

PROSPECTS FOR PROFESSIONAL MANAGEMENT OF MULTI-TENANTED COMMERCIAL PROPERTIES IN PORT HARCOURT (PHALGA), NIGERIA

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ABSTRACT

Inefficient service delivery by property managers was identified as a problem confronting the management of multi-tenanted commercial properties in Port Harcourt. The aim of the research was to examine the prospects for professional management of multi-tenanted commercial properties. The research adopted Interpretivism as its philosophy and case study as its research design with Port Harcourt shopping mall and The Vineyard shopping center. The population was 93 comprising the management and tenants of both shopping malls. A total number of 93 questionnaires were distributed, 88 representing 94.6% were completed, returned and found useful for analysis. Findings include; a team of managers were responsible for the management of Port Harcourt shopping mall, whereas, a facility manager was responsible for the management of The Vineyard shopping center. Inefficiency in service delivery was caused by the wrong application of management strategies and default in the payment of service charge and administration. Professionals apply strategic policies to curb or contain risks; they help in meeting competitive challenges of property management, and they are highly knowledgeable and have the skills to manage properties/facilities were the needs for professionals to manage multi-tenanted commercial properties. The research concludes that multi-tenanted commercial properties managed by professionals are better managed and encounter less managerial problems. The study recommends that professionals should handle the management, repairs, and maintenance of all facilities/services in the shopping malls.

KEYWORDS: *Prospects, Professional, Professional Management, Multi-Tenanted, Commercial Properties*

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