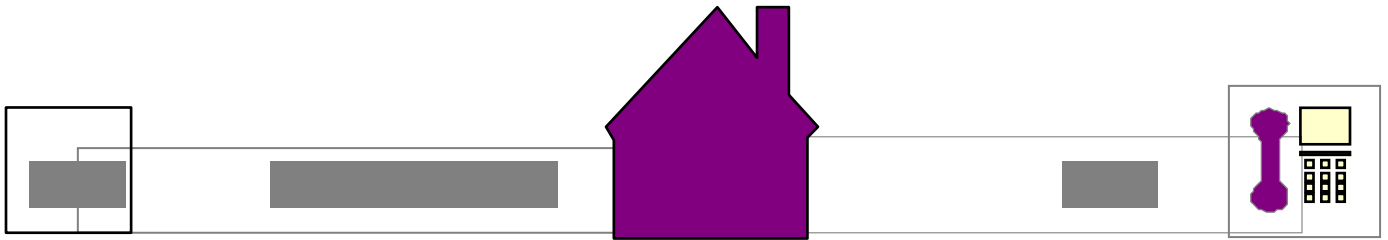




**2009 Continuous Tenant
Omnibus Survey
Annual Report**



Housing
Executive

The Regional Strategic Housing
Authority for Northern Ireland

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EXECUTIVE SUMMARY

1.0 INTRODUCTION

- 1.1 The 2009 Continuous Tenant Omnibus Survey (CTOS) was the sixteenth comprehensive assessment of the attitudes of Housing Executive tenants to be carried out since 1994. The CTOS is a key element of the Housing Executive's research programme. The Survey informs and assesses compliance with a range of legislation and government policies including those relating to equality, modernising services, targeting social need and tackling anti-social behaviour. While it supports a number of Corporate Objectives, it is primarily linked to Objective 6 "Delivering Better Public Services" as set out in the Corporate Plan.
- 1.2 The CTOS also plays a vital role in delivering district based housing management performance related data in key service areas. This helps Districts to concentrate attention on areas of weaker performance and provides Area and Centre with a consistent basis for monitoring performance.
- 1.3 Findings from the CTOS also support the Organisation's applications for the new Customer Service Excellence (CSE) award and the NI Quality Award, measuring business improvement activity and quality of services delivered to our tenants. The Survey also identifies areas where the quality of services needs to be improved.
- 1.4 **OBJECTIVES:**
- To provide a comprehensive socio-economic profile of Housing Executive tenants and their views and attitudes to service provision in 2009 at Northern Ireland, Area and District level;
 - to facilitate a comparative analysis of tenants' views over time;
 - to allow collection of specific information for various client groups in the Housing Executive, to inform the formulation of future policy or programmes; and
 - to allow the flexibility associated with rapid response by the Research Unit to carry out research into specific issues without the delays and expense associated with the commissioning of individual small surveys.
- 1.5 **REPORTING:**
- Key findings from 2009 were reported to the Housing Executive's Board in June 2010 and, where appropriate, are compared in this report with the 2008 CTOS findings. However, where marginal changes of less than two per cent occur in year on year comparisons, care should be taken when interpreting results, as the change may be more due to sample error than to an actual change in the level of service (see page 62 for sample error table).
- 1.6 The CTOS provides an important source of information on equality in relation to Housing Executive services. However, analysis of findings by religion is only in the main report and is restricted to the two main religious groups (i.e. Protestant and Catholic), with the tabular report (Appendix 1) reporting both the main religious groups, Mixed (Protestant/Catholic) and Other¹.
- 1.8 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 numbers².
- 1.9 During 2009, omnibus topics were reported at the end of each specific data collection period. The appropriate clients received an Omnibus report or data; these are also available, on request, from the Research Unit.

¹ Other responses include No Religion, Refused and Don't Know.

² Therefore, .5 or higher is rounded up and .4 or below is rounded down.

2.0 KEY FINDINGS (MAIN SURVEY)

2.1 Household Characteristics

- 2.1.1 The average number of people per household was 2.12 (2.10 in 2008).
- 2.1.2 Fifty-six per cent (55% in 2008) of people were living in households described as Protestant and almost two-fifths (37%; 39% in 2008) lived in households described as Catholic; two per cent (2% in 2008) described their household as mixed religion (Protestant/Catholic). The remaining respondents (6%) were of another religious affiliation, had no religious affiliation or refused to state the religion of their household.
- 2.1.3 More than one-tenth (13%; also 13% in 2008) of people living in Housing Executive dwellings used mobility aids indoors or outdoors.
- 2.1.4 Of all households, almost two-fifths (36%; 34% in 2008³) had no members who had a health problem, half (50%; 51% in 2008) had at least one member and almost one-sixth (14%; 16% in 2008) had at least two members or more who had a health problem.
- 2.1.5 Single person households occupied more than two-fifths (42%; also 42% in 2008) of Housing Executive dwellings.
- 2.1.6 Home Computer/Internet Access**
Almost two-fifths (38%; 32% in 2008) of households had a home computer. Of these households, more than four-fifths (85%; 80% in 2008) had access to the Internet from their home computer. However, of all households, one-third (33%; 26% in 2008 and 20% in 2007) had access to the Internet via a computer, a digital television or by another means.
- 2.1.7 Regardless of whether or not households had access to the internet, 18 per cent (16% in 2008) of respondents said they would, if they could, access Housing Executive services via our website. If available, the main service they would access would be to report a repair (80% of this sub-sample; 77% in 2008).
- 2.1.8 Mobile Phones**
Of the respondents who had a mobile phone (75%; 70% in 2008), 65 per cent (64% in 2008) used Short Message Service/Text to send and receive messages. Of all mobile phone owners, around one-fifth (19%; 20% in 2008), said they would, if they could, contact a Housing Executive service via text. The main service that respondents with a mobile phone would contact via text was in relation to repairs (89% of this sub-sample; 90% in 2008).
- 2.1.9 Of all mobile phone owners (75% of all respondents), more than one-quarter (26%; also 26% in 2008) stated they would allow the Housing Executive to contact them via text regarding repairs.
- 2.1.10 Bank/Building Society Account**
Almost two-thirds (62%; 55% in 2008) of all respondents had a bank/building society current account.
- 2.1.11 Almost three-quarters (72%; 73% in 2008) stated they received full Housing Benefit and therefore did not pay rent, and more than one-tenth (12%; also 12% in 2008) paid their rent at a Post Office.

³ Revised health figures for 2008 CTOS

2.2 Contact with the Housing Executive

- 2.2.1 Almost two-thirds (65%; 66% in 2008) of respondents had tried to contact the Housing Executive by telephone in the 12 months before interview. Of those callers who got through (97%), 88 per cent (81% in 2008) were satisfied with telephoning the Housing Executive.
- 2.2.3 Slightly less than one-quarter (24%; 26% in 2008) of respondents had visited a Housing Executive Office in the 12 months before interview. The majority (91%; 94% in 2008) of respondents visiting an office had to wait less than 15 minutes to speak to the right person (61% in less than 5 mins). Overall satisfaction with visiting an office was 85 per cent (81% in 2008).

2.3 Home Repairs

- 2.3.1 Two-thirds of all respondents (66%; 64% in 2008) had reported a repair to a Housing Executive office in the 12 months before interview. Of these respondents, 88 per cent (87% in 2008) were satisfied with how staff had dealt with their request.
- 2.3.2 Almost four-fifths (78%) of respondents who reported a repair were advised when the work would be completed; 83 per cent of these respondents said the work was completed within the time they were advised.
- 2.3.3 Of respondents who had reported a repair, more than four-fifths (82%; 81% in 2008) had had the repair completed by the time of interview. Among these respondents, satisfaction levels were high regarding:
- ❖ politeness of staff carrying out the repair (97%);
 - ❖ friendliness of staff carrying out the repair (97%);
 - ❖ tidiness of staff carrying out the repair (95%);
 - ❖ speed at which the repair was carried out (92%);
 - ❖ quality of work (87%); and
 - ❖ quality of materials (85%).
- 2.3.4 Overall satisfaction with the repairs service was 75 per cent (73% in 2008). Less than one-fifth (18%; also 18% in 2008) of respondents were dissatisfied with the repair service and seven per cent were neutral.
- 2.3.5 The main reasons for dissatisfaction with the repair service remain similar to previous years, with respondents stating 'still waiting for work to be done/acknowledge, poor quality contractors/poor workmanship and repairs not completed well/took several times to fix properly'.

2.4 Anti-Social Behaviour

- 2.4.1 A small proportion (6%; 8% in 2008) of all respondents had reported an incident of anti-social behaviour to the Housing Executive within the 12 months before interview.
- 2.4.2 **Formal Complaints Procedure**
More than half (54%; 48% in 2008) of respondents were aware of the Housing Executive's formal complaints procedure. Few (4%; 3% in 2008) respondents had made a formal complaint.

2.5 Housing Benefit

- 2.5.1 Almost four-fifths (79%; also 79% in 2008) of respondents said they, or other household member(s), were currently receiving Housing Benefit.
- 2.5.2 Equal proportions (95%) of respondents said the information provided by the Housing Benefit notification was clear and understandable (both 94% in 2008).

2.5.3 More than half (56%: 46% in 2008) of Housing Benefit recipients were aware they had the right to have their entitlement reviewed by an independent tribunal.

2.6 Housing Executive Services Overall

2.6.1 Overall, the vast majority (85%; also 85% in 2008) of respondents were satisfied with the service provided by the Housing Executive.

2.7 Standards of Service

2.7.1 Awareness of Standards of Service relating to Rent Payments:

- ❖ The Housing Executive will provide you with rent statements every three months (95%).
- ❖ The Housing Executive will give you four weeks written notice of any rent increase (93%).
- ❖ The Housing Executive will advise you of any entitlement you may have to Housing Benefit (85%).

2.7.3 Of all respondents, more than half (52%; 53% in 2008) were very satisfied/satisfied with the opportunities for participation in the management of their estate/area. In addition, more than two-thirds (70%; 68% in 2008) of respondents felt they were very or quite well consulted by the Housing Executive.

2.7.4 The vast majority (95%; also 95% in 2008) of respondents, who had telephoned a Housing Executive office in the 12 months before interview, said the member of staff they had spoken to had dealt with them in a courteous manner.

COMMENTARY

1.0 CHARACTERISTICS OF HOUSING EXECUTIVE DWELLINGS 2009

1.1 HOUSING EXECUTIVE STOCK

At the beginning of January 2009 the Housing Executive had approximately 87,000 dwellings occupied by tenants (approx. 13% of all occupied properties in Northern Ireland⁴). More than three-fifths (62%) were houses, 23 per cent were bungalows/cottages and 15 per cent were flats or maisonettes/split levels. Almost half (49%) of Housing Executive properties had three bedrooms and more than one-third (35%) had two bedrooms (*Appendix Table 1.1 and 1.2*).

2.0 HOUSEHOLD CHARACTERISTICS

2.1 TOTAL POPULATION PROFILE

Paragraphs 2.2-2.5 (*Appendix Tables 2.1-2.6*) present findings from the population profile, i.e. relating to the total population resident in Housing Executive dwellings. Paragraphs 2.6-2.15 and *Appendix Tables 2.7 -2.12* refer to households, household reference persons and/or partners only.

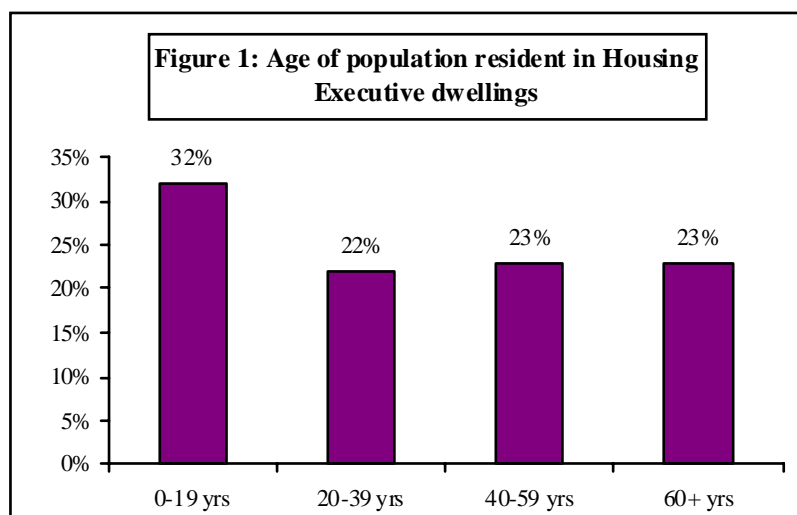
2.2 POPULATION RESIDENT IN HOUSING EXECUTIVE DWELLINGS

The total estimated population resident in Housing Executive dwellings was approx. 185,400 giving an average household size of 2.12 (2.10 in 2008). This figure continues to be significantly lower than the figure for Northern Ireland's housing stock as a whole (2.48).⁵

Of the total population, 56 per cent were female and 45 per cent were male.

Figure 1 shows that almost one-third (32%) of all residents were aged under 20 and 23 per cent were 60 or older (*Appendix Tables 2.1-2.2*).

20 and 23 per cent were 60 or older (*Appendix Tables 2.1-2.2*).



2.3 MOBILITY AIDS

The vast majority of the population (87%; also 87% in 2008) did not use mobility aids. Eight per cent of respondents said a member of their household used a walking stick (9% in 2007), two per cent said a member used a Zimmer frame and one per cent said a member used crutches (2% and 1% respectively in 2008). As in 2008, one per cent of the population (approximately 2,000 household members residing in approximately 1,000 properties (N=41)) used a wheelchair (*Appendix Table 2.3*).

2.4 DISABILITY/LONG TERM ILLNESS/HEALTH PROBLEM

Respondents were asked to identify if they, or any members of their household, had a disability, long term illness or health problem, which limits his/her daily activities or the work he/she can carry out. For ease of reporting, households with members who had a disability, long term illness or health problem are referred to as "having a health problem".

Of all households, more than one-third (36%; 34% in 2008⁶) had no members who had a health problem. Half (50%; 51% in 2008) of all households had at least one member who had a health

⁴ Housing Statistics 2008/2009(DSD)

⁵ Housing Statistics 2008/2009 (DSD)

⁶ Revised health figures 2008 CTOS

problem, more than one-tenth (12%; 14% in 2008) of households had at least two members with a health problem, with only two per cent (also 2% in 2008) having three household members or more who had a health problem (*Appendix Table 2.4*).

Of all household members, almost two-thirds (63%; 60% in 2008) did not have a health problem or a disability, one-fifth (21%; 25% in 2008) of all members did have a health problem, seven per cent (also 7% in 2008) had a disability and nine per cent (also 9% in 2008) had both a health problem and a disability (*Appendix Table 2.5*).

2.5 ETHNIC ORIGIN

Almost all household members (99%) were described as being of white ethnic origin (*Appendix Table 2.6*).

2.6 HOUSEHOLD RELIGION

Findings on household religion were very similar to those for 2008. More than half of all household reference persons (56%; 55% in 2008) described their household as Protestant and almost two-fifths (37%; 39% in 2008) described their household as Catholic (*Appendix Table 2.7*). A further two per cent described their household as mixed religion (Protestant/Catholic). The remaining respondents' (6%) household religion was combined into "Other".

HOUSEHOLD REFERENCE PERSON AND/OR PARTNER PROFILE:

2.7 EMPLOYMENT STATUS OF HOUSEHOLD REFERENCE PERSON (HRP)

The largest proportion (30%; 32% in 2008) of HRPs were retired from work, one-fifth (20%; 19% in 2008) were permanently sick/disabled and almost one-fifth (17%; 18% in 2008) were looking after family/home. Almost one-fifth (17%; 15% 2008) were in employment (8% in full-time employment, 8% in part-time employment and less than 1% self-employed) and 16 per cent were unemployed (14% not working long-term and 2% not working short-term) (*Appendix Table 2.8*).

2.8 HOUSEHOLD INCOME

Overall, more than three-quarters (77%) of respondents provided information on their household income. Almost three-fifths (56%; 58% in 2008) said they had an annual gross household income of £10,400 or less. A further 15 per cent (13% in 2008) had £10,401 to £15,600 and seven per cent (5% in 2008) said they had £15,601 or more (*Appendix Table 2.9*).

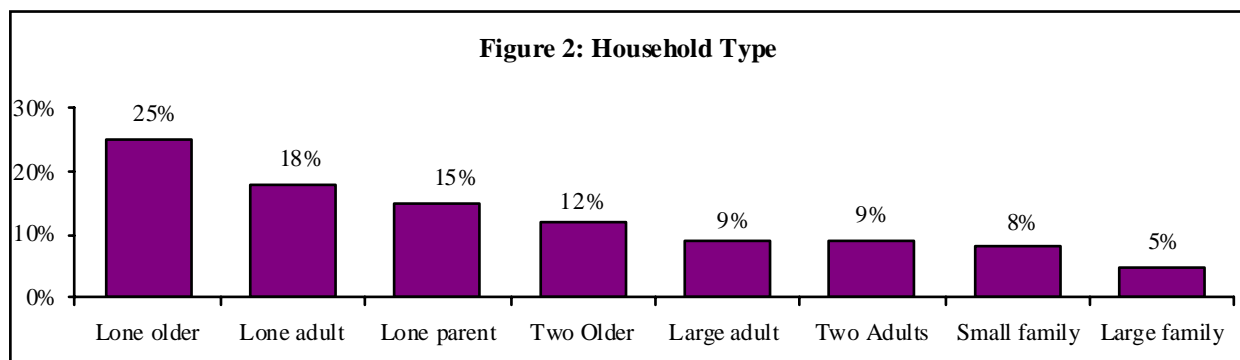
The two main benefits received by HRPs were Housing Benefit (77%; also 77% in 2008) and Income Support/Job Seeker's Allowance (42%; 44% in 2008). Table 1 summarises the benefits received by HRP's and their partners (if applicable) (*Appendix Table 2.10 and 2.11*).

Table 1: Percentage of benefits received by HRP and Partner 2009

Benefits received:	HRP (%)	Partner (%)
Housing Benefit	77	
Income Support/Jobseeker's Allowance	42	16
A Disability Benefit (including Incapacity Benefit)	35	27
State Retirement Pension	32	27
Child Benefit	28	15
Pensions Credit	21	9
Childs Tax Credit	18	8
Incapacity Benefit	16	9
Working Tax Credit	7	5
Other	7	6

2.9 HOUSEHOLD TYPE

More than two-fifths (42%; also 42% in 2008) of HRP's lived alone and were represented by lone older (25%; 25% in 2008) and lone adult households (18%; 17% in 2008) (*Figure 2; Appendix Table 2.12*).



2.10 HOME COMPUTERS/ INTERNET ACCESS

Each year, ownership of home computers and access to the internet continues to rise. In 2009 almost two-fifths (38%; 32% in 2008; 27% in 2007) of respondents owned a home computer that was in use at the time of interview. Of those who had a home computer, more than four-fifths (85%; 80% in 2008; 74% in 2007) said their household had access to the Internet. However, of all respondents, one-third (33%; 26% in 2008; 20% in 2007) stated their households had access to the Internet from their home computer, digital television or by another means (*Appendix Table 2.13a - 2.13c*).

Of all respondents, more than one-quarter (28%; 23% in 2008) were aware that the Housing Executive has a website (*Appendix Table 2.14*). Of these respondents, one-fifth (20%; 18% in 2008) had visited the Housing Executive's web site (*Appendix Table 2.15*).

2.11 POTENTIAL SERVICE DELIVERY VIA THE INTERNET

Almost one-fifth (18%; 16% in 2008) of all respondents said that, if they could, they would access Housing Executive services via the website. However, the majority (81%; 82% in 2008) said they would not do so (*Appendix Table 2.16*).

Respondents who said they would potentially access services via the web were asked, if available, which services they would use. The main service area respondents stated they would use was to report a repair (80%; 77% in 2008), followed by seeking general information/advice (51%; 56% in 2008). Other service areas which respondents would access via the web are reported in Table 2 below (*Appendix Table 2.17*).

Table 2: Which website services respondents would use (%)

Web Service:	2009
Repairs	80
General Information/Advice	51
Planned schemes	39
Look up Rent Account	38
Anti Social Behaviour, including neighbour problems	37
Housing Benefit	34
Buying your home	22
First application for a Transfer/Exchange	22
Grounds Maintenance	21
Query regarding existing Transfer/Exchange application	20
Allocations, including on behalf of someone else	17

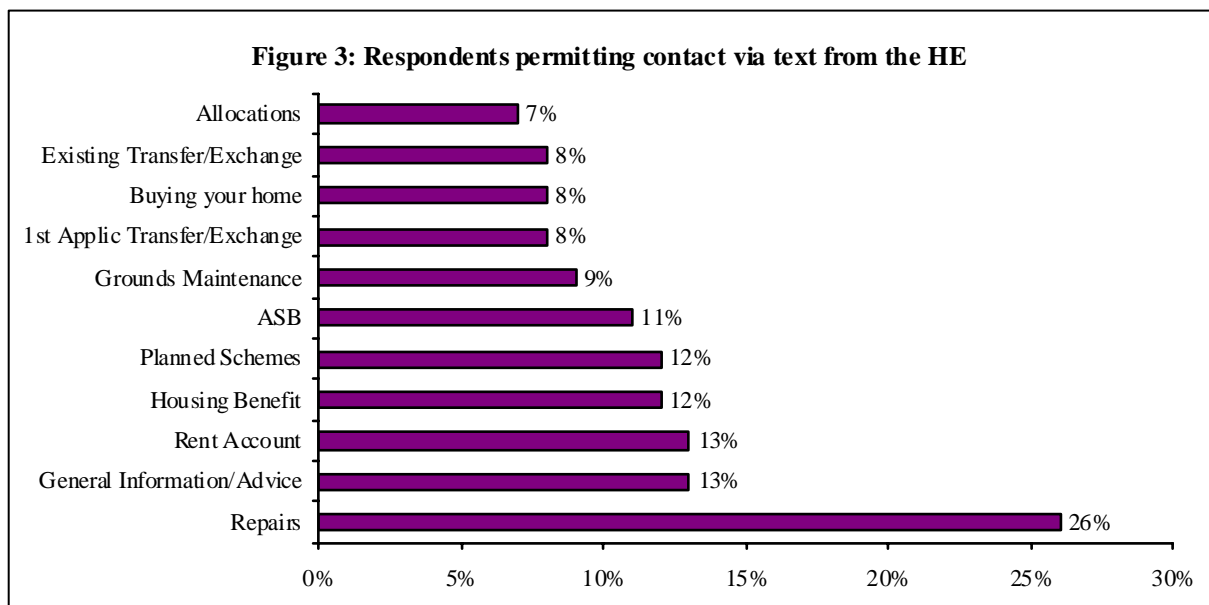
2.12 POTENTIAL SERVICE DELIVERY VIA MOBILE PHONES

Three-quarters (75%; 70% in 2008) of all respondents had a mobile phone. Of these respondents, 65 per cent (64% in 2008) stated they used short message/text service. Regardless of whether or not respondents used text, all those who had a mobile phone were asked, if it were possible, would they contact a Housing Executive service via the use of text. Slightly less than one-fifth (19%; 20% in 2008) of respondents said they would contact a Housing Executive service via text, 80 per cent said they would not and one per cent did not know (*Appendix Tables 2.18, 2.19 and 2.20*).

Of the respondents who stated they would contact a Housing Executive service via text, the vast majority said it would be in relation to repairs (89%; 90% in 2008) (*Appendix Table 2.21*). Almost two-fifths said it would be in relation to their rent account (38%) and/or seeking general information/advice (37%). One-third or less of respondents stated they would text regarding:

- ❖ Housing Benefit (33%)
- ❖ Planning schemes (32%)
- ❖ Anti Social Behaviour (30%)
- ❖ Grounds Maintenance (23%)
- ❖ Transfer/Exchange (19%)
- ❖ An existing transfer/exchange (19%)
- ❖ Buying your home (18%)
- ❖ Allocations (16%)

More than one-quarter (26%; also 26% in 2008) of respondents with a mobile phone stated they would allow the Housing Executive to contact them via text in relation to repairs. Fewer respondents stated they would allow contact in relation to general information/advice (13%), rent account (13%), Housing Benefit (12%), planned schemes (12%) and/or anti social behaviour (11%) (*Figure 3; Appendix Table 2.22*).



2.13 OWNERSHIP OF A BANK/BUILDING SOCIETY ACCOUNT

All respondents were asked questions relating to ownership of a bank/building society account, their current method of rent payment, ownership of a debit/credit card and whether or not they would consider using a debit/credit card to pay their rent in the future.

Almost two-thirds (62%; 55% in 2008) of all respondents had a bank or building society account, more than one-third (37%; 42% in 2008) did not have a bank/building society current account and one per cent refused to respond (*Appendix Table 2.23*).

At the time of interview, almost three-quarters (72%; 73% in 2008) of respondents were in receipt of full Housing Benefit and therefore did not pay rent. More than one-tenth (12%; also 12% in 2008) paid their rent at a Post Office. Almost one-tenth (9%; 8% in 2008) paid their rent at a Pay Point/Zone and six per cent paid by Standing Order (5% in 2008). A small percentage (2%) paid their rent at a Housing Executive District Office or by another means (*Appendix Table 2.24*).

Of the respondents not receiving full Housing Benefit (28%), the vast majority (96%) said the way they currently paid their rent was their preferred method of payment (*Appendix Table 2.25*).

2.14 DEBIT/CREDIT CARD OWNERSHIP

Only those respondents not in receipt of full Housing Benefit were asked questions in relation to debit/credit card ownership and if they would consider using a debit/credit card to pay their rent in the future. Almost half (48%; 52% in 2008) of respondents did not currently have either a debit or credit card, almost two-fifths (39%; 36% in 2008) owned a debit/switch card, one-tenth (10%; 9% in 2008) owned both a debit and credit card and three per cent (also 3% in 2008) owned only a credit card (*Appendix Table 2.26*).

Regardless of debit/credit card ownership, the majority of respondents who currently pay rent would not consider paying their rent via a debit card (85%; 87% in 2008) or a credit card (97%; also 97% in 2008) (*Appendix Table 2.27*).

2.15 HOME CONTENTS INSURANCE

One-quarter of all respondents reported that the content of their home was insured. However, the majority (74%) of respondents reported that the content of their home was not insured (*Appendix Table 2.28*).

Less than one-tenth (6%) of all respondents were aware that Supporting Communities Northern Ireland facilitate a Home Contents Insurance Scheme (*Appendix Table 2.29*).

3.0 HOUSING HISTORY AND SATISFACTION WITH HOME

3.1 LENGTH OF TENANCY

Almost two-thirds (63%; 65% in 2008) of respondents reported that they had been tenants for more than 15 years (*Appendix Table 3.1*).

3.2 CURRENT HOME

- **ALLOCATION OF CURRENT PROPERTY**

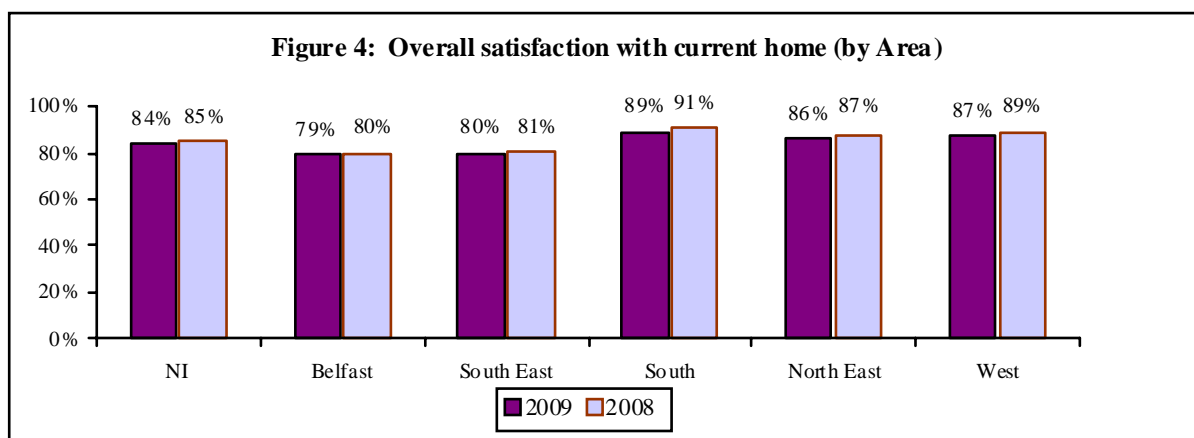
Almost three-quarters (70%; 73% in 2008) of respondents had been allocated their current property more than five years previously (*Appendix Table 3.2*).

- **SATISFACTION WITH HOUSING EXECUTIVE FINDING ACCOMMODATION**

Of the eight per cent (6% in 2008) of respondents who had been allocated their accommodation in the year before interview, more than four-fifths (82%; 73% in 2008) were satisfied with the Housing Executive finding their accommodation (*Appendix Table 3.3*).

- **OVERALL SATISFACTION WITH CURRENT HOME**

More than four-fifths (84%; 85% 2008) of respondents were very satisfied/satisfied with their current home, six per cent were neutral and 10 per cent were dissatisfied/very dissatisfied (*Figure 4; Appendix Table 3.4*). Comparison by Area showed a slight decline in satisfaction levels across all Areas by one to two percentage points.



3.3 TENANTS' ASSESSMENT OF SIZE OF PROPERTY

The majority (82%; also 82% in 2008) of respondents said their home was just the right size, 16 per cent (15% in 2008) said it was too small and three per cent (also 3% in 2008) said it was too big (*Appendix Table 3.5*).

3.4 ADAPTATIONS

Almost one-third (32%; 29% in 2008) of respondents said that adaptation work had been carried out to their property (*Appendix Table 3.6*). Among these properties, the main adaptation carried out was the installation of a shower (75%; 74% in 2008) followed by the installation of handrails (60%; also 60% in 2008). Less than ten per cent of these properties had adaptation work carried out in relation to the installation of a ground floor WC (10% ' 7% in 2008), installation of ramps (8%; also 8% in 2008), a heating change (8%; also 8% in 2008), an extension (required for a disabled household member) (6%; also 6% in 2008) and/or installation of a lift (6%; also 6% in 2008) (*Appendix Table 3.7*).

3.5 FUTURE INTENTIONS

In 2009, 95 per cent of respondents said they intended to remain as tenants for the next five years, compared to 94 per cent in 2008 and 90 per cent in 2007. Three per cent of respondents (4% in 2008 and 6% in 2007) intended to either purchase their current home or become an owner of another Housing Executive property. Overall, one per cent of respondents had future intentions to move to the owner occupied sector, rent privately or rent from a Housing Association. These figures highlight the continuing difficulties within the housing market (*Appendix Table 3.8*).

Further analysis was carried out on those respondents whose intention was to either purchase a Housing Executive property or purchase in the owner occupied sector. Of all respondents who intended to become owner-occupiers (4%), more than one-tenth (11%; 12% in 2008) said they thought they would buy within the next 12 months, 39 per cent (41% in 2008) thought they would do so within the next one to three years and a further 29 per cent (also 29% in 2008) intended to purchase some time after three years (*Appendix Table 3.9*).

4.0 TENANT CONTACT WITH THE HOUSING EXECUTIVE

4.1 CHANGES TO DELIVERY OF TELEPHONE SERVICE

During 2008 under Modernising Services, the Housing Executive introduced a new telephony system, which was staggered across all Areas. On commencement of the 2009 Survey, the new telephony system was complete and the questionnaire had been amended to reflect changes made. Therefore no comparisons can be made regarding telephone contact with findings from the 2008 Survey.

4.2 CONTACT WITH THE HOUSING EXECUTIVE

Almost two-thirds (65%) of all respondents had contacted the Housing Executive by telephone in the 12 months before interview (*Appendix Table 4.1*).

4.3 AWARENESS OF NEW CONTACT TELEPHONE NUMBERS

Respondents were given a show card listing the Housing Executive's new contact numbers at that time, and asked which of the numbers they had rung. More than two-fifths (42%) of respondents said they did not know which telephone number they had last rung. More than one-third (36%) had rung the main telephone number (08448920900), 15 per cent had rung the main repair number (08448920901) and two per cent said they had used the main Housing Benefit number (08448920902). Six per cent of respondents had rung the old Housing Centre number (02890 245088) or another telephone number (eg direct dial) (*Appendix Table 4.2*).

4.4 REASON FOR TELEPHONE CONTACT

Respondents were asked, when they had last rung the Housing Executive, to state their main reason for doing so. The main reason given by respondents was repairs (81%), with much smaller proportions reporting rent accounting (4%) and Housing Benefit (3%) (*Appendix Table 4.3*).

The vast majority (98%) of respondents who had telephoned the Housing Executive in the 12 months before interview said their call had got through (*Appendix Table 4.4*).

4.5 RESPONDENTS VIEWS OF HOW STAFF HAD ANSWERED CALL

Respondents who had telephoned a Housing Executive office in the 12 months before interview were asked a range of questions regarding their telephone contact. Table 3 summarises the responses on how staff had answered respondents call (*Appendix Table 4.5a-h*).

Table 3: Telephone callers' views regarding staff who answered their telephone call

STAFF WERE:	Yes (%)
Easy to understand	98
Polite	98
Friendly	97
Patient	96
Knowledgeable	95
In a hurry/rushed	6
Not interested/off hand	4
Rude	2

4.6 TRANSFERRED TO ANOTHER MEMBER OF STAFF

Almost half (47%) of all respondents who had telephoned said the member of staff who had answered their call had dealt with their query. Therefore, they had not needed to be transferred to another member of staff. Equally, almost half (47%) of respondents who had telephoned said they had been transferred immediately to another member of staff; three per cent reported that it took some time to reach another member of staff and one per cent of callers said they had been transferred but their call had not been answered. Two per cent of callers said they could not recall the outcome of their telephone contact (*Appendix Table 4.6*).

4.7 HOW LONG AGO LAST TELEPHONE CALL

Of all callers, 30 per cent had telephoned within the last month and a further 29 per cent had telephoned more than one month, but less than three months ago. Less than one-fifth (19%) of callers said they had rung more than three months, but less than six months ago and one-fifth (20%) said they had rung six months ago or longer (*Appendix Table 4.7*).

4.8 RESPONDENTS WHO WERE TRANSFERRED TO ANOTHER MEMBER OF STAFF

Respondents who had telephoned the Housing Executive in the 12 months before interview and had been transferred to another member of staff were asked a range of questions regarding the staff who had dealt with their query. Table 4 summarises their responses (*Appendix Table 4.8a – 4.8h*).

Table 4: Respondents whose telephone call was transferred to another member of staff - views regarding staff who had dealt with telephone call

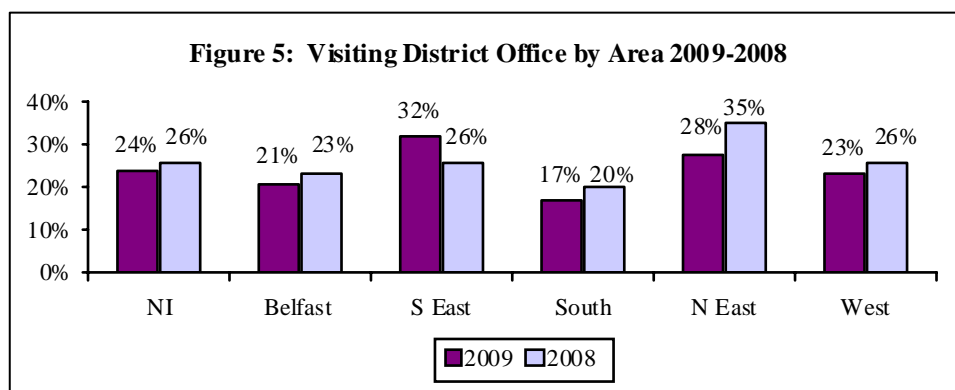
STAFF WERE:	Yes (%)
Easy to understand	97
Polite	95
Friendly	95
Patient	94
Knowledgeable	93
In a hurry/rushed	9
Not interested/off hand	7
Rude	4

4.9 OVERALL SATISFACTION WITH TELEPHONE SERVICE

Almost nine out of every ten respondents (88%) were very satisfied/satisfied with telephoning the Housing Executive within the 12 months before interview (*Appendix Table 4.9*). By Area overall satisfaction with telephoning the Housing Executive was highest in the North East (94%) and lowest in the South East (84%).

4.10 VISITING A HOUSING EXECUTIVE OFFICE

Analysis of findings shows that less than one-quarter (24%; 26% in 2008) of respondents had visited a Housing Executive office in the 12 months before interview (*Figure 5; Appendix Table 4.10*). By Area, the South East had the



highest proportion of respondents calling at a Housing Executive office (32%) and the South had the lowest (17%).

4.11 REASON FOR VISITING HOUSING EXECUTIVE OFFICE

Slightly more than one-third (34%) had called at a Housing Executive office to report a repair request. Equal proportions (13% each) had called at a Housing Executive office regarding Housing Benefit or their rent account (*Appendix Table 4.11*).

4.12 WAITING TIME AT HOUSING EXECUTIVE OFFICE

Respondents who had visited a Housing Executive office were asked how long, on their last visit, they had had to wait before being attended to by counter staff. Table 5 shows that the vast majority (91%; 94% in 2008) of respondents had waited less than 15 minutes (61% in less than five minutes). The South had the highest proportion (99%) of respondents who had waited less than 15 minutes and Belfast had the lowest (84%) (*Appendix Table 4.12*).

Table 5: Waiting time to be attended to by staff (Respondents who had visited a Housing Executive Office)

	%					
	NI	Belfast	South East	South	North East	West
Less than 15 minutes	91	84	90	99	94	94
15 to 30 minutes	5	10	7	0	4	2
More than 30 minutes	3	6	4	1	2	1
Don't know	1	0	0	0	0	3

4.13 RESPONDENTS' VIEWS OF VISIT TO HOUSING EXECUTIVE OFFICE

Respondents who had visited a Housing Executive Office in the year before interview (24% of all respondents) were asked whether they agreed or disagreed with a list of statements about the office they had visited. Results summarised in Table 6 are for the most part similar to those of 2008 (*Appendix Table 4.13a – 4.18k*).

Table 6: Respondents' perceptions of their visit to a Housing Executive office 2009/2008 (respondents who had visited an office) (%)

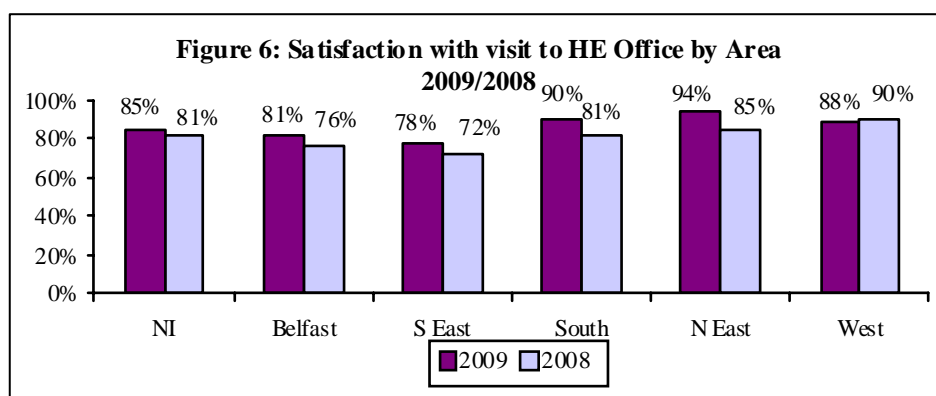
	Strongly Agree/Agree	
	2009	2008
The office is easy to get to	92	95
The staff are polite	92	91
The staff are friendly	91	91
You always feel you can ask questions	90	87
The staff are helpful	88	85
The staff appear to have time for me	87	87
The staff seem very knowledgeable	82	82
You rarely have to wait to be seen	76	81
You are given the name of the person who deals with you	71	N/A
You cannot be overheard when you are being dealt with	45	45
You are usually seen by the same person each time	31	34

4.14 OFFICE OPENING HOURS

The vast majority (92%) of respondents who had visited a Housing Executive office were very satisfied/satisfied with the opening hours. Equal proportions (4% each) were neutral or dissatisfied regarding the opening hours of the office they had visited (*Appendix Table 4.14*).

4.15 SATISFACTION WITH VISIT TO HOUSING EXECUTIVE OFFICE

In 2009, 85 per cent of respondents were satisfied with their visit to a Housing Executive office, compared to 81 per cent in 2008. Less than one-tenth (6%) of respondents were neutral and nine per cent were



dissatisfied (*Appendix Table 4.15*). Satisfaction by Area ranged from 94 per cent in the North East to 78 per cent in the South East (*Figure 6*).

4.16 VISITS BY HOUSING EXECUTIVE STAFF TO TENANTS AT HOME

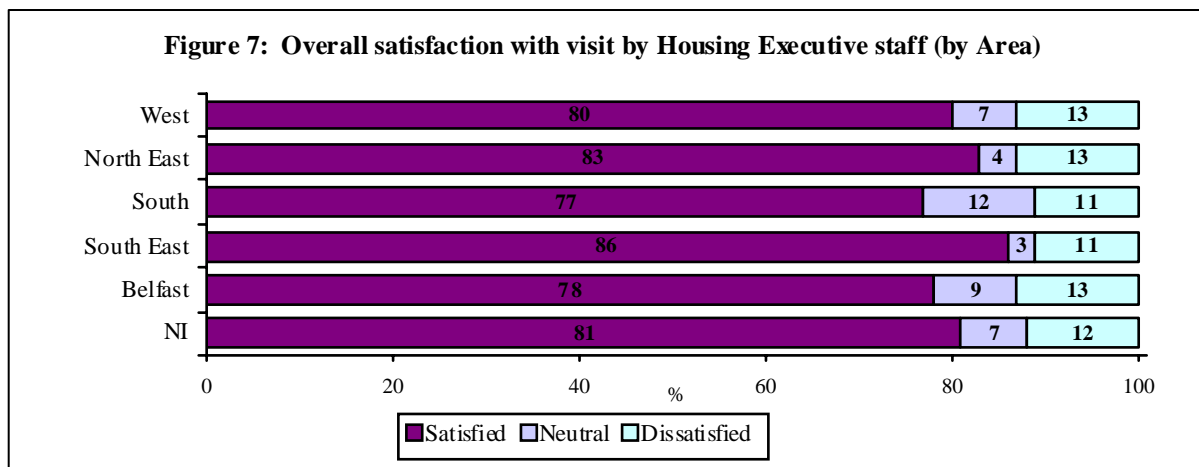
One-quarter (25%; also 25% in 2008) of respondents had received a visit from a member of the Housing Executive’s staff (excluding workmen, contractors, labourers etc) during the 12 months before interview (*Appendix Table 4.16*). A third (33%) of respondents living in the Belfast Area had received a visit from a member of staff, compared to 14 per cent in the South Area.

4.17 REASON FOR HOME VISITS

The predominant reason for home visits was in relation to repairs (43%), followed by planned schemes (18%) (*Appendix Table 4.17*).

4.18 SATISFACTION WITH HOME VISITS

More than four-fifths (81%; 78% in 2008) of respondents who had received a home visit were very satisfied/satisfied. More than one-tenth (12%; also 12% in 2008) were dissatisfied/very dissatisfied and seven per cent were neutral. By Area, satisfaction was highest in the North East (89%) and lowest in the South (77%) (*Figure 7; Appendix Table 4.18*).



5.0 HOME REPAIRS

5.1 RESPONSE MAINTENANCE

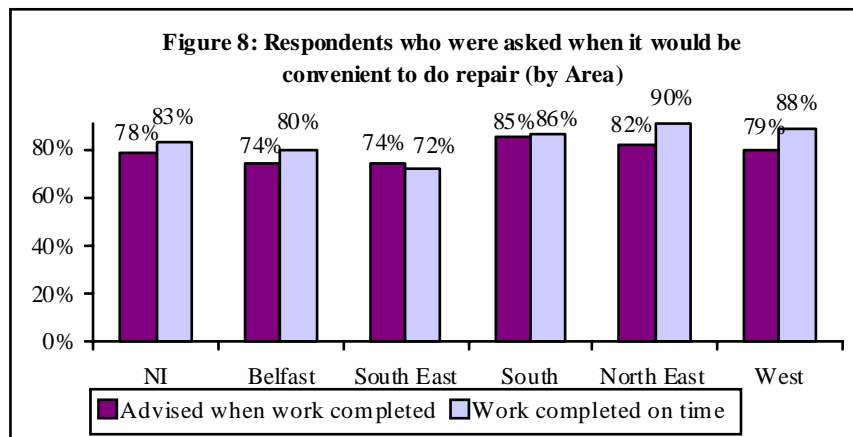
In the 12 months before interview, two-thirds (66%; 64% in 2008) of respondents had reported a repair to the Housing Executive (*Appendix Table 5.1*).

5.2 SATISFACTION WITH DEALING WITH REPAIR REQUESTS

More than four-fifths (88%; 87% in 2008) of respondents who had reported a repair said they were satisfied with the way staff had dealt with their repair request; four per cent were neutral and nine per cent were dissatisfied. By Area, satisfaction levels were equally high (91%) across the West, North East and South and lowest in Belfast and South East (both 84%) (*Appendix Table 5.2*).

5.3 ADVISED WHEN WORK WOULD BE COMPLETE

Almost four-fifths (78%) of respondents reporting a repair were advised when the work would be completed (*Figure 8; Appendix Table 5.3*). Of these respondents, more than four-fifths (83%) reported that the work has been completed within the time they were advised (*Appendix Table 5.4*).



5.4 REPAIRS COMPLETED

More than four-fifths (82%; 81% in 2008) of respondents who had reported a repair had had a repair completed within the previous 12 months before interview. By Area, completion of repairs was highest in the South (86%) and lowest in the West (79%) (*Appendix Table 5.5*).

5.5 REPAIR CONTRACTORS

Only those respondents who had had a repair completed at the time of interview (82% of the total) were asked questions relating to specific aspects of the repair service, with the majority reporting high levels of satisfaction. Table 7 shows respondents’ satisfaction levels with aspects of the repair service compared to 2008 (*Appendix Tables 5.6a – 5.6f*).

Table 7: Respondents’ satisfaction with various aspects of service received from repair contractors 2009/2008 (%)

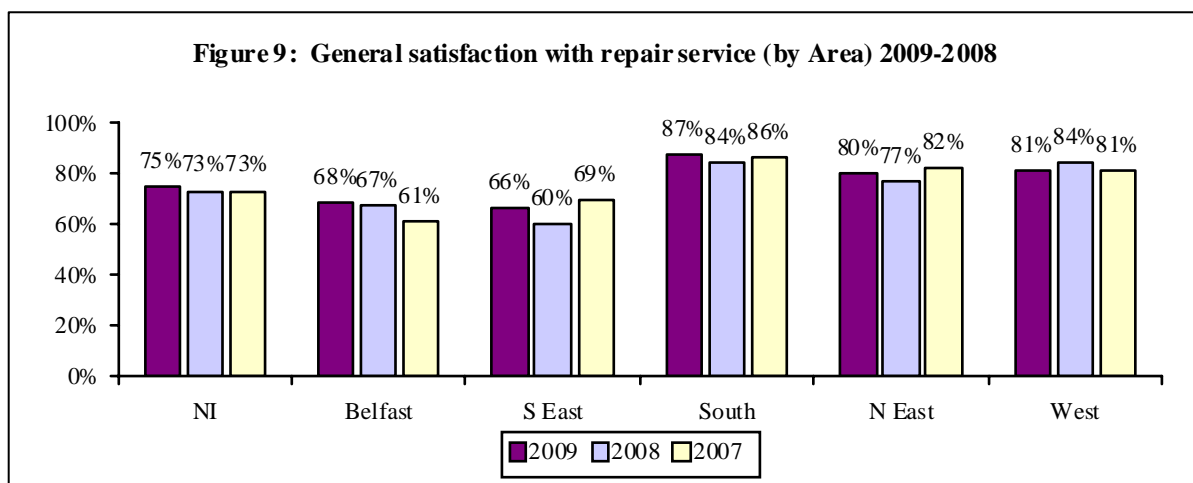
	2009	2008
Friendliness	97	96
Politeness	97	96
Tidiness	95	93
Speed	92	89
Quality of work	87	86
Quality of materials	85	86

Of the respondents who were dissatisfied with aspects of the repair work carried out, more than half (53%; 57% in 2008) had not felt the need to make a complaint; one-third (33%; 32% in 2008) had made a complaint to the Housing Executive; seven per cent (5% in 2008) had complained to the contractor and seven per cent (6% in 2008) had complained to both the contractor and the Housing Executive (*Appendix Table 5.7*).

5.6 GENERAL SATISFACTION WITH REPAIR SERVICE

Of respondents reporting a repair during 2009 (66% of all respondents), three-quarters (75%; 73% in 2008) were satisfied with the repair service generally. By Area, more than four-fifths of respondents in the South were satisfied compared to two-thirds (66%) of respondents in the South East (*Figure 9; Appendix Table 5.8*).

Overall satisfaction with the repair service for the last three years of the CTOS at Northern Ireland and Housing Executive Area levels is highlighted in Figure 9. Findings show that general satisfaction with the repair service has improved across most Areas, with the exception of the West (81%; 84% in 2008). In fact, there has been a substantial increase in satisfaction in the South East (66%; 60% in 2008), although not as high in that Area as in 2007 (69%).

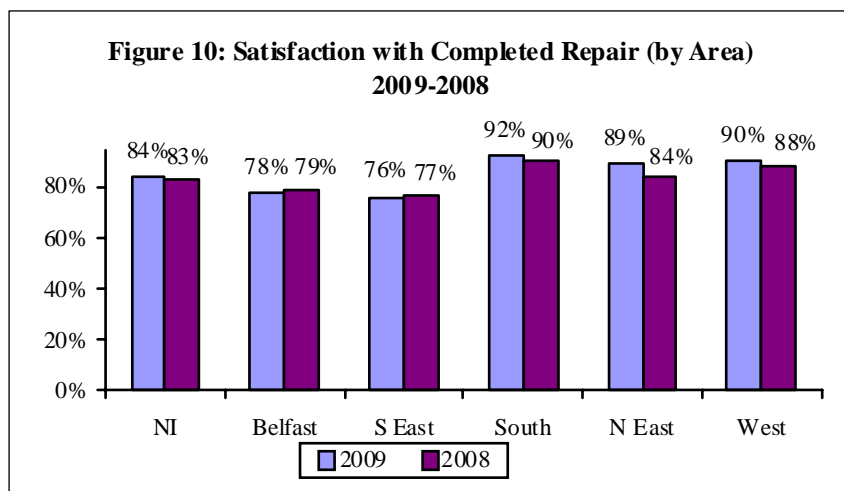


Detailed analysis of reasons for dissatisfaction with the repair service is not provided, due to the small sub-sample. However, the main reasons remain similar to previous years, with respondents stating 'still waiting for work to be done/acknowledged, poor quality contractors/poor workmanship and repairs not completed well/took several times to fix properly'.

5.7 COMPLETED REPAIR BY SATISFACTION

Further analysis was carried out to measure the satisfaction of respondents who had had at least one repair completed in the previous 12 months. Of these respondents, more than four-fifths (84%; 83% in 2008) were satisfied with the Housing Executive's repair service; one-tenth (10%; also 10% in 2008) were dissatisfied and six per cent (7% in 2008) were neither satisfied nor dissatisfied (*Figure 10; Appendix Table 5.9*).

Again, due to the small sub-sample, analysis of reasons for dissatisfaction is not provided. However, the main reasons for dissatisfaction with



completed repairs were 'poor quality contractors/poor workmanship, still waiting for work to be done, repairs not completed well/took several times to fix properly'.

5.8 CURRENT STATE OF REPAIR OF DWELLING

More than four-fifths (81%; also 81% in 2008) of all respondents thought the current state of repair of their dwelling was very or fairly good; eight per cent (8% in 2008) thought it was neither good nor poor and eleven per cent (10% in 2008) thought it was fairly or very poor (*Appendix Table 5.12*). By Area, almost nine in ten (88%) respondents in the North East rated the state of their property as very good/fairly good, compared to less than three-quarters (73%) of respondents in the South East.

6.0 ANTI-SOCIAL BEHAVIOUR/FORMAL COMPLAINTS PROCEDURE

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

6.1 REPORTING OF ASB

Less than one-tenth (6%; 8% in 2008) of all respondents had reported an incident of ASB to the Housing Executive within the 12 months before interview (*Appendix Table 6.1*).

Of the respondents who had reported an incident of ASB, slightly more than two-fifths (41%; 45% in 2008) had done so approximately six months or more prior to interview and similarly 44 per cent (37% in 2008) had reported an incident of ASB approximately four weeks to less than six months prior to interview. Less than one-fifth (16%; 18% in 2008) had reported an incident of ASB less than four weeks prior to interview (*Appendix Table 6.2*).

6.2 ACTION TAKEN BY THE HOUSING EXECUTIVE

Of the respondents who had reported an incident of ASB (6% of all respondents), more than two-thirds (68%) said the Housing Executive had acknowledged that the ASB incident would be

investigated (*Appendix Table 6.3*). Of these respondents, 70 per cent said the Housing Executive discussed with them what steps would be taken to deal with the issue (*Appendix Table 6.4*).

6.3 OUTCOME OF ACTION TAKEN BY THE HOUSING EXECUTIVE

As a result of any action taken by the Housing Executive, similar proportions of respondents reported that the ASB had continued at the same level (46%) or had ceased/lessened (45%). Less than one-tenth reported that the ASB had increased as a result of any action taken by the Housing Executive. Two percent of respondents could not comment if action taken by the Housing Executive had any impact, as the incident had been reported less than one week before they were interviewed (*Appendix Table 6.5*).

6.4 SATISFACTION OF BEING KEPT INFORMED

Almost two-fifths (39%) of respondents were satisfied with how the Housing Executive had kept them informed of what was happening throughout any action taken. More than two-fifths (45%) of respondents were dissatisfied and 17 percent were neutral (*Appendix Table 6.6*).

6.5 SATISFACTION OF HOW CASE HAD BEEN HANDLED

The proportion of respondents who were satisfied (40%) with the way in which the Housing Executive handled or was handling their case was similar to the proportion who were dissatisfied (41%). The remaining respondents (19%) were neither satisfied nor dissatisfied (*Appendix Table 6.7*).

6.6 REPORTING INCIDENT OF ASB TO OTHER AGENCIES

Of all respondents, less than one-tenth (7%; 8% in 2008) had reported an incident of ASB to an agency other than the Housing Executive in the previous 12 months. Of these respondents, most (83%; 88% in 2008) had done so to the PSNI. Less than one-sixth (12%; 13% in 2008) had reported an incident to their local council and one-tenth (10%; 8% in 2008) had reported an incident to another agency (*Appendix Tables 6.8 & 6.9*).

6.7 FORMAL COMPLAINTS PROCEDURE

More than half (54%; 48% in 2008) of all respondents were aware that the Housing Executive has a formal complaints procedure (*Appendix Table 6.10*). Of these, only four per cent (3% in 2008) had made a formal complaint to the Housing Executive. It was not feasible to report any findings because of this small sub-group (*Appendix 6.11*).

7.0 HOUSING EXECUTIVE SERVICES

7.1 USE OF HOUSING EXECUTIVE SERVICES

Respondents were asked about a range of services provided by the Housing Executive and whether or not they had used them during the 12 months before interview. Table 8 summarises the percentages of respondents who had used these services (*Appendix Table 7.1a- 7.1d*).

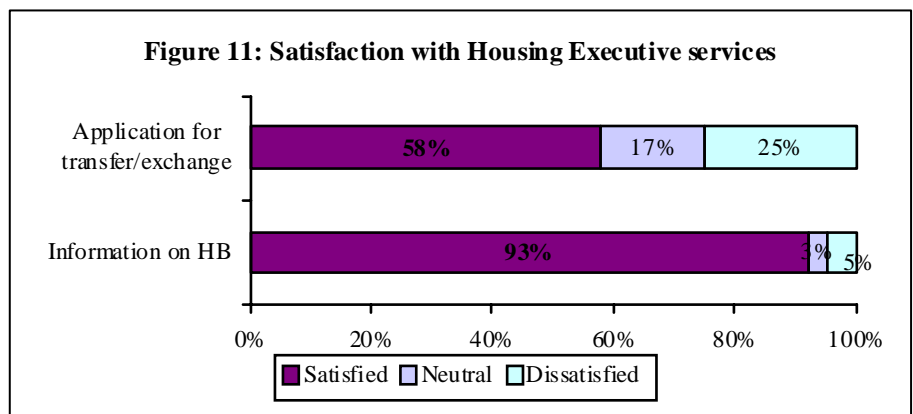
Table 8: Respondents who had used Housing Executive services (%)

	%					
	NI	Belfast	S East	South	N East	West
Information about Housing Benefit	19	15	17	16	30	19
Applying for HE transfer/exchange	9	10	13	7	7	9
Applying to buy your home	1	1	2	2	1	2
General Housing Advice	2	3	3	2	2	2

7.2 SATISFACTION WITH HOUSING EXECUTIVE SERVICES

The vast majority (93%; also 93% in 2008) of respondents who had sought information about Housing Benefit were satisfied with the service they had received (*Figure 11; Appendix Table 7.2a*).

Of the respondents who had applied for a Housing Executive transfer/exchange (9% of all respondents), more than half (58%; 49% in 2008) were satisfied with the service and one-quarter (25%; 32% in 2008) were dissatisfied. Less than one-fifth (17%; 19% in 2008) were neutral regarding the service they had received (*Appendix Table 7.2b*).



Figures are not included in the report for satisfaction with the services provided for respondents on applying to buy their home or seeking general housing advice, as the sub-groups were too small to report.

7.3 HOUSING BENEFIT APPLICATIONS

Almost two-fifths (38%) of respondents stated that they, or another member of their household had applied for Housing Benefit within the 12 months before interview, compared to 37 per cent in 2008 (50% in 2007) (*Appendix Table 7.3*).

Of these:

- Slightly less than three-quarters (74%; 77% in 2008) of applicants had found the Housing Benefit form easy to complete.
- Almost two-thirds (64%; 60% in 2008) were aware that, in the event of being turned down for Housing Benefit, they would have the right to have the decision reviewed (*Appendix Tables 7.4 & 7.5*).

7.4 HOUSING BENEFIT ENTITLEMENT

The majority (81%) of all respondents were aware that someone working on a low income may be entitled to Housing Benefit (*Appendix Table 7.6*).

7.5 HOUSING BENEFIT RECIPIENTS

Of all respondents, almost four-fifths (79%; also 79% in 2008) said they, or another household member, were currently receiving Housing Benefit. Analysis by Area shows that the proportion of respondents in receipt of Housing Benefit was higher in the West (85%; 86% in 2008) and Belfast Areas (82%; 83% in 2008), compared to the North East (80%; 77% in 2008), South (79%; 77% in 2008) and South East Areas (71%; 70% in 2008) (*Appendix Table 7.7*).

7.6 HOUSING BENEFIT NOTIFICATIONS

Respondents whose households were receiving Housing Benefit were asked about the information provided by the Housing Executive's notifications. Equal proportions said the notification was clear and understandable (both 95%; both 94% in 2008) (*Appendix Tables 7.8 - 7.9*).

More than half (56%; 46% in 2008) of the respondents whose households were receiving Housing Benefit were aware that they had the right to have their amount of Housing Benefit reviewed by an independent tribunal (*Appendix Tables 7.10*).

7.7 CHANGES OF CIRCUMSTANCES AFFECTING HOUSING BENEFIT CLAIM

Respondents whose households were receiving Housing Benefit were asked if they were aware that they were required to advise the Housing Executive of certain changes in their

circumstances which could affect their entitlement (*Appendix Tables 7.11a-7.11d*). Table 9 summarises their responses.

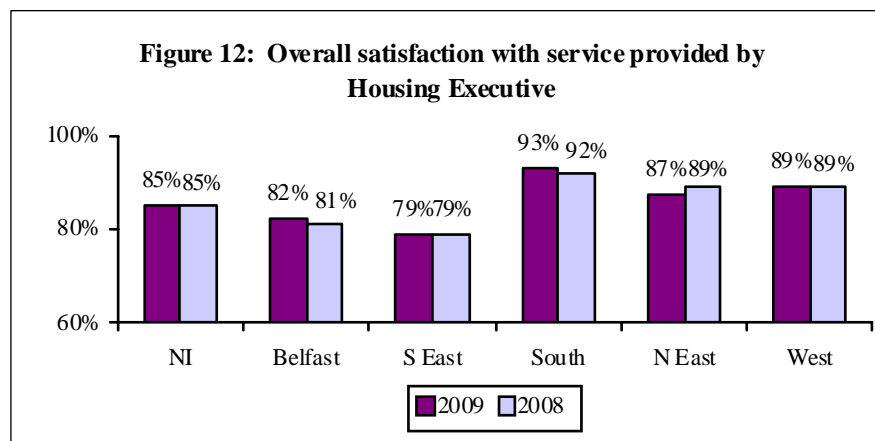
Table 9: Awareness of changes of circumstances that should be reported to the Housing Executive (respondents in receipt of Housing Benefit) (%)

	2009	2008
Non dependants joining the household	98	98
Non dependants leaving the household	98	98
Income changes	98	98
Partner changes	98	98

7.8 OVERALL SATISFACTION WITH HOUSING EXECUTIVE SERVICES

Respondents' overall satisfaction with Housing Executive services remained the same as in 2008. More than four-fifths (85%) of respondents were satisfied with Housing Executive services, a further eight per cent were neutral and seven per cent were dissatisfied. Compared

to 2008, satisfaction by Area increased in Belfast (82%) and the South (93%) by one percentage point and remained the same in the South East (79%) and West (89%). Satisfaction in the North East (87%) decreased by two percentage points (*Figure 12; Appendix Table 7.12*).



Although analysis of reasons for dissatisfaction with Housing Executive services is not feasible because the sub-group is too small to report in detail, the two main reasons for dissatisfaction remain similar to previous years: 'poor repairs service' and 'have not carried out repair request'.

7.9 AVERAGE RENT CHARGE

All respondents were asked if they considered the average rent of £58.30 (£50.81 rent and £7.49 rates) per week to be value for money. The vast majority (88%) of respondents did think this charge was value for money but more than one-tenth (12%) did not consider the charge to be value for money (*Appendix Table 7.12*).

8.0 ATTITUDES TO HOME AND ESTATE

8.1 PERCEPTIONS OF CHANGE IN THE AREA

The largest proportion (68%; 63% in 2008) of respondents thought their area was not really changing, one-fifth (20%; 23% in 2008) thought it was changing for the better and nine per cent (11% in 2008) thought it was changing for the worse (*Appendix Table 8.1a*). A small proportion (3%; also 3% in 2008) of respondents did not know whether their area was changing or not.

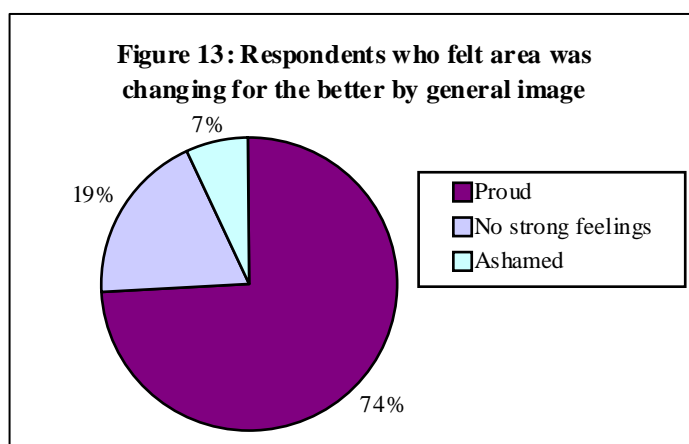
Those respondents who thought their area was changing for the worse were asked to state why they held this view. Although numbers are too small for detailed analysis, the two main reasons given by respondents were 'anti-social behaviour' and 'young people causing trouble'.

8.2 IMAGE OF AREA

The majority of respondents (74%; also 74% in 2008) said they were proud/fairly proud of their area, less than one-fifth (19%) had no strong feelings and less than one-tenth (7%) said they felt

slightly ashamed/ashamed (*Appendix Table 8.1b*). Variation by Area ranged from 83 per cent of respondents in the North East to 64 per cent in Belfast who felt pride in their area.

Of those respondents who felt their area was changing for the better (20% of all respondents), more than three-quarters (77%; 78% in 2008) were also proud of their area. Conversely, of those who felt their area was changing for the worse (9% of all respondents), two-fifths (40%; 45% in 2008) felt proud/fairly proud and more than one-quarter (28%; 26% in 2008) had no strong feelings; 32 per cent (29% in 2008) were ashamed of their area (*Figure 13; Appendix Table 8.2*).



8.3 ACCESS TO KEY SERVICES

Respondents were shown a list of some key services and were asked how long they thought it would take the average person to walk from the respondent's home to the nearest facility. The closest services, which most respondents felt could be reached by the average person (walking 10 minutes or less) were public transport (95%) and a place to buy milk or bread (90%) (*Appendix Tables 8.3a – 8.3j*). More than three-quarters (77%) of respondents felt the average person could walk within 10 minutes or less to a church/chapel and almost three-quarters said the nearest primary school (74%) or to a child's play area (73%). Table 10 summarises the results:

Table 10: Walking distance (in time) to public transport and other local key services from respondent's home (%)

	10 mins or less	11-20 mins	21-30 mins	30+ mins	Not within walking distance	TOTAL
Public transport	95	3	1	<1	1	100
Place to buy milk or bread	90	7	1	1	2	100
Church/Chapel	77	17	3	1	2	100
Primary school	74	19	4	2	2	100
Children's play areas	73	15	5	2	5	100
Park/public open space	67	17	6	2	5	100
Post Office	60	26	7	3	4	100
Pub	60	22	9	4	6	100
Health care facility/GP	39	27	13	7	14	100
Leisure or sports facility	29	26	16	9	20	100

9.0 STANDARDS OF SERVICE DELIVERY

9.1 MAKING DECISIONS

More than one-tenth of respondents (12%; 13% in 2008) said they had asked the Housing Executive about a decision affecting them (*Appendix Table 9.1*). Of these respondents, more than two-thirds (68%; 63% in 2008) said they had been informed how the Housing Executive had arrived at their decision (*Appendix Table 9.2*).

9.2 RENT PAYMENTS

All respondents were asked about standards regarding rent payments. Table 11 shows the proportions of respondents who said standards concerning rent payments had been met (*Appendix Table 9.3*).

Table 11: Meeting of Standards concerning rent payments (by Area) %

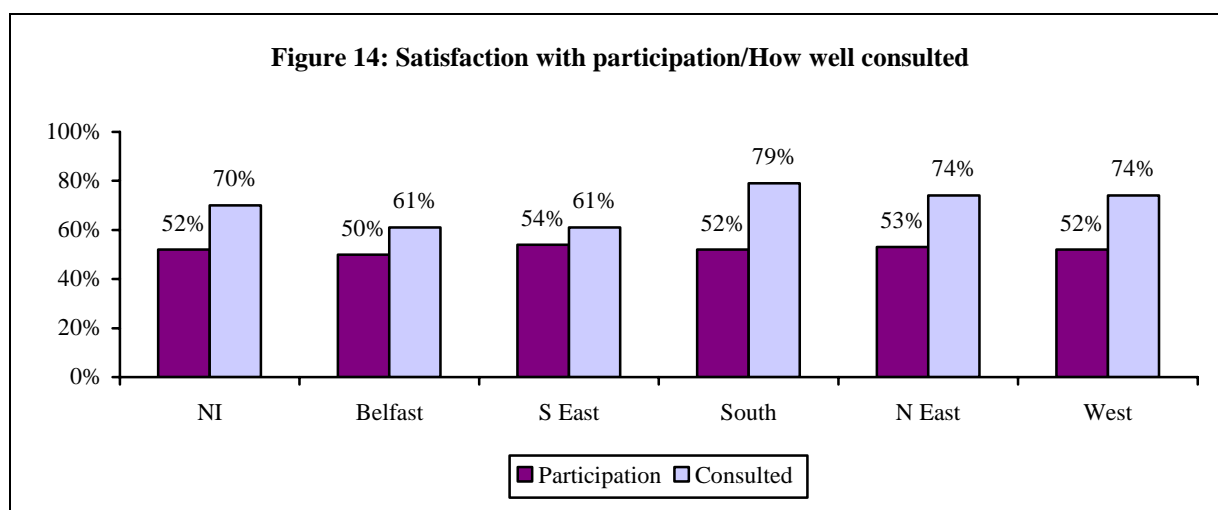
	NI	Belfast	South East	South	North East	West
The Housing Executive will provide you with rent statements every 3 months	95	86	98	98	99	96
The Housing Executive will give you 4 weeks' written notice of any rent increase	93	83	97	96	97	92
The Housing Executive will advise you of any entitlement you may have to Housing Benefit	85	89	80	91	84	84

9.3 PUBLISHING OF STANDARDS OF DELIVERY VIA NEWSLETTER (HOUSING NEWS)

The majority of respondents (85%; 84% in 2008) were aware that the Housing Executive issues a newsletter (Housing News) to inform tenants of the organisation's performance against standards (*Appendix Table 9.4*).

9.4 OPPORTUNITIES FOR PARTICIPATION

The Housing Executive encourages tenants through local community associations/groups to play a role in the management of their estates. More than half (52%; 53% in 2008) of all respondents were very satisfied/satisfied with the opportunities for participation in the management of their estate/area. By Area, satisfaction was highest in the South East (54%) and lowest in Belfast (50%) (*Figure 14; Appendix Table 9.5*).



The Housing Executive also gives a commitment to consult with tenants about any major changes to their home or surrounding area. Seven in ten respondents (70%; 68% in 2008) respondents said the Housing Executive consults with them very well/quite well (*Figure 14; Appendix Table 9.6*). Findings were highest in the South Area at 79 per cent and lowest in Belfast at 61 per cent.

9.5 TELEPHONE CALLS

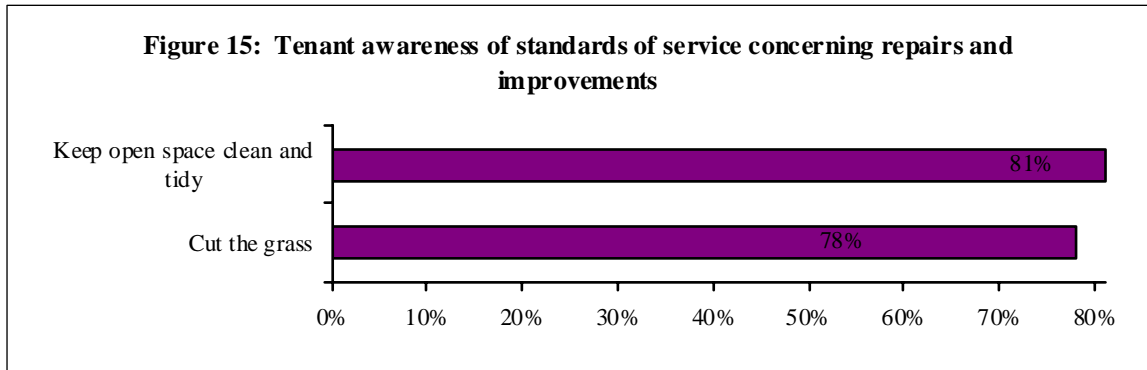
Of those respondents who had telephoned a Housing Executive office and had been transferred to another member of staff; (*Appendix Tables 9.7a-9.7c*):

- 95 per cent said the member of staff they had spoken to had dealt with them in a courteous manner.
- 95 per cent said their phone call had been answered promptly.
- 62 per cent said the member of staff they had spoken to had given their name.

9.6 REPAIRS AND IMPROVEMENTS

All respondents were asked about standards of service delivery concerning repairs and improvements to their home. Most reported that they were aware of the standards (*Figure 15; Appendix Table 9.8*):

- The Housing Executive will cut the grass in the open spaces regularly in the summer months (78%).
- The Housing Executive will keep the open spaces in the estates clean and tidy (81%).



10.0 RELIGION AND SERVICE DELIVERY

10.1 RELIGION AND HOUSING EXECUTIVE SERVICES

In line with the Northern Ireland Act (1998), the Housing Executive launched its Equality Scheme, which was approved by the Equality Commission in July 2001. The Scheme sets out how the Housing Executive will fulfil its duty to promote equality of opportunity regardless of different religious beliefs, political opinions, ethnicity, age, marital status, sexual orientation, gender, disability and whether or not there are dependants.

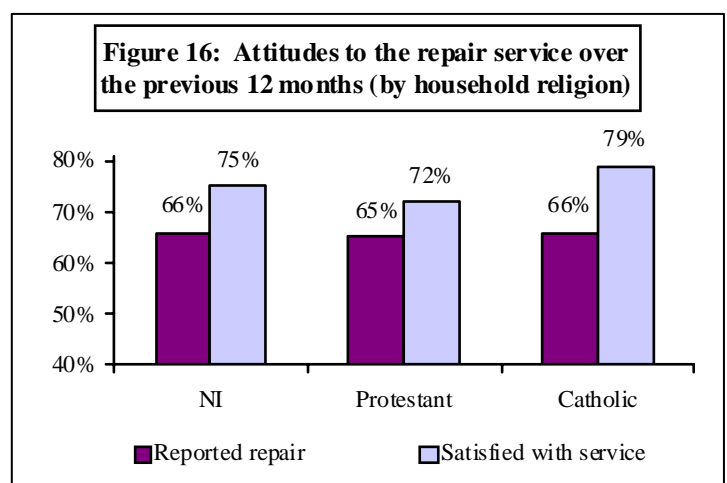
The CTOS provides an important source of information on equality in relation to Housing Executive services. However, the analysis in this report is restricted to the two main religious groups (i.e. Protestant and Catholic), because the other responses were selected by too few respondents (6%) to produce valid results.⁷

Respondents were asked to describe the religion of their **household** rather than their **own** religion. Paragraphs 10.2 to 10.4 refer to religion on this basis, although for ease of reporting **respondents**, rather than their households, are described as Protestant or Catholic.

10.2 ATTITUDES TO THE MAINTENANCE SERVICE BY HOUSEHOLD RELIGION

Similar proportions of Catholics and Protestants (66% and 65% respectively) said they or their partner (if applicable) had reported a repair request in the year before the survey (*Figure 16; Appendix Table 5.1*).

A higher level of Catholics (79%) reported satisfaction with the repair service generally, compared to Protestants (72%) (*Appendix Table 5.8*).



⁷ Responses include Mixed Protestant/Catholic and Other (No Religion, Refusal or Don't Know) approximately 6% of all respondents.

10.3 CONTACT BY HOUSEHOLD RELIGION

Telephone contact during the 12 months before interview was similar between the two main religious groups with almost two thirds of both Catholic and Protestant respondents having telephoned a Housing Executive office within the previous 12 months (65% and 64% respectively) (*Appendix Table 4.1*).

Comparison of the two religions also showed little variation in respondents visiting a Housing Executive office or staff visiting respondents in their own home (*Table 12; Appendix Tables 4.10 and 4.16*).

Table 12: Method of contact (by household religion)

Method of Contact	%		
	NI	Protestant	Catholic
Telephone	65	64	65
Visit to District Office	24	24	23
Visited by Housing Executive staff	25	25	26

Table 13 shows satisfaction levels of Protestants and Catholics who had contact with the Housing Executive in the year before interview (for each method of contact). Levels of satisfaction among Catholics and Protestants were similar with the exception of respondents who had had a home visit by a member of staff (*Appendix Tables 4.9, 4.15 and 4.18*).

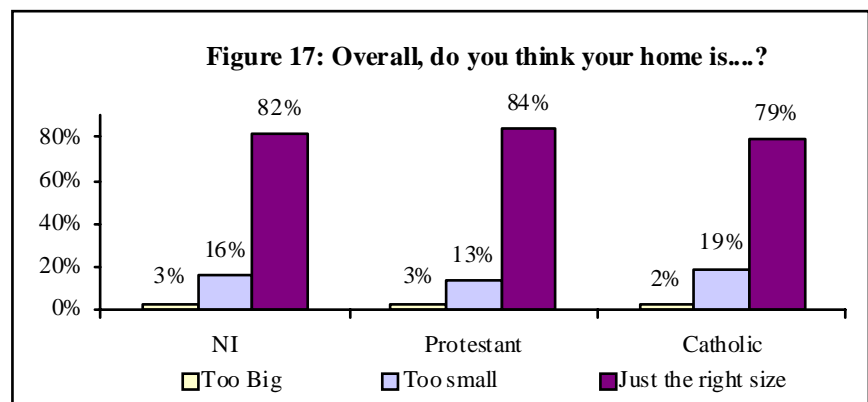
Table 13: Satisfaction with contact (by household religion)

Method of Contact and Religion	%		
	Satisfied	Neither	Dissatisfied
Telephone: Protestant	87	4	9
Catholic	90	3	7
Visits to office: Protestant	85	7	8
Catholic	85	5	11
Visited by staff: Protestant	84	6	10
Catholic	78	7	15

10.4 ALLOCATION

Similar proportions of Protestants (8%) and Catholics (7%) had been allocated their property in the year before interview (*Appendix Table 3.2*). Of these households, satisfaction with the Housing Executive in finding accommodation was higher among Catholic respondents (86%) compared to Protestant respondents (81%) (*Appendix Table 3.3*).

Analysis of all Catholic and Protestant respondents shows that similar proportions of Protestants and Catholics (85% and 84% respectively) were satisfied with their property (*Appendix Table 3.4*).



A higher proportion of Protestant respondents (84%) than Catholic respondents (79%) thought their home was just the right size (*Figure 16; Appendix Table 3.5*).

11.0 CLIENT RESPONSE

- 11.1** The Continuous Tenant Omnibus Survey (CTOS) continues to provide valuable insight into tenants' perception of our services. It is particularly good to note that, despite the embedding of the new telephony arrangements over the 2008/2009 period, 98% of respondents who had telephoned in the 12 month period had got through.
- 11.2** Anti-social behaviour represents a significant issue for the Housing Executive and its partners. Demand for services continues to increase with greater focus being given in 2010/2011 to improved service delivery. It is noted that only 6% of those interviewed had reported antisocial behaviour over the period; however, the results show that 40% were satisfied with the way their case was handled, with similar numbers dissatisfied.
- 11.3** We have continued to work closely with our partner contractors in the delivery of our repairs service which is reflected by the 75% in general satisfaction, compared to 73% in the previous year. Similarly, of those respondents who had at least one repair completed, satisfaction has risen slightly from 83% to 84%. Despite the obvious constraints due to budget cuts we have continued to endeavour to maintain a high quality service.
- 11.4** Opportunities for participation and consultation on our services remain a key performance indicator for the Housing Executive. Through consultation and partnership with the Housing Community Network we have established a three year Community Involvement Strategy from 2008 to 2011 to provide a more comprehensive approach to community involvement. It is encouraging to note that 70% of respondents said the Housing Executive consults with them well, a slight increase from 68% in 2008.
- 11.5** Alongside Exit Polls, Mystery Shopping, Tenant Led Inspections and the Housing Community Network, CTOS provides a useful tool for managers to benchmark customer service.

APPENDIX 1 TABLES

Table 1.1

Dwelling Type

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Bungalow	1,712 7.8%	4,242 23.0%	4,506 30.7%	4,280 24.3%	4,427 30.1%	19,167 21.9%
Cottage	0 0.0%	180 1.0%	134 0.9%	279 1.6%	56 0.4%	649 0.7%
Flat	3,518 16.1%	3,363 18.2%	1,152 7.9%	2,847 16.2%	900 6.1%	11,780 13.5%
House	16,143 73.8%	10,179 55.1%	8,593 58.6%	10,157 57.7%	9,155 62.3%	54,227 62.1%
Maisonette	228 1.0%	255 1.4%	89 0.6%	53 0.3%	103 0.7%	728 0.8%
Split level	264 1.2%	262 1.4%	199 1.4%	0 0.0%	49 0.3%	774 0.9%
TOTALS	21,865 100%	18,481 100%	14,673 100%	17,616 100%	14,690 100%	87,325 100%

Table 1.2

Dwelling type by number of bedrooms

Sample (in numbers)	Area						TOTAL 3500
	Bun'low 886	Cottage 34	Flat 431	House 2096	Maisonette 26	Split 27	
1 Bedroom	5,130 26.8%	0 0.0%	33,379 28.7%	48 0.0%	0 0.0%	0 0.0%	8,557 9.8%
2 Bedrooms	11,789 61.5%	425 65.4%	7,903 67.1%	10,339 19.1%	270 37.0%	0 0.0%	30,726 35.2%
3 Bedrooms	2,185 11.4%	191 29.4%	450 3.8%	38,977 71.9%	459 63.0%	699 90.4%	42,961 49.2%
4+ Bedrooms	62 30.0%	34 5.2%	47 0.4%	4,864 8.9%	0 0.0%	74 9.6%	5,081 5.8%
TOTALS	19,166 100%	650 100%	11,779 100%	54,228 100%	729 100%	773 100%	87,325 100%

Table 2.1

Gender of all household members

Estimated Total (Household members)	Area					TOTAL 7387
	Belfast 1068	S East 1273	South 1442	N East 1861	West 1743	
Male	20,800 43.9%	16,905 43.4%	14,207 46.3%	16,064 44.4%	14,566 45.2%	82,542 44.5%
Female	26,527 56.1%	22,089 56.6%	16,490 53.7%	20,079 55.6%	17,690 54.8%	102,875 55.5%
TOTALS	47,327 100%	38,994 100%	30,697 100%	36,143 100%	32,256 100%	185,417 100%

Table 2.2

Age groups of all household members

Estimated Total (Household members)	Area					TOTAL 7387
	Belfast 1068	S East 1273	South 1442	N East 1861	West 1743	
0 - 4 years	3,333 7.0%	3,174 8.1%	2,497 8.1%	3,111 8.6%	1,882 5.8%	13,997 7.5%
5 - 9 years	4,288 9.1%	3,146 8.1%	2,383 7.8%	2,855 7.9%	2,419 7.5%	15,091 8.1%
10 - 14 years	4,390 9.3%	3,409 8.7%	2,082 6.8%	2,644 7.3%	2,936 9.1%	15,461 8.3%
15 - 19 years	4,528 9.6%	3,071 7.9%	2,307 7.5%	2,385 6.6%	3,046 9.4%	15,337 8.3%
20 - 24 years	3,411 7.2%	1,882 4.8%	1,445 4.7%	1,744 4.8%	1,877 5.8%	10,359 5.6%
25 - 29 years	2,914 6.2%	2,065 5.3%	1,675 5.5%	2,184 6.0%	1,461 4.5%	10,299 5.6%
30 - 34 years	2,097 4.4%	1,521 3.9%	1,729 5.6%	1,513 4.2%	1,861 5.8%	8,721 4.7%
35 - 39 years	1,807 3.8%	2,261 5.8%	1,987 6.5%	2,240 6.2%	2,062 6.4%	10,357 5.6%
40 - 44 years	2,592 5.5%	2,771 7.1%	1,372 4.5%	1,929 5.3%	1,816 5.6%	10,480 5.7%
45 - 49 years	3,156 6.7%	2,556 6.6%	1,817 5.9%	1,912 5.3%	1,659 5.1%	11,100 6.0%
50 - 54 years	2,984 6.3%	2,350 6.0%	1,861 6.1%	1,559 4.3%	2,318 7.2%	11,072 6.0%
55 - 59 years	1,976 4.2%	2,201 5.6%	1,560 5.1%	2,174 6.0%	1,901 5.9%	9,812 5.3%
60 - 64 years	2,217 4.7%	2,378 6.1%	2,125 6.9%	1,946 5.4%	1,750 5.4%	10,416 5.6%
65+ years	7634 16.1%	6210 15.9%	5803 18.9%	7825 21.7%	5122 15.9%	32594 17.6%
Refused	0 0.0%	0 0.0%	53 0.2%	121 0.3%	146 0.5%	320 0.2%
TOTAL	47,327 100%	38,995 100%	30,696 100%	36,142 100%	32,256 100%	185,416 100%

Table 2.3 Mobility indoors/outdoors

Estimated Total (Household members)	Area					TOTAL 7387
	Belfast 1068	S East 1273	South 1442	N East 1861	West 1743	
No aids	40,813 86.2%	33,619 86.2%	27,139 88.4%	31,014 85.8%	29,349 91.0%	161,934 87.3%
Stick	4,112 8.7%	2,925 7.5%	2,346 7.6%	3,476 9.6%	1,781 5.5%	14,640 7.9%
Crutches	73 0.2%	696 1.8%	357 1.2%	381 1.1%	459 1.4%	1,966 1.1%
Zimmer Frame	1,422 3.0%	1,194 3.1%	418 1.4%	646 1.8%	396 1.2%	4,076 2.2%
Self-propelled wheel chair	181 0.4%	120 0.3%	121 0.4%	231 0.6%	115 0.4%	768 0.4%
Wheel chair pushed by another person	518 1.1%	334 0.9%	161 0.5%	260 0.7%	60 0.2%	1,333 0.7%
Battery powered scooter	113 0.2%	80 0.2%	74 0.2%	80 0.2%	59 0.2%	406 0.2%
Adapted vehicle	0 0.0%	0 0.0%	33 0.1%	41 0.1%	14 0.0%	88 0.0%
Confined to bed	94 0.2%	25 0.1%	48 0.2%	15 0.0%	23 0.1%	205 0.1%
TOTAL	47,326 100%	38,993 100%	30,697 100%	36,144 100%	32,256 100%	185,416 100%

Table 2.4 HOUSEHOLDS with members who have a disability or long term illness

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
No disabled/ill health members	7,151 32.7%	7,234 39.1%	5,952 40.6%	6,632 37.6%	4,841 33.0%	31,810 36.4%
Households with 1 member	11,579 53.0%	9,076 49.1%	7,134 48.6%	8,420 47.8%	7,379 50.2%	43,588 49.9%
Households with 2 members	2,710 12.4%	1,906 10.3%	1,473 10.0%	2,349 13.3%	2,072 14.1%	10,510 12.0%
Households with 3 or more members	425 1.9%	266 1.4%	115 0.8%	214 1.2%	398 2.7%	1,418 1.6%
TOTAL	21,865 100%	18,482 100%	14,674 100%	17,615 100%	14,690 100%	87,326 100%

Table 2.5 Household MEMBERS with a disability or long term illness

Estimated Total (Household members)	Area					TOTAL 7387
	Belfast 1068	S East 1273	South 1442	N East 1861	West 1743	
Yes, has a health problem/illness which limits activities	8,641 18.3%	7,047 18.1%	6,602 21.5%	9,507 26.3%	7,751 24.0%	39,548 21.3%
Yes, has a disability which limits activities	3,022 6.4%	2,301 5.9%	2,251 7.3%	2,991 8.3%	2,766 8.6%	13,331 7.2%
Yes, has BOTH health problem/illness and disability	6,663 14.1%	4,384 11.2%	1,570 5.1%	1,306 3.6%	2,329 7.2%	16,252 8.8%
Has no such health problems	29,001 61.3%	25,262 64.8%	20,273 66.0%	22,338 61.8%	19,410 60.2%	116,284 62.7%
TOTAL	47,327 100%	38,994 100%	30,696 100%	36,142 100%	32,256 100%	185,415 100%

Table 2.6 Ethnic groups for all household members

Estimated Total (Household members)	Area					TOTAL 7387
	Belfast 1068	S East 1273	South 1442	N East 1861	West 1743	
White	46,993 99.3%	38,857 100%	30,246 98.5%	36,017 99.7%	32,079 99.5%	184,192 99.3%
Other ethnic group	333 0.7%	138 0.4%	451 1.5%	126 0.3%	176 0.5%	1,224 0.6%
TOTAL	47,326 100%	38,995 100%	30,697 100%	36,143 100%	32,255 100%	185,416 100%

Table 2.7 Religion of household as described by the respondent

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Protestant	12,763 58.4%	12,681 68.6%	5,641 38.4%	13,282 75.4%	4,328 29.5%	48,695 55.8%
Catholic	7,920 36.2%	4,260 23.1%	7,805 53.2%	2,637 15.0%	9,642 65.6%	32,264 36.9%
Mixed religion	220	528	239	369	210	1,566
Protestant/Catholic	1.0%	2.9%	1.6%	2.1%	1.4%	1.8%
Other = Other, No Religion and Refused	962 4.4%	1,012 5.5%	988 6.7%	1,328 7.5%	509 3.5%	4,799 5.5%
TOTAL	21,865 100%	18,481 100%	14,673 100%	17,616 100%	14,689 100%	87,324 100%

Table 2.8 Employment status of Household Reference Person

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Self employed	60 0.3%	149 0.8%	55 0.4%	167 0.9%	35 0.2%	466 0.5%
Employed Full Time	1,616 7.4%	1,960 10.6%	1,447 9.9%	1,574 8.9%	1,056 7.2%	7,653 8.8%
Employed Part Time	1,777 8.1%	1,545 8.4%	985 6.7%	1,248 7.1%	1,014 6.9%	6,569 7.5%
Not working - short term (< 1 yr)	338 1.5%	499 2.7%	401 2.7%	290 1.6%	344 2.3%	1,872 2.1%
Not working -long term (> 1yr)	4,635 21.2%	1,735 9.4%	1,493 10.2%	2,168 12.3%	2,155 14.7%	12,186 14.0%
Retired from work	6,157 28.2%	5,736 31.0%	4,297 29.3%	5,408 30.7%	4,350 29.6%	25,948 29.7%
Student (Further /Higher Education)	175 0.8%	185 1.0%	65 0.4%	124 0.7%	72 0.5%	621 0.7%
Perm Sick/Disabled	4,614 21.1%	3,883 21.0%	3,392 23.1%	3,207 18.2%	2,080 14.2%	17,176 19.7%
Looking after family/home	2,493 11.4%	2,713 14.7%	2,505 17.1%	3,429 19.5%	3,513 23.9%	14,653 16.8%
Other (including schoolchild)	0 0.0%	76 0.4%	16 0.1%	0 0.0%	72 0.5%	164 0.2%
Refused	0 0.0%	0 0.0%	17 0.1%	0 0.0%	0 0.0%	17 0.0%
TOTAL	21,865 100%	18,481 100%	14,673 100%	17,615 100%	14,691 100%	87,325 100%

Table 2.9 Gross household income

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Under £3,120 per annum	727 3.3%	453 2.5%	113 0.8%	110 0.6%	332 2.3%	1,735 2.0%
£3,121 - £4,160 per annum	1,124 5.1%	1,031 5.6%	434 3.0%	569 3.2%	963 6.6%	4,121 4.7%
£4,161 - £5,200 per annum	1,858 8.5%	1,659 9.0%	607 4.1%	1,883 10.7%	1,078 7.3%	7,085 8.1%
£5,201 - £6,240 per annum	2,184 10.0%	2,185 11.8%	770 5.2%	1,262 7.2%	724 4.9%	7,125 8.2%
£6,241 - £7,280 per annum	2,522 11.5%	2,740 14.8%	1,600 10.9%	2,574 14.6%	1,273 8.7%	10,709 12.3%
£7,281 - £10,400 per annum	5,901 27.0%	3,796 20.5%	2,367 16.1%	3,776 21.4%	1,860 12.7%	17,700 20.3%
£10,401 - £15,600 per annum	4,004 18.3%	3,304 17.9%	1,853 12.6%	2,327 13.2%	1,484 10.1%	12,972 14.9%
£15,601 or more	1,425 6.5%	1,610 8.7%	708 4.8%	1,478 8.4%	816 5.6%	6,037 6.9%
Refused	562 2.6%	545 2.9%	970 6.6%	906 5.1%	198 1.3%	3,181 3.6%
Dont Know	1,559 7.1%	1,159 6.3%	5,252 35.8%	2,731 15.5%	5,960 40.6%	16,661 19.1%
TOTAL	21,866 100%	18,482 100%	14,674 100%	17,616 100%	14,688 100%	87,326 100%

Table 2.10 Benefits - Household Reference Person

SAMPLE (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Housing Benefit	17,929 82.0%	13,166 71.2%	10,793 73.6%	13,841 78.6%	11,861 80.7%	67,590 77.4%
Income Support/ Jobseekers	9,704 44.4%	7,224 39.1%	5,881 40.1%	6,801 38.6%	6,712 45.7%	36,322 41.6%
A Disability Benefit	8,996 41.1%	5,727 31.0%	4,834 32.9%	5,603 31.8%	5,237 35.7%	30,397 34.8%
State Retirement Pension	6,340 29.0%	6,032 32.6%	5,313 36.2%	6,521 37.0%	3,375 23.0%	27,581 31.6%
Child Benefit	7,317 33.5%	5,432 29.4%	3,044 20.7%	4,269 24.2%	4,339 29.5%	24,401 27.9%
Pensions Credit	4,375 20.0%	3,461 18.7%	2,817 19.2%	4,515 25.6%	2,994 20.4%	18,162 20.8%
Child's Tax Credit	4,342 19.9%	3,867 20.9%	2,062 14.1%	2,968 16.8%	2,001 13.6%	15,240 17.5%
Incapacity Benefit	3,464 15.8%	3,247 17.6%	2,620 17.9%	2,631 14.9%	2,255 15.4%	14,217 16.3%
Working Tax Credit	1,775 8.1%	1,665 9.0%	890 6.1%	1,035 5.9%	723 4.9%	6,088 7.0%
Other	1,865 8.5%	1,189 6.4%	826 5.6%	631 3.6%	1,122 7.6%	5,633 6.5%

Table 2.11 Benefits - Partner

SAMPLE (in numbers)	Area					TOTAL 943
	Belfast 106	S East 163	South 203	N East 257	West 214	
State Retirement Pension	1,412 30.5%	1,259 25.0%	947 22.6%	1,835 37.2%	722 18.5%	6,175 27.2%
A Disability Benefit	1,402 30.3%	1,123 22.3%	958 22.9%	1,248 25.3%	1,317 33.7%	6,048 26.7%
Housing Benefit	1,035 22.4%	709 14.1%	861 20.6%	1,068 21.7%	674 17.2%	4,347 19.2%
Child Benefit	684 14.8%	609 12.1%	789 18.8%	880 17.8%	372 9.5%	3,334 14.7%
Income Support/ Jobseekers	973 21.0%	654 13.0%	723 17.3%	595 12.1%	775 19.8%	3,720 16.4%
Pension's Credits	559 12.1%	113 2.2%	148 3.5%	622 12.6%	645 16.5%	2,087 9.2%
Incapacity Benefit	430 9.3%	364 7.2%	350 8.4%	462 9.4%	480 12.3%	2,086 9.2%
Child's Tax Credit	211 4.6%	303 6.0%	374 8.9%	581 11.8%	239 6.1%	1,708 7.5%
Working Tax Credit	121 2.6%	445 8.8%	133 3.2%	336 6.8%	124 3.2%	1,159 5.1%
Other	292 6.3%	393 7.8%	172 4.1%	189 3.8%	280 7.2%	1,326 5.8%

Table 2.12 Household Type

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Lone Adult	3626 16.6%	3043 16.5%	2750 18.7%	3075 17.5%	2752 18.7%	15246 17.5%
Two adults	2053 9.4%	2097 11.3%	1207 8.2%	1414 8.0%	1380 9.4%	8151 9.3%
Lone Parent	3693 16.9%	2768 15.0%	1602 10.9%	2638 15.0%	2024 13.8%	12725 14.6%
Small family	2213 10.1%	1820 9.8%	878 6.0%	1087 6.2%	1371 9.3%	7369 8.4%
Large family	728 3.3%	627 3.4%	924 6.3%	887 5.0%	784 5.3%	3950 4.5%
Large adult	2197 10.0%	1370 7.4%	1349 9.2%	1265 7.2%	1515 10.3%	7696 8.8%
Two older	2252 10.3%	2316 12.5%	1770 12.1%	2502 14.2%	1884 12.8%	10724 12.3%
Lone Older	5104 23.3%	4441 24.0%	4194 28.6%	4748 27.0%	2978 20.3%	21465 24.6%
TOTAL	21,866 100%	18,482 100%	14,674 100%	17,616 100%	14,688 100%	87,326 100%

Table 2.13a Do you have a home computer?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	9,502 43.5%	7,899 42.7%	4,100 27.9%	6,479 36.8%	5,596 38.1%	33,576 38.4%
No	12,363 56.5%	10,583 57.3%	10,573 72.1%	11,137 63.2%	9,094 61.9%	53,750 61.6%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,690 100%	87,326 100%

Table 2.13b Do you have access to the internet from your home computer?

Sample (in numbers)	Area					TOTAL 1295
	Belfast 217	S East 258	South 190	N East 334	West 296	
Yes	8,241 86.7%	7,129 90.2%	3,428 83.6%	5,251 81.0%	4,329 77.4%	28,378 84.5%
No	1261 13.3%	771 9.8%	672 16.4%	1228 19.0%	1266 22.6%	5198 15.5%
TOTAL	9,502 100%	7,900 100%	4,100 100%	6,479 100%	5,595 100%	33,576 100%

Table 2.13c Do you have access to the internet from your home? (All households)

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	8,241 37.7%	7,284 39.4%	3,428 23.4%	5,251 29.8%	4,366 29.7%	28,570 32.7%
No	13,624 62.3%	11,198 60.6%	11,245 76.6%	12,365 70.2%	10,323 70.3%	58,755 67.3%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%

Table 2.14 Aware the Housing Executive has a web site?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	7,262 33.2%	6,757 36.6%	3,038 20.7%	3,508 19.9%	4,269 29.1%	24,834 28.4%
No	14,603 66.8%	11,725 63.4%	11,635 79.3%	14,108 80.1%	10,420 70.9%	62,491 71.6%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%

Table 2.15 Have you accessed/visited the Housing Executive's web site on the internet?

Sample (in numbers)	Area					TOTAL 940
	Belfast 171	S East 221	South 160	N East 164	West 224	
Yes	1,086 15.0%	1,610 23.8%	705 23.2%	806 23.0%	687 16.1%	4,894 19.7%
No	6,176 85.0%	5,148 76.2%	2,333 76.8%	2,702 77.0%	3,582 83.9%	19,941 80.3%
TOTAL	7,262 100%	6,758 100%	3,038 100%	3,508 100%	4,269 100%	24,835 100%

Table 2.16 Regardless of whether or not you currently have access to the internet, if you could, would you access Housing Executive services via our website?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	5,825 26.6%	5,036 27.2%	1,379 9.4%	1,204 6.8%	2,243 15.3%	15,687 18.0%
No	15811 72.3%	13171 71.3%	13025 88.8%	16228 92.1%	12037 81.9%	70272 80.5%
Don't Know	229 1.0%	274 1.5%	269 1.8%	183 1.0%	409 2.8%	1,364 1.6%
TOTAL	21,865 100%	18,481 100%	14,673 100%	17,615 100%	14,689 100%	87,323 100%

Table 2.17 If available, which website services would you use?

Sample (in numbers)	Area					TOTAL 547
	Belfast 134	S East 163	South 73	N East 58	West 119	
Repairs	4,885 83.9%	4,149 82.4%	1,088 78.9%	683 56.7%	1,779 79.3%	12,584 80.2%
General Information/Advice	2,709 46.5%	2,247 44.6%	930 67.4%	642 53.3%	1,435 63.9%	7,963 50.8%
Planned schemes	1845 31.7%	2235 44.4%	615 44.6%	156 12.9%	1264 56.4%	6115 39.0%
Rent Account	1,612 27.7%	2,182 43.3%	654 47.4%	217 18.0%	1,360 60.6%	6,025 38.4%
ASB, incl neighbour problems	2,025 34.8%	1,713 34.0%	598 43.4%	172 14.3%	1,263 56.3%	5,771 36.8%
Housing Benefit	1,425 24.5%	1,699 33.7%	575 41.7%	283 23.5%	1,403 62.6%	5,385 34.3%
Buying your home	854 14.7%	960 19.1%	400 29.0%	145 12.0%	1,149 51.2%	3,508 22.4%
First application for a Transfer/Exchange	592 10.2%	1155 22.9%	361 26.2%	74 6.1%	1198 53.4%	3380 21.5%
Grounds Maintenance	457 7.8%	991 19.7%	402 29.2%	127 10.5%	1,285 57.3%	3,262 20.8%
Query regarding an existing	529 9.1%	872 17.3%	381 27.6%	74 6.1%	1255 55.9%	3111 19.8%
Allocations, incl on behalf of someone else	356 6.1%	690 13.7%	369 26.8%	30 2.5%	1,232 54.9%	2,677 17.1%

Table 2.18 Do you have a mobile phone?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	15,859 72.5%	14,861 80.4%	10,368 70.7%	13,356 75.8%	11,223 76.4%	65,667 75.2%
No	6,006 27.5%	3,621 19.6%	4,305 29.3%	4,260 24.2%	3,466 23.6%	21,658 24.8%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%

Table 2.19 Do you use SMS (Short Message Service/Text) to send and receive messages?

Sample (in numbers)	Area					TOTAL 2630
	Belfast 362	S East 482	South 496	N East 677	West 613	
Yes	10,772 67.9%	10,313 69.4%	5,883 56.7%	8,428 63.1%	7,535 67.1%	42,931 65.4%
No	5,088 32.1%	4,548 30.6%	4,485 43.3%	4,928 36.9%	3,688 32.9%	22,737 34.6%
TOTAL	15,860 100%	14,861 100%	10,368 100%	13,356 100%	11,223 100%	65,668 100%

Table 2.20 Regardless of whether or not you currently use SMS, if you could, would you contact a Housing Executive service via the use of SMS?

Sample (in numbers)	Area					TOTAL 2630
	Belfast 362	S East 482	South 496	N East 677	West 613	
Yes	3,810 24.0%	3,897 26.2%	1,178 11.4%	1,367 10.2%	1,966 17.5%	12,218 18.6%
No	12010 75.7%	10862 73.1%	9018 87.0%	11820 88.5%	8954 79.8%	52664 80.2%
Don't know	39 0.2%	102 0.7%	172 1.7%	169 1.3%	303 2.7%	785 1.2%
TOTAL	15,859 100%	14,861 100%	10,368 100%	13,356 100%	11,223 100%	65,667 100%

Table 2.21 Would you contact the Housing Executive via SMS/Text on your mobile phone for any of the following?

	TOTAL
Sample (in numbers)	445
Repairs	10,922 89.4%
Rent account	4,623 37.8%
General Information/Advice	4572 37.4%
Housing Benefit	3976 32.5%
Planned schemes	3,943 32.3%
ASB, incl neighbour problems	3,710 30.4%
Grounds Maintenance	2,749 22.5%
First application for a Transfer/Exchange	2,307 18.9%
Existing Transfer/Exchange	2,285 18.7%
Buying your home	2162 17.7%
Allocations, incl on behalf of someone else	1931 15.8%

Table 2.22 On the other hand, would you allow contact from the Housing Executive via SMS/Text on your mobile phone for any of the following?

Sample (in numbers)	Area					TOTAL
	Belfast 362	S East 482	South 496	N East 677	West 613	
Repairs	4,893 30.9%	5,053 34.0%	1,416 13.7%	1,450 10.9%	4,435 39.5%	17,247 26.3%
General Information/Advice	1771 11.2%	1648 11.1%	979 9.4%	894 6.7%	3434 30.6%	8726 13.3%
Rent account	1,595 10.1%	2,412 16.2%	651 6.3%	383 2.9%	3,266 29.1%	8,307 12.7%
Housing Benefit	1,612 10.2%	1,728 11.6%	739 7.1%	691 5.2%	3,157 28.1%	7,927 12.1%
Planned schemes	1,802 11.4%	1,812 12.2%	664 6.4%	359 2.7%	3,138 28.0%	7,775 11.8%
Anti Social Behaviour, including neighbour	1,662 10.5%	1,748 11.8%	532 5.1%	189 1.4%	3,135 27.9%	7,266 11.1%
Grounds Maintenance	559 3.5%	1419 9.5%	484 4.7%	201 1.5%	3084 27.5%	5747 8.8%
First application for a Transfer/Exchange	585 3.7%	1,110 7.5%	503 4.9%	90 0.7%	3,021 26.9%	5,309 8.1%
Buying your home	746 4.7%	756 5.1%	455 4.4%	160 1.2%	2,913 26.0%	5,030 7.7%
Query regarding an existing	383 2.4%	1056 7.1%	464 4.5%	52 0.4%	3003 26.8%	4958 7.6%
Allocations, including on behalf of someone else	329 2.1%	992 6.7%	463 4.5%	37 0.3%	2,957 26.3%	4,778 7.3%

Table 2.23 Do you have a bank/ building society current account?

Sample (in numbers)	Area					TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	10,282 47.0%	12,218 66.1%	10,049 68.5%	13,709 77.8%	8,159 55.5%	54,417 62.3%
No	11455 52.4%	6132 33.2%	4442 30.3%	3516 20.0%	6292 42.8%	31837 36.5%
Refused	128 0.6%	133 0.7%	181 1.2%	391 2.2%	238 1.6%	1,071 1.2%
TOTAL	21,865	18,483	14,672	17,616	14,689	87,325
	100%	100%	100%	100%	100%	100%

Table 2.24 First we need to know how you currently pay your rent. Is it ...?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Receive FULL HB (don't pay rent)	16,275 74.4%	11,922 64.5%	10,897 74.3%	12,212 69.3%	11,553 78.7%	62,859 72.0%
By Standing Order	926 4.2%	1,558 8.4%	507 3.5%	1,226 7.0%	690 4.7%	4,907 5.6%
At Pay Point/Zone	2,057 9.4%	2,175 11.8%	1,209 8.2%	1,587 9.0%	953 6.5%	7,981 9.1%
At Post Office	2,265 10.4%	2,236 12.1%	1,900 12.9%	2,541 14.4%	1,267 8.6%	10,209 11.7%
At Housing Executive Office	107 0.5%	0 0.0%	26 0.2%	15 0.1%	22 0.1%	170 0.2%
Other	235 1.1%	591 3.2%	135 0.9%	35 0.2%	203 1.4%	1,199 1.4%
TOTAL	21,865	18,482	14,674	17,616	14,688	87,325
	100%	100%	100%	100%	100%	100%

Table 2.25 Is this the preferred method of how you pay your rent?

Sample (in numbers)	Area					TOTAL 966
	Belfast 128	S East 200	South 187	N East 281	West 173	
Yes	5,119 91.6%	6,207 94.6%	3,648 96.6%	5,337 98.7%	3,101 98.9%	23,412 95.7%
No	471 8.4%	353 5.4%	128 3.4%	68 1.3%	35 1.1%	1,055 4.3%
TOTAL	5,590	6,560	3,776	5,405	3,136	24,467
	100%	100%	100%	100%	100%	100%

Table 2.26 Do you currently have a debit payment card (switch) and/or credit card?

Sample (in numbers)	Area					TOTAL 966
	Belfast 128	S East 200	South 187	N East 281	West 173	
Debit/Switch Card	1,804 32.3%	2,860 43.6%	1,604 42.5%	2,238 41.4%	1,060 33.8%	9,566 39.1%
Credit Card	192 3.4%	191 2.9%	78 2.1%	222 4.1%	45 1.4%	728 3.0%
Both	456 8.2%	947 14.4%	331 8.8%	487 9.0%	98 3.1%	2,319 9.5%
Neither	3,137 56.1%	2,562 39.1%	1,763 46.7%	2,457 45.5%	1,933 61.6%	11,852 48.4%
TOTAL	5,589	6,560	3,776	5,404	3,136	24,465
	100%	100%	100%	100%	100%	100%

Table 2.27 Would you consider paying rent using a debit card?

Sample (in numbers)	Debit 966	Credit 966
Yes	3,341 13.7%	485 2.0%
No	20,711 84.6%	23,837 97.4%
Don't know	418 1.7%	145 0.6%
TOTAL	24,470	24,467
	100%	100%

Table 2.28 Are the contents of your home insured?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	4,168 19.1%	5,726 31.0%	4,198 28.6%	4,889 27.8%	3,222 21.9%	22,203 25.4%
No	17,380 79.5%	12,610 68.2%	10,291 70.1%	12,552 71.3%	11,311 77.0%	64,144 73.5%
Don't know	317 1.4%	146 0.8%	184 1.3%	175 1.0%	157 1.1%	979 1.1%
TOTAL	21,865	18,482	14,673	17,616	14,690	87,326
	100%	100%	100%	100%	100%	100%

Table 2.29

Are you aware that Supporting Communities Northern Ireland (formerly (NITAP) the Northern Ireland Tenants Action Project) facilitates a Home Contents Insurance scheme?

Sample (in numbers)	Area					TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800	
Yes	1,243 5.7%	948 5.1%	904 6.2%	966 5.5%	1,238 8.4%	5,299 6.1%
No	20,622 94.3%	17,534 94.9%	13,769 93.8%	16,650 94.5%	13,451 91.6%	82,026 93.9%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%

Table 3.1

How long have you been a Housing Executive tenant?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Less than 6 months	251 1.1%	355 1.9%	164 1.1%	187 1.1%	181 1.2%	1,138 1.3%	650 1.3%	353 1.1%	24 1.5%	112 2.3%	1,139 1.3%
6 months to 1 year	442 2.0%	197 1.1%	479 3.3%	491 2.8%	324 2.2%	1,933 2.2%	1,159 2.4%	651 2.0%	0 0.0%	124 2.6%	1,934 2.2%
More than 1 less than 5 years	2,588 11.8%	2,115 11.4%	2,195 15.0%	1,944 11.0%	1,428 9.7%	10,270 11.8%	5,443 11.2%	3,776 11.7%	226 14.4%	825 17.2%	10,270 11.8%
More than 5 less than 10 years	2,603 11.9%	2,010 10.9%	1,630 11.1%	2,201 12.5%	1,993 13.6%	10,437 12.0%	5,209 10.7%	3,808 11.8%	468 29.8%	952 19.8%	10,437 12.0%
More than 10 less than 15 years	2,079 9.5%	1,798 9.7%	1,205 8.2%	1,621 9.2%	1,388 9.4%	8,091 9.3%	4,716 9.7%	2,598 8.1%	168 10.7%	608 12.7%	8,090 9.3%
More than 15 years	13,867 63.4%	11,970 64.8%	8,983 61.2%	11,158 63.3%	9,360 63.7%	55,338 63.4%	31,428 64.5%	21,076 65.3%	682 43.5%	2,151 44.8%	55,337 63.4%
D/K	34 0.2%	38 0.2%	17 0.1%	13 0.1%	14 0.1%	116 0.1%	90 0.2%	0 0.0%	0 0.0%	28 0.6%	118 0.1%
TOTAL	21,864 100%	18,483 100%	14,673 100%	17,615 100%	14,688 100%	87,323 100%	48,695 100%	32,262 100%	1,568 100%	4,800 100%	87,325 100%

Table 3.2

How long since you were allocated this property?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Less than 6 months	848 3.9%	695 3.8%	253 1.7%	564 3.2%	443 3.0%	2,803 3.2%	1,635 3.4%	843 2.6%	38 2.4%	287 6.0%	2,803 3.2%
6 months - 1 year	1,041 4.8%	793 4.3%	547 3.7%	802 4.6%	764 5.2%	3,947 4.5%	2,220 4.6%	1,346 4.2%	103 6.6%	278 5.8%	3,947 4.5%
More than 1 less than 5 years	4,800 22.0%	4,993 27.0%	3,259 22.2%	4,013 22.8%	2,627 17.9%	19,692 22.6%	11,533 23.7%	6,148 19.1%	507 32.4%	1,503 31.3%	19,691 22.5%
5 years or more	15,176 69.4%	12,001 64.9%	10,596 72.2%	12,238 69.5%	10,855 73.9%	60,866 69.7%	33,289 68.4%	23,926 74.2%	918 58.6%	2,732 56.9%	60,865 69.7%
Dont know	0 0.0%	0 0.0%	17 0.1%	0 0.0%	0 0.0%	17 0.0%	17 0.0%	0 0.0%	0 0.0%	0 0.0%	17 0.0%
TOTAL	21,865 100%	18,482 100%	14,672 100%	17,617 100%	14,689 100%	87,325 100%	48,694 100%	32,263 100%	1,566 100%	4,800 100%	87,323 100%

Table 3.3

Overall, how satisfied/dissatisfied were you with the HE in finding you accommodation for you?

Sample (in numbers)	Area					TOTAL 263	Religion				TOTAL 263
	Belfast 42	S East 47	South 38	N East 79	West 66		Protestant 141	Catholic 95	Mixed <25	Other <22	
Very satisfied	467 24.7%	545 36.6%	306 38.2%	860 63.0%	583 48.3%	2,761 40.9%	1,515 39.3%	990 45.2%	38 27.0%	218 38.7%	2,761 40.9%
Satisfied	1,184 62.7%	547 36.7%	360 44.9%	270 19.8%	400 33.2%	2,761 40.9%	1,598 41.5%	897 41.0%	86 61.0%	181 32.1%	2,762 40.9%
Neutral	0 0.0%	116 7.8%	64 8.0%	94 6.9%	89 7.4%	363 5.4%	156 4.0%	105 4.8%	17 12.1%	84 14.9%	362 5.4%
Dissatisfied	199 10.5%	162 10.9%	38 4.7%	111 8.1%	109 9.0%	619 9.2%	411 10.7%	164 7.5%	0 0.0%	43 7.6%	618 9.2%
Very dissatisfied	39 2.1%	119 8.0%	33 4.1%	30 2.2%	25 2.1%	246 3.6%	175 4.5%	33 1.5%	0 0.0%	38 6.7%	246 3.6%
TOTAL	1,889 100%	1,489 100%	801 100%	1,365 100%	1,206 100%	6,750 100%	3,855 100%	2,189 100%	141 100%	564 100%	6,749 100%

Table 3.4 Overall, how satisfied/dissatisfied are you with this property?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Very satisfied	6,805 31.1%	6,351 34.4%	6,073 41.4%	9,768 55.4%	5,130 34.9%	34,127 39.1%	20,303 41.7%	11,941 37.0%	450 28.7%	1,433 29.9%	34,127 39.1%
Satisfied	10,519 48.1%	8,504 46.0%	6,934 47.3%	5,661 32.1%	7,676 52.3%	39,294 45.0%	21,294 43.7%	15,080 46.7%	793 50.6%	2,127 44.3%	39,294 45.0%
Neutral	1,273 5.8%	1,520 8.2%	578 3.9%	898 5.1%	586 4.0%	4,855 5.6%	2,362 4.9%	1,853 5.7%	132 8.4%	508 10.6%	4,855 5.6%
Dissatisfied	2,495 11.4%	1,198 6.5%	866 5.9%	744 4.2%	1,037 7.1%	6,340 7.3%	3,249 6.7%	2,335 7.2%	161 10.3%	594 12.4%	6,339 7.3%
Very dissatisfied	772 3.5%	909 4.9%	222 1.5%	545 3.1%	260 1.8%	2,708 3.1%	1,487 3.1%	1,054 3.3%	30 1.9%	138 2.9%	2,709 3.1%
TOTAL	21,864 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,324 100%	48,695 100%	32,263 100%	1,566 100%	4,800 100%	87,324 100%

Table 3.5 Overall, do you think your home is?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Too big	675 3.1%	520 2.8%	306 2.1%	212 1.2%	462 3.1%	2,175 2.5%	1,390 2.9%	727 2.3%	13 0.8%	44 0.9%	2,174 2.5%
Too small	4498 20.6%	3182 17.2%	1921 13.1%	1632 9.3%	2617 17.8%	13850 15.9%	6,482 13.3%	6,094 18.9%	464 29.6%	810 16.9%	13,850 15.9%
Just about the right size	16692 76.3%	14780 80.0%	12428 84.7%	15772 89.5%	11611 79.0%	71283 81.6%	40,823 83.8%	25,442 78.9%	1,091 69.6%	3,928 81.9%	71,284 81.6%
Don't know	0 0.0%	0 0.0%	17 0.1%	0 0.0%	0 0.0%	17 0.0%	0 0.0%	0 0.0%	0 0.0%	17 0.4%	17 0.0%
TOTAL	21,865 100%	18,482 100%	14,672 100%	17,616 100%	14,690 100%	87,325 100%	48,695 100%	32,263 100%	1,568 100%	4,799 100%	87,325 100%

Table 3.6 Do you know if there has been any adaptation work carried out to this property?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	7,195 32.9%	6,332 34.3%	4,403 30.0%	5,611 31.9%	3,929 26.7%	27,470 31.5%	17,049 35.0%	8,891 27.6%	483 30.8%	1,047 21.8%	27,470 31.5%
No	14670 67.1%	12150 65.7%	10270 70.0%	12005 68.1%	10760 73.3%	59855 68.5%	31,646 65.0%	23,371 72.4%	1,084 69.2%	3,753 78.2%	59,854 68.5%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,262 100%	1,567 100%	4,800 100%	87,324 100%

Table 3.7 Do you know what type of adaptation work was completed?

Sample (in numbers)	Area					TOTAL 1086	Religion				TOTAL 1005
	Belfast 167	S East 201	South 217	N East 298	West 209		Protestant 579	Catholic 378	Mixed 30	Other <25	
Shower	5,833 81.1%	4,708 74.3%	3,151 71.6%	4,534 80.8%	2,451 62.4%	20,677 75.3%	13,049 76.5%	6,609 74.3%	254 52.6%	765 73.1%	20,677 75.3%
Handrails	5,102 70.9%	3,983 62.9%	2,299 52.2%	3,590 64.0%	1,590 40.5%	16,564 60.3%	10,692 62.7%	5,040 56.7%	169 35.0%	663 63.3%	16,564 60.3%
Ground floor WC	613 8.5%	662 10.5%	442 10.0%	777 13.8%	316 8.0%	2,810 10.2%	1,448 8.5%	1,208 13.6%	113 23.4%	40 3.8%	2,809 10.2%
Ramps	419 5.8%	567 9.0%	424 9.6%	629 11.2%	264 6.7%	2,303 8.4%	1,663 9.8%	495 5.6%	0 0.0%	145 13.8%	2,303 8.4%
Heating change	561 7.8%	810 12.8%	428 9.7%	346 6.2%	143 3.6%	2,288 8.3%	1,585 9.3%	469 5.3%	85 17.6%	149 14.2%	2,288 8.3%
Extension (for a disabled member)	253 3.5%	348 5.5%	392 8.9%	195 3.5%	332 8.5%	1,520 5.5%	789 4.6%	669 7.5%	31 6.4%	31 3.0%	1,520 5.5%
Lift	594 8.3%	182 2.9%	55 1.2%	391 7.0%	167 4.3%	1,389 5.1%	840 4.9%	498 5.6%	0 0.0%	52 5.0%	1,390 5.1%
Other	517 7.2%	308 4.9%	144 3.3%	232 4.1%	106 2.7%	1,307 4.8%	783 4.6%	464 5.2%	60 12.4%	0 0.0%	1,307 4.8%

Table 3.8 Do you intend to remain as an HE tenant for the next 5 years? What are your future intentions?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1860	Catholic 1399	Mixed 55	Other 186	
Remain as Housing Executive tenant	20,393	17,426	13,685	16,890	14,087	82,481	46,323	30,362	1,376	4,420	82,481
	93.3%	94.3%	93.3%	95.9%	95.9%	94.5%	95.1%	94.1%	87.8%	92.1%	94.5%
Become an owner of this home	1079	725	565	335	198	2902	1445	1121	116	218	2900
	4.9%	3.9%	3.9%	1.9%	1.3%	3.3%	3.0%	3.5%	7.4%	4.5%	3.3%
Become an owner of another Housing	39	37	0	0	0	76	39	37	0	0	76
	0.2%	0.2%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%
Move to owner occupied sector	39	44	0	118	95	296	162	115	0	18	295
	0.2%	0.2%	0.0%	0.7%	0.6%	0.3%	0.3%	0.4%	0.0%	0.4%	0.3%
Move to private renting	215	99	64	51	85	514	159	250	45	60	514
	1.0%	0.5%	0.4%	0.3%	0.6%	0.6%	0.3%	0.8%	2.9%	1.3%	0.6%
Move to renting from a Housing Association	60	0	26	0	43	129	40	89	0	0	129
	0.3%	0.0%	0.2%	0.0%	0.3%	0.1%	0.1%	0.3%	0.0%	0.0%	0.1%
Other (specify)	0	25	0	0	14	39	25	14	0	0	39
	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Don't know	39	126	334	223	165	887	500	274	30	83	887
	0.2%	0.7%	2.3%	1.3%	1.1%	1.0%	1.0%	0.8%	1.9%	1.7%	1.0%
TOTAL	21,864	18,482	14,674	17,617	14,687	87,324	48,693	32,262	1,567	4,799	87,321
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 3.9 When do you think you would buy?

Sample (in numbers)	TOTAL 120
Within the next 12 months	369
	11.3%
Within the next 1 to 3 years	1,278
	39.1%
After 3 years or more	933
	28.5%
Dont know	692
	21.1%
TOTAL	3,272
	100%

Table 4.1 Have you contacted an HE office by telephone in the past 12 months?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	14,666	12,753	8,108	11,560	9,505	56,592	31,304	20,944	1,238	3,105	56,591
	67.1%	69.0%	55.3%	65.6%	64.7%	64.8%	64.3%	64.9%	79.0%	64.7%	64.8%
No	7199	5729	6565	6056	5184	30733	17,391	11,318	329	1,695	30,733
	32.9%	31.0%	44.7%	34.4%	35.3%	35.2%	35.7%	35.1%	21.0%	35.3%	35.2%
TOTAL	21,865	18,482	14,673	17,616	14,689	87,325	48,695	32,262	1,567	4,800	87,324
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 4.2 When you last telephoned, which of the following telephone numbers did you ring?

Sample (in numbers)	Area					TOTAL 2236	Religion				TOTAL 2236
	Belfast 337	S East 418	South 385	N East 586	West 510		Protestant 1205	Catholic 862	Mixed 42	Other 127	
08448 920 900	3,988	5,331	3,521	4,780	2,644	20,264	11,574	7,163	423	1,104	20,264
	27.2%	41.8%	43.4%	41.3%	27.8%	35.8%	37.0%	34.2%	34.1%	35.6%	35.8%
08448 920 901	2920	1633	542	2267	857	8219	4,961	2,736	91	430	8,218
	19.9%	12.8%	6.7%	19.6%	9.0%	14.5%	15.8%	13.1%	7.3%	13.8%	14.5%
08448 920 902	333	434	93	149	213	1,222	629	420	98	73	1,220
	2.3%	3.4%	1.1%	1.3%	2.2%	2.2%	2.0%	2.0%	7.9%	2.4%	2.2%
02890 240588	1,191	491	114	490	426	2,712	1,668	900	77	68	2,713
	8.1%	3.9%	1.4%	4.2%	4.5%	4.8%	5.3%	4.3%	6.2%	2.2%	4.8%
Other	241	193	26	0	161	621	418	130	24	51	623
	1.6%	1.5%	0.3%	0.0%	1.7%	1.1%	1.3%	0.6%	1.9%	1.6%	1.1%
Don't know	5,993	4,671	3,813	3,874	5,203	23,554	12,054	9,597	526	1,379	23,556
	40.9%	36.6%	47.0%	33.5%	54.7%	41.6%	38.5%	45.8%	42.5%	44.4%	41.6%
TOTAL	14,666	12,753	8,109	11,560	9,504	56,592	31,304	20,946	1,239	3,105	56,594
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 4.3

When you last telephoned, what was the main reason for telephoning the Housing Executive?

Sample (in numbers)	Area					TOTAL 2236	Religion				TOTAL 2236
	Belfast 337	S East 418	South 385	N East 586	West 510		Protestant 1205	Catholic 862	Mixed 42	Other 127	
Repairs	11,969 81.6%	9,803 76.9%	6,346 78.3%	9,651 83.5%	8,102 85.2%	45,871 81.1%	25,160 80.4%	17,226 82.2%	944 76.3%	2,541 81.8%	45,871 81.1%
Grounds Maintenance	39 0.3%	241 1.9%	119 1.5%	42 0.4%	38 0.4%	479 0.8%	362 1.2%	77 0.4%	0 0.0%	40 1.3%	479 0.8%
Housing Benefit	566 3.9%	415 3.3%	296 3.7%	295 2.6%	155 1.6%	1,727 3.1%	1,036 3.3%	628 3.0%	25 2.0%	37 1.2%	1,726 3.0%
Rent Account	464 3.2%	659 5.2%	370 4.6%	519 4.5%	184 1.9%	2,196 3.9%	1,185 3.8%	763 3.6%	137 11.1%	111 3.6%	2,196 3.9%
First application for a Transfer/Exchange	189 1.3%	230 1.8%	83 1.0%	165 1.4%	24 0.3%	691 1.2%	523 1.7%	107 0.5%	0 0.0%	60 1.9%	690 1.2%
Query regarding an existing	245 1.7%	229 1.8%	91 1.1%	87 0.8%	130 1.4%	782 1.4%	378 1.2%	405 1.9%	0 0.0%	0 0.0%	783 1.4%
Planned schemes	213 1.5%	344 2.7%	120 1.5%	169 1.5%	49 0.5%	895 1.6%	499 1.6%	374 1.8%	24 1.9%	0 0.0%	897 1.6%
Allocations, incl on behalf of someone else	168 1.1%	0 0.0%	0 0.0%	0 0.0%	51 0.5%	219 0.4%	73 0.2%	133 0.6%	0 0.0%	13 0.4%	219 0.4%
ASB, including neighbour problems	163 1.1%	265 2.1%	72 0.9%	122 1.1%	115 1.2%	737 1.3%	469 1.5%	214 1.0%	40 3.2%	14 0.5%	737 1.3%
General Information/Advice	85 0.6%	73 0.6%	320 3.9%	188 1.6%	176 1.9%	842 1.5%	443 1.4%	248 1.2%	0 0.0%	150 4.8%	841 1.5%
Buying your home	0 0.0%	0 0.0%	0 0.0%	49 0.4%	36 0.4%	85 0.2%	44 0.1%	14 0.1%	0 0.0%	27 0.9%	85 0.2%
Other	480 3.3%	408 3.2%	193 2.4%	233 2.0%	390 4.1%	1,704 3.0%	1,011 3.2%	557 2.7%	68 5.5%	69 2.2%	1,705 3.0%
Don't know	85 0.6%	85 0.7%	98 1.2%	40 0.3%	54 0.6%	362 0.6%	121 0.4%	199 1.0%	0 0.0%	43 1.4%	363 0.6%
TOTAL	14,666 100%	12,752 100%	8,108 100%	11,560 100%	9,504 100%	56,590 100%	31,304 100%	20,945 100%	1,238 100%	3,105 100%	56,592 100%

Table 4.4

Thinking about the last time you phoned or tried to phone a HE office, did you get

Sample (in numbers)	Area					TOTAL 2236	Religion				TOTAL 2236
	Belfast 337	S East 418	South 385	N East 586	West 510		Protestant 1205	Catholic 862	Mixed 42	Other 127	
Yes - phone answered quickly	12,649 86.3%	11,662 91.4%	7,322 90.3%	10,270 88.8%	8,616 90.6%	50,519 89.3%	27,719 88.5%	18,880 90.1%	1,077 87.1%	2,842 91.6%	50,518 89.3%
Yes - but phone left to ring for some time before	1,427 9.7%	932 7.3%	498 6.1%	1,114 9.6%	476 5.0%	4,447 7.9%	2,764 8.8%	1,318 6.3%	121 9.8%	245 7.9%	4,448 7.9%
No - answered by machine	94 0.6%	25 0.2%	0 0.0%	49 0.4%	60 0.6%	228 0.4%	83 0.3%	121 0.6%	25 2.0%	0 0.0%	229 0.4%
No - permanently engaged	94 0.6%	0 0.0%	26 0.3%	58 0.5%	47 0.5%	225 0.4%	193 0.6%	32 0.2%	0 0.0%	0 0.0%	225 0.4%
No - left to ring - and you hung up	68 0.5%	43 0.3%	39 0.5%	39 0.3%	65 0.7%	254 0.4%	126 0.4%	127 0.6%	0 0.0%	0 0.0%	253 0.4%
Don't know	332 2.3%	92 0.7%	223 2.8%	30 0.3%	241 2.5%	918 1.6%	419 1.3%	467 2.2%	14 1.1%	17 0.5%	917 1.6%
TOTAL	14,664 100%	12,754 100%	8,108 100%	11,560 100%	9,505 100%	56,591 100%	31,304 100%	20,945 100%	1,237 100%	3,104 100%	56,590 100%

Table 4.5

Tenants opinions of staff member who ANSWERED their telephone call

a) Polite			b) Friendly			c) Knowledgeable		
Sample (in numbers)	TOTAL	%	Sample	TOTAL	%	Sample	TOTAL	%
Yes	53,636	97.5	Yes	53,451	97.2	Yes	52,116	94.8
No	1,354	2.5	No	1,539	2.8	No	2,874	5.2
Total	54,990	100	Total	54,990	100	Total	54,990	100
d) Not interested off/hand			e) Patient			f) Easy to understand		
Sample (in numbers)	TOTAL	%	Sample	TOTAL	%	Sample	TOTAL	%
Yes	2,309	4.2	Yes	52,723	95.9	Yes	54,042	98.3
No	52,681	95.8	No	2,267	4.1	No	948	1.7
Total	54,990	100	Total	54,990	100	Total	54,990	100
g) Rude			h) In a hurry/rushed					
Sample (in numbers)	TOTAL	%	Sample	TOTAL	%			
Yes	1,264	2.3	Yes	3,139	5.7			
No	53,726	97.7	No	51,852	94.3			
Total	54,990	100	Total	54,990	100			

Table 4.6 Did the member of staff who initially answered your call deal with your query or where you transferred to another member of staff?

Sample (in numbers)	Area					TOTAL 2175	Religion				TOTAL 2175
	Belfast 323	S East 413	South 371	N East 578	West 490		Protestant 1176	Catholic 833	Mixed 40	Other 126	
Staff who answered call dealt with query	5973 42.4%	4800 38.1%	5291 67.7%	5382 47.3%	4489 49.2%	25935 47.2%	14,082 46.2%	9,875 48.8%	453 37.8%	1,524 49.4%	25,934 47.2%
Transferred immediately to other staff	7,291 51.8%	7,002 55.6%	2,053 26.2%	5,734 50.4%	4,003 43.9%	26,083 47.4%	14,489 47.5%	9,437 46.7%	705 58.9%	1,453 47.1%	26,084 47.4%
Took some time to reach other staff	481 3.4%	505 4.0%	232 3.0%	84 0.7%	233 2.6%	1,535 2.8%	1,018 3.3%	453 2.2%	25 2.1%	38 1.2%	1,534 2.8%
Was transferred, call was not answered	113 0.8%	102 0.8%	43 0.5%	62 0.5%	0 0.0%	320 0.6%	286 0.9%	34 0.2%	0 0.0%	0 0.0%	320 0.6%
Don't know/ can't remember	220 1.6%	185 1.5%	202 2.6%	122 1.1%	390 4.3%	1,119 2.0%	609 2.0%	422 2.1%	14 1.2%	73 2.4%	1,118 2.0%
TOTAL	14,078 100%	12,594 100%	7,821 100%	11,384 100%	9,115 100%	54,992 100%	30,484 100%	20,221 100%	1,197 100%	3,088 100%	54,990 100%

Table 4.7 Approx, how long ago did you FIRST telephone the HE, regarding this matter?

Sample (in numbers)	TOTAL 2175	%
Within the last week	6,109	11.1
More than 1 wk, but less than 1 mth	10,477	19.1
1 mth or more, but less than 3 mths	15,877	28.9
3 mths or more, but less than 6 mths	10,693	19.4
6 months or more	11,219	20.4
Can't/ Don't remember	616	1.1
Total	54,990	100

Table 4.8 Tenants opinions when telephone call was transferred to another member of staff

a) Polite

Sample (in numbers)	TOTAL 1057	%
Yes	26,341	95.4
No	1,277	4.6
Total	27,618	100

b) Friendly

Sample	TOTAL 1057	%
Yes	26,165	94.7
No	1,453	5.3
Total	27,618	100

c) Knowledgeable

Sample	TOTAL 1057	%
Yes	25,620	92.8
No	1,998	7.2
Total	27,618	100

d) Not interested off/hand

Sample (in numbers)	TOTAL 1057	%
Yes	1,813	6.6
No	25,805	93.4
Total	27,618	100

e) Patient

Sample	TOTAL 1057	%
Yes	25,828	93.5
No	1,790	6.5
Total	27,618	100

f) Easy to understand

Sample	TOTAL 1057	%
Yes	26,901	97.4
No	717	2.6
Total	27,618	100

g) Rude

Sample (in numbers)	TOTAL 1057	%
Yes	994	3.6
No	26,624	96.4
Total	27,618	100

h) In a hurry/rushed

Sample	TOTAL 1057	%
Yes	2,376	8.6
No	25,242	91.4
Total	27,618	100

Table 4.9 Overall, how satisfied/dissatisfied were you with telephoning the Housing Executive?

Sample (in numbers)	Area					TOTAL 2236	Religion				TOTAL 2236
	Belfast 337	S East 418	South 385	N East 586	West 510		Protestant 1205	Catholic 862	Mixed 42	Other 127	
Very satisfied	5,175 35.3%	3,483 27.3%	2,676 33.0%	5,728 49.6%	3,038 32.0%	20,100 35.5%	11,434 36.5%	7,568 36.1%	259 20.9%	839 27.0%	20,100 35.5%
Satisfied	7,322 49.9%	7,166 56.2%	4,381 54.0%	5,138 44.5%	5,715 60.1%	29,722 52.5%	15,711 50.2%	11,286 53.9%	810 65.4%	1,915 61.7%	29,722 52.5%
Neutral	400 2.7%	754 5.9%	580 7.2%	216 1.9%	297 3.1%	2,247 4.0%	1,346 4.3%	688 3.3%	0 0.0%	214 6.9%	2,248 4.0%
Dissatisfied	1,289 8.8%	773 6.1%	307 3.8%	189 1.6%	319 3.4%	2,877 5.1%	1,790 5.7%	948 4.5%	86 6.9%	54 1.7%	2,878 5.1%
Very dissatisfied	480 3.3%	577 4.5%	164 2.0%	288 2.5%	136 1.4%	1,645 2.9%	1,023 3.3%	455 2.2%	83 6.7%	84 2.7%	1,645 2.9%
TOTAL	14,666 100%	12,753 100%	8,108 100%	11,559 100%	9,505 100%	56,591 100%	31,304 100%	20,945 100%	1,238 100%	3,106 100%	56,593 100%

Table 4.10

Have you visited a HE Office in the past 12 months?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	4,525 20.7%	5,908 32.0%	2,558 17.4%	5,002 28.4%	3,345 22.8%	21,338 24.4%	11,559 23.7%	7,520 23.3%	736 47.0%	1,522 31.7%	21,337 24.4%
No	17,340 79.3%	12,574 68.0%	12,115 82.6%	12,614 71.6%	11,344 77.2%	65,987 75.6%	37,136 76.3%	24,742 76.7%	831 53.0%	3,278 68.3%	65,987 75.6%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,262 100%	1,567 100%	4,800 100%	87,324 100%

Table 4.11

What was the main reason for your visit?

Sample (in numbers)	Area					TOTAL 860	Religion				TOTAL 860
	Belfast 104	S East 191	South 123	N East 258	West 184		Protestant 453	Catholic 321	Mixed <25	Other 63	
Repairs	1,079 23.9%	1,763 29.8%	1,041 40.7%	1,741 34.8%	1,535 45.9%	7,159 33.5%	3,768 32.6%	2,715 36.1%	122 16.6%	553 36.4%	7,158 33.6%
Grounds Maintenance	60 1.3%	128 2.2%	32 1.3%	0 0.0%	14 0.4%	234 1.1%	160 1.4%	0 0.0%	60 8.2%	14 0.9%	234 1.1%
Housing Benefit	1,018 22.5%	743 12.6%	272 10.6%	578 11.6%	228 6.8%	2,839 13.3%	1,694 14.7%	875 11.6%	170 23.1%	99 6.5%	2,838 13.3%
Rent Account	517 11.4%	973 16.5%	341 13.3%	736 14.7%	176 5.3%	2,743 12.9%	1,675 14.5%	642 8.5%	167 22.7%	259 17.0%	2,743 12.9%
First application for a Transfer/Exchange	129 2.9%	401 6.8%	84 3.3%	406 8.1%	49 1.5%	1,069 5.0%	624 5.4%	354 4.7%	68 9.3%	23 1.5%	1,069 5.0%
Query regarding an existing Planned schemes	279 6.2%	263 4.5%	138 5.4%	171 3.4%	361 10.8%	1,212 5.7%	529 4.6%	657 8.7%	0 0.0%	25 1.6%	1,211 5.7%
Allocations, includ on behalf of someone else	39 0.9%	68 1.2%	186 7.3%	155 3.1%	40 1.2%	488 2.3%	246 2.1%	187 2.5%	0 0.0%	55 3.6%	488 2.3%
ASB, including neighbour problems	267 5.9%	254 4.3%	90 3.5%	291 5.8%	58 1.7%	960 4.5%	379 3.3%	411 5.5%	0 0.0%	170 11.2%	960 4.5%
General Information/Advice	0 0.0%	199 3.4%	42 1.6%	74 1.5%	85 2.5%	400 1.9%	143 1.2%	162 2.2%	25 3.4%	69 4.5%	399 1.9%
Buying your home	209 4.6%	328 5.6%	120 4.7%	404 8.1%	262 7.8%	1,323 6.2%	679 5.9%	496 6.6%	85 11.6%	62 4.1%	1,322 6.2%
Other	0 0.0%	0 0.0%	19 0.7%	13 0.3%	37 1.1%	69 0.3%	13 0.1%	56 0.7%	0 0.0%	0 0.0%	69 0.3%
Don't know	927 20.5%	788 13.3%	194 7.6%	398 8.0%	470 14.0%	2,777 13.0%	1,606 13.9%	952 12.7%	38 5.2%	181 11.9%	2,777 13.0%
TOTAL	4,524 100%	5,908 100%	2,559 100%	5,001 100%	3,347 100%	21,339 100%	11,558 100%	7,520 100%	735 100%	1,520 100%	21,333 100%

Table 4.12

Time to wait to speak to counter staff

Sample (in numbers)	Area					TOTAL 860	Religion				TOTAL 860
	Belfast 104	S East 191	South 123	N East 258	West 184		Protestant 453	Catholic 321	Mixed <25	Other 63	
Under 5 minutes	2,470 54.6%	3,356 56.8%	1,340 52.4%	3,073 61.4%	2,684 80.2%	12,923 60.6%	7,139 61.8%	4,455 59.2%	427 58.0%	902 59.3%	12,923 60.6%
5-10 minutes	965 21.3%	1,415 24.0%	993 38.8%	1,324 26.5%	377 11.3%	5,074 23.8%	2,780 24.1%	1,747 23.2%	116 15.8%	431 28.3%	5,074 23.8%
11-14 minutes	352 7.8%	538 9.1%	199 7.8%	306 6.1%	86 2.6%	1,481 6.9%	814 7.0%	554 7.4%	30 4.1%	82 5.4%	1,480 6.9%
15 to 30 minutes	449 9.9%	391 6.6%	0 0.0%	194 3.9%	67 2.0%	1,101 5.2%	506 4.4%	478 6.4%	103 14.0%	13 0.9%	1,100 5.2%
More than 30 minutes	288 6.4%	208 3.5%	26 1.0%	106 2.1%	44 1.3%	672 3.1%	253 2.2%	264 3.5%	60 8.2%	94 6.2%	671 3.1%
(Dont know)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	88 2.6%	88 0.4%	66 0.6%	22 0.3%	0 0.0%	0 0.0%	88 0.4%
TOTAL	4,524 100%	5,908 100%	2,558 100%	5,003 100%	3,346 100%	21,339 100%	11,558 100%	7,520 100%	736 100%	1,522 100%	21,336 100%

Table 4.13

Level of agreement with statements about visiting a Housing Executive office

a) The office is easy to get to

b) You rarely have to wait to be seen

c) You cannot be overheard when being dealt with

Sample (in numbers)	TOTAL 860	%
Agree Strongly	7,773	36.4
Agree	11,898	55.8
Neutral	332	1.6
Disagree	815	3.8
Disagree Strongly	519	2.4
Total	21,338	100

Sample	TOTAL 860	%
Agree Strongly	2,386	25.2
Agree	10,849	50.8
Neutral	2,137	10.0
Disagree	2,443	11.4
Disagree Strongly	522	2.4
Total	21,338	100

Sample	TOTAL 860	%
Agree Strongly	2,761	12.9
Agree	6,764	31.7
Neutral	2,534	11.9
Disagree	8,180	38.3
Dis/Strongly	1,099	5.2
Total	21,338	100

d) You are given the name of the person who deals with you

	TOTAL	%
Sample (in numbers)	860	
Agree Strongly	4,655	21.8
Agree	10,404	48.8
Neutral	2,169	10.2
Disagree	3,885	18.2
Disagree Strongly	225	1.1
Total	21,338	100

e) You can always feel you can ask questions

	TOTAL	%
Sample	860	
Agree Strongly	6,387	29.9
Agree	12,819	60.1
Neutral	671	3.1
Disagree	1,315	6.2
Disagree Strongly	146	0.7
Total	21,338	100

f) The staff seem very knowledgeable

	TOTAL	%
Sample	860	
Agree Strongly	5,849	27.4
Agree	11,695	54.8
Neutral	2,026	9.5
Disagree	1,644	7.7
Dis/Strongly	124	0.6
Total	21,338	100

g) The staff are polite

	TOTAL	%
Sample (in numbers)	860	
Agree Strongly	6,975	32.7
Agree	12,715	59.6
Neutral	941	4.4
Disagree	552	2.6
Disagree Strongly	154	0.7
Total	21,338	100

h) The staff appear to have time for me

	TOTAL	%
Sample	860	
Agree Strongly	6,463	30.3
Agree	12,105	56.7
Neutral	1,664	7.8
Disagree	933	4.4
Disagree Strongly	172	0.8
Total	21,338	100

i) The staff are friendly

	TOTAL	%
Sample	860	
Agree Strongly	6,835	32.0
Agree	12,563	58.9
Neutral	1,188	5.6
Disagree	660	3.1
Dis/Strongly	91	0.4
Total	21,338	100

j) The staff are helpful

	TOTAL	%
Sample (in numbers)	860	
Agree Strongly	6,795	31.8
Agree	12,019	56.3
Neutral	1,668	7.8
Disagree	759	3.6
Disagree Strongly	98	0.5
Total	21,338	100

k) You are usually seen by the same person each time

	TOTAL	%
Sample (in numbers)	860	
Agree Strongly	1,389	6.5
Agree	5,278	24.7
Neutral	5,363	25.1
Disagree	8,993	42.1
Disagree Strongly	314	1.5
Total	21,338	100

Table 4.14 How satisfied/dissatisfied are you with the opening hours of the office you visited?

	Area					TOTAL 860	Religion				TOTAL 860
	Belfast 104	S East 191	South 123	N East 258	West 184		Protestant 453	Catholic 321	Mixed <25	Other 63	
Very satisfied	865 19.1%	1,349 22.8%	659 25.8%	2,200 44.0%	737 22.0%	5,810 27.2%	3,373 29.2%	1,902 25.3%	177 24.0%	358 23.5%	5,810 27.2%
Satisfied	3,251 71.8%	3,946 66.8%	1,679 65.6%	2,620 52.4%	2,339 69.9%	13,835 64.8%	7,190 62.2%	5,104 67.9%	468 63.6%	1,072 70.5%	13,834 64.8%
Neutral	202 4.5%	228 3.9%	153 6.0%	174 3.5%	202 6.0%	959 4.5%	607 5.3%	249 3.3%	29 3.9%	75 4.9%	960 4.5%
Dissatisfied	173 3.8%	267 4.5%	51 2.0%	8 0.2%	67 2.0%	566 2.7%	265 2.3%	224 3.0%	62 8.4%	16 1.1%	567 2.7%
Very dissatisfied	34 0.8%	117 2.0%	16 0.6%	0 0.0%	0 0.0%	167 0.8%	125 1.1%	42 0.6%	0 0.0%	0 0.0%	167 0.8%
TOTAL	4,525	5,907	2,558	5,002	3,345	21,337	11,560	7,521	736	1,521	21,338
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 4.15 Overall, how satisfied/dissatisfied were you with your visit to a HE Office?

	Area					TOTAL 860	Religion				TOTAL 860
	Belfast 104	S East 191	South 123	N East 258	West 184		Protestant 453	Catholic 321	Mixed <25	Other 63	
Very satisfied	1,182 26.1%	1,090 18.4%	628 24.6%	2,133 42.6%	1,018 30.4%	6,051 28.4%	3,148 27.2%	2,312 30.7%	195 26.5%	395 26.0%	6,050 28.4%
Satisfied	2,492 55.1%	3,524 59.6%	1,675 65.5%	2,551 51.0%	1,918 57.3%	12,160 57.0%	6,635 57.4%	4,045 53.8%	492 66.8%	987 64.9%	12,159 57.0%
Neutral	360 8.0%	401 6.8%	131 5.1%	156 3.1%	177 5.3%	1,225 5.7%	822 7.1%	366 4.9%	0 0.0%	37 2.4%	1,225 5.7%
Dissatisfied	273 6.0%	603 10.2%	88 3.4%	123 2.5%	219 6.5%	1,306 6.1%	712 6.2%	476 6.3%	30 4.1%	88 5.8%	1,306 6.1%
Very dissatisfied	219 4.8%	290 4.9%	35 1.4%	39 0.8%	14 0.4%	597 2.8%	242 2.1%	321 4.3%	19 2.6%	14 0.9%	596 2.8%
TOTAL	4,526	5,908	2,557	5,002	3,346	21,339	11,559	7,520	736	1,521	21,336
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 4.16 Have you had a visit from a member of the Housing Executive staff during the last 12 months?

	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	7,104 32.5%	5,747 31.1%	1,980 13.5%	3,799 21.6%	3,116 21.2%	21,746 24.9%	11,973 24.6%	8,254 25.6%	534 34.1%	985 20.5%	21,746 24.9%
No	14,761 67.5%	12,735 68.9%	12,693 86.5%	13,818 78.4%	11,573 78.8%	65,580 75.1%	36,722 75.4%	24,008 74.4%	1,033 65.9%	3,815 79.5%	65,578 75.1%
TOTAL	21,865	18,482	14,673	17,617	14,689	87,326	48,695	32,262	1,567	4,800	87,324
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 4.17 What was the main reason for the visit?

Sample (in numbers)	Area					TOTAL 802	Religion				TOTAL 802
	Belfast 158	S East 189	South 109	N East 189	West 157		Protestant 428	Catholic 322	Mixed <25	Other 36	
Repairs	2,975 41.9%	2,427 42.2%	632 31.9%	1,627 42.8%	1,709 54.8%	9,370 43.1%	5,224 43.6%	3,559 43.1%	171 32.1%	416 42.2%	9,370 43.1%
Grounds Maintenance	224 3.2%	182 3.2%	67 3.4%	62 1.6%	0 0.0%	535 2.5%	389 3.2%	146 1.8%	0 0.0%	0 0.0%	535 2.5%
Housing Benefit	175 2.5%	94 1.6%	16 0.8%	21 0.6%	0 0.0%	306 1.4%	187 1.6%	118 1.4%	0 0.0%	0 0.0%	306 1.4%
Rent Account	228 3.2%	0 0.0%	53 2.7%	74 1.9%	89 2.9%	444 2.0%	154 1.3%	229 2.8%	30 5.6%	30 3.0%	443 2.0%
First application for a Transfer/Exchange	158 2.2%	503 8.8%	76 3.8%	306 8.1%	54 1.7%	1,097 5.0%	589 4.9%	300 3.6%	128 24.0%	80 8.1%	1,097 5.0%
Query regarding an existing	134 1.9%	146 2.5%	93 4.7%	65 1.7%	194 6.2%	632 2.9%	280 2.3%	321 3.9%	17 3.2%	13 1.3%	631 2.9%
Planned schemes	1,414 19.9%	894 15.6%	464 23.4%	753 19.8%	324 10.4%	3,849 17.7%	2,111 17.6%	1,543 18.7%	76 14.3%	121 12.3%	3,851 17.7%
Allocations, includ on behalf of someone else	213 3.0%	228 4.0%	46 2.3%	107 2.8%	47 1.5%	641 2.9%	293 2.4%	311 3.8%	0 0.0%	37 3.8%	641 2.9%
ASB, including neighbour problems	145 2.0%	347 6.0%	111 5.6%	100 2.6%	67 2.2%	770 3.5%	373 3.1%	296 3.6%	68 12.8%	33 3.4%	770 3.5%
General Information/Advice	249 3.5%	238 4.1%	233 11.8%	367 9.7%	153 4.9%	1,240 5.7%	643 5.4%	470 5.7%	0 0.0%	126 12.8%	1,239 5.7%
Other	1,148 16.2%	645 11.2%	174 8.8%	303 8.0%	446 14.3%	2,716 12.5%	1,616 13.5%	928 11.2%	43 8.1%	129 13.1%	2,716 12.5%
Don't know	39 0.5%	43 0.7%	16 0.8%	15 0.4%	33 1.1%	146 0.7%	112 0.9%	33 0.4%	0 0.0%	0 0.0%	145 0.7%
TOTAL	7,102 100%	5,747 100%	1,981 100%	3,800 100%	3,116 100%	21,746 100%	11,971 100%	8,254 100%	533 100%	985 100%	21,743 100%

Table 4.18 Overall, how satisfied/dissatisfied were you with the visit made by a member of staff from the HE?

Sample (in numbers)	Area					TOTAL 802	Religion				TOTAL 802
	Belfast 158	S East 189	South 109	N East 189	West 157		Protestant 428	Catholic 322	Mixed <25	Other 36	
Very satisfied	2,222 31.3%	1,762 30.7%	691 34.9%	2,019 53.2%	920 29.5%	7,614 35.0%	4,609 38.5%	2,642 32.0%	162 30.4%	202 20.5%	7,614 35.0%
Satisfied	3,334 46.9%	3,152 54.8%	824 41.6%	1,129 29.7%	1,581 50.7%	10,020 46.1%	5,437 45.4%	3,801 46.0%	223 41.8%	559 56.8%	10,020 46.1%
Neutral	655 9.2%	179 3.1%	241 12.2%	148 3.9%	219 7.0%	1,442 6.6%	691 5.8%	595 7.2%	25 4.7%	131 13.3%	1,442 6.6%
Dissatisfied	465 6.5%	228 4.0%	163 8.2%	267 7.0%	308 9.9%	1,431 6.6%	676 5.6%	636 7.7%	25 4.7%	93 9.4%	1,430 6.6%
Very dissatisfied	428 6.0%	426 7.4%	61 3.1%	235 6.2%	89 2.9%	1,239 5.7%	559 4.7%	581 7.0%	98 18.4%	0 0.0%	1,238 5.7%
TOTAL	7,104 100%	5,747 100%	1,980 100%	3,798 100%	3,117 100%	21,746 100%	11,972 100%	8,255 100%	533 100%	985 100%	21,745 100%

Table 5.1 Response Maintenance - Repair requests reported to the HE in the 12 months before interview

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	14,812 67.7%	12,919 69.9%	7,936 54.1%	11,927 67.7%	9,593 65.3%	57,187 65.5%	31,481 64.6%	21,269 65.9%	1,168 74.5%	3,268 68.1%	57,186 65.5%
No	7,053 32.3%	5,563 30.1%	6,737 45.9%	5,689 32.3%	5,096 34.7%	30,138 34.5%	17,214 35.4%	10,994 34.1%	399 25.5%	1,532 31.9%	30,139 34.5%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 5.2 Satisfaction with how staff had dealt with request

Sample (in numbers)	Area					TOTAL 2273	Religion				TOTAL 2273
	Belfast 340	S East 425	South 385	N East 603	West 520		Protestant 1221	Catholic 876	Mixed 40	Other 136	
Very satisfied	3,803 25.7%	2,927 22.7%	3,087 38.9%	6,091 51.1%	3,595 37.5%	19,503 34.1%	10,806 34.3%	7,197 33.8%	341 29.2%	1,159 35.5%	19,503 34.1%
Satisfied	8,701 58.7%	7,912 61.2%	4,112 51.8%	4,772 40.0%	5,153 53.7%	30,650 53.6%	16,421 52.2%	11,735 55.2%	719 61.6%	1,775 54.3%	30,650 53.6%
Neutral	799 5.4%	610 4.7%	159 2.0%	174 1.5%	441 4.6%	2,183 3.8%	1,199 3.8%	844 4.0%	78 6.7%	61 1.9%	2,182 3.8%
Dissatisfied	1,212 8.2%	1,013 7.8%	327 4.1%	546 4.6%	255 2.7%	3,353 5.9%	2,318 7.4%	887 4.2%	0 0.0%	148 4.5%	3,353 5.9%
Very dissatisfied	296 2.0%	457 3.5%	251 3.2%	344 2.9%	149 1.6%	1,497 2.6%	736 2.3%	606 2.8%	30 2.6%	125 3.8%	1,497 2.6%
TOTAL	14,811 100%	12,919 100%	7,936 100%	11,927 100%	9,593 100%	57,186 100%	31,480 100%	21,269 100%	1,168 100%	3,268 100%	57,185 100%

Table 5.3 Were you advised when the work would be completed?

Sample (in numbers)	Area						TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West	Protestant		Catholic	Mixed	Other		
	340	425	385	603	520	2273	1221	876	40	136	2273	
Yes	11,027	9,506	6,720	9,776	7,563	44,592	24,440	16,653	903	2,595	44,591	
	74.4%	73.6%	84.7%	82.0%	78.8%	78.0%	77.6%	78.3%	77.3%	79.4%	78.0%	
No	3,785	3,413	1,216	2,151	2,029	12,594	7,040	4,615	265	673	12,593	
	25.6%	26.4%	15.3%	18.0%	21.2%	22.0%	22.4%	21.7%	22.7%	20.6%	22.0%	
TOTAL	14,812	12,919	7,936	11,927	9,592	57,186	31,480	21,268	1,168	3,268	57,184	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Table 5.4 Was the work completed within the time you were advised?

Sample (in numbers)	Area						TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West	Protestant		Catholic	Mixed	Other		
	252	305	329	495	415	1796	968	689	31	108	1796	
Yes	8,868	6,871	5,757	8,833	6,629	36,958	20,169	14,132	639	2,018	36,958	
	80.4%	72.3%	85.7%	90.4%	87.7%	82.9%	82.5%	84.9%	70.8%	77.8%	82.9%	
No	2,039	2,435	794	850	809	6,927	4,012	2,199	264	452	6,927	
	18.5%	25.6%	11.8%	8.7%	10.7%	15.5%	16.4%	13.2%	29.2%	17.4%	15.5%	
Don't know/ Can't remember	119	200	169	93	125	706	259	322	0	125	706	
	1.1%	2.1%	2.5%	1.0%	1.7%	1.6%	1.1%	1.9%	0.0%	4.8%	1.6%	
TOTAL	11,026	9,506	6,720	9,776	7,563	44,591	24,440	16,653	903	2,595	44,591	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Table 5.5 Any repairs fully completed in past 12 mths?

Sample (in numbers)	Area						TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West	Protestant		Catholic	Mixed	Other		
	340	425	385	603	520	2273	1221	876	40	136	2273	
Yes	11,819	10,248	6,844	10,135	7,560	46,606	25,861	17,175	1,006	2,565	46,607	
	79.8%	79.3%	86.3%	85.0%	78.8%	81.5%	82.1%	80.8%	86.1%	78.5%	81.5%	
No	2,992	2,671	1,091	1,792	2,032	10,578	5,620	4,094	162	702	10,578	
	20.2%	20.7%	13.7%	15.0%	21.2%	18.5%	17.9%	19.2%	13.9%	21.5%	18.5%	
TOTAL	14,811	12,919	7,935	11,927	9,592	57,184	31,481	21,269	1,168	3,267	57,185	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Table 5.6 Tenant satisfaction with aspects of completed repair work

a) Speed

Sample (in numbers)	TOTAL	%
	1854	
Very satisfied	22,603	48.5
Satisfied	20,072	43.1
Neutral	1,005	2.2
Dissatisfied	1,807	3.9
Very dissatisfied	1,119	2.4
TOTAL	46,607	100

b) Quality of the work

Sample	TOTAL	%
	1854	
Very satisfied	21,962	47.1
Satisfied	18,654	40.0
Neutral	1,816	3.9
Dissatisfied	2,762	5.9
Very dissatisfied	1,413	3.0
TOTAL	46,607	100

c) Quality of materials

Sample	TOTAL	%
	1854	
Very satisfied	20,674	44.4
Satisfied	19,116	41.0
Neutral	4,230	9.1
Dissatisfied	1,684	3.6
Very dissatisfied	903	1.9
TOTAL	46,607	100

d) Tidiness

Sample (in numbers)	TOTAL	%
	1854	
Very satisfied	23,101	49.6
Satisfied	21,243	45.6
Neutral	1,086	2.3
Dissatisfied	817	1.8
Very dissatisfied	360	0.8
TOTAL	46,607	100

e) Politeness

Sample	TOTAL	%
	1854	
Very satisfied	23,658	50.8
Satisfied	21,518	46.2
Neutral	866	1.9
Dissatisfied	402	0.9
Very dissatisfied	163	0.3
TOTAL	46,607	100

f) Friendliness

Sample	TOTAL	%
	1854	
Very satisfied	23,643	50.7
Satisfied	21,528	46.2
Neutral	966	2.1
Dissatisfied	268	0.6
Very dissatisfied	202	0.4
TOTAL	46,607	100

Table 5.7 If dissatisfied, who did you complain to.....?

Sample (in numbers)	TOTAL	%
	217	
Contractor	456	7.1
Housing Executive	2,096	32.8
Both Contractor & HE	434	6.8
Did not complain	3,407	53.3
TOTAL	6,393	100

Table 5.8 Overall satisfaction with the Housing Executive's repair service generally?

	Area					TOTAL	Religion				TOTAL
	Belfast 340	S East 425	South 385	N East 603	West 520		Protestant 1221	Catholic 876	Mixed 40	Other 136	
Sample (in numbers)						2273					2273
Very satisfied	3,040 20.5%	2,432 18.8%	2,923 36.8%	5,047 42.3%	2,745 28.6%	16,187 28.3%	9,050 28.7%	6,187 29.1%	233 19.9%	717 21.9%	16,187 28.3%
Satisfied	7,033 47.5%	6,083 47.1%	3,984 50.2%	4,435 37.2%	5,062 52.8%	26,597 46.5%	13,708 43.5%	10,578 49.7%	527 45.1%	1,784 54.6%	26,597 46.5%
Neutral	1,036 7.0%	1,239 9.6%	585 7.4%	508 4.3%	772 8.0%	4,140 7.2%	2,582 8.2%	1,211 5.7%	97 8.3%	250 7.6%	4,140 7.2%
Dissatisfied	1,998 13.5%	1,426 11.0%	210 2.6%	1,143 9.6%	692 7.2%	5,469 9.6%	3,227 10.3%	1,843 8.7%	105 9.0%	293 9.0%	5,468 9.6%
Very dissatisfied	1,705 11.5%	1,739 13.5%	233 2.9%	794 6.7%	322 3.4%	4,793 8.4%	2,914 9.3%	1,449 6.8%	206 17.6%	224 6.9%	4,793 8.4%
TOTAL	14,812 100%	12,919 100%	7,935 100%	11,927 100%	9,593 100%	57,186 100%	31,481 100%	21,268 100%	1,168 100%	3,268 100%	57,185 100%

Table 5.9 Satisfaction with COMPLETED repair within 12 months before interview

	Area					TOTAL	Religion				TOTAL
	Belfast 266	S East 329	South 333	N East 515	West 411		Protestant 1009	Catholic 703	Mixed 35	Other 107	
Sample (in numbers)						1854					1854
Very satisfied	2,929 24.8%	2,381 23.2%	2,800 40.9%	4,908 48.4%	2,676 35.4%	15,694 33.7%	8,797 34.0%	5,963 34.7%	233 23.2%	699 27.3%	15,692 33.7%
Satisfied	6,300 53.3%	5,440 53.1%	3,487 50.9%	4,157 41.0%	4,101 54.2%	23,485 50.4%	12,349 47.7%	8,988 52.3%	527 52.4%	1,620 63.2%	23,484 50.4%
Neutral	889 7.5%	832 8.1%	404 5.9%	306 3.0%	435 5.8%	2,866 6.1%	1,859 7.2%	809 4.7%	73 7.3%	125 4.9%	2,866 6.1%
Dissatisfied	1,098 9.3%	830 8.1%	57 0.8%	499 4.9%	269 3.6%	2,753 5.9%	1,563 6.0%	983 5.7%	87 8.7%	121 4.7%	2,754 5.9%
Very dissatisfied	604 5.1%	766 7.5%	96 1.4%	265 2.6%	80 1.1%	1,811 3.9%	1,294 5.0%	431 2.5%	85 8.5%	0 0.0%	1,810 3.9%
TOTAL	11,820 100%	10,249 100%	6,844 100%	10,135 100%	7,561 100%	46,609 100%	25,862 100%	17,174 100%	1,005 100%	2,565 100%	46,606 100%

Table 5.10 Overall, how would you rate the current state of this dwelling?

	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Sample (in numbers)						3500					3500
Very good	7,163 32.8%	5,752 31.1%	4,288 29.2%	7,428 42.2%	4,337 29.5%	28,968 33.2%	17,279 35.5%	10,066 31.2%	540 34.4%	1,084 22.6%	28,969 33.2%
Fairly good	9,491 43.4%	7,650 41.4%	8,210 56.0%	8,111 46.0%	8,070 54.9%	41,532 47.6%	22,132 45.5%	16,302 50.5%	625 39.9%	2,473 51.5%	41,532 47.6%
Neither good nor poor	1,969 9.0%	2,040 11.0%	1,237 8.4%	1,003 5.7%	999 6.8%	7,248 8.3%	4,342 8.9%	2,238 6.9%	156 9.9%	511 10.6%	7,247 8.3%
Fairly poor	1,529 7.0%	1,867 10.1%	585 4.0%	699 4.0%	968 6.6%	5,648 6.5%	3,112 6.4%	1,951 6.0%	102 6.5%	483 10.1%	5,648 6.5%
Very poor	1,714 7.8%	1,172 6.3%	353 2.4%	375 2.1%	316 2.2%	3,930 4.5%	1,830 3.8%	1,706 5.3%	145 9.2%	250 5.2%	3,931 4.5%
TOTAL	21,866 100%	18,481 100%	14,673 100%	17,616 100%	14,690 100%	87,326 100%	48,695 100%	32,263 100%	1,568 100%	4,801 100%	87,327 100%

Table 6.1 Within the past 12 months have you reported an incident of anti-social behaviour (ASB) to the

	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Sample (in numbers)						3500					3500
Yes	1,430 6.5%	1,455 7.9%	582 4.0%	985 5.6%	738 5.0%	5,190 5.9%	2,433 5.0%	2,239 6.9%	108 6.9%	410 8.5%	5,190 5.9%
No	20,435 93.5%	17,027 92.1%	14,091 96.0%	16,631 94.4%	13,951 95.0%	82,135 94.1%	46,262 95.0%	30,024 93.1%	1,459 93.1%	4,390 91.5%	82,135 94.1%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 6.2 Approximately how long ago did you report the ASB incident?

Sample (in numbers)	TOTAL	%
Less than 4 weeks ago	825	15.9
4 weeks or more but less 6 months	2,262	43.6
Six months or more ago	2,102	40.5
TOTAL	5,189	100

Table 6.3 Did the HE acknowledge that the ASB incident would be investigated?

Sample (in numbers)	TOTAL	%
Yes	3,551	68.4
No	1,638	31.6
TOTAL	5,189	100

Table 6.4 Did the HE discuss with you what steps would be taken to deal with the issue?

Sample (in numbers)	TOTAL	%
Yes	2,469	69.5
No	1,082	30.5
TOTAL	3,551	100

Table 6.5 As a result of the action taken by the Housing Executive did the ASB

Sample (in numbers)	TOTAL	%
Cease	1,257	24.2
Lessen	1,080	20.8
Continue at same level	2,365	45.6
Increase	375	7.2
N/A reported less than week ago	112	2.2
TOTAL	5,189	100

Table 6.6 How satisfied/dissatisfied were you with the HE keeping you informed of what was happening throughout any action taken?

Sample (in numbers)	TOTAL	%
Very satisfied	666	13.1
Satisfied	1,310	25.8
Neutral	838	16.5
Dissatisfied	1,117	22.0
Very dissatisfied	1,147	22.6
Total	5,077	100

Table 6.7 How satisfied/dissatisfied were you with the way in which the HE handled or is handling your case?

Sample (in numbers)	TOTAL	%
Very satisfied	775	15.3
Satisfied	1,262	24.9
Neutral	963	19.0
Dissatisfied	764	15.0
Very dissatisfied	1,314	25.9
Total	5,077	100

Table 6.8 Within the past 12 months have you reported the/an incident of anti-social behaviour (ASB) to any

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	1,458 6.7%	1,823 9.9%	678 4.6%	1,187 6.7%	773 5.3%	5,919 6.8%	2,980 6.1%	2,049 6.4%	368 23.5%	522 10.9%	5,919 6.8%
No	20,407 93.3%	16,659 90.1%	13,995 95.4%	16,429 93.3%	13,916 94.7%	81,406 93.2%	45,715 93.9%	30,214 93.6%	1,199 76.5%	4,278 89.1%	81,406 93.2%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 6.9 Did you report the incident to one of the following agencies?

Sample (in numbers)	TOTAL
PSNI	4,887 82.6%
Council	710 12.0%
Other (specify)	615 10.4%

Table 6.10 Are you aware that the Housing Executive has a formal complaints procedure?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	12,589 57.6%	11,090 60.0%	5,274 35.9%	11,111 63.1%	6,788 46.2%	46,852 53.7%	27,830 57.2%	15,423 47.8%	1,103 70.4%	2,495 52.0%	46,851 53.7%
No	9,276 42.4%	7,392 40.0%	9,399 64.1%	6,505 36.9%	7,901 53.8%	40,473 46.3%	20,865 42.8%	16,839 52.2%	464 29.6%	2,305 48.0%	40,473 46.3%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,262 100%	1,567 100%	4,800 100%	87,324 100%

Table 6.11 Have you ever made a formal complaint to the Housing Executive?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	881 4.0%	801 4.3%	289 2.0%	615 3.5%	711 4.8%	3,297 3.8%	1,742 3.6%	1,231 3.8%	129 8.2%	195 4.1%	3,297 3.8%
No	20,984 96.0%	17,681 95.7%	14,384 98.0%	17,001 96.5%	13,978 95.2%	84,028 96.2%	46,953 96.4%	31,032 96.2%	1,438 91.8%	4,605 95.9%	84,028 96.2%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

**Table 7.1 Housing Executive services used
a) Information about Housing Benefit**

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	3,330 15.2%	3,177 17.2%	2,292 15.6%	5,224 29.7%	2,724 18.5%	16,747 19.2%	9,821 20.2%	5,250 16.3%	271 17.3%	1,405 29.3%	16,747 19.2%
No	18,535 84.8%	15,305 82.8%	12,381 84.4%	12,392 70.3%	11,965 81.5%	70,578 80.8%	38,874 79.8%	27,013 83.7%	1,296 82.7%	3,395 70.7%	70,578 80.8%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

b) Executive transfer/exchange

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	2,102 9.6%	2,433 13.2%	1,038 7.1%	1,251 7.1%	1,303 8.9%	8,127 9.3%	4,155 8.5%	3,168 9.8%	243 15.5%	561 11.7%	8,127 9.3%
No	19,763 90.4%	16,049 86.8%	13,635 92.9%	16,365 92.9%	13,386 91.1%	79,198 90.7%	44,540 91.5%	29,095 90.2%	1,324 84.5%	4,239 88.3%	79,198 90.7%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

c) Applied to buy your house

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	211 1.0%	292 1.6%	243 1.7%	148 0.8%	229 1.6%	1,123 1.3%	483 1.0%	570 1.8%	30 1.9%	40 0.8%	1,123 1.3%
No	21,654 99.0%	18,190 98.4%	14,430 98.3%	17,468 99.2%	14,460 98.4%	86,202 98.7%	48,212 99.0%	31,693 98.2%	1,537 98.1%	4,760 99.2%	86,202 98.7%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

d) General housing advice

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	550 2.5%	469 2.5%	259 1.8%	332 1.9%	248 1.7%	1,858 2.1%	917 1.9%	747 2.3%	68 4.3%	127 2.6%	1,859 2.1%
No	21,315 97.5%	18,013 97.5%	14,414 98.2%	17,284 98.1%	14,441 98.3%	85,467 97.9%	47,778 98.1%	31,516 97.7%	1,499 95.7%	4,673 97.4%	85,466 97.9%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 7.2

Satisfaction/dissatisfaction with service:

	Area					TOTAL 686	Religion				TOTAL 686
	Belfast 74	S East 100	South 111	N East 262	West 139		Protestant 383	Catholic 233	Mixed <25	Other 60	
Sample (in numbers)	74	100	111	262	139	686	383	233	<25	60	686
Very satisfied	1,589 47.7%	1,526 48.0%	912 39.8%	2,406 46.1%	1,704 62.6%	8,137 48.6%	4,618 47.0%	2,835 54.0%	85 31.4%	598 42.6%	8,136 48.6%
Satisfied	1,374 41.3%	1,341 42.2%	1,222 53.3%	2,619 50.1%	812 29.8%	7,368 44.0%	4,488 45.7%	2,086 39.7%	105 38.7%	688 49.0%	7,367 44.0%
Neutral	0 0.0%	126 4.0%	69 3.0%	129 2.5%	105 3.9%	429 2.6%	202 2.1%	138 2.6%	24 8.9%	67 4.8%	431 2.6%
Dissatisfied	328 9.8%	105 3.3%	57 2.5%	51 1.0%	71 2.6%	612 3.7%	459 4.7%	59 1.1%	43 15.9%	52 3.7%	613 3.7%
Very dissatisfied	39 1.2%	79 2.5%	32 1.4%	19 0.4%	32 1.2%	201 1.2%	55 0.6%	131 2.5%	14 5.2%	0 0.0%	200 1.2%
TOTAL	3,330 100%	3,177 100%	2,292 100%	5,224 100%	2,724 100%	16,747 100%	9,822 100%	5,249 100%	271 100%	1,405 100%	16,747 100%

b) Applying for Housing Executive transfer/exchange

	TOTAL	%
Sample (in numbers)	305	
Very satisfied	1,748	21.5%
Satisfied	2,983	36.7%
Neutral	1,369	16.8%
Dissatisfied	1,109	13.6%
Very dissatisfied	918	11.3%
TOTAL	8,127	100%

Table 7.3 Have you (or any member of your household) applied for Housing Benefit in the last 12 months?

	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Sample (in numbers)	500	600	700	900	800	3500	1895	1347	57	201	3500
Yes	7,691 35.2%	6,389 34.6%	5,582 38.0%	8,328 47.3%	5,343 36.4%	33,333 38.2%	19,356 39.7%	11,237 34.8%	685 43.7%	2,055 42.8%	33,333 38.2%
No	14,174 64.8%	12,093 65.4%	9,091 62.0%	9,288 52.7%	9,346 63.6%	53,992 61.8%	29,339 60.3%	21,026 65.2%	882 56.3%	2,746 57.2%	53,993 61.8%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,801 100%	87,326 100%

Table 7.4 Did you find the Housing Benefit application form easy or difficult to complete?

	Area					TOTAL 1410
	Belfast 189	S East 204	South 252	N East 454	West 311	
Sample (in numbers)	189	204	252	454	311	1410
Easy	6,018 78.2%	5,333 83.5%	2,019 36.2%	7,307 87.8%	4,033 75.5%	24,710 74.1%
Neither easy nor difficult	717 9.3%	401 6.3%	2,510 45.0%	841 10.1%	781 14.6%	5,250 15.8%
Difficult	647 8.4%	538 8.4%	775 13.9%	111 1.3%	434 8.1%	2,505 7.5%
(Dont Know)	309 4.0%	117 1.8%	277 5.0%	68 0.8%	94 1.8%	865 2.6%
TOTAL	7,691 100%	6,389 100%	5,581 100%	8,327 100%	5,342 100%	33,330 100%

Table 7.5 Are you aware that in the event of being turned down for Housing Benefit you have the right to have your decision reviewed?

	Area					TOTAL 1410
	Belfast 189	S East 204	South 252	N East 454	West 311	
Sample (in numbers)	189	204	252	454	311	1410
Yes	5,895 76.6%	3,782 59.2%	2,709 48.5%	6,455 77.5%	2,459 46.0%	21,300 63.9%
No	1,797 23.4%	2,607 40.8%	2,872 51.5%	1,872 22.5%	2,884 54.0%	12,032 36.1%
TOTAL	7,692 100%	6,389 100%	5,581 100%	8,327 100%	5,343 100%	33,332 100%

Table 7.6 Are you aware that someone working on a low income may be entitled to Housing Benefit?

	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Sample (in numbers)	500	600	700	900	800	3500	1895	1347	57	201	3500
Yes	17,824 81.5%	14,213 76.9%	12,587 85.8%	15,548 88.3%	10,764 73.3%	70,936 81.2%	39,592 81.3%	26,003 80.6%	1,416 90.4%	3,924 81.8%	70,935 81.2%
No	4,041 18.5%	4,269 23.1%	2,086 14.2%	2,068 11.7%	3,925 26.7%	16,389 18.8%	9,103 18.7%	6,259 19.4%	151 9.6%	876 18.3%	16,389 18.8%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,262 100%	1,567 100%	4,800 100%	87,324 100%

Table 7.7 Are you or any members of the household currently receiving Housing Benefit?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	17,895 81.8%	13,154 71.2%	11,617 79.2%	14,053 79.8%	12,516 85.2%	69,235 79.3%	37,100 76.2%	27,334 84.7%	1,019 65.0%	3,781 78.8%	69,234 79.3%
No	3,970 18.2%	5,328 28.8%	3,056 20.8%	3,563 20.2%	2,173 14.8%	18,090 20.7%	11,595 23.8%	4,929 15.3%	548 35.0%	1,020 21.2%	18,092 20.7%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,801 100%	87,326 100%

Table 7.8 Is the information provided by the Housing Benefit notifications clear?

Sample (in numbers)	Area					TOTAL 2782	Religion				TOTAL 2782
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,002 95.0%	12,288 93.4%	11,033 95.0%	13,459 95.8%	11,767 94.0%	65,549 94.7%	35,146 94.7%	25,884 94.7%	970 95.1%	3,550 93.9%	65,550 94.7%
No	565 3.2%	670 5.1%	369 3.2%	283 2.0%	376 3.0%	2,263 3.3%	1,295 3.5%	828 3.0%	50 4.9%	91 2.4%	2,264 3.3%
(Dont know)	328 1.8%	196 1.5%	214 1.8%	311 2.2%	373 3.0%	1,422 2.1%	660 1.8%	622 2.3%	0 0.0%	140 3.7%	1,422 2.1%
TOTAL	17,895 100%	13,154 100%	11,616 100%	14,053 100%	12,516 100%	69,234 100%	37,101 100%	27,334 100%	1,020 100%	3,781 100%	69,236 100%

Table 7.9 Is the information provided by the Housing Benefit notifications understandable?

Sample (in numbers)	Area					TOTAL 2782	Religion				TOTAL 2782
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,027 95.1%	12,326 93.7%	10,994 94.6%	13,424 95.5%	11,781 94.1%	65,552 94.7%	35,181 94.8%	25,869 94.6%	970 95.1%	3,532 93.4%	65,552 94.7%
No	540 3.0%	632 4.8%	447 3.8%	345 2.5%	376 3.0%	2,340 3.4%	1,305 3.5%	872 3.2%	50 4.9%	113 3.0%	2,340 3.4%
(Dont know)	328 1.8%	196 1.5%	176 1.5%	284 2.0%	359 2.9%	1,343 1.9%	614 1.7%	593 2.2%	0 0.0%	136 3.6%	1,343 1.9%
TOTAL	17,895 100%	13,154 100%	11,617 100%	14,053 100%	12,516 100%	69,235 100%	37,100 100%	27,334 100%	1,020 100%	3,781 100%	69,235 100%

Table 7.10 Are you aware that you have the right to have your amount of Housing Benefit reviewed by an independent tribunal?

Sample (in numbers)	Area					TOTAL 2782	Religion				TOTAL 2782
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	9,854 55.1%	6,127 46.6%	6,384 55.0%	10,837 77.1%	5,665 45.3%	38,867 56.1%	22,570 60.8%	13,292 48.6%	544 53.4%	2,461 65.1%	38,867 56.1%
No	8,041 44.9%	7,028 53.4%	5,233 45.0%	3,216 22.9%	6,851 54.7%	30,369 43.9%	14,531 39.2%	14,042 51.4%	475 46.6%	1,320 34.9%	30,368 43.9%
TOTAL	17,895 100%	13,155 100%	11,617 100%	14,053 100%	12,516 100%	69,236 100%	37,101 100%	27,334 100%	1,019 100%	3,781 100%	69,235 100%

**Table 7.11 Tenants awareness of the need to provide the Housing Executive with details of any change of
a) Non-dependants joining household**

Sample (in numbers)	Area					TOTAL 2782	Religion				TOTAL 2782
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,722 99.0%	12,869 97.8%	11,305 97.3%	13,881 98.8%	12,133 96.9%	67,910 98.1%	36,416 98.2%	26,760 97.9%	1,019 100.0%	3,715 98.3%	67,910 98.1%
No	173 1.0%	285 2.2%	312 2.7%	172 1.2%	383 3.1%	1,325 1.9%	684 1.8%	574 2.1%	0 0.0%	66 1.7%	1,324 1.9%
TOTAL	17,895 100%	13,154 100%	11,617 100%	14,053 100%	12,516 100%	69,235 100%	37,100 100%	27,334 100%	1,019 100%	3,781 100%	69,234 100%

b) Non-dependants leaving household

Sample (in numbers)	Area					TOTAL 2782	Religion				TOTAL 2782
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,722 99.0%	12,869 97.8%	11,324 97.5%	13,881 98.8%	12,128 96.9%	67,924 98.1%	36,439 98.2%	26,765 97.9%	1,019 100%	3,700 97.9%	67,923 98.1%
No	173 1.0%	285 2.2%	293 2.5%	172 1.2%	388 3.1%	1,311 1.9%	661 1.8%	569 2.1%	0 0.0%	80 2.1%	1,310 1.9%
TOTAL	17,895 100%	13,154 100%	11,617 100%	14,053 100%	12,516 100%	69,235 100%	37,100 100%	27,334 100%	1,019 100%	3,780 100%	69,233 100%

c) Income changes

Sample (in numbers)	Area					TOTAL	Religion				TOTAL
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,782	12,844	11,285	13,972	12,229	68,112	36,545	26,828	1,019	3,718	68,110
	99.4%	97.6%	97.1%	99.4%	97.7%	98.4%	98.5%	98.1%	100%	98%	98.4%
No	113	310	332	81	287	1,123	555	506	0	62	1,123
	0.6%	2.4%	2.9%	0.6%	2.3%	1.6%	1.5%	1.9%	0.0%	1.6%	1.6%
TOTAL	17,895	13,154	11,617	14,053	12,516	69,235	37,100	27,334	1,019	3,780	69,233
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

d) Partner changes

Sample (in numbers)	Area					TOTAL	Religion				TOTAL
	Belfast 407	S East 438	South 550	N East 711	West 676		Protestant 1456	Catholic 1135	Mixed 36	Other 155	
Yes	17,743	12,802	11,348	13,978	12,218	68,089	36,518	26,817	1,019	3,735	68,089
	99.2%	97.3%	97.7%	99.5%	97.6%	98.3%	98.4%	98.1%	100%	99%	98.3%
No	152	353	268	75	298	1,146	583	517	0	46	1,146
	0.8%	2.7%	2.3%	0.5%	2.4%	1.7%	1.6%	1.9%	0.0%	1.2%	1.7%
TOTAL	17,895	13,155	11,616	14,053	12,516	69,235	37,101	27,334	1,019	3,781	69,235
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 7.12 Overall, tenants satisfaction with service provided by Housing Executive

Sample (in numbers)	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Very satisfied	6,117	4,832	4,577	7,475	4,100	27,101	15,819	9,714	369	1,199	27,101
	28.0%	26.1%	31.2%	42.4%	27.9%	31.0%	32.5%	30.1%	23.5%	25.0%	31.0%
Satisfied	11,711	9,833	9,100	7,869	8,936	47,449	25,206	18,623	863	2,758	47,450
	53.6%	53.2%	62.0%	44.7%	60.8%	54.3%	51.8%	57.7%	55.0%	57.5%	54.3%
Neutral	1,797	2,047	655	1,425	837	6,761	4,222	1,874	159	507	6,762
	8.2%	11.1%	4.5%	8.1%	5.7%	7.7%	8.7%	5.8%	10.1%	10.6%	7.7%
Dissatisfied	1,465	1,224	226	563	648	4,126	2,547	1,313	72	194	4,126
	6.7%	6.6%	1.5%	3.2%	4.4%	4.7%	5.2%	4.1%	4.6%	4.0%	4.7%
Very dissatisfied	775	546	115	284	169	1,889	901	740	105	142	1,888
	3.5%	3.0%	0.8%	1.6%	1.2%	2.2%	1.9%	2.3%	6.7%	3.0%	2.2%
TOTAL	21,865	18,482	14,673	17,616	14,690	87,326	48,695	32,264	1,568	4,800	87,327
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 7.13 Do you consider the average rent of a HE house to be value for money?

Sample (in numbers)	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	18,761	15,629	13,584	16,422	12,831	77,227	43,085	28,596	1,384	4,162	77,227
	85.8%	84.6%	92.6%	93.2%	87.4%	88.4%	88.5%	88.6%	88%	87%	88.4%
No	3,104	2,853	1,089	1,194	1,858	10,098	5,610	3,667	183	638	10,098
	14.2%	15.4%	7.4%	6.8%	12.6%	11.6%	11.5%	11.4%	11.7%	13.3%	11.6%
TOTAL	21,865	18,482	14,673	17,616	14,689	87,325	48,695	32,263	1,567	4,800	87,325
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 8.1a Would you say that, overall your area is?

Sample (in numbers)	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Changing for the better	6,742	4,768	1,794	1,404	3,144	17,852	9,379	7,563	343	568	17,853
	30.8%	25.8%	12.2%	8.0%	21.4%	20.4%	19.3%	23.4%	21.9%	11.8%	20.4%
Not really changing	11,321	11,413	11,154	15,379	9,786	59,053	34,428	20,166	841	3,618	59,053
	51.8%	61.8%	76.0%	87.3%	66.6%	67.6%	70.7%	62.5%	53.7%	75.4%	67.6%
Changing for the worse	3,432	1,875	979	595	1,295	8,176	3,943	3,612	239	381	8,175
	15.7%	10.1%	6.7%	3.4%	8.8%	9.4%	8.1%	11.2%	15.3%	7.9%	9.4%
(Dont know)	370	426	746	238	464	2,244	945	922	144	233	2,244
	1.7%	2.3%	5.1%	1.4%	3.2%	2.6%	1.9%	2.9%	9.2%	4.9%	2.6%
TOTAL	21,865	18,482	14,673	17,616	14,689	87,325	48,695	32,263	1,567	4,800	87,325
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 8.1b

General image of area

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Proud	9,792 44.8%	7,605 41.1%	5,795 39.5%	10,070 57.2%	3,994 27.2%	37,256 42.7%	22,896 47.0%	12,286 38.1%	516 32.9%	1,559 32.5%	37,257 42.7%
Fairly proud	4,257 19.5%	5,508 29.8%	5,331 36.3%	4,516 25.6%	7,650 52.1%	27,262 31.2%	13,960 28.7%	11,051 34.3%	608 38.8%	1,643 34.2%	27,262 31.2%
No strong feelings	5,070 23.2%	3,431 18.6%	3,095 21.1%	2,579 14.6%	2,314 15.8%	16,489 18.9%	8,949 18.4%	5,914 18.3%	257 16.4%	1,370 28.5%	16,490 18.9%
Slightly ashamed	1,684 7.7%	1,419 7.7%	326 2.2%	355 2.0%	417 2.8%	4,201 4.8%	1,994 4.1%	1,890 5.9%	143 9.1%	172 3.6%	4,199 4.8%
Ashamed	1,063 4.9%	519 2.8%	125 0.9%	96 0.5%	314 2.1%	2,117 2.4%	896 1.8%	1,122 3.5%	43 2.7%	57 1.2%	2,118 2.4%
TOTAL	21,866 100%	18,482 100%	14,672 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,801 100%	87,326 100%

Table 8.2

General image of area by change of area

Sample (in numbers)	Area				TOTAL 3500
	Change for the better 928	Not cha- nging 2234	Change for the worse 408	Dont know 130	
Proud	8,968 50.2%	26,234 44.4%	1,364 16.7%	690 30.8%	37,256 42.7%
Fairly proud	4,806 26.9%	19,710 33.4%	1,904 23.3%	842 37.5%	27,262 31.2%
No strong feelings	3326 18.6%	10208 17.3%	2315 28.3%	640 28.5%	16489 18.9%
Slightly ashamed	649 3.6%	2118 3.6%	1380 16.9%	53 2.4%	4200 4.8%
Ashamed	104 0.6%	783 1.3%	1,212 14.8%	18 0.8%	2,117 2.4%
TOTAL	17,853 100%	59,053 100%	8,175 100%	2,243 100%	87,324 100%

Table 8.3

How long would it take the average person to walk from your home to the nearest?

a)

Health care facility/GP

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	4,945 22.6%	1,989 10.8%	1,242 8.5%	1,381 7.8%	877 6.0%	10,434 11.9%	5,633 11.6%	4,176 12.9%	194 12.4%	432 9.0%	10,435 11.9%
5-10 mins	8,886 40.6%	4,661 25.2%	3,557 24.2%	3,347 19.0%	3,325 22.6%	23,776 27.2%	12,071 24.8%	9,908 30.7%	334 21.3%	1,463 30.5%	23,776 27.2%
11-20 mins	4,525 20.7%	5,280 28.6%	5,318 36.2%	4,217 23.9%	4,538 30.9%	23,878 27.3%	12,301 25.3%	9,435 29.2%	592 37.8%	1,551 32.3%	23,879 27.3%
21-30 mins	1,225 5.6%	2,985 16.2%	2,378 16.2%	2,830 16.1%	1,705 11.6%	11,123 12.7%	6,585 13.5%	3,625 11.2%	259 16.5%	654 13.6%	11,123 12.7%
More than 30 mins	891 4.1%	946 5.1%	849 5.8%	1,508 8.6%	1,564 10.6%	5,758 6.6%	3,656 7.5%	1,706 5.3%	85 5.4%	313 6.5%	5,760 6.6%
Not within walking distance	1,392 6.4%	2,620 14.2%	1,329 9.1%	4,333 24.6%	2,681 18.3%	12,355 14.1%	8,450 17.4%	3,413 10.6%	104 6.6%	388 8.1%	12,355 14.1%
TOTAL	21,864 100%	18,481 100%	14,673 100%	17,616 100%	14,690 100%	87,324 100%	48,696 100%	32,263 100%	1,568 100%	4,801 100%	87,328 100%

b)

Pub

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	9,917 45.4%	3,140 17.0%	3,604 24.6%	2,025 11.5%	3,090 21.0%	21,776 24.9%	10,702 22.0%	9,344 29.0%	519 33.1%	1,212 25.3%	21,777 24.9%
5-10 mins	6,988 32.0%	5,130 27.8%	6,034 41.1%	6,244 35.4%	5,895 40.1%	30,291 34.7%	14,994 30.8%	13,365 41.4%	488 31.1%	1,444 30.1%	30,291 34.7%
11-20 mins	2,737 12.5%	4,877 26.4%	3,197 21.8%	4,767 27.1%	3,307 22.5%	18,885 21.6%	11,226 23.1%	6,047 18.7%	300 19.1%	1,310 27.3%	18,883 21.6%
21-30 mins	1,205 5.5%	2,536 13.7%	1,035 7.1%	2,130 12.1%	1,043 7.1%	7,949 9.1%	5,549 11.4%	1,768 5.5%	147 9.4%	485 10.1%	7,949 9.1%
More than 30 mins	604 2.8%	862 4.7%	187 1.3%	843 4.8%	712 4.8%	3,208 3.7%	2,396 4.9%	646 2.0%	54 3.4%	112 2.3%	3,208 3.7%
Not within walking distance	414 1.9%	1,937 10.5%	617 4.2%	1,608 9.1%	643 4.4%	5,219 6.0%	3,829 7.9%	1,093 3.4%	59 3.8%	237 4.9%	5,218 6.0%
TOTAL	21,865 100%	18,482 100%	14,674 100%	17,617 100%	14,690 100%	87,328 100%	48,696 100%	32,263 100%	1,567 100%	4,800 100%	87,326 100%

c) Place to buy milk or bread

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	13,654 62.4%	8,973 48.5%	7,779 53.0%	6,487 36.8%	8,000 54.5%	44,893 51.4%	22,896 47.0%	18,759 58.1%	908 57.9%	2,328 48.5%	44,891 51.4%
5-10 mins	7,264 33.2%	7,288 39.4%	5,380 36.7%	8,648 49.1%	5,070 34.5%	33,650 38.5%	20,016 41.1%	11,185 34.7%	561 35.8%	1,889 39.4%	33,651 38.5%
11-20 mins	751 3.4%	1,442 7.8%	1,074 7.3%	1,508 8.6%	953 6.5%	5,728 6.6%	3,809 7.8%	1,395 4.3%	24 1.5%	499 10.4%	5,727 6.6%
21-30 mins	68 0.3%	394 2.1%	134 0.9%	334 1.9%	197 1.3%	1,127 1.3%	689 1.4%	335 1.0%	30 1.9%	73 1.5%	1,127 1.3%
More than 30 mins	94 0.4%	42 0.2%	102 0.7%	81 0.5%	275 1.9%	594 0.7%	361 0.7%	234 0.7%	0 0.0%	0 0.0%	595 0.7%
Not within walking distance	34 0.2%	343 1.9%	204 1.4%	558 3.2%	194 1.3%	1,333 1.5%	924 1.9%	355 1.1%	45 2.9%	10 0.2%	1,334 1.5%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,568 100%	4,799 100%	87,325 100%

d) Post Office

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	4,530 20.7%	4,044 21.9%	3,145 21.4%	3,224 18.3%	2,380 16.2%	17,323 19.8%	9,730 20.0%	6,089 18.9%	369 23.6%	1,134 23.6%	17,322 19.8%
5-10 mins	10,434 47.7%	6,408 34.7%	5,346 36.4%	7,220 41.0%	6,030 41.1%	35,438 40.6%	19,317 39.7%	13,473 41.8%	722 46.1%	1,925 40.1%	35,437 40.6%
11-20 mins	4,838 22.1%	4,735 25.6%	3,938 26.8%	4,464 25.3%	4,406 30.0%	22,381 25.6%	12,224 25.1%	8,758 27.1%	262 16.7%	1,137 23.7%	22,381 25.6%
21-30 mins	1,189 5.4%	1,568 8.5%	1,172 8.0%	1,440 8.2%	1,079 7.3%	6,448 7.4%	3,597 7.4%	2,372 7.4%	98 6.3%	380 7.9%	6,447 7.4%
More than 30 mins	501 2.3%	452 2.4%	502 3.4%	355 2.0%	405 2.8%	2,215 2.5%	1,404 2.9%	626 1.9%	56 3.6%	129 2.7%	2,215 2.5%
Not within walking distance	375 1.7%	1,275 6.9%	570 3.9%	913 5.2%	389 2.6%	3,522 4.0%	2,423 5.0%	944 2.9%	59 3.8%	95 2.0%	3,521 4.0%
TOTAL	21,867 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,327 100%	48,695 100%	32,262 100%	1,566 100%	4,800 100%	87,323 100%

e) Primary School

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	6,952 31.8%	7,211 39.0%	3,334 22.7%	4,486 25.5%	3,247 22.1%	25,230 28.9%	14,499 29.8%	8,727 28.0%	641 40.9%	1,363 28.4%	25,230 28.9%
5-10 mins	10,313 47.2%	7,178 38.8%	6,483 44.2%	8,387 47.6%	6,789 46.2%	39,150 44.8%	20,538 42.2%	15,974 49.5%	453 28.9%	2,184 45.5%	39,149 44.8%
11-20 mins	3,606 16.5%	2,609 14.1%	3,934 26.8%	3,219 18.3%	2,905 19.8%	16,273 18.6%	9,288 19.1%	5,662 17.5%	322 20.6%	1,001 20.8%	16,273 18.6%
21-30 mins	428 2.0%	939 5.1%	504 3.4%	737 4.2%	1,013 6.9%	3,621 4.1%	2,124 4.4%	1,271 3.9%	30 1.9%	195 4.1%	3,620 4.1%
More than 30 mins	403 1.8%	62 0.3%	159 1.1%	222 1.3%	421 2.9%	1,267 1.5%	882 1.8%	309 1.0%	61 3.9%	15 0.3%	1,267 1.5%
Not within walking distance	163 0.7%	484 2.6%	260 1.8%	565 3.2%	314 2.1%	1,786 2.0%	1,364 2.8%	320 1.0%	59 3.8%	43 0.9%	1,786 2.0%
TOTAL	21,865 100%	18,483 100%	14,674 100%	17,616 100%	14,689 100%	87,327 100%	48,695 100%	32,263 100%	1,566 100%	4,801 100%	87,325 100%

f) Park/public open space

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	6,501 29.7%	7,393 40.0%	3,619 24.7%	4,067 23.1%	5,118 34.8%	26,698 30.6%	14,872 30.5%	9,710 30.1%	721 46.0%	1,395 29.1%	26,698 30.6%
5-10 mins	8,941 40.9%	5,255 28.4%	5,961 40.6%	8,027 45.6%	5,155 35.1%	33,339 38.2%	18,867 38.7%	12,155 37.7%	414 26.4%	1,904 39.7%	33,340 38.2%
11-20 mins	4,130 18.9%	2,862 15.5%	2,931 20.0%	2,776 15.8%	2,459 16.7%	15,158 17.4%	8,443 17.3%	5,671 17.6%	172 11.0%	873 18.2%	15,159 17.4%
21-30 mins	1,596 7.3%	1,453 7.9%	763 5.2%	1,008 5.7%	713 4.9%	5,533 6.3%	3,078 6.3%	2,033 6.3%	85 5.4%	336 7.0%	5,532 6.3%
More than 30 mins	102 0.5%	576 3.1%	221 1.5%	583 3.3%	408 2.8%	1,890 2.2%	978 2.0%	697 2.2%	73 4.7%	142 3.0%	1,890 2.2%
Not within walking distance	595 2.7%	943 5.1%	1,177 8.0%	1,153 6.5%	836 5.7%	4,704 5.4%	2,456 5.0%	1,997 6.2%	102 6.5%	150 3.1%	4,705 5.4%
TOTAL	21,865 100%	18,482 100%	14,672 100%	17,614 100%	14,689 100%	87,322 100%	48,694 100%	32,263 100%	1,567 100%	4,800 100%	87,324 100%

g) Leisure or sports facility

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	2,013 9.2%	1,779 9.6%	1,292 8.8%	482 2.7%	991 6.7%	6,557 7.5%	3,506 7.2%	2,470 7.7%	255 16.3%	326 6.8%	6,557 7.5%
5-10 mins	6,589 30.1%	3,499 18.9%	3,718 25.3%	2,340 13.3%	2,767 18.8%	18,913 21.7%	10,091 20.7%	7,720 23.9%	360 22.9%	741 15.4%	18,912 21.7%
11-20 mins	5,429 24.8%	4,611 24.9%	4,336 29.6%	3,675 20.9%	4,220 28.7%	22,271 25.5%	11,533 23.7%	8,833 27.4%	375 23.9%	1,531 31.9%	22,272 25.5%
21-30 mins	3,292 15.1%	2,768 15.0%	2,187 14.9%	2,904 16.5%	2,583 17.6%	13,734 15.7%	7,985 16.4%	4,904 15.2%	137 8.7%	709 14.8%	13,735 15.7%
More than 30 mins	2,187 10.0%	1,580 8.5%	756 5.2%	2,144 12.2%	1,368 9.3%	8,035 9.2%	4,834 9.9%	2,478 7.7%	191 12.2%	532 11.1%	8,035 9.2%
Not within walking distance	2,356 10.8%	4,245 23.0%	2,384 16.2%	6,070 34.5%	2,761 18.8%	17,816 20.4%	10,746 22.1%	5,858 18.2%	251 16.0%	961 20.0%	17,816 20.4%
TOTAL	21,866 100%	18,482 100%	14,673 100%	17,615 100%	14,690 100%	87,326 100%	48,695 100%	32,263 100%	1,569 100%	4,800 100%	87,327 100%

h) Public transport

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	15,963 73.0%	13,906 75.2%	9,957 67.9%	10,305 58.5%	9,934 67.6%	60,065 68.8%	33,835 69.5%	22,198 68.8%	1,041 66.4%	2,992 62.3%	60,066 68.8%
5-10 mins	5,639 25.8%	4,033 21.8%	3,971 27.1%	6,154 34.9%	3,138 21.4%	22,935 26.3%	12,914 26.5%	8,253 25.6%	374 23.9%	1,394 29.0%	22,935 26.3%
11-20 mins	168 0.8%	436 2.4%	592 4.0%	696 4.0%	1,003 6.8%	2,895 3.3%	1,296 2.7%	1,175 3.6%	93 5.9%	331 6.9%	2,895 3.3%
21-30 mins	0 0.0%	63 0.3%	63 0.4%	151 0.9%	288 2.0%	565 0.6%	164 0.3%	305 0.9%	45 2.9%	51 1.1%	565 0.6%
More than 30 mins	60 0.3%	0 0.0%	0 0.0%	79 0.4%	95 0.6%	234 0.3%	130 0.3%	104 0.3%	0 0.0%	0 0.0%	234 0.3%
Not within walking distance	34 0.2%	43 0.2%	90 0.6%	232 1.3%	231 1.6%	630 0.7%	356 0.7%	227 0.7%	14 0.9%	32 0.7%	629 0.7%
TOTAL	21,864 100%	18,481 100%	14,673 100%	17,617 100%	14,689 100%	87,324 100%	48,695 100%	32,262 100%	1,567 100%	4,800 100%	87,324 100%

i) Childrens play area

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	7,182 32.8%	7,330 39.7%	5,208 35.5%	4,427 25.1%	4,829 32.9%	28,976 33.2%	17,062 35.0%	9,702 30.1%	721 46.0%	1,491 31.1%	28,976 33.2%
5-10 mins	9,395 43.0%	5,698 30.8%	5,983 40.8%	8,395 47.7%	5,028 34.2%	34,499 39.5%	19,978 41.0%	12,048 37.3%	346 22.1%	2,127 44.3%	34,499 39.5%
11-20 mins	3,826 17.5%	2,508 13.6%	1,932 13.2%	2,419 13.7%	2,794 19.0%	13,479 15.4%	6,162 12.7%	6,436 19.9%	197 12.6%	684 14.3%	13,479 15.4%
21-30 mins	795 3.6%	1,304 7.1%	492 3.4%	1,048 5.9%	567 3.9%	4,206 4.8%	2,259 4.6%	1,583 4.9%	102 6.5%	261 5.4%	4,205 4.8%
More than 30 mins	179 0.8%	335 1.8%	101 0.7%	452 2.6%	413 2.8%	1,480 1.7%	737 1.5%	707 2.2%	0 0.0%	37 0.8%	1,481 1.7%
Not within walking distance	488 2.2%	1,308 7.1%	957 6.5%	875 5.0%	1,057 7.2%	4,685 5.4%	2,496 5.1%	1,788 5.5%	200 12.8%	200 4.2%	4,684 5.4%
TOTAL	21,865 100%	18,483 100%	14,673 100%	17,616 100%	14,688 100%	87,325 100%	48,694 100%	32,264 100%	1,566 100%	4,800 100%	87,324 100%

j) Church / Chapel

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Under 5 mins	10,461 47.8%	6,870 37.2%	4,096 27.9%	3,425 19.4%	2,573 17.5%	27,425 31.4%	17,652 36.3%	7,717 23.9%	561 35.8%	1,495 31.1%	27,425 31.4%
5-10 mins	9,314 42.6%	8,180 44.3%	6,074 41.4%	9,755 55.4%	6,371 43.4%	39,694 45.5%	21,867 44.9%	15,072 46.7%	639 40.8%	2,117 44.1%	39,695 45.5%
11-20 mins	1,712 7.8%	2,591 14.0%	3,675 25.0%	2,778 15.8%	3,776 25.7%	14,532 16.6%	6,436 13.2%	6,997 21.7%	248 15.8%	851 17.7%	14,532 16.6%
21-30 mins	304 1.4%	434 2.3%	474 3.2%	743 4.2%	991 6.7%	2,946 3.4%	1,212 2.5%	1,516 4.7%	0 0.0%	217 4.5%	2,945 3.4%
More than 30 mins	39 0.2%	113 0.6%	131 0.9%	375 2.1%	574 3.9%	1,232 1.4%	664 1.4%	507 1.6%	61 3.9%	0 0.0%	1,232 1.4%
Not within walking distance	34 0.2%	294 1.6%	223 1.5%	542 3.1%	405 2.8%	1,498 1.7%	864 1.8%	454 1.4%	59 3.8%	120 2.5%	1,497 1.7%
TOTAL	21,864 100%	18,482 100%	14,673 100%	17,618 100%	14,690 100%	87,327 100%	48,695 100%	32,263 100%	1,568 100%	4,800 100%	87,326 100%

Table 9.1 Have you ever asked the Housing Executive about a decision(s) affecting you?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	4,045 18.5%	3,140 17.0%	436 3.0%	1,762 10.0%	1,061 7.2%	10,444 12.0%	5,781 11.9%	3,631 11.3%	429 27.4%	604 12.6%	10,445 12.0%
No	17,820 81.5%	15,342 83.0%	14,237 97.0%	15,854 90.0%	13,628 92.8%	76,881 88.0%	42,914 88.1%	28,632 88.7%	1,138 72.6%	4,196 87.4%	76,880 88.0%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 9.2 Informed how Housing Executive arrived at decision

Sample (in numbers)	TOTAL
Yes	7,093 67.9%
No	2,354 22.5%
Dont know	172 1.6%
N/A (Still awaiting to hear)	825 7.9%
TOTAL	10,444 100%

Table 9.3 Tenant awareness of Standards concerning rent payments

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
The HE will provide rent statements (3 mths)	18,801 86.0%	18,043 97.6%	14,340 97.7%	17,422 98.9%	14,137 96.2%	82,743 94.8%	45,400 93.2%	31,258 96.9%	1,518 96.9%	4,567 95.1%	82,743 94.8%
HE will give 4 wks written notice of rent increase	18,171 83.1%	17,855 96.6%	14,145 96.4%	17,124 97.2%	13,461 91.6%	80,756 92.5%	44,723 91.8%	30,208 93.6%	1,441 91.9%	4,385 91.4%	80,757 92.5%
HE will advise you of any entitlement to HB	19,456 89.0%	14,798 80.1%	13,299 90.6%	14,723 83.6%	12,313 83.8%	74,589 85.4%	40,724 83.6%	28,335 87.8%	1,160 74.0%	4,371 91.1%	74,590 85.4%

Table 9.4 The HE will issue a newsletter (Housing News) to let you know how the HE have performed against standards

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Yes	18,159 83.1%	16,106 87.1%	12,317 83.9%	15,029 85.3%	12,518 85.2%	74,129 84.9%	41,527 85.3%	27,188 84.3%	1,378 87.9%	4,035 84.1%	74,128 84.9%
No	3,706 16.9%	2,376 12.9%	2,356 16.1%	2,587 14.7%	2,171 14.8%	13,196 15.1%	7,168 14.7%	5,075 15.7%	189 12.1%	765 15.9%	13,197 15.1%
TOTAL	21,865 100%	18,482 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,695 100%	32,263 100%	1,567 100%	4,800 100%	87,325 100%

Table 9.5 Satisfaction with opportunities to participate in management of estate/area

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Very satisfied	1,502 6.9%	1,764 9.5%	2,394 16.3%	3,553 20.2%	1,354 9.2%	10,567 12.1%	6,051 12.4%	3,881 12.0%	240 15.3%	394 8.2%	10,566 12.1%
Satisfied	9,429 43.1%	8,237 44.6%	5,180 35.3%	5,768 32.7%	6,240 42.5%	34,854 39.9%	19,887 40.8%	12,278 38.1%	624 39.8%	2,066 43.1%	34,855 39.9%
Neutral	9,177 42.0%	6,481 35.1%	3,221 22.0%	4,406 25.0%	3,031 20.6%	26,316 30.1%	14,982 30.8%	9,628 29.8%	594 37.9%	1,113 23.2%	26,317 30.1%
Dissatisfied	657 3.0%	899 4.9%	255 1.7%	242 1.4%	354 2.4%	2,407 2.8%	1,170 2.4%	842 2.6%	30 1.9%	364 7.6%	2,406 2.8%
Very dissatisfied	397 1.8%	351 1.9%	117 0.8%	103 0.6%	285 1.9%	1,253 1.4%	599 1.2%	516 1.6%	0 0.0%	138 2.9%	1,253 1.4%
Don't know	704 3.2%	749 4.1%	3,506 23.9%	3,544 20.1%	3,425 23.3%	11,928 13.7%	6,007 12.3%	5,119 15.9%	79 5.0%	724 15.1%	11,929 13.7%
TOTAL	21,866 100%	18,481 100%	14,673 100%	17,616 100%	14,689 100%	87,325 100%	48,696 100%	32,264 100%	1,567 100%	4,799 100%	87,326 100%

Table 9.6 How well or poorly do you feel you are consulted by HE?

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Very well	5,845 26.7%	3,693 20.0%	3,347 22.8%	6,278 35.6%	3,335 22.7%	22,498 25.8%	13,537 27.8%	7,967 24.7%	198 12.6%	796 16.6%	22,498 25.8%
Quite well	7,433 34.0%	8,401 45.5%	8,200 55.9%	6,825 38.7%	7,600 51.7%	38,459 44.0%	20,342 41.8%	15,148 47.0%	663 42.3%	2,306 48.0%	38,459 44.0%
Neutral	4,470 20.4%	3,121 16.9%	2,586 17.6%	3,241 18.4%	2,060 14.0%	15,478 17.7%	8,623 17.7%	5,162 16.0%	456 29.1%	1,238 25.8%	15,479 17.7%
Quite poorly	2,815 12.9%	2,152 11.6%	349 2.4%	768 4.4%	1,244 8.5%	7,328 8.4%	4,207 8.6%	2,697 8.4%	98 6.3%	325 6.8%	7,327 8.4%
Very poorly	1,301 6.0%	1,116 6.0%	191 1.3%	504 2.9%	451 3.1%	3,563 4.1%	1,986 4.1%	1,290 4.0%	151 9.6%	136 2.8%	3,563 4.1%
TOTAL	21,864 100%	18,483 100%	14,673 100%	17,616 100%	14,690 100%	87,326 100%	48,695 100%	32,264 100%	1,566 100%	4,801 100%	87,326 100%

Telephone respondents who were transferred to another member of staff:

Table 9.7a The member of staff you speak to will deal with you in a courteous manner

Sample (in numbers)	Area					TOTAL 2236	Religion				TOTAL 2236
	Belfast 337	S East 418	South 385	N East 586	West 510		Protestant 1205	Catholic 862	Mixed 47	Other 127	
Yes	13,799 94.1%	12,069 94.6%	7,482 92.3%	11,179 96.7%	9,192 96.7%	53,721 94.9%	29,703 94.9%	19,925 95.1%	1,187 95.9%	2,906 93.6%	53,721 94.9%
No	754 5.1%	533 4.2%	485 6.0%	368 3.2%	179 1.9%	2,319 4.1%	1,339 4.3%	855 4.1%	19 1.5%	105 3.4%	2,318 4.1%
(Dont know)	113 0.8%	151 1.2%	141 1.7%	13 0.1%	134 1.4%	552 1.0%	262 0.8%	164 0.8%	32 2.6%	94 3.0%	552 1.0%
TOTAL	14,666 100%	12,753 100%	8,108 100%	11,560 100%	9,505 100%	56,592 100%	31,304 100%	20,944 100%	1,238 100%	3,105 100%	56,591 100%

Table 9.7b The Housing Executive will answer your phone call promptly

Sample (in numbers)	Area					TOTAL 1510	Religion				TOTAL 1510
	Belfast 177	S East 219	South 302	N East 456	West 356		Protestant 772	Catholic 625	Mixed 27	Other 86	
Yes	13,911 94.9%	12,205 95.7%	7,696 94.9%	10,961 94.8%	8,829 92.9%	53,602 94.7%	29,498 94.2%	19,913 95.1%	1,223 98.9%	2,968 95.6%	53,602 94.7%
No	603 4.1%	511 4.0%	259 3.2%	599 5.2%	458 4.8%	2,430 4.3%	1,502 4.8%	808 3.9%	0 0.0%	120 3.9%	2,430 4.3%
Dont know	152 1.0%	37 0.3%	153 1.9%	0 0.0%	218 2.3%	560 1.0%	304 1.0%	223 1.1%	14 1.1%	17 0.5%	558 1.0%
TOTAL	14,666 100%	12,753 100%	8,108 100%	11,560 100%	9,505 100%	56,592 100%	31,304 100%	20,944 100%	1,237 100%	3,105 100%	56,590 100%

Table 9.7c The member of staff you speak to will give you their name

Sample (in numbers)	Area					TOTAL 1510	Religion				TOTAL 1510
	Belfast 177	S East 219	South 302	N East 456	West 356		Protestant 772	Catholic 625	Mixed 27	Other 86	
Yes	7,766 53.0%	7,412 58.1%	5,094 62.8%	9,488 82.1%	5,410 56.9%	35,170 62.1%	19,515 62.3%	13,002 62.1%	701 56.6%	1,950 62.8%	35,168 62.1%
No	3,906 26.6%	3,033 23.8%	1,684 20.8%	1,277 11.0%	2,097 22.1%	11,997 21.2%	6,558 20.9%	4,511 21.5%	307 24.8%	621 20.0%	11,997 21.2%
Dont know	2,994 20.4%	2,308 18.1%	1,330 16.4%	795 6.9%	1,998 21.0%	9,425 16.7%	5,231 16.7%	3,432 16.4%	230 18.6%	534 17.2%	9,427 16.7%
TOTAL	14,666 100%	12,753 100%	8,108 100%	11,560 100%	9,505 100%	56,592 100%	31,304 100%	20,945 100%	1,238 100%	3,105 100%	56,592 100%

Table 9.8 Respondents awareness of standards concerning repairs and improvements to their home

Sample (in numbers)	Area					TOTAL 3500	Religion				TOTAL 3500
	Belfast 500	S East 600	South 700	N East 900	West 800		Protestant 1895	Catholic 1347	Mixed 57	Other 201	
Cut the grass in the open spaces	12,705 58.1%	14,795 80.1%	12,086 82.4%	15,156 86.0%	12,973 88.3%	67,715 77.5%	37,273 76.5%	25,640 79.5%	1,190 75.9%	3,612 75.3%	67,715 77.5%
Keep the open spaces in the estate clean & tidy	14,964 68.4%	14,817 80.2%	12,407 84.6%	15,461 87.8%	12,838 87.4%	70,487 80.7%	39,564 81.2%	25,622 79.4%	1,421 90.7%	3,880 80.8%	70,487 80.7%

APPENDIX 2

BACKGROUND TO THE SURVEY

BACKGROUND TO THE SURVEY

INTRODUCTION

The 2009 Continuous Tenant Omnibus Survey (CTOS) was the sixteenth comprehensive assessment of attitudes of public sector housing tenants to be carried out by the Northern Ireland Housing Executive since 1994. An independent social research company, Ipsos (MORI), was commissioned to conduct the fieldwork and process the data. The Housing Executive's Research Unit conducted the analysis and interpretation of the results.

The CTOS is a cornerstone of the Housing Executive's service delivery in terms of the Northern Ireland Act (1998), *Modernising Local Government – In Touch With The People* (1998) (Best Value), New Targeting Social Need and Best Practice; it is also linked to the Housing Executive's sixth strategic objective – Delivering better public services.

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

The survey was carried out over twelve months, from January 2009 to December 2009. The questionnaire consisted of a main section which was used in each of the four data collection periods and an omnibus section which changed each period. The omnibus section allowed client groups within the Housing Executive to carry out very specific research and achieve results quickly which could be linked to general data collected in the main section e.g. socio-economic characteristics, dwelling type or geographic location. Findings from each omnibus topic were reported at the end of the data collection period.

As in previous years, the main section of the questionnaire in 2009 covered the following areas:

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

AIMS OF THE SURVEY

The main aims of the CTOS are as follows:

- i) to provide a comprehensive picture of Housing Executive tenants and their views and attitudes to service provision in 2009 at Northern Ireland, Area and District level;
- ii) to facilitate a comparative analysis of tenants' views over time;
- iii) to allow collection of specific information for various client groups in the Housing Executive, to inform the formulation of future policy or programmes; and
- iv) to allow the flexibility associated with rapid response by the Research Unit to specific issues without the delays and expense associated with the commissioning of individual small surveys.

METHODOLOGY

The Sample

As in previous years, random sampling was carried out quarterly, beginning in January 2009 (for the January to March data collection period), from the Housing Executive's PRAWL database.

By the end of the year, December 2009, 3,500 tenants had taken part in the Survey. Appendix tables include base totals; thus, tables showing results for questions asked of all respondents have a base of 3,500 (i.e. the total number of respondents who participated in the survey).

The conduct of the fieldwork is summarised as follows:

- interviews were carried out at a rate of 8-9 per month in each district;
- approximately 25 tenants were interviewed per district per quarter;
- 875 tenants across all districts were interviewed per quarter; and
- 3,500 tenants in 35 districts were interviewed over the year.

In order to ensure a 100 per cent response rate, the CTOS operated a system of substitution. Each quarter a substitute sample of reserve addresses was randomly selected. If any tenant could not be contacted after three calls, or if they were ill, or if they did not want to participate in the survey, they were replaced by another tenant within the same district area. The response rate on the main list of addresses was 63% in 2009.

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

If, for example, the percentage is 80% at the Northern Ireland level (3,500) the probable sample error is $\pm 1.3\%$. This means there are 95 chances in 100 that the true figure lies between 78.7% and 81.3%.

Sample Error at Northern Ireland, Area and District levels

	(%)	5	10	15	20	25	30	35	40	45	50
Sample Size:		or 95	or 90	or 85	or 80	or 75	or 70	or 65	or 60	or 55	50
District	100	4.3	5.9	7.0	7.9	8.5	9.0	9.4	9.7	9.8	9.8
Belfast	500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
South East	600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
South	700	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7
West	800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
North East	900	1.4	2.0	2.3	2.6	2.8	3.0	3.1	3.2	3.3	3.3
Northern Ireland	3500	0.7	1.0	1.2	1.3	1.4	1.5	1.6	1.6	1.6	1.7

It is not possible to report on all data collected by the CTOS due to the small number of responses received from sub-groups of tenants on specific topics. For example, not all tenants will have applied to buy their home within the 12 months before interview. Therefore, questions relating to house sales are relevant to a much smaller sub-group of the sample, which is too small for detailed analysis. However, management still require some information on the responses of sub-groups at District level.

Weighting and Grossing

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

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

Participation in the Survey

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

Ipsos (MORI) also conducted a 10% back-check of all interviews. Around 350 tenants who had taken part in the Survey were selected at random and telephoned, shortly after their interview. Tenants who could not be contacted by telephone were sent a postal questionnaire to complete and return in the pre-paid envelope provided.

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

CAPI

Ipsos (MORI) interviewers administered the questionnaire, face-to-face with respondents, using a Computer Assisted Personal Interviewing (CAPI) methodology. The software package used was In2view. CAPI interviewing is the preferred format for the CTOS, because of the length of the questionnaire and the number of skip sections. The advantages of CAPI are as follows: 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

This Survey has a sample size and structure chosen to permit a level of disaggregation down to the individual housing management districts. Because of the usual constraints on any sample design of time, cost and manpower, a district sample of 100 households is about the minimum size for valid results, where a line of questioning applies to all or most of the respondents. However, it must be remembered that all sample surveys are subject to sample errors as set out in the sample error table on page 62. Therefore, some of the differences between districts in a given year and from year to year within the same district may be more apparent than real.

While addresses have been selected at random, the overriding need to achieve an equal number of responses in each district 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 districts within a year, or year-to-year changes in an individual district, these are drawn to the attention of the fieldwork contractor who conducts appropriate checks with the fieldwork staff. Unfortunately, some of the differences only become apparent when the complete annual sample is analysed, when it may be too late to take appropriate avoiding action.

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

OTHER SOURCES

Corporate Business Plan 2009 – 2012 (Housing Executive)

The Northern Ireland Housing Market (Review and Perspectives) 2010 – 2013 (Housing Executive)

Housing Statistics 2008/2009

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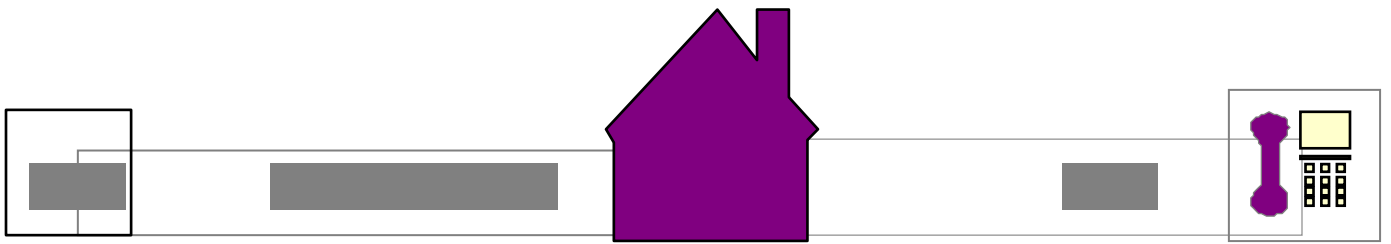
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Production Team:

Authors: Clare Johnston
Caroline Lagan
Liz McCambridge

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

The Research Unit, Northern Ireland Housing Executive
2 Adelaide Street, Belfast BT2 8PB
Telephone: 028-9031-8774
email address: www.nihe.gov.uk
liz.mccambridge@nihe.gov.uk



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