

**ENHANCING FACILITY MANAGEMENT EFFICIENCIES
IN LOW - INCOME FAMILY CONDOMINIUMS:
A SURVEY - BASED APPROACH**



**MASTER OF SCIENCE IN
CONSTRUCTION PROJECT MANAGEMENT**

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A SURVEY - BASED APPROACH**

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Declaration of the candidate & Supervisor

I, the undersigned, hereby declare that the Dissertation entitled “**ENHANCING FACILITY MANAGEMENT EFFICIENCIES IN LOW - INCOME FAMILY CONDOMINIUMS: A SURVEY - BASED APPROACH**” written and submitted by me to the University of Moratuwa, in partial fulfillment of the requirement for the award of degree of Master of Science under the guidance of Prof. Mrs. Chintha Jayasinghe is my original work and the conclusions drawn therein are based on the material collected by myself.

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Dedication

This thesis is dedicated to my loving Parents, Wife and Daughters

and particularly to

all the stakeholders who have spent their time and effort in the development of
condominiums constructed to replace low - income families in Sri Lanka.

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Abstract

The governments of most developing countries face a challenging situation with resettling of people residing in unauthorized structures in urban areas. Literature reveals that low-income family condominiums (LIFC) can use for the abovementioned purpose. However, efficient facility management of such condominiums has become challenging for local authorities since it would burden those structures' durability and functionality.

Therefore, having a scientific plan to manage LIFC facilities in the long run, is essential. This research focused on identifying the factors relating to facility management of LIFC, followed by developing a strategic plan to enhance efficiencies. In order to achieve the above objective, a structured questionnaire survey was conducted to investigate the operational issues of LIFCs by targeting residents and officials. Further, secondary data was collected from National Housing Development Authority (NHDA), Condominium Management Authority (CMA), and Urban Development Authority (UDA) on the current practices in condominium facility management.

The collected data was used to assess the current status of LIFC and the challenges in the facility management process. The output of the questionnaire survey was used to develop guidelines on best practices to enhance the efficiency of the facility management process. The findings of this study will benefit the LIFC planners, policymakers, facility managers, and municipalities to enhance the efficiencies of the current facility management process.

Key words

Facilities Management, Low-Income Families Condominium, Strata Management, Asset Management, Condominium Management, Policy Making

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LIST OF ABBREVIATIONS

Abbreviation	Description
LIFC	Low Income Family Condominiums
CMA	Condominium Management Authority
NHDA	National Housing Development Authority
UDA	Urban Development Authority of Sri Lanka
USDA	Urban Settlement Development Authority
CAB	Common Amenities Board
COC	Certificate of Conformity
CEB	Ceylon Electricity Board
SLT	Sri Lanka Telecom
NWS&DB	National Water Supply and Drainage Board
JV	Joint Venture
BOI	Board of Investment of Sri Lanka
MFD	Municipal Fire Department
CAA	Civil Aviation Authority
CCD	Coast Conservation Department
MC	Management Corporation

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