

## Abstract

This research examined effects and unauthorized occupation problem of village common area in Bangkok townhouse projects. A survey of the physical characteristics of 732 townhouses and an 154 respondent questionnaire survey were performed to acquire the residents' behaviors and requirements. Then, the results were analyzed to find the suitable townhouse design guidelines solving the unauthorized occupation problem. Moreover, this research focused on the strategies adopted by the interviewing of three community managers in decreasing unauthorized occupation problem.

The results showed that there are several behaviors such as putting belongings, parking and throwing away garages on village's common area leading to unauthorized occupation, which has social, economical, and physical effects on villages. The different physical characteristics of townhouses will cause different level of unauthorized occupation, e.g. townhouse with less semi-public area will has more unauthorized occupation behaviors. The research also found that the residents' attitudes have higher correlation with unauthorized occupation than their experiences with unauthorized occupation behaviors. As a result, in designing a townhouse, semi-public area should be designed to have clear boundary and function matching with the respondents' lifestyles. Besides, juristic entities or project managers should comply with the relevant laws and regulations, adopt compromising approach, and enhance residents' participation. The results from this research can be applied to townhouse project design and after-sales management in order to solve unauthorized occupation problem and enhance higher residents's living standard and better project images.