The Evaluation of Neighborhood Facilities and Services of Low Cost Housing (LCH) in Kuala Terengganu: Residential Satisfaction Perspective

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Abstract
In Malaysia, the National Housing Policy made housing one of the main objectives in fulfilling the needs of the people. Therefore, a study on the status of one housing program for the poor and those from the lower-income bracket, namely the Low Cost Housing (LCH), in influencing the quality of life of its target group was carried out. A field study was done to evaluate the consistency of neighbourhood facilities and services of the LCH with the housing needs of the target group. The main instrument in primary data collection was using a survey method utilizing structured questionnaires. Around 325 household heads for six flat-type low cost housing programs in Kuala Terengganu were involved in this study. Results showed that residents are dissatisfied with neighbourhood facilities. This study recommends an immediate improvement of neighbourhood facilities in these low-cost housing.

Keywords: Evaluation Program, Neighbourhood Facilities, Low-Cost Housing Program, Residential Satisfaction

Introduction
The Malaysian National Housing Policy is designed to provide sufficient, quality and affordable housing to increase public well-being (Department of National Housing, 2011). One type of housing being developed is low cost housing formed specifically for the poor or low-income group. The main objective type of housing is to help the poor or low-income groups through the provision of cheap and affordable housing.

The Department of National Housing (2011) has set the housing standard and one of the main aspects is providing neighbourhood facilities and services. This includes a drainage system, parking lots, a garbage disposal system, a communication system, schools, clinics, a police station and others. However, the LCH has received stern criticism from the people. The LCH was criticized for failing to provide comfortable and quality housing. Most individuals