

2014 Continuous Tenant Omnibus Survey Annual Report



Housing
Executive

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1.0 Introduction

1.1 BACKGROUND

The Continuous Tenant Omnibus Survey (CTOS) provides extensive and up-to-date information on the Housing Executive's tenant population and a valuable insight into attitudes to, and satisfaction with Housing Executive services. It is a vital source of information, not only for guiding the development of public sector housing policy, but also for quality assessments and monitoring performance, including the KPIs which allow the organisation to assess the extent to which we meet both our Regional Services first corporate objective "*Identification of housing requirements across Northern Ireland*" and our Landlord Services first corporate objective "*Delivering quality services*".

The CTOS also plays a vital role in delivering at a Regional and Area level, housing management performance-related data in key service areas. This helps management to concentrate attention on areas of weaker performance and provides Area, Region and Centre with a consistent basis for monitoring performance.

Findings from the CTOS also support the Housing Executive's applications for the Customer Service Excellence (CSE) award and the NI Quality Award. It permits the measurement of business improvement activity and the quality of services delivered to our tenants. The Survey also identifies areas where the quality of services needs to be improved.

1.2 OBJECTIVES

- to provide a comprehensive socio-economic profile of Housing Executive tenants and their views and attitudes to service provision in 2014 at Northern Ireland, Regional and Area level;
- to facilitate a comparative analysis of tenants' views over time;
- to allow collection of specific information for various client groups in the Housing Executive, to inform the formulation of future policy or programmes; and
- to allow the flexibility associated with rapid response by the Research Unit to carry out research into specific issues without the delays and expense associated with the commissioning of individual small surveys.

1.3 REPORTING

A joint paper, from Landlord Services and Research, of key findings from 2014 was presented to the Housing Executive's Board in August 2015.

This report is a summary of the main findings from the 2014 survey. Where appropriate, the findings are compared with the 2013 and 2012 CTOS findings. Also included is a five-year comparison with some key services. However, where marginal changes of less than two per cent occur in year on year comparisons, care should be taken when interpreting results, as

the difference may be due to margin of error rather than an actual change in views on the level of service (see Appendix 2 for margin of error table).

Percentages in the tabular report are detailed to one decimal place. However, for ease of reporting, the percentages in the textual analysis are in whole numbers¹.

During 2014, omnibus topics were reported at the end of each specific data collection period. The appropriate clients received an Omnibus report or data; these are also available, on request, from the Research Unit. Table 1.1 below lists all omnibus topics included in 2014.

Table 1.1 Omnibus topics - 2014

Quarter	Topic	Client
Q1 – Jan-Mar	Energy in the home	Energy
	Housing News	Communications & Secretariat
	Rent arrears	Income Collections and Neighbourhoods
Q 2 – Apr-Jun	Anti-social behaviour	Income Collections and Neighbourhoods
	Rural	Rural
	Identifying future priorities	Transformation
Q 3 – Jul-Sep	Communication with the NIHE	Communications & Secretariat
	Health and disability	Equality
	Changes to benefits	Income Collections and Neighbourhoods
	Identifying future priorities	Transformation
Q4 – Oct-Dec	Energy in the home	Energy
	Anti-social behaviour	Income Collections and Neighbourhoods
	Community relations	Income Collections and Neighbourhoods
	Attitudinal questions on disability	Equality

¹ Therefore, .5 or higher is rounded up and .4 or below is rounded down.

2.0 Key Findings

- Lone older (23%; 24% in 2013) and lone adult (21%; 20% in 2013) households remain the most common household types.
- The majority of HRPs (31%) were retired, while similar proportions were either unemployed (21%) or employed (18%).
- In 2014, satisfaction with the overall service (88%) provided by the Housing Executive remained similar to 2013 (89%).
- The proportion of respondents who had made a repair request within the previous 12 months was also similar to 2013 (68% in 2014; 69% in 2013). Almost eight in ten (79%) were generally satisfied with the service received.
- Eighty-seven per cent (also 87% in 2013) were satisfied with the overall quality of their home. Similarly, 85 per cent (also 85% in 2013) of all respondents were satisfied with the general condition of their property.
- The proportion of households in receipt of Housing Benefit remained high (80% in 2014; 80% in 2013). Lone parent (87%), lone adult (86%) and lone older (87%) households were most likely to be in receipt of Housing Benefit.
- More than four-fifths (86%) of respondents were satisfied that their rent provides value for money.
- Since 2010, the proportion of tenants with a current account has increased by 14 percentage points (78% in 2014; 79% in 2013; 64% in 2010), with the proportion of respondents with a savings account remaining at the same level (53% in 2014; 55% in 2013; 53% in 2010).
- Almost three-in-ten (28%) of all respondents were aware of their Community/Residents group, although only one-sixth (15%) of those aware reported that they were involved in such a group.
- Respondents who lived in higher income households (£10,401 or more, 39%) were less likely to feel that the Housing Executive was good at keeping them informed about things that might affect them than those living in lower income households (£5,200 or less, 49%; 44% overall).
- The use of smartphones as the main way to access the internet has rapidly increased since 2012.

3.0 Characteristics of Stock and Household Profile

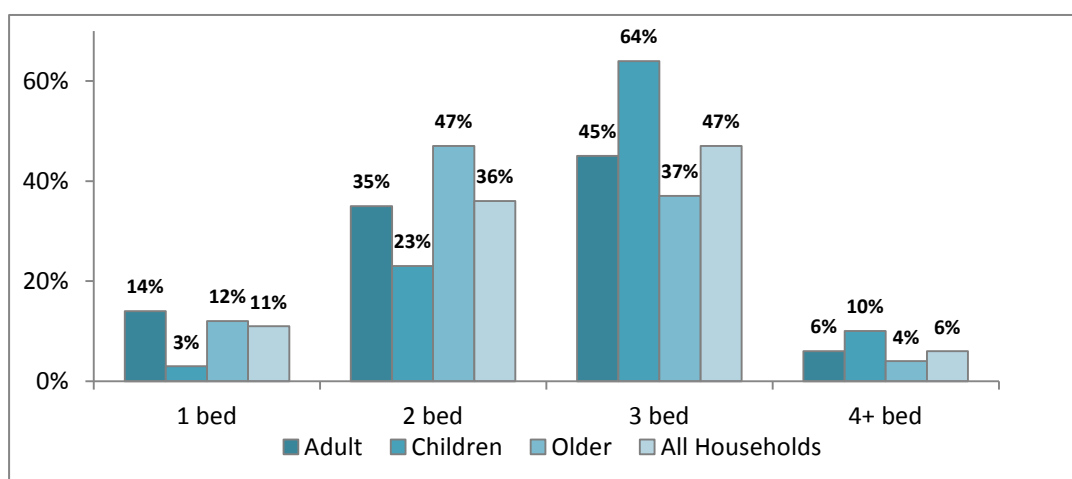
This chapter reports on the Housing Executive’s occupied stock in 2014, the socio-economic profile of the Household Reference Person (HRP) and the total resident population as at January 2014. Findings are reported by household type and Household Reference Person (HRP)².

3.1 HOUSING EXECUTIVE STOCK

As at January 2014 the Housing Executive had an occupied stock of approximately 86,000 properties. Almost two-thirds (62%) of the stock were houses, with bungalows/cottages (23%) and flats/maisonettes (15%) making up the remainder of the stock (*Appendix Table 3.1*).

Three-bedroom properties accounted for almost half (47%) of dwellings and were occupied by the largest proportions of both all-adult households (45%) and households with children (64%). However, households with at least one older member were most likely to live in a two-bedroom dwelling (47%) (*Appendix Table 3.2; Figure 3.1*).

Figure 3.1: Household type by number of bedrooms



3.2 HOUSEHOLD PROFILE

Lone older (23%; 24% in 2013) and lone adult (21%; 20% in 2013) households remain the most common household types. Generally, more than two-fifths (43%) of residents live alone, while more than one-quarter (28% each) either live in a two person household or a household with three or more members (*Appendix Table 3.3 and 3.4*).

The total estimated resident population within the Housing Executive’s occupied stock for 2014 was approximately 179,000, giving an average household size of 2.08 (2.05 in 2013 and

² The household reference person (HRP) is the member of the household who owns or pays the rent on the property. Where two people have equal claim (e.g. husband and wife jointly rent the property) the household reference person is the person with the highest annual income. The definition is for analysis purposes and does not imply any authoritative relationship within the household.

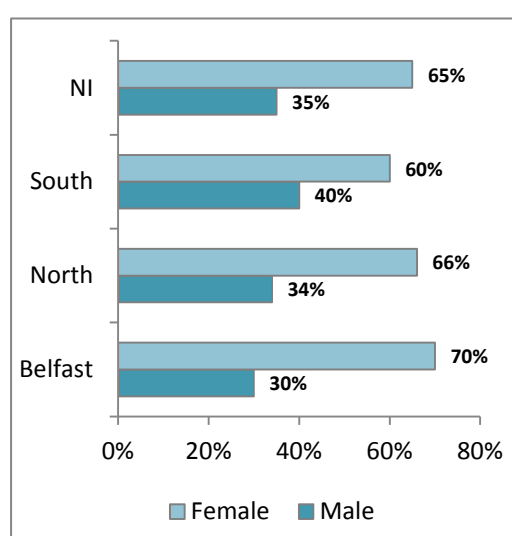
2.11 in 2012), which is lower than the average household size for Northern Ireland as a whole at 2.5³ (*Appendix Table 3.5*).

More than half of all residents were female (55%) and less than half (45%) were male. Of all residents, the same proportions (24% each) were under 16 years old as those who were 60 years or older. Similar proportions of residents were unemployed (17%) as employed (16%), with almost one-fifth (19%) being retired. The ethnicity of almost all (99%) residents was white (*Appendix Table 3.5*).

3.3 PROFILE OF HOUSEHOLD REFERENCE PERSON (HRP)

Appendix Table 3.6 gives a breakdown of the HRP by gender, age, household income, employment status and ethnicity.

Figure 3.2: Gender of HRP



The majority of HRPs were female (65%), (*Figure 3.2*). By Region, the proportion of female HRPs was highest in Belfast (70%) and lowest in the South Region (60%); approximately five percentage points above or below the average respectively.

Similar proportions of HRPs were aged 65 years or older (31%), 45-59 years old (30%) or 25-44 years old (29%).

By household income, the smallest proportion of HRPs (12%) had an annual income of £5,200 or less (£100 or less per week) and the largest proportion (36%) had an annual income of

between £5,201 and £10,400 (between £100 and £200 per week).

The majority of HRPs (31%) were retired, while similar proportions were either unemployed (21%) or employed (18%).

Employment Status of HRP

Overall, two-thirds (67%) of all HRPs were of working age⁴. Of this sub-group, three in ten (30%) were unemployed, more than one-quarter (27%) were employed and almost one-quarter (24%) were permanently sick/disabled (*Appendix Table 3.7*).

Of the one-third (33%) of HRPs who were not of working age⁵ the vast majority were retired (88%) and less than one in ten (9%) were permanently sick/disabled.

Benefits

Benefit dependency remains high among HRPs. Almost eight in ten HRPs (79%; 78% in 2013) were in receipt of Housing Benefit (full/partial) and more than three in ten were in receipt of

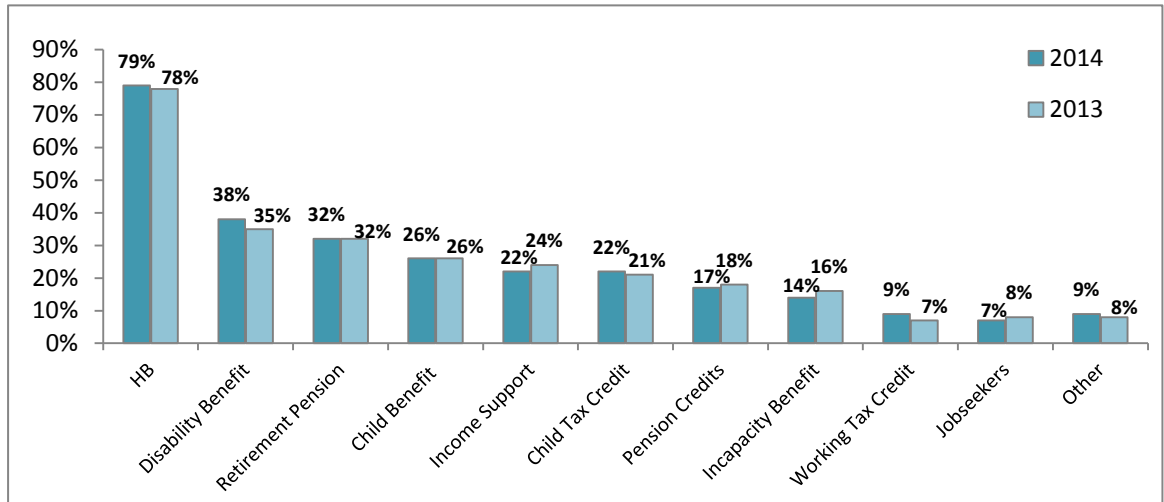
³ Housing Statistics 2012/2013 (Note: At time of publication data was not available for 2013/2014.)

⁴ 16yrs + and less than 65yrs for Males/62yrs for Females

⁵ Males 65yrs+/Females 62yrs+

a disability benefit (38%; 35% in 2013) and/or a retirement pension (32%; also 32% in 2013), (*Appendix Table 3.8; Figure 3.3*).

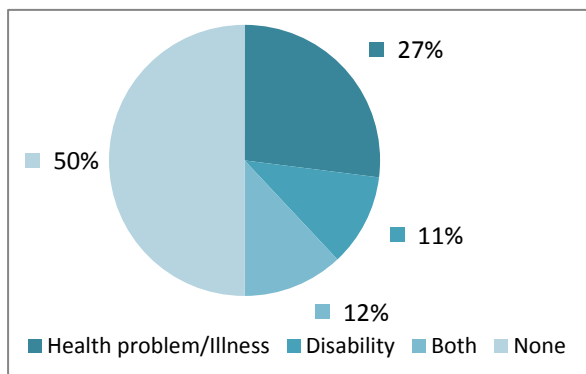
Figure 3.3: Benefit dependency



Health/Disability of HRP

Half (50%) of all HRPs purported not to have a health problem/illness or disability which limited their daily activities, 27 per cent had a health problem/illness, 11 per cent had a disability and 12 per cent had both a health problem *and* a disability (*Appendix Table 3.9; Figure 3.4*).

Figure 3.4: HRP health problem/illness or disability



In addition, the majority of HRPs (79%) reported that they did not require any indoor or outdoor mobility aids. The main mobility aids required by HRPs were a stick (13%) or crutches/Zimmer frame (6%), (*Appendix Table 3.10*).

Religion

The religious composition of households remained the same as in 2013 and 2012, with more than half (54%) of HRPs describing their religion as Protestant, almost two-fifths (39%) as Catholic and two per cent as mixed (Protestant/Catholic) (*Appendix Table 3.11*).

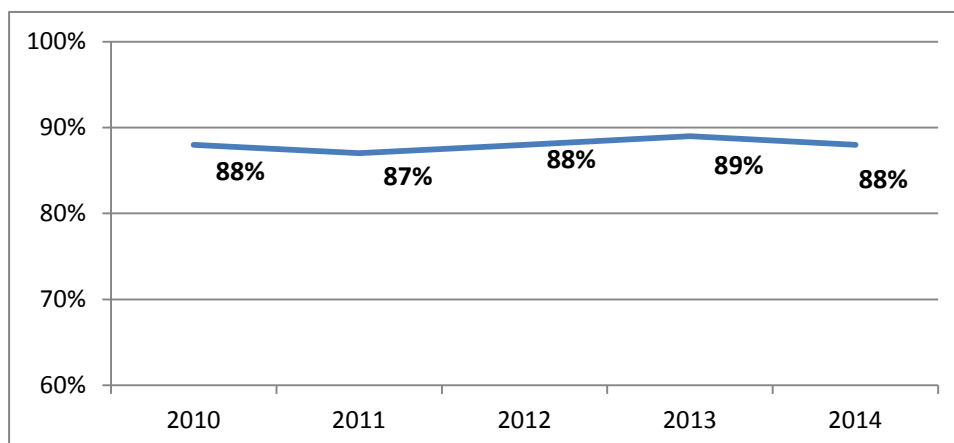
4.0 Housing Executive Services

This chapter reports on tenants' views of our overall service delivery and how tenants feel we performed in some key service areas.

4.1 OVERALL SERVICE PROVIDED BY THE HOUSING EXECUTIVE

The CTOS trend shows that satisfaction with the overall service provided by the Housing Executive remained fairly constant between 2010 and 2014 (88% in 2014; 89% in 2013; 88% in 2010) (*Figure 4.2*).

Figure 4.1: Overall satisfaction, 2010-2014



In 2014, almost nine in ten (88%; 89% in 2013) respondents reported that they were satisfied with the overall service provided by the Housing Executive; eight per cent were neither satisfied nor dissatisfied and the remainder (4%) were dissatisfied. By Region, satisfaction was highest in the North (91%) and lowest in Belfast (83%) (*Appendix Table 4.1*).

Figure 4.2: Overall service provided by the Housing Executive



Four per cent of respondents were dissatisfied with our overall service and issues with repairs were the most common reason for dissatisfaction (50%). Respondents commented on "poor repairs service" or "not having carried out a repair request". Respondents also gave other reasons for their dissatisfaction, but the numbers were too low to allow more detailed reporting while retaining confidentiality.

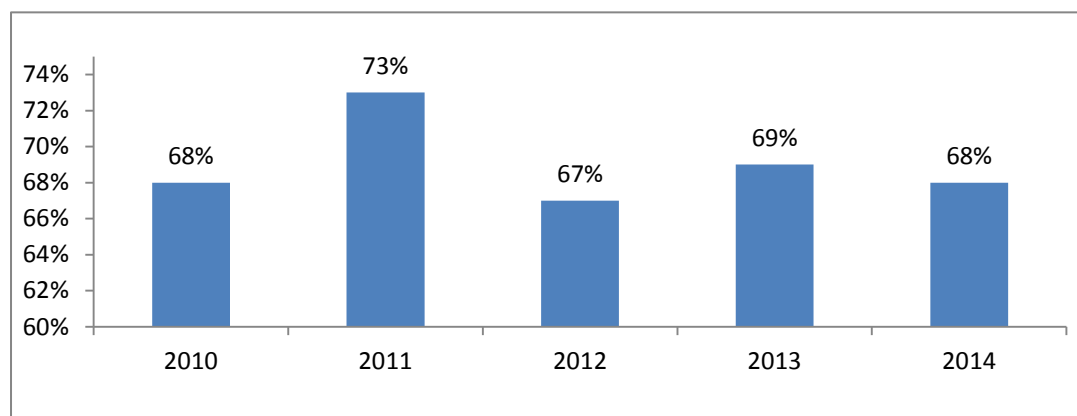
Household characteristics

Households on an income of £10,400 or less were slightly less likely to be satisfied with the overall service provided by the Housing Executive compared to higher income households. Similarly, HRPs aged 24 years or less were less likely to be satisfied with the overall service than older households (*Appendix Table 4.1*).

4.2 REPAIRS SERVICE

The proportion of respondents who had made a repair request within the previous 12 months was similar to previous years (68% in 2014; 69% in 2013; 68% 2010) with the exception of 2011 where 73% reported a repair (*Appendix Table 4.2; Figure 4.3*).

Figure 4.3: Proportion of respondents who had reported a repair, 2010-2014



The main repair requests were generally for plumbing work to bathroom/kitchen (14%), joinery to doors/door furniture (13%) or a heating issue (12%), (*Appendix Table 4.3*). The vast majority of repair requests were reported by telephone (89%), with one per cent (also 1% in 2013) being reported by email/web/text (*Appendix Table 4.4*).

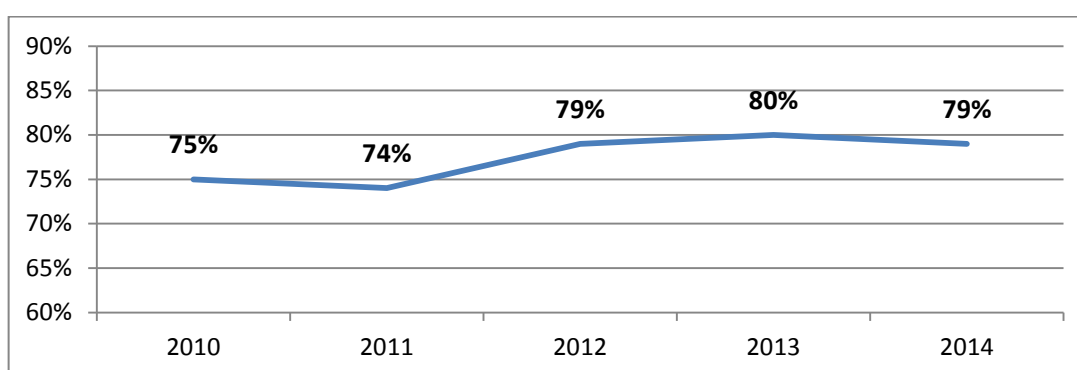
Satisfaction with how the Housing Executive dealt with the repair request

The proportion of respondent satisfied with how staff had dealt with their repair request has remained fairly constant between 2010 and 2014 (90% in 2014; 90% in 2013; 88% in 2010) (*Appendix Table 4.5*).

General satisfaction with repair service

In January 2008, as part of the public sector response to Sir John Egan's *Rethinking Construction* report, the Housing Executive introduced new maintenance contracts aimed at delivering better value for money by promoting a partnership type arrangement with contractors. Of those respondents who had experience of the repair service in 2014 (68% of all respondents), almost eight in ten (79%) were generally satisfied with the service received; a four percentage point increase from 2010 (*Appendix Table 4.6*). By Region, satisfaction was highest in the North (82%) and lowest in South (77%).

Figure 4.4: General satisfaction with the repair service, 2010-2014



Household characteristics

Satisfaction with the repair service was highest among those HRPs who were aged 65 or older (86%) and those who were living in 'lone older' households (85%).

Completed Repair

Of those respondents who had reported a repair in 2014 (68% of all respondents) 88 per cent had at least one repair completed in the 12 months prior to being surveyed (87% in 2013) (*Appendix Table 4.7*). More than four-fifths (87%; 88% in 2013) reported that the workmen completed the repair work in full when they first visited (*Appendix Table 4.8*). Satisfaction with aspects of the service respondents had received remained high, ranging from 91% to 97% (*Appendix Table 4.9; Table 4.1*).

Table 4.1: Satisfaction with aspects of completed repair, 2010-2014 (%)

	2010	2011	2012	2013	2014
Friendliness	97	96	97	97	97
Politeness	96	96	98	97	97
Tidiness	94	94	95	96	95
Speed	90	90	93	95	93
Quality of work	88	88	91	92	91
Quality of materials	87	87	92	92	91

In addition, the vast majority (92%; 93% in 2013) of respondents were satisfied with how the Housing Executive had managed the repair and how the contractor had carried out the repair work (also 92%; 94% in 2013) (*Appendix Tables 4.10a and 4.10b*).

Having had a repair completed, and therefore experienced the repair service in full, respondent satisfaction rose to 85 per cent (88% in 2013) (*Appendix Table 4.11*).

4.3 SATISFACTION WITH QUALITY OF HOME AND CONDITION OF PROPERTY

Of all respondents, 87 per cent (also 87% in 2013) were satisfied with the overall quality of their home (*Appendix Table 4.12*). Satisfaction was lower in Belfast (81%) than in the North (89%) and South (88%) regions.

Similarly, 85 per cent (also 85% in 2013) of all respondents were satisfied with the general condition of their property (*Appendix Table 4.13*). Small families and lone parent households (each 78%) were less likely to be satisfied with the condition of their property than other household types, as were those on a lower income (£5,200 or less; 79%).

4.4 CONTACT WITH THE HOUSING EXECUTIVE

Telephone Contact

More than two-thirds (69%; also 69% in 2013) of all respondents had telephoned the Housing Executive within the last 12 months. The principal reason was regarding a repair (85%; also 85% in 2013). The majority (93%; 91% in 2013) of respondents reported that their phone call had been answered quickly, although a small proportion (5%; 6% in 2013) said that the telephone rang a few times before being answered (*Appendix Tables 4.14, 4.15 and 4.16*).

In the vast majority of cases, respondents reported that the conduct of the telephone call was positive ([Appendix Table 4.17](#)). Staff were:

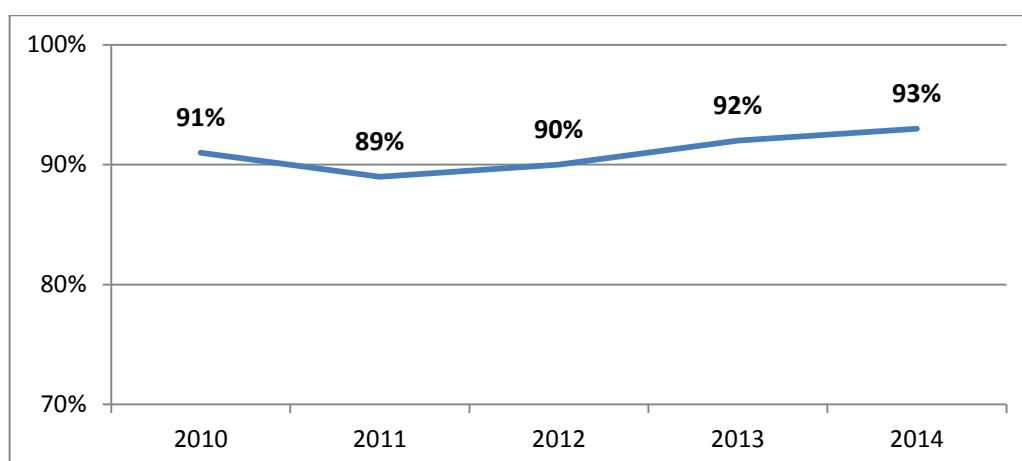
- Polite (98%; also 98% in 2013);
- Friendly (98%; 97% in 2013);
- Easy to understand (98%; also 98% in 2013);
- Knowledgeable (97%; 96% in 2013);
- Patient (96%; also 96% in 2013);
- Not interested/off hand (5%; also 5% in 2013);
- In a hurry/rushed (5%; also 5% in 2013); and
- Rude (3%; also 3% in 2013).

Furthermore, the majority (95%; also 95% in 2013) reported that staff had spoken to them in a courteous manner ([Appendix Table 4.18](#)).

Overall satisfaction with telephone contact

In comparison with previous years, tenants continue to have high levels of satisfaction with the telephone service received from the Housing Executive (93% in 2014; 92% in 2013; 91% in 2010) ([Figure 4.19](#)).

Figure 4.5: Satisfaction with telephone service, 2010-2014



In 2014, four per cent of respondents were dissatisfied with telephone contact with the Housing Executive; reasons included: staff were unhelpful, did not listen, kept passing the buck, or were too slow to resolve problem.

Household characteristics

More than four-fifths (81%) of households with a HRP aged between 18 and 24 reported satisfaction levels that were below the N. Ireland average of 93 per cent.

Visit to a Housing Executive office

The proportion of respondents who had visited a Housing Executive office in 2014 (22%) remained similar to the previous year (23% in 2013) ([Appendix Table 4.20](#)). The two main reasons why respondents had visited an office were repairs (43%), or Housing Benefit (10%), ([Appendix Table 4.21](#)). When calling to an office, the vast majority (90%; 92% in 2013) of respondents waited less than 15 minutes to be attended to by staff (49% in less than 5 minutes; 52% in 2013) ([Appendix Table 4.22](#)).

Respondents' experience of visiting a Housing Executive office remained similar to that of the previous year (*Table 4.2; Appendix Table 4.23*). Similarly, satisfaction regarding the opening hours of the office the respondent had visited remained high (91%; 93% in 2013), as did overall satisfaction with their visit (87%; 90% in 2013) (*Appendix Table 4.24 and 4.25*).

Table 4.2: Respondents who agreed about aspects of the office they visited (%)

	2013	2014
Easy to get to	96	95
The staff are polite	95	94
You always feel you can ask questions	93	93
The staff are friendly	94	92
The staff are helpful	92	92
The staff appear to have time for me	93	92
The staff seem very knowledgeable	89	89
You rarely have to wait to be seen	80	78
You are given the name of the person who deals with your query	79	79
You cannot be overheard when you are being dealt with	51	50
You are usually seen by the same person each time	41	43

Home visit from a member of Housing Executive staff

In 2014, less than one-quarter (22%; 19% in 2013) of respondents had received a home visit by a member of Housing Executive staff (*Appendix Table 4.26*). Overall, more than eight in ten (82%; 84% in 2013) were satisfied with the visit (*Appendix Table 4.27*). Notably, HRP's with large (60%) and small (68%) families were less satisfied with the home visit than other household types.

Written communication with the Housing Executive

Although written communication continues to be the least popular method of contact used by respondents (4%; 3% in 2013), the organisation measures use of written communication to gauge any increase in contact via email, the web and/or by text.

Compared to 2013, the use of written communication in 2014 is very similar. Three per cent (also 3% in 2013) of respondents had contacted the Housing Executive by letter, and one per cent had made contact via email (also 1% in 2013). There continues to be very little change in contact via the website or by text (less than 1% in both 2014 and 2013) (*Appendix Table 4.28*). Nevertheless, respondents who received a reply felt the reply was very/fairly clear (89%) and were very satisfied/satisfied (77%) with the written communication they received (*Appendix Tables 4.29 and 4.30*).

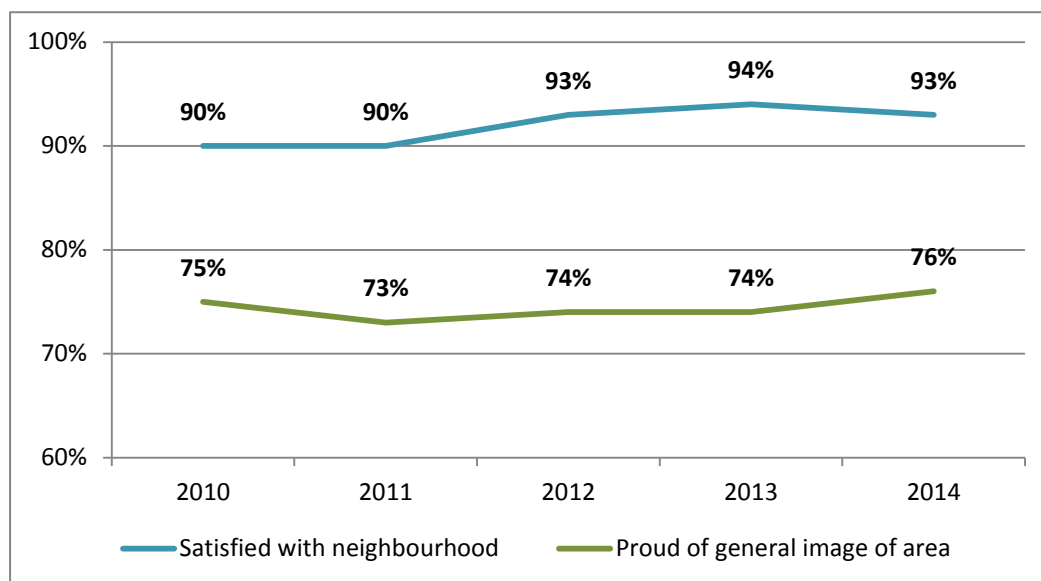
4.5 RESPONDENTS' ATTITUDES TO HOME AND ESTATE

The vast majority (93%; 94% in 2013) of respondents were satisfied with their neighbourhood as a place to live (*Appendix Table 4.31*). More than one-sixth (18%; 16% in 2013) felt their area was changing for the better, almost three-quarters (72%; 75% in 2013) felt the area was not really changing and seven per cent (6% in 2013) felt the area was changing for the worse (*Appendix Table 4.32*).

Compared to 2013, slightly more respondents in 2014 felt proud (76%; 74% in 2013) about the general image of their area, if friends and relatives come to visit (*Appendix Table 4.33*).

However, by household characteristics and location, lone parent households (66%), HRPs aged between 25 and 44 (68%) and households' in Belfast (67%) were least likely to feel a sense of pride about the general image of their area (*Appendix Table 4.33*).

Figure 4.6: Respondents' satisfaction with their neighbourhood and the general image of their area, 2010-2014



4.6 REPORTING ANTI-SOCIAL BEHAVIOUR

Tenants have the right to live in peace and harmony with their neighbours. Anti-social behaviour (ASB) is defined in broad terms as anything that has a detrimental effect on an individual's enjoyment of their home and surroundings. This would include disputes with neighbours.

Reporting of ASB

Less than one tenth (6%; 4% in 2013) of respondents had reported an incident of ASB to the Housing Executive within the 12 months before interview (*Appendix Table 4.34*).

Of the respondents who had reported an incident of ASB, almost half (46%; 45% in 2013) had done so approximately six months or more prior to interview and more than one-third (34%; 34% in 2013) had reported an incident of ASB between four weeks to up to six months prior to interview (*Appendix Table 4.35*).

Action taken by the Housing Executive

Of those who had reported an incidence of ASB (6% of all respondents), almost three-quarters (74%; 70% in 2013) said the Housing Executive had acknowledged that the incident would be investigated. Of these respondents, three-quarters (75%; 73% in 2013) said the Housing Executive had discussed with them what steps would be taken to deal with the issue (*Appendix Tables 4.36 and 4.37*).

Outcome of action taken by the Housing Executive

As a result of having reported an incident of ASB or of any action taken by the Housing Executive, almost one-third (32%; 39% in 2013) of respondents said that the ASB had ceased; one-quarter (25%; 23% in 2013) said it had lessened and almost one-third said the

ASB had continued at the same level (32%; 29% in 2013). A small proportion (8%; 4% in 2013) said that the ASB had increased and four percent (also 4% in 2013) could not comment as the ASB had been reported less than one week before they were interviewed (*Appendix Table 4.38*).

Satisfaction with how they were kept them informed and how case was handled

More than half (54%; 48% in 2013) of respondents were satisfied with how the Housing Executive have kept them informed, 14 per cent were neutral (19% in 2013) and around one third (32%; 33% in 2013) were dissatisfied (*Appendix Table 4.39*).

Similarly, more than half (55%; 51% in 2013) of respondents were satisfied with how the Housing Executive had handled or was handling their case at the time of the interview, 14 per cent were neutral (26% in 2013) and almost one third (31%; 24% in 2013) were dissatisfied (*Appendix Table 4.40*).

Reporting incidents of ASB to other agencies

Of all respondents less than one-tenth (6%; 5% in 2013) had reported an incident of ASB to an agency other than the Housing Executive in the 12 months prior to interview. Of those who had, the majority (82%; 83% in 2013) had done so to the PSNI and 13 per cent had reported an incident to their local council (15% in 2013) (*Appendix Tables 4.41 and 4.42*).

5.0 Housing Benefit, Rent Payments and Financial Inclusion

The 2014 CTOS included a number of questions regarding Housing Benefit, rent payment and access to financial products. The statistics derived provide valuable insight which informs strategies aimed at providing better quality services and support when needed to Housing Executive tenants. What follows is an analysis of trends over a five-year period, an examination of the 2014 findings by household characteristics and location and, where appropriate, comparisons with the 2013 CTOS.

5.1 HOUSING BENEFIT

Housing Benefit status ⁶

The CTOS trend shows that the proportion of households in receipt of Housing Benefit remained fairly constant between 2010 and 2014 (80% in 2014; 80% in 2013; 79% in 2010).

Housing Benefit status - Household Characteristics (Appendix Table 5.1)

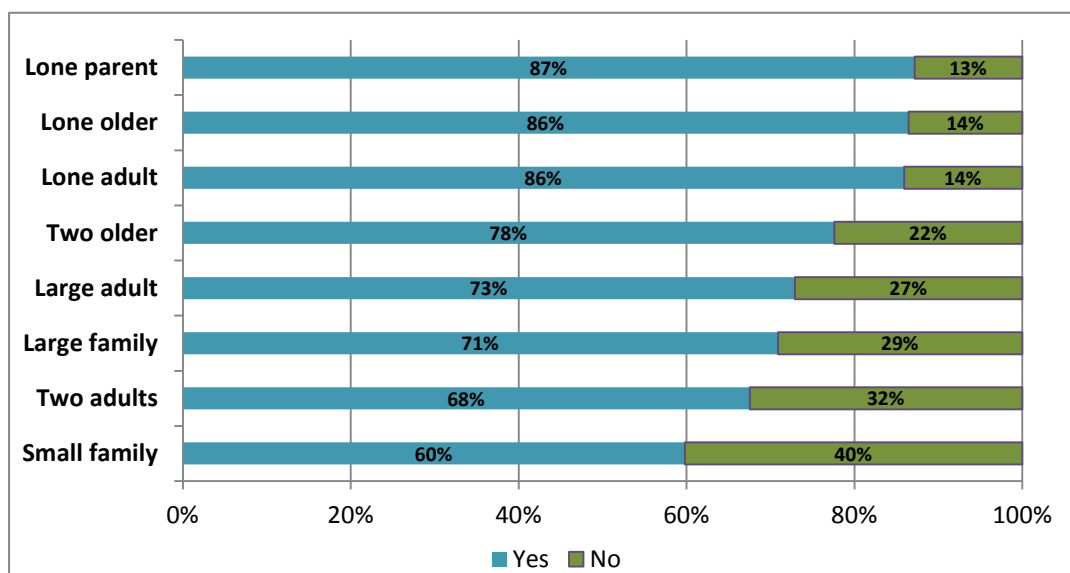
Household Income

- Households with an income of £10,400 or below were more likely to be in receipt of Housing Benefit (up to £5,200, 93%; between £5,201 and £10,400, 90%) than those households with an income of £10,401 or more (59%).

Household type

- In 2014, lone parent (87%), lone adult (86%) and lone older (87%) households were most likely to be in receipt of Housing Benefit.
- Conversely, small family (40%) and two adult (33%) households were most likely to receive *no* Housing Benefit (Figure 5.2).

Figure 5.1: Households in receipt of Housing Benefit by household type, 2014



⁶ The CTOS Housing Benefit figures rely on respondents reporting their circumstances. However, they are broadly in line with Housing Executive operational figures.

Age of HRP

- Households with the HRPs in the youngest (18 to 24 years) and the oldest age groups (65 years or more) were most likely to be in receipt of Housing Benefit (89% and 84% respectively; 80% overall).
- Conversely, households with HRPs aged between 25 and 44 years were most likely to receive *no* Housing Benefit (26%; 20% overall).

Housing Benefit applications (previous 12 months)

Almost one-third (31%) of households had a member who had applied for Housing Benefit in the 12 months prior to the survey. Of those, 16 per cent were first time applications; the remainder (84%) were renewal applications. Almost three-quarters (73%) of respondents found the application form easy to complete, 16 per cent found it neither easy nor difficult and seven per cent found it difficult. Less than two-thirds (62%) were aware that they had a right to have a decision to refuse Housing Benefit reviewed (*Appendix Tables 5.2 to 5.5*).

Awareness of Housing Benefit regulations

The majority (88%) of respondents were aware that someone working on a low income may be entitled to Housing Benefit, but at the time of the survey more than one tenth (12%) of respondents were not (*Appendix Table 5.6*).

Furthermore, of those respondents in receipt of Housing Benefit, almost one-third (31%) were unaware of their right to have the amount of Housing Benefit they received reviewed by an independent tribunal (*Appendix Table 5.7*).

Perception of information provided on Housing Benefit

Of those respondents who lived in households in receipt of Housing Benefit, the vast majority said notifications were 'clear' (93%) and 'understandable' (93%). Furthermore, of those respondents who used the information services regarding Housing Benefit (15% of all respondents) the vast majority (92%) were satisfied with the service (*Appendix Tables 5.8 to 5.11*).

5.2 RENT PAYMENTS

The 2014 CTOS included a number of questions regarding rent payment, in terms of value for money and whether respondents found paying their rent difficult. Whilst 63 per cent reported to be in receipt of full Housing Benefit and therefore were not subject to rent payments, a small proportion (6%) reported that, in the past 12 months, they had experienced difficulty in paying their rent. The remaining 31 per cent had experienced no difficulty in paying their rent during that period (*Appendix Table 5.12*).

All respondents were also asked if they thought they would experience difficulty paying their rent during the next 12 months. A small proportion (3%) felt that they would; the remainder (97%) did not expect to experience any difficulties (*Appendix Table 5.13*).

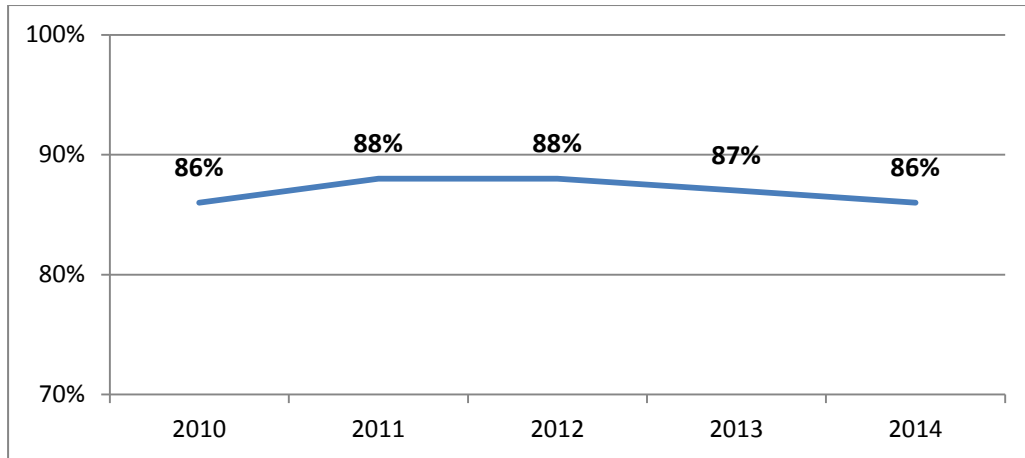
Paying rent by standing order

Respondents who lived in households not in receipt of any Housing Benefit were asked whether they paid their rent by Direct Debit or Standing Order; of these, 34 per cent paid by either method (7% of all respondents) (*Appendix Table 5.14*).

Satisfaction that rent provides value for money

Satisfaction that rent provides value for money has remained almost constant, with slight variations between 86 per cent and 88 per cent over the five years to 2014 (86% in 2014; 87% in 2013; 86% in 2010), (Figure 5.2; Appendix Table 5.15).

Figure 5.2: Satisfaction that rent provides value for money, 2010-2014



Satisfaction that rent provides value for money - Household Characteristics

Age of HRP

- Respondents living in households with HRPs in the youngest age group (18-24 years) were most likely (93%) to be satisfied.
- Conversely, those living in households with HRPs aged 25 to 44 years (85%) and 45 to 59 (84%) were less likely to be satisfied.

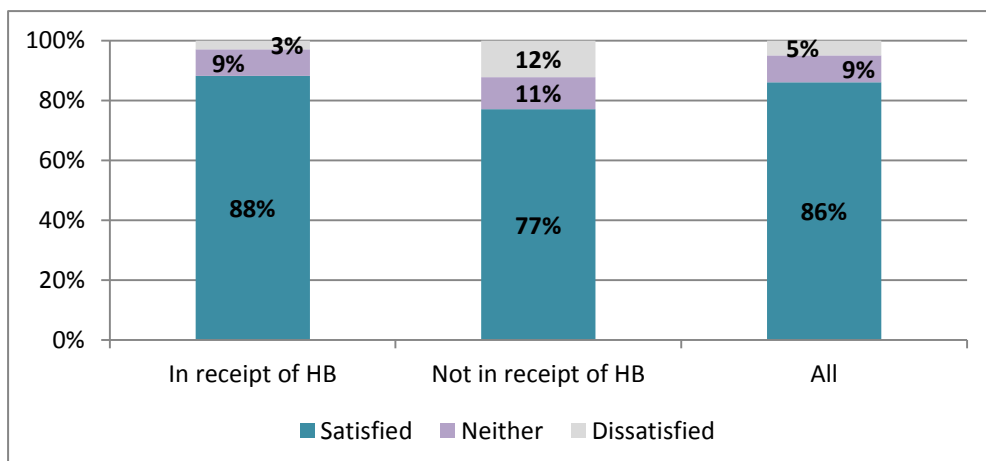
Location

- Respondents living in the Belfast region were less satisfied (77%; 86% overall) that their rent provided value for money than those respondents living in either the North (88%) or South (90%) regions.

Housing Benefit status and satisfaction that rent provides value for money

As Figure 5.3 below illustrates, those respondents living in households not in receipt of Housing Benefit were less likely (77%; 86% overall) to be satisfied that their rent provided value for money than those living in households in receipt of Housing Benefit (88%).

Figure 5.3: Satisfaction that rent provides value for money by Housing Benefit status



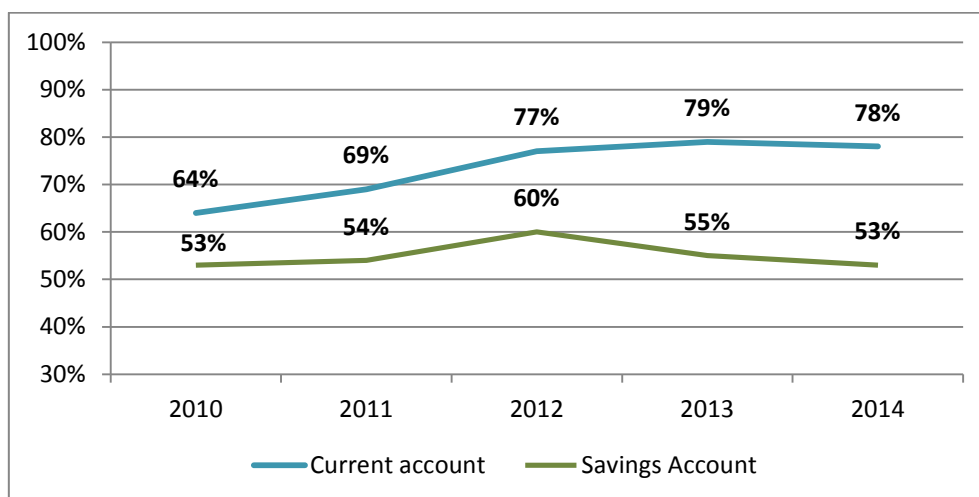
5.3 FINANCIAL INCLUSION

The CTOS contains a number of questions relating to tenants' access to financial products.

Current and savings account ownership

As Figure 5.4 below shows, whilst the proportion of tenants with a current account increased by 14 percentage points in the five years to 2014 (78% in 2014; 79% in 2013; 64% in 2010), the proportion of respondents with a savings account has fluctuated, with ownership peaking in 2012 (60%) and falling again to the 2010 level in 2014 (53%; 55% in 2013).

Figure 5.4: Respondents' current and savings accounts ownership, 2010-2014



Current and savings account ownership - Household Characteristics (Appendix Table 5.16 and 5.17)

Household Type

- Those respondents who lived in households with children were more likely to have a current account than those households without children (lone parent 88%, small family 88%, large family 87%; 78% overall).
- However, along with lone adult households (51%), lone parent and large family households (both 50%; 45% overall) were most likely to have no savings account.

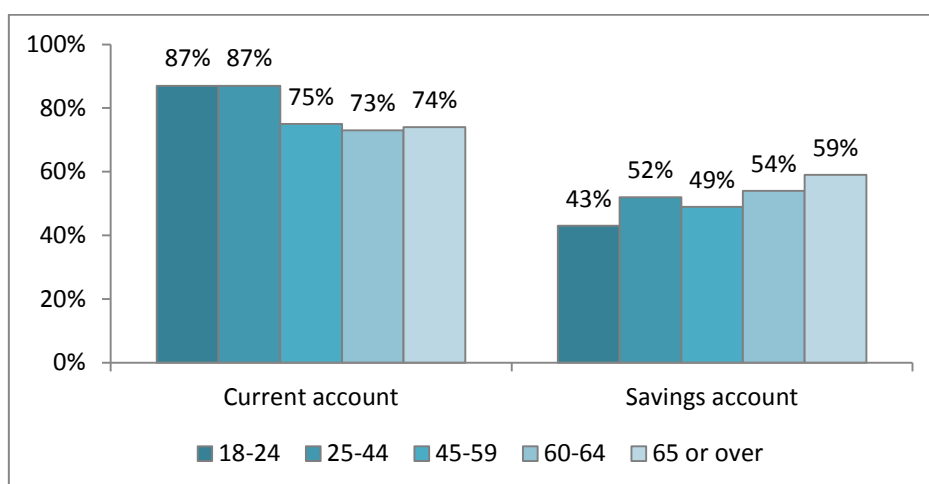
Household Income

- Respondents who lived in households with the least income (£5,200 or less) were also least likely to have a current account (67%; 78% overall) but most likely to have a savings account (62%; 53% overall).

Age of HRP

- Respondents' ownership of either a current or savings account also varied according to the age of the HRP. However, irrespective of the age of the HRP, respondents of all ages were more likely to have a current account than a savings account.

Figure 5.5: Respondent current and savings accounts ownership by age of HRP



- Respondents living in households with HRPs in the younger age group (18-24 year olds) were much more likely (87%) to have a current account than a savings account, and that this age group was least likely overall to have a savings account (43%).
- Conversely, while respondents living in households with HRPs aged 65 years or more were less likely than those aged up to 44 to have a current account (74%), but they were the most likely to have a savings account (59%).

Debit payment card and/or credit card ownership

In 2014 three-fifths (60%) of all respondents had a debit payment card and/or credit card; the remainder (40%) had no such products ([Appendix Table 5.18](#)).

Debit payment card and/or credit card ownership – Household Characteristics ([Appendix Table 5.18](#))

Age of HRP

- Those respondents living in households with HRPs in the younger age groups (18-24 year olds and 25 to 44 year olds) were more likely (74% and 76% respectively; 60% overall) to have a debit payment card and/or credit card than those living in households with older HRPs (45-59 years, 57%; 60-64 years, 59%; 65 years or over, 47%).

Household Income

- There was a correlation between household income and ownership of a debit payment card and/or credit card in that those respondents living in higher income households (£10,401 or more) were more likely (76%) to have such products than those respondents living in the lowest income households (£5,200 or less 51%; 60% overall).

Household Type

- Those respondents who lived in households with children (lone parent 76%, small family 73%, and large family 71%) were more likely to have a debit payment card and/or credit card than those households without children.
- Conversely, older households (lone older 50%; two older 48%; 40% overall) were most likely to have no payment card and/or credit card.

Location

- Respondents living in the Belfast region were less likely (54%) to have a debit payment card and/or credit card than respondents living in either the North (61%) or South (63%; 60% overall)

Home contents insurance

In 2014, only around one-quarter (26%; 25% in 2013) of respondents reported that the contents of their home were insured ([Appendix Table 5.19a](#)).

The main reason why respondents did not have the contents of their home insured was that they had not got round to getting insurance (45%). Other reasons included: 'quotes received were too expensive' (27%); 'don't think I will need it' (22%) and 'don't know how to get insurance' (2%) ([Appendix Table 5.19b](#)).

6.0 Tenant involvement, consultation and communication

The 2014 CTOS included a number of questions regarding awareness of, and level of involvement in, various tenant participation opportunities, as well as respondents' views on how well the Housing Executive consults and communicates with its tenants. What follows is an examination of the 2014 findings by location and household characteristics; where appropriate, comparisons with the 2013 CTOS are made.

6.1 TENANT INVOLVEMENT

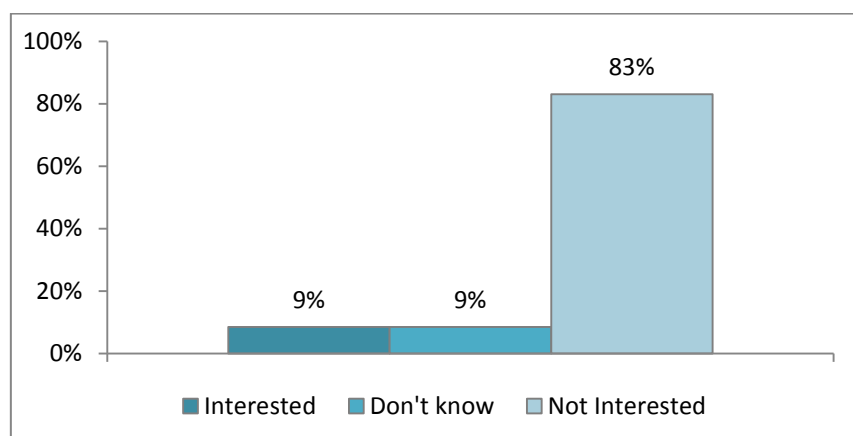
Awareness and level of tenant involvement

Almost three-in-ten (28%) of all respondents were aware of their Community/Residents group in 2014, although only one-sixth (15%) of those aware reported that they were involved in such a group; four per cent of all respondents (*Appendix Tables 6.1 and 6.2*). Moreover, due to few respondents being aware of other forms of participation or involvement opportunities, such as the Tenant Involvement Register, Community Champions or Tenant Scrutiny Panels, this was not reported.

Interest in becoming involved in a local group, panel or forum

Of those respondents who were not involved in any group, panel or forum in 2014, the majority (83%) stated they were not interested; almost one-tenth (9%) were interested and the same proportion (9%) were undecided (Figure 6.1). The three most common reasons given included: no time/too busy (24%); not interested/couldn't be bothered (23%); health reasons/too old/too ill or disabled (20%), (*Appendix Table 6.3 and 6.4*).

Figure 6.1: Level of interest in becoming involved in a local group/panel/forum, 2014

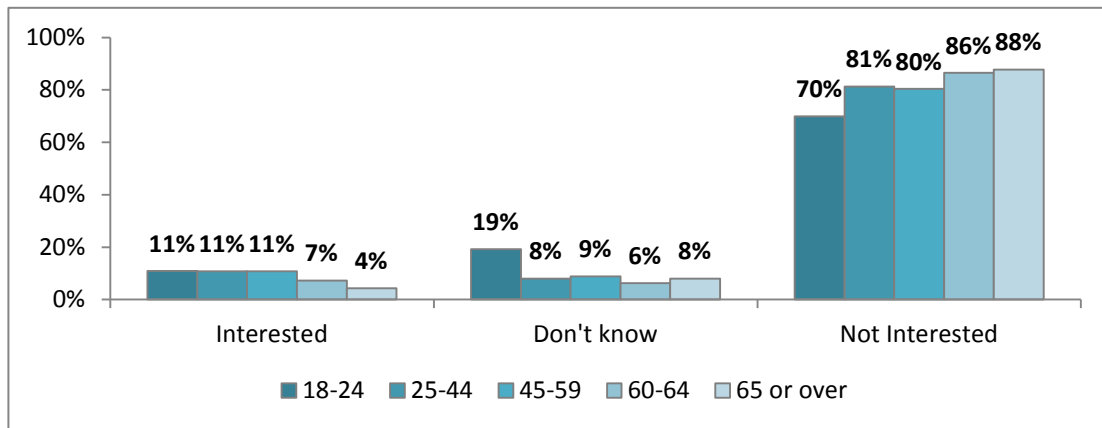


Interest in becoming involved in a local group, panel or forum – Household Characteristics (*Appendix Table 6.5*)

Age of HRP

- Those respondents who lived in households with HRPs aged 18-24 years, 25 to 44 years and 49-59 years (11% for all three groups), were more likely to be interested in becoming involved in a local group, forum or panel than those living in households with older HRPs aged 60 years or more (Figure 6.2).

Figure 6.2: Level of interest in becoming involved by age of HRP, 2014



- Interestingly, those respondents living in households with HRPs in the youngest age group (18 to 24 years) were most likely to be undecided (19%) and least likely to have no interest in becoming involved (70%) (Figure 6.2).

Location

- Respondents living in the Belfast region were less likely to be interested in becoming involved in a local group, panel or forum (6%; 9% overall) than those living in the North (9%) or the South (10%) region.

Household type

- In 2014, respondents who lived in large family (14%), lone adult (12%) and two adult (11%) households were most likely to be interested in becoming involved in a local group, forum or panel.
- Conversely, those respondents living in older households (two older 5%; lone older 5%) were least likely to be interested.

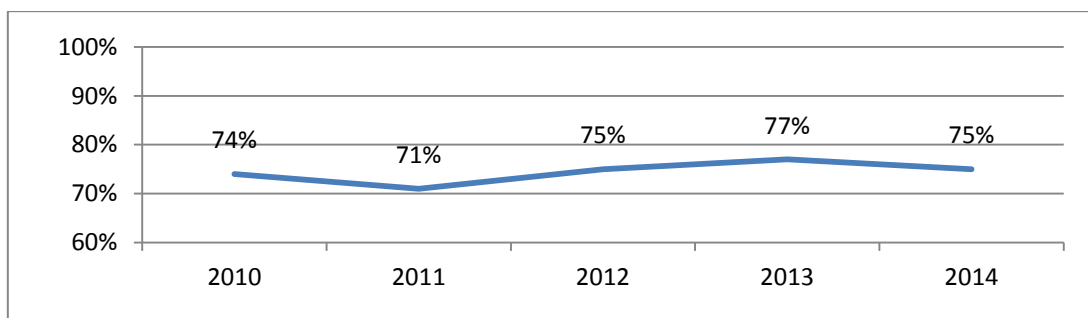
6.2 TENANT CONSULTATION

The 2014 CTOS included questions designed to gain insight into how the Housing Executive performed with regard to consultation with its tenants.

How well tenants feel they are consulted by the Housing Executive

There has been some variation, over the five-year period to 2014, in how well respondents have felt they had been consulted. Three-quarters (75%) felt well consulted in 2014 (Figure 6.3).

Figure 6.3: Percentage of respondents who felt well consulted by the Housing Executive, 2010-2014

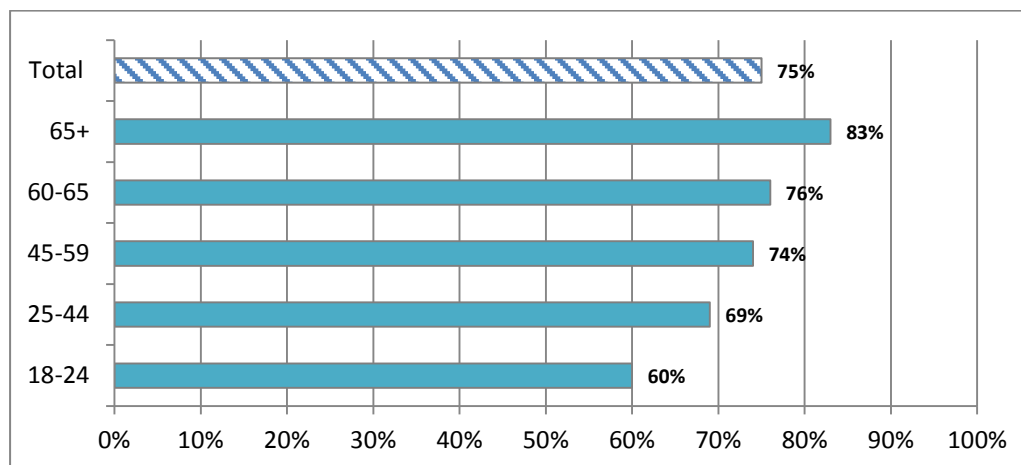


How well tenants feel they are consulted by the Housing Executive – Household Characteristics (Appendix Table 6.6)

Age of HRP

- Those respondents who lived in households with an HRP aged 18 to 24 years (60%) were much less likely to feel well consulted than those who lived in households with an HRP aged 65 or more (83%; 75% overall) (Figure 6.4).

Figure 6.4: Percentage of respondents who felt well consulted by the Housing Executive, by age of HRP, 2014



Household Type

- In 2014, respondents who lived in older households (two older 79%; lone older 83%) were the most likely to feel that they were well consulted
- Conversely, those who lived in lone parent (68%) or lone adult (70%; 75% overall) households were least likely to feel they had been well consulted.

Location

- Respondents living in the Belfast region were less likely to feel well consulted (69%; 75% overall) than those living in the North (79%) or the South (77%) regions.

Satisfaction that the Housing Executive listens and acts upon views

In 2014 almost three-quarters (72%; 74% in 2013) of respondents were satisfied that the Housing Executive listens to tenants' views and acts upon them (Appendix Table 6.7).

Satisfaction that the Housing Executive listens and acts upon views– Household Characteristics (Appendix Table 6.6)

Age of HRP

- Respondents living in households with younger HRPs (18 to 24 years) were less likely to be satisfied (61%) that the Housing Executive listens and acts upon views than respondents living in households with older HRPs (65 or more; 81%).

Household Type

- There was a lower rate of satisfaction that the Housing Executive listens to tenants' views and acts upon them among respondents who lived in households with children (lone parent 66%; small family 67% large family 68%) and lone adult households (67%)

than among those living in older households (two older 79%; lone older 79%; 72% overall).

Location

- Respondents living in the Belfast region were less likely to be satisfied that the Housing Executive listens to their views and acts upon them (67%; 72% overall) than those living in the North (76%) or the South (72%) region.

6.3 COMMUNICATION

A number of questions were included in the 2014 CTOS relating to how the Housing Executive communicates with tenants.

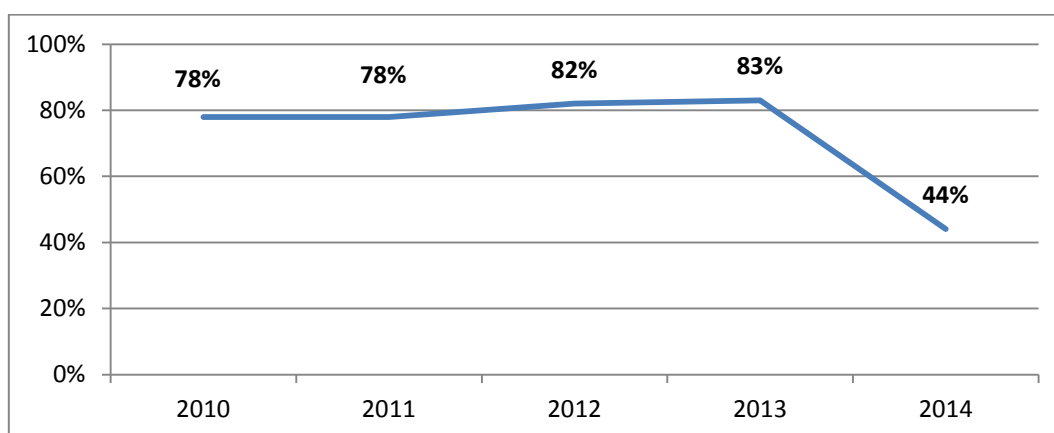
Newsletter – Housing News

In the first instance, respondents were asked whether they were aware of the Housing Executive’s newsletter, Housing News, which is sent to tenants on an annual basis. In 2014, 77 per cent of respondents reported that they were aware of the publication; however this was down four percentage points from 2013 (81%) (*Appendix Table 6.8*).

Keeping tenants informed

All respondents were asked whether or not the Housing Executive is good at keeping them informed about things that may affect them as a tenant.

Figure 6.5: Proportion of respondents who felt that the Housing Executive was good at keeping them informed about things that might affect them, 2010-2014



In 2014 the question was asked with the following exemplars: Welfare Reform, Social Fund Reform, Universal Credit, Bedroom Tax etc. These exemplars, which were not included in previous years, coupled with the continuing uncertainty surrounding these issues, may explain the significant decrease seen in 2014 in the proportion of respondents who felt that the Housing Executive is good at keeping them informed. As Figure 6.5 above shows, there was a five percentage point increase from 78 per cent in 2010 to 83 per cent in 2013. However, compared to 2010 there was a 39 percentage point decrease in 2014 (44%).

Keeping tenants informed – Household Characteristics (*Appendix Table 6.9*)

Household Income

- Respondents who lived in higher income households (£10,401 or more, 39%) were less likely to feel that the Housing Executive was good at keeping them informed about

things that might affect them than those living in lower income households (£5,200 or less, 49%; 44% overall).

Location

- Respondents living in the South region (38%) were less likely to feel that the Housing Executive was good at keeping them informed about things that might affect them than those living in the North (51%) or the Belfast (44%) regions.

What is important to tenants?

Respondents were asked to choose, from a list of service areas, which they considered to be the **three** most important. Slightly more than one-third of respondents (35%; 37% in 2013) selected *repairs and maintenance* as being the most important issue and almost one quarter (24%) said the *overall quality of their home* was most important to them, while 17 per cent said that *keeping tenants informed* was of principal importance. The same issues, in the same order, were the three services identified by respondents as being the *second* most important issue for them, highlighting that the quality and upkeep of their home and good communication from their landlord are key issues for tenants. General issues about their neighbourhood as a place to live (18%; 18% in 2013) was the most common third choice, followed by repairs and maintenance and overall quality of the home (both 16%) (*Appendix Table 6.10a – 6.10c*).

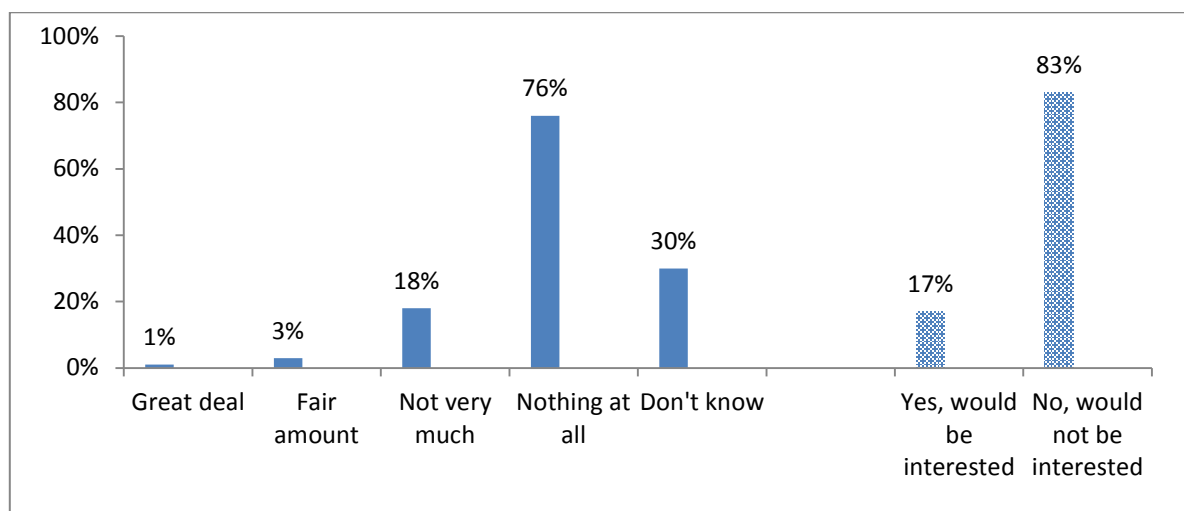
How do tenants want to be kept informed?

Tenants were asked by which method of contact they would like to be kept informed. In the event, more than two-thirds (68%) reported that they would like to be kept informed by telephoned, almost half (49%) would like to be informed in writing and 14 per cent would like to visit the office (*Appendix Table 6.11*).

Respondents' knowledge of the Social Housing Reform Programme

Respondents were asked questions regarding the Minister for Social Development's Social Housing Reform Programme (SHRP) and the impact they thought this might have on them as a tenant.

Figure 6.6: Respondents' knowledge of the SHRP and interest in becoming involved in a consultation process (%)



As Figure 6.6 overleaf shows, respondents' knowledge of the SHRP, and how it might affect them in the future was limited, with only four per cent reporting they either knew a great deal or a fair amount about the proposed changes to social housing in Northern Ireland. However, approximately one-sixth (17%) said they would be interested in becoming involved in the consultation process (*Appendix Table 6.12 and 6.13*).

The three main methods by which respondents would like to be kept informed about the SHRP were: (*Appendix Table 6.14*).

- Via letter, leaflet etc. (91%);
- To have views represented by the Housing Executive's tenant forums (Area Scrutiny Panels/Central Housing Community Forum etc.) (17%);
- To be kept informed via the Housing Executive's website (12%).

Overall, the preferred method of being involved in the SHRP would be by letter, leaflet etc. (84%), (*Appendix Table 6.15*).

7.0 Digital Inclusion

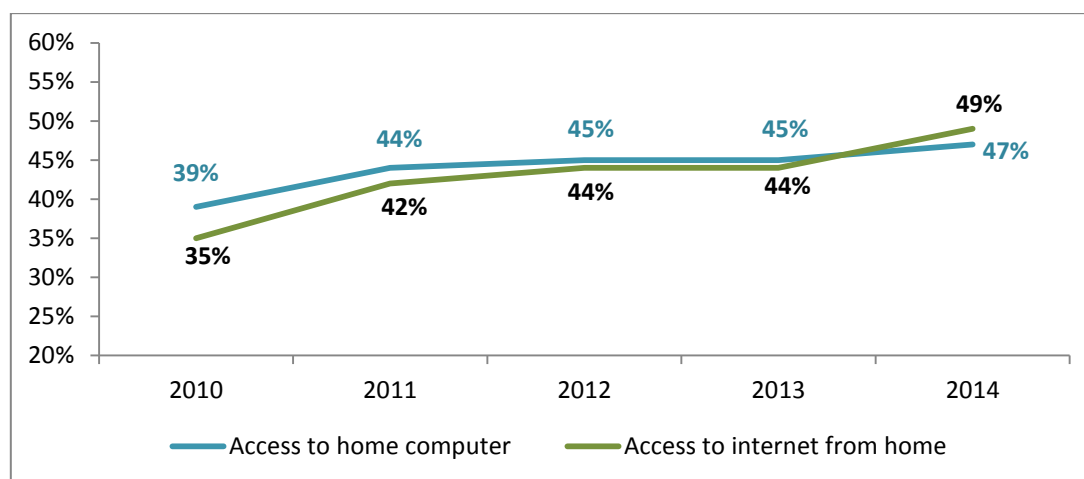
A growing emphasis across government for digital online services and transactions to be the primary means of interacting with public services, coupled with the Housing Executive's *Journey to Excellence* customer-focused approach, means there is a compelling business case for us to enable online transactions and communications with our tenants through the promotion of *digital inclusion*. However, those who are digitally excluded are disproportionately represented in the tenant population. With this in mind, a number of questions in the CTOS were included to gauge tenants' access to digital technology, such as home computer and internet access, Housing Executive website usage and mobile phone ownership as well as the uptake of services via such media.

7.1 ACCESS TO HOME COMPUTER AND INTERNET FROM HOME

Figure 7.1 shows that there was growth in both home computer ownership and internet access from home for Housing Executive households between 2010 and 2014. Home computer ownership increased by eight percentage points from 39 per cent in 2010 to 47 per cent in 2014 (45% in 2013). There was also a notable increase in internet access from home, which had increased by 14 percentage points to 49 per cent in 2014 (35% in 2010; 45% in 2013) (*Appendix Tables 7.1 and 7.2*).

Whilst this trend is encouraging, the proportion of Housing Executive households with internet access (49%) remains far below the 2013-2014 Northern Ireland average of 75 per cent⁷ (26 percentage points below).

Figure 7.1: Household access to home computer and internet from home, 2010-2014



How respondents access the internet

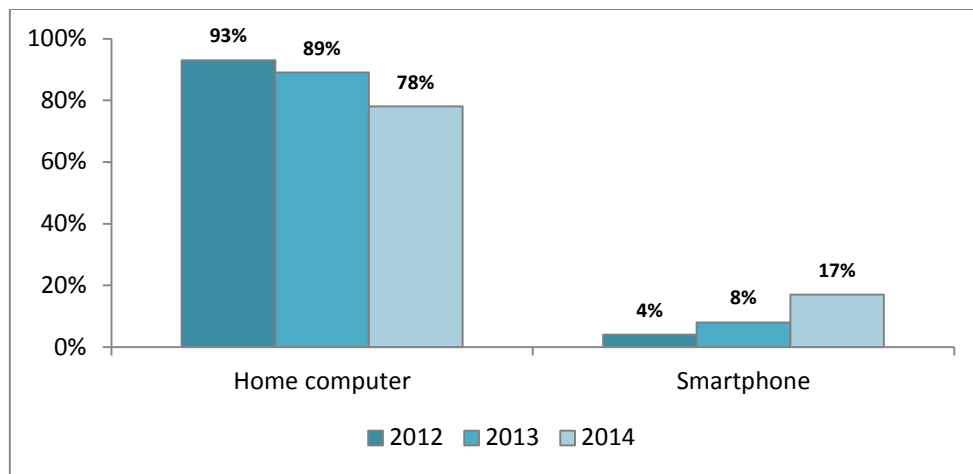
The use of smartphones as the main way to access the internet has rapidly increased since 2012⁸. As Figure 7.2 overleaf shows, in 2014, of those respondents who reported having access to the internet from their home, almost one-fifth (17%) used a smartphone as their

⁷Northern Ireland Continuous Household Survey 2013/14 available at <http://www.csu.nisra.gov.uk/survey.asp2.htm>

⁸2012 was the first year respondents were asked about internet access via a smartphone

main way of doing so; this was a 13 percentage point increase from 2012 (4%). Conversely, internet access via a home computer has rapidly decreased (78% in 2014; 93% in 2012).

Figure 7.2: Respondents' main method of accessing the internet, 2012-2014

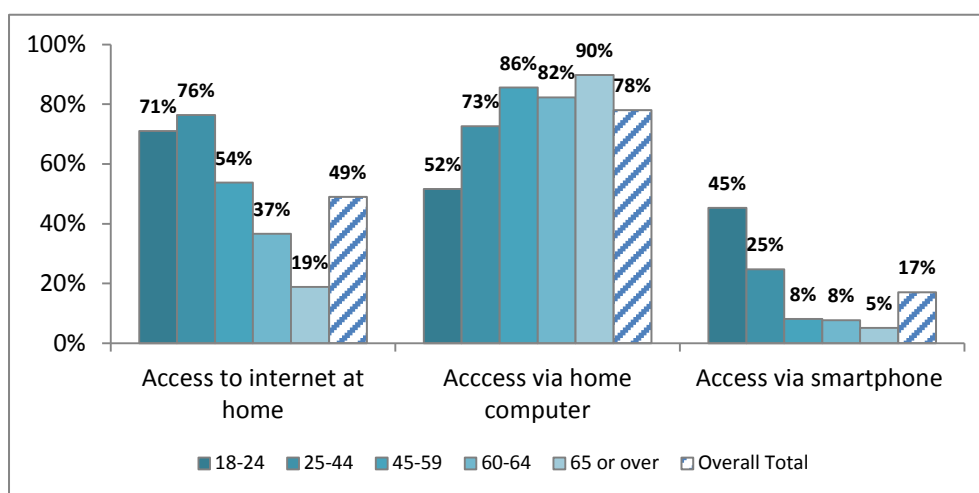


How respondents access the internet – Household Characteristics (Appendix Tables 7.2 and 7.3)

Age of HRP

- Access to the internet from home was highest for households with HRPs aged between 25 and 44 years (76%) and then notably fell as age of HRP increased, to only 19 per cent for households with a HRP aged 65 years or more (Figure 7.3).
- Respondents who lived in households with a HRP aged 65 years or more were more likely to access the internet via a home computer (90%; 78% overall) than those respondents in households with HRPs in the youngest age group (18 to 24 years, 52%).
- Conversely, the younger the HRP the more likely respondents were to access the internet via a smartphone.

Figure 7.3: Access to home computer and internet from home by age of HRP, 2014



Household type

- Respondents who lived in two adult, large adult, lone parent, small family and large family households (ranging from 70% to 84%) were more likely to have access to the

internet from home than those respondents who lived in lone adult (41%), two older (32%) and lone older (14%) households.

- Furthermore, lone parents were more likely to access the internet via a smartphone (33%; 17% overall) than any other household type.

Household Income

- There was also a positive correlation between household income and access to the internet from home, in that respondents who lived in households with the highest income (£10,401 or more) were more likely to have access to the internet from home (66%; 49% overall).
- However, household income appeared to have little influence on whether the internet was accessed using a home computer or smartphone.

Location

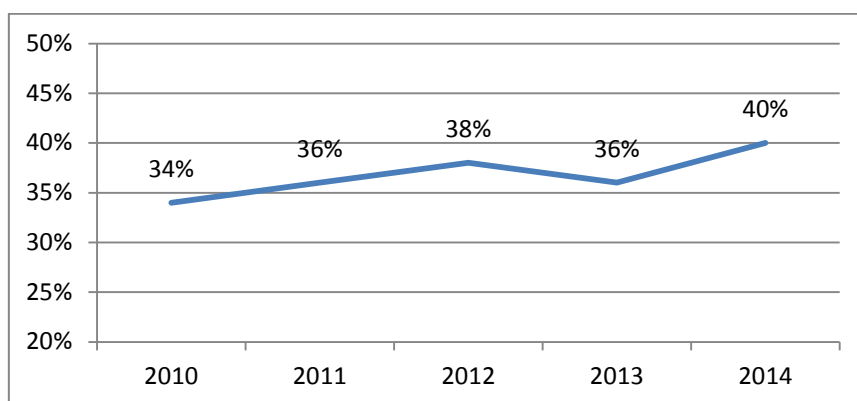
- In 2014, respondents who lived in the Belfast region were less likely to have access to the internet from home (45%) than respondents living in the North (50%) or the South region (50%; 49% overall).
- Furthermore, those respondents who lived in the South region were almost twice as likely (23%) to access the internet via a smartphone than those respondents living in either the Belfast (14%) or North (12%) regions.

7.2 HOUSING EXECUTIVE WEBSITE

Awareness of website

Awareness of the Housing Executive website remains low (40% in 2014; 36% in 2013) and while there has been an overall upward trend between 2010 and 2014 there has been some variation between years as Figure 7.4 below shows.

Figure 7.4: Respondents' awareness of the Housing Executive website, 2010-2014



Website access

The 2014 Survey also included a number of questions regarding access to the Housing Executive website. Although two-fifths (40%) of all respondents were *aware* of the website, less than one-third (30%) had visited it (12% of all respondents). Of those respondents who had visited the website in 2014, more than half (55%) had accessed at least one of the Housing Executive services available online. Whilst numbers were small, of

those respondents who had accessed services via the internet, the vast majority (90%) were either very satisfied or satisfied with accessing services this way (*Appendix Tables 7.4 to 7.7*).

Table 7.1 below represents a very small proportion (6%) of all respondents and whilst caution should therefore be used when interpreting the results, they give an indication as to the types of services that were being accessed via the website in 2014 (*Appendix Table 7.8*).

Table 7.1: Type of services accessed via the HE website

TYPE OF SERVICE	%*
General Information/Advice	48
Repairs	33
Paying my rent	10
Planned improvement schemes	8
Housing Benefit	7
Anti-Social Behaviour, including neighbour problems	2

*Based on 216 respondents who had accessed services via the HE website in 2014

7.3 MOBILE PHONE

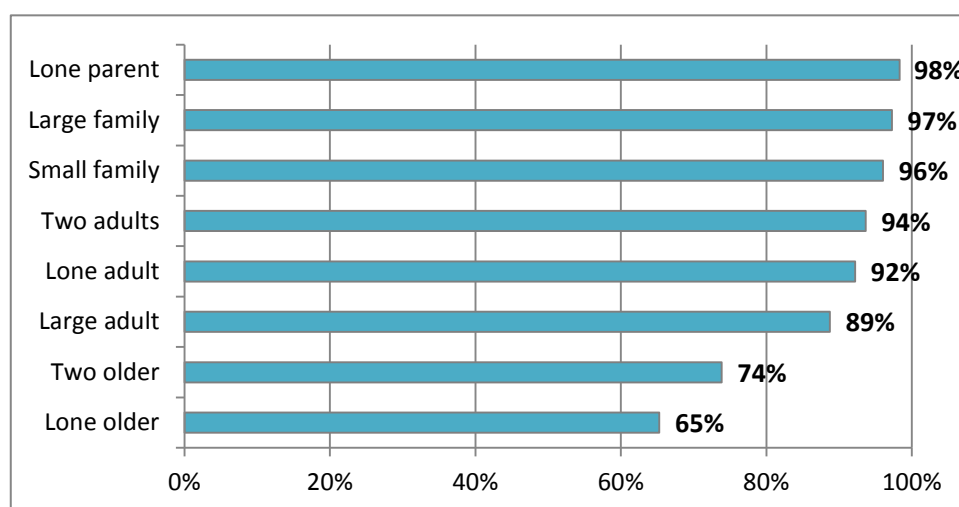
There has been an overall upward trend in mobile phone ownership: the proportion of respondents with a mobile phone increased by eight percentage points, from 77 per cent in 2010 to 85 per cent in 2014 (81% in 2013); although seven percentage points below the 2013-2014 Northern Ireland average of 92 per cent⁹.

Mobile phone ownership – Household Characteristics (Appendix Tables 7.9)

Age of HRP

- Respondents who lived in households where the HRP was aged 60 years or more were less likely to own a mobile phone (60 to 64 years 82%; 65 years or more 65%; 85% overall) than those respondents living in households with younger HRPs (18-24 years and 25-44 years , 98% for both).

Figure 7.5: Respondent’s mobile phone ownership by household type



⁹Northern Ireland Continuous Household Survey 2013/14 available at <http://www.csu.nisra.gov.uk/survey.asp2.htm>

Household type

- Respondents living in 'lone older' (65%) and 'two older' (74%) households were much less likely to own a mobile a mobile phone than other household types (85% overall) (Figure 7.5 overleaf).

Contact with the Housing Executive via mobile phone

In 2014, of those respondents who owned a mobile phone, more than three-quarters (77%) had given their number to the Housing Executive. Of those who had given their mobile phone number, the majority (92%) reported that they would notify the Housing Executive of a change to their number (*Appendix Tables 7.10 and 7.11*).

Tenant contact with Housing Executive by text

Again, of those who owned a mobile phone, almost two-thirds (64%) of respondents sent and received text/SMS messages in 2014. However, only 21 per cent reported that they would contact the Housing Executive by text/SMS (*Appendix Tables 7.12 and 7.13*).

Contact from the Housing Executive by text

Almost half (45%) of those respondents who owned a mobile phone would allow the Housing Executive to contact them by text/SMS about repairs; around one-quarter would allow contact via text/SMS regarding general information/advice (26%), Housing Benefit (25%), planned improvement schemes (24%) or anti-social behaviour (23%) (*Appendix Table 7.14*).

8.0 Client response to survey

The Continuous Tenant Omnibus Survey continues to play a pivotal role in providing a vital insight into our tenant's experience of our services and equips us with the ability to shape our services around them. We aim to have a single point of contact and respond in a prompt and timely manner.

Importantly, findings help us to horizon scan in the formulation of future policy and potential programmes. *"What is important to our tenants is important to us!"* Tenants have highlighted in this year's CTOS that the quality and upkeep of their home and good communication from their landlord are key issues for them.

Two key findings identify that more than four-fifths of respondents reported that they were satisfied with the general condition of their property (85%) and further, with the overall quality of their home (87%). In 2014, three-quarters (75%) of respondents felt that the Housing Executive had consulted with them well, a measurement which has remained consistent over a number of years.

Rental income is vital to the continuation of our service provision and it is worth noting that 86 per cent of our tenants think that this provides value for money. In addition, the five-year comparison of the overall service we provide remains consistently high (88% in 2010; also 88% in 2014). It is hoped that these trends will continue throughout our journey to excellence.

Findings from the CTOS continue to provide us with an excellent mechanism to benchmark a wide range of the services we provide to our tenants and identify areas for improvement.

APPENDIX 1

TABLES

2014 CTOS - Appendix Tables

* denotes cell has an unweighted value eq<25

Table: 3.1: Dwelling Type

	Belfast 500	North 1500	South 1400	TOTAL 3400
House	16,549 77.2%	17,836 61.4%	19,320 54.4%	53,705 62.4%
Flat/Maisonette	2,884 13.5%	4,709 16.2%	5,248 14.8%	12,841 14.9%
Bungalow/Cottage	1,992 9.3%	6,517 22.4%	10,970 30.9%	19,479 22.6%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table: 3.2: Household type by Number of bedrooms

Sample in numbers	1 bed 369	2 bed 1185	3 bed 1638	4+ bed 208	TOTAL 3400
Adult	4,594 50.1%	11,601 37.2%	14,810 36.8%	2,099 39.0%	33,104 38.5%
<i>% Adults</i>	13.9%	35.0%	44.7%	6.3%	100%
Children	670 7.3%	4,953 15.9%	13,782 34.2%	2,032 37.7%	21,437 24.9%
<i>% Children</i>	3.1%	23.1%	64.3%	9.5%	100%
Older	3,908 42.6%	14,632 46.9%	11,693 29.0%	1,252 23.3%	31,485 36.6%
<i>% Older</i>	12.4%	46.5%	37.1%	4.0%	100%
NI TOTAL	9,172 100%	31,186 100%	40,285 100%	5,383 100%	86,026 100%
<i>% Overall</i>	10.7%	36.3%	46.8%	6.3%	100%

Table 3.3: Household type

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400	
Lone adult	4,792 22.4%	6,051 20.8%	6,891 19.4%	17,734 20.6%	Adult 38.5%
Two adults	1,736 8.1%	2,647 9.1%	2,745 7.7%	7,128 8.3%	
Large adult	1,861 8.7%	2,914 10.0%	3,467 9.8%	8,242 9.6%	
Lone parent	3,657 17.1%	3,803 13.1%	4,560 12.8%	12,020 14.0%	Children 24.9%
Small family	1,443 6.7%	2,341 8.1%	2,334 6.6%	6,118 7.1%	
Large family	* 3.4%	1,064 3.7%	1,503 4.2%	3,300 3.8%	
Two older	3,283 15.3%	3,371 11.6%	5,211 14.7%	11,865 13.8%	Older 36.6%
Lone older	3,920 18.3%	6,872 23.6%	8,826 24.8%	19,618 22.8%	
NI TOTAL	21,425 100%	29,063 100%	35,537 100%	86,025 100%	

Table 3.4: Number of residents in household

	Belfast 500	North 1500	South 1400	TOTAL 3400
1 person	8,712 40.7%	12,923 44.5%	15,718 44.2%	37,353 43.4%
2 persons	6,577 30.7%	7,573 26.1%	10,115 28.5%	24,265 28.2%
3 persons	3,056 14.3%	4,554 15.7%	4,714 13.3%	12,324 14.3%
4 persons or more	3,079 14.4%	4,011 13.8%	4,991 14.0%	12,081 14.0%
NI TOTAL	21,424 100%	29,061 100%	35,538 100%	86,023 100%

Table 3.5: Profile of ALL Household Members

	Belfast 1035	North 3100	South 2882	TOTAL 7017		
Male	19,992 44.6%	27,268 45.2%	34,017 46.1%	81,277 45.4%	Gender	
Female	24,842 55.4%	33,048 54.8%	39,693 53.9%	97,583 54.6%		
Age under 16 yrs	11,524 25.7%	14,450 24.0%	17,466 23.7%	43,440 24.3%	Age	
Age 16-24 yrs	4,602 10.3%	6,621 11.0%	7,686 10.4%	18,909 10.6%		
Age 25-44 yrs	9,791 21.8%	14,080 23.3%	15,615 21.2%	39,486 22.1%		
Age 45-59 years	8,702 19.4%	11,534 19.1%	13,725 18.6%	33,961 19.0%		
Age 60-64 yrs	1,634 3.6%	3,225 5.3%	4,051 5.5%	8,910 5.0%		
Age 65 years or over	8,581 19.1%	10,406 17.3%	15,167 20.6%	34,154 19.1%		
Employed	6,256 14.0%	9,867 16.4%	12,171 16.5%	28,294 15.8%		Employ
Unemployed	7,848 17.5%	9,754 16.2%	12,081 16.4%	29,683 16.6%		
Retired	8,381 18.7%	10,675 17.7%	15,214 20.6%	34,270 19.2%		
Perm Sick/Disabled	6,183 13.8%	7,093 11.8%	8,535 11.6%	21,811 12.2%		
Looking after family home	1,951 4.4%	4,746 7.9%	4,151 5.6%	10,848 6.1%		
Student (higher education)	2,597 5.8%	2,735 4.5%	3,039 4.1%	8,371 4.7%		
Other (inc. school children)	11,617 25.9%	15,381 25.5%	18,439 25.0%	45,437 25.4%		
White	44,313 98.8%	59,951 99.4%	72,337 98.1%	176,601 98.7%	Ethnic	
Other	* 1.2%	* 0.6%	1,373 1.9%	2,259 1.3%		
NI TOTAL	44,834 100%	60,316 100%	73,710 100%	178,860 100%		

Table 3.6: Profile of Household Reference Person

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400		
Male	6,380 29.8%	9,943 34.2%	14,171 39.9%	30,494 35.4%	Gender	
Female	15,045 70.2%	19,119 65.8%	21,367 60.1%	55,531 64.6%		
Age 18-24 yrs	* 2.5%	1,074 3.7%	1,076 3.0%	2,696 3.1%	Age	
Age 25-44 yrs	6,378 29.8%	8,883 30.6%	9,759 27.5%	25,020 29.1%		
Age 45-59 years	6,876 32.1%	8,367 28.8%	10,114 28.5%	25,357 29.5%		
Age 60-64 yrs	1,104 5.2%	2,270 7.8%	3,028 8.5%	6,402 7.4%		
Age 65 years or over	6,521 30.4%	8,469 29.1%	11,561 32.5%	26,551 30.9%		
£5,200 or less	2,474 11.5%	4,637 16.0%	3,551 10.0%	10,662 12.4%		Income
£5,201-£10,400	8,179 38.2%	9,112 31.4%	13,275 37.4%	30,566 35.5%		
£10,401+	5,935 27.7%	6,041 20.8%	12,505 35.2%	24,481 28.5%		
Refused/DK	4,836 22.6%	9,272 31.9%	6,207 17.5%	20,315 23.6%		
Employed	3,750 17.5%	5,330 18.3%	6,561 18.5%	15,641 18.2%	Employ	
Unemployed	4,572 21.3%	5,780 19.9%	7,504 21.1%	17,856 20.8%		
Retired	6,216 29.0%	8,573 29.5%	11,855 33.4%	26,644 31.0%		
Perm Sick/Disabled	5,134 24.0%	5,132 17.7%	6,006 16.9%	16,272 18.9%		
Looking after family home	1,720 8.0%	3,780 13.0%	3,296 9.3%	8,796 10.2%		
Other (inc. Refused)	* 0.2%	* 1.6%	* 0.9%	816 0.9%		
White	21,289 99.4%	28,911 99.5%	35,250 99.2%	85,450 99.3%		Ethnic
Other	* 0.6%	* 0.5%	* 0.8%	* 0.6%		
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%		

Table 3.7: Employment status of HRP by working population

	Not working age 110	Working age 2300	TOTAL 3400
Employed	*	15,416	15,641
	0.8%	26.6%	18.2%
<i>% employment</i>	1.4%	98.6%	100%
Unemployed	*	17,447	17,857
	1.5%	30.1%	20.8%
<i>% unemploment</i>	2.3%	97.7%	100%
Retired	24,675	1,969	26,644
	87.8%	3.4%	31.0%
<i>% retired</i>	92.6%	7.4%	100%
Perm Sick/Disabled	2,383	13,889	16,272
	8.5%	24.0%	18.9%
<i>% sick/disabled</i>	14.6%	85.4%	100%
Looking after family home	*	8,456	8,796
	1.2%	14.6%	10.2%
<i>% looking after home</i>	3.9%	96.1%	100%
Other (inc. Refused)	*	735	815
	0.3%	1.3%	0.9%
<i>% other</i>	9.8%	90.2%	100%
NI TOTAL	28,113	57,912	86,025
	100%	100%	100%
<i>% overall</i>	32.7%	67.3%	100%

HRPs not of working age = Males 65 year or older/Females 62 years or older

HRPs of working age = 16 years or older and less than 65 years for Males/62 years Females

Table 3.8: Benefits received by HRP and Partner (if applicable)

Sample in numbers	HRP 3400	Partner 844
Housing Benefit	67,617	3,795
	78.6%	18.0%
Disability Benefit	32,569	5,270
	37.9%	25.1%
Retirement Pension	27,542	6,699
	32.0%	31.8%
Child Benefit	22,705	2,693
	26.4%	12.8%
Income Support	18,871	1,732
	21.9%	8.2%
Child's Tax Credit	18,551	1,621
	21.6%	7.7%
Pension's Credits	14,851	1,976
	17.3%	9.4%
Incapacity Benefit	12,158	1,159
	14.1%	5.5%
Working Tax Credit	7,554	1,114
	8.8%	5.3%
Jobseekers Allowance	6,226	951
	7.2%	4.5%
Other	7,455	1,511
	8.7%	7.2%

Table 3.9: Health/Disability of HRPs

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Yes, has a health problem/illness	5,771 26.9%	7,467 25.7%	9,900 27.9%	23,138 26.9%
Yes, has a disability which limits activities	2,544 11.9%	3,813 13.1%	3,259 9.2%	9,616 11.2%
Yes, has BOTH a health problem and a disability	1,732 8.1%	2,328 8.0%	6,275 17.7%	10,335 12.0%
Has no such health problems	11,378 53.1%	15,454 53.2%	16,105 45.3%	42,937 49.9%
NI TOTAL	21,425 100%	29,062 100%	35,539 100%	86,026 100%

Table 3.10: Use of indoor/outdoor Aids by HRPs

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
No aids	18,117 84.6%	23,399 80.5%	26,600 74.8%	68,116 79.2%
Stick	1,742 8.1%	3,634 12.5%	5,549 15.6%	10,925 12.7%
Crutches/Zimmer frame	1,177 5.5%	1,545 5.3%	2,359 6.6%	5,081 5.9%
Wheel chair	* 1.5%	* 1.3%	812 2.3%	1,502 1.7%
Adapted vehicle or scooter	* 0.3%	* 0.4%	* 0.5%	* 0.4%
Confined to bed	0 0.0%	* 0.0%	* 0.1%	* 0.1%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 3.11: Religion of household as described by respondent

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Protestant	12,377 57.8%	15,405 53.0%	18,661 52.5%	46,443 54.0%
Catholic	8,524 39.8%	11,054 38.0%	13,621 38.3%	33,199 38.6%
Mixed religion Protestant/Catholic	* 0.3%	635 2.2%	1,057 3.0%	1,752 2.0%
Other	* 2.2%	1,967 6.8%	2,198 6.2%	4,629 5.4%
NI TOTAL	21,425 100%	29,061 100%	35,537 100%	86,023 100%

Table 4.1: How satisfied/dissatisfied are you with the overall service provided by the Housing Executive?

Sample in numbers	Satisfied 3044	Neither 246	Dissatisfied 110	TOTAL 3400
Region				
Belfast	17,835 83.2%	2,770 12.9%	* 3.8%	21,425 100%
North	26,512 91.2%	1,656 5.7%	894 3.1%	29,062 100%
South	31,479 88.6%	2,787 7.8%	1,272 3.6%	35,538 100%
Household Type				
Lone adult	15,129 85.3%	1,860 10.5%	746 4.2%	17,735 100%
Two adults	6,200 87.0%	* 9.9%	* 3.1%	7,128 100%
Lone parent	10,038 83.5%	1,330 11.1%	652 5.4%	12,020 100%
Small family	5,207 85.1%	* 10.7%	* 4.2%	6,117 100%
Large family	2,786 84.4%	* 10.8%	* 4.8%	3,300 100%
Large adult	7,324 88.9%	* 7.0%	* 4.1%	8,241 100%
Two older	10,810 91.1%	* 5.9%	* 3.0%	11,865 100%
Lone older	18,331 93.4%	1,028 5.2%	* 1.3%	19,619 100%
Household Income				
Up to £5,200	9,154 85.9%	1,128 10.6%	* 3.6%	10,662 100%
£5,201 to £10,400	26,581 87.0%	3,060 10.0%	924 3.0%	30,565 100%
£10,401 plus	21,796 89.0%	1,697 6.9%	988 4.0%	24,481 100%
Don't know/refused	18,295 90.1%	1,327 6.5%	694 3.4%	20,316 100%
Age of HRP				
18-24	2,253 83.6%	* 10.2%	* 6.3%	2,696 100%
25-44	20,888 83.5%	2,875 11.5%	1,256 5.0%	25,019 100%
45-59	22,070 87.0%	2,333 9.2%	953 3.8%	25,356 100%
60-64	5,760 90.0%	* 6.1%	* 3.9%	6,402 100%
65 or over	24,855 93.6%	1,338 5.0%	* 1.3%	26,551 100%
Total	75,826 88.1%	7,213 8.4%	2,986 3.5%	86,025 100%

Table 4.2: Have you or your partner (if applicable) reported any repair requests to the Housing Executive within the last 12 months?

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Yes	14,841 69.3%	19,348 66.6%	24,221 68.2%	58,410 67.9%
No	6,584 30.7%	9,714 33.4%	11,317 31.8%	27,615 32.1%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.3: What was the last repair work you reported?

Sample in numbers	Belfast 345	North 990	South 956	TOTAL 2291
General repair work in the bathroom - toilet, shower, sink	1,852 12.5%	2,570 13.3%	3,880 16.0%	8,302 14.2%
Doors / door furniture	2,077 14.0%	2,573 13.3%	2,810 11.6%	7,460 12.8%
Heating issue / Fireplace / Gas issue / immersion	1,575 10.6%	2,664 13.8%	2,744 11.3%	6,983 12.0%
Internal plumbing issue / Radiators	* 4.5%	1,098 5.7%	1,760 7.3%	3,529 6.0%
General external work gates, fences etc	* 6.0%	747 3.9%	977 4.0%	2,621 4.5%
Roof issue / loft / attic	* 4.6%	814 4.2%	1,121 4.6%	2,618 4.5%
Windows/Doors	* 4.5%	1,047 5.4%	871 3.6%	2,590 4.4%
Replacement / repair of taps	* 5.0%	639 3.3%	1,014 4.2%	2,402 4.1%
Boiler issue	* 5.5%	488 2.5%	1,075 4.4%	2,379 4.1%
Internal work to walls, floors, ceilings, tiles	* 3.7%	752 3.9%	975 4.0%	2,274 3.9%
Damp	* 3.5%	662 3.4%	681 2.8%	1,868 3.2%
Lighting issue	* 3.0%	550 2.8%	729 3.0%	1,729 3.0%
External plumbing issue	* 3.3%	439 2.3%	765 3.2%	1,687 2.9%
Electrical issue / fuse	* 2.6%	686 3.5%	552 2.3%	1,620 2.8%
Smoke alarm issue	* 3.2%	678 3.5%	* 1.7%	1,551 2.7%
Locks	* 1.9%	498 2.6%	* 2.8%	1,459 2.5%
Drainage system	* 1.6%	* 2.0%	798 3.3%	1,421 2.4%
Other/Don't know	1,467 9.9%	2,055 10.6%	2,396 9.9%	5,918 10.2%
NI TOTAL	14,841 100%	19,348 100%	24,222 100%	58,411 100%

Table 4.4:**Which of the following methods did you use when you last reported a repair?**

Sample in numbers	Belfast 345	North 990	South 956	TOTAL 2291
Telephone	14,288 96.3%	16,846 87.1%	21,088 87.1%	52,222 89.4%
In person at a local office	410 2.8%	2,001 10.3%	2,428 10.0%	4,839 8.3%
Email/Web/Text	* 0.2%	* 0.7%	* 1.3%	477 0.8%
Letter	* 0.7%	* 0.5%	* 0.5%	* 0.6%
Don't know	0 0.0%	* 0.8%	* 0.4%	* 0.5%
NI TOTAL	14,841 100%	19,348 100%	24,221 100%	58,410 100%

Table 4.5: How satisfied/dissatisfied were you with how staff had dealt with your request?

Sample in numbers	Belfast 345	North 990	South 956	TOTAL 2291	
Very satisfied	6,078 41.0%	8,459 43.7%	11,909 49.2%	26,446 45.3%	32,700 90.2%
Satisfied	7,350 49.5%	8,818 45.6%	10,086 41.6%	26,254 44.9%	
Neither satisfied nor dissatisfied	*	659 3.4%	941 3.9%	2,420 4.1%	2,420 4.1%
Dissatisfied	*	1,007 5.2%	848 3.5%	2,192 3.8%	3,289 5.7%
Very dissatisfied	*	*	*	1,097 1.9%	
NI TOTAL	14,841 100%	19,348 100%	24,220 100%	58,409 100%	

Table 4.6: Generally how satisfied/dissatisfied are you with the way the Housing Executive deals with repairs?

Sample in numbers	Satisfied 1824	Neither 184	Dissatisfied 277	DK eq<26	TOTAL 2291
Region					
Belfast	11,752 79.2%	1,580 10.6%	1,509 10.2%	0 0.0%	14,841 100%
North	15,896 82.2%	1,024 5.3%	2,353 12.2%	* 0.4%	19,348 100%
South	18,603 76.8%	2,440 10.1%	3,142 13.0%	* 0.1%	24,221 100%
Household Type					
Lone adult	8,965 77.1%	1,239 10.7%	1,396 12.0%	* 0.2%	11,626 100%
Two adults	4,142 82.1%	* 6.8%	* 10.1%	* 1.0%	5,044 100%
Lone parent	7,036 72.6%	1,058 10.9%	1,582 16.3%	* 0.2%	9,694 100%
Small family	3,360 74.7%	* 9.0%	732 16.3%	0 0.0%	4,499 100%
Large family	1,836 75.4%	* 12.0%	* 12.5%	0 0.0%	2,434 100%
Large adult	4,792 81.2%	* 6.4%	718 12.2%	* 0.3%	5,902 100%
Two older	6,521 82.9%	* 7.0%	790 10.0%	0 0.0%	7,862 100%
Lone older	9,600 84.6%	775 6.8%	973 8.6%	0 0.0%	11,348 100%
Household Income					
Up to £5,200	5,492 77.0%	* 9.2%	956 13.4%	* 0.4%	7,130 100%
£5,201 to £10,400	17,348 79.3%	1,882 8.6%	2,599 11.9%	* 0.2%	21,864 100%
£10,401 plus	13,532 77.8%	1,473 8.5%	2,381 13.7%	* 0.1%	17,404 100%
Don't know/refused	9,879 82.2%	1,034 8.6%	1,068 8.9%	* 0.3%	12,013 100%
Age of HRP					
18-24	1,744 82.4%	* 6.7%	* 10.9%	0 0.0%	2,116 100%
25-44	13,577 72.3%	2,060 11.0%	3,067 16.3%	* 0.4%	18,786 100%
45-59	14,016 80.5%	1,491 8.6%	1,884 10.8%	* 0.2%	17,420 100%
60-64	3,436 77.6%	* 9.3%	* 13.1%	0 0.0%	4,428 100%
65 or over	13,478 86.1%	940 6.0%	1,242 7.9%	0 0.0%	15,660 100%
Total	46,251 79.2%	5,044 8.6%	7,004 12.0%	* 0.2%	58,410 100%

Table 4.7: Has at least one repair request now been completed?

	Belfast	North	South	TOTAL
Sample in numbers	345	990	956	2291
Yes	13,365 90.0%	16,749 86.6%	21,303 88.0%	51,417 88.0%
No	1,477 10.0%	2,600 13.4%	2,917 12.0%	6,994 12.0%
NI TOTAL	14,842 100%	19,349 100%	24,220 100%	58,411 100%

Table 4.8: Did the workmen complete the repair work in full when they first visited?

	Belfast	North	South	TOTAL
Sample in numbers	311	856	839	2006
Yes	11,700 87.5%	14,745 88.0%	18,142 85.2%	44,587 86.7%
No	1,593 11.9%	1,912 11.4%	3,108 14.6%	6,613 12.9%
Don't know	* 0.5%	* 0.5%	* 0.3%	* 0.4%
NI TOTAL	13,365 100%	16,748 100%	21,304 100%	51,417 100%

Table 4.9: Satisfaction with aspects of how the contractor carried out the repair work.

Sample in numbers	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	TOTAL 2006
Speed	31,211 60.7%	16,707 32.5%	1,762 3.4%	1,366 2.7%	* 0.7%	51,416 100%
Quality of work	31,346 61.0%	15,206 29.6%	2,581 5.0%	1,608 3.1%	675 1.3%	51,416 100%
Quality of materials	30,474 59.3%	16,229 31.6%	3,315 6.4%	1,098 2.1%	* 0.6%	51,417 100%
Tidiness	31,746 61.7%	17,290 33.6%	1,422 2.8%	600 1.2%	* 0.7%	51,416 100%
Politeness	32,500 63.2%	17,329 33.7%	1,304 2.5%	* 0.3%	* 0.2%	51,416 100%
Friendliness	32,326 62.9%	17,598 34.2%	1,209 2.4%	* 0.3%	* 0.2%	51,416 100%

Table 4.10a: COMPLETED REPAIR - How satisfied/dissatisfied are you with how the Housing Executive had managed the repair?

Sample in numbers	Belfast	North	South	TOTAL
Very satisfied	7,531 56.4%	9,731 58.1%	11,562 54.3%	28,824 56.1%
Satisfied	4,889 36.6%	5,862 35.0%	7,810 36.7%	18,561 36.1%
Neither	* 5.4%	* 2.8%	990 4.6%	2,173 4.2%
Dissatisfied	* 1.4%	* 2.9%	* 2.7%	1,250 2.4%
Very dissatisfied	* 0.2%	* 1.3%	* 1.7%	* 1.2%
NI TOTAL	13,364 100%	16,749 100%	21,303 100%	51,416 100%

Table 4.10b: COMPLETED REPAIR - How satisfied/dissatisfied are you with how the Contractor had carried out the repair work?

Sample in numbers	Belfast	North	South	TOTAL
Very satisfied	7,509 56.2%	9,764 58.3%	12,338 57.9%	29,611 57.6%
Satisfied	4,838 36.2%	5,806 34.7%	7,002 32.9%	17,646 34.3%
Neither	* 4.8%	* 2.6%	1,110 5.2%	2,180 4.2%
Dissatisfied	* 2.1%	* 3.0%	* 2.2%	1,253 2.4%
Very dissatisfied	* 0.7%	* 1.5%	* 1.8%	727 1.4%
NI TOTAL	13,364 100%	16,749 100%	21,304 100%	51,417 100%

Table 4.11: COMPLETED REPAIR - Generally how satisfied/dissatisfied are you with the way the HE deals with repairs?

	Belfast 311	North 856	South 839	TOTAL 2006	
Very satisfied	3,863 28.9%	8,733 52.1%	9,832 46.2%	22,428 43.6%	43,846 85.3%
Satisfied	7,468 55.9%	6,039 36.1%	7,911 37.1%	21,418 41.7%	
Neither	1,315 9.8%	659 3.9%	2,054 9.6%	4,028 7.8%	4,028 7.8%
Dissatisfied	685 5.1%	928 5.5%	753 3.5%	2,366 4.6%	3,509 6.8%
Very dissatisfied	33 0.2%	375 2.2%	735 3.5%	1,143 2.2%	
Don't know	0 0.0%	14 0.1%	18 0.1%	32 0.1%	32 0.1%
NI TOTAL	13,364 100%	16,748 100%	21,303 100%	51,415 100%	

Table 4.12: Overall, how satisfied or dissatisfied are you with the overall quality of your home?

	Satisfied 2983	Neither 180	Dissatisfied 237	TOTAL 3400
Region				
Belfast	17,378 81.1%	2,465 11.5%	1,581 7.4%	21,424 100%
North	25,746 88.6%	1,195 4.1%	2,121 7.3%	29,062 100%
South	31,380 88.3%	1,623 4.6%	2,535 7.1%	35,538 100%
Household Type				
Lone adult	14,893 84.0%	1,451 8.2%	1,391 7.8%	17,735 100%
Two adults	6,065 85.1%	* 7.8%	* 7.1%	7,127 100%
Lone parent	9,804 81.6%	810 6.7%	1,406 11.7%	12,020 100%
Small family	4,764 77.9%	* 9.7%	761 12.4%	6,117 100%
Large family	2,540 77.0%	* 9.6%	* 13.4%	3,300 100%
Large adult	7,003 85.0%	* 6.2%	723 8.8%	8,241 100%
Two older	11,081 93.4%	* 3.4%	* 3.2%	11,866 100%
Lone older	18,354 93.6%	* 3.2%	628 3.2%	19,617 100%
Household Income				
Up to £5,200	8,832 82.8%	971 9.1%	859 8.1%	10,662 100%
£5,201 to £10,400	26,556 86.9%	1,927 6.3%	2,083 6.8%	30,566 100%
£10,401 plus	21,321 87.1%	1,286 5.3%	1,874 7.7%	24,481 100%
Don't know/refused	17,796 87.6%	1,098 5.4%	1,422 7.0%	20,316 100%
Age of HRP				
18-24	2,154 79.9%	211 7.8%	331 12.3%	2,696 100%
25-44	20,366 81.4%	1,820 7.3%	2,834 11.3%	25,020 100%
45-59	21,249 83.8%	2,141 8.4%	1,966 7.8%	25,356 100%
60-64	5,816 90.8%	283 4.4%	303 4.7%	6,402 100%
65 or over	24,919 93.9%	828 3.1%	804 3.0%	26,551 100%
Total	74,504 86.6%	5,283 6.1%	6,238 7.3%	86,025 100%

Table 4.13: Overall, how satisfied or dissatisfied are you with the general condition of this property?

Sample in numbers	Satisfied 2918	Neither 209	Dissatisfied 273	TOTAL 3400
Region				
Belfast	17,028 79.5%	2,655 12.4%	1,742 8.1%	21,425 100%
North	25,415 87.5%	1,440 5.0%	2,207 7.6%	29,062 100%
South	30,309 85.3%	1,830 5.1%	3,399 9.6%	35,538 100%
Household Type				
Lone adult	14,796 83.4%	1,426 8.0%	1,513 8.5%	17,735 100%
Two adults	5,706 80.1%	* 9.5%	745 10.5%	7,127 100%
Lone parent	9,390 78.1%	951 7.9%	1,680 14.0%	12,021 100%
Small family	4,758 77.8%	* 9.5%	777 12.7%	6,117 100%
Large family	2,653 80.4%	* 4.3%	* 15.3%	3,300 100%
Large adult	6,825 82.8%	681 8.3%	735 8.9%	8,241 100%
Two older	10,714 90.3%	* 5.4%	* 4.4%	11,866 100%
Lone older	17,910 91.3%	831 4.2%	877 4.5%	19,618 100%
Household Income				
Up to £5,200	8,469 79.4%	1,012 9.5%	1,181 11.1%	10,662 100%
£5,201 to £10,400	25,698 84.1%	2,228 7.3%	2,641 8.6%	30,567 100%
£10,401 plus	20,799 85.0%	1,502 6.1%	2,181 8.9%	24,482 100%
Don't know/refused	17,787 87.6%	1,183 5.8%	1,346 6.6%	20,316 100%
Age of HRP				
18-24	2,119 78.6%	217 8.0%	360 13.4%	2,696 100%
25-44	19,576 78.2%	2,047 8.2%	3,396 13.6%	25,019 100%
45-59	21,204 83.6%	2,090 8.2%	2,062 8.1%	25,356 100%
60-64	5,515 86.2%	430 6.7%	456 7.1%	6,401 100%
65 or over	24,337 91.7%	1,140 4.3%	1,074 4.0%	26,551 100%
Total	72,751 84.6%	5,924 6.9%	7,348 8.5%	86,023 100%

Table 4.14: Have you contacted the Housing Executive by telephone in the past 12 months?

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Yes	15,509 72.4%	18,850 64.9%	24,852 69.9%	59,211 68.8%
No	5,916 27.6%	10,212 35.1%	10,686 30.1%	26,814 31.2%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.15: Main reasons why respondents had telephoned the Housing Executive within the last 12 months

	Belfast	North	South	TOTAL
Sample in numbers	354	947	972	2273
Repairs	13,438 86.6%	16,035 85.1%	20,675 83.2%	50,148 84.7%
Rent Account	543 3.5%	567 3.0%	745 3.0%	1,855 3.1%
Other	1,529 9.9%	2,249 11.9%	343 13.8%	7,208 12.2%
NI TOTAL	15,510 100%	18,851 100%	24,850 100%	59,211 100%

Table 4.16: Thinking about the last time you phoned or tried to phone the Housing Executive did you get through?

	Belfast	North	South	TOTAL
Sample in numbers	354	947	972	2273
Yes - phone answered quickly	14,669 94.6%	17,124 90.8%	23,414 94.2%	55,207 93.2%
Yes - but phone left to ring before being answered	513 3.3%	1,383 7.3%	1,005 4.0%	2,901 4.9%
No - answered by machine/engaged/hung up	98 0.6%	212 1.1%	254 1.1%	564 1.0%
Don't know	* 1.5%	* 0.7%	* 0.7%	* 0.9%
NI TOTAL	15,509 100%	18,850 100%	24,853 100%	59,212 100%

Table 4.17: Regardless of the outcome of your telephone calls, did you find the staff who dealt with your query.....?

	Belfast	North	South	TOTAL
Sample in numbers	346	930	959	2235
Polite	14,873 98.0%	18,208 98.4%	23,833 97.6%	56,914 97.9%
Friendly	14,912 98.2%	18,161 98.1%	23,702 97.1%	56,775 97.7%
Easy to understand	14,904 98.2%	18,170 98.2%	23,836 97.6%	56,910 97.9%
Knowledgeable	14,945 98.4%	17,815 96.3%	23,323 95.5%	56,083 96.5%
Patient	14,639 96.4%	17,720 95.7%	23,426 95.9%	55,785 96.0%
Not interested/off hand	* 3.7%	1,038 5.6%	1,227 5.0%	2,828 4.9%
In a hurry/rushed	* 1.3%	1,430 7.7%	1,013 4.1%	2,647 4.6%
Rude	* 2.7%	671 3.6%	689 2.8%	1,767 3.0%

Table 4.18: The member of staff you spoke to dealt with you in a courteous manner

	Belfast	North	South	TOTAL
Sample in numbers	354	947	972	2273
Yes	14,862 95.8%	17,950 95.2%	23,461 94.4%	56,273 95.0%
No	* 3.5%	548 2.9%	1,056 4.2%	2,142 3.6%
Don't know/Can't remember	* 0.7%	* 1.9%	* 1.3%	797 1.3%
NI TOTAL	15,510 100%	18,850 100%	24,852 100%	59,212 100%

Table 4.19: How satisfied/dissatisfied are you with telephoning the Housing Executive?

Sample in numbers	Satisfied 2117	Neither 72	Dissatisfied 84	TOTAL 2273
Region				
Belfast	14,543 93.8%	* 4.1%	* 2.1%	15,509 100%
North	17,473 92.7%	604 3.2%	773 4.1%	18,850 100%
South	23,212 93.4%	* 2.2%	1,089 4.4%	24,852 100%
Household Type				
Lone adult	10,465 92.3%	* 3.3%	* 4.5%	11,343 100%
Two adults	4,722 95.5%	* 1.5%	* 3.0%	4,944 100%
Lone parent	8,657 88.6%	* 3.7%	756 7.7%	9,773 100%
Small family	4,333 90.9%	* 4.4%	* 4.7%	4,768 100%
Large family	2,293 92.4%	* 3.5%	* 4.1%	2,481 100%
Large adult	5,635 93.5%	* 4.7%	* 1.8%	6,027 100%
Two older	7,866 96.9%	* 1.1%	* 2.0%	8,116 100%
Lone older	11,256 95.7%	* 2.7%	* 1.6%	11,761 100%
Household Income				
Up to £5,200	6,458 89.5%	* 4.5%	* 6.0%	7,214 100%
£5,201 to £10,400	20,656 94.0%	* 2.5%	763 3.5%	21,972 100%
£10,401 plus	17,232 94.1%	* 2.7%	* 3.2%	18,307 100%
Don't know/refused	10,882 92.9%	* 3.7%	* 3.5%	11,718 100%
Age of HRP				
18-24	1,664 81.3%	* 6.5%	* 12.1%	2,046 100%
25-44	17,334 90.2%	800 4.2%	1,090 5.7%	19,224 100%
45-59	16,304 94.5%	* 2.5%	* 3.0%	17,262 100%
60-64	4,057 95.7%	* 1.3%	* 3.0%	4,240 100%
65 or over	15,869 96.5%	* 2.2%	* 1.2%	16,440 100%
Total	55,228 93.3%	1,793 3.0%	2,191 3.7%	59,212 100%

Table 4.20: Have you visited a local Housing Executive office in the past 12 months?

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Yes	2,477 11.6%	6,384 22.0%	10,017 28.2%	18,878 21.9%
No	18,948 88.4%	22,678 78.0%	25,521 71.8%	67,147 78.1%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.21: Main reasons why respondents visited a Housing Executive office within the last 12 months

Sample in numbers	Belfast 60	North 345	South 395	TOTAL 800
Repairs	* 26.1%	3,231 50.6%	4,196 41.9%	8,074 42.8%
Housing Benefit	* 13.9%	* 7.0%	1,088 10.9%	1,879 10.0%
Rent Account	* 10.1%	556 8.7%	691 6.9%	1,497 7.9%
General Information/Advice	* 7.2%	512 8.0%	682 6.8%	1,372 7.3%
Other	1,060 42.7%	1,640 25.7%	3,361 33.5%	6,061 32.0%
NI TOTAL	2,480 100%	6,385 100%	10,018 100%	18,883 100%

Table 4.22: Approximately how long did you have to wait before you were attended to by staff?

Sample in numbers	Belfast 60	North 345	South 395	TOTAL 800
Less than 5 minutes	* 32.3%	4,115 64.5%	4,352 43.4%	9,267 49.1%
More than 5 minutes but less than 15 minutes	* 33.2%	1,922 30.1%	4,887 48.8%	7,634 40.5%
15 minutes or more	* 33.0%	* 4.9%	* 7.1%	1,846 9.8%
Don't know	* 1.4%	* 0.5%	* 0.6%	* 0.7%
NI TOTAL	2,477 100%	6,383 100%	10,018 100%	18,878 100%

Table 4.23: Respondents agreement/disagreement with aspects of the office they visited.

Sample in numbers	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	TOTAL 800
Easy to get to	8,644 45.8%	9,254 49.0%	* 1.5%	* 3.2%	* 0.6%	18,879 100%
The staff are polite	7,488 39.7%	10,290 54.5%	704 3.7%	* 1.4%	* 0.7%	18,878 100%
You always feel you can ask questions	6,900 36.5%	10,622 56.3%	* 3.0%	* 3.2%	* 1.0%	18,879 100%
The staff are friendly	7,273 38.5%	10,138 53.7%	1,030 5.5%	* 1.7%	* 0.6%	18,877 100%
The staff are helpful	7,381 39.1%	9,925 52.6%	982 5.2%	* 2.4%	* 0.7%	18,878 100%
The staff appear to have time for me	7,051 37.4%	10,231 54.2%	860 4.6%	* 3.2%	* 0.7%	18,878 100%
The staff seem very knowledgeable	6,848 36.3%	10,024 53.1%	1,026 5.4%	619 3.3%	* 1.9%	18,878 100%
You rarely have to wait to be seen	5,236 27.7%	9,483 50.2%	1,912 10.1%	1,930 10.2%	* 1.7%	18,878 100%
You are given the name of the person who deals with your	5,042 26.7%	9,869 52.3%	1,655 8.8%	1,808 9.6%	* 2.7%	18,880 100%
You cannot be overheard when you are being dealt with	3,205 17.0%	6,211 32.9%	1,971 10.4%	5,770 30.6%	1,721 9.1%	18,878 100%
You are usually seen by the same person each time	2,810 14.9%	5,280 28.0%	4,755 25.2%	4,931 26.1%	1,103 5.8%	18,879 100%

Table 4.24: How satisfied/dissatisfied are you with the opening hours of the HE office you visited?

Sample in numbers	Belfast 60	North 345	South 395	TOTAL 800	
Very satisfied	1,031 41.6%	1,998 31.3%	3,499 34.9%	6,528 34.6%	17,230
Satisfied	1,260 50.9%	3,738 58.6%	5,704 56.9%	10,702 56.7%	91.3%
Neither	* 6.2%	* 5.7%	* 5.1%	1,034 5.5%	1,034 5.5%
Dissatisfied	* 1.3%	* 2.8%	* 2.6%	* 2.5%	*
Very dissatisfied	0 0.0%	* 1.6%	* 0.4%	* 0.7%	3.2%
NI TOTAL	2,477 100%	6,384 100%	10,017 100%	18,878 100%	

Table 4.25: How satisfied/dissatisfied are you with your visit to a HE office?

Sample in numbers	Satisfied 710	Neither 48	Dissatisfied 42	TOTAL 800	
Region					
Belfast	1,941 78.3%	* 12.1%	* 9.5%	2,478 100%	
North	5,830 91.3%	* 4.5%	* 4.1%	6,384 100%	
South	8,697 86.8%	745 7.4%	* 5.7%	10,017 100%	
Household Type					
Lone adult	3,547 82.8%	* 9.5%	* 7.7%	4,284 100%	
Two adults	1,525 91.4%	* 7.1%	* 1.6%	1,669 100%	
Lone parent	3,609 87.8%	* 5.4%	* 6.8%	4,112 100%	
Small family	1,454 93.6%	* 4.4%	* 2.0%	1,553 100%	
Large family	562 77.8%	* 13.9%	* 8.3%	722 100%	
Large adult	1,674 81.7%	* 13.4%	* 4.9%	2,048 100%	
Two older	1,580 94.6%	* 2.8%	* 2.6%	1,670 100%	
Lone older	2,516 89.3%	* 3.4%	* 7.3%	2,818 100%	
Household Income					
Up to £5,200	2,243 84.1%	* 7.2%	* 8.6%	2,666 100%	
£5,201 to £10,400	6,894 89.6%	* 6.3%	* 4.0%	7,691 100%	
£10,401 plus	4,627 86.1%	* 7.5%	* 6.4%	5,373 100%	
Don't know/refused	2,703 85.9%	* 8.0%	* 6.1%	3,147 100%	
Age of HRP					
18-24	1,152 87.7%	* 5.9%	* 6.4%	1,313 100%	
25-44	6,321 86.0%	* 7.7%	* 6.3%	7,351 100%	
45-59	4,745 84.9%	* 10.2%	* 4.9%	5,592 100%	
60-64	1,291 90.4%	* 6.7%	* 2.9%	1,428 100%	
65 or over	2,960 92.6%	* 0.8%	* 6.6%	3,196 100%	
Total	16,469 87.2%	1,336 7.1%	1,075 5.7%	18,880 100%	

Table 4.26: Have you received a visit at home from a Housing Executive member of staff?

	Belfast 500	North 1500	South 1400	TOTAL 3400
Yes	3,713 17.3%	6,465 22.2%	9,052 25.5%	19,230 22.4%
No	17,712 82.7%	22,597 77.8%	26,486 74.5%	66,795 77.6%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.27: How satisfied/dissatisfied are you with the visit made by Housing Executive staff?

	Satisfied 630	Neither 45	Dissatisfied 82	TOTAL 757
Region				
Belfast	2,842 76.5%	* 7.7%	* 15.7%	3,713 100%
North	5,226 80.8%	* 4.3%	961 14.9%	6,465 100%
South	7,693 85.0%	* 6.9%	729 8.1%	9,051 100%
Household Type				
Lone adult	3,422 82.7%	* 5.8%	* 11.5%	4,140 100%
Two adults	1,049 78.7%	* 8.3%	* 13.0%	1,333 100%
Lone parent	3,075 81.6%	* 8.0%	* 10.4%	3,768 100%
Small family	984 68.4%	* 5.9%	* 25.7%	1,439 100%
Large family	547 60.2%	* 9.3%	* 30.5%	908 100%
Large adult	1,743 92.0%	* 4.7%	* 3.3%	1,895 100%
Two older	2,386 92.6%	* 2.6%	* 4.8%	2,578 100%
Lone older	2,555 80.7%	* 6.8%	* 12.5%	3,167 100%
Household Income				
Up to £5,200	2,216 77.3%	* 6.5%	* 16.2%	2,867 100%
£5,201 to £10,400	5,515 80.7%	* 7.3%	820 12.0%	6,831 100%
£10,401 plus	5,420 86.1%	* 4.5%	* 9.4%	6,296 100%
Don't know/refused	2,610 80.7%	* 7.1%	* 12.2%	3,235 100%
Age of HRP				
18-24	726 77.2%	* 8.2%	* 14.7%	941 100%
25-44	5,023 76.5%	* 7.0%	1,085 16.5%	6,569 100%
45-59	4,902 84.8%	* 5.9%	* 9.3%	5,783 100%
60-64	1,500 91.7%	* 2.9%	* 5.4%	1,636 100%
65 or over	3,610 83.9%	* 6.2%	* 9.9%	4,301 100%
Total	15,761 82.0%	1,195 6.2%	2,274 11.8%	19,230 100%

Table 4.28: Have you contacted the Housing Executive by written communication in the last 12 months?

Sample in numbers	TOTAL 3400
Yes, written contact was by letter	2,664 3.1%
Yes, written contact was by email	* 0.7%
Yes, written contact was via HE web	* 0.2%
Yes, written contact by text	* 0.1%
No, have not written in past 12 months	82,427 95.8%
NI TOTAL	86,025 100%

Table 4.29: Overall, was the last reply you received clear or unclear?

Sample in numbers	TOTAL 83
Very Clear	1,487 69.7%
Fairly clear	* 19.3%
Neither	* 7.7%
Fairly unclear	* 3.4%
Very unclear	0 0.0%
NI TOTAL	2,134 100%

Table 4.30: Regardless of the outcome, how satisfied/dissatisfied are you with the written communication you received from the HE ?

Sample in numbers	TOTAL 83
Very satisfied	864 40.5%
Satisfied	782 36.6%
Neither satisfied nor dissatisfied	* 12.7%
Dissatisfied	* 3.8%
Very dissatisfied	* 6.3%
NI TOTAL	2,134 100%

Table 4.31: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Sample in numbers	Satisfied 3196	Neither 104	Dissatisfied 100	TOTAL 3400
Region				
Belfast	19,224 89.7%	* 4.6%	1,219 5.7%	21,425 100%
North	27,540 94.8%	777 2.7%	745 2.6%	29,062 100%
South	33,529 94.3%	1,075 3.0%	933 2.6%	35,537 100%
Household Type				
Lone adult	15,960 90.0%	1,006 5.7%	769 4.3%	17,735 100%
Two adults	6,720 94.3%	* 3.4%	* 2.3%	7,128 100%
Lone parent	10,730 89.3%	* 4.8%	* 5.9%	12,020 100%
Small family	5,683 92.9%	* 1.9%	* 5.2%	6,117 100%
Large family	3,053 92.5%	* 3.2%	* 4.3%	3,300 100%
Large adult	7,913 96.0%	* 1.6%	* 2.4%	8,242 100%
Two older	11,515 97.0%	* 1.5%	* 1.5%	11,866 100%
Lone older	18,719 95.4%	* 2.4%	* 2.1%	19,618 100%
Household Income				
Up to £5,200	9,731 91.3%	627 5.9%	* 2.8%	10,661 100%
£5,201 to £10,400	28,052 91.8%	1,067 3.5%	1,447 4.7%	30,566 100%
£10,401 plus	23,157 94.6%	* 2.1%	811 3.3%	24,482 100%
Don't know/refused	19,353 95.3%	627 3.1%	* 1.7%	20,316 100%
Age of HRP				
18-24	2,344 86.9%	* 6.2%	* 6.9%	2,697 100%
25-44	22,573 90.2%	1,071 4.3%	1,376 5.5%	25,020 100%
45-59	23,774 93.8%	882 3.5%	* 2.8%	25,357 100%
60-64	6,042 94.4%	* 2.7%	* 2.9%	6,401 100%
65 or over	25,561 96.3%	* 2.0%	* 1.7%	26,551 100%
Total	80,294 93.3%	2,835 3.3%	2,897 3.4%	86,026 100%

Table 4.32: Would you say that, overall, your area is.....?

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Changing for the better	3,741 17.5%	4,709 16.2%	6,808 19.2%	15,258 17.7%
Not really changing	14,601 68.1%	21,918 75.4%	25,475 71.7%	61,994 72.1%
Changing for the worse	2,393 11.2%	1,236 4.3%	2,205 6.2%	5,834 6.8%
Don't know	* 3.2%	1,199 4.1%	1,050 3.0%	2,939 3.4%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.33: How do you feel about the general image of the area, if friends and relatives come to visit?

	Proud 2677	No strong feelings 560	Ashamed 163	TOTAL 3400
Sample in numbers				
Region				
Belfast	14,339 66.9%	5,519 25.8%	1,567 7.3%	21,425 100%
North	24,292 83.6%	3,467 11.9%	1,303 4.5%	29,062 100%
South	26,776 75.3%	6,983 19.6%	1,779 5.0%	35,538 100%
Household Type				
Lone adult	12,617 71.1%	3,954 22.3%	1,164 6.6%	17,735 100%
Two adults	5,070 71.1%	1,656 23.2%	* 5.6%	7,128 100%
Lone parent	7,912 65.8%	3,104 25.8%	1,004 8.4%	12,020 100%
Small family	4,353 71.2%	1,121 18.3%	644 10.5%	6,118 100%
Large family	2,525 76.5%	* 19.7%	* 3.8%	3,300 100%
Large adult	6,255 75.9%	1,662 20.2%	* 3.9%	8,242 100%
Two older	10,258 86.5%	1,218 10.3%	* 3.3%	11,865 100%
Lone older	16,418 83.7%	2,603 13.3%	* 3.0%	19,618 100%
Household Income				
Up to £5,200	7,654 71.8%	2,433 22.8%	* 5.4%	10,661 100%
£5,201 to £10,400	23,234 76.0%	5,826 19.1%	1,506 4.9%	30,566 100%
£10,401 plus	18,603 76.0%	4,366 17.8%	1,513 6.2%	24,482 100%
Don't know/refused	15,916 78.3%	3,343 16.5%	1,057 5.2%	20,316 100%
Age of HRP				
18-24	2,056 76.3%	* 14.7%	* 9.1%	2,696 100%
25-44	16,931 67.7%	6,017 24.0%	2,073 8.3%	25,021 100%
45-59	18,568 73.2%	5,478 21.6%	1,310 5.2%	25,356 100%
60-64	4,886 76.3%	1,175 18.4%	* 5.3%	6,403 100%
65 or over	22,967 86.5%	2,902 10.9%	682 2.6%	26,551 100%
Total	65,408 76.0%	15,968 18.6%	4,651 5.4%	86,027 100%

Table 4.34: Within the past 12 months have you reported an incident of ASB to the Housing

	Belfast 500	North 1500	South 1400	Total 3400
Sample in numbers				
Yes	* 5.0%	1,394 4.8%	2,327 6.5%	4,792 5.6%
No	20,354 95.0%	27,668 95.2%	33,211 93.5%	81,233 94.4%
Total	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.35: How long ago did you first report the ASB incident?

Sample in numbers	Total
	179
Up to four weeks	975 20.3%
more than four weeks but less than six months	1,610 33.6%
Six months or more	2,207 46.1%
Total	4,792 100%

Table 4.36: Did the Housing Executive acknowledge that the ASB incident would be investigated?

Sample in numbers	Total
	179
Yes	3,541 73.9%
No	1,251 26.1%
Total	4,792 100%

Table 4.37: When you reported the incident, did the Housing Executive discuss with you what steps would be taken to deal with the issue?

Sample in numbers	Total
	136
Yes	2,654 74.9%
No	887 25.1%
Total	3,541 100%

Table 4.38: As a result of, any action taken by the HE OR you reporting an incident to the Housing Executive, did ...?

Sample in numbers	Total
	179
the anti-social behaviour cease?	1,538 32.1%
the anti-social behaviour lessen?	1,172 24.5%
the anti-social behaviour continue at the same level?	1,528 31.9%
the anti-social behaviour increase?	* 7.6%
N/A - reported less than 1 week ago	* 4.0%
Total	4,792 100%

Table 4.39: How satisfied or dissatisfied were you with the HE keeping you informed of what was happening throughout any action taken?

Sample in numbers	Total	
	172	
Very satisfied	980 21.3%	2,478
Satisfied	1,498 32.6%	53.9%
Neither	642 14.0%	642 14.0%
Dissatisfied	795 17.3%	810
Very dissatisfied	15 14.9%	32.2%
Total	4,601 100%	

Table 4.40: Overall, how satisfied or dissatisfied are you with how the Housing Executive handled or is handling your case?

Sample in numbers	Total 172	
Very satisfied	928 20.2%	2,547 55.4%
Satisfied	1,619 35.2%	
Neither	620 13.5%	620 13.5%
Dissatisfied	835 18.2%	1,434
Very dissatisfied	* 13.0%	31.2%
Total	4,601 100%	

Table 4.41: Within the past 12 months have you reported the/an incident of ASB to any other agency?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Yes	1,246 5.8%	1,423 4.9%	2,151 6.1%	4,820 5.6%
No	20,179 94.2%	27,639 95.1%	33,387 93.9%	81,205 94.4%
Total	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 4.42: Did you report the incident to any of the following agencies?

	Total 178
PSNI	3,965 82.2
Council	* 13.1
Other	* 6.5
No answer	* 4.7

Table 5.1: Are you or any members of the household currently receiving Housing Benefit?

Sample in numbers	Yes 2741	No 659	Total 3400
Region			
Belfast	17,225 80.4%	4,200 19.6%	21,425 100%
North	23,828 82.0%	5,234 18.0%	29,062 100%
South	27,648 77.8%	7,890 22.2%	35,538 100%
Household Type			
Lone adult	15,235 85.9%	2,500 14.1%	17,735 100%
Two adults	4,814 67.5%	2,314 32.5%	7,128 100%
Lone parent	10,477 87.2%	1,543 12.8%	12,020 100%
Small family	3,658 59.8%	2,459 40.2%	6,117 100%
Large family	2,340 70.9%	960 29.1%	3,300 100%
Large adult	6,009 72.9%	2,232 27.1%	8,241 100%
Two older	9,209 77.6%	2,657 22.4%	11,866 100%
Lone older	16,960 86.5%	2,658 13.5%	19,618 100%
Household Income			
£5,200 or less	9,943 93.3%	718 6.7%	10,661 100%
£5,201-£10,400	27,397 89.6%	3,169 10.4%	30,566 100%
£10,401+	14,504 59.2%	9,978 40.8%	24,482 100%
Refused/DK	16,859 83.0%	3,457 17.0%	20,316 100%
Age of HRP			
18-24	2,402 89.1%	* 10.9%	2,696 100%
25-44	18,580 74.3%	6,439 25.7%	25,019 100%
45-59	20,124 79.4%	5,232 20.6%	25,356 100%
60-64	5,273 82.4%	1,129 17.6%	6,402 100%
65 or over	22,323 84.1%	4,228 15.9%	26,551 100%
Total	68,701 79.9%	17,324 20.1%	86,025 100%

Table 5.2: Have you or any members of the household applied for Housing Benefit in the last 12 months?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Yes	5,238 24.4%	10,751 37.0%	10,336 29.1%	26,325 30.6%
No	16,187 75.6%	18,311 63.0%	25,202 70.9%	59,700 69.4%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 5.3: Is this a first time application for Housing Benefit or a renewal application?

	Belfast	North	South	Total
Sample in numbers	137	534	473	1144
First time application	569 10.9%	1,413 13.1%	2,291 22.2%	4,273 16.2%
Renewal application	4,669 89.1%	9,339 86.9%	8,045 77.8%	22,053 83.8%
IN TOTAL	5,238 100%	10,752 100%	10,336 100%	26,326 100%

Table 5.4: Did you find the Housing Benefit application form easy or difficult to complete?

	Belfast	North	South	Total
Sample in numbers	137	534	473	1144
Easy	4,228 80.7%	7,685 71.5%	7,318 70.8%	19,231 73.0%
Neither easy nor difficult	491 9.4%	1,748 16.3%	1,831 17.7%	4,070 15.5%
Difficult	253 4.8%	604 5.6%	1,083 10.5%	1,940 7.4%
Don't know	266 5.1%	715 6.6%	104 1.0%	1,085 4.1%
IN TOTAL	5,238 100%	10,752 100%	10,336 100%	26,326 100%

Table 5.5: Are you aware that you have the right to have a decision to refuse you Housing Benefit reviewed?

	Belfast	North	South	Total
Sample in numbers	137	534	473	1144
Yes	2,587 49.4%	8,131 75.6%	5,618 54.4%	16,336 62.1%
No	2,651 50.6%	2,620 24.4%	4,718 45.6%	9,989 37.9%
IN TOTAL	5,238 100%	10,751 100%	10,336 100%	26,325 100%

Table 5.6: Are you aware that someone working on a low income may be entitled to Housing Benefit?

	Belfast	North	South	Total
Sample in numbers	500	1500	1400	3400
Yes	20,350 95.0%	24,232 83.4%	31,459 88.5%	76,041 88.4%
No	1,075 5.0%	4,830 16.6%	4,079 11.5%	9,984 11.6%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 5.7: Are you aware that you have the right to have your amount of HB reviewed by an independent tribunal?

	Belfast	North	South	Total
Sample in numbers	402	1230	1109	2741
Yes	13,733 79.7%	17,185 72.1%	16,487 59.6%	47,405 69.0%
No	3,493 20.3%	6,643 27.9%	11,161 40.4%	21,297 31.0%
IN TOTAL	17,226 100%	23,828 100%	27,648 100%	68,702 100%

Table 5.8: Is the information provided by the Housing Benefit notifications clear?

	Belfast 402	North 1230	South 1109	Total 2741
Yes	16,859 97.9%	21,177 88.9%	25,887 93.6%	63,923 93.0%
No	169 1.0%	916 3.8%	1,275 4.6%	2,360 3.4%
Don't know	197 1.1%	1,735 7.3%	486 1.8%	2,418 3.5%
IN TOTAL	17,225 100%	23,828 100%	27,648 100%	68,701 100%

Table 5.9: Is the information provided by the Housing Benefit notifications understandable?

	Belfast 402	North 1230	South 1109	Total 2741
Yes	16,859 97.9%	21,126 88.7%	25,776 93.2%	63,761 92.8%
No	135 0.8%	1,001 4.2%	1,350 4.9%	2,486 3.6%
Don't know	231 1.3%	1,701 7.1%	523 1.9%	2,455 3.6%
IN TOTAL	17,225 100%	23,828 100%	27,649 100%	68,702 100%

Table 5.10: Information about Housing Benefit: Have you used this service provided by the Housing Executive?

	Belfast 500	North 1500	South 1400	Total 3400
Yes	4,091 19.1%	4,814 16.6%	3,574 10.1%	12,479 14.5%
No	17,334 80.9%	24,248 83.4%	31,964 89.9%	73,546 85.5%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 5.11: Information about Housing Benefit: And how satisfied or dissatisfied were you with this service?

	Belfast 120	North 261	South 134	Total 515
Very satisfied	1,242 30.4%	2,987 62.0%	1,621 45.3%	5,850 46.9%
Satisfied	2,678 65.5%	1,635 34.0%	1,366 38.2%	5,679 45.5%
Neither satisfied nor dissatisfied	*	*	*	*
Dissatisfied	1.8%	1.0%	7.7%	3.2%
Very dissatisfied	0.8%	2.4%	5.7%	2.8%
	1.6%	0.6%	3.0%	1.6%
IN TOTAL	4,091 100%	4,814 100%	3,575 100%	12,480 100%

Table 5.12: Did you experience difficulty making your rent payment in the previous 12 months?

	Belfast 500	North 1500	South 1400	Total 3400
Do not pay rent - Full HB	14,068 65.7%	18,115 62.3%	22,151 62.3%	54,334 63.2%
Yes	1,228 5.7%	1,624 5.6%	2,080 5.9%	4,932 5.7%
No	6,129 28.6%	9,323 32.1%	11,306 31.8%	26,758 31.1%
IN TOTAL	21,425 100%	29,062 100%	35,537 100%	86,024 100%

Table 5.13: Do you think you will experience difficulty making your rent payment in the next 12 months?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Yes	1,114 3.5%	1,114 3.8%	1,064 3.0%	2,938 3.4%
No	20,665 96.5%	27,948 96.2%	34,474 97.0%	83,087 96.6%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 5.14: Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 98	North 270	South 291	Total 659
Yes	1,301 31.0%	2,246 42.9%	2,401 30.4%	5,948 34.3%
No	2,899 69.0%	2,988 57.1%	5,489 69.6%	11,376 65.7%
IN TOTAL	4,200 100%	5,234 100%	7,890 100%	17,324 100%

Table 5.15: Overall, how satisfied or dissatisfied are you that your rent provides VFM?

Sample in numbers	Satisfied 2998	Neither 252	Dissatisfied 150	Total 3400
Region				
Belfast	16,436 76.7%	3,964 18.5%	* 4.8%	21,426 100%
North	25,422 87.5%	2,320 8.0%	1,321 4.5%	29,063 100%
South	32,065 90.2%	1,720 4.8%	1,753 4.9%	35,538 100%
Household Type				
Lone adult	15,132 85.3%	1,798 10.1%	804 4.5%	17,734 100%
Two adults	6,133 86.0%	589 8.3%	* 5.7%	7,128 100%
Lone parent	10,585 88.1%	758 6.3%	678 5.6%	12,021 100%
Small family	5,035 82.3%	587 9.6%	* 8.1%	6,116 100%
Large family	2,858 86.6%	295 8.9%	* 4.5%	3,300 100%
Large adult	6,571 79.7%	1,060 12.9%	* 7.4%	8,241 100%
Two older	10,698 90.2%	869 7.3%	* 2.5%	11,865 100%
Lone older	16,909 86.2%	2,048 10.4%	661 3.4%	19,618 100%
Household Income				
£5,200 or less	9,278 87.0%	970 9.1%	* 3.9%	10,661 100%
£5,201-£10,400	26,101 85.4%	2,887 9.4%	1,578 5.2%	30,566 100%
£10,401+	20,827 85.1%	2,360 9.6%	1,294 5.3%	24,481 100%
Refused/DK	17,717 87.2%	1,786 8.8%	813 4.0%	20,316 100%
Age of HRP				
18-24	2,503 92.8%	117 4.3%	* 2.9%	2,697 100%
25-44	21,163 84.6%	2,357 9.4%	1,500 6.0%	25,020 100%
45-59	21,395 84.4%	2,337 9.2%	1,624 6.4%	25,356 100%
60-64	5,749 89.8%	336 5.2%	* 5.0%	6,402 100%
65 or over	23,114 87.1%	2,857 10.8%	* 2.2%	26,551 100%
IN TOTAL	73,923 85.9%	8,004 9.3%	4,100 4.8%	86,027 100%

Table 5.16: Do you have a bank/ building society current account?

Sample in numbers	Yes 2627	No 736	Refused 37	Total 3400
Region				
Belfast	16,843 78.6%	4,311 20.1%	* 1.3%	21,425 100%
North	21,976 75.6%	6,895 23.7%	* .7%	29,062 100%
South	28,605 80.5%	6,538 18.4%	* 1.1%	35,539 100%
Household Type				
Lone adult	13,210 74.5%	4,186 23.6%	* 1.9%	17,735 100%
Two adults	5,593 78.5%	1,474 20.7%	* .8%	7,127 100%
Lone parent	10,540 87.7%	1,451 12.1%	* .2%	12,021 100%
Small family	5,381 88.0%	702 11.5%	* .6%	6,117 100%
Large family	2,866 86.8%	* 11.9%	* 1.3%	3,301 100%
Large adult	6,319 76.7%	1,907 23.1%	* .2%	8,240 100%
Two older	9,062 76.4%	2,739 23.1%	* .6%	11,867 100%
Lone older	14,453 73.7%	4,893 24.9%	* 1.4%	19,618 100%
Household Income				
£5,200 or less	7,110 66.7%	3,508 32.9%	* .4%	10,661 100%
£5,201-£10,400	24,808 81.2%	5,646 18.5%	* .4%	30,565 100%
£10,401+	21,578 88.1%	2,890 11.8%	* .1%	24,482 100%
Refused/DK	13,927 68.6%	5,700 28.1%	689 3.4%	20,316 100%
Age of HRP				
18-24	2,331 86.5%	* 13.5%	* 0.0%	2,696 100%
25-44	21,772 87.0%	3,051 12.2%	* .8%	25,020 100%
45-59	19,034 75.1%	6,047 23.8%	* 1.1%	25,356 100%
60-64	4,692 73.3%	1,644 25.7%	* 1.0%	6,402 100%
65 or over	19,594 73.8%	6,637 25.0%	* 1.2%	26,551 100%
IN TOTAL	67,424 78.4%	17,744 20.6%	858 1.0%	86,026 100%

Table 5.17: Do you have a savings accounts?

Sample in numbers	Yes 1782	No 1545	Refused 73	Total 3400
Region				
Belfast	11,081 51.7%	10,063 47.0%	* 1.3%	21,425 100%
North	15,053 51.8%	13,209 45.4%	801 2.8%	29,063 100%
South	19,263 54.2%	15,597 43.9%	678 1.9%	35,538 100%
Household Type				
Lone adult	8,286 46.7%	9,114 51.4%	* 1.9%	17,735 100%
Two adults	4,046 56.8%	2,826 39.6%	* 3.6%	7,128 100%
Lone parent	5,900 49.1%	6,031 50.2%	* .7%	12,021 100%
Small family	3,134 51.2%	2,880 47.1%	* 1.7%	6,117 100%
Large family	1,594 48.3%	1,664 50.4%	* 1.3%	3,301 100%
Large adult	4,141 50.2%	3,907 47.4%	* 2.3%	8,241 100%
Two older	6,855 57.8%	4,908 41.4%	* .9%	11,866 100%
Lone older	11,440 58.3%	7,540 38.4%	638 3.3%	19,618 100%
Household Income				
£5,200 or less	6,599 61.9%	3,998 37.5%	* .6%	10,661 100.0%
£5,201-£10,400	14,846 48.6%	15,572 50.9%	* .5%	30,566 100.0%
£10,401+	14,266 58.3%	10,071 41.1%	* .6%	24,482 100.0%
Refused/DK	9,686 47.7%	9,228 45.4%	1,402 6.9%	20,316 100.0%
Age of HRP				
18-24	1,160 43.0%	1,510 56.0%	* 1.0%	2,696 100%
25-44	12,906 51.6%	11,784 47.1%	* 1.3%	25,020 100%
45-59	12,309 48.5%	12,536 49.4%	* 2.0%	25,357 100%
60-64	3,470 54.2%	2,901 45.3%	* .5%	6,403 100%
65 or over	15,552 58.6%	10,138 38.2%	860 3.2%	26,550 100%
IN TOTAL	45,397	38,869	1,760	3,400
	52.8%	45.2%	2.0%	100%

Table 5.18: Do you have a debit payment card (switch) and/or credit card?

Sample in numbers	Yes 2021	No 1379	Total 3400
Belfast	11,574 54.0%	9,851 46.0%	21,425 100%
North	17,783 61.2%	11,279 38.8%	29,062 100%
South	22,363 62.9%	13,175 37.1%	35,538 100%
Household Type			
Lone adult	10,599 59.8%	7,136 40.2%	17,735 100%
Two adults	4,483 62.9%	2,645 37.1%	7,128 100%
Lone parent	9,167 76.3%	2,853 23.7%	12,020 100%
Small family	4,462 72.9%	1,655 27.1%	6,117 100%
Large family	2,339 70.9%	962 29.1%	3,301 100%
Large adult	4,754 57.7%	3,487 42.3%	8,241 100%
Two older	6,187 52.1%	5,679 47.9%	11,866 100%
Lone older	9,728 49.6%	9,890 50.4%	19,618 100%
Household Income			
£5,200 or less	5,423 50.9%	5,238 49.1%	10,661 100%
£5,201-£10,400	19,669 64.3%	10,897 35.7%	30,566 100%
£10,401+	18,518 75.6%	5,964 24.4%	24,482 100%
Refused/DK	8,110 39.9%	12,206 60.1%	20,316 100%
Age of HRP			
18-24	1,994 74.0%	702 26.0%	2,696 100%
25-44	18,880 75.5%	6,140 24.5%	25,020 100%
45-59	14,562 57.4%	10,794 42.6%	25,356 100%
60-64	3,783 59.1%	2,619 40.9%	6,402 100%
65 or over	12,501 47.1%	14,050 52.9%	26,551 100%
IN TOTAL	51,720 60.1%	34,305 39.9%	86,025 100%

Table 5.19a: Are the contents of your home insured?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Yes	4,576 21.4%	7,091 24.4%	10,945 30.8%	22,612 26.3%
No	16,570 77.3%	21,402 73.6%	24,122 67.9%	62,094 72.2%
Don't know	* 1.3%	569 2.0%	471 1.3%	1,319 1.5%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 5.19b. Why have you not insured your home contents?

Sample in numbers	Belfast 377	North 1106	South 965	Total 2448
Not got round to getting insurance	5,561 33.6%	11,645 54.4%	10,795 44.8%	28,001 45.1%
Quotes received were too expensive	4,865 29.4%	5,115 23.9%	6,451 26.7%	16,431 26.5%
Don't think I will need insurance	5,241 31.6%	2,514 11.7%	5,777 23.9%	13,532 21.8%
Don't know how to get insurance	771 4.7%	* 0.4%	* 1.6%	1,247 2.0%
Other	* 0.8%	2,043 9.5%	708 2.9%	2,884 4.6%
IN TOTAL	16,571 100%	21,402 100%	24,122 100%	62,095 100%

Table 6.1: Are you aware of any of the following...?

Sample size	TOTAL 3400
Community/Resident group	23,879 27.8%
Disability forum	1,335 1.6%
Tenant Involvement Register	821 1.0%
Community champions	771 0.9%
Rural forum	* 0.7%
Interagency working group	* 0.6%
Tenant scrutiny panel	* 0.5%

Table 6.2: Did you participate in your local Community/Resident group?

Sample size	Yes 143	No 802	Total 964
Aware of Community/Resident Group	3,531 14.8%	20,348 85.2%	23,879 100.0%

Table 6.3: How interested would you be in becoming involved in a local resident group/panel/ forum?

Sample size	Total 3215
Interested	6,974 8.5
Not Interested	68,374 83.1
Unsure	6,965 8.5
Total	82,313 100

Base: Respondents who were NOT aware of any any tenant involvement groups/forums etc

Table 6.4: Reasons for not being interested in becoming involved in a local resident group/panel/ forum?

Sample size	Total 2639
No time/too busy	16,590 24.3%
Not interest/couldn't be bothered	15,380 22.5%
Health reasons/too old/disabled	13,391 19.6%
Prefer to keep myself to myself	4,183 6.1%
Don't know	2,755 4.0%
Family commitments/ looking after family	2,691 3.9%
No need	1,471 2.2%
Serves no purpose/all talk and no action/waste of time	1,150 1.7%
Knew nothing about the group/how to participate	971 1.4%
Strong personalities/don't like those in the group	954 1.4%
Too shy, lack confidence	686 1.0%
Other/Missing	8,152 12.0%

Table 6.5: How interested would you be in becoming involved in a local resident group/panel/ forum?

	Interested 293	No interest 2639	Don't know 283	Total 3215
Region				
Belfast	1,288 6.1%	17,567 83.0%	2,314 10.9%	21,169 100%
North	2,328 8.6%	21,718 79.9%	3,139 11.5%	27,185 100%
South	3,358 9.9%	29,089 85.7%	1,512 4.5%	33,959 100%
Household Type				
Lone adult	1,941 11.5%	13,637 80.9%	1,287 7.6%	16,865 100%
Two adults	759 11.0%	5,621 81.3%	531 7.7%	6,911 100%
Lone parent	1,127 9.9%	9,271 81.7%	945 8.3%	11,343 100%
Small family	507 8.9%	4,453 77.8%	764 13.3%	5,724 100%
Large family	454 14.2%	2,469 77.2%	275 8.6%	3,198 100%
Large adult	705 9.0%	6,161 79.0%	929 11.9%	7,795 100%
Two older	548 4.8%	10,209 88.8%	739 6.4%	11,496 100%
Lone older	933 4.9%	16,553 87.2%	1,495 7.9%	18,981 100%
Household Income				
£5,200 or less	944 9.2%	8,434 82.3%	870 8.5%	10,248 100%
£5,201-£10,400	2,329 7.9%	24,725 84.4%	2,257 7.7%	29,311 100%
£10,401+	2,005 8.6%	19,479 83.7%	1,799 7.7%	23,283 100%
Refused/DK	1,696 8.7%	15,736 80.8%	2,039 10.5%	19,471 100%
Age Group				
18-24	277 10.9%	1,780 69.9%	488 19.2%	2,545 100%
25-44	2,558 10.7%	19,360 81.3%	1,906 8.0%	23,824 100%
45-59	2,587 10.8%	19,341 80.4%	2,126 8.8%	24,054 100%
60-64	448 7.3%	5,318 86.5%	384 6.2%	6,150 100%
65 or over	1,104 4.3%	22,574 87.7%	2,061 8.0%	25,739 100%
Total	6,974 8.5%	68,373 83.1%	6,965 8.5%	82,312 100%

Table 6.6: Overall, how well or poorly do you feel you are consulted by the Housing Executive?

Sample in numbers	Well 2595	Neither 579	Poor 226	TOTAL 3400
Region				
Belfast	14,684 68.5%	5,527 25.8%	1,214 5.7%	21,425 100%
North	22,833 78.6%	4,490 15.4%	1,740 6.0%	29,063 100%
South	27,174 76.5%	5,177 14.6%	3,187 9.0%	35,538 100%
Household Type				
Lone adult	12,418 70.0%	3,714 20.9%	1,602 9.0%	17,734 100%
Two adults	5,548 77.7%	1,166 16.4%	* 5.9%	7,127 100%
Lone parent	8,119 67.5%	3,037 25.3%	864 7.2%	12,021 100%
Small family	4,506 73.7%	997 16.3%	* 10.0%	6,118 100%
Large family	2,377 72.1%	719 21.8%	* 6.1%	3,300 100%
Large adult	6,118 74.3%	1,306 15.8%	817 9.9%	8,242 100%
Two older	9,407 79.3%	1,565 13.2%	894 7.6%	11,866 100%
Lone older	16,204 82.6%	2,689 13.7%	724 3.7%	19,617 100%
Household Income				
Up to £5,200	7,825 73.4%	1,958 18.4%	878 8.3%	10,661 100%
£5,201 to £10,400	22,498 73.6%	5,953 19.5%	2,116 6.9%	30,567 100%
£10,401 plus	18,147 74.1%	4,292 17.5%	2,042 8.4%	24,481 100%
Don't know/refused	16,222 79.8%	2,990 14.7%	1,104 5.4%	20,316 100%
Age of HRP				
18-24	1,626 60.3%	964 35.8%	* 3.9%	2,695 100%
25-44	17,303 69.2%	5,424 21.7%	2,293 9.2%	25,020 100%
45-59	18,835 74.3%	4,435 17.5%	2,085 8.2%	25,357 100%
60-64	4,848 75.7%	1,034 16.2%	* 8.1%	6,401 100%
65 or over	22,079 83.2%	3,335 12.6%	1,137 4.3%	26,551 100%
Total	64,691 75.2%	15,194 17.7%	6,141 7.1%	86,026 100%

Table 6.7: How satisfied/dissatisfied are you that the Housing Executive listens to your views and acts upon them?

Sample in numbers	Satisfied 2493	Neither 393	Dissatisfied 392	opinion 122	Total 3400
Region					
Belfast	14,359 67.0%	4,118 19.2%	2,665 12.4%	* 1.3%	21,425 100%
North	21,999 75.7%	2,699 9.3%	3,204 11.0%	1,159 4.0%	29,061 100%
South	25,667 72.2%	4,361 12.3%	4,656 13.1%	854 2.4%	35,538 100%
Household Type					
Lone adult	11,848 66.8%	2,995 16.9%	2,283 12.9%	609 3.4%	17,735 100%
Two adults	5,167 72.5%	1,017 14.3%	737 10.3%	* 2.9%	7,128 100%
Lone parent	7,890 65.6%	1,934 16.1%	1,955 16.3%	* 2.0%	12,020 100%
Small family	4,117 67.3%	715 11.7%	1,144 18.7%	* 2.3%	6,117 100%
Large family	2,233 67.6%	* 17.3%	* 13.7%	* 1.4%	3,301 100%
Large adult	5,886 71.4%	1,007 12.2%	1,213 14.7%	* 1.6%	8,241 100%
Two older	9,348 78.8%	1,010 8.5%	1,325 11.2%	* 1.5%	11,866 100%
Lone older	15,536 79.2%	1,929 9.8%	1,418 7.2%	735 3.7%	19,618 100%
Household Income					
Up to £5,200	7,762 72.8%	1,190 11.2%	1,580 14.8%	* 1.2%	10,660 100%
£5,201 to £10,400	21,294 69.7%	4,446 14.5%	3,734 12.2%	1,092 3.6%	30,566 100%
£10,401 plus	17,406 71.1%	3,310 13.5%	3,285 13.4%	480 2.0%	24,481 100%
Don't know/refused	15,564 76.6%	2,232 11.0%	1,926 9.5%	595 2.9%	20,317 100%
Age of HRP					
18-24	1,644 61.0%	* 17.6%	* 16.1%	* 5.3%	2,697 100%
25-44	16,665 66.6%	3,822 15.3%	4,038 16.1%	495 2.0%	25,020 100%
45-59	17,687 69.8%	3,718 14.7%	3,219 12.7%	733 2.9%	25,357 100%
60-64	4,467 69.8%	803 12.5%	928 14.5%	* 3.2%	6,402 100%
65 or over	21,563 81.2%	2,362 8.9%	1,906 7.2%	721 2.7%	26,552 100%
Total	62,026 72.1%	11,178 13.0%	10,525 12.2%	2,296 2.7%	86,024 100%

Table 6.8: Are you aware that each year the HE issue a newsletter (Housing News) to let you know how the HE has performed?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Yes	14,682 68.5%	22,443 77.2%	28,932 81.4%	66,057 76.8%
No	6,743 31.5%	6,619 22.8%	6,606 18.6%	19,968 23.2%
Total	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Tables 6.9:

Overall, how good or poor do you feel the Housing Executive is at keeping you informed about things that might affect you as a tenant (eg. Welfare Reform, Social Fund Reform, Universal Credit, Bedroom Tax etc.)

Sample in numbers	Good 1490	Neither 980	Poor 930	TOTAL 3400
Region				
Belfast	9,362 43.7%	5,608 26.2%	6,456 30.1%	21,426 100%
North	14,787 50.9%	8,407 28.9%	5,868 20.2%	29,062 100%
South	13,611 38.3%	9,543 26.9%	12,384 34.8%	35,538 100%
Household Type				
Lone adult	7,811 44.0%	4,800 27.1%	5,124 28.9%	17,735 100%
Two adults	3,180 44.6%	1,817 25.5%	2,132 29.9%	7,129 100%
Lone parent	5,341 44.4%	2,834 23.6%	3,845 32.0%	12,020 100%
Small family	2,880 47.1%	1,657 27.1%	1,581 25.9%	6,118 100%
Large family	1,633 41.4%	709 21.5%	1,226 37.1%	3,301 100%
Large adult	3,315 40.2%	2,245 27.2%	2,681 32.5%	8,241 100%
Two older	5,819 49.0%	2,883 24.3%	3,164 26.7%	11,866 100%
Lone older	8,049 41.0%	6,614 33.7%	4,955 25.3%	19,618 100%
Household Income				
Up to £5,200	5,200 48.8%	2,300 21.6%	3,162 29.7%	10,662 100%
£5,201 to £10,400	12,383 40.5%	8,267 27.0%	9,916 32.4%	30,566 100%
£10,401 plus	9,576 39.1%	6,356 26.0%	8,550 34.9%	24,482 100%
Don't know/refused	10,601 52.2%	6,635 32.7%	3,080 15.2%	20,316 100%
Age of HRP				
18-24	1,370 50.8%	592 22.0%	734 27.2%	2,696 100%
25-44	11,118 44.4%	6,255 25.0%	7,647 30.6%	25,020 100%
45-59	10,796 42.6%	6,862 27.1%	7,699 30.4%	25,357 100%
60-64	2,951 46.1%	1,520 23.7%	1,932 30.2%	6,403 100%
65 or over	11,526 43.4%	8,329 31.4%	6,696 25.2%	26,551 100%
Total	37,760 43.9%	23,558 27.4%	24,708 28.7%	86,026 100%

**Table 6.10a: Of the following, which do you consider to be the THREE most important?
FIRST Importance**

	Belfast 500	North 1500	South 1400	Total 3400
Repairs and Maintenance	8474 39.5%	10126 34.8%	11333 31.9%	29933 34.8%
Overall quality of your home	4258 19.9%	6537 22.5%	9409 26.5%	20204 23.5%
Keeping tenants informed	3824 17.8%	4721 16.2%	6190 17.4%	14735 17.1%
Taking tenants' views into	1555 7.3%	1472 5.1%	1992 5.6%	5019 5.8%
Neighbourhood as a place to	1258 5.9%	2701 9.3%	2607 7.3%	6566 7.6%
Dealing with anti-social	* 4.0%	1579 5.4%	2019 5.7%	4454 5.2%
Value for money for your rent	* 4.2%	1131 3.9%	1727 4.9%	3754 4.4%
Don't know	* .5%	* 1.9%	* .5%	813 .9%
No answer	* 1.0%	* .9%	* .3%	* .6%
Total	21427 100%	29063 100%	35537 100%	86027 100%

**Table 6.10b: Of the following, which do you consider to be the THREE most important?
SECOND Importance**

	Belfast 491	North 1467	South 1389	Total 3347
Repairs and Maintenance	5767 27.3%	9472 33.5%	11536 32.7%	26775 31.6%
Overall quality of your home	5383 25.5%	6818 24.1%	9027 25.6%	21228 25.1%
Keeping tenants informed	2654 12.6%	3223 11.4%	3866 11.0%	9743 11.5%
Neighbourhood as a place to	2676 12.7%	2085 7.4%	2621 7.4%	7382 8.7%
Taking tenants' views into	2085 9.9%	2326 8.2%	2874 8.1%	7285 8.6%
Dealing with anti-social	1158 5.5%	2458 8.7%	2735 7.8%	6351 7.5%
Value for money for your rent	* 4.2%	1367 4.8%	2345 6.6%	4600 5.4%
No answer	* 1.9%	* 1.2%	* .3%	857 1.0%
Don't know	* .5%	* .6%	* .5%	* .5%
Total	21120 100%	28265 100%	35279 100%	84664 100%

**Table 6.10c: Of the following, which do you consider to be the THREE most important?
THIRD Importance**

	Belfast 476	North 1442	South 1378	Total 3296
Neighbourhood as a place to	4134 20.1%	4900 17.7%	5900 16.9%	14934 17.9%
Repairs and Maintenance	3407 16.5%	3967 14.3%	5747 16.4%	13121 15.7%
Overall quality of your home	3255 15.8%	4643 16.7%	5107 14.6%	13005 15.6%
Keeping tenants informed	2391 11.6%	4614 16.6%	5550 15.9%	12555 15.1%
Taking tenants' views into	2219 10.8%	3982 14.4%	4364 12.5%	10565 12.7%
Dealing with anti-social	2573 12.5%	2682 9.7%	4052 11.6%	9307 11.2%
Value for money for your rent	2089 10.1%	2612 9.4%	3958 11.3%	8659 10.4%
No answer	* 2.1%	* .7%	* .5%	813 1.0%
Don't know	* .5%	* .5%	* .4%	* .5%
Total	20611 100%	27749 100%	35004 100%	83364 100%

Table 6.11: Which of the following methods of being kept informed and getting in touch with the Housing Executive are you happy to use?

Sample in numbers	Belfast 500	North 1500	South 1400	Total 3400
Telephone	14,483 67.6%	19,404 66.8%	24,148 67.9%	58,035 67.5%
In writing	8,398 39.2%	13,986 48.1%	20,000 56.3%	42,384 49.3%
Visit the office	1,064 5.0%	4,192 14.4%	6,998 19.7%	12,254 14.2%
Visit to your home by staff	1,102 5.1%	1,105 3.8%	2,269 6.4%	4,476 5.2%
Email	* 3.7%	1,305 4.5%	2,148 6.0%	4,245 4.9%
Newsletter	1,407 6.6%	* 1.4%	1,767 5.0%	3,588 4.2%
Text/SMS	* 3.4%	613 2.1%	1,255 3.5%	2,593 3.0%
Open meetings	* 1.5%	* 0.9%	* 1.5%	1,095 1.3%
NIHE website	* 1.1%	* 1.4%	* 1.4%	1,147 1.3%
Facebook	* 1.0%	* 0.6%	* 0.9%	725 0.8%
Twitter	* 0.5%	* 0.2%	* 0.1%	* 0.2%

Table 6.12: How much, if anything, would you say you know about the Social Housing Reform Programme and how it might affect you?

Sample in numbers	Belfast 500	North 1500	South 1400	TOTAL 3400
Great deal	* 0.7%	* 0.5%	* 0.4%	* 0.5%
Fair amount	* 2.9%	1,124 3.9%	730 2.1%	2,474 2.9%
Not very much	3,701 17.3%	6,218 21.4%	5,470 15.4%	15,389 17.9%
Nothing at all	16,317 76.2%	20,216 69.6%	28,375 79.8%	64,908 75.5%
Don't Know	* 3.0%	1,347 4.6%	811 2.3%	2,794 3.2%
NI TOTAL	21,426 100%	29,062 100%	35,538 100%	86,026 100%

Table 6.13: The Housing Executive is committed to ensuring that tenants' views are taken into account in the Social Housing Reform Programme. Would you be interested in becoming involved in this consultation process?

	Belfast 500	North 1500	South 1400	TOTAL 3400
Sample in numbers				
Yes, I would be interested	3,225 15.1%	5,360 18.4%	5,677 16.0%	14,262 16.6%
No, I would not be interested	18,200 84.9%	23,702 81.6%	29,861 84.0%	71,763 83.4%
NI TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 6.14: If yes, how would you like to be involved in the consultation process on the Social Housing Reform Programme?

	Belfast 90	North 333	South 204	TOTAL 627
Sample in numbers				
To be kept informed via letter, leaflet, etc.	2,831 87.8%	5,014 93.5%	5,058 89.1%	12,903 90.5%
Views represented by HE tenant forums (Area)	994 30.8%	* 4.2%	1,230 21.7%	2,451 17.2%
To be kept informed via the Housing Executive's website	* 15.5%	* 6.5%	805 14.2%	1,652 11.6%
To be able to comment via social media (Facebook, etc.)	* 9.4%	* 7.2%	656 11.6%	1,344 9.4%
To become part of a tenant panel ('Pulse' survey)	* 6.1%	* 4.9%	* 11.9%	1,140 8.0%
To become part of any focus groups established	229 7.1%	217 4.0%	614 10.8%	1,060 7.4%

Table 6.15: Respondents preferred method of being involved in the Social Housing Reform Programme

	Belfast 90	North 333	South 204	TOTAL 627
Sample in numbers				
To be kept informed via letter, leaflet, etc.	2,727 84.5%	4,787 89.3%	4,396 77.4%	11,910 83.5%
To be able to comment via social media (Facebook, etc.)	* 2.2%	* 3.1%	* 5.7%	* 3.9%
To be kept informed via the Housing Executive's website	* 6.3%	* 2.7%	* 3.5%	* 3.8%
To become part of a tenant panel ('Pulse' survey)	* 1.9%	* 2.0%	* 5.3%	* 3.3%
To have my views represented by the Housing Executive	* 3.2%	* 0.8%	* 4.7%	* 2.9%
To become part of any focus groups established	* 1.9%	* 1.3%	* 2.9%	* 2.1%
Other	0 0.0%	* 0.8%	* 0.4%	* 0.5%
NI TOTAL	3,227 100%	5,358 100%	5,676 100%	14,261 100%

Table 7.1: Do you or a member of your household have access to a home computer?

	Belfast 500	North 1500	South 1400	Total 3400
Sample in numbers				
Yes	9,075 42.4%	13,847 47.6%	17,330 48.8%	40,252 46.8%
No	12,350 57.6%	15,215 52.4%	18,208 51.2%	45,773 53.2%
IN TOTAL	21,425 100%	29,062 100%	35,538 100%	86,025 100%

Table 7.2:

Do you or a member of your household have access to the internet from home?

Sample in numbers	Yes 1635	No 1765	Total 3400
Region			
Belfast	9,737 45.4%	11,688 54.6%	21,425 100%
North	14,393 49.5%	14,669 50.5%	29,062 100%
South	17,894 50.4%	17,644 49.6%	35,538 100%
Household Type			
Lone adult	7,287 41.1%	10,448 58.9%	17,735 100%
Two adults	4,953 69.5%	2,175 30.5%	7,128 100%
Lone parent	9,639 80.2%	2,381 19.8%	12,020 100%
Small family	4,942 80.8%	1,175 19.2%	6,117 100%
Large family	2,762 83.7%	* 16.3%	3,300 100%
Large adult	5,944 72.1%	2,297 27.9%	8,241 100%
Two older	3,835 32.3%	8,030 67.7%	11,865 100%
Lone older	2,662 13.6%	16,956 86.4%	19,618 100%
Household Income			
Up to £5,200	4,517 42.4%	6,144 57.6%	10,661 100%
£5,201 to £10,400	13,605 44.5%	16,961 55.5%	30,566 100%
£10,401 plus	16,161 66.0%	8,321 34.0%	24,482 100%
Don't know/refused	7,741 38.1%	12,575 61.9%	20,316 100%
Age of HRP			
18-24	1,917 71.1%	780 28.9%	2,697 100%
25-44	19,110 76.4%	5,909 23.6%	25,019 100%
45-59	13,633 53.8%	11,723 46.2%	25,356 100%
60-64	2,345 36.6%	4,057 63.4%	6,402 100%
65 or over	5,019 18.9%	21,532 81.1%	26,551 100%
IN TOTAL	42,025 48.9%	44,001 51.1%	86,026 100%

Table 7.3: What is the main method by which you access the Internet?

	Home Computer 1278	Smart Phone 260	Other/don't know 97	Total 1635
Sample in numbers				
Region				
Belfast	7,655 78.6%	1,403 14.4%	* 3.8%	9,738 100%
North	11,940 83.0%	1,658 11.5%	796 5.6%	14,394 100%
South	13,373 74.7%	4,088 22.8%	* 2.0%	17,894 100%
Household Type				
Lone adult	5,580 76.6%	1,342 18.4%	* 5.0%	7,286 100%
Two adults	4,256 85.9%	* 9.2%	* 4.8%	4,952 100%
Lone parent	6,154 63.8%	3,157 32.7%	* 3.4%	9,640 100%
Small family	3,904 79.0%	881 17.8%	* 3.2%	4,942 100%
Large family	2,204 79.8%	* 16.7%	* 3.5%	2,762 100%
Large adult	5,137 86.4%	* 9.2%	* 4.4%	5,943 100%
Two older	3,587 93.5%	* 1.5%	* 5.0%	3,836 100%
Lone older	2,145 80.6%	* 9.2%	* 10.2%	2,662 100%
Household Income				
Up to £5,200	3,427 75.9%	877 19.4%	* 4.7%	4,517 100%
£5,201 to £10,400	10,348 76.1%	2,537 18.6%	720 5.3%	13,605 100%
£10,401 plus	12,399 76.7%	3,159 19.5%	* 3.7%	16,161 100%
Don't know/refused	6,793 87.8%	575 7.4%	372 4.8%	7,740 100%
Age of HRP				
18-24	989 51.6%	868 45.3%	* 3.1%	1,917 100%
25-44	13,876 72.6%	4,728 24.7%	506 2.6%	19,110 100%
45-59	11,665 85.6%	1,114 8.2%	853 6.3%	13,632 100%
60-64	1,928 82.3%	* 7.7%	* 10.0%	2,344 100%
65 or over	4,509 89.8%	* 5.1%	* 5.1%	5,020 100%
IN TOTAL	32,968 78.4%	7,149 17.0%	1,908 4.5%	42,025 100%

Table 7.4: Are you aware that the Housing Executive has a web site on the internet?

	Belfast 500	North 1500	South 1400	Total 3400
Sample in numbers				
Yes	7,100 33.1%	11,443 39.4%	15,499 43.6%	34,042 39.6%
No	14,325 66.9%	17,619 60.6%	20,039 56.4%	51,983 60.4%
IN TOTAL	21,425 100.0%	29,062 100.0%	35,538 100.0%	86,025 100.0%

Table 7.5: Have you accessed/visited the Housing Executive's web site on the internet?

	Belfast 162	North 563	South 585	Total 1310
Sample in numbers				
Yes	2,241 31.6%	3,533 30.9%	4,463 28.8%	10,237 30.1%
No	4,858 68.4%	7,910 69.1%	11,036 71.2%	23,804 69.9%
IN TOTAL	7,099 100%	11,443 100%	15,499 100%	34,041 100%

Table 7.6: Have you accessed Housing Executive services via our website?

Sample in numbers	Total 216
Yes	5,577 54.5%
No	4,593 44.9%
Don't know	* 0.7%
TOTAL	10,238 100%

Table 7.7: How satisfied or dissatisfied were you with accessing Housing Executive services via our website?

Sample in numbers	Total 216
Very satisfied	2,653 47.6%
Fairly satisfied	2,360 42.3%
Neither	* 8.6%
Fairly dissatisfied	* 1.0%
Very dissatisfied	* 0.5%
TOTAL	5,577 100%

Table 7.8: Web services accessed and used via the website

Sample in numbers	Total 216
General Info/Advice	2,657 47.6%
Repairs	1,823 32.7%
Rent account	* 10.2%
Planned schemes	* 7.9%
Housing Benefit	* 7.2%
ABS	* 1.5%
TOTAL	5,577 100%

Table 7.9: Do you have a mobile phone?

Sample in numbers	Yes 2855	No 545	Total 3400
Region			
Belfast	18,239 85.1%	3,186 14.9%	21425 100%
North	24,907 85.7%	4,155 14.3%	29062 100%
South	29,666 83.5%	5,872 16.5%	35538 100%
Household Type			
Lone adult	16,352 92.2%	1,382 7.8%	17734 100%
Two adults	6,676 93.7%	* 6.3%	7128 100%
Lone parent	11,820 98.3%	* 1.7%	12020 100%
Small family	5,875 96.0%	* 4.0%	6117 100%
Large family	3,209 97.2%	* 2.8%	3300 100%
Large adult	7,314 88.7%	928 11.3%	8242 100%
Two older	8,762 73.8%	3,104 26.2%	11866 100%
Lone older	12,804 65.3%	6,814 34.7%	19618 100%
Household Income			
Up to £5,200	9,542 89.5%	1,119 10.5%	10661 100%
£5,201 to £10,400	26,505 86.7%	4,061 13.3%	30566 100%
£10,401 plus	21,708 88.7%	2,774 11.3%	24482 100%
Don't know/refused	15,056 74.1%	5,261 25.9%	20317 100%
Age of HRP			
18-24	2,631 97.6%	* 2.4%	2696 100%
25-44	24,411 97.6%	609 2.4%	25020 100%
45-59	23,265 91.8%	2,091 8.2%	25356 100%
60-64	5,220 81.5%	1,182 18.5%	6402 100%
65 or over	17,284 65.1%	9,267 34.9%	26551 100%
IN TOTAL	72,811 84.6%	13,213 15.4%	86024 100%

Table 7.10: Have you given your mobile number to Housing Executive so they can contact you?

Sample in numbers	Belfast 422	North 1273	South 1160	Total 2855
Yes	15,136 83.0%	19,587 78.6%	21,197 71.5%	55,920 76.8%
No	3,103 17.0%	5,320 21.4%	8,468 28.5%	16,891 23.2%
IN TOTAL	18,239 100%	24,907 100%	29,665 100%	72,811 100%

Table 7.11: If you changed your mobile number, would you contact the Housing Executive to give them your new number?

Sample in numbers	Belfast 349	North 1009	South 841	Total 2199
Yes	14,534 96.0%	17,297 88.3%	19,798 93.4%	51,629 92.3%
No	* 4.0%	2,290 11.7%	1,399 6.6%	4,291 7.7%
IN TOTAL	15,136 100%	19,587 100%	21,197 100%	55,920 100%

Table 7.12: Do you use TEXT/SMS to send and receive messages?

Sample in numbers	Belfast 422	North 1273	South 1160	Total 2855
Yes	11,026 60.5%	16,077 64.5%	19,185 64.7%	46,288 63.6%
No	7,213 39.5%	8,831 35.5%	10,480 35.3%	26,524 36.4%
IN TOTAL	18,239 100%	24,908 100%	29,665 100%	72,812 100%

Table 7.13: Regardless of whether you currently use Text/SMS, would you contact a Housing Executive service by Text/SMS?

Sample in numbers	Belfast 422	North 1273	South 1160	Total 2855
Yes	3,274 18.0%	4,986 20.0%	7,271 24.5%	15,531 21.3%
No	14,456 79.3%	18,139 72.8%	22,117 74.6%	54,712 75.1%
Don't know	* 2.8%	1,782 7.2%	* 0.9%	2,569 3.5%
IN TOTAL	18,239 100%	24,907 100%	29,666 100%	72,812 100%

Table 7.14: On the other hand would you allow the Housing Executive to contact you by Text/SMS to your mobile phone for any of the following?

Sample in numbers	Belfast 422	North 1273	South 1160	Total 2855
Repairs	9,015 49.4%	9,935 39.9%	13,994 47.2%	32,944 45.2%
General Info/Advice	2,256 12.4%	7,317 29.4%	9,045 30.5%	18,618 25.6%
Housing benefit	2,703 14.8%	6,967 28.0%	8,334 28.1%	18,004 24.7%
Planned improvement schemes e.g. double glazing,	1,940 10.6%	6,901 27.7%	8,253 27.8%	17,094 23.5%
Anti Social Behaviour, including neighbour problems	1,940 10.6%	6,452 25.9%	8,101 27.3%	16,493 22.7%

APPENDIX 2 – BACKGROUND TO THE SURVEY

INTRODUCTION

The 2014 Continuous Tenant Omnibus Survey (CTOS) was the twenty-first comprehensive assessment of tenants' attitudes to be carried out by the Northern Ireland Housing Executive since 1994. An independent social research company, Ipsos MORI, was commissioned to conduct the fieldwork and process the data. The Housing Executive's Research Unit conducted the analysis and interpretation of the results.

The CTOS is a cornerstone of the Housing Executive's service delivery in terms of the Northern Ireland Act (1998). The Survey supports the Housing Executives applications for Customer Service Excellence (CSE) and the NI Quality Award; it is also linked to Objective 4 "Delivering Quality Service" as set out in the Housing Executive's Corporate Plan.

The annual reporting of results from the CTOS enables the Housing Executive to measure the effect of action taken as a result of government directives, such as Best Value. The CTOS monitors the level of customer satisfaction with Housing Executive services and identifies areas for improvement. Continuity of information gathering, throughout the year, helps reduce bias from any media coverage which might affect how respondents answer questions.

The survey was carried out over twelve months, from January 2014 to December 2014. The questionnaire consisted of a main section which was used in each of the four data collection periods and an omnibus section which changed each period. The omnibus section allowed client groups within the Housing Executive to carry out very specific research and achieve results quickly which could be linked to general data collected in the main section e.g. socio-economic characteristics, dwelling type or geographic location. Findings from each omnibus topic were reported at the end of the data collection period.

As in previous years, the main section of the questionnaire in 2014 covered the following areas:

- economic and demographic household information;
- tenure history;
- type of contact with the Housing Executive in the last 12 months;
- tenant generated repairs;
- tenant appraisal of service provision; and
- attitude to area or estate.

AIMS OF THE SURVEY

The main aims of the CTOS are as follows:

- i) to provide a comprehensive picture of Housing Executive tenants and their views and attitudes to service provision in 2014 at Northern Ireland, and Regional level;
- ii) to facilitate a comparative analysis of tenants' views over time;
- iii) to allow collection of specific information for various client groups in the Housing Executive, to inform the formulation of future policy or programmes; and
- iv) to allow the flexibility associated with rapid response by the Research Unit to specific issues without the delays and expense associated with the commissioning of individual small surveys.

METHODOLOGY

The Sample

As in previous years, random sampling was carried out quarterly, beginning in January 2014 (for the January to March data collection period), from the Housing Executive's HMS database.

By the end of the year, December 2014, 3,400 tenants had taken part in the Survey. Appendix tables include base totals; thus, tables showing results for questions asked of all respondents have a base of 3,400 (i.e. the total number of respondents who participated in the survey).

The conduct of the fieldwork is summarised as follows:

- interviews were carried out at a rate of 8-9 per month in each district;
- approximately 25 tenants were interviewed per local office per quarter;
- 850 tenants across all local offices were interviewed per quarter; and
- 3,400 tenants in 34 local offices were interviewed over the year.

In order to ensure a 100 per cent response rate, the CTOS operated a system of substitution. Each quarter a substitute sample of reserve addresses was randomly selected. If any tenant could not be contacted after three calls, or if they were ill, or if they did not want to participate in the survey, they were replaced by another tenant within the same local area. The response rate from the main list of addresses was 62% in 2014.

The proportion of respondents who gave a particular answer could only facilitate an estimate of the proportion of all tenants who would have given that answer, i.e. there was a margin of error, plus or minus the sample error. The size of the error varies with the size of the percentage and the sample size. The following table gives margins of error for various percentages and sample sizes at Northern Ireland, and Regional levels, at the 95% confidence level (95% confidence means that if the same survey were carried out for 20 samples, exactly the same results would be obtained in 19 of those cases).

If, for example, the percentage is 80% at the Northern Ireland level (3,400) the probable margin of error is $\pm 1.3\%$. This means there are 95 chances in 100 that the true figure lies between 78.7% and 81.3%.

Sample Error at Northern Ireland, Area and District levels

(%)		5	10	15	20	25	30	35	40	45	50
Sample Size:		or 95	or 90	or 85	or 80	or 75	or 70	or 65	or 60	or 55	50
Belfast	500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
North	1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5
South	1400	1.1	1.6	1.9	2.1	2.3	2.4	2.5	2.6	2.6	2.6
N Ireland	3400	0.7	1.0	1.2	1.3	1.5	1.5	1.6	1.6	1.7	1.7

It is not possible to report on all data collected by the CTOS due to the small number of responses received from some sub-groups of tenants on specific topics. For example, not all tenants will have contacted the Housing Executive in writing within the 12 months before interview. Therefore, questions relating to written contact are relevant to a much smaller sub-group of the sample, which is too small for detailed analysis. However, management still require some information on the responses of sub-groups.

WEIGHING AND GROSSING

Each local office had a different number of tenants within their occupied stock, but all had the same sample size of 100 tenants per year. Thus, for example, a local office with 1,000 tenants would have to have its sample results multiplied by ten ($1,000 \div 100$), but a local office with 5,000 tenants would have to have its sample results multiplied by fifty ($5,000 \div 100$). The difference between these factors is known as the *weighting* and means that the percentages for Northern Ireland and Regions take account of the different local office sizes. The multiplication to known actual totals is called *grossing*. In practical terms, for this Survey, the weighting and grossing factors are combined.

Different factors were calculated and applied for omnibus sections which were in the field for different numbers of data collection periods.

Participation in the Survey

Ipsos MORI sent a letter to all tenants selected for the Survey, at least two weeks before interviewers called with them. This letter introduced tenants to the Survey, explaining the background as well as the aims and objectives. Participation in the Survey was voluntary. Experienced social research interviewers carried out the interviews with the respondents in their own homes. Interviews lasted on average thirty-five to forty minutes and respondents were assured that information given would not be passed on outside the Research Unit in a way which could identify them.

Ipsos MORI also conducted a 10% back-check of all interviews. Around 340 tenants who had taken part in the Survey were selected at random and telephoned, shortly after their interview. Tenants who could not be contacted by telephone were sent a postal questionnaire to complete and return in the pre-paid envelope provided.

Tenants were asked some of the key questions again and responses were checked with their original answers. Also, tenants were asked if the original interview had been conducted and whether the interviewer had shown an identity card and used a computer.

CAPI

Ipsos MORI interviewers administered the questionnaire, face-to-face with respondents, using a Computer Assisted Personal Interviewing (CAPI) methodology. The software package used was In2view. CAPI interviewing is the preferred format for the CTOS, because of the length of the questionnaire and the number of skip sections. The advantages of CAPI are that it improves speed of response and data validity, it minimises fieldwork errors and punching transcription errors and reduces the impact of respondent fatigue during the interview.

HOW TO INTERPRET THE RESULTS OF THIS SURVEY

A random sample of 100 households was select in each local housing management district. Because of the usual constraints on any sample design of time, cost and manpower, a district sample of 100 households is about the minimum size for valid results, where a line of questioning applies to all or most of the respondents. However, it must be remembered that all sample surveys are subject to sample errors as set out in the margin of error table on page 78. Therefore, some of the differences between districts in a given year and from year to year within the same district may be more apparent than real.

While addresses have been selected at random, the overriding need to achieve an equal number of responses in each local office has necessitated the use of substitute addresses. This compromise, while it achieves the object of equal achieved sample size, and hence equal sample error, may have been at the expense of some incalculable, but probably small, variations in the validity of the results. As in any survey, there is also the possibility, which survey managers try to minimise by uniform training, that there may be some interviewer variation. This may take the form of inflection in asking questions, which may result in differing reaction by respondents, or a propensity to interpret

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respondents' answers differently. On balance, it is desirable, from the point of view of the interviewers reaching the correct addresses, that each interviewer remains in the same area throughout the survey. The drawback to this practice is that such interviewer variation will be perpetuated throughout the year and some apparent differences may be created.

Where the Research Unit notices patterns of differential results between local offices within a year, or year-to-year changes in an individual area, these are drawn to the attention of the fieldwork contractor who conducts appropriate checks with the fieldwork staff. Unfortunately, some of the differences only become apparent when the complete annual sample is analysed, when it may be too late to take appropriate avoiding action.

None of these potential problems is unique to the Continuous Tenant Omnibus Survey - they also apply to surveys conducted wholly in-house and must be accepted as one of the facts of life of conducting research. The alternative, a 100% survey, is typified by the Census of Population, which requires a design and organisation lead-in period of several years, and a corresponding data preparation and analysis period after the Census date. This post-survey delay reduces the relevance of the results.

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This year's report, along with the CTOS Tenant Summary report, can be found on the Housing Executive's web site under completed research:

www.nihe.gov.uk/index/corporate/housing_research/completed/continuous_tenants_omnibus_survey

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