ANALYSING THE IMPLICATIONS OF WORK-FROM-HOME COVID-19 RESTRICTION MEASURE ON RESIDENTIAL PROPERTY MANAGEMENT: EVIDENCE FROM LAGOS RENTAL HOUSING MARKET

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Abstract

Purpose: With a focus on Lagos rental housing market, the study analysed the consequential effects of the work-from-home Covid-19 policy measure on residential property management for policy implications.

Design/Methodology/Approach- The study is quantitative and mixed approach sampling techniques were adopted. Stratified sampling was used to categorise ESV firms practising on Lagos Mainland while a simple random sampling technique was employed for sample selection. A total of 97 (74.62%) responses were collected, out of a total of 131 questionnaires administered to the ESV firms in Lagos Mainland which constituted the study population. The data were analysed by simple frequency distribution (SFD), percentage (%) and weighted mean score (WMS) on a 5-point Likert scale measurement.

Finding: During the lockdown period, 84.5% agreed to the use of rental housing for commercial activities, with noticeable activities in residential property types such as a bungalow, block of flat and duplex. Meanwhile, their levels of satisfaction with the use of rental housing for commercial activities varied; only a few (16.5%) expressed total dissatisfaction, with prevalent commercial activities such as offices (4.1546), and mini-mart (3.4330) and shops (3.3918). The majority attested to the adverse effects of the policy, having

short (24.7%), medium (43.3) or long (18.6%) effects on property management. Also, home facilities such as *electricity* (4.1753) and *co-used facilities (*4.1134*)* were highly overstretched, the top-rated property management issues that could emanate (WMS) were *neighbourhood securities* (4.5155*), environmental pollution* (4.0619), *rates and bills* (3.9175) and *maintenance* (3.8144).

Practical implications: The study provides insight into the possible implications of policy geared toward the forceful restriction of citizens at home during a pandemic on property management of the rental housing market.t (3.4330) and shops (3.3918). The majority attested to the adverse effects of the policy, having short (24.7%), medium (43.3) or long (18.6%) effects on property management. Also, home facilities such as electricity (4.1753) and co-used facilities (4.1134) were highly overstretched, the top-rated property management issues that could emanate (WMS) were neighbourhood securities (4.5155), environmental pollution (4.0619), rates and bills (3.9175) and maintenance (3.8144).

Practical implications: The study provides insight into the possible implications of policy geared toward the forceful restriction of citizens at home during a pandemic on property management of the rental housing market.

Practical implications – The analysis indicates that while gender diversity may be insignificant, higher educational qualifications among male and female directors has to be more attractive among REITs for their positive financial results.

Originality/value – This paper contributes to the literature by investigating whether the level of education and gender diversity have an impact on REIT financial performance.
Keywords Education Attainment, Gender diversity, REIT financial performance.

Originality/Value: The study provides information on the sensitivity of the rental housing market to policy implications of the work-from-home Covid-19 lockdown measure for future policy formulation.

Keywords: Covid-19, Restriction, Measures, Rental Housing, Property Management .

1.0. Introduction

The outbreak of the Covid-19 pandemic disrupted the global economy (Copenhagen Economics, 2020) and causes a drastic change in social policy (Ozili, 2020b). The disruption in the global economy and social interactions is attributed to the non-pharmaceutical Covid-19 protocols such as regular wash of hands, wearing of facemask, hand sanitizing, social and physical distancing, and stay-at-home order, introduced by the world health organisation (WHO, 2021). The primary aim of the policy is to curb the spread of the deadly coronal virus. The strict enforcement of the policy measures especially the restriction of people, goods and services (non-essential), and stay-at-home order, the lockdown of the economy harmed the economy (OECD, 2020). Bairoliya & Imrohoroglu (2020) reported that, in the United States, the stay-at-home restriction measure forced the government to close businesses, resulting in about 50% of the population being unproductive.

For the domestic output growth and national revenue, Maliszewska, Mattoo and Mensbrugghe (2020) and Verschuur, Koks and Hall (2021) explained that the global GDP fell by 2.0% below the benchmark and the global maritime sector alone accounts for about 255-412 US$ billion loss of revenue. Barnett-Howell & Mobarak (2020) argued that the effect of lockdown measures is relatively felt higher in developing countries than the developed ones. This assertion aligns with a study by Maryla, Aaditya & Dominique (2020) revealing that the GDP of developing countries significantly declined to about 4% below the global benchmark. According to a report by Economic Commission for Africa (ECA, 2020), African countries are expected to experience many significant effects of the Covid-19 pandemic in revenue decline, job loss and decrease in productivity. In Nigeria, Andam, et al. (2020) discovered that for 8-week of lockdown (March-June, 2020), the country's agro-food sector recorded a decline of 11% and a 9% increase in the nation's poverty level

In the Nigerian real estate sector, a few local studies have investigated the impact of the Covid-19 economic hardship on the Nigerian property market at different capacities (Fateye et al., 2021; Ankeli, et al., 2021; Oyedeji, 2020; Olanrele & Thontteh, 2020). Some authors examine the impact of the Covid-19 lockdown on specific areas of the property market. For instance, Oyedeji (2020) examined real estate market transaction (agency) in Lagos, Ankeli, et al., (2021) focused on Osogbo rental property market while Fateye et al., (2021) used shared office space in Abuja as a case study. Olanrele & Thontteh (2020) and Keke et al. (2020) assessed the effect of the pandemic on the general Nigerian real estate sector. The authors

shared common views on the adverse impact of the Covid-19 pandemic on the property market but to a very degree, attributed it to the uniqueness of property type, market and usage.

Whereas, the effect of the pandemic on the management of residential property, in particular, is yet to be investigated, therefore necessitating the need for the study. In addition, the residential property plays a critical role in accommodating people for dwelling purposes and in many cases used for office/retail activities during the pandemic era. However, the study is set to address some pertinent management issues concerning the level of satisfaction of the property manager on the use of the residential property for office/business activities during the period, attendant effects on the home facilities and possible property management issues. The findings of the study will provide useful information that would enhance property management practice and serve as guidance for similar policy design and enforcement for future pandemic occurrences.

2.0. Literature Review

The effect of the Covid-19 crisis is a global phenomenon, as the impacts were felt across different sectors of the global economy including real estate. The report of the consequential impacts especially those attributed to non-pharmaceutical policy measures and their strict enforcement were noted in real estate industries across the globe. The Covid-19 non-pharmaceutical protocols range from the simple economic challenge of regular hand-washing to complex such as total shutdown/lockdown of the global economic activities, especially at the peak of the deadly coronavirus. This unfavourable situation necessitates the introduction of a work-from-home policy, aimed at striking a balance between life and livelihood. The policy action has a direct/indirect impact on property management, and since the policy action took effect, the consequential implications of Covid-19 on real estate have been a subject of discussion in the public domain.

From the real estate perspective, authors have investigated the implications of the Covid-19 pandemic on real estate industries in different markets across countries. The commonalities of the previous studies are the evidence of both the short/long-term adverse effects of Covid-19 on the real estate market, but there is no uniformity in their findings on the dimension and magnitude of the effects of the global health crisis on the property market across the globe. The difference in the findings could be linked to the uniqueness of local property and levels of

physical, social, economic and political development. For instance, Jovanovic-Milenkovic et al. (2020) examined the impact of the Covid-19 pandemic on the real estate market in China, the USA and Europe. The authors addressed issues on how the Covid-19 pandemic will harm the countries' economies and by extension real estate market development projects. The study discovered that the incidence of the Covid-19 pandemic lead to about 90, 15, and 70% drop in real estate sales in China, the USA and Europe respectively. The authors concluded that although the outbreak of the novel coronavirus was recorded at different periods across the countries, changes in the real estate market behave in the same manner across the globe.

De Toro et al. (2021) analysed the response of the real estate market to the Covid-19 crisis in Naples, Italy. The authors noticed that the lockdown periods made houses become places of living, working and leisure activities. The study, therefore, investigated how residential property responds to new requirements and the trends in the real estate market. The study sampled communities and real estate agents operating in the territory and discovered structural changes in the demand for residential properties in the metropolitan area due to the new requirements as a result of Covid-19. The structural adjustment was attributed to factors such as lower income, household economic instability, changes in lifestyle and working conditions imposed by Covid-19 measures. Hromada (2021) investigates similar studies in the Czech Republic property market. The author's work focuses on sales and rental apartments and examined the implications of Covid-19 on trends in real estate transactions. The author identified some of the emerging challenges attributed to the Covid-19 pandemic to include a deterioration in financial affordability, tenants' mobility from expensive to cheaper accommodation and declines in rent of expensive houses, to be let at lower prices due to affordability problems. The author posited that Covid-19 may cause social injustice by strengthening the accumulation of assets for the richest group.

Similarly, Tanrivermis (2021) examined the effect of Covid-19 on the Turkish real estate sector and possible changes to adopt. The author described the effect of Covid-19 as an unforeseen event in the real estate sector, with the associated policy measures especially the restriction on people and goods, negatively affecting the real estate sector. The author reported the critical challenges faced by the Turkish real estate market during the Codivd-19 difficult times to be a decline in demand, rent collection and property income; dull real estate transactions, property void and an increase in vacancy in hotels, while the operational cost of property maintenance and management experience upsurge. In the same vain, Avakyan and Pratsko (2020) investigated similar studies in Russia's real estate market but from a federal legislative perspective. The authors however posited that the introduction of restrictive measures for

business violates the rights and legitimate interests of business entities, causing renters of real estate for business and accommodation to find themselves in a difficult situation to pay rent. The study concluded that despite all the anti-Covid-19 crisis measures, the country experienced a decline the real income and activities in the real estate market. In India, Bhoj (2020) findings showed that the real estate market experienced a decrease in property inspection and sales.

In the Nigerian real estate market context, a few studies have investigated the implication of the Covid-19 effects on different aspects of the property market, but the property management subset of the market has not been critically examined. This constitutes a major gap in local literature and remains the primary focus of this study. For instance, Ankeli, et al. (2021) work tries to know the trends of activities in the housing rental market in the post-Covid-19 era. The study surveyed the opinions of the practising estate surveyors and valuers in the Osogbo property market and discovered that default and difficulties of property inspections as the prominent challenges characterised by the real estate market in the post-pandemic period. Also, a study by Oyalowo (2020) assessed how media reports on Covid-19 pandemic events have impacted the Nigerian real estate market. . The author employed content analysis using three online nation newspapers namely the Guardian, and the Punch and the Vanguard. The study discovered that while frequent reporting of Covid-19 events was observed during the lockdown period, the prominent short-term implications identified were an increase in the void rate in upper-income residential property submarket, commercial property submarket experienced frequent cases of default in loan, rent and mortgage, and changing pattern of demand for traditional office space.

Similarly, the work by Fateye et al. (2021) focuses on the effect of Covid-19 restriction policy measures on the shared office space submarket in the Abuja property market. The study sampled both the shared office facilities users (customers) and the manager (host) and discovered that the impact of stay-at-home orders was relatively felt higher than other non-pharmaceutical Covid-19 protocols in the study area. The summary of the literature showed a dearth of the study in the real estate property management field. Whereas, property management is critical to achieving the success of an individual or the corporate's investment property goal. Hence a study on the effects of Covid-19 measures concerning work-from-home restriction measures in residential property management will aid the understanding of the implications of the policy to the rental housing market and also help in the formulation of similar policy geared toward combating any pandemic outbreak in the future without much impact on the real estate market.

3.0. Research Method

The study was conducted in the year 2022, using Lagos State as the study area. The study adopted a quantitative survey approach and a closed-end questionnaire was used to collect data from the study population, comprising practising estate surveyor and valuation (ESV) firms in Lagos state. A mixed sampling technique was deployed for sampling selection. First, a stratified sampling technique was used to categorise the ESV firms into two using locations: the Mainland and Island ESV firms. The study, however, used ESV firms that are located in Lagos Mainland because a larger number of the ESV firms are located in the Mainland. Second, the study adopted a simple random sampling technique to draw a sample among the ESV firms that are financial members of the Nigerian Institution of Estate Surveyors and Values up-to-date on Lagos Mainland. A total of 131 ESV firms were identified and administered a questionnaire. The responses collected were analysed by descriptive statistics such as simple frequency distribution (SFD), percentage (%) and weighted mean score (WMS) on a 5-point Likert scale measurement. The weight assigned to the scale range form (ascending order): 1-Strongly Disagreed (SA)/No Effect (NE), 2-Disagreed (D)/Very Low (VL), 3-Unsure (U)/ Low (L), 4-Agreed (A)/ High (H) and 5- Strongly Agreed (SA)/ Very High (VH). Mathematically, WMS is expressed as thus:

$$WMS = \frac{Wn_5 + Wn_4 + Wn_3 + Wn_2 + Wn_1}{N} \qquad \text{...eqn 1}$$

Where WMS is the weighted mean score
W – Assigned weight to the scale (1-lowest to 5-Highest)
– Total number of sample

4.0. Result and Discussion

During the field survey exercise, the study with the aid of two (2) research assistants administered a total of 131 questionnaires to the ESV firms practising in Lagos Mainland. The analysis of the response rate is presented in Table 4.1. The result showed that, out of the 131 questionnaires administered, a total of 107 filled questionnaires were retrieved but about 97 questionnaires were properly filed and analysed, given a response rate of 74.05%. The response rate (74.05%) is considered adequate as recommended by Babbie (2007) who stressed that a sample of over 70% response rate is of excellent representation of the entire

Table 4.1: Analysis of Administered Questionnaires

Respondent(s)	No. of Questionnaires Administered	No. of Questionnaires Retrieved	No. of Valid Questionnaires Analysed	Percentage of Response (%)
ESV Firms	131	107	97	**89.13**

In Table 4.2, the study examined the profile of respondents in the ESV firms in the study area. The items examined in the profile of the firm representative were age (in years), highest educational qualification, highest qualification and relevant practising experience in the Lagos property market. The respondents in the age category '26-35' and '46-55' were the dominant age group, accounting for 24.7% each. A larger number (37.1%) are HND certificate holders, 34.0% had attained the 'Associate' cadre in their professional body, while the dominant group with relevant work experience of 16-20 years account for 30.0% of the total study sample. Proportionately, about 87.6% of the respondents are of age 26 years and above, 96.9% had a minimum of HND certificate with 40.2% of them had obtained M.Sc. and Ph.D degree certificates. From the perspective of professional registration and relevant work experience, about 81.4% of the respondents have attained the level of 'Associate' member and above while 27.8% had reached the peak cadre (fellow) on the professional body, with about 70% of them having a minimum of years of working experience of 10 years and above in the Lagos property market. The result of the profile analysis implies that the respondents are well matured, informed, experienced and familiar with activities in the Lagos property market, therefore their opinions, judgments, comments and suggestions on the subject matter of the study are reliable and valid.

Table 4.2: Profile of ESV Firms' Respondents

Profile	Category	Frequency	Percentage (%)
	18-25	12	12.4
	26-35	24	24.7
	36-45	18	18.6
Age (in years)	46-55	24	24.7
	56-65	19	19.6
	Over 65	-	-
	Total	*97*	*100.0*
	OND	3	3.1
	HND	36	37.1
Highest Educational	B. Sc.	19	19.6
Qualification	M.Sc	27	27.8
	Ph.D.	12	12.4
	Total	*97*	*100.0*
	Prob./Grad	18	18.6
	Associate	33	34.0
Highest Professional	RSV	19	19.6
Qualification	Fellow	27	27.8
	Total	*97*	*100.0*
	Below 5yrs	12	12.4
	5-10yrs	18	18.6
Relevant practising	11-15yrs	18	18.6
experience	16-20yrs	19	19.6
	Above 20yrs	30	30.9
	Total	*97*	*100.0*

The study attempted to ascertain the level of familiarity of the respondents with the real estate business activities, especially in the rental housing market during the Covid-19 pandemic era. In addition, the level of agreement, satisfaction and forms of adverse effect characterised by the use of rental housing for business activities during the Covid-19 pandemic were assessed. The result of the analysis is presented in Table 4.3, and the result showed that none of the ESV firms acclaimed not to be aware of the activities in the rental housing market while about 66.0% of them indicate their full awareness. Surprisingly, a higher percentage (84.5%) of the ESF firms expressed their agreement to the use of rental housing for commercial/office activities during the Covid-19 pandemic but only 45.4% of them were satisfied with the incident. Also, the usage of rental housing for commercial/office activities has dynamic adverse effects at various levels on residential property management as

indicated by the respondents, however, medium-term adverse effects were observed to be the predominant effect as indicated by the 43.3% of the ESV firms.

By implication, the high level of familiarity of the ESV firms with rental activities in the rental housing market further ascertained that the respondents are well informed. Meanwhile, a high level of agreement among the ESF firms on the policy was recorded because people were mandated to work from home and strictly enforced by the local authorities. However, the low level of satisfaction by the ESV firms is expected because of the possible damage the restriction measures can cause to residential property and associated property management problems. The adverse effect of the policy has earlier been reported by Fateye et al., (2021), Ankeli, et al. (2021), Oyedeji (2020) and Olanrele & Thontteh (2020). However, the short and medium adverse links to the work-from-home policy measure signal future property management issues the ESV firms could face, such as the beach of contractual agreement, the intensity of usage, security threat or/and overstretching of facilities in the premises.

Table 4.3: Perceptions of ESV Firms on the Work-From-Home Policy on Lagos Rental Housing Market.

Response	Category	Frequency	Percentage (%)
Level of *Familiarity* with the activities in the rental housing market during the Covid 19 lockdown period	Not Familiar	-	-
	Somehow familiar	33	34.0
	Very much familiar	64	66.0
	Total	*97*	*100.0*
Levels of *Agreement* with the use of rental homes for commercial/office activities during the Covid-19 work-from-home period	Strongly Disagree	-	-
	Disagreed	12	12.4
	Unsure	3	3.1
	Agreed	39	40.2
	Strongly Agreed	43	44.3
	Total	**97**	**100.0**
Level of *Satisfaction* on the use of rented homes for commercial/office activities during the Covid-19 work-from-home period	Not satisfied	16	16.5
	Somehow satisfied	37	38.1
	Satisfied	44	45.4
	Total	*97*	*100.0*
Form of *adverse effect* with the use of rental homes for commercial/office activities during the Covid 19 work-from-home period has on the residential property management	No adverse effect	13	13.4
	Short-term adverse effect	24	24.7
	Medium-term adverse effect	42	43.3
	Long-term adverse effect	18	18.6
	Total	*97*	*100.0*

Furthermore, the study probes the predominant commercial/office activities undertaken in the rental houses amidst the Covid-19 restriction period and the analysis is presented in Table 4.4. The commercial activities examined were offices, mini-mart, shops, retail outlets, business centres and vocational centres. To ascertain this, the ESV firms were engaged to express their level of agreement and the responses were analysed by weighted mean score (WMS). The result showed that the ESV firms strongly agreed to the use of office activities having a WMS value of 4.1546 (4.1 ≤ WMS ≤ 5.0). Also, the commercial activities with their corresponding WMS value (in parenthesis) such as mini-mart (3.4330), shops (3.3918), retail outlet (3.3711) and business centre (3.1035) were all agreed upon (3.1 ≤ WMS ≤ 4.0) with by the respondents. Meanwhile, the ESV firms indicated that they were unsure (2.1 ≤ WMS ≤ 3.0) of the case of the use of rental housing for the vocational centre (2.8041). The prominent use of rental housing for activities such as office work is attributed to the need to comply with the work-from-home order that is strictly enforced by the local authorities. Also, other noticeable commercial activities such as mini-mart, shops, retail outlets and business centres could spring up as a result of being a media from which essential goods and services such as food items were been distributed in the neighbourhood. Vocational business activities may not be practicable in rental housing because it requires relatively bigger spaces.

Table 4.4: Prominent Commercial Activities carried out in the Rental Housing Market during Covid-19 Lockdown Period

Commercial Activities	Level of Agreement					TWF	MWS	RMK
	SD	D	U	A	SA			
Office activities	0	6	9	268	120	403	4.1546	SA
Mini Mart	3	24	84	192	30	333	3.4330	
Shops	9	24	54	192	50	329	3.3918	A
Retail Outlet	12	26	27	212	50	327	3.3711	
Business Centre	6	42	108	136	0	292	3.1035	
Vocational Centre	9	48	123	92	0	272	2.8041	U

After the use of rental houses for commercial activities has been established in the previous table (Table 4.4), the study investigated further to know the extent to which the home facilities were adversely affected. The analysis is presented in Table 4.5 and the result showed that discovered that the adverse effect is 'very high' (4.1 ≤ WMS ≤ 5.0) on home facilities such as electricity and co-used facilities, having respective WMS of 4.1753 and 4.1134. The effect on other home facilities (WMS) such as space density (3.8866), racking space (3.8351), security (3.7526), conveniences (3.6289) and water (3.5567) were 'high' (3.1 ≤ WMS ≤ 4.0).

The result implies the depth of damages done to the property and the problems manager should watch out for. For instance, where the situations are not well monitored and managed, there could be a problem of over electricity billing, longer hours of using lightning and security facilities, increase in the number of visitors could put pressure on conveniences, water and threat to the security of the building and neighbourhood.

Table 4.5: Affected Home Facilities during Covid-19 Lockdown Period

Home Facilities	Extent of Effect					TWF	MWS	RMK
	NE	VL	L	H	VH			
Electricity	3	6	0	236	160	405	4.1753	
Co-used facilities	12	24	21	132	210	399	4.1134	VH
Space Density	3	12	9	288	65	377	3.8866	
Packing space	6	6	36	224	100	372	3.8351	
Security	6	6	39	168	145	364	3.7526	H
Conveniences/Restroom	3	12	72	220	45	352	3.6289	
Water	3	12	93	192	45	345	3.5567	

The possible property management issues that could emanate from the adverse effects of the work-from-home policy measure were empirically investigated and the result is presented in Table 4.6. The property management issues attributed to neighbourhood securities (4.5155) and the environmental pollution (4.0619) were rated 'very high' ($4.1 \leq WMS \leq 5.0$). The rating of other identified property management issues was observed to be 'high' ($4.1 \leq WMS \leq 5.0$) but at varying degrees of prominence. In order of prominence, the management issues (WMS) were rated as thus; rates and bills (3.9175), repairs and replacement of damaged home facilities (3.8144), waste management/sanitation (3.7526), rent collection/review (3.2680), tenancy agreement (3.0825) and sublet/sublease (3.0309). However, like other property submarkets where the negative effects of the Covid-19 lockdown policy have been documented such as real estate agency/transactions (Oyedeji, 2020; Oyalowo, 2020) and shared office market (Fateye et al. 2021), the study shows that the adverse effect was not limited to property management.

The result reflects the short and the medium forms of property management issues that could surface as a result of the consequential effect of the Covid-19 work-from-home policy measure. The higher rating of security breached and occurrences of environmental pollution cannot be disconnected from the fact that their negative effects are being felt by immediate property management. The commercial activities bring more people into the locations, and if not properly monitored, it can increase the crime rate in the neighbourhood. Also, crowded

places for commercial activities cause noise, contamination of air and water, and especially where the movement of people is not well coordinated in the neighbourhood. Also, the high-rated challenges of payment of rates and bills for home services such as electricity, water and service charge may lead to a dispute between the tenants and the property manager. For instance overbilling an estimate of electricity due to over-usage, especially in a multi-tenanted property where there is an electricity metric system could lead to a crisis and require the attention of the property manager. However, rent review/collection may not be an immediate management issue because rent and paid in advance, and the review is on a reversionary date in future, but studies have posited that increasing cases of rent default due to the economic hardship attributed to covid-19 lock down measure, which may affect the ability of the tenant to pay rent as at when due. Also, the property management issues concerning the tenancy agreement and subletting/leasing may not be an immediate management issue but have the potential of creating property management problems if not given the required attention.

Table 4.6: Property Management Issues Arising from Work-from home Covid-19 Policy in the Lagos Rental Housing Market

Issues	Level of Effect					TWF	MWS	RK
	NE	VL	L	H	VH			
Neighbourhood Securities	3	12	18	180	225	438	4.5155	
Environmental Pollution	3	24	18	124	225	394	4.0619	VH
Rates and Bills	3	12	9	276	80	380	3.9175	
Maintenance (Repairs and Replacement)	7	0	18	300	45	370	3.8144	
Waste management/ Sanitation	7	6	36	240	75	364	3.7526	H
Rent collection/review	6	24	120	112	55	317	3.2680	
Tenancy Agreement	9	18	132	140	0	299	3.0825	
Sublet/Sublease	10	36	114	84	50	294	3.0309	

5.0. Conclusion and Policy Implications

The impact of Covid-19 work from home policy measure was examined on the management of rental housing in the Lagos property market. The opinions of the ESV firms practising in Lagos Mainland were sought and analysed. For key findings were revealed by the study. First, the property manager admitted to the use of rental housing for commercial activities during the Covid-19 lockdown but they were not satisfied with the situation. The reason could be

attributed to lingering incidences of the Covid-19 crisis which has kept people and businesses locked down. However, in other to survive along with the occurrence of the coronavirus, business sectors but private and the public have to devise new means to ensure continuity of economic activities amidst waves of the infection to strike balance between life and livelihood. Secondly, adverse effects of the policy measure on property management were ascertained; with the effects having short and medium dynamics on property management. The result aligns with global trends in all sectors of the economies in which real estate is the worst hit (Jovanovic-Milenkovic et al., 2020; De Toro et al., 2021; Ankeli, et al., 2021). Third, the use of rental apartments for offices, mini-mart and shops was prevalent, leading to the overstretching of home facilities especially the electricity, and co-used facilities among others. Lastly, the prominent property management issues on rental housing that could emanate as a result of the consequential effects of the Covid-19 work-from-home policy measure include issues concerning the security of the building premises and neighbourhood, environmental pollution related problems such as noise, quality of air, issues on rates and bills payment for service users such as electricity, water and service charge, and maintenance problems such as repair and replacement of damaged facilities in the building premises. Whereas some of the property management issues could be a short-term effect, others may constitute a long-term management problem. The study however showed that like another sub-market of the real estate market such as agency, property development/investment, and mortgage, the property management practices are not spear by the negative effects of the Covid-19 crisis. Conclusively, the study established that the policy on forceful restriction of people such as work-from-home measure has time dynamic effects on property management, especially for the rental housing market which constitute the largest market in the real estate investment sector due to the critical role housing plays in nation building. However, to protect the rental housing market and its management practice, it is pertinent to critically consider the peculiarities of the property market in the future formulation and implementation of policy measures, especially during the pandemic period.

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