

A photograph of a row of terraced houses. The houses have light-colored walls and dark roofs. Several satellite dishes are mounted on the walls. In the foreground, there is a large, dense green bush with some red flowers. The sky is blue.

# **2012 Continuous Tenant Omnibus Survey Annual Report**

**Housing  
Executive**

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## **Executive Summary**

### **1.0 Introduction**

- 1.1 The 2012 Continuous Tenant Omnibus Survey (CTOS) was the nineteenth 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 4 "Delivering Quality Services" as set out in the Corporate Plan.
- 1.2 The CTOS also plays a vital role in delivering district based housing management performance-related data in key service areas. This helps Districts to concentrate attention on areas of weaker performance and provides Area and Centre with a consistent basis for monitoring performance.
- 1.3 Findings from the CTOS also support the Housing Executive's applications for the Customer Service Excellence (CSE) award and the NI Quality Award. It permits the measurement of business improvement activity and the quality of services delivered to our tenants. The Survey also identifies areas where the quality of services needs to be improved.

### **2.0 Objectives**

- 2.1 To provide a comprehensive socio-economic profile of Housing Executive tenants and their views and attitudes to service provision in 2012 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 2012 were reported to the Housing Executive's Board in June 2013 and, where appropriate, are compared in this report with the 2011 CTOS findings. However, where marginal changes of less than two per cent occur in year on year comparisons, care should be taken when interpreting results, as the change may be more due to sample error than to an actual change in the level of service (see page 90 for sample error table).
- 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 .

- 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 .
- 3.4 During 2012, 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.

## **Key findings (Main Survey)**

### **4.0 Household characteristics**

- The average number of people per household was 2.11 (2.09 in 2011).
- Fifty-four per cent (55% in 2011) of people were living in households described as Protestant and almost two-fifths (39%; also 39% in 2011) lived in households described as Catholic; one per cent (2% in 2011) described their household as mixed religion (Protestant/Catholic). The remaining respondents (5%; also 5% in 2011) were of another religious affiliation, had no religious affiliation or refused to state the religion of their household.
- More than one-tenth (12%; 13% in 2011) of people living in Housing Executive dwellings used mobility aids indoors or outdoors.
- Of all households, more than two-fifths (43%; 38% in 2011) had no members who had a health problem, almost half (46%; 49% 2011) had one member and more than one-tenth (11%; 13% in 2011) had two members or more who had a health problem.
- Single person households occupied more than two-fifths (43%; also 43% in 2011) of Housing Executive dwellings.

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

- Almost half (45%; 44% in 2011) of households had a home computer. Of these households, the majority (94%; 93% in 2011) had access to the Internet from their home computer. However, of all households, more than two-fifths (44%; 42% in 2011 and 35% in 2010) had access to the Internet via a computer, a digital television or by another means.
- Almost two-fifths (38%; 36% in 2011) were aware that the Housing Executive had a website. Of these respondents, more than one-quarter (29%; 23% in 2011) had accessed or visited the website.

### **Mobile phones**

- Of the respondents who had a mobile phone (81%; 82% in 2011), 65 per cent (63% in 2011) used Short Message Service/Text to send and receive messages. Of all mobile phone owners, more than one-quarter (27%; 23% in 2011), said they would, if they could, contact a Housing Executive service via text.

- Of all mobile phone owners (81% of all respondents), more than two-fifths (45%; 38% in 2011) stated that they would allow the Housing Executive to contact them via text regarding repairs.

### **Bank/Building society account**

More than three-quarters (77%; 69% 2011) of all respondents had a bank/building society current account.

### **Rent Payment**

Seven in ten (70%; 71% in 2011) respondents stated they received full Housing Benefit and therefore did not pay rent and almost one-fifth (18%; 11% in 2011) paid their rent at a Pay Point/Zone.

## **4.1 Contact with the Housing Executive**

- More than three-quarters (77%) of respondents had some form of contact with the Housing Executive in the 12 months before interview. For the majority of respondents (84%), staff had been able to deal with the respondent's enquiry (79% fully dealt with; 6% partially dealt with).
- More than three-quarters (78%) of respondents who had had an enquiry dealt with, were satisfied with the final outcome.
- More than two-thirds (65%; 71% in 2011) of respondents had tried to contact the Housing Executive by telephone in the 12 months before interview. Of these respondents, 90 per cent (89% in 2011) were satisfied with telephoning the Housing Executive.
- Slightly more than one-quarter (26%; 25% in 2011) of respondents had visited a Housing Executive office in the 12 months before interview. The majority (90%; 89% in 2011) of respondents visiting an office had to wait less than 15 minutes to speak to the right person (53% less than 5 minutes). Overall satisfaction with visiting an office was 88 per cent (82% in 2011).

### **Home repairs**

- More than two-thirds (67%; 73% in 2011) of all respondents had reported a repair to a Housing Executive office in the 12 months before interview. Of these respondents, 88 per cent (87% in 2011) were satisfied with how staff had dealt with their request.
- More than four-fifths (83%; 78% in 2011) of respondents who had reported a repair had been advised when the work would be completed; 88 per cent (83% in 2011) of these respondents said the work had been completed within the time they had been advised.
- Of respondents who had reported a repair, the majority (89%; 90% in 2011) had had a repair completed by the time of interview. Among these respondents, satisfaction levels were high regarding:
  - politeness of staff carrying out the repair (98%);
  - friendliness of staff carrying out the repair (97%);

- tidiness of staff carrying out the repair (95%);
  - speed at which the repair was carried out (93%);
  - quality of materials (92%); and
  - quality of work (91%).
- Overall satisfaction with the repairs service was 79 per cent (74% in 2011). Less than one-sixth (13%; 19% in 2011) of respondents were dissatisfied with the repair service and eight per cent were neutral.
  - The three main reasons for dissatisfaction with the repair service remain similar to previous years, with respondents stating that repairs were not done (36%); the workmanship was poor/not repaired properly/poor materials (14%); or that the repairs take too long/too slow (11%).

#### **4.2 Anti-social behaviour**

A small proportion (6%; also 6% in 2011) of all respondents had reported an incident of anti-social behaviour to the Housing Executive within the 12 months before interview.

#### **4.3 Formal complaints procedure**

More than half (56%; 54% in 2011) of respondents were aware of the Housing Executive's formal complaints procedure. Few (5%; 4% in 2011) respondents had made a formal complaint.

#### **4.4 Money Advice Service**

Approximately one-sixth (16%) of respondents were aware that the Housing Executive provides a Money Advice Service. Less than one-tenth (7%) of these respondents had used the service. Of those respondents who were unaware of the service, or had not used it, approximately one-sixth (16%) said they would be interested in using the Money Advice Service.

#### **4.5 Housing Benefit**

Slightly more than four-fifths (81%; 80% in 2011) of respondents said they, or other household member(s), were currently receiving Housing Benefit.

Equal proportions of respondents said the information provided by the Housing Benefit notification was understandable and clear (93% each) (93% and 92% respectively in 2011).

More than two-thirds (69%; 58% in 2011) of Housing Benefit recipients were aware they had the right to have their entitlement reviewed by an independent tribunal.

#### **4.6 Standards of service**

Awareness of Standards of Service relating to Rent Payments:

- The Housing Executive will give you four weeks written notice of any rent increase (98%).



- The Housing Executive will provide you with rent statements every three months (98%).
- The Housing Executive will advise you of any entitlement you may have to Housing Benefit (90%).

### **Tenant consultation**

- Almost three-quarters (72%; 68% in 2011) of respondents were satisfied that the Housing Executive listens to their views and acts upon them; more than one-tenth each were dissatisfied (11%; 13% in 2011) or neutral (13%; 14% in 2011) and four per cent (5% in 2011) did not know.
- Overall, three-quarters (75%; 71% in 2011) of respondents said the Housing Executive consults with them very well/quite well.

### **Telephone contact**

The vast majority (95%; 94% in 2011) 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 majority (88%; 87% in 2011) of respondents were satisfied with the service provided by the Housing Executive.

## COMMENTARY

### 1.0 Characteristics of Housing Executive dwellings 2012

#### 1.1 Housing Executive stock

At the beginning of January 2012 the Housing Executive had approximately 87,000 dwellings occupied by tenants (approximately 12.3% of all occupied properties in Northern Ireland). More than three-fifths (62%) of properties were houses, 23 per cent were bungalows/cottages and 15 per cent were flats or maisonettes. Almost half (46%) of Housing Executive properties had three bedrooms and more than one-third (37%) had two bedrooms (Appendix Table 1.1 and 1.2).

### 2.0 Household characteristics

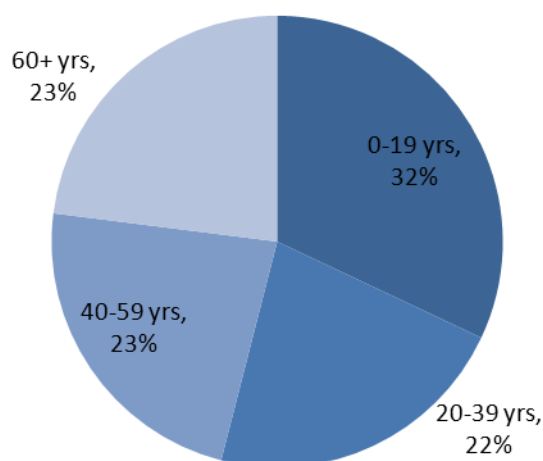
#### 2.1 Total population profile

Paragraphs 2.2-2.5 (Appendix Tables 2.1-2.3 and 2.5-2.6) present findings from the population profile, i.e. relating to the total population resident in Housing Executive dwellings. Paragraphs 2.6-2.14 and Appendix Tables 2.4 and 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 approximately 182,600 - giving an average household size of 2.11 (2.09 in 2011). This figure continues to be significantly lower than the figure for Northern Ireland's housing stock as a whole (2.49).

**Figure 1: Age of population resident in Housing executive dwelling**



Of the total population, 56 per cent were female and 44 per cent were male. Figure 1 shows that almost one-third (32%) of all residents were aged under 20 and 23 per cent were 60 or older (Appendix Tables 2.1-2.2).

#### 2.3 Mobility aids

The vast majority of the population (88%; 87% in 2011) did not use mobility aids. Seven per cent of respondents said a member of their household used a walking

stick (8% in 2011), two per cent said a member used a Zimmer frame and one per cent said a member used crutches (also 2% and 1% respectively in 2011). As in 2011, one per cent of the population (approximately 2,200 household members residing in approximately 1,500 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”.

Of all households, more than two-fifths (43%; 38% in 2011) had no members who had a health problem. Almost half (46%; 49% in 2011) of all households had one member who had a health problem, one-tenth (10%; 12% in 2011) had two members with a health problem and two per cent (also 2% in 2011) had three or more household members who had a health problem (Appendix Table 2.4).

Of all household members, more than two-thirds (67%; 63% in 2011) did not have a health problem or a disability; less than one-fifth (18%; 20% in 2011) of all members had a health problem, nine per cent (8% in 2011) had a disability and seven per cent (9% in 2011) had both a health problem and a disability (Appendix Table 2.5).

#### 2.5 Ethnic origin

The vast majority of 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 2011. More than half of all household reference persons (54%; 55% in 2011) described their household as Protestant and almost two-fifths (39%; also 39% in 2011) described their household as Catholic. A further one per cent described their household as mixed religion (Protestant/Catholic). The remaining respondents’ (5%) household religion was combined into “Other” (Appendix Table 2.7).

#### **Household Reference Person and/or Partner Profile:**

#### 2.7 Employment status of Household Reference Person (HRP)

Almost one-third (30%; also 30% in 2011) of HRPs were retired from work. Almost one-quarter (23%; 21% in 2011) of HRPs were unemployed (21% not working long-term and 2% not working short-term) and almost one-fifth (18%; 17% in 2011) were employed (9% full-time, 8% part-time and 1% self-employed) (Appendix Table 2.8).

#### 2.8 Household income

Almost half (49%; 46% in 2011) of all respondents reported that their gross annual household income was £10,400 or less (approximately £200 per week or less). Approximately one-sixth (16%; also 16% in 2011) had a gross annual household income of £10,401 to £15,600 and eight per cent (also 8% in 2011) said they had

£15,601 or more. More than one-quarter (27%; 31% in 2011) of respondents either refused to respond or did not know the gross annual household income (Appendix Table 2.9).

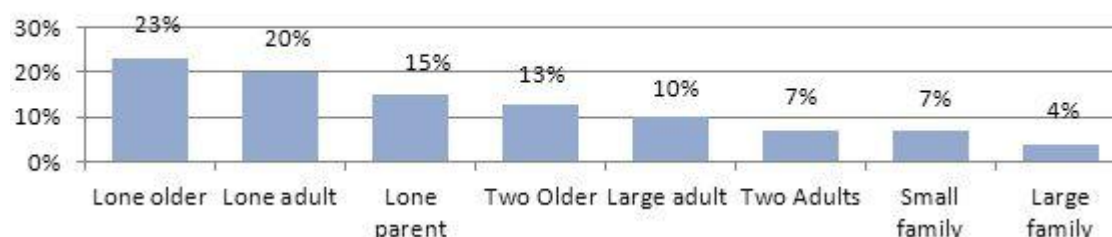
The two main benefits received by HRPs were Housing Benefit (78%; also 78% in 2011) and Income Support/Jobseeker's Allowance (36%; also 36% in 2011). Table 1 summarises the benefits received by HRPs and their partners (if applicable) (Appendix Table 2.10 and 2.11).

**Table 1: Percentage of benefits received by HRP and Partner 2012**

<b>Benefits received:</b>	<b>HRP (%)</b>	<b>Partner (%)</b>
Housing Benefit	78	25
Income Support/Jobseeker's Allowance	36	15
A Disability Benefit (including Incapacity Benefit)	35	30
State Pension	31	30
Child Benefit	28	13
Child Tax Credit	23	9
Pension Credit	19	11
Incapacity Benefit	13	10
Working Tax Credit	9	5
Other	7	5

## 2.9 Household type

More than two-fifths (43%; also 43% in 2011) of HRPs lived alone in lone older (23%; also 23% in 2011) or lone adult households (20%; also 20% in 2011) (Figure 2; Appendix Table 2.12).

**Figure 2: Household Type**

## 2.10 Home computers/Internet access

In 2012 more than two-fifths (45%; 44% in 2011) of respondents owned a home computer that was in use at the time of interview. Of those who had a home computer, the vast majority (94%; 93% in 2011) said their household had access to the Internet. However, of all respondents (regardless of computer ownership), more than two-fifths (44%; 42% in 2011) stated their households had access to the Internet from their home computer, digital television or by another means (Appendix Table 2.13a - 2.13c).

Of all respondents, almost two-fifths (38%; 36% in 2011) were aware that the Housing Executive has a website (Appendix Table 2.14). Of these respondents, more than one-quarter (29%; 23% in 2011) had accessed/visited the Housing Executive's website (Appendix Table 2.15).

Of the respondents who had accessed/visited the Housing Executive website, more than two-thirds (64%) had visited the site to access a service; 91 per cent reported that they were satisfied with accessing the site (Appendix Table 2.16a & 2.16b). The main two services respondents had accessed was to seek general information or advice (32%) and/or repairs (also 32%); 24 per cent used the site in connection with their rent accounts (Appendix Table 2.17).

## **2.11 Potential service delivery via mobile phones**

More than four-fifths (81%; 82% in 2011) of all respondents had a mobile phone. Of these respondents, almost three-quarters (73%) had given their mobile number to the Housing Executive so they could be contacted (Appendix Tables 2.18 and 2.19).

Almost two-thirds (65%; 63% in 2011) of mobile phone owners would send and receive text messages, more than one-quarter (27%) of whom would, if they could, contact the Housing Executive via text (Appendix Tables 2.20 and 2.21).

Conversely, more than two-fifths (45%) of all mobile phone owners would allow contact from the Housing Executive via text regarding repairs and more than one-fifth (23%) would allow contact via text regarding Housing Benefit (Appendix Table 2.22). One-fifth or less of respondents said they would allow contact via text from the Housing Executive regarding:

- General Information/Advice (20%);
- Rent Account (18%);
- Anti Social Behaviour (17%);
- Grounds Maintenance (16%);
- Planned Schemes (16%);
- Transfer/Exchange, first application (11%);
- Query regarding existing transfer/exchange (10%);
- Allocations (8%);
- Buying your home (8%);

## **2.12 Ownership of a bank/building society account**

More than three-quarters (77%; 69% in 2011) of all respondents had a bank or building society current account, more than one-fifth (23%; 30% in 2011) did not and one per cent refused to state whether or not they had a bank/building society current account (Appendix Table 2.23a).

Two-fifths (40%) of respondents said they had a bank/building society savings account; less than one-fifth (17%) a Post Office savings account and four per cent had a savings account with a Credit Union. Almost two-fifths (39%) of respondents did not have any of these savings accounts (Appendix Table 2.23b).

At the time of interview, almost three-quarters (70%; 71% in 2011) of respondents were in receipt of full Housing Benefit and therefore did not pay rent. Almost one-fifth (18%; 11% in 2011) paid their rent at a Pay Point/Zone and eight per cent (also 8% in 2011) via a Standing Order or Direct Debit. A small percentage (2%) of respondents said they paid their rent via a Post Office (2%) or by other means (2%) (Appendix Table 2.24).

Of the respondents not receiving full Housing Benefit (30%), the vast majority (96%) said the way they currently paid their rent was their preferred method of payment (Appendix Table 2.25).



### **2.13 Debit/Credit card ownership**

Respondents not in receipt of full Housing Benefit (30% of all respondents) 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 one-third (34%; also 34% in 2011) of these respondents did not currently have either a debit or credit card, more than half (57%; 56% in 2011) owned a debit/switch card, almost one-tenth (7%; also 7% in 2011) owned both a debit and credit card and one per cent (3% in 2011) owned only a credit card (Appendix Table 2.26).

Regardless of debit/credit card ownership, the majority of respondents who were paying rent would not consider paying their rent via a debit card (81%; 84% in 2011) or a credit card (97%; 98% 2001) (Appendix Table 2.27).

### **2.14 Home contents insurance**

One-quarter (25%; 26% in 2011) of all respondents reported that the contents of their home was insured. However, the majority (73%; also 73% in 2011) of respondents reported that the contents of their home were not insured (Appendix Table 2.28a).

The main reason why respondents did not have the contents of their home insured was that they had not got around to getting insurance (47%) (Appendix Table 2.28b). Other reasons were:

- Quotes received were too expensive (26%);
- Don't think I will need insurance (19%); or
- Don't know how to get insurance (3%).

Less than one-tenth (7%; 9% in 2011) 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**

The majority (60%; 62% in 2011) 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**

The majority (70%; 72% in 2011) of respondents had been allocated their current property more than five years before the Survey (Appendix Table 3.2).

#### **Satisfaction with Housing Executive finding accommodation**

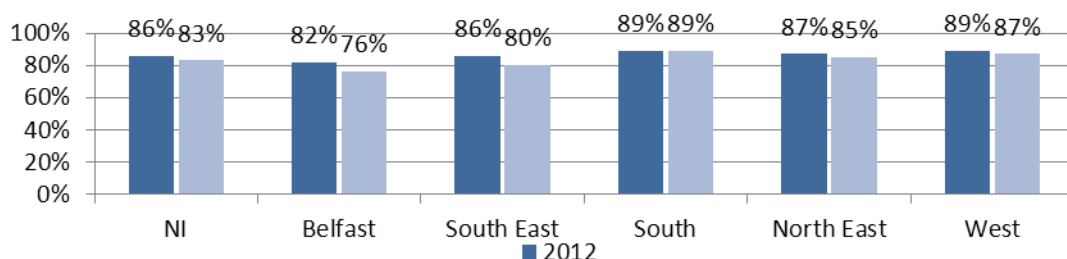
Of the nine per cent (8% in 2011) of respondents who had been allocated their accommodation in the year before interview, more than four-fifths (84%; 82% in 2011) were satisfied with the Housing Executive finding their accommodation (Appendix Table 3.3).

### Overall satisfaction with current home

More than four-fifths (86%; 83% in 2011) of respondents were very satisfied/satisfied with their current home, six per cent were neutral and eight per cent were dissatisfied/very dissatisfied (Figure 3; Appendix Table 3.4).

Comparison by Area showed 89 per cent in the South and West compared to 82 per cent in Belfast were very satisfied/satisfied with their current home.

**Figure 3: Overall satisfaction with current home (by area)**



### 3.3 Tenants' assessment of size of property

The majority (83%; 82% in 2011) of respondents said their home was just the right size, 14 per cent (15% in 2011) said it was too small and three per cent (also 3% in 2011) said it was too big (Appendix Table 3.5).

### 3.4 Future intentions

In 2012, 97 per cent (95% in 2011) of respondents said they intended to remain as Housing Executive tenants for the next five years. Two per cent of respondents (3% in 2011) intended to purchase their current home or move to the owner occupied sector. Overall, one per cent of respondents intended to either rent privately or rent from a Housing Association. These findings reflect the continuing difficulties within the housing market (Appendix Table 3.6).

Further analysis was carried out on those respondents whose intention was to either purchase a Housing Executive property or purchase in the owner occupied sector. Of all respondents who intended to become owner-occupiers (2%), almost one-fifth (17%; 22% in 2011) said they thought they would buy within the next 12 months, more than two-fifths (46%; 42% in 2011) thought they would do so within the next one to three years and a further 23 per cent (26% in 2011) intended to purchase some time after three years (Appendix Table 3.7).

## 4.0 Tenant Contact with the Housing Executive

### 4.1 How enquiries are dealt with

More than four-fifths (84%) of all respondents were generally very satisfied/fairly satisfied with how enquires are dealt with by the Housing Executive. Similar proportions were either neither satisfied nor dissatisfied (9%) or fairly dissatisfied/very dissatisfied (7%) (Appendix Table 4.1).

## **4.2 Contact with the Housing Executive**

Overall, more than three-quarters (77%) of respondents had contacted the Housing Executive sometime within the last 12 months. More than one-fifth (23%) of respondents had no contact within the last 12 months and one per cent did not remember if they had contacted the Housing Executive or not (Appendix Table 4.2).

Of the respondents who had some form of contact with the Housing Executive within the last 12 months, the majority (79%) said staff had been able to deal with their enquiry and a further six per cent said staff had been partially able to deal with their enquiry. Six per cent said that staff had been unable to deal with their enquiry and nine per cent said, at the time of interview, their enquiry was still on-going (Appendix Table 4.3).

Of the respondents who had an enquiry dealt with, more than three-quarters (78%) said they were satisfied with the final outcome of their enquiry. Approximately one-sixth (16%) were dissatisfied and six per cent were neither satisfied nor dissatisfied (Appendix Table 4.4).

## **4.3 Contact with the Housing Executive by telephone**

Almost two-thirds (65%; 71% in 2011) of all respondents had contacted the Housing Executive by telephone in the 12 months before interview (Appendix Table 4.5).

## **4.4 Awareness of contact telephone numbers**

Respondents were given a show card listing Housing Executive telephone contact numbers and asked which of the numbers they had rung. Less than one-fifth (17%; 20% in 2011) of respondents said they did not know which telephone number they had last rung. More than one-quarter (28%; 26% in 2011) had rung the main telephone number (08448920900), more than half (51%; 50 in 2011) had rung the main repair number (08448920901) and two per cent said they had used the main Housing Benefit number (08448920902). Two per cent of respondents had rung another telephone number (e.g. direct dial) (Appendix Table 4.6).

## **4.5 Reason for telephone contact**

The majority of respondents said the main reason for telephoning the Housing Executive was regarding repairs (84%; 86% in 2011). Much smaller proportions of respondents made telephone contact regarding Housing Benefit (2%), Rent Account (2%) or seeking general information/advice (2%) (Appendix Table 4.7).

The vast majority (98%; 97% in 2011) of respondents who had telephoned the Housing Executive in the 12 months before interview said their call had got through (Appendix Table 4.8).

## **4.6 Respondents views of how staff had answered call**

Respondents who had telephoned a Housing Executive office in the 12 months before interview were asked a range of questions regarding their telephone contact. Table 2 summarises the responses on how staff had answered respondents' calls (Appendix Table 4.9a-h).

**Table 2: Telephone callers' views regarding staff who answered their telephone call (%)**

<b>STAFF WERE:</b>	<b>Yes</b>
Easy to understand	97
Polite	97
Friendly	97
Knowledgeable	95
Patient	94
Not interested/off hand	6
In a hurry/rushed	6
Rude	3

#### 4.7 How long ago last telephone call

Of all callers, almost one-third (30%; 28% in 2011) had telephoned within the last month and a further 28 per cent (also 28% in 2011) had telephoned more than one month but less than three months previously. More than one-fifth (22%; 21% in 2011) of callers said they had rung more than three months but less than six months previously and less than one-fifth (19%; 22% in 2011) said they had rung six months previously or more (Appendix Table 4.10).

#### 4.8 Overall satisfaction with telephone service

Nine out of every ten respondents (90%; 89% in 2011) were very satisfied/satisfied with telephoning the Housing Executive within the 12 months before interview (Appendix Table 4.11). By Area, overall satisfaction with telephoning the Housing Executive was highest in the North East (95%) and lowest in Belfast (86%).

#### 4.9 Visiting a Housing Executive office

Analysis of findings shows that slightly more than one-quarter (26%; 25% in 2011) of respondents had visited a Housing Executive office in the 12 months before interview (Figure 4; Appendix Table 4.12). By Area, the North East (30%) had the highest proportion of respondents calling at a Housing Executive office and Belfast had the lowest (20%).

**Figure 4: Visiting a Housing Executive Office by Area 2012-2011**

#### 4.10 Reason for visiting Housing Executive office

More than two-fifths (43%; 45% in 2011) of respondents had called at a Housing Executive office to report a repair request, ten per cent had called regarding Housing Benefit and nine per cent regarding their rent account (Appendix Table 4.13).

#### 4.11 Waiting time at Housing Executive office

Respondents who had visited a Housing Executive office were asked how long, on their last visit, they had had to wait before being attended to by counter staff. Table 3 shows that the vast majority (90%; 89% in 2011) of respondents had waited less than 15 minutes (53% for less than five minutes). The South and West had the highest proportion (97% equally) of respondents who had waited less than 15 minutes and Belfast had the lowest (71%) (Appendix Table 4.14).

**Table 3: 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	90	71	92	97	92	97
15 to 30 minutes	4	4	6	3	5	2
More than 30 minutes	5	22	1	1	2	0
Don't know	1	3	1	0	1	1

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

Respondents who had visited a Housing Executive office in the year before interview (26% of all respondents) were asked whether they agreed or disagreed with a list of statements about the office they had visited. Generally, compared to 2011, results summarised in Table 4 show an increase in the extent to which respondents agreed with statements relating to their visit (Appendix Table 4.15a – 4.15k).

**Table 4: Respondents' perceptions of their visit to a Housing Executive office 2012/2011 (respondents who had visited an office) (%)**

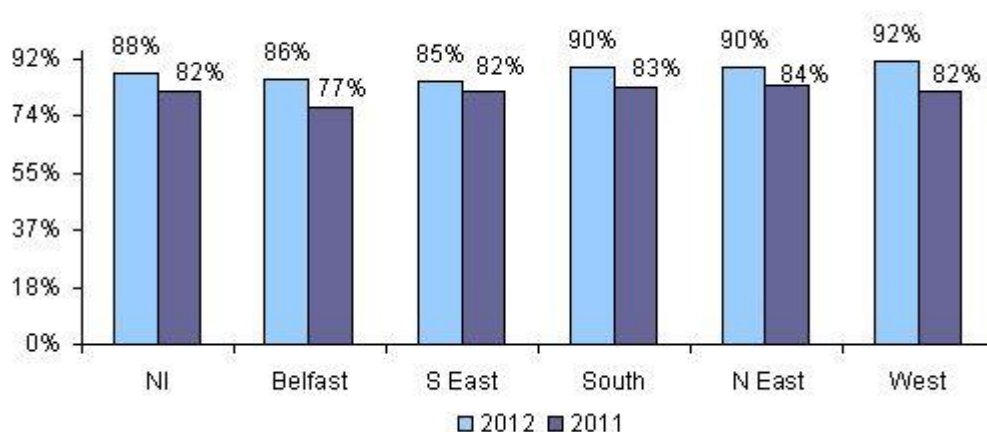
	<b>Strongly Agree/Agree</b>	
	<b>2012</b>	<b>2011</b>
The office is easy to get to	96	97
The staff are polite	93	93
You always feel you can ask questions	93	88
The staff are friendly	92	91
The staff are helpful	91	88
The staff appear to have time for me	90	87
The staff seem very knowledgeable	88	82
You rarely have to wait to be seen	79	76
You are given the name of the person who deals with you	77	72
You cannot be overheard when you are being dealt with	52	48
You are usually seen by the same person each time	40	33

#### 4.13 Office opening hours

The vast majority (93%; 92% in 2011) of respondents who had visited a Housing Executive office were very satisfied/satisfied with the opening hours. Similar proportions were neutral (4%) or dissatisfied (3%) regarding the office opening hours (Appendix Table 4.16).

#### 4.14 Satisfaction with visit to Housing Executive office

In 2012, 88 per cent of respondents were satisfied with their visit to a Housing Executive office, compared to 82 per cent in 2011. Less than one-tenth (6%) of respondents were neutral and six per cent were dissatisfied (Appendix Table 4.17). Satisfaction by Area ranged from 92 per cent in the West to 85 per cent in South East

**Figure 5: Satisfaction with Visit to Housing Executive Office by Area**

#### 4.15 Visits by Housing Executive staff to tenants' home

More than one-fifth (21%; 22% in 2011) 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 4.18). Slightly more than one-quarter (26%) of respondents living in the South East Area had received a visit from a member of staff, compared to one-sixth (16%) in the West Area.

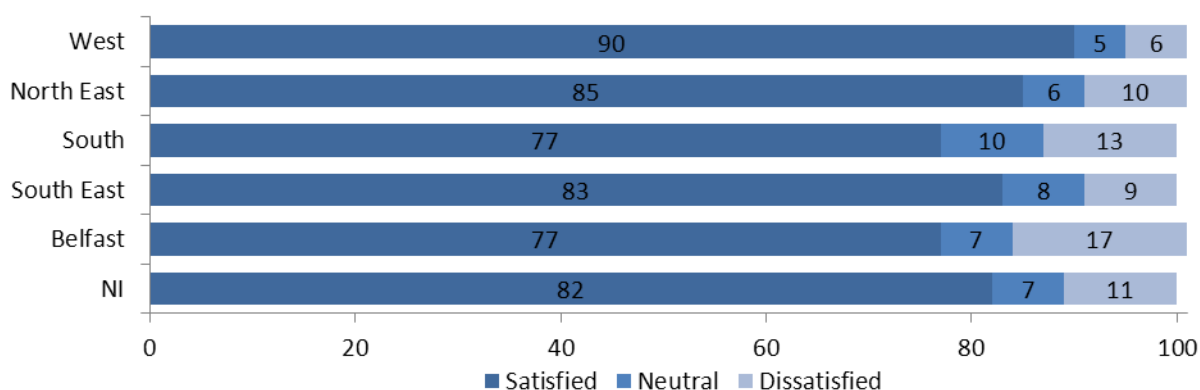
#### 4.16 Reason for home visits

The predominant reason for home visits was in relation to repairs (59%; 57% in 2011), followed by planned schemes (12%; 10% in 2011) (Appendix Table 4.19).

#### 4.17 Satisfaction with home visits

More than four-fifths (82%; 78% in 2011) of respondents who had received a home visit were very satisfied/satisfied. Slightly more than one-tenth (11%; 14% in 2011) were dissatisfied/very dissatisfied and seven per cent were neutral. By Area, satisfaction was highest in the West (90%) and lowest in Belfast and the South (77% each) (Figure 6; Appendix Table 4.20).

**Figure 6: Overall satisfaction with visit by Housing Executive Staff (by area)**



## 5.0 Home repairs

### 5.1 Response maintenance

In the 12 months before interview, more than two-thirds (67%; 73% in 2011) of respondents had reported a repair to the Housing Executive. By Area, reporting of a repair request was highest in West (72%) and lowest in the South (61%) (Appendix Table 5.1).

### 5.2 Satisfaction with dealing with repair requests

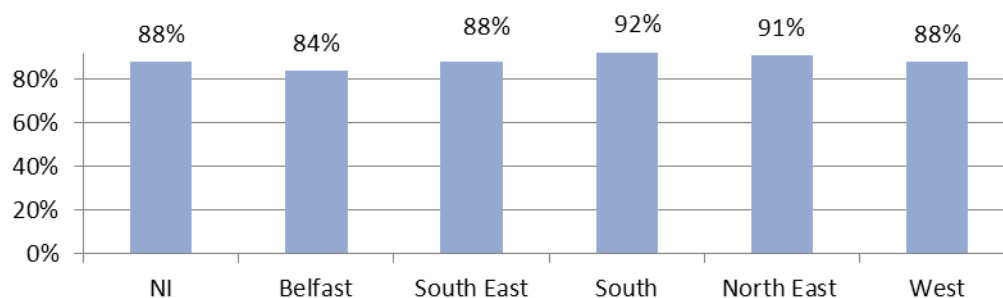
More than four-fifths (88%; 87% in 2011) of respondents who had reported a repair said they were satisfied with the way staff had dealt with their repair request; five per cent were neutral and seven per cent were dissatisfied. By Area, satisfaction levels were highest in the West and South (91% each) and lowest in Belfast (84%) (Appendix Table 5.2).

### 5.3 Advised when work would be complete

More than four-fifths (83%; 73% in 2011) of respondents reporting a repair were advised when the work would be completed (Appendix Table 5.3). Of these

respondents, more than four-fifths (88%; 83% in 2011) reported that the work had been completed within the time they had been advised (Figure 7; Appendix Table 5.4).

**Figure 7: Respondents whose work was completed on time (by area)**



#### 5.4 Repairs completed

More than four-fifths (89%; 83% in 2011) 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 (91%) and North East (90%) and lowest in South East (86%) (Appendix Table 5.5).

#### 5.5 Repair contractors

Only those respondents who had had a repair fully completed within the previous 12 months before interview (89% of the total reporting a repair in 12 months before interview) were asked questions relating to specific aspects of the repair service, with the majority reporting high levels of satisfaction. Table 5 shows respondents' satisfaction levels with aspects of the repair service compared with 2011 (Appendix Tables 5.6a – 5.6f).

**Table 5: Respondents' satisfaction with various aspects of service received from repair contractors 2012/2011 (%)**

	<b>2012</b>	<b>2011</b>
Politeness	98	96
Friendliness	97	96
Tidiness	95	94
Speed	93	90
Quality of materials	92	87
Quality of work	91	88

Of the respondents who were dissatisfied with aspects of the repair work carried out, half (50%; 56% in 2011) had not felt the need to make a complaint; almost one-third (32%; 34% in 2011) had made a complaint to the Housing Executive, eleven per cent (3% in 2011) had complained to the contractor and seven per cent (8% in 2011) had complained to both the contractor and the Housing Executive (Appendix Table 5.7).

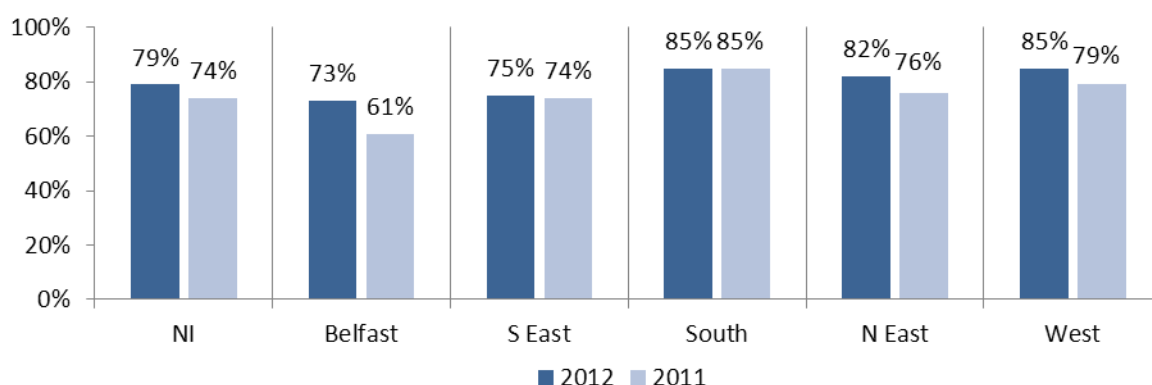
## **5.6 General satisfaction with the way the Housing Executive deals with repairs**

Of respondents reporting a repair during 2012 (67% of all respondents), almost four-fifths (79%; 74% in 2011) were satisfied with the way the Housing Executive deals with repairs. An additional eight per cent of respondents were neutral (neither satisfied nor dissatisfied) and more than one-tenth (13%) were dissatisfied. By Area, repair satisfaction was higher in the South and West (85% each) and lowest in Belfast (73%) (Appendix Table 5.8).

Satisfaction with the way the Housing Executive dealt with repairs for the last two years of the CTOS at Northern Ireland and Housing Executive Area levels is illustrated in Figure 8.

Of the respondents who were dissatisfied with how the Housing Executive dealt with repairs (13%), the main reason cited was because the repair had not yet been done (36%). Other reasons included (Appendix Table 5.9):

- Poor workmanship/not repaired properly/poor quality materials (14%);
- Repairs take too long/too slow (11%);
- Did not come back to finish the job/not completed (10%);
- Repair done, but problem re-occurred (8%).

**Figure 8: General satisfaction with how repairs are dealt with (by area) 2012-2011**

### 5.7 Completed repair by general satisfaction with the way the Housing Executive deals with repairs

Further analysis was carried out to measure satisfaction with how the Housing Executive deals with repairs by respondents who had had at least one repair completed. More than four-fifths (89%; 83% in 2011) of respondents reporting a repair had had a repair completed in the previous 12 months. Of these respondents, more than four-fifths (85%; 83% in 2011) were generally satisfied with how the Housing Executive deals with repairs; seven per cent were neutral (neither satisfied nor dissatisfied) and less than one-tenth (8%; 11% in 2011) were dissatisfied (Appendix Table 5.10). As expected, satisfaction with how the Housing Executive deals with repairs was higher in all areas once repair work had been completed, ranging from 92% in the West to 76% in Belfast (Figure 9).

Despite respondents previously having reported that they had a repair completed within the previous 12 months, one-quarter (25%) of the respondents who were generally dissatisfied with repairs said the reason was that “repairs were not done” (Appendix Tables 5.11). Other reasons included:

- Poor workmanship/not repaired properly/poor quality materials (18%);
- Repairs take too long/too slow (16%);
- Did not come back to finish the job/not completed (9%);
- Repair done, but problem re-occurred (7%).

### 5.8 Satisfaction with quality of home

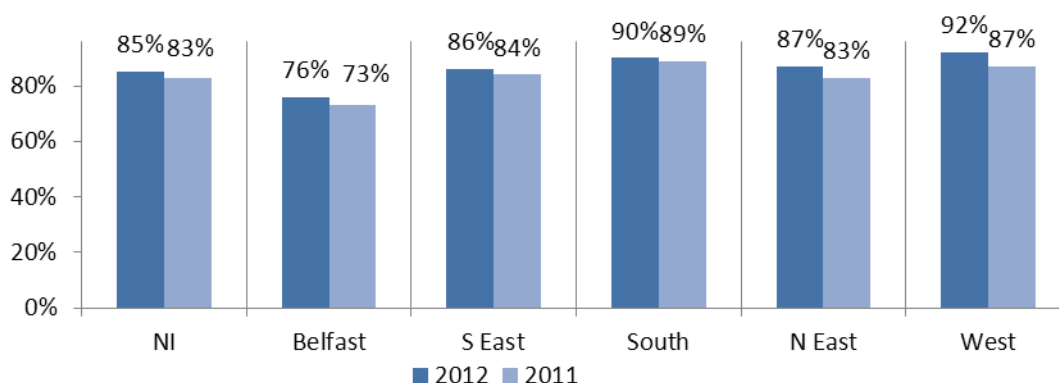
More than four-fifths (86%; 83% in 2011) of respondents were satisfied with the overall quality of their home; equal proportions were either neutral (7%) or dissatisfied (7%) (Appendix Table 5.12). By Area, satisfaction was highest in the South and West (90% each) and lowest in Belfast (80%).

### 5.9 Satisfaction with condition of property

Similarly, more than four-fifths (84%; 81% in 2011) of respondents stated they were satisfied with the general condition of the property; seven per cent were neutral and

nine per cent were dissatisfied (Appendix Table 5.13). Satisfaction with the condition of property was again highest in the South and West (89% each) and lowest in Belfast (78%).

**Figure 9: Satisfaction with how the Housing Executive deals with repairs by completed repair (by area) 2012-2011**



## 6.0 Anti-Social behaviour/formal complaints procedure

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

### 6.1 Reporting of ASB

Less than one-tenth (6%; also 6% in 2011) 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, almost one-half (47%; 44% in 2011) had done so approximately six months or more prior to interview and more than one-third (34%; 33% in 2011) had reported an incident of ASB between four weeks to less than six months prior to interview. One-fifth (20%; 24% in 2011) had reported an incident of ASB less than four weeks prior to interview (Appendix Table 6.2).

### 6.2 Action taken by the Housing Executive

Of the respondents who had reported an incident of ASB (6% of all respondents), almost two-thirds (65%; 75% in 2011) said the Housing Executive had acknowledged that the ASB incident would be investigated (Appendix Table 6.3). Of these respondents, the majority (84%; 69% in 2011) 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**

Of the respondents who had reported an incident of ASB (6% of all respondents), more than two-fifths (44%; 38% in 2011) said the ASB had continued at the same level; more than one-quarter (28%; 27% in 2011) said the ASB had ceased and one-fifth (20%; 23% in 2011) said it had lessened. A small proportion (6%; also 6% in 2011) said the ASB had increased. Two per cent could not comment (6% in 2011) as the incident had been reported less than one week before they were interviewed (Appendix Table 6.5).

### **6.4 Satisfaction with being kept informed**

More than two-fifths (43%; 42% in 2011) of respondents were satisfied with how the Housing Executive had kept them informed of what was happening. More than one-fifth (22%; 18% in 2011) of respondents were neutral and more than one-third (35%; 39% in 2011) of respondents were dissatisfied with how the Housing Executive kept them informed (Appendix Table 6.6).

### **6.5 Satisfaction with how the case had been handled**

More than two-fifths (45%; 38% in 2011) of respondents were satisfied with the way in which the Housing Executive had handled or was handling their case. Similar proportions were dissatisfied (29%; 37% in 2011) or were neither satisfied nor dissatisfied (26%; 25% in 2011) with how the Housing Executive had handled or was handling their case (Appendix Table 6.7).

### **6.6 Reporting incident of ASB to other Agencies**

Of all respondents, less than one-tenth (6%; also 6% in 2011) had reported an incident of ASB to an agency other than the Housing Executive in the previous 12 months. Of those who had, most (86%; 85% in 2011) had done so to the PSNI. Less than one-tenth (9%; 16% in 2011) had reported an incident to their local council and one-tenth (10%; 8% in 2011) had reported an incident to another agency (Appendix Tables 6.8 & 6.9).

### **6.7 Formal complaints procedure**

More than half (56%; 54% in 2011) of all respondents were aware that the Housing Executive has a formal complaints procedure (Appendix Table 6.10). Of all respondents, five per cent (4% in 2011) had made a formal complaint to the Housing Executive. It was not feasible to report any further 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 6 summarises the percentages of respondents who had used these services (Appendix Table 7.1a- 7.1d).



**Table 6: Respondents who had used Housing Executive services**

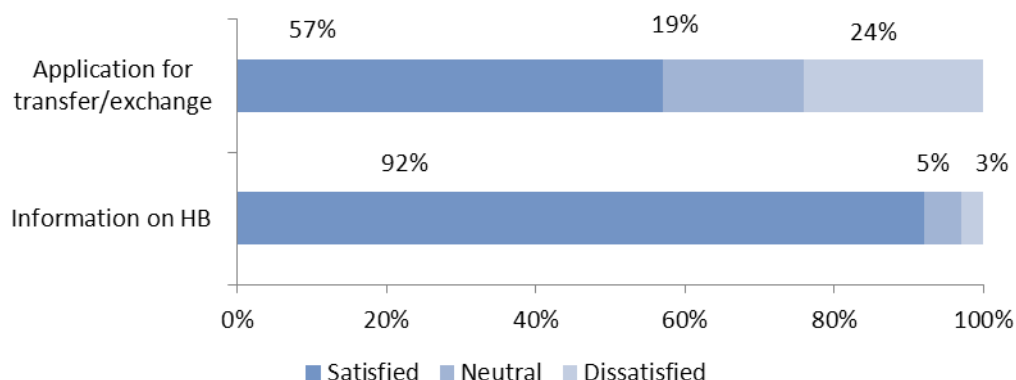
	%					
	NI	Belfast	S East	South	N East	West
Information about Housing Benefit	18	22	9	9	31	18
Applying for HE transfer/exchange	8	10	7	7	7	8
General Housing Advice	1	1	1	0	2	2
Applying to buy your home	1	0	0	1	2	1

## 7.2 Satisfaction with Housing Executive services

The vast majority (92%; 93% in 2011) of respondents who had sought information on Housing Benefit were satisfied with the service they had received (Figure 10; Appendix Table 7.2). Having sought information on Housing Benefit, the vast majority (93%) of respondents had found staff helpful (Appendix Table 7.3).

Of the respondents who had applied for a Housing Executive transfer/exchange (8% of all respondents), more than half (57%; 59% in 2011) were satisfied with the service and less than one-quarter (24%; 28% in 2011) were dissatisfied. Almost one-fifth (19%; 14% in 2011) were neutral regarding the service they had received (Appendix Table 7.4).

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 numbers were too small to report.

**Figure 10: Satisfaction with Housing Executive services**

## 7.3 Money advice/guidance service

Approximately one-sixth (16%) of respondents were aware that the Housing Executive provides a Money Advice Service. Less than one-tenth (7%) of these respondents had used the service (Appendix Tables 7.5 and 7.6).

The majority (84%) of respondents who were either not aware of a Money Advice Service or had not used the service, said they would not be interested in using the service sometime in the future. Approximately one-sixth (16%) would be interested in using the service (Appendix Table 7.7).

A comprehensive list of reasons why respondents would not be interested in using a Money Advice Service can be seen in Appendix Table 7.8. The main reasons given by respondents are summarised below.

- No need/no financial concerns (56%);
- Able to manage money/private matter (18%);
- Would consider in the future/not interested (7%);
- No information/service unhelpful (4%)
- Rent is paid for/on other benefits/working (4%)

#### **7.4 Aspects of a Money Advice Service**

Those respondents who were aware of a Money Advice Service (16% of all respondents) were asked if they would be interested in specific aspects the service could provide (Appendix Table 7.9).

- Information on additional benefit income you might be entitled to (92%);
- Information on other sources of free help if you were in debt (79%);
- Priority referral to specialist money advice other than the Housing Executive (71%);
- If you were in arrears, how to agree a reasonable amount of repayment to clear the arrear (69%); and
- How to create a household budget (57%).

#### **7.5 Keeping tenants informed**

More than four-fifths (82%; 78% in 2011) of all respondents thought the Housing Executive was good at keeping them informed about things that might affect them as a tenant, four per cent thought the Housing Executive was poor and the remaining 14 per cent thought the organisation was neither good nor poor (Appendix Table 7.10).

Given a list of tenant issues, respondents were asked to choose which issues they considered to be the three most important. On selecting a specific issue as their first choice, this was then omitted from the second and third choices. Slightly more than one-third (34%; 35% in 2011) of respondents choose repairs and maintenance as the first most important issue; followed by less than one-third (31%; 30% in 2011) who selected this as the second most important. One-fifth (20%; 16% in 2011) of respondents selected their neighbourhood as a place to live to be the third most important issue (Appendix Tables 7.11a-7.11c).

#### **7.6 Housing Benefit applications**

Almost two-fifths (38%; 33% in 2011) of respondents stated that they, or another member of their household, had applied for Housing Benefit within the 12 months before interview (Appendix Table 7.12).

Of these:

- almost three-quarters (72%; 78% in 2011) of applicants had found the Housing Benefit form easy to complete,
- more than two-thirds (69%; 68% in 2011) 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 7.13 & 7.14).

## 7.7 Housing Benefit entitlement

The majority (88%; 87% in 2011) of all respondents were aware that someone working on a low income may be entitled to Housing Benefit (Appendix Table 7.15).

## 7.8 Housing Benefit recipients

Of all respondents, slightly more than four-fifths (81%; 80% in 2011) 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 highest in the West (86%; 85% in 2011) and lowest in the South East Area (72%; 74% in 2011) (Appendix Table 7.16).

## 7.9 Housing Benefit notifications

Respondents whose households were in receipt of Housing Benefit were asked about the information provided by the Housing Executive's notifications. Equal proportions said the notification was clear and understandable (93% each) (Appendix Tables 7.17 - 7.18).

More than two-thirds (69%; 58% in 2011) of 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 7.19). By Area, more than four-fifths (84%) of respondents in the N East were aware of their right to have their Housing Benefit reviewed, compared to less than two-thirds (60%) in the West.

## 7.10 Changes of circumstances affecting Housing Benefit claim

Respondents whose households were in receipt of 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 7.20a-7.20d). Table 7 summarises their responses.

**Table 7: Awareness of changes of circumstances that should be reported to the Housing Executive (respondents in receipt of Housing Benefit) (%)**

	2012	2011
Non dependants joining the household	98	99
Non dependants leaving the household	98	99
Income changes	98	99
Partner changes	98	99

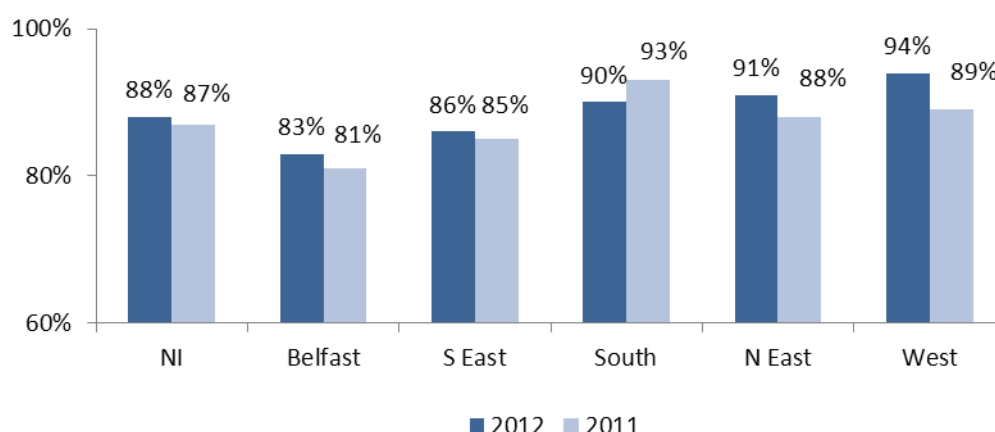
### 7.11 Overall satisfaction with Housing Executive services

Respondents' overall satisfaction with Housing Executive services remained similar to 2011. More than four-fifths (88%; 87% in 2011) were satisfied with Housing Executive services, eight per cent were neutral and four per cent were dissatisfied.

Compared with 2011, satisfaction by Area was similar with the exception of the West (which increased by five percentage points) and South (which decreased by three percentage points) (Figure 11; Appendix Table 7.21a).

Of the four per cent (6% in 2011) of respondents who were dissatisfied with the service provided by the Housing Executive, more than two-fifths (42%) stated this was because of the poor repairs service received/repairs not carried out. Almost one-quarter (24%) said they were dissatisfied because the Housing Executive does not take action/don't listen (Appendix Table 7.21b).

**Figure 11: Overall satisfaction with service provided by the Housing Executive**



### 7.12 Value for money of rent

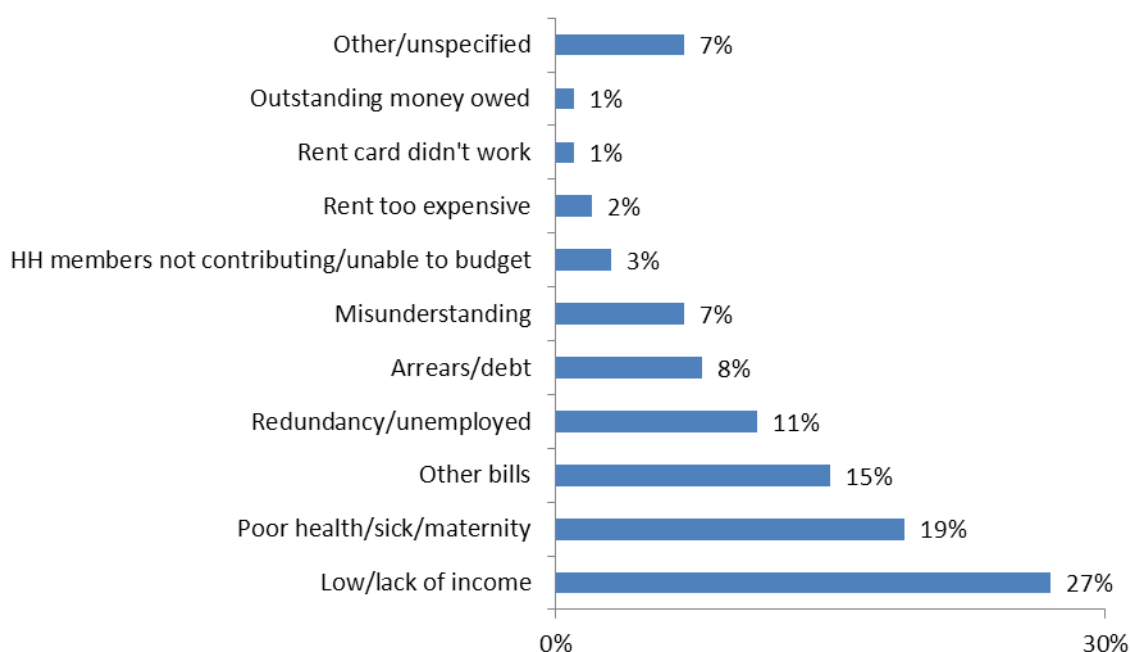
The majority (88%; also 88% in 2011) of respondents were satisfied with the value for money for their rent; four per cent (6% in 2011) were dissatisfied with the value for money for their rent (Appendix Table 7.22a). Analysis by respondents who were not in receipt of full Housing Benefit at time of interview also indicated a high level of satisfaction with the value for money for their rent at 80 per cent (Appendix Table 7.22b).

### 7.13 Preceding 12 months rent payments

Respondents were asked if during the last 12 months they had experienced any difficulty making their rent payment. Slightly more than two-thirds (67%) of respondents said they had been in receipt of full housing benefit and therefore had not paid rent. More than one-quarter (28%) of respondents said they had not experienced any difficulty in making rent payment and a small percentage (6%) said they had experienced difficulty (Appendix Table 7.23).

The main reason given by those respondents who had experienced difficulty making rent payment in the last 12 months (6% of all respondents) related to a low or lack of income (27%). A further one-fifth (19%) said this was due to poor health/sick or maternity leave or a change in circumstances. Less than one-sixth (15%) said the difficulty related to having other bills to pay/increase in the cost of living expenses and slightly more than one-tenth (11%) said the difficulty was due to redundancy/unemployment/change in benefits. A comprehensive list of reasons why respondents had experienced difficulty in making rent payments can be seen in Figure 12 (Appendix Table 7.24).

**Figure 12: Respondents who had difficulty making rent payments in the last 12 months**



#### 7.14 Subsequent 12 months rent payments

The vast majority (96%) of respondents did not think that they would experience difficulty making rent payments over the next 12 months. However, four per cent did think that they would experience some difficulty.

- Reasons why respondents thought they would experience difficulty were:
- Redundancy/unemployed/change in benefits (17%);
- Other bills to pay/increase in cost of living expenses (16%);
- Low or lack of income (15%);
- Depends on HB received/under occupancy (8%);
- Poor health/sick or maternity leave/change in circumstances (7%);
- Rent is too expensive/Increase in rent (7%);
- Income varies/hours cut at work (7%);

- Arrears/debt (5%);
- Household members not contributing/unable to budget (2%);
- Misunderstanding (1%); and
- Other/unspecified (16%).

## 8.0 Attitudes to home and estate

### 8.1 Neighbourhood as a place to live

Respondents' satisfaction with their neighbourhood as a place to live was very high at 93 per cent (90% in 2011). By Area, satisfaction ranged from 90 per cent in Belfast to 95 per cent in the North East (Appendix Table 8.1).

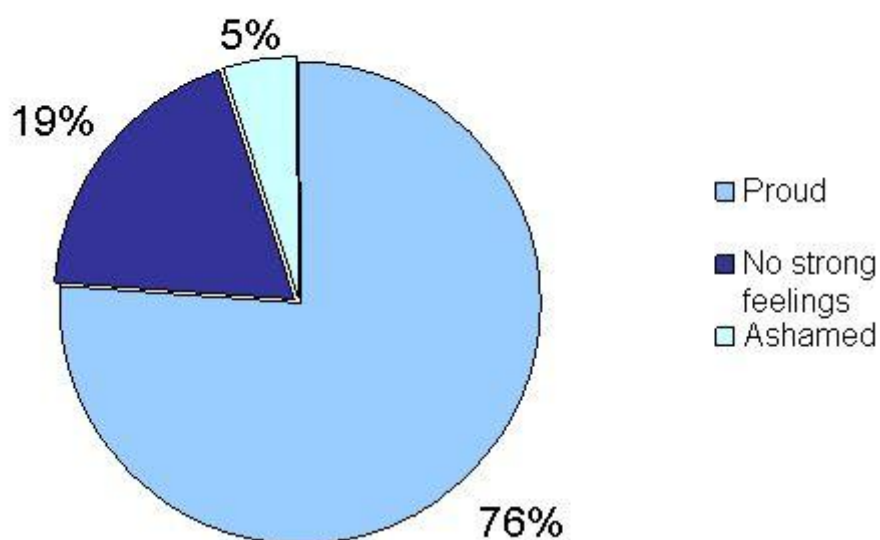
### 8.2 Perceptions of change in the area

The largest proportion (72%; 69% in 2011) of respondents thought their area was not really changing, almost one-fifth (19%; also 19% in 2011) thought it was changing for the better and seven per cent (9% in 2011) thought it was changing for the worse (Appendix Table 8.2). A small proportion (3%; also 3% in 2011) of respondents did not know whether their area was changing or not.

### 8.3 Image of area

Almost three-quarters (74%; 73% in 2011) of respondents said they were proud/fairly proud of their area, one-fifth (20%; also 20% in 2011) had no strong feelings and five per cent (8% in 2011) said they felt slightly ashamed/ashamed (Appendix Table 8.3). There was some variation by Area; 80 per cent of respondents in the North East and 79 per cent each in the South and West felt pride in their area, compared with 75 per cent in the South East and 62 per cent in Belfast.

**Figure 13: Respondents who felt the area was changing for the better by general image**





Of those respondents who felt their area was changing for the better (19% of all respondents), more than three-quarters (76%; 78% in 2011) were also proud of their area. Conversely, of those who felt their area was changing for the worse (7% of all respondents), slightly more than two-fifths (41%; 33% in 2011) felt proud/fairly proud and more than one-third (34%; also 34% in 2011) had no strong feelings while almost one-quarter (24%; 33% in 2011) were ashamed of their area (Figure 13; Appendix Table 8.4).

## 9.0 Standards of service delivery

### 9.1 Making decisions

One-fifth of respondents (20%; also 20% in 2011) said they had asked the Housing Executive about a decision affecting them (Appendix Table 9.1). Of these respondents, seven in ten (70%; 74% in 2011) 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 Housing Executives standards regarding rent payments. Table 8 shows that high proportions of respondents reported that each standard had been met (Appendix Table 9.3).

**Table 8: Meeting of standards concerning rent payments (by Area) (%)**

	NI					
	Belfast	South	East	South	North East	West
The Housing Executive will give you 4 weeks' written notice of any rent increase	98	99	98	98	97	97
The Housing Executive will provide you with rent statements every 3 months	98	99	96	98	97	98
The Housing Executive will advise you of any entitlement you may have to Housing Benefit	90	91	88	89	90	91

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

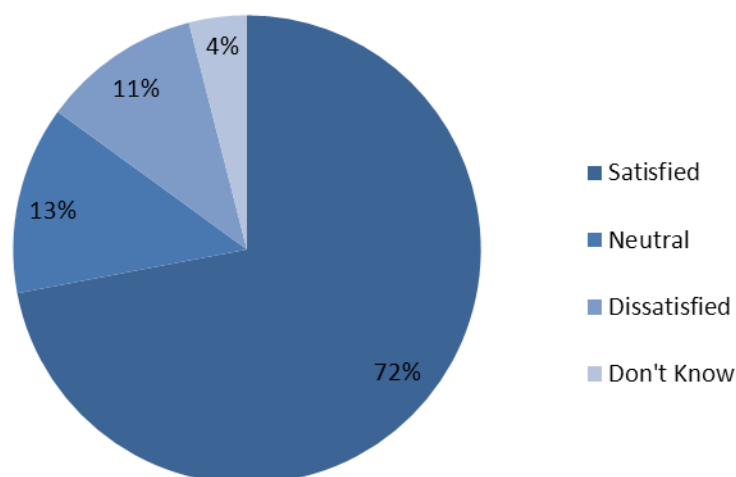
More than four-fifths (83%; 87% in 2011) were aware that the Housing Executive issues a newsletter (Housing News) to inform tenants of the organisation's performance against standards (Appendix Table 9.4).

### 9.4 Listens to views and acts upon them

The Housing Executive gives a commitment to consult with tenants about any major changes to their home or surrounding area. Almost three-quarters (72%) of respondents were satisfied that the Housing Executive listens to their views and acts upon them. More than one-tenth (11%) felt dissatisfied that their views were not listened, while 13 per cent were neutral about the issue. By Area, satisfaction

ranged from 78 per cent in the North East to 65 per cent in Belfast (Figure 14; Appendix Table 9.5).

**Figure 14: Satisfaction that the Housing Executive listens to views and acts on them**



## 9.5 Consulted by Housing Executive

Three-quarters (75%; 71% in 2011) of respondents said the Housing Executive consults with them very well/quite well (Appendix Table 9.6). The proportion was highest in the North East (83%) and lowest in Belfast (66%).

## 9.6 Keeping tenants informed

Respondents were asked which method of communication they would prefer the Housing Executive to use in order to keep them informed, and which method they personally prefer to use in order to contact the Housing Executive. Slightly more than two-thirds (64%) of respondents chose telephone as the single main method of communication (Appendix Table 9.7). However, overall more than two-thirds (68%) of respondents chose a combination of various written communication methods (in writing 54%; newsletter 5%; text/sms 5%; email 4%). Other methods of communication included:

- Visit to Housing Executive office (15%);
- Visit to tenant's own home (8%); and
- Open meetings (2%).

## 9.7 Telephone contact

Of those respondents who had telephoned a Housing Executive office within the previous 12 months (65% of all respondents) (Appendix Tables 9.8a-9.8c):

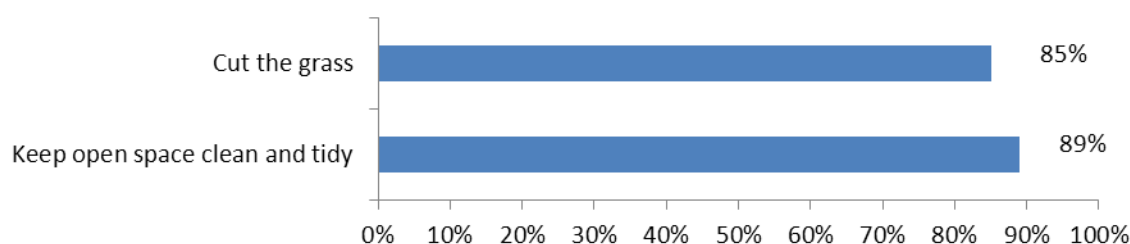
- 96 per cent said their phone call had been answered promptly (94% in 2011).
- 95 per cent said the member of staff they had spoken to had dealt with them in a courteous manner (94% in 2011).
- 74 per cent said the member of staff they had spoken to had given their name (70% in 2011).

## 9.8 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 9.9):

- The Housing Executive will keep open spaces in estates clean and tidy (89%; 85% in 2011).
- The Housing Executive will cut the grass in open spaces regularly in the summer months (85%; 80% in 2011).

**Figure 15: Tenant awareness of standards of service concerning repairs & improvements**



## 10.0 Religion and service delivery

### 10.1 Religion and Housing Executive services

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

However, the analysis in this report is restricted to the two main religious groups (i.e. Protestant and Catholic), because the other responses were selected by too few respondents (7%) to produce valid results.

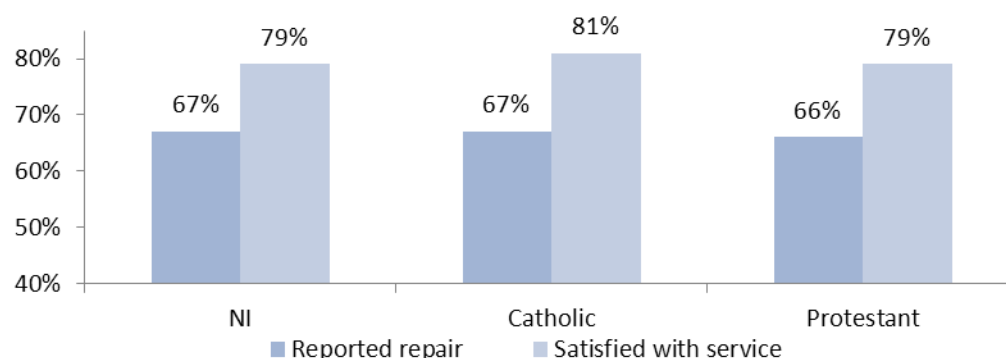
Respondents were asked to describe the religion of their household rather than their own religion. Paragraphs 10.2 to 10.4 refer to religion on this basis, although for ease of reporting respondents, rather than their households, are described as Protestant or Catholic.

## 10.2 Attitudes to the maintenance service (by household religion)

Similar proportions of Catholics and Protestants (67% and 66% respectively) said they or their partner (if applicable) had reported a repair request in the year before the survey (Figure 17; Appendix Table 5.1).

Around four-fifths of both Catholic (81%) and Protestant (79%) respondents reported satisfaction with the repair service (Figure 16; Table 5.8).

**Figure 16: Attitudes to the repair service over the past 12 months (by household religion)**



## 10.3 Contact by household religion

Telephone contact during the 12 months before interview between the two main religious groups was similar. Almost two-thirds of both Protestant (65%) and Catholic (64%) respondents had telephoned a Housing Executive office within the previous 12 months (Appendix Table 4.5).

Comparison of the two religions showed no variation in respondents visiting a Housing Executive office (Protestant 25%; Catholic 25%). Although a marginally higher proportion of Catholic respondents (22%) had a home visit from a member of staff compared to Protestant respondents (19%) (Table 9; Appendix Tables 4.12 and 4.18).

**Table 9: Method of contact (by household religion)**

	%		
Method of Contact	NI	Protestant	Catholic
Telephone	65	65	64
Visit to HE Office	26	25	25
Visited by Housing Executive staff	21	19	22

Table 10 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 4.11, 4.17 and 4.20).

**Table 10: Satisfaction with contact (by household religion)**

	%		
	Satisfied	Neither	Dissatisfied
<b>Telephone:</b>			
Protestant	89	6	5
Catholic	92	3	5
<b>Visits to office:</b>			
Protestant	88	7	5
Catholic	89	5	5
<b>Visited by staff:</b>			
Protestant	84	7	10
Catholic	81	7	13

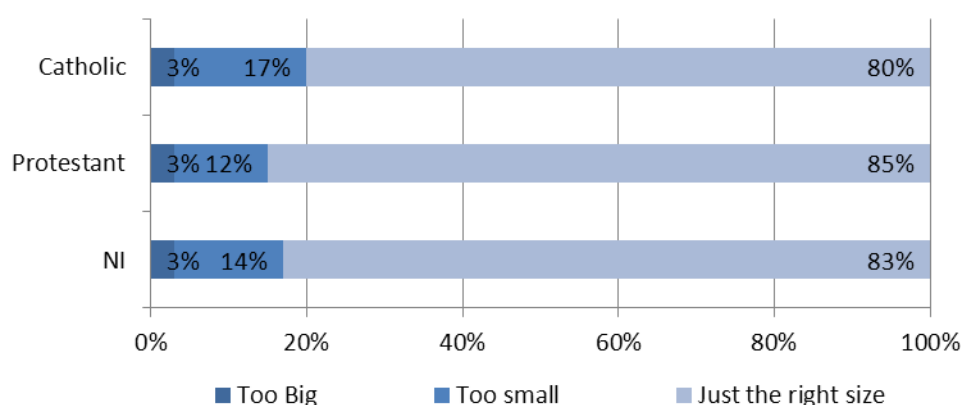
#### 10.4 Allocation

Nine per cent of Protestants and seven per cent of Catholics had been allocated their property in the year before interview (Appendix Table 3.2). Of these households, satisfaction with the Housing Executive in finding accommodation was similar among both Protestant respondents (85%) and Catholic respondents (84%) (Appendix Table 3.3).

Analysis of all respondents shows that similar proportions of Protestants and Catholics (87% and 86% respectively) were satisfied with their property (Appendix Table 3.4).

A higher proportion of Protestant respondents (85%) than Catholic respondents (80%) thought their home was just the right size (Figure 17; Appendix Table 3.5).

**Figure 17: Overall, do you think your home is...?**



#### 11.0 New Regional Structure – Key Findings

In early 2013, the organisation revised its management structures, moving from five Areas to three new “Regions”, 12 Area management units and 34 local offices, previously known as district offices. Therefore data for the 2013 CTOS will be reported at the new Regional levels and at local office levels.

**NEW REGIONAL STRUCTURE (by Occupied Stock as at January 2012)**

<b>Belfast</b>		<b>North</b>		<b>South</b>	
<b>Region</b>	<b>Occupied Stock</b>	<b>Region</b>	<b>Occupied Stock</b>	<b>Region</b>	<b>Occupied Stock</b>
West Belfast	5,037	Ballymena	2,613	Bangor	2,597
East Belfast	3,331	Antrim	2,348	Newtownards	3,814
North Belfast	6,017	Newtownabbey 1	2,060	Castlereagh 1	3,646
South Belfast	3,859	Newtownabbey 2	2,121	Lisburn 1	4,275
Shankill	3,363	Carrickfergus	1,888	Lisburn 3	1,827
		Larne	1,282	Downpatrick	2,359
		Ballycastle	816	Banbridge	1,763
		Ballymoney	1,452	Newry	3,040
		Coleraine	3,011	Armagh	1,880
		Derry 1	2,147	Portadown	4,084
		Derry 2	2,365	Dungannon	1,741
		Derry 3	2,346	Fermanagh	1,992
		Limavady	1,447		
		Magherafelt	1,274		
		Strabane	2,173		
		Omagh	1,754		
		Cookstown	1,036		
<b>AREA TOTAL</b>	<b>21,607</b>		<b>29,343</b>		<b>35,808</b>
<b>NI TOTAL</b>					<b>86,758</b>

To estimate how findings from the 2012 CTOS would measure against the new Regions, the data was merged into the new regional structure. Analysis of key service areas was carried out, with findings being presented below.

**11.1 Household characteristics by Region****Employment of HRP**

The highest proportion of HRPs in employment was in the South Region (21%). Similar proportions of HRPs in Belfast (16%) and in the North Region (15%) were in employment. The highest proportion of unemployed HRPs was in Belfast (29%), with similar proportions of HRPs in the South (21%) and North (20%) being unemployed (Appendix Table 10.1).

**Household Income**

Almost three-fifths (58%) of households in Belfast had an income of £10,400 or less, compared to nearly half in the North and South Regions (46% each) (Appendix Table 10.2).

Housing Benefit was the main benefit received by HRPs, with Belfast Region (84%) being the highest and the South Region (73%) being the lowest. A higher proportion of HRPs in Belfast (44%) received Income Support/Job Seeker's Allowance compared to the North (38%) and South Regions (31%) (Appendix Table 10.3).

### Disabled Households

The North Region had the highest proportion of households (60%) where at least one member had a health problem, followed by South Region (51%) and Belfast Region (55%) (Appendix Table 10.4).

There was little variation across Regions of respondents reporting that there were no household members with a disability or long term illness (69% in Belfast, and 66% each in the North and South Regions) (Appendix Table 10.5).

### Household Type

More than two-fifths of those living in the South Region (45%) lived alone and were lone older (26%) or lone adult (19%) households. Equal proportions of households living in Belfast and the North Regions (43% each) lived alone (Appendix Table 10.6).

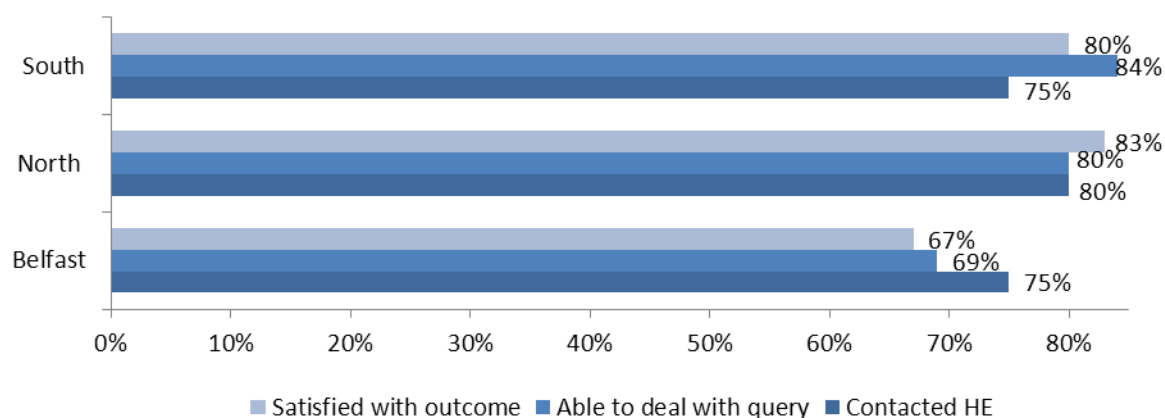
## 11.2 Contact with the Housing Executive within the last 12 months

Four-fifths (80%) of respondents in the North Region had contacted the Housing Executive within the last 12 months. Equal proportions of respondents in Belfast and South Regions had contacted the Housing Executive (75% each) (Figure 19; Appendix Table 10.7).

Four-fifths or more of respondents in the South (84%) and North Regions (80%), who had contacted the Housing Executive within the last 12 months, said that staff had (fully) been able to deal with their query, compared to more than two-thirds in the Belfast Region (69%) (Figure 18; Appendix Table 10.8).

More respondents in the North (83%) and South Region (80%) were satisfied with the outcome of their contact than respondents in the Belfast Region (67%) (Appendix Table 10.9).

**Figure 18: Contact with the Housing Executive in last 12 months by new regions**



### **11.3 Telephone Contact within the last 12 months**

More than two-thirds of respondents in Belfast (68%) or North (67%) Regions had contacted the Housing Executive by telephone in the past 12 months, compared to less than two-thirds in the South (62%) Region (Appendix Table 10.10).

Of those respondents who had contacted the Housing Executive by telephone, the vast majority (99% in Belfast; 98% in North; 97% in South) said their telephone call had got through (Appendix Table 10.11).

Overall satisfaction with telephoning the Housing Executive was high, although there was some variation across Regions, from 93 per cent in the North to 91 per cent in the South and 86 per cent in Belfast (Appendix Table 10.12).

### **11.4 Visit to a Housing Executive Office within the last 12 months**

Similar proportions of respondents living in the North (28%) and South Regions (27%) had visited a Housing Executive office within the last 12 months. Fewer respondents living in Belfast (20%) had visited an office (Appendix Table 10.13).

Of those who had visited a Housing Executive office, the majority of respondents in the South and North Regions (95% and 94% respectively) had been attended to in less than 15 minutes. However, less than three-quarters (71%) of respondents in the Belfast Region were attended to in less than 15 minutes (Appendix Table 10.14).

Across all Regions, more than four-fifths of respondents' were satisfied with their visit to a Housing Executive office (North 90%; South 88%; Belfast 86%) (Appendix Table 10.15).

### **11.5 Repairs**

More respondents in the North Region (71%) reported a repair in the last 12 months compared to two-thirds or less of respondents in Belfast (66%) and the South (64%) (Appendix Table 10.16).

Respondents' satisfaction with how staff had dealt with their request was very high at 89 per cent in both the North and South Regions and 84 per cent in Belfast (Appendix Table 10.17).

Of the respondents who had reported a repair (67%), almost nine out of ten had had at least one repair completed in the 12 months before interview (89% in both the Belfast and South Regions; 88% in the North) (Appendix Table 10.18).

The North (82%) and South Regions (81%) had similar proportions of respondents who were satisfied with the way the Housing Executive deals with repairs. Fewer respondents in Belfast (73%) were satisfied with the way the Housing Executive deals with repairs (Appendix Table 10.19).

### **11.6 Housing Benefit**

More than four-fifths of respondents in the Belfast (85%) and North (83%) Regions were in receipt of Housing Benefit, with three-quarters (75%) of respondents in the South Region in receipt of Housing Benefit (Appendix Table 10.20).



### **11.7 Tenant Consultation**

Almost three-quarters of respondents in the North and South Regions (74% each) were satisfied that the Housing Executive listens to their views and acts upon them. In the Belfast Region, slightly less than two-thirds (65%) of respondents were satisfied that the Housing Executive listens to their views and acts upon them (Appendix Table 10.21).

Similarly, almost four-fifths of respondents in the North (79%) and South (78%) Regions said the Housing Executive consults with them very well/quite well, compared to two-thirds (66%) of respondents in the Belfast Region (Appendix Table 10.22).

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

The vast majority of respondents in the North Region (91%) were satisfied with the overall service provided by the Housing Executive. Slightly fewer respondents in the South Region (89%) were satisfied with the overall service, while more than four-fifths of respondents in Belfast (83%) were satisfied (Appendix Table 10.23).

## **12.0 2012 Client response**

The Continuous Tenant Omnibus Survey (CTOS) continues to provide valuable insight into tenants' perception of our services.

Although antisocial behaviour represents a significant issue for the Housing Executive and its partners, dissatisfaction with the handling of cases has continued to decrease (40% in 2010; 37% in 2011; 29% in 2012). It is hoped this trend will continue throughout organisational restructuring.

General satisfaction with our repair service has increased from 74 per cent in 2011 to 79 per cent in 2012. With regard to those respondents who had at least one repair completed, it is encouraging that satisfaction increased to 85 per cent in 2012, having remained static at 83 per cent in 2011 and 2010.

Three-quarters (75%) of respondents said the Housing Executive consults with them well, an encouraging increase from 2011 (71%). The recent Community Involvement Strategy for 2014-2017 reflects the changes required to meet the needs of our emerging new organisational structures. Changes including Area Tenant Scrutiny Panels, Task Teams and Interagency Partnerships will provide a more streamlined model for customer feedback on our services.

Alongside tools such as Exit Polls, Mystery Shopping, Local Service Scrutiny and the Community Involvement Forum, 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	1,614	4,841	4,943	4,196	3,865	19,459
	7.5%	26.1%	34.1%	23.9%	26.6%	22.4%
Cottage	0	236	95	189	59	579
	0.0%	1.3%	0.7%	1.1%	0.4%	0.7%
Flat	3,470	3,348	1,081	3,073	1,021	11,993
	16.1%	18.1%	7.5%	17.5%	7.0%	13.8%
House	16,321	9,594	8,190	9,996	9,356	53,457
	75.5%	51.8%	56.5%	56.8%	64.3%	61.6%
Maisonette	201	500	191	137	242	1,271
	0.9%	2.7%	1.3%	0.8%	1.7%	1.5%
TOTALS	21,606	18,519	14,500	17,591	14,543	86,759
	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 3400
	Bungalow 859	Cottage 31	Flat 437	House 2027	Maisonette 46	
1 Bedroom	4,570	0	3,859	997	24	9,450
	23.5%	0.0%	32.2%	1.9%	1.9%	10.9%
2 Bedrooms	13,019	336	7,609	10,328	853	32,145
	66.9%	58.1%	63.5%	19.3%	67.1%	37.1%
3 Bedrooms	1,871	180	523	36,946	395	39,915
	9.6%	31.1%	4.4%	69.1%	31.1%	46.0%
4+ Bedrooms	0	62	0	5,187	0	5,249
	0.0%	10.7%	0.0%	9.7%	0.0%	6.1%
TOTALS	19,460	578	11,991	53,458	1,272	86,759
	100%	100%	100%	100%	100%	100%

**Table 2.1 Gender of all household members**

Estimated Total (Household members)	Area					TOTAL 7161
	Belfast 1037	S East 1311	South 1212	N East 1855	West 1746	
Male	19,458	16,854	13,617	16,426	14,273	80,628
	43.1%	42.7%	45.8%	45.2%	44.5%	44.1%
Female	25,665	22,596	16,096	19,886	17,783	102,026
	56.9%	57.3%	54.2%	54.8%	55.5%	55.9%
TOTALS	45,123	39,450	29,713	36,312	32,056	182,654
	100%	100%	100%	100%	100%	100%

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

<b>Estimated Total (Household members)</b>	<b>Area</b>					<b>TOTAL 7161</b>
	<b>Belfast 1037</b>	<b>S East 1311</b>	<b>South 1212</b>	<b>N East 1855</b>	<b>West 1746</b>	
0 - 4 years	3,958	2,778	2,266	3,262	2,493	14,757
	8.8%	7.0%	7.6%	9.0%	7.8%	8.1%
5 - 9 years	4,272	3,432	2,358	2,893	2,523	15,478
	9.5%	8.7%	7.9%	8.0%	7.9%	8.5%
10 - 14 years	3,451	2,948	1,957	2,259	2,638	13,253
	7.6%	7.5%	6.6%	6.2%	8.2%	7.3%
15 - 19 years	3,623	3,406	2,061	2,549	2,528	14,167
	8.0%	8.6%	6.9%	7.0%	7.9%	7.8%
20 - 24 years	2,637	2,330	1,631	2,239	1,795	10,632
	5.8%	5.9%	5.5%	6.2%	5.6%	5.8%
25 - 29 years	3,161	2,061	1,832	2,240	2,008	11,302
	7.0%	5.2%	6.2%	6.2%	6.3%	6.2%
30 - 34 years	2,637	1,851	1,588	1,776	1,860	9,712
	5.8%	4.7%	5.3%	4.9%	5.8%	5.3%
35 - 39 years	1,355	2,060	1,657	1,724	1,858	8,654
	3.0%	5.2%	5.6%	4.7%	5.8%	4.7%
40 - 44 years	2,074	2,341	1,645	2,218	1,766	10,044
	4.6%	5.9%	5.5%	6.1%	5.5%	5.5%
45 - 49 years	2,846	2,780	1,677	2,125	2,020	11,448
	6.3%	7.0%	5.6%	5.9%	6.3%	6.3%
50 - 54 years	2,793	2,079	1,405	1,963	1,956	10,196
	6.2%	5.3%	4.7%	5.4%	6.1%	5.6%
55 - 59 years	3,168	2,033	1,834	1,740	1,481	10,256
	7.0%	5.2%	6.2%	4.8%	4.6%	5.6%
60 - 64 years	1,704	2,231	2,056	2,084	2,014	10,089
	3.8%	5.7%	6.9%	5.7%	6.3%	5.5%
65+ years	7,445	7,021	5,670	7,083	5,077	32,296
	16.5%	17.8%	19.1%	19.5%	15.8%	17.7%
Refused	0	101	75	156	41	373
	0.0%	0.3%	0.3%	0.4%	0.1%	0.2%
<b>TOTAL</b>	<b>45,124</b>	<b>39,452</b>	<b>29,712</b>	<b>36,311</b>	<b>32,058</b>	<b>182,657</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 2.3 Mobility indoors/outdoors of all household members**

Estimated Total (Household members)	Area					TOTAL 7161
	Belfast 1037	S East 1311	South 1212	N East 1855	West 1746	
No aids	40,928	33,792	26,020	31,583	28,662	160,985
	90.7%	85.7%	87.6%	87.0%	89.4%	88.1%
Stick	2,387	3,027	2,320	2,548	2,106	12,388
	5.3%	7.7%	7.8%	7.0%	6.6%	6.8%
Crutches	250	729	434	519	429	2,361
	0.6%	1.8%	1.5%	1.4%	1.3%	1.3%
Zimmer Frame	851	1,275	589	918	365	3,998
	1.9%	3.2%	2.0%	2.5%	1.1%	2.2%
Self-propelled wheel chair	166	215	84	92	118	675
	0.4%	0.5%	0.3%	0.3%	0.4%	0.4%
Wheel chair pushed by another person	388	290	207	411	247	1,543
	0.9%	0.7%	0.7%	1.1%	0.8%	0.8%
Battery powered scooter	60	0	41	106	23	230
	0.1%	0.0%	0.1%	0.3%	0.1%	0.1%
Adapted vehicle	60	50	0	41	13	164
	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
Confined to bed	34	73	17	94	92	310
	0.1%	0.2%	0.1%	0.3%	0.3%	0.2%
<b>TOTAL</b>	<b>45,124</b>	<b>39,451</b>	<b>29,712</b>	<b>36,312</b>	<b>32,055</b>	<b>182,654</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
No disabled/ill health members	9,694	7,989	6,220	7,803	5,187	36,893
	44.9%	43.1%	42.9%	44.4%	35.7%	42.5%
Households with 1 member	10,036	8,269	6,803	8,125	7,043	40,276
	46.5%	44.7%	46.9%	46.2%	48.4%	46.4%
Households with 2 members	1,548	1,973	1,334	1,460	2,008	8,323
	7.2%	10.7%	9.2%	8.3%	13.8%	9.6%
Households with 3 or more members	328	288	143	203	303	1,265
	1.5%	1.6%	1.0%	1.2%	2.1%	1.5%
<b>TOTAL</b>	<b>21,606</b>	<b>18,519</b>	<b>14,500</b>	<b>17,591</b>	<b>14,541</b>	<b>86,757</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Estimated Total (Household members)	Area					TOTAL 7161
	Belfast 1037	S East 1311	South 1212	N East 1855	West 1746	
Yes, has an illness	7,423	6,779	4,982	5,615	7,862	32,661
	16.5%	17.2%	16.8%	15.5%	24.5%	17.9%
Yes, has a disability	4,096	2,717	2,208	3,906	2,528	15,455
	9.1%	6.9%	7.4%	10.8%	7.9%	8.5%
Yes, has BOTH illness and disability	2,632	3,709	2,742	2,208	1,629	12,920
	5.8%	9.4%	9.2%	6.1%	5.1%	7.1%
Has no such illness/disability	30,972	26,246	19,781	24,584	20,037	121,620
	68.6%	66.5%	66.6%	67.7%	62.5%	66.6%
<b>TOTAL</b>	<b>45,123</b>	<b>39,451</b>	<b>29,713</b>	<b>36,313</b>	<b>32,056</b>	<b>182,656</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Estimated Total (Household members)	Area					TOTAL 7161
	Belfast 1037	S East 1311	South 1212	N East 1855	West 1746	
White	44,466	39,286	29,379	35,989	31,934	181,054
	98.5%	99.6%	98.9%	99.1%	99.6%	99.1%
Other	657	165	335	323	122	1,602
	1.5%	0.4%	1.1%	0.9%	0.4%	0.9%
<b>TOTAL</b>	<b>45,123</b>	<b>39,451</b>	<b>29,714</b>	<b>36,312</b>	<b>32,056</b>	<b>182,656</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Protestant	12,406	12,092	4,770	13,893	3,710	46,871
	57.4%	65.3%	32.9%	79.0%	25.5%	54.0%
Catholic	8,698	4,435	8,616	2,200	10,260	34,209
	40.3%	24.0%	59.4%	12.5%	70.6%	39.4%
Mixed religion Protestant/Catholic	0	441	274	265	195	1,175
	0.0%	2.4%	1.9%	1.5%	1.3%	1.4%
Other = Other, No Religion and Refused	504	1,549	840	1,232	377	4,502
	2.3%	8.4%	5.8%	7.0%	2.6%	5.2%
<b>TOTAL</b>	<b>21,608</b>	<b>18,517</b>	<b>14,500</b>	<b>17,590</b>	<b>14,542</b>	<b>86,757</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<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	209	250	171	101	14	745
	1.0%	1.4%	1.2%	0.6%	0.1%	0.9%
Employed Full Time	1,089	2,377	1,587	1,488	807	7,348
	5.0%	12.8%	10.9%	8.5%	5.6%	8.5%
Employed Part Time	2,092	1,801	1,005	1,195	1,118	7,211
	9.7%	9.7%	6.9%	6.8%	7.7%	8.3%
Not working - short term (< 1 yr)	465	521	55	338	124	1,503
	2.2%	2.8%	0.4%	1.9%	0.9%	1.7%
Not working - long term (> 1yr)	5,679	3,164	3,227	3,419	2,626	18,115
	26.3%	17.1%	22.3%	19.4%	18.1%	20.9%
Retired from work	5,922	5,582	4,374	5,901	4,524	26,303
	27.4%	30.1%	30.2%	33.5%	31.1%	30.3%
Student (Further /Higher Education)	0	103	41	104	35	283
	0.0%	0.6%	0.3%	0.6%	0.2%	0.3%
Perm Sick/Disabled	4,137	2,934	2,316	2,770	2,070	14,227
	19.1%	15.8%	16.0%	15.7%	14.2%	16.4%
Looking after family/home	1,979	1,675	1,689	2,116	3,186	10,645
	9.2%	9.0%	11.6%	12.0%	21.9%	12.3%
Other (including schoolchild)	33	36	35	159	36	299
	0.2%	0.2%	0.2%	0.9%	0.2%	0.3%
Refused	0	75	0	0	0	75
	0.0%	0.4%	0.0%	0.0%	0.0%	0.1%
<b>TOTAL</b>	<b>21,605</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,540</b>	<b>86,754</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<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	695	220	128	846	222	2,111
	3.2%	1.2%	0.9%	4.8%	1.5%	2.4%
£3,121 - £4,160 per annum	1,178	660	324	815	884	3,861
	5.5%	3.6%	2.2%	4.6%	6.1%	4.5%
£4,161 - £5,200 per annum	2,419	643	436	1,405	886	5,789
	11.2%	3.5%	3.0%	8.0%	6.1%	6.7%
£5,201 - £6,240 per annum	2,310	1,391	771	1,258	1,125	6,855
	10.7%	7.5%	5.3%	7.2%	7.7%	7.9%
£6,241 - £7,280 per annum	2,081	1,944	1,187	782	1,836	7,830
	9.6%	10.5%	8.2%	4.4%	12.6%	9.0%
£7,281 - £10,400 per annum	3,787	4,081	2,898	2,465	2,953	16,184
	17.5%	22.0%	20.0%	14.0%	20.3%	18.7%
£10,401 - £15,600 per annum	3,669	3,042	2,522	2,337	1,915	13,485
	17.0%	16.4%	17.4%	13.3%	13.2%	15.5%
£15,601 or more	1,117	2,412	1,326	1,637	791	7,283
	5.2%	13.0%	9.1%	9.3%	5.4%	8.4%
Refused	460	2,104	781	1,058	226	4,629
	2.1%	11.4%	5.4%	6.0%	1.6%	5.3%
Dont Know	3,891	2,020	4,128	4,988	3,704	18,731
	18.0%	10.9%	28.5%	28.4%	25.5%	21.6%
<b>TOTAL</b>	<b>21,607</b>	<b>18,517</b>	<b>14,501</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<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	18,144	12,927	10,881	13,940	11,935	67,827
	84.0%	69.8%	75.0%	79.2%	82.1%	78.2%
Income Support/ Jobseeker Allowance	9,412	5,608	4,283	6,746	5,435	31,484
	43.6%	30.3%	29.5%	38.3%	37.4%	36.3%
A Disability Benefit	8,401	6,398	5,141	4,916	5,104	29,960
	38.9%	34.6%	35.5%	27.9%	35.1%	34.5%
State Pension	5,914	5,724	4,840	6,108	3,917	26,503
	27.4%	30.9%	33.4%	34.7%	26.9%	30.5%
Child Benefit	6,947	5,299	3,311	4,546	4,523	24,626
	32.2%	28.6%	22.8%	25.8%	31.1%	28.4%
Child Tax Credit	5,810	4,832	2,833	3,731	3,023	20,229
	26.9%	26.1%	19.5%	21.2%	20.8%	23.3%
Pension Credit	2,649	3,955	3,505	3,792	2,237	16,138
	12.3%	21.4%	24.2%	21.6%	15.4%	18.6%
Incapacity Benefit	3,624	2,122	1,656	2,263	1,731	11,396
	16.8%	11.5%	11.4%	12.9%	11.9%	13.1%
Working Tax Credit	2,005	1,966	1,094	1,381	1,061	7,507
	9.3%	10.6%	7.5%	7.9%	7.3%	8.7%
<b>Other</b>	<b>698</b>	<b>1,384</b>	<b>953</b>	<b>1,190</b>	<b>1,596</b>	<b>5,821</b>
	<b>3.2%</b>	<b>7.5%</b>	<b>6.6%</b>	<b>6.8%</b>	<b>11.0%</b>	<b>6.7%</b>



**Table 2.11 Benefits - Partner**

<b>SAMPLE (in numbers)</b>	<b>Area</b>					<b>TOTAL 836</b>
	<b>Belfast 91</b>	<b>S East 157</b>	<b>South 147</b>	<b>N East 237</b>	<b>West 204</b>	
State Pension	1,277	1,436	1,318	1,515	714	6,260
	33.1%	29.6%	36.7%	32.3%	19.3%	30.2%
A Disability Benefit	1,510	1,461	976	1,055	1,155	6,157
	39.1%	30.2%	27.2%	22.5%	31.2%	29.8%
Housing Benefit	1,443	936	624	1,217	955	5,175
	37.4%	19.3%	17.4%	25.9%	25.8%	25.0%
Income Support/ Jobseeker Allowance	832	437	244	927	624	3,064
	21.5%	9.0%	6.8%	19.8%	16.8%	14.8%
Child Benefit	401	609	722	576	278	2,586
	10.4%	12.6%	20.1%	12.3%	7.5%	12.5%
Pension Credit	182	316	516	637	577	2,228
	4.7%	6.5%	14.4%	13.6%	15.6%	10.8%
Incapacity Benefit	656	443	239	405	324	2,067
	17.0%	9.1%	6.7%	8.6%	8.7%	10.0%
Child Tax Credit	300	522	576	427	127	1,952
	7.8%	10.8%	16.0%	9.1%	3.4%	9.4%
Working Tax Credit	84	213	137	366	194	994
	2.2%	4.4%	3.8%	7.8%	5.2%	4.8%
<b>Other</b>	<b>0</b>	<b>269</b>	<b>159</b>	<b>280</b>	<b>271</b>	<b>979</b>
	<b>0.0%</b>	<b>5.6%</b>	<b>4.4%</b>	<b>6.0%</b>	<b>7.3%</b>	<b>4.7%</b>

**Table 2.12 Household Type**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Lone Adult	4,959	3,378	2,860	3,729	2,762	17,688
	22.9%	18.2%	19.7%	21.2%	19.0%	20.4%
Two adults	1,607	1,172	1,046	1,220	1,241	6,286
	7.4%	6.3%	7.2%	6.9%	8.5%	7.2%
Lone Parent	3,936	2,496	1,926	2,273	2,272	12,903
	18.2%	13.5%	13.3%	12.9%	15.6%	14.9%
Small family	1,652	1,628	947	1,153	920	6,300
	7.6%	8.8%	6.5%	6.6%	6.3%	7.3%
Large family	733	775	646	879	696	3,729
	3.4%	4.2%	4.5%	5.0%	4.8%	4.3%
Large adult	1,746	1,968	1,336	1,650	1,637	8,337
	8.1%	10.6%	9.2%	9.4%	11.3%	9.6%
Two older	2,737	2,356	1,985	2,228	2,087	11,393
	12.7%	12.7%	13.7%	12.7%	14.4%	13.1%
Lone Older	4,238	4,745	3,754	4,459	2,926	20,122
	19.6%	25.6%	25.9%	25.3%	20.1%	23.2%
<b>TOTAL</b>	<b>21,608</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,541</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	8,853	9,131	5,606	8,093	7,245	38,928
	41.0%	49.3%	38.7%	46.0%	49.8%	44.9%
No	12,754	9,387	8,894	9,498	7,297	47,830
	59.0%	50.7%	61.3%	54.0%	50.2%	55.1%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 1530
	Belfast 204	S East 298	South 232	N East 405	West 391	
Yes	8,192	8,759	5,426	7,477	6,904	36,758
	92.5%	95.9%	96.8%	92.4%	95.3%	94.4%
No	661	372	180	617	342	2,172
	7.5%	4.1%	3.2%	7.6%	4.7%	5.6%
<b>TOTAL</b>	<b>8,853</b>	<b>9,131</b>	<b>5,606</b>	<b>8,094</b>	<b>7,246</b>	<b>38,930</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	8,668	9,157	5,526	7,647	7,141	38,139
	40.1%	49.4%	38.1%	43.5%	49.1%	44.0%
No	12,939	9,361	8,974	9,944	7,401	48,619
	59.9%	50.6%	61.9%	56.5%	50.9%	56.0%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 2.14 Are you aware the Housing Executive has a web site?**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Yes	8,701	7,902	5,140	6,408	5,072	33,223
	40.3%	42.7%	35.4%	36.4%	34.9%	38.3%
No	12,906	10,616	9,360	11,183	9,470	53,535
	59.7%	57.3%	64.6%	63.6%	65.1%	61.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 1233
	Belfast 194	S East 269	South 190	N East 313	West 267	
Yes	2,204	2,520	1,328	2,085	1,460	9,597
	25.3%	31.9%	25.8%	32.5%	28.8%	28.9%
No	6,497	5,381	3,812	4,324	3,612	23,626
	74.7%	68.1%	74.2%	67.5%	71.2%	71.1%
<b>TOTAL</b>	<b>8,701</b>	<b>7,901</b>	<b>5,140</b>	<b>6,409</b>	<b>5,072</b>	<b>33,223</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 2.16a Have you accessed Housing Executive services via our web site?**

Sample (in numbers)	TOTAL 367
Yes	6,142
	64.0%
No	3,441
	35.9%
Dont Know	13
	0.1%
<b>TOTAL</b>	<b>9,596</b>
	<b>100%</b>

**Table 2.16b How satisfied/dissatisfied were you with accessing the HE website?**

<b>Sample (in numbers)</b>	<b>TOTAL 233</b>
Satisfied	5,564 90.6%
Neither	399 6.5%
Dissatisfied	180 2.9%
<b>TOTAL</b>	<b>6,143 100%</b>

**Table 2.17 Which web services did you use?**

<b>Sample (in numbers)</b>	<b>TOTAL 233</b>	<b>%</b>
General Info/Advice	1,986	32.3
Repairs	1,937	31.5
Rent Account	1,444	23.5
Housing Benefit	804	13.1
Transfer/ Exchange	379	6.2
ASB	354	5.8
Planned schemes	289	4.7
Allocations	264	4.3
Buying your home	246	4.0
Grounds Maintenance	240	3.9
Existing Transfer /Exchange	216	3.5
Other	398	6.5

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

<b>Sample (in numbers)</b>	<b>Area</b>					<b>TOTAL 3400</b>
	<b>Belfast 500</b>	<b>S East 600</b>	<b>South 600</b>	<b>N East 900</b>	<b>West 800</b>	
Yes	16,810	15,294	11,025	15,118	11,972	70,219
	77.8%	82.6%	76.0%	85.9%	82.3%	80.9%
No	4,797	3,224	3,475	2,473	2,570	16,539
	22.2%	17.4%	24.0%	14.1%	17.7%	19.1%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 2.19 Have you given your mobile number to the Housing Executive so they can contact you?**

Sample (in numbers)	Area					TOTAL 2756
	Belfast 389	S East 498	South 449	N East 767	West 653	
Yes	12,631	10,435	7,468	11,588	8,777	50,899
	75.1%	68.2%	67.7%	76.7%	73.3%	72.5%
No	4,178	4,859	3,557	3,530	3,195	19,319
	24.9%	31.8%	32.3%	23.3%	26.7%	27.5%
TOTAL	16,809	15,294	11,025	15,118	11,972	70,218
	100%	100%	100%	100%	100%	100%

**Table 2.20 Do you use SMS (Short Message Service/Text) to send and receive messages?**

Sample (in numbers)	Area					TOTAL 2756
	Belfast 389	S East 498	South 449	N East 767	West 653	
Yes	10,686	10,700	6,656	9,416	8,144	45,602
	63.6%	70.0%	60.4%	62.3%	68.0%	64.9%
No	6,123	4,595	4,369	5,702	3,828	24,617
	36.4%	30.0%	39.6%	37.7%	32.0%	35.1%
TOTAL	16,809	15,295	11,025	15,118	11,972	70,219
	100%	100%	100%	100%	100%	100%

**Table 2.21 Regardless of whether or not you currently use SMS/Text, if you could, would you contact a Housing Executive service via the use of SMS/Text?**

Sample (in numbers)	Area					TOTAL 2756
	Belfast 389	S East 498	South 449	N East 767	West 653	
Yes	4,872	5,435	2,266	3,872	2,757	19,202
	29.0%	35.5%	20.6%	25.6%	23.0%	27.3%
No	11,816	9,747	8,304	10,953	8,062	48,882
	70.3%	63.7%	75.3%	72.5%	67.3%	69.6%
Don't know	122	112	455	292	1,153	2,134
	0.7%	0.7%	4.1%	1.9%	9.6%	3.0%
TOTAL	16,810	15,294	11,025	15,117	11,972	70,218
	100%	100%	100%	100%	100%	100%

**Table 2.22 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 2756
	Belfast 389	S East 498	South 449	N East 767	West 653	
Repairs	10,322	7,553	3,190	5,262	5,489	31,816
	61.4%	49.4%	28.9%	34.8%	45.8%	45.3%
Housing benefit	4,321	3,890	1,972	3,727	2,234	16,144
	25.7%	25.4%	17.9%	24.7%	18.7%	23.0%
General Information/Advice	1,771	4,347	2,302	3,686	1,979	14,085
	10.5%	28.4%	20.9%	24.4%	16.5%	20.1%
Rent account	2,712	3,875	1,701	2,491	2,130	12,909
	16.1%	25.3%	15.4%	16.5%	17.8%	18.4%
Anti Social Behaviour, including neighbour problems	1,098	3,867	1,699	3,140	1,848	11,652
	6.5%	25.3%	15.4%	20.8%	15.4%	16.6%
Grounds Maintenance	2,717	2,675	1,372	2,599	2,002	11,365
	16.2%	17.5%	12.4%	17.2%	16.7%	16.2%
Planned schemes	1,159	3,848	1,925	2,631	1,834	11,397
	6.9%	25.2%	17.5%	17.4%	15.3%	16.2%
First application for a Transfer/Exchange	1,295	2,291	634	1,776	1,596	7,592
	7.7%	15.0%	5.8%	11.7%	13.3%	10.8%
Existing Transfer/Exchange	588	2,193	722	1,772	1,584	6,859
	3.5%	14.3%	6.5%	11.7%	13.2%	9.8%
Allocations, including on behalf of someone else	193	1,840	486	1,534	1,503	5,556
	1.1%	12.0%	4.4%	10.1%	12.6%	7.9%
Buying your home	193	1,691	556	1,415	1,497	5,352
	1.1%	11.1%	5.0%	9.4%	12.5%	7.6%
Other	0	0	0	8	631	639
	0.0%	0.0%	0.0%	0.1%	5.3%	0.9%

**Table 2.23a 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	15,877	14,754	11,172	14,728	9,801	66,332
	73.5%	79.7%	77.0%	83.7%	67.4%	76.5%
No	5,697	3,703	3,177	2,653	4,669	19,899
	26.4%	20.0%	21.9%	15.1%	32.1%	22.9%
Refused	33	61	151	210	72	527
	0.2%	0.3%	1.0%	1.2%	0.5%	0.6%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758
	100%	100%	100%	100%	100%	100%

**Table 2.23b Do you have any of the following savings accounts?**

Sample (in numbers)	Area					TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800	
Bank/Building Society	11,064	5,574	5,577	8,114	4,582	34,911
	51.2%	30.1%	38.5%	46.1%	31.5%	40.2%
Credit Union	360	690	1,086	201	758	3,095
	1.7%	3.7%	7.5%	1.1%	5.2%	3.6%
Post Office	5853	1525	1345	2461	3780	14964
	27.1%	8.2%	9.3%	14.0%	26.0%	17.2%
None of these	4,318	10,461	6,529	6,664	5,652	33,624
	20.0%	56.5%	45.0%	37.9%	38.9%	38.8%
Refused	72	544	170	439	109	1,334
	0.3%	2.9%	1.2%	2.5%	0.7%	1.5%

**Table 2.24 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)	15,971	11,247	10,083	12,318	11,249	60,868
	73.9%	60.7%	69.5%	70.0%	77.4%	70.2%
By Standing Order	850	1,011	337	517	427	3,142
	3.9%	5.5%	2.3%	2.9%	2.9%	3.6%
At Pay Point/Zone	3,583	3,906	2,862	3,210	1,946	15,507
	16.6%	21.1%	19.7%	18.2%	13.4%	17.9%
At Post Office	572	372	391	367	266	1,968
	2.6%	2.0%	2.7%	2.1%	1.8%	2.3%
At Housing Executive Office	84	0	35	55	0	174
	0.4%	0.0%	0.2%	0.3%	0.0%	0.2%
Direct Debit	276	1,540	643	721	512	3,692
	1.3%	8.3%	4.4%	4.1%	3.5%	4.3%
By telephone	0	209	18	131	0	358
	0.0%	1.1%	0.1%	0.7%	0.0%	0.4%
Other	271	234	131	271	141	1,048
	1.3%	1.3%	0.9%	1.5%	1.0%	1.2%
<b>TOTAL</b>	<b>21,607</b>	<b>18,519</b>	<b>14,500</b>	<b>17,590</b>	<b>14,541</b>	<b>86,757</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Sample (in numbers)	Area					TOTAL 1003
	Belfast 135	S East 224	South 189	N East 276	West 179	
Yes	5,292	7,089	4,205	5,121	3,186	24,893
	93.9%	97.5%	95.2%	97.1%	96.8%	96.1%
No	344	182	212	152	107	997
	6.1%	2.5%	4.8%	2.9%	3.2%	3.9%
TOTAL	5,636	7,271	4,417	5,273	3,293	25,890
	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 1003
	Belfast 135	S East 224	South 189	N East 276	West 179	
Debit/Switch Card	2,529	5,684	2,515	2,918	1,204	14,850
	44.9%	78.2%	56.9%	55.3%	36.6%	57.4%
Credit Card	111	26	36	90	35	298
	2.0%	0.4%	0.8%	1.7%	1.1%	1.2%
Both	274	277	611	510	212	1,884
	4.9%	3.8%	13.8%	9.7%	6.4%	7.3%
Neither	2,722	1,284	1,255	1,754	1,842	8,857
	48.3%	17.7%	28.4%	33.3%	55.9%	34.2%
TOTAL	5,636	7,271	4,417	5,272	3,293	25,889
	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Debit 1003	Credit 1003
Yes	4,472	540
	17.3%	2.1%
No	21,073	25,069
	81.4%	96.8%
Don't know	345	279
	1.3%	1.1%
TOTAL	25,890	25,888
	100%	100%



**Table 2.28a 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	4,123	5,002	3,968	5,300	3,655	22,048
	19.1%	27.0%	27.4%	30.1%	25.1%	25.4%
No	17,206	13,399	10,233	11,990	10,546	63,374
	79.6%	72.4%	70.6%	68.2%	72.5%	73.0%
Don't know	278	117	299	301	341	1,336
	1.3%	0.6%	2.1%	1.7%	2.3%	1.5%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758
	100%	100%	100%	100%	100%	100%

**Table 2.28b Why have you not insured your home?**

Sample (in numbers)	Area					TOTAL 2451
	Belfast 399	S East 432	South 415	N East 629	West 576	
Quotes received were too expensive	7,038	2,376	2,361	2,579	2,393	16,747
	40.9%	17.7%	23.1%	21.5%	22.7%	26.4%
Don't know how to get insurance	718	249	595	98	280	1,940
	4.2%	1.9%	5.8%	0.8%	2.7%	3.1%
Don't think I will need insurance	4,035	2,368	2,315	2,809	741	12,268
	23.4%	17.7%	22.6%	23.4%	7.0%	19.4%
Not got round to getting insurance	5,000	7,996	4,621	5,953	6,132	29,702
	29.1%	59.7%	45.2%	49.7%	58.2%	46.9%
Other	416	410	341	550	999	2,716
	2.4%	3.1%	3.3%	4.6%	9.5%	4.3%
TOTAL	17,207	13,399	10,233	11,989	10,545	63,373
	100%	100%	100%	100%	100%	100%

**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	949	1,296	879	1,644	1,121	5,889
	4.4%	7.0%	6.1%	9.3%	7.7%	6.8%
No	20,658	17,222	13,621	15,947	13,421	80,869
	95.6%	93.0%	93.9%	90.7%	92.3%	93.2%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758
	100%	100%	100%	100%	100%	100%

**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 1789	Catholic 1386	Mixed 47	Other 178	
Less than 6 months	347	270	227	412	156	1,412	858	387	19	149	1,413
	1.6%	1.5%	1.6%	2.3%	1.1%	1.6%	1.8%	1.1%	1.6%	3.3%	1.6%
6 months to 1 year	673	460	540	495	276	2,444	1,259	848	82	254	2,443
	3.1%	2.5%	3.7%	2.8%	1.9%	2.8%	2.7%	2.5%	7.0%	5.6%	2.8%
More than 1 less than 5 years	2,920	2,415	2,134	2,286	1,855	11,610	6,517	4,223	144	726	11,610
	13.5%	13.0%	14.7%	13.0%	12.8%	13.4%	13.9%	12.3%	12.3%	16.1%	13.4%
More than 5 less than 10 years	2,695	1,825	1,480	2,010	1,903	9,913	5,609	3,480	123	700	9,912
	12.5%	9.9%	10.2%	11.4%	13.1%	11.4%	12.0%	10.2%	10.5%	15.6%	11.4%
More than 10 less than 15 years	1,921	2,400	1,427	1,982	1,172	8,902	4,793	3,361	222	527	8,903
	8.9%	13.0%	9.8%	11.3%	8.1%	10.3%	10.2%	9.8%	18.9%	11.7%	10.3%
More than 15 years	12,979	11,122	8,692	10,398	9,124	52,315	27,740	21,852	585	2,137	52,314
	60.1%	60.1%	59.9%	59.1%	62.7%	60.3%	59.2%	63.9%	49.8%	47.5%	60.3%
D/K	72	26	0	8	56	162	96	58	0	8	162
	0.3%	0.1%	0.0%	0.0%	0.4%	0.2%	0.2%	0.2%	0.0%	0.2%	0.2%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,209</b>	<b>1,175</b>	<b>4,501</b>	<b>86,757</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 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 1789	Catholic 1386	Mixed 47	Other 178	
Less than 6 months	712	708	378	661	280	2,739	1,488	938	19	294	2,739
	3.3%	3.8%	2.6%	3.8%	1.9%	3.2%	3.2%	2.7%	1.6%	6.5%	3.2%
6 months - 1 year	1,193	941	854	892	680	4,560	2,559	1,474	106	423	4,562
	5.5%	5.1%	5.9%	5.1%	4.7%	5.3%	5.5%	4.3%	9.0%	9.4%	5.3%
More than 1 less than 5 years	4,340	4,605	3,066	3,851	2,757	18,619	10,395	6,656	336	1,232	18,619
	20.1%	24.9%	21.1%	21.9%	19.0%	21.5%	22.2%	19.5%	28.6%	27.4%	21.5%
5 years or more	15,361	12,238	10,201	12,178	10,784	60,762	32,380	25,123	715	2,544	60,762
	71.1%	66.1%	70.4%	69.2%	74.2%	70.0%	69.1%	73.4%	60.8%	56.5%	70.0%
Dont know	0	26	0	8	41	75	50	18	0	8	76
	0.0%	0.1%	0.0%	0.0%	0.3%	0.1%	0.1%	0.1%	0.0%	0.2%	0.1%
<b>TOTAL</b>	<b>21,606</b>	<b>18,518</b>	<b>14,499</b>	<b>17,590</b>	<b>14,542</b>	<b>86,755</b>	<b>46,872</b>	<b>34,209</b>	<b>1,176</b>	<b>4,501</b>	<b>86,758</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 3.3 Overall, how satisfied/dissatisfied were you with the HE in finding accommodation for you?**

						<b>TOTAL 289</b>	<b>Religion Protestant 160</b>				<b>TOTAL 289</b>
	<b>Belfast 46</b>	<b>S East 55</b>	<b>South 50</b>	<b>N East 85</b>	<b>West 53</b>			<b>Catholic 99</b>	<b>Mixed &lt;25</b>	<b>Other 25</b>	
Very satisfied	826	839	589	598	447	3,299	1,670	1,083	125	421	3,299
	43.4%	50.9%	47.8%	38.5%	46.6%	45.2%	41.3%	44.9%	100%	58.7%	45.2%
Satisfied	787	461	494	704	391	2,837	1,763	948	0	127	2,838
	41.3%	28.0%	40.1%	45.4%	40.7%	38.9%	43.6%	39.3%	0.0%	17.7%	38.9%
Neither	160	42	50	62	76	390	232	101	0	58	391
	8.4%	2.5%	4.1%	4.0%	7.9%	5.3%	5.7%	4.2%	0.0%	8.1%	5.4%
Dissatisfied	99	269	99	121	23	611	282	257	0	73	612
	5.2%	16.3%	8.0%	7.8%	2.4%	8.4%	7.0%	10.7%	0.0%	10.2%	8.4%
Very dissatisfied	33	38	0	67	23	161	101	23	0	38	162
	1.7%	2.3%	0.0%	4.3%	2.4%	2.2%	2.5%	1.0%	0.0%	5.3%	2.2%
<b>TOTAL</b>	<b>1,905</b>	<b>1,649</b>	<b>1,232</b>	<b>1,552</b>	<b>960</b>	<b>7,298</b>	<b>4,048</b>	<b>2,412</b>	<b>125</b>	<b>717</b>	<b>7,302</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 3.4 Overall, how satisfied/dissatisfied are you with this property?**

	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	6,096	10,159	7,419	7,056	6,846	37,576	20,729	14,723	423	1,702	37,577
	28.2%	54.9%	51.2%	40.1%	47.1%	43.3%	44.2%	43.0%	36.0%	37.8%	43.3%
Satisfied	11,565	5,805	5,470	8,296	6,019	37,155	20,073	14,660	528	1,894	37,155
	53.5%	31.3%	37.7%	47.2%	41.4%	42.8%	42.8%	42.9%	44.9%	42.1%	42.8%
Neither	1,946	812	773	946	710	5,187	2,540	2,015	64	568	5,187
	9.0%	4.4%	5.3%	5.4%	4.9%	6.0%	5.4%	5.9%	5.4%	12.6%	6.0%
Dissatisfied	1,224	942	550	865	889	4,470	2,092	2,078	102	198	4,470
	5.7%	5.1%	3.8%	4.9%	6.1%	5.2%	4.5%	6.1%	8.7%	4.4%	5.2%
Very dissatisfied	776	800	288	428	77	2,369	1,437	733	59	140	2,369
	3.6%	4.3%	2.0%	2.4%	0.5%	2.7%	3.1%	2.1%	5.0%	3.1%	2.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,541</b>	<b>86,757</b>	<b>46,871</b>	<b>34,209</b>	<b>1,176</b>	<b>4,502</b>	<b>86,758</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 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 1789	Catholic 1386	Mixed 47	Other 178	
Too big	774	559	374	362	400	2,469	1,451	961	0	56	2,468
	3.6%	3.0%	2.6%	2.1%	2.8%	2.8%	3.1%	2.8%	0.0%	1.2%	2.8%
Too small	3,465	2,557	2,120	1,852	2,470	12,464	5,756	5,789	200	719	12,464
	16.0%	13.8%	14.6%	10.5%	17.0%	14.4%	12.3%	16.9%	17.0%	16.0%	14.4%
Just about the right size	17,335	15,402	11,986	15,347	11,658	71,728	39,611	27,444	975	3,697	71,727
	80.2%	83.2%	82.7%	87.2%	80.2%	82.7%	84.5%	80.2%	83.0%	82.1%	82.7%
Don't know	33	0	20	30	14	97	53	14	0	30	97
	0.2%	0.0%	0.1%	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%	0.7%	0.1%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,208</b>	<b>1,175</b>	<b>4,502</b>	<b>86,756</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 3.6 Do you intend to remain as a 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 1789	Catholic 1386	Mixed 47	Other 178	
Remain as Housing Executive tenant	21,353	17,609	13,775	17,079	14,070	83,886	45,559	33,040	1,063	4,224	83,886
	98.8%	95.1%	95.0%	97.1%	96.8%	96.7%	97.2%	96.6%	90.5%	93.8%	96.7%
Become an owner of this home	122	428	336	251	286	1,423	641	602	82	98	1,423
	0.6%	2.3%	2.3%	1.4%	2.0%	1.6%	1.4%	1.8%	7.0%	2.2%	1.6%
Become an owner of another HE home	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Move to owner occupied sector	99	130	55	19	13	316	224	92	0	0	316
	0.5%	0.7%	0.4%	0.1%	0.1%	0.4%	0.5%	0.3%	0.0%	0.0%	0.4%
Move to private renting	33	42	106	133	47	361	164	139	0	58	361
	0.2%	0.2%	0.7%	0.8%	0.3%	0.4%	0.3%	0.4%	0.0%	1.3%	0.4%
Move to renting from a Housing Association	0	26	18	19	0	63	19	26	0	18	63
	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.4%	0.1%
Other (specify)	0	81	18	0	0	99	0	18	0	81	99
	0.0%	0.4%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	1.8%	0.1%
Don't know	0	202	192	90	126	610	265	292	30	24	611
	0.0%	1.1%	1.3%	0.5%	0.9%	0.7%	0.6%	0.9%	2.6%	0.5%	0.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,209</b>	<b>1,175</b>	<b>4,503</b>	<b>86,759</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 3.7 When do you think you would buy?**

<b>Sample (in numbers)</b>	<b>TOTAL 71</b>
Within the next 12 months	302
	17.4%
Within the next 1 to 3 years	792
	45.5%
After 3 years or more	406
	23.3%
Dont know	240
	13.8%
<b>TOTAL</b>	<b>1,740</b>
	<b>100%</b>



**Table 4.1** Generally, how satisfied or dissatisfied are you with how enquiries are dealt with 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 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	3,941	7,594	5,150	5,788	5,928	28,401	14,178	12,435	291	1,497	28,401
	18.2%	41.0%	35.5%	32.9%	40.8%	32.7%	30.2%	36.4%	24.8%	33.3%	32.7%
Fairly satisfied	13,018	7,206	7,094	9,633	7,242	44,193	24,491	17,058	686	1,958	44,193
	60.3%	38.9%	48.9%	54.8%	49.8%	50.9%	52.3%	49.9%	58.4%	43.5%	50.9%
Neither	2,331	2,108	1,230	1,003	753	7,425	4,600	2,285	64	475	7,424
	10.8%	11.4%	8.5%	5.7%	5.2%	8.6%	9.8%	6.7%	5.4%	10.6%	8.6%
Fairly dissatisfied	1,572	734	381	600	293	3,580	1,995	1,250	38	297	3,580
	7.3%	4.0%	2.6%	3.4%	2.0%	4.1%	4.3%	3.7%	3.2%	6.6%	4.1%
Very dissatisfied	684	649	486	341	118	2,278	1,155	851	77	195	2,278
	3.2%	3.5%	3.4%	1.9%	0.8%	2.6%	2.5%	2.5%	6.6%	4.3%	2.6%
No opinion	60	227	160	226	208	881	452	330	19	80	881
	0.3%	1.2%	1.1%	1.3%	1.4%	1.0%	1.0%	1.0%	1.6%	1.8%	1.0%
<b>TOTAL</b>	<b>21,606</b>	<b>18,518</b>	<b>14,501</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,175</b>	<b>4,502</b>	<b>86,757</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 4.2 Have you contacted the Housing Executive within 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	16,210	13,703	10,711	14,002	11,735	66,361	35,526	26,382	937	3,516	66,361
	75.0%	74.0%	73.9%	79.6%	80.7%	76.5%	75.8%	77.1%	79.7%	78.1%	76.5%
No	5,236	4,516	3,531	3,528	2,773	19,584	10,938	7,500	197	949	19,584
	24.2%	24.4%	24.4%	20.1%	19.1%	22.6%	23.3%	21.9%	16.8%	21.1%	22.6%
Can't remember	161	298	258	61	34	812	408	327	41	36	812
	0.7%	1.6%	1.8%	0.3%	0.2%	0.9%	0.9%	1.0%	3.5%	0.8%	0.9%
TOTAL	21,607	18,517	14,500	17,591	14,542	86,757	46,872	34,209	1,175	4,501	86,757
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.3 Thinking of your last contact, were staff ...?**

Sample (in numbers)	Area					TOTAL 2628	Religion				TOTAL 2628
	Belfast 374	S East 456	South 432	N East 717	West 649		Protestant 1377	Catholic 1072	Mixed 39	Other 140	
Able to deal with your enquiry	11,257	10,878	9,362	10,697	10,127	52,321	27,836	21,321	612	2,552	52,321
	69.4%	79.4%	87.4%	76.4%	86.3%	78.8%	78.4%	80.8%	65.3%	72.6%	78.8%
Partially able to deal with your enquiry	1,204	559	317	1,118	488	3,686	1,856	1,387	109	334	3,686
	7.4%	4.1%	3.0%	8.0%	4.2%	5.6%	5.2%	5.3%	11.6%	9.5%	5.6%
Unable to deal with your enquiry	1,915	967	188	773	367	4,210	2,780	1,112	86	232	4,210
	11.8%	7.1%	1.8%	5.5%	3.1%	6.3%	7.8%	4.2%	9.2%	6.6%	6.3%
Enquiry still on going	1,733	1,175	769	1,385	737	5,799	2,877	2,393	130	398	5,798
	10.7%	8.6%	7.2%	9.9%	6.3%	8.7%	8.1%	9.1%	13.9%	11.3%	8.7%
Can't remember	101	125	75	29	14	344	176	168	0	0	344
	0.6%	0.9%	0.7%	0.2%	0.1%	0.5%	0.5%	0.6%	0.0%	0.0%	0.5%
TOTAL	16,210	13,704	10,711	14,002	11,733	66,360	35,525	26,381	937	3,516	66,359
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.4 Were you satisfied or dissatisfied with the final outcome?**

Sample (in numbers)	Area					TOTAL 2394	Religion				TOTAL 2394
	Belfast 334	S East 410	South 399	N East 644	West 800		Protestant 1262	Catholic 973	Mixed 34	Other 125	
Satisfied	9,621	9,651	7,932	10,250	9,579	47,033	24,947	19,329	553	2,204	47,033
	66.9%	77.8%	80.4%	81.4%	87.2%	78.1%	76.8%	81.1%	68.4%	70.7%	78.1%
Dissatisfied	3,729	2,101	1,077	1,578	1,047	9,532	5,688	3,183	142	520	9,533
	25.9%	16.9%	10.9%	12.5%	9.5%	15.8%	17.5%	13.4%	17.6%	16.7%	15.8%
Neither	1,026	653	763	730	357	3,529	1,770	1,252	113	393	3,528
	7.1%	5.3%	7.7%	5.8%	3.3%	5.9%	5.5%	5.3%	14.0%	12.6%	5.9%
Can't remember	0	0	95	30	0	125	68	58	0	0	126
	0.0%	0.0%	1.0%	0.2%	0.0%	0.2%	0.2%	0.2%	0.0%	0.0%	0.2%
TOTAL	14,376	12,405	9,867	12,588	10,983	60,219	32,473	23,822	808	3,117	60,220
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.5 Have you contacted a HE office by telephone in the past 12 months?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	14,637	11,478	8,579	11,721	10,018	56,433	30,600	21,968	872	2,993	56,433
	67.7%	62.0%	59.2%	66.6%	68.9%	65.0%	65.3%	64.2%	74.2%	66.5%	65.0%
No	6,970	7,040	5,921	5,870	4,523	30,324	16,272	12,241	303	1,508	30,324
	32.3%	38.0%	40.8%	33.4%	31.1%	35.0%	34.7%	35.8%	25.8%	33.5%	35.0%
TOTAL	21,607	18,518	14,500	17,591	14,541	86,757	46,872	34,209	1,175	4,501	86,757
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.6 When you last telephoned, which of the following telephone numbers did you ring?**

						<b>TOTAL 2213</b>	<b>Religion</b>				<b>TOTAL 2213</b>
	<b>Belfast 338</b>	<b>S East 379</b>	<b>South 344</b>	<b>N East 595</b>	<b>West 557</b>		<b>Protestant 1170</b>	<b>Catholic 889</b>	<b>Mixed 36</b>	<b>Other 118</b>	
08448 920 900 (General)	3,561	4,963	2,414	2,608	2,148	15,694	7,676	6,724	257	1,036	15,693
	24.3%	43.2%	28.1%	22.2%	21.4%	27.8%	25.1%	30.6%	29.5%	34.6%	27.8%
08448 920 901 (Repairs)	9,078	4,388	4,686	7,398	3,334	28,884	16,909	10,234	439	1,303	28,885
	62.0%	38.2%	54.6%	63.1%	33.3%	51.2%	55.3%	46.6%	50.3%	43.5%	51.2%
08448 920 902 (Housing Benefit)	328	126	148	374	206	1,182	711	426	24	21	1,182
	2.2%	1.1%	1.7%	3.2%	2.1%	2.1%	2.3%	1.9%	2.8%	0.7%	2.1%
Other	198	249	76	388	257	1,168	599	418	38	112	1,167
	1.4%	2.2%	0.9%	3.3%	2.6%	2.1%	2.0%	1.9%	4.4%	3.7%	2.1%
Don't Know	1,472	1,753	1,255	954	4,074	9,508	4,705	4,166	114	522	9,507
	10.1%	15.3%	14.6%	8.1%	40.7%	16.8%	15.4%	19.0%	13.1%	17.4%	16.8%
<b>TOTAL</b>	<b>14,637</b>	<b>11,479</b>	<b>8,579</b>	<b>11,722</b>	<b>10,019</b>	<b>56,436</b>	<b>30,600</b>	<b>21,968</b>	<b>872</b>	<b>2,994</b>	<b>56,434</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 4.7 When you last telephoned, what was the main reason for telephoning the Housing Executive?**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Repairs	12,625	9,090	6,817	9,910	8,887	47,329	25,712	18,558	731	2,327	47,328
	86.2%	79.2%	79.5%	84.5%	88.7%	83.9%	84.0%	84.5%	83.8%	77.7%	83.9%
Grounds Maintenance	118	18	117	200	23	476	304	100	0	72	476
	0.8%	0.2%	1.4%	1.7%	0.2%	0.8%	1.0%	0.5%	0.0%	2.4%	0.8%
Housing Benefit	278	154	249	431	152	1,264	831	318	30	85	1,264
	1.9%	1.3%	2.9%	3.7%	1.5%	2.2%	2.7%	1.4%	3.4%	2.8%	2.2%
Rent Account	274	294	135	208	270	1,181	623	491	43	24	1,181
	1.9%	2.6%	1.6%	1.8%	2.7%	2.1%	2.0%	2.2%	4.9%	0.8%	2.1%
First application for a Transfer/Exchange	272	65	96	181	45	659	346	313	0	0	659
	1.9%	0.6%	1.1%	1.5%	0.4%	1.2%	1.1%	1.4%	0.0%	0.0%	1.2%
Query re existing Transfer/Exchange	231	178	98	42	60	609	318	255	36	0	609
	1.6%	1.6%	1.1%	0.4%	0.6%	1.1%	1.0%	1.2%	4.1%	0.0%	1.1%
Planned schemes	241	245	259	99	70	914	219	616	0	79	914
	1.6%	2.1%	3.0%	0.8%	0.7%	1.6%	0.7%	2.8%	0.0%	2.6%	1.6%
Allocations, incl on behalf of someone else	0	24	41	51	0	116	62	54	0	0	116
	0.0%	0.2%	0.5%	0.4%	0.0%	0.2%	0.2%	0.2%	0.0%	0.0%	0.2%
ASB, including neighbour problems	0	146	84	60	121	411	130	242	14	26	412
	0.0%	1.3%	1.0%	0.5%	1.2%	0.7%	0.4%	1.1%	1.6%	0.9%	0.7%
General Information/Advice	278	340	191	276	47	1,132	547	439	0	146	1,132
	1.9%	3.0%	2.2%	2.4%	0.5%	2.0%	1.8%	2.0%	0.0%	4.9%	2.0%
Buying your home	0	0	48	56	31	135	38	71	0	26	135
	0.0%	0.0%	0.6%	0.5%	0.3%	0.2%	0.1%	0.3%	0.0%	0.9%	0.2%
Other	255	896	424	189	302	2,066	1,348	491	18	209	2,066
	1.7%	7.8%	4.9%	1.6%	3.0%	3.7%	4.4%	2.2%	2.1%	7.0%	3.7%
Don't know	67	26	20	19	10	142	122	20	0	0	142
	0.5%	0.2%	0.2%	0.2%	0.1%	0.3%	0.4%	0.1%	0.0%	0.0%	0.3%
<b>TOTAL</b>	<b>14,639</b>	<b>11,476</b>	<b>8,579</b>	<b>11,722</b>	<b>10,018</b>	<b>56,434</b>	<b>30,600</b>	<b>21,968</b>	<b>872</b>	<b>2,994</b>	<b>56,434</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 Thinking about the last time you phoned or tried to phone a HE office, did you get through?**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Yes - phone answered quickly	12,631	10,408	8,185	10,405	9,525	51,154	27,325	20,362	781	2,686	51,154
	86.3%	90.7%	95.4%	88.8%	95.1%	90.6%	89.3%	92.7%	89.6%	89.7%	90.6%
Yes - but phone left to ring for some time before being answered	1,786	698	118	1,111	217	3,930	2,540	1,180	18	192	3,930
	12.2%	6.1%	1.4%	9.5%	2.2%	7.0%	8.3%	5.4%	2.1%	6.4%	7.0%
No - answered by machine	60	113	18	66	22	279	122	82	0	75	279
	0.4%	1.0%	0.2%	0.6%	0.2%	0.5%	0.4%	0.4%	0.0%	2.5%	0.5%
No - permanently engaged	0	0	0	92	23	115	62	0	30	23	115
	0.0%	0.0%	0.0%	0.8%	0.2%	0.2%	0.2%	0.0%	3.4%	0.8%	0.2%
No - left to ring - and you hung up	33	36	70	33	44	216	166	51	0	0	217
	0.2%	0.3%	0.8%	0.3%	0.4%	0.4%	0.5%	0.2%	0.0%	0.0%	0.4%
Don't know	127	222	188	15	187	739	386	293	43	17	739
	0.9%	1.9%	2.2%	0.1%	1.9%	1.3%	1.3%	1.3%	4.9%	0.6%	1.3%
<b>TOTAL</b>	<b>14,637</b>	<b>11,477</b>	<b>8,579</b>	<b>11,722</b>	<b>10,018</b>	<b>56,433</b>	<b>30,601</b>	<b>21,968</b>	<b>872</b>	<b>2,993</b>	<b>56,434</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 Tenants opinions of staff member who ANSWERED their telephone call****a) Polite**

<b>Sample (in numbers)</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	53,672	97.3
No	1,498	2.7
<b>Total</b>	<b>55,170</b>	<b>100</b>

**b) Friendly**

<b>Sample</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	53,245	96.5
No	1,924	3.5
<b>Total</b>	<b>55,170</b>	<b>100</b>

**c) Knowledgeable**

<b>Sample</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	52,129	94.5
No	3,040	5.5
<b>Total</b>	<b>55,170</b>	<b>100</b>

**d) Not interested off/hand**

<b>Sample (in numbers)</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	3,074	5.6
No	52,095	94.4
<b>Total</b>	<b>55,170</b>	<b>100</b>

**e) Patient**

<b>Sample</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	51,888	94.1
No	3,282	5.9
<b>Total</b>	<b>55,170</b>	<b>100</b>

**f) Easy to understand**

<b>Sample</b>	<b>TOTAL 2159</b>	<b>%</b>
Yes	53,366	96.7
No	1,804	3.3
<b>Total</b>	<b>55,170</b>	<b>100</b>

**g) Rude**

Sample (in numbers)	TOTAL 2159	%
Yes	1,703	3.1
No	53,467	96.9
<b>Total</b>	<b>55,170</b>	<b>100</b>

**h) In a hurry/rushed**

Sample	TOTAL 2159	%
Yes	3,301	6.0
No	51,868	94.0
<b>Total</b>	<b>55,170</b>	<b>100</b>

**Table 4.10** Approx, how long ago did you FIRST telephone the HE, regarding this matter?

Sample (in numbers)	TOTAL 2159	%
Within the last week	6,359	11.5
More than 1 wk, but less than 1 mth	10,310	18.7
1 mth or more, but less than 3 mths	15,343	27.8
3 mths or more, but less than 6 mths	11,995	21.7
6 months or more	10,682	19.4
Can't/ Don't remember	481	0.9
<b>Total</b>	<b>55,170</b>	<b>100</b>



**Table 4.11 Overall, how satisfied/dissatisfied were you with telephoning the Housing Executive?**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Very satisfied	4,877	5,666	3,843	5,141	4,644	24,171	13,420	9,293	251	1,206	24,170
	33.3%	49.4%	44.8%	43.9%	46.4%	42.8%	43.9%	42.3%	28.8%	40.3%	42.8%
Satisfied	7,665	4,492	4,134	5,965	4,596	26,852	13,930	11,013	453	1,456	26,852
	52.4%	39.1%	48.2%	50.9%	45.9%	47.6%	45.5%	50.1%	51.9%	48.6%	47.6%
Neither	1,013	570	254	255	389	2,481	1,692	677	51	61	2,481
	6.9%	5.0%	3.0%	2.2%	3.9%	4.4%	5.5%	3.1%	5.8%	2.0%	4.4%
Dissatisfied	537	528	177	195	319	1,756	789	709	99	160	1,757
	3.7%	4.6%	2.1%	1.7%	3.2%	3.1%	2.6%	3.2%	11.4%	5.3%	3.1%
Very dissatisfied	545	221	171	165	71	1,173	769	276	18	110	1,173
	3.7%	1.9%	2.0%	1.4%	0.7%	2.1%	2.5%	1.3%	2.1%	3.7%	2.1%
TOTAL	14,637	11,477	8,579	11,721	10,019	56,433	30,600	21,968	872	2,993	56,433
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.12 Have you visited a HE Office in the past 12 months?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	4,298	5,352	3,793	5,263	3,678	22,384	11,927	8,686	320	1,450	22,383
	19.9%	28.9%	26.2%	29.9%	25.3%	25.8%	25.4%	25.4%	27.2%	32.2%	25.8%
No	17,309	13,166	10,707	12,328	10,864	64,374	34,945	25,523	856	3,051	64,375
	80.1%	71.1%	73.8%	70.1%	74.7%	74.2%	74.6%	74.6%	72.8%	67.8%	74.2%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,501	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 4.13 What was the main reason for your visit?**

Sample (in numbers)	Area					TOTAL 914	Religion				TOTAL 914
	Belfast 97	S East 175	South 148	N East 285	West 209		Protestant 490	Catholic 357	Mixed <25	Other 56	
Repairs	1,893	1,688	1,606	2,369	2,087	9,643	4,652	4,206	163	622	9,643
	44.0%	31.5%	42.3%	45.0%	56.8%	43.1%	39.0%	48.4%	50.9%	42.9%	43.1%
Grounds Maintenance	34	81	60	15	0	190	170	19	0	0	189
	0.8%	1.5%	1.6%	0.3%	0.0%	0.8%	1.4%	0.2%	0.0%	0.0%	0.8%
Housing Benefit	562	405	314	647	209	2,137	1,407	507	99	125	2,138
	13.1%	7.6%	8.3%	12.3%	5.7%	9.5%	11.8%	5.8%	30.9%	8.6%	9.6%
Rent Account	315	741	306	500	234	2,096	1,290	647	19	141	2,097
	7.3%	13.8%	8.1%	9.5%	6.4%	9.4%	10.8%	7.4%	5.9%	9.7%	9.4%
First application for a Transfer/Exchange	695	354	284	307	194	1,834	1,003	713	0	118	1,834
	16.2%	6.6%	7.5%	5.8%	5.3%	8.2%	8.4%	8.2%	0.0%	8.1%	8.2%
Query regarding an existing Transfer/Exchange application	144	400	277	130	85	1,036	494	487	0	56	1,037
	3.3%	7.5%	7.3%	2.5%	2.3%	4.6%	4.1%	5.6%	0.0%	3.9%	4.6%
Planned schemes	0	104	99	48	0	251	168	83	0	0	251
	0.0%	1.9%	2.6%	0.9%	0.0%	1.1%	1.4%	1.0%	0.0%	0.0%	1.1%
Allocations, including on behalf of someone else	161	154	89	103	13	520	373	91	0	55	519
	3.7%	2.9%	2.3%	2.0%	0.4%	2.3%	3.1%	1.0%	0.0%	3.8%	2.3%
ASB, including neighbour problems	94	168	18	155	83	518	182	284	0	51	517
	2.2%	3.1%	0.5%	2.9%	2.3%	2.3%	1.5%	3.3%	0.0%	3.5%	2.3%
General Information/Advice	167	397	146	311	277	1,298	727	459	21	90	1,297
	3.9%	7.4%	3.8%	5.9%	7.5%	5.8%	6.1%	5.3%	6.6%	6.2%	5.8%
Buying your home	39	0	18	65	43	165	91	74	0	0	165
	0.9%	0.0%	0.5%	1.2%	1.2%	0.7%	0.8%	0.9%	0.0%	0.0%	0.7%
Other	135	817	558	598	429	2,537	1,252	1,074	18	192	2,536
	3.1%	15.3%	14.7%	11.4%	11.7%	11.3%	10.5%	12.4%	5.6%	13.2%	11.3%
Don't know	60	43	19	15	23	160	117	42	0	0	159
	1.4%	0.8%	0.5%	0.3%	0.6%	0.7%	1.0%	0.5%	0.0%	0.0%	0.7%
<b>TOTAL</b>	<b>4,299</b>	<b>5,352</b>	<b>3,794</b>	<b>5,263</b>	<b>3,677</b>	<b>22,385</b>	<b>11,926</b>	<b>8,686</b>	<b>320</b>	<b>1,450</b>	<b>22,382</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 4.14 Time to wait to speak to counter staff**

Sample (in numbers)	Area					TOTAL 914	Religion				TOTAL 914
	Belfast 97	S East 175	South 148	N East 285	West 209		Protestant 490	Catholic 357	Mixed <25	Other 56	
Under 5 minutes	1,628	2,253	2,461	2,700	2,772	11,814	6,586	4,309	140	780	11,815
	37.9%	42.1%	64.9%	51.3%	75.3%	52.8%	55.2%	49.6%	43.9%	53.8%	52.8%
5-10 minutes	1,025	2,148	975	1,739	683	6,570	3,492	2,549	111	418	6,570
	23.8%	40.1%	25.7%	33.0%	18.6%	29.4%	29.3%	29.3%	34.8%	28.8%	29.4%
11-14 minutes	418	539	233	422	105	1,717	924	624	30	139	1,717
	9.7%	10.1%	6.1%	8.0%	2.9%	7.7%	7.7%	7.2%	9.4%	9.6%	7.7%
15 to 30 minutes	161	342	107	239	60	909	383	401	38	86	908
	3.7%	6.4%	2.8%	4.5%	1.6%	4.1%	3.2%	4.6%	11.9%	5.9%	4.1%
More than 30 minutes	933	43	18	117	10	1,121	384	723	0	15	1,122
	21.7%	0.8%	0.5%	2.2%	0.3%	5.0%	3.2%	8.3%	0.0%	1.0%	5.0%
(Dont know)	133	26	0	45	49	253	159	81	0	13	253
	3.1%	0.5%	0.0%	0.9%	1.3%	1.1%	1.3%	0.9%	0.0%	0.9%	1.1%
<b>TOTAL</b>	<b>4,298</b>	<b>5,351</b>	<b>3,794</b>	<b>5,262</b>	<b>3,679</b>	<b>22,384</b>	<b>11,928</b>	<b>8,687</b>	<b>319</b>	<b>1,451</b>	<b>22,385</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 4.15 Level of agreement with statements about visiting a Housing Executive office****a) The office is easy to get to**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	10,195	45.5
Agree	11,196	50.0
Neither	434	1.9
Disagree	515	2.3
Disagree Strongly	43	.2
<b>Total</b>	<b>22,384</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	6,033	27.0
Agree	11,567	51.7
Neither	2,229	10.0
Disagree	2,172	9.7
Disagree Strongly	383	1.7
<b>Total</b>	<b>22,384</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	3,562	15.9
Agree	8,051	36.0
Neither	2,604	11.6
Disagree	6,053	27.0
Disagree Strongly	2,114	9.4
<b>Total</b>	<b>22,384</b>	<b>100</b>

**d) Given name of the person who deals with you**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	6,157	27.5
Agree	11,108	49.6
Neither	2,443	10.9
Disagree	2,424	10.8
Disagree Strongly	251	1.1
<b>Total</b>	<b>22,384</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	7,620	34.0
Agree	13,130	58.7
Neither	820	3.7
Disagree	732	3.3
Disagree Strongly	82	.4
<b>Total</b>	<b>22,384</b>	<b>100</b>

**f) The staff seem very knowledgeable**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	7,559	33.8
Agree	12,052	53.8
Neither	1,695	7.6
Disagree	901	4.0
Disagree Strongly	178	.8
<b>Total</b>	<b>22,384</b>	<b>100</b>

**g) The staff are polite**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	8,215	36.7
Agree	12,628	56.4
Neither	1,031	4.6
Disagree	412	1.8
Disagree Strongly	98	.4
<b>Total</b>	<b>22,384</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	7,605	34.0
Agree	12,437	55.6
Neither	1,446	6.5
Disagree	613	2.7
Disagree Strongly	282	1.3
<b>Total</b>	<b>22,384</b>	<b>100</b>

**i) The staff are friendly**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	7,679	34.3
Agree	12,992	58.0
Neither	1,184	5.3
Disagree	415	1.9
Disagree Strongly	113	.5
<b>Total</b>	<b>22,384</b>	<b>100</b>

**j) The staff are helpful**

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	7,887	35.2
Agree	12,561	56.1
Neither	1,202	5.4
Disagree	580	2.6
Disagree Strongly	154	.7
<b>Total</b>	<b>22,384</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 914</b>	<b>%</b>
Agree Strongly	2,175	9.7
Agree	6,726	30.0
Neither	5,653	25.3
Disagree	6,420	28.7
Disagree Strongly	1,409	6.3
<b>Total</b>	<b>22,384</b>	<b>100</b>

**Table 4.16 How satisfied/dissatisfied are you with the opening hours of the office you visited?**

Sample (in numbers)	Area					TOTAL 914	Religion				TOTAL 914
	Belfast 97	S East 175	South 148	N East 285	West 209		Protestant 490	Catholic 357	Mixed <25	Other 56	
Very satisfied	1,808	1,914	1,021	1,294	1,138	7,175	4,073	2,710	20	372	7,175
	42.1%	35.8%	26.9%	24.6%	30.9%	32.1%	34.1%	31.2%	6.3%	25.6%	32.1%
Satisfied	2,111	3,080	2,486	3,469	2,398	13,544	6,747	5,630	281	886	13,544
	49.1%	57.5%	65.5%	65.9%	65.2%	60.5%	56.6%	64.8%	87.8%	61.1%	60.5%
Neither	279	163	129	291	132	994	668	248	0	79	995
	6.5%	3.0%	3.4%	5.5%	3.6%	4.4%	5.6%	2.9%	0.0%	5.4%	4.4%
Dissatisfied	67	195	122	190	10	584	352	99	19	114	584
	1.6%	3.6%	3.2%	3.6%	0.3%	2.6%	3.0%	1.1%	5.9%	7.9%	2.6%
Very dissatisfied	33	0	35	19	0	87	87	0	0	0	87
	0.8%	0.0%	0.9%	0.4%	0.0%	0.4%	0.7%	0.0%	0.0%	0.0%	0.4%
<b>TOTAL</b>	<b>4,298</b>	<b>5,352</b>	<b>3,793</b>	<b>5,263</b>	<b>3,678</b>	<b>22,384</b>	<b>11,927</b>	<b>8,687</b>	<b>320</b>	<b>1,451</b>	<b>22,385</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 4.17 Overall, how satisfied/dissatisfied were you with your visit to a HE Office?**

Sample (in numbers)	Area					TOTAL 914	Religion				TOTAL 914
	Belfast 97	S East 175	South 148	N East 285	West 209		Protestant 490	Catholic 357	Mixed <25	Other 56	
Very satisfied	1,469	2,152	1,091	1,435	1,198	7,345	4,427	2,410	65	442	7,344
	34.2%	40.2%	28.8%	27.3%	32.6%	32.8%	37.1%	27.7%	20.3%	30.5%	32.8%
Satisfied	2,207	2,385	2,305	3,312	2,170	12,379	6,089	5,339	212	739	12,379
	51.3%	44.6%	60.8%	62.9%	59.0%	55.3%	51.1%	61.5%	66.3%	50.9%	55.3%
Neither	435	462	112	217	153	1,379	805	460	0	115	1,380
	10.1%	8.6%	3.0%	4.1%	4.2%	6.2%	6.7%	5.3%	0.0%	7.9%	6.2%
Dissatisfied	187	278	137	230	134	966	503	339	43	82	967
	4.4%	5.2%	3.6%	4.4%	3.6%	4.3%	4.2%	3.9%	13.4%	5.7%	4.3%
Very dissatisfied	0	75	149	68	23	315	103	138	0	73	314
	0.0%	1.4%	3.9%	1.3%	0.6%	1.4%	0.9%	1.6%	0.0%	5.0%	1.4%
<b>TOTAL</b>	<b>4,298</b>	<b>5,352</b>	<b>3,794</b>	<b>5,262</b>	<b>3,678</b>	<b>22,384</b>	<b>11,927</b>	<b>8,686</b>	<b>320</b>	<b>1,451</b>	<b>22,384</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 4.18 Have you had a visit from a member of the Housing Executive staff during 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	4,302	4,713	2,948	3,703	2,260	17,926	8,929	7,534	439	1,024	17,926
	19.9%	25.5%	20.3%	21.1%	15.5%	20.7%	19.1%	22.0%	37.3%	22.7%	20.7%
No	17,305	13,805	11,552	13,888	12,282	68,832	37,942	26,675	737	3,478	68,832
	80.1%	74.5%	79.7%	78.9%	84.5%	79.3%	80.9%	78.0%	62.7%	77.3%	79.3%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,176</b>	<b>4,502</b>	<b>86,758</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 4.19 What was the main reason for the visit?**

Sample (in numbers)	Area					TOTAL 684	Religion				TOTAL 684
	Belfast 98	S East 167	South 107	N East 193	West 119		Protestant 340	Catholic 292	Mixed <25	Other 36	
Repairs	2,990	2,607	1,039	2,447	1,396	10,479	5,480	3,977	331	691	10,479
	69.5%	55.3%	35.2%	66.1%	61.8%	58.5%	61.4%	52.8%	75.4%	67.4%	58.4%
Grounds Maintenance	34	86	93	49	14	276	161	95	0	20	276
	0.8%	1.8%	3.2%	1.3%	0.6%	1.5%	1.8%	1.3%	0.0%	2.0%	1.5%
Housing Benefit	60	0	89	19	0	168	60	108	0	0	168
	1.4%	0.0%	3.0%	0.5%	0.0%	0.9%	0.7%	1.4%	0.0%	0.0%	0.9%
Rent Account	120	47	0	0	0	167	120	47	0	0	167
	2.8%	1.0%	0.0%	0.0%	0.0%	0.9%	1.3%	0.6%	0.0%	0.0%	0.9%
First application for a Transfer/Exchange	353	191	158	66	41	809	401	371	0	39	811
	8.2%	4.1%	5.4%	1.8%	1.8%	4.5%	4.5%	4.9%	0.0%	3.8%	4.5%
Query re: existing Transfer/ Exchange application	156	130	99	35	77	497	238	260	0	0	498
	3.6%	2.8%	3.4%	0.9%	3.4%	2.8%	2.7%	3.5%	0.0%	0.0%	2.8%
Planned schemes	214	484	879	424	117	2,118	826	1,248	44	0	2,118
	5.0%	10.3%	29.8%	11.5%	5.2%	11.8%	9.2%	16.6%	10.0%	0.0%	11.8%
Allocations, includ on behalf of someone else	0	26	18	39	13	96	47	13	0	37	97
	0.0%	0.6%	0.6%	1.1%	0.6%	0.5%	0.5%	0.2%	0.0%	3.6%	0.5%
ASB, including neighbour problems	0	239	195	97	193	724	182	426	0	116	724
	0.0%	5.1%	6.6%	2.6%	8.5%	4.0%	2.0%	5.7%	0.0%	11.3%	4.0%
General Information/Advice	50	161	110	208	141	670	255	403	0	13	671
	1.2%	3.4%	3.7%	5.6%	6.2%	3.7%	2.9%	5.3%	0.0%	1.3%	3.7%
Other	324	683	228	317	267	1,819	1,124	523	64	109	1,820
	7.5%	14.5%	7.7%	8.6%	11.8%	10.1%	12.6%	6.9%	14.6%	10.6%	10.2%
Don't know	0	60	41	0	0	101	36	64	0	0	100
	0.0%	1.3%	1.4%	0.0%	0.0%	0.6%	0.4%	0.8%	0.0%	0.0%	0.6%
<b>TOTAL</b>	<b>4,301</b>	<b>4,714</b>	<b>2,949</b>	<b>3,701</b>	<b>2,259</b>	<b>17,924</b>	<b>8,930</b>	<b>7,535</b>	<b>439</b>	<b>1,025</b>	<b>17,929</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 4.20 Overall, how satisfied/dissatisfied were you with the visit made by a member of staff from the Housing Executive?**

Sample (in numbers)	Area					TOTAL 684	Religion				TOTAL 684
	Belfast 98	S East 167	South 107	N East 193	West 119		Protestant 340	Catholic 292	Mixed <25	Other 36	
Very satisfied	2,022	2,707	943	1,776	868	8,316	4,686	3,208	181	242	8,317
	47.0%	57.4%	32.0%	48.0%	38.4%	46.4%	52.5%	42.6%	41.2%	23.6%	46.4%
Satisfied	1,273	1,215	1,331	1,369	1,163	6,351	2,805	2,855	220	472	6,352
	29.6%	25.8%	45.1%	37.0%	51.5%	35.4%	31.4%	37.9%	50.1%	46.0%	35.4%
Neither	298	386	286	202	110	1,282	583	516	18	164	1,281
	6.9%	8.2%	9.7%	5.5%	4.9%	7.2%	6.5%	6.8%	4.1%	16.0%	7.1%
Dissatisfied	576	204	220	326	105	1,431	605	744	20	62	1,431
	13.4%	4.3%	7.5%	8.8%	4.6%	8.0%	6.8%	9.9%	4.6%	6.0%	8.0%
Very dissatisfied	134	201	169	29	13	546	250	211	0	85	546
	3.1%	4.3%	5.7%	0.8%	0.6%	3.0%	2.8%	2.8%	0.0%	8.3%	3.0%
TOTAL	4,303	4,713	2,949	3,702	2,259	17,926	8,929	7,534	439	1,025	17,927
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	14,227	11,956	8,797	12,466	10,416	57,862	30,830	22,956	785	3,291	57,862
	65.8%	64.6%	60.7%	70.9%	71.6%	66.7%	65.8%	67.1%	66.8%	73.1%	66.7%
No	7,380	6,562	5,703	5,125	4,126	28,896	16,042	11,253	390	1,211	28,896
	34.2%	35.4%	39.3%	29.1%	28.4%	33.3%	34.2%	32.9%	33.2%	26.9%	33.3%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,175	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 2293	Religion				TOTAL 2293
	Belfast 330	S East 395	South 356	N East 635	West 577		Protestant 1201	Catholic 931	Mixed 32	Other 129	
Very satisfied	5,403	6,683	4,049	5,659	5,582	27,376	14,752	10,950	254	1,420	27,376
	38.0%	55.9%	46.0%	45.4%	53.6%	47.3%	47.9%	47.7%	32.3%	43.1%	47.3%
Satisfied	6,598	3,670	3,990	5,349	3,886	23,493	11,778	9,753	437	1,525	23,493
	46.4%	30.7%	45.4%	42.9%	37.3%	40.6%	38.2%	42.5%	55.6%	46.3%	40.6%
Neither	1,289	518	393	517	426	3,143	1,894	1,102	0	148	3,144
	9.1%	4.3%	4.5%	4.1%	4.1%	5.4%	6.1%	4.8%	0.0%	4.5%	5.4%
Dissatisfied	759	563	276	675	343	2,616	1,501	964	31	118	2,614
	5.3%	4.7%	3.1%	5.4%	3.3%	4.5%	4.9%	4.2%	3.9%	3.6%	4.5%
Very dissatisfied	178	523	89	266	180	1,236	904	187	64	80	1,235
	1.3%	4.4%	1.0%	2.1%	1.7%	2.1%	2.9%	0.8%	8.1%	2.4%	2.1%
<b>TOTAL</b>	<b>14,227</b>	<b>11,957</b>	<b>8,797</b>	<b>12,466</b>	<b>10,417</b>	<b>57,864</b>	<b>30,829</b>	<b>22,956</b>	<b>786</b>	<b>3,291</b>	<b>57,862</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 5.3** Were you advised when the work would be completed?

Sample (in numbers)	Area					TOTAL 2293	Religion				TOTAL 2293
	Belfast 330	S East 395	South 356	N East 635	West 577		Protestant 1201	Catholic 931	Mixed 32	Other 129	
Yes	11,466	9,936	7,174	10,668	8,795	48,039	26,119	18,930	545	2,445	48,039
	80.6%	83.1%	81.6%	85.6%	84.4%	83.0%	84.7%	82.5%	69.4%	74.3%	83.0%
No	2,761	2,020	1,623	1,798	1,620	9,822	4,710	4,027	240	846	9,823
	19.4%	16.9%	18.4%	14.4%	15.6%	17.0%	15.3%	17.5%	30.6%	25.7%	17.0%
<b>TOTAL</b>	<b>14,227</b>	<b>11,956</b>	<b>8,797</b>	<b>12,466</b>	<b>10,415</b>	<b>57,861</b>	<b>30,829</b>	<b>22,957</b>	<b>785</b>	<b>3,291</b>	<b>57,862</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 5.4 Was the work completed within the time you were advised?**

Sample (in numbers)	Area					TOTAL 1918	Religion				TOTAL 1918
	Belfast 269	S East 325	South 284	N East 547	West 493		Protestant 1024	Catholic 778	Mixed <25	Other 93	
Yes	9,670	8,718	6,614	9,656	7,694	42,352	22,868	16,746	466	2,272	42,352
	84.3%	87.7%	92.2%	90.5%	87.5%	88.2%	87.6%	88.5%	85.5%	92.9%	88.2%
No	1,576	1,095	409	951	993	5,024	2,921	1,850	79	174	5,024
	13.7%	11.0%	5.7%	8.9%	11.3%	10.5%	11.2%	9.8%	14.5%	7.1%	10.5%
Don't know/ Can't remember	219	124	151	62	109	665	330	334	0	0	664
	1.9%	1.2%	2.1%	0.6%	1.2%	1.4%	1.3%	1.8%	0.0%	0.0%	1.4%
TOTAL	11,465	9,937	7,174	10,669	8,796	48,041	26,119	18,930	545	2,446	48,040
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 2293	Religion				TOTAL 2293
	Belfast 330	S East 395	South 356	N East 635	West 577		Protestant 1201	Catholic 931	Mixed 32	Other 129	
Yes	12,672	10,276	8,000	11,231	9,047	51,226	27,361	20,352	687	2,828	51,228
	89.1%	85.9%	91.0%	90.1%	86.9%	88.5%	88.7%	88.7%	87.5%	85.9%	88.5%
No	1,555	1,680	796	1,235	1,368	6,634	3,469	2,605	98	463	6,635
	10.9%	14.1%	9.0%	9.9%	13.1%	11.5%	11.3%	11.3%	12.5%	14.1%	11.5%
TOTAL	14,227	11,956	8,796	12,466	10,415	57,860	30,830	22,957	785	3,291	57,863
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 5.6 Tenant satisfaction with aspects of completed repair work****a) Speed**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	29,404	57.4
Satisfied	18,178	35.5
Neither	1,796	3.5
Dissatisfied	1,285	2.5
Very dissatisfied	564	1.1
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

**b) Quality of the work**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	29,367	57.3
Satisfied	17,310	33.8
Neither	2,239	4.4
Dissatisfied	1,540	3.0
Very dissatisfied	770	1.5
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

**c) Quality of materials**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	28,435	55.5
Satisfied	18,781	36.7
Neither	2,673	5.2
Dissatisfied	798	1.6
Very dissatisfied	540	1.1
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

**d) Tidiness**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	30,173	58.9
Satisfied	18,475	36.1
Neither	1,488	2.9
Dissatisfied	696	1.4
Very dissatisfied	395	.8
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

**e) Politeness**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	30,503	59.5
Satisfied	19,533	38.1
Neither	925	1.8
Dissatisfied	117	.2
Very dissatisfied	149	.3
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

**f) Friendliness**

<b>Sample (in numbers)</b>	<b>TOTAL 2031</b>	<b>%</b>
Very satisfied	30,301	59.1
Satisfied	19,430	37.9
Neither	1,261	2.5
Dissatisfied	104	.2
Very dissatisfied	131	.3
<b>TOTAL</b>	<b>51,227</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 158</b>	<b>%</b>
Contractor	447	11.0
Housing Executive	1,316	32.4
Both Contractor & HE	282	6.9
Did not complain	2,019	49.7
<b>TOTAL</b>	<b>4,065</b>	<b>100</b>

**Table 5.8 General satisfaction with how the Housing Executive deals with repairs and maintenance**

Sample (in numbers)	Area					TOTAL 2293	Religion				TOTAL 2293
	Belfast 330	S East 395	South 356	N East 635	West 577		Protestant 1201	Catholic 931	Mixed 32	Other 129	
Very satisfied	3,944	4,929	4,259	5,301	4,725	23,158	12,343	9,549	196	1,070	23,158
	27.7%	41.2%	48.4%	42.5%	45.4%	40.0%	40.0%	41.6%	25.0%	32.5%	40.0%
Fairly satisfied	6,404	4,078	3,229	4,872	4,141	22,724	12,066	9,026	323	1,309	22,724
	45.0%	34.1%	36.7%	39.1%	39.8%	39.3%	39.1%	39.3%	41.1%	39.8%	39.3%
Neither	1,749	874	798	619	520	4,560	2,388	1,801	48	324	4,561
	12.3%	7.3%	9.1%	5.0%	5.0%	7.9%	7.7%	7.8%	6.1%	9.8%	7.9%
Fairly dissatisfied	1,429	830	216	966	664	4,105	2,020	1,611	55	419	4,105
	10.0%	6.9%	2.5%	7.7%	6.4%	7.1%	6.6%	7.0%	7.0%	12.7%	7.1%
Very dissatisfied	607	1,208	276	708	343	3,142	1,882	928	163	169	3,142
	4.3%	10.1%	3.1%	5.7%	3.3%	5.4%	6.1%	4.0%	20.8%	5.1%	5.4%
Dont Know	93	36	19	0	23	171	130	42	0	0	172
	0.7%	0.3%	0.2%	0.0%	0.2%	0.3%	0.4%	0.2%	0.0%	0.0%	0.3%
<b>TOTAL</b>	<b>14,226</b>	<b>11,955</b>	<b>8,797</b>	<b>12,466</b>	<b>10,416</b>	<b>57,860</b>	<b>30,829</b>	<b>22,957</b>	<b>785</b>	<b>3,291</b>	<b>57,862</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 5.9 Why respondents who reported a repair were dissatisfied with how HE deals with repairs**

<b>Sample (in numbers)</b>	<b>TOTAL 293</b>	<b>%</b>
Repairs not done	2,637	36.4
Poor workmanship / not repaired properly/poor quality materials	1,044	14.4
Repairs take too long/too slow	815	11.2
Did not come back to finish the job/not completed	719	9.9
Repair done, but problem re-occurred	571	7.9
Don't keep you informed/appointments/keep on at them	348	4.8
Follow-up complaints/favouritism/general dissatisfaction	253	3.5
H.E. refused to fix the problem	234	3.2
Poor attitude	127	1.8
Had to fix problem myself/asked to pay towards repair	116	1.6
Only one repair gets fixed at a time, others ignored	111	1.5
Other/Unspecified	273	3.8
<b>TOTAL</b>	<b>7,247</b>	<b>100</b>



**Table 5.10 Satisfaction with how the Housing Executive deals with repairs by COMPLETED repair within previous 12 months**

Sample (in numbers)	Area					TOTAL 2031	Religion				TOTAL 2031
	Belfast 294	S East 340	South 319	N East 576	West 502		Protestant 1070	Catholic 827	Mixed 27	Other 107	
Very satisfied	3,791	4,911	4,221	5,217	4,581	22,721	12,185	9,269	196	1,070	22,720
	29.9%	47.8%	52.8%	46.4%	50.6%	44.4%	44.5%	45.5%	28.5%	37.8%	44.4%
Fairly satisfied	5,785	3,916	2,947	4,591	3,742	20,981	11,288	8,219	302	1,172	20,981
	45.7%	38.1%	36.8%	40.9%	41.4%	41.0%	41.3%	40.4%	43.9%	41.4%	41.0%
Neither	1,538	614	533	431	336	3,452	1,782	1,374	48	250	3,454
	12.1%	6.0%	6.7%	3.8%	3.7%	6.7%	6.5%	6.8%	7.0%	8.8%	6.7%
Fairly dissatisfied	1,179	310	121	641	305	2,556	1,212	1,005	43	296	2,556
	9.3%	3.0%	1.5%	5.7%	3.4%	5.0%	4.4%	4.9%	6.3%	10.5%	5.0%
Very dissatisfied	379	525	178	352	83	1,517	893	485	99	40	1,517
	3.0%	5.1%	2.2%	3.1%	0.9%	3.0%	3.3%	2.4%	14.4%	1.4%	3.0%
<b>TOTAL</b>	<b>12,672</b>	<b>10,276</b>	<b>8,000</b>	<b>11,232</b>	<b>9,047</b>	<b>51,227</b>	<b>27,360</b>	<b>20,352</b>	<b>688</b>	<b>2,828</b>	<b>51,228</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 5.11 Why respondents who had a repair COMPLETED within previous 12 months were dissatisfied with how HE deals with repairs**

<b>Sample (in numbers)</b>	<b>TOTAL 162</b>	<b>%</b>
Repairs not done	999	24.5
Poor workmanship / not repaired properly/poor quality materials	729	17.9
Repairs take too long/too slow	642	15.8
Did not come back to finish the job/not completed	360	8.8
Repair done, but problem re-occurred	300	7.4
Don't keep you informed/appointments/keep on at them	204	5.0
Follow-up complaints/favouritism/general dissatisfaction	188	4.6
H.E. refused to fix the problem	174	4.3
Poor attitude	119	2.9
If you phone in more than one repair, only one gets fixed, others ignored	111	2.7
Had to fix problem myself/asked to pay towards repair	42	1.0
Other/Unspecified	207	5.0
<b>TOTAL</b>	<b>4,073</b>	<b>100</b>

**Table 5.12 Overall, how satisfied/dissatisfied are you with the overall quality of your home?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	5,305	8,719	7,447	7,306	6,287	35,064	18,715	14,312	390	1,647	35,064
	24.6%	47.1%	51.4%	41.5%	43.2%	40.4%	39.9%	41.8%	33.2%	36.6%	40.4%
Fairly satisfied	12,024	6,901	5,635	8,404	6,824	39,788	21,962	15,182	544	2,100	39,788
	55.6%	37.3%	38.9%	47.8%	46.9%	45.9%	46.9%	44.4%	46.3%	46.6%	45.9%
Neither	2,460	1,106	850	780	738	5,934	3,424	2,080	165	264	5,933
	11.4%	6.0%	5.9%	4.4%	5.1%	6.8%	7.3%	6.1%	14.0%	5.9%	6.8%
Fairly dissatisfied	1,306	1,080	376	746	491	3,999	1,667	1,946	58	328	3,999
	6.0%	5.8%	2.6%	4.2%	3.4%	4.6%	3.6%	5.7%	4.9%	7.3%	4.6%
Very dissatisfied	512	712	192	355	202	1,973	1,103	689	18	163	1,973
	2.4%	3.8%	1.3%	2.0%	1.4%	2.3%	2.4%	2.0%	1.5%	3.6%	2.3%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,175</b>	<b>4,502</b>	<b>86,757</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 5.13 Overall, how satisfied/dissatisfied are you with the general condition of this property?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	5,029	7,473	6,546	7,240	6,482	32,770	17,891	13,101	305	1,471	32,768
	23.3%	40.4%	45.1%	41.2%	44.6%	37.8%	38.2%	38.3%	26.0%	32.7%	37.8%
Fairly satisfied	11,867	7,386	6,373	8,145	6,468	40,239	21,782	15,635	584	2,238	40,239
	54.9%	39.9%	44.0%	46.3%	44.5%	46.4%	46.5%	45.7%	49.7%	49.7%	46.4%
Neither	2,582	1,307	942	790	695	6,316	3,510	2,390	95	319	6,314
	11.9%	7.1%	6.5%	4.5%	4.8%	7.3%	7.5%	7.0%	8.1%	7.1%	7.3%
Fairly dissatisfied	1,700	1,441	341	897	681	5,060	2,306	2,345	173	237	5,061
	7.9%	7.8%	2.4%	5.1%	4.7%	5.8%	4.9%	6.9%	14.7%	5.3%	5.8%
Very dissatisfied	429	911	298	519	217	2,374	1,382	738	18	236	2,374
	2.0%	4.9%	2.1%	3.0%	1.5%	2.7%	2.9%	2.2%	1.5%	5.2%	2.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,543</b>	<b>86,759</b>	<b>46,871</b>	<b>34,209</b>	<b>1,175</b>	<b>4,501</b>	<b>86,756</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 6.1 Within the past 12 months have you reported an incident of anti-social behaviour (ASB) to 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	1,117	1,177	778	1,041	857	4,970	2,274	2,102	38	554	4,968
	5.2%	6.4%	5.4%	5.9%	5.9%	5.7%	4.9%	6.1%	3.2%	12.3%	5.7%
No	20,490	17,341	13,722	16,550	13,685	81,788	44,598	32,107	1,137	3,947	81,789
	94.8%	93.6%	94.6%	94.1%	94.1%	94.3%	95.1%	93.9%	96.8%	87.7%	94.3%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,209</b>	<b>1,175</b>	<b>4,501</b>	<b>86,757</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 6.2** Approximately how long ago did you report the ASB incident?

Sample (in numbers)	TOTAL 194	%
Less than 4 weeks ago	984	19.8
4 weeks or more but less than 6 mths	1,671	33.6
Six months or more ago	2,314	46.6
<b>TOTAL</b>	<b>4,969</b>	<b>100</b>

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

Sample (in numbers)	TOTAL 194	%
Yes	3,240	65.2
No	1,729	34.8
<b>TOTAL</b>	<b>4,969</b>	<b>100</b>

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

Sample (in numbers)	TOTAL 133	%
Yes	2,708	83.6
No	532	16.4
<b>TOTAL</b>	<b>3,240</b>	<b>100</b>

**Table 6.5** As a result of the action taken by the Housing Executive OR of you reporting an incident, did the ASB?

Sample (in numbers)	TOTAL 194	%
Cease	1,411	28.4
Lessen	1,013	20.4
Continue at same level	2,165	43.6
Increase	277	5.6
N/A reported less than week ago	103	2.1
<b>TOTAL</b>	<b>4,969</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?

Sample (in numbers)	TOTAL 190	%
Very satisfied	1,075	22.1
Satisfied	1,024	21.0
Neither	1,052	21.6
Dissatisfied	815	16.7
Very dissatisfied	899	18.5
<b>Total</b>	<b>4,865</b>	<b>100</b>

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

<b>Sample (in numbers)</b>	<b>TOTAL 190</b>	<b>%</b>
Very satisfied	1,034	21.2
Satisfied	1,166	24.0
Neither	1,250	25.7
Dissatisfied	512	10.5
Very dissatisfied	904	18.6
<b>Total</b>	<b>4,865</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?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	1,438	1,318	566	937	846	5,105	2,270	2,237	50	548	5,105
	6.7%	7.1%	3.9%	5.3%	5.8%	5.9%	4.8%	6.5%	4.3%	12.2%	5.9%
No	20,169	17,200	13,934	16,654	13,696	81,653	44,602	31,972	1,126	3,953	81,653
	93.3%	92.9%	96.1%	94.7%	94.2%	94.1%	95.2%	93.5%	95.7%	87.8%	94.1%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,501	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	TOTAL 193	%
PSNI	4,387	85.9
Council	471	9.2
Other (specify)	526	10.3

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	12,972	10,843	6,704	11,338	6,919	48,776	27,260	18,004	719	2,793	48,776
	60.0%	58.6%	46.2%	64.5%	47.6%	56.2%	58.2%	52.6%	61.1%	62.0%	56.2%
No	8,635	7,675	7,796	6,253	7,623	37,982	19,612	16,205	457	1,709	37,983
	40.0%	41.4%	53.8%	35.5%	52.4%	43.8%	41.8%	47.4%	38.9%	38.0%	43.8%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,502	86,759
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 6.11 Have you ever made a formal complaint to 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	1,139	1,071	418	779	636	4,043	2,095	1,492	81	375	4,043
	5.3%	5.8%	2.9%	4.4%	4.4%	4.7%	4.5%	4.4%	6.9%	8.3%	4.7%
No	20,468	17,447	14,082	16,812	13,906	82,715	44,777	32,717	1,095	4,127	82,716
	94.7%	94.2%	97.1%	95.6%	95.6%	95.3%	95.5%	95.6%	93.1%	91.7%	95.3%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,502	86,759
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	4,784	1,688	1,270	5,465	2,628	15,835	9,744	5,189	154	747	15,834
	22.1%	9.1%	8.8%	31.1%	18.1%	18.3%	20.8%	15.2%	13.1%	16.6%	18.3%
No	16,823	16,830	13,230	12,126	11,914	70,923	37,128	29,020	1,021	3,755	70,924
	77.9%	90.9%	91.2%	68.9%	81.9%	81.7%	79.2%	84.8%	86.9%	83.4%	81.7%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,175	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



**b) Housing Executive transfer/exchange**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	2,170	1,249	1,061	1,285	1,085	6,850	3,445	2,945	62	397	6,849
	10.0%	6.7%	7.3%	7.3%	7.5%	7.9%	7.3%	8.6%	5.3%	8.8%	7.9%
No	19,437	17,269	13,439	16,306	13,457	79,908	43,427	31,264	1,113	4,105	79,909
	90.0%	93.3%	92.7%	92.7%	92.5%	92.1%	92.7%	91.4%	94.7%	91.2%	92.1%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,175	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	72	75	145	294	191	777	397	336	0	44	777
	0.3%	0.4%	1.0%	1.7%	1.3%	0.9%	0.8%	1.0%	0.0%	1.0%	0.9%
No	21,535	18,443	14,355	17,297	14,351	85,981	46,475	33,873	1,176	4,458	85,982
	99.7%	99.6%	99.0%	98.3%	98.7%	99.1%	99.2%	99.0%	100%	99.0%	99.1%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,502	86,759
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	117	230	49	338	268	1,002	456	474	0	72	1,002
	0.5%	1.2%	0.3%	1.9%	1.8%	1.2%	1.0%	1.4%	0.0%	1.6%	1.2%
No	21,490	18,288	14,451	17,253	14,274	85,756	46,416	33,735	1,176	4,429	85,756
	99.5%	98.8%	99.7%	98.1%	98.2%	98.8%	99.0%	98.6%	100%	98.4%	98.8%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,176	4,501	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 7.2 Satisfaction/dissatisfaction with service:

## a) Information about Housing Benefit

Sample (in numbers)	Area					TOTAL 667	Religion				TOTAL 667
	Belfast 130	S East 61	South 54	N East 280	West 142		Protestant 402	Catholic 229	Mixed <25	Other 30	
Very satisfied	1,318	685	401	2,744	1,727	6,875	3,727	2,805	41	301	6,874
	27.6%	40.6%	31.5%	50.2%	65.7%	43.4%	38.2%	54.1%	26.5%	40.3%	43.4%
Satisfied	2,827	875	832	2,481	720	7,735	5,134	2,094	95	412	7,735
	59.1%	51.8%	65.5%	45.4%	27.4%	48.8%	52.7%	40.4%	61.3%	55.2%	48.9%
Neither	539	55	0	171	56	821	568	199	19	33	819
	11.3%	3.3%	0.0%	3.1%	2.1%	5.2%	5.8%	3.8%	12.3%	4.4%	5.2%
Dissatisfied	67	50	38	51	60	266	217	47	0	0	264
	1.4%	3.0%	3.0%	0.9%	2.3%	1.7%	2.2%	0.9%	0.0%	0.0%	1.7%
Very dissatisfied	33	24	0	19	65	141	98	43	0	0	141
	0.7%	1.4%	0.0%	0.3%	2.5%	0.9%	1.0%	0.8%	0.0%	0.0%	0.9%
TOTAL	4,784	1,689	1,271	5,466	2,628	15,838	9,744	5,188	155	746	15,833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.3 a) Information about Housing Benefit: Did you find the staff helpful?**

Sample (in numbers)	Area					TOTAL 667	Religion				TOTAL 667
	Belfast 130	S East 61	South 54	N East 280	West 142		Protestant 402	Catholic 229	Mixed <25	Other 30	
Yes	4,328	1,478	1,157	5,224	2,464	14,651	9,052	4,809	112	680	14,653
	90.5%	87.6%	91.1%	95.6%	93.8%	92.5%	92.9%	92.7%	72.3%	91.0%	92.5%
No	455	210	113	241	164	1,183	692	380	43	67	1,182
	9.5%	12.4%	8.9%	4.4%	6.2%	7.5%	7.1%	7.3%	27.7%	9.0%	7.5%
TOTAL	4,783	1,688	1,270	5,465	2,628	15,834	9,744	5,189	155	747	15,835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.4 b) Applying for Housing Executive transfer/exchange**

Sample (in numbers)	TOTAL 315	%
Very satisfied	1,736	25.3%
Satisfied	2,167	31.6%
Neither	1,270	18.5%
Dissatisfied	1,064	15.5%
Very dissatisfied	613	8.9%
TOTAL	6,850	100%

**Table 7.5 Are you aware that the Housing Executive provides a Money Advice Service?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	3,148	3,293	2,320	2,416	2,343	13,520	6,967	5,757	203	593	13,520
	14.6%	17.8%	16.0%	13.7%	16.1%	15.6%	14.9%	16.8%	17.3%	13.2%	15.6%
No	18,459	15,225	12,180	15,175	12,199	73,238	39,904	28,452	973	3,909	73,238
	85.4%	82.2%	84.0%	86.3%	83.9%	84.4%	85.1%	83.2%	82.7%	86.8%	84.4%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,871	34,209	1,176	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.6 Have you used the Money Advice Service?**

Sample (in numbers)	Area					TOTAL 510	Religion				TOTAL 510
	Belfast 67	S East 110	South 87	N East 126	West 120		Protestant 259	Catholic 220	Mixed <25	Other <25	
Yes	221	211	180	176	136	924	526	397	0	0	923
	7.0%	6.4%	7.8%	7.3%	5.8%	6.8%	7.5%	6.9%	0.0%	0.0%	6.8%
No	2,927	3,083	2,140	2,240	2,208	12,598	6,441	5,361	203	593	12,598
	93.0%	93.6%	92.2%	92.7%	94.2%	93.2%	92.5%	93.1%	100%	100%	93.2%
TOTAL	3,148	3,294	2,320	2,416	2,344	13,522	6,967	5,758	203	593	13,521
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.7 Would you be interested in using the Money Advice Service?**

Sample (in numbers)	Area					TOTAL 3364	Religion				TOTAL 3364
	Belfast 496	S East 594	South 594	N East 887	West 793		Protestant 1768	Catholic 1371	Mixed 47	Other 178	
Yes	4,534	3,324	2,135	1,693	2,078	13,764	6,664	6,379	86	635	13,764
	21.2%	18.2%	14.9%	9.7%	14.4%	16.0%	14.4%	18.9%	7.3%	14.1%	16.0%
No	16,852	14,983	12,185	15,722	12,329	72,071	39,682	27,433	1,090	3,867	72,072
	78.8%	81.8%	85.1%	90.3%	85.6%	84.0%	85.6%	81.1%	93%	86%	84.0%
<b>TOTAL</b>	<b>21,386</b>	<b>18,307</b>	<b>14,320</b>	<b>17,415</b>	<b>14,407</b>	<b>85,835</b>	<b>46,346</b>	<b>33,812</b>	<b>1,176</b>	<b>4,502</b>	<b>85,836</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 7.8 Why would you not be interested in using the Money Advice Service?**

Sample (in numbers)	Area					TOTAL 2827	Religion				TOTAL 2827
	Belfast 390	S East 482	South 512	N East 758	West 685		Protestant 1512	Catholic 1116	Mixed 44	Other 155	
No need /no financial concerns	8,765	10,023	6,785	8,286	6,335	40,194	23,407	14,165	618	2,004	40,194
	52.0%	66.9%	55.7%	52.7%	51.4%	55.8%	59.0%	51.6%	56.6%	51.8%	55.8%
Able to manage money/private matter	3,151	1,954	2,641	2,920	2,168	12,834	6,563	5,477	184	610	12,834
	18.7%	13.0%	21.7%	18.6%	17.6%	17.8%	16.5%	20.0%	17%	16%	17.8%
Would consider in the future/not interested	895	736	687	1,013	1,468	4,799	2,104	2,173	77	445	4,799
	5.3%	4.9%	5.6%	6.4%	11.9%	6.7%	5.3%	7.9%	7%	12%	6.7%
No information /service unhelpful	1,285	296	287	374	808	3,050	1,522	1,277	84	168	3,051
	7.6%	2.0%	2.4%	2.4%	6.6%	4.2%	3.8%	4.7%	8%	4%	4.2%
Rent is paid for/other benefits/working	266	711	352	1,369	190	2,888	1,925	709	19	235	2,888
	1.6%	4.7%	2.9%	8.7%	1.5%	4.0%	4.9%	2.6%	2%	6%	4.0%
Don't know/never considered service	681	256	251	329	465	1,982	546	1,348	0	88	1,982
	4.0%	1.7%	2.1%	2.1%	3.8%	2.7%	1.4%	4.9%	0%	2%	2.8%
Too old for the service	267	286	241	249	49	1,092	810	282	0	0	1,092
	1.6%	1.9%	2.0%	1.6%	0.4%	1.5%	2.0%	1.0%	0%	0%	1.5%
Receive help from family/other sources	50	162	170	392	219	993	493	356	51	93	993
	0.3%	1.1%	1.4%	2.5%	1.8%	1.4%	1.2%	1.3%	5%	2%	1.4%
Too much hassle /not enough time	39	0	101	54	168	362	157	191	13	0	361
	0.2%	0.0%	0.8%	0.3%	1.4%	0.5%	0.4%	0.7%	1%	0%	0.5%
Does not trust HE to provide advice	166	26	0	58	45	295	170	105	21	0	296
	1.0%	0.2%	0.0%	0.4%	0.4%	0.4%	0.4%	0.4%	2%	0%	0.4%
I would go to CAB/ other agency	0	104	17	21	112	254	66	124	0	64	254
	0.0%	0.7%	0.1%	0.1%	0.9%	0.4%	0.2%	0.5%	0%	2%	0.4%
Language/learning/ social difficulties	39	62	20	60	58	239	98	96	24	20	238
	0.2%	0.4%	0.2%	0.4%	0.5%	0.3%	0.2%	0.3%	2%	1%	0.3%
Do not want to rely on help from others	0	26	18	0	22	66	26	39	0	0	65
	0.0%	0.2%	0.1%	0.0%	0.2%	0.1%	0.1%	0.1%	0%	0%	0.1%
Other/unspecified	1,248	341	616	597	223	3,025	1,795	1,090	0	140	3,025
	7.4%	2.3%	5.1%	3.8%	1.8%	4.2%	4.5%	4.0%	0%	4%	4.2%
<b>TOTAL</b>	<b>16,852</b>	<b>14,983</b>	<b>12,186</b>	<b>15,722</b>	<b>12,330</b>	<b>72,073</b>	<b>39,682</b>	<b>27,432</b>	<b>1,091</b>	<b>3,867</b>	<b>72,072</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 7.9 Respondents who would be interested in the following aspects of the Money Advice Service:**

Sample (in numbers)	Area					TOTAL 573	Religion				TOTAL 573
	Belfast 110	S East 118	South 88	N East 142	West 115		Protestant 277	Catholic 270	Mixed <25	Other <25	
Info on additional benefit entitlement	4,661	3,183	2,178	1,582	1,854	13,458	6,624	6,216	86	533	13,459
	98.0%	90.0%	94.1%	84.6%	83.7%	91.6%	92.1%	91.7%	100%	83.9%	91.6%
Information on other sources of help	3,724	2,922	1,879	1,389	1,619	11,533	5,587	5,421	64	459	11,531
	78.3%	82.7%	81.2%	74.3%	73.1%	78.5%	77.7%	80.0%	74.4%	72.3%	78.5%
Priority referral to money specialist	2,858	2,795	1,795	1,440	1,495	10,383	4,615	5,264	64	441	10,384
	60.1%	79.1%	77.5%	77.1%	67.6%	70.7%	64.2%	77.7%	74.4%	69.6%	70.7%
How to agree a repayment plan	3,429	2,665	1,365	1,126	1,559	10,144	4,750	4,813	86	494	10,143
	72.1%	75.4%	59.0%	60.2%	70.4%	69.1%	66.1%	71.0%	100%	77.9%	69.1%
How to create a household budget	2,192	2,284	1,276	1,052	1,503	8,307	4,064	3,745	64	434	8,307
	46.1%	64.6%	55.1%	56.3%	67.9%	56.6%	56.5%	55.3%	74.4%	68.3%	56.6%

**Table 7.10 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 1789	Catholic 1386	Mixed 47	Other 178	
Very good	3,856	6,787	5,428	4,500	6,221	26,792	13,183	12,128	210	1,270	26,791
	17.8%	36.7%	37.4%	25.6%	42.8%	30.9%	28.1%	35.5%	17.9%	28.2%	30.9%
Fairly good	12,732	8,061	6,734	10,920	6,075	44,522	24,935	16,812	710	2,065	44,522
	58.9%	43.5%	46.4%	62.1%	41.8%	51.3%	53.2%	49.1%	60.4%	45.9%	51.3%
Neither good or poor	4,020	2,689	1,800	1,435	1,814	11,758	6,616	4,163	221	758	11,758
	18.6%	14.5%	12.4%	8.2%	12.5%	13.6%	14.1%	12.2%	18.8%	16.8%	13.6%
Fairly poor	636	610	121	480	388	2,235	1,239	735	0	261	2,235
	2.9%	3.3%	0.8%	2.7%	2.7%	2.6%	2.6%	2.1%	0.0%	5.8%	2.6%
Very poor	363	371	418	256	43	1,451	898	371	35	147	1,451
	1.7%	2.0%	2.9%	1.5%	0.3%	1.7%	1.9%	1.1%	3.0%	3.3%	1.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,501</b>	<b>17,591</b>	<b>14,541</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,176</b>	<b>4,501</b>	<b>86,757</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 7.11a 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 1789	Catholic 1386	Mixed 47	Other 178	
Repairs and Maintenance	7,370	5,378	4,348	7,333	5,334	29,763	16,360	11,577	447	1,378	29,762
	34.1%	29.0%	30.0%	41.7%	36.7%	34.3%	34.9%	33.8%	38.0%	30.6%	34.3%
Overall quality of your home	5,757	5,546	3,373	3,686	3,109	21,471	12,002	7,918	217	1,335	21,472
	26.6%	29.9%	23.3%	21.0%	21.4%	24.7%	25.6%	23.1%	18.5%	29.6%	24.7%
Keeping tenants informed	3,111	2,450	2,210	1,721	3,231	12,723	6,113	5,896	183	530	12,722
	14.4%	13.2%	15.2%	9.8%	22.2%	14.7%	13.0%	17.2%	15.6%	11.8%	14.7%
Neighbourhood as a place to live	1,989	938	787	1,953	778	6,445	4,012	2,147	70	217	6,446
	9.2%	5.1%	5.4%	11.1%	5.4%	7.4%	8.6%	6.3%	6.0%	4.8%	7.4%
Taking tenants' views into account	1,623	2,252	815	909	649	6,248	4,085	1,797	86	280	6,248
	7.5%	12.2%	5.6%	5.2%	4.5%	7.2%	8.7%	5.3%	7.3%	6.2%	7.2%
Dealing with anti-social behaviour	1,061	1,128	797	866	946	4,798	1,660	2,622	81	434	4,797
	4.9%	6.1%	5.5%	4.9%	6.5%	5.5%	3.5%	7.7%	6.9%	9.6%	5.5%
Value for money for your rent	664	468	470	814	464	2,880	1,445	1,231	92	110	2,878
	3.1%	2.5%	3.2%	4.6%	3.2%	3.3%	3.1%	3.6%	7.8%	2.4%	3.3%
Don't know	33	359	321	252	30	995	684	267	0	45	996
	0.2%	1.9%	2.2%	1.4%	0.2%	1.1%	1.5%	0.8%	0.0%	1.0%	1.1%
None	0	0	1,379	57	0	1,436	510	753	0	174	1,437
	0.0%	0.0%	9.5%	0.3%	0.0%	1.7%	1.1%	2.2%	0.0%	3.9%	1.7%
<b>TOTAL</b>	<b>21,608</b>	<b>18,519</b>	<b>14,500</b>	<b>17,591</b>	<b>14,541</b>	<b>86,759</b>	<b>46,871</b>	<b>34,208</b>	<b>1,176</b>	<b>4,503</b>	<b>86,758</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 7.11b Of the following, which do you consider to be the THREE most important?****SECOND Importance**

Sample (in numbers)	Area					TOTAL 3275	Religion				TOTAL 3275
	Belfast 499	S East 588	South 503	N East 887	West 798		Protestant 1735	Catholic 1328	Mixed 47	Other 165	
Repairs and Maintenance	6,430	6,266	3,676	4,791	5,160	26,323	13,856	10,737	293	1,437	26,323
	29.8%	34.5%	28.7%	27.7%	35.6%	31.2%	30.3%	32.4%	24.9%	33.6%	31.2%
Overall quality of your home	6,282	4,192	2,863	4,908	3,178	21,423	12,590	7,546	440	847	21,423
	29.1%	23.1%	22.4%	28.4%	21.9%	25.4%	27.6%	22.7%	37.4%	19.8%	25.4%
Keeping tenants informed	1,837	2,469	2,076	1,970	2,043	10,395	5,289	4,180	204	721	10,394
	8.5%	13.6%	16.2%	11.4%	14.1%	12.3%	11.6%	12.6%	17.4%	16.8%	12.3%
Dealing with anti-social behaviour	1,847	1,782	1,323	1,720	1,432	8,104	3,266	4,105	131	602	8,104
	8.6%	9.8%	10.3%	10.0%	9.9%	9.6%	7.1%	12.4%	11.1%	14.1%	9.6%
Taking tenants' views into account	2,004	1,472	1,277	1,818	1,262	7,833	4,584	2,945	39	265	7,833
	9.3%	8.1%	10.0%	10.5%	8.7%	9.3%	10.0%	8.9%	3.3%	6.2%	9.3%
Neighbourhood as a place to live	2,593	1,138	1,161	1,175	905	6,972	4,190	2,591	34	157	6,972
	12.0%	6.3%	9.1%	6.8%	6.2%	8.3%	9.2%	7.8%	2.9%	3.7%	8.3%
Value for money for your rent	582	751	348	761	429	2,871	1,660	924	34	254	2,872
	2.7%	4.1%	2.7%	4.4%	3.0%	3.4%	3.6%	2.8%	2.9%	5.9%	3.4%
Don't know	0	88	38	110	103	339	212	126	0	0	338
	0.0%	0.5%	0.3%	0.6%	0.7%	0.4%	0.5%	0.4%	0.0%	0.0%	0.4%
None	0	0	38	29	0	67	32	35	0	0	67
	0.0%	0.0%	0.3%	0.2%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%
<b>TOTAL</b>	<b>21,575</b>	<b>18,158</b>	<b>12,800</b>	<b>17,282</b>	<b>14,512</b>	<b>84,327</b>	<b>45,679</b>	<b>33,189</b>	<b>1,175</b>	<b>4,283</b>	<b>84,326</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 7.11c Of the following, which do you consider to be the THREE most important?****THIRD Importance**

Sample (in numbers)	Area					TOTAL 3256	Religion				TOTAL 3256
	Belfast 499	S East 585	South 499	N East 880	West 793		Protestant 1725	Catholic 1319	Mixed 47	Other 165	
Neighbourhood as a place to live	5,848	1,960	2,620	3,816	2,153	16,397	8,513	7,094	120	669	16,396
	27.1%	10.8%	20.6%	22.3%	14.9%	19.5%	18.7%	21.5%	10.2%	15.6%	19.5%
Repairs and Maintenance	4,573	2,468	2,672	2,770	1,801	14,284	7,787	5,584	138	776	14,285
	21.2%	13.7%	21.0%	16.2%	12.5%	17.0%	17.1%	16.9%	11.7%	18.1%	17.0%
Keeping tenants informed	2,859	4,870	1,506	1,958	2,384	13,577	8,319	4,241	212	805	13,577
	13.3%	26.9%	11.8%	11.4%	16.5%	16.2%	18.3%	12.8%	18.0%	18.8%	16.2%
Overall quality of your home	3,407	2,284	2,006	2,637	3,010	13,344	6,717	5,842	233	552	13,344
	15.8%	12.6%	15.8%	15.4%	20.9%	15.9%	14.8%	17.7%	19.8%	12.9%	15.9%
Taking tenants view's into account	1,898	3,141	1,248	2,719	2,102	11,108	6,591	3,736	137	643	11,107
	8.8%	17.4%	9.8%	15.9%	14.6%	13.2%	14.5%	11.3%	11.7%	15.0%	13.2%
Dealing with anti-social behaviour	1,901	1,778	1,456	1,862	1,996	8,993	4,210	4,164	224	393	8,991
	8.8%	9.8%	11.4%	10.9%	13.9%	10.7%	9.3%	12.6%	19.1%	9.2%	10.7%
Value for money for your rent	1,048	1,267	1,068	1,144	839	5,366	2,941	1,988	62	375	5,366
	4.9%	7.0%	8.4%	6.7%	5.8%	6.4%	6.5%	6.0%	5.3%	8.8%	6.4%
Don't know	0	282	112	116	84	594	251	256	30	56	593
	0.0%	1.6%	0.9%	0.7%	0.6%	0.7%	0.6%	0.8%	2.6%	1.3%	0.7%
None	39	24	38	120	39	260	105	122	19	13	259
	0.2%	0.1%	0.3%	0.7%	0.3%	0.3%	0.2%	0.4%	1.6%	0.3%	0.3%
<b>TOTAL</b>	<b>21,573</b>	<b>18,074</b>	<b>12,726</b>	<b>17,142</b>	<b>14,408</b>	<b>83,923</b>	<b>45,434</b>	<b>33,027</b>	<b>1,175</b>	<b>4,282</b>	<b>83,918</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 7.12 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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	7,894	5,644	3,583	9,982	5,774	32,877	18,279	12,222	559	1,818	32,878
	36.5%	30.5%	24.7%	56.7%	39.7%	37.9%	39.0%	35.7%	47.6%	40.4%	37.9%
No	13,713	12,874	10,917	7,608	8,768	53,880	28,593	21,987	616	2,684	53,880
	63.5%	69.5%	75.3%	43.3%	60.3%	62.1%	61.0%	64.3%	52.4%	59.6%	62.1%
TOTAL	21,607	18,518	14,500	17,590	14,542	86,757	46,872	34,209	1,175	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.13 Did you find the Housing Benefit application form easy or difficult to complete?**

Sample (in numbers)	Area					TOTAL 1361	Religion				TOTAL 1361
	Belfast 187	S East 181	South 174	N East 494	West 325		Protestant 761	Catholic 509	Mixed <25	Other 70	
Easy	5,868	2,808	1,976	8,255	4,795	23,702	12,795	9,311	245	1,352	23,703
	74.3%	49.7%	55.2%	82.7%	83.0%	72.1%	70.0%	76.2%	43.8%	74.3%	72.1%
Neither easy nor difficult	1,222	2,068	1,088	1,273	377	6,028	4,024	1,517	201	285	6,027
	15.5%	36.6%	30.4%	12.8%	6.5%	18.3%	22.0%	12.4%	36.0%	15.7%	18.3%
Difficult	637	683	388	304	318	2,330	1,172	971	68	119	2,330
	8.1%	12.1%	10.8%	3.0%	5.5%	7.1%	6.4%	7.9%	12.2%	6.5%	7.1%
(Dont Know)	168	86	130	150	284	818	287	423	45	63	818
	2.1%	1.5%	3.6%	1.5%	4.9%	2.5%	1.6%	3.5%	8.1%	3.5%	2.5%
TOTAL	7,895	5,645	3,582	9,982	5,774	32,878	18,278	12,222	559	1,819	32,878
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.14 Are you aware that in the event of being turned down for Housing Benefit you have the right to have your decision reviewed?**

Sample (in numbers)	Area					TOTAL 1361	Religion				TOTAL 1361
	Belfast 187	S East 181	South 174	N East 494	West 325		Protestant 761	Catholic 509	Mixed <25	Other 70	
Yes	4,718	4,304	1,912	8,610	3,110	22,654	13,325	7,655	422	1,253	22,655
	59.8%	76.3%	53.4%	86.2%	53.9%	68.9%	72.9%	62.6%	75.5%	68.9%	68.9%
No	3,176	1,340	1,671	1,373	2,664	10,224	4,954	4,567	137	565	10,223
	40.2%	23.7%	46.6%	13.8%	46.1%	31.1%	27.1%	37.4%	24.5%	31.1%	31.1%
TOTAL	7,894	5,644	3,583	9,983	5,774	32,878	18,279	12,222	559	1,818	32,878
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.15 Are you aware that someone working on a low income may be entitled to Housing Benefit?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	20,699	16,218	12,371	16,219	11,086	76,593	42,846	28,780	1,010	3,956	76,592
	95.8%	87.6%	85.3%	92.2%	76.2%	88.3%	91.4%	84.1%	85.9%	87.9%	88.3%
No	908	2,300	2,129	1,372	3,456	10,165	4,025	5,429	166	546	10,166
	4.2%	12.4%	14.7%	7.8%	23.8%	11.7%	8.6%	15.9%	14.1%	12.1%	11.7%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,871	34,209	1,176	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.16 Are you or any members of the household currently receiving Housing Benefit?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	18,349	13,344	11,405	14,208	12,534	69,840	36,294	29,278	784	3,484	69,840
	84.9%	72.1%	78.7%	80.8%	86.2%	80.5%	77.4%	85.6%	66.7%	77.4%	80.5%
No	3,258	5,174	3,095	3,383	2,008	16,918	10,578	4,931	391	1,018	16,918
	15.1%	27.9%	21.3%	19.2%	13.8%	19.5%	22.6%	14.4%	33.3%	22.6%	19.5%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,872	34,209	1,175	4,502	86,758
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.17 Is the information provided by the Housing Benefit notifications clear?**

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	17,295	12,246	11,026	13,492	11,128	65,187	33,874	27,450	784	3,079	65,187
	94.3%	91.8%	96.7%	95.0%	88.8%	93.3%	93.3%	93.8%	100%	88.4%	93.3%
No	605	872	237	353	500	2,567	1,424	901	0	242	2,567
	3.3%	6.5%	2.1%	2.5%	4.0%	3.7%	3.9%	3.1%	0.0%	6.9%	3.7%
(Dont know)	449	226	143	363	906	2,087	996	928	0	163	2,087
	2.4%	1.7%	1.3%	2.6%	7.2%	3.0%	2.7%	3.2%	0.0%	4.7%	3.0%
TOTAL	18,349	13,344	11,406	14,208	12,534	69,841	36,294	29,279	784	3,484	69,841
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.18 Is the information provided by the Housing Benefit notifications understandable?**

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	17,267	12,209	11,026	13,487	10,974	64,963	33,822	27,239	784	3,116	64,961
	94.1%	91.5%	96.7%	94.9%	87.5%	93.0%	93.2%	93.0%	100%	89.4%	93.0%
No	689	909	254	384	635	2,871	1,487	1,123	0	261	2,871
	3.8%	6.8%	2.2%	2.7%	5.1%	4.1%	4.1%	3.8%	0.0%	7.5%	4.1%
(Dont know)	393	226	125	336	926	2,006	984	916	0	107	2,007
	2.1%	1.7%	1.1%	2.4%	7.4%	2.9%	2.7%	3.1%	0.0%	3.1%	2.9%
TOTAL	18,349	13,344	11,405	14,207	12,535	69,840	36,293	29,278	784	3,484	69,839
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.19 Are you aware that you have the right to have your amount of Housing Benefit reviewed by an independent tribunal?**

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	13,046	8,435	7,007	11,918	7,572	47,978	26,143	18,916	538	2,381	47,978
	71.1%	63.2%	61.4%	83.9%	60.4%	68.7%	72.0%	64.6%	68.5%	68.3%	68.7%
No	5,303	4,908	4,399	2,290	4,963	21,863	10,150	10,362	247	1,103	21,862
	28.9%	36.8%	38.6%	16.1%	39.6%	31.3%	28.0%	35.4%	31.5%	31.7%	31.3%
TOTAL	18,349	13,343	11,406	14,208	12,535	69,841	36,293	29,278	785	3,484	69,840
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.20 Tenants' awareness of the need to provide the Housing Executive with details of any change of circumstances if they are receiving Housing Benefit:****a) Non-dependants joining household**

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	18,105	12,916	11,007	14,006	12,275	68,309	35,531	28,669	784	3,325	68,309
	98.7%	96.8%	96.5%	98.6%	97.9%	97.8%	97.9%	97.9%	100%	95.4%	97.8%
No	244	427	398	202	259	1,530	762	610	0	159	1,531
	1.3%	3.2%	3.5%	1.4%	2.1%	2.2%	2.1%	2.1%	0.0%	4.6%	2.2%
TOTAL	18,349	13,343	11,405	14,208	12,534	69,839	36,293	29,279	784	3,484	69,840
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**b) Non-dependants leaving household**

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	18,054	12,880	11,026	13,989	12,316	68,265	35,527	28,636	784	3,318	68,265
	98.4%	96.5%	96.7%	98.5%	98.3%	97.7%	97.9%	97.8%	100%	95.2%	97.7%
No	295	464	379	219	218	1,575	767	642	0	166	1,575
	1.6%	3.5%	3.3%	1.5%	1.7%	2.3%	2.1%	2.2%	0.0%	4.8%	2.3%
TOTAL	18,349	13,344	11,405	14,208	12,534	69,840	36,294	29,278	784	3,484	69,840
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



## c) Income changes

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	18,282	13,003	11,016	14,060	12,347	68,708	35,810	28,713	784	3,401	68,708
	99.6%	97.5%	96.6%	99.0%	98.5%	98.4%	98.7%	98.1%	100%	97.6%	98.4%
No	67	340	390	148	187	1,132	483	565	0	83	1,131
	0.4%	2.5%	3.4%	1.0%	1.5%	1.6%	1.3%	1.9%	0.0%	2.4%	1.6%
TOTAL	18,349	13,343	11,406	14,208	12,534	69,840	36,293	29,278	784	3,484	69,839
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## d) Partner changes

Sample (in numbers)	Area					TOTAL 2738	Religion				TOTAL 2738
	Belfast 421	S East 441	South 466	N East 728	West 684		Protestant 1393	Catholic 1175	Mixed 32	Other 138	
Yes	18,138	12,896	10,997	14,056	12,347	68,434	35,636	28,638	784	3,376	68,434
	98.9%	96.6%	96.4%	98.9%	98.5%	98.0%	98.2%	97.8%	100%	96.9%	98.0%
No	211	447	409	152	187	1,406	657	641	0	108	1,406
	1.1%	3.4%	3.6%	1.1%	1.5%	2.0%	1.8%	2.2%	0.0%	3.1%	2.0%
TOTAL	18,349	13,343	11,406	14,208	12,534	69,840	36,293	29,279	784	3,484	69,840
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 7.21a Overall, tenants' satisfaction with service provided by Housing Executive**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	4,747	8,403	6,063	6,105	7,238	32,556	16,200	14,451	347	1,559	32,557
	22.0%	45.4%	41.8%	34.7%	49.8%	37.5%	34.6%	42.2%	29.5%	34.6%	37.5%
Fairly satisfied	13,145	7,573	7,024	9,830	6,364	43,936	25,182	16,153	519	2,081	43,935
	60.8%	40.9%	48.4%	55.9%	43.8%	50.6%	53.7%	47.2%	44.1%	46.2%	50.6%
Neither	2,540	1,637	819	888	698	6,582	3,805	2,066	216	496	6,583
	11.8%	8.8%	5.6%	5.0%	4.8%	7.6%	8.1%	6.0%	18.4%	11.0%	7.6%
Fairly dissatisfied	1,002	377	249	429	184	2,241	969	1,022	76	174	2,241
	4.6%	2.0%	1.7%	2.4%	1.3%	2.6%	2.1%	3.0%	6.5%	3.9%	2.6%
Very dissatisfied	173	528	345	339	58	1,443	716	516	18	192	1,442
	0.8%	2.9%	2.4%	1.9%	0.4%	1.7%	1.5%	1.5%	1.5%	4.3%	1.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,208</b>	<b>1,176</b>	<b>4,502</b>	<b>86,758</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 7.21b Reasons why respondents were dissatisfied with overall service provided**

<b>Sample (in numbers)</b>	<b>TOTAL 182</b>	<b>%</b>
Poor repairs service/not carried out	1,543	41.9
Don't take action/dont listen	882	24.0
Poor treatment/Not helpful/not interest/unequal treatment	358	9.7
Lack of communication/fobbed off/no face-to-face contact	196	5.3
HE don't keep promises/Don't keep you informed	171	4.6
Standard of living is poor	96	2.6
Administration problems	60	1.6
Do not resolve issues	51	1.4
Slow response	26	.7
Not enough homes available	22	.6
Anti-social behaviour problems in the area	21	.6
Rent arrears service poor	8	.2
Other	248	6.7
<b>TOTAL</b>	<b>3,683</b>	<b>100.0</b>

**Table 7.22a Overall, how satisfied or dissatisfied are you with value for money for your rent?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	4,949	9,837	8,083	6,253	7,507	36,629	17,904	16,346	406	1,974	36,630
	22.9%	53.1%	55.7%	35.5%	51.6%	42.2%	38.2%	47.8%	34.5%	43.8%	42.2%
Fairly satisfied	13,207	6,344	4,887	9,403	6,126	39,967	22,831	14,586	610	1,941	39,968
	61.1%	34.3%	33.7%	53.5%	42.1%	46.1%	48.7%	42.6%	51.9%	43.1%	46.1%
Neither	2,760	1,388	973	992	463	6,576	4,098	2,083	82	313	6,576
	12.8%	7.5%	6.7%	5.6%	3.2%	7.6%	8.7%	6.1%	7.0%	7.0%	7.6%
Fairly dissatisfied	557	587	461	634	425	2,664	1,490	917	78	178	2,663
	2.6%	3.2%	3.2%	3.6%	2.9%	3.1%	3.2%	2.7%	6.6%	4.0%	3.1%
Very dissatisfied	134	363	96	309	21	923	549	278	0	96	923
	0.6%	2.0%	0.7%	1.8%	0.1%	1.1%	1.2%	0.8%	0.0%	2.1%	1.1%
<b>TOTAL</b>	<b>21,607</b>	<b>18,519</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,759</b>	<b>46,872</b>	<b>34,210</b>	<b>1,176</b>	<b>4,502</b>	<b>86,760</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 7.22b Respondents NOT in receipt of full Housing Benefit:****Summary of how satisfied or dissatisfied are you with value for money for your rent?**

Sample (in numbers)	Area					TOTAL 1003	Religion				TOTAL 1003
	Belfast 135	S East 224	South 189	N East 276	West 179		Protestant 611	Catholic 319	Mixed <25	Other 54	
Very satisfied/ Fairly satisfied	4,395	5,831	3,491	4,300	2,654	20,671	12,984	6,236	356	1,095	20,671
	78.0%	80.2%	79.0%	81.5%	80.6%	79.8%	79.4%	80.8%	74.5%	82.0%	79.8%
Neither	930	868	469	289	315	2,871	1,937	772	44	118	2,871
	16.5%	11.9%	10.6%	5.5%	9.6%	11.1%	11.8%	10.0%	9.2%	8.8%	11.1%
Very dissatisfied/ Fairly dissatisfied	311	572	457	685	324	2,349	1,437	709	78	123	2,347
	5.5%	7.9%	10.3%	13.0%	9.8%	9.1%	8.8%	9.2%	16.3%	9.2%	9.1%
<b>TOTAL</b>	<b>5,636</b>	<b>7,271</b>	<b>4,417</b>	<b>5,274</b>	<b>3,293</b>	<b>25,891</b>	<b>16,358</b>	<b>7,717</b>	<b>478</b>	<b>1,336</b>	<b>25,889</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 7.23 Thinking of the LAST 12 months, did you experience any difficulty making your rent payment?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Do not pay rent - Full HB	14,782	10,546	10,005	11,692	10,818	57,843	29,414	24,713	666	3,049	57,842
	68.4%	57.0%	69.0%	66.5%	74.4%	66.7%	62.8%	72.2%	56.7%	67.7%	66.7%
Yes	1,442	1,209	648	901	590	4,790	2,621	1,718	122	329	4,790
	6.7%	6.5%	4.5%	5.1%	4.1%	5.5%	5.6%	5.0%	10.4%	7.3%	5.5%
No	5,384	6,762	3,847	4,997	3,135	24,125	14,836	7,779	387	1,123	24,125
	24.9%	36.5%	26.5%	28.4%	21.6%	27.8%	31.7%	22.7%	32.9%	25.0%	27.8%
<b>TOTAL</b>	<b>21,608</b>	<b>18,517</b>	<b>14,500</b>	<b>17,590</b>	<b>14,543</b>	<b>86,758</b>	<b>46,871</b>	<b>34,210</b>	<b>1,175</b>	<b>4,501</b>	<b>86,757</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 7.24 Why did you experience difficulty making your rent payment in the LAST 12 months?**

<b>Sample (in numbers)</b>	<b>TOTAL 182</b>	<b>%</b>
Low/lack of income	1,291	26.9
Poor health/Sick or Maternity leave/change in circumstances	888	18.6
Other bills to pay/increase in cost of living expenses	725	15.1
Redundancy/unemployed/ change in benefits	502	10.5
Arrears/debt	400	8.3
Misunderstanding	314	6.6
Household members not contributing/Unable to budget	128	2.7
Rent is too expensive/Increase in rent	114	2.4
Rent card would not work	40	.8
Outstanding money from previous employment	26	.5
Other/unspecified	361	7.4
<b>TOTAL</b>	<b>4,791</b>	<b>100</b>

**Table 7.25 Thinking of the NEXT 12 months, do you think you will experience difficulty making your rent payment?**

<b>Sample (in numbers)</b>	<b>Area</b>					<b>TOTAL 3400</b>	<b>Religion</b>				<b>TOTAL 3400</b>
	<b>Belfast 500</b>	<b>S East 600</b>	<b>South 600</b>	<b>N East 900</b>	<b>West 800</b>		<b>Protestant 1789</b>	<b>Catholic 1386</b>	<b>Mixed 47</b>	<b>Other 178</b>	
Yes	949	759	438	701	899	3,746	2,020	1,480	29	216	3,745
	4.4%	4.1%	3.0%	4.0%	6.2%	4.3%	4.3%	4.3%	2.5%	4.8%	4.3%
No	20,658	17,759	14,062	16,890	13,643	83,012	44,851	32,729	1,147	4,285	83,012
	95.6%	95.9%	97.0%	96.0%	93.8%	95.7%	95.7%	95.7%	97.5%	95.2%	95.7%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,176</b>	<b>4,501</b>	<b>86,757</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 7.26 Why do you think you will have difficulty making rent payments over the NEXT 12 months?**

<b>Sample (in numbers)</b>	<b>TOTAL 160</b>	<b>%</b>
Redundancy/unemployed/ change in benefits	645	17.2
Other bills to pay/increase in cost of living expenses	594	15.9
Low/lack of income	558	14.9
Depends on HB recieved/or new benefits under occupancy	298	8.0
Poor health/Sick or Maternity leave/change in circumstances	265	7.1
Rent is too expensive/Increase in rent	255	6.8
Income varies/hours cut at work	247	6.6
Arrears/debt	168	4.5
Household members not contributing/Unable to budget	83	2.2
Misunderstanding	19	.5
Other/unspecified	614	16.4
<b>TOTAL</b>	<b>3,746</b>	<b>100.0</b>

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	8,804	12,029	8,873	10,256	8,111	48,073	26,547	18,656	655	2,215	48,073
	40.7%	65.0%	61.2%	58.3%	55.8%	55.4%	56.6%	54.5%	55.7%	49.2%	55.4%
Fairly satisfied	10,669	5,053	4,627	6,374	5,601	32,324	17,260	12,797	455	1,813	32,325
	49.4%	27.3%	31.9%	36.2%	38.5%	37.3%	36.8%	37.4%	38.7%	40.3%	37.3%
Neither	1,223	758	588	359	391	3,319	1,762	1,386	40	131	3,319
	5.7%	4.1%	4.1%	2.0%	2.7%	3.8%	3.8%	4.1%	3.4%	2.9%	3.8%
Fairly dissatisfied	382	341	253	332	320	1,628	815	649	0	163	1,627
	1.8%	1.8%	1.7%	1.9%	2.2%	1.9%	1.7%	1.9%	0.0%	3.6%	1.9%
Very dissatisfied	529	337	159	270	119	1,414	488	720	26	180	1,414
	2.4%	1.8%	1.1%	1.5%	0.8%	1.6%	1.0%	2.1%	2.2%	4.0%	1.6%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,208</b>	<b>1,176</b>	<b>4,502</b>	<b>86,758</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 8.2      Would you say that, overall your area is .....?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Changing for the better	5,082	4,322	1,882	2,112	2,756	16,154	7,312	8,006	161	675	16,154
	23.5%	23.3%	13.0%	12.0%	19.0%	18.6%	15.6%	23.4%	13.7%	15.0%	18.6%
Not really changing	13,998	12,226	11,029	14,311	10,477	62,041	35,954	22,283	861	2,942	62,040
	64.8%	66.0%	76.1%	81.3%	72.0%	71.5%	76.7%	65.1%	73.3%	65.3%	71.5%
Changing for the worse	2,043	1,353	761	626	936	5,719	2,219	2,984	153	363	5,719
	9.5%	7.3%	5.2%	3.6%	6.4%	6.6%	4.7%	8.7%	13.0%	8.1%	6.6%
(Dont know)	483	617	828	543	373	2,844	1,387	936	0	522	2,845
	2.2%	3.3%	5.7%	3.1%	2.6%	3.3%	3.0%	2.7%	0.0%	11.6%	3.3%
<b>TOTAL</b>	<b>21,606</b>	<b>18,518</b>	<b>14,500</b>	<b>17,592</b>	<b>14,542</b>	<b>86,758</b>	<b>46,872</b>	<b>34,209</b>	<b>1,175</b>	<b>4,502</b>	<b>86,758</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 8.3      General image of area**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Proud	4,829	8,759	7,436	8,438	4,741	34,203	19,334	12,883	478	1,507	34,202
	22.3%	47.3%	51.3%	48.0%	32.6%	39.4%	41.2%	37.7%	40.6%	33.5%	39.4%
Fairly proud	8,582	5,179	4,067	5,633	6,776	30,237	16,616	12,183	242	1,196	30,237
	39.7%	28.0%	28.1%	32.0%	46.6%	34.9%	35.4%	35.6%	20.6%	26.6%	34.9%
No strong feelings	6,326	3,785	2,439	2,814	2,300	17,664	9,255	6,653	336	1,420	17,664
	29.3%	20.4%	16.8%	16.0%	15.8%	20.4%	19.7%	19.4%	28.6%	31.5%	20.4%
Slightly ashamed	1,253	392	413	405	541	3,004	1,121	1,591	96	197	3,005
	5.8%	2.1%	2.8%	2.3%	3.7%	3.5%	2.4%	4.7%	8.2%	4.4%	3.5%
Ashamed	617	404	144	300	184	1,649	546	897	24	182	1,649
	2.9%	2.2%	1.0%	1.7%	1.3%	1.9%	1.2%	2.6%	2.0%	4.0%	1.9%
<b>TOTAL</b>	<b>21,607</b>	<b>18,519</b>	<b>14,499</b>	<b>17,590</b>	<b>14,542</b>	<b>86,757</b>	<b>46,872</b>	<b>34,207</b>	<b>1,176</b>	<b>4,502</b>	<b>86,757</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 8.4 General image of area by change of area**

Sample (in numbers)	Area				TOTAL 3400
	Change for the better 565	Not changing 2427	Change for the worse 196	Don't know 112	
Proud	6,519	26,147	727	811	34,204
	40.4%	42.1%	12.7%	28.5%	39.4%
Fairly proud	5,811	21,934	1,636	856	30,237
	36.0%	35.4%	28.6%	30.1%	34.9%
No strong feelings	3,003	11,661	1,965	1,036	17,665
	18.6%	18.8%	34.4%	36.4%	20.4%
Slightly ashamed	666	1,599	645	94	3,004
	4.1%	2.6%	11.3%	3.3%	3.5%
Ashamed	155	701	747	46	1,649
	1.0%	1.1%	13.1%	1.6%	1.9%
TOTAL	16,154	62,042	5,720	2,843	86,759
	100%	100%	100%	100%	100%

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

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Yes	6,188	3,289	1,360	2,655	3,615	17,107	8,773	7,266	232	836	17,107
	28.6%	17.8%	9.4%	15.1%	24.9%	19.7%	18.7%	21.2%	19.7%	18.6%	19.7%
No	15,419	15,229	13,140	14,936	10,927	69,651	38,098	26,943	943	3,666	69,650
	71.4%	82.2%	90.6%	84.9%	75.1%	80.3%	81.3%	78.8%	80.3%	81.4%	80.3%
TOTAL	21,607	18,518	14,500	17,591	14,542	86,758	46,871	34,209	1,175	4,502	86,757
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

<b>Sample (in numbers)</b>	<b>TOTAL 681</b>
Yes	12,032
	70.3%
No	3,463
	20.2%
Dont know	445
	2.6%
N/A (Still awaiting to hear)	1,165
	6.8%
<b>TOTAL</b>	<b>17,105</b>
	<b>100%</b>

**Table 9.3 Meeting of of Standards concerning rent payments**

<b>Sample (in numbers)</b>	<b>Area</b>					<b>TOTAL 3400</b>	<b>Religion</b>				<b>TOTAL 3400</b>
	<b>Belfast 500</b>	<b>S East 600</b>	<b>South 600</b>	<b>N East 900</b>	<b>West 800</b>		<b>Protestant 1789</b>	<b>Catholic 1386</b>	<b>Mixed 47</b>	<b>Other 178</b>	
The HE will provide rent statements (3 mths)	21,386	17,838	14,263	17,048	14,200	84,735	45,747	33,569	1,095	4,323	84,734
	99.0%	96.3%	98.4%	96.9%	97.6%	97.7%	97.6%	98.1%	93.1%	96.0%	97.7%
HE will give 4 wks written notice of rent increase	21,353	18,139	14,210	17,133	14,082	84,917	46,070	33,354	1,114	4,379	84,917
	98.8%	98.0%	98.0%	97.4%	96.8%	97.9%	98.3%	97.5%	94.7%	97.3%	97.9%
HE will advise you of any entitlement to HB	19,667	16,328	12,914	15,856	13,245	78,010	42,438	30,660	1,050	3,861	78,009
	91.0%	88.2%	89.1%	90.1%	91.1%	89.9%	90.5%	89.6%	89.4%	85.8%	89.9%

**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 1789	Catholic 1386	Mixed 47	Other 178	
Yes	17,446	15,071	12,007	14,558	12,957	72,039	38,967	28,932	946	3,194	72,039
	80.7%	81.4%	82.8%	82.8%	89.1%	83.0%	83.1%	84.6%	80.4%	71.0%	83.0%
No	4,161	3,447	2,493	3,033	1,585	14,719	7,904	5,277	230	1,307	14,718
	19.3%	18.6%	17.2%	17.2%	10.9%	17.0%	16.9%	15.4%	19.6%	29.0%	17.0%
<b>TOTAL</b>	<b>21,607</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,542</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,176</b>	<b>4,501</b>	<b>86,757</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 9.5 How satisfied or dissatisfied are you that the Housing Executive listens to your views and acts upon them?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very satisfied	2,318	6,550	4,729	4,423	3,926	21,946	11,124	9,419	210	1,193	21,946
	10.7%	35.4%	32.6%	25.1%	27.0%	25.3%	23.7%	27.5%	17.9%	26.5%	25.3%
Fairly satisfied	11,702	7,100	5,431	9,326	6,633	40,192	22,670	15,238	520	1,763	40,191
	54.2%	38.3%	37.5%	53.0%	45.6%	46.3%	48.4%	44.5%	44.3%	39.2%	46.3%
Neither	3,870	2,209	2,013	1,816	1,556	11,464	6,599	3,970	164	732	11,465
	17.9%	11.9%	13.9%	10.3%	10.7%	13.2%	14.1%	11.6%	14.0%	16.3%	13.2%
Fairly dissatisfied	1,920	1,506	510	772	798	5,506	2,853	2,343	173	136	5,505
	8.9%	8.1%	3.5%	4.4%	5.5%	6.3%	6.1%	6.8%	14.7%	3.0%	6.3%
Very dissatisfied	1,117	953	759	727	468	4,024	2,214	1,304	74	433	4,025
	5.2%	5.1%	5.2%	4.1%	3.2%	4.6%	4.7%	3.8%	6.3%	9.6%	4.6%
No opinion	681	200	1,058	527	1,160	3,626	1,411	1,936	34	245	3,626
	3.2%	1.1%	7.3%	3.0%	8.0%	4.2%	3.0%	5.7%	2.9%	5.4%	4.2%
<b>TOTAL</b>	<b>21,608</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,541</b>	<b>86,758</b>	<b>46,871</b>	<b>34,210</b>	<b>1,175</b>	<b>4,502</b>	<b>86,758</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 9.6 How well or poorly do you feel you are consulted by HE?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Very well	3,257	6,646	5,695	4,846	4,325	24,769	12,692	10,787	196	1,093	24,768
	15.1%	35.9%	39.3%	27.5%	29.7%	28.5%	27.1%	31.5%	16.7%	24.3%	28.5%
Quite well	10,999	7,328	5,690	9,838	6,665	40,520	22,490	15,334	560	2,137	40,521
	50.9%	39.6%	39.2%	55.9%	45.8%	46.7%	48.0%	44.8%	47.7%	47.5%	46.7%
Neither	5,728	3,022	2,512	2,029	2,734	16,025	8,887	6,003	291	843	16,024
	26.5%	16.3%	17.3%	11.5%	18.8%	18.5%	19.0%	17.5%	24.8%	18.7%	18.5%
Quite poorly	949	1,017	277	531	636	3,410	1,698	1,356	110	244	3,408
	4.4%	5.5%	1.9%	3.0%	4.4%	3.9%	3.6%	4.0%	9.4%	5.4%	3.9%
Very poorly	673	505	326	347	183	2,034	1,104	729	18	183	2,034
	3.1%	2.7%	2.2%	2.0%	1.3%	2.3%	2.4%	2.1%	1.5%	4.1%	2.3%
<b>TOTAL</b>	<b>21,606</b>	<b>18,518</b>	<b>14,500</b>	<b>17,591</b>	<b>14,543</b>	<b>86,758</b>	<b>46,871</b>	<b>34,209</b>	<b>1,175</b>	<b>4,500</b>	<b>86,755</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 9.7 Which of the following methods of being kept informed and getting in touch with the Housing Executive are you happy to use?**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Telephone	12,900	11,823	9,329	14,580	6,941	55,573	30,323	21,538	821	2,891	55,573
	59.7%	63.8%	64.3%	82.9%	47.7%	64.1%	64.7%	63.0%	69.8%	64.2%	64.1%
In writing	8,990	10,940	8,910	8,762	9,026	46,628	26,616	16,605	598	2,809	46,628
	41.6%	59.1%	61.4%	49.8%	62.1%	53.7%	56.8%	48.5%	50.9%	62.4%	53.7%
Visit the office	1,706	3,060	2,935	3,725	1,712	13,138	6,581	5,646	220	690	13,137
	7.9%	16.5%	20.2%	21.2%	11.8%	15.1%	14.0%	16.5%	18.7%	15.3%	15.1%
Visit to your home by staff	1,675	1,341	1,725	1,460	1,019	7,220	3,915	2,678	58	570	7,221
	7.8%	7.2%	11.9%	8.3%	7.0%	8.3%	8.4%	7.8%	4.9%	12.7%	8.3%
Newsletter	1,619	502	689	1,492	235	4,537	3,584	760	72	121	4,537
	7.5%	2.7%	4.8%	8.5%	1.6%	5.2%	7.6%	2.2%	6.1%	2.7%	5.2%
Text/SMS	800	791	322	1,577	419	3,909	2,992	736	19	162	3,909
	3.7%	4.3%	2.2%	9.0%	2.9%	4.5%	6.4%	2.2%	1.6%	3.6%	4.5%
Email	884	1,121	403	740	526	3,674	1,910	1,267	19	478	3,674
	4.1%	6.1%	2.8%	4.2%	3.6%	4.2%	4.1%	3.7%	1.6%	10.6%	4.2%
Open meetings	351	280	161	501	85	1,378	1,043	235	19	82	1,379
	1.6%	1.5%	1.1%	2.8%	0.6%	1.6%	2.2%	0.7%	1.6%	1.8%	1.6%

**Table 9.8a Respondents who telephoned HE in previous 12 months before interview who said the following occurred in their case:****The member of staff you speak to will deal with you in a courteous manner**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Yes	13,704	10,985	7,974	11,355	9,796	53,814	28,899	21,217	816	2,882	53,814
	93.6%	95.7%	92.9%	96.9%	97.8%	95.4%	94.4%	96.6%	93.6%	96.3%	95.4%
No	800	433	457	339	128	2,157	1,453	537	56	111	2,157
	5.5%	3.8%	5.3%	2.9%	1.3%	3.8%	4.7%	2.4%	6.4%	3.7%	3.8%
(Dont know)	133	60	148	27	94	462	248	215	0	0	463
	0.9%	0.5%	1.7%	0.2%	0.9%	0.8%	0.8%	1.0%	0.0%	0.0%	0.8%
TOTAL	14,637	11,478	8,579	11,721	10,018	56,433	30,600	21,969	872	2,993	56,434
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 9.8b The Housing Executive will answer your phone call promptly**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Yes	13,719	10,952	8,429	11,273	9,591	53,964	29,198	21,016	824	2,925	53,963
	93.7%	95.4%	98.3%	96.2%	95.7%	95.6%	95.4%	95.7%	94.5%	97.7%	95.6%
No	818	490	115	422	324	2,169	1,168	884	48	68	2,168
	5.6%	4.3%	1.3%	3.6%	3.2%	3.8%	3.8%	4.0%	5.5%	2.3%	3.8%
Dont know	100	36	35	27	104	302	234	69	0	0	303
	0.7%	0.3%	0.4%	0.2%	1.0%	0.5%	0.8%	0.3%	0.0%	0.0%	0.5%
TOTAL	14,637	11,478	8,579	11,722	10,019	56,435	30,600	21,969	872	2,993	56,434
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



**Table 9.8c The member of staff you speak to will give you their name**

Sample (in numbers)	Area					TOTAL 2213	Religion				TOTAL 2213
	Belfast 338	S East 379	South 344	N East 595	West 557		Protestant 1170	Catholic 889	Mixed 36	Other 118	
Yes	9,924	8,168	6,729	9,549	7,328	41,698	22,685	15,974	707	2,332	41,698
	67.8%	71.2%	78.4%	81.5%	73.1%	73.9%	74.1%	72.7%	81.0%	77.9%	73.9%
No	3,288	1,227	653	1,124	1,188	7,480	3,814	3,217	80	370	7,481
	22.5%	10.7%	7.6%	9.6%	11.9%	13.3%	12.5%	14.6%	9.2%	12.4%	13.3%
Dont know	1,426	2,083	1,196	1,049	1,502	7,256	4,102	2,778	86	291	7,257
	9.7%	18.1%	13.9%	8.9%	15.0%	12.9%	13.4%	12.6%	9.9%	9.7%	12.9%
<b>TOTAL</b>	<b>14,638</b>	<b>11,478</b>	<b>8,578</b>	<b>11,722</b>	<b>10,018</b>	<b>56,434</b>	<b>30,601</b>	<b>21,969</b>	<b>873</b>	<b>2,993</b>	<b>56,436</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 9.9 Respondents awareness of standards concerning repairs and improvements to their home**

Sample (in numbers)	Area					TOTAL 3400	Religion				TOTAL 3400
	Belfast 500	S East 600	South 600	N East 900	West 800		Protestant 1789	Catholic 1386	Mixed 47	Other 178	
Cut the grass in the open spaces	16,352	16,105	12,492	15,663	13,264	73,876	39,472	29,473	1,032	3,900	73,877
	75.7%	87.0%	86.2%	89.0%	91.2%	85.2%	84.2%	86.2%	87.8%	86.6%	85.2%
Keep the open spaces in the estate clean & tidy	18,804	15,881	12,845	15,830	13,413	76,773	42,004	29,799	984	3,987	76,774
	87.0%	85.8%	88.6%	90.0%	92.2%	88.5%	89.6%	87.1%	83.7%	88.6%	88.5%

## New Regional Tables - Key Service Areas

**Table 10.1 Employment status of HRP**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Self employed	209	115	421	745
	1.0%	0.4%	1.2%	0.9%
Employed Full Time	1,089	2,125	4,135	7,349
	5.0%	7.2%	11.5%	8.5%
Employed Part Time	2,092	2,058	3,060	7,210
	9.7%	7.0%	8.5%	8.3%
Not working - short term (< 1 yr)	465	452	586	1,503
	2.2%	1.5%	1.6%	1.7%
Not working - long term (> 1yr)	5,679	5,450	6,987	18,116
	26.3%	18.6%	19.5%	20.9%
Retired from work	5,922	9,624	10,758	26,304
	27.4%	32.8%	30.0%	30.3%
Student (Further /Higher Education)	0	104	179	283
	0.0%	0.4%	0.5%	0.3%
Perm Sick/Disabled	4,137	4,621	5,470	14,228
	19.1%	15.7%	15.3%	16.4%
Looking after family/home	1,979	4,599	4,067	10,645
	9.2%	15.7%	11.4%	12.3%
Other (including schoolchild)	33	195	72	300
	0.2%	0.7%	0.2%	0.3%
Refused	0	0	75	75
	0.0%	0.0%	0.2%	0.1%
<b>TOTAL</b>	<b>21,605</b>	<b>29,343</b>	<b>35,810</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.2 Household Income HRP and Partner (if applicable)**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Under £3,120 per annum	695	1,033	383	2,111
	3.2%	3.5%	1.1%	2.4%
£3,121 - £4,160 per annum	1,178	1,559	1,124	3,861
	5.5%	5.3%	3.1%	4.5%
£4,161 - £5,200 per annum	2,419	2,134	1,237	5,790
	11.2%	7.3%	3.5%	6.7%
£5,201 - £6,240 per annum	2,310	2,242	2,302	6,854
	10.7%	7.6%	6.4%	7.9%
£6,241 - £7,280 per annum	2,081	1,982	3,766	7,829
	9.6%	6.8%	10.5%	9.0%
£7,281 - £10,400 per annum	3,787	4,642	7,755	16,184
	17.5%	15.8%	21.7%	18.7%
£10,401 - £15,600 per annum	3,669	3,932	5,884	13,485
	17.0%	13.4%	16.4%	15.5%
£15,601 or more	1,117	2,258	3,908	7,283
	5.2%	7.7%	10.9%	8.4%
Refused	460	1,266	2,903	4,629
	2.1%	4.3%	8.1%	5.3%
Dont Know	3,891	8,295	6,545	18,731
	18.0%	28.3%	18.3%	21.6%
<b>TOTAL</b>	<b>21,607</b>	<b>29,343</b>	<b>35,807</b>	<b>86,757</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.3 Benefits of HRP and Partner (if applicable)**

Sample (in numbers)	Household Reference Person			TOTAL 3400	Partner			TOTAL 836
	Area				Area			
	Belfast 500	North 1500	South 1400		Belfast 91	North 398	South 347	
Housing Benefit	18,144	23,690	25,992	67,826	1,443	2,039	1,693	5,175
	84.0%	80.7%	72.6%	78.2%	37.4%	26.1%	18.7%	25.0%
Disability Benefit	8,401	8,942	12,618	29,961	1,510	2,028	2,619	6,157
	38.9%	30.5%	35.2%	34.5%	39.1%	26.0%	29.0%	29.8%
State Pension	5,914	9,140	11,450	26,504	1,277	2,100	2,883	6,260
	27.4%	31.1%	32.0%	30.5%	33.1%	26.9%	31.9%	30.2%
Income Support/JSA	9,412	11,033	11,040	31,485	832	1,442	790	3,064
	43.5%	37.6%	30.8%	36.3%	21.6%	10.1%	8.8%	14.8%
Child Benefit	6,947	8,301	9,379	24,627	401	823	1,363	2,587
	32.2%	28.3%	26.2%	28.4%	10.4%	10.6%	15.1%	12.5%
Child Tax Credit	5,810	6,115	8,305	20,230	300	509	1,144	1,953
	26.9%	20.8%	23.2%	23.3%	7.8%	6.5%	12.7%	9.4%
Pension Credit	2,649	5,502	7,987	16,138	182	1,141	905	2,228
	12.3%	18.8%	22.3%	18.6%	4.7%	14.6%	10.0%	10.8%
Incapacity Benefit	3,624	3,454	4,317	11,395	656	680	730	2,066
	16.8%	11.8%	12.1%	13.1%	17.0%	8.7%	8.1%	10.0%
Working Tax Credit	2,005	2,265	3,238	7,508	84	507	402	993
	9.3%	7.7%	9.0%	8.7%	2.2%	6.5%	4.5%	4.8%
Other	698	2,576	2,548	5,822	0	516	463	979
	3.2%	8.8%	7.1%	6.7%	0.0%	6.6%	5.1%	4.7%

**Table 10.4 HOUSEHOLDS with members who have a disability or long term illness**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
No disabled/ill health members	9,694	11,859	15,340	36,893
	44.9%	40.4%	42.8%	42.5%
Households with 1 member	10,036	13,860	16,379	40,275
	46.5%	47.2%	45.7%	46.4%
Households with 2 members	1,548	3,188	3,587	8,323
	7.2%	10.9%	10.0%	9.6%
Households with 3 or more members	328	436	501	1,265
	1.5%	1.5%	1.4%	1.5%
<b>TOTAL</b>	<b>21,606</b>	<b>29,343</b>	<b>35,807</b>	<b>86,756</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.5 Household MEMBERS with a disability or long term illness which limits daily activity**

Estimated Total (Household members)				<b>TOTAL 7161</b>
	<b>Belfast 1037</b>	<b>North 3207</b>	<b>South 2917</b>	
Yes, has an illness	7,423	12,551	12,686	32,660
	16.5%	20.0%	17.0%	17.9%
Yes, has a disability	4,096	5,634	5,725	15,455
	9.1%	9.0%	7.7%	8.5%
Yes, has BOTH illness and disability	2,632	3,485	6,804	12,920
	5.8%	5.5%	9.1%	7.1%
Has no such illness/disability	30,972	41,131	49,517	121,621
	68.6%	65.5%	66.3%	66.6%
<b>TOTAL</b>	<b>45,123</b>	<b>62,801</b>	<b>74,732</b>	<b>182,656</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.6 Household Type**

Sample (in numbers)	Area			<b>TOTAL 3400</b>
	<b>Belfast 500</b>	<b>North 1500</b>	<b>South 1400</b>	
Lone Adult	4,959	5,839	6,889	17,687
	22.9%	19.9%	19.2%	20.4%
Two adults	1,607	2,270	2,410	6,287
	7.4%	7.7%	6.7%	7.2%
Lone Parent	3,936	4,088	4,879	12,903
	18.2%	13.9%	13.6%	14.9%
Small family	1,652	1,895	2,752	6,299
	7.6%	6.5%	7.7%	7.3%
Large family	733	1,439	1,557	3,729
	3.4%	4.9%	4.3%	4.3%
Large adult	1,746	3,147	3,444	8,337
	8.1%	10.7%	9.6%	9.6%
Two older	2,737	3,933	4,724	11,394
	12.7%	13.4%	13.2%	13.1%
Lone Older	4,238	6,732	9,152	20,122
	19.6%	22.9%	25.6%	23.2%
<b>TOTAL</b>	<b>21,608</b>	<b>29,343</b>	<b>35,807</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.7 Have you contacted the Housing Executive within the last 12 months?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Yes	16,210	23,485	26,666	66,361
	75.0%	80.0%	74.5%	76.5%
No	5,236	5,762	8,586	19,584
	24.2%	19.6%	24.0%	22.6%
Can't remember	161	95	556	812
	0.7%	0.3%	1.6%	0.9%
TOTAL	21,607	29,342	35,808	86,757
	100%	100%	100%	100%

**Table 10.8 Thinking of your last contact, were staff ...?**

Sample (in numbers)	Area			TOTAL 2628
	Belfast 374	North 1200	South 1054	
Able to deal with your enquiry	11,257	18,804	22,261	52,322
	69.4%	80.1%	83.5%	78.8%
Partially able to deal with your enquiry	1,204	1,457	1,026	3,687
	7.4%	6.2%	3.8%	5.6%
Unable to deal with your enquiry	1,915	1,140	1,156	4,211
	11.8%	4.9%	4.3%	6.3%
Enquiry still on going	1,733	2,041	2,024	5,798
	10.7%	8.7%	7.6%	8.7%
Can't remember	101	44	200	345
	0.6%	0.2%	0.7%	0.5%
TOTAL	16,210	23,486	26,667	66,363
	100%	100%	100%	100%

**Table 10.9 Were you satisfied or dissatisfied with the final outcome?**

Sample (in numbers)	Area			TOTAL 2394
	Belfast 334	North 1090	South 970	
Satisfied	9,621	17,770	19,641	47,032
	66.9%	83.0%	80.4%	78.1%
Dissatisfied	3,729	2,549	3,254	9,532
	25.9%	11.9%	13.3%	15.8%
Neither	1,026	1,051	1,451	3,528
	7.1%	4.9%	5.9%	5.9%
Can't remember	0	30	95	125
	0.0%	0.1%	0.4%	0.2%
TOTAL	14,376	21,400	24,441	60,217
	100%	100%	100%	100%

**Table 10.10 Have you contacted/tried to contact the Housing Executive by telephone in the past 12 months?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Yes	14,637	19,650	22,147	56,434
	67.7%	67.0%	61.8%	65.0%
No	6,970	9,693	13,661	30,324
	32.3%	33.0%	38.2%	35.0%
TOTAL	21,607	29,343	35,808	86,758
	100%	100%	100%	100%

**Table 10.11 Thinking about the last time you phoned or tried to phone a HE office, did you get through?**

Sample (in numbers)	Area			TOTAL 2213
	Belfast 338	North 996	South 879	
Yes - phone answered quickly	12,631	17,902	20,621	51,154
	86.3%	91.1%	93.1%	90.6%
Yes - but phone left to ring for some time before being answered	1,786	1,318	826	3,930
	12.2%	6.7%	3.7%	7.0%
No - answered by machine	60	88	130	278
	0.4%	0.4%	0.6%	0.5%
No - permanently engaged	0	115	0	115
	0.0%	0.6%	0.0%	0.2%
No - left to ring - and you hung up	33	57	127	217
	0.2%	0.3%	0.6%	0.4%
Don't know	127	171	442	740
	0.9%	0.9%	2.0%	1.3%
TOTAL	14,637	19,651	22,146	56,434
	100%	100%	100%	100%

**Table 10.12 Overall, how satisfied/dissatisfied were you with telephoning the Housing Executive?**

Sample (in numbers)	Area			TOTAL 2213
	Belfast 338	North 996	South 879	
Very satisfied	4,877	8,762	10,531	24,170
	33.3%	44.6%	47.6%	42.8%
Satisfied	7,665	9,560	9,628	26,853
	52.4%	48.7%	43.5%	47.6%
Neither satisfied nor dissatisfied	1,013	595	873	2,481
	6.9%	3.0%	3.9%	4.4%
Dissatisfied	537	497	723	1,757
	3.7%	2.5%	3.3%	3.1%
Very dissatisfied	545	236	392	1,173
	3.7%	1.2%	1.8%	2.1%
<b>TOTAL</b>	<b>14,637</b>	<b>19,650</b>	<b>22,147</b>	<b>56,434</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.13 Have you visited a local Housing Executive Office in the past 12 months?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Yes	4,298	8,281	9,805	22,384
	19.9%	28.2%	27.4%	25.8%
No	17,309	21,062	26,003	64,374
	80.1%	71.8%	72.6%	74.2%
<b>TOTAL</b>	<b>21,607</b>	<b>29,343</b>	<b>35,808</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Table 10.14 Approximately how long did you have to wait before you were attended to by counter staff?**

Sample (in numbers)	Area			TOTAL 914
	Belfast 97	North 440	South 377	
Less than 5 minutes	1,628	4,975	5,212	11,815
	37.9%	60.1%	53.2%	52.8%
5 minutes or more but less than 10 minutes	1,025	2,269	3,276	6,570
	23.8%	27.4%	33.4%	29.4%
10 minutes or more but less than 15 minutes	418	527	772	1,717
	9.7%	6.4%	7.9%	7.7%
15 minutes or more but less than 30 minutes	161	299	448	908
	3.7%	3.6%	4.6%	4.1%
30 minutes or more	933	117	71	1,121
	21.7%	1.4%	0.7%	5.0%
Don't know	133	94	26	253
	3.1%	1.1%	0.3%	1.1%
<b>TOTAL</b>	<b>4,298</b>	<b>8,281</b>	<b>9,805</b>	<b>22,384</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.15 Overall, how satisfied or dissatisfied were you with your visit to a Housing Executive office?**

Sample (in numbers)	Area			TOTAL 914
	Belfast 97	North 440	South 377	
Very satisfied	1,469	2,387	3,488	7,344
	34.2%	28.8%	35.6%	32.8%
Satisfied	2,207	5,078	5,094	12,379
	51.3%	61.3%	52.0%	55.3%
Neither satisfied nor dissatisfied	435	360	584	1,379
	10.1%	4.3%	6.0%	6.2%
Dissatisfied	187	364	415	966
	4.4%	4.4%	4.2%	4.3%
Very dissatisfied	0	91	224	315
	0.0%	1.1%	2.3%	1.4%
<b>TOTAL</b>	<b>4,298</b>	<b>8,280</b>	<b>9,805</b>	<b>22,383</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.16 Have you or has your partner reported any repair requests to the Housing Executive in the past twelve months?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Yes	14,227	20,833	22,801	57,861
	65.8%	71.0%	63.7%	66.7%
No	7,380	8,510	13,007	28,897
	34.2%	29.0%	36.3%	33.3%
TOTAL	21,607	29,343	35,808	86,758
	100%	100%	100%	100%

**Table 10.17 How satisfied were you with the way staff dealt with your request at the time?**

Sample (in numbers)	Area			TOTAL 2293
	Belfast 330	North 1060	South 903	
Very satisfied	5,403	10,227	11,745	27,375
	38.0%	49.1%	51.5%	47.3%
Satisfied	6,598	8,318	8,576	23,492
	46.4%	39.9%	37.6%	40.6%
Neither satisfied nor dissatisfied	1,289	856	999	3,144
	9.1%	4.1%	4.4%	5.4%
Dissatisfied	759	986	869	2,614
	5.3%	4.7%	3.8%	4.5%
Very dissatisfied	178	445	612	1,235
	1.3%	2.1%	2.7%	2.1%
TOTAL	14,227	20,832	22,801	57,860
	100%	100%	100%	100%

**Table 10.18 Has at least one repair been fully completed in the past 12 months?**

Sample (in numbers)	Area			TOTAL 2293
	Belfast 330	North 1060	South 903	
Yes	12,672	18,366	20,189	51,227
	89.1%	88.2%	88.5%	88.5%
No	1,555	2,467	2,612	6,634
	10.9%	11.8%	11.5%	11.5%
TOTAL	14,227	20,833	22,801	57,861
	100%	100%	100%	100%

**Table 10.19 Generally, how satisfied or dissatisfied are you with the way the Housing Executive deals with repairs?**

Sample (in numbers)	Area			TOTAL 2293
	Belfast 330	North 1060	South 903	
Very satisfied	3,944	9,150	10,064	23,158
	27.7%	43.9%	44.1%	40.0%
Satisfied	6,404	7,939	8,382	22,725
	45.0%	38.1%	36.8%	39.3%
Neither satisfied nor dissatisfied	1,749	1,069	1,742	4,560
	12.3%	5.1%	7.6%	7.9%
Dissatisfied	1,429	1,602	1,074	4,105
	10.0%	7.7%	4.7%	7.1%
Very dissatisfied	607	1,050	1,484	3,141
	4.3%	5.0%	6.5%	5.4%
Don't know	93	23	55	171
	0.7%	0.1%	0.2%	0.3%
<b>TOTAL</b>	<b>14,226</b>	<b>20,833</b>	<b>22,801</b>	<b>57,860</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.20 Are you or any members of the household currently receiving Housing Benefit?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Yes	18,349	24,478	27,014	69,841
	84.9%	83.4%	75.4%	80.5%
No	3,258	4,865	8,794	16,917
	15.1%	16.6%	24.6%	19.5%
<b>TOTAL</b>	<b>21,607</b>	<b>29,343</b>	<b>35,808</b>	<b>86,758</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.21 How satisfied or dissatisfied are you that the Housing Executive listens to your views and acts upon them?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Very satisfied	2,318	7,728	11,900	21,946
	10.7%	26.3%	33.2%	25.3%
Satisfied	11,702	13,944	14,545	40,191
	54.2%	47.5%	40.6%	46.3%
Neither satisfied nor dissatisfied	3,870	3,285	4,310	11,465
	17.9%	11.2%	12.0%	13.2%
Dissatisfied	1,920	1,514	2,072	5,506
	8.9%	5.2%	5.8%	6.3%
Very dissatisfied	1,117	1,195	1,713	4,025
	5.2%	4.1%	4.8%	4.6%
No opinion	681	1,677	1,268	3,626
	3.2%	5.7%	3.5%	4.2%
<b>TOTAL</b>	<b>21,608</b>	<b>29,343</b>	<b>35,808</b>	<b>86,759</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.22 Overall, how well or poorly do you feel you are consulted by the Housing Executive?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Very well	3,257	8,688	12,824	24,769
	15.1%	29.6%	35.8%	28.6%
Quite well	10,999	14,413	15,108	40,520
	50.9%	49.1%	42.2%	46.7%
Neither well nor poorly	5,728	4,605	5,691	16,024
	26.5%	15.7%	15.9%	18.5%
Quite poorly	949	1,107	1,353	3,409
	4.4%	3.8%	3.8%	3.9%
Very poorly	673	530	831	2,034
	3.1%	1.8%	2.3%	2.3%
<b>TOTAL</b>	<b>21,606</b>	<b>29,343</b>	<b>35,807</b>	<b>86,756</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 10.23 How satisfied or dissatisfied are you with the overall service provided by the Housing Executive?**

Sample (in numbers)	Area			TOTAL 3400
	Belfast 500	North 1500	South 1400	
Very satisfied	4,747	11,955	15,855	32,557
	22.0%	40.7%	44.3%	37.5%
Satisfied	13,145	14,880	15,911	43,936
	60.8%	50.7%	44.4%	50.6%
Neither satisfied nor dissatisfied	2,540	1,498	2,544	6,582
	11.8%	5.1%	7.1%	7.6%
Dissatisfied	1,002	613	626	2,241
	4.6%	2.1%	1.7%	2.6%
Very dissatisfied	173	397	873	1,443
	0.8%	1.4%	2.4%	1.7%
<b>TOTAL</b>	<b>21,607</b>	<b>29,343</b>	<b>35,809</b>	<b>86,759</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## **APPENDIX 2 - BACKGROUND TO THE SURVEY**

### **INTRODUCTION**

The 2012 Continuous Tenant Omnibus Survey (CTOS) was the nineteenth comprehensive assessment of tenants' attitudes 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). The Survey supports the Housing Executive's applications for Customer Service Excellence (CSE) and the NI Quality Award; it is also linked to Objective 4 "Delivering Quality Service" as set out in the Housing Executive's Corporate Plan.

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 2012 to December 2012. 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 2012 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 2012 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 2012 (for the January to March data collection period), from the Housing Executive's HMS database.

By the end of the year, December 2012, 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. The response rate on the main list of addresses was 63% in 2012.

The proportion of respondents who gave a particular answer could only facilitate 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 (3,400) 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%.

<b>Sample Error at Northern Ireland, Area and District levels</b>											
<b>(%)</b>											
Sample Size:		5	10	15	20	25	30	35	40	45	50
		or	or	or	or	or	or	or	or	or	or
		95	90	85	80	75	70	65	60	55	50
District	100	4.3	5.9	7.0	7.9	8.5	9.0	9.4	9.7	9.8	9.8
Belfast	500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
South East	600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
South	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	1.5	1.5	1.6	1.6	1.7	1.7

It is not possible to report on all data collected by the CTOS due to the small number of responses received from some sub-groups of tenants on specific topics. For example, not all tenants will have made a formal complaint within the 12 months before interview. Therefore, questions relating to making a complaint 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 ÷ 100), but a District with 5,000 tenants would have to have its sample results multiplied by fifty (5,000 ÷ 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 90. 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 2012 – 2015 (Housing Executive)

The Northern Ireland Housing Market (Review and Perspectives) 2013 – 2016 (Housing Executive)

Housing Statistics 2011/2012

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