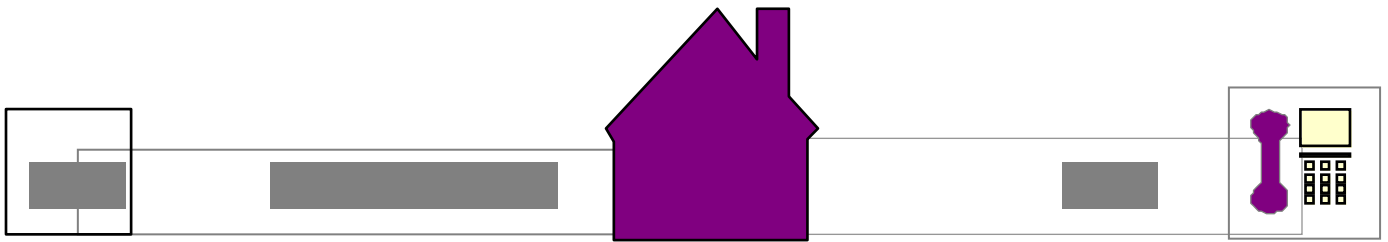




**2010 Continuous Tenant  
Omnibus Survey  
Annual Report**



Housing  
Executive

The Regional Strategic Housing  
Authority for Northern Ireland

# C o n t e n t s

	Page
List of figures .....	3
List of tables in text.....	4
Executive Summary.....	6
<b>Commentary.....</b>	<b>10</b>
<b>1.0 Characteristics of Housing Executive dwellings 2010.....</b>	<b>11</b>
1.1 Housing Executive stock .....	11
<b>2.0 Household characteristics .....</b>	<b>11</b>
2.1 Total population profile .....	11
2.2 Population resident in Housing Executive dwellings .....	11
2.3 Mobility aids .....	11
2.4 Disability/Long-term illness/health problem .....	11
2.5 Ethnic origin .....	12
2.6 Household religion .....	12
2.7 Employment status of Household Reference Person (HRP).....	12
2.8 Household income .....	12
2.9 Household type .....	13
2.10 Home computers/Internet access.....	13
2.11 Potential service delivery via the Internet.....	13
2.12 Potential service delivery via mobile phone .....	14
2.13 Ownership of a bank/building society account .....	14
2.14 Debit/credit card ownership.....	15
2.15 Home contents insurance .....	15
<b>3.0 Housing history and satisfaction with home .....</b>	<b>16</b>
3.1 Length of tenancy.....	16
3.2 Current home .....	16
3.3 Tenants' assessment of size of property.....	16
3.4 Future intentions .....	16
<b>4.0 Tenant contact with the Housing Executive .....</b>	<b>17</b>
4.1 Contact with the Housing Executive.....	17
4.2 Telephone contact number .....	17
4.3 Reason for telephone contact .....	17
4.4 Respondents views of How staff had answered call .....	17
4.4 When was most recent telephone call?.....	17
4.5 Overall satisfaction with telephone service .....	17
4.6 Visiting a Housing Executive office .....	18
4.7 Reason for visit .....	18
4.8 Waiting time .....	18
4.9 Respondents' views of visit to Housing Executive office .....	18
4.10 Office opening hours .....	19
4.11 Satisfaction with visit to Housing Executive office .....	19
4.12 Visits by Housing Executive staff to tenants at home.....	19
4.13 Reason for home visits.....	19
4.14 Satisfaction with home visits .....	19

## Page

<b>5.0 Home repairs .....</b>	<b>20</b>
5.1 Response maintenance .....	20
5.2 Satisfaction with dealing with repair requests .....	20
5.3 Advised when work would be complete .....	20
5.4 Repair completed .....	20
5.5 Repair contractors .....	20
5.6 General satisfaction with repair service .....	21
5.7 Satisfaction with repair service among respondents who had repair completed .....	21
5.8 Satisfaction with quality of home .....	22
5.9 Satisfaction with condition of property .....	22
<b>6.0 Anti-social behaviour/formal complaints procedure .....</b>	<b>23</b>
6.1 Reporting of ASB .....	23
6.2 Action taken by the Housing Executive .....	23
6.3 Outcome of action taken by the Housing Executive .....	23
6.4 Satisfaction of being kept informed .....	23
6.5 Satisfaction with handling of case .....	23
6.6 Reporting incident of ASB to other agencies .....	23
6.7 Formal complaints procedure .....	24
<b>7.0 Housing Executive services .....</b>	<b>25</b>
7.1 Use of Housing Executive services .....	25
7.2 Satisfaction with Housing Executive services .....	25
7.3 Money advice/guidance service .....	25
7.4 Keeping tenants informed .....	26
7.5 Housing Benefit applications .....	26
7.6 Housing Benefit entitlement .....	26
7.7 Housing Benefit recipients .....	26
7.8 Housing Benefit notifications .....	26
7.9 Changes of circumstances affecting Housing Benefit claim .....	27
7.10 Overall satisfaction with Housing Executive services .....	27
7.11 VFM of rent .....	27
<b>8.0 Attitudes to home and estate .....</b>	<b>28</b>
8.1 Perceptions about change in the area .....	28
8.2 Image of area .....	28
<b>9.0 Standards of service delivery .....</b>	<b>29</b>
9.1 Making decisions .....	29
9.2 Rent payments .....	29
9.3 Publishing standards of delivery in Newsletter (Housing News) .....	29
9.4 Views being taken into account by Housing Executive .....	29
9.5 Telephone calls .....	30
9.6 Repairs and improvements .....	30
<b>10.0 Religion and service delivery .....</b>	<b>31</b>
10.1 Religion and Housing Executive services .....	31
10.2 Attitudes to the maintenance service (by household religion) .....	31
10.3 Contact (by household religion) .....	31
10.4 Allocation .....	32
<b>11.0 Client response .....</b>	<b>33</b>
<b>Appendices</b>	
Appendix 1 -Tables .....	35
Appendix 2 - Background to the Survey .....	69
Acknowledgements .....	74

## LIST OF FIGURES

		<b>Page</b>
Figure 1	Age of population resident in Housing Executive dwellings.....	11
Figure 2	Household type .....	13
Figure 3	Contact via text from Housing Executive .....	14
Figure 4	Overall satisfaction with current home (by Area) .....	16
Figure 5	Visiting Housing Executive offices (by Area) 2010/2009 .....	17
Figure 6	Satisfaction with visit to Housing Executive Office (by Area) 2010/2009.....	18
Figure 7	Overall satisfaction with visit by Housing Executive staff (by Area).....	19
Figure 8	General satisfaction with the repair service (by Area) 2010/2008 .....	20
Figure 9	Satisfaction with completed repair by Area.....	21
Figure 10	Satisfaction with Housing Executive services.....	23
Figure 11	Aspects of Money Advice Services .....	23
Figure 12	Overall satisfaction with Housing Executive service.....	25
Figure 13	Perceptions about image of area.....	25
Figure 14	Views being taken into account .....	26
Figure 15	Awareness of standards of service concerning repairs and improvements.....	27
Figure 16	Attitudes to the repair service over the previous 12 months (by religion) .....	27
Figure 17	Overall do you think your home is....?(by religion) .....	28

**LIST OF TABLES IN TEXT**

Table 1	Benefits received by Household Reference Person and Partner.....	12
Table 2	Which website services, respondents would use .....	13
Table 3	Telephone callers' views of staff who answered their call .....	17
Table 4	Waiting time to be attended to by staff in Housing Executive Office.....	18
Table 5	Respondents' perception of visit to Housing Executive office 2010/2009...	18
Table 6	Satisfaction with aspects of repairs service from contractors 2010 -2009 ..	20
Table 7	Respondents who had used Housing Executive services .....	22
Table 8	Awareness of changes of circumstances to be reported to the Housing Executive (respondents in receipt of Housing Benefit).....	24
Table 9	Meeting of Standards concerning rent payments (by Area).....	26
Table 10	Method of contact (by household religion).....	27
Table 11	Satisfaction with contact (by household religion).....	27



## Executive Summary

### 1.0 Introduction

- 1.1 The 2010 Continuous Tenant Omnibus Survey (CTOS) was the seventeenth 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 Areas 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.

### 2.0 Objectives

- To provide a comprehensive socio-economic profile of Housing Executive tenants and their views and attitudes to service provision in 2010 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.

### 3.0 Reporting

- 3.1 Key findings from 2010 were reported to the Housing Executive's Board in May 2011 and, where appropriate, are compared in this report with the 2009 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 sample error table on page 71).
- 3.2 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 Other<sup>1</sup>.
- 3.3 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 numbers<sup>2</sup>.
- 3.4 During 2010, 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.

<sup>1</sup> Other responses include No religion, Refused and Don't know.

<sup>2</sup> Therefore, .5% or higher is rounded up and .4% or below is rounded down.

## Key findings (Main Survey)

### 2.1 Household characteristics

- The average number of people per household was 2.05 (2.12 in 2009).
- Fifty-five per cent (56% in 2009) of people were living in households described as Protestant and almost two-fifths (36%; 37% in 2009) in households described as Catholic; two per cent (also 2% in 2009) described their household as mixed religion (Protestant/Catholic). The remaining respondents (5%) were of another religious affiliation, had no religious affiliation or refused to state the religion of their household.
- Almost one-sixth (15%; 13% in 2009) of people living in Housing Executive dwellings used mobility aids indoors or outdoors.
- Of all households, almost two-fifths (38%; 36% in 2009) had no members who had a health problem. Almost half (49%; 50% in 2009) had at least one member and more than one-tenth (13%; 14% in 2009) had at least two members or more who had a health problem.
- Single person households occupied more than two-fifths (44%; 42% in 2009) of Housing Executive dwellings.

#### **Home computer/Internet access**

- Almost two-fifths (39%; 38% in 2009) of households had a home computer. Of these households, the vast majority (90%; 85% in 2009) had access to the Internet from their home computer. However, of all households, more than one-third (35%; 33% in 2009 and 20% in 2008) had access to the Internet via a computer, a digital television or by another means.
- Regardless of whether or not households had access to the Internet, 18 per cent (also 18% in 2009) of respondents said they would, if they could, access Housing Executive services via the website. If available, the main service they said they would access would be to report a repair (75% of this sub-sample; 80% in 2009).

#### **Mobile phones**

- Of the respondents who had a mobile phone (77%; 75% in 2009), 60 per cent (65% in 2009) used Short Message Service/Text to send and receive messages. Of all mobile phone owners, less than one-fifth (17%; 19% in 2009), said they would, if they could, contact a Housing Executive service via text. The main service that respondents with a mobile phone said they would contact by text was in relation to repairs (90% of this sub-sample; 89% in 2009).
- Of all mobile phone owners (77% of all respondents), three in 10 (30%; 26% in 2009) stated they would allow the Housing Executive to contact them by text about repairs.

#### **Bank/building society account**

- Almost two-thirds (64%; 62% in 2009) of all respondents had a bank/building society current account.
- Almost three-quarters (71%; 72% in 2009) stated that they received full Housing Benefit and therefore did not pay rent, and more than one-tenth (11%; 12% in 2009) paid their rent at a post office.

## 2.2 Contact with the Housing Executive

- More than two-thirds (67%; 65% in 2009) of respondents had tried to contact the Housing Executive by telephone in the 12 months before interview. Of those callers who rang, 91 per cent (88% in 2009) were satisfied with telephoning the Housing Executive.
- One-quarter (25%; 24% in 2009) of respondents had visited a Housing Executive office in the 12 months before interview. The majority (91%; also 91% in 2009) of respondents visiting an office had waited less than 15 minutes to speak to the right person (56% in less than 5 minutes). Overall satisfaction with visiting an office was 92 per cent (85% in 2009).

### Home repairs

- More than two-thirds of all respondents (68%; 66% in 2009) had reported a repair to a Housing Executive office in the 12 months before interview. Of these respondents, 88 per cent (also 88% in 2009) were satisfied with the way staff had dealt with their request.
- More than four-fifths (81%; 78% in 2009) of respondents who had reported a repair said they had been advised when the work would be completed; 83 per cent (also 83% in 2009) of these respondents said the work had been completed within the time they had been advised.
- Of respondents who had reported a repair, more than four-fifths (84%; 82% in 2009) said the repair had been completed by the time of interview. Among these respondents, satisfaction levels were high regarding:
  - ❖ friendliness of staff carrying out the repair (97%);
  - ❖ politeness of staff carrying out the repair (96%);
  - ❖ tidiness of staff carrying out the repair (94%);
  - ❖ speed at which the repair was carried out (90%);
  - ❖ quality of work (88%); and
  - ❖ quality of materials (87%).
- However, overall satisfaction with the repairs service was 75 per cent (also 75% in 2009), less than one-fifth (18%; also 18% in 2009) of respondents were dissatisfied with the repair service and seven per cent were neutral. It would appear that overall satisfaction at 75 per cent would contradict the high levels of satisfaction with specific aspects of the service highlighted above. The difference may be explained by the fact that tenants may be satisfied with some aspects of the service (e.g. politeness, friendliness) but not with all aspects and therefore not with the service as a whole.
- The main reasons for dissatisfaction with the repair service remain similar to previous years, with respondents stating 'poor workmanship' and 'length of time it too to complete the repair'.

### Anti-social behaviour

- A small proportion (7%; 6% in 2009) of all respondents had reported an incident of anti-social behaviour to the Housing Executive within the 12 months before interview.

### 2.3 Formal complaints procedure

More than half (52%; 54% in 2009) of respondents were aware of the Housing Executive's formal complaints procedure. Few respondents (4%; also 4% in 2009) had made a formal complaint.

### 2.4 Housing Benefit

- Almost four-fifths (79%; also 79% in 2009) of respondents said they, or other household member(s), were currently receiving Housing Benefit.
- Similar proportions of respondents said the information provided by the Housing Benefit notification was clear (95%) and understandable (94%) (both 95% in 2009).
- More than half (56%; also 56% in 2009) of Housing Benefit recipients were aware they had the right to have their entitlement reviewed by an independent tribunal.

### 2.5 Standards of service

#### ***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 (94%).
- The Housing Executive will advise you of any entitlement you may have to Housing Benefit (87%).

#### ***Tenant participation and consultation***

- Half (50%; 52% in 2009) of all respondents were very satisfied/satisfied with the opportunities for participation in the management of their estate/area. In addition, almost three-quarters (74%; 70% in 2009) of respondents felt they were very or quite well consulted by the Housing Executive.

#### ***Telephone contact***

- The vast majority (95%; also 95% in 2009) 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.

#### **Housing Executive services overall**

- Overall, the vast majority (88%; 85% in 2009) of respondents were satisfied with the service provided by the Housing Executive.

# Commentary

## 1.0 Characteristics of Housing Executive dwellings 2010

### 1.1 Housing Executive stock

At the beginning of January 2010 the Housing Executive had approximately 88,000 dwellings occupied by tenants (approximately 13% of all occupied properties in Northern Ireland<sup>3</sup>). Almost three-fifths (59%) were houses, 23 per cent were bungalows/cottages and 17 per cent were flats or maisonettes/split levels. Almost half (47%) of Housing Executive properties had three bedrooms and more than one-third (36%) had two bedrooms (*Appendix Table 1.1 and 1.2*).

## 2.0 Household characteristics

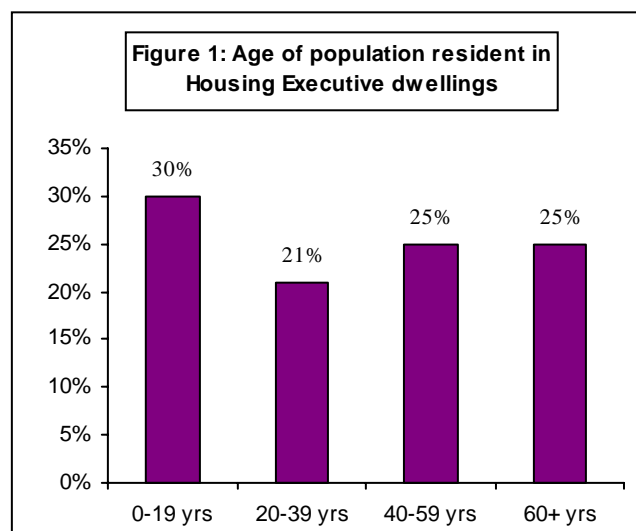
### 2.1 Total population profile

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. 180,500 giving an average household size of 2.05 (2.12 in 2009). This figure continues to be significantly lower than the figure for Northern Ireland's housing stock as a whole (2.51).<sup>4</sup>

Of the total population, 56 per cent were female and 45 per cent were male. Figure 1 shows that almost one-third (30%) of all residents were aged under 20 and 25 per cent were 60 or older (*Appendix Tables 2.1-2.2*).



### 2.3 Mobility aids

The vast majority of the population (85%; 87% in 2009) did not use mobility aids. Nine per cent of respondents said a member of their household used a walking stick (8% in 2009), three per cent said a member used a Zimmer frame and one per cent said a member used crutches (2% and 1% respectively in 2009). As in 2009, one per cent of the population (approximately 2,000 household members residing in approximately 1,000 properties) 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".

<sup>3</sup> Housing Statistics 2009/2010(DSD)

<sup>4</sup> Housing Statistics 2009/2010 (DSD)

Of all households, more than one-third (38%; 36% in 2009) had no members who had a health problem. Almost half (49%; 50% in 2009) of all households had at least one member who had a health problem, more than one-tenth (11%; 12% in 2009) had at least two members with a health problem, with only two per cent (also 2% in 2009) having three household members or more who had a health problem (*Appendix Table 2.4*).

Of all household members, almost two-thirds (63%; 63% in 2009) did not have a health problem or a disability, almost one-fifth (19%; 21% in 2009) of all members did have a health problem, nine per cent (7% in 2009) had a disability and ten per cent (9% in 2009) 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 2009. More than half (55%; 56% in 2009) of all household reference persons described their household as Protestant and almost two-fifths (38%; 37% in 2009) described their household as Catholic (*Appendix Table 2.7*). A further two per cent described their household religion as mixed (Protestant/Catholic). The remaining respondents' (5%) 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 (32%; 30% in 2009) of HRPs were retired from work, 17 per cent were permanently sick/disabled (20% in 2009) and 14 per cent (17% in 2009) were looking after family/home. Almost one-sixth (15%; 16% in 2009) were in employment (8% full-time, 7% part-time and less than 1% self-employed) and 21 per cent (16% in 2009) were unemployed (18% not working long-term and 2% not working short-term) (*Appendix Table 2.8*).

## 2.8 Household income

Overall, almost three-quarters (73%) of respondents provided information on their household income. More than half (51%; 56% in 2009) said they had an annual gross household income of £10,400 or less. A further 16 per cent (15% in 2009) had £10,401 to £15,600 and six per cent (7% in 2009) said they had £15,601 or more (*Appendix Table 2.9*).

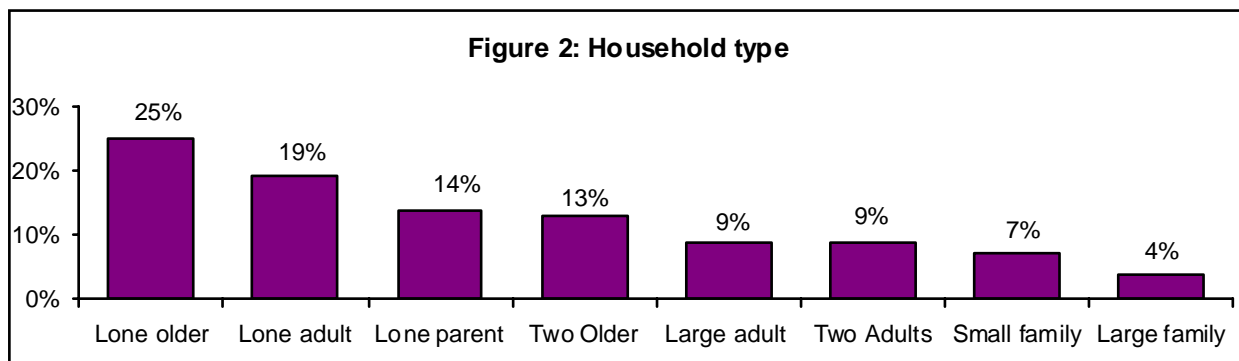
The two main benefits received by HRPs were Housing Benefit (78%; 77% in 2009) and Income Support/Job Seeker's Allowance (39%; 42% in 2009). Table 1 summarises the benefits received by HRPs and their partners (if applicable) (*Appendix Table 2.10 and 2.11*).

**Table 1: Percentage of benefits received by HRP and Partner 2010**

Benefits received:	HRP (%)	Partner (%)
Housing Benefit	78	23
Income Support/Jobseeker's Allowance	39	17
A Disability Benefit (including Incapacity Benefit)	37	29
State Retirement Pension	34	30
Child Benefit	26	15
Pensions Credit	21	8
Childs Tax Credit	18	9
Incapacity Benefit	15	9
Working Tax Credit	7	4
Other	7	6

## 2.9 Household type

More than two-fifths (44%; 42% in 2009) of HRP's lived in lone older (25%; also 25% in 2009) and lone adult households (19%; 18% in 2009) (*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 2010 almost two-fifths (39%; 38% in 2009; 32% in 2008) of respondents owned a home computer that was in use at the time of interview. Of those who had a home computer, nine in every ten (90%; 85% in 2009; 80% in 2008) said their household had access to the Internet. However, more than one-third (35%; 33% in 2009; 26% in 2008) of all respondents said 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-third (34%; 28% in 2009) were aware that the Housing Executive has a website (*Appendix Table 2.14*). Of these respondents, more than one-fifth (22%; 20% in 2009) had visited the Housing Executive's web site (*Appendix Table 2.15*).

## 2.11 Potential service delivery via the Internet

Almost one-fifth (18%; also 18% in 2009) of all respondents said that, if they could, they would access Housing Executive services via the website. However, the majority (80%; 81% in 2009) said they would not do so (*Appendix Table 2.16*).

Respondents who said they would potentially access services via the website were asked, if available, which services they would use. The main service area respondents stated they would access was to report a repair (75%; 80% in 2009), followed by seeking general information/advice (60%; 51% in 2009). Other service areas which respondents said they would access via the website are detailed in Table 2 below (*Appendix Table 2.17*).

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

Web service:	2010
Repairs	75
General information/Advice	60
Planned schemes	37
Anti-social behaviour, including neighbour problems	37
Housing Benefit	35
Look up rent account	33
Buying your home	21
Grounds maintenance	21
Query regarding existing transfer/exchange application	20
First application for a transfer/exchange	19
Allocations, including on behalf of someone else	14

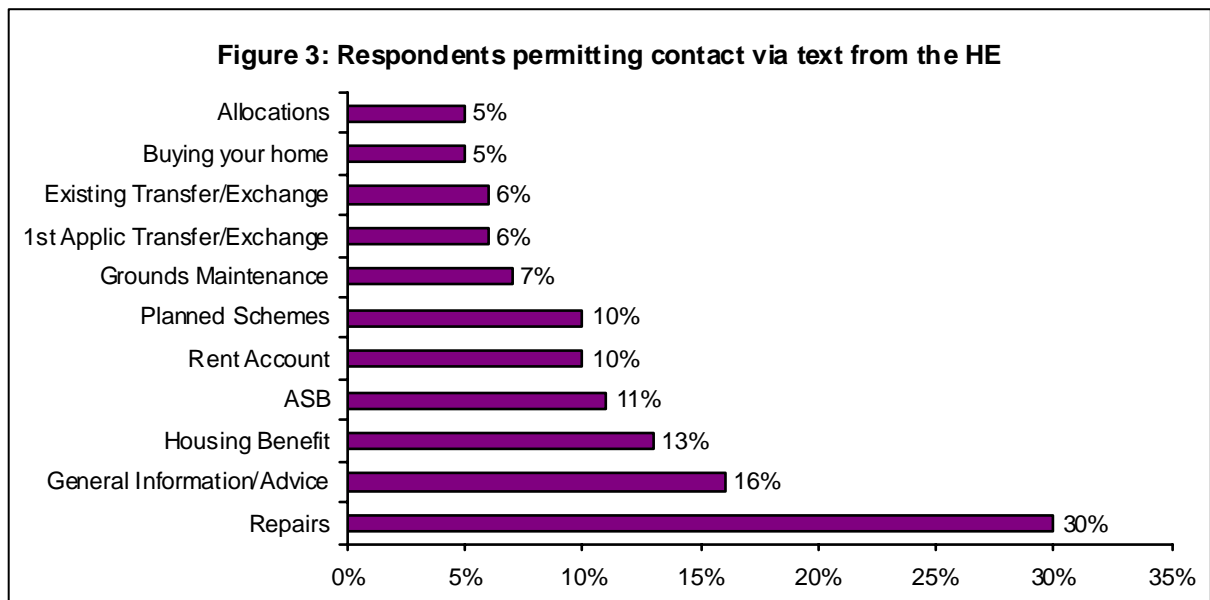
## 2.12 Potential service delivery via mobile phone

More than three-quarters (77%; 75% in 2009) of all respondents had a mobile phone. Of these respondents, 60 per cent (65% in 2009) stated that 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, whether they would use text to contact a Housing Executive service. Slightly less than one-fifth (17%; 19% in 2009) of respondents said they would contact a Housing Executive service via text, 82 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 (90%; 89% in 2009) (*Appendix Table 2.21*). Almost two-fifths said it would be in relation to general information/advice (38%). One-third or less of respondents stated they would text regarding:

- ❖ Housing Benefit (33%)
- ❖ Anti-social behaviour (26%)
- ❖ Rent account (26%)
- ❖ Planned schemes (23%)
- ❖ Grounds maintenance (15%)
- ❖ An existing transfer/exchange (14%)
- ❖ Transfer/exchange (13%)
- ❖ Buying your home (12%)
- ❖ Allocations (10%)

Almost one-third (30%; 26% in 2009) 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 (16%), Housing Benefit (13%), anti social behaviour (11%), planned schemes (10%) and/or rent account (10%) (*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.

Less than two-thirds (64%; 62% in 2009) of all respondents had a bank or building society account, more than one-third (36%; 37% in 2009) 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 (71%; 72% in 2009) of respondents were in receipt of full Housing Benefit and therefore did not pay rent. More than one-tenth paid their rent at a post office (11%; 12% in 2009) or at a pay point/zone (11%; 9% in 2009). Four per cent paid their rent by standing order (6% in 2009). A small percentage (3%) 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 (29%), the vast majority (97%) 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. More than two-fifths (47%; 48% in 2009) of respondents did not currently have either a debit or credit card, more than two-fifths (41%; 39% in 2009) owned a debit/switch card, almost one-tenth (8%; 10% in 2009) owned both a debit and credit card and three per cent (also 3% in 2009) owned only a credit card (*Appendix Table 2.26*).

Regardless of debit/credit card ownership, the majority of respondents who paid rent said they would not consider paying their rent via a debit card (85%; 85% in 2009) or a credit card (98%; 97% in 2009) (*Appendix Table 2.27*).

## **2.15 Home contents insurance**

One-quarter (25%) of all respondents reported that the contents of their home were insured. However, the majority (73%) of respondents reported that the contents of their home were not insured and 2 per cent did not know (*Appendix Table 2.28*).

One-tenth (10%) 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%; 63% in 2009) 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**

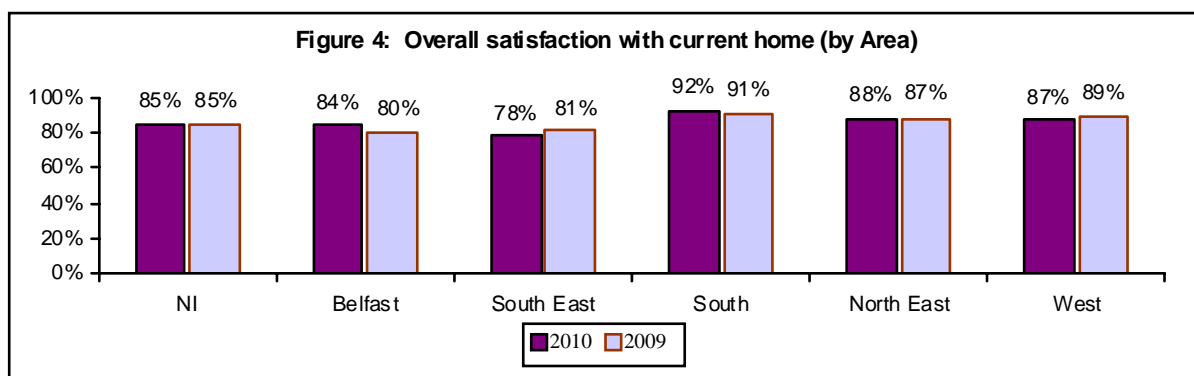
Almost three-quarters (72%; 70% in 2009) of respondents had been allocated their current property more than five years previously (*Appendix Table 3.2*).

- **Satisfaction with Housing Executive finding accommodation**

Of the eight per cent (8% in 2009) of respondents who had been allocated their accommodation in the year before interview, more than four-fifths (85%; 82% in 2009) were satisfied with the Housing Executive finding their accommodation (*Appendix Table 3.3*).

- **Overall satisfaction with current home**

More than four-fifths (85%; 84% 2009) of respondents were very satisfied/satisfied with their current home, five per cent were neutral and nine per cent were dissatisfied/very dissatisfied (*Figure 4; Appendix Table 3.4*). Comparison by Area showed 92 per cent in the South compared to 78 per cent in the South East were very satisfied/satisfied with their current home.



#### 3.3 Tenants' assessment of size of property

The majority (82%; also 82% in 2009) of respondents said their home was just the right size, 15 per cent (16% in 2009) said it was too small and three per cent (also 3% in 2009) said it was too big (*Appendix Table 3.5*).

#### 3.4 Future intentions

In 2010, 95 per cent (95% in 2009) of respondents said they intended to remain as tenants for the next five years. Two per cent of respondents (3% in 2009 and 4% in 2008) 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 3.6*).

Further analysis was carried out on those respondents who intended to either purchase a Housing Executive property or purchase in the owner occupied sector. Of all respondents who intended to become owner-occupiers (3%), more than one-tenth (16%; 11% in 2009) said they thought they would buy within the next 12 months, 36 per cent (39% in 2009) thought they would do so within the next one to three years and a further 34 per cent (29% in 2009) intended to purchase some time after three years (*Appendix Table 3.7*).

## 4.0 Tenant contact with the Housing Executive

### 4.1 Contact with the Housing Executive

More than two-thirds (67%; 65% in 2009) of all respondents had contacted the Housing Executive by telephone in the 12 months before interview (*Appendix Table 4.1*).

### 4.2 Telephone contact number

Respondents were given a show card listing the Housing Executive's contact numbers at that time, and asked which of the numbers they had rung. More than one-fifth (22%) of respondents said they did not know which telephone number they had last rung. One-fifth (20%) had rung the main telephone number (03448920900), 51 per cent had rung the main repair number (03448920901) and two per cent said they had used the main Housing Benefit number (03448920902). Five per cent of respondents had rung another telephone number (e.g. direct dial) (*Appendix Table 4.2*).

### 4.3 Reason for telephone contact

Respondents were asked to state the main reason for their most recent telephone call to the Housing Executive. The main reason given by respondents was repairs (84%), with much smaller proportions reporting rent accounting (2%) and Housing Benefit (2%) (*Appendix Table 4.3*).

The vast majority (97%) of respondents who had telephoned the Housing Executive in the 12 months before interview said their call had got through (*Appendix Table 4.4*).

### 4.4 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 about their telephone contact. Table 3 summarises the responses on how staff had dealt with respondents' query (*Appendix Table 4.5a-h*).

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

Staff were:	Yes (%)
Easy to understand	98
Polite	98
Friendly	97
Patient	94
Knowledgeable	94
Not interested/off hand	6
In a hurry/rushed	5
Rude	2

### 4.4 When was most recent telephone call?

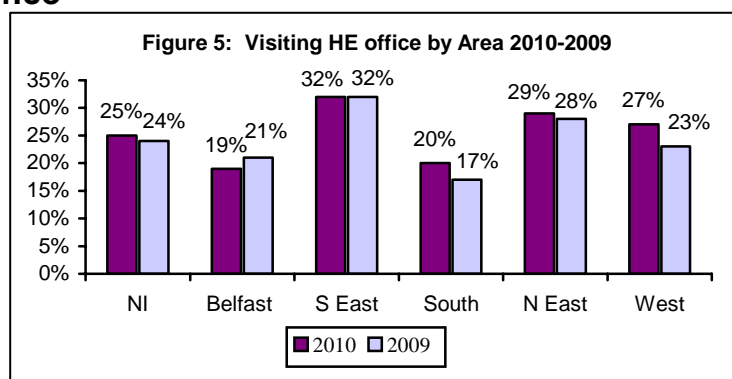
Of callers who spoke to a member of staff, 29 per cent had telephoned within the previous month and a further 27 per cent had telephoned more than one month, but less than three months previously. One-fifth (20%) of callers said they had rung more than three months, but less than six months previously and more than one-fifth (23%) said they had rung six months or more prior to interview (*Appendix Table 4.6*).

### 4.5 Overall satisfaction with telephone service

Slightly more than nine out of every ten respondents (91%) were very satisfied/satisfied with telephoning the Housing Executive within the 12 months before interview (*Appendix Table 4.7*). By Area, overall satisfaction was highest in the South and West (93% equally) and lowest in the South East (87%).

#### 4.6 Visiting a Housing Executive office

Analysis of findings shows that one-quarter (25%; 24% in 2009) of respondents had visited a Housing Executive office in the 12 months before interview (*Figure 5; Appendix Table 4.8*). By Area, the South East had the highest proportion of respondents calling at a Housing Executive office (32%) and Belfast had the lowest (19%).



#### 4.7 Reason for visit

Slightly more than two-fifths (42%) of respondents had called at a Housing Executive office to report a repair request. Twelve per cent had called regarding Housing Benefit and 9% regarding their rent account (*Appendix Table 4.9*).

#### 4.8 Waiting time

Respondents who had visited a Housing Executive office were asked how long, on their most recent visit, they had had to wait before being attended to by counter staff. Table 4 shows that the vast majority (91%; also 91% in 2009) of respondents had waited less than 15 minutes (56% 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 (83%) (*Appendix Table 4.10*).

**Table 4: 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	83	88	99	91	97
15 to 30 minutes	6	12	8	0	4	2
More than 30 minutes	3	5	2	0	4	1
Don't know	1	0	2	1	1	1

#### 4.9 Respondents' views of visit to Housing Executive office

Respondents who had visited a Housing Executive office in the year before interview (25% 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 5 are for the most part similar to those of 2009 (*Appendix Table 4.11a – 4.11k*).

**Table 5: Respondents' perceptions of their visit to a Housing Executive office 2010/2009  
(respondents who had visited an office) (%)**

	Strongly agree/Agree	
	2010	2009
The office is easy to get to	95	92
The staff are polite	92	92
The staff are friendly	91	91
You always feel you can ask questions	91	90
The staff are helpful	88	88
The staff appear to have time for me	87	87
The staff seem very knowledgeable	84	82
You rarely have to wait to be seen	77	76
You are given the name of the person who deals with you	70	71
You cannot be overheard when you are being dealt with	47	45
You are usually seen by the same person each time	28	31

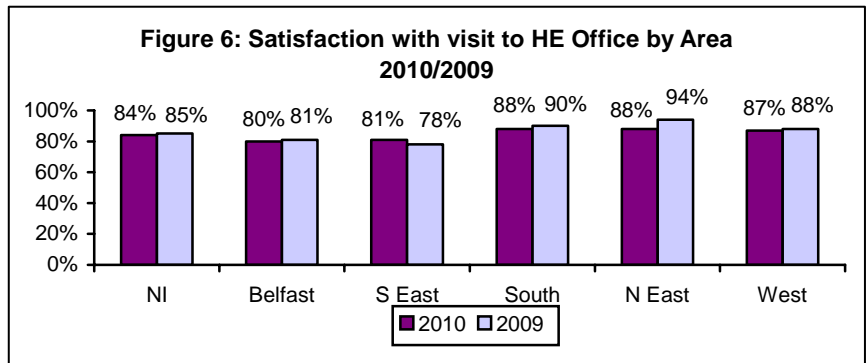
### 4.10 Office opening hours

The vast majority (92%) of respondents who had visited a Housing Executive office were very satisfied/satisfied with the opening hours. Similar proportions were neutral (5%) and dissatisfied (3%) with the opening hours of the office they had visited (*Appendix Table 4.12*).

### 4.11 Satisfaction with visit to Housing Executive office

In 2010, 84 per cent of respondents were satisfied with their visit to a Housing Executive office, compared to 85 per cent in 2009. A small proportion (5%) of respondents were neutral and 11 per cent were dissatisfied

(*Appendix Table 4.13*).



Satisfaction by Area ranged from 88 per cent in the North East and South to 80 per cent in Belfast (*Figure 6*).

### 4.12 Visits by Housing Executive staff to tenants at home

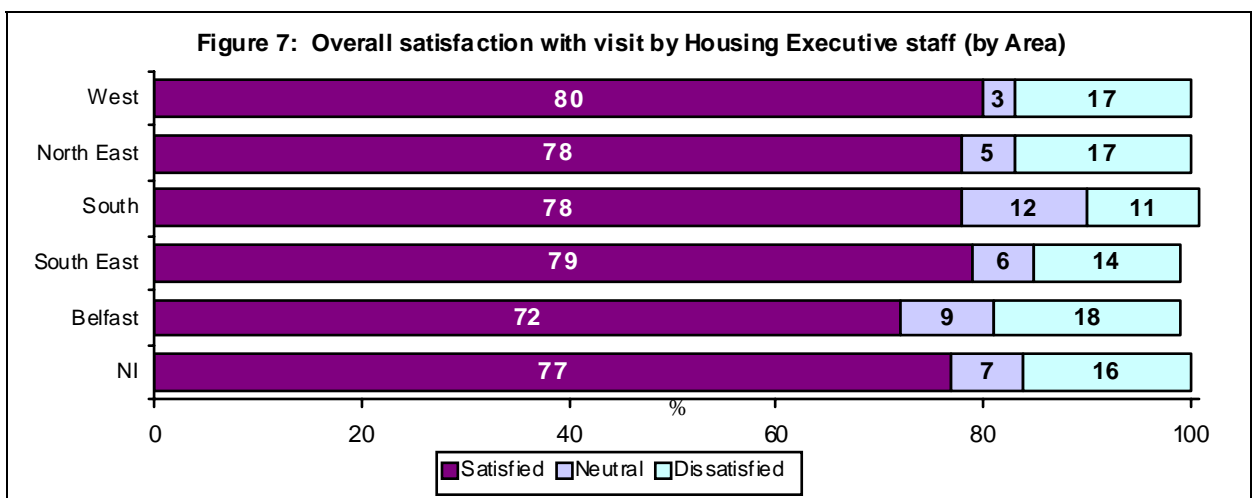
Less than one-quarter (21%; 25% in 2009) of respondents had received a visit from a member of the Housing Executive’s staff (excluding workmen, contractors, labourers etc) during the 12 months before interview (*Appendix Table 4.14*). More than one-quarter (27%) of respondents living in the Belfast Area had received a visit from a member of staff, compared to 17 per cent in the South Area.

### 4.13 Reason for home visits

The predominant reason for home visits was in relation to repairs (50%), followed by planned schemes (10%) (*Appendix Table 4.15*).

### 4.14 Satisfaction with home visits

More than three-quarters (77%; 81% in 2009) of respondents who had received a home visit were very satisfied/satisfied. Approximately one-sixth (16%; 12% in 2009) were dissatisfied/very dissatisfied and seven per cent were neutral. By Area, satisfaction was highest in the West (80%) and lowest in Belfast (72%) (*Figure 7; Appendix Table 4.16*).



## 5.0 Home repairs

### 5.1 Response maintenance

In the 12 months before interview, more than two-thirds (68%; 66% in 2009) 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%; 88% in 2009) 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 eight per cent were dissatisfied. By Area, satisfaction levels were high in the West (92%), South (91%), Belfast (89%), North East (88%), and lowest in the South East (both 82%) (*Appendix Table 5.2*)

### 5.3 Advised when work would be complete

More than four-fifths (81%) of respondents reporting a repair were advised when the work would be completed (*Appendix Table 5.3*). Of these respondents, more than four-fifths (83%) reported that the work had been completed within the time they were advised (*Appendix Table 5.4*).

### 5.4 Repair completed

More than four-fifths (84%; 82% in 2009) 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 (88%) and lowest in the South East (81%) (*Appendix Table 5.5*).

### 5.5 Repair contractors

Only those respondents who had had a repair completed at the time of interview (84% of the total) were asked questions relating to specific aspects of the repair service, with the majority reporting high levels of satisfaction. Table 6 shows respondents' satisfaction levels with aspects of the repair service compared to 2009 (*Appendix Tables 5.6a – 5.6f*).

**Table 6: Respondents' satisfaction with various aspects of service received from repair contractors 2010/2009 (%)**

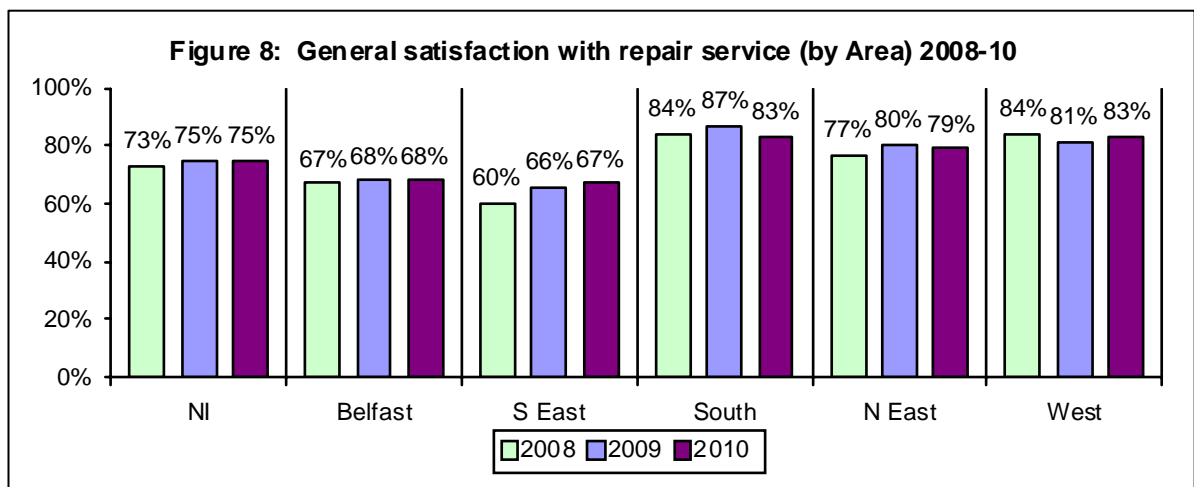
	2010	2009
Friendliness	97	97
Politeness	96	97
Tidiness	94	95
Speed	90	92
Quality of work	88	87
Quality of materials	87	85

Of the respondents who were dissatisfied with aspects of the repair work carried out, more than half (56%; 53% in 2009) had not felt the need to make a complaint; more than one quarter (27%; 33% in 2009) had made a complaint to the Housing Executive; seven per cent (5% in 2009) had complained to the contractor and ten per cent (7% in 2009) 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 2010 (68% of all respondents), three-quarters (75%; 75% in 2009) were satisfied with the way the Housing Executive deals with repairs. This indicates that in 2010, overall tenant satisfaction with the repair service remained the same as 2009 but higher than in 2008 (73%). However, the figure of 75 per cent would still appear to contradict the high levels of satisfaction with specific aspects of the service (see Table 6 above). The difference may be explained by the fact that tenants may be satisfied with some aspects of the service (e.g. friendliness, politeness) but not with all aspects and therefore not with the service as a whole.

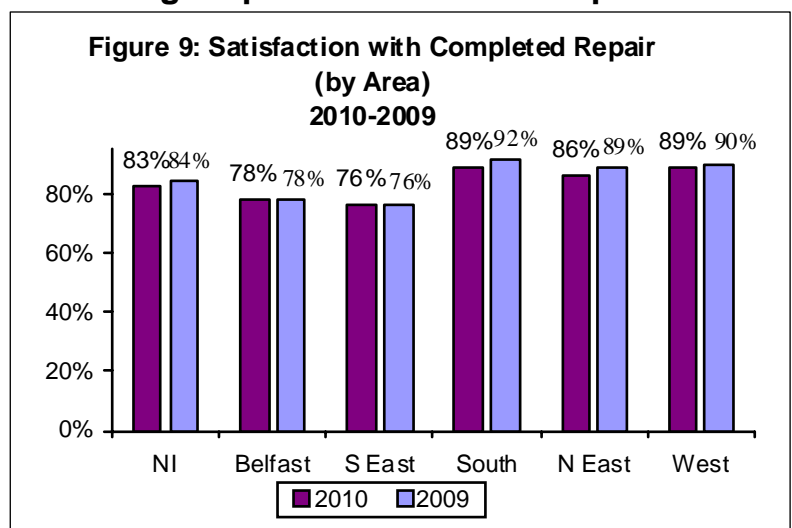
By Area, more than four-fifths of respondents in the South (83%) were satisfied compared to more than two-thirds (67%) of respondents in the South East (*Figure 8; Appendix Table 5.8*). Overall satisfaction with the repair service for the last three years of the CTOS at Northern Ireland and Housing Executive Area levels is highlighted in Figure 9.



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 Satisfaction with repair service among respondents who had repair completed

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 (83%; 84% in 2009) were satisfied with the Housing Executive’s repair service; more than one-tenth (11%; 10% in 2009) were dissatisfied and six per cent (6% in 2009) were neither satisfied nor dissatisfied (*Figure 9; 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 Satisfaction with quality of home**

More than four-fifths (86%) of all respondents were satisfied with the quality of their home; five per cent were neutral and nine per cent were dissatisfied (*Appendix Table 5.10*). By Area, satisfaction with the quality of respondents home was highest in the South (91%) and lowest in the South East (81%).

### **5.9 Satisfaction with condition of property**

Similarly, more than four-fifths (84%) of respondents stated they were satisfied with the general condition of the property; six per cent were neutral and ten per cent were dissatisfied (*Appendix Table 5.11*). Satisfaction with condition of respondents' property was highest in the South (88%) and lowest in the South East (79%).

## 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 (7%; 6% in 2009) 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 half (54%; 41% in 2009) had done so approximately six months or more prior to interview and 28 per cent (44% in 2009) had reported an incident of ASB approximately four weeks to less than six months prior to interview. Less than one-fifth (19%; 16% in 2009) 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 (7% of all respondents), more than two-thirds (69%) said the Housing Executive had acknowledged that the ASB incident would be investigated (*Appendix Table 6.3*). Of these respondents, 65 per cent said the Housing Executive had 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, almost two-fifths (39%) of respondents reported that the ASB had continued at the same level and almost half (48%) had reported that the ASB had ceased/lessened. Less than one-tenth (7%) reported that the ASB had increased as a result of any action taken by the Housing Executive. Six per cent of respondents could not comment if action taken by the Housing Executive had 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 (37%) 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 (42%) of respondents were dissatisfied and 22 per cent were neutral (*Appendix Table 6.6*).

### 6.5 Satisfaction with handling of case

Similar proportions of respondents were satisfied (38%) and dissatisfied (40%) with the way the Housing Executive had handled, or was handling, their case. The remaining respondents (23%) 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%; 7% in 2009) had reported an incident of ASB to an agency other than the Housing Executive in the previous 12 months. Of these respondents, most (85%; 83% in 2009) had done so to the PSNI. Less than one-tenth (7%; 12% in 2009) had reported an incident to their local council and similarly less than one-tenth (7%; 10% in 2009) had reported an incident to another agency (*Appendix Tables 6.8 & 6.9*).

## 6.7 Formal complaints procedure

More than half (52%; 54% in 2009) of all respondents were aware that the Housing Executive has a formal complaints procedure (*Appendix Table 6.10*). Four per cent (4% in 2009) 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 7 summarises the percentages of respondents who had used these services (*Appendix Table 7.1a- 7.1d*).

**Table 7: Respondents who had used Housing Executive services (%)**

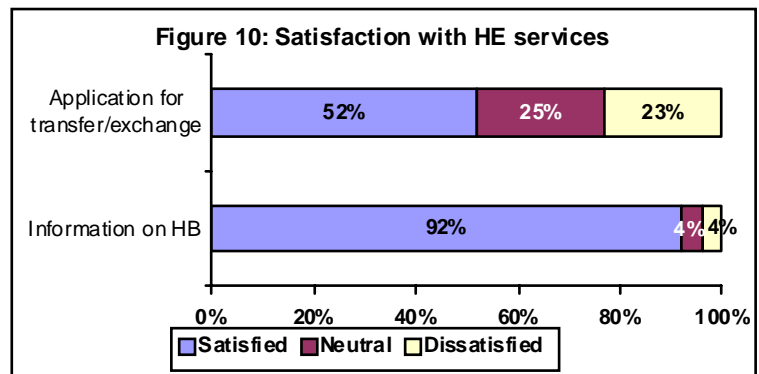
	%					
	NI	Belfast	S East	South	N East	West
Information about Housing Benefit	25	13	39	11	35	24
Applying for HE transfer/exchange	11	14	13	8	10	8
Applying to buy your home	2	1	2	1	2	2
General Housing Advice	2	1	4	1	2	3

### 7.2 Satisfaction with Housing Executive services

The vast majority (92%; 93% in 2009) of respondents who had sought information about Housing Benefit were satisfied with the service they had received (*Figure 10; Appendix Table 7.2a*).

Of the respondents who had applied for a Housing Executive transfer/exchange (11% of all respondents), more than half (52%; 58% in 2009) were satisfied with the service and less than one-quarter (23%; 25% in 2009) were dissatisfied. One-quarter (25%; 17% in 2009) were neutral (*Appendix Table 7.2b*).

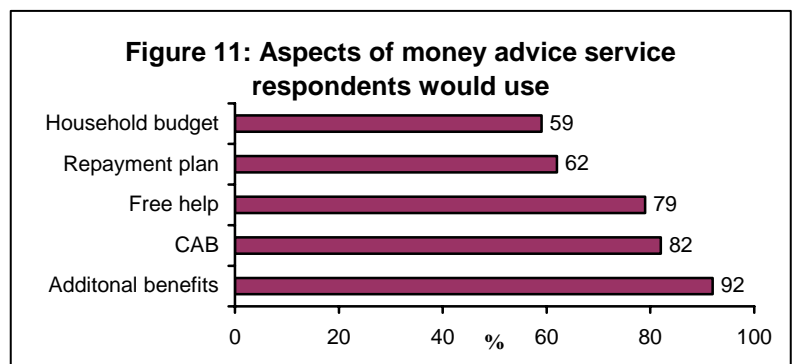
Figures are not included in the report for satisfaction with the services provided for respondents on applying to buy their home or seeking general housing advice, as the sub-groups were too small to report.



### 7.3 Money advice/guidance service

The Housing Executive is keen to support tenants in ensuring they meet rental payments. In 2009 the Housing Executive re-launched its money advice/guidance service. To measure tenants' interest in the service, new questions were introduced in the 2010 CTOS questionnaire.

Of all respondents, less than one-fifth (18%) reported they would be interested in using a money advice/guidance service (*Appendix Table 7.3*). By Area, interest in the service was highest in the South (22%) and lowest in the N East (12%).



Respondents who said they would be interested in money advice were asked if they would be interested in a number of aspects of the proposed service. A high percentage of respondents were interested in information on any additional benefit they may be entitled to (92%); a priority referral to the Citizens Advice Bureau (82%); information on any other sources of free help, if in debt (79%). More than three-fifths (62%) of respondents were interested in how to agree a reasonable repayment to clear an arrear and slightly fewer (59%) were interested in how to create a household budget (*Figure 11; Appendix Table 7.4*).

#### **7.4 Keeping tenants informed**

Respondents were asked how good or poor they thought the Housing Executive was at keeping them informed about things that might affect them as a tenant. Almost four-fifths (78%) of respondents thought that the Housing Executive were good at keeping them informed, less than one-tenth (9%) thought the HE were poor and more than one-tenth (13%) said neither (*Appendix Table 7.5*).

Given a list of key services provided by the Housing Executive, respondents were asked to consider which they considered to be the three most important. On selecting a specific service as their first choice, this service was omitted from their second and third choices. Almost one-third (32%) of respondents considered the repairs and maintenance service to be their first most important service, followed by less than one-third (30%) who then selected the service as their second most important service. Approx. one-sixth (16%) of respondents considered keeping tenants informed to be their third choice (*Appendix Tables 7.6a-7.6c*).

#### **7.5 Housing Benefit applications**

Almost two-fifths (38%; also 38% in 2009) of respondents stated that they, or another member of their household had applied for Housing Benefit within the 12 months before interview (*Appendix Table 7.7*).

Of these:

- slightly less than three-quarters (79%; 74% in 2009) of applicants had found the Housing Benefit form easy to complete;
- almost three-quarters (71%; 64% in 2009) 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 7.8 and 7.9*).

#### **7.6 Housing Benefit entitlement**

The majority (85%) of all respondents were aware that someone working on a low income may be entitled to Housing Benefit (*Appendix Table 7.10*).

#### **7.7 Housing Benefit recipients**

Of all respondents, almost four-fifths (79%; also 79% in 2009) 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 (84%; 85% in 2009) and South Areas (82%; 79% in 2009), compared to Belfast (79%; 82% in 2009), North East (78%; 80% in 2009), and South East Areas (74%; 71% in 2009) (*Appendix Table 7.11*).

#### **7.8 Housing Benefit notifications**

Respondents whose households were receiving Housing Benefit were asked about the information provided by the Housing Executive's notifications. Similar high proportions said the notification was clear (95%) and understandable (94%) (*Appendix Tables 7.12 and 7.13*).

More than half (56%; also 56% in 2009) 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 7.14*).

**7.9 Changes of circumstances affecting Housing Benefit claim**

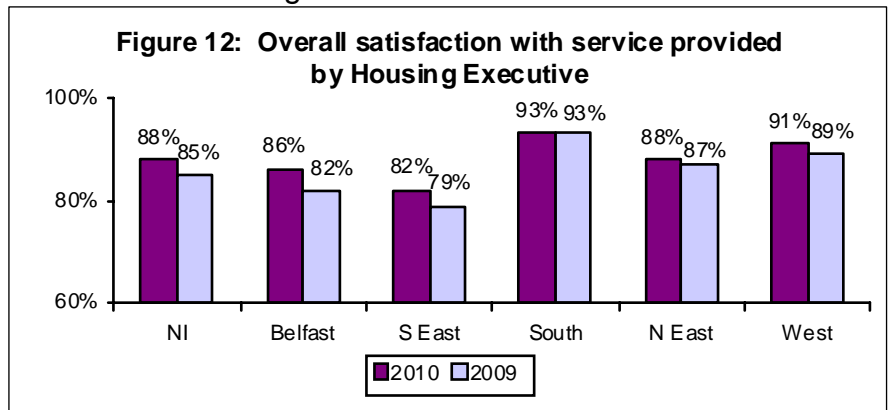
Respondents whose households were receiving Housing Benefit were asked if they were aware that they were required to advise the Housing Executive of certain changes in their circumstances which could affect their entitlement (*Appendix Tables 7.15a-7.15d*). Table 8 summarises their responses.

**Table 8: Awareness of changes of circumstances that should be reported to the Housing Executive (respondents in receipt of Housing Benefit) (%)**

	2010	2009
Non-dependants joining the household	99	98
Non-dependants leaving the household	99	98
Income changes	99	98
Partner changes	99	98

**7.10 Overall satisfaction with Housing Executive services**

Respondents' overall satisfaction with Housing Executive services was similar to last year. More than four-fifths (88%) of respondents were satisfied with Housing Executive services, a further seven per cent were neutral and six per cent were dissatisfied (*Figure 12; Appendix Table 7.16*).



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'.

**7.11 VFM of rent**

The vast majority (86%) of respondents thought their rent was value for money and less than one-tenth (6%) did not consider it value for money (*Appendix Table 7.17*).

## 8.0 Attitudes to home and estate

### 8.1 Neighbourhood as a place to live

The majority (90%) of respondents reported they were very satisfied/fairly satisfied with their neighbourhood as a place to live. Six percent of respondents reported they were fairly dissatisfied/very dissatisfied with their neighbourhood as a place to live and four percent were neutral (*Appendix Table 8.1*).

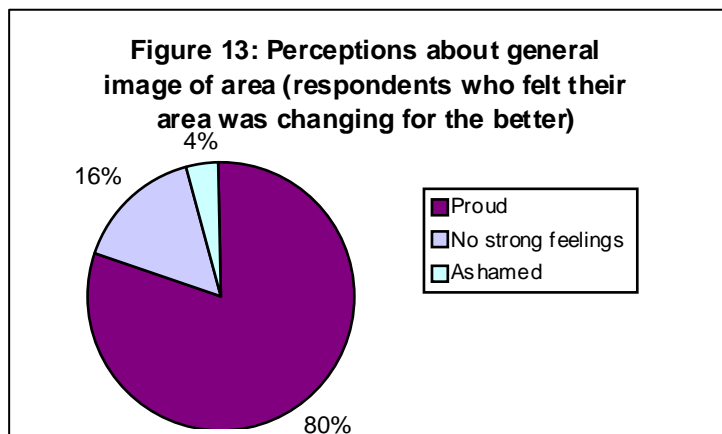
### 8.2 Perceptions about change in the area

The largest proportion (65%; 68% in 2009) of respondents thought their area was not really changing, more than one-fifth (23%; 20% in 2009) thought it was changing for the better and one-tenth (10%; 9% in 2009) thought it was changing for the worse (*Appendix Table 8.1a*). A small proportion (2%; 3% in 2009) of respondents did not know whether or not their area was changing.

### 8.3 Image of area

Three-quarters (75%; 74% in 2009) of respondents said they were proud/fairly proud of their area, less than one-fifth (17%) had no strong feelings and less than one-tenth (8%) said they felt slightly ashamed/ashamed (*Appendix Table 8.1b*). Variation by Area ranged from 80 per cent of respondents in the North East, West and South to 74 per cent in South East and 66 per cent in Belfast who felt pride in their area.

Of those respondents who felt their area was changing for the better (23% of all respondents), four-fifths (80%; 77% in 2009) were also proud of their area. Conversely, of those who felt their area was changing for the worse (10% of all respondents), two-fifths (40%; 40% in 2009) felt proud/fairly proud and almost one-quarter (24%; 28% in 2009) had no strong feelings; 36 per cent (32% in 2009) were ashamed of their area (*Figure 13; Appendix Table 8.2*).



## 9.0 Standards of service delivery

### 9.1 Making decisions

Almost one-fifth (19%; 12% in 2009) of respondents said they had asked the Housing Executive about a decision affecting them (*Appendix Table 9.1*). Of these respondents, almost three-quarters (74%; 68% in 2009) 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 9 shows the proportions of respondents who said these standards had been met (*Appendix Table 9.3*).

**Table 9: 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	88	98	98	97	97
The Housing Executive will give you 4 weeks' written notice of any rent increase	94	87	97	98	97	96
The Housing Executive will advise you of any entitlement you may have to Housing Benefit	87	93	79	91	85	86

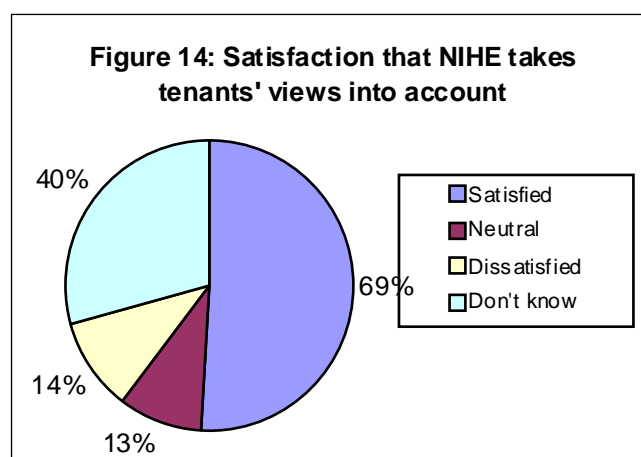
### 9.3 Publishing standards of delivery in Newsletter (Housing News)

The majority of respondents (88%; 85% in 2009) 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 Views being taken into account by Housing Executive

The Housing Executive gives a commitment to consult with tenants about any major changes to their home or surrounding area. More than two-thirds (69%) of respondents were satisfied that the Housing Executive takes their views into account; similar proportions were dissatisfied (14%) or neutral (13%) and the remainder (4%) did not know (*Figure 14; Appendix Table 9.5*).

Almost three-quarters (74%; 70% in 2009) of 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 84 per cent and lowest in the South East at 68 per cent.



### 9.5 Telephone calls

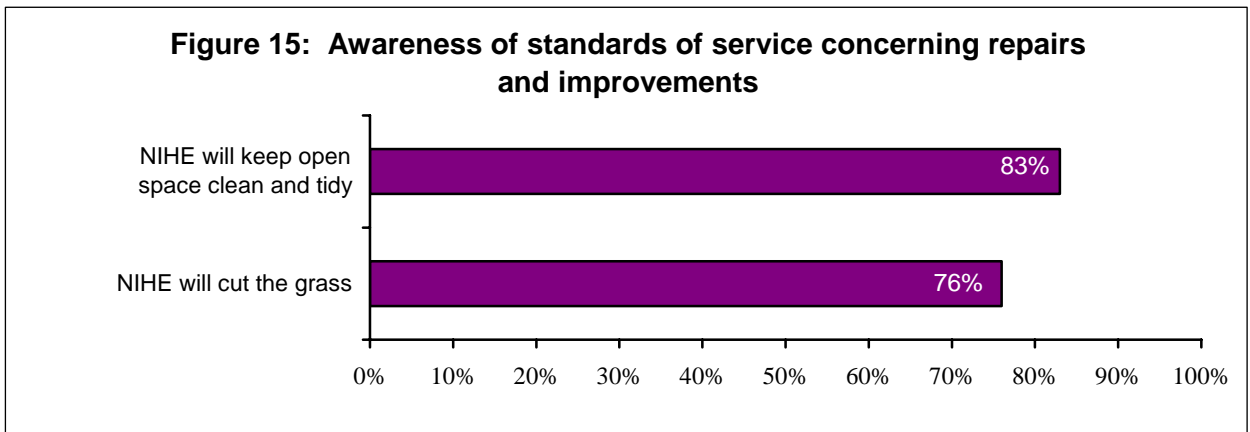
Of those respondents who had telephoned a Housing Executive office; (*Appendix Tables 9.7a-9.7c*):

- 96 per cent said their phone call had been answered promptly,
- 95 per cent said the member of staff they had spoken to had dealt with them in a courteous manner,
- 66 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 (76%).
- The Housing Executive will keep the open spaces in the estates clean and tidy (83%).



## 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.

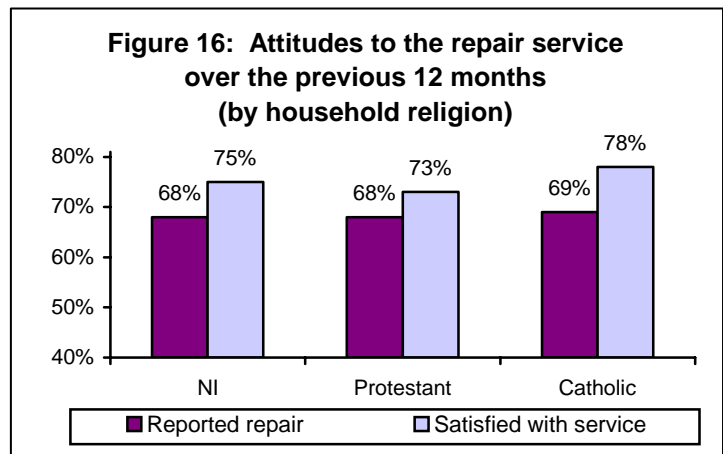
The CTOS provides an important source of information on equality in to the delivery of Housing Executive services. However, the analysis in this report is restricted to the two main religious groups (i.e. Protestant and Catholic), because the other responses<sup>5</sup> were selected by too few respondents (7%) to produce valid results.

Respondents were asked to state 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 (69% and 68% 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 proportion of Catholics (78%) than Protestants (73%) reported satisfaction with the way the Housing Executive deals with repairs (*Appendix Table 5.8*).



### 10.3 Contact (by household religion)

Telephone contact during the 12 months before interview was similar between the two main religious groups with more than two-thirds (69%) of Protestant respondents and two-thirds (66%) of Catholic respondents having telephoned a Housing Executive office (*Appendix Table 4.1*).

Comparison of the two religions also showed little variation in the proportions of respondents visiting a Housing Executive office or staff visiting respondents in their own home (*Table 10; Appendix Tables 4.10 and 4.16*).

**Table 10: Method of contact (by household religion)**

Method of contact	%		
	NI	Protestant	Catholic
Telephone	67	69	66
Visit to District Office	25	25	25
Visited by Housing Executive staff	21	19	23

<sup>5</sup> Other responses included Mixed Protestant/Catholic and Other (No religion, Refusal and Don't know).

Table 11 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 (*Appendix Tables 4.9, 4.15 and 4.18*).

**Table 11: Satisfaction with contact (by household religion)**

Method of Contact and Religion		%		
		Satisfied	Neither	Dissatisfied
Telephone:	Protestant	89	5	6
	Catholic	93	3	4
Visits to office:	Protestant	85	5	11
	Catholic	83	6	11
Visited by staff:	Protestant	78	7	15
	Catholic	76	9	15

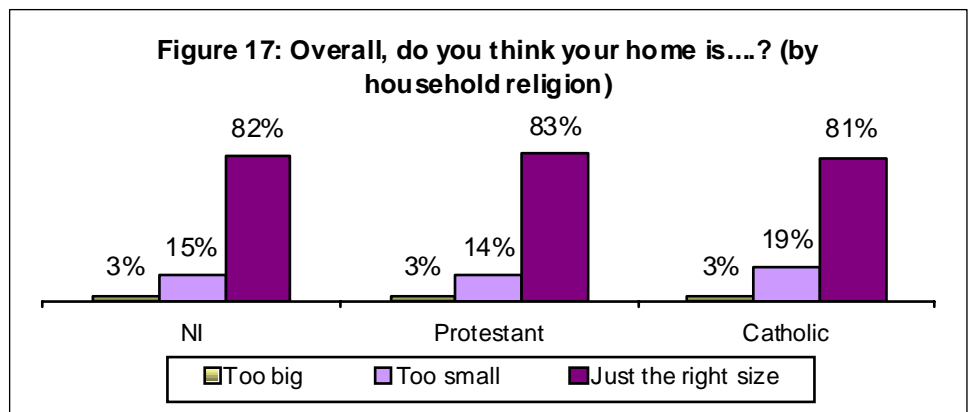
**10.4 Allocation**

A slightly higher proportion of Protestants (9%) than Catholics (6%) had been allocated their property in the year before interview (*Appendix Table 3.2*).

Similar proportions of Catholics and Protestants (87% and 85% respectively) were satisfied with their property (*Appendix Table 3.4*).

A slightly higher proportion of Protestant respondents (83%) than Catholic respondents (81%) thought their home was just the right size

(81%) thought their home was just the right size (*Figure 17; Appendix Table 3.5*).



*The Survey is the Housing Executive's main source of information on customer satisfaction, attitudes to living in public housing and, importantly, the social, economic and demographic profile of tenants. As the main recipient of the data, the Client Response has been provided by the Housing & Regeneration Division.*

## **11.0 Client response**

- 11.1** The Survey is the Housing Executive's main source of information on customer satisfaction, attitudes to living in public housing and, importantly, the social, economic and demographic profile of tenants. As the main recipients of the data, the client response is sought from the Housing & Regeneration Division.
- 11.2** The Continuous Tenant Omnibus Survey (CTOS) continues to provide a valuable insight into tenants' perception of our services.
- 11.3** Anti-social behaviour (ASB) continues to represent a significant issue for the Housing Executive and its partners. As with the 2009 survey, the results show that 40 per cent of respondents were dissatisfied with the way their case was handled.
- 11.4** Since this survey took place in 2010, Housing & Regeneration have put in place a number of service improvement measures to address this:-
- We have now introduced ASB customer satisfaction surveys, the results of which are reported quarterly to the Performance Review Group and in turn, back to the district offices for action.
  - We have also introduced, within the ASB investigation process, an individual case Action Plan which is agreed with the complainant. The Plan sets out the actions to be taken and agrees a date(s) when the investigating officer will report back to the complainant on progress. In introducing this procedure, it is hoped to increase customer satisfaction in how the case was being handled and also improvements in keeping the complainant informed. These improvements will be measured through the customer satisfaction process.
  - Our Community Safety Communication Plan (introduced in 2010) advocates greater use of the local media in advising tenants of the ASB services available. We continue to work closely with our Area Information Officers to "get our message out there".
  - We have also introduced a traffic light performance measurement procedure to assess more effectively where ASB service standards are not being met.
  - This is being supplemented by an ASB Inspection Programme which is currently being delivered.
- 11.5** General satisfaction with our repair service has remained at 75 per cent, as at 2009. Of those respondents who had at least one repair completed, satisfaction has decreased slightly from 84 per cent in 2009 to 83 per cent. Although it is difficult to analyse reasons for dissatisfaction due to the small sub-sample, we will consider ways to contact dissatisfied tenants to identify, more locally, issues of dissatisfaction.
- 11.6** Almost three-quarters (74%) of respondents said the Housing Executive consults with them well, an encouraging increase from 70 per cent in 2009. We are in the process of launching a further Community Involvement Strategy for 2011-2013 to ensure we continue to provide a comprehensive approach to community involvement through the Organisation's transitional period.

- 11.7** Alongside tools such as Neighbourhood Renewal Surveys, Exit Polls, Mystery Shopping, Tenant Led Inspections, Local Service Scrutiny 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 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Bungalow	1,838 <b>8.4%</b>	5,394 <b>28.9%</b>	5,322 <b>36.2%</b>	3,736 <b>21.0%</b>	3,689 <b>24.9%</b>	19,979 <b>22.7%</b>
Cottage	0 <b>0.0%</b>	153 <b>0.8%</b>	220 <b>1.5%</b>	205 <b>1.2%</b>	54 <b>0.4%</b>	632 <b>0.7%</b>
Flat	3,972 <b>18.1%</b>	4,158 <b>22.3%</b>	1,414 <b>9.6%</b>	3,564 <b>20.0%</b>	1,021 <b>6.9%</b>	14,129 <b>16.1%</b>
House	15,718 <b>71.7%</b>	8,426 <b>45.1%</b>	7,548 <b>51.4%</b>	10,134 <b>56.9%</b>	9,701 <b>65.6%</b>	51,527 <b>58.6%</b>
Maisonette	204 <b>0.9%</b>	190 <b>1.0%</b>	51 <b>0.3%</b>	175 <b>1.0%</b>	192 <b>1.3%</b>	812 <b>0.9%</b>
Split level	181 <b>0.8%</b>	352 <b>1.9%</b>	129 <b>0.9%</b>	0 <b>0.0%</b>	133 <b>0.9%</b>	795 <b>0.9%</b>
<b>TOTALS</b>	21,913 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,814 <b>100%</b>	14,790 <b>100%</b>	87,874 <b>100%</b>

**Table 1.2 Dwelling type by number of bedrooms**

Sample (in numbers)	Area						TOTAL 3400
	Bun'low 841	Cottage 34	Flat 495	House 1971	Maisonette 30	Split 29	
1 Bedroom	4,688 <b>23.5%</b>	0 <b>0.0%</b>	4,901 <b>34.7%</b>	18 <b>0.0%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	9,607 <b>10.9%</b>
2 Bedrooms	13,042 <b>65.3%</b>	436 <b>69.0%</b>	8,967 <b>63.5%</b>	8,657 <b>16.8%</b>	519 <b>63.9%</b>	0 <b>0.0%</b>	31,621 <b>36.0%</b>
3 Bedrooms	2,123 <b>10.6%</b>	196 <b>31.0%</b>	262 <b>1.9%</b>	37,591 <b>73.0%</b>	278 <b>34.2%</b>	649 <b>81.6%</b>	41,099 <b>46.8%</b>
4+ Bedrooms	126 <b>0.6%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	5,261 <b>10.2%</b>	15 <b>1.8%</b>	146 <b>18.4%</b>	5,548 <b>6.3%</b>
<b>TOTALS</b>	19,979 <b>100%</b>	632 <b>100%</b>	14,130 <b>100%</b>	51,527 <b>100%</b>	812 <b>100%</b>	795 <b>100%</b>	87,875 <b>100%</b>

**Table 2.1 Gender of all household members**

Estimated Total (Household members)	Area					TOTAL 7000
	Belfast 1063	S East 1282	South 1152	N East 1794	West 1709	
Male	20,541 <b>44.1%</b>	17,393 <b>44.9%</b>	12,725 <b>45.3%</b>	15,682 <b>44.4%</b>	14,065 <b>44.3%</b>	80,406 <b>44.5%</b>
Female	26,056 <b>55.9%</b>	21,315 <b>55.1%</b>	15,389 <b>54.7%</b>	19,643 <b>55.6%</b>	17,684 <b>55.7%</b>	100,087 <b>55.5%</b>
<b>TOTALS</b>	46,597 <b>100%</b>	38,708 <b>100%</b>	28,114 <b>100%</b>	35,325 <b>100%</b>	31,749 <b>100%</b>	180,493 <b>100%</b>

**Table 2.2 Age groups of all household members**

Estimated Total (Household members)	Area					TOTAL 7000
	Belfast 1063	S East 1282	South 1152	N East 1794	West 1709	
0 - 4 years	3,504 <b>7.5%</b>	2,718 <b>7.0%</b>	1,780 <b>6.3%</b>	2,684 <b>7.6%</b>	2,141 <b>6.7%</b>	12,827 <b>7.1%</b>
5 - 9 years	3,388 <b>7.3%</b>	2,740 <b>7.1%</b>	1,861 <b>6.6%</b>	2,400 <b>6.8%</b>	2,073 <b>6.5%</b>	12,462 <b>6.9%</b>
10 - 14 years	4,015 <b>8.6%</b>	3,257 <b>8.4%</b>	1,415 <b>5.0%</b>	2,159 <b>6.1%</b>	3,079 <b>9.7%</b>	13,925 <b>7.7%</b>
15 - 19 years	4,504 <b>9.7%</b>	2,651 <b>6.8%</b>	2,040 <b>7.3%</b>	2,539 <b>7.2%</b>	3,006 <b>9.5%</b>	14,740 <b>8.2%</b>
20 - 24 years	2,705 <b>5.8%</b>	2,220 <b>5.7%</b>	1,467 <b>5.2%</b>	2,000 <b>5.7%</b>	1,664 <b>5.2%</b>	10,056 <b>5.6%</b>
25 - 29 years	2,552 <b>5.5%</b>	2,028 <b>5.2%</b>	1,355 <b>4.8%</b>	2,003 <b>5.7%</b>	1,813 <b>5.7%</b>	9,751 <b>5.4%</b>
30 - 34 years	2,177 <b>4.7%</b>	1,888 <b>4.9%</b>	1,113 <b>4.0%</b>	1,599 <b>4.5%</b>	1,928 <b>6.1%</b>	8,705 <b>4.8%</b>
35 - 39 years	2,000 <b>4.3%</b>	1,600 <b>4.1%</b>	1,391 <b>4.9%</b>	1,808 <b>5.1%</b>	1,647 <b>5.2%</b>	8,446 <b>4.7%</b>
40 - 44 years	3,216 <b>6.9%</b>	2,694 <b>7.0%</b>	1,798 <b>6.4%</b>	1,846 <b>5.2%</b>	2,016 <b>6.4%</b>	11,570 <b>6.4%</b>
45 - 49 years	2,949 <b>6.3%</b>	2,020 <b>5.2%</b>	1,864 <b>6.6%</b>	2,048 <b>5.8%</b>	1,914 <b>6.0%</b>	10,795 <b>6.0%</b>
50 - 54 years	2,215 <b>4.8%</b>	2,976 <b>7.7%</b>	1,788 <b>6.4%</b>	2,355 <b>6.7%</b>	2,317 <b>7.3%</b>	11,651 <b>6.5%</b>
55 - 59 years	2,107 <b>4.5%</b>	2,216 <b>5.7%</b>	2,129 <b>7.6%</b>	2,225 <b>6.3%</b>	1,694 <b>5.3%</b>	10,371 <b>5.7%</b>
60 - 64 years	2,775 <b>6.0%</b>	1,657 <b>4.3%</b>	1,877 <b>6.7%</b>	2,365 <b>6.7%</b>	1,757 <b>5.5%</b>	10,431 <b>5.8%</b>
65+ years	8,387 <b>18.0%</b>	8,042 <b>20.8%</b>	5,992 <b>21.3%</b>	7,208 <b>20.4%</b>	4,613 <b>14.5%</b>	34,242 <b>19.0%</b>
Refused	102 <b>0.2%</b>	0 <b>0.0%</b>	243 <b>0.9%</b>	86 <b>0.2%</b>	86 <b>0.3%</b>	517 <b>0.3%</b>
<b>TOTAL</b>	<b>46,596</b> <b>100%</b>	<b>38,707</b> <b>100%</b>	<b>28,113</b> <b>100%</b>	<b>35,325</b> <b>100%</b>	<b>31,748</b> <b>100%</b>	<b>180,489</b> <b>100%</b>

**Table 2.3 Mobility indoors/outdoors**

Estimated Total (Household members)	Area					TOTAL 7000
	Belfast 1063	S East 1282	South 1152	N East 1794	West 1709	
No aids	40,206 <b>86.3%</b>	31,294 <b>80.8%</b>	23,540 <b>83.7%</b>	29,996 <b>84.9%</b>	28,844 <b>90.9%</b>	153,880 <b>85.3%</b>
Stick	3,868 <b>8.3%</b>	4,459 <b>11.5%</b>	3,363 <b>12.0%</b>	3,480 <b>9.9%</b>	1,787 <b>5.6%</b>	16,957 <b>9.4%</b>
Crutches	310 <b>0.7%</b>	761 <b>2.0%</b>	359 <b>1.3%</b>	449 <b>1.3%</b>	385 <b>1.2%</b>	2,264 <b>1.3%</b>
Zimmer Frame	1,413 <b>3.0%</b>	1,532 <b>4.0%</b>	542 <b>1.9%</b>	677 <b>1.9%</b>	390 <b>1.2%</b>	4,554 <b>2.5%</b>
Self-propelled wheel chair	74 <b>0.2%</b>	88 <b>0.2%</b>	108 <b>0.4%</b>	229 <b>0.6%</b>	111 <b>0.3%</b>	610 <b>0.3%</b>
Wheel chair pushed by another person	517 <b>1.1%</b>	392 <b>1.0%</b>	74 <b>0.3%</b>	353 <b>1.0%</b>	125 <b>0.4%</b>	1,461 <b>0.8%</b>
Battery powered scooter	210 <b>0.5%</b>	67 <b>0.2%</b>	59 <b>0.2%</b>	46 <b>0.1%</b>	24 <b>0.1%</b>	406 <b>0.2%</b>
Adapted vehicle	0 <b>0.0%</b>	67 <b>0.2%</b>	51 <b>0.2%</b>	52 <b>0.1%</b>	0 <b>0.0%</b>	170 <b>0.1%</b>
Confined to bed	0 <b>0.0%</b>	50 <b>0.1%</b>	18 <b>0.1%</b>	42 <b>0.1%</b>	83 <b>0.3%</b>	193 <b>0.1%</b>
<b>TOTAL</b>	<b>46,598</b> <b>100%</b>	<b>38,710</b> <b>100%</b>	<b>28,114</b> <b>100%</b>	<b>35,324</b> <b>100%</b>	<b>31,749</b> <b>100%</b>	<b>180,495</b> <b>100%</b>

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

	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Sample (in numbers)						
No disabled/ill health members	8,741 <b>39.9%</b>	6,644 <b>35.6%</b>	5,484 <b>37.3%</b>	7,436 <b>41.7%</b>	5,052 <b>34.2%</b>	33,357 <b>38.0%</b>
Households with 1 member	10,168 <b>46.4%</b>	9,753 <b>52.2%</b>	7,591 <b>51.7%</b>	8,429 <b>47.3%</b>	7,463 <b>50.5%</b>	43,404 <b>49.4%</b>
Households with 2 members	2,718 <b>12.4%</b>	1,876 <b>10.0%</b>	1,327 <b>9.0%</b>	1,773 <b>10.0%</b>	1,986 <b>13.4%</b>	9,680 <b>11.0%</b>
Households with 3 or more members	287 <b>1.3%</b>	400 <b>2.2%</b>	282 <b>2.0%</b>	176 <b>1.0%</b>	290 <b>1.9%</b>	1,435 <b>1.6%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,814 <b>100%</b>	14,791 <b>100%</b>	87,876 <b>100%</b>

**Table 2.5 Household MEMBERS with a disability or long term illness**

	Area					TOTAL 7000
	Belfast 1063	S East 1282	South 1152	N East 1794	West 1709	
Estimated Total (Household members)						
Yes, has a health problem which limits	5,883 <b>12.6%</b>	7,714 <b>19.9%</b>	5,205 <b>18.5%</b>	7,684 <b>21.8%</b>	7,959 <b>25.1%</b>	34,445 <b>19.1%</b>
Yes, has a disability which limits activities	2,773 <b>6.0%</b>	3,473 <b>9.0%</b>	3,135 <b>11.2%</b>	3,326 <b>9.4%</b>	2,693 <b>8.5%</b>	15,400 <b>8.5%</b>
Yes, has BOTH health problem and disability	7,912 <b>17.0%</b>	3,561 <b>9.2%</b>	2,822 <b>10.0%</b>	1,580 <b>4.5%</b>	1,743 <b>5.5%</b>	17,618 <b>9.8%</b>
Has no health/disabled problem	30,029 <b>64.4%</b>	23,960 <b>61.9%</b>	16,952 <b>60.3%</b>	22,735 <b>64.4%</b>	19,355 <b>61.0%</b>	113,031 <b>62.6%</b>
<b>TOTAL</b>	46,597 <b>100%</b>	38,708 <b>100%</b>	28,114 <b>100%</b>	35,325 <b>100%</b>	31,750 <b>100%</b>	180,494 <b>100%</b>

**Table 2.6 Ethnic groups for all household members**

	Area					TOTAL 7000
	Belfast 1063	S East 1282	South 1152	N East 1794	West 1709	
Estimated Total (Household members)						
White	46,438 <b>99.7%</b>	38,645 <b>99.8%</b>	27,931 <b>99.3%</b>	35,127 <b>99.4%</b>	31,268 <b>98.5%</b>	179,409 <b>99.4%</b>
Other ethnic group	159 <b>0.3%</b>	63 <b>0.2%</b>	183 <b>0.7%</b>	198 <b>0.6%</b>	482 <b>1.5%</b>	1,085 <b>0.6%</b>
<b>TOTAL</b>	46,597 <b>100%</b>	38,708 <b>100%</b>	28,114 <b>100%</b>	35,325 <b>100%</b>	31,750 <b>100%</b>	180,494 <b>100%</b>

**Table 2.7 Religion of household as described by the respondent**

	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Sample (in numbers)						
Protestant	12,755 <b>58.2%</b>	12,776 <b>68.4%</b>	5,522 <b>37.6%</b>	13,188 <b>74.0%</b>	3,789 <b>25.6%</b>	48,030 <b>54.7%</b>
Catholic	8,426 <b>38.5%</b>	4,185 <b>22.4%</b>	8,206 <b>55.9%</b>	2,617 <b>14.7%</b>	9,996 <b>67.6%</b>	33,430 <b>38.0%</b>
Mixed religion Protestant/Catholic	60 <b>0.3%</b>	529 <b>2.8%</b>	246 <b>1.7%</b>	592 <b>3.3%</b>	392 <b>2.7%</b>	1,819 <b>2.1%</b>
Other = Other, No Religion and Refused	673 <b>3.1%</b>	1,183 <b>6.3%</b>	711 <b>4.8%</b>	1,418 <b>8.0%</b>	614 <b>4.2%</b>	4,599 <b>5.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,685 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>

**Table 2.8 Employment status of Household Reference Person**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Self employed	39 <b>0.2%</b>	223 <b>1.2%</b>	101 <b>0.7%</b>	86 <b>0.5%</b>	54 <b>0.4%</b>	503 <b>0.6%</b>
Employed Full Time	1,842 <b>8.4%</b>	1,659 <b>8.9%</b>	1,084 <b>7.4%</b>	1,600 <b>9.0%</b>	889 <b>6.0%</b>	7,074 <b>8.0%</b>
Employed Part Time	1,671 <b>7.6%</b>	1,338 <b>7.2%</b>	542 <b>3.7%</b>	1,408 <b>7.9%</b>	1,041 <b>7.0%</b>	6,000 <b>6.8%</b>
Not working - short term (< 1 yr)	378 <b>1.7%</b>	596 <b>3.2%</b>	199 <b>1.4%</b>	576 <b>3.2%</b>	301 <b>2.0%</b>	2,050 <b>2.3%</b>
Not working -long term (> 1yr)	5,557 <b>25.4%</b>	2,384 <b>12.8%</b>	2,656 <b>18.1%</b>	3,424 <b>19.2%</b>	1,946 <b>13.2%</b>	15,967 <b>18.2%</b>
Retired from work	6,955 <b>31.7%</b>	6,433 <b>34.5%</b>	4,973 <b>33.9%</b>	5,959 <b>33.4%</b>	4,036 <b>27.3%</b>	28,356 <b>32.3%</b>
Student (Further /Higher Education)	34 <b>0.2%</b>	37 <b>0.2%</b>	0 <b>0.0%</b>	64 <b>0.4%</b>	130 <b>0.9%</b>	265 <b>0.3%</b>
Perm Sick/Disabled	3,637 <b>16.6%</b>	3,771 <b>20.2%</b>	2,663 <b>18.1%</b>	2,576 <b>14.5%</b>	2,162 <b>14.6%</b>	14,809 <b>16.9%</b>
Looking after family/home	1,801 <b>8.2%</b>	2,205 <b>11.8%</b>	2,391 <b>16.3%</b>	2,122 <b>11.9%</b>	4,153 <b>28.1%</b>	12,672 <b>14.4%</b>
Other (including schoolchild)	0 <b>0.0%</b>	26 <b>0.1%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	79 <b>0.5%</b>	105 <b>0.1%</b>
Refused	0 <b>0.0%</b>	0 <b>0.0%</b>	75 <b>0.5%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	75 <b>0.1%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,672 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,876 <b>100%</b>

**Table 2.9 Gross household income**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Under £3,120 per annum	328 <b>1.5%</b>	326 <b>1.7%</b>	0 <b>0.0%</b>	261 <b>1.5%</b>	345 <b>2.3%</b>	1,260 <b>1.4%</b>
£3,121 - £4,160 per annum	1,125 <b>5.1%</b>	887 <b>4.7%</b>	326 <b>2.2%</b>	709 <b>4.0%</b>	852 <b>5.8%</b>	3,899 <b>4.4%</b>
£4,161 - £5,200 per annum	1,392 <b>6.4%</b>	1,355 <b>7.3%</b>	690 <b>4.7%</b>	1,806 <b>10.1%</b>	902 <b>6.1%</b>	6,145 <b>7.0%</b>
£5,201 - £6,240 per annum	1,354 <b>6.2%</b>	1,501 <b>8.0%</b>	395 <b>2.7%</b>	1,029 <b>5.8%</b>	1,485 <b>10.0%</b>	5,764 <b>6.6%</b>
£6,241 - £7,280 per annum	2,471 <b>11.3%</b>	2,073 <b>11.1%</b>	1,346 <b>9.2%</b>	1,732 <b>9.7%</b>	1,946 <b>13.2%</b>	9,568 <b>10.9%</b>
£7,281 - £10,400 per annum	5,621 <b>25.6%</b>	3,875 <b>20.8%</b>	3,503 <b>23.9%</b>	2,690 <b>15.1%</b>	2,640 <b>17.8%</b>	18,329 <b>20.9%</b>
£10,401 - £15,600 per annum	4,498 <b>20.5%</b>	3,017 <b>16.2%</b>	2,616 <b>17.8%</b>	2,215 <b>12.4%</b>	1,447 <b>9.8%</b>	13,793 <b>15.7%</b>
£15,601 or more	1,324 <b>6.0%</b>	1,336 <b>7.2%</b>	921 <b>6.3%</b>	1,289 <b>7.2%</b>	467 <b>3.2%</b>	5,337 <b>6.1%</b>
Refused	866 <b>4.0%</b>	420 <b>2.2%</b>	1,031 <b>7.0%</b>	1,942 <b>10.9%</b>	293 <b>2.0%</b>	4,552 <b>5.2%</b>
Dont Know	2,936 <b>13.4%</b>	3,884 <b>20.8%</b>	3,857 <b>26.3%</b>	4,141 <b>23.2%</b>	4,414 <b>29.8%</b>	19,232 <b>21.9%</b>
<b>TOTAL</b>	21,915 <b>100%</b>	18,674 <b>100%</b>	14,685 <b>100%</b>	17,814 <b>100%</b>	14,791 <b>100%</b>	87,879 <b>100%</b>

**Table 2.10 Benefits - Household Reference Person**

SAMPLE (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Housing Benefit	17,455 <b>79.7%</b>	13,840 <b>74.1%</b>	11,655 <b>79.4%</b>	13,534 <b>76.0%</b>	11,950 <b>80.8%</b>	68,434 <b>77.9%</b>
Income Support/Job Seekers Allowance	8,628 <b>39.4%</b>	6,856 <b>36.7%</b>	6,179 <b>42.1%</b>	6,234 <b>35.0%</b>	6,427 <b>43.5%</b>	34,324 <b>39.1%</b>
A Disability Benefit	8,831 <b>40.3%</b>	7,548 <b>40.4%</b>	5,687 <b>38.7%</b>	5,491 <b>30.8%</b>	5,077 <b>34.3%</b>	32,634 <b>37.1%</b>
State Retirement Pension	7,487 <b>34.2%</b>	7,084 <b>37.9%</b>	5,456 <b>37.2%</b>	6,245 <b>35.1%</b>	3,549 <b>24.0%</b>	29,821 <b>33.9%</b>
Child Benefit	6,660 <b>30.4%</b>	4,615 <b>24.7%</b>	2,778 <b>18.9%</b>	4,091 <b>23.0%</b>	4,544 <b>30.7%</b>	22,688 <b>25.8%</b>
Pensions Credit	4,516 <b>20.6%</b>	3,831 <b>20.5%</b>	4,006 <b>27.3%</b>	3,571 <b>20.0%</b>	2,702 <b>18.3%</b>	18,626 <b>21.2%</b>
Child's Tax Credit	4,888 <b>22.3%</b>	3,348 <b>17.9%</b>	1,971 <b>13.4%</b>	3,260 <b>18.3%</b>	2,570 <b>17.4%</b>	16,037 <b>18.2%</b>
Incapacity Benefit	2,933 <b>13.4%</b>	2,526 <b>13.5%</b>	2,335 <b>15.9%</b>	2,535 <b>14.2%</b>	2,838 <b>19.2%</b>	13,167 <b>15.0%</b>
Working Tax Credit	1,807 <b>8.2%</b>	1,395 <b>7.5%</b>	517 <b>3.5%</b>	1,298 <b>7.3%</b>	1,100 <b>7.4%</b>	6,117 <b>7.0%</b>
Other	1,710 <b>7.8%</b>	955 <b>5.1%</b>	867 <b>5.9%</b>	831 <b>4.7%</b>	1,631 <b>11.0%</b>	5,994 <b>6.8%</b>

**Table 2.11 Benefits - Partner**

SAMPLE (in numbers)	Area					TOTAL 871
	Belfast 117	S East 161	South 151	N East 246	West 196	
State Retirement Pension	1,731 <b>34.3%</b>	1,789 <b>35.3%</b>	973 <b>26.8%</b>	1,623 <b>34.0%</b>	522 <b>15.0%</b>	6,638 <b>30.2%</b>
A Disability Benefit	1,262 <b>25.0%</b>	1,330 <b>26.2%</b>	1,049 <b>28.9%</b>	1,480 <b>31.0%</b>	1,203 <b>34.5%</b>	6,324 <b>28.7%</b>
Housing Benefit	1,278 <b>25.4%</b>	1,090 <b>21.5%</b>	887 <b>24.5%</b>	1,255 <b>26.3%</b>	616 <b>17.7%</b>	5,126 <b>23.3%</b>
Income Support/Jobseekers	636 <b>12.6%</b>	896 <b>17.7%</b>	622 <b>17.2%</b>	946 <b>19.8%</b>	571 <b>16.4%</b>	3,671 <b>16.7%</b>
Child Benefit	792 <b>15.7%</b>	763 <b>15.0%</b>	708 <b>19.5%</b>	511 <b>10.7%</b>	483 <b>13.9%</b>	3,257 <b>14.8%</b>
Pension's Credits	186 <b>3.7%</b>	501 <b>9.9%</b>	304 <b>8.4%</b>	506 <b>10.6%</b>	348 <b>10.0%</b>	1,845 <b>8.4%</b>
Incapacity Benefit	147 <b>2.9%</b>	366 <b>7.2%</b>	404 <b>11.1%</b>	688 <b>14.4%</b>	463 <b>13.3%</b>	2,068 <b>9.4%</b>
Child's Tax Credit	631 <b>12.5%</b>	473 <b>9.3%</b>	378 <b>10.4%</b>	253 <b>5.3%</b>	218 <b>6.3%</b>	1,953 <b>8.9%</b>
Working Tax Credit	223 <b>4.4%</b>	157 <b>3.1%</b>	83 <b>2.3%</b>	144 <b>3.0%</b>	250 <b>7.2%</b>	857 <b>3.9%</b>
Other	231 <b>4.6%</b>	337 <b>6.6%</b>	236 <b>6.5%</b>	340 <b>7.1%</b>	232 <b>6.7%</b>	1,376 <b>6.3%</b>

**Table 2.12 Household Type**

	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Sample (in numbers)						
Lone Adult	3,856 <b>17.6%</b>	3,449 <b>18.5%</b>	3,160 <b>21.5%</b>	3,290 <b>18.5%</b>	2,995 <b>20.2%</b>	16,750 <b>19.1%</b>
Two adults	1,604 <b>7.3%</b>	1,682 <b>9.0%</b>	1,118 <b>7.6%</b>	1,809 <b>10.2%</b>	1,373 <b>9.3%</b>	7,586 <b>8.6%</b>
Lone Parent	3,546 <b>16.2%</b>	2,462 <b>13.2%</b>	1,446 <b>9.8%</b>	2,146 <b>12.0%</b>	2,371 <b>16.0%</b>	11,971 <b>13.6%</b>
Small family	1,928 <b>8.8%</b>	1,239 <b>6.6%</b>	874 <b>6.0%</b>	1,246 <b>7.0%</b>	1,184 <b>8.0%</b>	6,471 <b>7.4%</b>
Large family	853 <b>3.9%</b>	849 <b>4.5%</b>	508 <b>3.5%</b>	599 <b>3.4%</b>	567 <b>3.8%</b>	3,376 <b>3.8%</b>
Large adult	2,168 <b>9.9%</b>	1,694 <b>9.1%</b>	1,315 <b>9.0%</b>	1,360 <b>7.6%</b>	1,561 <b>10.6%</b>	8,098 <b>9.2%</b>
Two older	2,724 <b>12.4%</b>	2,403 <b>12.9%</b>	1,946 <b>13.3%</b>	2,633 <b>14.8%</b>	1,899 <b>12.8%</b>	11,605 <b>13.2%</b>
Lone Older	5,235 <b>23.9%</b>	4,895 <b>26.2%</b>	4,318 <b>29.4%</b>	4,732 <b>26.6%</b>	2,841 <b>19.2%</b>	22,021 <b>25.1%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,685 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>

**Table 2.13a Do you have a home computer?**

	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Sample (in numbers)						
Yes	8,233 <b>37.6%</b>	7,877 <b>42.2%</b>	4,247 <b>28.9%</b>	7,102 <b>39.9%</b>	6,335 <b>42.8%</b>	33,794 <b>38.5%</b>
No	13,681 <b>62.4%</b>	10,796 <b>57.8%</b>	10,437 <b>71.1%</b>	10,713 <b>60.1%</b>	8,456 <b>57.2%</b>	54,083 <b>61.5%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>

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

	Area					TOTAL 1308
	Belfast 193	S East 259	South 170	N East 355	West 331	
Sample (in numbers)						
Yes	7,769 <b>94.4%</b>	6,933 <b>88.0%</b>	3,846 <b>90.5%</b>	6,371 <b>89.7%</b>	5,546 <b>87.5%</b>	30,465 <b>90.1%</b>
No	465 <b>5.6%</b>	944 <b>12.0%</b>	402 <b>9.5%</b>	731 <b>10.3%</b>	789 <b>12.5%</b>	3,331 <b>9.9%</b>
<b>TOTAL</b>	8,234 <b>100%</b>	7,877 <b>100%</b>	4,248 <b>100%</b>	7,102 <b>100%</b>	6,335 <b>100%</b>	33,796 <b>100%</b>

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

	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Sample (in numbers)						
Yes	7,803 <b>35.6%</b>	7,013 <b>37.6%</b>	3,846 <b>26.2%</b>	6,371 <b>35.8%</b>	5,568 <b>37.6%</b>	30,601 <b>34.8%</b>
No	14,111 <b>64.4%</b>	11,660 <b>62.4%</b>	10,838 <b>73.8%</b>	11,444 <b>64.2%</b>	9,223 <b>62.4%</b>	57,276 <b>65.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>

**Table 2.14 Aware the Housing Executive has a web site?**

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	500	600	600	900	800	3400
Yes	8,241 <b>37.6%</b>	6,656 <b>35.6%</b>	4,491 <b>30.6%</b>	5,023 <b>28.2%</b>	5,738 <b>38.8%</b>	30,149 <b>34.3%</b>
No	13,673 <b>62.4%</b>	12,018 <b>64.4%</b>	10,193 <b>69.4%</b>	12,792 <b>71.8%</b>	9,053 <b>61.2%</b>	57,729 <b>65.7%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,674 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>

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

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	171	221	160	164	224	940
Yes	1,962 <b>23.8%</b>	1,736 <b>26.1%</b>	867 <b>19.3%</b>	1,038 <b>20.7%</b>	952 <b>16.6%</b>	6,555 <b>21.7%</b>
No	6,280 <b>76.2%</b>	4,919 <b>73.9%</b>	3,624 <b>80.7%</b>	3,985 <b>79.3%</b>	4,786 <b>83.4%</b>	23,594 <b>78.3%</b>
<b>TOTAL</b>	8,242 <b>100%</b>	6,655 <b>100%</b>	4,491 <b>100%</b>	5,023 <b>100%</b>	5,738 <b>100%</b>	30,149 <b>100%</b>

**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?**

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	500	600	600	900	800	3400
Yes	5,187 <b>23.7%</b>	4,240 <b>22.7%</b>	1,900 <b>12.9%</b>	2,138 <b>12.0%</b>	2,570 <b>17.4%</b>	16,035 <b>18.2%</b>
No	16,624 <b>75.9%</b>	13,931 <b>74.6%</b>	12,540 <b>85.4%</b>	15,126 <b>84.9%</b>	11,939 <b>80.7%</b>	70,160 <b>79.8%</b>
Don't Know	103 <b>0.5%</b>	502 <b>2.7%</b>	244 <b>1.7%</b>	552 <b>3.1%</b>	282 <b>1.9%</b>	1,683 <b>1.9%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,816 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>

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

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	120	139	65	105	124	553
Repairs	3,556 <b>68.5%</b>	3,495 <b>82.4%</b>	1,477 <b>77.7%</b>	1,409 <b>65.9%</b>	2,015 <b>78.4%</b>	11,952 <b>74.5%</b>
General Information/Advice	3,664 <b>70.6%</b>	1,875 <b>44.2%</b>	1,250 <b>65.8%</b>	1,151 <b>53.8%</b>	1,696 <b>66.0%</b>	9,636 <b>60.1%</b>
Planned schemes	1,643 <b>31.7%</b>	1,435 <b>33.8%</b>	823 <b>43.3%</b>	561 <b>26.2%</b>	1,467 <b>57.1%</b>	5,929 <b>37.0%</b>
ASB, incl neighbour problems	1,750 <b>33.7%</b>	1,487 <b>35.1%</b>	933 <b>49.1%</b>	311 <b>14.5%</b>	1,430 <b>55.6%</b>	5,911 <b>36.9%</b>
Housing Benefit	1,540 <b>29.7%</b>	1,363 <b>32.1%</b>	628 <b>33.0%</b>	532 <b>24.9%</b>	1,603 <b>62.4%</b>	5,666 <b>35.3%</b>
Rent Account	1,195 <b>23.0%</b>	1,089 <b>25.7%</b>	735 <b>38.7%</b>	568 <b>26.6%</b>	1,661 <b>64.6%</b>	5,248 <b>32.7%</b>
Buying your home	602 <b>11.6%</b>	554 <b>13.1%</b>	502 <b>26.4%</b>	351 <b>16.4%</b>	1,411 <b>54.9%</b>	3,420 <b>21.3%</b>
Grounds Maintenance	429 <b>8.3%</b>	609 <b>14.4%</b>	541 <b>28.5%</b>	315 <b>14.7%</b>	1,458 <b>56.7%</b>	3,352 <b>20.9%</b>
Query regarding an existing	980 <b>18.9%</b>	327 <b>7.7%</b>	277 <b>14.6%</b>	224 <b>10.5%</b>	1,427 <b>55.5%</b>	3,235 <b>20.2%</b>
First application for a Transfer/Exchange	827 <b>15.9%</b>	417 <b>9.8%</b>	216 <b>11.4%</b>	220 <b>10.3%</b>	1,362 <b>53.0%</b>	3,042 <b>19.0%</b>
Allocations, incl on behalf of someone else	299 <b>5.8%</b>	192 <b>4.5%</b>	218 <b>11.5%</b>	212 <b>9.9%</b>	1,341 <b>52.2%</b>	2,262 <b>14.1%</b>

**Table 2.18 Do you have a mobile phone?**

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	500	600	600	900	800	3400
Yes	16,682 <b>76.1%</b>	14,575 <b>78.1%</b>	10,441 <b>71.1%</b>	14,231 <b>79.9%</b>	11,543 <b>78.0%</b>	67,472 <b>76.8%</b>
No	5,232 <b>23.9%</b>	4,098 <b>21.9%</b>	4,243 <b>28.9%</b>	3,584 <b>20.1%</b>	3,248 <b>22.0%</b>	20,405 <b>23.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>

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

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	378	474	421	718	628	2619
Yes	11,053 <b>66.3%</b>	7,411 <b>50.8%</b>	5,865 <b>56.2%</b>	8,830 <b>62.0%</b>	7,452 <b>64.6%</b>	40,611 <b>60.2%</b>
No	5,629 <b>33.7%</b>	7,165 <b>49.2%</b>	4,576 <b>43.8%</b>	5,401 <b>38.0%</b>	4,091 <b>35.4%</b>	26,862 <b>39.8%</b>
<b>TOTAL</b>	16,682 <b>100%</b>	14,576 <b>100%</b>	10,441 <b>100%</b>	14,231 <b>100%</b>	11,543 <b>100%</b>	67,473 <b>100%</b>

**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?**

	Area					TOTAL
	Belfast	S East	South	N East	West	
Sample (in numbers)	378	474	421	718	628	2619
Yes	2,752 <b>16.5%</b>	2,796 <b>19.2%</b>	1,361 <b>13.0%</b>	2,089 <b>14.7%</b>	2,249 <b>19.5%</b>	11,247 <b>16.7%</b>
No	13,857 <b>83.1%</b>	11,710 <b>80.3%</b>	8,733 <b>83.6%</b>	11,936 <b>83.9%</b>	9,053 <b>78.4%</b>	55,289 <b>81.9%</b>
Don't know	74 <b>0.4%</b>	69 <b>0.5%</b>	348 <b>3.3%</b>	207 <b>1.5%</b>	240 <b>2.1%</b>	938 <b>1.4%</b>
<b>TOTAL</b>	16,683 <b>100%</b>	14,575 <b>100%</b>	10,442 <b>100%</b>	14,232 <b>100%</b>	11,542 <b>100%</b>	67,474 <b>100%</b>

**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)	438
Repairs	10,088 <b>89.7%</b>
General Information/Advice	4300 <b>38.2%</b>
Housing Benefit	3680 <b>32.7%</b>
ASB, incl neighbour problems	2,972 <b>26.4%</b>
Rent account	2,946 <b>26.2%</b>
Planned schemes	2,546 <b>22.6%</b>
Grounds Maintenance	1,635 <b>14.5%</b>
Existing Transfer/Exchange	1,612 <b>14.3%</b>
First application for a Transfer/Exchange	1,469 <b>13.1%</b>
Buying your home	1296 <b>11.5%</b>
Allocations, incl on behalf of someone else	1100 <b>9.8%</b>

**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 2619
	Belfast 378	S East 474	South 421	N East 718	West 628	
Repairs	5148 <b>30.9%</b>	4546 <b>31.2%</b>	2231 <b>21.4%</b>	4254 <b>29.9%</b>	3861 <b>33.4%</b>	20040 <b>29.7%</b>
General Information/Advice	3693 <b>22.1%</b>	1352 <b>9.3%</b>	1262 <b>12.1%</b>	1899 <b>13.3%</b>	2420 <b>21.0%</b>	10626 <b>15.7%</b>
Housing Benefit	2462 <b>14.8%</b>	1418 <b>9.7%</b>	843 <b>8.1%</b>	1532 <b>10.8%</b>	2264 <b>19.6%</b>	8519 <b>12.6%</b>
Anti Social Behaviour, including neighbour	2447 <b>14.7%</b>	1234 <b>8.5%</b>	573 <b>5.5%</b>	548 <b>3.9%</b>	2271 <b>19.7%</b>	7073 <b>10.5%</b>
Planned schemes	2021 <b>12.1%</b>	1220 <b>8.4%</b>	641 <b>6.1%</b>	995 <b>7.0%</b>	2166 <b>18.8%</b>	7043 <b>10.4%</b>
Rent account	1510 <b>9.1%</b>	1127 <b>7.7%</b>	717 <b>6.9%</b>	989 <b>6.9%</b>	2250 <b>19.5%</b>	6593 <b>9.8%</b>
Grounds Maintenance	421 <b>2.5%</b>	762 <b>5.2%</b>	697 <b>6.7%</b>	577 <b>4.1%</b>	2210 <b>19.1%</b>	4667 <b>6.9%</b>
Existing Transfer/Exchange	470 <b>2.8%</b>	558 <b>3.8%</b>	393 <b>3.8%</b>	593 <b>4.2%</b>	2024 <b>17.5%</b>	4038 <b>6.0%</b>
First application for a Transfer/Exchange	608 <b>3.6%</b>	522 <b>3.6%</b>	353 <b>3.4%</b>	476 <b>3.3%</b>	2005 <b>17.4%</b>	3964 <b>5.9%</b>
Buying your home	344 <b>2.1%</b>	402 <b>2.8%</b>	319 <b>3.1%</b>	497 <b>3.5%</b>	2023 <b>17.5%</b>	3585 <b>5.3%</b>
Allocations, including on behalf of someone else	51 <b>0.3%</b>	373 <b>2.6%</b>	276 <b>2.6%</b>	399 <b>2.8%</b>	1995 <b>17.3%</b>	3094 <b>4.6%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	11,644 <b>53.1%</b>	13,412 <b>71.8%</b>	9,658 <b>65.8%</b>	12,726 <b>71.4%</b>	8,563 <b>57.9%</b>	56,003 <b>63.7%</b>
No	10,185 <b>46.5%</b>	5,138 <b>27.5%</b>	4,907 <b>33.4%</b>	4,903 <b>27.5%</b>	6,037 <b>40.8%</b>	31,170 <b>35.5%</b>
Refused	85 <b>0.4%</b>	123 <b>0.7%</b>	120 <b>0.8%</b>	186 <b>1.0%</b>	191 <b>1.3%</b>	705 <b>0.8%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,685 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Receive FULL HB (don't pay rent)	15,417 <b>70.3%</b>	12,116 <b>64.9%</b>	11,198 <b>76.3%</b>	11,989 <b>67.3%</b>	11,600 <b>78.4%</b>	62,320 <b>70.9%</b>
By Standing Order	815 <b>3.7%</b>	1,206 <b>6.5%</b>	398 <b>2.7%</b>	798 <b>4.5%</b>	367 <b>2.5%</b>	3,584 <b>4.1%</b>
At Pay Point/Zone	2,922 <b>13.3%</b>	2,274 <b>12.2%</b>	1,273 <b>8.7%</b>	1,857 <b>10.4%</b>	1,108 <b>7.5%</b>	9,434 <b>10.7%</b>
At Post Office	1,889 <b>8.6%</b>	2,543 <b>13.6%</b>	1,344 <b>9.2%</b>	2,564 <b>14.4%</b>	1,263 <b>8.5%</b>	9,603 <b>10.9%</b>
At Housing Executive Office	34 <b>0.2%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	32 <b>0.2%</b>	66 <b>0.1%</b>
Direct Debit	528 <b>2.4%</b>	496 <b>2.7%</b>	392 <b>2.7%</b>	483 <b>2.7%</b>	299 <b>2.0%</b>	2,198 <b>2.5%</b>
Other	310 <b>1.4%</b>	37 <b>0.2%</b>	78 <b>0.5%</b>	123 <b>0.7%</b>	122 <b>0.8%</b>	670 <b>0.8%</b>
<b>TOTAL</b>	21,915 <b>100%</b>	18,672 <b>100%</b>	14,683 <b>100%</b>	17,814 <b>100%</b>	14,791 <b>100%</b>	87,875 <b>100%</b>

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

Sample (in numbers)	Area					TOTAL 961
	Belfast 152	S East 195	South 143	N East 289	West 182	
Yes	6,169 <b>95.0%</b>	6,530 <b>99.6%</b>	3,425 <b>98.3%</b>	5,692 <b>97.7%</b>	3,088 <b>96.8%</b>	24,904 <b>97.4%</b>
No	328 <b>5.0%</b>	26 <b>0.4%</b>	61 <b>1.7%</b>	134 <b>2.3%</b>	103 <b>3.2%</b>	652 <b>2.6%</b>
<b>TOTAL</b>	6,497 <b>100%</b>	6,556 <b>100%</b>	3,486 <b>100%</b>	5,826 <b>100%</b>	3,191 <b>100%</b>	25,556 <b>100%</b>

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

Sample (in numbers)	Area					TOTAL 961
	Belfast 152	S East 195	South 143	N East 289	West 182	
Debit/Switch Card	2,474 <b>38.1%</b>	2,829 <b>43.1%</b>	1,658 <b>47.5%</b>	2,471 <b>42.4%</b>	1,153 <b>36.1%</b>	10,585 <b>41.4%</b>
Credit Card	318 <b>4.9%</b>	341 <b>5.2%</b>	0 <b>0.0%</b>	121 <b>2.1%</b>	75 <b>2.4%</b>	855 <b>3.3%</b>
Both	670 <b>10.3%</b>	729 <b>11.1%</b>	302 <b>8.7%</b>	339 <b>5.8%</b>	119 <b>3.7%</b>	2,159 <b>8.4%</b>
Neither	3,036 <b>46.7%</b>	2,658 <b>40.5%</b>	1,527 <b>43.8%</b>	2,895 <b>49.7%</b>	1,844 <b>57.8%</b>	11,960 <b>46.8%</b>
<b>TOTAL</b>	6,498 <b>100%</b>	6,557 <b>100%</b>	3,487 <b>100%</b>	5,826 <b>100%</b>	3,191 <b>100%</b>	25,559 <b>100%</b>

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

Sample (in numbers)	Debit 961	Credit 961
Yes	3,854 <b>15.1%</b>	401 <b>1.6%</b>
No	20,711 <b>84.6%</b>	24,997 <b>97.8%</b>
Don't know	716 <b>8.1%</b>	158 <b>0.6%</b>
<b>TOTAL</b>	25,557 <b>100%</b>	25,556 <b>100%</b>

**Table 2.28 Are the contents of your home insured?**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	4,548 <b>20.8%</b>	6,023 <b>32.3%</b>	3,942 <b>26.8%</b>	4,422 <b>24.8%</b>	3,157 <b>21.3%</b>	22,092 <b>25.1%</b>
No	16,803 <b>76.7%</b>	12,429 <b>66.6%</b>	10,537 <b>71.8%</b>	13,094 <b>73.5%</b>	11,486 <b>77.7%</b>	64,349 <b>73.2%</b>
Don't know	564 <b>2.6%</b>	221 <b>1.2%</b>	206 <b>1.4%</b>	299 <b>1.7%</b>	148 <b>1.0%</b>	1,438 <b>1.6%</b>
<b>TOTAL</b>	21,915 <b>100%</b>	18,673 <b>100%</b>	14,685 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,879 <b>100%</b>

**Table 2.29 Are you aware that Supporting Communities Northern Ireland facilitates a Home Contents Insurance scheme?**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	1,233 <b>5.6%</b>	1,889 <b>10.1%</b>	1,397 <b>9.5%</b>	2,215 <b>12.4%</b>	1,953 <b>13.2%</b>	8,687 <b>9.9%</b>
No	20,681 <b>94.4%</b>	16,784 <b>89.9%</b>	13,287 <b>90.5%</b>	15,600 <b>87.6%</b>	12,838 <b>86.8%</b>	79,190 <b>90.1%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>

**Table 3.1 How long have you been a Housing Executive tenant?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Less than 6 months	315 1.4%	382 2.0%	190 1.3%	265 1.5%	287 1.9%	1,439 1.6%	813 1.7%	446 1.3%	38 2.1%	143 3.1%	1,440 1.6%
6 months to 1 year	442 2.0%	276 1.5%	320 2.2%	468 2.6%	415 2.8%	1,921 2.2%	950 2.0%	814 2.4%	15 0.8%	144 3.1%	1,923 2.2%
More than 1 less than 5 years	2,861 13.1%	2,372 12.7%	1,561 10.6%	1,942 10.9%	1,768 12.0%	10,504 12.0%	5,189 10.8%	4,150 12.4%	237 13.0%	929 20.2%	10,505 12.0%
More than 5 less than 10 years	2,390 10.9%	2,257 12.1%	1,698 11.6%	1,972 11.1%	1,513 10.2%	9,830 11.2%	5,216 10.9%	3,674 11.0%	289 15.9%	651 14.2%	9,830 11.2%
More than 10 less than 15 years	2,214 10.1%	1,846 9.9%	1,241 8.5%	1,690 9.5%	1,634 11.0%	8,625 9.8%	5,005 10.4%	2,912 8.7%	146 8.0%	562 12.2%	8,625 9.8%
More than 15 years	13,691 62.5%	11,541 61.8%	9,620 65.5%	11,478 64.4%	9,133 61.7%	55,463 63.1%	30,843 64.2%	21,367 63.9%	1,095 60.2%	2,157 46.9%	55,462 63.1%
D/K	0 0.0%	0 0.0%	53 0.4%	0 0.0%	41 0.3%	94 0.1%	13 0.0%	67 0.2%	0 0.0%	13 0.3%	93 0.1%
<b>TOTAL</b>	<b>21,913 100%</b>	<b>18,674 100%</b>	<b>14,683 100%</b>	<b>17,815 100%</b>	<b>14,791 100%</b>	<b>87,876 100%</b>	<b>48,029 100%</b>	<b>33,430 100%</b>	<b>1,820 100%</b>	<b>4,599 100%</b>	<b>87,878 100%</b>

**Table 3.2 How long since you were allocated this property?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Less than 6 months	680 3.1%	610 3.3%	462 3.1%	570 3.2%	362 2.4%	2,684 3.1%	1,567 3.3%	831 2.5%	80 4.4%	206 4.5%	2,684 3.1%
6 months - 1 year	885 4.0%	1,203 6.4%	522 3.6%	912 5.1%	663 4.5%	4,185 4.8%	2,670 5.6%	1,292 3.9%	15 0.8%	207 4.5%	4,184 4.8%
More than 1 less than 5 years	4,838 22.1%	4,078 21.8%	2,726 18.6%	3,371 18.9%	2,791 18.9%	17,804 20.3%	9,274 19.3%	6,670 20.0%	453 24.9%	1,407 30.6%	17,804 20.3%
5 years or more	15,511 70.8%	12,782 68.5%	10,956 74.6%	12,923 72.5%	10,960 74.1%	63,132 71.8%	34,477 71.8%	24,604 73.6%	1,273 69.9%	2,778 60.4%	63,132 71.8%
Dont know	0 0.0%	0 0.0%	18 0.1%	40 0.2%	15 0.1%	73 0.1%	40 0.1%	32 0.1%	0 0.0%	0 0.0%	72 0.1%
<b>TOTAL</b>	<b>21,914 100%</b>	<b>18,673 100%</b>	<b>14,684 100%</b>	<b>17,816 100%</b>	<b>14,791 100%</b>	<b>87,878 100%</b>	<b>48,028 100%</b>	<b>33,429 100%</b>	<b>1,821 100%</b>	<b>4,598 100%</b>	<b>87,876 100%</b>

**Table 3.3 Overall, how satisfied/dissatisfied were you with the HE in finding you accommodation for you?**

Sample (in numbers)	TOTAL
Very satisfied	2,747 40.0%
Satisfied	3,057 44.5%
Neutral	294 4.3%
Dissatisfied	397 5.8%
Very dissatisfied	374 5.4%
<b>TOTAL</b>	<b>6,869 100%</b>

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Very satisfied	9,465 <b>43.2%</b>	5,785 <b>31.0%</b>	6,609 <b>45.0%</b>	7,372 <b>41.4%</b>	5,336 <b>36.1%</b>	34,567 <b>39.3%</b>	17,748 <b>37.0%</b>	14,724 <b>44.0%</b>	562 <b>30.9%</b>	1,534 <b>33.4%</b>	34,568 <b>39.3%</b>
Satisfied	8,927 <b>40.7%</b>	8,849 <b>47.4%</b>	6,833 <b>46.5%</b>	8,234 <b>46.2%</b>	7,567 <b>51.2%</b>	40,410 <b>46.0%</b>	22,958 <b>47.8%</b>	14,238 <b>42.6%</b>	1,011 <b>55.5%</b>	2,204 <b>47.9%</b>	40,411 <b>46.0%</b>
Neutral	1,184 <b>5.4%</b>	1,710 <b>9.2%</b>	530 <b>3.6%</b>	655 <b>3.7%</b>	681 <b>4.6%</b>	4,760 <b>5.4%</b>	2,870 <b>6.0%</b>	1,460 <b>4.4%</b>	26 <b>1.4%</b>	405 <b>8.8%</b>	4,761 <b>5.4%</b>
Dissatisfied	1,653 <b>7.5%</b>	1,711 <b>9.2%</b>	447 <b>3.0%</b>	1,081 <b>6.1%</b>	839 <b>5.7%</b>	5,731 <b>6.5%</b>	3,169 <b>6.6%</b>	1,957 <b>5.9%</b>	180 <b>9.9%</b>	425 <b>9.2%</b>	5,731 <b>6.5%</b>
Very dissatisfied	685 <b>3.1%</b>	618 <b>3.3%</b>	264 <b>1.8%</b>	474 <b>2.7%</b>	368 <b>2.5%</b>	2,409 <b>2.7%</b>	1,284 <b>2.7%</b>	1,052 <b>3.1%</b>	41 <b>2.3%</b>	31 <b>0.7%</b>	2,408 <b>2.7%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,683 <b>100%</b>	17,816 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,431 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,879 <b>100%</b>

**Table 3.5 Overall, do you think your home is?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Too big	912 <b>4.2%</b>	368 <b>2.0%</b>	459 <b>3.1%</b>	294 <b>1.7%</b>	383 <b>2.6%</b>	2,416 <b>2.7%</b>	1,472 <b>3.1%</b>	887 <b>2.7%</b>	33 <b>1.8%</b>	24 <b>0.5%</b>	2,416 <b>2.7%</b>
Too small	4,047 <b>18.5%</b>	3,113 <b>16.7%</b>	1,779 <b>12.1%</b>	1,680 <b>9.4%</b>	2,435 <b>16.5%</b>	13,054 <b>14.9%</b>	6,590 <b>13.7%</b>	5,464 <b>16.3%</b>	349 <b>19.2%</b>	649 <b>14.1%</b>	13,052 <b>14.9%</b>
Just about the right size	16,956 <b>77.4%</b>	15,135 <b>81.1%</b>	12,428 <b>84.6%</b>	15,799 <b>88.7%</b>	11,973 <b>80.9%</b>	72,291 <b>82.3%</b>	39,928 <b>83.1%</b>	27,060 <b>80.9%</b>	1,438 <b>79.0%</b>	3,866 <b>84.1%</b>	72,292 <b>82.3%</b>
Don't know	0 <b>0.0%</b>	57 <b>0.3%</b>	18 <b>0.1%</b>	42 <b>0.2%</b>	0 <b>0.0%</b>	117 <b>0.1%</b>	39 <b>0.1%</b>	18 <b>0.1%</b>	0 <b>0.0%</b>	59 <b>1.3%</b>	116 <b>0.1%</b>
<b>TOTAL</b>	21,915 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>	48,029 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,598 <b>100%</b>	87,876 <b>100%</b>

**Table 3.6 Do you intend to remain as an HE tenant for the next 5 years? What are your future intentions?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Remain as Housing Executive tenant	21,061 <b>96.1%</b>	17,263 <b>92.4%</b>	13,835 <b>94.2%</b>	17,177 <b>96.4%</b>	14,171 <b>95.8%</b>	83,507 <b>95.0%</b>	46,362 <b>96.5%</b>	31,439 <b>94.0%</b>	1,587 <b>87.1%</b>	4,120 <b>89.6%</b>	83,508 <b>95.0%</b>
Become an owner of this home	282 <b>1.3%</b>	728 <b>3.9%</b>	310 <b>2.1%</b>	222 <b>1.2%</b>	120 <b>0.8%</b>	1,662 <b>1.9%</b>	577 <b>1.2%</b>	719 <b>2.2%</b>	171 <b>9.4%</b>	194 <b>4.2%</b>	1,661 <b>1.9%</b>
Become an owner of another Housing	79 <b>0.4%</b>	119 <b>0.6%</b>	19 <b>0.1%</b>	61 <b>0.3%</b>	0 <b>0.0%</b>	278 <b>0.3%</b>	161 <b>0.3%</b>	69 <b>0.2%</b>	0 <b>0.0%</b>	48 <b>1.0%</b>	278 <b>0.3%</b>
Move to owner occupied sector	39 <b>0.2%</b>	106 <b>0.6%</b>	0 <b>0.0%</b>	62 <b>0.3%</b>	122 <b>0.8%</b>	329 <b>0.4%</b>	146 <b>0.3%</b>	126 <b>0.4%</b>	0 <b>0.0%</b>	58 <b>1.3%</b>	330 <b>0.4%</b>
Move to private renting	95 <b>0.4%</b>	171 <b>0.9%</b>	76 <b>0.5%</b>	76 <b>0.4%</b>	39 <b>0.3%</b>	457 <b>0.5%</b>	178 <b>0.4%</b>	224 <b>0.7%</b>	0 <b>0.0%</b>	53 <b>1.2%</b>	455 <b>0.5%</b>
Move to renting from a Housing Association	34 <b>0.2%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	116 <b>0.8%</b>	150 <b>0.2%</b>	49 <b>0.1%</b>	86 <b>0.3%</b>	15 <b>0.8%</b>	0 <b>0.0%</b>	150 <b>0.2%</b>
Other (specify)	0 <b>0.0%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	8 <b>0.0%</b>	46 <b>0.3%</b>	54 <b>0.1%</b>	8 <b>0.0%</b>	46 <b>0.1%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	54 <b>0.1%</b>
Don't know	324 <b>1.5%</b>	287 <b>1.5%</b>	444 <b>3.0%</b>	209 <b>1.2%</b>	178 <b>1.2%</b>	1,442 <b>1.6%</b>	548 <b>1.1%</b>	720 <b>2.2%</b>	48 <b>2.6%</b>	126 <b>2.7%</b>	1,442 <b>1.6%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,674 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,792 <b>100%</b>	87,879 <b>100%</b>	48,029 <b>100%</b>	33,429 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**Table 3.7 When do you think you would buy?**

	TOTAL
Sample (in numbers)	120
Within the next 12 months	367 <b>16.2%</b>
Within the next 1 to 3 years	824 <b>36.3%</b>
After 3 years or more	776 <b>34.2%</b>
Dont know	300 <b>13.2%</b>
<b>TOTAL</b>	<b>2267</b> <b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	15,644 <b>71.4%</b>	13,381 <b>71.7%</b>	8,683 <b>59.1%</b>	11,580 <b>65.0%</b>	9,926 <b>67.1%</b>	59,214 <b>67.4%</b>	32,974 <b>68.7%</b>	22,209 <b>66.4%</b>	1,266 <b>69.6%</b>	2,766 <b>60.2%</b>	59,215 <b>67.4%</b>
No	6,270 <b>28.6%</b>	5,292 <b>28.3%</b>	6,001 <b>40.9%</b>	6,235 <b>35.0%</b>	4,865 <b>32.9%</b>	28,663 <b>32.6%</b>	15,055 <b>31.3%</b>	11,221 <b>33.6%</b>	554 <b>30.4%</b>	1,832 <b>39.8%</b>	28,662 <b>32.6%</b>
<b>TOTAL</b>	<b>21,914</b> <b>100%</b>	<b>18,673</b> <b>100%</b>	<b>14,684</b> <b>100%</b>	<b>17,815</b> <b>100%</b>	<b>14,791</b> <b>100%</b>	<b>87,877</b> <b>100%</b>	<b>48,029</b> <b>100%</b>	<b>33,430</b> <b>100%</b>	<b>1,820</b> <b>100%</b>	<b>4,598</b> <b>100%</b>	<b>87,877</b> <b>100%</b>

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

	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Sample (in numbers)											
03448 920 900 (General)	2,149 <b>13.7%</b>	3,930 <b>29.4%</b>	2,676 <b>30.8%</b>	1,897 <b>16.4%</b>	1,136 <b>11.4%</b>	11,788 <b>19.9%</b>	7,295 <b>22.1%</b>	3,655 <b>16.5%</b>	314 <b>24.8%</b>	524 <b>18.9%</b>	11,788 <b>19.9%</b>
03448 920 901(Repairs)	8,032 <b>51.3%</b>	6,905 <b>51.6%</b>	4,481 <b>51.6%</b>	6,436 <b>55.6%</b>	4,536 <b>45.7%</b>	30,390 <b>51.3%</b>	16,853 <b>51.1%</b>	11,425 <b>51.4%</b>	605 <b>47.8%</b>	1,507 <b>54.5%</b>	30,390 <b>51.3%</b>
03448 920 902 (Housing Benefit)	163 <b>1.0%</b>	357 <b>2.7%</b>	104 <b>1.2%</b>	373 <b>3.2%</b>	110 <b>1.1%</b>	1,107 <b>1.9%</b>	762 <b>2.3%</b>	154 <b>0.7%</b>	28 <b>2.2%</b>	164 <b>5.9%</b>	1,108 <b>1.9%</b>
Other	920 <b>5.9%</b>	575 <b>4.3%</b>	59 <b>0.7%</b>	735 <b>6.3%</b>	537 <b>5.4%</b>	2,826 <b>4.8%</b>	1,705 <b>5.2%</b>	1,043 <b>4.7%</b>	31 <b>2.4%</b>	49 <b>1.8%</b>	2,828 <b>4.8%</b>
Don't Know	4,380 <b>28.0%</b>	1,615 <b>12.1%</b>	1,363 <b>15.7%</b>	2,138 <b>18.5%</b>	3,607 <b>36.3%</b>	13,103 <b>22.1%</b>	6,359 <b>19.3%</b>	5,932 <b>26.7%</b>	289 <b>22.8%</b>	522 <b>18.9%</b>	13,102 <b>22.1%</b>
<b>TOTAL</b>	<b>15,644</b> <b>100%</b>	<b>13,382</b> <b>100%</b>	<b>8,683</b> <b>100%</b>	<b>11,579</b> <b>100%</b>	<b>9,926</b> <b>100%</b>	<b>59,214</b> <b>100%</b>	<b>32,974</b> <b>100%</b>	<b>22,209</b> <b>100%</b>	<b>1,267</b> <b>100%</b>	<b>2,766</b> <b>100%</b>	<b>59,216</b> <b>100%</b>

**Table 4.3 When you last telephoned, what was the main reason for telephoning the Housing Executive?**

Sample (in numbers)	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Repairs	12,951 <b>82.8%</b>	11,021 <b>82.4%</b>	7,192 <b>82.8%</b>	9,928 <b>85.7%</b>	8,812 <b>88.8%</b>	49,904 <b>84.3%</b>	27,633 <b>83.8%</b>	19,097 <b>86.0%</b>	929 <b>73.4%</b>	2,245 <b>81.2%</b>	49,904 <b>84.3%</b>
Grounds Maintenance	327 <b>2.1%</b>	136 <b>1.0%</b>	130 <b>1.5%</b>	116 <b>1.0%</b>	81 <b>0.8%</b>	790 <b>1.3%</b>	372 <b>1.1%</b>	375 <b>1.7%</b>	43 <b>3.4%</b>	0 <b>0.0%</b>	790 <b>1.3%</b>
Housing Benefit	274 <b>1.8%</b>	300 <b>2.2%</b>	50 <b>0.6%</b>	405 <b>3.5%</b>	64 <b>0.6%</b>	1,093 <b>1.8%</b>	664 <b>2.0%</b>	277 <b>1.2%</b>	28 <b>2.2%</b>	126 <b>4.6%</b>	1,095 <b>1.8%</b>
Rent Account	674 <b>4.3%</b>	304 <b>2.3%</b>	109 <b>1.3%</b>	169 <b>1.5%</b>	178 <b>1.8%</b>	1,434 <b>2.4%</b>	891 <b>2.7%</b>	442 <b>2.0%</b>	17 <b>1.3%</b>	82 <b>3.0%</b>	1,432 <b>2.4%</b>
First application for a Transfer/Exchange	185 <b>1.2%</b>	216 <b>1.6%</b>	61 <b>0.7%</b>	27 <b>0.2%</b>	74 <b>0.7%</b>	563 <b>1.0%</b>	349 <b>1.1%</b>	170 <b>0.8%</b>	43 <b>3.4%</b>	0 <b>0.0%</b>	562 <b>0.9%</b>
Query regarding an existing	263 <b>1.7%</b>	128 <b>1.0%</b>	201 <b>2.3%</b>	78 <b>0.7%</b>	83 <b>0.8%</b>	753 <b>1.3%</b>	423 <b>1.3%</b>	303 <b>1.4%</b>	0 <b>0.0%</b>	27 <b>1.0%</b>	753 <b>1.3%</b>
Planned schemes	147 <b>0.9%</b>	233 <b>1.7%</b>	140 <b>1.6%</b>	225 <b>1.9%</b>	60 <b>0.6%</b>	805 <b>1.4%</b>	375 <b>1.1%</b>	267 <b>1.2%</b>	117 <b>9.2%</b>	47 <b>1.7%</b>	806 <b>1.4%</b>
Allocations, incl on behalf of someone else	0 <b>0.0%</b>	26 <b>0.2%</b>	31 <b>0.4%</b>	0 <b>0.0%</b>	13 <b>0.1%</b>	70 <b>0.1%</b>	26 <b>0.1%</b>	44 <b>0.2%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	70 <b>0.1%</b>
ASB, including neighbour problems	141 <b>0.9%</b>	200 <b>1.5%</b>	184 <b>2.1%</b>	145 <b>1.3%</b>	165 <b>1.7%</b>	835 <b>1.4%</b>	448 <b>1.4%</b>	305 <b>1.4%</b>	0 <b>0.0%</b>	83 <b>3.0%</b>	836 <b>1.4%</b>
General Information/Advice	171 <b>1.1%</b>	252 <b>1.9%</b>	265 <b>3.1%</b>	207 <b>1.8%</b>	50 <b>0.5%</b>	945 <b>1.6%</b>	641 <b>1.9%</b>	203 <b>0.9%</b>	31 <b>2.4%</b>	70 <b>2.5%</b>	945 <b>1.6%</b>
Buying your home	0 <b>0.0%</b>	37 <b>0.3%</b>	54 <b>0.6%</b>	0 <b>0.0%</b>	24 <b>0.2%</b>	115 <b>0.2%</b>	79 <b>0.2%</b>	19 <b>0.1%</b>	0 <b>0.0%</b>	17 <b>0.6%</b>	115 <b>0.2%</b>
Other	512 <b>3.3%</b>	346 <b>2.6%</b>	266 <b>3.1%</b>	259 <b>2.2%</b>	320 <b>3.2%</b>	1,703 <b>2.9%</b>	946 <b>2.9%</b>	669 <b>3.0%</b>	58 <b>4.6%</b>	31 <b>1.1%</b>	1,704 <b>2.9%</b>
Don't know	0 <b>0.0%</b>	183 <b>1.4%</b>	0 <b>0.0%</b>	19 <b>0.2%</b>	0 <b>0.0%</b>	202 <b>0.3%</b>	125 <b>0.4%</b>	38 <b>0.2%</b>	0 <b>0.0%</b>	38 <b>1.4%</b>	201 <b>0.3%</b>
<b>TOTAL</b>	<b>15,645</b> <b>100%</b>	<b>13,382</b> <b>100%</b>	<b>8,683</b> <b>100%</b>	<b>11,578</b> <b>100%</b>	<b>9,924</b> <b>100%</b>	<b>59,212</b> <b>100%</b>	<b>32,972</b> <b>100%</b>	<b>22,209</b> <b>100%</b>	<b>1,266</b> <b>100%</b>	<b>2,766</b> <b>100%</b>	<b>59,213</b> <b>100%</b>

**Table 4.4 Thinking about the last time you phoned or tried to phone a HE office, did you get through?**

Sample (in numbers)	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Yes - phone answered quickly	14,563 <b>93.1%</b>	11,753 <b>87.8%</b>	8,177 <b>94.2%</b>	10,134 <b>87.5%</b>	9,170 <b>92.4%</b>	53,797 <b>90.9%</b>	29,533 <b>89.6%</b>	20,558 <b>92.6%</b>	1,108 <b>87.5%</b>	2,598 <b>93.9%</b>	53,797 <b>90.9%</b>
Yes - but phone left to ring for some time before	876 <b>5.6%</b>	1,141 <b>8.5%</b>	241 <b>2.8%</b>	1,048 <b>9.1%</b>	560 <b>5.6%</b>	3,866 <b>6.5%</b>	2,433 <b>7.4%</b>	1,195 <b>5.4%</b>	115 <b>9.1%</b>	123 <b>4.4%</b>	3,866 <b>6.5%</b>
No - answered by machine	0 <b>0.0%</b>	163 <b>1.2%</b>	35 <b>0.4%</b>	94 <b>0.8%</b>	28 <b>0.3%</b>	320 <b>0.5%</b>	170 <b>0.5%</b>	97 <b>0.4%</b>	24 <b>1.9%</b>	31 <b>1.1%</b>	322 <b>0.5%</b>
No - permanently engaged	0 <b>0.0%</b>	38 <b>0.3%</b>	0 <b>0.0%</b>	175 <b>1.5%</b>	0 <b>0.0%</b>	213 <b>0.4%</b>	190 <b>0.6%</b>	8 <b>0.0%</b>	0 <b>0.0%</b>	15 <b>0.5%</b>	213 <b>0.4%</b>
No - left to ring - and you hung up	155 <b>1.0%</b>	0 <b>0.0%</b>	18 <b>0.2%</b>	0 <b>0.0%</b>	47 <b>0.5%</b>	220 <b>0.4%</b>	108 <b>0.3%</b>	112 <b>0.5%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	220 <b>0.4%</b>
Don't know	51 <b>0.3%</b>	285 <b>2.1%</b>	213 <b>2.5%</b>	128 <b>1.1%</b>	121 <b>1.2%</b>	798 <b>1.3%</b>	540 <b>1.6%</b>	238 <b>1.1%</b>	19 <b>1.5%</b>	0 <b>0.0%</b>	797 <b>1.3%</b>
<b>TOTAL</b>	<b>15,645</b> <b>100%</b>	<b>13,380</b> <b>100%</b>	<b>8,684</b> <b>100%</b>	<b>11,579</b> <b>100%</b>	<b>9,926</b> <b>100%</b>	<b>59,214</b> <b>100%</b>	<b>32,974</b> <b>100%</b>	<b>22,208</b> <b>100%</b>	<b>1,266</b> <b>100%</b>	<b>2,767</b> <b>100%</b>	<b>59,215</b> <b>100%</b>

**Table 4.5 Tenants opinions of staff member who dealt with their query**

**a) Polite**

Sample (in numbers)	TOTAL 2190	%
Yes	56412	<b>97.6</b>
No	1,363	<b>2.4</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**b) Friendly**

Sample	TOTAL 2190	%
Yes	56,008	<b>96.9</b>
No	1,766	<b>3.1</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**c) Knowledgeable**

Sample	TOTAL 2190	%
Yes	54,287	<b>94.0</b>
No	3,488	<b>6.0</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**d) Not interested off/hand**

	TOTAL	%
Sample (in numbers)	2190	
Yes	3,322	<b>5.7</b>
No	54,453	<b>94.3</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**e) Patient**

	TOTAL	%
Sample	2190	
Yes	54,133	<b>93.7</b>
No	3,641	<b>6.3</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**f) Easy to understand**

	TOTAL	%
Sample	2190	
Yes	56,635	<b>98.0</b>
No	1,140	<b>2.0</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**g) Rude**

	TOTAL	%
Sample (in numbers)	2190	
Yes	1,338	<b>2.3</b>
No	56,436	<b>97.7</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**h) In a hurry/rushed**

	TOTAL	%
Sample	2190	
Yes	2,812	<b>4.9</b>
No	54,936	<b>95.1</b>
<b>Total</b>	<b>57,774</b>	<b>100</b>

**Table 4.6** Approx, how long ago did you FIRST telephone the HE, regarding this matter?

	TOTAL	%
Sample (in numbers)	2190	
Within the last week	5,807	<b>10.1</b>
More than 1 wk, but less than 1 mth	10,806	<b>18.7</b>
1 mth or more, but less than 3 mths	15,486	<b>26.8</b>
3 mths or more, but less than 6 mths	11,785	<b>20.4</b>
6 months or more	13,369	<b>23.1</b>
Can't/ Don't remember	523	<b>0.9</b>
<b>Total</b>	<b>57,776</b>	<b>100</b>

**Table 4.7** Overall, how satisfied/dissatisfied were you with telephoning the Housing Executive?

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	359	433	343	582	530	2247	1213	873	53	108	2247
Very satisfied	7,853	3,635	3,694	4,699	3,918	23,799	11,731	10,644	469	955	23,799
	<b>50.2%</b>	<b>27.2%</b>	<b>42.5%</b>	<b>40.6%</b>	<b>39.5%</b>	<b>40.2%</b>	<b>35.6%</b>	<b>47.9%</b>	<b>37.1%</b>	<b>34.5%</b>	<b>40.2%</b>
Satisfied	6,257	7,940	4,395	5,959	5,278	29,829	17,475	10,108	645	1,601	29,829
	<b>40.0%</b>	<b>59.3%</b>	<b>50.6%</b>	<b>51.5%</b>	<b>53.2%</b>	<b>50.4%</b>	<b>53.0%</b>	<b>45.5%</b>	<b>51.0%</b>	<b>57.9%</b>	<b>50.4%</b>
Neutral	392	965	279	328	426	2,390	1,652	597	49	91	2,389
	<b>2.5%</b>	<b>7.2%</b>	<b>3.2%</b>	<b>2.8%</b>	<b>4.3%</b>	<b>4.0%</b>	<b>5.0%</b>	<b>2.7%</b>	<b>3.9%</b>	<b>3.3%</b>	<b>4.0%</b>
Dissatisfied	667	454	130	276	201	1,728	1,234	374	44	77	1,729
	<b>4.3%</b>	<b>3.4%</b>	<b>1.5%</b>	<b>2.4%</b>	<b>2.0%</b>	<b>2.9%</b>	<b>3.7%</b>	<b>1.7%</b>	<b>3.5%</b>	<b>2.8%</b>	<b>2.9%</b>
Very dissatisfied	476	387	185	317	102	1,467	882	486	58	42	1,468
	<b>3.0%</b>	<b>2.9%</b>	<b>2.1%</b>	<b>2.7%</b>	<b>1.0%</b>	<b>2.5%</b>	<b>2.7%</b>	<b>2.2%</b>	<b>4.6%</b>	<b>1.5%</b>	<b>2.5%</b>
<b>TOTAL</b>	<b>15,645</b>	<b>13,381</b>	<b>8,683</b>	<b>11,579</b>	<b>9,925</b>	<b>59,213</b>	<b>32,974</b>	<b>22,209</b>	<b>1,265</b>	<b>2,766</b>	<b>59,214</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 4.8** Have you visited a HE Office in the past 12 months?

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Yes	4,165	5,915	2,926	5,134	4,014	22,154	12,008	8,319	511	1,315	22,153
	<b>19.0%</b>	<b>31.7%</b>	<b>19.9%</b>	<b>28.8%</b>	<b>27.1%</b>	<b>25.2%</b>	<b>25.0%</b>	<b>24.9%</b>	<b>28.1%</b>	<b>28.6%</b>	<b>25.2%</b>
No	17,749	12,758	11,758	12,681	10,777	65,723	36,021	25,110	1,309	3,283	65,723
	<b>81.0%</b>	<b>68.3%</b>	<b>80.1%</b>	<b>71.2%</b>	<b>72.9%</b>	<b>74.8%</b>	<b>75.0%</b>	<b>75.1%</b>	<b>71.9%</b>	<b>71.4%</b>	<b>74.8%</b>
<b>TOTAL</b>	<b>21,914</b>	<b>18,673</b>	<b>14,684</b>	<b>17,815</b>	<b>14,791</b>	<b>87,877</b>	<b>48,029</b>	<b>33,429</b>	<b>1,820</b>	<b>4,598</b>	<b>87,876</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 4.9 What was the main reason for your visit?**

Sample (in numbers)	Area					TOTAL 877	Religion				TOTAL 877
	Belfast 90	S East 192	South 104	N East 269	West 222		Protestant 454	Catholic 349	Mixed <25	Other 51	
Repairs	1,068 25.6%	2,172 36.7%	1,477 50.5%	2,591 50.5%	2,090 52.1%	9,398 42.4%	4,994 41.6%	3,944 47.4%	133 26.0%	328 25.0%	9,399 42.4%
Grounds Maintenance	95 2.3%	37 0.6%	79 2.7%	61 1.2%	43 1.1%	315 1.4%	255 2.1%	59 0.7%	0 0.0%	0 0.0%	314 1.4%
Housing Benefit	626 15.0%	865 14.6%	263 9.0%	619 12.1%	206 5.1%	2,579 11.6%	1,452 12.1%	807 9.7%	69 13.5%	251 19.1%	2,579 11.6%
Rent Account	411 9.9%	728 12.3%	143 4.9%	464 9.0%	282 7.0%	2,028 9.2%	1,289 10.7%	494 5.9%	105 20.5%	141 10.7%	2,029 9.2%
First application for a Transfer/Exchange	425 10.2%	309 5.2%	141 4.8%	144 2.8%	182 4.5%	1,201 5.4%	637 5.3%	389 4.7%	77 15.1%	97 7.4%	1,200 5.4%
Query regarding an existing	291 7.0%	483 8.2%	179 6.1%	294 5.7%	194 4.8%	1,441 6.5%	766 6.4%	562 6.8%	44 8.6%	71 5.4%	1,443 6.5%
Planned schemes	51 1.2%	136 2.3%	19 0.6%	68 1.3%	84 2.1%	358 1.6%	160 1.3%	177 2.1%	21 4.1%	0 0.0%	358 1.6%
Allocations, includ on behalf of someone else	60 1.4%	184 3.1%	81 2.8%	77 1.5%	120 3.0%	522 2.4%	300 2.5%	186 2.2%	15 2.9%	23 1.8%	524 2.4%
ASB, including neighbour problems	180 4.3%	194 3.3%	120 4.1%	125 2.4%	89 2.2%	708 3.2%	364 3.0%	284 3.4%	0 0.0%	59 4.5%	707 3.2%
General Information/Advice	222 5.3%	274 4.6%	70 2.4%	252 4.9%	253 6.3%	1,071 4.8%	596 5.0%	352 4.2%	21 4.1%	101 7.7%	1,070 4.8%
Buying your home	0 0.0%	0 0.0%	0 0.0%	0 0.0%	10 0.2%	10 0.0%	10 0.1%	0 0.0%	0 0.0%	0 0.0%	10 0.0%
Other	736 17.7%	470 7.9%	284 9.7%	436 8.5%	438 10.9%	2,364 10.7%	1,148 9.6%	974 11.7%	0 0.0%	243 18.5%	2,365 10.7%
Don't know	0 0.0%	63 1.1%	69 2.4%	0 0.0%	22 0.5%	154 0.7%	37 0.3%	91 1.1%	26 5.1%	0 0.0%	154 0.7%
<b>TOTAL</b>	<b>4,165 100%</b>	<b>5,915 100%</b>	<b>2,925 100%</b>	<b>5,131 100%</b>	<b>4,013 100%</b>	<b>22,149 100%</b>	<b>12,008 100%</b>	<b>8,319 100%</b>	<b>511 100%</b>	<b>1,314 100%</b>	<b>22,152 100%</b>

**Table 4.10 Time to wait to speak to counter staff**

Sample (in numbers)	Area					TOTAL 877	Religion				TOTAL 877
	Belfast 90	S East 192	South 104	N East 269	West 222		Protestant 454	Catholic 349	Mixed <25	Other 51	
Under 5 minutes	1,588 38.1%	2,444 41.3%	1,771 60.5%	3,199 62.3%	3,343 83.3%	12,345 55.7%	6,223 51.8%	5,137 61.8%	291 56.9%	694 52.7%	12,345 55.7%
5-10 minutes	1,513 36.3%	1,782 30.1%	1,046 35.7%	1,241 24.2%	408 10.2%	5,990 27.0%	3,382 28.2%	2,160 26.0%	154 30.1%	295 22.4%	5,991 27.0%
11-14 minutes	336 8.1%	990 16.7%	92 3.1%	224 4.4%	138 3.4%	1,780 8.0%	1,142 9.5%	417 5.0%	43 8.4%	177 13.4%	1,779 8.0%
15 to 30 minutes	516 12.4%	492 8.3%	0 0.0%	217 4.2%	79 2.0%	1,304 5.9%	801 6.7%	417 5.0%	0 0.0%	84 6.4%	1,302 5.9%
More than 30 minutes	213 5.1%	113 1.9%	0 0.0%	202 3.9%	24 0.6%	552 2.5%	369 3.1%	93 1.1%	23 4.5%	66 5.0%	551 2.5%
(Dont know)	0 0.0%	94 1.6%	18 0.6%	52 1.0%	22 0.5%	186 0.8%	90 0.7%	95 1.1%	0 0.0%	0 0.0%	185 0.8%
<b>TOTAL</b>	<b>4,166 100%</b>	<b>5,915 100%</b>	<b>2,927 100%</b>	<b>5,135 100%</b>	<b>4,014 100%</b>	<b>22,157 100%</b>	<b>12,007 100%</b>	<b>8,319 100%</b>	<b>511 100%</b>	<b>1,316 100%</b>	<b>22,153 100%</b>

**Table 4.11 Level of agreement with statements about visiting a Housing Executive office**

**a) The office is easy to get to**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	8,248	37.2
Agree	12,877	58.1
Neutral	241	1.1
Disagree	657	3.0
Disagree Strongly	130	.6
<b>Total</b>	<b>22,153</b>	<b>100.0</b>

**b) You rarely have to wait to be seen**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	4,594	20.7
Agree	12,458	56.2
Neutral	2,634	11.9
Disagree	2,040	9.2
Disagree Strongly	429	1.9
<b>Total</b>	<b>22,153</b>	<b>100.0</b>

**c) You cannot be overheard when being dealt with**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	2,549	11.5
Agree	7,925	35.8
Neutral	2,057	9.3
Disagree	7,162	32.3
Disagree Strongly	2,460	11.1
<b>Total</b>	<b>22,153</b>	<b>100</b>

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

Sample (in numbers)	TOTAL 877	%
Agree Strongly	4,449	20.1
Agree	11,059	49.9
Neutral	2,704	12.2
Disagree	3,551	16.0
Disagree Strongly	390	1.8
<b>Total</b>	<b>22,153</b>	<b>100</b>

**e) You always feel you can ask questions**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	6,334	28.6
Agree	13,708	61.9
Neutral	946	4.3
Disagree	972	4.4
Disagree Strongly	192	.9
<b>Total</b>	<b>22,153</b>	<b>100</b>

**f) The staff seem very knowledgeable**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	5,818	26.3
Agree	12,728	57.5
Neutral	2,161	9.8
Disagree	1,197	5.4
Disagree Strongly	249	1.1
<b>Total</b>	<b>22,153</b>	<b>100</b>

**g) The staff are polite**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	7,064	31.9
Agree	13,352	60.3
Neutral	1,314	5.9
Disagree	296	1.3
Disagree Strongly	127	.6
<b>Total</b>	<b>22,153</b>	<b>100</b>

**h) The staff appear to have time for me**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	6,537	29.5
Agree	12,803	57.8
Neutral	1,576	7.1
Disagree	1,021	4.6
Disagree Strongly	216	1.0
<b>Total</b>	<b>22,153</b>	<b>100</b>

**i) The staff are friendly**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	6,909	31.2
Agree	13,166	59.4
Neutral	1,719	7.8
Disagree	290	1.3
Dis/Strongly	70	.3
<b>Total</b>	<b>22,153</b>	<b>100</b>

**j) The staff are helpful**

Sample (in numbers)	TOTAL 877	%
Agree Strongly	6,922	31.2
Agree	12,536	56.6
Neutral	1,834	8.3
Disagree	644	2.9
Disagree Strongly	218	1.0
<b>Total</b>	<b>22,153</b>	<b>100</b>

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

Sample (in numbers)	TOTAL 877	%
Agree Strongly	1,545	7.0
Agree	4,744	21.4
Neutral	6,477	29.2
Disagree	7,789	35.2
Disagree Strongly	1,598	7.2
<b>Total</b>	<b>22,153</b>	<b>100</b>

**Table 4.12 How satisfied/dissatisfied are you with the opening hours of the office you visited?**

	Area					TOTAL 877	Religion				TOTAL 877
	Belfast 90	S East 192	South 104	N East 269	West 222		Protestant 454	Catholic 349	Mixed <25	Other 51	
Sample (in numbers)											
Very satisfied	1,713 41.1%	1,282 21.7%	749 25.6%	1,385 27.0%	1,248 31.1%	6,377 28.8%	3,275 27.3%	2,706 32.5%	68 13.3%	326 24.8%	6,375 28.8%
Satisfied	2,064 49.6%	4,184 70.7%	1,947 66.5%	3,283 64.0%	2,543 63.4%	14,021 63.3%	7,602 63.3%	5,154 62.0%	348 68.0%	917 69.7%	14,021 63.3%
Neutral	289 6.9%	270 4.6%	105 3.6%	237 4.6%	141 3.5%	1,042 4.7%	729 6.1%	203 2.4%	57 11.1%	53 4.0%	1,042 4.7%
Dissatisfied	60 1.4%	156 2.6%	125 4.3%	164 3.2%	82 2.0%	587 2.6%	298 2.5%	256 3.1%	15 2.9%	19 1.4%	588 2.7%
Very dissatisfied	39 0.9%	24 0.4%	0 0.0%	64 1.2%	0 0.0%	127 0.6%	103 0.9%	0 0.0%	24 4.7%	0 0.0%	127 0.6%
<b>TOTAL</b>	4,165 100%	5,916 100%	2,926 100%	5,133 100%	4,014 100%	22,154 100%	12,007 100%	8,319 100%	512 100%	1,315 100%	22,153 100%

**Table 4.13 Overall, how satisfied/dissatisfied were you with your visit to a HE Office?**

	Area					TOTAL 877	Religion				TOTAL 877
	Belfast 90	S East 192	South 104	N East 269	West 222		Protestant 454	Catholic 349	Mixed <25	Other 51	
Sample (in numbers)											
Very satisfied	1,840 44.2%	1,509 25.5%	687 23.5%	1,425 27.8%	1,418 35.3%	6,879 31.0%	3,287 27.4%	3,110 37.4%	119 23.3%	363 27.6%	6,879 31.1%
Satisfied	1,487 35.7%	3,265 55.2%	1,893 64.7%	3,065 59.7%	2,079 51.8%	11,789 53.2%	6,869 57.2%	3,765 45.3%	351 68.7%	803 61.1%	11,788 53.2%
Neutral	134 3.2%	329 5.6%	263 9.0%	160 3.1%	280 7.0%	1,166 5.3%	569 4.7%	531 6.4%	17 3.3%	48 3.7%	1,165 5.3%
Dissatisfied	554 13.3%	511 8.6%	42 1.4%	327 6.4%	183 4.6%	1,617 7.3%	933 7.8%	627 7.5%	0 0.0%	56 4.3%	1,616 7.3%
Very dissatisfied	151 3.6%	301 5.1%	42 1.4%	156 3.0%	54 1.3%	704 3.2%	349 2.9%	286 3.4%	24 4.7%	45 3.4%	704 3.2%
<b>TOTAL</b>	4,166 100%	5,915 100%	2,927 100%	5,133 100%	4,014 100%	22,155 100%	12,007 100%	8,319 100%	511 100%	1,315 100%	22,152 100%

**Table 4.14 Have you had a visit from a member of the Housing Executive staff during the last 12 months?**

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	6,009 27.4%	3,649 19.5%	2,466 16.8%	3,192 17.9%	2,957 20.0%	18,273 20.8%	9,061 18.9%	7,681 23.0%	463 25.4%	1,069 23.2%	18,274 20.8%
No	15,905 72.6%	15,024 80.5%	12,218 83.2%	14,623 82.1%	11,834 80.0%	69,604 79.2%	38,968 81.1%	25,749 77.0%	1,357 74.6%	3,529 76.8%	69,603 79.2%
<b>TOTAL</b>	21,914 100%	18,673 100%	14,684 100%	17,815 100%	14,791 100%	87,877 100%	48,029 100%	33,430 100%	1,820 100%	4,598 100%	87,877 100%

**Table 4.15 What was the main reason for the visit?**

Sample (in numbers)	Area					TOTAL 668	Religion				TOTAL 668
	Belfast 132	S East 131	South 86	N East 163	West 156		Protestant 323	Catholic 283	Mixed <25	Other 41	
Repairs	2,979 49.6%	1,755 48.1%	1,115 45.2%	1,534 48.1%	1,732 58.6%	9,115 49.9%	4,636 51.2%	3,850 50.1%	140 30.2%	490 45.8%	9,116 49.9%
Grounds Maintenance	74 1.2%	37 1.0%	107 4.3%	61 1.9%	31 1.0%	310 1.7%	145 1.6%	97 1.3%	19 4.1%	50 4.7%	311 1.7%
Housing Benefit	0 0.0%	73 2.0%	0 0.0%	0 0.0%	0 0.0%	73 0.4%	26 0.3%	47 0.6%	0 0.0%	0 0.0%	73 0.4%
Rent Account	241 4.0%	81 2.2%	59 2.4%	32 1.0%	42 1.4%	455 2.5%	223 2.5%	190 2.5%	0 0.0%	43 4.0%	456 2.5%
First application for a Transfer/Exchange	553 9.2%	432 11.8%	207 8.4%	188 5.9%	46 1.6%	1,426 7.8%	642 7.1%	672 8.8%	76 16.4%	37 3.5%	1,427 7.8%
Query regarding an existing	194 3.2%	148 4.1%	57 2.3%	197 6.2%	96 3.2%	692 3.8%	340 3.8%	285 3.7%	39 8.4%	27 2.5%	691 3.8%
Planned schemes	398 6.6%	456 12.5%	356 14.4%	386 12.1%	235 7.9%	1,831 10.0%	925 10.2%	716 9.3%	99 21.4%	91 8.5%	1,831 10.0%
Allocations, includ on behalf of someone else	0 0.0%	18 0.5%	0 0.0%	152 4.8%	57 1.9%	227 1.2%	120 1.3%	85 1.1%	0 0.0%	22 2.1%	227 1.2%
ASB, including neighbour problems	248 4.1%	63 1.7%	139 5.6%	84 2.6%	121 4.1%	655 3.6%	231 2.5%	265 3.5%	10 2.2%	149 13.9%	655 3.6%
General Information/Advice	293 4.9%	186 5.1%	139 5.6%	235 7.4%	172 5.8%	1,025 5.6%	465 5.1%	413 5.4%	65 14.0%	82 7.7%	1,025 5.6%
Other	1,029 17.1%	398 10.9%	267 10.8%	323 10.1%	386 13.1%	2,403 13.2%	1,309 14.4%	1,016 13.2%	15 3.2%	65 6.1%	2,405 13.2%
Don't know	0 0.0%	0 0.0%	20 0.8%	0 0.0%	39 1.3%	59 0.3%	0 0.0%	44 0.6%	0 0.0%	15 1.4%	59 0.3%
<b>TOTAL</b>	<b>6,009 100%</b>	<b>3,647 100%</b>	<b>2,466 100%</b>	<b>3,192 100%</b>	<b>2,957 100%</b>	<b>18,271 100%</b>	<b>9,062 100%</b>	<b>7,680 100%</b>	<b>463 100%</b>	<b>1,071 100%</b>	<b>18,276 100%</b>

**Table 4.16 Overall, how satisfied/dissatisfied were you with the visit made by a member of staff from the HE?**

Sample (in numbers)	Area					TOTAL 668	Religion				TOTAL 668
	Belfast 132	S East 131	South 86	N East 163	West 156		Protestant 323	Catholic 283	Mixed <25	Other 41	
Very satisfied	2,751 45.8%	1,289 35.3%	820 33.2%	1,031 32.3%	1,133 38.3%	7,024 38.4%	3,363 37.1%	3,219 41.9%	88 19.0%	353 33.1%	7,023 38.4%
Satisfied	1,591 26.5%	1,610 44.1%	1,097 44.5%	1,463 45.8%	1,245 42.1%	7,006 38.3%	3,676 40.6%	2,617 34.1%	262 56.6%	450 42.1%	7,005 38.3%
Neutral	561 9.3%	229 6.3%	287 11.6%	151 4.7%	90 3.0%	1,318 7.2%	620 6.8%	666 8.7%	31 6.7%	0 0.0%	1,317 7.2%
Dissatisfied	488 8.1%	187 5.1%	138 5.6%	330 10.3%	342 11.6%	1,485 8.1%	783 8.6%	566 7.4%	82 17.7%	54 5.1%	1,485 8.1%
Very dissatisfied	618 10.3%	335 9.2%	125 5.1%	217 6.8%	147 5.0%	1,442 7.9%	619 6.8%	612 8.0%	0 0.0%	211 19.8%	1,442 7.9%
<b>TOTAL</b>	<b>6,009 100%</b>	<b>3,650 100%</b>	<b>2,467 100%</b>	<b>3,192 100%</b>	<b>2,957 100%</b>	<b>18,275 100%</b>	<b>9,061 100%</b>	<b>7,680 100%</b>	<b>463 100%</b>	<b>1,068 100%</b>	<b>18,272 100%</b>

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	15,071 68.8%	13,074 70.0%	8,417 57.3%	12,805 71.9%	10,651 72.0%	60,018 68.3%	32,798 68.3%	22,885 68.5%	1,300 71.4%	3,035 66.0%	60,018 68.3%
No	6,843 31.2%	5,599 30.0%	6,267 42.7%	5,010 28.1%	4,140 28.0%	27,859 31.7%	15,231 31.7%	10,544 31.5%	521 28.6%	1,564 34.0%	27,860 31.7%
<b>TOTAL</b>	<b>21,914 100%</b>	<b>18,673 100%</b>	<b>14,684 100%</b>	<b>17,815 100%</b>	<b>14,791 100%</b>	<b>87,877 100%</b>	<b>48,029 100%</b>	<b>33,429 100%</b>	<b>1,821 100%</b>	<b>4,599 100%</b>	<b>87,878 100%</b>

**Table 5.2 Satisfaction with how staff had dealt with request**

	Area					TOTAL 2330	Religion				TOTAL 2330
	Belfast 345	S East 428	South 336	N East 650	West 571		Protestant 1235	Catholic 916	Mixed 57	Other 122	
Sample (in numbers)											
Very satisfied	6,356 <b>42.2%</b>	3,732 <b>28.5%</b>	3,332 <b>39.6%</b>	5,269 <b>41.2%</b>	4,913 <b>46.1%</b>	23,602 <b>39.3%</b>	12,213 <b>37.2%</b>	9,897 <b>43.2%</b>	420 <b>32.3%</b>	1,072 <b>35.3%</b>	23,602 <b>39.3%</b>
Satisfied	7,044 <b>46.7%</b>	6,932 <b>53.0%</b>	4,319 <b>51.3%</b>	5,986 <b>46.8%</b>	4,901 <b>46.0%</b>	29,182 <b>48.6%</b>	15,739 <b>48.0%</b>	11,347 <b>49.6%</b>	644 <b>49.6%</b>	1,453 <b>47.9%</b>	29,183 <b>48.6%</b>
Neutral	375 <b>2.5%</b>	1,204 <b>9.2%</b>	447 <b>5.3%</b>	375 <b>2.9%</b>	230 <b>2.2%</b>	2,631 <b>4.4%</b>	1,814 <b>5.5%</b>	504 <b>2.2%</b>	46 <b>3.5%</b>	268 <b>8.8%</b>	2,632 <b>4.4%</b>
Dissatisfied	610 <b>4.0%</b>	679 <b>5.2%</b>	247 <b>2.9%</b>	754 <b>5.9%</b>	291 <b>2.7%</b>	2,581 <b>4.3%</b>	1,693 <b>5.2%</b>	647 <b>2.8%</b>	80 <b>6.2%</b>	159 <b>5.2%</b>	2,579 <b>4.3%</b>
Very dissatisfied	685 <b>4.5%</b>	528 <b>4.0%</b>	73 <b>0.9%</b>	420 <b>3.3%</b>	315 <b>3.0%</b>	2,021 <b>3.4%</b>	1,339 <b>4.1%</b>	491 <b>2.1%</b>	109 <b>8.4%</b>	83 <b>2.7%</b>	2,022 <b>3.4%</b>
<b>TOTAL</b>	15,070 <b>100%</b>	13,075 <b>100%</b>	8,418 <b>100%</b>	12,804 <b>100%</b>	10,650 <b>100%</b>	60,017 <b>100%</b>	32,798 <b>100%</b>	22,886 <b>100%</b>	1,299 <b>100%</b>	3,035 <b>100%</b>	60,018 <b>100%</b>

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

	Area					TOTAL 2330	Religion				TOTAL 2330
	Belfast 345	S East 428	South 336	N East 650	West 571		Protestant 1235	Catholic 916	Mixed 57	Other 122	
Sample (in numbers)											
Yes	12,020 <b>79.8%</b>	9,846 <b>75.3%</b>	6,960 <b>82.7%</b>	10,793 <b>84.3%</b>	9,076 <b>85.2%</b>	48,695 <b>81.1%</b>	26,264 <b>80.1%</b>	19,071 <b>83.3%</b>	975 <b>75.0%</b>	2,385 <b>78.6%</b>	48,695 <b>81.1%</b>
No	3,051 <b>20.2%</b>	3,228 <b>24.7%</b>	1,457 <b>17.3%</b>	2,012 <b>15.7%</b>	1,575 <b>14.8%</b>	11,323 <b>18.9%</b>	6,534 <b>19.9%</b>	3,814 <b>16.7%</b>	325 <b>25.0%</b>	649 <b>21.4%</b>	11,322 <b>18.9%</b>
<b>TOTAL</b>	15,071 <b>100%</b>	13,074 <b>100%</b>	8,417 <b>100%</b>	12,805 <b>100%</b>	10,651 <b>100%</b>	60,018 <b>100%</b>	32,798 <b>100%</b>	22,885 <b>100%</b>	1,300 <b>100%</b>	3,034 <b>100%</b>	60,017 <b>100%</b>

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

	Area					TOTAL 1905	Religion				TOTAL 1905
	Belfast 273	S East 321	South 275	N East 550	West 486		Protestant 1001	Catholic 766	Mixed 42	Other 96	
Sample (in numbers)											
Yes	9,679 <b>80.5%</b>	7,314 <b>74.3%</b>	5,994 <b>86.1%</b>	9,174 <b>85.0%</b>	8,177 <b>90.1%</b>	40,338 <b>82.8%</b>	21,466 <b>81.7%</b>	16,218 <b>85.0%</b>	762 <b>78.2%</b>	1,893 <b>79.3%</b>	40,339 <b>82.8%</b>
No	2,251 <b>18.7%</b>	2,255 <b>22.9%</b>	813 <b>11.7%</b>	1,563 <b>14.5%</b>	854 <b>9.4%</b>	7,736 <b>15.9%</b>	4,454 <b>17.0%</b>	2,601 <b>13.6%</b>	213 <b>21.8%</b>	469 <b>19.7%</b>	7,737 <b>15.9%</b>
Don't know/ Can't remember	90 <b>0.7%</b>	276 <b>2.8%</b>	152 <b>2.2%</b>	55 <b>0.5%</b>	46 <b>0.5%</b>	619 <b>1.3%</b>	344 <b>1.3%</b>	253 <b>1.3%</b>	0 <b>0.0%</b>	24 <b>1.0%</b>	621 <b>1.3%</b>
<b>TOTAL</b>	12,020 <b>100%</b>	9,845 <b>100%</b>	6,959 <b>100%</b>	10,792 <b>100%</b>	9,077 <b>100%</b>	48,693 <b>100%</b>	26,264 <b>100%</b>	19,072 <b>100%</b>	975 <b>100%</b>	2,386 <b>100%</b>	48,697 <b>100%</b>

**Table 5.5 Any repairs fully completed in past 12 mths?**

	Area					TOTAL 2330	Religion				TOTAL 2330
	Belfast 345	S East 428	South 336	N East 650	West 571		Protestant 1235	Catholic 916	Mixed 57	Other 122	
Sample (in numbers)											
Yes	12,649 <b>83.9%</b>	10,543 <b>80.6%</b>	7,422 <b>88.2%</b>	10,916 <b>85.2%</b>	8,958 <b>84.1%</b>	50,488 <b>84.1%</b>	27,282 <b>83.2%</b>	19,768 <b>86.4%</b>	1,045 <b>80.4%</b>	2,393 <b>78.8%</b>	50,488 <b>84.1%</b>
No	2,422 <b>16.1%</b>	2,531 <b>19.4%</b>	994 <b>11.8%</b>	1,889 <b>14.8%</b>	1,693 <b>15.9%</b>	9,529 <b>15.9%</b>	5,516 <b>16.8%</b>	3,117 <b>13.6%</b>	255 <b>19.6%</b>	642 <b>21.2%</b>	9,530 <b>15.9%</b>
<b>TOTAL</b>	15,071 <b>100%</b>	13,074 <b>100%</b>	8,416 <b>100%</b>	12,805 <b>100%</b>	10,651 <b>100%</b>	60,017 <b>100%</b>	32,798 <b>100%</b>	22,885 <b>100%</b>	1,300 <b>100%</b>	3,035 <b>100%</b>	60,018 <b>100%</b>

**Table 5.6 Tenant satisfaction with aspects of completed repair work**

**a) Speed**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	26,433	<b>52.4</b>
Satisfied	18,750	<b>37.1</b>
Neutral	1,712	<b>3.4</b>
Dissatisfied	2,349	<b>4.7</b>
Very dissatisfied	1,244	<b>2.5</b>
<b>TOTAL</b>	50,488	<b>100</b>

**b) Quality of the work**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	24,514	<b>48.6</b>
Satisfied	19,817	<b>39.3</b>
Neutral	2,014	<b>4.0</b>
Dissatisfied	2,439	<b>4.8</b>
Very dissatisfied	1,704	<b>3.4</b>
<b>TOTAL</b>	50,488	<b>100</b>

**c) Quality of materials**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	23,185	<b>45.9</b>
Satisfied	20,751	<b>41.1</b>
Neutral	3,863	<b>7.7</b>
Dissatisfied	1,713	<b>3.4</b>
Very dissatisfied	977	<b>1.9</b>
<b>TOTAL</b>	<b>50,488</b>	<b>100</b>

**d) Tidiness**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	25,702	<b>50.9</b>
Satisfied	21,646	<b>42.9</b>
Neutral	1,199	<b>2.4</b>
Dissatisfied	1,242	<b>2.5</b>
Very dissatisfied	699	<b>1.4</b>
<b>TOTAL</b>	<b>50,488</b>	<b>100</b>

**e) Politeness**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	25,866	<b>51.2</b>
Satisfied	22,731	<b>45.0</b>
Neutral	1,535	<b>3.0</b>
Dissatisfied	337	<b>.7</b>
Very dissatisfied	19	<b>.0</b>
<b>TOTAL</b>	<b>50,488</b>	<b>100</b>

**f) Friendliness**

Sample (in numbers)	TOTAL 1955	%
Very satisfied	25,792	<b>51.1</b>
Satisfied	23,100	<b>45.8</b>
Neutral	1,283	<b>2.5</b>
Dissatisfied	271	<b>.5</b>
Very dissatisfied	41	<b>.1</b>
<b>TOTAL</b>	<b>50,488</b>	<b>100</b>

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

Sample (in numbers)	TOTAL 262	%
Contractor	548	<b>7.4</b>
Housing Executive	2,020	<b>27.4</b>
Both Contractor & HE	711	<b>9.7</b>
Did not complain	4,089	<b>55.5</b>
<b>TOTAL</b>	<b>7,368</b>	<b>100</b>

**Table 5.8 Generally, how satisfied/dissatisfied are you with the way the HE deals with repairs?**

Sample (in numbers)	Area					TOTAL 2330	Religion				TOTAL 2330
	Belfast 345	S East 428	South 336	N East 650	West 571		Protestant 1235	Catholic 916	Mixed 57	Other 122	
Very satisfied	6,062 <b>40.2%</b>	3,337 <b>25.5%</b>	3,187 <b>37.9%</b>	4,736 <b>37.0%</b>	4,426 <b>41.6%</b>	21,748 <b>36.2%</b>	11,229 <b>34.2%</b>	9,417 <b>41.2%</b>	336 <b>25.9%</b>	765 <b>25.2%</b>	21,747 <b>36.2%</b>
Fairly Satisfied	4,184 <b>27.8%</b>	5,398 <b>41.3%</b>	3,782 <b>44.9%</b>	5,385 <b>42.1%</b>	4,380 <b>41.1%</b>	23,129 <b>38.5%</b>	12,753 <b>38.9%</b>	8,416 <b>36.8%</b>	643 <b>49.5%</b>	1,315 <b>43.3%</b>	23,127 <b>38.5%</b>
Neutral	1,032 <b>6.8%</b>	1,515 <b>11.6%</b>	631 <b>7.5%</b>	706 <b>5.5%</b>	385 <b>3.6%</b>	4,269 <b>7.1%</b>	2,587 <b>7.9%</b>	1,301 <b>5.7%</b>	109 <b>8.4%</b>	271 <b>8.9%</b>	4,268 <b>7.1%</b>
Fairly Dissatisfied	1,636 <b>10.9%</b>	1,199 <b>9.2%</b>	450 <b>5.3%</b>	868 <b>6.8%</b>	827 <b>7.8%</b>	4,980 <b>8.3%</b>	2,698 <b>8.2%</b>	1,840 <b>8.0%</b>	83 <b>6.4%</b>	359 <b>11.8%</b>	4,980 <b>8.3%</b>
Very dissatisfied	2,118 <b>14.1%</b>	1,600 <b>12.2%</b>	349 <b>4.1%</b>	1,089 <b>8.5%</b>	632 <b>5.9%</b>	5,788 <b>9.6%</b>	3,443 <b>10.5%</b>	1,892 <b>8.3%</b>	128 <b>9.9%</b>	324 <b>10.7%</b>	5,787 <b>9.6%</b>
Don't Know	39 <b>0.3%</b>	26 <b>0.2%</b>	17 <b>0.2%</b>	21 <b>0.2%</b>	0 <b>0.0%</b>	103 <b>0.2%</b>	87 <b>0.3%</b>	17 <b>0.1%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	104 <b>0.2%</b>
<b>TOTAL</b>	<b>15,071 100%</b>	<b>13,075 100%</b>	<b>8,416 100%</b>	<b>12,805 100%</b>	<b>10,650 100%</b>	<b>60,017 100%</b>	<b>32,797 100%</b>	<b>22,883 100%</b>	<b>1,299 100%</b>	<b>3,034 100%</b>	<b>60,013 100%</b>

**COMPLETED REPAIR:**

**Table 5.9** Generally, how satisfied/dissatisfied are you with the way the HE deals with repairs?

	Area					TOTAL	Religion				TOTAL
	Belfast 283	S East 342	South 293	N East 558	West 479		Protestant 1033	Catholic 778	Mixed 44	Other 100	
Sample (in numbers)						1955					1955
Very satisfied	5,886 <b>46.5%</b>	3,194 <b>30.3%</b>	3,133 <b>42.2%</b>	4,657 <b>42.7%</b>	4,195 <b>46.8%</b>	21,065 <b>41.7%</b>	10,884 <b>39.9%</b>	9,140 <b>46.2%</b>	297 <b>28.5%</b>	743 <b>31.0%</b>	21,064 <b>41.7%</b>
Fairly Satisfied	3,974 <b>31.4%</b>	4,855 <b>46.0%</b>	3,441 <b>46.4%</b>	4,767 <b>43.7%</b>	3,772 <b>42.1%</b>	20,809 <b>41.2%</b>	11,501 <b>42.2%</b>	7,571 <b>38.3%</b>	513 <b>49.2%</b>	1,225 <b>51.2%</b>	20,810 <b>41.2%</b>
Neutral	711 <b>5.6%</b>	1,055 <b>10.0%</b>	495 <b>6.7%</b>	503 <b>4.6%</b>	278 <b>3.1%</b>	3,042 <b>6.0%</b>	1,817 <b>6.7%</b>	912 <b>4.6%</b>	109 <b>10.5%</b>	204 <b>8.5%</b>	3,042 <b>6.0%</b>
Fairly Dissatisfied	1,121 <b>8.9%</b>	779 <b>7.4%</b>	211 <b>2.8%</b>	423 <b>3.9%</b>	495 <b>5.5%</b>	3,029 <b>6.0%</b>	1,606 <b>5.9%</b>	1,214 <b>6.1%</b>	49 <b>4.7%</b>	161 <b>6.7%</b>	3,030 <b>6.0%</b>
Very dissatisfied	958 <b>7.6%</b>	660 <b>6.3%</b>	143 <b>1.9%</b>	566 <b>5.2%</b>	217 <b>2.4%</b>	2,544 <b>5.0%</b>	1,474 <b>5.4%</b>	932 <b>4.7%</b>	75 <b>7.2%</b>	60 <b>2.5%</b>	2,541 <b>5.0%</b>
<b>TOTAL</b>	12,650 <b>100%</b>	10,543 <b>100%</b>	7,423 <b>100%</b>	10,916 <b>100%</b>	8,957 <b>100%</b>	50,489 <b>100%</b>	27,282 <b>100%</b>	19,769 <b>100%</b>	1,043 <b>100%</b>	2,393 <b>100%</b>	50,487 <b>100%</b>

**Table 5.10** Overall, how satisfied or dissatisfied are you with the overall quality of your home?

	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)						3400					3400
Very satisfied	9,611 <b>43.9%</b>	5,627 <b>30.1%</b>	5,926 <b>40.4%</b>	6,833 <b>38.4%</b>	5,704 <b>38.6%</b>	33,701 <b>38.4%</b>	17,759 <b>37.0%</b>	13,939 <b>41.7%</b>	634 <b>34.8%</b>	1,368 <b>29.7%</b>	33,700 <b>38.3%</b>
Fairly Satisfied	9,002 <b>41.1%</b>	9,548 <b>51.1%</b>	7,445 <b>50.7%</b>	8,637 <b>48.5%</b>	7,031 <b>47.5%</b>	41,663 <b>47.4%</b>	23,202 <b>48.3%</b>	15,099 <b>45.2%</b>	930 <b>51.1%</b>	2,433 <b>52.9%</b>	41,664 <b>47.4%</b>
Neutral	889 <b>4.1%</b>	1,498 <b>8.0%</b>	471 <b>3.2%</b>	830 <b>4.7%</b>	729 <b>4.9%</b>	4,417 <b>5.0%</b>	2,612 <b>5.4%</b>	1,339 <b>4.0%</b>	93 <b>5.1%</b>	373 <b>8.1%</b>	4,417 <b>5.0%</b>
Fairly Dissatisfied	1,375 <b>6.3%</b>	1,249 <b>6.7%</b>	621 <b>4.2%</b>	879 <b>4.9%</b>	962 <b>6.5%</b>	5,086 <b>5.8%</b>	2,657 <b>5.5%</b>	1,935 <b>5.8%</b>	132 <b>7.2%</b>	363 <b>7.9%</b>	5,087 <b>5.8%</b>
Very dissatisfied	1,037 <b>4.7%</b>	751 <b>4.0%</b>	221 <b>1.5%</b>	637 <b>3.6%</b>	364 <b>2.5%</b>	3,010 <b>3.4%</b>	1,798 <b>3.7%</b>	1,118 <b>3.3%</b>	32 <b>1.8%</b>	62 <b>1.3%</b>	3,010 <b>3.4%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,816 <b>100%</b>	14,790 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,430 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**Table 5.11** Overall, how satisfied or dissatisfied are you with the general condition of this property?

	Area					TOTAL	Religion				TOTAL
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)						3400					3400
Very satisfied	9,234 <b>42.1%</b>	5,461 <b>29.2%</b>	5,557 <b>37.8%</b>	6,239 <b>35.0%</b>	5,734 <b>38.8%</b>	32,225 <b>36.7%</b>	16,482 <b>34.3%</b>	13,753 <b>41.1%</b>	623 <b>34.2%</b>	1,367 <b>29.7%</b>	32,225 <b>36.7%</b>
Fairly Satisfied	8,711 <b>39.8%</b>	9,356 <b>50.1%</b>	7,401 <b>50.4%</b>	9,074 <b>50.9%</b>	6,950 <b>47.0%</b>	41,492 <b>47.2%</b>	23,350 <b>48.6%</b>	14,844 <b>44.4%</b>	884 <b>48.5%</b>	2,414 <b>52.5%</b>	41,492 <b>47.2%</b>
Neutral	1,317 <b>6.0%</b>	1,699 <b>9.1%</b>	717 <b>4.9%</b>	688 <b>3.9%</b>	664 <b>4.5%</b>	5,085 <b>5.8%</b>	3,060 <b>6.4%</b>	1,617 <b>4.8%</b>	159 <b>8.7%</b>	249 <b>5.4%</b>	5,085 <b>5.8%</b>
Fairly Dissatisfied	1,399 <b>6.4%</b>	997 <b>5.3%</b>	722 <b>4.9%</b>	1,218 <b>6.8%</b>	1,042 <b>7.0%</b>	5,378 <b>6.1%</b>	2,947 <b>6.1%</b>	2,081 <b>6.2%</b>	99 <b>5.4%</b>	251 <b>5.5%</b>	5,378 <b>6.1%</b>
Very dissatisfied	1,253 <b>5.7%</b>	1,160 <b>6.2%</b>	287 <b>2.0%</b>	596 <b>3.3%</b>	400 <b>2.7%</b>	3,696 <b>4.2%</b>	2,189 <b>4.6%</b>	1,133 <b>3.4%</b>	56 <b>3.1%</b>	318 <b>6.9%</b>	3,696 <b>4.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,790 <b>100%</b>	87,876 <b>100%</b>	48,028 <b>100%</b>	33,428 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,876 <b>100%</b>

**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 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)						3400					3400
Yes	1,506 <b>6.9%</b>	2,014 <b>10.8%</b>	725 <b>4.9%</b>	960 <b>5.4%</b>	884 <b>6.0%</b>	6,089 <b>6.9%</b>	3,139 <b>6.5%</b>	2,256 <b>6.7%</b>	162 <b>8.9%</b>	531 <b>11.5%</b>	6,088 <b>6.9%</b>
No	20,408 <b>93.1%</b>	16,659 <b>89.2%</b>	13,959 <b>95.1%</b>	16,855 <b>94.6%</b>	13,907 <b>94.0%</b>	81,788 <b>93.1%</b>	44,889 <b>93.5%</b>	31,173 <b>93.3%</b>	1,658 <b>91.1%</b>	4,067 <b>88.5%</b>	81,787 <b>93.1%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,598 <b>100%</b>	87,875 <b>100%</b>

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

	TOTAL	%
Sample (in numbers)	217	
Less than 4 weeks ago	1,135	18.7
4 weeks or more but less 6 months	1,675	27.5
Six months or more ago	3,279	53.8
<b>TOTAL</b>	<b>6,089</b>	<b>100</b>

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

	TOTAL	%
Sample (in numbers)	217	
Yes	4,179	68.6
No	1,910	31.4
<b>TOTAL</b>	<b>6,089</b>	<b>100</b>

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

	TOTAL	%
Sample (in numbers)	148	
Yes	2,713	64.9
No	1,466	35.1
<b>TOTAL</b>	<b>4,179</b>	<b>100</b>

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

	TOTAL	%
Sample (in numbers)	217	
Cease	1,919	31.5
Lessen	1,014	16.7
Continue at same level	2,386	39.2
Increase	403	6.6
N/A reported less than week ago	366	6.0
<b>TOTAL</b>	<b>6,089</b>	<b>100</b>

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

	TOTAL	%
Sample (in numbers)	205	
Very satisfied	832	14.5
Satisfied	1,260	22.0
Neutral	1,231	21.5
Dissatisfied	1,046	18.3
Very dissatisfied	1,354	23.7
<b>Total</b>	<b>5,723</b>	<b>100</b>

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

	TOTAL	%
Sample (in numbers)	205	
Very satisfied	724	12.7
Satisfied	1,419	24.8
Neutral	1,288	22.5
Dissatisfied	729	12.7
Very dissatisfied	1,564	27.3
<b>Total</b>	<b>5,723</b>	<b>100</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	1,879 8.6%	1,517 8.1%	963 6.6%	1,192 6.7%	993 6.7%	6,544 7.4%	3,503 7.3%	2,238 6.7%	154 8.5%	648 14.1%	6,543 7.4%
No	20,035 91.4%	17,156 91.9%	13,721 93.4%	16,623 93.3%	13,798 93.3%	81,333 92.6%	44,526 92.7%	31,191 93.3%	1,666 91.5%	3,950 85.9%	81,333 92.6%
<b>TOTAL</b>	<b>21,914 100%</b>	<b>18,673 100%</b>	<b>14,684 100%</b>	<b>17,815 100%</b>	<b>14,791 100%</b>	<b>87,877 100%</b>	<b>48,029 100%</b>	<b>33,429 100%</b>	<b>1,820 100%</b>	<b>4,598 100%</b>	<b>87,876 100%</b>

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

	TOTAL
Sample (in numbers)	229
PSNI	5,551 <b>84.8%</b>
Council	452 <b>6.9%</b>
Other (specify)	473 <b>7.2%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	12,212 <b>55.7%</b>	9,625 <b>51.5%</b>	6,209 <b>42.3%</b>	9,542 <b>53.6%</b>	7,973 <b>53.9%</b>	45,561 <b>51.8%</b>	25,558 <b>53.2%</b>	16,828 <b>50.3%</b>	1,043 <b>57.3%</b>	2,134 <b>46.4%</b>	45,563 <b>51.8%</b>
No	9,702 <b>44.3%</b>	9,048 <b>48.5%</b>	8,475 <b>57.7%</b>	8,273 <b>46.4%</b>	6,818 <b>46.1%</b>	42,316 <b>48.2%</b>	22,470 <b>46.8%</b>	16,602 <b>49.7%</b>	778 <b>42.7%</b>	2,464 <b>53.6%</b>	42,314 <b>48.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,430 <b>100%</b>	1,821 <b>100%</b>	4,598 <b>100%</b>	87,877 <b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	941 <b>4.3%</b>	1,034 <b>5.5%</b>	258 <b>1.8%</b>	639 <b>3.6%</b>	463 <b>3.1%</b>	3,335 <b>3.8%</b>	1,945 <b>4.0%</b>	1,077 <b>3.2%</b>	57 <b>3.1%</b>	256 <b>5.6%</b>	3,335 <b>3.8%</b>
No	20,973 <b>95.7%</b>	17,639 <b>94.5%</b>	14,426 <b>98.2%</b>	17,176 <b>96.4%</b>	14,328 <b>96.9%</b>	84,542 <b>96.2%</b>	46,084 <b>96.0%</b>	32,353 <b>96.8%</b>	1,763 <b>96.9%</b>	4,343 <b>94.4%</b>	84,543 <b>96.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,430 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**Table 7.1a Housing Executive services used: Housing Benefit**

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	2,866 <b>13.1%</b>	7,356 <b>39.4%</b>	1,668 <b>11.4%</b>	6,257 <b>35.1%</b>	3,492 <b>23.6%</b>	21,639 <b>24.6%</b>	13,557 <b>28.2%</b>	5,842 <b>17.5%</b>	620 <b>34.1%</b>	1,619 <b>35.2%</b>	21,638 <b>24.6%</b>
No	19,048 <b>86.9%</b>	11,317 <b>60.6%</b>	13,016 <b>88.6%</b>	11,558 <b>64.9%</b>	11,299 <b>76.4%</b>	66,238 <b>75.4%</b>	34,471 <b>71.8%</b>	27,587 <b>82.5%</b>	1,200 <b>65.9%</b>	2,980 <b>64.8%</b>	66,238 <b>75.4%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,876 <b>100%</b>

**b) Executive transfer/exchange**

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	3,032 <b>13.8%</b>	2,464 <b>13.2%</b>	1,199 <b>8.2%</b>	1,705 <b>9.6%</b>	1,116 <b>7.5%</b>	9,516 <b>10.8%</b>	4,929 <b>10.3%</b>	3,726 <b>11.1%</b>	426 <b>23.4%</b>	435 <b>9.5%</b>	9,516 <b>10.8%</b>
No	18,882 <b>86.2%</b>	16,209 <b>86.8%</b>	13,485 <b>91.8%</b>	16,110 <b>90.4%</b>	13,675 <b>92.5%</b>	78,361 <b>89.2%</b>	43,100 <b>89.7%</b>	29,703 <b>88.9%</b>	1,394 <b>76.6%</b>	4,164 <b>90.5%</b>	78,361 <b>89.2%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,877 <b>100%</b>

**c) Applied to buy your house**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	168 <b>0.8%</b>	409 <b>2.2%</b>	197 <b>1.3%</b>	307 <b>1.7%</b>	230 <b>1.6%</b>	1,311 <b>1.5%</b>	763 <b>1.6%</b>	344 <b>1.0%</b>	104 <b>5.7%</b>	100 <b>2.2%</b>	1,311 <b>1.5%</b>
No	21,746 <b>99.2%</b>	18,264 <b>97.8%</b>	14,487 <b>98.7%</b>	17,508 <b>98.3%</b>	14,561 <b>98.4%</b>	86,566 <b>98.5%</b>	47,266 <b>98.4%</b>	33,086 <b>99.0%</b>	1,716 <b>94.3%</b>	4,499 <b>97.8%</b>	86,567 <b>98.5%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,430 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**d) General housing advice**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	151 <b>0.7%</b>	776 <b>4.2%</b>	197 <b>1.3%</b>	421 <b>2.4%</b>	371 <b>2.5%</b>	1,916 <b>2.2%</b>	1,010 <b>2.1%</b>	666 <b>2.0%</b>	80 <b>4.4%</b>	160 <b>3.5%</b>	1,916 <b>2.2%</b>
No	21,763 <b>99.3%</b>	17,897 <b>95.8%</b>	14,487 <b>98.7%</b>	17,394 <b>97.6%</b>	14,420 <b>97.5%</b>	85,961 <b>97.8%</b>	47,018 <b>97.9%</b>	32,764 <b>98.0%</b>	1,740 <b>95.6%</b>	4,439 <b>96.5%</b>	85,961 <b>97.8%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,430 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,877 <b>100%</b>

**Table 7.2 Satisfaction/dissatisfaction with service:**

**a) Information about Housing Benefit**

Sample (in numbers)	Area					TOTAL 850	Religion				TOTAL 850
	Belfast 59	S East 219	South 76	N East 315	West 181		Protestant 517	Catholic 236	Mixed 27	Other 70	
Very satisfied	1,634 <b>57.0%</b>	1,498 <b>20.4%</b>	520 <b>31.2%</b>	2,891 <b>46.2%</b>	2,335 <b>66.9%</b>	8,878 <b>41.0%</b>	5,060 <b>37.3%</b>	3,197 <b>54.7%</b>	135 <b>21.8%</b>	486 <b>30.0%</b>	8,878 <b>41.0%</b>
Satisfied	896 <b>31.3%</b>	5,164 <b>70.2%</b>	1,032 <b>61.9%</b>	2,969 <b>47.5%</b>	956 <b>27.4%</b>	11,017 <b>50.9%</b>	7,223 <b>53.3%</b>	2,325 <b>39.8%</b>	391 <b>63.1%</b>	1,078 <b>66.6%</b>	11,017 <b>50.9%</b>
Neutral	202 <b>7.0%</b>	442 <b>6.0%</b>	39 <b>2.3%</b>	156 <b>2.5%</b>	101 <b>2.9%</b>	940 <b>4.3%</b>	733 <b>5.4%</b>	121 <b>2.1%</b>	50 <b>8.1%</b>	36 <b>2.2%</b>	940 <b>4.3%</b>
Dissatisfied	74 <b>2.6%</b>	226 <b>3.1%</b>	77 <b>4.6%</b>	241 <b>3.9%</b>	84 <b>2.4%</b>	702 <b>3.2%</b>	515 <b>3.8%</b>	124 <b>2.1%</b>	44 <b>7.1%</b>	19 <b>1.2%</b>	702 <b>3.2%</b>
Very dissatisfied	60 <b>2.1%</b>	26 <b>0.4%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	15 <b>0.4%</b>	101 <b>0.5%</b>	26 <b>0.2%</b>	75 <b>1.3%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	101 <b>0.5%</b>
<b>TOTAL</b>	2,866 <b>100%</b>	7,356 <b>100%</b>	1,668 <b>100%</b>	6,257 <b>100%</b>	3,491 <b>100%</b>	21,638 <b>100%</b>	13,557 <b>100%</b>	5,842 <b>100%</b>	620 <b>100%</b>	1,619 <b>100%</b>	21,638 <b>100%</b>

**b) Applying for Housing Executive transfer/exchange**

Sample (in numbers)	TOTAL	%
Very satisfied	2,015	<b>21.2</b>
Satisfied	2,948	<b>31.0</b>
Neutral	2,331	<b>24.5</b>
Dissatisfied	864	<b>9.1</b>
Very dissatisfied	1,359	<b>14.3</b>
<b>TOTAL</b>	<b>9,516</b>	<b>100</b>

**The Housing Executive proposes to launch a money advice/guidance service.**

**Table 7.3 Would you be interested in using this service**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	4,269 <b>19.5%</b>	3,741 <b>20.0%</b>	3,333 <b>22.7%</b>	2,118 <b>11.9%</b>	2,489 <b>16.8%</b>	15,950 <b>18.2%</b>	7,529 <b>15.7%</b>	7,228 <b>21.6%</b>	298 <b>16.4%</b>	895 <b>19.5%</b>	15,950 <b>18.2%</b>
No	17,645 <b>80.5%</b>	14,932 <b>80.0%</b>	11,351 <b>77.3%</b>	15,697 <b>88.1%</b>	12,302 <b>83.2%</b>	71,927 <b>81.8%</b>	40,499 <b>84.3%</b>	26,202 <b>78.4%</b>	1,522 <b>83.6%</b>	3,704 <b>80.5%</b>	71,927 <b>81.8%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,430 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,877 <b>100%</b>

**Table 7.4 Respondents who would be interested in the following aspects of the service:**

Sample (in numbers)	Area					TOTAL 607	Religion				TOTAL 607
	Belfast 99	S East 124	South 129	N East 125	West 130		Protestant 282	Catholic 278	Mixed <25	Other 34	
How to create a household budget	2,417 <b>56.6%</b>	1,991 <b>53.2%</b>	1,847 <b>55.4%</b>	1,340 <b>63.3%</b>	1,810 <b>72.7%</b>	9,405 <b>59.0%</b>	4,392 <b>58.3%</b>	4,345 <b>60.1%</b>	220 <b>73.8%</b>	449 <b>50.2%</b>	9,406 <b>59.0%</b>
How to agree a repayment plan	2,362 <b>55.3%</b>	2,258 <b>60.4%</b>	1,962 <b>58.9%</b>	1,368 <b>64.6%</b>	1,897 <b>76.2%</b>	9,847 <b>61.7%</b>	4,732 <b>62.9%</b>	4,297 <b>59.4%</b>	260 <b>87.2%</b>	559 <b>62.5%</b>	9,848 <b>61.7%</b>
Info on additional benefit entitled	3,976 <b>93.1%</b>	3,345 <b>89.4%</b>	3,196 <b>95.9%</b>	1,935 <b>91.3%</b>	2,254 <b>90.6%</b>	14,706 <b>92.2%</b>	6,963 <b>92.5%</b>	6,685 <b>92.5%</b>	260 <b>87.2%</b>	799 <b>89.3%</b>	14,707 <b>92.2%</b>
Priority referral to CAB	3,465 <b>81.2%</b>	3,097 <b>82.8%</b>	2,970 <b>89.1%</b>	1,500 <b>70.8%</b>	2,050 <b>82.4%</b>	13,082 <b>82.0%</b>	6,093 <b>80.9%</b>	6,102 <b>84.4%</b>	203 <b>68.1%</b>	685 <b>76.5%</b>	13,083 <b>82.0%</b>
Information on other sources of help	3,395 <b>79.5%</b>	2,948 <b>78.8%</b>	2,606 <b>78.2%</b>	1,594 <b>75.3%</b>	2,083 <b>83.7%</b>	12,626 <b>79.2%</b>	5,876 <b>78.0%</b>	5,839 <b>80.8%</b>	260 <b>87.2%</b>	652 <b>72.9%</b>	12,627 <b>79.2%</b>

**Table 7.5 How good or poor do you feel the Housing Executive is at keeping you informed about things that might affect you as a tenant?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Very good	8,931 <b>40.8%</b>	3,195 <b>17.1%</b>	3,869 <b>26.3%</b>	3,173 <b>17.8%</b>	4,525 <b>30.6%</b>	23,693 <b>27.0%</b>	11,413 <b>23.8%</b>	11,148 <b>33.3%</b>	324 <b>17.8%</b>	807 <b>17.5%</b>	23,692 <b>27.0%</b>
Fairly good	7,491 <b>34.2%</b>	10,832 <b>58.0%</b>	8,628 <b>58.8%</b>	10,365 <b>58.2%</b>	7,694 <b>52.0%</b>	45,010 <b>51.2%</b>	25,439 <b>53.0%</b>	16,031 <b>48.0%</b>	1,017 <b>55.9%</b>	2,523 <b>54.9%</b>	45,010 <b>51.2%</b>
Neither good or poor	2,873 <b>13.1%</b>	2,799 <b>15.0%</b>	1,746 <b>11.9%</b>	2,403 <b>13.5%</b>	1,403 <b>9.5%</b>	11,224 <b>12.8%</b>	6,363 <b>13.2%</b>	3,790 <b>11.3%</b>	317 <b>17.4%</b>	752 <b>16.4%</b>	11,222 <b>12.8%</b>
Fairly poor	1,369 <b>6.2%</b>	1,289 <b>6.9%</b>	255 <b>1.7%</b>	1,220 <b>6.8%</b>	887 <b>6.0%</b>	5,020 <b>5.7%</b>	3,182 <b>6.6%</b>	1,442 <b>4.3%</b>	162 <b>8.9%</b>	235 <b>5.1%</b>	5,021 <b>5.7%</b>
Very poor	1,250 <b>5.7%</b>	559 <b>3.0%</b>	186 <b>1.3%</b>	654 <b>3.7%</b>	282 <b>1.9%</b>	2,931 <b>3.3%</b>	1,632 <b>3.4%</b>	1,019 <b>3.0%</b>	0 <b>0.0%</b>	282 <b>6.1%</b>	2,933 <b>3.3%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,674 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,878 <b>100%</b>	48,029 <b>100%</b>	33,430 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**Table 7.6a Of the following, which do you consider to be the THREE most important? FIRST Importance**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
<b>Repairs and Maintenance</b>	6,153 <b>28.1%</b>	6,053 <b>32.4%</b>	4,974 <b>33.9%</b>	5,445 <b>30.6%</b>	5,128 <b>34.7%</b>	27,753 <b>31.6%</b>	15,407 <b>32.1%</b>	10,680 <b>31.9%</b>	445 <b>24.5%</b>	1,221 <b>26.6%</b>	27,753 <b>31.6%</b>
Overall quality of your home	5,212 <b>23.8%</b>	3,799 <b>20.3%</b>	2,299 <b>15.7%</b>	3,692 <b>20.7%</b>	2,935 <b>19.8%</b>	17,937 <b>20.4%</b>	9,774 <b>20.4%</b>	6,857 <b>20.5%</b>	425 <b>23.4%</b>	880 <b>19.1%</b>	17,936 <b>20.4%</b>
Keeping tenants informed	3,641 <b>16.6%</b>	3,470 <b>18.6%</b>	2,187 <b>14.9%</b>	3,684 <b>20.7%</b>	2,777 <b>18.8%</b>	15,759 <b>17.9%</b>	8,832 <b>18.4%</b>	6,020 <b>18.0%</b>	189 <b>10.4%</b>	718 <b>15.6%</b>	15,759 <b>17.9%</b>
Dealing with anti-social behaviour	2,182 <b>10.0%</b>	1,882 <b>10.1%</b>	1,222 <b>8.3%</b>	1,278 <b>7.2%</b>	1,341 <b>9.1%</b>	7,905 <b>9.0%</b>	3,560 <b>7.4%</b>	3,393 <b>10.1%</b>	278 <b>15.3%</b>	673 <b>14.6%</b>	7,904 <b>9.0%</b>
Taking tenants' views into account	1,848 <b>8.4%</b>	1,254 <b>6.7%</b>	1,258 <b>8.6%</b>	2,213 <b>12.4%</b>	1,107 <b>7.5%</b>	7,680 <b>8.7%</b>	4,251 <b>8.9%</b>	2,768 <b>8.3%</b>	227 <b>12.5%</b>	435 <b>9.5%</b>	7,681 <b>8.7%</b>
Neighbourhood as a place to live	1,908 <b>8.7%</b>	1,277 <b>6.8%</b>	994 <b>6.8%</b>	689 <b>3.9%</b>	940 <b>6.4%</b>	5,808 <b>6.6%</b>	3,267 <b>6.8%</b>	2,078 <b>6.2%</b>	160 <b>8.8%</b>	301 <b>6.5%</b>	5,806 <b>6.6%</b>
Value for money for your rent	793 <b>3.6%</b>	813 <b>4.4%</b>	498 <b>3.4%</b>	657 <b>3.7%</b>	450 <b>3.0%</b>	3,211 <b>3.7%</b>	2,122 <b>4.4%</b>	914 <b>2.7%</b>	69 <b>3.8%</b>	107 <b>2.3%</b>	3,212 <b>3.7%</b>
Don't know	79 <b>0.4%</b>	45 <b>0.2%</b>	474 <b>3.2%</b>	36 <b>0.2%</b>	99 <b>0.7%</b>	733 <b>0.8%</b>	345 <b>0.7%</b>	265 <b>0.8%</b>	26 <b>1.4%</b>	95 <b>2.1%</b>	731 <b>0.8%</b>
None	100 <b>0.5%</b>	80 <b>0.4%</b>	778 <b>5.3%</b>	121 <b>0.7%</b>	15 <b>0.1%</b>	1,094 <b>1.2%</b>	470 <b>1.0%</b>	455 <b>1.4%</b>	0 <b>0.0%</b>	168 <b>3.7%</b>	1,093 <b>1.2%</b>
<b>TOTAL</b>	21,916 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,792 <b>100%</b>	87,880 <b>100%</b>	48,028 <b>100%</b>	33,430 <b>100%</b>	1,819 <b>100%</b>	4,598 <b>100%</b>	87,875 <b>100%</b>

**Table 7.6b** Of the following, which do you consider to be the **THREE** most important?  
**SECOND Importance**

Sample (in numbers)	Area					TOTAL 3308	Religion				TOTAL 3308
	Belfast 496	S East 596	South 530	N East 893	West 793		Protestant 1759	Catholic 1295	Mixed 77	Other 177	
<b>Repairs and Maintenance</b>	6,790 <b>31.2%</b>	5,190 <b>28.0%</b>	3,159 <b>23.5%</b>	5,655 <b>32.0%</b>	4,561 <b>31.1%</b>	25,355 <b>29.5%</b>	14,329 <b>30.3%</b>	9,309 <b>28.5%</b>	368 <b>20.5%</b>	1,350 <b>31.1%</b>	25,356 <b>29.5%</b>
Overall quality of your home	4,289 <b>19.7%</b>	4,584 <b>24.7%</b>	2,892 <b>21.5%</b>	3,422 <b>19.4%</b>	2,852 <b>19.4%</b>	18,039 <b>21.0%</b>	10,266 <b>21.7%</b>	6,694 <b>20.5%</b>	249 <b>13.9%</b>	830 <b>19.1%</b>	18,039 <b>21.0%</b>
Taking tenants' views into account	2,331 <b>10.7%</b>	2,375 <b>12.8%</b>	1,564 <b>11.6%</b>	2,811 <b>15.9%</b>	1,975 <b>13.5%</b>	11,056 <b>12.8%</b>	5,967 <b>12.6%</b>	4,015 <b>12.3%</b>	454 <b>25.3%</b>	620 <b>14.3%</b>	11,056 <b>12.8%</b>
Keeping tenants informed	2,622 <b>12.1%</b>	1,504 <b>8.1%</b>	2,641 <b>19.7%</b>	2,311 <b>13.1%</b>	1,949 <b>13.3%</b>	11,027 <b>12.8%</b>	5,571 <b>11.8%</b>	4,880 <b>14.9%</b>	153 <b>8.5%</b>	423 <b>9.8%</b>	11,027 <b>12.8%</b>
Dealing with anti-social behaviour	2,880 <b>13.2%</b>	2,180 <b>11.8%</b>	1,431 <b>10.7%</b>	1,504 <b>8.5%</b>	1,715 <b>11.7%</b>	9,710 <b>11.3%</b>	4,846 <b>10.3%</b>	4,293 <b>13.1%</b>	98 <b>5.5%</b>	472 <b>10.9%</b>	9,709 <b>11.3%</b>
Neighbourhood as a place to live	1,723 <b>7.9%</b>	1,709 <b>9.2%</b>	1,180 <b>8.8%</b>	1,137 <b>6.4%</b>	1,193 <b>8.1%</b>	6,942 <b>8.1%</b>	3,658 <b>7.7%</b>	2,543 <b>7.8%</b>	286 <b>15.9%</b>	456 <b>10.5%</b>	6,943 <b>8.1%</b>
Value for money for your rent	983 <b>4.5%</b>	850 <b>4.6%</b>	530 <b>3.9%</b>	596 <b>3.4%</b>	356 <b>2.4%</b>	3,315 <b>3.9%</b>	2,101 <b>4.4%</b>	859 <b>2.6%</b>	186 <b>10.4%</b>	170 <b>3.9%</b>	3,316 <b>3.9%</b>
Don't know	79 <b>0.4%</b>	139 <b>0.7%</b>	0 <b>0.0%</b>	83 <b>0.5%</b>	23 <b>0.2%</b>	324 <b>0.4%</b>	289 <b>0.6%</b>	34 <b>0.1%</b>	0 <b>0.0%</b>	0 <b>0.0%</b>	323 <b>0.4%</b>
None	39 <b>0.2%</b>	18 <b>0.1%</b>	37 <b>0.3%</b>	137 <b>0.8%</b>	54 <b>0.4%</b>	285 <b>0.3%</b>	188 <b>0.4%</b>	83 <b>0.3%</b>	0 <b>0.0%</b>	15 <b>0.3%</b>	286 <b>0.3%</b>
<b>TOTAL</b>	21,736 <b>100%</b>	18,549 <b>100%</b>	13,434 <b>100%</b>	17,656 <b>100%</b>	14,678 <b>100%</b>	86,053 <b>100%</b>	47,215 <b>100%</b>	32,710 <b>100%</b>	1,794 <b>100%</b>	4,336 <b>100%</b>	86,055 <b>100%</b>

**Table 7.6c** Of the following, which do you consider to be the **THREE** most important?  
**THIRD Importance**

Sample (in numbers)	Area					TOTAL 3280	Religion				TOTAL 3280
	Belfast 493	S East 591	South 528	N East 881	West 787		Protestant 1739	Catholic 1288	Mixed 77	Other 176	
<b>Keeping tenants informed</b>	3,377 <b>15.6%</b>	2,872 <b>15.6%</b>	1,917 <b>14.3%</b>	3,157 <b>18.1%</b>	2,660 <b>18.2%</b>	13,983 <b>16.4%</b>	8,016 <b>17.2%</b>	5,066 <b>15.5%</b>	366 <b>20.4%</b>	535 <b>12.4%</b>	13,983 <b>16.4%</b>
Repairs and Maintenance	3,660 <b>16.9%</b>	2,952 <b>16.1%</b>	2,178 <b>16.3%</b>	2,718 <b>15.6%</b>	2,173 <b>14.9%</b>	13,681 <b>16.0%</b>	7,120 <b>15.2%</b>	5,239 <b>16.1%</b>	559 <b>31.2%</b>	763 <b>17.7%</b>	13,681 <b>16.0%</b>
Taking tenants' views into account	3,135 <b>14.5%</b>	2,744 <b>14.9%</b>	1,859 <b>13.9%</b>	3,297 <b>18.9%</b>	2,202 <b>15.1%</b>	13,237 <b>15.5%</b>	7,705 <b>16.5%</b>	4,672 <b>14.3%</b>	99 <b>5.5%</b>	761 <b>17.6%</b>	13,237 <b>15.5%</b>
Overall quality of your home	3,465 <b>16.0%</b>	2,739 <b>14.9%</b>	1,891 <b>14.1%</b>	2,742 <b>15.7%</b>	2,297 <b>15.7%</b>	13,134 <b>15.4%</b>	7,004 <b>15.0%</b>	5,091 <b>15.6%</b>	175 <b>9.8%</b>	866 <b>20.0%</b>	13,136 <b>15.4%</b>
Neighbourhood as a place to live	3,981 <b>18.4%</b>	2,735 <b>14.9%</b>	1,960 <b>14.6%</b>	2,252 <b>12.9%</b>	2,090 <b>14.3%</b>	13,018 <b>15.2%</b>	7,708 <b>16.5%</b>	4,575 <b>14.0%</b>	154 <b>8.6%</b>	581 <b>13.4%</b>	13,018 <b>15.2%</b>
Dealing with anti-social behaviour	2,608 <b>12.1%</b>	2,814 <b>15.3%</b>	2,058 <b>15.4%</b>	1,829 <b>10.5%</b>	2,083 <b>14.3%</b>	11,392 <b>13.3%</b>	5,472 <b>11.7%</b>	5,212 <b>16.0%</b>	262 <b>14.6%</b>	446 <b>10.3%</b>	11,392 <b>13.3%</b>
Value for money for your rent	1,352 <b>6.3%</b>	1,398 <b>7.6%</b>	1,401 <b>10.5%</b>	1,261 <b>7.2%</b>	966 <b>6.6%</b>	6,378 <b>7.5%</b>	3,291 <b>7.0%</b>	2,575 <b>7.9%</b>	157 <b>8.8%</b>	354 <b>8.2%</b>	6,377 <b>7.5%</b>
Don't know	0 <b>0.0%</b>	136 <b>0.7%</b>	39 <b>0.3%</b>	57 <b>0.3%</b>	72 <b>0.5%</b>	304 <b>0.4%</b>	213 <b>0.5%</b>	69 <b>0.2%</b>	21 <b>1.2%</b>	0 <b>0.0%</b>	303 <b>0.4%</b>
None	39 <b>0.2%</b>	0 <b>0.0%</b>	93 <b>0.7%</b>	125 <b>0.7%</b>	57 <b>0.4%</b>	314 <b>0.4%</b>	208 <b>0.4%</b>	92 <b>0.3%</b>	0 <b>0.0%</b>	15 <b>0.3%</b>	315 <b>0.4%</b>
<b>TOTAL</b>	21,617 <b>100%</b>	18,390 <b>100%</b>	13,396 <b>100%</b>	17,438 <b>100%</b>	14,600 <b>100%</b>	85,441 <b>100%</b>	46,737 <b>100%</b>	32,591 <b>100%</b>	1,793 <b>100%</b>	4,321 <b>100%</b>	85,442 <b>100%</b>

**Table 7.7** Have you (or any member of your household) applied for Housing Benefit in the last 12 months?

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	6,257 <b>28.6%</b>	8,161 <b>43.7%</b>	3,271 <b>22.3%</b>	10,110 <b>56.7%</b>	5,602 <b>37.9%</b>	33,401 <b>38.0%</b>	19,873 <b>41.4%</b>	10,537 <b>31.5%</b>	743 <b>40.8%</b>	2,247 <b>48.9%</b>	33,400 <b>38.0%</b>
No	15,657 <b>71.4%</b>	10,512 <b>56.3%</b>	11,413 <b>77.7%</b>	7,705 <b>43.3%</b>	9,189 <b>62.1%</b>	54,476 <b>62.0%</b>	28,155 <b>58.6%</b>	22,892 <b>68.5%</b>	1,077 <b>59.2%</b>	2,351 <b>51.1%</b>	54,475 <b>62.0%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,598 <b>100%</b>	87,875 <b>100%</b>

**Table 7.8 Did you find the Housing Benefit application form easy or difficult to complete?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	154	263	157	559	317	1450	817	505	31	97	1450
Easy	4,204 <b>67.2%</b>	6,742 <b>82.6%</b>	1,822 <b>55.7%</b>	9,182 <b>90.8%</b>	4,298 <b>76.7%</b>	26,248 <b>78.6%</b>	15,710 <b>79.1%</b>	8,070 <b>76.6%</b>	588 <b>79.1%</b>	1,880 <b>83.7%</b>	26,248 <b>78.6%</b>
Neither easy nor difficult	817 <b>13.1%</b>	648 <b>7.9%</b>	989 <b>30.2%</b>	426 <b>4.2%</b>	670 <b>12.0%</b>	3,550 <b>10.6%</b>	2,038 <b>10.3%</b>	1,220 <b>11.6%</b>	67 <b>9.0%</b>	224 <b>10.0%</b>	3,549 <b>10.6%</b>
Difficult	840 <b>13.4%</b>	569 <b>7.0%</b>	328 <b>10.0%</b>	237 <b>2.3%</b>	337 <b>6.0%</b>	2,311 <b>6.9%</b>	1,382 <b>7.0%</b>	776 <b>7.4%</b>	88 <b>11.8%</b>	64 <b>2.8%</b>	2,310 <b>6.9%</b>
(Dont Know)	396 <b>6.3%</b>	202 <b>2.5%</b>	132 <b>4.0%</b>	265 <b>2.6%</b>	297 <b>5.3%</b>	1,292 <b>3.9%</b>	743 <b>3.7%</b>	470 <b>4.5%</b>	0 <b>0.0%</b>	79 <b>3.5%</b>	1,292 <b>3.9%</b>
<b>TOTAL</b>	6,257 <b>100%</b>	8,161 <b>100%</b>	3,271 <b>100%</b>	10,110 <b>100%</b>	5,602 <b>100%</b>	33,401 <b>100%</b>	19,873 <b>100%</b>	10,536 <b>100%</b>	743 <b>100%</b>	2,247 <b>100%</b>	33,399 <b>100%</b>

**Table 7.9 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	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	154	263	157	559	317	1450	817	505	31	97	1450
Yes	4,785 <b>76.5%</b>	5,422 <b>66.4%</b>	1,740 <b>53.2%</b>	8,631 <b>85.4%</b>	3,247 <b>58.0%</b>	23,825 <b>71.3%</b>	14,946 <b>75.2%</b>	6,547 <b>62.1%</b>	565 <b>76.0%</b>	1,766 <b>78.6%</b>	23,824 <b>71.3%</b>
No	1,472 <b>23.5%</b>	2,739 <b>33.6%</b>	1,530 <b>46.8%</b>	1,479 <b>14.6%</b>	2,355 <b>42.0%</b>	9,575 <b>28.7%</b>	4,927 <b>24.8%</b>	3,990 <b>37.9%</b>	178 <b>24.0%</b>	481 <b>21.4%</b>	9,576 <b>28.7%</b>
<b>TOTAL</b>	6,257 <b>100%</b>	8,161 <b>100%</b>	3,270 <b>100%</b>	10,110 <b>100%</b>	5,602 <b>100%</b>	33,400 <b>100%</b>	19,873 <b>100%</b>	10,537 <b>100%</b>	743 <b>100%</b>	2,247 <b>100%</b>	33,400 <b>100%</b>

**Table 7.10 Are you aware that someone working on a low income may be entitled to Housing Benefit?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Yes	18,398 <b>84.0%</b>	15,768 <b>84.4%</b>	12,631 <b>86.0%</b>	16,104 <b>90.4%</b>	12,016 <b>81.2%</b>	74,917 <b>85.3%</b>	41,433 <b>86.3%</b>	27,721 <b>82.9%</b>	1,674 <b>92.0%</b>	4,089 <b>88.9%</b>	74,917 <b>85.3%</b>
No	3,516 <b>16.0%</b>	2,905 <b>15.6%</b>	2,053 <b>14.0%</b>	1,711 <b>9.6%</b>	2,775 <b>18.8%</b>	12,960 <b>14.7%</b>	6,595 <b>13.7%</b>	5,708 <b>17.1%</b>	146 <b>8.0%</b>	509 <b>11.1%</b>	12,958 <b>14.7%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,598 <b>100%</b>	87,875 <b>100%</b>

**Table 7.11 Are you or any members of the household currently receiving Housing Benefit?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Yes	17,373 <b>79.3%</b>	13,855 <b>74.2%</b>	12,010 <b>81.8%</b>	13,833 <b>77.6%</b>	12,400 <b>83.8%</b>	69,471 <b>79.1%</b>	35,658 <b>74.2%</b>	28,952 <b>86.6%</b>	1,297 <b>71.3%</b>	3,564 <b>77.5%</b>	69,471 <b>79.1%</b>
No	4,541 <b>20.7%</b>	4,818 <b>25.8%</b>	2,674 <b>18.2%</b>	3,982 <b>22.4%</b>	2,391 <b>16.2%</b>	18,406 <b>20.9%</b>	12,371 <b>25.8%</b>	4,477 <b>13.4%</b>	523 <b>28.7%</b>	1,034 <b>22.5%</b>	18,405 <b>20.9%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,598 <b>100%</b>	87,876 <b>100%</b>

**Table 7.12 Is the information provided by the Housing Benefit notifications clear?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	390	459	485	708	663	2705	1349	1152	56	148	2705
Yes	16,607 <b>95.6%</b>	12,799 <b>92.4%</b>	11,515 <b>95.9%</b>	13,250 <b>95.8%</b>	11,497 <b>92.7%</b>	65,668 <b>94.5%</b>	33,768 <b>94.7%</b>	27,537 <b>95.1%</b>	1,083 <b>83.5%</b>	3,280 <b>92.0%</b>	65,668 <b>94.5%</b>
No	289 <b>1.7%</b>	678 <b>4.9%</b>	363 <b>3.0%</b>	321 <b>2.3%</b>	501 <b>4.0%</b>	2,152 <b>3.1%</b>	957 <b>2.7%</b>	972 <b>3.4%</b>	118 <b>9.1%</b>	104 <b>2.9%</b>	2,151 <b>3.1%</b>
(Dont know)	478 <b>2.8%</b>	378 <b>2.7%</b>	132 <b>1.1%</b>	262 <b>1.9%</b>	402 <b>3.2%</b>	1,652 <b>2.4%</b>	932 <b>2.6%</b>	443 <b>1.5%</b>	96 <b>7.4%</b>	180 <b>5.1%</b>	1,651 <b>2.4%</b>
<b>TOTAL</b>	17,374 <b>100%</b>	13,855 <b>100%</b>	12,010 <b>100%</b>	13,833 <b>100%</b>	12,400 <b>100%</b>	69,472 <b>100%</b>	35,657 <b>100%</b>	28,952 <b>100%</b>	1,297 <b>100%</b>	3,564 <b>100%</b>	69,470 <b>100%</b>

**Table 7.13 Is the information provided by the Housing Benefit notifications understandable?**

	Area					TOTAL	Religion				TOTAL
	Belfast 390	S East 459	South 485	N East 708	West 663		Protestant 1349	Catholic 1152	Mixed 56	Other 148	
Sample (in numbers)						2705					2705
Yes	16,551 <b>95.3%</b>	12,549 <b>90.6%</b>	11,511 <b>95.9%</b>	13,148 <b>95.0%</b>	11,396 <b>91.9%</b>	65,155 <b>93.8%</b>	33,450 <b>93.8%</b>	27,466 <b>94.9%</b>	1,083 <b>83.5%</b>	3,157 <b>88.6%</b>	65,156 <b>93.8%</b>
No	374 <b>2.2%</b>	902 <b>6.5%</b>	349 <b>2.9%</b>	377 <b>2.7%</b>	602 <b>4.9%</b>	2,604 <b>3.7%</b>	1,259 <b>3.5%</b>	1,040 <b>3.6%</b>	118 <b>9.1%</b>	187 <b>5.2%</b>	2,604 <b>3.7%</b>
(Dont know)	448 <b>2.6%</b>	404 <b>2.9%</b>	149 <b>1.2%</b>	308 <b>2.2%</b>	402 <b>3.2%</b>	1,711 <b>2.5%</b>	949 <b>2.7%</b>	446 <b>1.5%</b>	96 <b>7.4%</b>	221 <b>6.2%</b>	1,712 <b>2.5%</b>
<b>TOTAL</b>	<b>17,373</b> <b>100%</b>	<b>13,855</b> <b>100%</b>	<b>12,009</b> <b>100%</b>	<b>13,833</b> <b>100%</b>	<b>12,400</b> <b>100%</b>	<b>69,470</b> <b>100%</b>	<b>35,658</b> <b>100%</b>	<b>28,952</b> <b>100%</b>	<b>1,297</b> <b>100%</b>	<b>3,565</b> <b>100%</b>	<b>69,472</b> <b>100%</b>

**Table 7.14 Are you aware that you have the right to have your amount of Housing Benefit reviewed by an independent tribunal?**

	Area					TOTAL	Religion				TOTAL
	Belfast 390	S East 459	South 485	N East 708	West 663		Protestant 1349	Catholic 1152	Mixed 56	Other 148	
Sample (in numbers)						2705					2705
Yes	9,211 <b>53.0%</b>	6,804 <b>49.1%</b>	6,013 <b>50.1%</b>	10,134 <b>73.3%</b>	7,033 <b>56.7%</b>	39,195 <b>56.4%</b>	20,892 <b>58.6%</b>	15,348 <b>53.0%</b>	736 <b>56.7%</b>	2,219 <b>62.2%</b>	39,195 <b>56.4%</b>
No	8,162 <b>47.0%</b>	7,051 <b>50.9%</b>	5,997 <b>49.9%</b>	3,699 <b>26.7%</b>	5,367 <b>43.3%</b>	30,276 <b>43.6%</b>	14,766 <b>41.4%</b>	13,605 <b>47.0%</b>	561 <b>43.3%</b>	1,346 <b>37.8%</b>	30,278 <b>43.6%</b>
<b>TOTAL</b>	<b>17,373</b> <b>100%</b>	<b>13,855</b> <b>100%</b>	<b>12,010</b> <b>100%</b>	<b>13,833</b> <b>100%</b>	<b>12,400</b> <b>100%</b>	<b>69,471</b> <b>100%</b>	<b>35,658</b> <b>100%</b>	<b>28,953</b> <b>100%</b>	<b>1,297</b> <b>100%</b>	<b>3,565</b> <b>100%</b>	<b>69,473</b> <b>100%</b>

**Table 7.15 Tenants awareness of the need to provide the Housing Executive with details of any change of a) Non-dependants joining household**

	Area					TOTAL	Religion				TOTAL
	Belfast 390	S East 459	South 485	N East 708	West 663		Protestant 1349	Catholic 1152	Mixed 56	Other 148	
Sample (in numbers)						2705					2705
Yes	17,295 <b>99.5%</b>	13,607 <b>98.2%</b>	11,732 <b>97.7%</b>	13,580 <b>98.2%</b>	12,302 <b>99.2%</b>	68,516 <b>98.6%</b>	35,060 <b>98.3%</b>	28,678 <b>99.1%</b>	1,297 <b>100.0%</b>	3,481 <b>97.6%</b>	68,516 <b>98.6%</b>
No	79 <b>0.5%</b>	248 <b>1.8%</b>	278 <b>2.3%</b>	253 <b>1.8%</b>	98 <b>0.8%</b>	956 <b>1.4%</b>	598 <b>1.7%</b>	275 <b>0.9%</b>	0 <b>0.0%</b>	84 <b>2.4%</b>	957 <b>1.4%</b>
<b>TOTAL</b>	<b>17,374</b> <b>100%</b>	<b>13,855</b> <b>100%</b>	<b>12,010</b> <b>100%</b>	<b>13,833</b> <b>100%</b>	<b>12,400</b> <b>100%</b>	<b>69,472</b> <b>100%</b>	<b>35,658</b> <b>100%</b>	<b>28,953</b> <b>100%</b>	<b>1,297</b> <b>100%</b>	<b>3,565</b> <b>100%</b>	<b>69,473</b> <b>100%</b>

**b) Non-dependants leaving household**

	Area					TOTAL	Religion				TOTAL
	Belfast 390	S East 459	South 485	N East 708	West 663		Protestant 1349	Catholic 1152	Mixed 56	Other 148	
Sample (in numbers)						2705					2705
Yes	17,295 <b>99.5%</b>	13,619 <b>98.3%</b>	11,752 <b>97.9%</b>	13,618 <b>98.4%</b>	12,302 <b>99.2%</b>	68,586 <b>98.7%</b>	35,102 <b>98.4%</b>	28,686 <b>99.1%</b>	1,297 <b>100.0%</b>	3,501 <b>98.2%</b>	68,586 <b>98.7%</b>
No	79 <b>0.5%</b>	236 <b>1.7%</b>	258 <b>2.1%</b>	215 <b>1.6%</b>	98 <b>0.8%</b>	886 <b>1.3%</b>	555 <b>1.6%</b>	266 <b>0.9%</b>	0 <b>0.0%</b>	63 <b>1.8%</b>	884 <b>1.3%</b>
<b>TOTAL</b>	<b>17,374</b> <b>100%</b>	<b>13,855</b> <b>100%</b>	<b>12,010</b> <b>100%</b>	<b>13,833</b> <b>100%</b>	<b>12,400</b> <b>100%</b>	<b>69,472</b> <b>100%</b>	<b>35,657</b> <b>100%</b>	<b>28,952</b> <b>100%</b>	<b>1,297</b> <b>100%</b>	<b>3,564</b> <b>100%</b>	<b>69,470</b> <b>100%</b>

**c) Income changes**

	Area					TOTAL	Religion				TOTAL
	Belfast 390	S East 459	South 485	N East 708	West 663		Protestant 1349	Catholic 1152	Mixed 56	Other 148	
Sample (in numbers)						2705					2705
Yes	17,295 <b>99.5%</b>	13,719 <b>99.0%</b>	11,764 <b>97.9%</b>	13,726 <b>99.2%</b>	12,302 <b>99.2%</b>	68,806 <b>99.0%</b>	35,228 <b>98.8%</b>	28,736 <b>99.3%</b>	1,297 <b>100.0%</b>	3,544 <b>99.4%</b>	68,805 <b>99.0%</b>
No	79 <b>0.5%</b>	136 <b>1.0%</b>	247 <b>2.1%</b>	107 <b>0.8%</b>	98 <b>0.8%</b>	667 <b>1.0%</b>	430 <b>1.2%</b>	216 <b>0.7%</b>	0 <b>0.0%</b>	20 <b>0.6%</b>	666 <b>1.0%</b>
<b>TOTAL</b>	<b>17,374</b> <b>100%</b>	<b>13,855</b> <b>100%</b>	<b>12,011</b> <b>100%</b>	<b>13,833</b> <b>100%</b>	<b>12,400</b> <b>100%</b>	<b>69,473</b> <b>100%</b>	<b>35,658</b> <b>100%</b>	<b>28,952</b> <b>100%</b>	<b>1,297</b> <b>100%</b>	<b>3,564</b> <b>100%</b>	<b>69,471</b> <b>100%</b>

**d) Partner changes**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	390	459	485	708	663	2705	1349	1152	56	148	2705
Yes	17,260	13,731	11,733	13,661	12,302	68,687	35,228	28,736	1,297	3,544	68,805
	<b>99.3%</b>	<b>99.1%</b>	<b>97.7%</b>	<b>98.8%</b>	<b>99.2%</b>	<b>98.9%</b>	<b>98.8%</b>	<b>99.3%</b>	<b>100.0%</b>	<b>99.4%</b>	<b>99.0%</b>
No	113	124	277	172	98	784	430	216	0	20	666
	<b>0.7%</b>	<b>0.9%</b>	<b>2.3%</b>	<b>1.2%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>0.7%</b>	<b>0.0%</b>	<b>0.6%</b>	<b>1.0%</b>
<b>TOTAL</b>	17,373	13,855	12,010	13,833	12,400	69,471	35,658	28,952	1,297	3,564	69,471
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 7.16 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Executive?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Very satisfied	9,082	5,260	5,377	6,377	6,279	32,375	16,357	14,329	532	1,158	32,376
	<b>41.4%</b>	<b>28.2%</b>	<b>36.6%</b>	<b>35.8%</b>	<b>42.5%</b>	<b>36.8%</b>	<b>34.1%</b>	<b>42.9%</b>	<b>29.2%</b>	<b>25.2%</b>	<b>36.8%</b>
Fairly Satisfied	9,695	10,051	8,335	9,227	7,234	44,542	24,902	15,820	967	2,854	44,543
	<b>44.2%</b>	<b>53.8%</b>	<b>56.8%</b>	<b>51.8%</b>	<b>48.9%</b>	<b>50.7%</b>	<b>51.8%</b>	<b>47.3%</b>	<b>53.1%</b>	<b>62.1%</b>	<b>50.7%</b>
Neutral	1,309	2,363	567	1,110	582	5,931	3,924	1,528	225	255	5,932
	<b>6.0%</b>	<b>12.7%</b>	<b>3.9%</b>	<b>6.2%</b>	<b>3.9%</b>	<b>6.7%</b>	<b>8.2%</b>	<b>4.6%</b>	<b>12.4%</b>	<b>5.5%</b>	<b>6.8%</b>
Fairly Dissatisfied	923	485	219	684	453	2,764	1,661	913	54	137	2,765
	<b>4.2%</b>	<b>2.6%</b>	<b>1.5%</b>	<b>3.8%</b>	<b>3.1%</b>	<b>3.1%</b>	<b>3.5%</b>	<b>2.7%</b>	<b>3.0%</b>	<b>3.0%</b>	<b>3.1%</b>
Very dissatisfied	905	514	186	417	243	2,265	1,185	840	43	195	2,263
	<b>4.1%</b>	<b>2.8%</b>	<b>1.3%</b>	<b>2.3%</b>	<b>1.6%</b>	<b>2.6%</b>	<b>2.5%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>4.2%</b>	<b>2.6%</b>
<b>TOTAL</b>	21,914	18,673	14,684	17,815	14,791	87,877	48,029	33,430	1,821	4,599	87,879
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 7.17 Overall, how satisfied or dissatisfied are you with value for money for your rent?**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Very satisfied	12,236	6,962	7,314	6,754	7,372	40,638	19,618	19,140	614	1,266	40,638
	<b>55.8%</b>	<b>37.3%</b>	<b>49.8%</b>	<b>37.9%</b>	<b>49.8%</b>	<b>46.2%</b>	<b>40.8%</b>	<b>57.3%</b>	<b>33.7%</b>	<b>27.5%</b>	<b>46.2%</b>
Fairly Satisfied	4,927	8,873	6,487	8,915	5,957	35,159	20,126	11,388	926	2,717	35,157
	<b>22.5%</b>	<b>47.5%</b>	<b>44.2%</b>	<b>50.0%</b>	<b>40.3%</b>	<b>40.0%</b>	<b>41.9%</b>	<b>34.1%</b>	<b>50.9%</b>	<b>59.1%</b>	<b>40.0%</b>
Neutral	3,562	1,445	535	805	843	7,190	5,080	1,596	90	424	7,190
	<b>16.3%</b>	<b>7.7%</b>	<b>3.6%</b>	<b>4.5%</b>	<b>5.7%</b>	<b>8.2%</b>	<b>10.6%</b>	<b>4.8%</b>	<b>4.9%</b>	<b>9.2%</b>	<b>8.2%</b>
Fairly Dissatisfied	619	980	186	1,107	489	3,381	2,318	806	149	108	3,381
	<b>2.8%</b>	<b>5.2%</b>	<b>1.3%</b>	<b>6.2%</b>	<b>3.3%</b>	<b>3.8%</b>	<b>4.8%</b>	<b>2.4%</b>	<b>8.2%</b>	<b>2.3%</b>	<b>3.8%</b>
Very dissatisfied	570	413	162	235	130	1,510	887	499	41	84	1,511
	<b>2.6%</b>	<b>2.2%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>0.9%</b>	<b>1.7%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>2.3%</b>	<b>1.8%</b>	<b>1.7%</b>
<b>TOTAL</b>	21,914	18,673	14,684	17,816	14,791	87,878	48,029	33,429	1,820	4,599	87,877
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 8.1 Overall, how satisfied or dissatisfied are you with this neighbourhood as a place to live**

	Area					TOTAL	Religion				TOTAL
	Belfast	S East	South	N East	West		Protestant	Catholic	Mixed	Other	
Sample (in numbers)	500	600	600	900	800	3400	1798	1334	78	190	3400
Very satisfied	13,218	9,214	7,781	8,935	7,841	46,989	25,664	18,751	935	1,639	46,989
	<b>60.3%</b>	<b>49.3%</b>	<b>53.0%</b>	<b>50.2%</b>	<b>53.0%</b>	<b>53.5%</b>	<b>53.4%</b>	<b>56.1%</b>	<b>51.3%</b>	<b>35.6%</b>	<b>53.5%</b>
Fairly Satisfied	5,690	7,566	5,929	7,461	5,663	32,309	17,754	11,404	708	2,443	32,309
	<b>26.0%</b>	<b>40.5%</b>	<b>40.4%</b>	<b>41.9%</b>	<b>38.3%</b>	<b>36.8%</b>	<b>37.0%</b>	<b>34.1%</b>	<b>38.9%</b>	<b>53.1%</b>	<b>36.8%</b>
Neutral	948	882	366	590	619	3,405	1,814	1,201	150	241	3,406
	<b>4.3%</b>	<b>4.7%</b>	<b>2.5%</b>	<b>3.3%</b>	<b>4.2%</b>	<b>3.9%</b>	<b>3.8%</b>	<b>3.6%</b>	<b>8.2%</b>	<b>5.2%</b>	<b>3.9%</b>
Fairly Dissatisfied	1,239	627	295	446	444	3,051	1,626	1,212	0	213	3,051
	<b>5.7%</b>	<b>3.4%</b>	<b>2.0%</b>	<b>2.5%</b>	<b>3.0%</b>	<b>3.5%</b>	<b>3.4%</b>	<b>3.6%</b>	<b>0.0%</b>	<b>4.6%</b>	<b>3.5%</b>
Very dissatisfied	819	384	312	383	224	2,122	1,171	861	28	62	2,122
	<b>3.7%</b>	<b>2.1%</b>	<b>2.1%</b>	<b>2.1%</b>	<b>1.5%</b>	<b>2.4%</b>	<b>2.4%</b>	<b>2.6%</b>	<b>1.5%</b>	<b>1.3%</b>	<b>2.4%</b>
<b>TOTAL</b>	21,914	18,673	14,683	17,815	14,791	87,876	48,029	33,429	1,821	4,598	87,877
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Changing for the better	6,348 <b>29.0%</b>	4,185 <b>22.4%</b>	2,052 <b>14.0%</b>	2,765 <b>15.5%</b>	4,595 <b>31.1%</b>	19,945 <b>22.7%</b>	9,233 <b>19.2%</b>	9,529 <b>28.5%</b>	461 <b>25.3%</b>	723 <b>15.7%</b>	19,946 <b>22.7%</b>
Not really changing	11,913 <b>54.4%</b>	12,524 <b>67.1%</b>	11,040 <b>75.2%</b>	13,520 <b>75.9%</b>	8,197 <b>55.4%</b>	57,194 <b>65.1%</b>	33,140 <b>69.0%</b>	19,504 <b>58.3%</b>	1,075 <b>59.0%</b>	3,475 <b>75.6%</b>	57,194 <b>65.1%</b>
Changing for the worse	3,275 <b>14.9%</b>	1,709 <b>9.2%</b>	996 <b>6.8%</b>	1,271 <b>7.1%</b>	1,667 <b>11.3%</b>	8,918 <b>10.1%</b>	4,676 <b>9.7%</b>	3,835 <b>11.5%</b>	224 <b>12.3%</b>	183 <b>4.0%</b>	8,918 <b>10.1%</b>
(Dont know)	378 <b>1.7%</b>	255 <b>1.4%</b>	596 <b>4.1%</b>	259 <b>1.5%</b>	332 <b>2.2%</b>	1,820 <b>2.1%</b>	980 <b>2.0%</b>	561 <b>1.7%</b>	61 <b>3.3%</b>	218 <b>4.7%</b>	1,820 <b>2.1%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,029 <b>100%</b>	33,429 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,878 <b>100%</b>

**Table 8.1b** General image of area

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Proud	9,065 <b>41.4%</b>	8,037 <b>43.0%</b>	6,963 <b>47.4%</b>	8,476 <b>47.6%</b>	5,401 <b>36.5%</b>	37,942 <b>43.2%</b>	21,184 <b>44.1%</b>	14,658 <b>43.8%</b>	692 <b>38.0%</b>	1,409 <b>30.6%</b>	37,943 <b>43.2%</b>
Fairly proud	5,351 <b>24.4%</b>	5,795 <b>31.0%</b>	4,788 <b>32.6%</b>	5,787 <b>32.5%</b>	6,453 <b>43.6%</b>	28,174 <b>32.1%</b>	15,759 <b>32.8%</b>	10,117 <b>30.3%</b>	671 <b>36.8%</b>	1,628 <b>35.4%</b>	28,175 <b>32.1%</b>
No strong feelings	4,447 <b>20.3%</b>	3,069 <b>16.4%</b>	2,283 <b>15.5%</b>	2,598 <b>14.6%</b>	2,180 <b>14.7%</b>	14,577 <b>16.6%</b>	7,810 <b>16.3%</b>	5,236 <b>15.7%</b>	358 <b>19.7%</b>	1,173 <b>25.5%</b>	14,577 <b>16.6%</b>
Slightly ashamed	1,504 <b>6.9%</b>	1,188 <b>6.4%</b>	284 <b>1.9%</b>	711 <b>4.0%</b>	475 <b>3.2%</b>	4,162 <b>4.7%</b>	1,924 <b>4.0%</b>	2,012 <b>6.0%</b>	15 <b>0.8%</b>	212 <b>4.6%</b>	4,163 <b>4.7%</b>
Ashamed	1,546 <b>7.1%</b>	584 <b>3.1%</b>	365 <b>2.5%</b>	242 <b>1.4%</b>	282 <b>1.9%</b>	3,019 <b>3.4%</b>	1,352 <b>2.8%</b>	1,407 <b>4.2%</b>	85 <b>4.7%</b>	177 <b>3.8%</b>	3,021 <b>3.4%</b>
<b>TOTAL</b>	21,913 <b>100%</b>	18,673 <b>100%</b>	14,683 <b>100%</b>	17,814 <b>100%</b>	14,791 <b>100%</b>	87,874 <b>100%</b>	48,029 <b>100%</b>	33,430 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,879 <b>100%</b>

**Table 8.2** General image of area by change of area

	Area changing				TOTAL 3400
	Change for the better 705	Not cha- nging 2312	Change for the worse 305	Dont know 78	
Sample (in numbers)					
Proud	10,146 <b>50.9%</b>	25,730 <b>45.0%</b>	1,549 <b>17.4%</b>	516 <b>28.4%</b>	37,941 <b>43.2%</b>
Fairly proud	5,745 <b>28.8%</b>	19,980 <b>34.9%</b>	1,997 <b>22.4%</b>	452 <b>24.8%</b>	28,174 <b>32.1%</b>
No strong feelings	3,176 <b>15.9%</b>	8,566 <b>15.0%</b>	2,160 <b>24.2%</b>	675 <b>37.1%</b>	14,577 <b>16.6%</b>
Slightly ashamed	644 <b>3.2%</b>	1,995 <b>3.5%</b>	1,445 <b>16.2%</b>	79 <b>4.3%</b>	4,163 <b>4.7%</b>
Ashamed	235 <b>1.2%</b>	922 <b>1.6%</b>	1,766 <b>19.8%</b>	97 <b>5.3%</b>	3,020 <b>3.4%</b>
<b>TOTAL</b>	19,946 <b>100%</b>	57,193 <b>100%</b>	8,917 <b>100%</b>	1,819 <b>100%</b>	87,875 <b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Yes	3,494 <b>15.9%</b>	7,313 <b>39.2%</b>	1,384 <b>9.4%</b>	2,484 <b>13.9%</b>	1,996 <b>13.5%</b>	16,671 <b>19.0%</b>	10,104 <b>21.0%</b>	4,957 <b>14.8%</b>	603 <b>33.1%</b>	1,006 <b>21.9%</b>	16,670 <b>19.0%</b>
No	18,420 <b>84.1%</b>	11,360 <b>60.8%</b>	13,300 <b>90.6%</b>	15,331 <b>86.1%</b>	12,795 <b>86.5%</b>	71,206 <b>81.0%</b>	37,924 <b>79.0%</b>	28,472 <b>85.2%</b>	1,217 <b>66.9%</b>	3,593 <b>78.1%</b>	71,206 <b>81.0%</b>
<b>TOTAL</b>	21,914 <b>100%</b>	18,673 <b>100%</b>	14,684 <b>100%</b>	17,815 <b>100%</b>	14,791 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,429 <b>100%</b>	1,820 <b>100%</b>	4,599 <b>100%</b>	87,876 <b>100%</b>

**Table 9.2 Informed how Housing Executive arrived at decision**

	TOTAL
Sample (in numbers)	583
Yes	12,294 <b>73.7%</b>
No	3,087 <b>18.5%</b>
Dont know	322 <b>1.9%</b>
N/A (Still awaiting to hear)	967 <b>5.8%</b>
<b>TOTAL</b>	<b>16,670</b> <b>100%</b>

**Table 9.3 Standards of Service met regarding rent payments**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
The HE will provide rent statements (3 mths)	19,255 <b>87.9%</b>	18,263 <b>97.8%</b>	14,374 <b>97.9%</b>	17,253 <b>96.8%</b>	14,365 <b>97.1%</b>	83,510 <b>95.0%</b>	44,917 <b>93.5%</b>	32,548 <b>97.4%</b>	1,747 <b>95.9%</b>	4,299 <b>93.5%</b>	83,511 <b>95.0%</b>
HE will give 4 wks written notice of rent increase	19,098 <b>87.1%</b>	18,094 <b>96.9%</b>	14,401 <b>98.1%</b>	17,190 <b>96.5%</b>	14,189 <b>95.9%</b>	82,972 <b>94.4%</b>	44,824 <b>93.3%</b>	32,178 <b>96.3%</b>	1,806 <b>99.2%</b>	4,164 <b>90.5%</b>	82,972 <b>94.4%</b>
HE will advise you of any entitlement to HB	20,368 <b>92.9%</b>	14,659 <b>78.5%</b>	13,294 <b>90.5%</b>	15,114 <b>84.8%</b>	12,753 <b>86.2%</b>	76,188 <b>86.7%</b>	40,522 <b>84.4%</b>	30,347 <b>90.8%</b>	1,427 <b>78.4%</b>	3,891 <b>84.6%</b>	76,187 <b>86.7%</b>

**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 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Yes	19,480 <b>88.9%</b>	16,040 <b>85.9%</b>	13,079 <b>89.1%</b>	15,774 <b>88.5%</b>	12,909 <b>87.3%</b>	77,282 <b>87.9%</b>	42,146 <b>87.8%</b>	29,464 <b>88.1%</b>	1,633 <b>89.7%</b>	4,037 <b>87.8%</b>	77,280 <b>87.9%</b>
No	2,434 <b>11.1%</b>	2,633 <b>14.1%</b>	1,605 <b>10.9%</b>	2,041 <b>11.5%</b>	1,882 <b>12.7%</b>	10,595 <b>12.1%</b>	5,882 <b>12.2%</b>	3,965 <b>11.9%</b>	187 <b>10.3%</b>	561 <b>12.2%</b>	10,595 <b>12.1%</b>
<b>TOTAL</b>	<b>21,914</b> <b>100%</b>	<b>18,673</b> <b>100%</b>	<b>14,684</b> <b>100%</b>	<b>17,815</b> <b>100%</b>	<b>14,791</b> <b>100%</b>	<b>87,877</b> <b>100%</b>	<b>48,028</b> <b>100%</b>	<b>33,429</b> <b>100%</b>	<b>1,820</b> <b>100%</b>	<b>4,598</b> <b>100%</b>	<b>87,875</b> <b>100%</b>

**Table 9.5 How satisfied or dissatisfied are you that your views are being taken into account by the Housing Executive?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Very satisfied	5,800 <b>26.5%</b>	3,118 <b>16.7%</b>	4,119 <b>28.1%</b>	3,408 <b>19.1%</b>	3,430 <b>23.2%</b>	19,875 <b>22.6%</b>	9,567 <b>19.9%</b>	9,335 <b>27.9%</b>	176 <b>9.7%</b>	798 <b>17.4%</b>	19,876 <b>22.6%</b>
Satisfied	9,128 <b>41.7%</b>	8,847 <b>47.4%</b>	7,516 <b>51.2%</b>	8,322 <b>46.7%</b>	7,300 <b>49.4%</b>	41,113 <b>46.8%</b>	22,650 <b>47.2%</b>	15,225 <b>45.5%</b>	909 <b>49.9%</b>	2,330 <b>50.7%</b>	41,114 <b>46.8%</b>
Neutral	2,091 <b>9.5%</b>	3,096 <b>16.6%</b>	1,419 <b>9.7%</b>	2,881 <b>16.2%</b>	1,682 <b>11.4%</b>	11,169 <b>12.7%</b>	6,702 <b>14.0%</b>	3,599 <b>10.8%</b>	313 <b>17.2%</b>	554 <b>12.0%</b>	11,168 <b>12.7%</b>
Dissatisfied	2,064 <b>9.4%</b>	1,885 <b>10.1%</b>	384 <b>2.6%</b>	1,225 <b>6.9%</b>	1,154 <b>7.8%</b>	6,712 <b>7.6%</b>	4,144 <b>8.6%</b>	2,105 <b>6.3%</b>	172 <b>9.5%</b>	293 <b>6.4%</b>	6,714 <b>7.6%</b>
Very dissatisfied	2,089 <b>9.5%</b>	1,255 <b>6.7%</b>	615 <b>4.2%</b>	1,266 <b>7.1%</b>	503 <b>3.4%</b>	5,728 <b>6.5%</b>	3,415 <b>7.1%</b>	1,810 <b>5.4%</b>	189 <b>10.4%</b>	315 <b>6.9%</b>	5,729 <b>6.5%</b>
Don't know	742 <b>3.4%</b>	472 <b>2.5%</b>	630 <b>4.3%</b>	712 <b>4.0%</b>	721 <b>4.9%</b>	3,277 <b>3.7%</b>	1,552 <b>3.2%</b>	1,357 <b>4.1%</b>	61 <b>3.4%</b>	308 <b>6.7%</b>	3,278 <b>3.7%</b>
<b>TOTAL</b>	<b>21,914</b> <b>100%</b>	<b>18,673</b> <b>100%</b>	<b>14,683</b> <b>100%</b>	<b>17,814</b> <b>100%</b>	<b>14,790</b> <b>100%</b>	<b>87,874</b> <b>100%</b>	<b>48,030</b> <b>100%</b>	<b>33,431</b> <b>100%</b>	<b>1,820</b> <b>100%</b>	<b>4,598</b> <b>100%</b>	<b>87,879</b> <b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Very well	8,589 <b>39.2%</b>	3,489 <b>18.7%</b>	4,727 <b>32.2%</b>	3,916 <b>22.0%</b>	4,482 <b>30.3%</b>	25,203 <b>28.7%</b>	12,803 <b>26.7%</b>	11,430 <b>34.2%</b>	312 <b>17.1%</b>	659 <b>14.3%</b>	25,204 <b>28.7%</b>
Quite well	7,281 <b>33.2%</b>	9,256 <b>49.6%</b>	7,646 <b>52.1%</b>	8,720 <b>48.9%</b>	7,031 <b>47.5%</b>	39,934 <b>45.4%</b>	21,863 <b>45.5%</b>	14,355 <b>42.9%</b>	998 <b>54.8%</b>	2,719 <b>59.1%</b>	39,935 <b>45.4%</b>
Neutral	2,533 <b>11.6%</b>	3,272 <b>17.5%</b>	1,616 <b>11.0%</b>	2,788 <b>15.6%</b>	1,786 <b>12.1%</b>	11,995 <b>13.6%</b>	7,155 <b>14.9%</b>	3,893 <b>11.6%</b>	183 <b>10.0%</b>	764 <b>16.6%</b>	11,995 <b>13.6%</b>
Quite poorly	1,563 <b>7.1%</b>	1,685 <b>9.0%</b>	475 <b>3.2%</b>	1,378 <b>7.7%</b>	983 <b>6.6%</b>	6,084 <b>6.9%</b>	3,640 <b>7.6%</b>	2,064 <b>6.2%</b>	115 <b>6.3%</b>	265 <b>5.8%</b>	6,084 <b>6.9%</b>
Very poorly	1,947 <b>8.9%</b>	972 <b>5.2%</b>	219 <b>1.5%</b>	1,013 <b>5.7%</b>	510 <b>3.4%</b>	4,661 <b>5.3%</b>	2,567 <b>5.3%</b>	1,689 <b>5.1%</b>	213 <b>11.7%</b>	192 <b>4.2%</b>	4,661 <b>5.3%</b>
<b>TOTAL</b>	21,913 <b>100%</b>	18,674 <b>100%</b>	14,683 <b>100%</b>	17,815 <b>100%</b>	14,792 <b>100%</b>	87,877 <b>100%</b>	48,028 <b>100%</b>	33,431 <b>100%</b>	1,821 <b>100%</b>	4,599 <b>100%</b>	87,879 <b>100%</b>

**Respondents who telephone HE in previous 12 months**

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

	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Sample (in numbers)											
Yes	14,929 <b>95.4%</b>	12,487 <b>93.3%</b>	8,178 <b>94.2%</b>	11,159 <b>96.4%</b>	9,539 <b>96.1%</b>	56,292 <b>95.1%</b>	31,072 <b>94.2%</b>	21,321 <b>96.0%</b>	1,207 <b>95.4%</b>	2,691 <b>97.3%</b>	56,291 <b>95.1%</b>
No	620 <b>4.0%</b>	596 <b>4.5%</b>	372 <b>4.3%</b>	381 <b>3.3%</b>	239 <b>2.4%</b>	2,208 <b>3.7%</b>	1,421 <b>4.3%</b>	667 <b>3.0%</b>	58 <b>4.6%</b>	61 <b>2.2%</b>	2,207 <b>3.7%</b>
(Dont know)	95 <b>0.6%</b>	299 <b>2.2%</b>	133 <b>1.5%</b>	40 <b>0.3%</b>	148 <b>1.5%</b>	715 <b>1.2%</b>	481 <b>1.5%</b>	220 <b>1.0%</b>	0 <b>0.0%</b>	15 <b>0.5%</b>	716 <b>1.2%</b>
<b>TOTAL</b>	15,644 <b>100%</b>	13,382 <b>100%</b>	8,683 <b>100%</b>	11,580 <b>100%</b>	9,926 <b>100%</b>	59,215 <b>100%</b>	32,974 <b>100%</b>	22,208 <b>100%</b>	1,265 <b>100%</b>	2,767 <b>100%</b>	59,214 <b>100%</b>

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

	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Sample (in numbers)											
Yes	15,066 <b>96.3%</b>	12,833 <b>95.9%</b>	8,319 <b>95.8%</b>	10,929 <b>94.4%</b>	9,421 <b>94.9%</b>	56,568 <b>95.5%</b>	31,391 <b>95.2%</b>	21,291 <b>95.9%</b>	1,175 <b>92.9%</b>	2,710 <b>98.0%</b>	56,567 <b>95.5%</b>
No	579 <b>3.7%</b>	305 <b>2.3%</b>	229 <b>2.6%</b>	573 <b>4.9%</b>	334 <b>3.4%</b>	2,020 <b>3.4%</b>	1,194 <b>3.6%</b>	697 <b>3.1%</b>	71 <b>5.6%</b>	56 <b>2.0%</b>	2,018 <b>3.4%</b>
Dont know	0 <b>0.0%</b>	243 <b>1.8%</b>	136 <b>1.6%</b>	78 <b>0.7%</b>	172 <b>1.7%</b>	629 <b>1.1%</b>	389 <b>1.2%</b>	220 <b>1.0%</b>	19 <b>1.5%</b>	0 <b>0.0%</b>	628 <b>1.1%</b>
<b>TOTAL</b>	15,645 <b>100%</b>	13,381 <b>100%</b>	8,684 <b>100%</b>	11,580 <b>100%</b>	9,927 <b>100%</b>	59,217 <b>100%</b>	32,974 <b>100%</b>	22,208 <b>100%</b>	1,265 <b>100%</b>	2,766 <b>100%</b>	59,213 <b>100%</b>

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

	Area					TOTAL 2247	Religion				TOTAL 2247
	Belfast 359	S East 433	South 343	N East 582	West 530		Protestant 1213	Catholic 873	Mixed 53	Other 108	
Sample (in numbers)											
Yes	11,030 <b>70.5%</b>	7,495 <b>56.0%</b>	6,430 <b>74.0%</b>	8,185 <b>70.7%</b>	5,986 <b>60.3%</b>	39,126 <b>66.1%</b>	20,363 <b>61.8%</b>	15,925 <b>71.7%</b>	651 <b>51.5%</b>	2,186 <b>79.0%</b>	39,125 <b>66.1%</b>
No	2,540 <b>16.2%</b>	2,755 <b>20.6%</b>	1,071 <b>12.3%</b>	1,901 <b>16.4%</b>	1,868 <b>18.8%</b>	10,135 <b>17.1%</b>	6,246 <b>18.9%</b>	3,191 <b>14.4%</b>	324 <b>25.6%</b>	373 <b>13.5%</b>	10,134 <b>17.1%</b>
Dont know	2,074 <b>13.3%</b>	3,132 <b>23.4%</b>	1,183 <b>13.6%</b>	1,494 <b>12.9%</b>	2,072 <b>20.9%</b>	9,955 <b>16.8%</b>	6,365 <b>19.3%</b>	3,092 <b>13.9%</b>	290 <b>22.9%</b>	207 <b>7.5%</b>	9,954 <b>16.8%</b>
<b>TOTAL</b>	15,644 <b>100%</b>	13,382 <b>100%</b>	8,684 <b>100%</b>	11,580 <b>100%</b>	9,926 <b>100%</b>	59,216 <b>100%</b>	32,974 <b>100%</b>	22,208 <b>100%</b>	1,265 <b>100%</b>	2,766 <b>100%</b>	59,213 <b>100%</b>

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

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1798	Catholic 1334	Mixed 78	Other 190	
Sample (in numbers)											
Cut the grass in the open spaces	13,749 <b>62.7%</b>	11,960 <b>64.0%</b>	12,648 <b>86.1%</b>	15,365 <b>86.2%</b>	13,175 <b>89.1%</b>	66,897 <b>76.1%</b>	33,994 <b>70.8%</b>	28,113 <b>84.1%</b>	1,462 <b>80.3%</b>	3,328 <b>72.4%</b>	66,897 <b>76.1%</b>
Keep the open spaces in the estate clean & tidy	16,997 <b>77.6%</b>	14,664 <b>78.5%</b>	12,725 <b>86.7%</b>	15,311 <b>85.9%</b>	13,261 <b>89.7%</b>	72,958 <b>83.0%</b>	39,257 <b>81.7%</b>	28,517 <b>85.3%</b>	1,606 <b>88.2%</b>	3,577 <b>77.8%</b>	72,957 <b>83.0%</b>

# **APPENDIX 2**

## **BACKGROUND TO THE SURVEY**

## BACKGROUND TO THE SURVEY

### INTRODUCTION

The 2010 Continuous Tenant Omnibus Survey (CTOS) was the seventeenth 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 2010 to December 2010. 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 2010 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 2010 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 2010 (for the January to March data collection period), from the Housing Executive's PRAWL database.

By the end of the year, December 2010, 3,400 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 3,400 (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;
- 850 tenants across all districts were interviewed per quarter; and
- 3,400 tenants in 34 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 2010.

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 or 95	10 or 90	15 or 85	20 or 80	25 or 75	30 or 70	35 or 65	40 or 60	45 or 55	50 or 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	600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
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	3400	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 340 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 71.** 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 2010 – 2012 (Housing Executive)**

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

**Housing Statistics 2009/2010**

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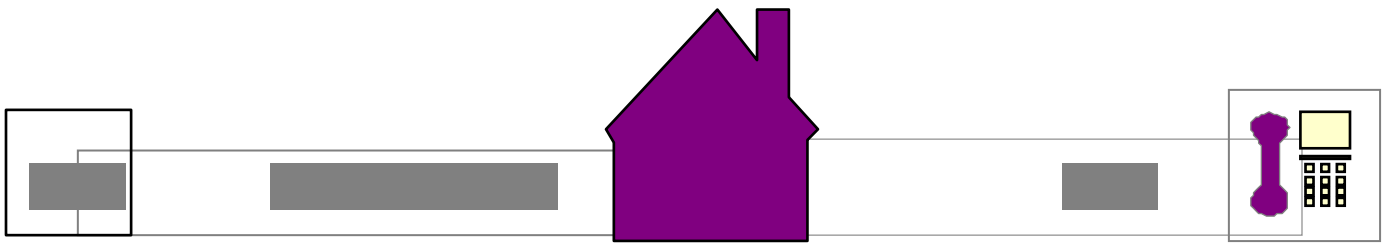
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