



CONTINUOUS TENANT OMNIBUS SURVEY 2013

Summary of KEY findings
Produced by the Research Unit August 2014

**Housing
Executive**



ACKNOWLEDGEMENT:

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



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

The Research Unit,
Northern Ireland Housing Executive
2 Adelaide Street,
Belfast BT2 8PB
Telephone: 03448 920 900
web: www.nihe.gov.uk

email: liz.mccambridge@nihe.gov.uk

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WHAT IS THE CONTINUOUS TENANT OMNIBUS SURVEY?

The Continuous Tenant Omnibus Survey (CTOS) is the main way we collect information about what our tenants think about their tenancy, their home, the service they receive and about the neighbourhood they live in. It has been providing feedback from tenants for the last twenty years and this current report provides up to date views for 2013. Any change in tenants' opinions over time can be identified and used to inform local housing managers and central planning in order to improve the quality of our services.

WHO TAKES PART?

Throughout 2013 a total of 100 households were selected at random in each district. At the end of 2013 a total of 3,400 tenant interviews were completed across Northern Ireland. Interviews are completed with either the household reference person¹ (HRP) or their partner (if applicable). So, this report presents the views of a representative sample of our tenants from each housing district across Northern Ireland.

FINDINGS

This report sets out feedback from you.

Findings relate to:

- your home and neighbourhood as a place to live
- how we have consulted with you
- your views of some key service areas

your preferred method of contacting us now and in the future.

If you have any comments about the report please don't hesitate to get in touch with us

by telephone (03448 920 900),

email www.nihe.gov.uk

or calling at your local Housing Executive Office.

¹ The household reference person (HRP) is the member of the household who pays the rent on the property. Where two people have equal claim (e.g. joint tenancy) the household reference person is the person with the highest annual income. The definition is for analysis purposes and does not imply any authoritative relationship within the household.

YOUR HOME AND NEIGHBOURHOOD IN 2013

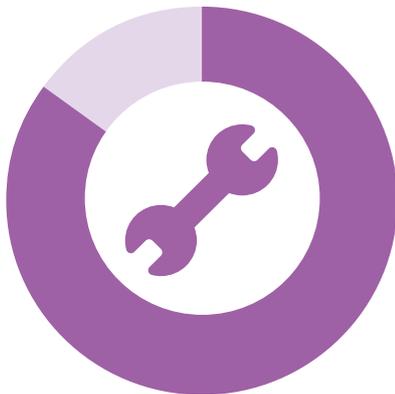


87%

of you were satisfied with the quality of your home

↑1%

Increase from previous year



85%

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

↑1%

Increase from previous year



84%

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

YOUR HOME AND NEIGHBOURHOOD IN 2013



94%

of you were satisfied with your neighbourhood

↑ 1%

Increase from previous year



74%

of you were proud about the general image of the area

No change from previous year

However:

3%

said you were dissatisfied with where you live because of anti-social behaviour

5%

said you were ashamed about the general image of your area

- 4% of tenants reported an incident of Anti-Social Behaviour in 2013 (despite 3% dissatisfied due to ASB).
- 5% of all tenants had reported an incident of ASB to another agency; 85% of these had reported the incident to the PSNI.

What are we doing?

Through our Community Safety and Community Involvement strategies and policies we have

- Committed £4 million per annum to work in partnership with community groups and other agencies to deliver social, economical and environmental benefits to local neighbourhoods.
- Developed new policies and initiatives to enable our staff to deal effectively with all types of anti-social behaviour that cause you concern.
- Set up a network of Community and Interagency groups across all areas - who can advise and help us make your neighbourhood a better place to live.

TENANT CONSULTATION IN 2013



74%

of you said you were satisfied that we listen to your views and act upon them

↑ 2%

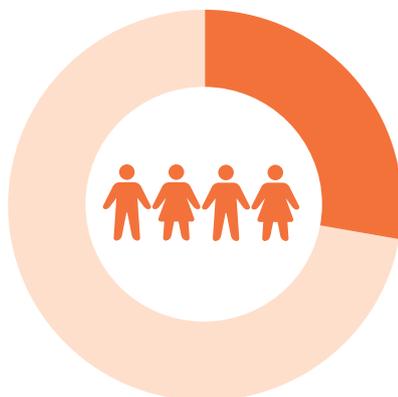
Increase from previous year



6%

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

No change from previous year



28%

of you said you were aware of local community/residential group in your area

What are we doing?

The Housing Executive consults with its tenants about any changes to homes or surrounding area.

A range of approaches are used:

- home visit to tenant
- newsletters
- public meetings
- letters
- website
- facebook/twitter

Through our Community Involvement Strategy we:

- work with over 550 community groups
- have established a Central Housing Forum consisting of tenants representatives with a commitment to consult on all major policy changes
- have provided funding for a support framework through Sustaining Communities NI to help assist tenants in the consultation process.
- work with difficult to reach groups, eg Rural Forum, youth, people with disabilities, black minorities, and ethnic communities

OUR TENANTS VIEWS IN 2013

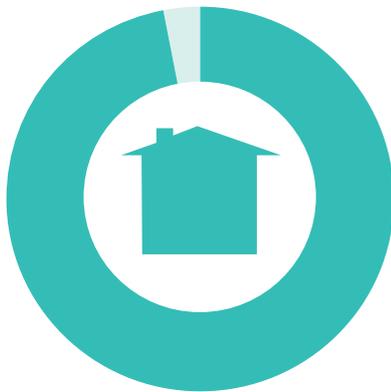


89%

of you said that you are satisfied with the overall service provided by us

↓ 2%

Decrease on previous year



97%

of you said you wish to remain as Housing Executive tenants for the next 5 years

Same as previous year



87%

of you said that your rent provides value for money

↓ 1%

Decrease on previous year

What are we doing?

The Housing Executive has embarked on the Journey to Excellence Programme to improve all aspects of our business. We are reviewing all our services to ensure we deliver Regeneration and Housing Solutions that meet the needs of our customers and communities now and in the future.

We will continue to seek feedback on all aspects of our services through:

- Annual Continuous Tenant Omnibus Surveys
- Exit polls at our local offices
- Mystery shopping exercises carried out by community representatives
- Consultation with Central Housing Forum
- Tenant Area Scrutiny Panels

We are committed to finding new and better ways of delivering our service.

CONTACTING US - NOW AND IN THE FUTURE



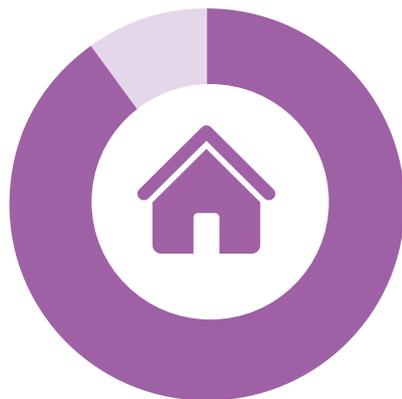
69% of you had contacted us by telephone in 12 months prior to interview

92%

of you were satisfied with the telephone contact

↑ 2%

Increase on previous year



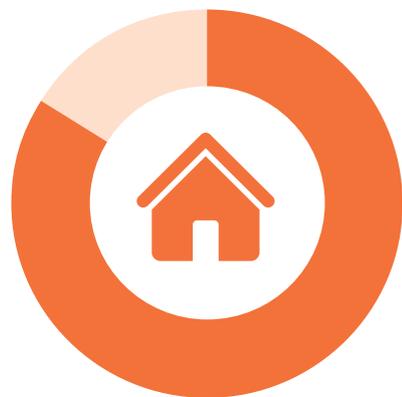
23% of you visited an office in 12 months prior to interview

90%

of you were satisfied with the visit

↑ 2%

Increase on previous year



19% of you receive a home visit by a member of staff in 12 months prior to interview

84%

of you were satisfied with the home visit

↑ 2%

Increase on previous year

YOU TELL US

44%

of you have access at home to the internet

81%

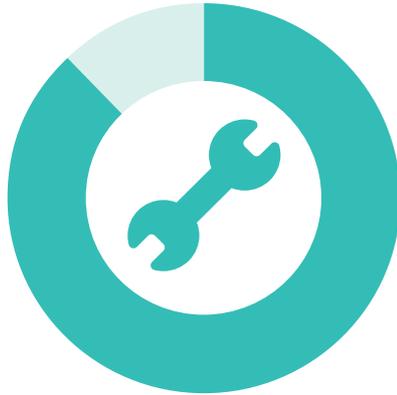
of you own a mobile phone

What we are doing?

- We offer a number of online services providing 24/7 availability and have plans to increase this service
- We use text messaging to contact you with reminders of appointments
- In partnership with community groups and other agencies we will improve tenants and residents access to the internet through various Digital Inclusion projects
- We will continue to provide a network of local offices in all major towns
- We will continue to train our customer service staff to deal effectively with over 1 million telephone calls per annum.

OVERALL REPAIR SERVICE IN 2013

Of the 69% of all respondents who had reported a repair

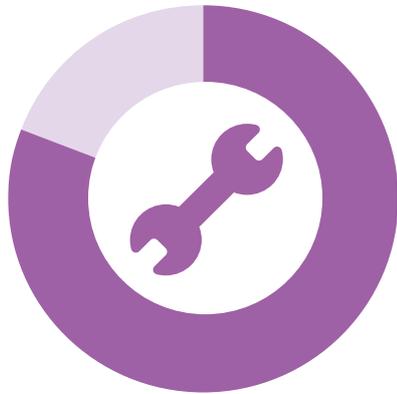


90%

of you were satisfied how staff had dealt with your request

↑ 2%

Increase from previous year

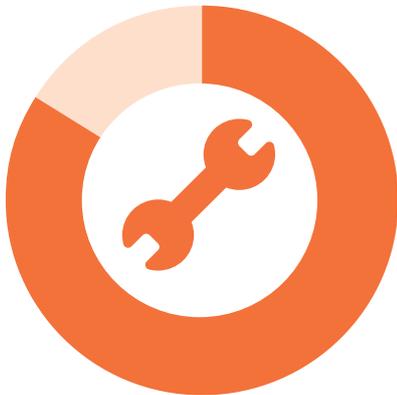


81%

of you said you were advised when the work would be carried out

↓ 2%

Decrease from previous year

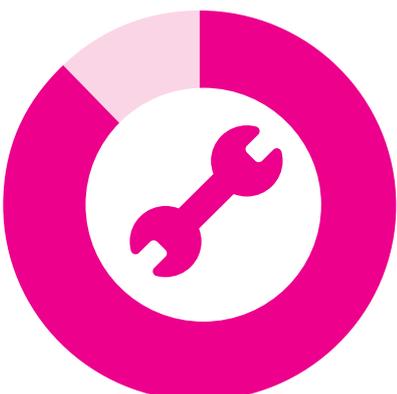


84%

of you said the work was carried out within the timescale

↑ 2%

Increase from previous year



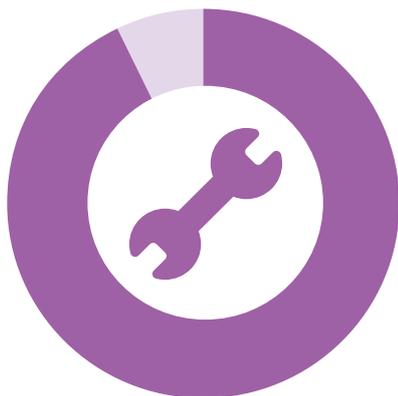
88%

of you said the repair was completed on the first visit

↑ 1%

Increase from previous year

REPAIR SERVICE - COMPLETED REPAIRS

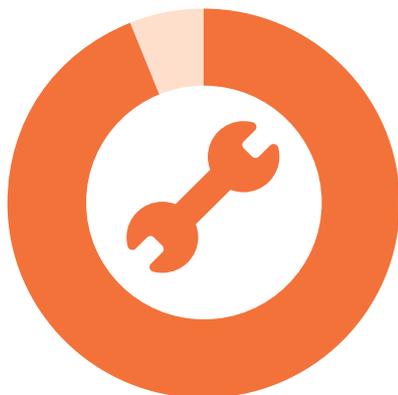


93%

were satisfied with how we had managed the repair

↑ 2%

Increase from previous year

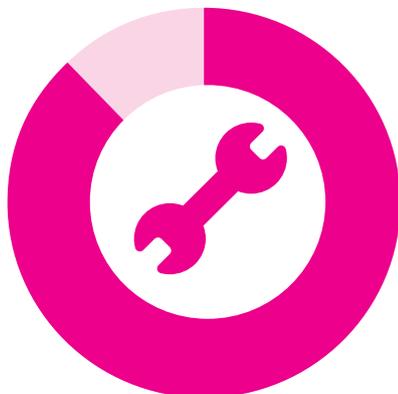


94%

were satisfied with how the contractor had carried out the work

↑ 2%

Increase from previous year



88%

were satisfied with how we dealt with repairs

↑ 3%

Increase from previous year

Overall

12% of you were dissatisfied with our repair service.

The main reasons were:

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

What we are doing?

Through our Technology Excellence Strategy, we plan to supply our maintenance staff with a range of mobile devices to enable them to spend more time in your neighbourhood on a daily basis.

This will ensure:

- Work is completed quickly and effectively
- Quality of workmanship is of a high standard

We are redesigning our maintenance contracts to improve the quality of service and management of our overall repair service.

USEFUL CONTACTS

Housing Executive Services

03448 920 900

Local Offices

03448 920 901

Report a Repair

03448 920 902

Housing Benefit Enquiries

www.nihe.gov.uk

Supporting Communities NI

028 2564 5676

www.supportingcommunitiesni.org



**Housing
Executive**

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