APPENDIX A
This questionnaire is used for surveying the satisfaction of owner, purchaser and tenants on the condominium unit.

A. Building information
Building name:

B. Owner/Purchaser information
Age: [ ] Male [ ] Female
Gender: [ ] Male [ ] Female
Number of people living in the house: [ ] Male [ ] Female
Occupation:

C. Questions
1. What are the criterions that you considered most before purchase/rent a house?
(Please rank accordingly, 1-First Priority, 2-Low Priority, 3-Lower Priority & 4-lowest Priority)
[ ] Well floor layout
[ ] Choice of materials
[ ] Workmanship
[ ] Quality assurance assessed

2. After handover, is it met your need and requirements?
[ ] Yes [ ] No
If No, please give the reason
________________________________________________________________________
________________________________________________________________________

3. Are you satisfied with your current unit situation after few months staying in the house?
[ ] Yes [ ] No
If No, please give the reason
________________________________________________________________________
________________________________________________________________________

4. What is/are the defect(s) in the unit during the handover the vacant possession period?
[ ] Water seepage [ ] Rusty of ironmongery
[ ] Uneven wall surface [ ] Defective of sanitary fitting
[ ] Chipped tiles [ ] M&E problem
[ ] Misalignment of door/ window [ ] Defective of timber flooring
[ ] Uneven ceiling

[ ] Others, Please clarify___________________________________________
5. Is there any defect on the building elements mentioned below in this unit after handed over your unit?

[ ] Painting
[ ] Piping
[ ] Wall Plastering
[ ] Door
[ ] Window
[ ] Wiring

[ ] Floor Finishing
[ ] Ceiling Finishing
[ ] Built in Cabinet
[ ] M&E Fitting
[ ] Sanitary Fitting
[ ] Ironmongery

[ ] Others, Please clarify___________________________________________________

6. Did those defects affected your daily life routine?

[ ] Yes
[ ] No

If Yes, please state in what circumstances
________________________________________________________________________
________________________________________________________________________

7. Are those defects keep remaining until now?

[ ] Yes
[ ] No

If Yes, are those defects caused any damages to other parts of the building?
________________________________________________________________________
________________________________________________________________________

8. Did you made any complaint on the defects occur?

[ ] Yes
[ ] No

9. Did the managing agent/developer/contractor take any action?

[ ] Yes
[ ] No

If Yes, how long did they rectify those defects?

[ ] less than a week
[ ] 1 week
[ ] 2 weeks
[ ] 3 weeks
[ ] Others (__________)

10. After those defects had been rectified, are you still encountering any other defects?

[ ] Yes
[ ] No

If Yes, please state in what circumstances
________________________________________________________________________
________________________________________________________________________
11. Do you know any Building Quality Assessments which are stated below?
[  ] Construction Quality Assessment System (CONQUAS)
[  ] Quality Assessment System for Building Construction work (QLASSIC)
[  ] Building Performance Assessment (PASS)

12. Do the Building Quality Assessments important to a building which to be purchased?
[  ] Yes  [  ] No

Please give the reason.
________________________________________________________________________
________________________________________________________________________
APPENDIX B