



CONTINUOUS TENANT OMNIBUS SURVEY 2016

MAIN REPORT

Housing
Executive

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1.0 Introduction

1.1 BACKGROUND

The Continuous Tenant Omnibus Survey (CTOS) provides extensive and up-to-date information on the Housing Executive's tenant population and a valuable insight into attitudes to, and satisfaction with, Housing Executive services. It is a vital source of information, not only for guiding the development of public sector housing policy, but also for quality assessments and monitoring performance, allowing the organisation to assess the extent to which we meet key corporate objectives as set out in the Corporate & Business Plans for both Regional Services and Landlord services.

Regional Services:

- Objective one - *"Identification of housing requirements across Northern Ireland"*.
- Objective two - *"Investing in homes and neighbourhoods"*.
- Objective three - *"Improving people's homes"*.
- Objective four - *"Transforming people's lives"*.
- Objective five - *"Enabling sustainable neighbourhoods and regeneration"*.

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 on 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.

Additionally, the Survey contributes to the measurement of business improvement activity and the quality of services delivered to our tenants as findings from the CTOS support the Housing Executive's applications for EQFM Excellence Model, Customer Service Excellence (CSE) award and the NI Quality Award. 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 2016 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, through the use of omnibus sections, into specific issues without the delays and expense associated with the commissioning of individual small surveys.

1.3 REPORTING

Housing Services presented key findings from the 2016 Survey to the Housing Executive Board in June 2017.

This report is a summary of the main findings from the 2016 CTOS. Where appropriate, the findings are compared with CTOS findings from previous years. 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 2016, Omnibus topics were reported at the end of each specific data collection period. The clients received tabular data and, where requested, an omnibus report; these are also available, on request, from the Research Unit. Table 1.1 below lists all omnibus topics included in 2016.

Table 1.1 Omnibus topics – 2016

Quarter	Topic	Client
Q1 – Jan-Mar	Energy in the home	Sustainable Development
	Community Relations	Housing Services
	Rural	Sustainable Development
Q 2 – Apr-Jun	Social Rent Policy	Department for Communities
Q 3 – Jul-Sep	Anti-social behaviour	Income Collection and Neighbourhoods
	Digital Inclusion	Digital Engagement Team
Q4 – Oct-Dec	Health and Disability	Research & Equality Unit
	Income and Household Bills	Income Collection and Neighbourhoods

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

2.0 Key Findings

- Lone adult (23%; 24% in 2015) and lone older (22%; also 22% in 2015) households remain the most common household types.
- Almost one-third of HRPs (30%; 29% in 2015) were retired and one-fifth (20%; 22% in 2015) were permanently sick/disabled. A slightly higher proportion of HRPs were employed (21%; 19% in 2015) than HRPs who were unemployed (18%; 19% in 2015).
- In 2016, almost nine in ten (87%) respondents were satisfied with the overall service provided by the Housing Executive, a five percentage point increase from 2015 (82%).
- Almost three-quarters (72%; 69% in 2015) of respondents had made a repair request within the previous 12 months of being interviewed. Of these respondents, the majority (88%; 86%) continue to make their repair request by telephone. Compared to 2015, respondent satisfaction with how the Housing Executive deals with repairs remains similar (78%; 77% in 2015).
- Of the respondents reporting a repair (72%), at the time of interview, the majority (86%; also 86% in 2015) had had at least one repair completed. Of these respondents, 86 per cent (84% in 2015) reported they were satisfied with the completed repair service.
- Eighty-six per cent (86%; 85% in 2015) of all respondents were satisfied with the overall quality of their home. Similarly, 85 per cent (84% in 2015) were satisfied with the general condition of their property.
- Four of every five households were in receipt of Housing Benefit (80%; 81% in 2015). Analysed by household type, higher proportions of lone older (89%), lone parent (86%) and lone adult (81%) households were in receipt of Housing Benefit.
- More than four-fifths (88%; also 88% in 2015) of respondents were satisfied that their rent provided value for money. Analysed by receipt of Housing Benefit, nine in ten (90%) households that received some level of Housing Benefit were satisfied, compared to almost eight in ten (78%) households that did not receive any Housing Benefit.
- The majority (88%) of respondents had ownership of some type of current/saving account. Less than one-tenth (9%) of respondents did not have a current/savings account and three per cent refused to respond.
- There was very little interest, among respondents, in becoming involved in any of a number of community forums, such as a local residents group (4%).
- Almost three-quarters (72%; 67% in 2015) of respondents were satisfied that the Housing Executive listens to their views and acts upon them. By age, the majority (83%) of HRPs who were 65 years old or over were of this opinion, compared to HRPs aged 64 years or younger (68%).
- Almost eight in ten (79%) respondents felt that the Housing Executive was good at keeping them informed about things that might affect them as a tenant. By Region, a

higher proportion of respondents in the North Region (83%) were of this opinion compared to the South (78%) and Belfast (77%) Regions.

- In 2016, almost six in ten (58%) of all households had access to the internet, compared to more than half (53%) in 2015. Access to the internet was more prevalent among those households with a HRP below 60 years of age.
- Use of a mobile/smartphone (50%) was the main method used by respondents to access the internet, followed by personal laptop/tablet (41%).

3.0 Characteristics of Stock and Household Profile

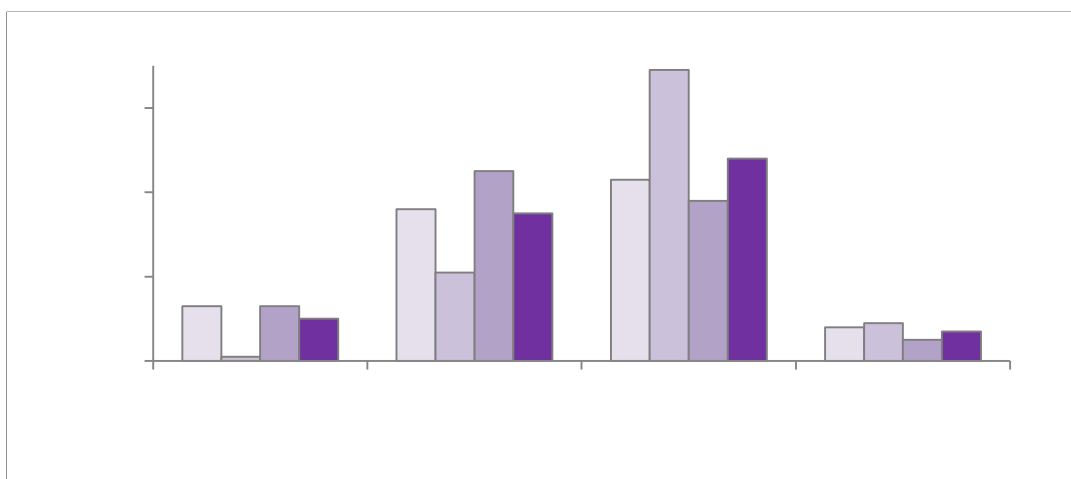
This chapter reports on the Housing Executive’s occupied stock in 2016, the socio-economic profile of the Household Reference Person (HRP) and the total resident population as at January 2016. Findings are reported by household type and Household Reference Person (HRP)².

3.1 HOUSING EXECUTIVE STOCK

As at January 2016 the Housing Executive had an occupied stock of approximately 85,000 properties. More than three-fifths (62%) of Housing Executive dwellings were houses, more than one-fifth (21%) were bungalows/cottages and approximately one-sixth (16%) 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 2015. Three-bedroom properties accounted for almost half (48%; 47% in 2015) of all dwellings. Three-bedroom properties were occupied by the largest proportion of ‘adult’ households (43%; 46% in 2015) and households with children (69%; 65% in 2015). Households with at least one older member were most likely to live in a two-bedroom dwelling (45%; 46% in 2015) (*Appendix Table 3.2; Figure 3.1*).

Figure 3.1: Household type by number of bedrooms



3.2 HOUSEHOLD PROFILE (ALL HOUSEHOLD MEMBERS)

As with previous years, lone adult (23%; 24% in 2015) and lone older (22%; also 22% in 2015) households remained the most common household types. Generally, more than two-fifths (45%; 46% in 2015) of residents lived alone, while more than one-quarter either lived in a two person household (27%; 29% in 2015) or a household with three or more members (29%; 26% in 2015) (*Appendix Table 3.3 and 3.4*).

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.

The total estimated resident population within the Housing Executive’s occupied stock for 2016 was approximately 176,000, giving an average household size of 2.07 (1.99 in 2015 and 2.08 in 2014), which is lower than the average household size for Northern Ireland as a whole at 2.5³ (also 2.5 in the previous year).

Compared to 2015 there was very little change in 2016 in the make-up of households (*Appendix Table 3.5*).

Gender

More than half of all residents were female (55%; 54% in 2015) and less than half (45%; 46% in 2015) were male.

Age

Of all residents, one-quarter (25%; 24% in 2015) were 60 years or older and slightly less than one-quarter (24%; 22% in 2015) were under 16 years old.

Employment

Almost one-fifth of residents were retired (19%; 18% in 2015) or employed (18%; 17% in 2015), with less than one-sixth unemployed (14%; 16% in 2015).

Ethnicity

As in 2015, the ethnicity of almost all (98%; also 98% in 2015) residents was white.

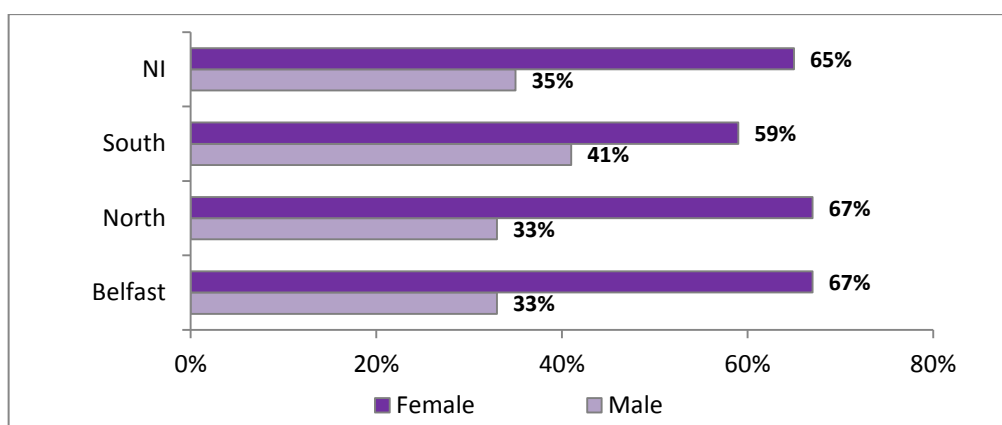
Disability/Long term illness

Of all household members, more than one-third (38%; 39% in 2015) were reported to have a long term illness/disability.

3.3 PROFILE OF HOUSEHOLD REFERENCE PERSON (HRP)

The majority of HRPs were female (65%; 63% in 2015) (*Figure 3.2*). By Region, both the Belfast and North Regions (67% each) had a higher proportion of female HRPs than the overall average. The South Region (59%) had a below average proportion of female HRPs.

Figure 3.2: Gender of HRP



Similar proportions of HRPs were aged 65 years or older (30%; 29% in 2015), 45-59 years old (29%; 31% in 2015) or 25-44 years old (29%; 27% in 2015).

³ Family Resource Survey 2014/2015, Department for Communities

Compared to 2015, fewer households (41%; 46% in 2015) in 2016 had an annual income of less than £10,400 (£200 per week). Less than one-tenth (7%; 9% in 2015) had an annual income of £5,200 or less (£100 or less per week) while the largest proportion (38%; 36% in 2015) had an annual income of £10,401 or more.

Three in ten HRP (30%; 29% in 2015) were retired, while slightly more than one-fifth (21%; 19% in 2015) were employed and less than one-fifth (18%; 19% in 2015) were unemployed.

HRPs of Working Age by Employment Status

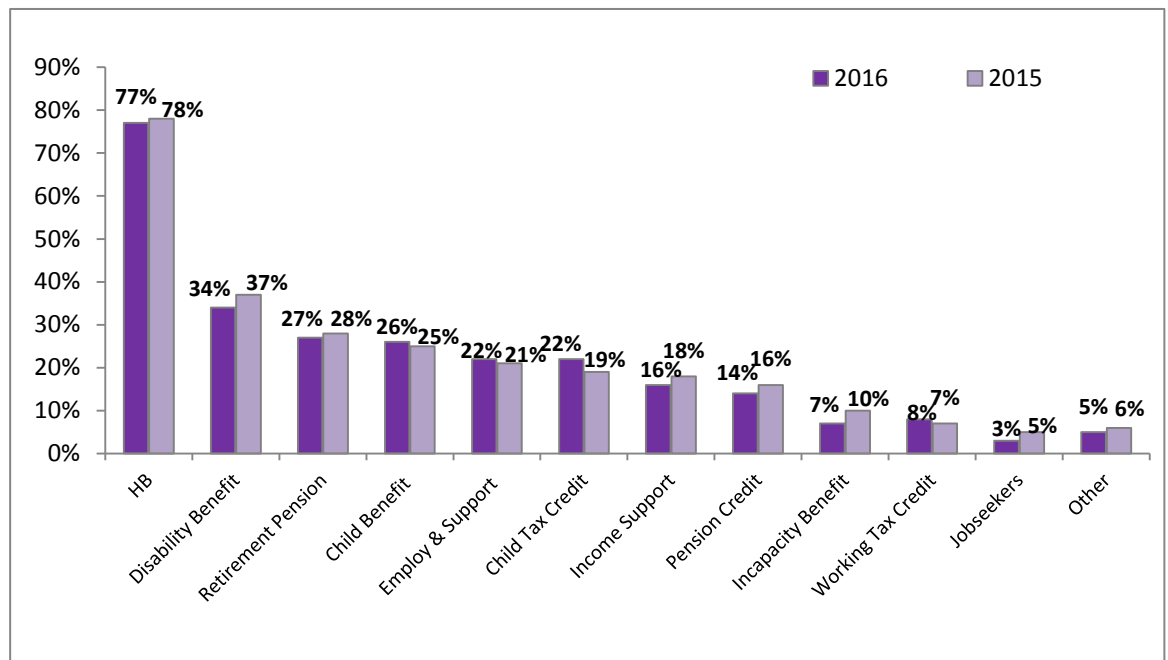
Overall, more than two-thirds (68%; 70% in 2015) of HRP were of working age⁴. Of this subgroup, the largest proportion (30%; 26% in 2015) were in employment, followed by slightly more than one-quarter who were unemployed (26%; 27% in 2015) or permanently sick/disabled (26%; 24% in 2015) (*Appendix Table 3.7*).

More than three-in-ten (32%; 30% in 2015) HRP were not of working age⁵, the vast majority of whom were retired (90%; 85% in 2015).

Benefits

Although 2016 figures show a slight decline in the level of benefits received when compared to 2015, benefit dependency still remains high among HRP. More than three-quarters (77%; 78% in 2015) were in receipt of Housing Benefit (full/partial) while slightly more than one-third were in receipt of a disability benefit (34%; 37% in 2015) and more than one-quarter (27%; 28% in 2015) received a retirement pension (*Appendix Table 3.8a; Figure 3.3*).

Figure 3.3: HRP benefits received



Two-fifths of HRP had a partner (40%; 43% in 2015). Of those partners, one-quarter or more were in receipt of a pension (25%) and/or receiving a disability benefit (27%) (*Appendix Table 3.8b*).

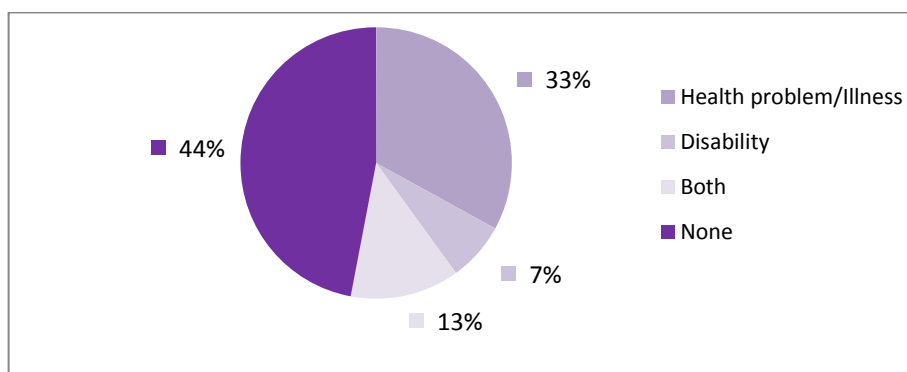
⁴ 16yrs+ but less than 65yrs for Males/63yrs for Females

⁵ Males 65yrs+/Females 63yrs+

Health/Disability of HRP

Less than half (47%; 44% in 2015) of all HRPs reported that they did not have a health problem/illness or disability which limited their daily activities. One-third (33%; 36% in 2015) had a health problem/illness, less than one-tenth (7%; 8% in 2015) had a disability and more than one-tenth (13%; also 13% in 2015) had both a health problem *and* a disability (*Appendix Table 3.9; Figure 3.4*).

Figure 3.4: HRP health problem/illness or disability



The majority of HRPs (78%; 77% in 2015) 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*).

Religion

Slightly more than half (51%; 52% in 2015) of HRPs described the religious composition of their household as Protestant, less than two-fifths (39%; 40% in 2015) described their household as Catholic and three per cent (also 3% in 2015) described their religion as mixed (Protestant/Catholic) (*Appendix Table 3.11*).

4.0 Housing Executive Services

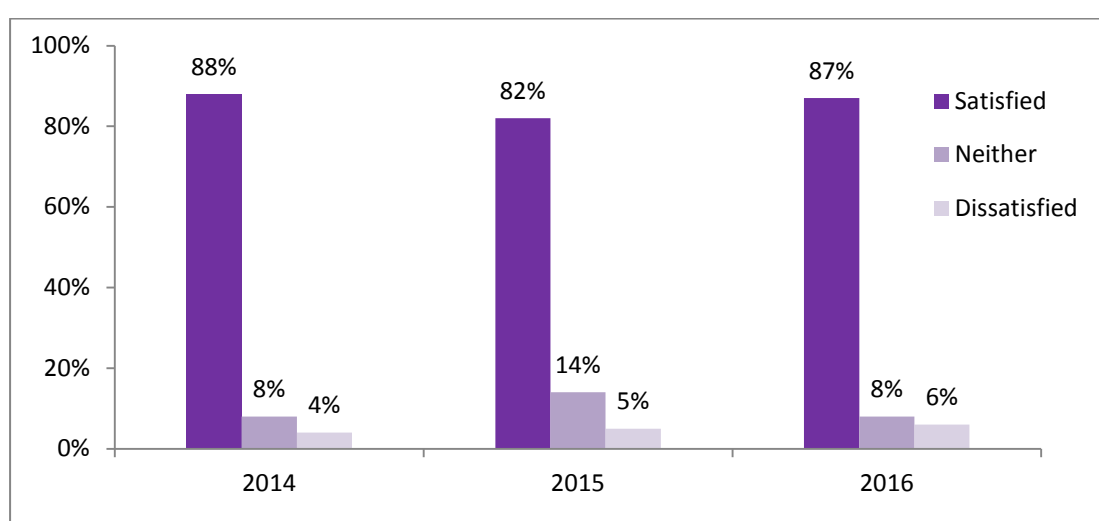
This chapter reports on tenants' views of our overall service delivery and how tenants feel we performed in some key service areas.

4.1 OVERALL SERVICE PROVIDED BY THE HOUSING EXECUTIVE

Compared to 2015, respondent satisfaction with overall service provided by the Housing Executive increased (87%; 82% in 2015) and was similar to findings 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 North (88%) and lower in the Belfast and South (86% each) Regions (*Appendix Table 4.1*).

Figure 4.1: Overall satisfaction 2014-2016



Respondents' main reason for dissatisfaction with the overall service provided related to the repair service. Respondents commented on "poor repairs service/repairs not carried out or won't carry out repairs".

Overall Satisfaction by Household characteristics (Appendix Table 4.1)

Household type

Two older and lone older (92% each) households were more likely to be satisfied with the overall service provided by the Housing Executive than small family and lone parent households (79% each).

Age of HRP

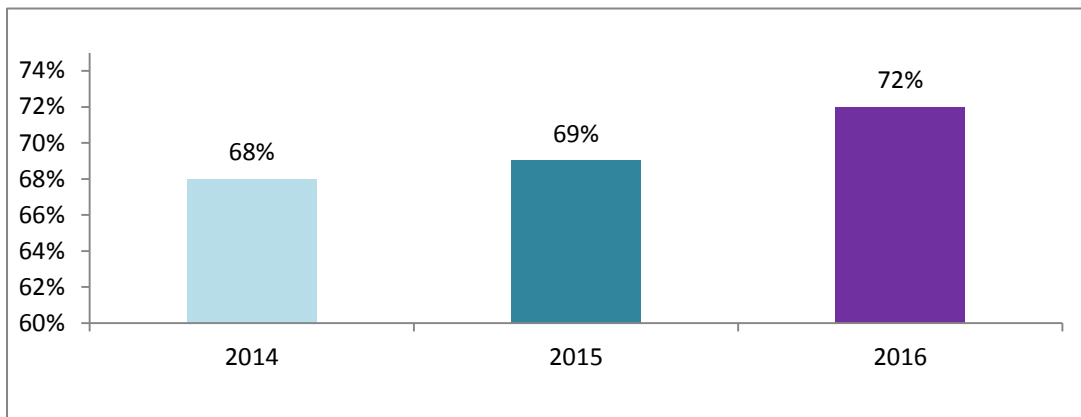
Similarly, households with older HRPs were more likely to be satisfied with the overall service provided than younger households (45-59 years, 87%; 60-64 years, 88%; 65 years or over, 93%).

4.2 REPAIRS SERVICE

Compared to the previous two years, slightly more respondents in 2016 said they had made a repair request (72%; 69% in 2015 and 68% in 2014) (*Appendix Table 4.2; Figure 4.2*). By

Region, lower proportions of respondents living in the North (68%) and South Regions had reported a repair compared to Belfast (76%).

Figure 4.2: Proportion of respondents who had reported a repair, 2014-2016



The majority (88%; 86% in 2015) of repair request were reported by telephone, with a small percentage (3%; 2% in 2015) being reported by email/web (*Appendix Table 4.3*).

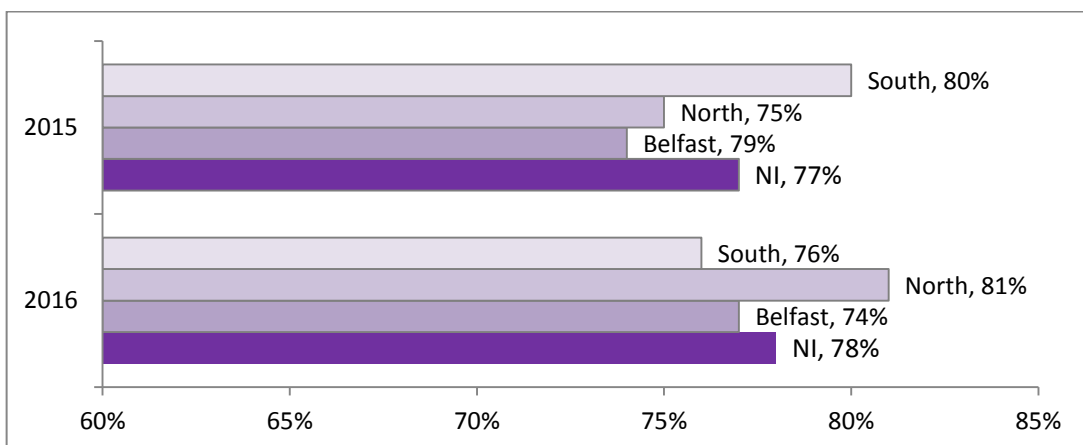
Advised when work would be completed

Of those respondents reporting a repair request (72%), four-fifths (80%) were advised when the work would be completed. Of these respondents, more than four-fifths (85%) said the work was completed within the time they were advised (*Appendix Tables 4.4 and 4.5*).

General satisfaction with repair service

Respondent satisfaction in 2016, with the way the Housing Executive deals with repairs was similar to 2015 (78%; 77% in 2015) (*Appendix Table 4.6; Figure 4.3*). By Region, satisfaction was highest in the North Region (81%) and lowest in the South Region (76%).

Figure 4.3: General satisfaction with the repair service by Region, 2015-2016



Household characteristics

By age, households with a HRP aged 24 or younger were less likely to be satisfied (57%) compared to all other age groups. By household type, satisfaction was lowest among small family households (71%; 78% overall).

Completed Repair

Of those respondents who had reported a repair in 2016 (72% of all respondents) more than four-fifths (86%; also 86% in 2015) had at least one repair completed in the 12 months previous to being surveyed (*Appendix Table 4.7*). More than four-fifths (82%; 85% in 2015) reported that the contractor/workers completed the repair work in full when they first visited (*Appendix Table 4.8*).

Table 4.1 below, shows that satisfaction with aspects of the repair service, received by respondents who had at least one repair completed, remained high in 2016; ranging from 91 per cent to 96 per cent (*Appendix Table 4.9*).

Table 4.1: Satisfaction with aspects of completed repair, 2012-2016 (%)

	2012	2013	2014	2015	2016
Politeness	98	97	97	96	96
Friendliness	97	97	97	96	96
Tidiness	95	96	95	95	95
Speed	93	95	93	94	92
Quality of work	91	92	91	92	91
Quality of materials	92	92	91	91	91

In addition, the vast majority of respondents were satisfied with how the Housing Executive had managed the repair (91%; also 91% in 2015) and how the contractor had carried out the repair work (92%; also 92% in 2015) (*Appendix Tables 4.10a and 4.10b*).

It is worth noting that overall satisfaction with the Housing Executive's repairs service was higher among respondents who had at least one repair completed in the 12 months prior to survey, when they had experienced the repair service *in full* (86%; 84% in 2015), than among all respondents who had *reported* a repair (78%; 77% in 2015) (*Appendix Table 4.11*).

4.3 SATISFACTION WITH QUALITY, CONDITION AND SIZE OF HOME

Quality of home

Amongst all respondents, 86 per cent (85% in 2015) were satisfied with the overall quality of their home (*Appendix Table 4.12*). Satisfaction was lowest among those households with children (small family 75%; lone parent 77%; large family 80%) and among households with a HRP aged 24 years or younger (73%).

Condition of property

Similarly, 85 per cent (84% in 2015) of all respondents were satisfied with the general condition of their property (*Appendix Table 4.13*). Both small family households (76%) and lone parent households (also 76%) were less likely to be satisfied with the condition of their property than other household types.

Size of property

The majority of respondents (84%) felt their home was just the right size. More than one-tenth (12%) felt their home was too small, while three per cent felt their home was too big (*Appendix Table 4.14*).

4.4 FUTURE INTENTIONS (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 (95%; 94% in 2015) 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 each intended to either move to a Housing Association or to the private rented sector.

4.5 CONTACT WITH THE HOUSING EXECUTIVE

Telephone Contact

In 2016, respondent contact with the Housing Executive by telephone remained high (72%; 69% in 2015). The primary reason for contacting a Housing Executive office related to repairs (84%; also 84% in 2015) (*Appendix Tables 4.16 and 4.17*).

In the vast majority (99%) of cases, when a respondent last telephoned a Housing Executive office, their call had been answered (*Appendix Table 4.18*).

On contacting an office by telephone the vast majority of respondents felt staff were:

- Polite (98%; also 98% 2015);
- Friendly (98%; also 98% in 2015);
- Easy to understand (98%; also 98% in 2015);
- Patient (96%; also 96% in 2015);
- Knowledgeable (95%; also 95% in 2015).

A small minority of respondents felt staff were:

- Not interested/off hand (7%; 10% in 2015);
- In a hurry/rushed (4%; 6% in 2015);
- Rude (2%; 4% in 2015).

The majority (95%; 94% in 2015) of respondents, who had telephone a Housing Executive office, also reported that staff had spoken to them in a courteous manner (*Appendix Table 4.20*).

Overall satisfaction with telephone contact

The vast majority of respondents who had telephoned continued to report a high level of satisfaction with the telephone service received from the Housing Executive (92%; 90% in 2015) (*Appendix Table 4.21*).

Household characteristics

By household type, satisfaction with the telephone service received was lowest among lone parent households (89%). By age, satisfaction was lowest among households with a HRP aged either 18-24 years (86%) or 25-44 years (89%); below the overall average of 92 per cent.

Visit to a Housing Executive office

Almost one-quarter (24%; 25% in 2015) had visited a Housing Executive office in the 12 months previous to being surveyed (*Appendix Table 4.22*). When calling to an office,

more than four-fifths of visitors (87%; 90% in 2015) had waited less than 15 minutes to be attended to by staff (56% in less than 5 minutes; 53% in 2015) (*Appendix Table 4.23*).

In 2016, respondents' experience of various aspects of visiting a Housing Executive office remained very positive, with either none or a one percentage point variance from 2015 (*Table 4.2; Appendix Table 4.24*).

Table 4.2: Satisfaction with how respondent's query was dealt with by office staff (%)

	2015	2016
Polite	97	98
Friendly	97	98
Easy to understand	96	97
Patient	96	96
Knowledgeable	95	95
Not interested/offhand	9	8
In a hurry/rushed	6	5
Rude	5	4

Overall satisfaction with office visit

Overall, nine out of every ten visitors (90%; 91% in 2015) were satisfied with their visit to a Housing Executive office (*Appendix Table 4.25*).

Household characteristics

Respondents' overall satisfaction level with visiting a Housing Executive office was highest among two older (97%) and lone adult (96%) households (*Appendix Table 4.25*); above the overall average of 90 per cent. Households with a HRP aged 24 years or below were least likely to be satisfied (81%).

Home visit from a member of Housing Executive staff

Similar to 2015, the one-third (33%; 34% in 2015) of respondents received a home visit by a member of staff to tenants in the 12 months previous to being surveyed (*Appendix Table 4.26*). Almost two-fifths (39%; 40% in 2015) of these respondents had requested a staff member to visit their home (*Appendix Table 4.27*). More than four-fifths (82%; 73% in 2015) of respondents said they were satisfied with the home visit (*Appendix Table 4.28*).

4.6 RESPONDENTS' ATTITUDES TO HOME AND ESTATE

Respondent satisfaction with their neighbourhood as a place to live continued to remain high in 2016 (92%; also 92% in 2015) (*Appendix Table 4.29*).

Compared to 2015, respondents also continued to feel proud (76%; 75% in 2015) about the general image of their area, if friends and relatives come to visit (*Appendix Table 4.30*).

Household characteristics

By household type less than two-thirds (64%) of lone parents reported that they felt proud about the general image of their area. Similarly households with HRPs aged 25-44 years (65%) or 18-24 years (66%) were less likely to feel proud than the overall average (76%).

Location

Households in Belfast (67%; 70% in 2015) were least likely to feel a sense of pride about the general image of their area in 2016; nine percentage points below the overall average (76%), *(Appendix Table 4.30)*.

5.0 Housing Benefit, Rent Payments and Financial Inclusion

The 2016 CTOS continued to ask questions regarding tenant uptake of 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 2016 findings by household characteristics and location and, where appropriate, comparisons with the 2015 CTOS.

5.1 HOUSING BENEFIT

Housing Benefit status ⁶

There continues to be a high level (80%; 81% in 2015) of Housing Executive households in receipt of Housing Benefit.

Housing Benefit status - Household Characteristics (Appendix Table 5.1)

Household Income

- As expected, households with an income of £10,400 or below were more likely to be in receipt of Housing Benefit (up to £5,200, 91%; between £5,201 and £10,400, also 91%) than those households with an income of £10,401 or more (68%).

Household type

- The proportion of lone older (89%) and lone parent (86%) households were above the overall average (80%) of households in receipt of Housing Benefit.
- Two adult (67%) households were least likely of all households to receive Housing Benefit.

Location

- Households living in the Belfast Region were least likely to receive Housing Benefit (78%; 79% in 2015), compared to those households living in either the South (79%; also 79% in 2015) or North Region (82%; 84% in 2015) Regions.

Housing Benefit service provided

The vast majority (96%) of Housing Benefit recipients were satisfied with the service provided (*Appendix Table 5.2*). Overall, large family households (89%) were least likely to be satisfied with the Housing Benefit service.

5.2 RENT PAYMENTS

All respondents were asked if they had any difficulty making their rent payment during the previous 12 months before interview. Whilst more than two-thirds (68%; 67% in 2015) of respondents reported that they were in receipt of full Housing Benefit and therefore were not subject to rent payments, a small proportion (5%; also 5% in 2015) reported that, in the past 12 months, they had experienced difficulty in paying their rent. The remaining 27 per

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

cent (28% in 2015) had not experienced any difficulty in paying their rent during the same period (*Appendix Tables 5.3*).

Paying rent by direct debit/standing order

Of the households that did pay some level of rent (32%), less than one-sixth (approximately 3,900 households) reported having experienced difficulty in making their rent payment within the last 12 months (*Appendix 5.4a*).

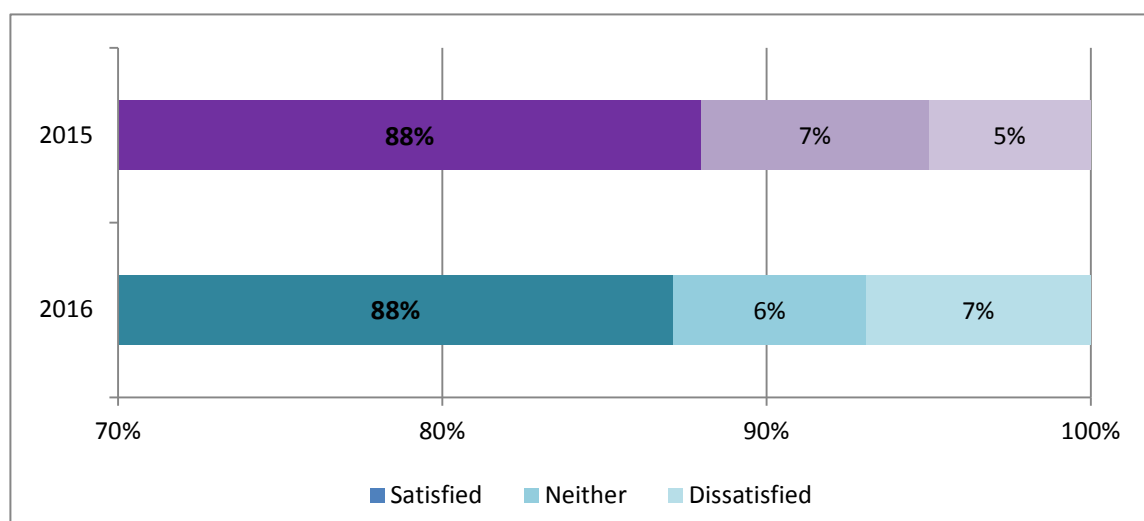
The main reasons why respondents were experiencing difficulty in making their rent payments related to (*Appendix 5.4b*):

- Low income/benefit dependency;
- Unexpected ‘other’ bills;
- Illness i.e. loss of earnings;
- Rent arrears; and
- Unemployment.

Satisfaction that rent provides value for money

In 2016, satisfaction that rent provides value for money remained the same as in 2015 at 88 per cent (*Figure 5.1; Appendix Table 5.5*).

Figure 5.1: Satisfaction that rent provides value for money, 2015-2016



Satisfaction that rent provides value for money – Household Characteristics

Age of HRP

- Households with a HRP aged 45+ years (45-59 years, 87%; 60-64 years, 91%; 65+ years, 92%) were more likely to be satisfied that their rent provides value for money compared to households with a younger HRP (18-24 years, 82%; 25-44 years, 83%).

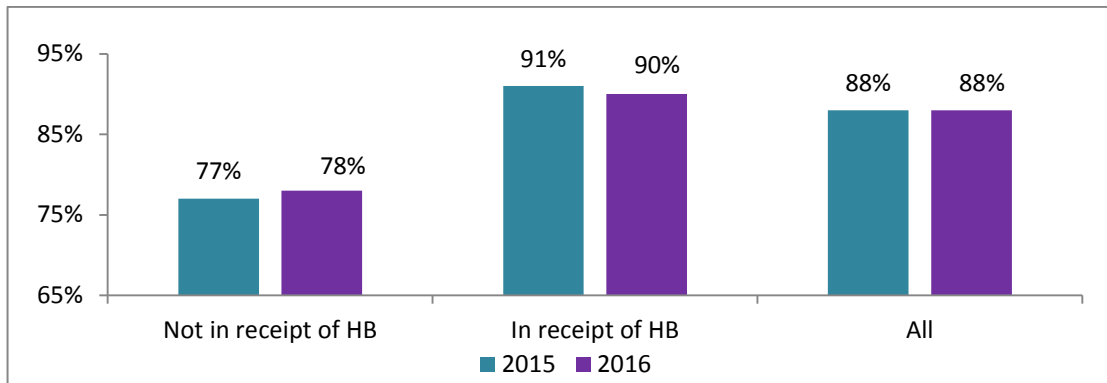
Household type

- Lone parent (81%), large family (83%) and two adult (84%) households were least likely to be satisfied that their rent provides value for money.

Housing Benefit status and satisfaction that rent provides value for money

Similar to 2015, Figure 5.2, overleaf, illustrates that those households not in receipt of Housing Benefit (78%; 88% overall) were less likely to be satisfied that their rent provided value for money than those in receipt of Housing Benefit (90%), (*Appendix Table 5.6*).

Figure 5.2: Satisfaction that rent provides value for money by Housing Benefit status



5.3 FINANCIAL INCLUSION

Current and/or savings account ownership

Respondents were asked about their ownership of particular current or savings accounts.

Overall, more than four-fifths (88%) of respondents had some kind of current and/or savings account; although almost one-tenth (9%) did not have either of these account types (*Appendix Table 5.7*).

Current and/or savings account ownership - Household Characteristics

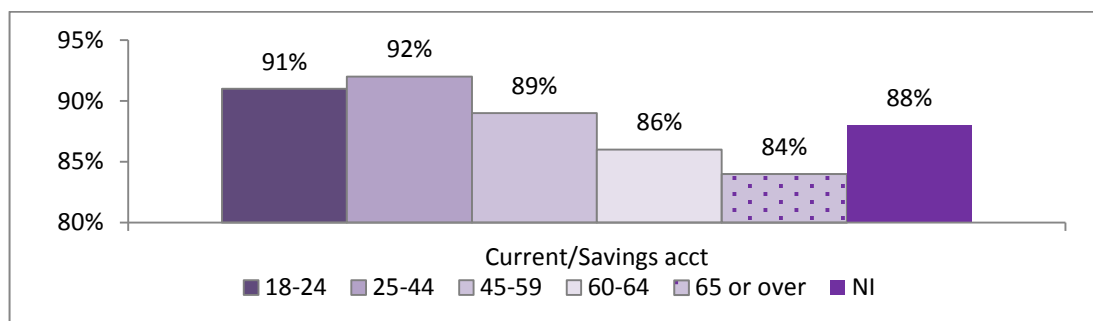
Household Type

- Lone older (83%) and two older (85%) households were below the overall average (88%) of households with a current and/or savings account.
- Current and/or savings account ownership was highest amongst small family (94%) and lone parent households (93%).

Age of HRP

- There was a correlation between ownership of a current/savings account and age of HRP. Households with a younger HRP (18-24 years, 91%; 25-44 years, 92%; 45-59 years, 89%) were more likely to have a current and/or savings account than households with an older HRP (60-64 years, 86%; 65+ years, 84%) (*Figure 5.3; Appendix Table 5.7a*).

Figure 5.3: Respondent current and/or savings accounts ownership by Age of HRP



Other banking account

Respondents were also asked if they had an account with either a Post Office and/or a Credit Union. Almost one quarter (23%; 12% in 2015) of respondents had an account with a Post

Office and less than one-tenth (7%; 6% in 2015) had an account with a Credit Union (*Appendix Table 5.7b*).

Debit payment card and/or credit card ownership

Almost two-thirds (63%; 62% in 2015) of respondents had a debit payment card and/or credit card; the remainder (38%) had no such products or refused to respond (*Appendix Table 5.8*).

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 (both 76%; 63% overall) to have a debit payment card and/or credit card than those living in households with older HRPs (65 years or over, 46%; 17 percentage points below the overall average of 63%).

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 (73%) to have such products than those respondents living in the lowest income households (£5,200 or less or £5,201 - £10,400, both 58%).

Household Type

- Both small family and lone parent (79% each) households had a higher level of debit payment card and/or credit card ownership than other households.
- Half or less of two older (50%) and lone older (47%) households were least likely to have owned a payment card and/or credit card.

Location

- Debit payment card and/or credit card ownership was highest amongst respondents in the South (67%) Region followed by respondents living in the North (61%) and Belfast (60%) Regions.

Rent Payment by Direct Debit or Standing Order (*Appendix Table 5.9 – 5.11*)

Respondents were asked if they paid their rent by direct debit or standing order. Almost seven in ten (69%) respondents reported that they were in receipt of full Housing Benefit (*Appendix Table 5.9*)⁷ and therefore did not pay rent. Of those households that did pay some level of rent (31% of all respondents), almost one-third (31%) paid their rent by Direct Debit or Standing Order; a ten percentage point decreased from the previous year.

More than half (69%; 59% in 2015) 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 (81%; 72% in 2015). However, one-tenth (10%; 11% in 2015) of this sub-group said they would consider this method of payment in the future (*Appendix Tables 5.10 – 5.12*).

⁷ There is a one percentage point variance in the proportion of respondents who had previously reported to be in receipt of full Housing Benefit when asked about their rent payments (see 4.2).

Home contents insurance

While one-quarter (25%; 26% in 2015) of respondents said the contents of their home were insured, slightly more than seven-in-ten (72%) reported that they did not have a home contents insurance; a small percentage (3%) did not know (*Appendix Table 5.13*).

Reasons why respondents did not have home contents insurance included (*Appendix Table 5.14*):

- Had not got round to getting insurance (42%);
- Quotes received were too expensive (32%);
- Don't think I need insurance (21%); and
- Don't know how to get insurance (3%).

6.0 Tenant involvement, consultation and communication

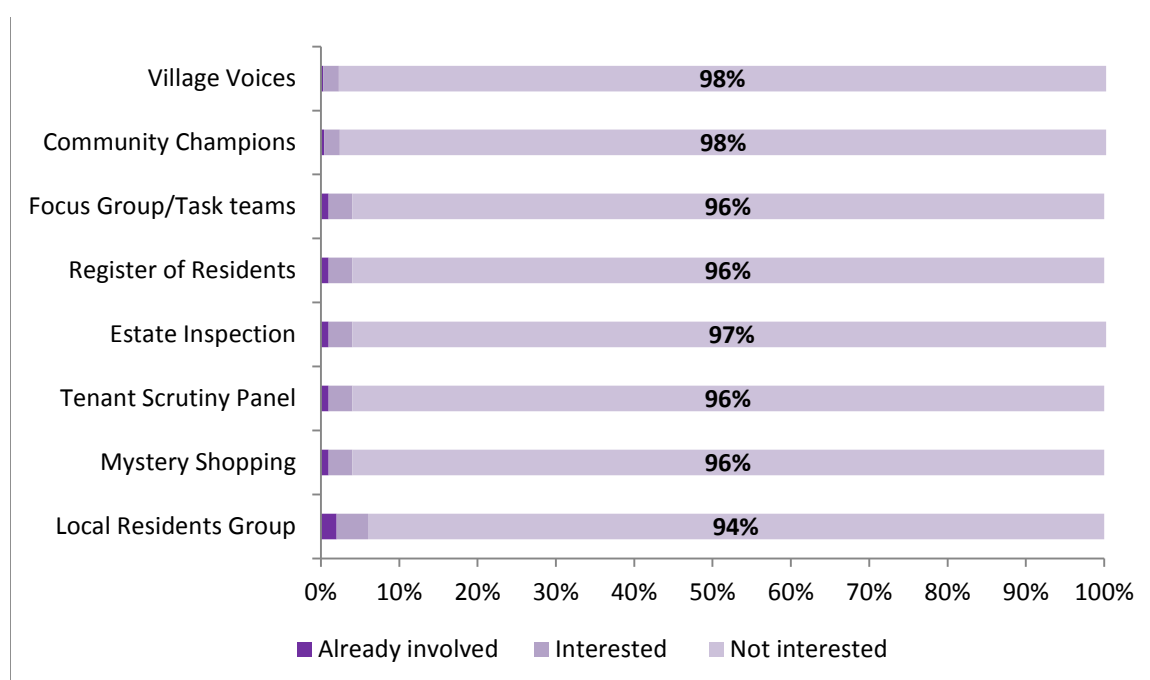
Landlord Services Mission Statement is “To provide our customers with good quality services/support when they need it.” The Housing Executive encourages tenants, and their representatives, to become actively involved and participate in the decision making process in the delivery of housing services.

In 2016 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 2016 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*). In 2016, the proportion of respondents not wanting to become involved in any tenant initiatives ranged from 94 per cent to 98 per cent, compared to 2015 which ranged from 93 per cent to 97 per cent.

Figure 6.1: Respondent interest in becoming involved in tenant involvement 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 4%) said they would be interested in getting involved in one or more of these tenant initiatives.

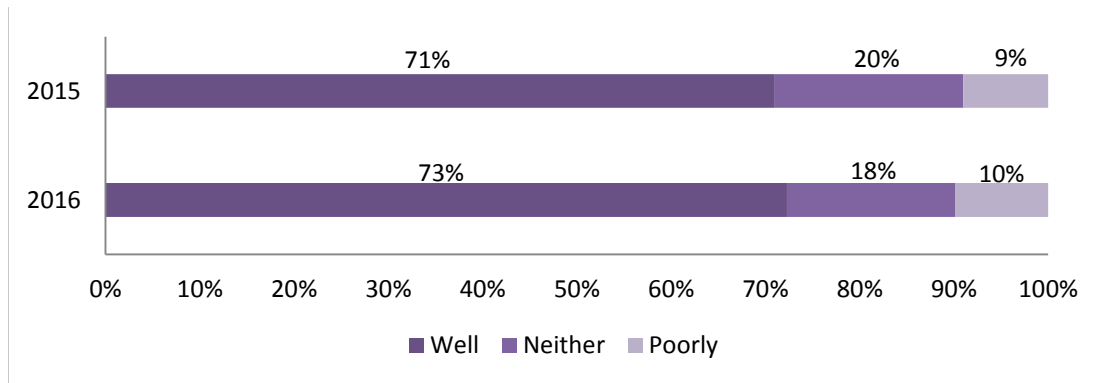
6.2 TENANT CONSULTATION

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 2016, there was a slight increase (73%; 71% in 2015) 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, 2015-2016

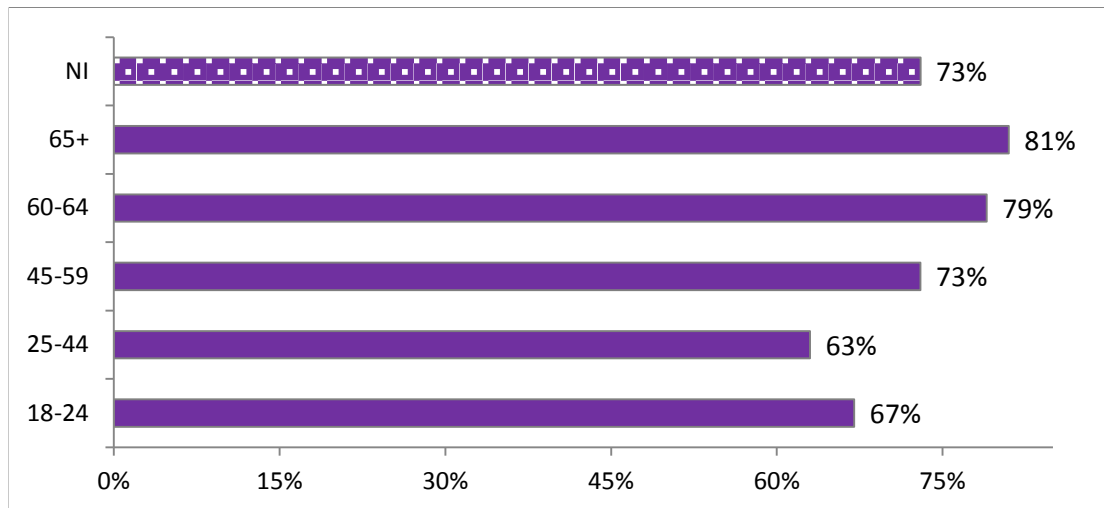


How well tenants felt they were consulted by the Housing Executive – Household Characteristics (*Appendix Table 6.2*)

Age of HRP

- Households with an older HRP (65 years or over, 81%; 60-64 years, 79%) were more likely to feel well consulted than those who lived in households with a younger HRP (73% overall) (*Figure 6.3*).

Figure 6.3: Percentage of respondents who felt well consulted by the Housing Executive, by Age of HRP – 2016



Household Type

- Similarly by household type, two older (81%), lone older (80%) and large family (77%) households were more likely to feel that they were well consulted, compared to all other households.
- Small family households (61%) were least likely to feel that they were well consulted by the Housing Executive.

Location

- Almost four-fifths (79%; 6 percentage points above the overall average of 73%) of respondents living in the North Region said they were well consulted, compared with 71 per cent in the South Region and 69 per cent in the Belfast Region.

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

More than seven in ten (72%; 67% in 2015 and 72% in 2014) 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 (83%) were most likely to be satisfied, while households with a HRP aged 18-24 years (62%) were the least satisfied of all households.

Household Type

- More than eight in ten lone older (83%) and two older (81%) households were satisfied, compared to six in ten (60%) of lone parent households (72% overall average).

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 (68%) than those living in the South (73%) and North (77%) Regions.

6.3 COMMUNICATION

The 2016 CTOS included questions on how the Housing Executive communicates with tenants. Where possible, comparisons have been made with findings from previous years.

Newsletter –Streets Ahead

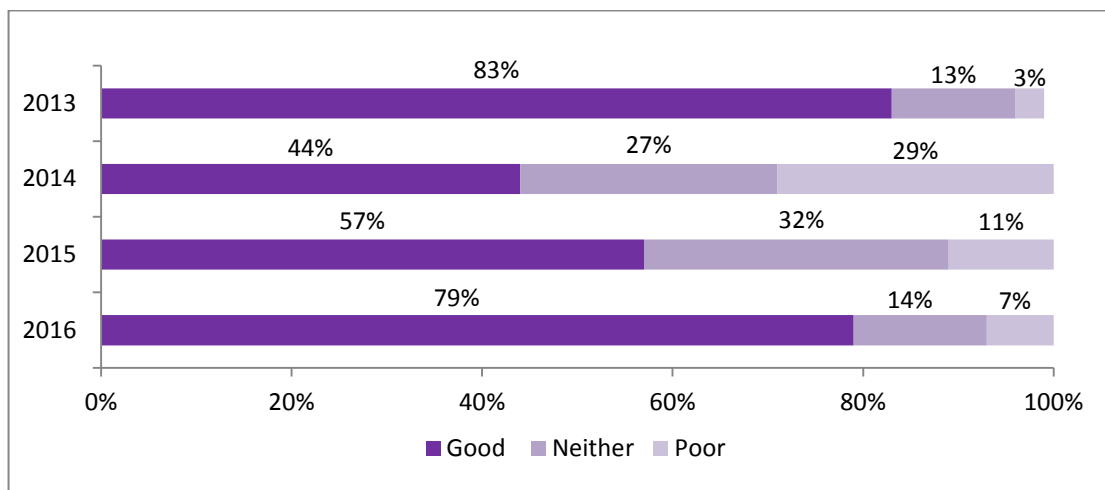
In the first instance, respondents were asked whether they were aware of the Housing Executive's newsletter, Streets Ahead (formerly Housing News), which is sent to tenants on an annual basis. Respondents' awareness of the Housing Executive newsletter remained the same as in 2015 (79% in both years); 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. However, findings have varied over the last four years. In 2016, almost four-fifths (79%) of respondents felt that the Housing Executive was good at keeping them informed about things that might affect them as a tenant; higher than in 2015 (57%) and 2014 (44%) and closer to findings from the 2013 Survey (83%), (*Appendix Table 6.5*).

The variation in findings in recent years may be partly due to different approaches to the use of examples illustrating the type of policy changes that might impact on respondents. While the question has remained the same since 2013, in 2014 a number of examples were included, while in 2015 only welfare reform was referred to specifically, No examples were included in 2016.

Figure 6.4: Extent to which respondents felt the Housing Executive was good at keeping them informed about things that might affect them, 2013-2016



Keeping tenants informed – Household Characteristics (Appendix Table 6.5)

Household Income

- By household income, there was some variance in opinion. Households on a higher income bracket (£10,401 plus, 78%; 79% overall) were less likely to feel the Housing Executive was good at keeping them informed about things that might affect them as a tenant than households on lower incomes (up to £5,200, 88%; £5,201 to £10,400, 81%).

Age

- Respondents feeling positive about being kept informed increased by age of the HRP. Households with a HRP aged 18 – 24 years were least likely to feel positive (66%) compared to households with a HRP of 65 years or older (88%) who felt the Housing Executive was good at keep them informed.

Being kept informed by, and getting in touch with, the Housing Executive

The main method by which respondents wanted to be kept informed and get in touch with the Housing Executive was by telephone (86% of respondents; also 86% in 2015). Just more than four-fifths of all respondents (43%; 47% in 2015) said they would be happy to be informed or get in touch by writing and more than one-quarter (27%; 26% in 2015) to visit an office.

There were notable changes in levels of interest in other types of contact, namely text (14%; 22% in 2015) and/or by email (10%; 13% in 2015), but neither had decreased to levels reported in 2014 (3% and 4% respectively).

The proportion of respondents who indicated that they would be happy to have contact with Housing Executive through social media remained similar to last year (Facebook 3%; 2% in 2015/Twitter 1%; <1% in 2015), (*Appendix Table 6.6*).

7.0 Digital Inclusion

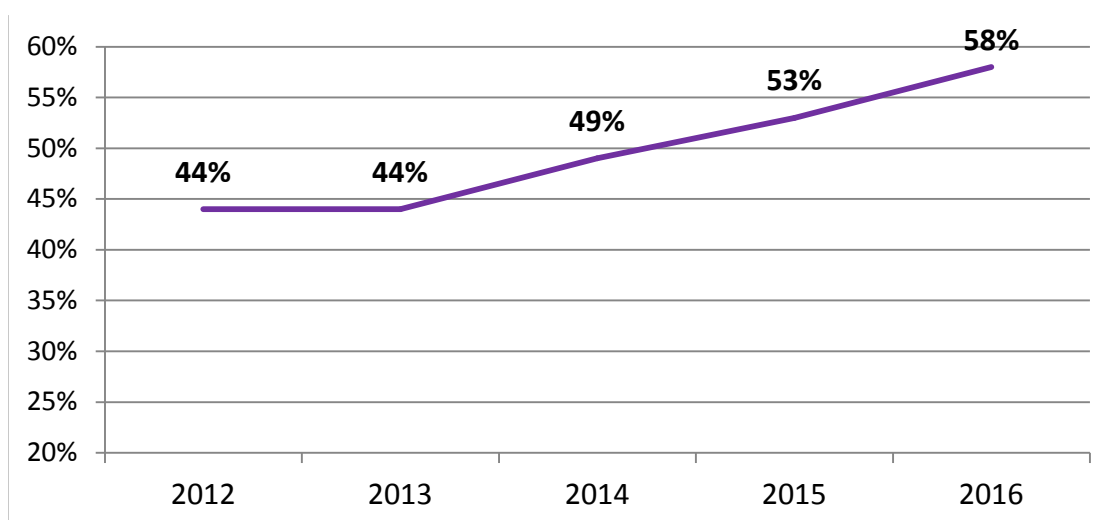
A growing emphasis across government for digital online services and transactions to be the primary means of interacting with the public, coupled with the Housing Executive's *Journey to Excellence* customer-focused approach, means there is a compelling business case for us to enable online transactions and communications with our tenants through the promotion of *digital inclusion*.

In 2016, questions were asked to capture information on households' access to the internet, the methods by which access was gained (e.g. computer/laptop/ tablet/smartphone etc.) and which would be respondents' main method of access to the internet. Where possible, comparisons were made with the previous year.

7.1 ACCESS TO THE INTERNET

Access to the internet continues to rise, with almost six in ten (58%; 53% in 2015) of all households having access to the internet (*Appendix Table 7.1*). Whilst this trend is encouraging, the proportion of Housing Executive households with internet access was 22 percentage points lower than the 2015-2016 N. Ireland average of 80 per cent⁸ (*Figure 7.1*).

Figure 7.1: Percentage respondents who had access to the internet 2012-2016



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

Age of HRP

- As in previous years, there appears to be a correlation between access to the internet and the age of the HRP in that the older a HRP was, the less likely they were to have access to the internet; particularly for households with HRPs who were 60 years or older (60-64 years, 47%; 65 years or over, 23%; 58% overall).

⁸Northern Ireland Continuous Household Survey 2015/16 available at <http://www.csu.nisra.gov.uk/CHS/results/tables/Home%20Internet%20Access.mht>

- Conversely, more than four-fifths of households with a HRP aged 18-24 years had access to the internet (81%). Households with a HRP aged 25-44 years (86%) had a much higher rate of internet access than the Housing Executive’s overall average of 58 per cent; above the N. Ireland average of 80 per cent.

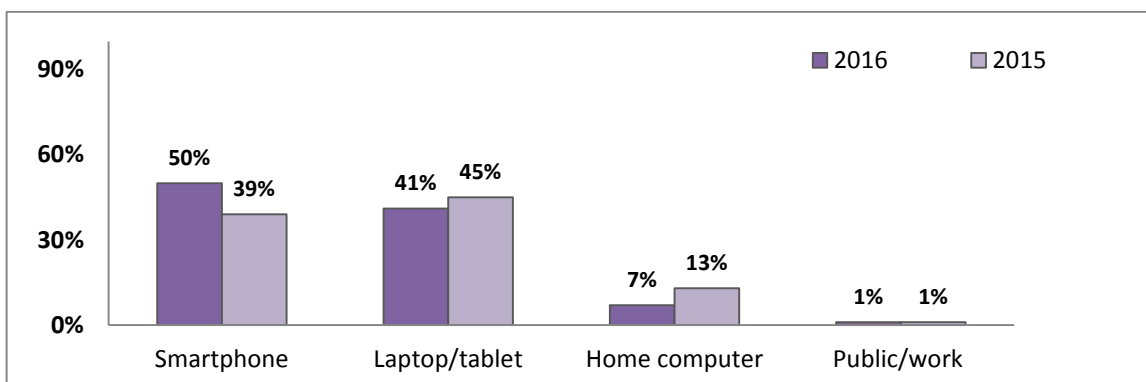
Household Type

Households with children and two adult households were more likely to have access to the internet (lone parent, 94%; small family, 93%; large family, 91%) than those households without children (lone adult, 48%; two older, 38%; lone older, 19%)

Respondents who had access to the internet were asked which devices they used to go online (*Appendix Table 7.2*). Personal laptop/tablet was the most popular way of accessing the internet, used by more than two-thirds (67%; also 67% in 2015) of the respondents who had internet access. Almost two-thirds of respondents (64%; 51% in 2015) said they used a smartphone, while use of a home computer was less common at 14 per cent (22% in 2015).

Respondents were also asked to select their *main* method of accessing the internet. Overall mobile/smartphone was respondents’ *main* method of accessing the internet (50%; 39% in 2015), followed by a personal laptop/tablet (41%; 45% in 2015) or a home computer (7%; 13% in 2015) (*Figure 7.2; Appendix Table 7.3*).

Figure 7.2: Households’ main method of accessing internet, 2015-2016



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 (18-24 years, 81% and 25-44 years, 68%; 50% overall). Older HRPs were more likely to access the internet using a laptop/tablet (65 years or over, 66% and 60-64 years, 60%; 41% overall).

Household type

- Respondents who lived in households with children were the most likely to access the internet using a smartphone (lone parent, 73%; small family, 62%; large family, 58%; 50% overall).
- Access to the internet using a laptop/tablet was highest amongst lone older (70%) and two older (68%) households (41% overall).

Access to Housing Executive services via the website (*Appendix Table 7.5*)

Of respondents who had access to the internet, almost one-sixth (15%) had accessed a Housing Executive service via the web.

7.2 MOBILE PHONE

Compared to 2015, ownership of a mobile phone had increased in 2016 (86%; 83% in 2015). The latest Northern Ireland average for 2015 was 94 per cent⁹ (*Appendix Table 7.6*).

Mobile phone ownership – Household Characteristics (Figure 7.3; Appendix Table 7.6)

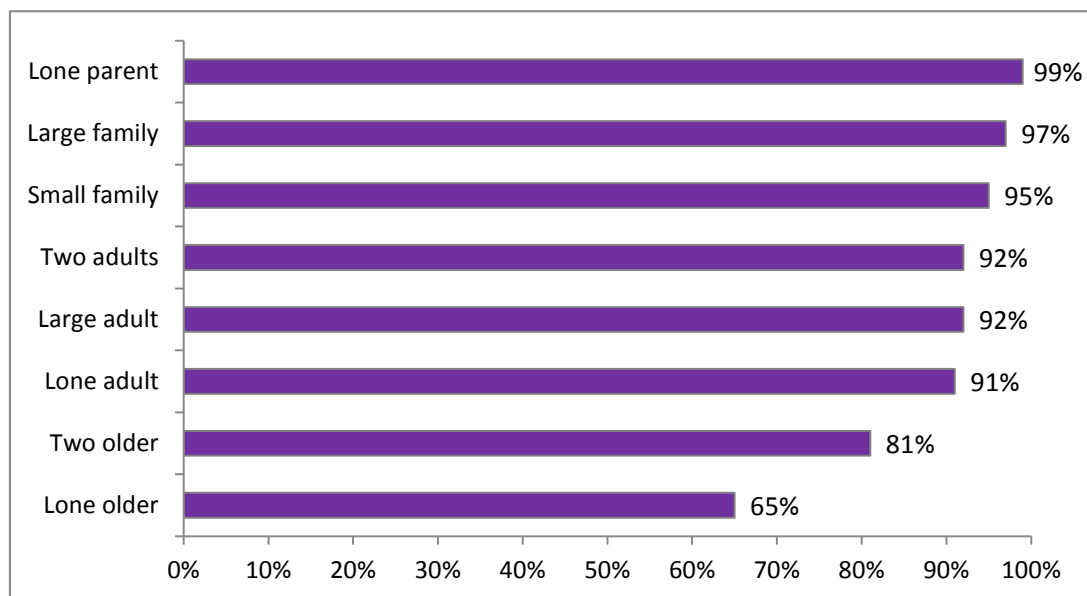
Age of HRP

- Ownership of a mobile phone was least likely in households where the HRP was aged 65 years or more (68%; 86% overall) and was highest among households with a HRP aged between 25-44 years (97%).

Household type

- Ownership of a mobile phone was above average (86%) amongst most households with the exception of two older (81%) and lone older (65%) households.

Figure 7.3: Respondent’s mobile phone ownership by household type



Contact with the Housing Executive via mobile phone

The vast majority (80%; also 80% in 2015) of mobile phone owners had given their number to the Housing Executive (*Appendix Table 7.7*).

Tenant contact with Housing Executive by text

Of respondents who owned a mobile phone, a small proportion (5%) had contacted the Housing Executive by text during the previous 12 months before survey (*Appendix Table*

⁹2015 Northern Ireland Neighbourhood Information Service, NISRA
<http://www.ninis2.nisra.gov.uk/People & Places> (see People & Places/Housing and Household (p10)/Mobile Phone Ownership)

7.8). However, when asked if they would contact a Housing Executive service by text, more than one-fifth (23%) of this sub-group reported that they would (*Appendix Tables 7.9*).

Contact from the Housing Executive by text

Respondents who owned a mobile phone were also asked if they would allow the Housing Executive to contact them by text in relation to a number of key service areas.

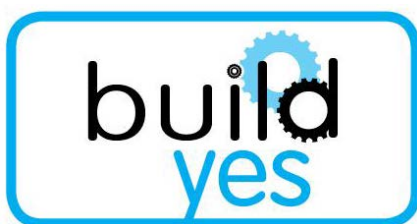
Almost three-fifths (57%) said they would allow the Housing Executive to contact them by text/SMS about repairs. Two-fifths or less would allow contact regarding planned improvement schemes (40%), and/or general information/advice (39%), and/or Housing Benefit (36%). One-third or less of mobile phone owners would allow contact via text regarding anti-social behaviour (33%) and/or their rent account/paying rent (28%); while less than one-fifth would allow contact via text regarding a housing application/transfer (19%) (*Appendix Table 7.10*).

8.0 Client response to survey

BELOW IS RESPONSE TO LAST YEARS SURVEY (for Client information only):

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

2016 CTOS - Appendix Tables

* denotes cell has an unweighted value eq<25

Table 3.1: Dwelling Type

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
House	21,916 70.7%	16,641 60.5%	14,591 54.7%	53,148 62.4%
Flat/Maisonette	5,694 18.4%	4,475 16.3%	3,632 13.6%	13,801 16.2%
Bungalow/Cottage	3,409 11.0%	6,408 23.3%	8,431 31.6%	18,248 21.4%
NI TOTAL	31,019 100%	27,524 100%	26,654 100%	85,197 100%

Table 3.2: Household type by Number of bedrooms

Sample in numbers	1 bed 257	2 bed 928	3 bed 1237	4+ bed 178	TOTAL 2600
Adult	4,766 56.6%	12,996 43.3%	15,291 37.5%	2,674 44.5%	35,727 41.9%
<i>% Adult</i>	13.3%	36.4%	42.8%	7.5%	100%
Children	* 1.2%	4,393 14.6%	14,609 35.9%	1,981 33.0%	21,085 24.7%
<i>% with Children</i>	0.5%	20.8%	69.3%	9.4%	100%
Older	3,548 42.2%	12,650 42.1%	10,837 26.6%	1,349 22.5%	28,384 33.3%
<i>% Older</i>	12.5%	44.6%	38.2%	4.8%	100%
NI TOTAL	8,416 100%	30,039 100%	40,737 100%	6,004 100%	85,196 100%
<i>% Overall</i>	9.9%	35.3%	47.8%	7.0%	100%

Table 3.3: Household type

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600	
Lone adult	6,865 22.1%	6,446 23.4%	6,241 23.4%	19,552 22.9%	Adult 41.9%
Two adults	3,189 10.3%	2,432 8.8%	2,395 9.0%	8,016 9.4%	
Large adult	3,000 9.7%	2,955 10.7%	2,204 8.3%	8,159 9.6%	
Lone parent	4,955 16.0%	4,294 15.6%	2,712 10.2%	11,961 14.0%	Children 24.7%
Small family	2,403 7.7%	1,810 6.6%	1,505 5.6%	5,718 6.7%	
Large family	* 3.0%	1,112 4.0%	1,366 5.1%	3,406 4.0%	
Two older	3,818 12.3%	2,705 9.8%	3,314 12.4%	9,837 11.5%	Older 33.3%
Lone older	5,861 18.9%	5,769 21.0%	6,916 25.9%	18,546 21.8%	
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%	

Table 3.4: Number of residents in household

	Belfast 800	North 800	South 1000	TOTAL 2600
1 person	12,726 41.0%	12,186 44.3%	13,157 49.4%	38,069 44.7%
2 persons	8,805 28.4%	7,014 25.5%	6,775 25.4%	22,594 26.5%
3 persons	5,140 16.6%	4,277 15.5%	3,493 13.1%	12,910 15.2%
4 persons or more	4,348 14.0%	4,046 14.7%	3,228 12.1%	11,622 13.6%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

Table 3.5: Profile of ALL Household Members

	Belfast 1690	North 1669	South 2000	TOTAL 5359	
Male	28,625 43.8%	24,974 43.2%	25,101 47.4%	78,700 44.7%	Gender
Female	36,777 56.2%	32,845 56.8%	27,855 52.6%	97,477 55.3%	
Age under 16 yrs	16,199 24.8%	14,576 25.2%	11,767 22.2%	42,542 24.1%	Age
Age 16-24 yrs	7,540 11.5%	6,678 11.5%	5,266 9.9%	19,484 11.1%	
Age 25-44 yrs	14,918 22.8%	11,701 20.2%	11,380 21.5%	37,999 21.6%	
Age 45-59 yrs	11,433 17.5%	11,240 19.4%	9,991 18.9%	32,664 18.5%	
Age 60-64 yrs	3,980 6.1%	3,414 5.9%	3,044 5.7%	10,438 5.9%	
Age 65 yrs or over	11,242 17.2%	10,124 17.5%	11,489 21.7%	32,855 18.6%	
Refused	* 0.1%	* 0.1%	* 0.0%	* 0.1%	
Employed	12,715 19.4%	8,967 15.5%	9,637 18.2%	31,319 17.8%	
Unemployed	9,472 14.5%	7,246 12.5%	8,391 15.8%	25,109 14.3%	
Retired	11,481 17.6%	9,797 16.9%	11,503 21.7%	32,781 18.6%	
Perm Sick/Disabled	8,596 13.1%	8,354 14.4%	5,643 10.7%	22,593 12.8%	
Looking after family/home	3,478 5.3%	4,478 7.7%	3,189 6.0%	11,145 6.3%	
Student (higher education)	2,317 3.5%	2,916 5.0%	2,091 3.9%	7,324 4.2%	
Other (inc. school children)	17,344 26.5%	16,063 27.8%	12,501 23.6%	45,908 26.1%	
White	63,613 97.3%	56,891 98.4%	51,471 97.2%	171,975 97.6%	Ethnicity
Other	1,789 2.8%	* 1.6%	1,485 2.8%	4,203 2.3%	
Yes, has a health problem/illness	13,013 19.9%	13,495 23.3%	14,359 27.1%	40,867 23.2%	Disability
Yes, has a disability which limits activities	2,881 4.4%	5,091 8.8%	3,006 5.7%	10,978 6.2%	
Yes, has BOTH illness and a disability	7,656 11.7%	5,294 9.2%	2,617 4.9%	15,567 8.8%	
Has no such health problems	41,852 64.0%	33,939 58.7%	32,973 62.3%	108,764 61.7%	
NI TOTAL	65,402 100%	57,819 100%	52,955 100%	176,176 100%	

Table 3.6: Profile of Household Reference Person (HRP)

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600	
Male	10,147 32.7%	9,008 32.7%	10,959 41.1%	30,114 35.3%	Gender
Female	20,872 67.3%	18,516 67.3%	15,694 58.9%	55,082 64.7%	
Age 18-24 yrs	* 2.8%	* 2.8%	* 1.8%	2,117 2.5%	Age - HRP
Age 25-44 yrs	9,799 31.6%	7,848 28.5%	6,984 26.2%	24,631 28.9%	
Age 45-59 years	8,912 28.7%	8,266 30.0%	7,420 27.8%	24,598 28.9%	
Age 60-64 yrs	2,803 9.0%	2,817 10.2%	2,633 9.9%	8,253 9.7%	
Age 65 years or over	8,626 27.8%	7,794 28.3%	9,130 34.3%	25,550 30.0%	
Refused	0 0.0%	* 0.1%	* 0.1%	* 0.1%	
£5,200 or less	1,489 4.8%	2,109 7.7%	2,316 8.7%	5,914 6.9%	
£5,201-£10,400	10,898 35.1%	9,162 33.3%	9,326 35.0%	29,386 34.5%	
£10,401+	13,493 43.5%	9,148 33.2%	9,928 37.2%	32,569 38.2%	
Refused/DK	5,139 16.6%	7,104 25.8%	5,083 19.1%	17,326 20.3%	
Employed	7,287 23.5%	5,067 18.4%	5,427 20.4%	17,781 20.9%	Employment Status - HRP
Unemployed	5,607 18.1%	4,651 16.9%	5,238 19.7%	15,496 18.2%	
Retired	8,903 28.7%	7,541 27.4%	9,320 35.0%	25,764 30.2%	
Perm Sick/Disabled	6,439 20.8%	6,457 23.5%	4,150 15.6%	17,046 20.0%	
Looking after family/home	2,431 7.8%	3,426 12.4%	2,356 8.8%	8,213 9.6%	
Other	* 1.1%	* 1.4%	* 0.6%	* 1.0%	
White	30,486 98.3%	27,342 99.3%	26,320 98.8%	84,148 98.8%	
Other	* 0.5%	* 0.3%	* 0.1%	1,049 1.2%	

Table 3.7: Employment status of HRP by working age

Sample in numbers	working age * 1763	not working age** 837	TOTAL 2600 2600
Employed	17,354 29.9%	* 1.6%	17,781 20.9%
<i>% employed</i>	97.6%	2.4%	100%
Unemployed	15,253 26.3%	* 0.9%	15,496 18.2%
<i>% unemployed</i>	98.4%	1.6%	100%
Retired	1,359 2.3%	24,405 89.9%	25,764 30.2%
<i>% retired</i>	5.3%	94.7%	100%
Perm Sick/Disabled	15,107 26.0%	1,939 7.1%	17,046 20.0%
<i>% sick/disabled</i>	88.6%	11.4%	100%
Other (inc. Refused)	8,967 15.4%	* 0.5%	9,109 10.7%
<i>% other</i>	98%	2%	100%
NI TOTAL	58,040 100%	27,156 100%	85,196 100%
<i>% overall</i>	68.1%	31.9%	100%

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

**HRPs not of working age = Males 65 yrs or older/Females 63 yrs or older

Table 3.8a: Benefits received by HRP

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Housing Benefit	23,479 75.7%	21,888 79.5%	20,293 76.1%	65,660 77.1%
Disability Benefit	11,452 36.9%	8,689 31.6%	8,737 32.8%	28,878 33.9%
Retirement Pension	8,258 26.6%	7,608 27.6%	7,496 28.1%	23,362 27.4%
Child Benefit	8,900 28.7%	7,495 27.2%	5,692 21.4%	22,087 25.9%
Child Tax Credit	7,565 24.4%	6,839 24.8%	4,587 17.2%	18,991 22.3%
Employment & Support Allowance	6,715 21.6%	6,566 23.9%	5,492 20.6%	18,773 22.0%
Income Support	4,885 15.7%	4,473 16.3%	4,095 15.4%	13,453 15.8%
Pension Credit	3,069 9.9%	4,214 15.3%	4,410 16.5%	11,693 13.7%
Working Tax Credit	3,314 10.7%	1,985 7.2%	1,827 6.9%	7,126 8.4%
Incapacity Benefit	2,236 7.2%	1,522 5.5%	1,846 6.9%	5,604 6.6%
Jobseekers' Allowance	1,136 3.7%	1,011 3.7%	904 3.4%	3,051 3.6%
Other	1,537 5.0%	1,731 6.3%	1,055 4.0%	4,323 5.1%

Table 3.8b: Benefits received by Partner of HRP

Sample in numbers	TOTAL 582
Disability Benefit	5,157 27.2%
Retirement Pension	4,817 25.4%
Housing Benefit	2,881 15.2%
Employment & Support Allowance	1,974 10.4%
Child Benefit	1,816 9.6%
Pension credit	1,420 7.5%
Child Tax Credit	1,215 6.4%
Income Support	774 4.1%
Incapacity Benefit	* 3.5%
Working Tax Credit	* 3.1%
Jobseeker's Allowance	* 1.8%
Other	* 4.3%

Table 3.9 Health/Disability of HRPs

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes, has a health problem/illness	8,799 28.4%	9,183 33.4%	10,222 38.4%	28,204 33.1%
Yes, has a disability which limits activities	1,861 6.0%	2,706 9.8%	1,739 6.5%	6,306 7.4%
Yes, has BOTH a health problem and a disability	5,454 17.6%	3,635 13.2%	1,877 7.0%	10,966 12.9%
Has no such health problems	14,904 48.0%	12,000 43.6%	12,816 48.1%	39,720 46.6%
NI TOTAL	31,018 100%	27,524 100%	26,654 100%	85,196 100%

Table 3.10: Use of indoor/outdoor aids by HRPs

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
No aids	23,705 76.4%	21,616 78.5%	20,931 78.5%	66,252 77.8%
Stick	4,657 15.0%	3,287 11.9%	3,645 13.7%	11,589 13.6%
Zimmer frame	1,517 4.9%	1,087 3.9%	1,284 4.8%	3,888 4.6%
Crutches	* 1.8%	* 2.7%	* 1.4%	1,668 2.0%
Wheel chair	* 1.3%	* 2.4%	* 1.1%	1,404 1.6%
Adapted vehicle/ Scooter/Confined to bed	* 0.4%	* 0.4%	* 0.4%	* 0.4%
NI TOTAL	31,018 100%	27,522 100%	26,652 100%	85,192 100%

Table 3.11: Religion of household as described by respondent

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Protestant	17,937 57.8%	14,281 51.9%	11,267 42.3%	43,485 51.0%
Catholic	10,756 34.7%	10,108 36.7%	11,948 44.8%	32,812 38.5%
Mixed religion	*	*	1,037	2,159
Protestant/Catholic	2.2%	1.6%	3.9%	2.5%
Other	1,647 5.3%	2,691 9.8%	2,401 9.0%	6,739 7.9%
NI TOTAL	31,018 100%	27,524 100%	26,653 100%	85,195 100%

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

Sample in numbers	Satisfied 2257	Neither 195	Dissatisfied 148	TOTAL 2600
Region				
Belfast	26,550 85.6%	2,506 8.1%	1,963 6.3%	31,019 100%
North	24,252 88.1%	1,621 5.9%	1,650 6.0%	27,523 100%
South	23,036 86.4%	2,387 9.0%	1,230 4.6%	26,653 100%
Household Type				
Lone adult	16,985 86.9%	1,371 7.0%	1,195 6.1%	19,551 100%
Two adults	6,812 85.0%	*	*	8,017 100%
Lone parent	9,420 78.8%	1,499 12.5%	1,041 8.7%	11,960 100%
Small family	4,508 78.8%	*	*	5,718 100%
Large family	2,882 84.6%	*	*	3,406 100%
Large adult	7,048 86.4%	*	*	8,159 100%
Two older	9,065 92.2%	*	*	9,836 100%
Lone older	17,117 92.3%	867 4.7%	*	18,547 100%
Household Income				
Up to £5,200	5,348 90.4%	*	*	5,913 100%
£5,201 to £10,400	26,132 88.9%	2,034 6.9%	1,221 4.2%	29,387 100%
£10,401 plus	27,552 84.6%	2,615 8.0%	2,402 7.4%	32,569 100%
Don't know/refused	14,806 85.5%	1,516 8.7%	1,005 5.8%	17,327 100%
Age of HRP				
18-24	1,538 72.7%	*	*	2,116 100%
25-44	19,915 80.9%	2,824 11.5%	1,893 7.7%	24,632 100%
45-59	21,267 86.5%	1,946 7.9%	1,384 5.6%	24,597 100%
60-64	7,236 87.7%	*	*	8,253 100%
65 or over	23,863 93.4%	892 3.5%	*	25,550 100%
Refused	*	0	*	*
	38.3%	0.0%	61.7%	100%
NI TOTAL	73,837 86.7%	6,514 7.6%	4,844 5.7%	85,195 100%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	23,562 76.0%	18,776 68.2%	18,647 70.0%	60,985 71.6%
No	7,457 24.0%	8,747 31.8%	8,006 30.0%	24,210 28.4%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

Table 4.3: Which of the following methods did you use when you last reported a repair?

Sample in numbers	Belfast 608	North 542	South 702	TOTAL 1852
Telephone	21,279 90.3%	16,024 85.3%	16,481 88.4%	53,784 88.2%
In person at a local office	1,134 4.8%	2,067 11.0%	1,473 7.9%	4,674 7.7%
Email/Website	* 3.4%	* 2.4%	* 1.7%	1,578 2.6%
Letter	* 0.1%	0 0.0%	* 0.6%	* 0.2%
Don't know	* 1.3%	* 1.2%	* 1.5%	814 1.3%
NI TOTAL	23,562 100%	18,776 100%	18,647 100%	60,985 100%

Table 4.4: When you reported the repair, were you advised when the work would be completed?

Sample in numbers	Belfast 608	North 542	South 702	TOTAL 1852
Yes	9,019 81.3%	7,066 85.7%	6,803 80.6%	22,888 82.4%
No	855 7.7%	393 4.8%	390 4.6%	1,638 5.9%
Don't know	1,223 11.0%	786 9.5%	1,252 14.8%	3,261 11.7%
NI TOTAL	11,097 100%	8,245 100%	8,445 100%	27,787 100%

Table 4.5: Was the work completed within the time you were advised?

Sample in numbers	Belfast 482	North 447	South 553	TOTAL 1482
Yes	15,514 82.3%	13,862 89.1%	12,388 85.1%	41,764 85.3%
No	2,973 15.8%	1,511 9.7%	2,043 14.0%	6,527 13.3%
Don't know	* 1.9%	* 1.2%	* 0.9%	* 1.4%
NI TOTAL	18,849 100%	15,557 100%	14,563 100%	48,969 100%

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

Sample in numbers	Satisfied 1447	Neither 120	Dissatisfied 279	DK eq<25	TOTAL 1852
Region					
Belfast	18,242 77.4%	1,894 8.0%	3,396 14.4%	* 0.1%	23,562 100%
North	15,270 81.3%	890 4.7%	2,584 13.8%	* 0.2%	18,776 100%
South	14,104 75.6%	1,238 6.6%	3,179 17.0%	* 0.7%	18,646 100%
Household Type					
Lone adult	9,888 74.5%	1,105 8.3%	2,170 16.3%	* 0.9%	13,280 100%
Two adults	5,091 78.5%	* 5.3%	1,052 16.2%	0 0.0%	6,489 100%
Lone parent	6,891 73.0%	936 9.9%	1,614 17.1%	0 0.0%	9,441 100%
Small family	3,046 71.1%	* 9.4%	836 19.5%	0 0.0%	4,284 100%
Large family	2,169 77.0%	* 6.1%	* 15.6%	* 1.3%	2,818 100%
Large adult	5,102 78.7%	* 2.4%	1,231 19.0%	0 0.0%	6,486 100%
Two older	5,842 83.6%	* 6.9%	* 9.1%	* 0.4%	6,986 100%
Lone older	9,587 85.6%	* 3.8%	1,185 10.6%	0 0.0%	11,201 100%
Household Income					
Up to £5,200	3,099 73.9%	* 6.4%	* 18.8%	* 0.9%	4,192 100%
£5,201 to £10,400	16,031 79.8%	1,203 6.0%	2,854 14.2%	0 0.0%	20,088 100%
£10,401 plus	18,774 77.1%	1,720 7.1%	3,756 15.4%	* 0.4%	24,351 100%
Don't know/refused	9,714 78.6%	831 6.7%	1,761 14.3%	* 0.4%	12,354 100%
Age of HRP					
18-24	900 57.3%	* 12.2%	* 30.6%	0 0.0%	1,572 100%
25-44	14,018 72.3%	1,801 9.3%	3,473 17.9%	* 0.4%	19,378 100%
45-59	14,407 78.4%	1,067 5.8%	2,836 15.4%	* 0.4%	18,380 100%
60-64	4,860 85.2%	* 4.6%	* 10.3%	0 0.0%	5,705 100%
65 or over	13,432 84.2%	* 4.4%	1,784 11.2%	* 0.2%	15,950 100%
NI TOTAL	47,617 78.1%	4,022 6.6%	9,159 15.0%	187 0.3%	60,986 100%

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

Sample in numbers	Belfast 608	North 542	South 702	TOTAL 1852
Yes	19,986 84.8%	16,837 89.7%	15,819 84.8%	52,642 86.3%
No	3,576 15.2%	1,940 10.3%	2,828 15.2%	8,344 13.7%
NI TOTAL	23,562 100%	18,777 100%	18,647 100%	60,986 100%

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

Sample in numbers	Belfast 516	North 486	South 599	TOTAL 1601
Yes	15,621 78.2%	14,210 84.4%	13,307 84.1%	43,138 81.9%
No	4,049 20.3%	2,356 14.0%	2,307 14.6%	8,712 16.5%
Don't know	* 1.6%	* 1.6%	* 1.3%	* 1.5%
NI TOTAL	19,985 100%	16,837 100%	15,819 100%	52,641 100%

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 1601
Politeness	31,767 60.3%	18,566 35.3%	1,809 3.4%	* 0.6%	* 0.4%	52,642 100%
Friendliness	31,741 60.3%	18,633 35.4%	1,817 3.5%	* 0.6%	* 0.3%	52,641 100%
Tidiness	32,131 61.0%	17,615 33.5%	1,579 3.0%	* 1.5%	* 1.0%	52,641 100%
Speed	31,495 59.8%	17,083 32.5%	1,365 2.6%	1,889 3.6%	* 1.5%	52,643 100%
Quality of work	30,940 58.8%	17,032 32.4%	1,418 2.7%	2,184 4.1%	1,068 2.0%	52,642 100%
Quality of materials	30,391 57.7%	17,601 33.4%	2,641 5.0%	1,311 2.5%	* 1.3%	52,640 100%

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

Sample in numbers	Belfast 516	North 486	South 599	TOTAL 1601	
Very satisfied	11,583 58.0%	9,389 55.8%	8,399 53.1%	29,371 55.8%	47,644 90.5%
Satisfied	6,718 33.6%	5,779 34.3%	5,776 36.5%	18,273 34.7%	
Neither	* 2.8%	* 3.7%	* 4.1%	1,830 3.5%	1,830 3.5%
Dissatisfied	* 2.3%	* 4.8%	* 4.4%	1,958 3.7%	3,166 6.0%
Very dissatisfied	* 3.3%	* 1.5%	* 1.8%	1,208 2.3%	
NI TOTAL	19,985 100%	16,837 100%	15,818 100%	52,640 100%	

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

Sample in numbers	Belfast 516	North 486	South 599	TOTAL 1601	
Very satisfied	11,808 59.1%	9,169 54.5%	8,858 56.0%	29,835 56.7%	48,378 91.9%
Satisfied	6,517 32.6%	6,412 38.1%	5,614 35.5%	18,543 35.2%	
Neither	* 3.6%	* 3.2%	* 3.9%	1,882 3.6%	1,882 3.6%
Dissatisfied	* 1.7%	* 2.7%	* 3.7%	1,392 2.6%	2,380 4.5%
Very dissatisfied	* 2.9%	* 1.5%	* 1.0%	988 1.9%	
NI TOTAL	19,986 100%	16,836 100%	15,818 100%	52,640 100%	

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

Sample in numbers	Belfast 516	North 486	South 599	TOTAL 1601	
Very satisfied	8,742 43.7%	8,058 47.9%	8,529 53.9%	25,329 48.1%	45,096
Satisfied	8,302 41.5%	6,446 38.3%	5,019 31.7%	19,767 37.5%	85.6%
Neither	1,287 6.4%	* 3.7%	826 5.2%	2,735 5.2%	2,735
Dissatisfied	* 4.5%	* 4.7%	* 4.0%	2,327 4.4%	4,749
Very dissatisfied	* 3.6%	880 5.2%	820 5.2%	2,422 4.6%	9.0%
Don't know	* 0.2%	* 0.2%	0 0.0%	* 0.1%	*
NI TOTAL	19,986 100%	16,837 100%	15,819 100%	52,642 100%	

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

Sample in numbers	Satisfied 2236	Neither 155	Dissatisfied 209	TOTAL 2600
Region				
Belfast	26,013 83.9%	2,130 6.9%	2,877 9.3%	31,020 100%
North	23,369 84.9%	1,341 4.9%	2,814 10.2%	27,524 100%
South	23,634 88.7%	1,685 6.3%	1,334 5.0%	26,653 100%
Household Type				
Lone adult	16,748 85.7%	1,273 6.5%	1,530 7.8%	19,551 100%
Two adults	6,903 86.1%	* 6.3%	* 7.6%	8,017 100%
Lone parent	9,201 76.9%	1,246 10.4%	1,514 12.7%	11,961 100%
Small family	4,276 74.8%	* 11.8%	* 13.5%	5,718 100%
Large family	2,717 79.8%	* 5.5%	* 14.7%	3,406 100%
Large adult	6,770 83.0%	* 5.0%	985 12.1%	8,160 100%
Two older	9,081 92.3%	* 2.9%	* 4.7%	9,836 100%
Lone older	17,319 93.4%	* 3.1%	* 3.5%	18,547 100%
Household Income				
Up to £5,200	5,311 89.8%	* 4.2%	* 6.0%	5,913 100%
£5,201 to £10,400	25,905 88.2%	1,498 5.1%	1,984 6.8%	29,387 100%
£10,401 plus	27,233 83.6%	2,154 6.6%	3,182 9.8%	32,569 100%
Don't know/refused	14,566 84.1%	1,257 7.3%	1,504 8.7%	17,327 100%
Age of HRP				
18-24	1,539 72.7%	* 5.6%	* 21.7%	2,117 100%
25-44	19,314 78.4%	2,421 9.8%	2,896 11.8%	24,631 100%
45-59	20,969 85.2%	1,613 6.6%	2,016 8.2%	24,598 100%
60-64	7,334 88.9%	* 3.1%	* 8.0%	8,253 100%
65 or over	23,860 93.4%	* 2.8%	966 3.8%	25,551 100%
Refused	0 0.0%	* 38.3%	* 61.7%	* 100%
NI TOTAL	73,016 85.7%	5,155 6.1%	7,026 8.2%	85,197 100%

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

Sample in numbers	Satisfied 2204	Neither 149	Dissatisfied 247	TOTAL 2600
Region				
Belfast	25,799 83.2%	2,143 6.9%	3,077 9.9%	31,019 100%
North	23,430 85.1%	1,254 4.6%	2,840 10.3%	27,524 100%
South	23,000 86.3%	1,553 5.8%	2,100 7.9%	26,653 100%
Household Type				
Lone adult	16,384 83.8%	1,229 6.3%	1,938 9.9%	19,551 100%
Two adults	6,884 85.9%	* 6.1%	* 8.0%	8,016 100%
Lone parent	9,031 75.5%	1,340 11.2%	1,590 13.3%	11,961 100%
Small family	4,355 76.1%	* 9.8%	806 14.1%	5,719 100%
Large family	2,782 81.7%	* 4.8%	* 13.5%	3,406 100%
Large adult	6,431 78.8%	* 4.7%	1,348 16.5%	8,160 100%
Two older	8,995 91.4%	* 2.9%	* 5.7%	9,836 100%
Lone older	17,366 93.6%	* 2.7%	* 3.7%	18,548 100%
Household Income				
Up to £5,200	5,267 89.1%	* 5.0%	* 5.9%	5,914 100%
£5,201 to £10,400	25,491 86.7%	1,440 4.9%	2,455 8.4%	29,386 100%
£10,401 plus	27,197 83.5%	1,919 5.9%	3,453 10.6%	32,569 100%
Don't know/refused	14,274 82.4%	1,295 7.5%	1,758 10.1%	17,327 100%
Age of HRP				
18-24	1,552 73.3%	* 4.1%	* 22.6%	2,117 100%
25-44	19,036 77.3%	2,453 10.0%	3,142 12.8%	24,631 100%
45-59	20,666 84.0%	1,391 5.7%	2,540 10.3%	24,597 100%
60-64	7,065 85.6%	* 4.8%	* 9.6%	8,252 100%
65 or over	23,880 93.5%	* 2.4%	1,064 4.2%	25,550 100%
Refused	* 61.7%	* 38.3%	0 0.0%	* 100%
NI TOTAL	72,228 84.8%	4,950 5.8%	8,016 9.4%	85,194 100%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Too big	1,067 3.4%	* 2.5%	794 3.0%	2,562 3.0%
Too small	4,393 14.2%	3,320 12.1%	2,862 10.7%	10,575 12.4%
Just the right size	25,499 82.2%	23,373 84.9%	22,971 86.2%	71,843 84.3%
Don't Know	* 0.2%	* 0.5%	* 0.1%	* 0.3%
NI TOTAL	31,018 100%	27,524 100%	26,653 100%	85,195 100%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Remain as HE tenant	29,492 95.1%	25,889 94.1%	25,488 95.6%	80,869 94.9%
Move to owner occupied sector	1,130 3.6%	* 2.7%	789 3.0%	2,658 3.1%
Move to a Housing Assoc or Private Renting	* 0.8%	* 1.6%	* 0.7%	856 1.0%
Other/DK	* 0.5%	* 1.7%	* 0.8%	813 1.0%
NI TOTAL	31,019 100.0%	27,523 100.0%	26,654 100.0%	85,196 100.0%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	23,910 77.1%	18,609 67.6%	18,773 70.4%	61,292 71.9%
No	7,109 22.9%	8,915 32.4%	7,880 29.6%	23,904 28.1%
NI TOTAL	31,019 100%	27,524 100%	26,653 100%	85,196 100%

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

Sample in numbers	Belfast 615	North 541	South 710	TOTAL 1866
Repairs	19,808 82.8%	15,690 84.3%	15,890 84.6%	51,388 83.8%
Rent Account	* 3.5%	* 3.0%	* 2.4%	1,842 3.0%
Planned improvement scheme eg double glazing	* 1.9%	* 2.1%	729 3.9%	1,562 2.5%
Housing Benefit	* 2.1%	* 0.8%	* 0.6%	* 1.3%
Other (please specify)	2,274 9.5%	1,732 9.3%	1,592 8.5%	5,598 9.1%
Don't remember	* 0.2%	* 0.5%	0 0.0%	* 0.2%
NI TOTAL	23,910 100%	18,610 100%	18,774 100%	61,294 100%

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

Sample in numbers	Belfast 615	North 541	South 710	TOTAL 1866
Yes	23,800 99.5%	18,061 97.1%	18,724 99.7%	60,585 98.8%
No	* 0.5%	* 2.9%	* 0.3%	* 1.2%
NI TOTAL	23,909 100%	18,609 100%	18,774 100%	61,292 100%

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 612	North 523	South 708	TOTAL 1843
Polite	23,263 97.7%	17,557 97.2%	18,418 98.4%	59,238 97.8%
Friendly	23,200 97.5%	17,514 97.0%	18,411 98.3%	59,125 97.6%
Easy to understand	23,243 97.7%	17,601 97.5%	18,236 97.4%	59,080 97.5%
Patient	22,671 95.3%	17,368 96.2%	17,972 96.0%	58,011 95.8%
Knowledgeable	22,614 95.0%	17,433 96.5%	17,707 94.6%	57,754 95.3%
Not interested/off hand	985 4.1%	2,037 11.3%	931 5.0%	3,953 6.5%
In a hurry/rushed	963 4.0%	896 5.0%	823 4.4%	2,682 4.4%
Rude	* 2.1%	* 3.3%	* 1.5%	1,378 2.3%

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 615	North 541	South 710	TOTAL 1866
Yes	22,646 94.7%	17,670 95.0%	18,133 96.6%	58,449 95.4%
No	* 3.8%	* 3.3%	* 3.0%	2,076 3.4%
Don't know/Can't remember	* 1.5%	* 1.8%	* 0.4%	* 1.2%
NI TOTAL	23,909 100%	18,608 100%	18,774 100%	61,291 100%

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

Sample in numbers	Satisfied 1716	Neither 76	Dissatisfied 74	TOTAL 1866
Region				
Belfast	22,082 92.4%	1,043 4.4%	* 3.3%	23,910 100%
North	17,230 92.6%	* 2.7%	868 4.7%	18,609 100%
South	17,055 90.8%	970 5.2%	749 4.0%	18,774 100%
Household Type				
Lone adult	11,909 90.9%	* 6.1%	* 3.0%	13,100 100%
Two adults	5,855 90.6%	* 5.1%	* 4.3%	6,465 100%
Lone parent	9,082 89.2%	* 4.6%	* 6.2%	10,182 100%
Small family	4,144 92.3%	* 3.5%	* 4.2%	4,489 100%
Large family	2,625 90.6%	* 4.8%	* 4.6%	2,897 100%
Large adult	5,904 93.3%	* 4.3%	* 2.4%	6,327 100%
Two older	6,484 95.3%	* 2.0%	* 2.7%	6,804 100%
Lone older	10,363 94.0%	* 2.1%	* 3.9%	11,026 100%
Household Income				
Up to £5,200	3,968 95.6%	* 2.6%	* 1.8%	4,150 100%
£5,201 to £10,400	18,467 91.6%	882 4.4%	* 4.0%	20,155 100%
£10,401 plus	23,070 92.3%	983 3.9%	954 3.8%	25,007 100%
Don't know/refused	10,860 90.7%	* 4.6%	* 4.7%	11,978 100%
Age of HRP				
18-24 yrs	1,469 86.3%	* 3.7%	* 10.0%	1,703 100%
25-44 yrs	17,692 88.9%	1,150 5.8%	1,056 5.3%	19,898 100%
45-59 yrs	16,992 92.9%	* 4.7%	* 2.4%	18,289 100%
60-64 yrs	5,562 93.7%	* 3.1%	* 3.3%	5,938 100%
65 yrs or over	14,651 94.7%	* 1.8%	* 3.5%	15,465 100%
NI TOTAL	56,366 92.0%	2,524 4.1%	2,403 3.9%	61,293 100%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	6,921 22.3%	7,708 28.0%	6,024 22.6%	20,653 24.2%
No	24,098 77.7%	19,816 72.0%	20,629 77.4%	64,543 75.8%
NI TOTAL	31,019 100%	27,524 100%	26,653 100%	85,196 100%

Table 4.23: Approximately how long did you have to wait before you were attended to by staff?

	Belfast 180	North 228	South 234	TOTAL 642
Less than 5 minutes	2,215 32.0%	5,936 77.0%	3,344 55.5%	11,495 55.7%
More than 5 minutes but less than 15 minutes	2,949 42.6%	1,293 16.8%	2,149 35.7%	6,391 30.9%
15 minutes or more	1,543 22.3%	* 5.8%	* 6.9%	2,406 11.7%
Don't know	* 3.1%	* 0.4%	* 1.9%	* 1.7%
NI TOTAL	6,921 100%	7,707 100%	6,024 100%	20,652 100%

Table 4.24: Regardless of the outcome of your visit, did you find the staff who dealt with your query

	Belfast 180	North 228	South 234	TOTAL 642
Polite	6,694 96.7%	7,643 99.2%	5,928 98.4%	20,265 98.1%
Friendly	6,694 96.7%	7,550 98.0%	5,948 98.7%	20,192 97.8%
Easy to understand	6,714 97.0%	7,510 97.4%	5,892 97.8%	20,116 97.4%
Patient	6,630 95.8%	7,332 95.1%	5,884 97.7%	19,846 96.1%
Knowledgeable	6,575 95.0%	7,359 95.5%	5,744 95.4%	19,678 95.3%
Not interested/off hand	* 4.0%	1,048 13.6%	* 4.8%	1612 7.8%
In a hurry/rushed	* 2.2%	* 6.8%	* 5.4%	1,005 4.9%
Rude	* 2.7%	* 4.3%	* 3.9%	* 3.6%

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

Sample in numbers	Satisfied 577	Neither eq<25	Dissatisfied 42	TOTAL 642
Region				
Belfast	6,307 91.1%	* 4.0%	* 4.9%	6,921 100%
North	6,907 89.6%	* 4.3%	* 6.0%	7,708 100%
South	5,456 90.6%	* 2.0%	* 7.4%	6,024 100%
Household Type				
Lone adult	5,378 95.7%	* 2.4%	* 1.9%	5,617 100%
Two adults	1,741 86.0%	* 1.0%	* 13.0%	2,024 100%
Lone parent	3,720 84.0%	* 7.7%	* 8.2%	4,428 100%
Small family	1,172 84.4%	* 4.6%	* 11.0%	1,389 100%
Large family	829 92.8%	0 0.0%	* 7.2%	893 100%
Large adult	1,609 88.9%	* 1.8%	* 9.3%	1,809 100%
Two older	1,581 97.0%	* 3.0%	0 0.0%	1,630 100%
Lone older	2,640 92.2%	* 3.1%	* 4.7%	2,863 100%
Household Income				
Up to £5,200	1,649 88.5%	* 5.5%	* 6.0%	1,864 100%
£5,201 to £10,400	6,200 92.1%	* 3.8%	* 4.2%	6,734 100%
£10,401 plus	7,366 90.5%	* 2.2%	* 7.4%	8,143 100%
Don't know/refused	3,455 88.3%	* 5.1%	* 6.6%	3,911 100%
Age of HRP				
18-24	963 80.9%	* 9.2%	* 9.9%	1,190 100%
25-44	7,172 87.9%	* 5.6%	* 6.6%	8,162 100%
45-59	5,085 92.1%	* 0.5%	* 7.4%	5,523 100%
60-64	1,412 93.1%	0 0.0%	* 6.9%	1,516 100%
65 or over	4,038 94.7%	* 3.3%	* 2.0%	4,262 100%
NI TOTAL	18,670 90.4%	* 3.5%	* 6.1%	20,653 100%

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

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	11,097 35.8%	8,245 30.0%	8,444 31.7%	27,786 32.6%
No	19,922 64.2%	19,278 70.0%	18,209 68.3%	57,409 67.4%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

Table 4.27: Did you request the visit?

Sample in numbers	Belfast 285	North 244	South 330	TOTAL 859
Yes	4,305 38.8%	2,607 31.6%	3,850 45.6%	10,762 38.7%
No	6,792 61.2%	5,638 68.4%	4,594 54.4%	17,024 61.3%
NI TOTAL	11,097 100%	8,245 100%	8,444 100%	27,786 100%

Table 4.28: How satisfied/dissatisfied are you with the visit made by Housing Executive staff?

	Belfast	North	South	TOTAL
Sample in numbers	285	244	330	859
Satisfied	9,019 81.3%	7,065 85.7%	6,802 80.6%	22,886 82.4%
Neither	* 7.7%	* 4.8%	* 4.6%	1,638 5.9%
Dissatisfied	1,223 11.0%	* 9.5%	1,252 14.8%	3,261 11.7%
NI TOTAL	11,097 100%	8,244 100%	8,444 100%	27,785 100%

Table 4.29: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

	Satisfied	Neither	Dissatisfied	TOTAL
Sample in numbers	2395	99	106	2600
Region				
Belfast	28,054 90.4%	1,437 4.6%	1,528 4.9%	31,019 100%
North	25,434 92.4%	* 2.7%	1,346 4.9%	27,524 100%
South	24,941 93.6%	1,025 3.8%	687 2.6%	26,653 100%
Household Type				
Lone adult	18,135 92.8%	* 3.9%	* 3.4%	19,551 100%
Two adults	7,331 91.4%	* 3.8%	* 4.8%	8,017 100%
Lone parent	10,022 83.8%	* 5.4%	1,296 10.8%	11,961 100%
Small family	5,250 91.8%	* 4.1%	* 4.1%	5,717 100%
Large family	3,030 88.9%	* 7.3%	* 3.8%	3,407 100%
Large adult	7,441 91.2%	* 3.8%	* 5.0%	8,159 100%
Two older	9,475 96.3%	* 1.6%	* 2.1%	9,837 100%
Lone older	17,745 95.7%	* 2.9%	* 1.4%	18,546 100%
Household Income				
Up to £5,200	5,623 95.1%	* 2.7%	* 2.2%	5,913 100%
£5,201 to £10,400	27,344 93.1%	979 3.3%	1,063 3.6%	29,386 100%
£10,401 plus	29,799 91.5%	1,019 3.1%	1,751 5.4%	32,569 100%
Don't know/refused	15,662 90.4%	1,051 6.1%	* 3.5%	17,327 100%
Age of HRP				
18-24	1,739 82.2%	* 9.7%	* 8.1%	2,116 100%
25-44	21,633 87.8%	1,336 5.4%	1,663 6.8%	24,632 100%
45-59	22,502 91.5%	934 3.8%	1,162 4.7%	24,598 100%
60-64	7,902 95.8%	* 3.0%	* 1.2%	8,252 100%
65 or over	24,607 96.3%	* 1.9%	* 1.8%	25,551 100%
Refused	* 100.0%	0.0%	0.0%	* 100%
NI TOTAL	78,430 92.1%	3,206 3.8%	3,560 4.2%	85,196 100%

Table 4.30: How do you feel about the general image of the area, if friends and relatives come to visit?

Sample in numbers	Proud 2007	No strong feelings 478	Ashamed 115	TOTAL 2600
Region				
Belfast	20,825 67.1%	8,327 26.8%	1,867 6.0%	31,019 100%
North	21,955 79.8%	4,230 15.4%	1,338 4.9%	27,523 100%
South	21,873 82.1%	4,048 15.2%	732 2.7%	26,653 100%
Household Type				
Lone adult	13,982 71.5%	4,765 24.4%	* 4.1%	19,551 100%
Two adults	6,371 79.5%	1,102 13.7%	* 6.8%	8,017 100%
Lone parent	7,694 64.3%	3,335 27.9%	932 7.8%	11,961 100%
Small family	3,929 68.7%	1,489 26.0%	* 5.3%	5,719 100%
Large family	2,497 73.3%	* 22.9%	* 3.8%	3,406 100%
Large adult	6,440 78.9%	1,213 14.9%	* 6.2%	8,160 100%
Two older	8,226 83.6%	1,296 13.2%	* 3.2%	9,837 100%
Lone older	15,514 83.6%	2,626 14.2%	* 2.2%	18,548 100%
Household Income				
Up to £5,200	4,744 80.2%	997 16.9%	* 2.9%	5,914 100%
£5,201 to £10,400	22,706 77.3%	5,467 18.6%	1,214 4.1%	29,387 100%
£10,401 plus	23,691 72.7%	6,835 21.0%	2,043 6.3%	32,569 100%
Don't know/refused	13,513 78.0%	3,306 19.1%	* 2.9%	17,327 100%
Age of HRP				
18-24	1,391 65.7%	636 30.0%	* 4.3%	2,117 100%
25-44	16,077 65.3%	7,050 28.6%	1,504 6.1%	24,631 100%
45-59	18,874 76.7%	4,326 17.6%	1,398 5.7%	24,598 100%
60-64	6,728 81.5%	1,210 14.7%	* 3.8%	8,252 100%
65 or over	21,536 84.3%	3,383 13.2%	* 2.5%	25,550 100%
Refused	* 100%	0 0.0%	0 0.0%	* 100%
NI TOTAL	64,653 75.9%	16,605 19.5%	3,937 4.6%	85,195 100%

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

Sample in numbers	Yes 2070	No 530	Total 2600
Region			
Belfast	24,151 77.9%	6,868 22.1%	31,019 100%
North	22,679 82.4%	4,845 17.6%	27,524 100%
South	20,961 78.6%	5,692 21.4%	26,653 100%
Household Type			
Lone adult	15,859 81.1%	3,693 18.9%	19,552 100%
Two adults	5,390 67.2%	2,626 32.8%	8,016 100%
Lone parent	10,279 85.9%	1,681 14.1%	11,960 100%
Small family	3,924 68.6%	1,794 31.4%	5,718 100%
Large family	2,395 70.3%	1,011 29.7%	3,406 100%
Large adult	5,615 68.8%	2,544 31.2%	8,159 100%
Two older	7,906 80.4%	1,930 19.6%	9,836 100%
Lone older	16,423 88.5%	2,124 11.5%	18,547 100%
Household Income			
£5,200 or less	5,408 91.4%	* 8.6%	5,914 100%
£5,201-£10,400	26,708 90.9%	2,679 9.1%	29,387 100%
£10,401+	22,277 68.4%	10,292 31.6%	32,569 100%
Refused/DK	13,400 77.3%	3,927 22.7%	17,327 100%
Age of HRP			
18-24	1,742 82.3%	* 17.7%	2,116 100%
25-44	18,601 75.5%	6,031 24.5%	24,632 100%
45-59	18,922 76.9%	5,675 23.1%	24,597 100%
60-64	6,617 80.2%	1,636 19.8%	8,253 100%
65 or over	21,863 85.6%	3,688 14.4%	25,551 100%
Refused	* 100.0%	0.0%	* 100%
NI TOTAL	67,792 79.6%	17,404 20.4%	85,196 100%

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

Sample in numbers	Satisfied 1997	Neither 56	Dissatisfied 17	Total 2070
Region				
Belfast	23,119 95.7%	* 3.2%	* 1.1%	24,150 100%
North	22,038 97.2%	* 1.7%	* 1.1%	22,679 100%
South	20,215 96.4%	* 3.2%	* 0.4%	20,961 100%
Household Type				
Lone adult	15,239 96.1%	* 3.1%	* 0.8%	15,859 100%
Two adults	5,174 96.0%	* 3.4%	* 0.6%	5,390 100%
Lone parent	9,600 93.4%	* 4.1%	* 2.5%	10,279 100%
Small family	3,849 98.1%	* 1.0%	* 1.0%	3,925 100%
Large family	2,141 89.4%	* 9.4%	* 1.3%	2,396 100%
Large adult	5,467 97.3%	* 1.4%	* 1.3%	5,616 100%
Two older	7,906 100%	0 0.0%	0 0.0%	7,906 100%
Lone older	15,998 97.4%	* 2.4%	* 0.2%	16,423 100%
Household Income				
£5,200 or less	5,220 96.5%	* 3.0%	* 0.5%	5,408 100%
£5,201-£10,400	25,954 97.2%	* 1.9%	* 1.0%	26,708 100%
£10,401+	21,508 96.6%	* 2.4%	* 1.0%	22,276 100%
Refused/DK	12,691 94.7%	* 4.7%	* 0.6%	13,399 100%
Age of HRP				
18-24	1,647 94.6%	* 3.9%	* 1.5%	1,741 100%
25-44	17,355 93.3%	* 4.2%	* 2.5%	18,601 100%
45-59	18,308 96.8%	* 2.8%	* 0.4%	18,922 100%
60-64	6,555 99.1%	* 0.9%	0 0.0%	6,617 100%
65 or over	21,460 98.2%	* 1.7%	* 0.1%	21,863 100%
Refused	* 100%	* 0.0%	* 0.0%	* 100%
NI TOTAL	65,372 96.4%	1,832 2.7%	* 0.9%	67,791 100%

Table 5.3: Thinking of the last 12 months, did you experience any difficulty making your rent payment?

Sample in numbers	Belfast 800	North 800	South 1000	Total 2600
Full Housing Benefit, do not pay rent	20,020 64.5%	19,708 71.6%	18,382 69.0%	58,110 68.2%
Yes	1,569 5.1%	1,138 4.1%	1,200 4.5%	3,907 4.6%
No	9,430 30.4%	6,677 24.3%	7,071 26.5%	23,178 27.2%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

**Table 5.4a: Respondents who paid rent in last 12 months:
Did you experience any difficulty making your rent payment?**

Sample in numbers	Yes 118	No 707	Total 825
Region			
Belfast	1,569 14.3%	9,430 85.7%	10999 100%
North	1,138 14.6%	6,677 85.4%	7,815 100%
South	1,200 14.5%	7,071 85.5%	8,271 100%
Household Type			
Lone adult	949 20.1%	3,764 79.9%	4713 100%
Two adults	* 20.2%	2,799 79.8%	3,509 100%
Lone parent	975 23.7%	3,137 76.3%	4,112 100%
Small family	* 22.4%	2,047 77.6%	2,638 100%
Large family	* 12.8%	1,380 87.2%	1,583 100%
Large adult	* 8.8%	3,231 91.2%	3,542 100%
Two older	* 2.4%	2,729 97.6%	2,795 100%
Lone older	* 2.4%	4,091 97.6%	4,192 100%
Household Income			
£5,200 or less	* 31.1%	* 68.9%	1,075 100%
£5,201-£10,400	1,049 16.7%	5,251 83.3%	6,300 100%
£10,401+	2,096 14.6%	12,223 85.4%	14,319 100%
Refused/DK	* 7.9%	4,963 92.1%	5,391 100%
Age of HRP			
18-24	* 42.3%	* 57.7%	665 100%
25-44	2,024 20.9%	7,650 79.1%	9,674 100%
45-59	1,251 16.3%	6,436 83.7%	7,687 100%
60-64	* 7.9%	2,158 92.1%	2,343 100%
65 or over	* 2.5%	6,550 97.5%	6,717 100%
NI TOTAL	3,908 14.4%	23,178 85.6%	27,086 100%

Table 5.4b: MAIN reason why respondent was having difficulty paying rent (%)

Sample in numbers	TOTAL 118
Low income/Benefit dependent	15.9
Unexpected "other" bills	14.5
Due to illness i.e. loss of earnings	14.3
Have rent arrears to pay	11.5
Unemployment	11.1
Household utility bills e.g. heat/fuel etc	7.7
Unable to budget my finances	5.3
Reduced or no longer claimed benefits due	3.9
Did not receive Housing Benefit	2.6
Other	13.3
NI TOTAL	100

Table 5.5: Overall, how satisfied or dissatisfied are you that your rent provides value for money?

Sample in numbers	Satisfied 2294	Neither 146	Dissatisfied 160	Total 2600
Region				
Belfast	26,295 84.8%	2,002 6.5%	2,722 8.8%	31,019 100%
North	24,267 88.2%	1,435 5.2%	1,821 6.6%	27,523 100%
South	24,049 90.2%	1,571 5.9%	1,033 3.9%	26,653 100%
Household Type				
Lone adult	17,270 88.3%	1,355 6.9%	926 4.7%	19,551 100%
Two adults	6,732 84.0%	* 5.9%	* 10.1%	8,017 100%
Lone parent	9,732 81.4%	1,006 8.4%	1,223 10.2%	11,961 100%
Small family	5,079 88.8%	* 4.4%	* 6.8%	5,718 100%
Large family	2,829 83.0%	* 7.5%	* 9.5%	3,407 100%
Large adult	7,196 88.2%	* 3.2%	* 8.6%	8,160 100%
Two older	8,866 90.1%	* 5.6%	* 4.2%	9,836 100%
Lone older	16,907 91.2%	851 4.6%	* 4.3%	18,547 100%
Household Income				
£5,200 or less	5,298 89.6%	* 4.1%	* 6.3%	5,913 100%
£5,201-£10,400	26,439 90.0%	1,491 5.1%	1,456 5.0%	29,386 100%
£10,401+	28,163 86.5%	1,492 4.6%	2,913 8.9%	32,568 100%
Refused/DK	14,710 84.9%	1,781 10.3%	836 4.8%	17,327 100%
Age of HRP				
18-24	1,736 82.0%	* 11.1%	* 6.9%	2,116 100%
25-44	20,452 83.0%	1,857 7.5%	2,322 9.4%	24,631 100%
45-59	21,509 87.4%	1,375 5.6%	1,713 7.0%	24,597 100%
60-64	7,495 90.8%	* 5.2%	* 4.0%	8,253 100%
65 or over	23,371 91.5%	1,111 4.3%	1,068 4.2%	25,550 100%
Refused	* 100.0%	0 0.0%	0 0.0%	* 100%
NI TOTAL	74,610 87.6%	5,009 5.9%	5,575 6.5%	85,194 100%

Table 5.6: Satisfaction that rent provides value for money by households in receipt of Housing Benefit

Sample in numbers	Receive HB 2070	No HB 530	Total 2600
Satisfied	60,972 89.9%	13,639 78.4%	74,611 87.6%
Neither	3,363 5.0%	1,646 9.5%	5,009 5.9%
Dissatisfied	3,457 5.1%	2,119 12.2%	5,576 6.5%
NI TOTAL	67,792 100%	17,404 100%	85,196 100%

Table 5.7a: Respondent ownership of current/savings account

	Yes have bank/ save acc	No bank/ save acc	Refused	Total
Sample in numbers	2267	255	78	2600
Region				
Belfast	26,469 85.3%	3,933 12.7%	* 2.0%	31,019 100%
North	25,416 92.3%	1,418 5.2%	* 2.5%	27,524 100%
South	23,115 86.7%	2,432 9.1%	1,106 4.1%	26,653 100%
Household Type				
Lone adult	17,166 87.8%	1,856 9.5%	* 2.7%	19,551 100%
Two adults	7,215 90.0%	618 7.7%	* 2.3%	8,016 100%
Lone parent	11,125 93.0%	574 4.8%	* 2.2%	11,960 100%
Small family	5,358 93.7%	304 5.3%	* 1.0%	5,718 100%
Large family	3,035 89.1%	215 6.3%	* 4.6%	3,407 100%
Large adult	7,361 90.2%	604 7.4%	* 2.4%	8,160 100%
Two older	8,385 85.2%	1,168 11.9%	* 2.9%	9,836 100%
Lone older	15,354 82.8%	2,443 13.2%	* 4.0%	18,547 100%
Household Income				
£5,200 or less	5,398 91.3%	418 7.1%	* 1.7%	5,914 100%
£5,201-£10,400	25,706 87.5%	3,224 11.0%	* 1.6%	29,387 100%
£10,401+	30,392 93.3%	2,092 6.4%	* 0.3%	32,569 100%
Refused/DK	13,504 77.9%	2,049 11.8%	1,774 10.2%	17,327 100%
Age of HRP				
18-24	1,929 91.2%	187 8.8%	0 0.0%	2,116 100%
25-44	22,691 92.1%	1,516 6.2%	* 1.7%	24,632 100%
45-59	21,816 88.7%	2,036 8.3%	* 3.0%	24,598 100%
60-64	7,111 86.2%	893 10.8%	* 3.0%	8,253 100%
65 or over	21,452 84.0%	3,151 12.3%	947 3.7%	25,550 100%
Refused	0 0.0%	0 0.0%	* 100.0%	47 100%
NI TOTAL	74,999 88.0%	7,783 9.1%	2,414 2.8%	85,196 100%

Table 5.7b: Respondent ownership of other banking account

	Belfast 800	North 800	South 1000	Total 2600
Post office account	6,816 22.0%	7,398 26.9%	5,555 20.8%	19,769 23.2%
Credit Union	1,974 6.4%	2,042 7.4%	2,126 8.0%	6,142 7.2%

Table 5.8: Do you have a debit payment card and/or credit card?

Sample in numbers	Yes 1619	No 905	Refused 76	Total 2600
Belfast	18,588 59.9%	11,924 38.4%	* 1.6%	31,020 100%
North	16,831 61.2%	9,913 36.0%	* 2.8%	27,523 100%
South	17,850 67.0%	7,726 29.0%	1,076 4.0%	26,652 100%
Household Type				
Lone adult	12,410 63.5%	6,634 33.9%	* 2.6%	19,551 100%
Two adults	5,540 69.1%	2,306 28.8%	* 2.1%	8,017 100%
Lone parent	9,433 78.9%	2,285 19.1%	* 2.0%	11,961 100%
Small family	4,503 78.8%	1,126 19.7%	* 1.6%	5,718 100%
Large family	2,305 67.7%	972 28.5%	* 3.8%	3,407 100%
Large adult	5,468 67.0%	2,558 31.4%	* 1.6%	8,159 100%
Two older	4,872 49.5%	4,678 47.6%	* 2.9%	9,837 100%
Lone older	8,740 47.1%	9,004 48.5%	803 4.3%	18,547 100%
Household Income				
£5,200 or less	3,415 57.8%	2,432 41.1%	* 1.1%	5,913 100%
£5,201-£10,400	16,997 57.8%	11,837 40.3%	* 1.9%	29,386 100%
£10,401+	23,826 73.2%	8,696 26.7%	* 0.1%	32,568 100%
Refused/DK	9,031 52.1%	6,597 38.1%	1,699 9.8%	17,327 100%
Age of HRP				
18-24	1,617 76.4%	500 23.6%	0 0.0%	2,117 100%
25-44	18,819 76.4%	5,414 22.0%	* 1.6%	24,631 100%
45-59	16,171 65.7%	7,779 31.6%	* 2.6%	24,597 100%
60-64	4,932 59.8%	3,087 37.4%	* 2.8%	8,253 100%
65 or over	11,730 45.9%	12,783 50.0%	1,037 4.1%	25,550 100%
Refused	0 0.0%	0 0.0%	* 100%	* 100%
NI TOTAL	53,269 62.5%	29,563 34.7%	2,363 2.8%	85,195 100%

Table 5.9: 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	20,066 64.7%	19,724 71.7%	18,576 69.7%	58,366 68.5%
Yes	2,833 9.1%	2,341 8.5%	3,158 11.8%	8,332 9.8%
No	8,120 26.2%	5,458 19.8%	4,919 18.5%	18,497 21.7%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

Respondents who pay rent:

Table 5.10: Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 286	North 235	South 293	Total 814
Yes	2,833 25.9%	2,341 30.0%	3,158 39.1%	8,332 31.1%
No	8,120 74.1%	5,458 70.0%	4,919 60.9%	18,497 68.9%
NI TOTAL	10,953 100%	7,799 100%	8,077 100%	26,829 100%

Table 5.11: Why do you not pay your rent by Direct Debit or Standing Order?

Sample in numbers	Total 550
Prefer to budget with cash	14,923 80.7%
Prefer HE payment card	824 4.5%
Pay Paypoint/Post Office	* 3.4%
Was not aware payment method available	* 3.3%
Pay online	* 2.9%
Bank account does not permit DD/ Standing Order	* 0.7%
Other (please specify)	* 4.5%
NI TOTAL	18,497 100%

Table 5.12: Would you consider paying your rent by Direct Debit or Standing Order?

Sample in numbers	Total 550
Yes	1,926 10.4%
No	15,890 85.9%
Don't Know	680 3.7%
NI TOTAL	18,496 100%

Table 5.13: Are the contents of your house insured?

Sample in numbers	Belfast 800	North 800	South 1000	Total 2600
Yes	6,513 21.0%	6,762 24.6%	8,325 31.2%	21,600 25.4%
No	23,846 76.9%	19,836 72.1%	17,457 65.5%	61,139 71.8%
Don't know	* 2.1%	925 3.4%	871 3.3%	2,456 2.9%
NI TOTAL	31,019 100%	27,523 100%	26,653 100%	85,195 100%

Table 5.14: Why have you not insured your home contents?

Sample in numbers	Belfast 611	North 567	South 666	Total 1844
Not got round to getting insurance	9,717 40.7%	10,469 52.8%	5,652 32.4%	25,838 42.3%
Quotes received were too expensive	8,418 35.3%	4,175 21.0%	6,854 39.3%	19,447 31.8%
Don't think I will need insurance	4,811 20.2%	4,318 21.8%	3,892 22.3%	13,021 21.3%
Don't know how to get insurance	* 2.4%	* 2.2%	* 4.1%	1,719 2.8%
Other (please specify)	* 1.4%	* 2.2%	* 1.9%	1,114 1.8%
NI TOTAL	23,846 100%	19,836 100%	17,457 100%	61,139 100%

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 2600
Local Residents Group	1,768 2.1%	3,493 4.1%	79,934 93.8%	85,195 100%
Tenant Scrutiny Panels	* 0.6%	2,585 3.0%	82,075 96.3%	85,195 100%
Estate Inspections	* 0.6%	2339 2.7%	82373 96.7%	85,196 100%
Register of Residents	* 0.6%	2736 3.2%	81949 96.2%	85,196 100%
Focus Groups/Task teams	* 0.6%	2461 2.9%	82213 96.5%	85,196 100%
Mystery Shopping	* 0.5%	2908 3.4%	81839 96.1%	85,196 100%
Community Champions	* 0.4%	1596 1.9%	83218 97.7%	85,196 100%
Village Voices	* 0.3%	1346 1.6%	83565 98.1%	85,197 100%

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

Sample in numbers	Well 1909	Neither 439	Poorly 252	TOTAL 2600
Region				
Belfast	21,502 69.3%	6,397 20.6%	3,120 10.1%	31,019 100%
North	21,707 78.9%	3,443 12.5%	2,374 8.6%	27,524 100%
South	18,898 70.9%	5,064 19.0%	2,691 10.1%	26,653 100%
Household Type				
Lone adult	13,894 71.1%	3,883 19.9%	1,775 9.1%	19,552 100%
Two adults	5,829 72.7%	1,430 17.8%	* 9.4%	8,016 100%
Lone parent	7,677 64.2%	2,900 24.2%	1,383 11.6%	11,960 100%
Small family	3,482 60.9%	1,259 22.0%	978 17.1%	5,719 100%
Large family	2,616 76.8%	* 13.2%	* 10.0%	3,406 100%
Large adult	5,855 71.8%	1,297 15.9%	1,008 12.4%	8,160 100%
Two older	7,989 81.2%	1,109 11.3%	* 7.5%	9,837 100%
Lone older	14,766 79.6%	2,578 13.9%	1,203 6.5%	18,547 100%
Household Income				
£5,200 or less	4,576 77.4%	856 14.5%	* 8.1%	5,913 100%
£5,201-£10,400	21,729 73.9%	5,398 18.4%	2,260 7.7%	29,387 100%
£10,401+	22,994 70.6%	5,830 17.9%	3,744 11.5%	32,568 100%
Refused/DK	12,807 73.9%	2,820 16.3%	1,700 9.8%	17,327 100%
18-24	1,419 67.0%	* 15.5%	* 17.5%	2,117 100%
25-44	15,619 63.4%	6,277 25.5%	2,736 11.1%	24,632 100%
45-59	17,981 73.1%	3,990 16.2%	2,627 10.7%	24,598 100%
60-64	6,508 78.9%	974 11.8%	* 9.3%	8,253 100%
65 or over	20,581 80.6%	3,316 13.0%	1,653 6.5%	25,550 100%
Refused	0 0.0%	* 38.3%	* 61.7%	* 100%
NI TOTAL	62,108 72.9%	14,903 17.5%	8,186 9.6%	85,197 100%

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

	Satisfied 1893	Neither 324	Dissatisfied 331	No opinion 52	Total 2600
Region					
Belfast	21,038 67.8%	4,577 14.8%	4,508 14.5%	* 2.9%	31,019 100%
North	21,135 76.8%	2,659 9.7%	3,228 11.7%	* 1.8%	27,524 100%
South	19,358 72.6%	3,582 13.4%	3,308 12.4%	* 1.5%	26,652 100%
Household Type					
Lone adult	14,067 72.0%	2,515 12.9%	2,295 11.7%	* 3.4%	19,551 100%
Two adults	5,560 69.4%	1,232 15.4%	1,038 12.9%	* 2.3%	8,017 100%
Lone parent	7,164 59.9%	2,016 16.9%	2,362 19.7%	* 3.5%	11,961 100%
Small family	3,663 64.0%	986 17.2%	882 15.4%	* 3.3%	5,719 100%
Large family	2,215 65.0%	625 18.3%	499 14.7%	* 2.0%	3,406 100%
Large adult	5,539 67.9%	* 10.8%	1,684 20.6%	* 0.7%	8,160 100%
Two older	7,920 80.5%	899 9.1%	1,017 10.3%	0 0.0%	9,836 100%
Lone older	15,405 83.1%	1,668 9.0%	1,267 6.8%	* 1.1%	18,548 100%
Household Income					
Up to £5,200	4,284 72.4%	* 12.1%	857 14.5%	* 1.0%	5,914 100%
£5,201 to £10,400	21,715 73.9%	3,682 12.5%	3,070 10.4%	* 3.1%	29,387 100%
£10,401 plus	22,780 69.9%	4,159 12.8%	5,117 15.7%	* 1.6%	32,569 100%
Don't know/refused	12,754 73.6%	2,261 13.0%	2,000 11.5%	* 1.8%	17,327 100%
Age of HRP					
18-24	1,303 61.5%	* 13.9%	* 23.1%	* 1.4%	2,117 100%
25-44	15,276 62.0%	4,260 17.3%	4,159 16.9%	936 3.8%	24,631 100%
45-59	17,319 70.4%	3,503 14.2%	3,315 13.5%	* 1.9%	24,598 100%
60-64	6,350 76.9%	* 8.4%	1,044 12.6%	* 2.0%	8,253 100%
65 or over	21,284 83.3%	2,052 8.0%	2,007 7.9%	* 0.8%	25,551 100%
Refused	0 0.0%	* 38.3%	* 61.7%	0 0.0%	* 100%
NI TOTAL	61,532 72.2%	10,818 12.7%	11,044 13.0%	1,803 2.1%	85,197 100%

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

	Belfast 800	North 800	South 1000	Total 2600
Yes	23,521 75.8%	21,183 77.0%	22,638 84.9%	67,342 79.0%
No	7,498 24.2%	6,341 23.0%	4,015 15.1%	17,854 21.0%
NI TOTAL	31,019 100%	27,524 100%	26,653 100%	85,196 100%

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?

Sample in numbers	Good 2073	Neither 355	Poor 172	TOTAL 2660
Region				
Belfast	23,816 76.8%	4,959 16.0%	2,244 7.2%	31,019 100%
North	22,964 83.4%	2,842 10.3%	1,718 6.2%	27,524 100%
South	20,874 78.3%	4,115 15.4%	1,663 6.2%	26,652 100%
Household Type				
Lone adult	15,272 78.1%	3,079 15.7%	1,200 6.1%	19,551 100%
Two adults	6,233 77.8%	941 11.7%	* 10.5%	8,016 100%
Lone parent	7,980 66.7%	2,745 23.0%	1,235 10.3%	11,960 100%
Small family	4,215 73.7%	1,201 21.0%	* 5.3%	5,718 100%
Large family	2,789 81.9%	* 11.7%	* 6.5%	3,407 100%
Large adult	6,529 80.0%	1,027 12.6%	603 7.4%	8,159 100%
Two older	8,608 87.5%	* 6.7%	* 5.8%	9,837 100%
Lone older	16,028 86.4%	1,867 10.1%	* 3.5%	18,548 100%
Household Income				
Up to £5,200	4,706 79.6%	* 13.4%	* 7.1%	5,914 100%
£5,201 to £10,400	23,695 80.6%	3,953 13.5%	1,739 5.9%	29,387 100%
£10,401 plus	25,447 78.1%	4,630 14.2%	2,492 7.7%	32,569 100%
Don't know/refused	13,806 79.7%	2,544 14.7%	977 5.6%	17,327 100%
Age of HRP				
18-24	1,394 65.9%	* 21.5%	* 12.7%	2,116 100%
25-44	17,305 70.3%	5,255 21.3%	2,071 8.4%	24,631 100%
45-59	19,583 79.6%	3,297 13.4%	1,718 7.0%	24,598 100%
60-64	7,013 85.0%	* 9.5%	* 5.5%	8,253 100%
65 or over	22,359 87.5%	2,106 8.2%	1,086 4.3%	25,551 100%
Refused	0 0.0%	* 38.3%	* 61.7%	* 100%
NI TOTAL	67,654 79.4%	11,916 14.0%	5,626 6.6%	85,196 100%

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 800	North 800	South 1000	Total 2600
Telephone	28,974 93.4%	23,466 85.3%	20,748 77.8%	73,188 85.9%
In writing	12,022 38.8%	12,510 45.5%	11,914 44.7%	36,446 42.8%
Visit to the office	8,688 28.0%	8,308 30.2%	6,350 23.8%	23,346 27.4%
Visit to your home	7,556 24.4%	2,737 9.9%	4,742 17.8%	15,035 17.6%
Text	4,248 13.7%	3,759 13.7%	3,913 14.7%	11,920 14.0%
Newsletter	5,062 16.3%	1,557 5.7%	2,476 9.3%	9,095 10.7%
Email	3,540 11.4%	2,711 9.8%	2,410 9.0%	8,661 10.2%
NIHE website	2,209 7.1%	1,124 4.1%	503 1.9%	3,836 4.5%
Facebook	1,095 3.5%	* 3.0%	* 1.2%	2,242 2.6%
Open meetings	1,282 4.1%	* 1.5%	* 1.3%	2,061 2.4%
Twitter	* 0.7%	* 0.7%	* 0.2%	* 0.5%
Other	* 0.5%	* 0.4%	* 0.6%	* 0.5%

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

Sample in numbers	Yes 1487	No 1113	Total 2600
Region			
Belfast	18,952 61.1%	12,067 38.9%	31,019 100%
North	17,477 63.5%	10,047 36.5%	27,524 100%
South	13,164 49.4%	13,489 50.6%	26,653 100%
Household Type			
Lone adult	9,433 48.2%	10,118 51.8%	19,551 100%
Two adults	6,620 82.6%	1,397 17.4%	8,017 100%
Lone parent	11,204 93.7%	* 6.3%	11,961 100%
Small family	5,292 92.5%	* 7.5%	5,719 100%
Large family	3,097 90.9%	* 9.1%	3,407 100%
Large adult	6,629 81.2%	1,530 18.8%	8,159 100%
Two older	3,755 38.2%	6,081 61.8%	9,836 100%
Lone older	3,563 19.2%	14,984 80.8%	18,547 100%
Household Income			
Up to £5,200	2,883 48.7%	3,031 51.3%	5,914 100%
£5,201 to £10,400	15,029 51.1%	14,358 48.9%	29,387 100%
£10,401 plus	22,480 69.0%	10,089 31.0%	32,569 100%
Don't know/refused	9,201 53.1%	8,126 46.9%	17,327 100%
Age of HRP			
18-24	1,718 81.2%	* 18.8%	2,117 100%
25-44	21,148 85.9%	3,484 14.1%	24,632 100%
45-59	16,937 68.9%	7,660 31.1%	24,597 100%
60-64	3,843 46.6%	4,409 53.4%	8,252 100%
65 or over	5,946 23.3%	19,604 76.7%	25,550 100%
Refused	0 0.0%	* 100%	* 100%
NI TOTAL	49,592 58.2%	35,603 41.8%	85,195 100%

Respondents who have internet access:

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

Sample in numbers	Belfast 486	North 504	South 497	Total 1487
Personal laptop/tablet etc.	13,193 69.6%	11,622 66.5%	8,630 65.6%	33,445 67.4%
Mobile/Smartphone	13,140 69.3%	11,245 64.3%	7,444 56.5%	31,829 64.2%
Home computer	2,369 12.5%	2,304 13.2%	2,145 16.3%	6,818 13.7%
Public/work computer/laptop etc.	* 3.2%	891 5.1%	* 3.1%	1,903 3.8%
Other (please specify)	* 1.5%	* 3.6%	* 1.2%	1,091 2.2%

Respondents who have internet access:

Table 7.3: Main method of accessing the internet

Sample in numbers	Belfast 486	North 504	South 497	Total 1487
Mobile/Smartphone	10,551 55.7%	8,455 48.4%	5,679 43.1%	24,685 49.8%
Personal laptop/tablet etc.	7,076 37.3%	7,356 42.1%	5,824 44.2%	20,256 40.8%
Home computer	1,161 6.1%	867 5.0%	1,299 9.9%	3,327 6.7%
Public/work computer/laptop etc.	* 0.2%	* 1.7%	* 1.8%	* 1.2%
Other	* 0.6%	* 2.8%	* 1.0%	* 1.5%
NI TOTAL	18,951 100%	17,477 100%	13,165 100%	49,593 100%

Table 7.4: What is the main method by which you access the Internet?

Sample in numbers	Home computer 108	Laptop/ tablet etc. 615	Public/work etc. eq<25	Mobile/ S'phone 727	Other eq<25	Total 1487
Region						
Belfast	1,161 6.1%	7,076 37.3%	* 0.2%	10,551 55.7%	* 0.6%	18,951 100%
North	867 5.0%	7,356 42.1%	* 1.7%	8,455 48.4%	* 2.8%	17,477 100%
South	1,299 9.9%	5,824 44.2%	* 1.8%	5,679 43.1%	* 1.0%	13,165 100%
Household Type						
Lone adult	792 8.4%	3,864 41.0%	* 1.5%	4,555 48.3%	* 0.8%	9,434 100%
Two adults	* 8.1%	2,806 42.4%	* 1.6%	3,035 45.8%	* 2.0%	6,620 100%
Lone parent	* 2.9%	2,529 22.6%	* 0.7%	8,211 73.3%	* 0.6%	11,203 100%
Small family	* 5.1%	1,694 32.0%	* 1.3%	3,257 61.6%	0 0.0%	5,291 100%
Large family	* 3.7%	1,139 36.8%	* 0.6%	1,779 57.5%	* 1.4%	3,096 100%
Large adult	* 6.5%	3,179 47.9%	0 0.0%	2,785 42.0%	* 3.5%	6,630 100%
Two older	* 14.1%	2,564 68.3%	* 1.8%	* 12.5%	* 3.4%	3,755 100%
Lone older	* 9.1%	2,481 69.6%	* 2.9%	* 16.6%	* 1.8%	3,564 100%
Household Income						
Up to £5,200	* 5.2%	1,410 48.9%	* 1.7%	1,228 42.6%	* 1.5%	2,883 100%
£5,201 to £10,400	1,130 7.5%	6,185 41.2%	* 1.3%	7,238 48.2%	* 1.9%	15,029 100%
£10,401 plus	1,302 5.8%	8,758 39.0%	* 1.0%	11,882 52.9%	* 1.4%	22,481 100%
Don't know/refused	* 8.1%	3,903 42.4%	* 1.2%	4,337 47.1%	* 1.2%	9,201 100%
Age of HRP						
18-24	0 0.0%	* 17.3%	* 1.9%	1,389 80.8%	0 0.0%	1,718 100%
25-44	897 4.2%	5,610 26.5%	* 0.6%	14,407 68.1%	* 0.5%	21,148 100%
45-59	1,383 8.2%	8,139 48.1%	* 1.5%	7,035 41.5%	* 0.7%	16,937 100%
60-64	* 8.3%	2,297 59.8%	* 0.9%	952 24.8%	* 6.3%	3,844 100%
65 or over	* 12.2%	3,913 65.8%	* 2.3%	903 15.2%	* 4.5%	5,946 100%
NI TOTAL	3,326 6.7%	20,256 40.8%	* 1.2%	24,686 49.8%	* 1.5%	49,593 100%

Table 7.5: Have you accessed any Housing Executive services through the NIHE website?

Sample in numbers	Belfast 486	North 504	South 497	Total 1487
Yes	3,116 16.4%	2,241 12.8%	2,296 17.4%	7,653 15.4%
No	15,836 83.6%	15,236 87.2%	10,868 82.6%	41,940 84.6%
NI TOTAL	18,952 100%	17,477 100%	13,164 100%	49,593 100%

Table 7.6: Do you have a mobile phone?

	Yes	No	Total
Sample in numbers	2236	364	2600
Region			
Belfast	26,946 86.9%	4,073 13.1%	31,019 100%
North	24,820 90.2%	2,703 9.8%	27,523 100%
South	21,640 81.2%	5,013 18.8%	26,653 100%
Household Type			
Lone adult	17,878 91.4%	1,673 8.6%	19,551 100%
Two adults	7,406 92.4%	* 7.6%	8,016 100%
Lone parent	11,825 98.9%	* 1.1%	11,960 100%
Small family	5,428 94.9%	* 5.1%	5,718 100%
Large family	3,307 97.1%	* 2.9%	3,407 100%
Large adult	7,491 91.8%	* 8.2%	8,159 100%
Two older	7,996 81.3%	1,840 18.7%	9,836 100%
Lone older	12,075 65.1%	6,472 34.9%	18,547 100%
Household Income			
Up to £5,200	4,992 84.4%	922 15.6%	5,914 100%
£5,201 to £10,400	24,048 81.8%	5,339 18.2%	29,387 100%
£10,401 plus	30,146 92.6%	2,422 7.4%	32,568 100%
Don't know/refused	14,221 82.1%	3,106 17.9%	17,327 100%
Age of HRP			
18-24	2,033 96.1%	* 3.9%	2,116 100%
25-44	23,983 97.4%	* 2.6%	24,631 100%
45-59	22,630 92.0%	1,968 8.0%	24,598 100%
60-64	7,390 89.5%	863 10.5%	8,253 100%
65 or over	17,323 67.8%	8,227 32.2%	25,550 100%
Refused	* 100%	0 0.0%	* 100%
NI TOTAL	73,406 86.2%	11,789 13.8%	85,195 100%

Table 7.7: Have you given your mobile number to the Housing Executive for contact purposes?

	Belfast	North	South	Total
Sample in numbers	694	720	822	2236
Yes	21,748 80.7%	20,735 83.5%	16,175 74.7%	58,658 79.9%
No	5,198 19.3%	4,085 16.5%	5,465 25.3%	14,748 20.1%
NI TOTAL	26,946 100%	24,820 100%	21,640 100%	73,406 100%

Table 7.8: Have you contacted the Housing Executive by text during the last 12 months?

	Belfast 694	North 720	South 822	Total 2236
Sample in numbers				
Yes	15 1.5%	1,753 7.1%	1,134 5.2%	3,299 4.5%
No	26,534 98.5%	23,067 92.9%	20,507 94.8%	70,108 95.5%
NI TOTAL	26,946 100%	24,820 100%	21,641 100%	73,407 100%

Table 7.9: Regardless of whether you currently use Text/SMS, would you contact a Housing Executive service by Text/SMS?

	Belfast 682	North 663	South 784	Total 2129
Sample in numbers				
Yes	5,704 21.5%	5,316 23.0%	4,933 24.1%	15,953 22.8%
No	19,868 74.9%	16,535 71.7%	14,882 72.6%	51,285 73.2%
Don't know	962 3.6%	1,215 5.3%	692 3.4%	2,869 4.1%
NI TOTAL	26,534 100%	23,066 100%	20,507 100%	70,107 100%

Table 7.10: 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 694	North 720	South 822	Total 2236
Sample in numbers				
Repairs	15,026 55.8%	14,684 59.2%	12,432 57.4%	42,142 57.4%
Planned improvement schemes e.g. double glazing	10,415 38.7%	9,674 39.0%	9,002 41.6%	29,091 39.6%
General information advice	10,344 38.4%	9,768 39.4%	8,606 39.8%	28,718 39.1%
Housing Benefit	9,664 35.9%	7,708 31.1%	7,200 33.3%	24,572 33.5%
Anti Social Behaviour, including neighbour problems	8,808 32.7%	8,231 33.2%	7,451 34.4%	24,490 33.4%
Rent account/paying rent	7,839 29.1%	7,287 29.4%	5,756 26.6%	20,882 28.4%
Housing Application/Transfer	6,490 24.1%	4,336 17.5%	3,073 14.2%	13,899 18.9%

APPENDIX 2

BACKGROUND TO THE SURVEY

INTRODUCTION

The 2016 Continuous Tenant Omnibus Survey (CTOS) was the twenty-third 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 Executive's applications for Customer Service Excellence (CSE) and the NI Quality Award; it is also linked to all of Regional Services Corporate Objectives and also supports a number of objectives, as set out in the Housing Executive's Landlord Services Corporate Plan:

Landlord Services:

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

The CTOS monitors the level of customer satisfaction with Housing Executive services and identifies areas for improvement. Continuous nature of the survey, where information is gathered continually throughout the year, helps reduce bias from any media coverage which might affect how respondents answer questions or by events such as the annual rent review.

The survey was carried out over twelve months, from January 2016 to December 2016. 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 allows client groups within the Housing Executive to carry out very specific research and achieve results quickly which can 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 2016 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 2016 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 2016, sampling for the CTOS reflected the new organisational structure. The sample was designed at a target of 200 interviews (50 per quarter) in each of the new 13 Areas; with findings reported at Northern Ireland, Regional and Area levels.

Random sampling was carried out quarterly, beginning in January 2016 (for the January to March data collection period), from the Housing Executive's HMS database.

By the end of the year, December 2016, 2,600 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 2,600 (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;
- 2,600 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 were 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 70% in 2016.

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 room for 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, it means that if the survey was conducted 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 the original result in at least 95 of those 100 surveys. For example, for a finding of 80% at the Northern Ireland level (2,600) the probable margin of error is ± 1.5 . This means there are 95 chances in 100 that the true figure lies between 78.5% and 81.5%.

Margin of 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
Area	200	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9
Belfast	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
North	800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
N. Ireland	2600	0.8	1.2	1.4	1.5	1.7	1.8	1.8	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 regarding specific topics. Therefore, questions relating to some sub-groups are too small for detailed analysis. However, where Regional and Area management teams still require some information on the responses of these sub-groups and, where possible, this is delivered separately on request to the CTOS Team.

WEIGHTING AND GROSSING

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

Perceptive Insight also conducted a 10% back-check of all interviews. Around 260 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 a 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 73. 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 Areas 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 are 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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- The Housing Executive tenants who participated in the Survey, whose good will and cooperation made the Survey possible;
- Perceptive Insight, for conducting the fieldwork; and
- the CTOS Project Advisory Group.

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

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