

A photograph of a man and a woman sitting together, looking at a tablet. The man is on the left, wearing glasses and a blue shirt. The woman is on the right, wearing a striped shirt and a beige cardigan. They are both smiling and looking at the tablet. The background is a bright, indoor setting. There are blue and orange geometric shapes in the corners of the page.

CONTINUOUS TENANT OMNIBUS SURVEY 2018

SUMMARY OF KEY FINDINGS

PRODUCED BY THE RESEARCH UNIT SEPTEMBER 2019

Housing
Executive

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ACKNOWLEDGEMENT

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



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

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What is the Continuous Tenant Omnibus Survey?

The Continuous Tenant Omnibus Survey (CTOS) is the main way we collect information about what our tenants think about their tenancy, their home, the service they receive and about the neighbourhood they live in. It has been providing feedback from tenants for more than twenty years and this current report provides up to date views for 2018. Any change in tenants' opinions over time can be identified and used to inform local housing managers and central planning in order to improve the quality of our services.

Who takes part?

Throughout 2018 a total of 2600 tenant interviews were completed, randomly selected to represent households across our 13 Area Offices. Interviews were completed with either the household reference person (HRP) or their partner.

Findings

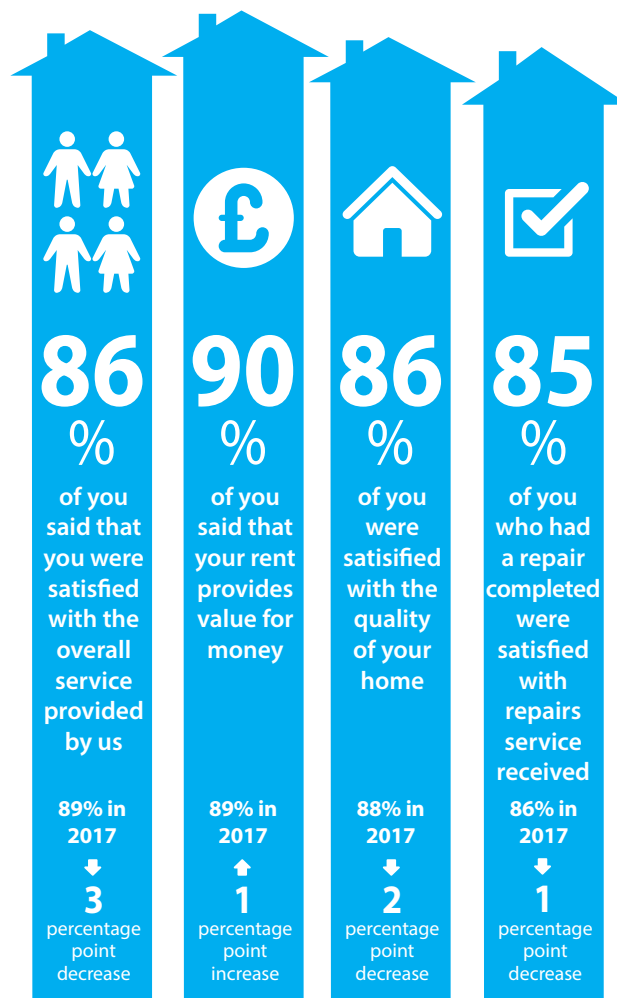
This report sets out feedback from you and relates to the following:

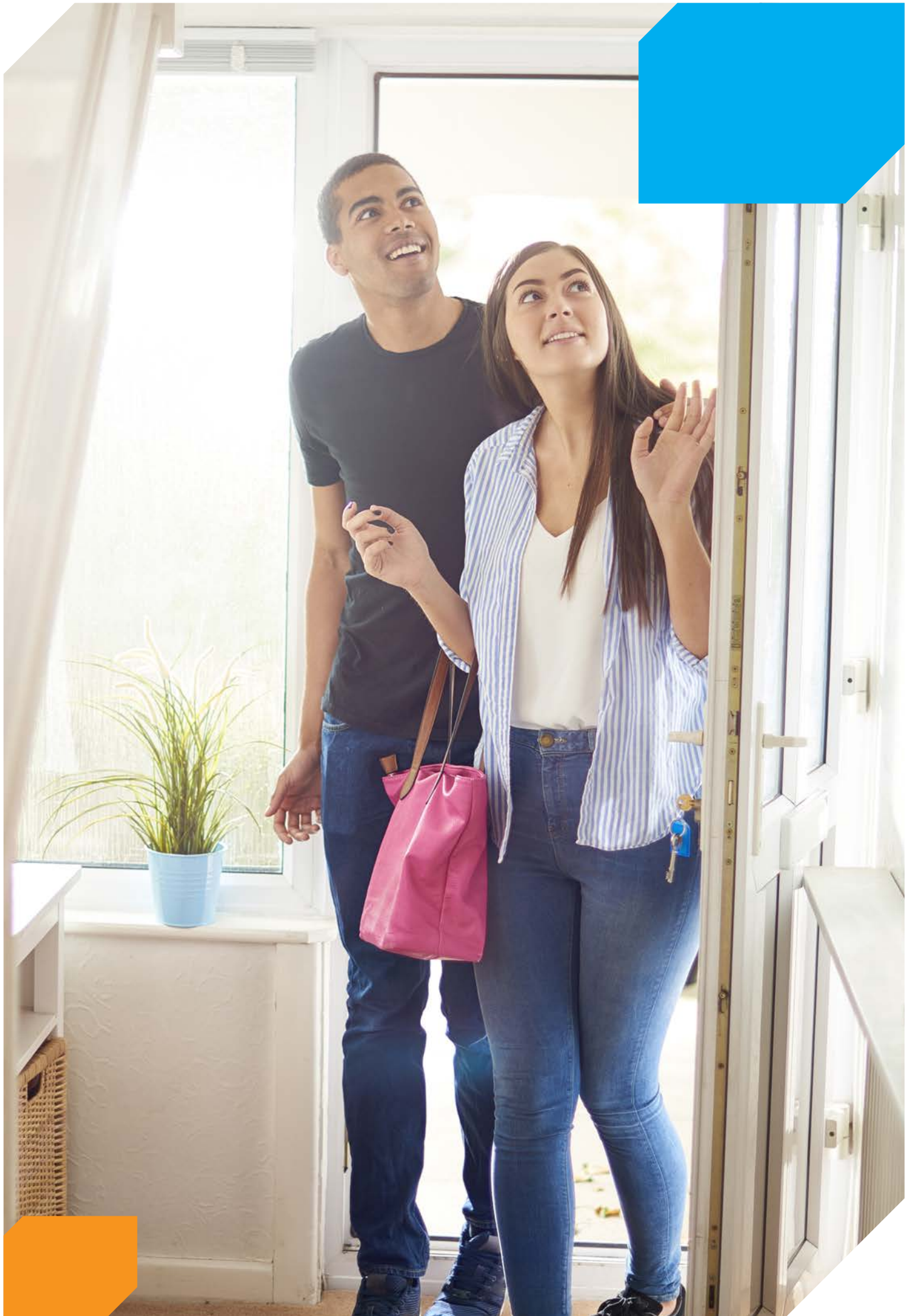
- Your home and neighbourhood
- Your views on some of our key services areas
- Your views on how we have consulted and communicated with you
- Your experience of contacting us

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

To read the full report please go to the Landlord Services section at <https://www.nihe.gov.uk/Working-With-Us/Research/Attitudes-to-landlord-services> under Completed Research.

Here's what we found





Overall satisfaction & value for money in 2018



86%

of you said that you were satisfied with the overall service provided by us
89% in 2017
↓ **3** percentage point decrease



90%

of you said that your rent provides value for money
89% in 2017
↑ **1** percentage point increase

What are we doing?

- We will continue to ensure that tenants receive value for their rent payments.
- We will continue to maximise our rental income which provides the financial resources required to deliver services to our tenants, including repairs and improvements to their homes.
- We will continue to provide assistance to those tenants experiencing difficulty paying their rent by implementing a range of intervention activities on early and ongoing personal contact.
- Our Financial Inclusion Strategy will continue to provide our tenants and other customers with the ability to access the right financial help, support and services when needed to help tenants manage their money better.

"We will make every  count."

Your home & neighbourhood in 2018

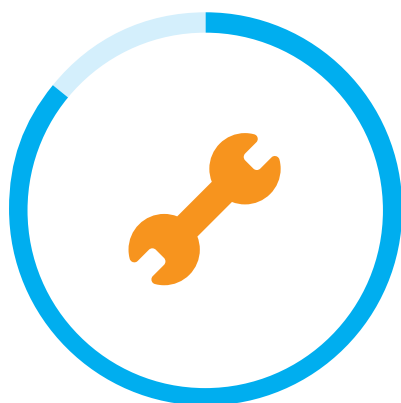


86%

of you were satisfied with the quality of your home

88% in 2017

↓ **2** percentage point decrease



86%

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

87% in 2017

↓ **1** percentage point decrease



85%

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

86% in 2017

↓ **1** percentage point decrease

**In 2018
there were:**

84,500
approx. occupied properties

171,000
approx. household members

Your home & neighbourhood in 2018



93%

of you were satisfied
with your neighbourhood
91% in 2017

↑ **2** percentage point increase



77%

of you were proud about the
general image of your area
77% in 2017

Same as previous year

3%

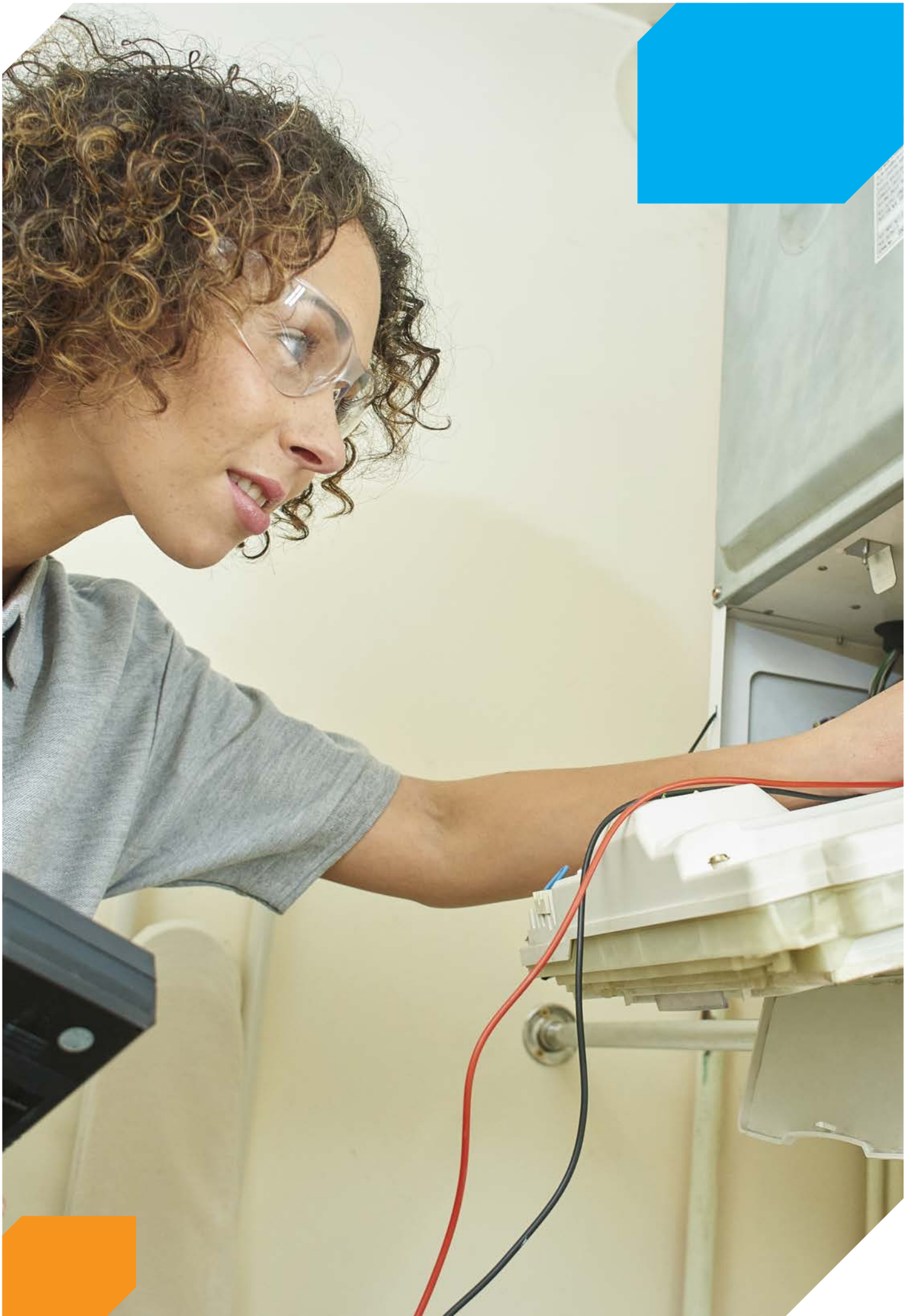
said you were ashamed about the
general image of your area

4%

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

What are we doing?

- We will continue to support communities through our community involvement infrastructure, development projects and programmes that build good relations in communities through our Cohesion & Community Involvement Strategies.
- We continue to deliver our Community Safety Strategy aimed at addressing Anti-Social Behaviour in our estates. Community safety will continue to be a key focus of work and we are committed to tackling anti-social behavior in all its forms, whilst ultimately working towards improving the quality of people's lives.
- We will continue to deliver our new Social Enterprise Strategy to bring additional investment into our communities and assist in the development of new social enterprises, as well as supporting entrepreneurship in our estates.
- Overall we will invest over £3.5 million annually in support of programmes within our communities.



Repair service in 2018



68%

Of you reported a repair in the 12 months previous to being surveyed

68% in 2017

Same as previous year



87%

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

87% in 2017

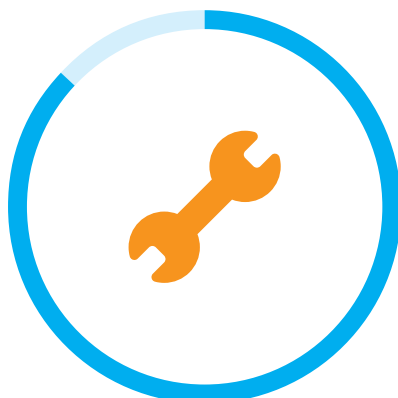
Same as previous year



84%

of you who requested a repair had at least one repair **fully completed** in the 12 months previous to be surveyed

*The following relates to those of you who had at least one repair **fully completed** in the 12 months previous to being surveyed:*



87%

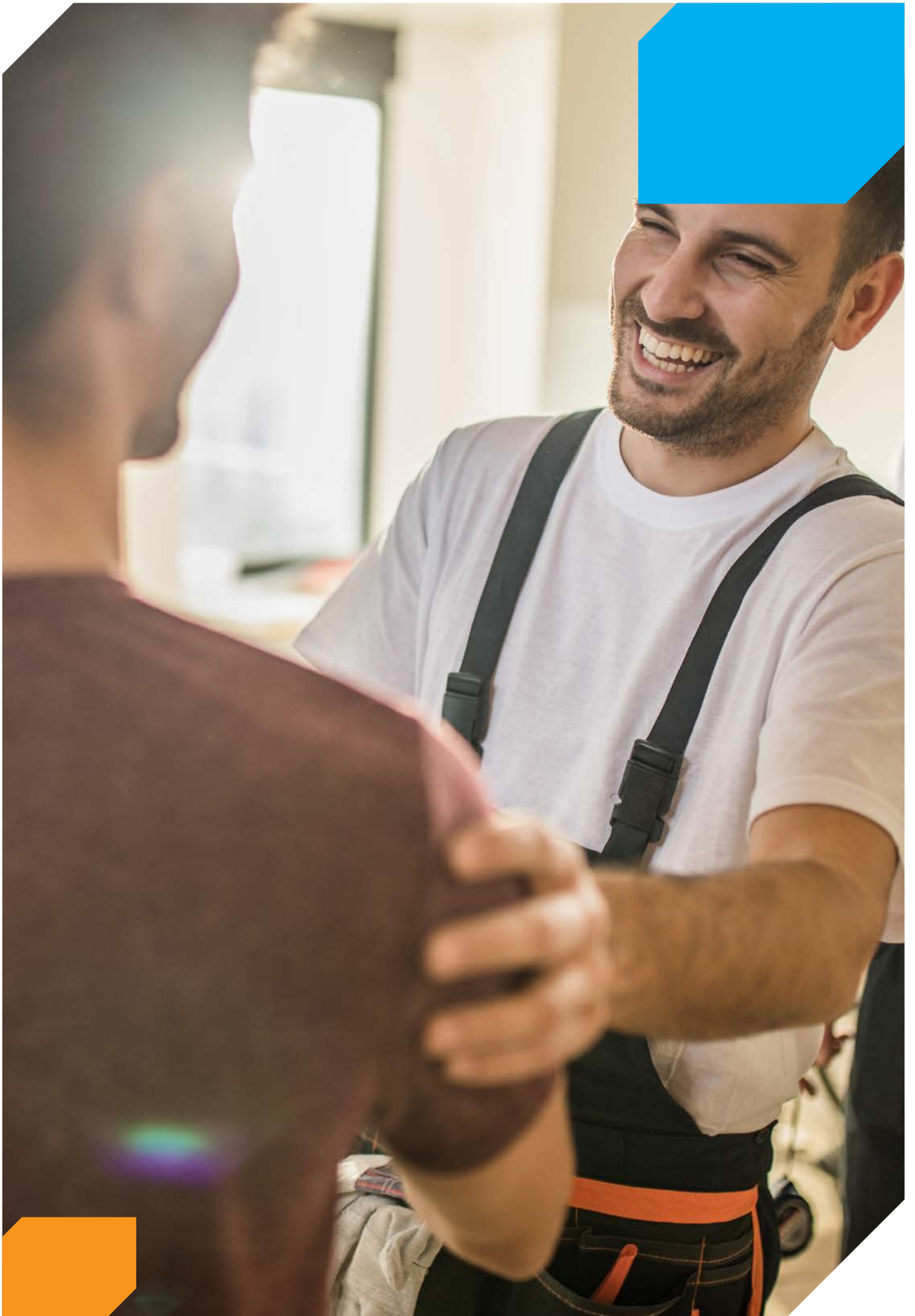
of you said the repair was completed on the first visit

87% in 2017

Same as previous year

In 2018 at least **9 in 10**

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



Repairs service in 2018



91%

were satisfied with how we had managed the repair
92% in 2017

↓ **1** percentage point decrease



92%

were satisfied with how the contractor had carried out the work
92% in 2017

Same as previous year



85%

of those respondents who had a repair completed in the 12 months previous to being surveyed were satisfied with the repairs service

86% in 2017

↓ **1** percentage point decrease

Overall

13%

of you were dissatisfied with our repair service.

The main reasons were:

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

What are we doing?

- New contracts have been in place since late 2016 with improved Service Provision and Tenant Contact.
- Monthly performance review meetings are held and contractors are assessed on quality of completed work and adherence to time scales for completed work and appointments.

Tenant consultation & communication in 2018



73%

of you said you were satisfied that we listen to your views and act upon them
76% in 2017
↓ **3** percentage point decrease



74%

of you said you had been well consulted by the Housing Executive
78% in 2017
↓ **4** percentage point decrease



78%

of you felt the Housing Executive were good at keeping you informed about things that might affect you as a tenant
79% in 2017
↓ **1** percentage point decrease

10%

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

What are we doing?

- We will continue to develop our Community Involvement framework and work with over 450 community groups across Northern Ireland through our Housing Community Network, ensuring they have a real voice at every level of our organization.
- We continue to invest in our Housing Community Network to give tenants a voice, to help shape our services and we continue to put tenants at the heart of policy development and decision making e.g. Contractor Procurement; meetings with our Chief Executive, senior management team and our Board.
- We have expanded our engagement with difficult to reach groups through our partnerships with the Disability Forum, Youth Forum, Rural Forum and our Strategic Cohesion Forum.

Contacting us in 2018



70% of you had contacted us by telephone in the 12 months prior to interview

87%

of you were satisfied with the telephone contact

91% in 2017

↓ 4 percentage point decrease



18% of you visited a local office in the 12 months prior to interview

92%

of you were satisfied with the visit

91% in 2017

↑ 1 percentage point increase



25% of you had received a home visit by a member of staff in the 12 months prior to interview

80%

of you were satisfied with the home visit

84% in 2017

↓ 4 percentage point decrease

What we are doing?

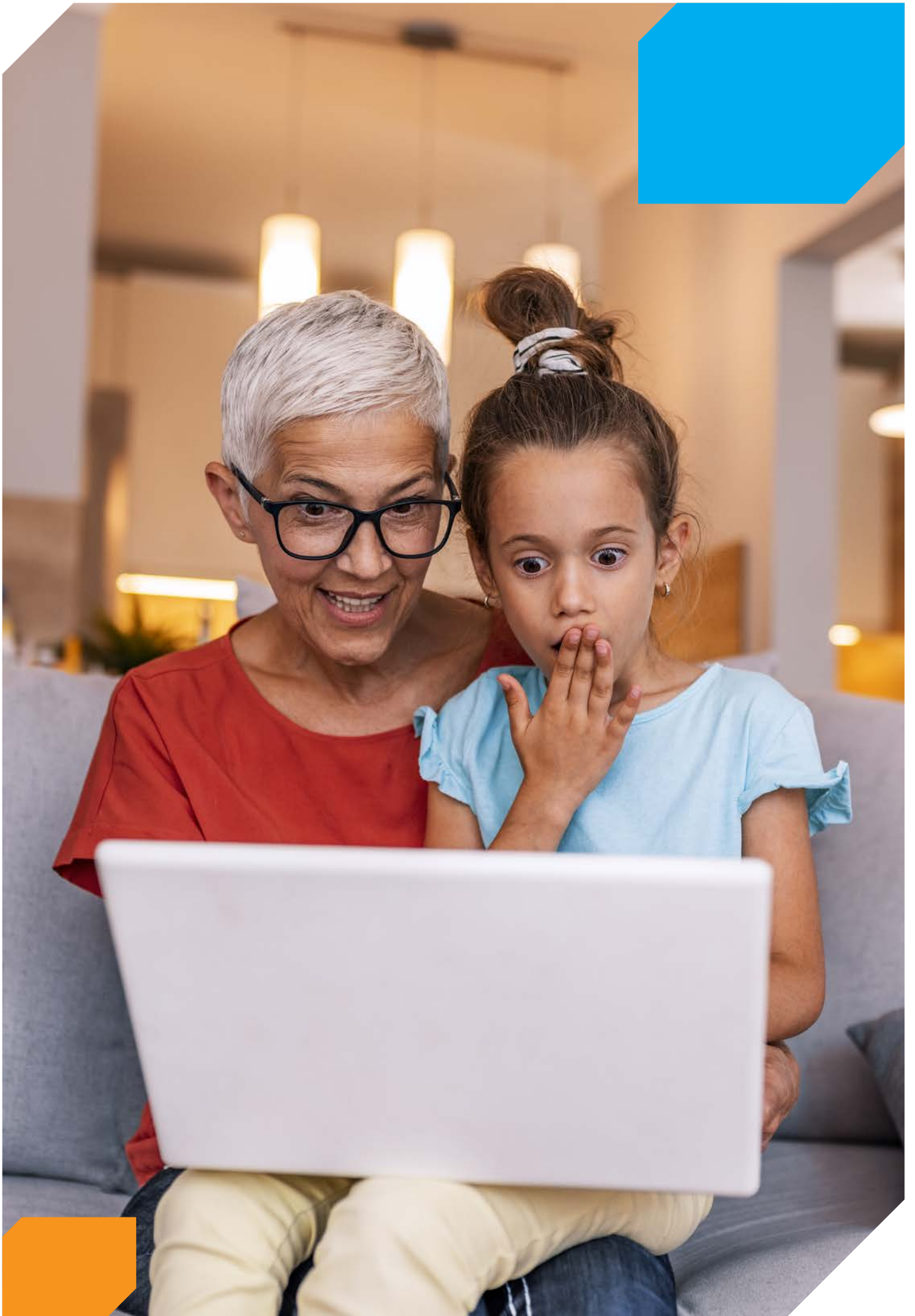
- We are aiming to shape our services around our customers' needs and endeavoring where possible, to have a single point of contact and respond in a prompt and timely manner.

89%

of those who visited a local office were seen in less than 15 minutes (63% in less than 5 min)

95%

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

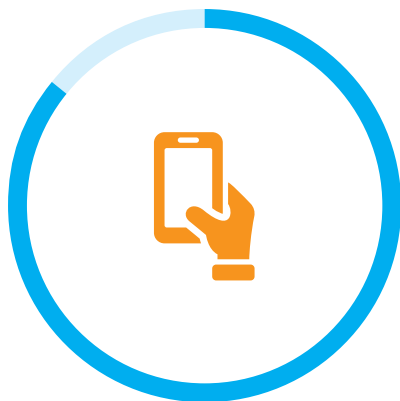


Digital inclusion in 2018



62%

of you had access to the internet
62% in 2017
Same as previous year



88%

of you owned a mobile phone
88% in 2017
Same as previous year



70%

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



58%

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



68%

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



94%

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



30%

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

35% mainly access the internet via a home computer, laptop or tablet (40% in 2017)

63% mainly access the internet via a smartphone (57% in 2017)

What we are doing?

- Digital inclusion is one of a number of ways for tenants, residents and leaseholders to be upwardly mobile; reduce dependency and improve standard of living. We want to ensure we support our tenants, residents and leaseholders get their 'digital wings'.
- We will continue to support our digital inclusion programme to increase access to the digital world and have undertaken a project to bring internet access to homes in North Belfast, West Belfast, Newtownards, Enniskillen, Omagh and Queens Quarter via our D4C Project.
- We will continue to expand access to and delivery of our service via the use of internet and mobile phones.
- We will continue to increase engagement of hard to reach groups by providing Digital support through our Peace IV onsite project, thus allowing people to engage on their own terms.
- We will continue to support our 'Community Champions' who provide a key service in supporting tenants, residents and leaseholders to develop their digital skills.
- We remain committed to the online delivery of advice and services for our customers who prefer to make use of digital services. We launched a new smartphone and tablet friendly website in March 2019 with a strong focus on customer advice and online services.

Welfare Reform in 2018

Our research was carried out in 2018 as Universal Credit rolled out across Northern Ireland and after the introduction of Benefit Cap in 2016 and Social Sector Size Criteria in early 2017. These changes only apply to working age people, and not all will be affected. Communications with those impacted are sent on a targeted basis as people are affected by these changes. This means not everyone we spoke to had been impacted by the changes whilst others are unlikely ever to be affected. We therefore expected awareness of changes to the welfare system and their potential impact(s) would be low at this point and our research confirmed this.

We have used the research to date as a starting point and initial guide for us to develop the support you may need, as changes to the welfare system continue to take place. It also gives us useful information to help us measure the impact and success of our work.



32%

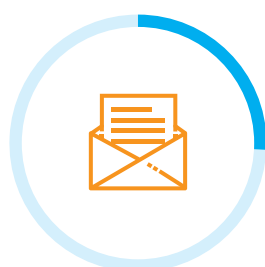
of you were not aware of any of the welfare changes
40% in 2017
↓ **8** percentage point decrease



28%

of you were aware of welfare changes but not sure how they may affect you or your household
28% in 2017
Same as previous year

In 2018 you were asked how you found out about welfare changes:



26%

of you said you received a letter from the HE
32% in 2017
↓ **6** percentage point decrease



18%

of you said the leaflet "Benefits are Changing"
17% in 2017
↑ **1** percentage point increase

Welfare Reform in 2018



38%

of you feel quite/very poorly
Informed about welfare changes
46% in 2017
↓ **8** percentage point decrease



40%

of you have concerns about welfare
changes; the remaining 60% are
not at all concerned
40% in 2017
Same as previous year

What we are doing?

- We review and update the information we give to our staff regularly.
- All members of our staff are receiving appropriate training to make sure they can help you when you need it.
- We have developed letters, checklists and forms to provide you with the support and information to help you manage the welfare changes which affect you.
- We are working with a variety of independent groups, including community representatives; to identify how we can support you.
- We have recruited extra Patch Managers to improve the services we provide to you.
- We have updated the letters and rent statements we send to you to make sure they tell you what you need to know.
- We are carrying out more research to tell us what further work we will need to do to help you deal with all the impacts of the changes to the welfare system.
- To support our tenants to access 'digital by default' services we are assisting them to improve their digital skills via projects such as D4C, and have supplied all local offices with PCs for customer use.
- We are developing our financial inclusion services to improve the support we offer to our tenants.



Useful Contacts

Housing Executive

Enquiries: 03448 920 900

Enquiries textphone: 18001 03448 920 900

Repairs: 03448 920 901 - Open 24 hours

Repairs textphone: 18001 03448 920 901

Housing Benefit: 03448 920 902

Housing Benefit textphone: 18001 03448 920 902

Benefits

Advice line: 0800 232 1271

Textphone: 0800 232 1715

Fire, Police & Ambulance

Emergency Calls: 999

Textphone: 18000

PSNI non emergency: 101

Crimestoppers: 0800 555 111

NI Water

Waterline: 0345 744 0088

(interruption)

Leakline: 0800 028 2011

Flooding incident: 0300 2000 100

NI Gas Emergency

Emergency: 0800 002 001

Minicom: 0800 731 4710

Electricity - NIE

Power cut: 03457 643 643

Minicom: 03457 147 128

Advice

Citizens Advice NI: 0800 028 1881

Advice NI: 028 9064 5919

Housing Rights Service: 028 9024 5640

Energy Advice: 0800 1422 865

Consumer Council: 028 9025 1600

Supporting Communities NI:
028 2564 5676

Women's Aid Helpline: 0808 802 1414

Welfare Changes Helpline:
0808 802 0020

EMBRACING ALL OUR NEIGHBOURS

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

ARABIC

لفت غل يه فيزي لجنال اة غللا نكت مل اذا
يف ادعاس مال اى لع لوصح لاجاتحتو مال
عيطتستف ، اة يطلخال او اة يفشل اة مخرتلا
مده ريفوت اة يذيفنتل نالكسالا امدخ
لكنم اى جري ، بلطلال دن عة ايناجمل تامدخلا
نم ليصفتلاب رمالا اذه لوح راسفتسال
يلحمل الكبتكم

CANTONESE

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

LITHUANIAN

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

MANDARIN

如果英语不是你的母语，并且你需要帮助来进行口译和文字翻译，那么 Housing Executive 可以根据请求而提供免费的服務，請在你當地的辦公室詢問進一步的詳情。

POLISH

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

PORTUGUESE

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

RUSSIAN

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

SLOVAK

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

SOMALI

Haddii af Ingiriisigu uusan ahayn luqaddaada hooyo oo aad u baahan tahay in lagaa caawiyo turjumaadda oraahda ah iyo midda qoran Agaasinka Gurayeynta (Housing Executive) ayaa adeegyo bilaash ah bixin kara marka laga codsado, fadlan faahfaahin dheeraad ah weydii xafiiska xaafaddaada.

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