COLLEGE OF BUILT ENVIRONMENT

UNIVERSITI TEKNOLOGI MARA

RESIDENT'S PERCEPTION TOWARDS SHORT-TERM RENTAL (AIRBNB) IN HIGH-RISE RESIDENTIAL PROPERTY

CASE STUDY: RESIDENSI FALIM CONDO (PR1MA FALIM)

Academic Project Submitted in Partial Fulfillment of the Requirements

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ABSTRACT

This study explores residents' perceptions of short-term rental (Airbnb) operations in high-rise residential properties, focusing on Residensi Falim Condo (PR1MA Falim) in Ipoh, Perak. The research investigates the issues arising from such rentals, emphasizing safety, privacy, facilities, and cultural impacts. Utilizing a qualitative methodology, data were gathered through systematic literature reviews and semi-structured interviews with residents. Findings reveal that safety is a predominant concern, with residents expressing anxiety over the presence of transient guests and potential security breaches. Privacy is another critical issue, highlighted by frequent disruptions from unfamiliar individuals and noise disturbances, particularly during festivals and late-night hours. The study also identifies dissatisfaction with the misuse and overcrowding of shared amenities, such as gym facilities and elevators, exacerbated by a lack of accountability among short-term rental guests. Cultural tensions were noted, with residents reporting uncivil behavior, including vandalism and disregard for community norms, which disrupt the harmony of residential communities. Furthermore, the economic impact of tourism-driven inflation adds to residents' challenges, increasing living costs and potential rent hikes. The study underscores the need for comprehensive regulatory frameworks and effective property management strategies to address these issues, ensuring a balance between the economic benefits of short-term rentals and the preservation of community well-being. Recommendations include stricter enforcement of short-term rental regulations, enhanced security measures, and improved communication between property managers and residents. By addressing these concerns, the study aims to contribute to the sustainable integration of short-term rentals in high-rise residential properties while safeguarding the rights and quality of life of permanent residents. These findings provide valuable insights for policymakers, property managers, and stakeholders navigating the complexities of short-term rental operations within high-rise residential property.

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INTRODUCTION

1.1   Introduction

On this chapter will explain about the research background, problem statement, preliminary, research questions, research objectives, research scope and limitations and significant of research which is a benchmark and guide for this research study to prevent it from straying from the objective that has been planned.

1.2   Research Background

Short-term rental (Airbnb) is currently grown in popularity among people nowadays especially among travelers because it is more flexible and more affordable alternative to traditional hotels (Arevalo et al., 2024a). Mostly, all the bookings can be made from apps such as Airbnb, Booking.com and Agoda which is more convenient and easier to book. It has been proved by millions of hosts who are the owners of the property and guests as short-term tenants have created an Airbnb account to enjoy short-term rental as state in Airbnb listing. As of January 2019, Airbnb was active in 81,000 cities in 191 countries and had around 150 million users over 650,000 hosts with 5 million listings (von der Heidt et al., 2020). The applications already explain how to check in and guests are allowed to interact with the host if they have any issues about reservations.