour on housing management organisations. Rather, we observe a unique form of attitude on these organisations; that is more than at least 71% of the Hhs of the whole stock agree that it would solve problems of housing environs if they have directly rights and statements on their housing environs; at least 73% of Hhs occupying all categories of stock agree that it would be proper to form neighbourhood or building block organisations; at least 62% of Hhs agree in the need for neighbourhood municipalities and a change of service provision of mukhtar administration.

The most important variable of stock characteristics has been considered as construction date since construction date of building has been proved to be a critical factor in behaviour of Hhs in terms of expenditure in the first analysis of management expenditures and the increasing need of maintenance and rehabilitation issues. Occupiers of oldest stock have been observed to make approximately three times less expenditures than the newest stock despite the relatively more need for repair and maintenance in the first analysis. Moreover, as there is usually a match between oldest part of the stock and lowest income Hhs. Also in the second analysis, only 24% of the oldest part of the sample which includes buildings constructed before 1967 has declared that problems of environs are discussed in the meetings of the apartment. This part of the stock also has

found to be willing to pay the lowest rate of additional charge (7% more) and 24% of Hhs in that category have declared that they are not willing to pay any additional charge. 28% of these dwellings are under the occupation of Hhs with less than 500 m TL income. However, attitudes to Hh organisations have not been observed to be negative in this part of the stock. For instance, the oldest part of the sample has the highest rate of positive response for willingness to get duty in building block/ neighbourhood organisations by 69% Hhs.

The least value of number of Hhs giving positive response has been observed in the lowest rental value category whether they agree that it would contribute usefully if Hhs have direct rights and statements on their housing environs. The lowest rental value category also has the lowest percentage of Hhs giving positive response to a change in service provision of mukthar administration and neighbourhood municipalities. On the other hand, the lowest values of positive response to the question of forming building block/ neighbourhood administrations and to the question of getting duty have been observed in the highest rental value category. The minimum value of average % additional charge has been observed as 7% in both highest and lowest rental value categories.

### 5.3. Concluding Remarks of Analysis I and Analysis II

Analysis I and II have examined housing management behaviour of Hhs from two aspects; consumption expenditure behaviour and organisational and administrational tendencies. The information gathered on Hh income, age of the Hh head, form of tenure, dwelling type, construction date, characteristics of neighbourhood and rental value helps us to understand the various parts of the housing stock in terms of both Hh and stock characteristics.

One of the most significant results of the analyses has been the determining role of form of tenure. Ownership and tenancy are two distinct forms of tenure where Hhs have distinct approaches on their housing due to the differences in security of tenure and willingness of length to stay in the dwelling and prospects from housing. Owners of houses not only see reinvestments on their housing as increasing their life

standards, but also increasing their rental and market values on the stock market. Thus whether they see their dwellings as consumption or an investment good, they benefit from any reinvestments in their dwellings and housing environs. However tenant Hhs perceive their dwellings as temporary either due to lower sense of security of tenure or possible changes in their life cycle, they try to avoid reinvestments on housing as much as possible. Thus, tenant Hhs not only have lower expenditure levels in housing repair and maintenance expenditures but also have given significantly less number of positive response to organisational issues than owner- occupiers. While 75% of tenant Hhs have declared that it would be proper to form building block/ neighbourhood organisations of Hhs; only 45% of them have declared to be willing to get duty in such organizations. This implies that tenant Hhs have a less sense of ownership and responsibility not only for their dwellings but also for their housing environs. In Turkey, rental and owner- occupied stock is not homogeneous and separated physically. Tenant and owner- occupier Hhs exist together in the same buildings. Approximately 35% of the stock is occupied by tenant Hhs. Thus, the differences in management expenditure behaviour of tenant Hhs may indicate both a deterioration of the neighbourhood where owner- occupancy rates are low as well as worsening of living conditions of tenant Hhs themselves. This implies the need for special policies for both tenant Hhs in housing management; especially in repair and maintenance tasks and for neighbourhoods where rate of tenant Hhs are high.

Hh income has been proved to be a critical factor in behaviour of Hhs in terms of repair maintenance expenditures. Between fist and fifth income categories there has been observed approximately ten times difference in expenditures. However for the amount of additional charge which is expected to be directly effected by the level of income according to the results of the first analysis, the lowest income group is not willing to pay the lowest charge but willing to pay the amount of additional charge the same as the value of average additional charge of the whole sample. Moreover, low income Hhs have been observed to be giving similar rates of positive response with Hhs of other income categories for solutions of Hh organisations. According to the results of the second analysis, it has been found that low income Hhs are more close to solutions of local authority service provisions than solutions of Hh organisations. The differences of management expenditure behaviour of Hhs of different income categories may imply both worsening of living conditions of Hhs as

well as a deterioration of the neighbourhood where low income Hhs are dominant. For low income groups policies on finance of maintenance of dwellings become prior.

Another important result of the analysis is that it points the oldest part of the stock which is in the later stages of their lifecycle and thus in higher need of repair and reinvestments do not have sufficient repair maintenance work. The oldest part of the stock is not only subject to basic regular maintenance and repair services but also subject to comprehensive rehabilitation and renewal issues. Moreover, this part of the stock is occupied by the lowest income and Hhs and has the lowest owner-occupancy rate. Thus, this part of the stock may be defined as special policy areas.

According to the results of the analyses, it has been observed that dwelling and neighbourhood characteristics have strong influences on Hhs expenditure behaviour, but influences on Hhs' behaviour on housing management organisations are observed to be relatively less effective. Rather, we observe a unique form of attitude on these organisations that least values of positive responses for organisational issues are around 70%.

# CHAPTER 6

# CONCLUSION

## 6. 1. Definition of Problems

Since there are no housing agencies or firms operating in the housing sector in Turkey, Hhs are the main actors of housing management. Hhs act as decision makers and elements of organisation. Hh organisations also act as administrative bodies. The analyses of the 1994 Hh Income and Consumption Expenditures Survey and the survey on Housing Management Behaviour of Hhs in Terms of Hh Organisations proved that Hhs' behaviour does differ in many ways in various groups of Hhs and stock. According to the results of the study, parts of the stock and specific groups of Hhs reveal problems. These can be summarized as follows;

- **Low-Income Hhs**

Repairs and maintenance expenditures of low income Hhs are significantly lower than higher income groups. The share of average Hh total expenditures is higher in lower income groups. However, repairs and maintenance expenditures constitute similar shares in the low-income Hhs' income, relative to other Hhs. Compared to expenditures on food or other forms of consumption, low-income Hhs may not perceive repair maintenance expenditures as crucial needs or could not give priority to these kind of needs due to income constraints even if they perceive the importance of the problem. The tendency of Hhs to avoid necessary repair and maintenance work may result in larger scales of repair and rehabilitation needs in the future. Lowest income group have higher expectations from local authorities rather than organisations of Hhs. Low income Hhs might also be willing to pay lower amounts not only for dwellings and buildings but also for neighbourhood services.

This could not only result in poorer living conditions for low income Hhs, but also losses from this part of the stock. In the neighbourhoods where low income Hhs are dominant in number also indicates a probability of decline in the whole area.

- **Tenant Hhs**

Tenant Hhs has been found to be have less willingness in household organisations in various scales compared to owner- occupiers. This indicates that tenant Hhs have a less sense of ownership and responsibility for their housing environs as well as dwellings. Moreover, they are more close to solutions of local authority service provisions rather than solutions of Hh organisations. Expenditures of repair and maintenance are proved to be lower in the part of the stock that is occupied by tenant Hhs relative to owner- occupied stock. Security of tenure and willingness of length to stay in the dwelling for tenant Hhs are not similar with owner- occupier Hhs. Tenant Hhs perceive their dwellings as temporary, thus they try to avoid reinvestments on housing as much as possible. Moreover, tenants may prefer to move rather than making large- scale repair and maintenance work. This characteristics of tenant Hhs' behaviour may result in poor housing conditions in the rental stock and a decline in neighbourhoods where rental stock constitute higher shares.

- **Stock with Low Rental Values**

Repair maintenance expenditures of lowest rental value are lower relative to the stock with higher rental values. The voluntary average additional charge for neighbourhood services is also lower in the stock with lowest rental values. Moreover, relatively less share of Hhs living in this part of the stock agree that Hhs should have direct rights and statements on environs of their dwellings. Furthermore, lower rental value dwellings are accompanied by lower income Hhs. However, this is not necessarily only a direct result of income but also the result of perception and prospects of Hhs. Dwellings of higher rental values mean not only higher standards of living when the dwellings are occupied by the Hh, but also higher capital gain when sold or hired in the market. Moreover, lower rental prices

may not be sufficient for the owners of the dwellings to make reinvestments in their dwellings. Thus, lower rental values are a discouraging factor for owner Hhs to reinvest in their housing.

- **Aged Stock**

The oldest part of the stock which is in the later stages of their lifecycle is thus in higher need of repair and reinvestments. However, the results of the analysis reveals that this part of the stock do not have sufficient repair maintenance work. On the contrary the highest repair and maintenance expenditure are observed in the newest part of the stock. Moreover, Hhs living in the oldest part of the stock are voluntary to pay the least values of additional charge for neighbourhood services. The oldest part of the stock is not only subject to basic regular maintenance and repair services but also subject to comprehensive rehabilitation and renewal issues on building and neighbourhood scale. Moreover, this part of the stock is occupied by the lowest income and Hhs and has the lowest owner- occupancy rate. Thus, neighbourhoods which the aged stock have larger shares are also threatened to be declining neighbourhoods.

- **Undeveloped Neighbourhoods**

Characteristics of the environment affect Hhs' perception and prospects on housing. Undeveloped areas which are defined by poor housing conditions has found to make relatively less repair maintenance expenditures compared to developed areas and even compared to squatter areas. It may not be seem to be rational to make reinvestments on housing in declining neighbourhoods. This may result in declining neighbourhoods to be adopted in a trend to decline continuously and increasingly.

- **Mass Housing Estates**

As discussed previously Chapter 3, mass housing estates face with a number of problems in terms of management. Common administration, care and management of places other than dwellings have become a problem due to the lack of care after habitation of individuals. Problem of horizontal ownership emerge in the common areas. Municipalities lack in service provision to housing environs usually developed disconnected from the city. Other problems emerge such as the incapability of regulations and realizations for social infrastructure; especially that different institutions are responsible in formation of places for commerce, education, health services. Sometimes the scales of such estates are too large for Hhs to know each other and participate in management. Common areas might remain undefined in terms of ownership.

## 6. 2. Policy Options

Until now, new development has been on the focus of the Turkish development regime. Accordingly, the emphasis of housing policies has been in housing supply. However, higher standards of quality of life in urban areas and efficient and effective use of housing and other resources necessitate strong policies on housing management. After construction, housing areas need physical maintenance and management, and certain services; if not, housing areas would be left to continuous deterioration and decline. In Turkey, according to legislations, no central or local authority is defined responsible in running, controlling or directing housing management tasks, but the residents and owners of properties are defined to be responsible of management of housing by Flat Ownership Law. However, for more than one reason discussed previously, there is the need to develop specific policies of housing and housing management especially for problematic areas.

In Turkey, the 1999 earthquakes in Marmara Region have brought to the agenda the urgent need of projects in the existing stock of housing. These discussions have resulted in an interest on rehabilitation and reinvestment in the existing stock and a formation of Hh organizations in neighbourhood scale to cope with the problem.

These organizations could serve not only as catalysers for rehabilitation and mitigation projects, but also provide awareness for lifelong maintenance and management of the urban housing stock and a pre- project of neighbourhood and building block organizations.

Although Hhs are defined to be responsible by legislation, some specific tasks of housing management in the whole stock, and problematic groups of the stock might necessitate interventions of local or central authorities. Moreover, Hhs in the existing situation may face legal obstacles in administrative issues for common places and facilities in buildings due to the difficulty of collective decision making. In larger scales than plots on the other hand, this decision making process does not even exist since Hhs are not responsible for the physical maintenance of the housing environs. However, local authorities could be successful in determining problem areas. Especially for rehabilitation, upgrading or in large- scale repair projects, local authorities could either act as mediators/ coordinators between Hhs, or implement curative or preventive projects in the local scale.

In order to avoid undermaintenance in housing areas, budget constraint should be considered in design, planning and urban management. Housing should not only be affordable in terms of market values but also in terms of management costs. Aids or credits for management expenditures could be implemented similar to housing aids and credits for low and moderate income groups.

As emphasised in previous chapters, ownership regime in general determines the form of management. Moreover, the analyses have indicated the differences between tenants and owners in their behaviour related to the stock. The role of tenants in the current legal framework and social considerations should be encouraged to be more active in their housing. Increasing the participation for tenants as users of housing areas would promote a higher level of claim and power in housing areas. Moreover, especially in the studies for mass housing (for instance Altaban, 1996), behaviour of Hhs reveal lower responsibility for the housing environs compared to dwellings related with the ownership regime. Public and semi- public areas might not arise a feeling of responsibility for individuals. However, it may be argued that stronger forms of ownership exist for these areas. Hhs. At any point in time individuals might change their dwellings but continue to use these public or

semi public places or facilities. However, Hhs do not pay for their housing environs except for cleaning and waste removal taxes. A more efficient taxation policy could improve both the living standards of Hhs and responsibility of Hhs.

Specific policy options might be formulated for the problem parts of the stock and Hhs characteristics. These are discussed as follows;

- **Low-Income Hhs**

The need for repair and maintenance in the stock occupied by low income Hhs should be supported by policies aiming to help the realization of reinvestments in this part of the stock. Municipalities should play a key role for management issues especially in neighbourhood facilities and services for this part of the stock. Possible tools might be material or direct monetary aid, credits or loans for reinvestment, technical advisory or aid in organization of repairs work such as project preparation for large-scale work. However, in neighbourhoods which are densely populated by low- income Hhs such policies targeting individual Hhs, might be insufficient to cope with the scale of the problem. If this is the case, the local authorities should implement projects for maintenance or rehabilitation of the stock.

- **Tenant Hhs**

In rental stock, repair and maintenance tasks might be either held by the owners of the dwellings or the tenant Hhs. While large scale reinvestments are made by the owner Hhs, tenant Hhs usually undertake maintenance and small adoption and repairs work. Thus policies in rental stock should consider tenants and owners as a whole. For encouraging homeowners, property tax exemptions should be made if repair and maintenance works are undertaken. On the other hand, to encourage tenant Hhs to undertake reinvestments in housing, security of tenure becomes a determining factor. In order to sustain the tenant Hhs to stay in the dwelling for a specified period of time which allows them to benefit from their reinvestments, this period of time might be defined according to the scale of their expenditures by legal instruments and rent contracts.

- **Stock with Low Rental Values**

This part of the stock is a special case in the rental stock. Lower rental values are a discouraging factor for owner Hhs to reinvest in their housing. Moreover capital gain from the rent prices may not be sufficient to take over necessary repair work. This part of the stock is occupied by relatively low income tenants, so not only large scale repairs work but also regular maintenance tasks are under the risk of neglect. This part of the stock should also be supported by monetary or material aid. Value inducing public projects in the area could also be helpful.

- **Aged stock**

Because the aged stock is usually accompanied by the occupation of low income and older ages of Hhs, policies must consider income constraints and organisation and technical advisory issues. Moreover, neighbourhoods with concentrations of aged buildings may need special policies on higher scales including more comprehensive rehabilitation or renewal tasks. As Özdemir (2003) denotes, reinvestments in the aged stock may be encouraged by the interventions in construction materials and component markets. Availability of amenities to increase Hhs' life standards in agreeable prices may encourage Hhs reinvestments.

- **Undeveloped Neighbourhoods**

In these areas Hhs should both struggle with the income constraint and the poor housing conditions. Moreover, expectations related to housing and environs should be promoted in order to make the Hhs feel safe in making reinvestments as a rational option rather than moving or being modest with the existing housing conditions. Attractive public investments in the area may change expectations of Hhs in these neighbourhoods. For attracting new private investments, local authorities might implement pilot projects.

- **Mass Housing Estates**

From the development stages, scale of housing estate should be carefully determined, considering the budget constraints and participation of Hhs for management. Management issues of large scale estates where various urban facilities exist must be regulated by a strong coordination of estate administration and local authorities. Issues of ownership, administration and management in mass housing estates should be well defined by legal instruments. Common income generating assets of the estates could also help in higher quality of maintenance and management of stock.

### 6.3. Evaluation of Possible Tools

Possible policy options discussed require various tools such as legislative regulations, new organisational schemes, financial aids and credits. A comprehensive policy of housing management might be able to cure or prevent much of the problematic areas discussed. These tools might be discussed briefly as follows;

- Either Flat Ownership Law must be revised for including administrative issues in supra- plot level such as building block, street and neighbourhood, or; new legislative instruments should be defined for scales of building block and neighbourhood in the conventional apartment stock. This will help both to develop repair and maintenance or disaster mitigation projects in the neighbourhood or building block scale which will help to benefit from scale economies and up-keeping of the physical environment of housing environs and create social interaction between Hhs living in the same neighbourhood by providing a legal and participative background for Hhs.

- Not only the Flat Ownership Law, but also the Turkish Development Law is a plot based system. Both for development and management of mass housing estates and for defining rehabilitation or large-scale repair projects in

accordance with legislation on management for scales of plot, street, building block or neighbourhood, there is the need to modify the plot based approach of Development Law. As Balamir (2002) denotes, comprehensive rehabilitation and renewal projects must perceive the urban environment as an integrated unit consisting of physical environment, private and public ownerships, infrastructures and open spaces. Thus, Development Law must be modified defining over- plot scale development sustaining consistency with Mass Housing, Flat Ownership Law and Mass Construction Law (1993 Law Proposal) and other related legislation.

- Urban management and housing management overlap in many ways especially in the scales of neighbourhood and street. Moreover, as discussed before, much of the policies for problematic areas of housing management may emerge the need of local authorities to be involved in the process. Especially for rehabilitation projects for declining neighbourhoods, municipalities might play key roles. Moreover for maintenance and administration in all parts of the stock, local authorities may act as a controlling unit for administration in plot/ building level. This may include tasks such as giving technical advisory for preparation of administration plans of the building. No authority is defined for control of management plans and practices. Management plans of apartments are only declared to the Institution of Title Deeds; however local authorities are not included in that process. Moreover, local authorities might be involved with large- scale repairs work or for disaster mitigation; material or monetary aid for declining neighbourhoods, low income Hhs and/ or rental stock. Thus, there is the need to define the role of local authorities in the Law of Municipalities (Additions in the Law of Municipalities, Article 15; Responsibilities of Municipalities).

- Mukhtar Administrations are smallest elected bodies in the urban environment. However, they are not defined as local authorities by law. The availability of mukhtar administration in the Turkish Administrative system may be a useful instrument in organising housing and/ or urban management organisations in the neighbourhood scale. Thus by certain modifications in legislation, neighbourhoods may be defined as an intermediate unit between municipalities and building administrations for housing management tasks such as provision of

some housing services, aid and coordination in rehabilitation projects, collection of taxes, etc. (Law for Formation of Mukhtar Administration Elders *(İhtiyar Heyeti)* in Cities and Towns).

- Considering management issues in various scales necessitates a number of different actors to be involved in. These include voluntary organisations, Hhs' organisations and public and private bodies. These bodies might act together in specific projects or neighbourhoods or parts of urban areas. Thus municipalities and/ or mukthar administrations must be equipped with necessary authority and coordination ability to be involved in such partnerships with the purpose of implementing projects for the neighbourhoods.

- Taxation of urban services might provide individual Hhs to have higher levels of feeling responsibility, power and right to make statement on the environment or account, control or force local authorities for the payments charged. Taxation for garbage removal, insecticide, cleaning, ice removal, and other services provided should be determined according to the needs and characteristics of the neighbourhood and if some of these services are to be provided by Hh organisations of any scale, for instance building blocks, tax exemptions should be implemented. Thus, Hhs would either be in the process themselves as prior actors of their housing environs or paying for their housing environs, they would develop a sense of ownership of housing environs as well as their individual dwellings.

- In the apartment stock, even for small scale repair or maintenance work for common areas and facilities, sustaining full consent or majority of residents of the building on decisions are difficult. That the Flat Ownership Law requires full consent in Article 19 and decision of majority in Article 42 for some types of repairs and modifications in the common areas of the buildings which result in un-realization of undertaking necessary repairs or rehabilitation work. Especially for the areas of aged stock, stock with disaster vulnerabilities or stock with necessities of rehabilitation due to various reasons, there is the need for sustaining ease in collective decision making for housing and environs defined by regulations in the Flat Ownership Law.

- Housing should not only be affordable in terms of market values but also in terms of management costs. Aids or credits for management expenditures could be implemented similar to housing aids and credits for low and moderate income groups.

- Development Law solely considers the external appearances and aesthetical harmony of the existing housing stock (Article 21). However, determination of standards and rules with the purpose of improving environmental quality and safety in housing areas has to be adopted. A regulation concerning repairs and maintenance for the existing housing could be developed (Özdemir, 2002).

- Construction and management period should be considered as complementary stages in the life cycle of housing. Not only the physical design of housing estates and building blocks, but also urban design should consider the social content of housing estates; that is physical design of housing estates should fit the management schemes and ownership on collective uses and facilities, encourage social interaction and sense of ownership and responsibility in the urban areas. Thus, organisation of management might serve as an input for design.

- The Law of Mass Housing does not define an upper limit for the scale of mass housing. The scale of mass housing estates may develop into scales of new towns. If this is the case, the scale of the housing management task becomes more complex. Thus there is the need to define the scale of mass housing estates by Law of Mass Housing. Moreover, the developer of the mass housing should include the management plan and organisation into its project for approval of the local authority.

- Law Proposal for Mass Construction (1993) covers the issue not in the conventional apartment stock but in mass housing estates. The proposal includes the definition of mass construction, administration of mass construction, common places and facilities. The lack of legislative framework for mass housing still exists. The proposal should be revised according to current needs and trends and be put into action in order to solve the management problems in mass housing estates.

### 6.4. Further Studies

Management, rehabilitation and renewal of the stock have gained greater importance besides production of new stock due to the trends of decline in the increase rates in the population and the volume of the existing stock. This necessitates deeper research on housing management issues. However, as previously mentioned, research on housing management for the Turkish case is scarce. Previous studies (Altaban, 1996, Orhon, 1987) have focused on housing management in mass housing estates. This thesis, on the other hand, focuses on the conventional apartment stock, besides a brief research on the stock as a whole. However, alternative typologies of housing environs; for instance squatter areas, rehabilitated, renovated or redeveloped areas, gated communities or suburb settlements need to be studied in terms of housing management issues in detail.

Housing management has social, financial, organisational and administrative aspects. Not all dimensions of housing management could be included within this study. To get a broader perspective on housing management research other dimensions of housing management should be investigated.

The study concludes at the need for housing management organisations on neighbourhood and/ or building block scales through research on previous theoretic and empirical studies and concludes at the possibility of forming such organisations on neighbourhood and/ or building block scales with reference to the preferences and prospects of Hhs determined through a Hh Survey. As a further step, to be more concrete, there is the need to develop alternative projects for alternative housing environs in order to define, organize and regulate new management schemes. For instance, Hhs might jointly own or collectively use the common areas in a building block. Thus, these kinds of projects may involve alternative definitions of ownership or tenure; changes in existing borders of property ownership may be unified, separated, expanded or defined as collective ownership. This would come out with a new site plan of removed garden barriers between plots, a new administration scheme and plan for apartment administrations, a new form of title deeds which gives reference to horizontal ownership etc. Implementing such projects need special examination of the characteristics of the housing environs in

terms of physical and social structure. Case studies in some selected areas would be helpful for examining and creating such projects.

Neighbourhood management is another comprehensive issue which necessitates considering a number of different actors and concepts such as urban management, participation, governance, subsidiarity, Voluntary non-profit Organisations (VNPOs), Local Community Organisations (LCOs), local and central authorities and private service providers. Mukhtar Administrations and neighbourhood concept has many unique characteristics both socially and historically together with experiments for neighbourhood management. For quality of maintenance and management of the stock, neighbourhood management concept and reorganisation of mukhtar administration should be examined in detail.

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**APPENDIX E**

**Hh AND APARTMENT ADMINISTRATOR SURVEY on HOUSING MANAGEMENT ORGANISATIONS**

**Surveyor**

Survey No..…….

Dwelling is on the …….. floor

Number of storeys of building (below and upper than ground floor)…….+ground f+……..

Total Number of Dwellings …….....

Individual building/ housing estate……

**Building Administrator**

Construction Date of Building……

Number of tenants and owner-occupiers……Tenant……Owner-Occupier

Average Rent Prices of Dwellings…….mTL

Monthly charges (total including salary of staff, heating etc.)…….mTL

Building Block/ Plot No……

Address……Street…….No……..Neighbourhood……

**Household Survey**

1. Form of tenure? a. Owner- Occupier b. Tenant

2. Do you attend to the regular meetings of your apartment administration? How often?

a. do not attend b. once a year c. twice a year c. three a year d. four or more a year

3. According to you must also tenants attend and right for making statement in these meetings? a. yes b. no

4. In these meetings are problems according to your environment and neighbourhood discussed? (Pass to question no 6 for a, 5 for b) a. yes b. no

5. What problems are discussed mostly?

a. security
b. infrastructure
c. uses disturbing the residence by noise or other disturbance
d. parking places
e. cleaning of streets
f. other

6. Would you sign the first three problems you observe in your housing environs according to their priority by labelling as 1, 2, and 3?

a. road
b. parking place
c. greens/ parks
d. play gardens for kids
e. sports areas
f. fresh water
g. canalisation
h. electricity
i. waste removal
j. snow/ ice removal
k. insecticide implementation
l. cleaning
m. mass transport
n. lightening
o. tree plantation
p. security
q. Other……

7. Do you agree that it would contribute usefully if you as Hhs, have directly rights and statements in solution of these problems besides the provision of services and decisions by local authorities? a. yes b. no

8. In what problems do you think that the residents of the neighbourhood must have statement for solution? Would you please label the first three by numbers?

a. road
b. parking place
c. greens/ parks
d. play gardens for kids
e. sports areas
f. fresh water
g. canalisation

h. electricity
i. waste removal
j. snow/ ice removal
k. insecticide implementation
l. cleaning
m. mass transport
n. lightening
o. tree plantation
p. security
q. Other……

9. Do you agree that for the solution of such problems, it would be a proper way to form committees on building block or neighbourhood level similar to apartment administration committees? a. yes b. no

10. Would you get duty in such a committee? a. yes b. no

11. For the expenditures for these neighbourhood services how much more of your apartment monthly charges would you be willing to pay?
a. %5 b.%10 c. %15 d. %20

12. From your point of view, would it be proper if some of the urban services (waste removal, residence permits, landscape arrangements, etc.) are provided by smaller local units like mukhtar administration if its form of service provision is changed or by neighbourhood municipalities? a. yes b. no

13. Are you a member of any VNPO or NGOs related with urban and environmental problems? a. yes b. no

14. Average monthly total income of the Hh?
a. less than 500mTL
b. 500-1.000 mTL
c.1000-1500 mTL
d. 1500-2000 mTL
e. more than 2 bTL

15. Occupation?

a. Housewife b. employee in government c. employee in private sector

d. employer e. retired f. student g. self-employee

Thank you…