



# CONTINUOUS TENANT OMNIBUS SURVEY 2016

SUMMARY OF KEY FINDINGS

PRODUCED BY THE RESEARCH UNIT MAY 2017

**Housing**  
Executive

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**ACKNOWLEDGEMENT**

The Housing Executive would like to thank everyone involved in this research. In particular our gratitude goes to all the tenants who took the time to participate and on whose goodwill and co-operation made the Survey possible.



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

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Belfast BT2 8PB  
Tel: 03448 920 900  
[www.nihe.gov.uk](http://www.nihe.gov.uk)

email: [liz.mccambridge@nihe.gov.uk](mailto:liz.mccambridge@nihe.gov.uk)

## What is the Continuous Tenant Omnibus Survey?

The Continuous Tenant Omnibus Survey (CTOS) is the main way we collect information about what our tenants think about their tenancy, their home, the service they receive and about the neighbourhood they live in. It has been providing feedback from tenants for more than twenty years and this current report provides up to date views for 2016. Any change in tenants' opinions over time can be identified and used to inform local housing managers and central planning in order to improve the quality of our services.

## Who takes part?

Throughout 2016 a total of 2600 tenant interviews were completed, randomly selected to represent households across our 13 Area Offices. Interviews were completed with either the household reference person (HRP) or their partner.

## Findings

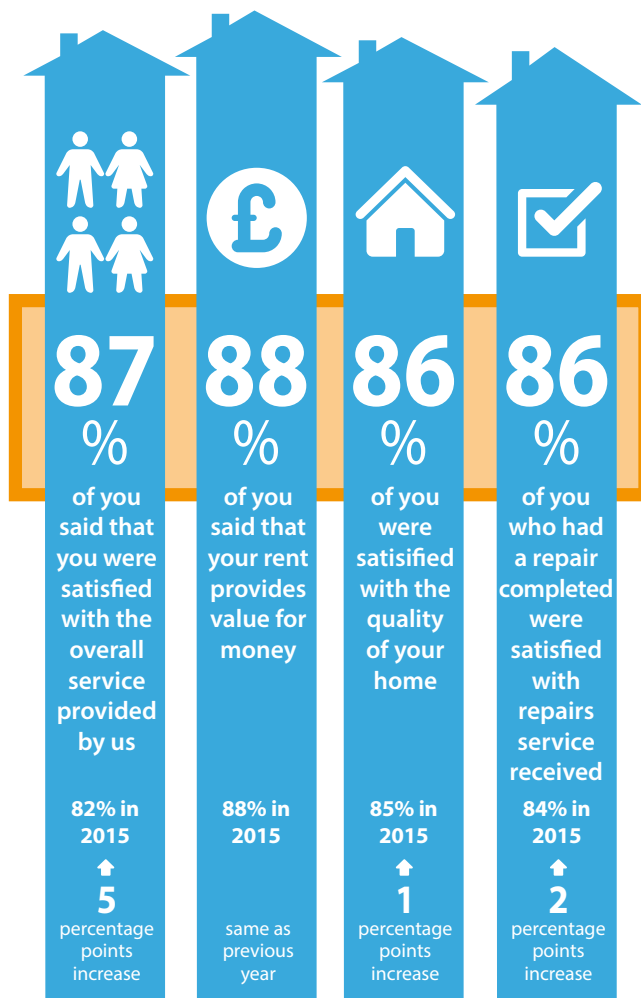
This report sets out feedback from you and relates to the following:

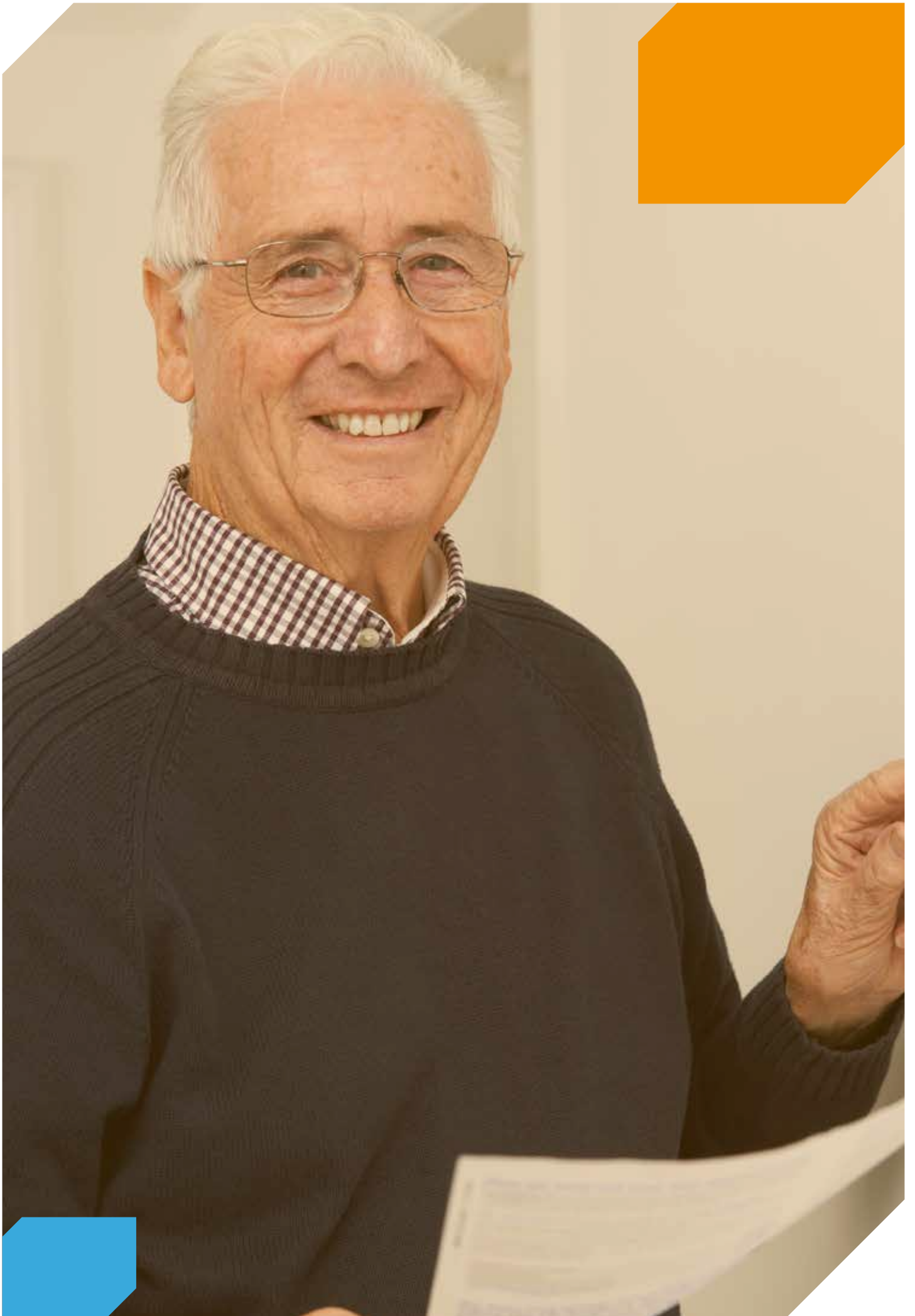
- Your home and neighbourhood
- Your views on some of our key services areas
- Your views on how we have consulted and communicated with you
- Your experience of contacting us

**If you have any comments about the report please don't hesitate to get in touch with us by telephone (03448 920 900), email [www.nihe.gov.uk](http://www.nihe.gov.uk) or calling at your local Housing Executive Office.**

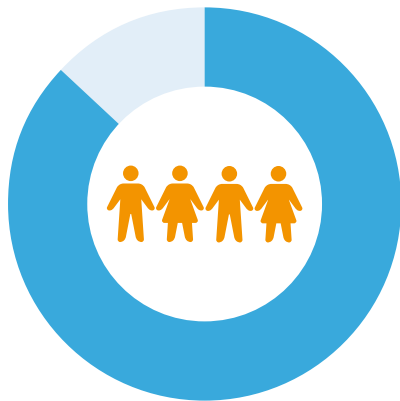
**To read the 2016 full report please go to the Landlord Services section at [www.nihe.gov.uk/index/corporate/housing\\_research.htm](http://www.nihe.gov.uk/index/corporate/housing_research.htm) under Completed Research.**

## Here's what we found





# Overall satisfaction & value for money in 2016



**87%**

of you said that you were satisfied with the overall service provided by us **82% in 2015**

▲ **5** percentage point increase



**88%**

of you said that your rent provides value for money

**Same as previous year**

## What are we doing?

- We will continue to ensure that tenants receive value for their rent payments:

**"We will make every  count."**

# Your home & neighbourhood in 2016

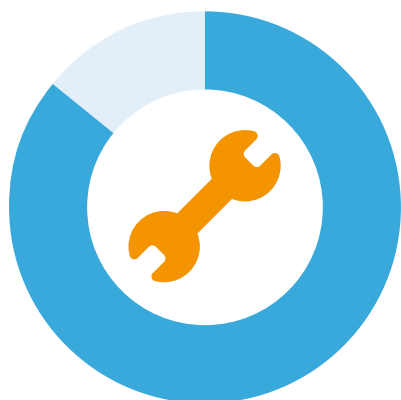


# 86%

of you were satisfied with the quality of your home

**85% in 2015**

▲ **1** percentage point increase

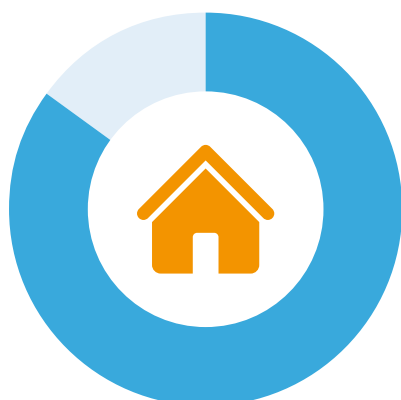


# 85%

of you said you were satisfied with the general condition of your property

**84% in 2015**

▲ **1** percentage point increase



# 84%

of you said you think your home is just the right size

**85% in 2015**

▼ **1** percentage point decrease

**In 2016**  
there were:

**85,000**  
approx. occupied properties

**176,000**  
approx. household members

# Your home & neighbourhood in 2016



# 92%

of you were satisfied with your neighbourhood  
**Same as previous year**



# 76%

of you were proud about the general image of your area  
**75% in 2015**  
▲ 1 percentage point increase

# 5%

said you were ashamed about the general image of your area

# 4%

of you were dissatisfied with where you live, the main reason being anti-social behaviour

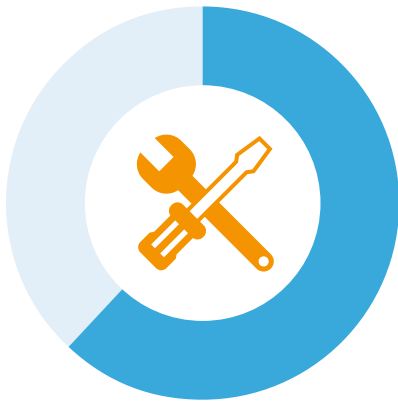
## What are we doing?

- We continue to deliver our Community Safety Strategy aimed at addressing Anti-Social Behaviour in our estates. Community safety will continue to be a key focus of work through our new delivery model in the coming year and we will roll out a comprehensive training programme for new staff.
- We will continue to invest £4 million annually into your communities to support community development, to support our community infrastructure, development projects and programmes that build relations in communities through our Cohesion & Community Involvement Strategy.
- We will continue to deliver our new Social Enterprise Strategy to bring further investment into local areas and assist in the development of new social enterprises, as well as supporting entrepreneurship in our estates.





## Repairs service in 2016



62%

of you had at least one repair fully completed in the 12 months previous to being surveyed

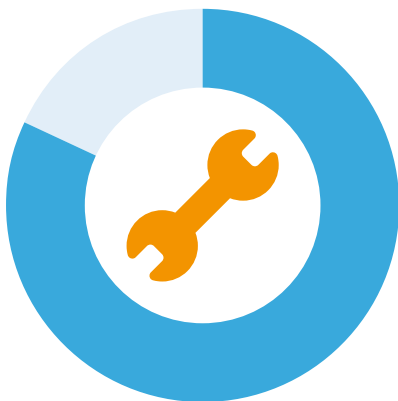


90%

of you said the work was carried out within the timescale advised

**86% in 2015**

↑ **4** percentage point increase



82%

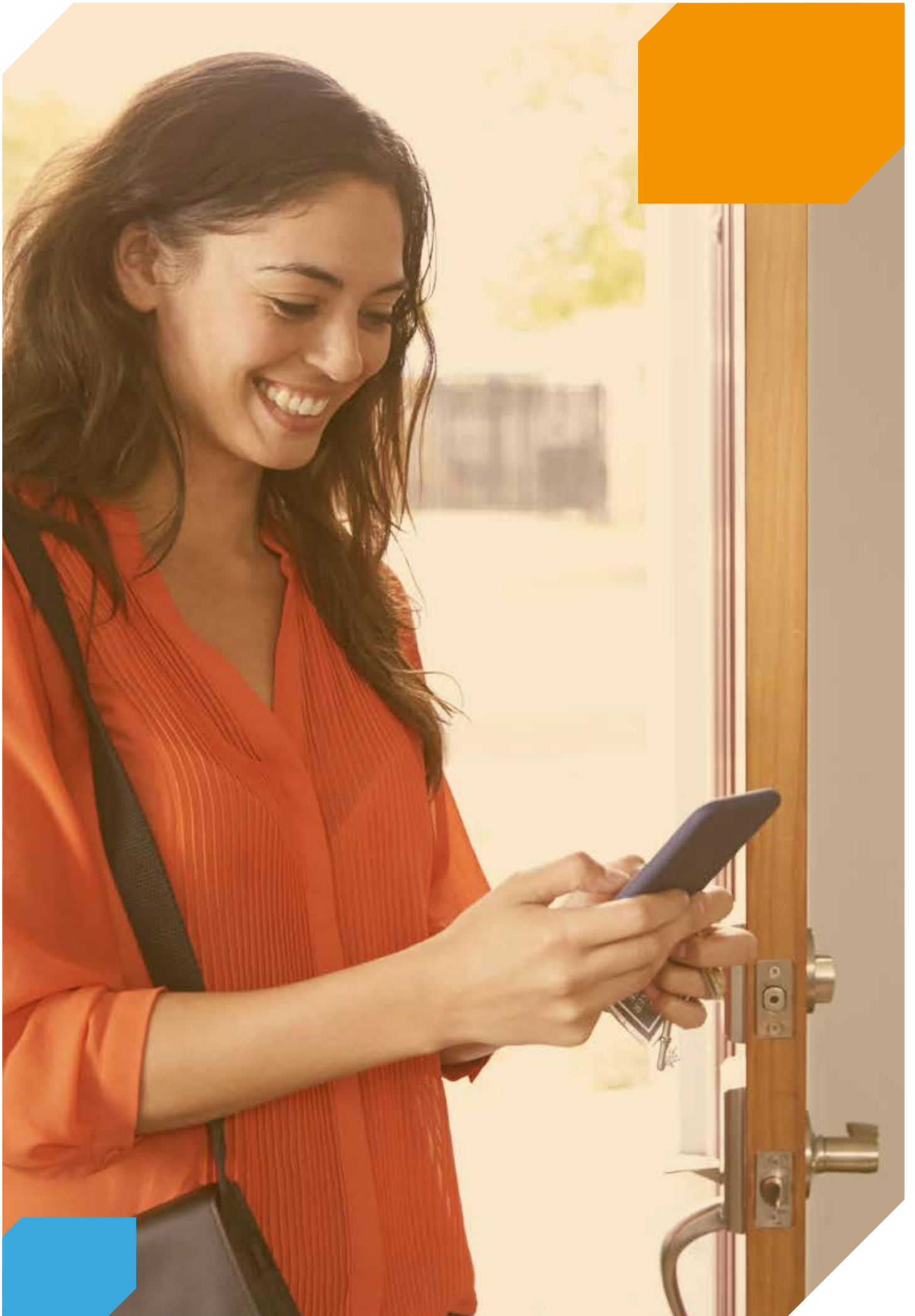
of you said the repair was completed on the first visit

**85% in 2015**

↓ **3** percentage point decrease

In 2016 at least **9 in 10**

of you were satisfied with repair work done and with those who carried out the work in terms of:  
• Speed • Quality of work • Quality of materials • Tidiness • Politeness • Friendliness

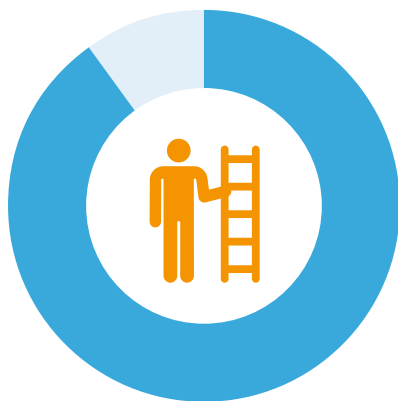


# Repairs service in 2016



91%

were satisfied with how we had managed the repair  
**Same as previous year**



92%

were satisfied with how the contractor had carried out the work  
**Same as previous year**



86%

of those respondents who had a repair completed in the 12 months previous to being surveyed were satisfied with the repairs service **84% in 2015**  
**↑ 2 percentage point increase**

Overall

9%

of you were dissatisfied with our repair service.

The main reasons were:

- Repairs not completed on time
- Poor workmanship or repairs not done properly
- Repairs take too long

## What are we doing?

- We will ensure that our new contracts introduced this year maintain and improve on our standards of service.
- All new contracts include "social clauses" e.g. local access to apprentice jobs and attracting investment into your local area.
- We will continue to maximise the benefits to local communities via our maintenance contracts.

# Tenant consultation & communication in 2016



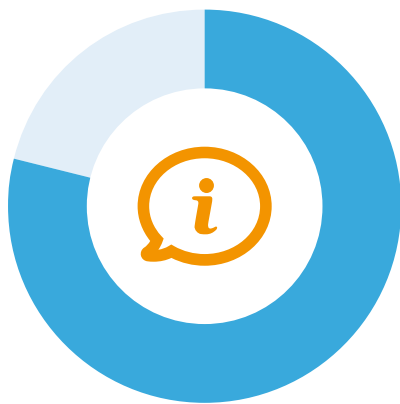
## 72%

of you said you were satisfied that we listen to your views and act upon them  
**67% in 2015**  
▲ **5** percentage point increase



## 73%

of you said you had been well consulted by the Housing Executive **71% in 2015**  
▲ **2** percentage point increase



## 79%

of you felt the Housing Executive were good at keeping you informed about things that might affect you as a tenant

## 10%

of you said you had been poorly consulted due to lack of communication or no consultation at all.

### What are we doing?

- We will continue to develop our Community Involvement Strategy and work with over 550 community groups, ensuring they have a real voice at every level of our organisation.
- We continue to invest in our Tenant Scrutiny Panels to give tenants a voice and we continue to put tenants at the heart of policy development and decision making e.g. Contractor Procurement; meetings with our Chief Executive and senior management team.
- We have expanded our engagement with difficult to reach groups through our partnerships with the Disability Forum, Youth Forum and the newly established Strategic Cohesion Forum.

# Contacting us in 2016



72% of you had contacted us by telephone in the 12 months prior to interview

**92%**

of you were satisfied with the telephone contact

**90% in 2015**

↑ **2** percentage point increase



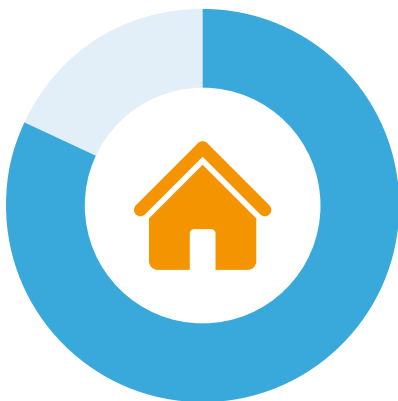
24% of you visited a local office in the 12 months prior to interview

**90%**

of you were satisfied with the visit

**91% in 2015**

↓ **1** percentage point decrease



33% of you had received a home visit by a member of staff in the 12 months prior to interview

**82%**

of you were satisfied with the home visit

**73% in 2015**

↑ **9** percentage point increase

## What we are doing?

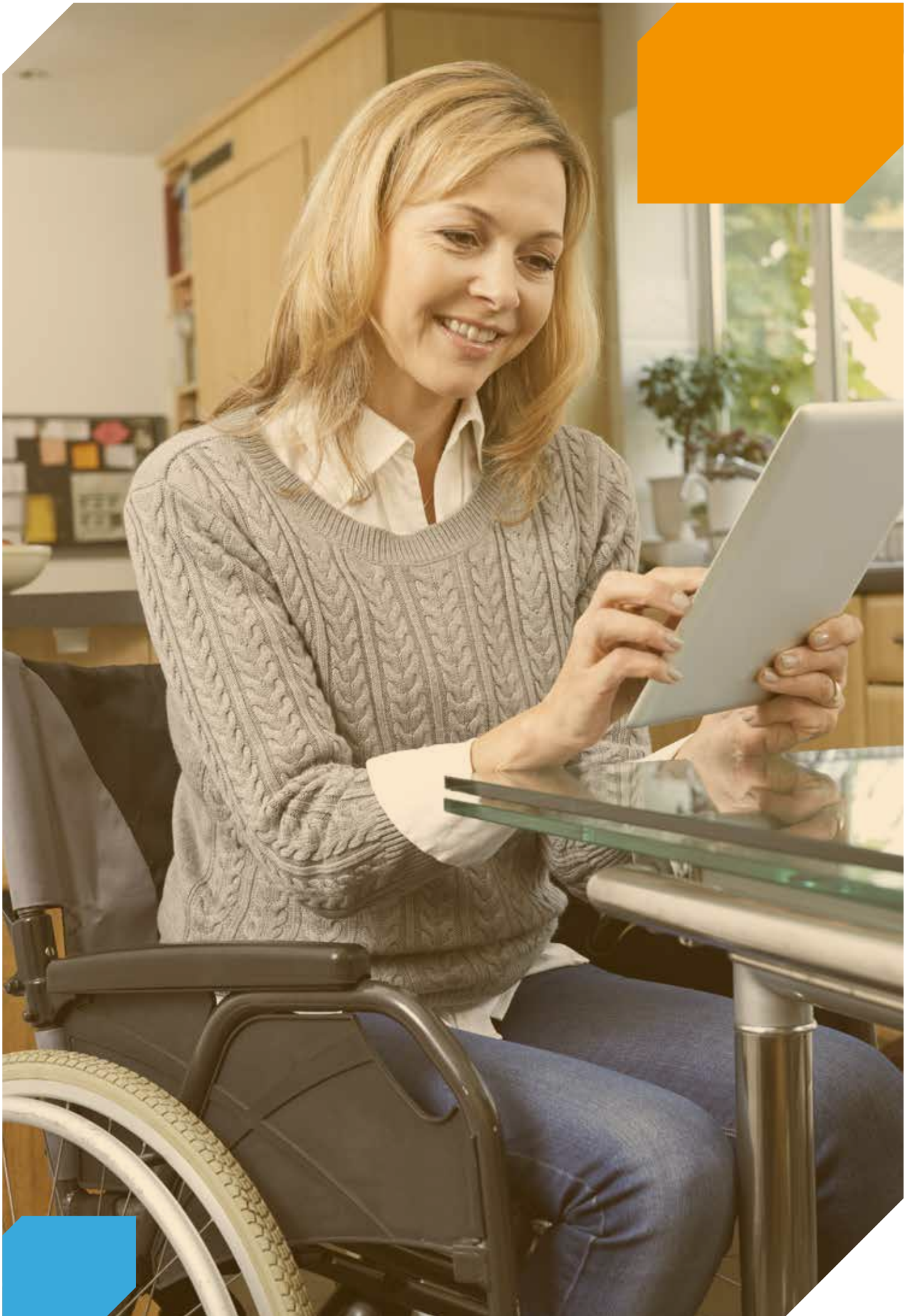
- As we continue to implement our Journey to Excellence we will shape our services around our customers' needs, aiming where possible, to have a single point of contact and respond in a prompt and timely manner.

**90%**

of those who visited a local office were seen in less than 15 minutes (53% in less than 5 min)

**94%**

of you felt that staff dealt with you in a courteous manner when phoning the Housing Executive



# Digital inclusion in 2016

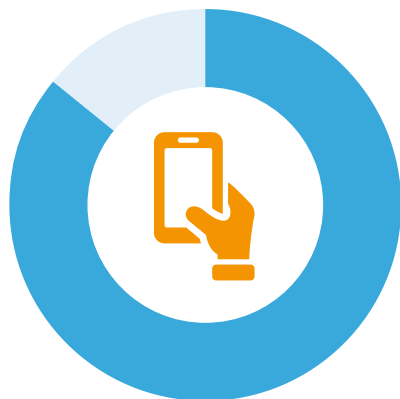


**58%**

of you had access to the internet from home

**53% in 2014**

▲ **5** percentage point increase

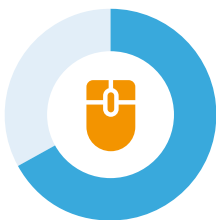


**86%**

of you owned a mobile phone

**83% in 2015**

▲ **3** percentage point increase



**67%**

of households with no members with long term illness or disability had access to the internet



**53%**

of households with at least one member with long term illness or disability had access to the internet



**63%**

of households with **adults** had access to the internet



**93%**

of households with **children** had access to the internet



**26%**

of households with **older** tenants had access to the internet

**48%** mainly access the internet via a home computer, laptop or tablet (59% in 2016)

**50%** mainly access the internet via a smartphone (39% in 2016)

## What we are doing?

- Digital inclusion is one of a number of pathways for tenants to be upwardly mobile, reduce dependency and improve standard of living.
- We will continue to support our digital inclusion programme to increase tenant access to the digital world and have undertaken a project to bring internet access to homes in North Belfast, West Belfast, Newtownards and Enniskillen and via our D4C Project.

- We will continue to expand access to and delivery of our service via the use of internet and mobile phones.
- We will continue to support our "Community Champions" who provide a key service in supporting tenants to develop their digital skills.
- We will develop our website and social media presence in order to provide a platform for tenants to wider communicate with us.

# Embracing all our neighbours

If English is not your first language and you need help with interpreting & translation the Housing Executive can provide free services on request, please ask for further details at your local office.

## MANDARIN

如果英语不是你的母语，并且你需要帮助来进行口译和文字翻译，那么 Housing Executive 可以根据请求而提供免费的服务，请在你当地的办公室询问进一步的详情。

## CANTONESE

如果英語不是你的母語，並且你需要幫助來進行口譯和文字翻譯，那麼 Housing Executive 可以根據請求而提供免費的服務，請在你當地的辦公室詢問進一步的詳情。

## POLISH

Jeśli język angielski nie jest Państwa językiem ojczystym i potrzebują Państwo pomocy w zakresie tłumaczeń ustnych i pisemnych, Housing Executive oferuje bezpłatne usługi tłumaczeniowe na życzenie. O szczegóły prosimy pytać biuro lokalne.

## PORTUGUESE

Se o Inglês não for a sua língua materna e precisar de ajuda com tradução e interpretação, o Executivo de Habitação pode providenciar serviços gratuitos mediante solicitação, pode obter mais informações no seu escritório local.

## LITHUANIAN

Jei anglų kalba nėra jūsų gimtoji kalba ir jums reikia pagalbos dėl vertimo žodžiu ir raštu, jums pageidaujant Housing Executive gali suteikti nemokamas vertimo paslaugas; dėl išsamesnės informacijos prašome kreiptis į vietinį skyrių.

## RUSSIAN

Если английский не является вашим родным языком и вам требуется помощь с устным и письменным переводом, Жилищное управление может предоставить по запросу бесплатные услуги переводчика. За более подробной информацией обратитесь в ваш местный офис.

## SLOVAK

Ak angličtina nie je váš materský jazyk a vyžadujete si pomoc s prekladom a tlmočením, kancelária úradu pre otázky bývania (Housing Executive) vám ochotne poskytne tieto služby bezplatne. Prosím, požiadajte svoju miestnu kanceláriu o viac informácií.

For customers with sensory disabilities, information can be provided in alternative formats like large print, Braille or audio. Sign language interpreters can also be provided, but please give as much notice as possible to allow us to meet your request.

## Useful Contacts

### Housing Executive

Enquiries: 03448 920 900  
General textphone: 18001 03448 920 900  
Repairs: 03448 920 901 - Open 24 hours  
Housing Benefit: 03448 920 902

### Benefits

Advice line: 0800 232 1271  
Textphone: 0800 232 1715

### Fire, Police & Ambulance

Emergency Calls: 999  
Textphone: 18000  
PSNI non emergency: 101  
Crimestoppers: 0800 555 111

### NI Water

Waterline: 0345 744 0088 (interruption)  
Leakline: 0800 028 2011  
Flooding incident: 0300 2000 100

### NI Gas Emergency

Emergency: 0800 002 001  
Minicom: 0800 731 4710

### Electricity - NIE

Power cut: 03457 643 643  
Minicom: 03457 147 128

Advice NI: 028 9064 5919

Citizens Advice NI: 0300 1 233 233

Debt Advice NI: 0800 028 1881

Housing Rights Service: 028 9024 5640

Supporting Communities NI:  
028 2564 5676

Women's Aid Helpline: 0808 802 1414