

From Supply to Satisfaction: Integrating Residents' Feedback into Housing Policy and Urban Development in Nigeria's Multi-Household Compounds

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ABSTRACT

Multi-household compounds are common throughout urban Nigeria, where different households interact and use shared infrastructures, facilities, and public spaces. Although such buildings offer a crucial retreat for the rapidly expanding city-dwellers, they often become grim due to overcrowding, neglect by authorities, and minimal servicing—all leading to a housing shortage. Specifically, this paper investigates the value of residents' feedback (as measured through post-occupancy evaluations, satisfaction surveys, and collective perceptions) as a governance mechanism to shape better housing quality and urban development. Based on consumer satisfaction theory and urban governance perspectives, the article builds a conceptual model that links resident experience to housing performance and policy change. Case studies from Enugu indicate how grievances related to common property resources, public services, and developer behaviour can shape adaptive governance, regulatory reform, and accountability of developers. The paper interprets housing satisfaction as a policy tool and claims that resident feedback must be formally incorporated into housing quality standards, monitoring, and enforcement. The contribution is to the dialogue between theory and practice—a scalable model of integrating resident voices into housing policy innovation. This will help create urban living that is responsive to citizen needs, enhance accountability, and build resilience in Nigeria's rapidly expanding urbanizing cities.

Keywords: Housing satisfaction; multi-household compounds; Post-occupancy evaluation; Residents' feedback.

INTRODUCTION

It is widely accepted that housing is a basic human requirement, as it determines not only health but also social status and economic productivity. In rapidly urbanizing areas such as Nigeria, the demand for housing has outpaced supply, leading to the emergence of multi-family compounds—housing developments in which more than one family shares facilities and services. These compounds, which range from apartment buildings to gated developments to informal tenement clusters, have become a distinguishing feature of Nigeria's urban housing landscape. They offer homes to a burgeoning population yet present complexities in livability, affordability, and governance. (Fakere, Ayoola & Daramola 2021).

The approach to housing policy in Nigeria has historically been supply-driven, focusing on the number of units produced rather than on resident-occupied facilities. Yet, satisfaction is considered an essential indicator of housing quality. It is the extent to which housing requirements and satisfaction match, including criteria such as adequacy, affordability, security, social facilities, and aesthetics. These dimensions are even more important in multi-household compounds, as inhabitants negotiate shared facilities, collective maintenance obligations, and inter-household expectations. Dissatisfaction in these areas is frequently expressed in the form of overcrowding, poor hygiene, inadequate infrastructure, and facility degeneration. (Okereke & Anierobi, 2025).

There has also been a new dimension of private developers becoming the main providers of housing in Nigeria. Often, developers prioritize features over quality and long-term success. In multi-household compounds, things can be neglected, including common areas, and there may not be enough water supply, electricity, or waste disposal. Ultimately, the weakness of these systems heavily impacts residents, leading to dissatisfaction,

residential churn, or withdrawal from community involvement. This gap between the priorities of developers and the aspirations of residents underscores the need for governance instruments that can mediate this gap. (Ibem & Aduwo, 2013; Olarewaju & Oviasogie, 2019).

Citizen feedback is clearly a governance tool in this case. Instead of viewing satisfaction as a personal or second-order measure, this study reconceptualizes feedback as a crucial input for the standards we set for our housing and the monitoring and enforcement we apply. Post-occupancy evaluations (POE), surveys, and group perceptions can provide policymakers with a systematic account of residents' views in multi-household compounds on the quality of housing delivery, enabling them to monitor policy performance over time, hold developers accountable, and reward good quality. Satisfaction measures may be utilized as evidence-based indicators of policy achievements by shifting the focus from supply-oriented to client-oriented management. (Riazi & Emami, 2018; Kreuzer et al., 2020).

Residential Satisfaction As A Conceptual Instrument

Rapid urbanization in Nigeria has led to increased housing demand, but supply has not matched the diverse requirements of the population, particularly within Private Multi-Household Compounds. (Biko et al., 2022). This dissonance underscores the importance of residential satisfaction as a key indicator of the success of housing interventions and the extent to which residents' needs are met (Ibem et al., 2013; Adekunle et al., 2022).

Resident satisfaction is defined as the gap between residents' evaluations of their housing environment and their expectations. As it is multidimensional, it serves as a comprehensive measure of well-being, including structural adequacy of housing, dwelling characteristics, neighbourhood amenities, and management services. This concept is typically measured by positing that satisfaction varies with the match (or mismatch) between actual and ideal residential conditions. A positive emotional response indicates the absence of complaints and the achievement of established objectives (Makinde, 2014; Mammadi et al., 2020).

Accordingly, satisfaction serves as both a measure of a lower level of general welfare and a strategic instrument for evaluating the private versus public housing sectors (Dimuna & Olotuah, 2020). In developing countries, the subjective assessment of housing performance is essential for understanding the complicated interplay of ecology and human well-being concerning structural attributes vis-à-vis socio-economic factors that influence residents' well-being (Adekunle et al., 2022). Thus, housing satisfaction is more than an individual state of mind; it forms part of what pertains to human well-being and affects our quality of life, health, and productivity. The Relative Satisfaction Index (RSI) becomes an important instrument in assessing this satisfaction, revealing the disparity between residents' housing requirements and desires (Dimuna and Olotuah, 2020). This framework is especially significant, as it helps to recognize the relationship between the building and users' requirements, so that, along with an improvement in facility quality and occupants' morale, undesired costs of maintenance and operation can be reduced (Hussein & Tahir, 2018).

The Contribution Of This Study

This article creates a conceptual framework that integrates residents' expectations, housing performance, and satisfaction outcomes in multi-household compounds. Based on consumer satisfaction theory, post-occupancy assessment (POE) literature, and urban governance models, the model specifies factors that can be used to determine satisfaction: design quality, affordability, safety, aesthetics, and functionality. It also examines how these can be encapsulated in housing policy. Key to this framework is a focus on the feedback between households and government that enables satisfaction metrics to contribute to an iterative process of improvement in housing standards and regulatory enforcement.

The value of this study lies in linking theory and practice. Theoretically, it contributes to housing studies by reconceptualizing satisfaction as a governing indicator and not just an individual judgment. Operationally, it provides policymakers with a scalable process to incorporate resident input in housing policy innovation—especially relevant for multi-household compounds in Nigeria and elsewhere. By codifying satisfaction as a policy tool, decision-makers can work to increase accountability and quality of housing stock while reinforcing urban resilience.

In conclusion, this introduction locates the study within the context of Nigeria’s urban housing crisis, discusses the specificity of multi-household compounds, and summarizes the conceptual and policy contributions from our framework. The next sections will discuss some relevant literature, present the conceptual framework, provide examples of its application using cases drawn from Enugu, and consider some implications for housing governance in developing countries.

LITERATURE REVIEW

Conceptualizing Housing Satisfaction

Housing satisfaction is a complex idea that gauges how well residential environments meet residents' expectations and needs. Based on consumer satisfaction theory, specifically Oliver's (1977) expectation–disconfirmation paradigm, satisfaction occurs when the quality of housing meets or exceeds what residents expect. In housing literature, satisfaction has been linked to physical comfort, affordability, safety, and aesthetics (Lowe & Lynch, 1986; Huang & Trusov, 2020).

This scholarship makes it evident that satisfaction is more than a subjective feeling of well-being; it can be operationalized as a governance indicator for policy evaluation and reform. The satisfaction situation in multi-household compounds is complicated by shared facilities and infrastructure among families. This communal living can complicate issues of density, maintenance, and social interrelations, making feedback from residents crucial to assess housing quality (Idakwoji & Emusa, 2024).

Residential Satisfaction Research In Nigeria

There is a large body of literature in Nigeria on housing satisfaction, but most of it has focused primarily on public housing estates. Ibem and Aduwo (2013) assessed satisfaction levels in government housing schemes, reporting persistent dissatisfaction arising from poor maintenance and lack of facilities. More recent explorations have gravitated towards private and multi-family housing.

Fakere, Ayoola, and Daramola (2021) investigated user satisfaction in multi-storey residential buildings in Ibadan, discovering that socio-economic status and building design significantly affect satisfaction outcomes. Their research showed that overcrowding and poor maintenance substantially impact the livability of these types of dwellings. Supporting this, Akinyemi et al. undertook a systematic review of end-users’ satisfaction across housing projects in Nigeria and found that architectural design attributes (e.g., ventilation, spatial adequacy, and aesthetics) play an important role in residents’ perceptions of housing quality. In Enugu, Obi et al. observed that post-occupancy adjustments in public housing estates illustrate how the lack of good quality outdoor areas and shared spaces frequently results in dissatisfaction with what is provided, leading residents to improvise ways to meet their everyday needs through informal adaptation. Irouke (2023) studied blocks of flats in various areas of Enugu Urban, identifying problems associated with clustered facilities that led to dissatisfaction among housing consumers. Drawing from this, Okereke and Anierobi (2025) stressed the importance of the post-occupancy evaluation (POE) process in gathering user experiences in urban housing in Enugu. Their results linked dissatisfaction to overcrowding, poor infrastructure, and lack of maintenance, thereby supporting the notion that, to improve housing quality and governance, systemic feedback systems are necessary.

Key Nigerian Housing Satisfaction Studies as summarized by the authors.

Author(s)	Year	Context / Location	Focus of Study	Key Findings / Contribution
Fakere, Ayoola & Daramola	2021	Ibadan, Nigeria	User satisfaction in multi-storey residential buildings	Socio-economic status and building design strongly influence satisfaction; overcrowding and poor maintenance reduce livability.
Akinyemi, Fadamiro & Ajenifujah-Abubakar	2020	Nigerian housing schemes	Review of user satisfaction across housing schemes	Architectural design characteristics (ventilation, spatial adequacy,

		(systematic review)		aesthetics) are critical determinants of satisfaction.
Obi, Chukwuali, Nwachukwu, Nwalusi & Okosun	2023	Enugu public housing estates	Post-occupancy modifications	Deficiencies in outdoor spaces and communal areas drive dissatisfaction; residents adapt environments informally to meet needs.
Irouke	2023	Enugu Urban Housing	Private housing estates; physical building characteristics	Deficiencies in outdoor spaces and communal areas drive dissatisfaction. A little satisfaction with ventilation
Okereke & Anierobi	2025	Enugu urban housing	Post-occupancy evaluation (POE)	POE is essential for capturing resident experiences; dissatisfaction linked to overcrowding, poor infrastructure, and weak maintenance.

These studies underscore the need to integrate resident feedback into housing policy, particularly in compounds where shared amenities are central to daily life.

Post Occupancy Evaluation (POE) and Feedback of The Residents

POE is one of the most essential methods through which user satisfaction with housing can be measured, given its systematic review process carried out after occupancy. It includes safety and performance, as well as psychological comfort, thus providing an integrated measure of liveability (Preiser et al., 1988). Adopting POE is still not very common in Nigeria, yet recent studies emphasize its emergent importance. For example, Obi et al (2023). demonstrated how POE can identify shortcomings in outdoor spaces and communal facilities, while Idakwoji and Emusa (2024) discussed the problems associated with common facilities within multi-tenancy housing in Abuja and showed how feedback from residents could be used to improve management. Okereke and Anierobi (2025) also posited that POE provides actionable feedback to policymakers for proactive interventions on residential dissatisfaction. Taken together, these studies highlight that POE provides a systematic avenue for capturing residents’ desires and needs, demonstrating it as an important governance resource in multi-household compounds.

Governance and Housing Policy Implementation in Nigeria

Nigeria's housing governance in the past has tilted towards the quantity of supply rather than the quality of outcome. National policies, such as the National Housing Policy 1991 reviewed in 2012, focused on increasing housing stock, largely disregarding the importance of resident satisfaction. Scholars such as Olarewaju and Oviasogie (2019), argue that satisfaction should be incorporated into governance frameworks as an indicator of policy impact. Kreuzer et al (2020) underscore that consumer satisfaction is vital to the successful delivery of housing, especially in private developer-led contexts. Additionally, Riazi and Emami (2018) claim that programs and policies promoting affordable housing need to consider homeowner satisfaction as part of overall livability. Enshrining such measures in governance frameworks will allow the state to hold developers accountable, reward those who perform well, and deliver homes that better suit citizens’ needs.

Multi-Family Dwellings: Specificity of the Challenges

The issues of multi-household compounds further indicate that governance should be satisfaction-based. Unlike single homes, these compounds rely on collective facilities like water and sanitation services, waste removal, and security that need to be collectively maintained. These agreements frequently fall apart due to weak governance systems. Idakwoji and Emusa (2024) found that cohabitation and common management practices in multi-tenancy housing in Abuja significantly influence satisfaction. Fakere et al. (2021) also found that overcrowding and poor maintenance reduce satisfaction in multi-storey units, and Obi et al. (2023) noted how a lack of maintenance, particularly in common spaces, often forces residents to make makeshift improvements

that detract from housing quality. These results highlight the challenges involved in collective living and the pressing need for governance mechanisms that focus on human residents.

Residents' Feedback as a Policy Instrument

It is here that residents' opinions become a powerful policy tool. By systematically recording satisfaction data, policymakers can measure housing performance, enforce standards, and encourage developers to improve quality. Selimović et al. (2020) argue that the level of satisfaction with residential environments is a key metric for assessing urban well-being, especially in multi-family housing. Huang and Trusov (2020) indicate that consumer satisfaction paradigms are relevant to urban services, with feedback mechanisms enhancing accountability. The soon-to-be-popularized process of injecting user feedback into the housing policy apparatus in Nigeria would, if integrated, transform a reactive housing governance system into a proactive one where such an important public service reflects lived experiences and responds to citizens.

Developing Countries Perspectives

More generally, urbanization in the developing world has exacerbated housing difficulties, with Nigeria being a particularly illustrative case. Fast population growth and migration from rural areas to city centres have overcrowded compounds and extended informal settlements. Riazi and Emami (2018) stress the inclusion of satisfaction in affordable housing policies as a measure of liveability, whereas Selimović et al. (2020) highlight satisfaction as a key indication of urban resilience, especially in collective housing. These perspectives reflect the entry of framing satisfaction as a policy tool into global consciousness, with Nigeria providing a significant discourse for the developing world.

Synthesis

A review of the evidence shows several important points. First, satisfaction must shift from being easily perceived as a subjective assessment to an instrument incorporated into governance schemes. Second, POE is an effective monitoring mechanism for gathering feedback from residents in multi-household compounds. Third, satisfaction measures can improve quality in the private housing sector by making developers more accountable. Ultimately, Nigeria's urban housing issues reflect common patterns in the Global South and demonstrate that it is imperative to globally include satisfaction in housing governance.

METHODOLOGY

The study design is conceptual and exploratory. In contrast to original data collection, it is an exercise in synthesizing the scholarship on housing satisfaction, governance, and urban development to build a framework that locates residents' feedback as a policy tool. Utilizing existing literature, the paper establishes a theoretical base combining housing performance and governance outcomes.

This research is based entirely on secondary data, which comes from peer-reviewed journal articles, policies, and housing evaluations carried out between 2010 and 2025. The choice of literature was informed by recency and relevance, with a preference for studies concerned with residential satisfaction in Nigeria and similar Global South contexts, post-occupancy evaluation (POE), housing governance, and policy instruments in urban Africa, as well as the application of consumer satisfaction theory to housing. Important references include the Nigerian case studies from Ibem and Aduwo (2013), Fakere et al. (2021), Obi et al. (2023), and Okereke and Anierobi (2025), along with comparative perspectives from Riazi and Emami (2018) and Selimović et al (2020). Contributions focusing on conceptual levels, inspired by consumer satisfaction literature, further enrich the analysis.

The analysis follows three steps: First, a systematic literature search was conducted to identify relevant studies in academic databases and housing policy archives. The studies were screened based on publication date, thematic relevance, and methodological quality; key findings included determinants of satisfaction, governance inefficiencies, and policy implications. Second, the results were arranged into themes: conceptual definitions of satisfaction, Nigerian housing satisfaction studies, POE and feedback mechanisms, governance frameworks, and Global South perspectives. Comparative analysis was later used to map similarities and differences among

contexts. The third phase, indicated as framework development, involved integrating these insights into a conceptual model linking resident expectations, housing performance, satisfaction outcomes, and policy feedback. This model was then tested in the context of multi-household compounds in Enugu to demonstrate governance gaps and prospects for reforms.

The case context of Enugu was selected because of its rapid urban growth, heterogeneity in housing types, and reported dissatisfaction among residents of multi-household compounds. The city offers a real context in which the framework can be used to consider how resident feedback might support adaptive governance.

The study acknowledges certain limitations. Conceptual in nature, no primary data have been collected and empirical testing is constrained. However, its value lies in integrating varied evidence to suggest a scalable framework for future research and policy experimentation. Future research should validate this model empirically, invest in resident surveys, apply POE, and conduct comparative analysis across Nigerian cities to further consolidate housing governance theory and practice.

Case Illustration: Enugu Multi-Household Compounds

Housing in Enugu: Historical Perspective

Enugu, popularly known as the “Coal City,” has become the hub of industrial and administrative activities in southeastern Nigeria. Since colonial times, the city has experienced significant growth, with development pressures necessitating housing initially met by government quarters but subsequently through private sector participation. Over time, the housing pattern in Enugu has evolved towards multi-household compounds, comprising flats, tenement buildings, and gated estates where many families share common facilities. These estates have arisen either as a result of planned developments, such as in Uwani, GRA, and Trans-Ekulu, or informally on unserviced sites in locations like Abakpa Nike, Asata, Ogui, and various other growing localities. This transformation reflects broader urbanization patterns in Nigeria, where increased land costs, population growth, and migration from rural areas to city centers have made collective housing typologies widespread. However, the evolving city has also presented new challenges related to density, infrastructure, and governance (Fakere et al., 2021; Irouke et al., 2023).

Housing Dilemma in Modern Enugu

Bashir has observed that the housing condition in contemporary Enugu presents a paradox compared to the situation encountered by the Igbo, which he found very disturbing. The housing industry in Enugu mirrors the general urban housing situation experienced in some parts of Nigeria. Key challenges include:

- (i) **Overpopulation:** In most of the compounds, there are now far more families living than were initially provided for, leading to overcrowding and strain on the buildings.
- (ii) **Inadequate Infrastructure:** Common infrastructure for water supply, sanitation, and waste management is either deficient or not maintained.
- (iii) **Affordability of Housing:** The high cost of construction, coupled with developers' profit considerations, has priced housing beyond the reach of many middle and lower-income earners.
- (iv) **Poor Regulation:** There is lax enforcement of building codes and standards, allowing developers to cut corners.

These challenges significantly affect residents' satisfaction in a reality such as Enugu, providing an intriguing setting for investigating how feedback could be institutionalized into policy instruments.

Residents Crying in Multi-Household Compounds

Recent studies have indicated a high level of dissatisfaction among residents in multi-family housing units in Nigerian cities. Fakere et al. (2021) found that overcrowding and poor maintenance significantly reduce satisfaction in Ibadan's multi-storey buildings. A similar scenario exists in Abuja, where housing with shared

facilities at the multi-tenancy level often fails to meet residents' satisfaction. In Enugu, Obi et al. (2023) confirmed that substandard outdoor spaces and facilities are causing dissatisfaction among residents, who then use post-occupancy evaluations to adapt. Okereke and Anierobi (2025) also noted that discontent in Enugu's housing estates stems from overcrowding, limited infrastructure, and lack of maintenance. These results emphasize the need for sensitive surveillance programs that include feedback mechanisms to record resident experiences within these compounds.

Governance Gaps

Private developers are the main providers of housing delivery in Enugu, characterized by lacklustre governance. Developers prioritize speed and profitability, while residents care about liveability and health. The absence of satisfaction-based monitoring indicates that housing policies do not align with residents' lived experiences. Scholars argue that the quality of housing in urban areas of Nigeria is hindered by poor enforcement due to institutional frameworks. Without incorporating satisfaction measures, policies risk locking in insufficient housing that is objectively inadequate.

Residents' Feedback as a Policy Instrument in Enugu

The housing conditions in Enugu reveal the potential of transforming residential satisfaction into a governance tool. Instead of treating feedback as a peripheral or subjective product, integrating resident perspectives into policy frameworks can yield actionable evidence for governments to improve housing provision. For example, satisfaction messages could be communicated for black compliance, and a survey could be conducted to assess whether shared facilities and infrastructure meet standards. Establishing minimum satisfaction thresholds for multi-household compounds through policies could also set a certain level below which satisfaction would be regarded as unacceptable, ensuring service quality and housing provision align with residents' needs. Moreover, developers who achieve high satisfaction scores could be rewarded with tax benefits, thereby incentivizing them to prioritize liveability alongside profitability. Above all, resident input acts as a vehicle for greater accountability; it becomes a tangible asset that can keep developers in check through both official scrutiny and community pressure. Together, these elements would transform housing governance from a reactive framework into a proactive system that incorporates citizens' needs into housing policy and practice.

Case Studies from Enugu

Abakpa Nike Tenement Compounds: Abakpa Nike is one of the most densely populated areas in Enugu, with its informal multi-household compounds. Locals often grumble about overcrowding, poor sanitation, and insufficient waste disposal. Community feedback highlights a serious need for improved usable community space and stronger enforcement of codes to combat corner-cutting.

Uwani Planned Estates: Uwani is more organized regarding housing, but the challenges of maintaining common space and affordability span across its residents. Post-occupancy assessments suggest that while the design quality is relatively high, underperforming management practices significantly reduce overall resident satisfaction.

Ogui Mixed Compounds: Ogui combines both formal and informal housing typologies, with compounds ranging from apartment blocks to subdivided standalone houses. Residents report ongoing struggles with safety, infrastructure, and social bonds. Dissatisfaction with arrangements has led to informal adjustments, such as self-installed water tanks and security improvements. Such examples illustrate how feedback from residents can inform policy responses that support essential changes in formal and informal housing.

Implications for Policy Innovation

The Enugu experience offers valuable lessons for housing governance in the developing world. First, it highlights the importance of resident-centered policy. By emphasizing satisfaction indicators, policymakers can shift the priority in housing provision from purely quantitative supply to quality-of-life aspects. Second, the case emphasizes evidence-based governance. POE and satisfaction surveys provide accurate information that can

influence policy decisions, ensuring that changes are based on residents' actual experiences rather than theoretical goals. Third, the proposed model is scalable. Although tailored to Enugu, it is readily replicable in other Nigerian cities facing similar issues and constitutes a potential model for incorporating resident feedback into housing governance. Finally, the example illustrates how satisfaction-based governance can enhance urban resilience. Incorporating feedback mechanisms into policy would enable governments to strengthen relationships between housing units, invest in well-being, and increase adaptive capacity within multi-household compounds. Collectively, these lessons advocate for a model of governance that is responsive, inclusive, and capable of aligning housing delivery with the everyday realities of urban life in developing countries.

Synthesis

The Enugu experience demonstrates that user feedback is essential for improving housing satisfaction and urban development. Multi-household compounds present unique challenges that cannot be effectively addressed through supply-side tools. Institutionalizing feedback channels can enable policymakers to deliver housing that more closely meets residents' needs, thereby increasing accountability and resilience.

Conceptual Framework

Rationale

Perceived housing satisfaction is one of the subjective indicators of individual residents' experience. However, in the case of multi-household compounds where different families use shared services and infrastructure, this satisfaction becomes a collective measure of housing performance. This paper reconceptualizes satisfaction as a policy tool for managing governance, overseeing developer compliance, and regulating housing quality. Grounding the framework in consumer satisfaction theory, post-occupancy evaluation (POE) methodology, and urban governance models, residents' feedback becomes a central element in adaptive housing policy.

Core Components of the Framework

The model begins with the private multi-household (MHs) compounds themselves, which represent the main exogenous inputs to the housing satisfaction cycle. Physical and organizational features distinguish these compounds by their provision of housing supply. The structure and design of a building, such as the amount of space, ventilation, and circulation, contribute to the quality of life. Similarly important are the infrastructure and services delivered (e.g., water supply, sanitation, electricity, waste disposal), which determine whether basic needs can be satisfied. The concentration of households and the arrangement of shared facilities, such as courtyards, staircases, and car parks, also affect the quality of community life. Finally, the efficiency of property management and maintenance, including the response to complaints by caretakers and developers, significantly contributes to ensuring that houses remain in a good state of repair. All these inputs are a measure of their relative importance to the developers and the level of regulatory scrutiny (or lack thereof), which determines the foundational ambience and conditions of urban life altogether (Fakere et al., 2021; Okereke & Anierobi, 2025).

Resident experiences, or the series of steps that people and families go through with their housing environments, emerge from these inputs. The physical aspects of thermal comfort, privacy, and spatial needs (hereafter called "space adequacy") and environmental quality are evaluated by households in compounds. Safety and crime continue to be a top priority, reflecting the importance of preventing fires and ensuring structural integrity. In addition to these physical considerations, citizens also consider opportunities for community interaction (a sense of neighbourhood and dispute resolution), as well as the availability of public services like transport, schools, and health services. These experiences are influenced by both the physical layout of the estate and social dynamics, which emerge during cohabitation, reflecting the comprehensive nature of domain satisfaction (Akinyemi et al., 2020).

The residents' experiences are then turned into signals that can influence the choices of policymakers and developers. Feedback can be gathered through fixed questionnaires and post-occupancy evaluations, both of which quantitatively assess satisfaction. This feedback could also evolve informally in the form of grievances, petitions, or self-determined adjustments to living conditions. The feedback is complemented by collective views

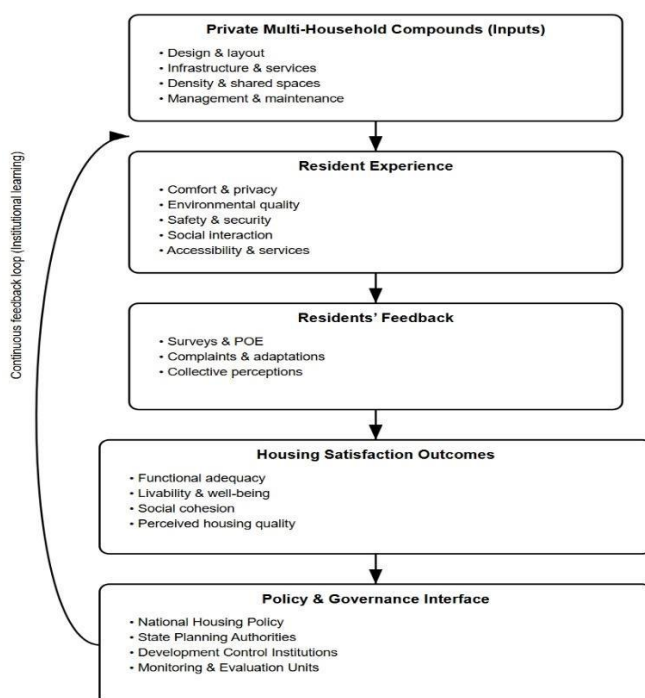
in resident associations and neighbourhood committees, providing insights into common concerns and preferences. Feedback thus acts as the channel between lived experiences and institutional decision-making, ensuring that the voices of residents do not become invisible in governance (Obi et al., 2023; Idakwoji & Emusa, 2024).

The next tier of the framework is the housing satisfaction outcomes, or results from the feedback process. These end results include functional adequacy (the ability of housing to meet basic needs), liveability and well-being (which defines the influence of housing on health, productivity, and happiness), social cohesion (comprising users' sense of belonging and reduced conflict within facilities), and perceived quality (general assessment of overall performance). These results are at once personal and communal, connecting housing performance at individual levels to urban well-being and resilience collectively (Selimović et al., 2020).

Importantly, these results populate the policy and governance interface where regulatory actions are made based on resident input. At the country level, the National Housing Policy sets general criteria for housing provision. Local housing development is regulated by state planning authorities, and building codes are enforced by development control institutions. TMIU follows up on Key Performance Indicators (KPIs) to ensure that satisfaction is monitored systematically. This interaction ensures that resident feedback feeds into institutional policies, thereby narrowing the divide between daily life experiences and policy (Olawaju & Oviasogie, 2019).

The policy feedback and adaptive governance loop is the third element of the framework, and this is where the message that 'We never stop learning' is also emphasized. Satisfaction information can be used to develop performance-based standards determined by a direct focus on resident satisfaction. It can also lead to regulatory reform, including the updating of codes and policies in the face of new challenges. It can increase developer accountability by penalizing or rewarding based on satisfaction scores. Ultimately, it may help create more appealing urban development outcomes: housing that is more resilient, inclusive, and responsive to the needs of residents. This feedback loop is necessary theoretically to drive the dynamics of housing delivery in response to real conditions on the ground under urban life in Nigeria and elsewhere (Riazi & Emami, 2018; Kreuzer et al., 2020).

Figure 1. Conceptual framework illustrating the relationships between private multi-household compound characteristics, resident experience, feedback mechanisms, housing satisfaction outcomes, and the policy–governance interface. The framework emphasizes a continuous feedback loop in which post-occupancy evaluation (POE) and resident feedback inform adaptive governance, regulatory reform, and performance-based housing standards.



This framework constitutes a reinforcing feedback loop that links the features of private multi-household compounds, resident exposure, response cycles, housing satisfaction outcomes, and the policy-governance interface. Informed by POE and housing satisfaction theory, it sheds light on the interrelationships between the factors of design quality, infrastructure development, density, management approaches, and comfort, safety, environmental quality, social interaction, and accessibility in the living environment. The evaluation residents provide through surveys, complaints, and general sentiment becomes a critical intermediary between lived experience and the perceived quality of housing, livability, and social cohesion. Through embedding policy and governance elements, the framework transacts adaptive governance and enables informed regulation, development control, and monitoring. By positioning housing satisfaction as both the product and future orientation of institutional learning, the framework successfully connects micro-level resident experiences with macro-level choice processes, thereby generating responsive user-centered sustainable housing policy.

DISCUSSION

The theoretical framework proposed in this study reconsiders housing satisfaction as a governance indicator instead of merely an emotional assessment. This reframing constitutes an important theoretical contribution to housing studies. Traditionally, satisfaction has been perceived as an individual's feeling regarding their comfort, convenience, or beauty. By making satisfaction a policy tool, the framework contributes to increasing the literature and connects residents' experiences with accountability. In doing so, it connects the theory of satisfaction among consumers to models of urban governance by illustrating how resident feedback may be used as a tangible measure of the performance and effectiveness of housing policy. This development of thinking is particularly important in the context of Nigeria, where housing delivery has been judged largely on supply and volume rather than on quality.

The capacity utilization framework is rendered empirically operable by focusing on the case study of Enugu. Occupants of multi-tenant compounds in Enugu commonly complain about overcrowding, lack of infrastructural facilities, and high costs of accommodation. These experiences underscore the failure of supply-driven housing policy that does not take into account lived realities. By institutionalizing contentedness in governance and policy reform, politicians can produce forward-looking remedies that overtly promote quality. For builders, the framework provides a way to hold them accountable: when satisfaction surveys and post-occupancy evaluations show whether housing meets occupants' expectations, projects can be designed, built, and managed in ways that counteract these potential problems. The framework gives residents the power of collective voice — turning feedback into a way to effect policy and keep developers in line.

Beyond Nigeria, the framework speaks to wider discussions of urbanization in the Global South. Housing problems in cities throughout Africa, Asia, and Latin America have been compounded by fast population growth, rural-urban migration, and escalating land costs. This form of housing, regardless of whether it is in the form of an official estate or an informal tenement-type complex, has become a prevalent housing type in these settings. However, governance structures are frequently reactive — responding to disasters such as overcrowding or infrastructure collapse instead of incorporating the voices and views of residents into policy. By framing satisfaction as a governance indicator, this paper contributes to discussions about urban resilience in different contexts across the world by demonstrating that feedback loops may reduce rent and facilitate better housing quality in fast-growing cities. This Nigerian example is therefore a microcosm reflecting larger problems with relevance to developing countries generally.

At the same time, it is important to note that this study has limitations. The model itself is abstract and hypothetical, supported by no direct evidence (secondary rather than primary data). Although this technique enables one to be theoretically innovative, it restricts the ability to assess the model by directly measuring residents' satisfaction. The framework presented here is at an embryonic stage, and there remains much work to be done in empirical testing through surveys, post-occupancy evaluations, and case studies across multiple Nigerian cities to determine the relevance and robustness of this framework. Cross-national comparative studies involving various developing countries could improve its generalizability and explore how cultural, economic, and institutional variations have affected satisfaction results.

However, the framework has defined paths forward even with these constraints. The first is for the institutionalization of satisfaction surveys in housing governance in Nigeria. These surveys can produce standardized data about citizens' experiences to inform evidence-based decision-making by policymakers. Second, there is a need to make post-occupancy evaluations (POE) compulsory for new housing developments so that design and infrastructure may be compared with resident needs. Resident associations, thirdly, need to be expanded as forums for collective feedback where communities can express common concerns and have an impact on policy. By institutionalizing these principles, Nigeria can begin to advance a resident-focused housing policy that develops livable and accountable infrastructure.

In conclusion, the discussion underscores the two-pronged significance of this study, which theoretically pushes housing literature by reconceptualizing satisfaction as a governance index and offers policymakers, developers, and residents a scalable framework for incremental improvements in housing supply. Embedded in the broader paradigm of Global South urbanization, it highlights how local residents' voices remain essential for the emergence of resilient and inclusive systems of housing. Though these findings are subject to empirical verification, the pathways outlined lay a foundation for reshaping housing governance in Nigeria and elsewhere.

CONCLUSION

This paper has attempted to recast housing satisfaction in Nigeria as something more than merely a subjective index of comfort or choice and rather as an instrument of governance capable of influencing housing policy and delivery in the country's fast-growing urban centers. Using the formulation of an analytical framework that connects resident expectations, housing performance, feedback loops, and governance results, the paper illustrates how satisfaction can form a bridge between lived experiences and institutional responsibility.

The Enugu case example points to the necessity of this action. Multi-household compounds, the dominant repository for households across the city, shelter growing populations but commonly leave a lot to be desired in terms of livability. While few people in Kunar have moved elsewhere, overcrowding does exist there; the poor condition of buildings and facilities has put them under pressure, while maintenance is being neglected. But these are experiences that still remain outside of policy frameworks, which always seem to focus on supply and not quality. By integrating signals from residents into governance structures, policymakers will begin to address these deficiencies and acknowledge that housing delivery must work in the broader interest of city-dwellers.

The theoretical framework makes three main contributions to housing studies. Firstly, it shows that satisfaction could be operationalized as a quantitative measure of housing performance, beyond its usual presentation as a matter of perception. Secondly, it relates the theory of consumer satisfaction to post-occupancy evaluation and urban governance models, providing an interdisciplinary viewpoint for studying housing quality. Thirdly, it positions Nigeria's housing challenges within wider debates about the Global South, and demonstrates how to use local input to prioritize resilience and accountability in a context of swift urbanization.

In practical terms, the framework provides policymakers, developers, and citizens with a replicable process to deliver better housing. Policymakers can employ satisfaction surveys and post-occupancy evaluations to ensure developers do their part. Satisfaction scores can serve as quality benchmarks for developers, raising the bar on both design and operations. And residents get a formal avenue to express concerns and have an impact on policy. Combined, these applications facilitate a feedback loop to improve governance and increase urban resilience.

The study is not without limitations, however. As a theoretical exercise, it is based on the analysis of secondary information and synthetic thinking, rather than original empirical investigation. Subsequent studies should investigate the instrumentality of this model through residents' surveys, case studies, and comparative studies in other Nigerian cities. Such an empirical project would test the scope of the framework and illuminate context-specific dynamics that influence satisfaction results.

Regardless of these limitations, the paper clearly suggests another step. Making satisfaction an institutional policy tool could revolutionize housing governance in Nigeria and beyond. By integrating resident feedback into standards, monitoring systems, and enforcement mechanisms, governments can transition from reactive crisis

management to proactive, evidence-based policy-making. In this process, they can create homes that are not just about numbers, but also gradually improve the lives of city residents.

The endnotes: In other words, housing satisfaction is not just an individual perception but a crucial element of governance. Envisioning satisfaction as a reciprocal process between residents and policymakers, this study offers both theoretical and practical novelty. For Nigeria and other developing countries, institutionalizing satisfaction as a policy tool marks an important milestone in fostering resilient, inclusive, and livable urban spaces.

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