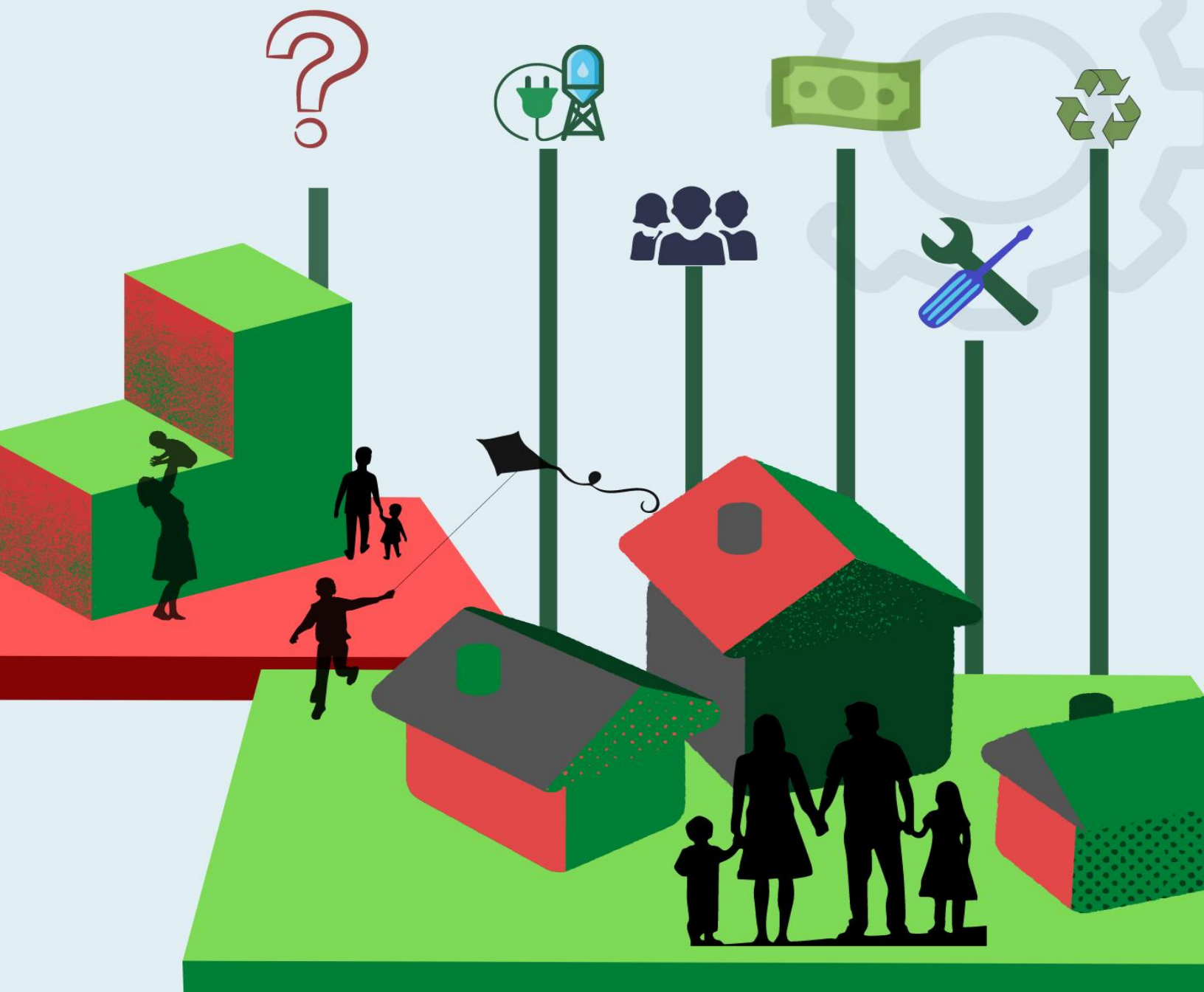


ERNESTVILLE HOMEOWNERS ASSOCIATION, INC.

COMMUNITY NEEDS ASSESSMENT

Kaagapay ng Komunidad sa Maginhawang Pamumuhay



In March 2020, the Settlements Management Group (SMG) was established to sustain the material, economic, and social benefits that can be derived by the communities from living together in a new housing project. It focuses on three aspects, namely: *Property Management*, which involves the management, maintenance, and repair of the housing unit, common areas, and community facilities; *Organizational Development*, which concerns with the development and strengthening of the capacity and governance as a whole; and *Community Development*, which focuses on the general welfare of the community members through unimpeded access to basic services and resources, and active engagement with the community organizations and social institutions. All of these are intended to help ensure the members' safety and security, and their resilience to climate change, as well as to aid in the protection of the environment.

Generally, the SMG seeks to improve the overall well-being of the members, especially of the most vulnerable sectors, which include women, children, senior citizens, persons with disabilities (PWDs), and members of the LGBTQIA+ community.

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Reference Number: AMD-01-01-2021

ABSTRACT

This paper assessed the priority needs and issues of Ernestville Homeowners' Association Inc. (HOAI), which has been relocated in-city to a High-Density Housing project in Barangay Gulod, Quezon City. The assessment surveyed 137 member-beneficiaries that identified the community needs in terms of the three areas of Estate Management: Property Management, Organizational Development, and Community Development.

The key finding showed that nearly five years after the resettlement, the community association has been living in adequate conditions based on stable access to clean water and electricity. However, other findings underscore the need for a post-resettlement plan that will prioritize addressing the community issues. Such issues include the completion of the ongoing construction of facilities; disaster preparedness and training; lack of community programs; and internal disputes that affect the harmony within the community.

It is recommended that the association officers enforce a bottom-up approach to govern the community; and develop programs that are gender-sensitive and sector-based. These can be done even without the intervention of stakeholders such as the Social Housing Finance Corporation (SHFC) and local government units (LGUs).

Further, the SHFC must look into the allegations regarding the illegal occupation of non-members in housing units who are supposedly running a rental and commercial business within the community. The socialized housing programs have been heavily criticized before for the lack of post-settlement planning and management, which as a result, reverts communities to slum-like conditions. Thus, the conduct of community needs assessment is essential.

Key words: post-resettlement, high-density housing, Ernestville HOAI, Social Housing Finance Corporation

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Acronyms

ADB	- Asian Development Bank
AsMonD	- Assessment and Monitoring Department
CA	- Community Association
CD	- Community Development
CNA	- Community Needs Assessment
CNAT	- Community Needs Assessment Tool
CTS	- Contract to Sell
DRRMP	- Disaster Risk Reduction Management Plan
CMP	- Community Mortgage Program
FDUP	- Foundation for the Development of the Urban Poor
FSSI	- Foundation for a Sustainable Society, Inc.
FTI	- Food Terminal Incorporated
GUPA	- Gulod Urban Poor Alliance
HDH	- High-Density Housing
HDMF	- Home Development Mutual Fund
HGC	- Home Guaranty Corporation
HLURB	- Housing and Land Use Regulatory Board
HOA	- Homeowners Association
ISFs	- Informal Settler Families
KSAs	- Key Shelter Agencies
LGBTQIA	- Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual/Ally
LGU	- Local Government Unit
ManDD	- Management and Development Department
MBs	- Member-Beneficiaries
MPH	- Multi-Purpose Hall
MRF	- Material Recovery Facility
NCR	- National Capital Region
NEDA	- National Economic and Development Authority
NHMFC	- National Home Mortgage Finance Corporation

NGOs - Non-Government Organizations
NHA - National Housing Authority
OD - Organizational Development
Pag-IBIG - PagtutulungansaKinabukasan: Ikaw, Bangko, Industriya at Gobyerno
PHIVOLCS - Philippine Institute for Volcanology and Seismology
PPAs - Programs, Projects and Activities
PDP - Philippine Development Plan
PIDS - Philippine Institute for Development Studies
PM - Property Management
PWDs - Persons with Disabilities
RROW - Road Right-Of-Way
SDGs - Sustainable Development Goals
SHFC - Social Housing Finance Corporation
SMG - Settlements Management Group
SSS – Social Security System
UDHA - Urban Development and Housing Act
UNDP - United Nations Development Program
UPD - University of the Philippines Diliman
US DHHS - United States Department of Health and Human Services

Definition of Terms

Assessment and Monitoring Department (AsMonD) – One of the SMG departments assigned to design and implement adequate surveys, studies, and monitor on the field throughout the settlement process, such as but not limited to background investigations, baseline surveys, needs and rapid assessments, impact assessment, and evaluation of the housing projects.

Community Association (CA) - An organization composed of officers and member-beneficiaries registered with now-defunct HLURB for loan availed under the Community Mortgage Program (CMP) of SHFC.

Community Development – One of the functionalities of SMG which focuses on the general welfare of the community members through unimpeded access to basic services and resources through active engagement with the community organization and societal institutions.

Community Mortgage Program (CMP) – A financing scheme wherein informal settlers, slum dwellers or residents of blighted areas are assisted in purchasing the land they occupy or the land they will be relocated to through CA.

Community Needs Assessment Tool (CNAT) - A standard survey questionnaire used to collect baseline data for CNA.

Contract to Sell (CTS) – The agreement between a seller and buyer which shows the seller promises to sell something to the buyer and the buyer promises to buy the property.

Estate Management (EM) – A set of functions performed, or that need to be performed, to preserve the material, economic, social, and other benefits derived from living in this type of housing.

Foundation for the Development of the Urban Poor (FDUP) – A non-government organization working with the urban poor communities to build empowered communities that are secure in their land and homes.

Gulod Urban Poor Alliance (GUPA) – An alliance of homeowners associations that advocate for the security of tenure for informal settlers within the Barangay Gulod

High-Density Housing (HDH) – Another socialized housing program by SHFC to ensure safe and flood resilient permanent housing solutions for the ISFs living in the dangerous areas of NCR. It is designed to address the decreasing availability of parcels of land in the key cities and their increasing prices by constructing multi-story housing units.

Home Guaranty Corporation (HGC) – It encourages banks, developers, and financial institutions to let individual home buyers loan cash while issuing guarantees to the lending private sectors.

Housing and Land Use Regulatory Board (HLURB) – It is the former planning, regulatory, and quasi-judicial national government body that regulates land use, real estate, and housing development. It is now merged with HUDCC as the Department of Human Settlements and Development.

Homeowner's Association (HOA) – An organization in a subdivision, planned community, or condominium responsible for making and enforcing rules for the properties and their residents.

Informal Settler Family (ISF) – A family living in a housing unit or facility constructed in dangerous areas

Key Shelter Agency (KSA) – A government attached body to DHSUD mandated to provide different housing programs in the country, such as the NHA, HGC, NHMFC, HDMF, and SHFC.

Management and Development Department (ManDD) – One of the SMG departments providing capacity building programs and settlements management support that will enable the association and its community to become self-sufficient, self-governing, and empowered to collaborate with other stakeholders, the government, and the greater society.

Member-beneficiary (MB) - SHFC requires that a member-beneficiary is a Filipino citizen of legal age, but not more than 60 years old, upon loan release and has certified under oath he has not been a recipient of any CMP loan. Additionally, MB has not participated in other government housing programs, does not own or co-own real property, is not a professional squatter as defined in RA 7279 and is a structure owner, renter, or sharer at the site.

National Capital Region (NCR) – It is also known as Metropolitan Manila and is the capital region of the Philippines.

National Housing Authority (NHA) – One of the KSAs engaged in low-cost housing production and development, resettlement, and sourcing of home financing.

National Home Mortgage Finance Corporation (NHMFC) – One of the KSAs mandated to provide more affordable housing loans available to Filipino home buyers.

Non-Government Organization (NGO) – It refers to a non-profit, voluntary organization committed to the task of socio-economic development. It is established primarily to assist citizens or people's organizations in various ways by educating, training, or giving funds to them.

Philippine Development Plan (PDP) - It is an overall national strategy that will serve as a guide in formulating policies and implementing development programs for the next six years. It will enable the KSAs to work systematically to give the Filipinos a better chance of finally finding their way out of poverty, inequality, and the poor state of human development.

Persons With Disabilities (PWDs) - The UN Convention on the Rights of Persons With Disabilities defines PWDs as those who have long-term physical, mental, intellectual or sensory impairments. Additionally, interacting with various external barriers may hinder their full and effective participation in society on an equal basis with others.

Organizational Development - One of the functionalities of SMG that concerns the development and strengthening of the capacity and governance of the association, and its coordination with the community as a whole, as well as with other organized groups.

Property Management – One of the functionalities of SMG which involves the management, maintenance, and repair of the housing unit and common areas and facilities.

Road Right of Way (RROW) - A pathway or road enjoyed by one person (either for himself or as a member of the public) to pass over another's land subject to such restrictions and conditions as specified in the grant or sanctioned by custom, under which the right exists.

Settlements Management Group (SMG) – It is formerly known as the Estate Management Division of SHFC which was created with two departments, namely: Assessment and Monitoring Department (AsMonD) and Management and Development Department (ManDD).

Social Housing Finance Corporation (SHFC) – One of the KSAs created through Executive Order No. 272 (E.O.272) to direct the transfer of the Community Mortgage Program (CMP), Abot Kaya Pabahay Fund (AKPF) program, and other social housing powers and functions of the National Home Mortgage Finance Corporation to the SHFC. It is mandated to propagate housing programs for formal and informal settlers in low-income groups.

Sustainable Development Goals (SDG) – It is also known as the Global Goals, adopted by all United Nations Member States in 2015 as a universal call to action to end poverty, protect the planet, and ensure all people enjoy peace and prosperity by 2030.

I. Introduction

A. Background

The Social Housing Finance Corporation (SHFC) is one of the Key Shelter Agencies (KSAs) geared towards providing affordable housing to thousands of informal settler families (ISFs). The Community Mortgage Program (CMP) is a financing scheme that enables the ISFs to borrow funds for land purchase and housing development (Ballesteros, Magtibay, & Ramos, 2017).

Aside from CMP, the High-Density Housing Project (HDH) is another socialized housing program of SHFC that ensures safe and flood-resilient permanent housing solutions for the ISFs living in the dangerous areas of NCR. It is designed to address the decreasing availability of parcels of land in the key cities and their increasing prices by constructing multi-story housing units.

The HDH adopts the CMP's community-driven approach in setting the people's plan by requiring the legally organized Community Association (CA) to submit a conceptual plan or people's proposal, along with other requirements. The people's plan requires the community members to take part in decision-making from the first phase up to the resettlement phase.

The greater challenge is during the resettlement phase, wherein the CA requires each member's input on how they can achieve their vision. It is also during this phase that the CA must ensure the efficient and effective administration of its assets, organization, and members. To provide support in sustaining the community and its organization, the SHFC established the Settlements Management Group (SMG). The SMG works to ensure that the community is capacitated in the following aspects, which may include but are not limited to:

- Maintenance of housing structures and common areas;
- Management of facilities;
- Financial resource mobilization;
- Ensure continued access to basic services of communities;
- Safety and security;
- Protection of the environment; and
- Climate change resilience and organizational development.

The SMG envisions a community that sustains not only the material, but also the economic, social, and other benefits derived by communities from living together in a new housing project.

To provide support, baseline data is created through a Community Needs Assessment (CNA) to examine the current state of the community during the resettlement phase. It focuses

on three factors: Property Management, Organizational Development, and Community Development. The baseline data will then serve as a guide for the SHFC, the association, and the partner organizations in implementing targeted programs that will effectively address the needs of the community. Moreover, this will be used as a reference in crafting policies and guidelines, as well as monitoring tools, to ensure that communities are equipped and capacitated before and after they transfer to their permanent housing.

B. Background Profile of Ernestville HOAI

Ernestville Homeowners Association Inc. (HOAI) organized their community association back in 2008 with only 75 members. The impact caused by Typhoon Ondoy (with the international name Ketsana) on September 2009 severely affected Barangay Gulod, where the association is located, mostly due to the flooding of the Tullahan River. As a result, in 2010, the community association decided to explore low-rise housing to accommodate ISFs residing within the proximity of the Tullahan River.

The Gulod Urban Poor Alliance (GUPA) and the Foundation for the Development of the Urban Poor (FDUP) then conducted research and one of the objectives was for the community to identify the families residing near (and within the 3-meter easement) of the Tullahan River. Another objective of the research was to conduct land research among vacant lands which may be used as an ‘in-barangay relocation’ for the identified families. The barangay alliance and Ernestville HOAI were able to locate a property in the upper part of Area 6 of Barangay Gulod, which only experiences minimal flooding. The said property was then selected by the HOAI for their in-barangay housing project.

Presently, the community association now has a membership of 212, 45% (95 families) of which were residing along the 3-meter easement and the other 55% (117 families) were the ones affected by Typhoon Ketsana and Habagat. The Ernestville HOAI conducts monthly general assemblies, executive committee meetings, and board meetings, as well as elections every three years. Moreover, the community created a management structure which is comprised of four committees:

- Site Development
- Membership
- Loan and Documentation
- Finance

C. Community Profile and Overview

Barangay Gulod is one of 14 barangays in District 5, Novaliches, Quezon City. It has a total land area of 98,607 hectares. The estimated population of the barangay as of 2010 was 53,738 people (12,022 households). However, the 2015 population census listed it at 53,325, the decrease in population is due to the Quezon City government's relocation of households to distant resettlement sites.

The barangay is divided into seven areas—also referred to as Area 1 to Area 7—and these areas are further classified into 'neighborhood groupings' of homeowners associations. The residing families constitute the membership of a total of 34 HOAs within the Gulod Urban Poor Alliance (GUPA).

GUPA is an alliance of homeowners associations that advocate for the security of tenure for informal settlers within the Barangay Gulod. It was first organized in 2007 and registered with the Securities and Exchange Commission (SEC) in 2008. GUPA was assisted by the Foundation for the Development of the Urban Poor (FDUP), one of the very first non-government organizations (NGOs) that organized informal settlers in the barangay to qualify for the Community Mortgage Program (CMP) of the Social Housing Finance Corporation (SHFC).

Currently, along with the Community Mortgage Program (CMP) now getting underway, the active community associations began transitioning themselves into functional homeowners associations which are interconnected through the GUPA. The Alliance registered with the Securities and Exchange Commission (SEC) to assume legality in conformation with the requirements imposed by the Social Housing Finance Corporation. Furthermore, the SHFC is being called to provide much of the CMP funding for Ernestville.

II. Objectives

This study's general objective is to identify the issues and needs on three aspects, *Property Management*, *Organizational Development*, and *Community Development* of Ernestville HOAI.

Specifically, it aims:

1. To describe the existing living conditions in Ernestville HOAI;
2. To identify the priority issues and needs in Ernestville HOAI, whether it is on Property Management, Organizational Development, and Community Development; and
3. To comprehensively assess the issues and needs of Ernestville HOAI, which needed the intervention of a community strategic plan

III. Scope and Limitations

The research study focused on the assessment of the needs of Ernestville HOAI, the assessed community. Each respondent was given a self-administered questionnaire that determined their issues and problems in three areas of estate management:

- a. *Property Management* – availability, accessibility, maintenance, and repair of the units, common areas, and facilities of the community
- b. *Organizational Development* – a governing system in the community that determines the rules and regulations, election and leadership of officers, partnership with stakeholders, and symbiotic relationship of whole members, as well as with other organized groups
- c. *Community Development* – collective action and active engagement of the association in providing, managing, and sustaining basic services and sectoral programs channelled by the community and other societal institutions.

The primary source of data was from the results of the survey collected through a self-administered questionnaire. It was also the basis for quantitative analysis. Also, since the pandemic was still present during data collection, questionnaires were distributed to the respondents, and later on, collected on a different day to observe minimum health standard protocol of limiting interaction.

IV. Threats to Validity

It must be noted that the timeline and method of the survey may affect the validity of the responses. At the time when the surveys were conducted, the whole association was under an eased classification of a nationwide community quarantine. So, the researchers opted to collect the data through a self-administered survey. This allows the researchers to leave the questionnaire to the respondents for at least two weeks and collect the accomplished questionnaires on a different schedule. This was done in compliance with the minimum health standard of limited face-to-face interaction imposed by the national health government. However, the lack of interest, tardiness, distress, prolonged survey, and a problem with concentration may cause the respondents to answer the questionnaire half-baked. Respondents have also undergone a pretest before the actual survey. So, the familiarity of the respondents in the survey might have influenced their answers in the actual survey. Moreover, there is no way to verify who completed the questionnaires, which can influence the variability of the answers.

V. Literature Review

A. Housing

Housing is a basic human right that encompasses other human rights (UN-Habitat, 2012). Living in affordable and decent housing has a “profound multiplier effect on people’s health, livelihoods, employment, education, and overall quality of life” (UN-Habitat, 2015). However, according to the study of Sheng (2015), countries have experienced a rise in income inequality in the last several decades, which has made homeownership difficult to achieve without housing financial assistance. Additionally, prices as a portion of income have reached levels that prevent most urban dwellers from realizing their dream of becoming a homeowner (Asian Development Bank [ADB], 2016). The consequences of steep housing prices go beyond every individual household as it affects the entire economy (Helble, 2019). As cities remain to be the center of economic activity, unaffordable housing undermines the competitiveness of the entire economy and of sustainable development (ADB, 2019).

In the broadest sense, affordable homes equate to sustainable impact (Shapiro, 2019). And a city that has a sustainable impact promotes “good health and well-being, gender equality, clean water and sanitation, reduced inequalities, responsible consumption and production, and climate action” (United Nations Development Programme, 2011). Housing affordability is therefore a complex issue of strategic importance for development, social peace, and equality (UN-Habitat, 2017).

B. Community Needs Assessment, Assessment Planning, and Surveying the Community

A community refers to a typical geographical area that shares certain interests and/or characteristics such as race, age, religion, occupation, among others. People in a particular community usually come from different backgrounds and they have unique cultures, values, customs, and traditions (Macqueen et.al, 2001).

It is essential and critical to utilize these ideas and concepts to assess the needs of a community, and one must have a clear understanding of the different groups within a community to determine how to effectively work with the people regarding the solution to the issues of the community (Centers for Disease Control and Prevention, 2010).

A community needs assessment provides the leaders of the community with a gist or notion of a certain local policy as well as certain systems and strategies that are currently in place, thus helping in the identification of the areas of improvement (Children Welfare Information Gateway, n.d). Furthermore, with this knowledge, communities can now create a course of improvement by identifying strategies to make positive and sustainable changes in the community (Centers for Disease Control and Prevention, 2010).

Planning for a community needs assessment is essential because there needs to be an ensured group of people, logistics, data, and content, as well as a strategy (World Health Organization, n.d). One must thoroughly define the actual community to be assessed and the community sectors must be identified as well. Moreover, in data collection, sites and locations must be selected to conduct the assessment and the questions to be asked or surveyed must be developed. In addition, community needs assessment involves determining the method by which data is collected. This helps provide a comprehensive assessment of the community (Centers for Disease Control and Prevention, 2010).

In assessing the needs of a community, it is important to identify the procedure in organizing a community survey; thus, it is critical to provide the materials for assembling a well-written and focused survey form. Planning and conducting an efficient survey calls for the organization of a ‘planning group.’ The selection of which topics and subject information to be collected is needed in the preparation of a survey. Along with this, the actual conduct of the survey and the tabulation of responses and results go hand in hand to prepare a report of the survey results and assessment (Gessaman, 1993; Children Welfare Information Gateway, n.d).

Most organizations conduct a community needs assessment out of obligation and as a requirement to receive funding. These agencies and organizations, which became influenced by the so-called “program mentality” and “needs assessments,” experienced the risk of tending to prove the need by streamlining it into their agencies’ agenda. In some cases, an organization’s program for needs assessment became an annual or regular collection of data just to “prove” or justify a need (D.P. Moore, 2009).

C. Socialized Housing and Community Mortgage Program

The Philippines, through the Philippine Development Plan (PDP), integrates the Sustainable Development Goals (SDGs) into the national long-term objective, Ambisyon 2040, which aims for intergenerational equity in 2018 (National Economic Development Authority [NEDA], 2017).

As stated in the 2017 to 2022 PDP, the national housing agencies target to build around 611,000 housing units from 2011 to 2016 for socialized housing. Eighty-three percent (83%) of the target was accomplished through key shelter agencies (KSAs) under the Department of Housing and Settlements and Development such as the National Housing Authority (NHA); the Home Guaranty Corporation (HGC); the National Home Mortgage Finance Corporation (NHMFC); the Home Development Mutual Fund (HDMF); and, the SHFC (NEDA, 2017).

The SHFC is committed to pursuing its mandate of providing informal settler families an equal opportunity to buy and own property through the Community Mortgage Program (CMP), a flagship program of the agency. The Urban Development and Housing Act of 1992 provides the legal definition of CMP that assists the underserved and vulnerable sector and helps them purchase and develop land under “community ownership.”

However, the CMP has been delayed to react to the interest it made and must improve the delivery of service and organization (Ballesteros, Ramos, & Magtibay, 2015). According to the Philippine Institute for Development Studies (Ballesteros, Ramos, & Magtibay, 2015), the CMP needed to enhance its program organization and processes to promptly and properly address its demands.

The CMP caters to “the community’s material needs through placed-based and placatory interventions in the form of financing for lot acquisition” (Ferido, 2019). However, for the CMP, there is a need to first establish a Road Right-Of-Way (RROW) which takes time or is sometimes even impossible to do. This, then, could discourage the MBs regarding the success of the project. The LGUs also reported issues in executing subdivision plans due to the lack of cooperation of some members. Other issues that arise include factions among the members and a decline in the leadership within the community. These issues may result in conflicts that hinder the improvement of the quality of life since “it does not meet problems of slum upgrading and provision of basic services or infrastructure” (Llanto & Ballesteros, 2003).

The study recommends the SHFC to take a more proactive role in targeting beneficiaries and implementing pro-poor subsidy mechanisms. “The SHFC can play the role of a development partner instead of a traditional lender” (Ballesteros, Ramos & Magtibay, 2015).

The housing sector has encountered several challenges that need to be addressed immediately. These challenges include issues in the implementation of decent and affordable housing to the target beneficiaries (i.e., underprivileged and vulnerable communities). Although the government prioritizes in-city resettlement, there are still certain delays in the delivery of housing programs caused by land acquisition problems (i.e., limited suitable land) for socialized housing. Moreover, the different government transactions and bureaucratic processes add to the problem of efficient housing programs.

In response to this land management challenges, the PDP 2011-2016 Midterm Update and the 2014 Socioeconomic Report identified and reiterated the need to adopt alternative approaches to land acquisition (e.g., usufruct, long-term lease, land-banking), as well as innovative approaches to housing solutions (e.g., high-density mass housing, vertical developments for socialized housing, public rental housing, expansion of housing microfinance). Although a few LGUs explore new approaches in public rental housing and socialized housing vertical developments, they remain limited especially at the national level, except for the SHFC's High-Density Housing Program. Furthermore, there is no established national program with set guidelines and standards for public rental housing, as well as housing microfinance and other non-mortgage-based models (NEDA, 2017).

D. Estate Management

The social housing needed by lower-income families does not end with the provision of housing, as reflected in the case study of Ferido (2019). These are aligned with cases on social housing globally, which highlight the need for estate management.

In Vergara's International Journal on Housing Policy (2019) in Chile, the reason for the unsuccessful homeownership of low-income families is poor maintenance. Vergara, et. al (2019) concluded that there is a need for a third-party sector that will aid in implementing sustainability programs to provide social innovation solutions on the following community dilemmas:

1. unhealthy living conditions for their families;
2. the depreciating value of their homes;
3. instability in their neighborhoods; and
4. the inability to sustain the gains in low-income homeownership.

Estate Management is the operation and management of the resettlement of beneficiaries to enable the communities to develop their social enterprise while under a social housing program (Seki, 2020). The approach of Estate Management is important to sustain social housing. It should be able to maintain and bring comfort and harmony to an exclusive environment (Jones & Cooper, 2007). However, according to Olotuah and Bobadoye (2009), there

is an inactive or a lack of good practice of estate management across the globe today. That practice must reflect the integral quality of social housing which includes preferences for the social, economic, and environmental (Fortune & Ihuah, 2013). Consequently, sustainable social housing must have a quality property that manifests the "physical development of a city's social and economic outcomes" (Olanrewaju, et.al., 2017).

On the local level, the landscape of estate management is built on the laws protecting rights to adequate housing. The laws on housing, as found in Annex 1, underpinned the importance of the People Organization and rights to basic services.

In a study by Karaos, et.al (2015), Estate Management was emphasized in the Taguig Rotaryville Family Townhomes Project, one of the study sites. The community's building structure was durable and visually appealing. The residents kept neat open spaces and a well-maintained small garden, as well as the presence of a hired sweeper who cleans and maintains the common areas, among other notable good practices (Karaos et.al, 2015).

The beneficiaries signed a Contract to Sell (CTS) that indicates the rules and prohibitions on maintaining their units and common facilities. Upon occupancy, the residents formed a community organization, the FTI-MRB Family Townhomes Neighborhood Association, Inc., which has the major task of maintaining the safety and cleanliness of the settlement.

This model community is the result of the partnership with the Taguig City government, landowner, Food Terminal Incorporated (FTI), Habitat for Humanity, neighborhood association, HDMF, SHFC, Rotary Club of Manila, and Gawad-Kalinga. Overall, the Taguig Rotaryville Family Townhomes Project has exemplary Estate Management practices that should be emulated in other social housing communities.

Ensuring that each family can live in a safe, clean, and decent home is more than the provision of housing units. It continues well after the approval of the social housing loan and occupation inbuilt settlements. The measures of proper Estate Management help establish the position of socialized housing to pave the way for other basic rights. The implementation of Estate Management through forward-looking policies, strengthened institutional partnerships, and participative community is a major step towards achieving sustainable development and ensuring no one is left behind.

E. Property Management

In an analysis of homeowners' behaviors in housing maintenance by Olanrewajua, Tan, and Tat (2017), it was argued that householders required motivation to maintain their houses sustainably. The results of the study could be used in the market of housing since the researchers created a conceptual maintenance behavioral model that encourages sustainable maintenance

behavior. A mechanism is shown to actively consider both strategic issues regarding housing maintenance which is to set sustainability as an objective, to set roles and impact the community and other stakeholders, and to plan issues including waste, eco-system, aesthetic degradation, embodied energy, health risks, transport, pollution, and labor.

F. Organizational Development

Organizational Development is a discipline that includes the use of strategies, models, and techniques that indicate the need for internal and external dynamics in the community (Porrás and Robertson, 1991). It involves examining four areas such as: (1) building up social change-focused operations, (2) rescale the impacts of agencies involved, (3) crafting new inter-organizational systems, and (4) strategize the conditions that shape the action of actors for social change (Porrás and Robertson, 1991).

Meanwhile, a research agenda in the United Kingdom (Ward, Blenkinsopp, & McCauley-Smith, 2010) came up with models to identify which of leadership development would be the most appropriate in the context of significant, ongoing changes in social housing. There are viable questions as evidence to be explored and observed: (1) Who are social housing leaders and what are their responsibilities? (2) How do they manage their organizations? (3) How effective are they? (4) Which system of leadership is relevant and what activities? The practice in formulating the agenda is in a sense of “housing management as a profession was much more akin to social work” (Franklin and Clapham, 1997). Approaches of the agenda are also aligned with the leadership definition of Huxham and Vangen (2000) which is “being influential on things that matter.”

G. Community Development

Community Development is another functionality of estate management that deals with the empowerment, collaboration, and communal support that protects and improves the whole being of members of the community (Scottish Community Development Center, n.d).

One example of good community development is the situation in Taipei, where high density and high rise developments have gradually changed. Unit owners mobilize committees in their community to shape a sense of living patterns that differ according to various values the house owners pursue, such as an elderly-friendly environment, ecological community, among others. Residents involved in these activities nurture mutual understanding and community coherence (Mu, 2015).

In an analysis of building community by Chaskin and Joseph (2010), any community policies expect to provide opportunities for access to high quality services especially with the income-level variation of household members, and any “public services reforms has driven

governments and public service organisations to seek significant changes in the delivery of public services” (Ward, Blenkinsopp, & McCauley-Smith, 2010). Hence, “social capital, social control, and social norms” are linkages to interfere in response to community issues and policies (Ward, Blenkinsopp, & McCauley-Smith, 2010).

On the other hand, published work on decision modelling for housing and community development (Johnson, 2005) were crafted that has focused on collaboration and engagement of the community, and its partners for specific social objectives, that is modified later on in the decision analysis of the same author, which is to identify and focus on the “alternatives, uncertainties, and objectives” of the community-based organizations (Johnson, 2005).

H. Synthesis

The exponential rise in urbanization and income inequalities creates significant challenges to housing affordability. In response, socialized housing programs, such as the Community Mortgage Program have been organized by key shelter agencies to assist the vulnerable sectors. However, managing the relocation of beneficiaries of a social housing program—from pre- to post-settlement—must adhere to the national government’s strategic plan in securing the community to access safe and secure shelter. Estate management improves socialized housing strategies as well as sustains the benefits derived from it. Among the three functionalities of estate management incorporated in this study are Property Management, Organizational Development, and Community Development. Property Management involves the maintenance of housing as physical units and space, including but not limited to beautification, waste management, and repair of facilities. Organizational Development meanwhile delves into the relationships among stakeholders in the community that can improve overall living conditions. This encompasses the roles and responsibilities of leaders and constituents and the social systems in place that can influence the management of estates. Community Development deals with the delivery of basic services and a general improvement of well-being. It is imperative that continuous monitoring and assessments are done to ensure the sustainability of gains from socialized housing programs. Therefore, the conduct of community needs assessment is essential. Programs that are anchored upon the needs and issues of a community are more cost-effective. Finding commonalities as well as understanding the differences between members can resolve conflicts and strengthen bonds between community members. By researching the current situation of homeowners, key shelter agencies may greatly improve their programs by tailoring them to the communities' needs and resources.

VI. Conceptual Framework

Assessing the community through the three areas of Estate Management—which are Property Management, Organizational Development, and Community Development—will provide us an insight into the priority and immediate needs of the community. Such community-based assessment will aid in developing targeted policies and interventions for the improvement of the current condition of the beneficiaries who are living under a socialized housing project.

The objectives of this assessment attempt to align the SHFC’s settlement management with the 2017-2022 Philippine Development Plan’s national strategy plan on housing.

The national strategic plan mentioned the improvement of estate management as among the expected outcomes of its community-driven approach, which it will employ to achieve its housing objective of building a safe and secure community. The approach is also expected to increase occupancy rates and collection rates and to ensure human settlement services and benefits are met.

Thus, the framework of the community needs assessment is developed on these existing housing strategic plans as well as related community studies. Figure 1 shows the modified framework that explains how the assessment identifies the needs of the community and its attempt to address community-level issues.

In the innermost circle of the framework is the Community Association (CA), which is the core of the assessment. It is enclosed with an outer circle, which shows the provision of housing, representing that the CA was formed after organizing themselves to participate in and benefit from the Community Mortgage Program (CMP) of SHFC.

The larger part surrounding these inner circles represents the three areas of Estate Management. These three areas have functions that work independently of each other, but share the similar goal of assessing the CA from pre- to post-settlement.

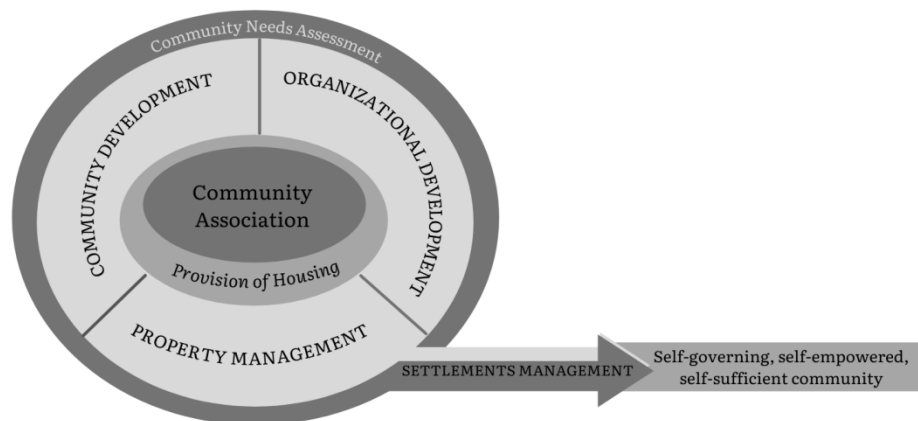
The areas are connected in such a way that the Organizational Development is focused on the governance of association leaders, the existing rules and regulations they enforce, and the relationship they build with members. If the community is assessed to have a problem with Organizational Development, it is intertwined with Property Management and Community Development, which are built on social and human capital.

Further, the goals of the Community Needs Assessment are clearly stated in Article II, Section 2 of the now-defunct HLURB By-laws of Neighborhood (HLURB, n.d). It states that the CA should “provide and maintain community facilities and facilitate the delivery of adequate social services and economic advantages” to attain an improvement on the well-being and quality of life of each member in the community.

It is the positionality of the assessment to identify the issues and needs of the community, and to recommend actions that will minimize the community's dependency for the intervention of stakeholders like SHFC and mobilizer. Thus, the assessment seeks to recommend actions that would capacitate the community to be self-governing, self-empowered, and self-sufficient.

Figure 1

Conceptual Framework of Community Needs Assessment



VII. Research Methodology

A. Locale of the study

The study was conducted at Ernestville HOAI located at Barangay Gulod in Novaliches, Quezon City, near the border with Barangay Santa Lucia (see Figure 2). With a land area of 98.6 hectares divided into seven areas, most of Barangay Gulod is surrounded by a major waterway which is the Tullahan river. According to the data from the Philippine Institute for Volcanology and Seismology (PHIVOLCS), the areas in Gulod that are within the 3-meter easement from the river are very highly susceptible to flooding. As shown on the map on Figure 3, the risk of being affected by floods decreases the farther the areas are from the river. Of the 212 families that now compose the member-beneficiaries of the Ernestville HOAI, 95 previously had houses that encroached within the 3-meter easement from the Tullahanriver, while the rest were affected by the catastrophic rain from typhoon Ondoy and the 2012 *habagat* season (Prondosa, 2015). The location of Ernestville HOA—which the ISFs have voluntarily chosen—is well beyond the 3-meter easement and, although there are still some relative risks, it faces lesser susceptibility from flooding when compared to the former housing locations of most member-beneficiaries.

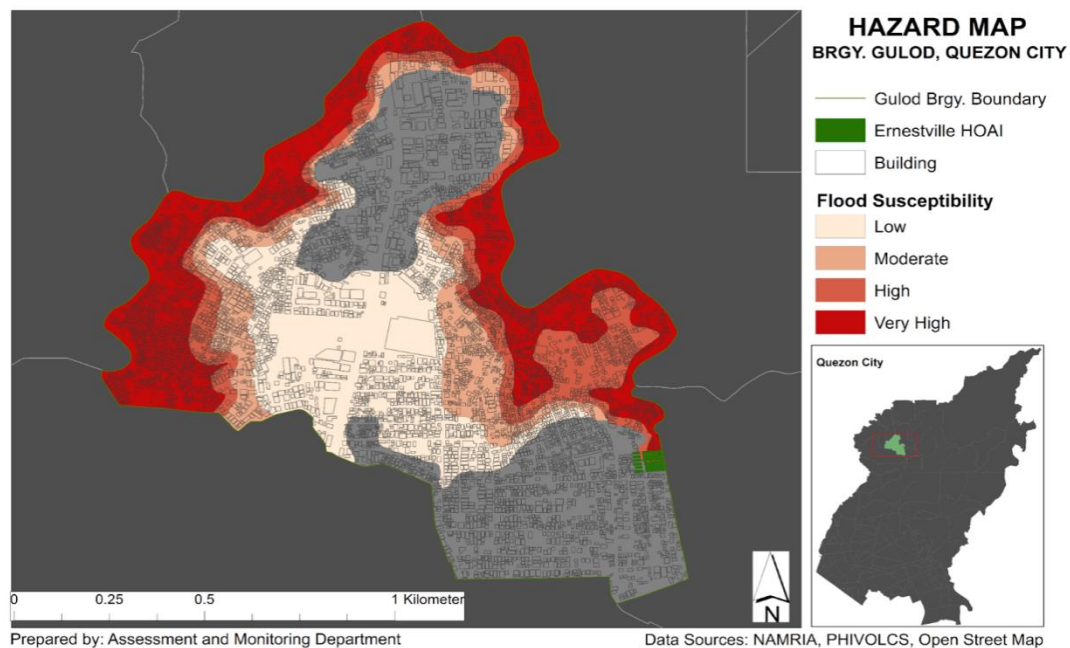
Figure 2

Location Map of Ernestville HOAI



Figure 3

Hazard Map of Barangay Gulod, Quezon City



B. Sampling Design

Simple random sampling was conducted to select the respondents from the Ernestville HOAI officers' list, which consists of 212 MBs, as of 2020. Simple random sampling is a type of probability sampling wherein everybody in the population has an equal chance of inclusion in the sample (Taherdoost, 2016). We determined the sample size of 137 MBs using Slovin's formula with a 95% confidence level. According to the study of Tejada and Punzalan (as cited in Almeda, Capistrano, Sarte, 2010), Slovin's (or sometimes Sloven's) formula is given by $n = N / (1 + Ne^2)$, where n is the sample size, N is the population size and e is the margin of error. The researchers used Slovin's formula since it allowed us to draw samples from the population with a desired degree of accuracy.

A guideline was developed to determine who is qualified to participate in the survey. The selected respondent must be a member-beneficiary or a unit owner included on the masterlist and must have been residing in Ernestville HOAI for a minimum of six months. In the absence of the respondent, the next qualifying representative may be a spouse, a child aged 18 or older, a relative, or a sibling who has also been residing in the same housing unit for at least six months. If the selected respondent or representative is not eligible or unavailable, another random sampling was conducted to replace him or her and fill the remaining slots.

C. Data Collection

The data collection was conducted in two phases: First, the online CNA tool, and second, the self-administered survey using a standardized Community Needs Assessment Tool (CNAT).

An online CNA tool survey ran from January 5 to 24, 2021. It was conducted to provide a comprehensive profile and baseline data of MBs in Ernestville HOAI. The Masterlist of Beneficiaries and Loan Appropriation (MBLA) provided by HDH operations was used to determine the respondents for the Online CNA Tool. A complete enumeration was done to cover the whole population which gives a total of 207 respondents who participated in the online CNA tool. Based on the latest MBLA, only 126 MBs were the original members, and the remaining 86 were considered possible substitutes. The online CNA tool was divided into six parts: the socio-economic profile, housing profile, basic utilities, ownership of assets, environment, and member-beneficiary profile. The data collected from the 126 original MBs were used to accomplish the Online CNA Report Template (See Annex 2).

We validated the respondents who completed the online CNA tool by requesting them to submit their IDs, and in the case of representatives, we received an authorization letter and their ID. To minimize answer inaccuracy, we presented an orientation video tutorial and instructional photos. We also conducted an orientation prior to administering the online CNA tool.

Additionally, there is a constant reminder that they can contact us through our official Facebook messenger account for queries. Moreover, to address non-responses and inconsistencies, we validated responses by re-interviewing respondents via phone call.

After conducting the online CNA tool survey for baseline data, a pretest was done for the actual needs assessment.

A pretest was conducted to evaluate the reliability and validity of the questionnaire, to pre-determine the needs and issues before the CNA proper, and to set standard questions and options to finalize a standard CNA questionnaire. The pretest ran from February 5 to 9, 2021, which was participated by 30 randomly selected respondents. The CNA pretest questionnaire was divided into two parts: The issues and needs of the community and governance of the association. The first part comprised the issues and needs of Property Management, Organizational Development, and Community Development. The second part comprised questions on the mission, vision and goals, by-laws, elections, committees and meetings, rules and policies, and financial management of the community. Space is also provided for the respondents where they can clarify their answers and give their comments, questions, and suggestions for further improvement of the tool.

The self-administered survey was conducted from February 16 to March 23, 2021 with a total of 137 respondents. The duration of answering the survey questionnaire lasted about 30 minutes to an hour-long. The standardized CNAT, similar to the pretest tool, was divided into two parts: The issues and needs of the community and governance of the association.

Without supervision, the respondent can leave some questions unanswered or even fail to answer the questionnaire. To eliminate non-response, respondents who were unable to complete the questionnaires were validated on-site. Moreover, after encoding all responses, if any non-responses or inconsistencies were identified, responses were validated by re-interviewing respondents via phone call. If the respondent could not be contacted within the allotted two weeks, a random sample of another respondent was conducted.

D. Data analysis and presentation

A quantitative analysis was used to analyze the respondents' issues and needs on either *Property Management*, *Organizational Development*, or *Community Development*. The results of the assessment were summarized using descriptive statistics through frequency distributions. Results analyzed include the different types of needs, issues on availability, and accessibility of needs. Moreover, gaps in services were identified, like on sectoral needs and what sectors are underserved. Also, identification of where to build relationships and where to access and leverage services was analyzed. Lastly, an analysis of what needs should be prioritized was made.

E. Ethics

The five ethical responsibilities towards survey participants, according to most professional code of ethics, include: (1) voluntary participation, (2) informed consent, (3) no harm, (4) confidentiality anonymity, and (5) privacy (De Vaus, 2002). Before the conduct of data collection, an orientation was conducted. The orientation includes discussing the purpose of the survey, the use of the data collected from them, and who will benefit from the research. Moreover, the utilization of the data collection and handling of their personal or sensitive information was also discussed. A confidentiality agreement was provided together with the questionnaire to gain trust from the respondents in giving their information. The names of the respondents will not be presented in the study to maintain their anonymity.

Since the survey was self-administered, the respondent is more likely to answer the questionnaire free from the bias of an interviewer, who may interfere with the respondent's objectivity. The self-administered survey also allowed the respondent to give sincere responses rather than what is perceived to be socially acceptable.

Self-administered surveys and sufficient time in accomplishing them were given to the respondents to lessen respondents' pressure to accomplish the survey.

The data was handled and processed ethically. Upon the collection of the data, it was correctly stored to ensure its safety. Appropriate software and statistics were also used to present the results correctly and to minimize errors.

For ethical result communication, there should be no misleading data reporting are illustrated, using inappropriate statistical tests, neglecting negative results, omitting missing data points, failing to report actual numbers of eligible subjects, using inappropriate graph labels or terminology, data dredging, and others (Marco &Larkin, 2000). In this study, these ethical practices, including the presentation of limitations, proofreading the paper, and crediting sources, were applied.

F. Process Flow of the Study

The processes involved in this study were divided into three phases, namely: Community Profile, Community Assessment, and Community-based Research. First, profiling the community is needed to gather secondary data about the Community Association, Ernestville HOAI. Focus group discussions with SHFC HDH-Operations and Mobilizer, Foundation for the Development of the Urban Poor (FDUP), were done to acquire the MBLA and background profile of Ernestville HOAI. The MBLA from the SHFC HDH-Operations was used to monitor the responses from the online CNA responses. It was also matched to Ernestville HOAI officers' list and was used to determine the original members and possible substitutes. The background

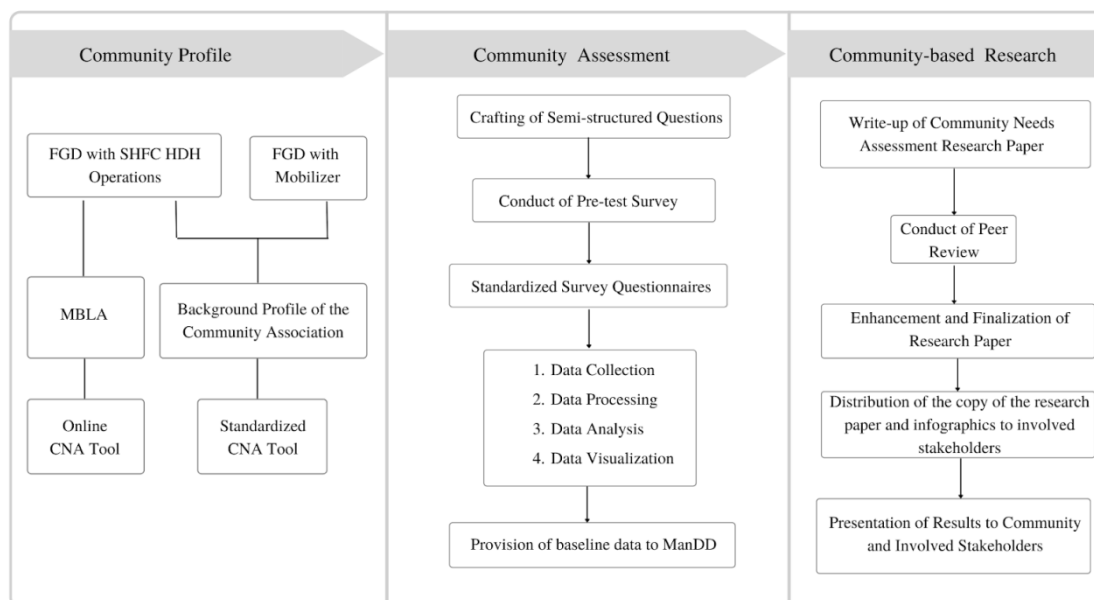
profile both from Ernestville HOAI was used as a reference in crafting the standardized CNA questionnaire.

After conducting the online CNA tool, the community assessment was conducted to determine the issues and needs of the community. The data collection was done through a self-administered survey. Before the conduct of the survey, a pretest was conducted using the semi-structured questionnaire. After the pretest, the questionnaire was evaluated, and the questions and options for the standardized questionnaire were modified. Then, the self-administered standardized CNA questionnaire was crafted. A self-administered survey aimed to limit the interaction with the community. The questionnaires were distributed only to the officers, and the officers will be the ones in charge of distributing them to the community. After the data was collected, it was encoded, cleaned, and processed using the Statistical Package for the Social Sciences (SPSS). Tables were created from the processed data, and analyses were made. The processed data or the baseline data was then provided to the Management and Development Department (ManDD) to craft the community's strategic plan.

Lastly, the crafting of the community-based research involved a peer review, wherein panelists with different expertise in the field of research were invited to review and comment on the CNA paper. Then, the comments given by the panelists from the peer review were evaluated, and the CNA paper was enhanced and finalized accordingly. After the paper was finalized, an infographics for the results was created, and together with the final paper it was distributed to involved stakeholders before presenting the results.

Figure 4

Process flowchart of the Community Needs Assessment of Ernestville HOAI



VIII. Results and Discussion

The Community Needs Assessment survey was conducted from February 16 to March 23, 2021, using self-administered standardized questionnaires. One hundred thirty-seven respondents comprised 65% of the total MBs of Ernestville HOAI.

A. Property Management

Asking for consent from officers or authority is the most known rule on managing units as perceived by 121 respondents (88%)(Table 1).According to most of the respondents (66%), there are non-existent penalties or sanctions on the said rules and regulations for managing units (Table 2).

As stated in the “Kasunduan sa Pampamayanang Pamumuhay” Article 2 Section 1C between Ernestville HOAI and its members, when MBs renovate their housing units, they should ask permission from the Building and Maintenance Committee. The MBs that will renovate their housing unit should present a technical plan reviewed by the Building and Maintenance Committee and a technical consultant or engineer. The findings upon reviewing the technical plan should be written, illustrated, and explained adequately to the MB.

In Ernestville, a housing unit has a size of 25.6 square meters (Technical Assistance Organization [TAO]-Pilipinas, n.d). With this limited space, a furniture arrangement can be a challenge. This has been addressed by FDUP and TAO-Pilipinas, a non-profit organization that assists in the settlement planning of rural and urban poor communities. Before the members were resettled, the FDUP and TAO-Pilipinas conducted training and lectures that enabled the members to maximize the space by choosing the appropriate interior design, which created the illusion of having a bigger space. It is also noteworthy that, despite the small space of housing units, the members have maximized the loft to gain more floor space inside their units.

Based on the result of our online CNA tool (please see Annex 2), the typical number of families in one housing unit in Ernestville HOAI is one (89%), which on average, has 4 household members (Philippine Statistics Authority, 2016). The size is ideal to fit a family with children in a small house with a loft. Meanwhile, 9 households were composed of two families, and five households were composed of 3-4 families. It is common for Filipino households to be extended family, with relatives who may or may not be temporarily living with the nuclear family.

Table 1

Existing Rules and Regulation on Management of Units of Ernestville HOAI, 2021

Rules and Regulations on Management of Units	Existent		Non- Existent		Total	
	n	%	n	%	n	%
Ask consent from the officers or authority	121	88	16	12	137	100
Acquire outside services	47	34	90	66	137	100
Documents or permits are required before doing repairs	13	9	124	91	137	100
None	5	4	132	96	137	100

Table 2

Existence of Penalties and Sanctions for Non-compliance on Rules and Regulation for Management of Units, 2021

Penalties and sanctions for non-compliance on rules and regulations for management of units							
Existent		Non- existent		No Answer		Total	
n	%	n	%	n	%	n	%
38	28	91	66	8	6	137	100

Based on the awareness of the majority of respondents (96%, 77%, and 69%, respectively), the existing common areas in the community are the guardhouse, multi-purpose hall, and laundry area. On the other hand, the majority of respondents (93%) said that there is no association's office (Table 3). While the association officers do not have their own office, they convene instead and hold their meeting in the house of the association president, or sometimes in other officers' houses, where they make *salu-salo* or share a meal while they are discussing the matters concerning the CA.

An overwhelming share of 80% recognized the lack of parking spaces. However, the awareness of the minority of respondents (19%) regarding the existence of parking lots is limited only to motor vehicles parked in front of the owner's unit, because the streets in the neighborhood are too narrow to be able to accommodate cars. As stated in "Kasunduan sa Pampamayanang Pamumuhay" Article 2 Section 2C, only vehicles with original mufflers and HOA stickers are allowed to park in front of their units, and parking is restricted to one vehicle per unit. Some of the members that we have talked to (D. Santiago, personal communication, May 22, 2021), said that there was a plan to allot a parking space for cars before they transferred to the relocation site. However, the community agreed on not pushing through with the plan because the limited space cannot accommodate a high volume of cars, which will only cause a high traffic within the community area, and eventually block the main road.

Results and Discussion

In an urban barangay in Makati, research was conducted to study the residents' perception and use of streets and open spaces. It showed that although the absence of communal facilities blurs the lines between public space and private property, convenience and a sense of community that arises from traditional Filipino values and inherent cultures largely shape their use of streets and shared spaces. In neighborhoods where space is limited, these open spaces are perceived as an extension of households and are utilized because of their versatility and accessibility. Bound only by a culture of "pakikisama," Filipino households can freely transform their streets into playgrounds for children or parking lots for vehicles (Rayco, 2017). Furthermore, the presence of public spaces promotes social cohesion through cultural production and consumption, such as festivals, local markets, and other traditional events (Dalziel, Saunders, Fyfe & Newton, 2009).

As shown in Table 4, more than half of the respondents (57%) perceived that the multi-purpose hall is not in good condition, while The majority of respondents stated that the guardhouse and laundry area are in good condition (91% and 67%, respectively).

The researchers observed the existence of a multi-purpose hall and guardhouse in the community. A small booth near the gate is their guardhouse where one guard can stay to secure the gate. The MPH present is just concrete frame that is being used to gather people though there are piles of unused things (See Figure 5 for reference).

Figure 5

L: A small guardhouse near the gate of Ernestville HOAI. R: The unfinished multi-purpose hall is temporarily used to store junks in HOAI.



Table 3

Existing common areas and facilities based on the awareness of respondents from Ernestville HOAI, 2021

Common Areas	Existent		Non- existent		No Answer		Total	
	n	%	n	%	n	%	n	%
Guardhouse	132	96	3	2	2	1	137	100
MPH	105	77	29	21	3	2	137	100
Laundry Area	95	69	41	30	1	1	137	100
Basketball court	27	20	109	80	1	1	137	100
Parking Lot	26	19	110	80	1	1	137	100
Playground	13	9	123	90	1	1	137	100
MRF	10	7	126	92	1	1	137	100
Association's office	8	6	127	93	2	1	137	100
Others	0	0	137	100	0	0	137	100

Table 4

Condition of existing common areas and facilities based on the awareness of respondents from Ernestville HOAI, 2021

Common Areas	In good condition		Not in good condition		Not Applicable		No Answer		Total	
	n	%	n	%	n	%	n	%	n	%
MPH	24	18	78	57	29	21	6	4	137	79
Parking Lot	19	14	6	4	110	80	2	1	137	20
Laundry Area	92	67	1	1	41	30	3	2	137	70
MRF	5	4	5	4	126	92	1	1	137	8
Playground	11	8	2	1	123	90	1	1	137	10
Basketball court	14	10	11	8	109	80	3	2	137	20
Association's office	5	4	3	2	127	93	2	1	137	7
Guard House	124	91	4	3	3	2	6	4	137	98
Others	0	0	0	0	137	100	0	0	137	0

On the most answered common areas and facilities, the guardhouse is always used as reported by 125 respondents (91%), same with the laundry area, by 70 respondents (51%). More

Results and Discussion

than a quarter of respondents (26% for both) stated that the unfinished MPH observed in the community is sometimes used and rarely used (Table 5). The data presented that more than half of the respondents do monthly, or weekly cleaning (53%) in these common areas and facilities, and the association has funds for repairs (56%) (Table 6).

Ernestville HOAI has a trust fund for repairs and maintenance for their common areas and facilities. Issues for repairs include repairs on roofs due to destruction brought by unforeseeable circumstances or “force majeure,” paintings of roofs and outside walls of the buildings, drainage canals, and other common areas and facilities. Each MB is mandated to pay 100 pesos or any amount agreed upon by the association. The amount collected will be deposited into their bank account to repair and maintain their common areas and facilities. Any amount to be withdrawn to the repairs and maintenance fund should be planned accordingly by the Building and Maintenance Committee, reviewed by the Engineer- consultant, and by the Board of Ernestville HOAI.

Table 5.

Frequency of use of the existing common areas and facilities of Ernestville HOAI, 2021

Common Areas	Always		Sometimes		Rarely		Never		Not Applicable		No answer		Total	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Guard House	125	91	3	2		0	1	1	3	2	5	4	137	100
Laundry Area	70	51	13	9	5	4	3	2	41	30	5	4	137	100
MPH	17	12	36	26	35	26	15	11	29	21	5	4	137	100
Parking Lot	15	11	4	3	4	3	3	2	110	80	1	1	137	100
Playground	9	7	1	1	1	1	2	1	123	90	1	1	137	100
Basketball court	7	5	6	4	11	8	2	1	109	80	2	1	137	100
MRF	2	1	1	1	7	5	0	0	126	92	1	1	137	100
Association's office	0	0	6	4	2	1	0	0	127	93	2	1	137	100
Others	0	0	0	0	0	0	0	0	137	100	0	0	137	100

Table 6

Existing rules and regulation on management of common areas and facilities of Ernestville HOAI, 2021

Rules and Regulations on management of common areas	Existent		Non- Existent		Total	
	n	%	n	%	n	%
Association has fund for repairs	77	56	60	44	137	100
Monthly/ Weekly Cleaning	73	53	64	47	137	100
Others	2	1	135	99	137	100

The respondents desired to acquire common areas and facilities such as MPH, association's office, and playground. Majority of the respondents (67%) still answered the need for MPH that is reflected to be not in good condition, while 64% answered the need for an association office, and 64% for the playground. The five respondents who answered others wanted to acquire a clinic, a daycare center, and a livelihood center (Table 7).

It is important to finish the MPH since it can be a form of investment to the community. When people understand the actual costs, benefits, and purposes of public spaces and services, they will take responsibility to maintain and sustain the community properties. If the MPH is well-built and welcoming, people will gather or rent the said common area or facility.

For instance, since Ernestville HOAI has a small space, they can transform the multipurpose hall into a facility they need, such as a function room for events, a children's facility, an association's office, or even a funeral area for members who cannot afford funeral homes.

Furthermore, as stated in "Kasunduan sa Pampamayanang Pamumuhay" Article 2 Section 2A, the MBs who wish to use the community spaces must obtain a permit and pay a fee to do so. The fee for rent could be a source of revenue for the community. The other common areas and facilities that the respondents want to acquire, such as a clinic, a daycare center, and a livelihood center can also contribute to the mobilization of financial resources in the community.

Results and Discussion

Table 7

Common areas and facilities that are needed in Ernestville HOAI, 2021

Common Areas	Needed in the community		Not needed in the community		Total	
	n	%	n	%	n	%
MPH	92	67	45	33	137	100
Association's office	88	64	49	36	137	100
Playground	87	64	50	36	137	100
Parking Lot	59	43	78	57	137	100
Basketball court	59	43	78	57	137	100
MRF	51	37	86	63	137	100
Fire exit	28	20	109	80	137	100
Laundry Area	28	20	109	80	137	100
Guard House	25	18	112	82	137	100
Others	5	4	132	96	137	100

As shown in the table below (Table 8), the most reported issue is clogging (67%). Other problems on the unit include problems on their comfort room, roof, and fence.

Table 8

Reported unit issues of respondents for repair in Ernestville HOAI, 2021

For repairs	Yes		No		Total	
	n	%	n	%	n	%
Clogs	92	67	45	33	137	100
Leaks	74	54	63	46	137	100
Pests	67	49	70	51	137	100
Chipped/ Peeled Paint	46	34	91	66	137	100
Chipped/ Rusting of Metals	37	27	100	73	137	100
Others	7	5	130	95	137	100

Almost half (41%) of the respondents are skilled in painting, followed by skilled respondents in carpentry (27%), electricity (18%), plumbing (14%), and tile setting (12%) that can help in repair and maintenance of units and facilities in Ernestville HOAI (Table 9). This is

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supported by 11 respondents (7%) whose jobs are in the line of technical skills such as construction, laborer, maintenance staff, and mechanic (See Annex 2).

One of the capitals found in a sustainable community includes human capital. Human capital refers to the skills and abilities of people or having a cluster of skilled craftspeople (Emery, Fey, & Flora, 2006). Enhancing human capital is accomplished by having opportunities for building the capacity of individuals in the community (Callaghan & Colton, 2008).

Table 9

Respondents with Acquired Skills in repairing Reported Issues, 2020

Skills for repairing	Skilled		Unskilled		Total	
	n	%	n	%	n	%
Carpentry	37	27	100	73	137	100
Masonry	7	5	130	95	137	100
Plumbing	19	14	118	86	137	100
Tile Setting	16	12	121	88	137	100
Welding	29	21	108	79	137	100
Painting	56	41	81	59	137	100
Electrician	25	18	112	82	137	100
Others	1	1	136	99	137	100

As shown in Table 10, the majority of respondents believe that the funding for such repairs must come from the respective unit owners (92%).

Table 10

Use of Respondent's own fund for repairs in Ernestville HOAI, 2021

Use own fund for repairs							
Yes		No		No Answer		Total	
n	%	n	%	n	%	n	%
126	92	8	6	3	2	137	100

B. Organizational Development

Some community members try to avoid conflict as much as possible, while some tend to blame others for causing it. This kind of response does nothing to resolve conflict and it will probably turn the situation worse than it already is. Moreover, conflict may occur between committee or association officers, and community members.

In matters concerning peace and order within the community, most of the Ernestville respondents (60%) said that the primary cause of conflict is the prevalence of disobedient members who disregard the rules and regulations of the community (Table 11). Moreover, 8 residents (6%) claimed that there are other causes of conflict which include rumor-mongering, know-it-alls and bullies, officers who do not consult their members for new projects, self-centeredness, lack of respect, and envy among members of the community (Table 12).

Table 11

Perception of respondents on the cause of conflicts in the community of Ernestville HOAI, 2021

Cause of Conflicts	Yes		No		Total	
	n	%	n	%	n	%
Disobedient members	82	60	55	40	137	100
Payables	35	26	102	74	137	100
Election for officers	31	23	106	77	137	100
Wrong info disseminated	29	21	108	79	137	100
None	28	20	109	80	137	100
Elected officers	11	8	126	92	137	100
Others	8	6	129	94	137	100

Disobedient members tend to disregard community guidelines, especially since there is an ongoing pandemic. To them, these rules and regulations set by the community leaders and HOA officers are not strict laws to be followed. The pandemic and the consequent lockdown protocols have only served to provide stress and agitation among community members, which lead to their neglect of the rules as well as the authorities imposing them on the community. Residents tend to act on their own, even without considering or adhering to the community HOA. General assemblies and weekly or monthly meetings are often neglected by members.

The presence of many disobedient members in the community might imply that the elected officers have the authority but lack the influence. Individuals in a community get their power through authority or the power held by an elected or appointed "office" or through the influence which is the power based on the perception of their competence and ability (U.S.

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Department of Agriculture, 2005). The most powerful in a community have both authority and influence. Thus, officers in Ernestville HOAI must strengthen their influence to minimize the resistance of their members in terms of the implemented rules and regulations.

There are two approaches of leadership that the officers may apply to exert their influence: the bottom-up and top-down approach. In the bottom-up approach, the community members are active and involved in the discussions with the officers whereas in top-down, the leaders decide on the direction of the community with members only taking their lead (Larrison, 1999).

This is tied in with the second-highest cause of conflict according to respondents, which is the payables. Residents of the community, especially during this pandemic, have experienced numerous losses and setbacks in their livelihood and income, so it is only natural for them to draw much pressure, tension, and anxiety towards the HOA and other members of the community, which then leads to conflict. To the residents, these debts and other liabilities and bills are priorities that need to be addressed immediately to spare themselves from being under more pressure. Although on a more positive note, in consideration of the ongoing pandemic and the restriction protocols it necessitated, HOA officers imposed a moratorium to temporarily postpone the payment of all association dues and other payments. This measure was taken to ease the burden of MBs in the community.

The dissemination of wrong or inaccurate information also leads to a string of unnecessary and unintended conflicts. This is related to the election of officers and the actual HOA officers themselves. Combined with poor communication and management, unclear job roles, and inadequate training and leadership experience on the part of the HOA, the dissemination of incorrect or imprecise information prove to be a major source of misunderstanding and conflict.

Communicating information to the community members deeply relies on clear and precise messages not only being conveyed but also being received. Problems and misunderstandings will be reduced to a minimum if both the HOA officers and the members share the responsibility of ensuring that all policies, plans, issues, concerns, announcements, and all sorts of information are well-considered and communicated.

Like any other community, Ernestville is not clear of personal conflicts and other feuds. Bullying, spreading rumors, and all other disorderly and damaging behavior cause strain in the relationship between HOA officers and the members of the community. It is all too common to find cases in communities wherein residents complain about the actions of their neighbors, may it be rooted in a personal agenda, a simple clash, falling-out, or the occurrence of an offense or a violation directly affecting the people involved.

One of the respondents said:

“Mga paglabag sa illegal structure ng samahan...sinasakop nila ang open space sa likod ng mga unit sa baba at may mayroong mga miyembro na hindi nakatira dito at may ibang bahay at may kaya at pinaupahan nila ang kanilang unit sa mga kamag-anak. Lalo na lumalala ang sitwasyon dito. Kailangan ng masusing imbestigasyon dito. Ginagawa nilang negosyo ang proyekto ng SHFC.”

Another said:

“Sa pagkakaalam ko po ang proyektong ito ay residential lamang at hindi pwedeng gamitin sa negosyo, o pagnenegosyo. Ngunit meron ditong isang yunit na water station. Ang alamkoangmismong may-ari ay hindinakatiradoon. Pakiusap maaari n’yo po ba itong bigyang pansin upang masiguro natin na walang paglabag sa inyong patakaran ang miyembro na ito. Siya lamang po ang tanging may water station dito sa Ernestville.”

Upon examining these statements from concerned residents of the community, it can be inferred that two particular sources of conflict or misunderstanding are the occupying of the open space behind the units as well as the presence of those MBs who seem to lend their units and rent them to others for a certain price. As the concerned respondents put it, the situation has indeed worsened due to members using their units for profit, and for them, this is a violation of the regulations. Based on the data that we collected from the online CNA tool, 67% of respondents were homeowners, 21% were renters and 14 % were tenants. Only two beneficiaries stated that they were accommodating tenants.

Briefly put, information-related conflicts, differences in values, varying interests, relationship disagreements, impending bills and debts, and structural or organizational disputes are the main causes of conflict among the HOA and community members of Ernestville. Furthermore, these are worsened by task interdependencies, inconsistencies in the performance of officers, communication problems and failure to deliver, poor performance standards, and individual differences of members.

The situations based on the conflicts stated promote intolerance, greed, distrust, and fear, which will degrade social relations that promote organizational development. Therefore, the social capital, which is the set of relationships that have developed around shared values, norms, and trust, must be improved in the community (Callaghan & Colton, 2008).

Table 12

Other causes of conflict in the community of Ernestville HOAI, 2021

Other cause of conflicts	n	%
Bullies	2	25
Rumor mongering	1	13
Know-it-all	1	13
Officers are not consulting members for new projects	1	13
Others are self centered which affects the general welfare	1	13
Lack of respect both to officers and members	1	13
Envy	1	13
Total	8	100

According to most of the respondents (67%), conflicts are directed and reported straight to the HOA President (Table 13). Still, 1% of the respondents said these conflicts are directed and reported to other entities involved, which are the FDUP and SHFC (Table 14).

The responses from the residents imply that the top three figures to whom they report or direct conflicts are the HOA president, the officers, and the security guard. The significant gap that the HOA has from the other authoritative bodies in the list stems from issues of proximity and availability. Conflicts are forwarded to the HOA instead of the barangay or the police merely because they are much easier to reach out to, sparing people the trouble of contacting these authorities. Based on the results, the respondents perceived that the officers, most especially the HOA president, have the authority to resolve conflict in the community.

Table 13

Authoritative bodies to whom conflicts are reported to according to respondents of Ernestville HOAI, 2021

To whom conflicts are reported	Yes		No		Total	
	n	%	n	%	n	%
HOA President	92	67	45	33	137	100
HOA Officers	69	50	68	50	137	100
HOA Guard	49	36	88	64	137	100
Barangay captain	31	23	106	77	137	100
Barangay police officer	14	10	123	90	137	100
Police	14	10	123	90	137	100
Others	2	1	137	100	139	101

Table 14

Other entities to whom conflicts are reported to according to residents of Ernestville HOAI, 2021

Other entity where conflicts are reported	n	%
FDUP	1	50
SHFC	1	50
Total	2	100

The Foundation for the Development of the Urban Poor (FDUP) and the Social Housing Finance Corporation (SHFC) delves into the vulnerable and informal sectors and communities, further considering and ensuring proper implementation of community monitoring and smooth information dissemination. The COVID-19 pandemic only strengthened the partnership of both FDUP and SHFC to the community association in Ernestville as the quick crisis response, immediate support and assistance, efficient assessments, and strategic planning conducted by the two organizations paved the way for a sustainable community (FDUP-Foundation for a Sustainable Society, Inc., 2020). It was recalled that the Partner Relations Division of SHFC conducted a series of capacity building training before to train the Grievance Committee of different associations, which includes Ernestville HOAI, in handling conflicts (C. Genzola, personal communication, May 22, 2021).

A large majority of the respondents, 124 (91%), answered that conflicts are resolved through the meeting of the parties involved in the conflict, while four people (3%) said that no action is taken to resolve these conflicts (Table 15). Only one resident answered that the Grievance Committee resolves conflicts.

Based on this response, no significant legal actions were taken nor were demands filed by residents of the community to resolve conflict. The simple meeting of the two parties involved, however informal, proved to be the most used method of conflict resolution within the Ernestville HOAI. Furthermore, if left unreported or unresolved, conflict can be highly disruptive and counter-productive for the HOA and the whole community. Fortunately, the officers can contain and facilitate these situations before they escalate.

Table 15

Awareness of respondents of the ways on how conflicts are resolved in Ernestville HOAI, 2021

How conflicts are resolved	Yes		No		Total	
	n	%	n	%	n	%
Meeting of the two parties	124	91	13	9	137	100
No action	4	3	133	97	137	100
File a demand	0	0	137	0	137	0
Others	1	1	136	99	137	100

The LGUs have different procedures concerning social services, benefits, and assistance. These provided measures should flexibly cater to the needs of the community and its members to improve their quality of life, provide more opportunities, and promote participation in the community. Moreover, the provision of these social and medical services, benefits, emergency assistance, and all other forms of assistance is facilitated and managed by the concerned LGU of the Ernestville HOAI.

Among the services received by the respondents from the LGU, what the respondents received the most (39%) was medical assistance, while only 7% of the respondents stated they received a scholarship or allowance (Table 16). Other services provided by the LGUs (Table 17) which were cited by a few respondents include relief goods (4) and sectoral cash assistance during the pandemic (1), occasional donations (1), and free haircuts (1). It must be noted that almost all (98%) were not members of the government's conditional cash grant “Pantawid Pamilyang Pilipino Program,” also known as 4Ps.

Ernestville HOAI received the source of funds for site development from the Local Government Unit. The source of funds for site development includes concreting the road network, installing lined canals with covers, and retaining walls. The funds for other site development activities such as the installation of house-to-house Maynilad water connections and Meralco's Energization were sourced from the HOA savings (FDUP, n.d).

Table 16

Existence of services provided by the Local Government Unit to respondents of Ernestville HOAI, 2021

Services from LGU	Received		Not received		Total	
	n	%	n	%	n	%
Medical services	53	39	84	61	137	100
Cash assistance	39	28	98	72	137	100
Livelihood assistance	22	16	115	84	137	100
Feeding program	21	15	116	85	137	100
Burial services	14	10	123	90	137	100
Transportation	11	8	126	92	137	100
Social pension	11	8	125	91	136	99
Scholarship/allowance	10	7	127	93	137	100
Others	8	6	129	94	137	100

Table 17

Other services provided from the LGU to the respondents of Ernestville HOAI, 2021

Other services from LGU	n	%
Relief goods during pandemic	4	50
Donations	1	13
Sectoral emergency cash assistance	1	13
Free haircut	1	13
Site development	1	13
Total	8	100

C. Community Development

When it comes to basic services, a large majority (93%) of respondents got their drinking water from the local district, which is Maynilad. Meanwhile, 98% were connected to a “community water system” that directly supplies water through a faucet in each dwelling unit for daily domestic use. Most of the respondents also said that the water supply is enough (73%) and that it is of good quality (92%).

Similarly, almost all of the respondents (99%) said that they each own an electricity meter connection that distributes power to each housing unit. Also, the CA either experienced brownout “once” (44%) or “not at all” (50%) in the last 6 months prior to the survey, as shown in Table 23.

Securing easy access to basic services is among the top priority needs to sustain the resettled beneficiaries and to reduce the likelihood of returning to their slum-like condition (Housing and Land Use Regulatory Board [HLURB], 2017). Further, in other basic services, particularly internet connection, more respondents do not have internet connection (52%) than those who personally have (48%).

Nearly 60% of households in the Philippines do not have internet access which is the mainstay of digitalization (World Bank, 2020). A recent report by the World Bank and NEDA (2020), highlights the importance of affordable digital technologies during the COVID-19 pandemic. The report explains why access to digitalization is a key determinant of resilience and how it can hasten recovery from the concomitant economic drawbacks of restricting mobility. Going digital helps business continuity and enables adaptive measures that facilitate physical distancing such as work-from-home setups, distance learning, and contactless transactions (World Bank, 2020). In the new normal and a post-COVID society, internet connectivity as a basic service may reinforce a community's access to information and opportunities.

It is also noteworthy that about 86 children in the CA are of schooling age (i.e. age 5-19 years old), however, only 54 are attending school. With that, nearly half of the respondents (48%) were most likely to say that they have problems in terms of “budget for gadgets” than in other common school needs like “payment for school fees” and “budget for school supplies,” with 34% and 24% respectively. The increased demand for gadget use is a manifestation of the shift of the Philippine educational system to technology-and-online-based systems due to the social distancing norms and nationwide lockdowns (De’, Pandey, & Pal, 2020; Marque, et. al; 2020).

Table 18

Primary source of drinking water in Ernestville HOAI, 2021

Primary Source of drinking water	Yes		No		Total	
	n	%	n	%	n	%
Local water district (Pipe-in)	93	68	44	32	137	100
Gallon or bottled water	43	31	94	69	137	100
Own well	2	1	135	99	137	100
Local water district (<i>fetching water</i>)	1	1	136	99	137	100
Others	0	0	137	100	137	100
Water ration from barangay or municipalities	0	0	137	100	137	100

Table 19

Primary source of water for domestic use in Ernestville HOAI, 2021

Primary Source of water for domestic use	Yes		No		Total	
	n	%	n	%	n	%
Own use, faucet, community water system	134	98	3	2	137	100
Own use, faucet, tubed/ piped deep well	3	2	134	98	137	100
Shared faucet, community water system	0	0	137	100	137	100
Shared, faucet, tubed/ piped deep well	0	0	137	100	137	100
Tubed/ piped shallow well	0	0	137	100	137	100
Dug well	0	0	137	100	137	100
Protected spring	0	0	137	100	137	100
Unprotected spring	0	0	137	100	137	100
Lake, river, rain	0	0	137	100	137	100
Peddler	0	0	137	100	137	100
Others	0	0	137	100	137	100

Table 20

Number of respondents who answered whether the water quality in Ernestville HOAI is good or poor, 2021

Quality of Water					
Good		Poor		Total	
n	%	n	%	n	%
126	92	11	8	137	100

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Table 21

Number of respondents who answered whether the water quality in Ernestville HOAI is sufficient or insufficient, 2021

Sufficient Supply of water							
Sufficient		Insufficient		No Answer		Total	
n	%	n	%	n	%	n	%
100	73	36	26	1	1	137	100

Table 22

Primary source of electricity in Ernestville HOAI, 2021

Source of Electric Supply	Yes		No		Total	
	n	%	n	%	n	%
Own meter	135	99	2	1	137	100
Submeter	2	1	135	99	137	100
Shared	0	0	137	100	137	100
Own generator	0	0	137	100	137	100
Solar panel	0	0	137	100	137	100
Others	0	0	137	100	137	100

Table 23

Frequency of brownout experienced by the respondents from Ernestville HOAI in the past 6 months, 2021

Frequency of experiencing brownout											
Weekly		Monthly		Only Once		Never		No answer		Total	
n	%	n	%	n	%	n	%	n	%	n	%
2	1	5	4	60	44	69	50	1	1	137	100

Table 24

Number of respondents from Ernestville HOAI with or without personal internet connection, 2021

Has personal internet connection					
Yes		No		Total	
n	%	n	%	n	%
66	48	71	52	137	100

Table 25

Respondents from Ernestville HOAI problem on education, 2021

Problems on Education	Yes		No		Total	
	n	%	n	%	n	%
Budget for gadgets	66	48	71	52	137	100
Payment for school fees	34	25	103	75	137	100
Budget for school supplies	24	18	113	82	137	100
Budget for food	10	7	127	93	137	100

By the time of travel, the police and fire stations were the only establishments that cannot be reached in 20 minutes, with 95% and 81% respectively. Other establishments, like a hospital, school, transport terminal, among others, can all be traveled either by foot or transportation in 20 minutes, according to a large majority of respondents (Table 26).

Ernestville HOA is 1 kilometer away from the main thoroughfare of Quirino Highway—which is readily accessible to public transportation and sprawls to the busy commerce—where commercial hubs like SM Novaliches and fast-food chains, as well as health centers like Novaliches General Hospital, are located. From the main thoroughfare, the community can be best reached by riding a motorcycle or a tricycle. The streets leading to the community are crowded for road vehicles, like cars, to pass. These small, narrow streets are shared by pedestrians and motors, and occasionally sidewalk vendors, making walkability and mobility difficulties. Bigger vehicles like fire trucks and ambulances would take more time to travel here because of narrow roads. The community has two gates; the front gate, facing Nenita Street, serves as the entry and exit of vehicles and visitors while the back gate is less conducive for vehicles to pass. The back perimeter surrounding the community is a slum area. The gates, however, divide the community from the informal settlement that surrounds them.

Currently, the community has two gates; the one that faces the main street passable to vehicles and the other one that looks like a back gate that is more passable to pedestrians. Originally, according to FDUP Executive Director Ma. Cecilia Genzola (personal communication, May 22, 2021), the old gate they called “Gate 1” was the only entry and exit to the community. It is apparent that bigger vehicles like fire trucks and ambulances would take more time to travel here because of the narrow road. The building of the second gate, therefore, was among the practical solutions to access the main road so, in case of an emergency, the community will be reached immediately.

Considering the congested traffic in the city, distance is best measured in time, and the ideal proximity of the community to establishments is 20 minutes (Deaton, 2010). The 20-minute city is a concept about the connectivity of the neighborhood five kilometers to areas where the community association can meet their essential needs—from transportation services to health

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facilities, and related social activities (Report: achieving the 20-minute city, 2015). One of the end goals of a resettlement program is the integration and connection of the community associations to the centers of activity and opportunity in the city where they were transferred to prevent them from reverting to slum-like conditions (HLURB, 2017; Palagi & Javernick-Will, 2020), which in the case of Ernestville HOAI as relocated in-city, was achieved.

Table 26

Proximity of different establishments from Ernestville HOAI, 2021

Can travel in 20 minutes	Yes		No		Total	
	n	%	n	%	n	%
Terminal	106	77	31	23	137	100
Market	101	74	36	26	137	100
Hospital	93	68	44	32	137	100
Clinic	83	61	54	39	137	100
School	83	61	54	39	137	100
Church	80	58	57	42	137	100
Police Station	56	41	81	59	137	100
Fire Station	42	31	95	69	137	100

While the prevalence of disobedient members is the primary cause of conflict in the CA, a large majority of the respondents said that common issues related to peace and order are superficial. Table 27 shows that 47% of the respondents said that the “pets that are roaming around the vicinity” is a top nuisance in the CA. Other risky behaviors, such as “unwanted multiple drinking sessions” (85%), “offensive behavior, assault, or street fighting” (83%), and “excessive or unnecessary noise from the neighborhood” (66%) were not considered as threats to disrupt peace and order. Crimes, particularly robbery (97%), were not also an issue within the community. Two respondents have specifically identified nuisances such as disruptive noise from children who cannot play outside because of the nonexistence of the playground, and chatty neighbors that sometimes interfere with online classes.

The responsibility to keep the communities safe and secured lean heavily on security guards with 85% (Table 29). Next to the security guards are the association officers with 55%. Notably, 73% of the respondents did not consider the barangay officials as authorities responsible for the safety and security within the community.

Currently, the community association has two community gates and four security guards who are rotated day and night by schedule. Table 29 shows the responsibilities that the respondents think the security guards perform the most. Ninety percent (90%) said that the

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security guards were constantly monitoring the vehicles and visitors coming in and out of the gates.

On a contrary, a small majority of the respondents said that the security guards do not “resolve conflicts” and “guard and inspect the premises”, with 66% and 60% respectively. Another majority (64%) said security personnel “guard the lives of the community members.”

Based on the latest guideline of SMG, which handles the security guards in select HDH sites, the security guards assigned in CAs shall be responsible for conducting daily inspections of the site interior with the Peace and Order Committee; maintaining order in the site, and coordinating expedient responses to emergency conditions; and monitoring and authorizing entrance and departure of the homeowners and visitors, among others.

Table 27

Respondents issues on peace and order in Ernestville HOAI, 2021

Issues on Peace and Order	Yes		No		Total	
	n	%	n	%	n	%
Pets roaming around the vicinity	65	47	72	53	137	100
Noise at night	47	34	90	66	137	100
Trespassing outsiders	31	23	106	77	137	100
Conflicts	23	17	114	83	137	100
Drinking alcoholic beverages	20	15	117	85	137	100
Robbery	4	3	133	97	137	100
Others	3	2	134	98	137	100

Table 28

Respondents other issues on peace and order in Ernestville HOAI, 2021

Other issues on peace and order	n	%
Noisy neighbors during class hours	1	50
Noisy children due to absence of playground	1	50
Total	2	100

Table 29

Authorities responsible for safety and security in Ernestville HOAI, 2021

Authorities responsible for safety and security	Yes		No		Total	
	n	%	n	%	n	%
Security Guards	117	85	20	15	137	100
HOA officers	76	55	61	45	137	100
Barangay officials	37	27	100	73	137	100
Others	0	0	137	100	137	100

Table 30

Perception of respondents on the responsibilities of security guards in Ernestville, HOAI, 2021

Responsibility of Security Guards	Yes		No		Total	
	n	%	n	%	n	%
Monitoring of entry and exit of vehicle	123	90	14	10	137	100
Guarding the lives of the MBs	87	64	50	36	137	100
Guarding and inspection of premises	55	40	82	60	137	100
Resolve conflicts	46	34	91	66	137	100

The CA was fully relocated 8 years after being hit by Typhoon Ketsana in 2009. Interestingly, almost a decade later, 64% of the respondents have said that they have not experienced the effects of a typhoon in their current abode during the last 6 months. However, with the present occurrence of a virus outbreak, most of the respondents (45%) said that they felt the impact of the COVID-19 pandemic. The unemployment rate in the country has worsened by 8.8%, which translates to 4.2 million Filipinos who lost their job in February this year due to the impact of the COVID-19 pandemic (CNN Philippines, 2021).

Table 32 shows the effect of a disaster on the CA. A little over half (55%) of the respondents said that they have experienced a “lower-income” while 6% specifically said that the disasters resulted in “unemployment.” This is supported by 44% of the respondents who currently have no income based on the online CNA tool. When asked if they have savings, 99 of 137 beneficiaries admitted to not having savings (79%), which is an important economic safety net. Of the 27 members who have savings, 25 of them put their savings in a bank while the other two save in a cooperative and a coin bank.

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Additionally, 19% have low salaries which fall within the income bracket of 6,000 pesos to 11,999 pesos. But not all members belong to the low-income bracket as 13% have high income that ranges between 20,000 pesos to 29,999 pesos (See Annex 2).

Table 31

Disasters that the respondents in Ernestville HOAI has or has not experienced in the last 6 month, 2021

Disasters	Experienced		Has never been experienced		Total	
	n	%	n	%	n	%
COVID-19 pandemic	62	45	75	55	137	100
Extreme heat	58	42	79	58	137	100
Typhoon	49	36	88	64	137	100
Earthquake	36	26	101	74	137	100
Dengue or other diseases	17	12	120	88	137	100
Flood	10	7	127	93	137	100
Fire	10	7	127	93	137	100
Others	0	0	137	100	137	100

Table 32

Effects of disasters that the respondents from Ernestville HOAI has or has not experienced, 2021

Effects of disasters	Experienced		Has never been experienced		Total	
	n	%	n	%	n	%
Lower income	75	55	62	45	137	100
Destruction on infrastructures	18	13	119	87	137	100
Death or worsening of diseases	14	10	123	90	137	100
Others	8	6	129	94	137	100

About 7 in 10 respondents said that the community association does not have an evacuation plan or early warning system if disasters like floods and earthquakes occur. Another large majority have also said that there is no equipment for rescue operations (96%), no evacuation area (88%), no rescue team (88%), and no emergency kits (85%). It is notable that 88% of the respondents also said that the CA has no disaster risk preparedness training, seminars, and workshops, too.

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The Quezon City Disaster Risk Reduction Management Plan (DRRMP) (2014) identified Barangay Gulod as a flood-prone area, with potential primary damage to loss of lives, properties, and livelihood that may directly affect the CA. Nevertheless, the relocation site of the community is at an elevation estimated at 56.3 meters or 184.7 feet above mean sea level (Philippine Atlas, n.d).

Only 45% said that the community has an evacuation plan or early warning system if fire breaks. This is justified by a majority of respondents (83%) who said that CA has no fire extinguisher or an emergency exit (69%).

One respondent, however, said that the CA has a "portable pump and hose and tank" that can be used should there be any disaster to happen.

Table 33

Existence of evacuation plan or warning system for disasters in Ernestville HOAI, 2021

Disaster	Has evacuation plan or early warning system		Has no evacuation plan or early warning system		Total	
	n	%	n	%	n	%
Fire	45	33	92	67	137	100
Floods	38	28	99	72	137	100
Earthquakes	38	28	99	72	137	100
Landslide	11	8	126	92	137	100
Others	0	0	137	100	137	100

Table 34

Existing resources for disaster risk preparedness in Ernestville HOAI, 2021

Resources for disaster risk preparedness	Existent		Non-existent		Total	
	n	%	n	%	n	%
Emergency exit	42	31	95	69	137	100
Fire extinguisher	23	17	114	83	137	100
Emergency kits (SOS, flashlight)	21	15	116	85	137	100
Evacuation area	17	12	120	88	137	100
Rescue team	16	12	121	88	137	100
trainings, seminars/workshops for disaster risk preparedness	16	12	121	88	137	100
Equipment for rescue operations (rope)	5	4	132	96	137	100
Others	1	1	136	99	137	100

Family health is among the important concerns of every Filipino household (Barahan, 2017). It is evident as 70% of the respondents said that they were consulting a doctor who prescribes the medicine to treat their ailment. And while it is typical for Filipinos to use medicinal plants as alternative remedies for common diseases (Castro, 2019), only 26% of the respondents in CA have turned to herbal medicine for treatment. This means that the CA preferred modern medicine over alternative medicine towards health prevention and cure. However, 40% of the respondents have also said that they self-medicate, which may be also regarded as an alternative way of curing disease, especially minor health conditions (Ruiz, 2010). While the data does not entirely show how many times the members visit doctors for health consultation, it may reflect their best option for healthcare, which is seeking health professionals.

Further, the most common disease that a household member has experienced was flu and cough with 82%, followed by fever and arthritis with 35% and 14%, respectively. While these are only minor health conditions, with the rapid spread of COVID-19 today, this may be an alarming health situation that needs urgent attention. The Johns Hopkins Coronavirus Resource Center (JHCRC), a global health expert to the pandemic, provided a checklist to check oneself for coronavirus symptoms like cough, fever, chills, difficulty breathing, among others. However, this checklist should not be taken as a substitute for professional medical advice as it is best to consult a medical professional for the right diagnoses and treatments (Johns Hopkins Coronavirus Resource Center [JHCRC], 2021).

Housing is an important factor of public health, and with poor housing conditions, the community experiences a wide range of health conditions, including respiratory infections, asthma, mental health, among others (Krieger & Higgins, 2002). With only a few respondents saying that a family member has frequently experienced any of the diseases that can be attributed to a poor environment while inhabiting a high-density housing, as shown in Table 36, the member-beneficiaries are therefore living in a healthy community.

Table 35

Frequency of common diseases experienced by any members of the family of the respondents in Ernestville HOAI, 2021

Common Disease	Yes		No		Total	
	n	%	n	%	n	%
Flu and cough	112	82	25	18	137	100
Fever	48	35	89	65	137	100
Arthritis	19	14	118	86	137	100
Diarrhea	12	9	125	91	137	100
Asthma	11	8	126	92	137	100
Heart Disease	9	7	128	93	137	100
Diabetes	8	6	129	94	137	100
Skin disease	7	5	130	95	137	100
Others	3	2	134	98	137	100
Malnutrition	2	1	135	99	137	100
TB	1	1	136	99	137	100
Measles/ Chicken pox	1	1	136	99	137	100

Table 36

Frequency of other common diseases experienced by any members of the family of the respondents in Ernestville HOAI, 2021

Other Common Disease	n	%
Hypertension	2	67
Highblood	1	33
Total	2	100

Table 37

Household ways or approaches practiced by the respondents from Ernestville HOAI in curing diseases, 2021

Cure for diseases	Yes		No		Total	
	n	%	n	%	n	%
Doctor's prescription	105	77	32	23	137	100
Self-medication	59	43	78	57	137	100
Herbal Medicine	35	26	102	74	137	100
Albularyo	1	1	136	99	137	100
Faith Healer	1	1	136	99	137	100
Others	0	0	137	100	137	100

The CA is generally lacking in community programs targeted to different sectors such as women, youth, senior citizens, PWDs, LGBTQIA+, solo parents, and children. A whopping 80% (Table 38 to 45) of the respondents said neither health nor recreation and livelihood programs were catered to any of the sectors mentioned.

Many studies and policies have highlighted the importance of having programs in resettled communities for different sectors. For instance, in the sector of children, a 2010 study that examined how the relocated children in NHA resettlement sites socialized in Garden Village, Towerville 6, San Jose Del Monte Heights (SJD MH), and Pabahay 2000. Results showed that the ideal physical space for kids to socialize is where there are “trees” and “grass” and where they can ride a bike. Safe spaces and recreational activities for children to play must be given attention in resettlement sites so their physical, emotional, and intellectual self-develop (World Bank, 2002).

By default, the youth and kids in Ernestville HOAI can play sports in the limited space in front of the unfinished multipurpose hall, or sit on the curb in front of their housing units to socialize. And since the ongoing pandemic forced the minor to stay home, the children and youth are most likely to spend most of their hours on social media using mobile phones, tablets, or laptops (Kemp, 2020). That means that in the future when the pandemic is all over, the children and youth must engage in outdoor activities that induce creativity and imagination, which eventually, improve their mood and cognitive functioning as well as reduce their stress (Grable Foundation, 2018). Concerning the online activities of the children, the UNICEF Philippines (2017), however, warned about the protection of children in online trafficking, harassment, and cyberbullying. This is an important concern when thinking of children as the center of digital policy (UNICEF Philippines, 2017).

While the fight for gender equality has gained momentum in the county over the years, women remain to stay at home more than men and do housework (Chamie, 2018). The amount of time that women spend doing housework has a monetary value (Women's unpaid work worth trillions of pesos – PIDS study, 2019). Therefore, women in the CAs must be empowered to maximize their skills and talent that may translate to generating income, especially today when the digital economy is booming (Albert, 2021).

In Ernestville HOAI, there were more male MBs (57%) than females (43%). However, the number of female household members surpasses the number of males with 52% and 48%, respectively. This finding is supported by the online CNA tool results, which showed that in 116 MBs who are currently working, more male MBs (57%) have formal jobs than female MBs (43%).

With more women staying home, the closest program that can be done for women in the CA is the livelihood program. Koga and Karaos (International Association for Impact Assessment, 2017) shared their lessons in the Livelihood Rehabilitation Assistance that was implemented for the resettled communities which are affected by Japan International Cooperation Agency (JICA)'s river channel improvement project. Accordingly, the key lesson in implementing a livelihood program is that the demand should be matched with the program. That means the livelihood options must be feasible based on the actual skills of the members. Aside from the livelihood programs, the health and recreational programs for women are important, too.

The same programs with women are important, too, for the sector of solo parents. The solo parents are those who are generally parents who left solo with the responsibilities of raising a child alone due to circumstances (Philippine Commission on Women, n.d). The Republic Act 8972, or Solo Parents' Welfare Act of 2000, provided that the solo parents must benefit from the low-cost housing projects.

Data also shows that Ernestville has an adult population with 98% whose age falls within the bracket of 20 to 59 years old. Only 2% are senior citizens. With the relatively young and dependent population of Ernestville HOA, we can infer that the future needs are facilities that will help the aging members, senior citizens, and PWDs mobilize. However, 80% of the respondents (Table 46) said that there are no PWD- or senior citizen-friendly facilities in the CA. This is apparent since only one individual was identified as PWD. While it is noticeable that there is only one disabled individual in the CA, there must be an awareness of a different type of PWDs with non-obvious disabilities such as psychosocial, learning, mental/intellectual, visual, and hearing disabilities (Dalistan-Levosada, 2017). It is, then, important that the whole CA consider creating a livable space where all “social, environmental and attitudinal barriers” that are prejudicial to disabled persons be removed (National Council on Disability Affairs, n.d). The best organizational model that supports the PWDs is a cross partnership between the NGO and the CA (Central for Financial Inclusion, 2012). One example is the livelihood program that was

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provided to the beneficiaries of a local disability-focused NGO called Leonard Cheshire and Alalay sa Kaunlaran Foundation Inc (ASKI). The beneficiaries were lent with money that was used to set up a *tindahan* or small snack store.

Also, there was no identified LGBTQ in the CA. Nonetheless, the whole CA needs to create a safe space for individuals who are thinking about their sexual orientation. For the guardians and parents, it is deemed important that they listen to their children who may have asked themselves if they are gay, or explores their sexual orientation (American Academy of Pediatrics, 2012).

Table 38

Community programs for women in Ernestville HOAI, 2021

Programs for women	Existent		Non-existent		Total	
	n	%	n	%	n	%
Livelihood	32	23	105	77	137	100
Health	23	17	114	83	137	100
Recreation or sports	13	9	124	91	137	100
Others	0	0	137	100	137	100

Table 39

Community programs for youth in Ernestville HOAI, 2021

Programs for youth	Existent		Non-existent		Total	
	n	%	n	%	n	%
Recreation or sports	28	20	109	80	137	100
Health	16	12	121	88	137	100
Livelihood	5	4	132	96	137	100
Others	3	2	134	98	137	100

Table 40

Other programs for the youth in Ernestville HOAI

Other programs for youth	n	%
Tutor	3	100
Total	3	100

Table 41

Community programs for senior citizens in Ernestville HOAI, 2021

Programs for Senior Citizen	Existent		Non-existent		Total	
	n	%	n	%	n	%
Health	27	20	110	80	137	100
Livelihood	3	2	134	98	137	100
Recreation or sports	5	4	132	96	137	100
Others	0	0	137	100	137	100

Table 42

Community programs for persons with disabilities (PWDs) in Ernestville HOAI, 2021

Programs for PWD	Existent		Non-existent		Total	
	n	%	n	%	n	%
Health	15	11	122	89	137	100
Livelihood	7	5	130	95	137	100
Recreation or sports	2	1	135	99	137	100
Others	0	0	137	100	137	100

Table 43

Community programs for LGBTQIA+ in Ernestville HOAI, 2021

Programs for LGBTQIA+	Existent		Non-existent		Total	
	n	%	n	%	n	%
Recreation or sports	6	4	131	96	137	100
Livelihood	4	3	133	97	137	100
Health	3	2	134	98	137	100
Others	0	0	137	100	137	100

Table 44

Community programs for solo parent in Ernestville HOAI, 2021

Programs for Solo parent	Existent		Non-existent		Total	
	n	%	n	%	n	%
Livelihood	18	13	119	87	137	100
Health	8	6	129	94	137	100
Recreation or sports	2	1	135	99	137	100
Others	0	0	137	100	137	100

Table 45

Community programs for children in Ernestville HOAI, 2021

Programs for children	Existent		Non-existent		Total	
	n	%	n	%	n	%
Health	23	17	114	83	137	100
Recreation or sports	13	9	124	91	137	100
Livelihood	1	1	136	99	137	100
Others	0	0	137	100	137	100

Eighty-percent (80%) of the respondents said that there are no facilities that will aid either the PWDs or senior citizens to mobilize like ramp or railings.

Table 46

Existence of facilities for PWDs or senior citizens in Ernestville HOAI based on respondent's awareness, 2021

Facilities for PWDs or Senior Citizen							
Yes		No		No Answer		Total	
n	%	n	%	n	%	n	%
22	16	111	81	4	3	137	100

IX. Summary and Conclusion

Nearly 5 years since their resettlement, the member-beneficiaries of Ernestville HOAI have already been living in a more stable condition on the basis of adequate and easy access to basic services such as clean water and electricity. However, the pending construction of multipurpose hall as well as limited space to install new amenities that will promote a child-friendly and PWD-friendly environment are main concerns in relation to the community association's Property Management. Moreover, there are structural or organizational disputes that affect the balance of harmony within the community association. In terms of Community Development, the community association lacks disaster risk preparedness and equipment as well as health-based plans and interventions that are useful to increase the member-beneficiaries' resilience for future disasters.

A. Property Management

1. Condition of housing units, common areas and facilities

Results showed that based on the awareness of the majority of members, the only existing common areas and facilities in CA are a multipurpose hall, a guardhouse, and a laundry area. However, the multipurpose hall was sometimes used or rarely used because it was not fully constructed yet. According to the officers, the construction was put on hold because of the ongoing pandemic. The insufficient communal fund as well as lack of budgetary support from the local government units, which have helped them to start building it, made it more difficult to finish the construction. Currently, it is an open space that is occasionally used to hold small gatherings and to store unused things in the community. Moreover, the CA has no playground and association's office, which a majority of members think that they need. With the limited space that they have, constructing these additional amenities may not be viable. The multipurpose hall, then, can become an extended property and space that will serve the purpose of a meeting place or a center for social gatherings. Unless the multipurpose hall is fully constructed, it will be a waste of property in the CA.

Other existing facilities such as the guardhouse and laundry area, according to a large majority of members, were in good condition and were most frequently used. Aside from the association's office and playground, five members have specifically wanted a clinic, a daycare center, and a livelihood center for the CA.

The common issues for repair in housing units were clogs and leaks. But the CA has also encountered another problem, which is pests like rats and cockroaches that may breed in the

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housing units, and destroy property or carry disease. Nonetheless, the member-beneficiaries finance home repairs and maintenance from their own pockets.

Some respondents also claimed to have active skills in painting, carpentry, and welding that may be maximized as manpower for community projects or housing unit repairs and maintenance.

2. Management of housing units, common areas and facilities

Clogs and leaks were the most common issues for repair in the housing units. Aside from these, the CA also encountered problems with pests like rats and cockroaches that may breed in the housing unit, destroy property, or carry diseases. The members finance home repairs and maintenance from their own pockets.

The existing rule for managing the housing units is to ask consent from the officers for doing repairs or renovation. If this rule is violated, however, the officers only let it pass as no existing penalties or sanctions are in place for non-compliance. This means that in Ernestville, the members exercise freedom with what they want to change in their housing unit but they need to seek permission from the officers for approval. The results also resonate with what is stated in the “Kasunduan sa Pampamayanang Pamumuhay,” a manual provided by the FDUP, which states that renovating a housing unit should be consulted with the Building Committee for technical plans and guidance.

Some members also claimed to have active skills in painting, carpentry, and welding that may be used for manpower in community projects or housing unit repairs and maintenance. Mobilizing the members to share their skills for community projects not only encourage the participation of members but also solidify the culture of *pakikisama*, which abounds the expansion of human and social capital.

B. Organizational Development

Peace and order

Conflict is a normal part of community life. In Ernestville HOAI, the main cause of conflict was disobedience of members who disregarded the community rules and protocols. Only less than a quarter of members have said that the monthly dues, election of officers, dissemination of wrong information, and the elected officers were causing the conflicts. Interestingly, 8 members have specifically identified how disruptive individual behaviors such as bullying, rumor-mongering, know-it-alls, as well as disrespectful demeanors towards the members and officers have soured the relationship among them.

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Such conflicts within the CA are deeply entrenched with the individual differences of officers and members in values and interests, which results in task interdependencies, inconsistencies in the performance of officers, miscommunication, poor performance standards, and impending payables.

Moreover, a majority of members said that they report it to the association president who they regard as the main authority to deal with different conflicts. The association president will not let it pass and resolve it by inviting the involved members to face each other and to talk about their problems. In addition, the involved members neither file a demand nor take legal actions to resolve conflict. Thus, the association officers are managing the peace and order in the CA through a bottom-up approach wherein the members participate in the discussion of matters that are important to them. Additionally, it means that the conflicts in the CA do not have to reach the barangay level and that the association officers can handle the problem at their level.

While some causes of conflict are deemed simple and common enough to be resolved internally, others require more attention that needs the intervention from higher authorities like SHFC and FDUP. An example is the supposed illegal occupation of non-members who either rent units or use units for commercial business. The association officers, according to a few members, turn a blind eye to the issues. These serious issues implicate resistance among members, making them think that disobeying the rules is acceptable as the association officers allow illegalities in the CA.

Overall, the Organizational Development of CA needs to create a definite approach that will resolve the issues while protecting the integrity of the association officers' power and resolving the issues that will not disrupt the harmony and promote balance in the interest of each individual.

C. Community Development

Resettling the community members in the same city where they originated gave them the advantage of proximity to establishments like terminal, market, and school, as well as familiarity to locate immediate social service providers like barangay hall and hospital. This means that the community has convenient access to services that are essential for daily activities and may provide them economic opportunities. It is important, therefore, that the community members, while living in a major city with a high cost of living, maximize such opportunities to be able to make ends meet.

Moreover, while the community association can reach the establishments in 20 minutes, either by foot or by commuting, other establishments like fire stations are far away according to a large majority of members. This can be a concern since nearly 70% of the members said that if a fire breaks out within or near the community, no fire extinguisher can be used to put out a fire

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until the fire bureau arrives. It is notable too that there is no space to install an emergency exit where the members can use to escape a disaster.

No evacuation plan or early warning systems were also in place so they need training, seminars, or workshops that will prepare the community association in making an informed decision when disasters, not just limited to fire, happen. They also need to invest in emergency kits to protect them from unforeseen events. Such disaster preparedness will capacitate the community association to be equipped with knowledge with precautionary measures, which will have a significant contribution to increasing their resilience for future incidents.

Data also shows that a majority of community associations rely mostly on medical prescriptions issued by health professionals rather than using herbal plants to cure their common ailment. This means that they would prefer modern medicine over traditional medicine. Also, the majority of the CA have household members who frequently experience flu and cough. While this may be considered as a minor health issue that can be cured through self-medication, which is another way of treating an ailment, or herbal plants, it would be best if the members continue to seek health professionals to avoid misdiagnosis, especially in today's pandemic situation. Tight coordination with the local health officials who are tasked to monitor the symptoms related to COVID-19 must be done to prevent the potential spread in the community. Only a few have mentioned contracting diseases that can be obtained from poor housing, like dengue and diarrhea, which means that the members are living in a safe, healthy environment.

Thus, aside from disaster preparedness and response training, the association also needs a health-based intervention program and lecture that are integrated into the community's health plan against future disease control and prevention. Community health is highly important to ensure that the vulnerable sectors, especially children, grow and live in a healthy and safe environment.

Aside from these, no community programs are currently active to engage the women, children, PWDs, youth, senior citizens, and LGBTQ+ in recreational activities that may improve the solidarity among them.

To conclude, Ernestville HOAI must have a post-resettlement plan that will prioritize their needs in Community Development such as in disaster preparedness and training, health measures and disease prevention, and community programs targeting sectoral groups, as well as in Property Management, specifically in the completion of the ongoing construction of facilities, and additional amenities like a playground and wheelchair ramps.

X. Recommendation

A. To the Community

1. Obligations and Responsibilities of the HOA

Ernestville HOAI is a rather normal and peaceful community; however, there are still certain aspects on which they can develop and improve on. Firstly, the association officers are expected to be more responsible and prompt, especially in terms of being physically present and professional in their respective tasks and mandates. These HOA officers of Ernestville HOAI, at the very least, are obligated to inform all members, staff, and constituents and update them about any changes or new policies. Moreover, HOA officers are expected to be fully and consistently aware of all actions, occurrences, and conflicts within the community. It is essential to disclose where and how they could be reached.

An outstanding characteristic of the community, as seen from the responses of Ernestville residents, is that despite having no strict imposition of penalties and social control and despite several reports of disobedient members, the community, in general, tends to abide by rules and regulations implemented by the HOA nonetheless. Even so, penalties and sanctions must be imposed in the implementation of their rules and regulations to reduce disobedient members and other conflicts. To do this, the officers must exercise their authority through a bottom-up approach that will allow them to increase their influence and capacity to lead the CA. In this approach, the officers will deliberately assess the gravity of conflict and decide what disciplinary actions must be enforced accordingly. However, they will consult and discuss with the members first whatever the rules and regulations are to maintain peace and order.

One recommendation is to require disobedient members, especially repeat offenders, to render hours for community service as a disciplinary action for disregarding rules and regulations. Community services like sweeping the common areas may be imposed. However, while outdoor activities like these are still discouraged due to the ongoing pandemic, the officers may issue a written warning to the disobedient members who will, in turn, sign as a promise of not repeating offenses.

2. Management of Community Property and Facilities

The existing facilities and common areas in the community association must be monitored and repaired regularly to ensure that they are ready and easy to use when the HOA and community residents need them. Despite the absence of an official association office and the unfinished construction of a multipurpose hall, Ernestville residents continue to participate in and organize numerous community activities and assemblies. Community involvement and

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participation are critical for the maintenance and preservation of Ernestville's common areas and facilities.

The main concern under Property Management is the unfinished construction of the multipurpose hall. It has been four years since construction first commenced, and the CA still waits for the LGU to respond to their request for a budget. Due to budget constraint and uncertain timeline of project completion, it is our recommendation to the CA to consider setting a close date or a timeline with the LGU, so they can look for other options for source of funding. Should they settle in closing a partnership with the LGU, the CA may consider creating a community fundraising campaign that would engage everyone to contribute to the best of their ability. The members may donate construction materials, or other valuable intangible resources like time and skills, to finish the multipurpose hall. The fundraising campaign would not only be a source of finances but would also boost the morale and spirit of volunteerism in the community which has been under isolation due to the ongoing health crisis.

3. Organizational Structure and Planning

Although it cannot be assumed whether or not additional authority should be given to the Ernestville homeowner's association office, this shall certainly help information dissemination and policy implementation. A delineation of responsibilities and a precise definition of functions and tasks among these agencies and units is crucial. Additionally, it is recommended to provide a better look at the liabilities of these various bodies or organizations to the people and their counterparts, a check and balance of sorts, so that there shall be little to no probability for corruption and other related issues. Moreover, the sincerity of the imposing authoritative bodies in the implementation of existing and upcoming community bylaws and regulations is highly advisable.

Moving forward, the participation of the actual members of the community is also important. Residents shall be educated, organized, and trained on all protocols and guidelines. From reporting to monitoring, the people themselves are made part of the system. There is a need for peace and order, maintenance and development of the surrounding common areas and facilities, conflict resolution, and overall integrity in the organization and implementation of community regulations by the HOA and its partner agencies.

4. Development of Community Programs

With the lack of emergency preparedness, the community must form a quick emergency response team that will rescue the vulnerable members in times of a disaster as a mitigation action plan before the professionals, like the fire department, arrives. It must be noted that the

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narrow roads will be a impediment for emergency vehicles like ambulances or fire trucks to quickly arrive. Also, the community must consider developing a community health plan that profiles the parents with children, non-obvious PWDs, the elderly, and those who are more prone to common diseases. The community health profile will serve as a reference for the association officers to prioritize members with health assistance.

The programs that will cater to each sector must consider removing the social, economic, and attitudinal barriers. Programs should not only be limited to livelihood. Since the pandemic is ongoing, it would be best if the CA prioritizes health and sanitation programs. A mental health consultation with a member who is also a professional healthcare worker is a recommended alternative to psychotherapy and teleconsultation. If there are members who have gone through grief due to the loss of a loved one or a job, consulting with a volunteer health worker may be done. Another alternative is to hold counselling among themselves, or to encourage one another regardless of the conflict or differences that they have. Such activity may also ease the strain in the relationship of members who have conflict with one another.

B. Policy Recommendations to the SHFC

1. Property Management

a. Parking and Mobility Management

Economic growth should be considered when establishing a community. Such as the accumulation of savings to afford car ownership, which will affect the incremental shifts in housing trends and land use that are associated with increased ownership. With this, a community can simply include appropriate requirements in the space of their alleys which, according to Batasang Pambansa Blg. 220, is 3 meters away to the pathway to ensure adequate parking for future developments. This could be taken into account during the lot acquisition and site development phases.

In the case of Ernestville HOAI, parking is restricted to motor vehicles parked directly in front of the owner's unit, as the neighborhood's streets are too narrow to accommodate cars. Parking deserves more attention than it currently receives, as it has a significant impact on the character, form, function, and flow of our communities. The design and maintenance of parking spaces also have an impact on a community's livability and mobility.

b. Promote cultural growth

Communities cannot flourish without public open spaces. These spaces facilitate interaction between people by providing a place for physical activity and social gatherings. Being outside will also provide opportunities for people to engage with nature, bridging the growing divide between humans and the natural world caused by technology.

Recommendation

In Ernestville HOAI open spaces are confined. With less available spaces for social interaction, people are more likely to stay in their homes and satiate their communication needs by online means. Neighbors who have lived next to one another for an extended period no longer feel the need to socialize, which can result in a disengaged neighborhood. Thus, when developing a community, the importance of public open spaces should be considered, not only for mobility purposes but also for promoting cultural growth.

c. Public spaces and facilities for children

Community playgrounds are important for children because they provide an opportunity for them to interact with and form friendships with other children their age. Having the opportunity to engage with peers their age will help them develop their social, cognitive, and emotional skills before entering school. Likewise, their families may become familiar as children engage in playgrounds since they are linked by the children. This will build positive ties that can develop and flourish throughout the entire community and make it a better place to live in. Unfortunately, Ernestville HOAI lacks a playground and other child-friendly amenities. Allocating playground space inside a neighborhood is important for maintaining a child-friendly atmosphere. It is important, though, to also carefully consider the place where the playground will be installed so parents and guardians can still see their children playing from their unit (Deaton, 2010). However, if a playground is not feasible due to limited space, the CA can instead encourage the children to engage with outdoor activities, like biking or planting, when it is already safe to go outside, which may improve the kids' social and cognitive development.

Moving forward, the SHFC must also reconsider orienting the children as well to prepare them during the resettlement. This will help the children adjust to the shift of environment or change in lifestyle.

d. Build human capital to sustain the community's properties

Human capacity development through community involvement should be a continuous process. This includes leadership and skill development. All MBs, as well as their family members, can participate in these training sessions. Capacity building can involve technical capability development in the repair and maintenance of housing units, as well as common areas and facilities. In the case of Ernestville HOAI, the majority of the respondents are unskilled in repairing their properties. Thus, it is recommended that before relocation, training and workshops should be given to MBs to ensure that they can continue to effectively maintain and manage the repairs of their properties.

2. Organizational Development

a. Conflict Management

The conflict has a variety of beneficial effects, including the consistency of decisions, stimulating participation in discussions, and fostering community cohesion. It is perpetual and not an impediment to stop, rather an impediment to resolve. The Ernestville HOAI respondents claimed that they settle disputes by bringing two parties together. Unfortunately, only one respondent stated that the Grievance Committee resolves the dispute. The Grievance Committee should be the one to consider and investigate grievances filed by members against other members or officers, and it should resolve or arbitrate any dispute in the community within its jurisdiction. To better address disputes in the community, the committee should be provided with counseling seminars, instruction, or workshops.

b. Partnership management

Effective partnerships leverage the strengths of each partner and apply them strategically to the issue at hand. Additionally, it improves organizational accountability and helps eliminate fragmentation and duplication. It is then recommended to create a system or plan of action wherein all the different parties involved, including government agencies or corporations such as SHFC, non-government organizations like the FDUP, as well as the Ernestville HOA itself and the LGU, are all connected and functioning closely with one another.

Government agencies (SHFC) and non-governmental organizations (FDUP) that conduct or provide strategic planning, monitoring, assessments, and assistance to the Ernestville HOAI should: (1) collaborate with HOA officers and other partner agencies and organizations to ensure that all benefits and consequences are considered; (2) emphasize the creation of comprehensive plans; and (3) strengthen overall support.

As with the partially completed MPH in Ernestville HOAI, which was initially funded by the LGU, different partnerships can help them in building not only their MPH but also develop their other common areas and facilities. This type of assistance can be sourced out from different partners especially if they worked closely together. Establishing multiple partnerships will help them mobilize external resources.

Access to reliable and fast internet connection is now more than a luxury, but a necessity. To ensure that the students in the community association will have continued access to education, especially in the age of distant learning, partnering with internet service providers is deemed important.

Recommendation

c. Validation of members

With a few members who were complaining about rented housing units and supposed illegal business that occupy a unit in Ernestville HOAI, there must be a thorough investigation of the situation that may be against the signed Lease Purchase Agreement between the CA and the SHFC. If the claims were found true, it is recommended that SHFC must regulate the validation of original and substitute members to preserve the main objective of catering the CMP to the intended beneficiaries.

3. Community Development

a. Post-resettlement disaster mitigation plans

One advantage of transferring the communities in other residential areas within the same city of their origin is the proximity to the center of commerce—where the MBs are familiar with establishments like hospitals and terminals and where they are near their workplace. It is noticeable, however, that the location of Ernestville is difficult to be reached by emergency vehicles such as ambulances and fire trucks because of crowded, narrow streets that are passable by small vehicles like motorcycles and pedestrians. Therefore, it is recommended that SHFC must lay out a post-resettlement disaster mitigation plan for on-site communities located far from first responders like firefighters, paramedics, and police officers. The mitigation plan must include the feasibility of expansion of spaces within the community for installation of emergency exits, ladder, and other related emergency resources. If not feasible, a comprehensive plan of alternatives must be presented to keep the CA disaster-free. Checking the hazard-prone areas in the high-density housing units must also be done to make an evacuation plan. The CA, on the other hand, should be prepared to have basic emergency kits at home and to be trained about the do's and don'ts.

The CA is also surrounded by a slum area and, despite being gated, the likelihood of having a trespasser may disturb the peace and order within the community. It is also recommended, therefore, that the training of the security guards must involve familiarity within and without, the ins and outs of the community surrounding. In the event that security guards will not be present, the Peace and Order Committee will assume the role of ensuring the protection of the community association. It is also recommended for the community association to coordinate with the barangay in requesting for volunteers to offer security for the vicinity. Close coordination between the community and the barangay is also recommended in case of emergencies, such as natural disasters and fire.

b. Community Space

Public space is important to create a vibrant community where all members—regardless of gender orientation, age, and needs—are social. Being a small and less spacious community, the building of additional amenities in Ernestville HOA like a playground may be less feasible.

Recommendation

Despite this, a subdivision like Ernestville is allowed to allocate less than 100 square meters of its total hectares for parks or playgrounds (Presidential Decree No. 957, n.d).

Under BP 220, 30% of the total land hectare must be non-saleable, or land that cannot be sold (e.g. roads, gardens, etc.), while the remaining 70% is a portion of the land that can be sold. Thus, we recommend that the SHFC consider utilizing 30% of the total land area so community associations can build playground and parks.

C. Further studies

Due to COVID-19 constraints, the survey approach as the data collection method in conducting needs assessment was solely used in the study. Information was gathered through self-administered survey questionnaires. Without the constraints brought by the pandemic, we recommend exploring alternative approaches in data collection that can be used in assessing the needs of the community, since a single technique may provide narrow perspectives while using too many may prove to be costly in both time and budget. Moreover, it is recommended to analyze the situation firsthand before choosing the most appropriate technique for different needs.

These techniques are (1) key informant approach, (2) public forum approach, (3) nominal group process technique, and (4) Delphi technique. The key informant approach involves a brief interview or survey conducted by one or more sponsoring agencies, organizations, or associations to community residents identified as “key informants.” The public forum approach involves a series of public meetings (forums). The participants discuss needs, priority needs are, and what can be done about these priority needs. The nominal group process approach involves an idea-generating strategy in which individual’s ideas are gathered using face-to-face, non-threatening situations. The Delphi technique, as compared with the nominal group process, is more structured since it uses a series of questionnaires and summarized feedback reports from preceding responses without face-to-face requirement (Carter & Beaulieu, 2002).

To gather different perspectives from various sectors, it is recommended to conduct participatory assessments involving sectoral groups such as children, adolescents, women, men, parents, Persons with Disabilities (PWDs), senior citizens, LGBTQIA+, and other groups. The use of participatory methods for assessments at the community level gives a voice to the community's most marginalized and vulnerable sectors. This type of assessment would also help to understand how different sectors' needs may be different from others (Dummet, Hagens, & Morrel, 2013).

After the community's needs have been identified, another assessment can be conducted to find solutions to address these needs. Solutions to these needs can be based on the community's assets. The standard approach of assessing a community is problem-focused or needs-based, but another type of approach is the assets-oriented approach. This type of

Recommendation

assessment allows the community members to identify, support, and mobilize existing community resources. This approach aims to make the community more creative in addressing their needs using the existing assets available in their community (Sharpe, Greaney, Lee, & Royce, 2000).

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XII. Annexes

Annex 1.Social Housing and Estate Management Legal Bases

Designation	Title	Date Approved/Released	Provision/s
UN General Assembly Resolution 217 (III) A (A/RES/3/217A)	Universal Declaration of Human Rights	Ratified: 10 December 1948	Article 22: Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international cooperation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.
			Article 25, Section 1: Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
			Article 25, Section 2: Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.
			Article 27, Section 1: Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.
			Article 29, Section 1: Everyone has duties to the community in which alone the free and full development of his personality is possible.
			Article 29, Section 2: In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society.

RA 3469	An act authorizing the construction of multi-storey tenement building projects for the poor and homeless and appropriating funds therefore	Approved: 16 June 1962	Section 1. It is hereby declared to be the policy of the Government to alleviate the substandard living conditions of the masses. To this end, the Government shall provide, wherever practicable, tenement buildings for the poor and the homeless to nominal rental rates, consistently with the policy of avoiding concentration of population in densely inhabited areas.
UN GA Resolution 2200A (XXI)	International Covenant on Economic, Social, and Cultural Rights	Signed: 16 December 1966	Article 11, Section 1: The States Parties to the present Covenant recognize the right of everyone to an adequate standard of living for himself and his family, including adequate food, clothing and housing, and to the continuous improvement of living conditions. The States Parties will take appropriate steps to ensure the realization of this right, recognizing to this effect the essential importance of international co-operation based on free consent.
			Article 12, Section 1: The States Parties to the present Covenant recognize the right of everyone to the enjoyment of the highest attainable standard of physical and mental health.
			Article 12, Section 2: The steps to be taken by the States Parties to the present Covenant to achieve the full realization of this right shall include those necessary for: a: The provision for the reduction of the stillbirth-rate and of infant mortality and for the healthy development of the child; b: The improvement of all aspects of environmental and industrial hygiene; d: The creation of conditions which would assure to all medical service and medical attention in the event of sickness.
BP 220	An Act Authorizing the Ministry of Human Settlements to Establish and Promulgate Different Levels of Standards and Technical Requirements for Economic and Socialized Housing Projects in Urban and Rural Areas from Those Provided Under Presidential Decrees Numbered Nine Hundred Fifty-Seven, Twelve Hundred Sixteen, Ten Hundred Ninety-Six and Eleven Hundred Eighty-Five	Approved: 25 March 1982	Section 1: It is hereby declared a policy of the Government to promote and encourage the development of economic and socialized housing projects, primarily by the private sector, in order to make available adequate economic and socialized housing units for average and low-income earners in urban and rural areas.

The 1987 Constitution	The Constitution of the Republic of the Philippines	Ratified: 2 February 1987	Article 13, Section 9: The State shall, by law, and for the common good, undertake, in cooperation with the private sector, a continuing program of urban land reform and housing which will make available at affordable cost, decent housing and basic services to under-privileged and homeless citizens in urban centers and resettlement areas. It shall also promote adequate employment opportunities to such citizens. In the implementation of such program the State shall respect the rights of small property owners.
			Article 13, Section 10: Urban or rural poor dwellers shall not be evicted nor their dwelling demolished, except in accordance with law and in a just and humane manner.
			No resettlement of urban or rural dwellers shall be undertaken without adequate consultation with them and the communities where they are to be relocated.
			Article 13, Section 15: The State shall respect the role of independent people's organizations to enable the people to pursue and protect, within the democratic framework, their legitimate and collective interests and aspirations through peaceful and lawful means. People's organizations are bona fide associations of citizens with demonstrated capacity to promote the public interest and with identifiable leadership, membership, and structure.
			Article 13, Section 16: The right of the people and their organizations to effective and reasonable participation at all levels of social, political, and economic decision-making shall not be abridged. The State shall, by law, facilitate the establishment of adequate consultation mechanisms.
RA 7160	Local Government Code of 1991	Approved: 10 October 1991	Section 2. Declaration of Policy: It is hereby declared the policy of the State that the territorial and political subdivisions of the State shall enjoy genuine and meaningful local autonomy to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals. Toward this end, the State shall provide for a more responsive and accountable local government structure instituted through a system of decentralization whereby local government units shall be given more powers, authority, responsibilities, and resources. The process of decentralization shall proceed from the national government to the local government units.

RA 7279	Urban Development and Housing Act of 1992	Approved: 24 March 1992	An act to provide for a comprehensive and continuing urban development and housing program, establish the mechanism for its implementation, and ofr other purposes
RA 7835	Comprehensive and Integrated Shelter Financing Act of 1994	Approved: 16 December 1994	Section 2. Declaration of Policy: It is hereby declared a policy of the State to undertake, in cooperation with the private sector, a continuing program of urban land reform and housing which will make available, at affordable cost, decent housing and basic services to underprivileged and homeless citizens in urban centers and resettlement areas.
RA 11201	The Condominium Act	Approved: 18 June 1996	An act to define condominium, establish requirements for its creation, and govern its incidents
RA 4726	Social Reform and Poverty Alleviation Act	Approved: 11 December 1997	An act institutionalizing the social reform and poverty alleviation program, creating for the purpose the national anti-poverty commission, defining its powers and functions, and for other purposes
EO 708, s. 2008	Amending executive order no. 152, series of 2002, and devolving the function of the presidential commission for the urban poor as the clearinghouse for the conduct of demolition and eviction activities involving the homeless and underprivileged citizens to the respective local government units (LGUs) having territorial jurisdiction over the proposed demolition and eviction activities of government agencies.	Approved: 26 February 2008	Section 1: Devolution of Clearinghouse functions: The clearinghouse functions of the PCUP stated in Section 1 of Executive Order No. 152, series of 2002, are hereby devolved to the respective cities and municipalities in whose territorial jurisdiction the proposed demolition and eviction activities of government agencies are to be undertaken.
			Section 2. Creation of Local Housing Boards: The Local Government Units must create their own Local Housing Boards or any similar body through an appropriate ordinance before conducting the clearinghouse functions granted to them in this Executive Order.
DILG Memorandum Circular 2008-143	Creation of Local Housing Boards	Released: 19 September 2008	Purpose: To provide guidelines relative to the creation of local housing boards or similar bodies, and on related matters

RA 9710	Magna Carta of Women	Approved: 14 August 2009	Section 2. Declaration of Policy: Recognizing that the economic, political, and sociocultural realities affect women's current condition, the State affirms the role of women in nation building and ensures the substantive equality of women and men. It shall promote empowerment of women and pursue equal opportunities for women and men and ensure equal access to resources and to development results and outcome. Further, the State realizes that equality of men and women entails the abolition of the unequal structures and practices that perpetuate discrimination and inequality. To realize this, the State shall endeavor to develop plans, policies, programs, measures, and mechanisms to address discrimination and inequality in the economic, political, social, and cultural life of women and men.
RA 9904	Magna Carta for Homeowners and Homeowners' Associations	Approved: 7 January 2010	Section 2. Declaration of Policy: In fulfillment of the constitutional principles directing the State to encourage, promote and respect nongovernmental, community - based and people's organizations in serving their legitimate collective interests in our participatory democracy, it is hereby declared the policy of the State to uphold the rights of the people to form unions, associations, or societies, and to recognize and promote the rights and the roles of homeowners as individuals and as members of the society and of homeowners' associations. To this end, the State shall endeavor to make available resources and assistance that will help them fulfill their roles In serving the needs and interests of their communities, in complementing the efforts of local government units (LGUs) in providing vital and basic services to our citizens, and in helping implement local and national government policies, programs, rules and ordinances for the development of the nation.
EO 69, s 2012	Strengthening the presidential commission for the urban poor	Approved: 29 March 2012	<p>SECTION 2. Social Preparation Activities. The PCUP shall undertake social preparation activities related to asset reform, human development and basic social services, employment and livelihood, and other programs of the government for the urban poor.</p> <p>SECTION 4. Institutional Arrangements and Support. (1) The PCUP, HUDCC, Department of Social Welfare and Development (DWSD), Department of Justice (DOJ), Department of the Interior and Local Government (DILG) and the National Anti-Poverty Commission (NAPC), in coordination with the CHR, shall jointly formulate the necessary operational mechanisms and guidelines to ensure strict compliance with Section 28 of RA No. 7279, as well as the implementation of the provisions of this Order, within forty-five (45) days from the issuance hereof.</p> <p>(2) All other heads of departments, agencies, bureaus, and offices, including government-owned or controlled corporations, as well as local government units, civil society or people's organizations, shall render full assistance and cooperation and provide such other information and data as may be required to carry out its functions pursuant to this Order.</p>

			<p>Section 3. Objectives:</p> <p>a. Effectively coordinating the actions and facilitating the performance of the mandated functions, roles, and responsibilities of the different government agencies and instrumentalities involved in the conduct of just and humane eviction and demolition activities;</p> <p>b. Uplifting the conditions of the underprivileged and homeless citizens, focusing not only on the continuing urban land reform and housing but also includes the totality of all factors that will provide for decent living and support services designed to alleviate the plight of these marginalized citizens.</p>
	Implementing Rules and Regulations of EO 69		<p>Section 7. Eviction and demolition, asset reform, human demolition and basic services, employment and livelihood.</p> <p>A. The PCUP, in coordination with KSAs, shall conduct social preparation activities;</p> <p>B. The concerned LGU or the government agency authorized to demolish shall coordinate with PCUP in cases where a government infrastructure project or clearing of a danger area is about to be implemented which will affect the underprivileged and homeless families living therein;</p> <p>C. The PCUP shall secure lists of projects under the CMP from SHFC, which involves the underprivileged and homeless beneficiaries, for its periodic monitoring pursuant to EO 82, s. 1986;</p> <p>D. The PCUP shall regularly secure updates from all government agencies involved in the implementation of poverty alleviation programs, specifically in urban centers and resettlement areas, to increase the people's awareness on government programs for the underprivileged and homeless citizens, and to promote the participation of prospective program for the beneficiaries;</p> <p>E. When it is not possible to undertake the social preparation activities, PCUP may enter into contract with the CSO for assistance.</p>
RA 8425	Department of Human Settlements and Urban Development Act	Approved: February 2019 14	An Act Creating the Department of Human Settlements and Urban Development, Defining its Mandate, Powers and Functions, and Appropriating Funds Therefor
RA 11291	Magna Carta of the Poor	Signed: 12 April 2019	Section 2. Declaration of Policy: It is the declared policy of the State to uplift the standard of living and quality of life of the poor and provide them with sustained opportunities for growth and development. It shall adopt an area-based, sectoral, and focused intervention to poverty alleviation where every poor Filipino must be empowered to meet the minimum basic needs through the partnership of the government and the basic sectors.

Annex 2. CNA Report



Kaagapay ng Komunidad sa Maginhawang Pamumuhay
COMMUNITY NEEDS ASSESSMENT (CNA) REPORT



A. Membership Profile

(All - 100%, Majority - 50-99%, Minority- 1-49%, None- 0%)

1. Knowledge About

a. Community Mortgage Program	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
b. Solid waste management	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
c. Disaster risk reduction	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
d. Estate Management	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
e. Climate Change	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>

2. Characteristics

a. Registered Voter	All	<input checked="" type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
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b. Religion

(1) Catholic	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
(2) Islam	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>
(3) Protestant	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>
(4) Iglesia ni Cristo	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(5) Born Again	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(6) Others								
_____	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>

c. Highest Educational Attainment

(1) None	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
Elementary								
(2) (Undergraduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(3) Elementary (Graduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
High School								
(4) (Undergraduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
High School								
(5) (Graduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(6) Vocational	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
College								
(7) (Undergraduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(8) College (Graduate)	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(9) Post Graduate	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>
(10) Others								
_____	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>

d. Civil Status

(1) Single	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(2) Married	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
(3) Widow/Widower	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(4) Separated	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
Live-in/Common Law (5) Partnership	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(6) Others	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>

3. Household Profile

a. Classification of MB

(1) Owner	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
(2) Renter	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(3) Sharer	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>

b. Household Members

(1) One Family	All	<input type="checkbox"/>	Majority	<input checked="" type="checkbox"/>	Minority	<input type="checkbox"/>	None	<input type="checkbox"/>
(2) Two Families	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(3) Three Families	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>
(4) Four Families	All	<input type="checkbox"/>	Majority	<input type="checkbox"/>	Minority	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>

B. Income Profile

1. Income

Monthly Gross HH Income	Affordability Level	No. of HHs	% to Total
None	0	56	44
P1.00 to P3,999.00	P0.098 to P391.00	2	2
P4,000.00 to P5,999.00	P392.00 to P587.00	0	0
P6,000.00 to P7,999.00	P588.00 to P783.00	6	5
P8,000.00 to P9,999.00	P976.00 to P1,219.00	8	6
P10,000.00 to P11,999.00	P1,220.00 to P1,463.00	10	8
P12,000.00 to P13,999.00	P1,464.00 to P1,707.00	9	7
P14,000.00 to P15,999.00	P1,708.00 to P1,951.00	9	7
P16,000.00 to P17,999.00	P1,952.00 to P2,195.00	1	1
P18,000.00 to P19,999.00	P2,700.00 to P2,999.00	3	2
P20,000.00 to P29,999.00	P3,000.00 to P4,499.00	16	13
P30,000.00 and above	P5,000.00 to and above	6	5
Total		126	100

2. Source of Income
(Numbers are in percentages)

a.	Informal	M	F
	Non-regular workers (e.g. construction worker, factory worker, security guard, cashier, etc.)	66	24
	Paid domestic workers (e.g. maid, laundress, gardener, driver, etc.)	4	24
	Self-employed (e.g. vendor, storeowner, etc.)	28	52
	Others Church worker	2	0
	Total	100	100
b.	Formal		
	Health worker (e.g. nurse, doctor, dentist, midwife, etc.)	5	0
	Law enforcers (e.g. military, police, traffic officer, etc.)	0	0
	OFW/Seafarers	10	0
	Other Professionals (e.g. accountant, engineer, teacher, architect, etc.)	86	100
	Others	0	0
	Total	100	100

Informal workers are: (a) those whose income are below a certain threshold; (b) non-regular employees (casual, short-term and seasonal workers) of private or government firms/offices; (c) paid domestic workers; and (d) owners of small, unincorporated enterprise/business.

Formal workers are regular workers of private or government firms/offices with explicit written contract, set pay and/or benefits, regular hours and subject to taxes and social security contributions.

3. Membership to Financing Institution

		M	F
a.	4Ps or Pantawid Pamilyang Pilipino Program	1	0
.	SSS	51	44
c.	PAG-IBIG	24	17
d.	GSIS	4	2
e.	Cooperative	0	0
f.	Others	0	0

4. Liabilities

		M	F
	Existing Government Housing Loan	100	100

5. Property/ Asset

		M	F
	House/Lot	0	0

C. Residency (Current residence)

Years	No. of HHs	% to Total
0 to 5 Years	119	94
6 to 10 Years	2	2
11 to 15 Years	1	1
16 to 20 Years	1	1
21 to 25 Years	1	1
26 to 30 Years	0	0
31 to 35 Years	1	1
35 Years and Above	1	1

D. Basic Utilities

	No. of HHs	% to Total
1. System of Water Service		
a. Local Water District (i.e. pipe-in)	106	84
b. Local Water District (i.e. fetch)	1	1
c. Water Rationing from LGU/Barangay	0	0
d. In Gallon/Bottle	19	15
e. Protected Well	0	0
2. Source of Water	No. of HHs	% to Total
a. None	0	0
Own use, faucet, community		
b. water system	123	98
Own use, tubed / piped deep		
c. well	0	0
Shared, faucet, community		
d. water system	3	2
e. Shared, tubed / piped deep well	0	0
f. Tubed / piped shallow well	0	0
g. Dug well	0	0
h. Protected spring	0	0
i. Lake, river, rain	0	0
j. Peddler	0	0
k. Others _____	0	0
3. Source of Electricity	No. of HHs	% to Total
a. None	0	0
Meralco/Local Power		
b. Cooperative: Own Meter	126	100
Meralco/Local Power		
c. Cooperative: Submeter	0	0
Meralco/Local Power		
d. Cooperative: Shared	0	0
e. Own Generator	0	0
f. Solar Panel	0	0
g. Others	0	0

E. Housing Profile

	No. of HHs	% to Total
1. Construction Materials of the Roof		
a. Strong materials	113	90
b. Mixed, but predominantly strong materials	1	1
c. Light Materials	0	0
d. Mixed, but predominantly light materials	7	6
e. Salvaged/Makeshift materials	4	3
f. Mixed, but predominantly savaged materials	1	1
g. Not applicable	0	0
Total	126	100

2. Construction Materials of the Outer Walls

	No. of HHs	% to Total
a. Strong materials	109	87
Mixed, but predominantly		
b. strong materials	2	9
c. Light Materials	0	0
Mixed, but predominantly light		
d. materials	11	9
e. Salvaged/Makeshift materials	3	2
Mixed, but predominantly		
f. savaged materials	1	1
g. Not applicable	0	0
Total	126	100

3. Toilet Facility

	No. of HHs	% to Total
a. None	0	0
Water-sealed, sewer / septic		
b. tank, used exclusively by the household	102	81
Water-sealed, other depository,		
c. used exclusively by the household	3	2
Water-sealed, sewer / septic		
d. tank, shared with other households	18	14
e. Water-sealed, other depository, shared with other households	2	2
f. Closed pit	1	1
g. Open pit	0	0
h. Others	0	0
Total	126	100

F. Ownership of Assets
(Multiple responses)

	No. of HHs	% to Total
1. None	31	25
2. Radio/Radio Cassette	115	91
3. Television	22	17
4. CD/DVD/DVD Player	20	16
5. Motorcycle/Tricycle	86	68
6. Smartphone	76	60
7. Refrigerator/Freezer	15	12
8. Washing Machine	9	7
9. Motorized Boat/Banca	5	4
10. Audio Component/Stereo Set	71	56
11. Stove with Oven/Gas Range	17	13
12. Air Conditioning	28	22
13. Computer	25	20
14. Car/Jeep	19	15
15. Telephone	5	4
16. Others	0	0