



CONTINUOUS TENANT OMNIBUS SURVEY

2015 MAIN REPORT

CONTENTS

Contents

List of Figures

List of Table in Text

1.0	INTRODUCTION	4
1.1	Background	4
1.2	Objectives	4
1.3	Reporting	5
2.0	KEY FINDINGS	6
3.0	CHARACTERISTICS OF STOCK AND HOUSEHOLD PROFILE	8
3.1	Housing Executive stock	8
3.2	Household profile	8
3.3	Profile of Household Reference Person (hrp)	9
4.0	HOUSING EXECUTIVE SERVICES	12
4.1	Overall service provided by the Housing Executive	12
4.2	Repairs service	13
4.3	Satisfaction with quality, condition and size of home	14
4.4	Future intentions (over the next 5 years)	15
4.5	Contact with the Housing Executive	15
4.6	Respondents' attitudes to home and estate	17
5.0	HOUSING BENEFIT, RENT PAYMENTS AND FINANCIAL INCLUSION	18
5.1	Housing Benefit	18
5.2	Rent Payments	19
5.3	Financial inclusion	20
6.0	TENANT INVOLVEMENT, CONSULTATION AND COMMUNICATION	23
6.1	Tenant involvement	23
6.2	Tenant consultation	23
6.3	Communication	25
7.0	DIGITAL INCLUSION	28
7.1	Access to the internet from home	28
7.2	Housing Executive Website	29
7.3	Mobile phone	30
8.0	CLIENT RESPONSE TO SURVEY	32
Appendix 1	Appendix tables	
Appendix 2	Background to survey	
	Acknowledgements	

LIST OF FIGURES

Figure 3.1	Household type by number of bedrooms	8
Figure 3.2	Gender of HRP	9
Figure 3.3	HRP Benefit dependency	10
Figure 3.4	HRP health problem/illness or disability	10
Figure 4.1	Overall satisfaction 2014-2015	12
Figure 4.2	Proportion of respondents who had reported a repair, 2013-2015	13
Figure 4.3	General satisfaction with the repair service by Region, 2014-2015	13
Figure 4.4	Satisfaction with telephone service, 2014-2015	15
Figure 4.5	Respondents' satisfaction with their neighbourhood and the general image of their area, 2014 – 2015	17
Figure 5.1	Households in receipt of Housing Benefit by Household Type, 2015	18
Figure 5.2	Satisfaction that rent provides value for money, 2014-2015	20
Figure 5.3	Satisfaction that rent provides value for money by Housing Benefit status	20
Figure 5.4	Respondents' current account and savings account ownership, 2014-2015	21
Figure 5.5	Respondent current and savings accounts ownership by Age of HRP	21
Figure 6.1	Respondent interest in becoming involved in tenant initiatives	23
Figure 6.2	How well respondents felt they were consulted by the Housing Executive, 2014-2015	24
Figure 6.3	Percentage of respondents who felt well consulted by the Housing Executive, by Age of HRP – 2015	25
Figure 6.4	Extent to which respondents felt the Housing Executive was good at keeping them informed about things that might affect them	26
Figure 6.5	Respondents' knowledge of the SHRP and interest in becoming involved in consultation process (%)	27
Figure 7.1	Households' main access to internet and NI Average, 2014-2015	29
Figure 7.2	Respondent awareness of Housing Executive website, 2013-2015	29
Figure 7.3	Respondent awareness of Housing Executive website and their experience of visit to website	30
Figure 7.4	Respondent's mobile phone ownership by household type	31

LIST OF TABLES IN TEXT

Table 1.1	Omnibus topics - 2015	5
Table 4.1	Satisfaction with aspects of completed repair, 2011-2015 (%)	14
Table 4.2	Satisfaction with how respondents query was dealt with by office staff (%)	16

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 key corporate objective as set out in the Corporate & Business Plan:

Regional Services:

- Objective one - *"Identification of housing requirements across Northern Ireland"*.
- Objective three – *"Improving People's Homes"*.

Landlord Services:

- Objective one – *"Delivering quality services"*.
- Objective three – *"Fostering vibrant communities"*.

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, in keeping with the Housing Executive's Journey to Excellence.

Findings from the CTOS also support the Housing Executive's applications for EQFM Excellence Model, 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 2015 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

Landlord Services presented key findings from the 2015 Survey to the Housing Executive Board in September 2016.

In 2015, sampling for the CTOS was revised to reflect the new organisational structure. See Survey Methodology section on page 75.

This report is a summary of the main findings from the 2015 survey. Where appropriate, the findings are compared with the 2014 and 2013 CTOS findings. However, where small changes of less than two percentage points occur in year-on-year comparisons, care should be taken when interpreting results, as differences may be due to sample size related margins of error rather than actual changes 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 2015, Omnibus topics were reported at the end of each specific data collection period. The appropriate clients received an Omnibus report or tabular data; these are also available, on request, from the Research Unit. Table 1.1 below lists all omnibus topics included in 2015.

Table 1.1 Omnibus topics - 2015

Quarter	Topic	Client
Q1 – Jan-Mar	Energy in the home	Energy Conservation
Q 2 – Apr-Jun	Health and disability	Equality Unit
	Allocations	Depart for Social Development (now Depart for Communities)
Q 3 – Jul-Sep	Community relations	Income Collections and Neighbourhoods
	Provision of new build/planned maintenance and social enterprise	Landlord Services
Q4 – Oct-Dec	Anti-social behaviour	Income Collection and Neighbourhoods
	Rural	Rural Co-ordination

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

2.0 Key Findings

- Lone adult (24%; 21% in 2014) and lone older (22%; 23% in 2013) households remain the most common household types.
- Almost one-third of HRPs (29%) were retired and more than one-fifth (22%) were permanently sick/disabled. The same proportions of HRPs were either unemployed (19%) or employed (also 19%).
- In 2015, there was a decline in the level of satisfaction with the overall service provided by the Housing Executive (82%) when compared to 2014 (88%).
- The proportion of respondents who had made a repair request within the previous 12 months (69%) was similar to 2014 (68%). Of those reporting a repair, more than three-quarters (77%; 79% in 2014) were generally satisfied with how the Housing Executive deals with repairs.
- Of the respondents reporting a repair (69%), at the time of interview, the majority (86%) had had at least one repair completed. Of these, 84 per cent reported they were satisfied with the repair service.
- Eighty-five per cent (87% in 2014) of all respondents were satisfied with the overall quality of their home. Similarly, 84 per cent (85% in 2014) were satisfied with the general condition of their property.
- The proportion of households in receipt of Housing Benefit remained high (81% in 2015; 80% in 2014). Lone older (87%), lone adult (85%) and lone parent (also 85%) households were most likely to be in receipt of Housing Benefit.
- More than four-fifths (88%; 86% in 2014) of respondents were satisfied that their rent provided value for money.
- Almost three-quarters (71%) of respondents had a bank/building society current account. Two older (67%) and lone older (60%) households were the least likely to have a bank/building society current account compared to other households.
- Slightly more than one-quarter (27%) of respondents did not have a bank/building society current account and more than half (54%) did not have a savings account.
- There was very little interest in community involvement among respondents, ranging from 93 per cent who were not interested in becoming involved with their local residents group to 97 per cent who were not interested in becoming involved with Community Champions.
- Less than three-fifths (57%) of respondents felt the Housing Executive were good at keeping them informed about things that might affect them as a tenant. By Region, fewer respondents in Belfast (52%) were of this opinion compared to both the North (60%) and South (61%) Regions.

- Access to the internet via a smartphone had more than doubled since 2014. Almost two-fifths (39%) of respondents accessed the internet via a smartphone compared to less than one-fifth (17%) in 2014.

3.0 Characteristics of Stock and Household Profile

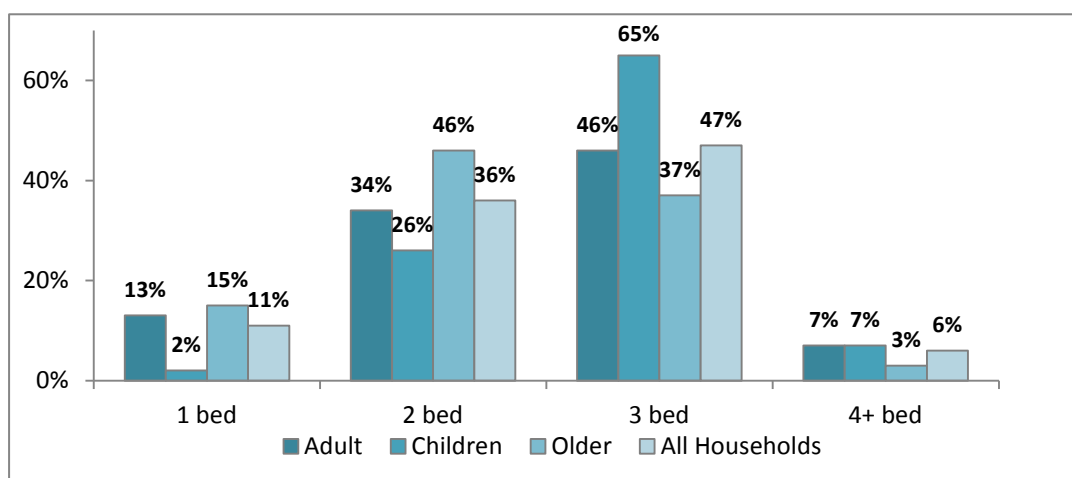
This chapter reports on the Housing Executive’s occupied stock in 2015, the socio-economic profile of the Household Reference Person (HRP) and the total resident population as at January 2015. Findings are reported by household type and Household Reference Person (HRP)².

3.1 HOUSING EXECUTIVE STOCK

As at January 2015 the Housing Executive had an occupied stock of approximately 86,000 properties. Almost three-fifths (59%) of Housing Executive dwellings were houses; less than one-quarter (24%) were bungalows/cottages; less than one-fifth (17%) were flats/maisonettes (*Appendix Table 3.1*).

The number of bedrooms within a property and household type that occupied the dwelling had changed little from 2014. Three-bedroom properties accounted for almost half (47%; also 47% in 2014) of all dwellings. Three-bedroom properties were occupied by the largest proportion of all-adult households (46%; 45% in 2014), households with children (65%; 64% in 2014) and older households (37%; also 37% in 2014). Households with at least one older member were most likely to live in a two-bedroom dwelling (46%; 47% in 2014) (*Appendix Table 3.2; Figure 3.1*).

Figure 3.1: Household type by number of bedrooms



3.2 HOUSEHOLD PROFILE

As with previous years, lone older (22%; 23% in 2014) and lone adult (24%; 21% in 2014) households remain the most common household types. Generally, more than two-fifths (46%; 43% in 2014) of residents live alone, while more than one-quarter either live in a two

² The household reference person (HRP) is the member of the household who 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.

person household (29%) or a household with three or more members (26%) (*Appendix Table 3.3 and 3.4*).

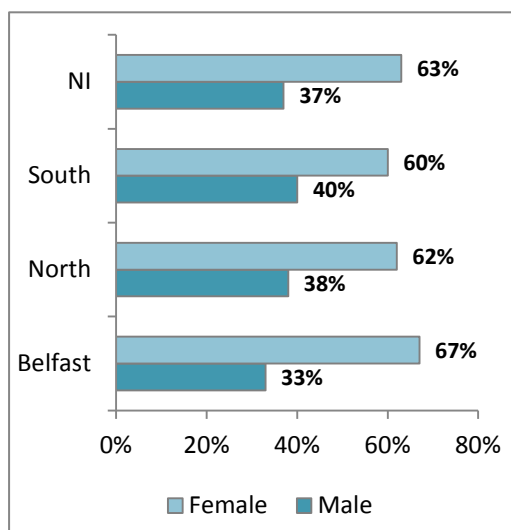
The total estimated resident population within the Housing Executive’s occupied stock for 2015 was approximately 171,000, giving an average household size of 1.99 (2.08 in 2014 and 2.05 in 2013), which is lower than the average household size for Northern Ireland as a whole at 2.5³ (also 2.5 in the previous year) (*Appendix Table 3.5*).

Compared to 2014 there was very little change in 2015 in the make-up of households. More than half of all residents were female (54%; 55% in 2014) and less than half (46%; 45% in 2014) were male. Of all residents, similar proportions were under 16 years old (22%; 24% in 2014) or were 60 years or older (24%; also 24% in 2014). Similar proportions of residents were unemployed (16%; 17% in 2014) as employed (17%; 16% in 2014), with almost one-fifth (18%; 19% in 2014) being retired. The ethnicity of almost all (98%) 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 (63%; 65% in 2014) (*Figure 3.2*). By Region, the proportion of female HRPs was highest in Belfast (67%) and lowest in the South Region (60%); approximately four percentage points above and three below the average respectively.

Similar proportions of HRPs were aged 65 years or older (29%; 31% in 2014), 45-59 years old (31%; 30% in 2014) or 25-44 years old (27%; 29%).

Compared to 2014, fewer HRPs earned £100 a week or less in 2015. Less than one-tenth (9%; 12% in 2014) of HRPs had an annual income of

£5,200 or less (£100 or less per week) while the largest proportion (36%; also 36% in 2014) had an annual income of between £5,201 and £10,400 (between £100 and £200 per week).

Almost one-third of HRPs (29%) were retired, while the same proportions (19% each) were either unemployed or employed.

HRPs of Working Age by Employment Status

Overall, seven-in-ten (70%; 67% in 2014) HRPs were of working age⁴. Of this sub-group, similar proportions were unemployed (27%; 30% in 2014) or employed (26%; 30% in 2014). A further 27 per cent of those HRPs of working age were permanently sick/disabled (24% in 2014) (*Appendix Table 3.7*).

³ Family Resource Survey 2013/2014, Department for Communities

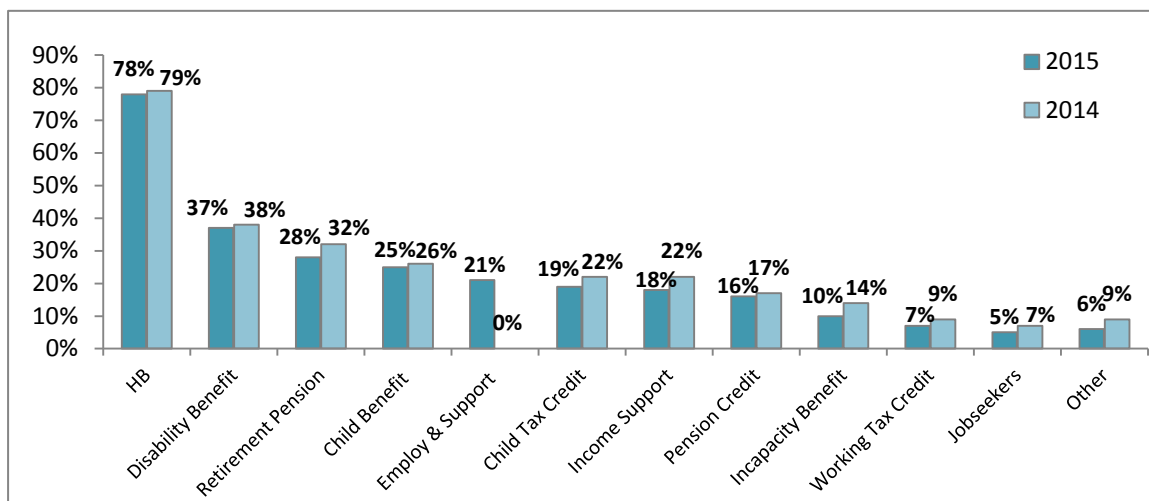
⁴ 16yrs+ but less than 65yrs for Males/63yrs for Females

Of the three-in-ten (30%; 33% in 2014) HRP who were not of working age⁵ the vast majority were retired (85%; 88% in 2014) and less than one-in-ten (9%; also 9% in 2014) were permanently sick/disabled.

Benefits

Although 2015 figures show a slight decline in the level of benefits received when compared to 2014, benefit dependency still remains high among HRPs. Almost eight-in-ten HRPs (78%; 79% in 2014) were in receipt of Housing Benefit (full/partial) while more than one-third were in receipt of a disability benefit (37%; 38% in 2014) and more than one-quarter (28%; 32% in 2014) received a retirement pension (*Appendix Table 3.8a; Figure 3.3*).

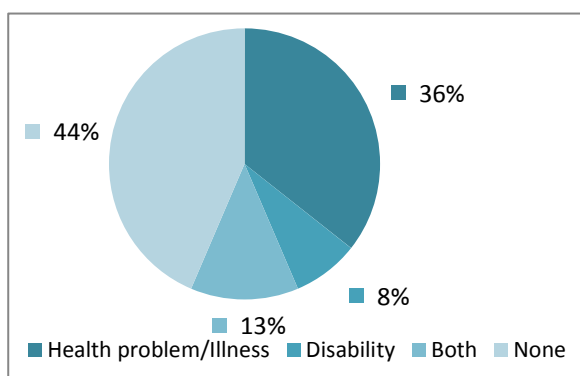
Figure 3.3: HRP Benefit dependency



Of those HRPs with partners (43% of all HRPs), more than one-quarter (28%) of the partners were in receipt of a disability benefit and one-quarter (25%) received a retirement pension (*Appendix Table 3.8b*).

Health/Disability of HRP **Figure 3.4: HRP health problem/illness or disability**

Less than half (44%; 50% in 2014) of all HRPs purported not to have a health problem/illness or disability which limited their daily activities. More than one-third (36%; 27% in 2014) had a health problem/illness, almost one-tenth (8%; 11% in 2014) had a disability and more than one-tenth (13%; 12% in 2014) had both a health problem *and* a disability (*Appendix Table 3.9; Figure 3.4*).



The majority of HRPs (77%; 79% in 2014) reported that they did not require any indoor or outdoor mobility aids; however, 14 per cent used a stick and five per cent used a Zimmer frame (*Appendix Table 3.10*).

⁵ Males 65yrs+/Females 63yrs+

Religion

The religious composition of households remained similar to 2014, with more than half (52%; 54% in 2014) of HRP's describing their household religion as Protestant, two-fifths (40%; 39% in 2014) as Catholic and three per cent (2% in 2014) as mixed (Protestant/Catholic) (*Appendix Table 3.11*).

4.0 Housing Executive Services

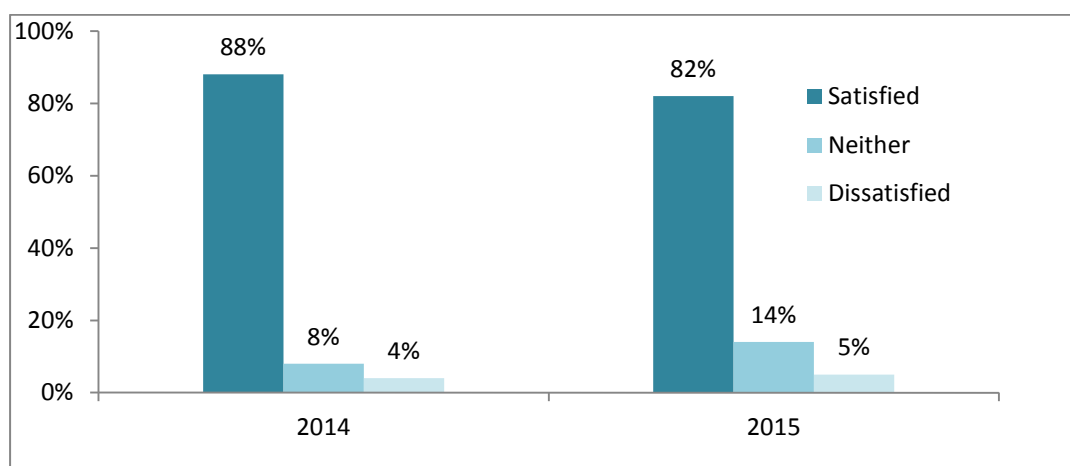
This chapter reports on tenants' views of our overall service delivery and how tenants feel we performed in some key service areas.

4.1 OVERALL SERVICE PROVIDED BY THE HOUSING EXECUTIVE

In 2015, respondent satisfaction with the overall service provided by the Housing Executive was lower than in 2014 (82%; 88% in 2014) (*Appendix Table 4.1; Figure 4.1*). By Region, satisfaction with the overall service provided by the Housing Executive was highest in the South (86%) and lowest in the North (79%).

However, in comparison to 2014, while the proportion of respondents who were dissatisfied in 2015 remained similar (5%; 4% in 2014), the proportion of those who were neither satisfied nor dissatisfied increased by six percentage points (14%; 8% in 2014). Households with HRPs aged 44 years or younger were more likely to take this middle ground than households with older HRPs (*Appendix Table 4.1*).

Figure 4.1: Overall satisfaction 2014-2015



Issues with repairs were the most common reason for dissatisfaction (57%) with the overall service provided. Respondents commented on “*poor repairs service/repairs not carried out or won’t carry out repairs*”; almost one-sixth (15%) were dissatisfied due to “*poor treatment/unhelpful or disinterested staff*”.

Overall Satisfaction by Household characteristics

Household type

Lone adult or small family (7% equally) households were more likely to be dissatisfied with the overall service provided by the Housing Executive compared to other household types.

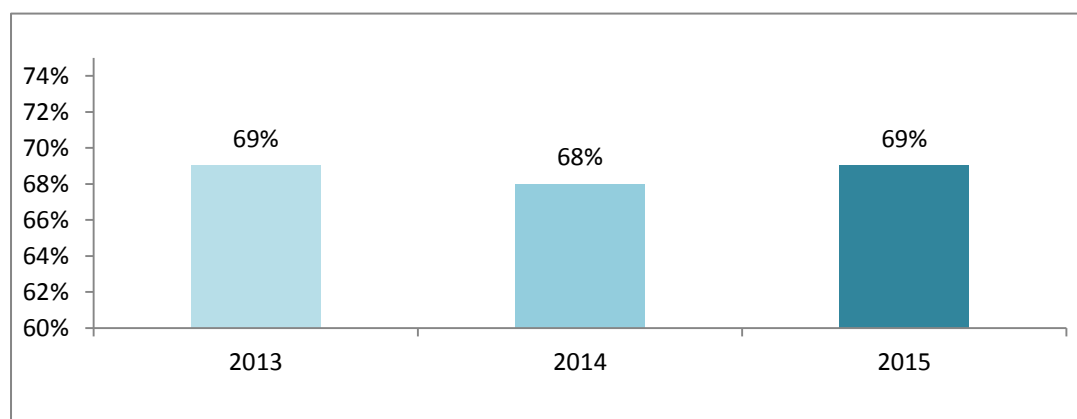
Age of HRP

The older the HRP, the higher their level of satisfaction was with the overall service provided by the Housing Executive. Overall satisfaction ranged from over three-quarters (77%) for HRPs aged 18 to 24 years to more than four-fifths (88%) for HRPs aged 65 or over (82% overall).

4.2 REPAIRS SERVICE

The proportion of respondents who had made a repair request within the previous 12 months was similar to previous years (69%; 68% in 2014; 69% in 2013) (*Appendix Table 4.2; Figure 4.2*). By Region, fewer respondents living in Belfast (66%) had reported a repair compared to both the North and South Regions (71% each).

Figure 4.2: Proportion of respondents who had reported a repair, 2013-2015



The main repair requests were generally for joinery work to doors/door furniture (13%), plumbing (12%) or general repair work to bathrooms/toilets (also 12%) (*Appendix Table 4.3*). The vast majority of repair requests were reported by telephone (86%), with two per cent (1% in 2014) being reported by email/web/text (*Appendix Table 4.4*).

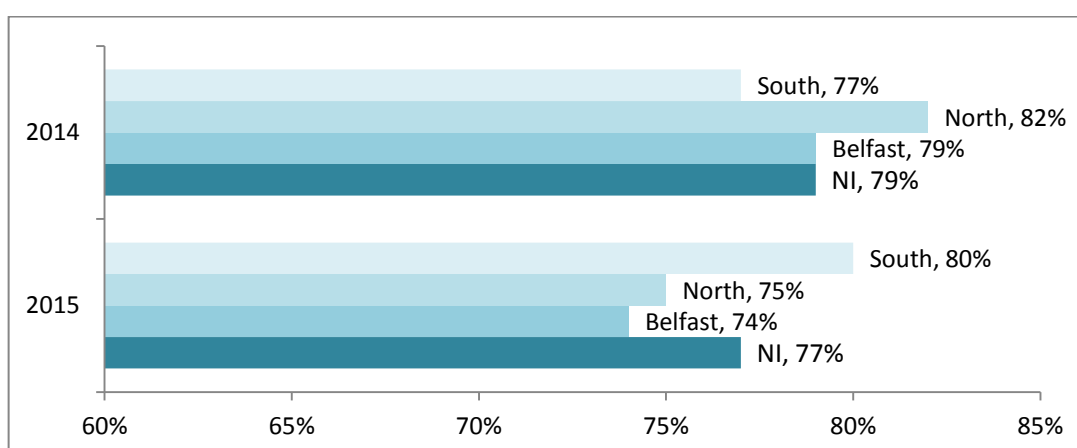
Satisfaction with how the Housing Executive dealt with the repair request

Compared to 2014, the proportion of respondents in 2015 who were satisfied with how staff had dealt with their repair request remained the same (90% in both years) (*Appendix Table 4.5*).

General satisfaction with repair service

Of those respondents who had experience of the repair service in 2015 (69% of all respondents), almost eight-in-ten (77%; 79% in 2014) were generally satisfied with the way the Housing Executive deals with repairs (*Appendix Table 4.6; Figure 4.3*). By Region, satisfaction was highest in the South (80%) and lowest in Belfast (74%).

Figure 4.3: General satisfaction with the repair service by Region, 2014-2015



Household characteristics

By age, fewer HRPs aged 24 or younger were likely to be satisfied (53%) compared to all other age groups. By household type, a lower proportion of lone parent households (70%) were satisfied.

Completed Repair

Of those respondents who had reported a repair in 2015 (69% of all respondents) more than four-fifths (86%; 88% in 2014) had at least one repair completed in the 12 months prior to being surveyed (*Appendix Table 4.7*). More than four-fifths (85%; 87% in 2014) reported that the workmen completed the repair work in full when they first visited (*Appendix Table 4.8*). Satisfaction with aspects of the repair service received by respondents continues to remain high, ranging from 91 per cent to 97 per cent (*Appendix Table 4.9; Table 4.10*).

Table 4.1: Satisfaction with aspects of completed repair, 2011-2015 (%)

	2011	2012	2013	2014	2015
Politeness	96	98	97	97	96
Friendliness	96	97	97	97	96
Tidiness	94	95	96	95	95
Speed	90	93	95	93	94
Quality of work	88	91	92	91	92
Quality of materials	87	92	92	91	91

In addition, the vast majority (91%; 92% in 2014) of respondents were satisfied with how the Housing Executive had managed the repair and how the contractor had carried out the repair work (92%; also 92% in 2014) (*Appendix Tables 4.10a and 4.10b*).

It is worth noting that general satisfaction with the Housing Executive's handling of repairs was higher among respondents who had experienced the repair service in full with a *completed* repair (84%; 85% in 2014) than among all respondents who had *reported* a repair (77% in 2015) (*Appendix Table 4.11*).

4.3 SATISFACTION WITH QUALITY, CONDITION AND SIZE OF HOME

Of all respondents, 85 per cent (87% in 2014) were satisfied with the overall quality of their home (*Appendix Table 4.12*). Satisfaction was lower in the North Region (81%) than in the South (89%) or Belfast Regions (86%).

Similarly, 84 per cent (85% in 2014) of all respondents were satisfied with the general condition of their property (*Appendix Table 4.13*). Small family households (75%) were less likely to be satisfied with the condition of their property than other household types.

Size of property

The majority of respondents (85%) felt their home was just the right size. Slightly more than one-tenth (11%) felt their home was too small, while four per cent felt their home was too big (*Appendix Table 4.14*).

4.4 FUTURE INTENSIONS (over the next 5 years)

Respondents were asked if they intended to remain a Housing Executive tenant for the next five years. The vast majority (94%) of respondents reported that they did intend to remain a Housing Executive tenant (*Appendix Table 4.15*). Three per cent intended to move to the owner occupied sector and one per cent intended to either move to a Housing Association or to the private rented sector.

4.5 CONTACT WITH THE HOUSING EXECUTIVE

Telephone Contact

Compared to 2014, the proportion of respondents who had made telephone contact with the Housing Executive within the last 12 months continued at the same level (69%; also 69% in 2014). The principal reason for telephoning the Housing Executive was regarding a repair (84%; 85% in 2014). The vast majority (99%) of respondents reported that when they last telephoned a Housing Executive office, their call had been answered (*Appendix Tables 4.16, 4.17 and 4.18*).

In the vast majority of cases, respondents reported that the conduct of the telephone call was positive (*Appendix Table 4.19*). Staff were:

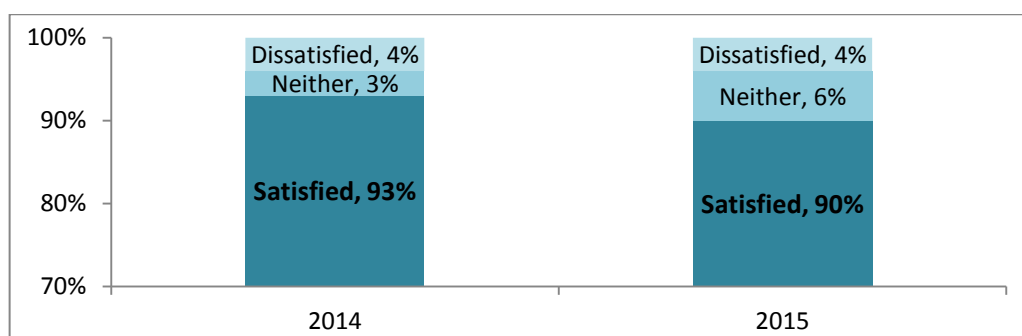
- Polite (98%; also 98% in 2014);
- Friendly (98%; also 98% in 2014);
- Easy to understand (98%; also 98% in 2014);
- Patient (96%; also 96% in 2014);
- Knowledgeable (95%; 97% in 2014);
- Not interested/off hand (10%; 5% in 2014);
- In a hurry/rushed (6%; 5% in 2014);
- Rude (4%; 3% in 2014).

The majority (94%; 95% in 2014) of respondents reported that staff had spoken to them in a courteous manner (*Appendix Table 4.20*).

Overall satisfaction with telephone contact

Compared to 2014, tenants continue to have a high level of satisfaction with the telephone service received from the Housing Executive (90%; 93% in 2014) (*Appendix Table 4.21; Figure 4.4*). While dissatisfaction levels remained the same (4% in 2015 and 2014), those respondents reporting “neither” had increased by three percentage points.

Figure 4.4: Satisfaction with telephone service, 2014-2015



In 2015, four per cent of respondents were dissatisfied with telephone contact with the Housing Executive; reasons included: staff unhelpful, did not listen, kept passing the buck, or were too slow to resolve problem.

Household characteristics

Four-fifths (80%) of households with a HRP aged between 18 and 24 reported satisfaction regarding telephone contact; below the N. Ireland average of 90 per cent.

Visit to a Housing Executive office

Slightly more respondents had visited a Housing Executive office in 2015 (25%) compared to those who had visited in 2014 (22%) (*Appendix Table 4.22*). The two main reasons why respondents had visited an office were repairs (40%), or Housing Benefit (12%), (*Appendix Table 4.23*). When calling to an office, nine out of every ten visitors (90%; also 90% in 2014) had waited less than 15 minutes to be attended to by staff (53% in less than 5 minutes; 49% in 2014) (*Appendix Table 4.24*).

Respondents' experience of various aspects of visiting a Housing Executive office was very positive (*Table 4.2; Appendix Table 4.25*). Respondents overall satisfaction with their visit to a Housing Executive office was 91 per cent (87% in 2014) (*Appendix Table 4.26*).

Table 4.2: Satisfaction with how respondents query was dealt with by office staff (%)

	2015
Polite	97
Friendly	97
Easy to understand	96
Patient	96
Knowledgeable	95
Not interested/offhand	9
In a hurry/rushed	6
Rude	5

Office opening

The vast majority (92%) of respondents did not feel it would be more convenient for them to visit a Housing Executive office outside of normal office opening hours (i.e. approx. 9.00 am to 5.00 pm) (*Appendix Table 4.27 and 4.28*). Eight per cent of respondents did feel it would be more convenient to visit an office outside normal office hours, specifying:

- Between 5.00 p.m. and 8.00 p.m. one evening per week (72%);
- Saturday mornings (64%).

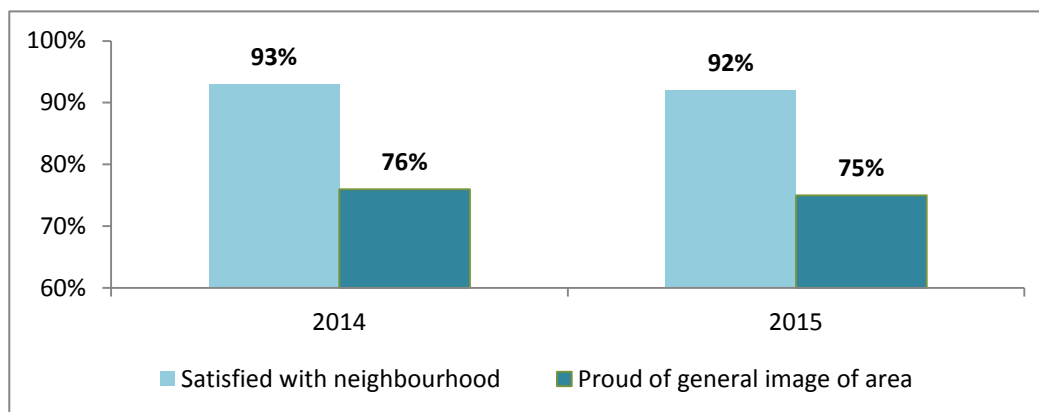
Home visit from a member of Housing Executive staff

At 34 per cent, the proportion of respondents who had received a home visit from a member of Housing Executive staff in 2015 was twelve percentage points higher than in 2014 (22%) (*Appendix Table 4.29*). Two-fifths (40%) of these respondents had requested a staff member to visit their home (*Appendix Table 4.30*). However, compared to 2014, fewer respondents (73%; 82% in 2014) were satisfied with the home visit (*Appendix Table 4.31*).

4.6 RESPONDENTS' ATTITUDES TO HOME AND ESTATE

Respondent satisfaction with their neighbourhood as a place to live continues to remain high (92%; 93% in 2014) (*Figure 4.5; Appendix Table 4.32*). In addition, one-fifth (20%; 18% in 2014) felt their area was changing for the better, two-thirds (66%; 72% in 2014) felt the area was not really changing and less than one-tenth (8%; 7% in 2014) felt the area was changing for the worse (*Appendix Table 4.33*).

Figure 4.5: Respondents' satisfaction with their neighbourhood and the general image of their area, 2014 - 2015



Compared to 2014, respondents also continue to feel proud (75%; 76% in 2014) about the general image of their area, if friends and relatives come to visit (*Figure 4.5; Appendix Table 4.34*).

Household characteristics

However, by household type, lone adult, lone parent and small family households (67% each) were least likely to feel a sense of pride about the general image of their area. Also, fewer HRPs within age groups 18-24 years (61%) and 25-44 years (66%) felt pride in the general image of their area.

By Region, households in Belfast (70%) were least likely to feel a sense of pride about the general image of their area.

5.0 Housing Benefit, Rent Payments and Financial Inclusion

The 2015 CTOS included a number of questions regarding Housing Benefit, rent payment and access to financial products. The results 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 2015 findings by household characteristics and location and, where appropriate, comparisons with the 2014 CTOS.

5.1 HOUSING BENEFIT

Housing Benefit status ⁶

Findings in 2015 show that there continues to be a high level of dependency on Housing Benefit within Housing Executive households (81%; 80% in 2014).

Housing Benefit status - Household Characteristics (Appendix Table 5.1)

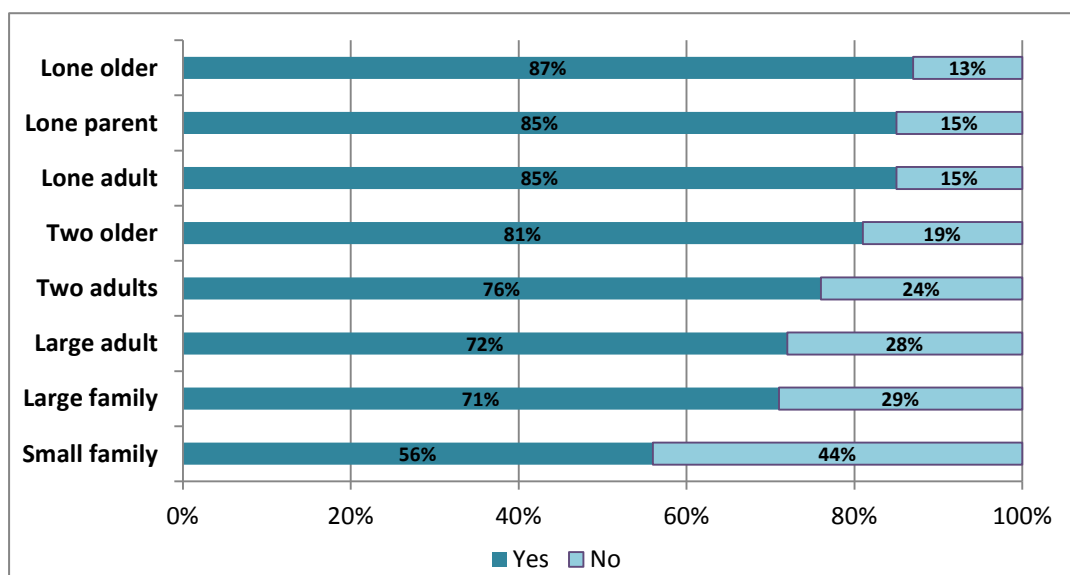
Household Income

- Households with an income of £10,400 or below were more likely to be in receipt of Housing Benefit (up to £5,200, 94%; between £5,201 and £10,400, 91%) than those households with an income of £10,401 or more (63%).

Household type

- Households most likely to be in receipt of Housing Benefit were lone older (87%), lone adult (85%) or lone parent (85%).
- Conversely, small family households were least likely to be in receipt of Housing Benefit (56%) (Figure 5.1).

Figure 5.1: Households in receipt of Housing Benefit by Household Type, 2015



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

Age of HRP

- Households with HRPs in the older age groups (60-64 years and 65 years or more) were most likely to be in receipt of Housing Benefit (84% and 85% respectively; 81% overall).

Information provided on Housing Benefit

Of the respondents in receipt of Housing Benefit, the vast majority (94%) were satisfied with the information provided on Housing Benefit. A small proportion (2%) were dissatisfied and five per cent were neither satisfied nor dissatisfied (*Appendix Table 5.2*).

Awareness of Housing Benefit regulations

Almost two-thirds (64%; 69% in 2014) of respondents in receipt of Housing Benefit were aware of their right to have the amount of Housing Benefit they received reviewed by an independent tribunal (*Appendix Table 5.3*).

Changes of Circumstances

Those in receipt of Housing Benefit are required to report to the Housing Executive any changes in their personal circumstances (*Appendix Table 5.4*). Awareness of the requirement to report these changes was high among recipients of Housing Benefit:

- Income changes (89%),
- Non-dependants joining the household (89%),
- Non-dependants leaving the household (87%),
- Partner changes (87%);
- Not aware of the need to report any of these changes (8%).

5.2 RENT PAYMENTS

The 2015 CTOS included a number of questions regarding rent payment, in terms of affordability and value for money. Whilst more than two-thirds (67%; 63% in 2014) of respondents reported that they were in receipt of full Housing Benefit and therefore were not subject to rent payments, a small proportion (5%; 6% in 2014) reported that, in the past 12 months, they had experienced difficulty in paying their rent. The remaining 28 per cent (31% in 2014) had not experienced any difficulty in paying their rent during the same period (*Appendix Tables 5.5*).

Households that pay rent

Of the households that did pay some level of rent (33%), almost one-sixth (15%) reported having experienced difficulty in making their rent payment within the last 12 months (*Appendix 5.6*).

Household type

Large family (26%), two adult (23%) and lone parent (21%) households were most likely to have experienced difficulty in making their rent payment (15% overall).

Age of HRP

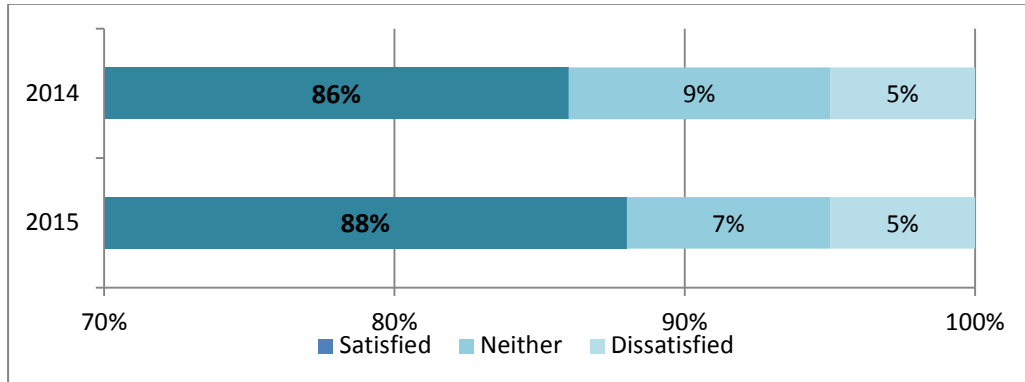
Households with HRPs in the lower age groups were more likely to have experienced difficulty in paying their rent; 18-24 years (26%) and 25-44 years (22%). Although HRPs aged

65 or older had been the least likely (94%) to experience difficulty paying their rent, almost one-tenth (7%) had experienced difficulty in making rent payments.

Satisfaction that rent provides value for money

Respondents' satisfaction that rent provides value for money remains similar to 2014 (88%; 86% in 2014) (Figure 5.2; Appendix Table 5.7).

Figure 5.2: Satisfaction that rent provides value for money, 2014-2015



Satisfaction that rent provides value for money - Household Characteristics

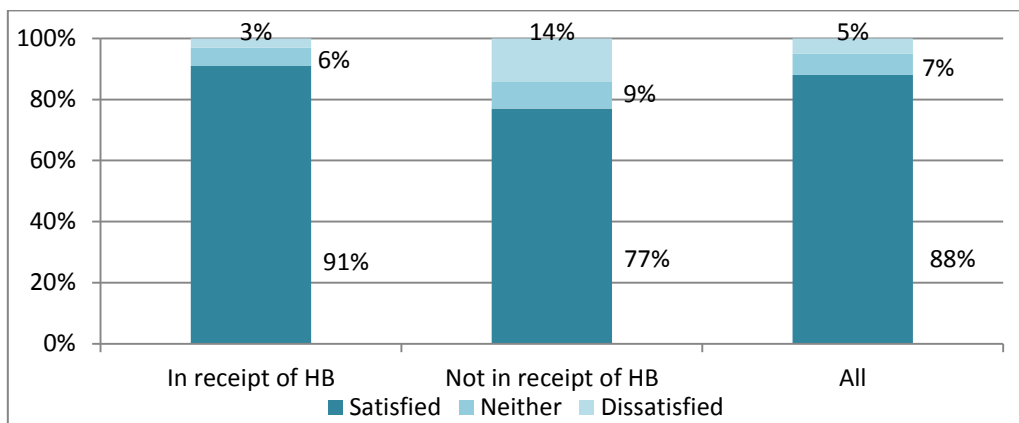
Income

- Higher income households (£10,401+) were least likely to be satisfied (84%) that their rent provided value for money, compared to other households.

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%; 88% overall) to be satisfied that their rent provided value for money than those living in households in receipt of Housing Benefit (91%) (Appendix Table 5.8).

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

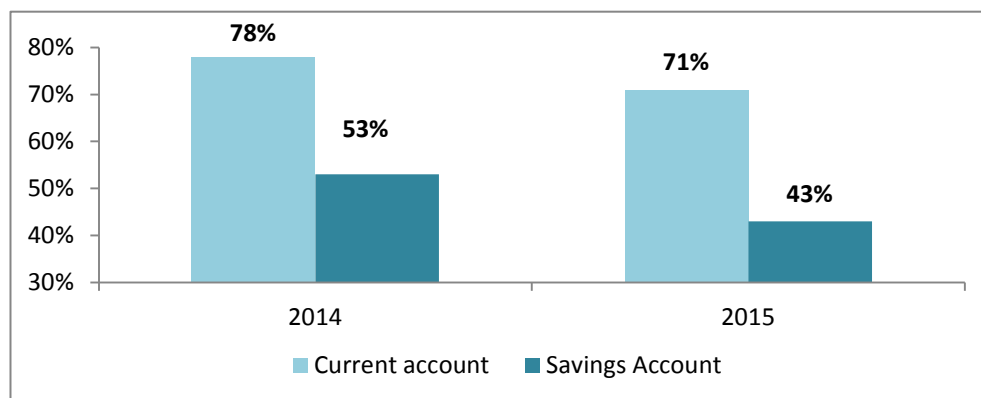


5.3 FINANCIAL INCLUSION

Current and savings account ownership

Since 2014 respondent ownership of either a current account or a savings account has decreased. Current account ownership has decreased by seven percentage points and savings accounts by ten percentage points (Figure 5.4; Appendix Table 5.9 and 5.10).

Figure 5.4: Respondents' current account and savings account ownership, 2014-2015



Current and savings account ownership - Household Characteristics

Household Type

- Lone older (60%) and two older (67%) households were least likely to have a current account compared to small family (86%) and lone parent (82%) households (71% overall).
- Compared to the overall average (43%), higher proportions of lone older (51%), two older (49%), large (47%) and small family (45%) households had a savings account.

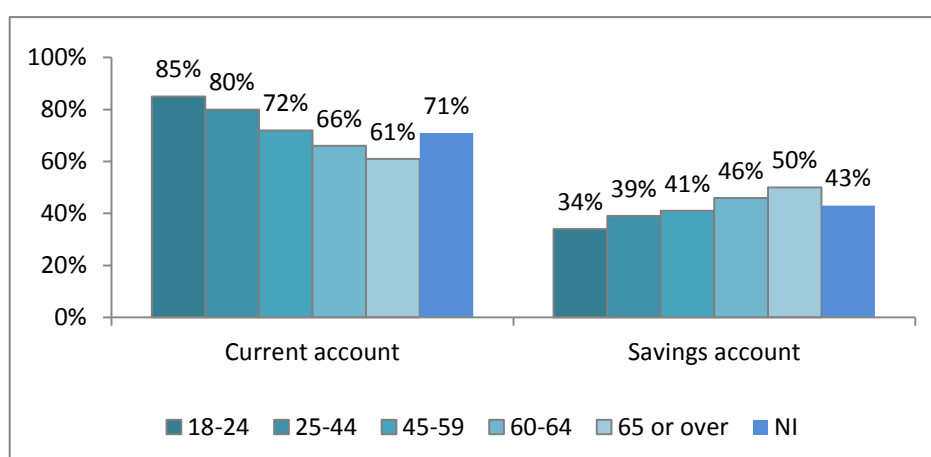
Household Income

- Respondents whose household income fell within the lowest income band (£5,200 or less) were least likely to have a current account (66%; 71% overall) and also least likely to have a savings account (37%; 43% overall).

Age of HRP

- There was a correlation between HRPs age and which type of bank account the HRP had. Households with HRPs aged 65 years or more were the least likely to have a current account (61%), but they were the most likely to have a savings account (50%).

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



Debit payment card and/or credit card ownership

In 2015 more than three-fifths (62%) of all respondents had a debit payment card and/or credit card; the remainder (38%) had no such products ([Appendix Table 5.11](#)).

Debit payment card and/or credit card ownership – Household Characteristics

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 (79% and 75% respectively; 62% overall) to have a debit payment card and/or credit card than those living in households with older HRPs (60-64 years, 57%; 65 years or over, 50%).

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 (79%) to have such products than those respondents living in the lowest income households (£5,200 or less 52%; 62% overall).

Household Type

- Those respondents who lived in households with children (small family 78%; lone parent 75%; large family 72%) were more likely to have a debit payment card and/or credit card than those households without children.
- Conversely, older households (lone older 48%; two older 60%; 62% overall) were least likely to have a payment card and/or credit card.

Location

- Respondents living in the North region were less likely (58%) to have a debit payment card and/or credit card than respondents living in either the Belfast (63%) or South (65%; 62% overall) Regions.

Rent Payment by Direct Debit or Standing Order (Appendix Table 5.12 – 5.15)

Overall, almost seven-in-ten respondents (69%) said their household was in receipt of Full Housing Benefit and therefore did not pay rent. Of those households that did pay some level of rent (31% of all respondents), less than half (41%) paid their rent by Direct Debit or Standing Order.

More than half (59%) did not pay their rent by Direct Debit or Standing Order. The main reason given for not using these payment methods was that they preferred to budget by cash (72%). However, just over one-tenth (11%) of this sub-group said they would consider this method of payment in the future.

Home contents insurance

Compared to 2014, the level of respondents who had home contents insurance in 2015 remained the same (both 26%) (*Appendix Table 5.16*). Seven-in-ten (70%) respondents did not have home contents insurance and four per cent did not know if they had insurance or not.

Almost half (48%) of those respondents who did not have the contents of their home insured said it was because they had not got round to getting insurance; more than one-quarter (27%) said that quotes received were too expensive and one-fifth (20%) didn't think they would need insurance (*Appendix Table 5.17*).

6.0 Tenant involvement, consultation and communication

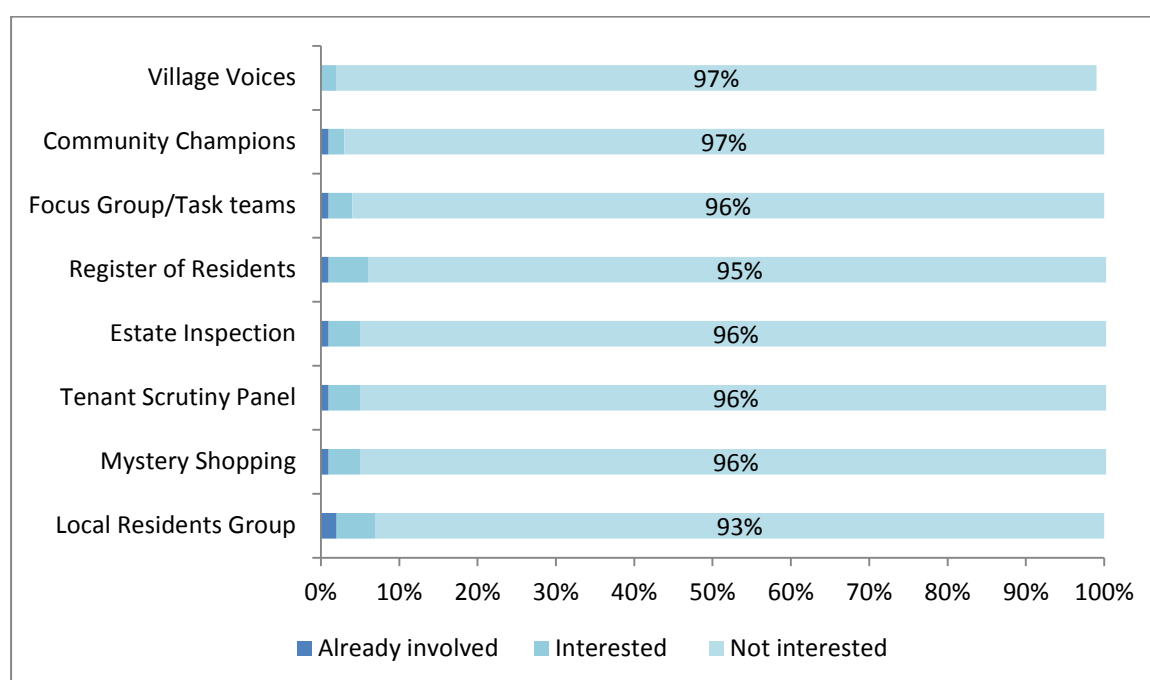
Landlord Services Mission Statement is “To provide our customers with good quality services/support when they need it.” The Housing Executive encourages tenants, and their representatives, to become actively involved and participate in the decision making process in the delivery of housing services.

In 2015 the CTOS included a number of new questions regarding tenant involvement or becoming involved, 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 2015 findings by location and household characteristics.

6.1 TENANT INVOLVEMENT

The vast majority of respondents interviewed said they would not be interested in becoming involved in any of the tenant initiatives measured (*Figure 6.1; Appendix Tables 6.1*):

Figure 6.1: Respondent interest in becoming involved in tenant initiatives



Although few (2% or less) of the respondents interviewed were currently involved in any of the tenant initiatives measured, the same proportion or more (from 2% to 5%) said they would be interested in getting involved in one or more of these tenant initiatives. For example: five per cent (each) would be interested in becoming involved in their local residents group, or the register of residents and four per cent (each) in mystery shopping, a tenant scrutiny panel or estate inspections.

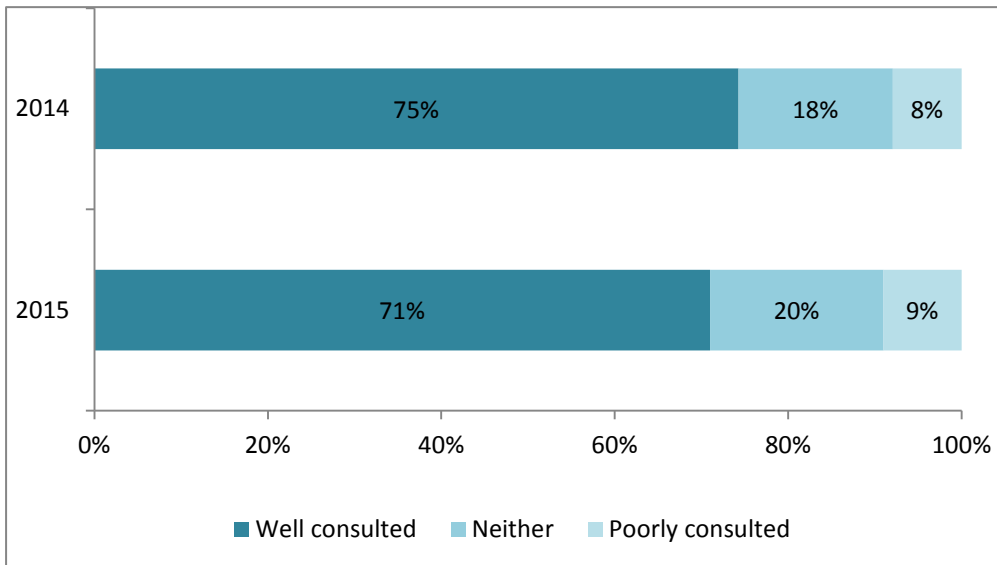
6.2 TENANT CONSULTATION

As in 2014, the CTOS included questions designed to gain insight into how respondents thought the Housing Executive had performed with regard to consultation with its tenants.

How well tenants feel they are consulted by the Housing Executive

In 2015, there was a decline (71%; 75% in 2014) in the proportion of respondents who felt they were well consulted by the Housing Executive (*Figure 6.2; Appendix Table 6.2*).

Figure 6.2: How well respondents felt they were consulted by the Housing Executive, 2014-2015

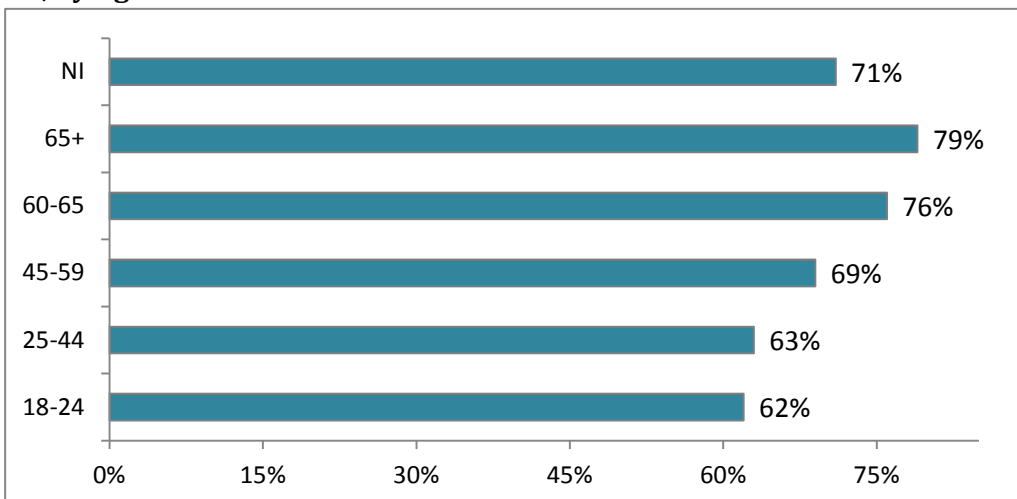


How well tenants felt they were consulted by the Housing Executive – Household Characteristics (*Appendix Table 6.2*)

Age of HRP

- Those respondents who lived in households with an older HRP (65 years or over, 79%; 60-64 years, 76%) were more likely to feel well consulted than those who lived in households with a younger HRP (71% overall) (*Figure 6.3*).

Figure 6.3: Percentage of respondents who felt well consulted by the Housing Executive, by Age of HRP – 2015



Household Type

- Similarly by household type, older households (lone older, 78%; two older, 80%) were more likely to feel that they were well consulted, compared to all other households.
- Large family households (57%) were least likely to feel that they were well consulted by the Housing Executive.

Location

- Respondents living in the South Region were more likely to feel well consulted (74%; 71% overall) than those living in the North or the Belfast (each 70%) Regions.

Satisfaction that the Housing Executive listens and acts upon views- Household Characteristics (Appendix Table 6.3)

More than two-thirds (67%; 72% in 2014) of respondents were satisfied that the Housing Executive listens to tenants' views and acts upon them.

Age of HRP

- Respondents living in households with a HRP aged 65 or over (75%; 67% overall) were more likely to be satisfied than households with a HRP aged 18-24 years (51%).

Household Type

- "Two older" households (76%) were more likely to be satisfied than small family (56%) households.

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 (64%; 67% overall) than those living in the North (69%) or the South (68%) Regions.

6.3 COMMUNICATION

As in 2014, a number of questions were included in the 2015 CTOS relating to how the Housing Executive communicates with tenants. Where possible, comparisons have been made with findings from 2014.

Newsletter – Housing News/Streets Ahead

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 2015, 79 per cent of respondents reported that they were aware of the publication; a slight increase from 2014 (77%) (*Appendix Table 6.4*).

Keeping tenants informed

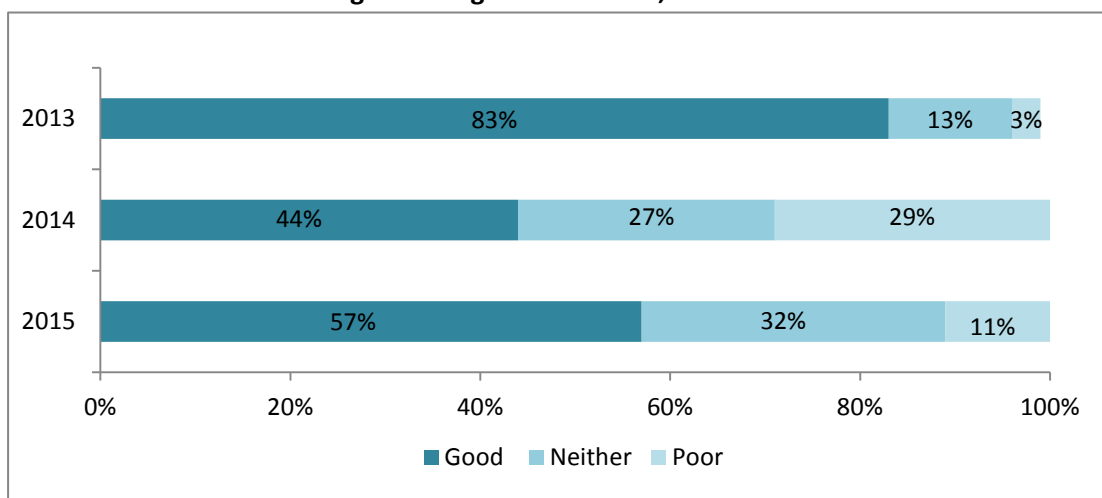
For a number of years, we have asked respondents how good or poor they feel the Housing Executive is at keeping them informed about things that may affect them as a tenant. The findings have varied in recent years: in 2015, more than half of respondents (57%) indicated that the Housing Executive was good at keeping them informed. This proportion was 13 percentage points higher than in 2014 (44%), but the findings in both 2014 and 2015 were substantially lower than in 2013, when more than four-fifths (83%) said that they were well informed.

However in 2015, a much lower proportion (11%) of respondents felt that the Housing Executive was 'poor' at keeping them informed than in 2014 (29%), with more respondents (32%; 27% in 2014) having chosen the middle measurement of 'neither good nor poor'.

To help explain this shift in opinion, in 2014 the question gave a number of examples that indicated some government policy changes that would impact on social housing. In 2015, while the question remained the same, the number of examples was reduced to one, e.g.

Welfare Reform etc. which may have focused respondents on only one aspect of government policy changes.

Figure 6.4: Extent to which respondents felt the Housing Executive was good at keeping them informed about things that might affect them, 2013-2015



Keeping tenants informed – Household Characteristics (Appendix Table 6.5)

Household Income

- By household income, there was little variance in opinion between lower income households (up to £5,200, 55%) or higher income households (£5,201 to £10,400, 59% or £10,401 plus, 56%).

Location

- Respondents living in the Belfast Region (52%) were less likely to feel that the Housing Executive was good at keeping them informed about things that might affect them as tenants, than those living in the South (61%) or the North (60%) Regions.

Preferred methods of being kept informed and getting in touch with the Housing Executive, tenants are tenants happy to use (Appendix Table 6.6)

The main method by which respondents want to be kept informed and get in touch with the Housing Executive is by telephone (86% of respondents; 68% in 2014). Fewer than half of all respondents (47%; 49% in 2014) would also prefer contact in writing and just over one-quarter (26%; 14% in 2014) would prefer to visit an office.

However, the most notable change in regard to contact by tenants relates to contact by text (22%; 3% in 2014) and/or by email (13%; 4% in 2014). Contact through social media remains similar to last year (Facebook 2%; 1% in 2014) (Twitter <1%; also < 1% in 2014).

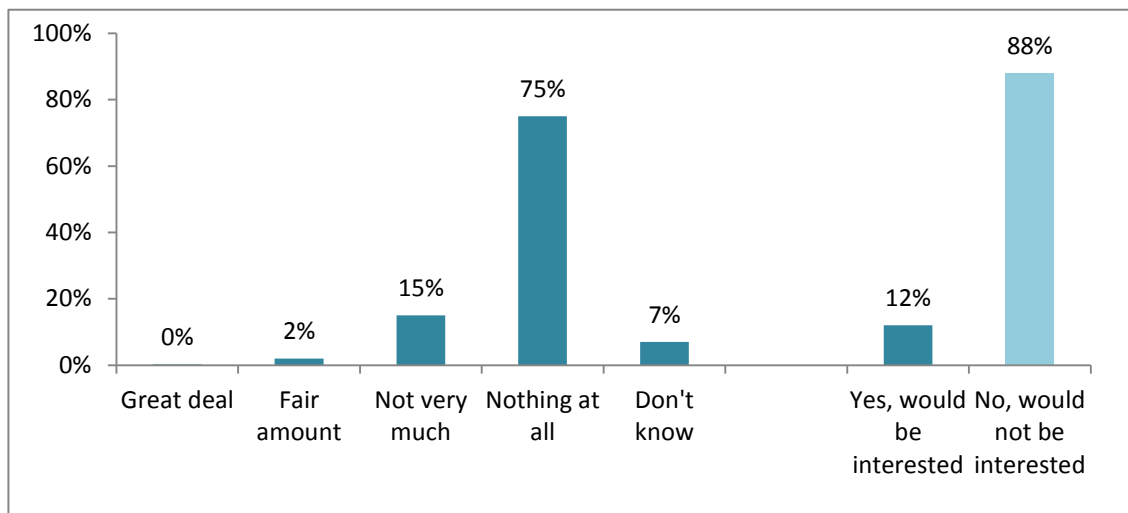
Respondents’ knowledge of the Social Housing Reform Programme

Respondents were asked how much, if anything, they knew about the Social Housing Reform Programme (SHRP) and the impact they thought this might have on them as tenants.

As Figure 6.5 below shows, respondents’ knowledge of the SHRP, and how it might affect them in the future was quite limited, with only two per cent reporting they knew a fair amount and none claiming to know a great deal, about the proposed changes to social housing in Northern Ireland. However, more than one-tenth (12% of all respondents) said

they would be interested in becoming involved in the consultation process (*Appendix Table 6.7 and 6.8*).

Figure 6.5: Respondents’ knowledge of the SHRP and interest in becoming involved in consultation process (%)



- Via letter, leaflet etc. (95%; 91% in 2014);
- Via the Housing Executive’s website (19%; 12% in 2014);
- To have views represented by the Housing Executive’s tenant forums (Area Scrutiny Panels/Central Housing Community Forum etc.) (18%; 17% in 2014).

Overall, the single preferred method of being involved in the SHRP consultation process would be by letter/leaflet etc. (84%; 84% in 2014), (*Appendix Tables 6.9 and 6.10*).

7.0 Digital Inclusion

A growing emphasis across government for digital online services and transactions to be the primary means of interacting with the public, 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*.

In 2014 questions on digital inclusion related mainly to computer ownership and access to the internet from tenants' homes. For the 2015 questionnaire, these questions were updated to capture information on households' access to the internet, the methods by which access is gained (e.g. computer/laptop/tablet/smartphone etc.) and which would be respondents' preferred method of access to the internet. Due to changes in the questionnaire design across both years, few comparisons can be made with the previous year.

7.1 ACCESS TO THE INTERNET FROM HOME

More than half of all households (53%; 49% in 2014) had access to the internet from their home (*Appendix Table 7.1*). Whilst this trend is encouraging, the proportion of Housing Executive households with internet access (53%) was 27 percentage points low than the 2015-2016 Northern Ireland average of 80 per cent⁷ (*Figure 7.1*).

Households with access to the internet – Household Characteristics (Appendix Table 7.1)

Age of HRP

- Home access to the internet was highest among households with HRPs aged 44 years or below (25-44 years 82% and 18-24 years 73%) and notably fell as age of HRP increased, to only 20 per cent for households with a HRP aged 65 years or more.

Household Type

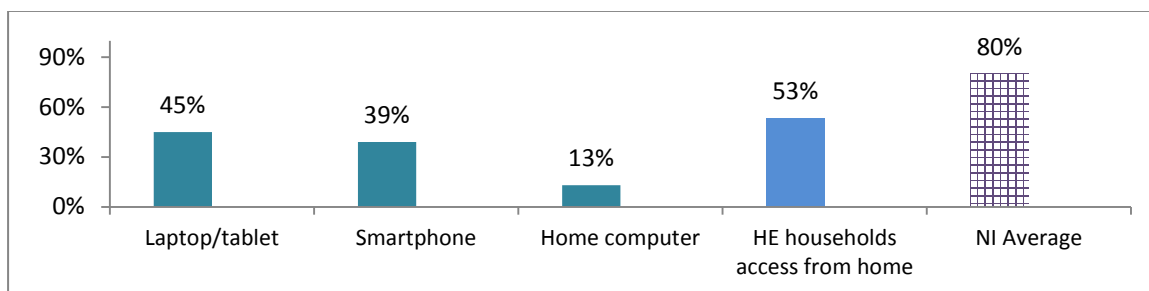
- Households with children were more likely to have access to the internet than those households without children.
 - Large family (91%)
 - Small family (85%)
 - Lone parent (84%)
 - Lone adult (47%)
 - Two older (40%)
 - Lone older (15%)

Respondents who had access to the internet were asked which devices they used to go online, and were able to give more than one answer (*Appendix Table 7.2*). Personal laptop/tablet was the most popular way of accessing the internet, used by more than two-thirds (67%) of the respondents who had internet access. More than half of respondents (51%) said they used a smartphone, while use of a home computer was less common at 22

⁷Northern Ireland Continuous Household Survey 2015/16 available at <http://www.csu.nisra.gov.uk/CHS/results/tables/Home%20Internet%20Access.mht>

per cent. Overall, respondents' preferred methods of accessing the internet were via their personal laptop/tablet (45%) or their smartphone (39%) (Figure 7.1; Appendix Table 7.3).

Figure 7.1: Households' main access to internet and NI Average, 2014-2015



How respondents access the internet – Household Characteristics (Appendix Tables 7.4)

Age of HRP

- The younger the HRP, the more likely they were to access the internet using a smartphone (25-44, 55% and 18-24 69%; 39% overall). Older HRPs were more likely to access the internet using a laptop/tablet (45-59 years, 56%; 60-64 years, 57%; 65 years or over, 66%; 45% overall).

Household type

- Respondents who lived in households with children were the most likely to access the internet using a smartphone (lone parent, 60%; small family, 47%; large family, 42% - 39% overall).
- Access to the internet using a laptop/tablet was highest amongst two older (64%) and lone older (61%) households (45% overall).

Household Income

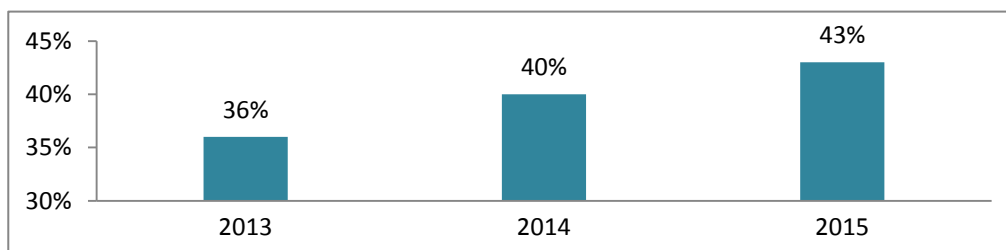
- Household income appeared to have little influence on whether the internet was accessed using a laptop/tablet, smartphone or a home computer.

7.2 HOUSING EXECUTIVE WEBSITE

Awareness of Housing Executive website

Although awareness of the Housing Executive website remains fairly low (43%), awareness continues to increase steadily when compared to 2014 (40%) and 2013 (36%) (Appendix Table 7.5).

Figure 7.2: Respondent awareness of Housing Executive website, 2013-2015



By Region, there was little variation in respondent awareness of a Housing Executive website, ranging from 41 per cent in Belfast to 44 per cent in South.

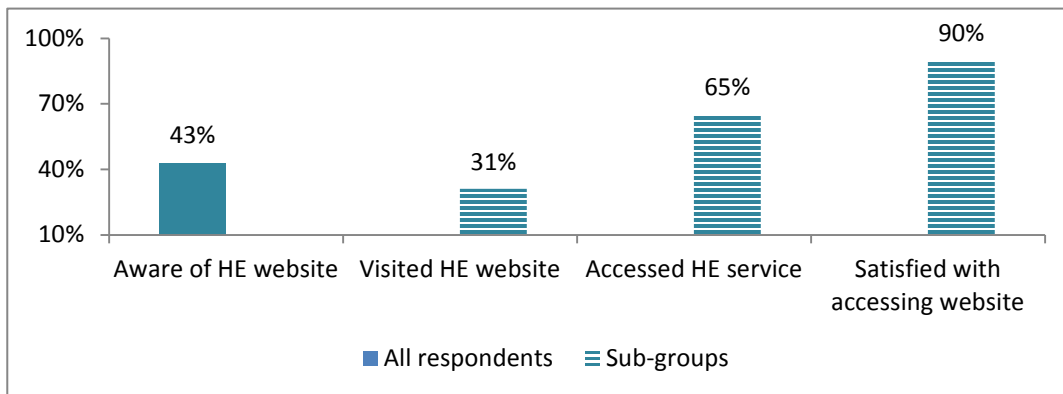
Housing Executive website access (Appendix Tables 7.6 to 7.9)

Of those respondents who were aware of the Housing Executive website (43%), less than one-third (31%) had actually visited the web site (13% of all respondents).

Almost two-thirds (65%) of the respondents who had visited the web site, had also accessed a Housing Executive service via the web. The vast majority (90%) of these respondents were satisfied with accessing one of the Housing Executive services via the website.

The main service which respondents accessed via the web was Repairs (51%), followed by general information and advice (34%) and rent accounting/paying rent (20%).

Figure 7.3: Respondent awareness of Housing Executive website and their experience of visit to website



7.3 MOBILE PHONE

Compared to 2014, in 2015 there was a slight decline in the ownership of mobile phones (85% in 2014 to 83% in 2015). The latest Northern Ireland average for 2014 was 93 per cent⁸ (Appendix Table 7.10).

Mobile phone ownership – Household Characteristics (Figure 7.4; Appendix Table 7.10)

Age of HRP

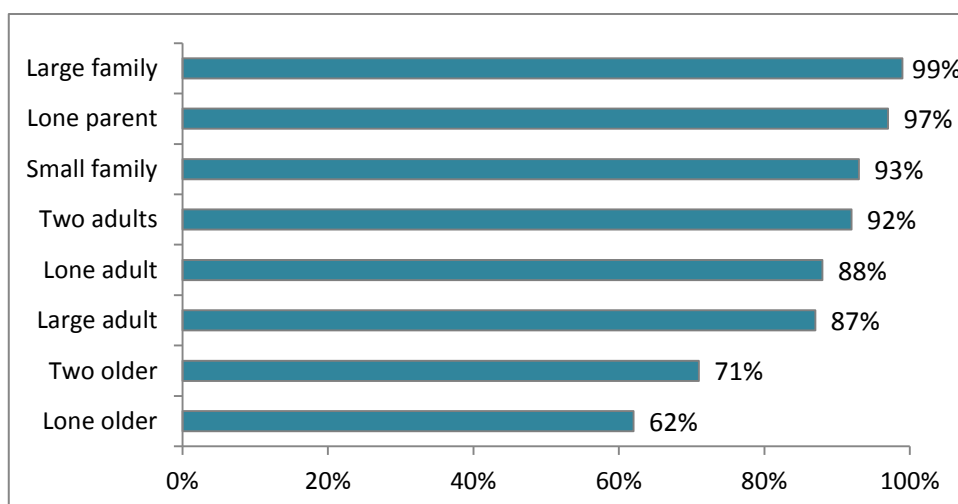
- Ownership of a mobile phone was least likely in households where the HRP was aged 65 years or more (62%; 83% overall). Households with a HRP less than 45 years old were more likely to own a mobile phone (25-44 years, 96% and 18-24 years, 95%).

Household type

- Ownership of mobile phones was most prevalent among HRPs living in households with children (large family, 99%; lone parent, 97%; small family, 93%). Less than two-thirds (62%) of respondents living in a 'lone older' household owned a mobile phone.

⁸2014 Northern Ireland Neighbourhood Information Service, NISRA
<http://www.ninis2.nisra.gov.uk/People & Places> (see People & Places/Housing and Household (p9)/Mobile Phone Ownership)

Figure 7.4: Respondent's mobile phone ownership by household type



Contact with the Housing Executive via mobile phone

Eight in ten (80%; 77% in 2014) mobile phone owners had given their number to the Housing Executive. Of those who had given their mobile phone number, the majority (93%; 92% in 2014) reported that they would notify the Housing Executive of a change to their number (*Appendix Tables 7.11 and 7.12*).

Tenant contact with Housing Executive by text

Of those who owned a mobile phone, almost three-quarters (71%; 64% in 2014) of respondents sent and received text/SMS messages in 2015. However, only around one-third (34%; 21% in 2014) reported that they would contact the Housing Executive by text/SMS (*Appendix Tables 7.13 and 7.14*).

Contact from the Housing Executive by text

Almost two-thirds (63%; 45% in 2014) of those respondents who owned a mobile phone said they would allow the Housing Executive to contact them by text/SMS about repairs and more than two-fifths (43%; 24% in 2014) would agree to be contacted in this regarding planned improvement schemes, or general information/advice (42%; 26% in 2014). More than one-third (37%; 23% in 2014) would allow contact via text/SMS regarding anti-social behaviour, or Housing Benefit (also 37%; 25% in 2014); while just over one-quarter would allow contact via text/SMS regarding rent account/paying rent (27%) (*Appendix Table 7.15*).

8.0 Client response to survey

The annual CTOS provides the Housing Executive with a unique ability of tapping into the lives of our tenants in real time. It provides the organisation with an in-depth understanding of our tenants and their views on our service delivery. As well as providing management with a measurement of customer satisfaction, the Survey is also a vital source of information which allows us to continually assess the profile of our tenants, to tailor our services and shape future strategies around the needs of our customers, who can challenge and lobby us to effect the changes in their neighbourhoods via our housing community network structure.

In keeping with our Journey to Excellence we aim to put the customer first in a prompt and timely manner.



“Identifying what is value for our customers’ and organising ourselves to deliver that every time”

Importantly, findings help the organisation 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.

Customer experience is an integral part of Build Yes

“To provide our customers with good quality services/support when they need it, shaped around them.”

Two key findings identify that more than four-fifths of respondents reported that they were satisfied with the general condition of their property (84%) and further, with the overall quality of their home (85%). In 2015, more than seven in ten (71%) respondents felt that the Housing Executive had consulted with them well; a measurement which remains similar to previous years.

Rental income is vital to the continuation of our service provision and it is worth noting that 88 per cent of our tenants think that this provides value for money. In addition, respondent satisfaction with the overall service we provide continues to remain high at 82%. It is hoped that these trends will continue throughout our journey to excellence.

It is encouraging that tenant access to the internet continues to rise. However, this is still below the Northern Ireland average.

A lack of computer skills and inability to access the internet can exclude people from a range of opportunities, for example, job searches and shopping around online for the best deals on essential expenses such as car insurance and cheaper electricity tariffs.

In October 2016, Landlord Services introduced a small digital inclusion pilot project in four local areas. The pilot offers tenants access to the internet at a reduced cost. The aim of the project is to increase tenant awareness of and access to the digital world and the benefits this can bring. The project is for two years and will be regularly monitored.

The Housing Executive will continue to invest £4 million annually into our communities to support community development.

The Housing Executives new repair contracts include “social clauses” e.g. local access to apprentice jobs and attracting investment into local areas.

The CTOS will continue to measure these areas of service delivery.

APPENDIX 1

TABLES

2015 CTOS - Appendix Tables

* denotes cell has an unweighted value eq<25

Table 3.1: Dwelling Type

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
House	20,076 64.5%	16,427 59.4%	14,332 53.3%	50,835 59.4%
Flat/Maisonette	6,447 20.7%	4,668 16.9%	3,207 11.9%	14,322 16.7%
Bungalow/Cottage	4,605 14.8%	6,537 23.7%	9,340 34.7%	20,482 23.9%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 3.2: Household type by Number of bedrooms

Sample in numbers	1 bed 277	2 bed 935	3 bed 1190	4+ bed 148	TOTAL 2550
All Adult	4,974 52.7%	12,965 41.7%	17,274 42.9%	2,779 57.1%	37,992 44.4%
<i>% all Adult</i>	13.1%	34.1%	45.5%	7.3%	100%
With Children	* 3.5%	5,074 16.3%	12,675 31.5%	1,394 28.6%	19,474 22.7%
<i>% with Children</i>	1.7%	26.1%	65.1%	7.2%	100%
Older	4,139 43.8%	13,031 41.9%	10,308 25.6%	693 14.2%	28,171 32.9%
<i>% Older</i>	14.7%	46.3%	36.6%	2.5%	100%
NI TOTAL	9,444 100%	31,070 100%	40,257 100%	4,866 100%	85,637 100%
<i>% Overall</i>	11.0%	36.3%	47.0%	5.7%	100%

Table 3.3: Household type

Sample in numbers	Belfast 750	North 800	South 1400	TOTAL 2550	
Lone adult	8,242 26.5%	5,864 21.2%	6,330 23.5%	20,436 23.9%	Adult 44.4%
Two adults	3,314 10.6%	3,183 11.5%	2,985 11.1%	9,482 11.1%	
Large adult	2,759 8.9%	2,686 9.7%	2,630 9.8%	8,075 9.4%	
Lone parent	4,630 14.9%	3,868 14.0%	3,039 11.3%	11,537 13.5%	Children 22.7%
Small family	1,901 6.1%	1,599 5.8%	1,822 6.8%	5,322 6.2%	
Large family	693 2.2%	1,116 4.0%	806 3.0%	2,615 3.1%	
Two older	3,013 9.7%	3,114 11.3%	3,171 11.8%	9,298 10.9%	Older 32.9%
Lone older	6,576 21.1%	6,201 22.4%	6,096 22.7%	18,873 22.0%	
NI TOTAL	31,128 100%	27,631 100%	26,879 100%	85,638 100%	

Table 3.4: Number of residents in household

	Belfast 750	North 800	South 1000	TOTAL 2550
1 person	14,766 47.4%	12,021 43.5%	12,426 46.2%	39,213 45.8%
2 persons	8,441 27.1%	8,222 29.8%	7,868 29.3%	24,531 28.6%
3 persons	4,752 15.3%	3,881 14.0%	3,020 11.2%	11,653 13.6%
4 persons or more	3,170 10.2%	3,508 12.7%	3,565 13.3%	10,243 12.0%
NI TOTAL	31,129 100%	27,632 100%	26,879 100%	85,640 100%

Table 3.5: Profile of ALL Household Members

	Belfast 1461	North 1618	South 1987	TOTAL 5066	
Male	26,694 44.0%	26,198 46.4%	24,902 46.4%	77,794 45.6%	Gender
Female	33,939 56.0%	30,224 53.6%	28,728 53.6%	92,891 54.4%	
Age under 16 yrs	13,570 22.4%	12,826 22.7%	10,639 19.8%	37,035 21.7%	Age
Age 16-24 yrs	7,162 11.8%	6,975 12.4%	6,093 11.4%	20,230 11.9%	
Age 25-44 yrs	13,394 22.1%	11,457 20.3%	11,283 21.0%	36,134 21.2%	
Age 45-59 yrs	12,300 20.3%	11,855 21.0%	11,572 21.6%	35,727 20.9%	
Age 60-64 yrs	3,242 5.3%	3,677 6.5%	3,421 6.4%	10,340 6.1%	
Age 65 yrs or over	10,964 18.1%	9,590 17.0%	10,377 19.3%	30,931 18.1%	
Refused	0 0.0%	* 0.1%	* 0.5%	* 0.2%	
Employed	11,069 18.3%	8,415 14.9%	10,028 18.7%	29,512 17.3%	
Unemployed	9,044 14.9%	9,463 16.8%	8,361 15.6%	26,868 15.7%	
Retired	10,983 18.1%	9,593 17.0%	10,305 19.2%	30,881 18.1%	
Perm Sick/Disabled	9,055 14.9%	8,688 15.4%	7,167 13.4%	24,910 14.6%	
Looking after family/home	3,665 6.0%	4,184 7.4%	4,081 7.6%	11,930 7.0%	
Student (higher education)	2,844 4.7%	2,439 4.3%	2,819 5.3%	8,102 4.7%	
Other (inc. school children)	13,972 23.0%	13,641 24.2%	10,869 20.3%	38,482 22.5%	
White	60,110 99.2%	55,444 98.3%	52,311 97.5%	167,865 98.4%	Ethnic
Other	* 0.8%	* 1.7%	1,319 2.5%	2,786 1.6%	
NI TOTAL	60,599 100%	56,422 100%	53,630 100%	170,651 100%	

Table 3.6: Profile of Household Reference Person

Sample in numbers	Belfast 750	North 800	South 1400	TOTAL 2550	
Male	10,355 33.3%	10,449 37.8%	10,651 39.6%	31,455 36.7%	Gender
Female	20,773 66.7%	17,183 62.2%	16,228 60.4%	54,184 63.3%	
Age 18-24 yrs	1,164 3.7%	1,017 3.7%	864 3.2%	3,045 3.6%	Age
Age 25-44 yrs	8,928 28.7%	7,590 27.5%	6,634 24.7%	23,152 27.0%	
Age 45-59 years	9,817 31.5%	8,333 30.2%	8,385 31.2%	26,535 31.0%	
Age 60-64 yrs	2,347 7.5%	2,872 10.4%	2,601 9.7%	7,820 9.1%	
Age 65 years or over	8,872 28.5%	7,777 28.1%	8,190 30.5%	24,839 29.0%	
Refused	0 0.0%	* 0.2%	* 0.8%	* 0.3%	
£5,200 or less	2,472 7.9%	3,218 11.6%	2,400 8.9%	8,090 9.4%	
£5,201-£10,400	10,469 33.6%	10,510 38.0%	10,160 37.8%	31,139 36.4%	
£10,401+	10,304 33.1%	7,183 26.0%	9,664 36.0%	27,151 31.7%	
Refused/DK	7,884 25.3%	6,721 24.3%	4,655 17.3%	19,260 22.5%	
Employed	6,703 21.5%	4,622 16.7%	4,925 18.3%	16,250 19.0%	Employ
Unemployed	5,451 17.5%	5,764 20.9%	5,292 19.7%	16,507 19.3%	
Retired	8,812 28.3%	7,747 28.0%	7,994 29.7%	24,553 28.7%	
Perm Sick/Disabled	7,045 22.6%	6,237 22.6%	5,244 19.5%	18,526 21.6%	
Looking after family/home	2,945 9.5%	3,152 11.4%	3,183 11.8%	9,280 10.8%	
Other	* 0.6%	* 0.4%	* 0.9%	* 0.6%	
White	30,846 99.2%	27,386 99.1%	26,363 98.1%	84,595 98.8%	
Other	* 0.8%	* 0.9%	* 1.9%	* 1.2%	
NI TOTAL	31,095 100%	27,632 100%	26,879 100%	85,606 100%	

Table 3.7: Employment status of HRP by working population

Sample in numbers	HRP working age 1788	HRP not working age 762	TOTAL 2550
Employed	15,855 26.4%	* 1.5%	16,250 19.0%
<i>% employment</i>	97.6%	2.4%	100%
Unemployed	16,159 26.9%	* 1.4%	16,506 19.3%
<i>% unemployment</i>	97.9%	2.1%	100%
Retired	2,760 4.6%	21,794 85.2%	24,554 28.7%
<i>% retired</i>	11.2%	88.8%	100%
Perm Sick/Disabled	16,210 27.0%	2,316 9.1%	18,526 21.6%
<i>% sick/disabled</i>	87.5%	12.5%	100%
Looking after family/home	8,591 14.3%	689 2.7%	9,280 10.8%
<i>% looking after home</i>	92.6%	7.4%	100%
Student (higher education)	* 0.7%	* 0.1%	438 0.5%
<i>% student (higher education)</i>	92.5%	7.5%	100%
Other (inc. Refused)	* 0.1%	0 0.0%	85 0.1%
<i>% other</i>	100%	0%	100%
NI TOTAL	60,065 100%	25,574 100%	85,639 100%
<i>% overall</i>	70.1%	29.9%	100%

HRPs not of working age = Males 65 year or older/Females 63 years or older

HRPs of working age = 16 years+ but less than 65 for Males/63 years Females

Table 3.8a: Benefits received by HRP

Sample in numbers	Belfast 750	North 800	South 1400	TOTAL 2550
Housing Benefit	24,261 77.9%	22,057 79.8%	20,114 74.8%	66,432 77.6%
Disability Benefit	11,811 37.9%	9,987 36.1%	9,944 37.0%	31,742 37.1%
Retirement Pension	8,660 27.8%	7,681 27.8%	7,747 28.8%	24,088 28.1%
Child Benefit	8,075 25.9%	7,334 26.5%	6,008 22.4%	21,417 25.0%
Employment & Support Allowance	7,395 23.8%	5,322 19.3%	5,297 19.7%	18,014 21.0%
Child Tax Credit	6,460 20.8%	5,209 18.9%	4,553 16.9%	16,222 18.9%
Income Support	5,620 18.1%	5,084 18.4%	4,735 17.6%	15,439 18.0%
Pension Credit	5,074 16.3%	3,650 13.2%	4,546 16.9%	13,270 15.5%
Incapacity Benefit	3,941 12.7%	2,277 8.2%	2,122 7.9%	8,340 9.7%
Working Tax Credit	2,863 9.2%	1,829 6.6%	1,535 5.7%	6,227 7.3%
Jobseekers' Allowance	1,301 4.2%	1,733 6.3%	1,487 5.5%	4,521 5.3%
Other	1,531 4.9%	1,950 7.1%	1,619 6.0%	5,100 6.0%

Table 3.8b: Benefits received by Partner of HRP

Sample in numbers	TOTAL 610
Disability Benefit	5,715 28.3%
Retirement Pension	5,007 24.8%
Housing Benefit	4,344 21.5%
Employment & Support Allowance	2,046 10.1%
Child Benefit	1,887 9.4%
Income Support	1,534 7.6%
Pension Credit	1,445 7.2%
Child Tax Credit	1,325 6.6%
Incapacity Benefit	1,141 5.7%
Working Tax Credit	915 4.5%
Jobseeker's Allowance	* 3.7%
Other	1,484 7.4%

Table 3.9 Health/Disability of HRPs

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Yes, has a health problem/illness	11,362 36.5%	9,050 32.8%	10,224 38.0%	30,636 35.8%
Yes, has a disability which limits activities	1,887 6.1%	2,593 9.4%	2,009 7.5%	6,489 7.6%
Yes, has BOTH a health problem and a disability	4,336 13.9%	4,261 15.4%	2,589 9.6%	11,186 13.1%
Has no such health problems	13,543 43.5%	11,727 42.4%	12,057 44.9%	37,327 43.6%
NI TOTAL	31,128 100%	27,631 100%	26,879 100%	85,638 100%

Table 3.10: Use of indoor/outdoor aids by HRPs

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
No aids	23,496 75.5%	21,872 79.2%	20,130 74.9%	65,498 76.5%
Stick	4,094 13.2%	3,208 11.6%	4,234 15.8%	11,536 13.5%
Zimmer frame	1,969 6.3%	947 3.4%	1,149 4.3%	4,065 4.7%
Crutches	* 1.7%	* 3.2%	* 2.6%	2,112 2.5%
Wheel chair	* 2.2%	* 2.0%	* 1.4%	46 1.9%
Adapted vehicle/ Scooter/Confined to bed	* 1.1%	* 0.6%	* 1.1%	* 1.0%
NI TOTAL	31,128 100%	27,630 100%	26,881 100%	85,639 100%

Table 3.11: Religion of household as described by respondent

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Protestant	18,337 58.9%	14,886 53.9%	10,973 40.8%	44,196 51.6%
Catholic	10,410 33.4%	10,532 38.1%	12,982 48.3%	33,924 39.6%
Mixed religion	*	*	*	2,118
Protestant/Catholic	3.3%	2.1%	1.9%	2.5%
Other	1,366 4.4%	1,635 5.9%	2,401 8.9%	5,402 6.3%
NI TOTAL	31,129 100%	27,632 100%	26,879 100%	85,640 100%

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

Sample in numbers	Satisfied 2089	Neither 349	Dissatisfied 112	TOTAL 2550
Region				
Belfast	25,195 80.9%	4,451 14.3%	1,482 4.8%	31,128 100%
North	21,878 79.2%	4,372 15.8%	1,382 5.0%	27,632 100%
South	23,087 85.9%	2,809 10.5%	983 3.7%	26,879 100%
Household Type				
Lone adult	15,961 78.1%	3,045 14.9%	1,430 7.0%	20,436 100%
Two adults	7,529 79.4%	1,485 15.7%	* 4.9%	9,482 100%
Lone parent	8,847 76.7%	2,149 18.6%	* 4.7%	11,537 100%
Small family	4,033 75.8%	895 16.8%	* 7.4%	5,322 100%
Large family	2,082 79.6%	* 18.4%	* 2.0%	2,615 100%
Large adult	6,640 82.2%	1,111 13.8%	* 4.0%	8,075 100%
Two older	8,146 87.6%	959 10.3%	* 2.1%	9,298 100%
Lone older	16,922 89.7%	1,507 8.0%	* 2.4%	18,873 100%
Household Income				
Up to £5,200	6,619 81.8%	1,129 14.0%	* 4.2%	8,091 100%
£5,201 to £10,400	26,305 84.5%	3,562 11.4%	1,272 4.1%	31,139 100%
£10,401 plus	22,294 82.1%	3,463 12.8%	1,393 5.1%	27,150 100%
Don't know/refused	14,942 77.6%	3,479 18.1%	* 4.4%	19,260 100%
Age of HRP				
18-24	2,351 77.2%	* 18.5%	* 4.3%	3,045 100%
25-44	17,564 75.9%	4,251 18.4%	1,338 5.8%	23,153 100%
45-59	21,369 80.5%	3,660 13.8%	1,506 5.7%	26,535 100%
60-64	6,800 87.0%	* 9.2%	* 3.8%	7,819 100%
65 or over	21,845 87.9%	2,420 9.7%	* 2.3%	24,839 100%
Refused	* 92.8%	* 7.2%	0 0.0%	* 100%
NI TOTAL	70,160 81.9%	11,632 13.6%	3,848 4.5%	85,640 100%

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

	Belfast 750	North 800	South 1000	TOTAL 2550
Yes	20,443 65.7%	19,512 70.6%	19,053 70.9%	59,008 68.9%
No	10,685 34.3%	8,120 29.4%	7,826 29.1%	26,631 31.1%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

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

Sample in numbers	TOTAL 1758	%
Doors / door furniture	7,567	12.8
Internal plumbing / Radiators	7,247	12.3
General repair work in the bathroom - toilet, shower, sink	6,781	11.5
Heating / Fireplace / Gas /	6,293	10.7
Internal work to wall/floor/ stair/hand rails etc	4,230	7.3
Electrical / fuse	4,088	6.9
External work/gates/ fences/paths etc	3,789	6.4
Windows/Doors	3,056	5.1
Damp	2,424	4.1
Boiler issue	2,263	3.8
Roof / loft / attic	2,088	3.5
Smoke alarm	1,834	3.1
Locks	1,402	2.4
Guttering blocked/ leaking/cracked	1,249	2.1
Drainage system	982	1.7
Oil tank / watchman	673	1.1
External plumbing issue	595	1.0
Kitchen furniture	566	1.0
New bathroom/kitchen	476	0.8
Chimney blocked / chimney repair	442	0.7
Extractor fans	411	0.7
Sewage system	286	0.5
Insulation	223	0.4
Vermin / birds	210	0.4
Solar Panel problems	147	0.2
Don't know	60	0.1
NI TOTAL	59,009	100

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

Sample in numbers	Belfast 487	North 565	South 706	TOTAL 1758
Telephone	18,226 89.2%	16,584 85.0%	16,157 84.8%	50,967 86.4%
In person at a local office	* 0.4%	* 0.3%	* 0.9%	* 0.5%
Email/Web/Text	* 2.2%	* 2.6%	* 1.6%	1,266 2.1%
Letter	1,518 7.4%	2,134 10.9%	2,209 11.6%	5,861 9.9%
Don't know	* 0.8%	* 1.2%	* 1.1%	* 1.0%
NI TOTAL	20,442 100%	19,512 100%	19,053 100%	59,007 100%

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

Sample in numbers	Belfast 487	North 565	South 706	TOTAL 1758	
Very satisfied	11,738 57.4%	9,458 48.5%	10,452 54.9%	31,648 53.6%	52,995 89.8%
Satisfied	6,588 32.2%	8,014 41.1%	6,745 35.4%	21,347 36.2%	
Neither satisfied nor dissatisfied	1,009 4.9%	*	728 3.8%	2,584 4.4%	2,584 4.4%
Dissatisfied	* 3.3%	* 3.0%	* 3.3%	1,888 3.2%	3,430
Very dissatisfied	* 2.2%	* 3.1%	* 2.6%	1,542 2.6%	5.8%
NI TOTAL	20,442 100%	19,513 100%	19,054 100%	59,009 100%	

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

Sample in numbers	Satisfied 1352	Neither 128	Dissatisfied 262	DK eq<26	TOTAL 1758
Region					
Belfast	15,217 74.4%	1,783 8.7%	3,324 16.3%	* 0.6%	20,443 100%
North	14,643 75.0%	1,038 5.3%	3,490 17.9%	* 1.8%	19,513 100%
South	15,322 80.4%	1,406 7.4%	2,236 11.7%	* 0.5%	19,053 100%
Household Type					
Lone adult	9,815 73.2%	1,045 7.8%	2,389 17.8%	* 1.2%	13,415 100%
Two adults	5,196 75.0%	* 6.2%	1,259 18.2%	* 0.6%	6,929 100%
Lone parent	6,048 69.6%	* 9.0%	1,826 21.0%	* 0.4%	8,688 100%
Small family	2,931 71.8%	* 8.1%	* 19.3%	* 0.8%	4,081 100%
Large family	1,620 77.4%	* 9.4%	* 11.8%	* 1.5%	2,093 100%
Large adult	4,985 77.9%	* 9.7%	* 11.9%	* 0.5%	6,398 100%
Two older	6,016 86.6%	* 4.5%	* 7.9%	* 0.9%	6,944 100%
Lone older	8,571 81.9%	* 4.9%	1,232 11.8%	* 1.4%	10,461 100%
Household Income					
Up to £5,200	3,353 72.7%	* 8.4%	* 18.2%	* 0.7%	4,613 100%
£5,201 to £10,400	16,960 78.5%	1,225 5.7%	3,256 15.1%	* 0.7%	21,600 100%
£10,401 plus	16,167 77.4%	1,545 7.4%	3,012 14.4%	* 0.8%	20,895 100%
Don't know/refused	8,701 73.1%	1,070 9.0%	1,941 16.3%	* 1.6%	11,900 100%
Age of HRP					
18-24	1,204 52.9%	* 9.5%	* 33.2%	* 4.3%	2,274 100%
25-44	12,700 73.5%	1,330 7.7%	3,194 18.5%	* 0.4%	17,287 100%
45-59	14,358 75.2%	1,755 9.2%	2,811 14.7%	* 0.9%	19,105 100%
60-64	4,528 85.5%	* 2.1%	562 10.6%	* 1.7%	5,294 100%
65 or over	12,316 82.2%	* 5.4%	1,728 11.5%	* 0.8%	14,974 100%
NI TOTAL	45,182 76.6%	4,227 7.2%	9,050 15.3%	551 0.9%	59,010 100%

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

Sample in numbers	Belfast 487	North 565	South 706	TOTAL 1758
Yes	17,733 86.7%	16,284 83.5%	16,848 88.4%	50,865 86.2%
No	2,710 13.3%	3,229 16.5%	2,205 11.6%	8,144 13.8%
NI TOTAL	20,443 100%	19,513 100%	19,053 100%	59,009 100%

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

Sample in numbers	Belfast 421	North 476	South 623	TOTAL 1520
Yes	14,502 81.8%	14,143 86.9%	14,602 86.7%	43,247 85.0%
No	3,098 17.5%	2,033 12.5%	2,226 13.2%	7,357 14.5%
Don't know	* 0.8%	* 0.7%	* 0.1%	* 0.5%
NI TOTAL	17,734 100%	16,284 100%	16,848 100%	50,866 100%

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

Sample in numbers	Very satisfied	Satisfied	Neither	Dissatis- fied	Very dissatisfied	TOTAL 1520
Politeness	34,024 66.9%	14,997 29.5%	1,223 2.4%	* 0.8%	* 0.4%	50,863 100%
Friendliness	33,907 66.7%	14,978 29.4%	1,385 2.7%	* 0.8%	* 0.4%	50,863 100%
Tidiness	33,674 66.2%	14,655 28.8%	1,474 2.9%	* 1.2%	* 0.9%	50,863 100%
Speed	33,052 65.0%	14,489 28.5%	1,225 2.4%	1,219 2.4%	* 1.7%	50,863 100%
Quality of work	33,123 65.1%	13,616 26.8%	1,551 3.0%	1,732 3.4%	* 1.7%	50,863 100%
Quality of materials	32,380 63.7%	14,081 27.7%	3,016 5.9%	890 1.7%	* 1.0%	50,863 100%

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

Sample in numbers	Belfast 421	North 476	South 623	TOTAL 1520
Very satisfied	10,657 60.1%	8,269 50.8%	10,664 63.3%	29,590 58.2%
Satisfied	5,233 29.5%	6,691 41.1%	4,746 28.2%	16,670 32.8%
Neither	* 4.2%	* 3.0%	800 4.7%	2,024 4.0%
Dissatisfied	* 3.4%	* 3.4%	* 2.6%	1,592 3.1%
Very dissatisfied	* 2.8%	* 1.7%	* 1.2%	987 1.9%
NI TOTAL	17,732 100%	16,283 100%	16,848 100%	50,863 100%

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

Sample in numbers	Belfast 421	North 476	South 623	TOTAL 1520	
Very satisfied	11,513 64.9%	8,680 53.3%	11,376 67.5%	31,569 62.1%	46,671
Satisfied	4,397 24.8%	6,500 39.9%	4,205 25.0%	15,102 29.7%	91.8%
Neither	* 4.5%	* 2.0%	* 2.9%	1,607 3.2%	1,607 3.2%
Dissatisfied	* 3.3%	* 3.3%	* 3.1%	1,637 3.2%	2,586
Very dissatisfied	* 2.5%	* 1.5%	* 1.6%	949 1.9%	5.1%
NI TOTAL	17,733 100%	16,284 100%	16,847 100%	50,864 100%	

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

Sample in numbers	Belfast 421	North 476	South 623	TOTAL 1520	
Very satisfied	7,530 42.5%	8,158 50.1%	9,552 56.7%	25,240 49.6%	42,570
Satisfied	6,838 38.6%	5,503 33.8%	4,989 29.6%	17,330 34.1%	83.7%
Neither	1,584 8.9%	* 4.6%	1,125 6.7%	3,459 6.8%	3,459 6.8%
Dissatisfied	* 5.1%	1,026 6.3%	* 2.6%	2,367 4.7%	4,681
Very dissatisfied	* 4.9%	* 4.2%	746 4.4%	2,314 4.5%	9.2%
Don't know	0 0.0%	* 1.0%	0 0.0%	* 0.3%	* 0.3%
NI TOTAL	17,734 100%	16,284 100%	16,848 100%	50,866 100%	

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

Sample in numbers	Satisfied 2169	Neither 179	Dissatisfied 202	TOTAL 2550
Region				
Belfast	26,686 85.7%	2,168 7.0%	2,274 7.3%	31,128 100%
North	22,410 81.1%	2,456 8.9%	2,766 10.0%	27,632 100%
South	23,831 88.7%	1,443 5.4%	1,605 6.0%	26,879 100%
Household Type				
Lone adult	17,067 83.5%	1,582 7.7%	1,786 8.7%	20,435 100%
Two adults	7,699 81.2%	889 9.4%	895 9.4%	9,483 100%
Lone parent	9,390 81.4%	973 8.4%	1,174 10.2%	11,537 100%
Small family	4,094 76.9%	* 10.9%	* 12.2%	5,323 100%
Large family	2,152 82.3%	* 6.6%	* 11.1%	2,615 100%
Large adult	6,958 86.2%	* 6.6%	* 7.3%	8,075 100%
Two older	8,502 91.4%	* 3.9%	* 4.7%	9,298 100%
Lone older	17,064 90.4%	985 5.2%	* 4.4%	18,874 100%
Household Income				
Up to £5,200	7,009 86.6%	* 6.1%	* 7.2%	8,091 100%
£5,201 to £10,400	26,700 85.7%	2,157 6.9%	2,282 7.3%	31,139 100%
£10,401 plus	23,234 85.6%	1,604 5.9%	2,313 8.5%	27,151 100%
Don't know/refused	15,984 83.0%	1,810 9.4%	1,465 7.6%	19,259 100%
Age of HRP				
18-24	2,442 80.2%	* 11.6%	* 8.2%	3,045 100%
25-44	18,243 78.8%	2,382 10.3%	2,527 10.9%	23,152 100%
45-59	22,363 84.3%	1,874 7.1%	2,298 8.7%	26,535 100%
60-64	6,827 87.3%	* 3.2%	* 9.5%	7,820 100%
65 or over	22,865 92.1%	1,143 4.6%	* 3.3%	24,838 100%
Refused	* 74.7%	* 25.3%	0 0.0%	* 100%
NI TOTAL	72,926 85.2%	6,067 7.1%	6,646 7.8%	85,639 100%

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

Sample in numbers	Satisfied 2129	Neither 174	Dissatisfied 247	TOTAL 2550
Region				
Belfast	25,996 83.5%	2,285 7.3%	2,847 9.1%	31,128 100%
North	22,626 81.9%	1,834 6.6%	3,173 11.5%	27,633 100%
South	23,084 85.9%	1,745 6.5%	2,050 7.6%	26,879 100%
Household Type				
Lone adult	16,553 81.0%	1,858 9.1%	2,025 9.9%	20,436 100%
Two adults	7,611 80.3%	839 8.8%	1,032 10.9%	9,482 100%
Lone parent	9,289 80.5%	* 6.0%	1,558 13.5%	11,537 100%
Small family	4,006 75.3%	* 10.8%	* 13.9%	5,322 100%
Large family	2,251 86.1%	* 1.7%	* 12.2%	2,615 100%
Large adult	6,648 82.3%	* 8.6%	* 9.0%	8,075 100%
Two older	8,201 88.2%	* 4.5%	* 7.3%	9,298 100%
Lone older	17,146 90.9%	* 3.9%	* 5.2%	18,872 100%
Household Income				
Up to £5,200	6,880 85.0%	* 6.3%	* 8.6%	8,090 100%
£5,201 to £10,400	26,236 84.3%	1,981 6.4%	2,922 9.4%	31,139 100%
£10,401 plus	22,531 83.0%	1,828 6.7%	2,792 10.3%	27,151 100%
Don't know/refused	16,058 83.4%	1,543 8.0%	1,658 8.6%	19,259 100%
Age of HRP				
18-24	2,336 76.7%	* 10.6%	* 12.6%	3,044 100%
25-44	17,951 77.5%	2,077 9.0%	3,125 13.5%	23,153 100%
45-59	21,996 82.9%	2,033 7.7%	2,506 9.4%	26,535 100%
60-64	6,596 84.4%	* 4.3%	889 11.4%	7,819 100%
65 or over	22,641 91.2%	1,033 4.2%	1,164 4.7%	24,838 100%
Refused	* 74.7%	* 25.3%	0 0.0%	* 100%
NI TOTAL	71,706 83.7%	5,863 6.8%	8,069 9.4%	85,638 100%

Table 4.14: Overall, do you think your home is...?

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Too big	1,394 4.5%	909 3.3%	* 2.5%	2,968 3.5%
Too small	3,231 10.4%	3,365 12.2%	3,048 11.3%	9,644 11.3%
Just the right size	26,166 84.1%	23,269 84.2%	23,071 85.8%	72,506 84.7%
Don't Know	* 1.1%	* 0.3%	* 0.4%	* 0.6%
NI TOTAL	31,128 100.0%	27,632 100.0%	26,879 100.0%	85,639 100.0%

Table 4.15: Do you intend to remain a Housing Executive tenant for the next 5 years?

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Remain as HE tenant	28,892 92.8%	26,275 95.1%	25,285 94.1%	80,452 93.9%
Move to owner occupied sector	1,164 3.7%	622 2.3%	994 3.7%	2,780 3.2%
Move to a Housing Assoc or Private Renting	272 0.9%	437 1.6%	139 0.5%	848 1.0%
Other/DK	800 2.6%	298 1.1%	460 1.7%	1,558 1.8%
NI TOTAL	31,128 100.0%	27,632 100.0%	26,878 100.0%	85,638 100.0%

Table 4.16: Have you contacted the Housing Executive by telephone in the past 12 months?

Sample in numbers	Belfast 750	North 800	South 1400	TOTAL 2550
Yes	21,394 68.7%	18,699 67.7%	18,757 69.8%	58,850 68.7%
No	9,734 31.3%	8,933 32.3%	8,122 30.2%	26,789 31.3%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 4.17: Main reasons why respondents had telephoned the Housing Executive within the last 12 months

Sample in numbers	Belfast 513	North 545	South 698	TOTAL 1756
Repairs	17,416 81.4%	16,301 87.2%	15,635 83.4%	49,352 83.9%
Rent Account	* 3.3%	* 2.3%	* 3.3%	1,758 3.0%
Planned improvement scheme eg double glazing	* 2.7%	* 2.2%	* 2.4%	1,436 2.4%
Housing Benefit	* 1.8%	* 1.7%	* 2.3%	1,113 1.9%
Other (please specify)	2,128 9.9%	1,247 6.7%	1,552 8.2%	4,927 8.4%
Don't remember	* 0.9%	0 0.0%	* 0.4%	* 0.5%
NI TOTAL	21,394 100.0%	18,700 100.0%	18,758 100.0%	58,852 100.0%

Table 4.18: When you last telephoned, was your call answered?

Sample in numbers	Belfast 513	North 545	South 698	TOTAL 1756
Yes	21,016 98.2%	18,444 98.6%	18,547 98.9%	58,007 98.6%
No	* 1.8%	* 1.4%	* 1.1%	845 1.4%
NI TOTAL	21,394 100%	18,700 100%	18,758 100%	58,852 100%

Table 4.19: Regardless of the outcome of your telephone call, did you find the staff who dealt with your query.....?

Sample in numbers	Belfast 502	North 537	South 690	TOTAL 1729
Easy to understand	20,378 97.0%	18,230 98.8%	18,342 98.9%	56,950 98.2%
Polite	20,683 98.4%	18,056 97.9%	18,126 97.7%	56,865 98.0%
Friendly	20,516 97.6%	17,907 97.1%	18,171 98.0%	56,594 97.6%
Patient	20,182 96.0%	17,783 96.4%	17,896 96.5%	55,861 96.3%
Knowledgeable	20,041 95.4%	17,500 94.9%	17,588 94.8%	55,129 95.0%
Not interested/off hand	1,492 7.1%	2,631 14.3%	1,388 7.5%	5,511 9.5%
In a hurry/rushed	1,294 6.2%	1,562 8.5%	866 4.7%	3,722 6.4%
Rude	* 2.7%	1,286 7.0%	* 3.3%	2,467 4.3%

Table 4.20: Thinking of any time you have telephoned, did the member of staff you spoke to deal with you in a courteous manner?

Sample in numbers	Belfast 513	North 545	South 698	TOTAL 1756
Yes	20,038 93.7%	17,817 95.3%	17,622 93.9%	55,477 94.3%
No	* 2.0%	* 2.2%	728 3.9%	1,568 2.7%
Don't know/Can't remember	932 4.4%	* 2.5%	* 2.2%	1806 3.1%
NI TOTAL	21,394 100%	18,700 100%	18,757 100%	58,851 100%

Table 4.21: How satisfied/dissatisfied are you with telephoning the Housing Executive?

Sample in numbers	Satisfied 1585	Neither 103	Dissatisfied 68	TOTAL 1756
Region				
Belfast	19,207 89.8%	1,553 7.3%	* 3.0%	21,394 100%
North	16,971 90.8%	* 4.4%	904 4.8%	18,700 100%
South	16,939 90.3%	1,019 5.4%	799 4.3%	18,757 100%
Household Type				
Lone adult	12,247 89.9%	* 5.5%	* 4.6%	13,625 100%
Two adults	6,003 88.4%	* 6.2%	* 5.4%	6,793 100%
Lone parent	8,007 88.7%	* 6.2%	* 5.1%	9,022 100%
Small family	3,713 87.5%	* 7.2%	* 5.3%	4,243 100%
Large family	1,627 84.4%	* 9.5%	* 6.1%	1,927 100%
Large adult	6,032 91.6%	* 6.7%	* 1.7%	6,587 100%
Two older	5,889 92.9%	* 5.5%	* 1.5%	6,337 100%
Lone older	9,598 93.0%	* 3.8%	* 3.2%	10,318 100%
Household Income				
Up to £5,200	4,343 88.4%	* 5.7%	* 5.9%	4,911 100%
£5,201 to £10,400	19,382 92.3%	* 3.7%	* 4.0%	20,990 100%
£10,401 plus	19,262 91.7%	963 4.6%	* 3.7%	20,999 100%
Don't know/refused	10,130 84.8%	1,381 11.6%	* 3.7%	11,951 100%
Age of HRP				
18-24 yrs	1,850 79.8%	* 7.6%	* 12.6%	2,317 100%
25-44 yrs	15,276 87.4%	1,236 7.1%	957 5.5%	17,469 100%
45-59 yrs	17,624 91.6%	1,061 5.5%	* 2.9%	19,246 100%
60-64 yrs	4,847 91.4%	* 5.6%	* 3.0%	5,304 100%
65 yrs or over	13,424 93.1%	* 4.3%	* 2.6%	14,419 100%
Refused	* 100.0%	0 0.0%	0 0.0%	94 100%
NI TOTAL	53,115 90.3%	3,397 5.8%	2,337 4.0%	58,849 100%

Table 4.22: Have you visited a local Housing Executive office in the past 12 months?

Sample in numbers	Belfast 750	North 800	South 1400	TOTAL 2550
Yes	6,278 20.2%	8,045 29.1%	7,230 26.9%	21,553 25.2%
No	24,850 79.8%	19,587 70.9%	19,649 73.1%	64,086 74.8%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 4.23: Main reasons why respondents visited a Housing Executive office within the last 12 months

	Belfast 140	North 233	South 264	TOTAL 637
Repairs	2,399 38.2%	3,583 44.5%	2,720 37.6%	8,702 40.4%
Housing Benefit	* 12.6%	934 11.6%	744 10.3%	2,472 11.5%
Rent Account	* 11.8%	* 7.6%	797 11.0%	2,143 9.9%
General Information/Advice/ ASB/Improvements	* 14.1%	* 6.3%	10 13.9%	24 11.1%
Other	1,332 21.2%	2,275 28.3%	1,849 25.6%	5,456 25.3%
Don't Know	133 2.1%	140 1.7%	116 1.6%	389 1.8%
NI TOTAL	6,278 100%	8,045 100%	7,229 100%	21,552 100%

Table 4.24: Approximately how long did you have to wait before you were attended to by staff?

	Belfast 140	North 233	South 264	TOTAL 637
Less than 5 minutes	2,893 46.1%	4,721 58.7%	3,780 52.3%	11,394 52.9%
More than 5 minutes but less than 15 minutes	24 38.6%	26 32.2%	291 40.2%	79 36.8%
15 minutes or more	* 13.3%	* 7.7%	* 4.5%	18 8.2%
Don't know	* 1.9%	* 1.3%	* 3.1%	* 2.1%
NI TOTAL	6,278 100%	8,044 100%	7,231 100%	21,553 100%

Table 4.25: Regardless of the outcome of your visit, did you find the staff who dealt with your query....

	Belfast 140	North 233	South 264	TOTAL 637
Polite	6,039 96.2%	7,899 98.2%	7,046 97.5%	20,984 97.4%
Friendly	6,039 96.2%	7,822 97.2%	7,046 97.5%	20,907 97.0%
Easy to understand	5,891 93.9%	7,691 95.6%	7,154 98.9%	20,736 96.2%
Patient	5,906 94.1%	7,847 97.6%	6,965 96.3%	20,718 96.1%
Knowledgeable	5,895 93.9%	7,525 93.5%	7,053 97.6%	20,473 95.0%
Not interested/off hand	* 8.5%	990 12.3%	* 5.2%	1898 8.8%
In a hurry/rushed	* 8.5%	* 6.3%	* 4.7%	1,384 6.4%
Rude	* 6.8%	* 6.1%	* 2.4%	1,093 5.1%

Table 4.26: How satisfied/dissatisfied were you with your visit to a HE office?

Sample in numbers	Satisfied 579	Neither eq<25	Dissatisfied 35	TOTAL 637
Region				
Belfast	5,587 89.0%	* 3.7%	* 7.3%	6,278 100%
North	7,216 89.7%	* 3.6%	* 6.7%	8,045 100%
South	6,706 92.8%	* 3.4%	* 3.8%	7,230 100%
Household Type				
Lone adult	5,046 89.0%	* 4.4%	* 6.6%	5,667 100%
Two adults	1,975 90.3%	* 5.5%	* 4.2%	2,187 100%
Lone parent	3,406 88.5%	* 4.8%	* 6.8%	3,850 100%
Small family	1,638 87.7%	* 4.1%	* 8.2%	1,867 100%
Large family	915 93.4%	* 3.3%	* 3.4%	980 100%
Large adult	1,859 96.0%	0 0.0%	* 4.0%	1,937 100%
Two older	1,843 90.3%	* 1.8%	* 7.9%	2,040 100%
Lone older	2,827 93.4%	* 2.5%	* 4.0%	3,026 100%
Household Income				
Up to £5,200	2,164 89.9%	* 3.0%	* 7.1%	2,406 100%
£5,201 to £10,400	7,195 91.4%	* 3.9%	* 4.6%	7,868 100%
£10,401 plus	6,261 90.4%	* 2.9%	* 6.7%	6,926 100%
Don't know/refused	3,889 89.4%	* 4.4%	* 6.2%	4,352 100%
Age of HRP				
18-24	977 89.8%	* 2.8%	* 7.4%	1,088 100%
25-44	6,857 90.4%	* 3.9%	* 5.6%	7,584 100%
45-59	6,047 89.7%	* 4.4%	* 5.9%	6,744 100%
60-64	1,794 90.3%	* 2.5%	* 7.2%	1,986 100%
65 or over	3,833 92.4%	* 2.3%	* 5.3%	4,150 100%
NI TOTAL	19,508 90.5%	* 3.6%	* 5.9%	21,552 100%

Table 4.27: Would it be more convenient for you to visit a Housing Executive office outside of normal opening hours (i.e. approx. 9:00 am to 5:00 pm)?

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Yes	3,604 11.6%	1,650 6.0%	1,972 7.3%	7,226 8.4%
No	27,524 88.4%	25,982 94.0%	24,907 92.7%	78,413 91.6%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 4.28: When would it be a more convenient time to visit a Housing Executive office?

Sample in numbers	Belfast 87	North 49	South 73	TOTAL 209
Between 5pm and 8pm one evening per week	2796 77.6%	1343 81.4%	1082 54.9%	5221 72.3%
Saturday mornings	2176 60.4%	1075 65.2%	1372 69.6%	4623 64.0%
Other	* 4.1%	0 0.0%	* 1.4%	* 2.4%

Table 4.29: Have you received a visit at home from a Housing Executive member of staff?

	Belfast	North	South	TOTAL
Sample in numbers	750	800	1000	2550
Yes	10,692 34.3%	8,467 30.6%	9,616 35.8%	28,775 33.6%
No	20,436 65.7%	19,165 69.4%	17,263 64.2%	56,864 66.4%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 4.30: Did you request the visit?

	Belfast	North	South	TOTAL
Sample in numbers	254	251	366	871
Yes	3,979 37.2%	3,029 35.8%	4,375 45.5%	11,383 39.6%
No	6,712 62.8%	5,438 64.2%	5,241 54.5%	17,391 60.4%
NI TOTAL	10,691 100%	8,467 100%	9,616 100%	28,774 100%

Table 4.31: How satisfied/dissatisfied are you with the visit made by Housing Executive staff?

	Belfast	North	South	TOTAL
Sample in numbers	94	89	162	345
Satisfied	2,513 63.1%	2,088 68.9%	3,717 85.0%	8,318 73.1%
Neither	* 18.6%	* 9.6%	* 4.4%	1,224 10.8%
Dissatisfied	* 18.2%	* 21.5%	* 10.7%	1,842 16.2%
NI TOTAL	3,980 100%	3,029 100%	4,375 100%	11,384 100%

Table 4.32: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Sample in numbers	Satisfied 2335	Neither 115	Dissatisfied 100	TOTAL 2550
Region				
Belfast	27,953 89.8%	1,585 5.1%	1,590 5.1%	31,128 100%
North	25,683 92.9%	943 3.4%	1,006 3.6%	27,632 100%
South	24,884 92.6%	1,154 4.3%	841 3.1%	26,879 100%
Household Type				
Lone adult	17,704 86.6%	1,497 7.3%	1,235 6.0%	20,436 100%
Two adults	8,882 93.7%	* 3.0%	* 3.4%	9,482 100%
Lone parent	10,365 89.8%	* 3.5%	* 6.7%	11,537 100%
Small family	4,848 91.1%	* 4.9%	* 4.1%	5,323 100%
Large family	2,167 82.8%	* 11.1%	* 6.0%	2,616 100%
Large adult	7,529 93.2%	* 4.1%	* 2.6%	8,074 100%
Two older	8,956 96.3%	* 2.2%	* 1.5%	9,298 100%
Lone older	18,069 95.7%	* 2.2%	* 2.1%	18,873 100%
Household Income				
Up to £5,200	7,303 90.3%	* 5.2%	* 4.5%	8,091 100%
£5,201 to £10,400	29,036 93.2%	1,049 3.4%	1,054 3.4%	31,139 100%
£10,401 plus	24,881 91.6%	1,093 4.0%	1,176 4.3%	27,150 100%
Don't know/refused	17,300 89.8%	1,120 5.8%	840 4.4%	19,260 100%
Age of HRP				
18-24	2,722 89.4%	* 9.6%	* 1.1%	3,045 100%
25-44	20,503 88.6%	1,297 5.6%	1,352 5.8%	23,152 100%
45-59	23,982 90.4%	1,347 5.1%	1,207 4.5%	26,536 100%
60-64	7,213 92.2%	* 3.4%	* 4.3%	7,820 100%
65 or over	23,946 96.4%	* 1.7%	* 1.9%	24,839 100%
Refused	* 62.2%	* 25.3%	* 12.4%	249 100%
NI TOTAL	78,521 91.7%	3,682 4.3%	3,438 4.0%	85,641 100%

Table 4.33: Would you say that, overall, your area is.....?

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Changing for the better	6,257 20.1%	5,784 20.9%	5,282 19.7%	17,323 20.2%
Not really changing	20,427 65.6%	18,358 66.4%	18,027 67.1%	56,812 66.3%
Changing for the worse	2,950 9.5%	2,174 7.9%	1,795 6.7%	6,919 8.1%
Don't know	1,494 4.8%	1,317 4.8%	1,775 6.6%	4,586 5.4%
NI TOTAL	31,128 100%	27,633 100%	26,879 100%	85,640 100%

Table 4.34: How do you feel about the general image of the area, if friends and relatives come to visit?

Sample in numbers	Proud 1916	No strong feelings 525	Ashamed 109	TOTAL 2550
Region				
Belfast	21,929 70.4%	8,100 26.0%	1,099 3.5%	31,128 100%
North	21,843 79.0%	4,783 17.3%	1,006 3.6%	27,632 100%
South	20,037 74.5%	5,440 20.2%	1,402 5.2%	26,879 100%
Household Type				
Lone adult	13,713 67.1%	5,857 28.7%	866 4.2%	20,436 100%
Two adults	7,248 76.4%	1,765 18.6%	* 5.0%	9,483 100%
Lone parent	7,764 67.3%	2,696 23.4%	1,077 9.3%	11,537 100%
Small family	3,563 66.9%	1,575 29.6%	* 3.5%	5,322 100%
Large family	1,851 70.8%	* 24.6%	* 4.7%	2,616 100%
Large adult	6,380 79.0%	1,553 19.2%	* 1.8%	8,075 100%
Two older	7,793 83.8%	1,267 13.6%	* 2.6%	9,298 100%
Lone older	15,498 82.1%	2,967 15.7%	* 2.2%	18,874 100%
Household Income				
Up to £5,200	5,899 72.9%	1,990 24.6%	* 2.5%	8,090 100%
£5,201 to £10,400	24,114 77.4%	5,814 18.7%	1,211 3.9%	31,139 100%
£10,401 plus	19,824 73.0%	5,791 21.3%	1,535 5.7%	27,150 100%
Don't know/refused	13,973 72.5%	4,727 24.5%	* 2.9%	19,260 100%
Age of HRP				
18-24	1,867 61.3%	1,069 35.1%	* 3.5%	3,044 100%
25-44	15,229 65.8%	6,384 27.6%	1,540 6.7%	23,153 100%
45-59	19,591 73.8%	5,955 22.4%	990 3.7%	26,536 100%
60-64	6,126 78.3%	1,422 18.2%	* 3.5%	7,820 100%
65 or over	20,905 84.2%	3,385 13.6%	* 2.2%	24,838 100%
Refused	* 36.8%	* 43.2%	* 20.0%	* 100%
NI TOTAL	63,810 74.5%	18,323 21.4%	3,508 4.1%	85,641 100%

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

Sample in numbers	Yes 2065	No 485	Total 2550
Region			
Belfast	24,670 79.3%	6,458 20.7%	31,128 100%
North	23,122 83.7%	4,510 16.3%	27,632 100%
South	21,227 79.0%	5,652 21.0%	26,879 100%
Household Type			
Lone adult	17,460 85.4%	2,976 14.6%	20,436 100%
Two adults	7,180 75.7%	2,302 24.3%	9,482 100%
Lone parent	9,810 85.0%	1,727 15.0%	11,537 100%
Small family	2,976 55.9%	2,346 44.1%	5,322 100%
Large family	1,847 70.6%	* 29.4%	2,615 100%
Large adult	5,846 72.4%	2,228 27.6%	8,074 100%
Two older	7,506 80.7%	1,792 19.3%	9,298 100%
Lone older	16,392 86.9%	2,481 13.1%	18,873 100%
Household Income			
£5,200 or less	7,619 94.2%	* 5.8%	8,090 100%
£5,201-£10,400	28,472 91.4%	2,667 8.6%	31,139 100%
£10,401+	17,030 62.7%	10,120 37.3%	27,150 100%
Refused/DK	15,897 82.5%	3,362 17.5%	19,259 100%
Age of HRP			
18-24	2,489 81.7%	* 18.3%	3,045 100%
25-44	17,166 74.1%	5,987 25.9%	23,153 100%
45-59	21,477 80.9%	5,058 19.1%	26,535 100%
60-64	6,601 84.4%	1,219 15.6%	7,820 100%
65 or over	21,082 84.9%	3,756 15.1%	24,838 100%
Refused	* 82.3%	* 17.7%	* 100%
NI TOTAL	69,020 80.6%	16,620 19.4%	85,640 100%

Table 5.2: How satisfied/dissatisfied are you with the information provided on Housing Benefit?

Sample in numbers	Satisfied 1939	Neither 95	Dissatisfied 31	Total 2065
Region				
Belfast	23,117 93.7%	1,163 4.7%	* 1.6%	24,670 100%
North	21,540 93.2%	1,149 5.0%	* 1.9%	23,122 100%
South	20,084 94.6%	903 4.3%	* 1.1%	21,227 100%
Household Type				
Lone adult	16,132 92.4%	1,020 5.8%	* 1.8%	17,460 100%
Two adults	6,733 93.8%	* 3.8%	* 2.5%	7,180 100%
Lone parent	8,956 91.3%	* 5.7%	* 3.0%	9,810 100%
Small family	2,732 91.8%	* 6.0%	* 2.2%	2,977 100%
Large family	1,660 89.9%	* 8.2%	* 1.9%	1,847 100%
Large adult	5,575 95.4%	* 3.4%	* 1.2%	5,846 100%
Two older	7,240 96.5%	* 2.3%	* 1.2%	7,506 100%
Lone older	15,713 95.9%	* 4.0%	* 0.1%	16,392 100%
Household Income				
£5,200 or less	7,215 94.7%	* 4.0%	* 1.3%	7,619 100%
£5,201-£10,400	26,765 94.0%	1,368 4.8%	* 1.2%	28,472 100%
£10,401+	16,143 94.8%	* 3.1%	* 2.1%	17,031 100%
Refused/DK	14,618 92.0%	1,019 6.4%	* 1.6%	15,896 100%
Age of HRP				
18-24	2,124 85.3%	* 10.8%	* 3.9%	2,489 100%
25-44	15,721 91.6%	1,087 6.3%	* 2.1%	17,166 100%
45-59	20,143 93.8%	* 4.0%	* 2.2%	21,478 100%
60-64	6,324 95.8%	* 3.8%	* 0.4%	6,601 100%
65 or over	20,280 96.2%	* 3.3%	* 0.5%	21,082 100%
Refused	150 73.2%	* 26.8%	* 0.0%	205 100%
NI TOTAL	64,742 93.8%	3,215 4.7%	1,064 1.5%	69,021 100%

Table 5.3: Are you aware that you have the right to have your amount of Housing Benefit reviewed by an independent tribunal?

Sample in numbers	Belfast 595	North 662	South 808	Total 2065
Yes	16,419 66.6%	14,552 62.9%	13,114 61.8%	44,085 63.9%
No	8,251 33.4%	8,570 37.1%	8,113 38.2%	24,934 36.1%
NI TOTAL	24,670 100%	23,122 100%	21,227 100%	69,019 100%

Table 5.4: Are you aware that the following changes of circumstances must be reported to the Housing Executive?

	Belfast	North	South	Total
Sample in numbers	595	662	808	2065
Income changes	21,214 86.0%	21,627 93.5%	18,623 87.7%	61,464 89.1%
Non-dependants joining the household	20,882 84.6%	21,434 92.7%	18,885 89.0%	61,201 88.7%
Non-dependants leaving the household	19,958 80.9%	21,310 92.2%	18,449 86.9%	59,717 86.5%
Partner changes	20,024 81.2%	21,185 91.6%	18,494 87.1%	59,703 86.5%
Not aware of any of the above	2,039 8.3%	1,076 4.7%	2,176 10.3%	5,291 7.7%

Table 5.5: Thinking of the last 12 months, did you experience any difficulty making your rent payment?

	Belfast	North	South	Total
Sample in numbers	750	800	1000	2550
Full Housing Benefit, do not pay rent	20,252 65.1%	19,362 70.1%	17,457 64.9%	57,071 66.6%
Yes	1,614 5.2%	1,435 5.2%	1,272 4.7%	4,321 5.0%
No	9,262 29.8%	6,835 24.7%	8,149 30.3%	24,246 28.3%
NI TOTAL	31,128 100.0%	27,632 100.0%	26,878 100.0%	85,638 100.0%

Table 5.6: Respondents who pay rent:
Thinking of the last 12 months, did you experience any difficulty making your rent payment?

Sample in numbers	Yes 125	No 724	Total 849
Region			
Belfast	1,614 14.8%	9,262 85.2%	10876 100%
North	1,435 17.4%	6,835 82.6%	8,270 100%
South	1,272 13.5%	8,149 86.5%	9,421 100%
Household Type			
Lone adult	* 16.7%	4,163 83.3%	4998 100%
Two adults	* 22.5%	2,949 77.5%	3,804 100%
Lone parent	* 20.7%	2,984 79.3%	3,761 100%
Small family	* 18.9%	2,398 81.1%	2,958 100%
Large family	* 26.1%	* 73.9%	1,063 100%
Large adult	* 10.8%	3,121 89.2%	3,499 100%
Two older	* 8.1%	3,218 91.9%	3,503 100%
Lone older	* 7.1%	4,627 92.9%	4,982 100%
Household Income			
£5,200 or less	* 8.1%	1,572 91.9%	1,710 100%
£5,201-£10,400	1,409 19.6%	5,764 80.4%	7,173 100%
£10,401+	2,061 15.1%	11,587 84.9%	13,648 100%
Refused/DK	713 11.8%	5,323 88.2%	6,036 100%
Age of HRP			
18-24	* 26.4%	* 73.6%	* 100%
25-44	2,062 22.0%	7,309 78.0%	9,371 100%
45-59	1,244 14.9%	7,102 85.1%	8,346 100%
60-64	* 11.9%	1,864 88.1%	2,116 100%
65 or over	* 6.5%	7,375 93.5%	7,887 100%
NI TOTAL	4,321 15.1%	24,246 84.9%	28,567 100%

Table 5.7: Overall, how satisfied or dissatisfied are you that your rent provides value for money?

Sample in numbers	Satisfied 2257	Neither 160	Dissatisfied 133	Total 2550
Region				
Belfast	27,233 87.5%	2,152 6.9%	1,743 5.6%	31,128 100%
North	24,645 89.2%	1,474 5.3%	1,514 5.5%	27,633 100%
South	23,781 88.5%	1,928 7.2%	1,169 4.3%	26,878 100%
Household Type				
Lone adult	17,563 85.9%	1,820 8.9%	1,052 5.1%	20,435 100%
Two adults	7,976 84.1%	* 8.6%	* 7.3%	9,483 100%
Lone parent	10,276 89.1%	* 6.5%	* 4.4%	11,537 100%
Small family	4,493 84.4%	* 8.2%	* 7.4%	5,322 100%
Large family	2,264 86.5%	* 6.8%	* 6.7%	2,616 100%
Large adult	7,079 87.7%	* 3.8%	* 8.5%	8,074 100%
Two older	8,593 92.4%	* 3.3%	* 4.3%	9,299 100%
Lone older	17,416 92.3%	933 4.9%	* 2.8%	18,873 100%
Household Income				
£5,200 or less	7,437 91.9%	* 3.9%	* 4.2%	8,090 100%
£5,201-£10,400	28,043 90.1%	1,933 6.2%	1,163 3.7%	31,139 100%
£10,401+	23,381 86.1%	1,824 6.7%	1,946 7.2%	27,151 100%
Refused/DK	16,799 87.2%	1,480 7.7%	980 5.1%	19,259 100%
Age of HRP				
18-24	2587 85.0%	* 12.8%	* 2.2%	3,045 100%
25-44	19,728 85.2%	1,974 8.5%	1,451 6.3%	23,153 100%
45-59	23,112 87.1%	1,701 6.4%	1,722 6.5%	26,535 100%
60-64	7,233 92.5%	* 3.1%	* 4.4%	7,820 100%
65 or over	22,787 91.7%	1,210 4.9%	* 3.4%	24,839 100%
Refused	* 85.1%	* 14.9%	0 0.0%	* 100%
NI TOTAL	75,659 88.3%	5,555 6.5%	4,427 5.2%	85,641 100%

Table 5.8: Satisfaction that rent provides value for money by households in receipt of Housing Benefit

Sample in numbers	Receive HB 2065	No HB 485	Total 2550
Satisfied	62,831 91.0%	12,829 77.2%	75,660 88.3%
Neither	4,051 5.9%	1,503 9.0%	5,554 6.5%
Dissatisfied	2,137 3.1%	2,289 13.8%	4,426 5.2%
NI TOTAL	69,019 100.0%	16,621 100.0%	85,640 100.0%

Table 5.9: Do you have a bank/ building society current account?

Sample in numbers	Yes 1794	No 683	Refused 73	Total 2550
Region				
Belfast	22,005 70.7%	8,683 27.9%	* 1.4%	31,128 100%
North	18,936 68.5%	7,718 27.9%	978 3.5%	27,632 100%
South	19,691 73.3%	6,392 23.8%	796 3.0%	26,879 100%
Household Type				
Lone adult	14,503 71.0%	5,328 26.1%	* 3.0%	20,436 100%
Two adults	6,909 72.9%	2,361 24.9%	* 2.2%	9,482 100%
Lone parent	9,406 81.5%	1,955 16.9%	* 1.5%	11,537 100%
Small family	4,579 86.0%	* 14.0%	0 .0%	5,322 100%
Large family	1,909 73.0%	* 22.3%	* 4.7%	2,616 100%
Large adult	5,819 72.1%	2,002 24.8%	* 3.1%	8,074 100%
Two older	6,237 67.1%	2,835 30.5%	* 2.4%	9,298 100%
Lone older	11,270 59.7%	6,986 37.0%	* 3.3%	18,874 100%
Household Income				
£5,200 or less	5,369 66.4%	2,654 32.8%	* .8%	8,090 100%
£5,201-£10,400	20,830 66.9%	9,982 32.1%	* 1.1%	31,139 100%
£10,401+	23,087 85.0%	3,946 14.5%	* .4%	27,150 100%
Refused/DK	11,345 58.9%	6,211 32.2%	1,703 8.8%	19,259 100%
Age of HRP				
18-24	2,587 85.0%	* 13.6%	* 1.5%	3,045 100%
25-44	18,525 80.0%	4,045 17.5%	* 2.5%	23,152 100%
45-59	19,048 71.8%	6,884 25.9%	* 2.3%	26,535 100%
60-64	5,188 66.4%	2,396 30.6%	* 3.0%	7,819 100%
65 or over	15,181 61.1%	8,945 36.0%	* 2.9%	24,838 100%
Refused	* 41.0%	* 44.2%	* 14.9%	* 100%
NI TOTAL	60,631 70.8%	22,793 26.6%	2,214 2.6%	85,638 100%

Table 5.10: Do you have a savings account?

Sample in numbers	Yes 1095	No 1373	Refused 82	Total 2550
Region				
Belfast	14,386 46.2%	16,046 51.5%	* 2.2%	31,128 100%
North	10,045 36.4%	16,759 60.7%	828 3.0%	27,632 100%
South	12,547 46.7%	13,389 49.8%	943 3.5%	26,879 100%
Household Type				
Lone adult	7,762 38.0%	11,955 58.5%	719 3.5%	20,436 100%
Two adults	3,724 39.3%	5,418 57.1%	* 3.6%	9,482 100%
Lone parent	4,458 38.6%	6,918 60.0%	* 1.4%	11,537 100%
Small family	2,384 44.8%	2,810 52.8%	* 2.4%	5,322 100%
Large family	1,226 46.9%	1,294 49.5%	* 3.6%	2,615 100%
Large adult	3,225 39.9%	4,648 57.6%	* 2.5%	8,074 100%
Two older	4,572 49.2%	4,504 48.4%	* 2.4%	9,298 100%
Lone older	9,628 51.0%	8,646 45.8%	* 3.2%	18,873 100%
Household Income				
£5,200 or less	2,956 36.5%	5,116 63.2%	* .2%	8,090 100%
£5,201-£10,400	13,022 41.8%	17,771 57.1%	* 1.1%	31,139 100%
£10,401+	13,834 51.0%	13,173 48.5%	* .5%	27,151 100%
Refused/DK	7,166 37.2%	10,134 52.6%	1,959 10.2%	19,259 100%
Age of HRP				
18-24	1,036 34.0%	1,945 63.9%	* 2.1%	3,044 100%
25-44	8,924 38.5%	13,656 59.0%	* 2.5%	23,153 100%
45-59	10,905 41.1%	14,694 55.4%	936 3.5%	26,535 100%
60-64	3,597 46.0%	4,127 52.8%	* 1.2%	7,820 100%
65 or over	12,423 50.0%	11,672 47.0%	* 3.0%	24,838 100%
Refused	* 37.8%	* 40.2%	* 22.1%	* 100%
NI TOTAL	36,979 43.2%	46,194 53.9%	2,466 2.9%	85,639 100%

Table 5.11: Do you have a debit payment card (switch) and/or credit card?

Sample in numbers	Yes 1567	No 983	Total 2550
Belfast	19,591 62.9%	11,537 37.1%	31,128 100%
North	16,122 58.3%	11,510 41.7%	27,632 100%
South	17,436 64.9%	9,443 35.1%	26,879 100%
Household Type			
Lone adult	12,572 61.5%	7,864 38.5%	20,436 100%
Two adults	6,167 65.0%	3,315 35.0%	9,482 100%
Lone parent	8,610 74.6%	2,927 25.4%	11,537 100%
Small family	4,132 77.6%	1,190 22.4%	5,322 100%
Large family	1,873 71.6%	* 28.4%	2,615 100%
Large adult	5,192 64.3%	2,883 35.7%	8,075 100%
Two older	5,566 59.9%	3,732 40.1%	9,298 100%
Lone older	9,038 47.9%	9,835 52.1%	18,873 100%
Household Income			
£5,200 or less	4,235 52.3%	3,855 47.7%	8,090 100%
£5,201-£10,400	17,822 57.2%	13,317 42.8%	31,139 100%
£10,401+	21,557 79.4%	5,594 20.6%	27,151 100%
Refused/DK	9,536 49.5%	9,723 50.5%	19,259 100%
Age of HRP			
18-24	2,402 78.9%	* 21.1%	3,045 100%
25-44	17,402 75.2%	5,750 24.8%	23,152 100%
45-59	16,491 62.1%	10,044 37.9%	26,535 100%
60-64	4,450 56.9%	3,370 43.1%	7,820 100%
65 or over	12,329 49.6%	12,510 50.4%	24,839 100%
Refused	* 30.5%	* 69.5%	249 100%
NI TOTAL	53,150 62.1%	32,490 37.9%	85,640 100%

Table 5.12: Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 750	North 800	South 1000	Total 2550
Do not pay rent - FULL HB	20,876 67.1%	19,715 71.3%	18,075 67.2%	58,666 68.5%
Yes	5,171 16.6%	2,525 9.1%	3,372 12.5%	11,068 12.9%
No	5,082 16.3%	5,392 19.5%	5,432 20.2%	15,906 18.6%
NI TOTAL	31,129 100%	27,632 100%	26,879 100%	85,640 100%

Respondents who pay rent:

Table 5.13: Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 246	North 241	South 312	Total 799
Yes	5,171 50.4%	2,525 31.9%	3,372 38.3%	11,068 41.0%
No	5,082 49.6%	5,392 68.1%	5,432 61.7%	15,906 59.0%
NI TOTAL	10,253 100%	7,917 100%	8,804 100%	26,974 100%

Table 5.14: Why do you not pay your rent by Direct Debit or Standing Order?

Sample in numbers	Total 481
Prefer to budget with cash	11,516 72.4%
HE payment card	1,136 7.1%
Paypoint	* 5.1%
Pay online	* 3.8%
Was not aware payment method available	* 2.7%
Bank account does not permit DD/ Standing Order	* 0.3%
Other (please specify)	1,359 8.5%
NI TOTAL	15,906 100%

Table 5.15: Would you consider paying your rent by Direct Debit or Standing Order?

Sample in numbers	Total 481
Yes	1,809 11.4%
No	12,914 81.2%
Don't Know	1,183 7.4%
NI TOTAL	15,906 100%

Table 5.16: Are the contents of your house insured?

Sample in numbers	Belfast 750	North 800	South 1000	Total 2550
Yes	8,563 27.5%	6,286 22.7%	7,701 28.7%	22,550 26.3%
No	20,516 65.9%	20,853 75.5%	18,391 68.4%	59,760 69.8%
Don't know	2,049 6.6%	* 1.8%	787 2.9%	3,329 3.9%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 5.17: Why have you not insured your home contents?

Sample in numbers	Belfast 499	North 594	South 684	Total 1777
Not got round to getting insurance	8,848 43.1%	12,755 61.2%	6,793 36.9%	28,396 47.5%
Quotes received were too expensive	4,482 21.8%	4,924 23.6%	6,568 35.7%	15,974 26.7%
Don't think I will need insurance	5,858 28.6%	2,193 10.5%	3,909 21.3%	11,960 20.0%
Don't know how to get insurance	* 4.1%	* 0.6%	* 2.5%	1,430 2.4%
Other (please specify)	* 2.3%	* 4.1%	* 3.6%	2,001 3.3%
NI TOTAL	20,517 100%	20,853 100%	18,391 100%	59,761 100%

Table 6.1: Would you be interested in becoming involved in any of the following?

Sample size	Already involved	Yes - would be interested	Not interested	TOTAL 2550
Local Residents Groups	1,903 2.2%	4,275 5.0%	79,460 92.8%	85,638 100%
Mystery Shopping	* 0.8%	2,978 3.5%	81,935 95.7%	85,640 100%
Tenant Scrutiny Panels	* 0.8%	3065 3.6%	81872 95.6%	85,638 100%
Estate Inspections	* 0.7%	3031 3.5%	81986 95.7%	85,639 100%
Register of Residents	* 0.8%	3931 4.6%	81065 94.7%	85,640 100%
Focus Groups/Task teams	* 0.7%	2802 3.3%	82227 96.0%	85,638 100%
Community Champions	* 0.5%	1768 2.1%	83404 97.4%	85,639 100%
Village Voices	* 0.4%	1845 2.2%	83423 97.4%	85,639 100%

Table 6.2: Overall, how well or poorly do you feel you are consulted by the Housing Executive?

Sample in numbers	Well 1827	Neither 491	Poorly 232	TOTAL 2550
Region				
Belfast	21,690 69.7%	6,679 21.5%	2,758 8.9%	31,127 100%
North	19,274 69.7%	5,524 20.0%	2,835 10.3%	27,633 100%
South	19,795 73.6%	4,688 17.4%	2,396 8.9%	26,879 100%
Household Type				
Lone adult	13,411 65.6%	4,712 23.1%	2,312 11.3%	20,435 100%
Two adults	6,749 71.2%	1,571 16.6%	1,162 12.3%	9,482 100%
Lone parent	7,641 66.2%	2,936 25.4%	960 8.3%	11,537 100%
Small family	3,482 65.4%	1,269 23.8%	571 10.7%	5,322 100%
Large family	1,490 57.0%	706 27.0%	419 16.0%	2,615 100%
Large adult	5,787 71.7%	1,715 21.2%	572 7.1%	8,074 100%
Two older	7,401 79.6%	1,125 12.1%	772 8.3%	9,298 100%
Lone older	14,797 78.4%	2,856 15.1%	1,220 6.5%	18,873 100%
Household Income				
£5,200 or less	5,489 67.8%	1,769 21.9%	833 10.3%	8,091 100%
£5,201-£10,400	22,848 73.4%	5,883 18.9%	2,408 7.7%	31,139 100%
£10,401+	19,494 71.8%	4,545 16.7%	3,112 11.5%	27,151 100%
Refused/DK	12,927 67.1%	4,695 24.4%	1,637 8.5%	19,259 100%
Age Group				
18-24	1,891 62.1%	758 24.9%	396 13.0%	3,045 100%
25-44	14,654 63.3%	5,906 25.5%	2,593 11.2%	23,153 100%
45-59	18,414 69.4%	5,602 21.1%	2,519 9.5%	26,535 100%
60-64	5,953 76.1%	1,275 16.3%	592 7.6%	7,820 100%
65 or over	19,705 79.3%	3,244 13.1%	1,890 7.6%	24,839 100%
Refused	141 56.6%	108 43.4%	0 0.0%	249 100%
NI TOTAL	60,758 70.9%	16,893 19.7%	7,990 9.3%	85,641 100%

Table 6.3: How satisfied/dissatisfied are you that the Housing Executive listens to your views and acts upon them?

	Satisfied 1717	Neither 350	Dissatisfied 367	No opinion 116	Total 2550
Region					
Belfast	20,058 64.4%	4,898 15.7%	4,632 14.9%	1,540 4.9%	31,128 100%
North	19,035 68.9%	2,705 9.8%	4,595 16.6%	1,297 4.7%	27,632 100%
South	18,192 67.7%	4,290 16.0%	3,417 12.7%	980 3.6%	26,879 100%
Household Type					
Lone adult	12,998 63.6%	2,918 14.3%	3,514 17.2%	1,006 4.9%	20,436 100%
Two adults	6,215 65.5%	1,140 12.0%	1,872 19.7%	* 2.7%	9,483 100%
Lone parent	6,820 59.1%	1,858 16.1%	2,224 19.3%	* 5.5%	11,537 100%
Small family	2,972 55.8%	1,117 21.0%	966 18.1%	* 5.0%	5,323 100%
Large family	1,586 60.7%	* 15.1%	* 18.7%	* 5.5%	2,615 100%
Large adult	5,726 70.9%	1,201 14.9%	926 11.5%	* 2.7%	8,074 100%
Two older	7,048 75.8%	932 10.0%	1,070 11.5%	* 2.7%	9,299 100%
Lone older	13,921 73.8%	2,330 12.3%	1,582 8.4%	1,040 5.5%	18,873 100%
Household Income					
Up to £5,200	5,176 64.0%	1,203 14.9%	1,336 16.5%	* 4.6%	8,090 100%
£5,201 to £10,400	21,854 70.2%	4,000 12.8%	4,103 13.2%	1,181 3.8%	31,138 100%
£10,401 plus	18,428 67.9%	3,606 13.3%	4,518 16.6%	* 2.2%	27,150 100%
Don't know/refused	11,827 61.4%	3,083 16.0%	2,686 13.9%	1,663 8.6%	19,259 100%
Age of HRP					
18-24	1,543 50.7%	* 17.1%	* 23.0%	* 9.1%	3,044 100%
25-44	13,890 60.0%	3,658 15.8%	4,156 18.0%	1,448 6.3%	23,152 100%
45-59	17,516 66.0%	3,867 14.6%	4,482 16.9%	* 2.5%	26,535 100%
60-64	5,716 73.1%	* 8.3%	1,109 14.2%	* 4.4%	7,819 100%
65 or over	18,530 74.6%	3,129 12.6%	2,164 8.7%	1,015 4.1%	24,838 100%
Refused	* 36.9%	* 25.3%	* 12.4%	* 25.3%	* 100%
NI TOTAL	57,287 66.9%	11,891 13.9%	12,643 14.8%	3,816 4.5%	85,637 100%

Table 6.4: Are you aware that each year the Housing Executive issue a newsletter (Housing News) to let you know how the Housing Executive has performed?

	Belfast 500	North 1500	South 1400	Total 3400
Yes	23,967 77.0%	22,360 80.9%	21,480 79.9%	67,807 79.2%
No	7,161 23.0%	5,272 19.1%	5,399 20.1%	17,832 20.8%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Tables 6.5: Overall, how good/poor do you feel the Housing Executive is at keeping you informed about things that might affect you as a tenant (eg. Welfare Reform etc.)

Sample in numbers	Good 1469	Neither 813	Poor 268	TOTAL 2550
Region				
Belfast	16,100 51.7%	11,048 35.5%	3,980 12.8%	31,128 100%
North	16,670 60.3%	8,618 31.2%	2,344 8.5%	27,632 100%
South	16,380 60.9%	7,619 28.3%	2,880 10.7%	26,879 100%
Household Type				
Lone adult	10,736 52.5%	6,885 33.7%	2,816 13.8%	20,437 100%
Two adults	5,258 55.5%	2,968 31.3%	1,256 13.2%	9,482 100%
Lone parent	5,982 51.9%	4,048 35.1%	1,507 13.1%	11,537 100%
Small family	2,915 54.8%	1,674 31.4%	* 13.8%	5,323 100%
Large family	1,185 45.3%	1,163 44.5%	* 10.2%	2,615 100%
Large adult	4,900 60.7%	2,503 31.0%	* 8.3%	8,075 100%
Two older	5,935 63.8%	2,527 27.2%	* 9.0%	9,298 100%
Lone older	12,240 64.9%	5,517 29.2%	1,116 5.9%	18,873 100%
Household Income				
Up to £5,200	4,479 55.4%	2,636 32.6%	976 12.1%	8,091 100%
£5,201 to £10,400	18,293 58.7%	9,877 31.7%	2,969 9.5%	31,139 100%
£10,401 plus	15,255 56.2%	8,317 30.6%	3,578 13.2%	27,150 100%
Don't know/refused	11,123 57.8%	6,455 33.5%	1,681 8.7%	19,259 100%
Age of HRP				
18-24	1,746 57.3%	1,100 36.1%	* 6.5%	3,045 100%
25-44	12,077 52.2%	8,160 35.2%	2,916 12.6%	23,153 100%
45-59	14,681 55.3%	8,123 30.6%	3,731 14.1%	26,535 100%
60-64	4,803 61.4%	2,334 29.8%	* 8.7%	7,820 100%
65 or over	15,708 63.2%	7,487 30.1%	1,643 6.6%	24,838 100%
Refused	* 54.6%	* 32.9%	* 12.4%	* 100%
NI TOTAL	49,151 57.4%	27,286 31.9%	9,203 10.7%	85,640 100%

Table 6.6: 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 750	North 800	South 1000	Total 2550
Telephone	27,484 88.3%	23,260 84.2%	22,531 83.8%	73,275 85.6%
In writing	14,705 47.2%	13,712 49.6%	11,897 44.3%	40,314 47.1%
Visit to the office	8,006 25.7%	7,774 28.1%	6,512 24.2%	22,292 26.0%
Text/SMS	7,156 23.0%	5,480 19.8%	5,814 21.6%	18,450 21.5%
Visit to your home by staff	7,108 22.8%	3,091 11.2%	3,916 14.6%	14,115 16.5%
Email	4,960 15.9%	2,748 9.9%	3,470 12.9%	11,178 13.1%
Newsletter	2,119 6.8%	1,795 6.5%	1,237 4.6%	5,151 6.0%
NIHE website	* 2.0%	919 3.3%	* 2.6%	2,247 2.6%
Facebook	* 1.5%	896 3.2%	* 2.6%	2,049 2.4%
Open meetings	* 1.8%	* 2.0%	* 1.8%	1,590 1.9%
Twitter	* 0.4%	* 0.7%	* 0.6%	* 0.5%
Other	0 0.0%	* 0.2%	* 0.1%	94 0.1%

Table 6.7 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 750	North 800	South 1000	TOTAL 2550
Great deal	* 0.1%	* 0.4%	* 0.5%	* 0.3%
Fair amount	* 3.1%	* 1.9%	* 2.1%	2,030 2.4%
Not very much	3,256 10.5%	5,926 21.4%	3,730 13.9%	12,912 15.1%
Nothing at all	24,114 77.5%	19,506 70.6%	20,458 76.1%	64,078 74.8%
Don't Know	2,767 8.9%	1,564 5.7%	2,009 7.5%	6,340 7.4%
NI TOTAL	31,127 100%	27,632 100%	26,879 100%	85,638 100%

Table 6.8: 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?

Sample in numbers	Belfast 750	North 800	South 1000	TOTAL 2550
Yes, I would be interested	2,270 7.3%	5,568 20.2%	2,353 8.8%	10,191 11.9%
No, I would not be interested	28,858 92.7%	22,064 79.8%	24,526 91.2%	75,448 88.1%
NI TOTAL	31,128 100%	27,632 100%	26,879 100%	85,639 100%

Table 6.9: If yes, how would you like to be involved in the consultation process on the Social Housing Reform Programme?

Sample in numbers	Belfast 53	North 176	South 80	TOTAL 309
To be kept informed via letter, leaflet etc.	2,062 90.8%	5,419 97.3%	2,155 91.6%	9,636 94.6%
To be kept informed via the HE's website	* 41.1%	* 8.1%	* 25.2%	1,976 19.4%
To have views represented by HE tenant forums	1,199 52.8%	* 6.5%	* 13.1%	1,871 18.4%
Social media (Facebook/ Twitter) HE website	* 28.5%	* 6.3%	* 4.6%	1,107 10.9%
To become part of a tenant panel ("Pulse" survey)	* 15.7%	* 5.3%	* 13.2%	960 9.4%
To become part of any focus groups established	* 11.8%	* 4.6%	* 13.9%	* 8.4%

Table 6.10: Respondents' preferred method of being involved in the Social Housing Reform Programme

Sample in numbers	Belfast 53	North 176	South 80	TOTAL 309
To be kept informed via letter, leaflet etc.	1,593 70.2%	5,174 92.9%	1,786 75.9%	8,553 83.9%
To have views represented by HE's tenant forums	* 7.7%	* 3.0%	* 5.4%	* 4.6%
To be kept informed via the HE website	* 4.9%	* 1.4%	* 9.2%	* 4.0%
To comment via social media (Facebook, Twitter) HE	* 6.9%	* 1.6%	* 1.1%	* 2.7%
To become part of a tenant panel ("Pulse" survey)	* 5.7%	* 0.6%	* 4.6%	* 2.7%
To become part of any focus groups established	* 4.6%	* 0.6%	* 3.8%	* 2.2%
NI TOTAL	2,270 100%	5,568 100%	2,353 100%	10,191 100%

Table 7.1: Does your household have access to the internet?

	Yes 1349	No 1201	Total 2550
Region			
Belfast	16,221 52.1%	14,907 47.9%	31,128 100%
North	15,520 56.2%	12,112 43.8%	27,632 100%
South	13,820 51.4%	13,059 48.6%	26,879 100%
Household Type			
Lone adult	9,524 46.6%	10,912 53.4%	20,436 100%
Two adults	6,508 68.6%	2,975 31.4%	9,483 100%
Lone parent	9,681 83.9%	1,857 16.1%	11,538 100%
Small family	4,521 84.9%	* 15.1%	5,322 100%
Large family	2,369 90.6%	* 9.4%	2,616 100%
Large adult	6,508 80.6%	1,567 19.4%	8,075 100%
Two older	3,702 39.8%	5,597 60.2%	9,299 100%
Lone older	2,750 14.6%	16,123 85.4%	18,873 100%
Household Income			
Up to £5,200	3,720 46.0%	4,370 54.0%	8,090 100%
£5,201 to £10,400	14,261 45.8%	16,878 54.2%	31,139 100%
£10,401 plus	18,306 67.4%	8,844 32.6%	27,150 100%
Don't know/refused	9,274 48.2%	9,985 51.8%	19,259 100%
Age of HRP			
18-24	2,217 72.8%	* 27.2%	3,044 100%
25-44	18,941 81.8%	4,211 18.2%	23,152 100%
45-59	16,034 60.4%	10,501 39.6%	26,535 100%
60-64	3,496 44.7%	4,324 55.3%	7,820 100%
65 or over	4,855 19.5%	19,983 80.5%	24,838 100%
Refused	* 7.2%	* 92.8%	249 100%
NI TOTAL	45,561 53.2%	40,077 46.8%	85,638 100%

Respondents who have internet access:**Table 7.2: How do you (including anyone who assists the HRP to) access the internet?**

	Belfast 393	North 447	South 509	Total 1349
Personal laptop/tablet etc.	10,458 64.5%	10,550 68.0%	9,463 68.5%	30,471 66.9%
Smartphone	8,636 53.2%	7,650 49.3%	6,916 50.0%	23,202 50.9%
Home computer	4,139 25.5%	2,495 16.1%	3,211 23.2%	9,845 21.6%
Public/work computer/laptop etc.	* 3.6%	* 3.4%	* 3.1%	1,537 3.4%
Other (please specify)	* 2.6%	* 1.6%	* 1.1%	831 1.8%

**Respondents who have internet access:
Main method of accessing the internet**

Table 7.3:

	Belfast 393	North 447	South 509	Total 1349
Sample in numbers				
Personal laptop/tablet etc.	6,127 37.8%	7,873 50.7%	6,662 48.2%	20,662 45.3%
Smartphone	7,077 43.6%	5,462 35.2%	5,205 37.7%	17,744 38.9%
Home computer	2,607 16.1%	1,687 10.9%	1,716 12.4%	6,010 13.2%
Public/work computer/laptop etc.	* 0.8%	* 1.6%	* 0.8%	* 1.1%
Other	* 1.8%	* 1.6%	* 0.9%	* 1.5%
NI TOTAL	16,222 100%	15,520 100%	13,821 100%	45,563 100%

Table 7.4:

What is the main method by which you access the Internet?

	Home computer 173	Laptop/ tablet etc. 617	Smartphone 524	Public/ work etc. eq<25	Other eq<25	Total 1349
Region						
Belfast	2,607 16.1%	6,127 37.8%	7,077 43.6%	* 0.8%	* 1.8%	16,222 100%
North	1,687 10.9%	7,873 50.7%	5,462 35.2%	* 1.6%	* 1.6%	15,520 100%
South	1,716 12.4%	6,662 48.2%	5,205 37.7%	* 0.8%	* 0.9%	13,821 100%
Household Type						
Lone adult	1,265 13.3%	3,981 41.8%	3,797 39.9%	* 3.6%	* 1.5%	9,524 100%
Two adults	815 12.5%	3,224 49.5%	2,323 35.7%	* 0.5%	* 1.8%	6,508 100%
Lone parent	886 9.2%	2,949 30.5%	5,768 59.6%	* 0.5%	* 0.3%	9,680 100%
Small family	497 11.0%	1,892 41.8%	2,132 47.2%	0 0.0%	0 0.0%	4,521 100%
Large family	316 13.3%	1,017 42.9%	992 41.9%	0 0.0%	* 1.9%	2,369 100%
Large adult	920 14.1%	3,577 55.0%	1,904 29.3%	* 0.5%	* 1.1%	6,507 100%
Two older	706 19.1%	2,350 63.5%	376 10.2%	* 1.0%	* 6.3%	3,702 100%
Lone older	605 22.0%	1,673 60.8%	452 16.4%	0 0.0%	* 0.7%	2,750 100%
Household Income						
Up to £5,200	* 9.3%	1,548 41.6%	1,623 43.6%	* 0.8%	* 4.6%	3,719 100%
£5,201 to £10,400	1,550 10.9%	6,946 48.7%	5,429 38.1%	* 0.9%	* 1.5%	14,261 100%
£10,401 plus	2,581 14.1%	7,876 43.0%	7,534 41.2%	* 1.3%	* 0.4%	18,306 100%
Don't know/refused	1,532 16.5%	4,292 46.3%	3,157 34.0%	* 1.0%	* 2.1%	9,274 100%
Age of HRP						
18-24	* 11.4%	* 17.1%	1,518 68.5%	0 0.0%	* 3.0%	2,217 100%
25-44	2,091 11.0%	6,096 32.2%	10,422 55.0%	* 1.0%	* 0.7%	18,941 100%
45-59	2,190 13.7%	9,014 56.2%	4,419 27.6%	* 1.3%	* 1.3%	16,033 100%
60-64	* 16.9%	1,995 57.1%	816 23.3%	* 0.8%	* 1.8%	3,495 100%
65 or over	885 18.2%	3,177 65.5%	* 11.7%	* 0.7%	* 3.9%	4,854 100%
NI TOTAL	6,009 13.2%	20,662 45.4%	17,742 38.9%	485 1.1%	660 1.4%	45,558 100%

Table 7.5: Are you aware that the Housing Executive has a website on the internet?

	Belfast 750	North 800	South 1000	Total 2550
Sample in numbers				
Yes	12,720 40.9%	11,844 42.9%	11,906 44.3%	36,470 42.6%
No	18,408 59.1%	15,788 57.1%	14,973 55.7%	49,169 57.4%
NI TOTAL	31,128 100.0%	27,632 100.0%	26,879 100.0%	85,639 100.0%

Table 7.6: Have you accessed/visited the Housing Executive's website on the internet?

	Belfast 307	North 346	South 442	Total 1095
Sample in numbers				
Yes	4,063 31.9%	3,701 31.3%	3,700 31.1%	11,464 31.4%
No	8,657 68.1%	8,142 68.7%	8,207 68.9%	25,006 68.6%
NI TOTAL	12,720 100%	11,843 100%	11,907 100%	36,470 100%

Table 7.7: Have you accessed Housing Executive services via our website?

	Total 336
Sample in numbers	
Yes	7,404 64.6%
No	3,970 34.6%
Don't know	* 0.8%
TOTAL	11,463 100%

Table 7.8: How satisfied or dissatisfied were you with accessing Housing Executive services via our website?

	Total 217
Sample in numbers	
Satisfied	6,669 90.0%
Neither	0 4.8%
Dissatisfied	* 5.1%
TOTAL	7,405 100%

Table 7.9: Web services accessed via the website

	Total 217
Sample in numbers	
Repairs	3,803 51.4%
General information advice	2,489 33.6%
Rent Account/Paying Rent	1,505 20.3%
Other - please specify	2,855 38.6%

Table 7.10: Do you have a mobile phone?

Sample in numbers	Yes 2102	No 448	Total 2550
Region			
Belfast	25,282 81.2%	5,846 18.8%	31,128 100%
North	23,868 86.4%	3,764 13.6%	27,632 100%
South	21,666 80.6%	5,213 19.4%	26,879 100%
Household Type			
Lone adult	18,005 88.1%	2,430 11.9%	20,435 100%
Two adults	8,699 91.7%	* 8.3%	9,482 100%
Lone parent	11,172 96.8%	* 3.2%	11,537 100%
Small family	4,953 93.1%	* 6.9%	5,322 100%
Large family	2,596 99.2%	* 0.8%	2,616 100%
Large adult	7,011 86.8%	1,064 13.2%	8,075 100%
Two older	6,600 71.0%	2,698 29.0%	9,298 100%
Lone older	11,779 62.4%	7,094 37.6%	18,873 100%
Household Income			
Up to £5,200	6,818 84.3%	1,272 15.7%	8,090 100%
£5,201 to £10,400	25,711 82.6%	5,428 17.4%	31,139 100%
£10,401 plus	23,571 86.8%	3,580 13.2%	27,151 100%
Don't know/refused	14,717 76.4%	4,543 23.6%	19,260 100%
Age of HRP			
18-24	2,876 94.5%	* 5.5%	3,044 100%
25-44	22,114 95.5%	1,038 4.5%	23,152 100%
45-59	23,727 89.4%	2,808 10.6%	26,535 100%
60-64	6,621 84.7%	1,199 15.3%	7,820 100%
65 or over	15,361 61.8%	9,477 38.2%	24,838 100%
Refused	* 47.4%	* 52.6%	* 100%
NI TOTAL	70,817 82.7%	14,821 17.3%	85,638 100%

Table 7.11: Have you given your mobile number to the Housing Executive so they can contact you?

Sample in numbers	Belfast 610	North 687	South 805	Total 2102
Yes	20,241 80.1%	19,144 80.2%	16,940 78.2%	56,325 79.5%
No	5,040 19.9%	4,724 19.8%	4,726 21.8%	14,490 20.5%
NI TOTAL	25,281 100%	23,868 100%	21,666 100%	70,815 100%

Table 7.12: If you changed your mobile number, would you contact the Housing Executive to give them your new number?

	Belfast 488	North 551	South 634	Total 1673
Yes	19,057 94.1%	17,585 91.9%	15,844 93.5%	52,486 93.2%
No	1,185 5.9%	1,559 8.1%	1,096 6.5%	3,840 6.8%
NI TOTAL	20,242 100%	19,144 100%	16,940 100%	56,326 100%

Table 7.13: Do you use TEXT/SMS to send and receive messages?

	Belfast 610	North 687	South 805	Total 2102
Yes	18,341 72.5%	16,788 70.3%	15,448 71.3%	50,577 71.4%
No	6,940 27.5%	7,080 29.7%	6,218 28.7%	20,238 28.6%
NI TOTAL	25,281 100%	23,868 100%	21,666 100%	70,815 100%

Table 7.14: Regardless of whether you currently use Text/SMS, would you contact a Housing Executive service by Text/SMS?

	Belfast 610	North 687	South 805	Total 2102
Yes	9,535 37.7%	6,519 27.3%	7,663 35.4%	23,717 33.5%
No	14,245 56.3%	15,083 63.2%	13,342 61.6%	42,670 60.3%
Don't know	1,501 5.9%	2,266 9.5%	* 3.1%	4,429 6.3%
NI TOTAL	25,281 100%	23,868 100%	21,667 100%	70,816 100%

Table 7.15: 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?

	Belfast 610	North 687	South 805	Total 2102
Repairs	15,868 62.8%	15,124 63.4%	13,658 63.0%	44,650 63.1%
Planned improvement schemes e.g. double glazing	11,287 44.6%	9,476 39.7%	9,326 43.0%	30,089 42.5%
General information advice	11,297 44.7%	9,154 38.4%	9,241 42.7%	29,692 41.9%
Anti social behaviour, incl. neighbour problems	9,924 39.3%	7,651 32.1%	8,766 40.5%	26,341 37.2%
Housing Benefit	9,569 37.9%	8,563 35.9%	7,906 36.5%	26,038 36.8%
Rent account/paying rent	6,287 24.9%	5,562 23.3%	6,953 32.1%	18,802 26.6%
Other	* 0.9%	* 0.6%	* 0.3%	* 0.6%

APPENDIX 2 – BACKGROUND TO THE SURVEY

INTRODUCTION

The 2015 Continuous Tenant Omnibus Survey (CTOS) was the twenty-second comprehensive assessment of tenants' attitudes to be carried out by the Northern Ireland Housing Executive since 1994. An independent social research company, Perceptive Insight, 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 a number of key objectives, as set out in the Housing Executive's Corporate Plan:

Regional Services:

- Objective one - *"Identification of housing requirements across Northern Ireland"*.
- Objective three – *"Improving people's Homes"*.

Landlord Services:

- Objective one – *"Delivering quality services"*.
- Objective three – *"Fostering vibrant communities"*.

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 2015 to December 2015. 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;
- attitude to area or estate;
- financial inclusion; and
- digital inclusion.

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 2015 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

In 2015, sampling for the CTOS was revised to reflect the new organisational structure. Where previously sampling was at a local office level, the sample for the 2015 Survey was designed at a new revised target of 200 interviews (50 per quarter) in each of the new 13 Areas. In 2015, we achieved a total 2,550 completed interviews within the year; 850 less than in previous years, with findings being reported at Northern Ireland, Regional and Area levels.

Despite this reduction in the number of completed interviews the data remains robust and comparable with previous years.

Random sampling was carried out quarterly, beginning in January 2015 (for the January to March data collection period), from the Housing Executive's HMS database.

By the end of the year, December 2015, 2,500 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 2,500 (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 approximately 16-17 per month in each Area;
- approximately 50 tenants were interviewed per Area, per quarter;
- 2,550 tenants in 13 Area 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 69% in 2015.

Margin of Error:

The proportion of respondents interviewed in a survey that give a particular answer, is only an estimate of the proportion of all tenants who would have given that answer, i.e. there is a margin of error, plus or minus the margin of 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 a survey has a margin of error of 2.5 per cent, which means that if you conducted the survey 100 times – asking a different sample of people each time – the overall percentage of people who responded the same way would remain within 2.5 per cent of your original result in at least 95 of those 100 surveys. For example, for a finding of 80% at the Northern Ireland level (2,550) the probable margin of error is ± 1.6 . This means there are 95 chances in 100 that the true figure lies between 78.4% and 81.6%.

Sample Error at Northern Ireland and Area 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	750	1.6	2.1	2.6	2.9	3.1	3.3	3.4	3.5	3.6	3.6
North	800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
South	1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
N Ireland	2550	0.8	1.2	1.4	1.6	1.7	1.8	1.9	1.9	1.9	1.9

It is not possible to report on all data collected by the CTOS, which is in part 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 these sub-groups.

WEIGHING AND GROSSING

Each Area has a different number of tenants within their occupied stock, but all had the same sample size of approximately 200 tenants per year. Thus, for example, an Area office with 2,000 tenants would have to have its sample results multiplied by ten ($2,000 \div 200$), but an Area office with 6,000 tenants would have to have its sample results multiplied by thirty ($6,000 \div 200$). 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

Perceptive Insight 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.

Perceptive Insight also conducted a 10% back-check of all interviews. Around 255 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 a photographic identity card and used a computer.

CAPI

Perceptive Insight interviewers administered the questionnaire, face-to-face with respondents, using a Computer Assisted Personal Interviewing (CAPI) methodology. The software package used was Snap. 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

Because of the usual constraints on any sample design of time, cost and manpower, an Area sample size of 200 households is twice the 100 minimum sample 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 74. Therefore, some of the differences between Areas in a given year and from year to year within the same Area 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 Area 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 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/Landlord Services:

http://www.nihe.gov.uk/index/corporate/housing_research/completed/attitudes_to_landlord_services.htm

CTOS Team:

Clare Johnston (clare.johnston@nihe.gov.uk)
Liz McCambridge (liz.mccambridge@nihe.gov.uk)
Sarah McCloy (sarah.mccloy@nihe.gov.uk)

For any information on the Continuous Tenant Omnibus Survey please contact:

The Research Unit, Northern Ireland Housing Executive
2 Adelaide Street, Belfast BT2 8PB
Telephone: 03448 920 900
web: www.nihe.gov.uk
email: liz.mccambridge@nihe.gov.uk