

## Abstract

The purpose of this research is to study the existing conditions and user expectations of condominium residents who live in the Central Business District as well as the building management and planning of the condominiums themselves. Two main types of methodology used in this research are surveys and interviews; the information is then brought together to propose new guidelines for maximizing building management efficiency and user satisfaction.

The main problem faced by condominium residents, according to the research, is the building project's inability to meet their expectations in terms of design features, facility quality, and building management. In order to prevent and find appropriate solutions to these problems, the researcher has conducted an extensive research on residents' satisfaction and expectations in four selected high-rise buildings: Piyasathorn, Sathorn House, Sathorn Park Place, And Baan Nava Rang. Building management from these four projects are also surveyed.

The results of this research show that residents are generally "satisfied" to "most satisfied" with the existing building conditions. They are "neutral" to "least satisfied" when asked about the level of expectation regarding building improvement. Problems that were found can be attributed to three sources: inadequate building design, conflicts with building personnel, and problems in building management. While problems with building design may be more difficult to solve due to space limitations, problems with personnel and building management could be resolved much more readily. Two initial solutions are to establish management strategy and specific directions for future improvement; other solutions include the establishment of long-term building maintenance practices, improvement in building efficiency, and service for residents, and finally, the promotion of building "image" and value-added features.

It is the hope of this research that the implementation of these guidelines would eventually reduce the problems found in both building management and residents' occupation. This would necessitate a wide range of co-operation from the

project developer, building designer, building owner, and all levels of personnel involved. If the management and residents of the building are able to establish a truly meaningful cooperation, quality of life for condominium residents could certainly be improved in both the short-term and the long-run.

