A photograph of two women sitting on a couch, looking at a tablet together. The woman on the left has long dark hair and is wearing a maroon hoodie. The woman on the right has blonde hair and is wearing a white cardigan over a maroon top. They are both smiling. The background shows a living room with a white lamp and a window with curtains. There are blue and orange geometric shapes in the corners of the image.

CONTINUOUS TENANT OMNIBUS SURVEY

2017

MAIN REPORT

Housing
Executive

CONTENTS

1.0	INTRODUCTION	4
1.1	Background	4
1.2	Objectives.....	4
1.3	Reporting.....	5
2.0	KEY FINDINGS	6
3.0	CHARACTERISTICS OF STOCK AND HOUSEHOLD PROFILE	8
3.1	Housing Executive stock.....	8
3.2	Household profile (ALL HOUSEHOLD MEMBERS).....	8
3.3	Profile of household reference person (HRP).....	9
4.0	HOUSING EXECUTIVE SERVICES	12
4.1	Overall service provided by the Housing Executive.....	12
4.2	Repairs service.....	13
4.3	Satisfaction with quality, condition and size of home	15
4.4	Future intentions (over the next 5 years).....	15
4.5	Contact with the Housing Executive.....	15
4.6	Respondents' Attitudes to Home and Estate	17
5.0	HOUSING BENEFIT, RENT PAYMENTS AND FINANCIAL INCLUSION	18
5.1	Housing Benefit	18
5.2	Rent Payments	18
5.3	Financial inclusion	20
6.0	TENANT INVOLVEMENT, CONSULTATION AND COMMUNICATION	23
6.1	Tenant involvement	23
6.2	Tenant consultation	23
6.3	Communication	25
7.0	DIGITAL INCLUSION	27
7.1	Access to the internet	27
7.2	Mobile phone	29
8.0	Welfare Reform	31
8.1	Households affected by welfare changes.....	31
8.2	Sources of information about welfare change.....	33
8.3	Extent to which tenants felt informed about welfare changes.....	34
8.4	Concern about welfare changes.....	34
9.0	Client Response	37
APPENDIX 1	Appendix tables	
APPENDIX 2	Background to survey Acknowledgements	

LIST OF FIGURES

Figure 3.1	Household types by number of bedrooms	8
Figure 3.2	Gender of HRP	9
Figure 3.3:	HRP benefits received.....	10
Figure 3.4:	HRP health problem/illness or disability.....	11
Figure 4.1:	Overall satisfaction 2015-2017	12
Figure 4.2:	Proportion of respondents who had reported a repair, 2015-2017	13
Figure 4.3:	General satisfaction with the repair service by Region, 2016-2017	14
Figure 5.1:	Satisfaction that rent provides value for money, 2016-2017.....	19
Figure 5.2:	Satisfaction that rent provides value for money by Housing Benefit status.....	20
Figure 6.1:	Respondent awareness in tenant involvement initiatives	23
Figure 6.2:	How well respondents felt they were consulted by the Housing Executive 2016-2017..	24
Figure 6.3:	Percentage of respondents who felt well consulted by the Housing Executive, by Age of HRP – 2017.....	24
Figure 6.4:	Extent to which respondents felt the Housing Executive was good at keeping them informed about things that might affect them, 2014-2017.....	26
Figure 7.1:	Percentage respondents who had access to the internet 2013-2017.....	27
Figure 7.2:	Households' main method of accessing internet, 2016-2017.....	29
Figure 7.3:	Respondent's mobile phone ownership by household type.....	30
Figure 8.1	Respondents main source of information about welfare changes.....	33
Figure 8.2	Respondents concern about welfare changes.....	34
Figure 8.3	Respondents concern about welfare changes – Household Type.....	35

TABLES IN TEXT

Table 1.1	Omnibus topics – 2017	5
Table 4.1:	Satisfaction with aspects of completed repair, 2015-2017 (%).....	14
Table 4.2:	Satisfaction with how respondents query was dealt with by office staff, 2015-2017 (%)	16
Table 8.1	Households affected by welfare changes.....	31

1.0 Introduction

1.1 BACKGROUND

The Continuous Tenant Omnibus Survey (CTOS) provides extensive and up-to-date information on the Housing Executive's tenant population and a valuable insight into attitudes to, and satisfaction with, Housing Executive services. It is a vital source of information, not only for guiding the development of public sector housing policy, but also for quality assessments and monitoring performance, allowing the organisation to assess the extent to which we meet key corporate objectives as set out in the Corporate & Business Plans for both Regional Services and Landlord services.

Regional Services:

- Objective one - *"Identification of housing requirements across Northern Ireland"*.
- Objective two – *"Investing in homes and neighbourhoods"*.
- Objective three – *"Improving people's homes"*.
- Objective four – *"Transforming people's lives"*.
- Objective five – *"Enabling sustainable neighbourhoods and regeneration"*.

Landlord Services:

- Objective one – *"Delivering quality services"*.
- Objective three – *"Fostering vibrant communities"*.

The CTOS also plays a vital role in delivering, at a Regional and Area level, housing management performance-related data on key service areas. This data helps the Housing Executive to concentrate attention on areas of weaker performance and provides a consistent basis for monitoring and comparing performance, in keeping with the organisation's objectives of improving services and retaining its position as a high performing landlord.

Additionally, the Survey contributes to the measurement of business improvement activity and the quality of services delivered to our tenants, as findings from the CTOS support the Housing Executive's applications for the EQFM Excellence Model, Customer Service Excellence (CSE) award and the NI Quality Award. The Survey also identifies areas where the quality of services needs to be improved.

1.2 OBJECTIVES

- To provide a comprehensive socio-economic profile of Housing Executive tenants and their views and attitudes to service provision in 2017 at Northern Ireland, Regional and Area 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, through the use of omnibus sections, into specific issues without the delays and expense associated with the commissioning of individual small surveys.

1.3 REPORTING

Housing Services presented key findings from the 2017 Survey to the Housing Executive Board in September 2018.

This report is a summary of the main findings from the 2017 CTOS. Where appropriate, the findings are compared with CTOS findings from previous years. However, where small changes of less than two percentage points occur in year-on-year comparisons, care should be taken when interpreting results, as differences may be due to sample size-related margins of error rather than actual changes in views on the level of service (see Appendix 2 for margin of error table).

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 numbers¹.

During 2017, Omnibus topics were reported at the end of each specific data collection period. The clients received tabular data and, where requested, an omnibus report; these are also available, on request, from the Research Unit. Table 1.1 below lists all omnibus topics included in 2017.

Table 1.1 Omnibus topics – 2017

Quarter	Topic	Client
Q1 – Jan-Mar	Energy in the home	Sustainable Development
	Rural	Sustainable Development
Q2 – Apr-Jun	Health and Disability	Research & Equality Unit
	Income and household bills	Income Collection and Neighbourhoods
Q3 – Jul-Sep	Welfare Reform	Welfare Reform Team
	Digital Inclusion	Digital Engagement Team
Q4 – Oct-Dec	Welfare Reform	Welfare Reform Team
	Anti-social Behaviour	Income Collection and Neighbourhoods

¹ Therefore, .5 or higher is rounded up and .4 or below is rounded down.

2.0 Key Findings

- Lone adult (26%; 23% in 2016) and lone older (19%; 22% in 2016) households remain the most common household types.
- Almost one-third of HRPs (30%; also 30% in 2016) were retired and more than one-fifth (23%; 20% in 2016) were permanently sick/disabled. A higher proportion of HRPs were employed (22%; 21% in 2016) than unemployed (15%; 18% in 2016).
- In 2017, almost nine in ten respondents (89%) were satisfied with the overall service provided by the Housing Executive, a two percentage point increase from 2016 (87%).
- More than two-thirds of respondents (68%; 72% in 2016) had made a repair request within the 12 months prior to being interviewed. Of these respondents, the majority (89%; 88%) continued to make their repair request by telephone. Compared with 2016, respondent satisfaction with how the Housing Executive deals with repairs remained similar (80%; 78% in 2016).
- Of the respondents who had reported a repair at the time of interview (68%), the majority (87%; also 86% in 2016) had had at least one repair completed. Of these respondents, 86% (86% in 2016) said they were satisfied with how the Housing Executive deals with repairs.
- Eighty-eight per cent of all respondents were satisfied with the overall quality of their home, compared with 86% in 2016. Similarly, 87 per cent (85% in 2016) were satisfied with the general condition of their property.
- More than three-quarters of households were in receipt of Housing Benefit (77%; 80% in 2016). Analysed by household type, higher proportions of lone older (86%), lone parent (83%) and lone adult (83%) households were in receipt of Housing Benefit.
- More than four-fifths (89%; also 88% in 2016) of respondents were satisfied that their rent provided value for money. The vast majority (91%) of respondents who received some level of Housing Benefit were satisfied with the value for money of their rent, while the proportion was slightly lower (85%) among households that did not receive any Housing Benefit.
- The majority of respondents (92%) had some type of current/savings account. Less than one-tenth (5%) of respondents did not have a current/savings account and three per cent refused to respond.
- Around three-quarters of respondents (76%; 72% in 2016) were satisfied that the Housing Executive listens to their views and acts upon them. The majority (84%) of HRPs who were 65 or over were of this opinion, compared with a slightly lower proportion of HRPs aged up to 64 years (72%).
- Almost eight in ten (79%) respondents felt that the Housing Executive was good at keeping them informed about things that might affect them as a tenant. A higher

proportion of respondents in the North Region (87%) were of this opinion than in the Belfast (78%) and South (73%) Regions.

- In 2017, more than three-fifths (62%) of all households had access to the internet, a slightly higher proportion than in 2016 (58%). Access to the internet was more prevalent among those households with a household reference person younger than 60 years of age.
- Mobile/smartphone (57%) was the main method used by respondents to access the internet, followed by home computer/laptop (22%) and tablet/iPad (18%).

3.0 Characteristics of Stock and Household Profile

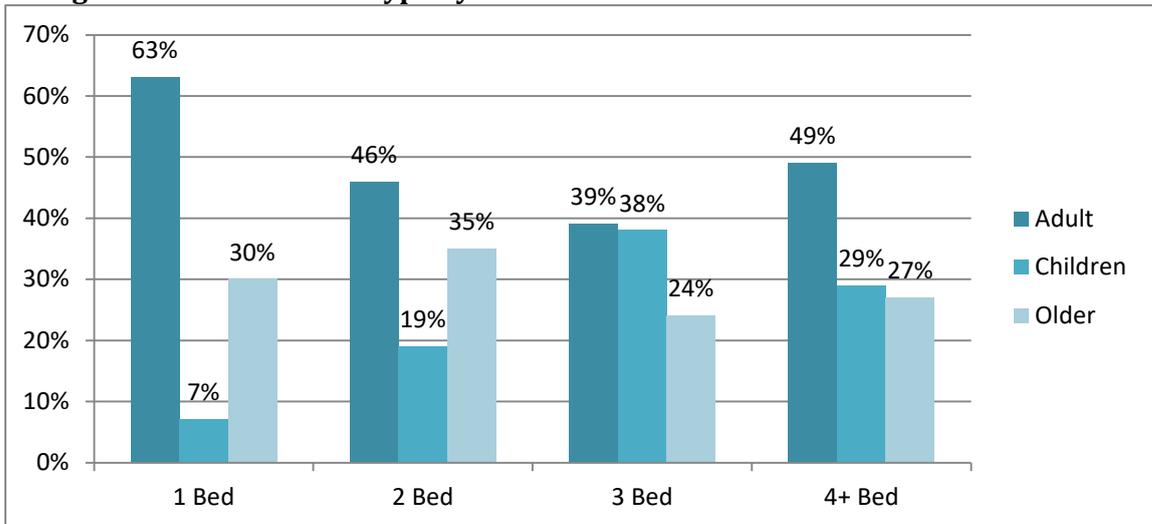
This chapter reports on the Housing Executive’s occupied stock in 2017, the socio-economic profile of the Household Reference Person (HRP) and the total resident population as at January 2017. Findings are reported by household type and Household Reference Person (HRP).²

3.1 HOUSING EXECUTIVE STOCK

As at January 2017 the Housing Executive had an occupied stock of approximately 85,000 properties. More than half (57%) of Housing Executive dwellings were houses, more than one-fifth (23%) were bungalows/cottages and one-fifth (20%) were flats/maisonettes (*Appendix Table 3.1*).

The distribution of the housing stock by number of bedrooms and by the household type that occupied the dwelling had both changed little from 2016. Three-bedroom properties accounted for more than two-fifths of all dwellings (43%; 48% in 2016) and were occupied by all-adult households (39%) and households with children (38%), with the remainder occupied by older households (24%). Two-bedroom properties accounted for two-fifths of all dwellings (40%; 35% in 2016) and were occupied by households with at least one older member (48%; 46% in 2016) (*Appendix Table 3.2; Figure 3.1*).

Figure 3.1: Household type by number of bedrooms



3.2 HOUSEHOLD PROFILE (ALL HOUSEHOLD MEMBERS)

As in previous years, lone adult (26%; 23% in 2016) and lone older (19%; 22% in 2016) households remained the most common household types. Generally, more than two-fifths (45%; also 45% in 2016) of residents lived alone, while more than one-quarter either lived in a two person household (27%; 27% in 2016) or a household with three or more members (28%; 29% in 2016) (*Appendix Table 3.3 and 3.4*).

² 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. husband and wife jointly rent the property) 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.

The total estimated resident population within the Housing Executive’s occupied stock for 2016 was approximately 173,000, giving an average household size of 2.04 (2.07 in 2016 and 1.99 in 2015), which is lower than the average household size for Northern Ireland as a whole at 2.5³ (also 2.5 in the previous year).

Compared to 2016 there was very little change in 2017 in the make-up of households, as outlined below ([Appendix Table 3.5](#)).

Gender

More than half of all residents were female (54%; 55% in 2016) and less than half (46%; 45% in 2016) were male.

Age

Of all residents, almost one-quarter (24%; 25% in 2016) were aged 60 or older and the same proportion (24%; also 24% in 2016) were under 16 years old.

Employment

One-fifth of residents were employed (20%; 18% in 2016), almost one-fifth were retired (18%; 19% in 2016) and more than one-tenth were unemployed (12%; 14% in 2016).

Ethnicity

As in 2016, the ethnicity of almost all residents (98%; also 98% in 2016) was white.

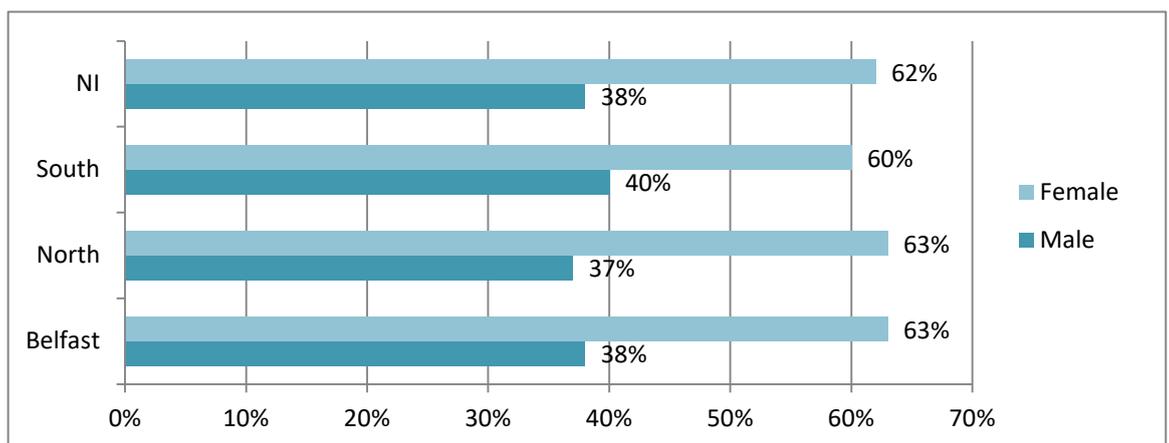
Disability/Long term illness

Of all household members, more than one-third (39%; 38% in 2016) were reported to have a long term illness/disability.

3.3 PROFILE OF HOUSEHOLD REFERENCE PERSON (HRP)

The majority of HRPs were female (62%; 65% in 2016) ([Figure 3.2](#)). By Region, both the Belfast and North Regions (63% each) had a marginally higher proportion of female HRPs than the overall average, while the proportion in the South Region (60%) was slightly lower than the Northern Ireland average ([Appendix Table 3.6](#)).

Figure 3.2: Gender of HRP



Similar proportions of HRPs were aged 65 years or older (30%; 30% in 2016), 45-59 years old (30%; 29% in 2016) and 25-44 years old (29%; 29% in 2016) ([Appendix Table 3.6](#)).

³ Family Resources Survey 2016/2017, Department for Communities

At 37%, the proportion of households with an annual income lower than £10,400 (£200 per week) was slightly lower in 2017 than in 2016 (41%). Less than one-tenth (6%; 7% in 2016) had an annual income of £5,200 or less (£100 or less per week) while the largest proportion (43%; 38% in 2016) had an annual income of £10,401 or more (*Appendix Table 3.6*).

Three in ten HRP (30%; also 30% in 2016) were retired, while slightly more than one-fifth (22%; 21% in 2016) were employed and less than one-fifth (15%; 18% in 2016) were unemployed (*Appendix Table 3.6*).

HRPs of Working Age by Employment Status

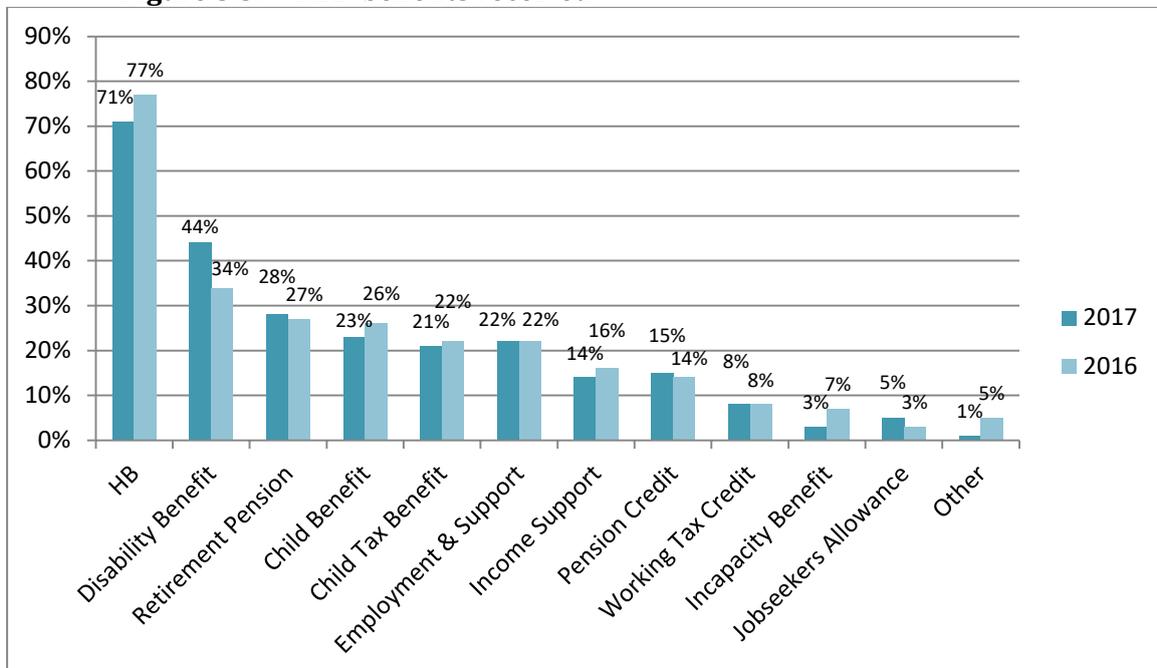
Overall, more than two-thirds (69%; 68% in 2016) of HRP were of working age.⁴ Of this sub-group, the largest proportion (31%; 30% in 2016) were employed, followed by a similar proportion who were permanently sick/disabled (30%; 26% in 2016). Slightly more than one-fifth of working age respondents were unemployed (22%; 26% in 2016) (*Appendix Table 3.7*).

More than three-in-ten (31%; 32% in 2016) HRP were not of working age⁵, the vast majority of whom were retired (90%; 90% in 2016) (*Appendix Table 3.7*).

Benefits

Benefit dependency remained high among HRP in 2017. Almost three-quarters (71%; 77% in 2016) were in receipt of Housing Benefit (full/partial), while slightly more than two-fifths were in receipt of a disability benefit (44%; 34% in 2016) and more than one-quarter (28%; 27% in 2016) received a retirement pension (*Appendix Table 3.8a; Figure 3.3*).

Figure 3.3: HRP benefits received



More than two-fifths of HRP had a partner (43%; 40% in 2016). Of those partners, one-third

⁴ 16 and over, but less than 65 years (for males) or 63 years (for females)

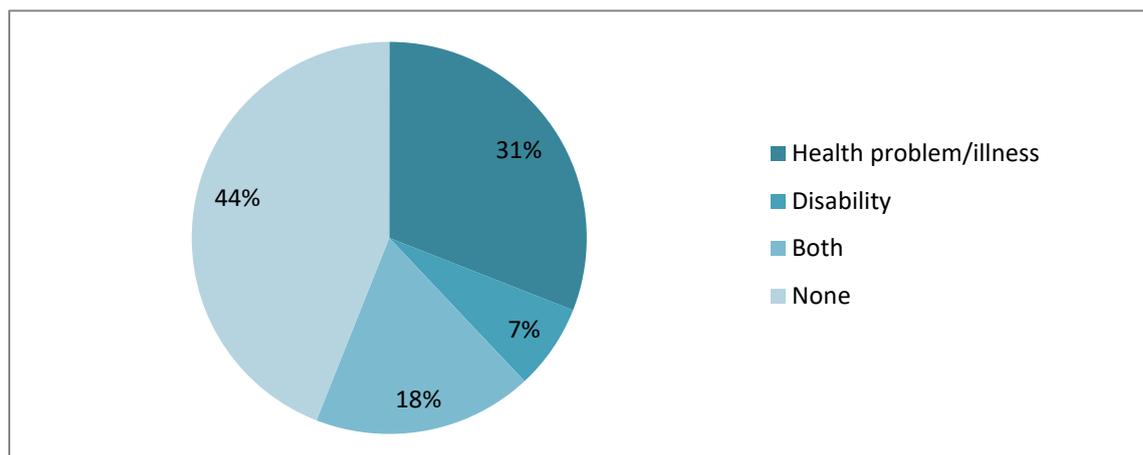
⁵ Males 65 years and over; females 63 years and over

were receiving a disability benefit (33%), and one-quarter (25%) were in receipt of a retirement pension (*Appendix Table 3.8b*).

Health/Disability of HRP

More than two fifths of all HRPs (44%; 47% in 2016) reported that they did not have any health problem/illness or disability which limited their daily activities. However, just under one-third (31%; 33% in 2016) said that they had a health problem/illness, less than one-tenth (7%; also 7% in 2016) had a disability and almost one-fifth (18%; 13% in 2016) had both a health problem *and* a disability (*Appendix Table 3.9; Figure 3.4*).

Figure 3.4: HRP health problem/illness or disability



The majority of HRPs (75%; 78% in 2016) reported that they did not require any indoor or outdoor mobility aids; however, 14 per cent used a stick and five per cent used a Zimmer frame (*Appendix Table 3.10*).

Religion

Slightly more than half of HRPs (51%; also 51% in 2016) described the religious composition of their household as Protestant, less than two-fifths (39%; also 39% in 2016) described their household as Catholic and three per cent (also 3% in 2016) described their religion as mixed (Protestant/Catholic) (*Appendix Table 3.11*).

4.0 Housing Executive Services

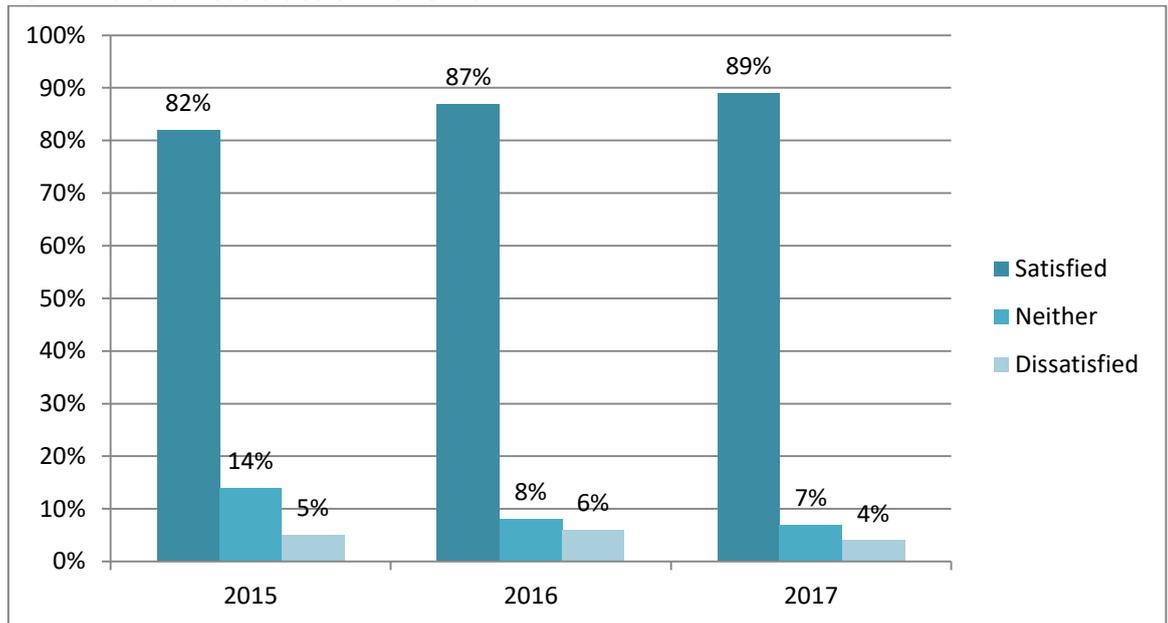
This chapter reports on tenants' views of our overall service delivery and how tenants feel we performed in some key service areas.

4.1 OVERALL SERVICE PROVIDED BY THE HOUSING EXECUTIVE

Compared to 2016, respondent satisfaction with overall service provided by the Housing Executive increased (89%; 87% in 2016) (*Appendix Table 4.1; Figure 4.1*).

By Region, satisfaction with the overall service provided by the Housing Executive was highest in the North (91%) and lower in the South (88%) and Belfast (87%) Regions (*Appendix Table 4.1*).

Figure 4.1: Overall satisfaction 2015-2017



Respondents' main reason for dissatisfaction with the overall service provided related to the repair service. Respondents commented on "poor repairs service/repairs not carried out" or "repairs take too long".

Overall Satisfaction by Household characteristics (Appendix Table 4.1)

Household type

Two older (94%) and lone older (93%) households were more likely to be satisfied with the overall service provided by the Housing Executive than lone parent (84%) and large family (83%) households.

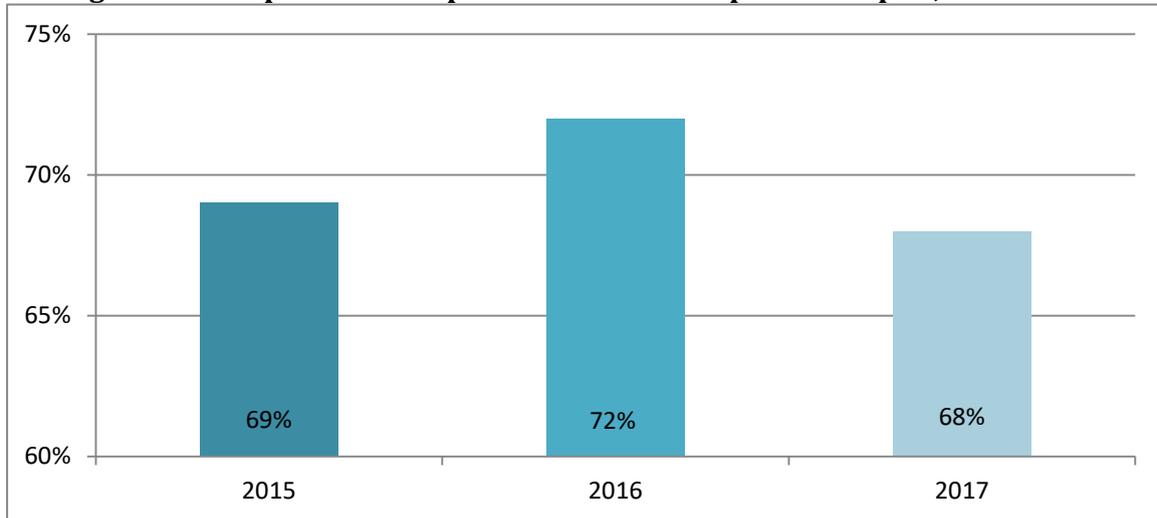
Age of HRP

Similarly, households with older HRPs were more likely to be satisfied with the overall service provided than younger households (25-44 years, 84%; 45-59 years, 90%; 60-64 years, 90%; 65 years or over, 94%).

4.2 REPAIRS SERVICE

Fewer respondents in 2017 compared to the previous two years said they had made a repair request (68%; 72% in 2016 and 69% in 2015) (*Appendix Table 4.2; Figure 4.2*). By Region, lower proportions of respondents living in the North (69%) and Belfast (67%) Regions had reported a repair compared to South Region (70%).

Figure 4.2: Proportion of respondents who had reported a repair, 2015-2017



The majority (89%; 88% in 2016) of repair requests were reported by telephone, with a small percentage (3%; 3% in 2016) being reported by email/web (*Appendix Table 4.3*).

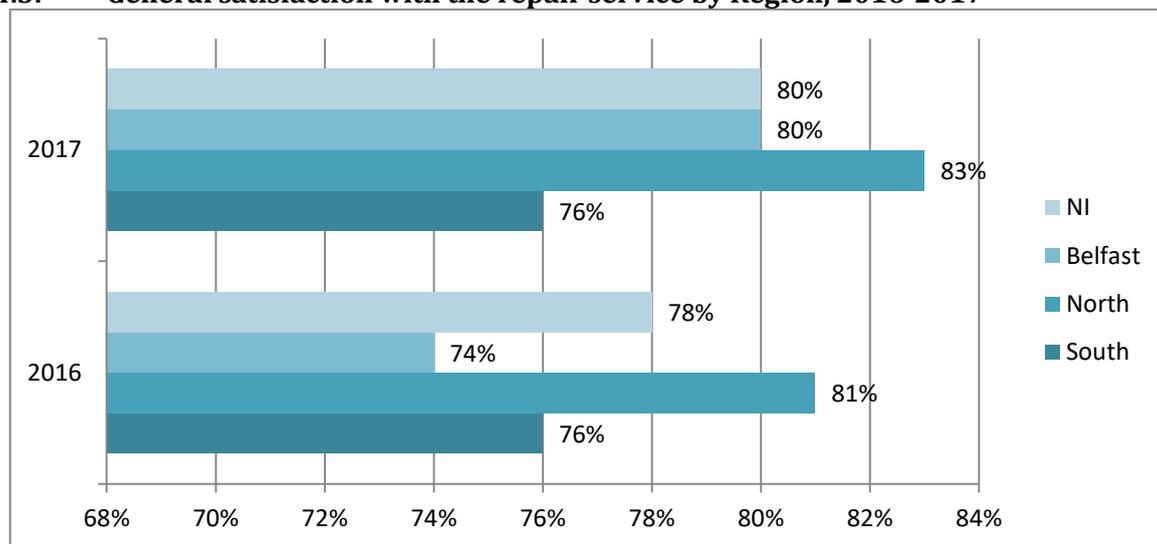
Advised when work would be completed

Of those respondents reporting a repair request (68%), more than four-fifths (84%) were advised when the work would be completed. Of these respondents, more than four-fifths (87%) said the work was completed within the time they were advised (*Appendix Tables 4.4 and 4.5*).

General satisfaction with repair service

Respondent satisfaction with the way the Housing Executive deals with repairs increased slightly in 2017 compared to the previous year (80%; 78% in 2016) (*Appendix Table 4.6; Figure 4.3*). By Region, satisfaction was highest in the North Region (83%) and lowest in the South Region (76%).

Figure 4.3: General satisfaction with the repair service by Region, 2016-2017



Household characteristics

Households with a HRP aged 24 or younger were the least likely to be satisfied (62%) with repairs, compared to all other age groups. By household type, satisfaction was lowest among large family households (74%; 80% overall) and highest among lone older respondents (88%).

Completed Repair

Of those respondents who had reported a repair in 2017 (68% of all respondents), more than four-fifths (87%; also 86% in 2016) had at least one repair completed in the 12 months prior to being surveyed (*Appendix Table 4.7*). More than four-fifths (87%; 82% in 2016) reported that the contractor/workers completed the repair work in full when they first visited (*Appendix Table 4.8*).

Table 4.1 below shows that satisfaction with aspects of the service received by respondents who had at least one repair completed remained high in 2017; ranging from 91 per cent to 95 per cent (*Appendix Table 4.9*).

Table 4.1: Satisfaction with aspects of completed repair, 2013-2017 (%)

	2013	2014	2015	2016	2017
Politeness	97	97	96	96	95
Friendliness	97	97	96	96	95
Tidiness	96	95	95	95	95
Speed	95	93	94	92	94
Quality of work	92	91	92	91	91
Quality of materials	92	91	91	91	92

In addition, the vast majority of respondents were satisfied with how the Housing Executive had managed the repair (92%; 91% in 2016) and how the contractor had carried out the repair work (92%; also 92% in 2016) (*Appendix Tables 4.10a and 4.10b*).

It is worth noting that overall satisfaction with the Housing Executive’s repairs service was higher among respondents who had at least one repair completed in the 12 months prior to survey, when they had experienced the repair service *in full* (86%; 86% in 2016) (*Appendix Table 4.11*), than among all respondents who had *reported* a repair (80%; 78% in 2016).

4.3 SATISFACTION WITH QUALITY, CONDITION AND SIZE OF HOME

Quality of home

Amongst all respondents, 88 per cent (86% in 2016) were satisfied with the overall quality of their home (*Appendix Table 4.12*). Satisfaction was lowest among those households with children (small family 80%; lone parent 80%) and among households with a HRP aged 24 years or younger (68%).

Condition of property

Similarly, 87 per cent (85% in 2016) of all respondents were satisfied with the general condition of their property (*Appendix Table 4.13*). Both small family households (78%) and lone parent households (79%) were less likely to be satisfied with the condition of their property than other household types. Satisfaction was also lowest among households with a HRP aged 24 years or younger (66%).

Size of property

The majority of respondents (86%) felt their home was just the right size. Just over one-tenth (11%) felt their home was too small, while three per cent felt their home was too big (*Appendix Table 4.14*).

4.4 FUTURE INTENTIONS (over the next 5 years)

Respondents were asked if they intended to remain a Housing Executive tenant for the next five years. The vast majority (95%; also 95% in 2016) reported that they did intend to remain a Housing Executive tenant (*Appendix Table 4.15*). Three per cent intended to move to the owner occupied sector and one per cent intended to either move to a housing association or to the private rented sector.

4.5 CONTACT WITH THE HOUSING EXECUTIVE

Telephone Contact

In 2017, respondent contact with the Housing Executive by telephone decreased slightly (69%; 72% in 2016). The primary reason for contacting a Housing Executive office related to repairs (85%; 84% in 2016) (*Appendix Tables 4.16 and 4.17*).

In the vast majority of cases (99%), when a respondent last telephoned a Housing Executive office, their call had been answered (*Appendix Table 4.18*).

On contacting an office by telephone, the vast majority of respondents felt staff were:

- Polite (98%; also 98% 2016);
- Friendly (98%; also 98% in 2016);
- Easy to understand (97%; 98% in 2016);
- Patient (95%; 96% in 2016);
- Knowledgeable (96%; 95% in 2016).

A small minority of respondents felt staff were:

- Not interested/off hand (5%; 7% in 2016);
- In a hurry/rushed (3%; 4% in 2016);
- Rude (2%; 2% in 2016).

The majority of respondents (95%; 95% in 2016) who had telephoned a Housing Executive office reported that staff had spoken to them in a courteous manner (*Appendix Table 4.20*).

Overall satisfaction with telephone contact

The vast majority of respondents who had telephoned continued to report a high level of satisfaction with the telephone service received from the Housing Executive (91%; 92% in 2016) (*Appendix Table 4.21*).

Household characteristics

By household type, satisfaction with the telephone service received was lowest among small and large family households (both 87%). By age, satisfaction was lowest among households with a HRP aged either 18-24 years (87%) or 25-44 years (88%) both of which were below the overall average of 91 per cent.

Visit to a Housing Executive office

More than one-fifth of respondents (21%; 24% in 2016) had visited a Housing Executive office in the 12 months previous to being surveyed (*Appendix Table 4.22*). When they called at the office, more than four-fifths of visitors (89%; 87% in 2016) had waited less than 15 minutes to be attended to by staff (57% in less than 5 minutes; 56% in 2015) (*Appendix Table 4.23*).

In 2017, respondents' experience of various aspects of visiting a Housing Executive office remained very positive (*Table 4.2; Appendix Table 4.24*).

Table 4.2: Satisfaction with how respondent's query was dealt with by office staff (%)

Staff at the office were...	2016	2017
Polite	98	97
Friendly	98	97
Easy to understand	97	98
Patient	96	96
Knowledgeable	95	97
Not interested/offhand	8	6
In a hurry/rushed	5	3
Rude	4	3

Overall satisfaction with office visit

Overall, more than nine-tenths (91%; 90% in 2016) were satisfied with their visit to a Housing Executive office (*Appendix Table 4.25*).

Household characteristics

Overall satisfaction with visiting a Housing Executive office was highest among two older (96%) and lone older (94%) households (*Appendix Table 4.25*), both of which were above the overall average of 91 per cent, while households with a HRP aged 24 years or below were least likely to be satisfied (79%).

Home visit from a member of Housing Executive staff

More than one-quarter (29%; 33% in 2016) of respondents had received a home visit by a member of staff in the 12 months previous to being surveyed (*Appendix Table 4.26*). More than one-third (36%; 39% in 2016) of these respondents had requested a staff member to

visit their home (*Appendix Table 4.27*). The majority of respondents (84%; 82% in 2016) said they were satisfied with the home visit (*Appendix Table 4.28*).

4.6 RESPONDENTS' ATTITUDES TO HOME AND ESTATE

Respondents' satisfaction with their neighbourhood as a place to live continued to remain high in 2017 (91%; 92% in 2016) (*Appendix Table 4.29*).

The majority of respondents also continued to feel proud (77%; 76% in 2016) about the general image of their area, if friends and relatives come to visit (*Appendix Table 4.30*).

Household characteristics

By household type, just over two-thirds of lone parents (68%) reported that they felt proud about the general image of their area. Similarly, households with HRPs aged 25-44 years (69%) or 18-24 years (64%) were less likely to feel proud than the overall average (77%).

Location

Although the proportion of respondents in the Belfast region who felt a sense of pride about the general image of their area was higher in 2017 (72%) than in 2016 (67%), the figure remained five percentage points below the overall 2017 average (77%). On the other hand, respondents in the North (83%) felt most proud of the general image of their area (*Appendix Table 4.30*).

5.0 Housing Benefit, Rent Payments and Financial Inclusion

The 2017 CTOS continued to ask questions regarding tenant uptake of Housing Benefit, rent payment and access to financial products. The results provide valuable insight which informs strategies aimed at providing better quality services and support, when needed, to Housing Executive tenants. What follows is an analysis of 2017 findings by household characteristics and location and, where appropriate, comparisons with the 2016 CTOS.

5.1 HOUSING BENEFIT

Housing Benefit status ⁶

There continued to be a high level (77%; 80% in 2016) of households living in Housing Executive properties who were in receipt of Housing Benefit.

Housing Benefit status - Household Characteristics (Appendix Table 5.1)

Household Income

- As might be expected, households with an income of £10,400 or below were more likely to be in receipt of Housing Benefit (90%) than those households with an income of £10,401 or more (67%).

Household type

- The proportions of lone older (86%), lone parent (83%) and lone adult (83%) households in receipt of Housing Benefit were all above the overall average (77%).
- Small family (55%) households were least likely of all households to receive Housing Benefit.

Location

- The proportion of households living in the South Region who were in receipt of Housing benefit (75%; 79% in 2016) was slightly lower than in either Belfast Region (76%; 78% in 2016) or North Region (81%; 82% in 2016).

Housing Benefit service provided

The vast majority of Housing Benefit recipients (96%) were satisfied with the service provided (*Appendix Table 5.2*). Overall, however, small family households (90%) were least likely to be satisfied with the Housing Benefit service.

5.2 RENT PAYMENTS

All respondents were asked if they had had any difficulty making their rent payment during the 12 months before interview. More than two-thirds of respondents (67%; 68% in 2016) reported that they were in receipt of full Housing Benefit and therefore were not subject to rent payments, and a further 28 per cent (27% in 2016) indicated that they had not experienced any difficulty in paying their rent during the previous year. However, a

⁶ The CTOS Housing Benefit figures rely on respondents accurately reporting their circumstances. However, they are broadly in line with Housing Executive operational figures.

small proportion (5%; also 5% in 2016) said they had experienced difficulty in paying their rent in the past 12 months (*Appendix Table 5.3*).

Of the households that did pay some level of rent (33%), less than one-sixth (approximately 4,000 households) reported having experienced difficulty in making their rent payment within the last 12 months (*Appendix 5.4a*).

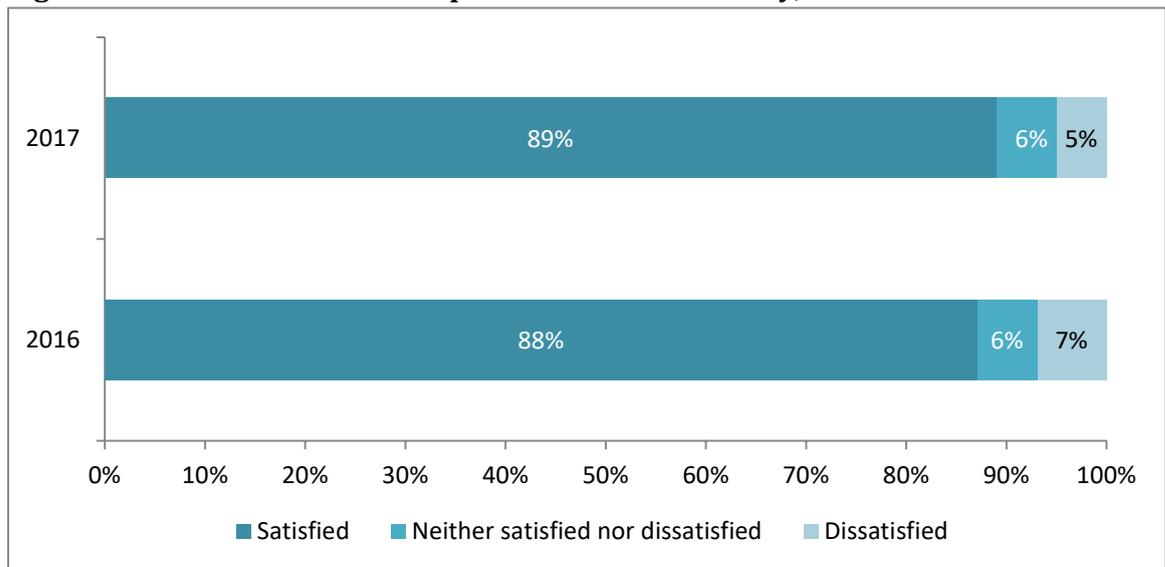
The main reasons why respondents had experienced difficulty in making their rent payments related to (*Appendix 5.4b*):

- Illness (i.e. loss of earnings);
- Unemployment;
- Unexpected “other” bills;
- Low income/being benefit-dependent; and
- Having rent arrears to pay.

Satisfaction that rent provides value for money

In 2017 the majority of households (89%; 88% in 2016) said their rent provided value for money (*Figure 5.1; Appendix Table 5.5*).

Figure 5.1: Satisfaction that rent provides value for money, 2016 - 2017



Satisfaction that rent provides value for money – Household Characteristics

Age of HRP

Households with a HRP aged 45+ years (45-59 years, 88%; 60-64 years, 91%; 65+ years, 92%) were more likely to be satisfied that their rent provided value for money than households with a younger HRP (18-24 years, 85%; 25-44 years, 87%).

Household type

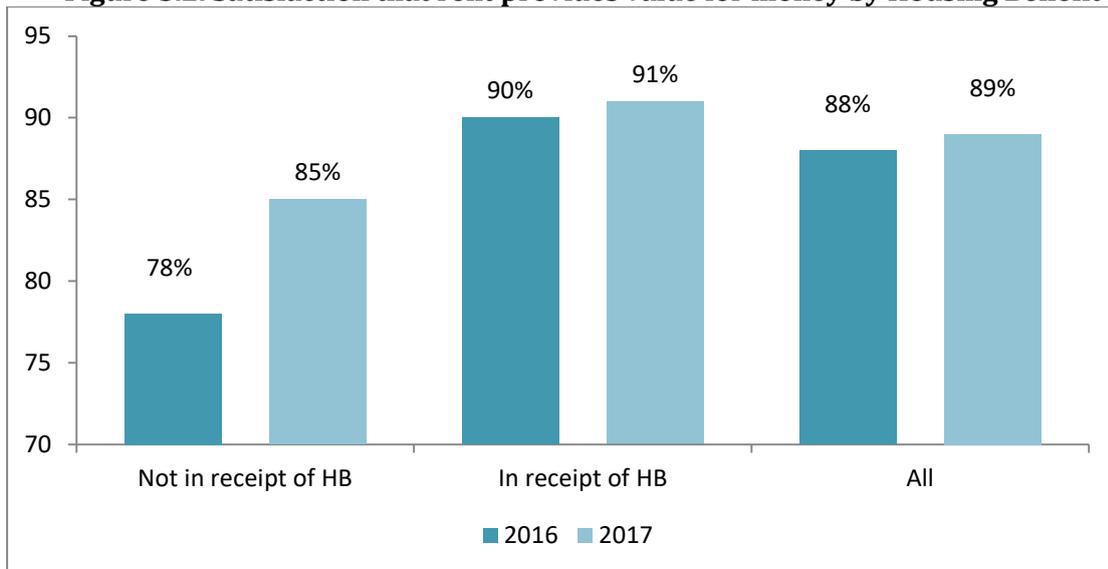
Respondents living in small families (84%) and large families (85%) were least likely to be satisfied that their rent provided value for money.

Housing Benefit status and satisfaction that rent provides value for money

Figure 5.2 illustrates that, as in 2016, respondents living in households not in receipt of Housing Benefit (85%) were less likely to be satisfied that their rent provided value for money than those in receipt of Housing Benefit (91%). However, the chart also shows that satisfaction with the value for money provided by Housing Executive rents increased among those not in receipt of Housing Benefit between 2016 and 2017.

(Appendix Table 5.6).

Figure 5.2: Satisfaction that rent provides value for money by Housing Benefit status



5.3 FINANCIAL INCLUSION

Current and savings account ownership

Respondents were asked about their ownership of current and savings accounts including Bank, Building Society, Post Office and Credit Union accounts.

Overall, more than nine-tenths (92%) of respondents had some kind of current and/or savings account; five per cent did not have either of these account types and the remaining three per cent refused to say if they had a savings or current account (Appendix Table 5.7).

Current and/or savings account ownership - Household Characteristics

Household Type

Current and/or savings account ownership was highest amongst small family, large family and lone parent households (all 95%).

Lone older (89%) and two older (88%) households were below the overall average (92%) of households with a current and/or savings account.

Age of HRP

There was a correlation between ownership of a current/savings account and age of HRP; households with a younger HRP (17-24 years, 94%; 25-44 years, 95%) were more likely to have a current and/or savings account than households with an older HRP (65+ years, 89%) (Appendix Table 5.7a and b).

Debit payment card and/or credit card ownership

Almost three-quarters of respondents (71%; 63% in 2016) had a debit payment card and/or credit card; the remainder (29%) had no such products or refused to respond (*Appendix Table 5.8*).

Debit payment card and/or credit card ownership – Household Characteristics

Age of HRP

Those respondents living in households with HRPs in the younger age groups (17-24 year olds and 25-44 year olds; both 84%) were more likely to have a debit payment card and/or credit card than those living in households with older HRPs (65 years or over, 56%: 15 percentage points below the overall average of 71%).

Household Income

There was a correlation between household income and ownership of a debit payment card and/or credit card, in that those respondents living in higher income households (£10,401 or more) were more likely (81%) to have such products than those respondents living in the lowest income households (£5,200 or less, 65% and £5,201-£10,400, 68%).

Household Type

Both lone parent (85%) and small family (84%) households had a higher level of debit payment card and/or credit card ownership than other households.

Location

Debit payment card and/or credit card ownership was highest amongst respondents in the Belfast Region (73%), followed by respondents living in the South (71%) and North (70%) Regions.

Rent Payment by Direct Debit or Standing Order (*Appendix Table 5.9 – 5.11*)

Respondents were asked if they paid their rent by direct debit or standing order. Around two thirds (67%) reported that they were in receipt of full Housing Benefit and therefore did not pay rent (*Appendix Table 5.9*). Of those households that did pay some level of rent (33% of all respondents), almost two-fifths (38%) paid their rent by Direct Debit or Standing Order, a seven percentage point decrease from the previous year.

The majority of respondents (62%; 69% in 2016) did not pay their rent by Direct Debit or Standing Order. The main reason given for not using these payment methods was that respondents preferred to budget with cash (84%; 81% in 2016). However, almost one-tenth (9%; 10% in 2016) of those respondents who paid some rent but did not use Direct Debit or Standing Order said they would consider this method of payment in the future (*Appendix Tables 5.10-5.12*).

Home contents insurance

While more than one-quarter of respondents (26%; 25% in 2016) said the contents of their home were insured, the majority (71%) reported that they did not have home contents insurance and a small percentage (3%) did not know (*Appendix Table 5.13*).

Reasons why respondents did not have home contents insurance included (*Appendix Table 5.14*):

- Had not got round to getting insurance (41%);
- Quotes received were too expensive (30%);
- Don't think I need insurance (26%); and
- Don't know how to get insurance (2%).

6.0 Tenant involvement, consultation and communication

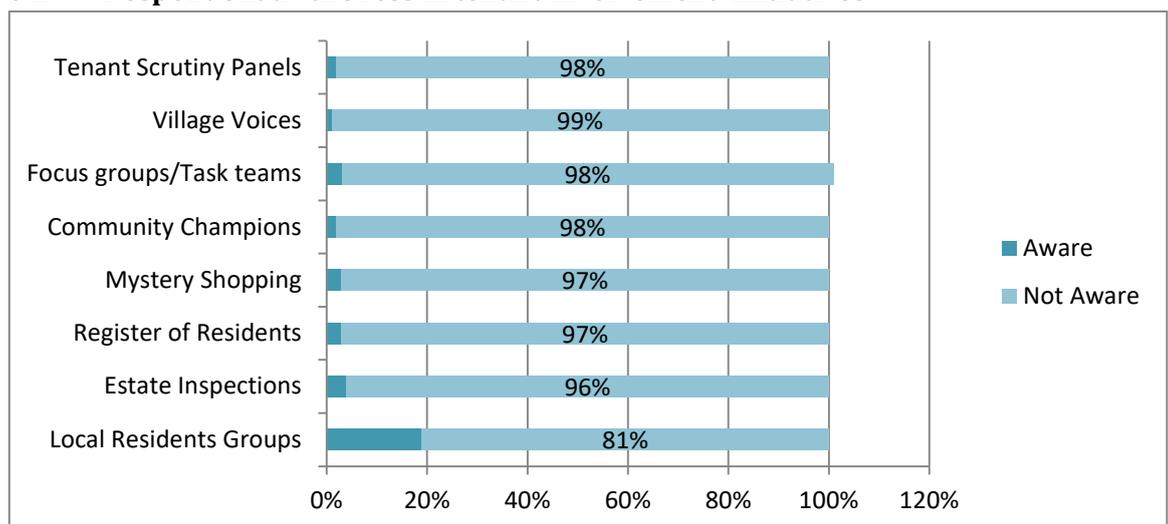
The mission statement set out in the *Landlord Services Corporate and Business Plans 2015/16-2017/18* was: “To provide our customers with good quality services/support when they need it, shaped around them.” The Housing Executive encourages tenants and their representatives to become actively involved and participate in the decision-making process relating to the delivery of housing services.

In 2015 the CTOS included a number of new questions regarding involvement, or interest in *becoming* involved, in various tenant participation opportunities, and on how well the Housing Executive consults and communicates with its tenants. What follows is an examination of the 2017 findings by location and household characteristics.

6.1 TENANT INVOLVEMENT

The vast majority of respondents interviewed said they were not aware of any of the tenant initiatives measured (*Figure 6.1; Appendix Table 6.1*).

Figure 6.1: Respondent awareness in tenant involvement initiatives



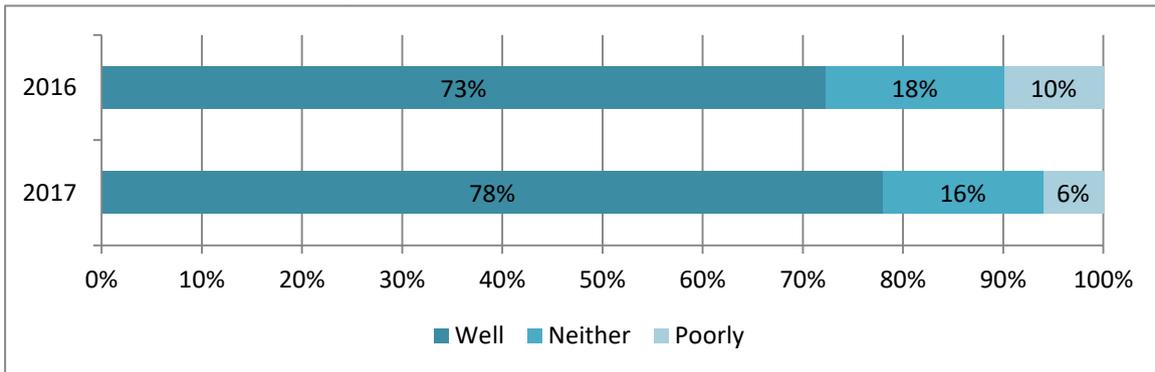
6.2 TENANT CONSULTATION

The CTOS included questions designed to gain insight into how respondents thought the Housing Executive had performed with regard to consultation with its tenants.

How well tenants feel they are consulted by the Housing Executive

In 2017, there was an increase in the proportion of respondents (78%; 73% in 2016) who felt they were well consulted by the Housing Executive (*Figure 6.2; Appendix Table 6.2*).

Figure 6.2: How well respondents felt they were consulted by the Housing Executive, 2016-2017

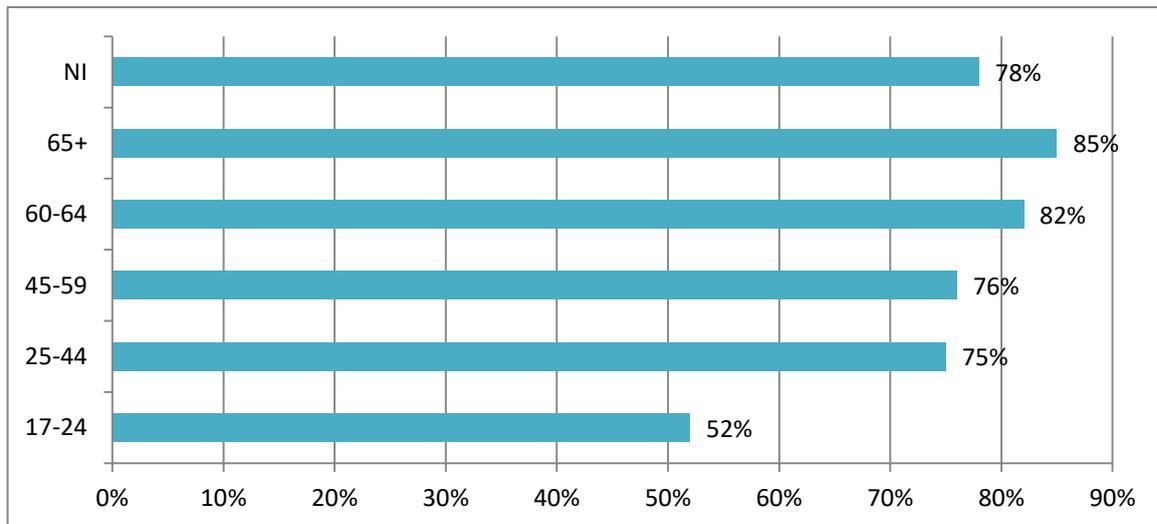


How well tenants felt they were consulted by the Housing Executive – Household Characteristics (Appendix Table 6.2)

Age of HRP

- As illustrated by Figure 6.3, households with an older HRP were more likely to feel well consulted than those who lived in households with a younger HRP.

Figure 6.3: Percentage of respondents who felt well consulted by the Housing Executive, by Age of HRP – 2017



Household Type

- Similarly by household type, two older (86%), lone older (84%) and large family (82%) households were more likely to feel that they were well consulted, compared to all other households.
- Small family households (67%) were least likely to feel that they were well consulted by the Housing Executive.

Location

- More than four-fifths of respondents living in the North Region (85%; 7 percentage points above the overall average of 78%) said they were well consulted, compared with

75 per cent in the South Region and 74 per cent in the Belfast Region.

Satisfaction that the Housing Executive listens and acts upon views – Household Characteristics (Appendix Table 6.3)

More than three-quarters of respondents (76%; 72% in 2016 and 67% in 2015) were satisfied that the Housing Executive listens to tenants' views and acts upon them.

Age of HRP

- Respondents living in households with a HRP aged 65 or over (84%) were most likely to be satisfied, while households with a HRP aged 18-24 years (69%) were the least satisfied of all households.

Household Type

- More than four-fifths of two older (85%) and lone older (84%) households were satisfied, compared with around two-thirds of small family households (65%; 76% overall average).

Location

- Respondents living in the Belfast Region were less likely to be satisfied that the Housing Executive listens to their views and acts upon them (71%) than those living in the South (75%) and North (81%) Regions.

6.3 COMMUNICATION

The 2017 CTOS included questions on how the Housing Executive communicates with tenants. Where possible, comparisons have been made with findings from previous years.

Newsletter – Streets Ahead

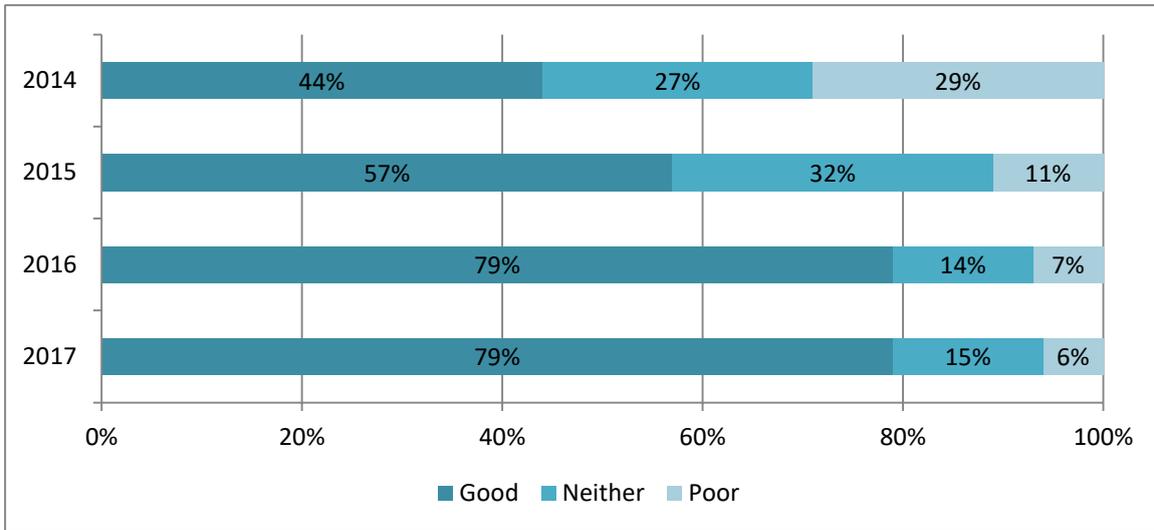
Respondents were asked whether they were aware of the Housing Executive's newsletter, *Streets Ahead* (formerly *Housing News*), which is sent to tenants on an annual basis; awareness of the newsletter decreased slightly compared with 2016 (75%; 79% in 2016 and 79% in 2015), (*Appendix Table 6.4*).

Keeping tenants informed

For a number of years, we have asked respondents how good or poor they feel the Housing Executive is at keeping them informed about things that may affect them as a tenant. However, findings have varied over the last four years. In 2017, almost four-fifths (79%) of respondents felt that the Housing Executive was good at keeping them informed about things that might affect them as a tenant; the proportion was the same as in 2016 (79%) and higher than in 2015 (57%), which was an increase from the 2014 Survey (44%), (*Appendix Table 6.5*).

The variation in findings in recent years may be partly due to different approaches to the use of examples illustrating the type of policy changes that might impact on respondents. While the question has remained the same since 2013, in 2014 a number of examples were included, while in 2016 only welfare reform was referred to specifically. No examples were included in 2017.

Figure 6.4: Extent to which respondents felt the Housing Executive was good at keeping them informed about things that might affect them, 2014-2017



Keeping tenants informed – Household Characteristics (Appendix Table 6.5)

Household Income

- Households with higher incomes (£10,401 plus, 81%; 79% overall) were more likely to feel the Housing Executive was good at keeping them informed about things that might affect them as a tenant than households on lower incomes (up to £5,200, 74%; £5,201 to £10,400, 80%).

Age

- Older respondents were most likely to feel positive about being kept informed by the Housing Executive; only 63% of households with a HRP aged 17-24 felt the Housing Executive was good at keeping them informed, compared with 86% of households with a HRP of 65 years or older.

Being kept informed by, and getting in touch with, the Housing Executive

The main method by which respondents wanted to be kept informed and get in touch with the Housing Executive was by telephone (89% of respondents; 86% in 2016). Just over two-fifths of all respondents (43%; also 43% in 2016) said they would be happy to be informed or get in touch by writing and one-quarter (25%; 27% in 2016) to visit an office.

There were slight changes in levels of interest in other types of contact, namely text (16%; 14% in 2016) and/or by email (12%; 10% in 2016).

The proportion of respondents who indicated that they would be happy to have contact with the Housing Executive through social media remained similar to last year (Facebook 2%; 3% in 2016; Twitter 1%; 1% in 2016) (Appendix Table 6.6).

7.0 Digital Inclusion

There has been a growing emphasis across government on digital services, with online transactions increasingly becoming the primary means of interacting with the public. With this drive towards a 'Digital First' strategy, and the implementation of a solely online-based application for Universal Credit, it is vital that our tenants have the confidence, skills and knowledge to access and use online services.

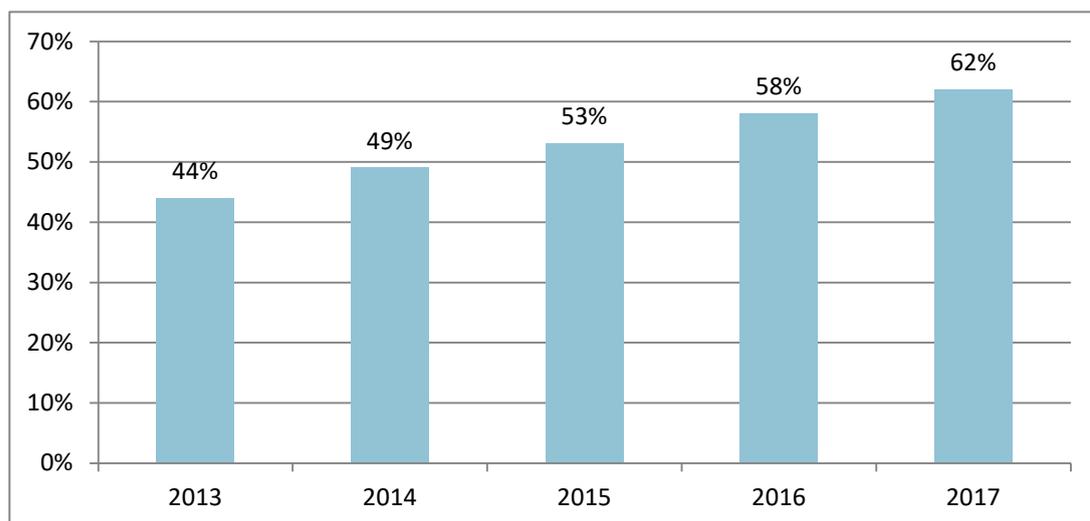
In this context, the Housing Executive's customer-focused approach seeks to enable online transactions and communications with tenants through the promotion of *digital inclusion*. As well as helping those who may have difficulty with online access and/or skills, improving digital inclusion is one of a number of ways in which the Housing Executive seeks to support and empower tenants to enhance their broader skills and confidence, reduce benefit-dependency and improve standards of living.

In 2017, questions were asked to capture information on households' access to the internet, the methods by which access was gained (e.g. computer/laptop/tablet/smartphone etc.) and which would be respondents' main method of access to the internet. Where possible, comparisons were made with the previous year.

7.1 ACCESS TO THE INTERNET

Access to the internet continues to rise, with six in ten of all households (62%; 58% in 2016) having access to the internet (*Appendix Table 7.1*). Whilst this trend is positive, the proportion of Housing Executive households with internet access was 22 percentage points lower than the 2017-2018 Northern Ireland average of 84 per cent⁷ (*Figure 7.1*).

Figure 7.1: Percentage of respondents who had access to the internet 2013-2017



⁷ Northern Ireland Continuous Household Survey 2017/18 available at www.csu.nisra.gov.uk/CHS/results/tables/Home%20Internet%20Access.mht

Households with access to the internet – Household Characteristics (Appendix Table 7.1)

Age of HRP

- As in previous years, there appears to be a link between access to the internet and the age of the HRP, in that the older a HRP was, the less likely they were to have access to the internet; particularly for households with HRPs who were 60 years or older (60-64 years, 53%; 65 years or over, 30%; 62% overall).
- On the other hand, more than four-fifths of households with a HRP aged 17-24 years (82%) had access to the internet. Households with a HRP aged 25-44 years (89%) had a much higher rate of internet access than the Housing Executive's overall average of 62% and this proportion was also above the Northern Ireland average of 84 per cent.

Household Type

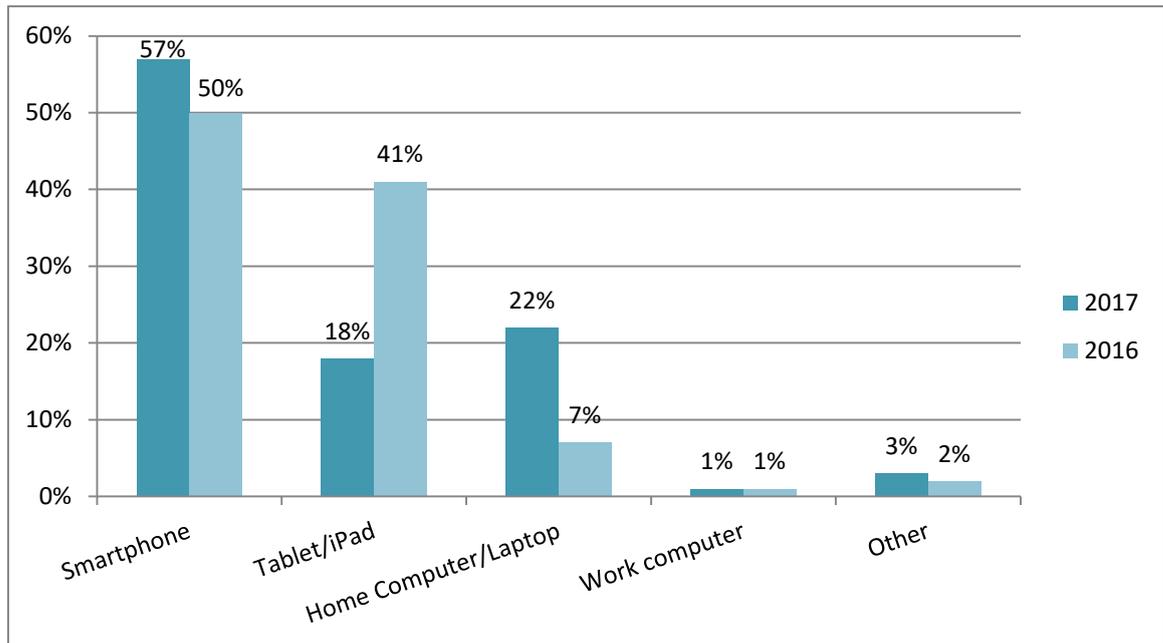
Households with children and two adult households were more likely to have access to the internet (large family, 96%; small family, 93%; lone parent, 91%) than those households without children (lone adult, 58%; two older, 47%; lone older; 20%).

How respondents access the internet (Appendix Tables 7.2-7.3)

Respondents who had access to the internet were asked which devices they used to go online (*Appendix Table 7.2*). Mobile/Smartphone was the most popular way of accessing the internet, used by seven out of ten (70%; 64% in 2016) of the respondents who had internet access. Similar proportions of respondents said they used a personal tablet/iPad (41%; 67% in 2016) or home computer/laptop (41%; 14% in 2016), while use of a public/work computer/laptop was less common (3%; 4% in 2016). (Respondents were able to list all the methods of internet access available to them.)

Respondents were also asked to select their *main* method of accessing the internet. Overall, mobile/smartphone was respondents' *main* method of accessing the internet (57%; 50% in 2016), followed by a home computer/laptop (22%; 7% in 2016) or personal tablet/iPad (18%; 41% in 2016) (*Figure 7.2; Appendix Table 7.3*).

Figure 7.2: Households' main method of accessing the internet, 2016-2017



How respondents access the internet (Main method) – Household Characteristics (Appendix Table 7.3)

Age of HRP

- The younger the HRP, the more likely they were to access the internet using a smartphone (18-24 years, 87% and 25-44 years, 74%; 57% overall). Older HRPs were more likely to access the internet using a Home Computer/ Laptop (65 years or over, 33% and 60-64 years, 32%; 22% overall).

Household type

- Respondents who lived in households with children were the most likely to access the internet using a smartphone (lone parent, 79%; small family, 69%; large family, 61%; 57% overall).
- Access to the internet using an iPad/tablet was highest amongst lone older (42%) and two older (25%) households (18% overall)

Access to Housing Executive services via the website (Appendix Table 7.4)

Of respondents who had access to the internet, almost one-fifth (18%) had accessed a Housing Executive service via the web.

7.2 MOBILE PHONE

Ownership of a mobile phone continued to increase (88%; 86% in 2016; 83% in 2015), but remained slightly lower than the latest Northern Ireland average (94% in 2015⁸) (Appendix Table 7.5).

⁸ 2017 Northern Ireland Neighbourhood Information Service , NISRA www.ninis2.nisra.gov.uk/People & Places (see People & Places/Housing and Household /Mobile Phone Ownership)

Mobile phone ownership – Household Characteristics (Figure 7.3; Appendix Table 7.5)

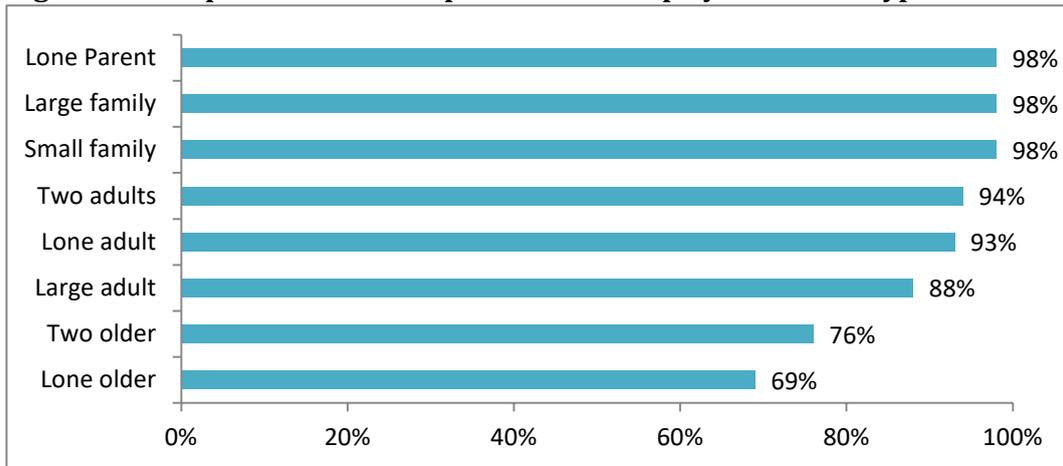
Age of HRP

- Ownership of a mobile phone was least likely in households where the HRP was aged 65 years or more (72%; 88% overall) and was highest among households with a HRP aged between 25-44 years (97%).

Household type

- Ownership of a mobile phone was above average (88%) amongst most households with the exception of two older (76%) and lone older (69%) households.

Figure 7.3: Respondent’s mobile phone ownership by household type



Contact with the Housing Executive via mobile phone

The vast majority (80%; also 80% in 2016) of mobile phone owners had given their number to the Housing Executive (*Appendix Table 7.6*).

Tenant contact with Housing Executive by text

Of respondents who owned a mobile phone, a small proportion (3%) had contacted the Housing Executive by text during the 12 months before the survey (*Appendix Table 7.7*). However, when asked if they would contact a Housing Executive service by text, more than one-quarter (26%) of all mobile phone owners reported that they would (*Appendix Tables 7.8*).

Contact from the Housing Executive by text

Respondents who owned a mobile phone were also asked if they would allow the Housing Executive to contact them by text in relation to a number of key service areas.

Almost three-fifths (57%) said they would allow the Housing Executive to contact them by text/SMS about repairs and identical proportions of respondents (38% each) said they would allow contact regarding planned improvement schemes and general information/advice. Less than one-third said they would allow contact via text regarding anti-social behaviour (32%) and Housing Benefit (31%). Again, similar proportions would allow contact about information on local events happening in their area (27%) and rent accounts/paying rent (25%), while one-fifth (20%) indicated that they would allow contact via text regarding Housing Application/Transfer (*Appendix Table 7.9*).

8.0 WELFARE CHANGES

Welfare reform was enacted in Northern Ireland in December 2015 under the *Welfare Reform (Northern Ireland) Order 2015*, which aligned the welfare system in Northern Ireland with that already in place throughout Great Britain since 2012. Additional provisions for welfare reform were subsequently introduced under the *Welfare Reform and Work (Northern Ireland) Order 2016*.

Key elements of welfare reform include:

- introduction of Universal Credit;
- introduction of the 'Social Sector Size Criteria' (SSSC) or 'Bedroom Tax';
- introduction of a household Benefit Cap; and
- significant changes to benefits for people with ill health and disabilities.

Mitigation, in the form of Welfare Supplementary Payments, is available to those affected until the end of March 2020 when, if mitigation ends as planned, those affected will experience changes in levels of benefits received and consequently in annual household income.

Given the relevance of welfare reform to tenants and to the Housing Executive as a landlord, a number of questions on this subject were included in the 2017 main survey. The survey also included an omnibus topic focused on capturing the impact of these changes on tenants thus far. The Welfare Reform omnibus topic was asked over two quarters (Q3 and Q4) giving a sample of 1,300 (including pensioners) and a separate analysis of this data was published in 2018.⁹

8.1 HOUSEHOLDS AFFECTED BY WELFARE CHANGES

Two-fifths of respondents (40%) were not aware of any welfare changes. More than one-quarter (28%) said they were aware of changes but were not sure how they or their household would be affected, while 22 per cent said they would not be affected. Fewer respondents said welfare changes already affected them or their household (4%) or expected the changes to affect them or their household in the future (7%) (*Table 8.1 and Appendix Table 8.1*).

Table 8.1: Households affected by welfare changes

	%
Yes, welfare changes ALREADY affect me/my household	4
Yes, welfare changes WILL affect me/my household in the future	7
No, welfare changes WON'T affect me/my household	22
I am aware of welfare changes but not sure how they may affect me/my household	28
I am not aware of any of the welfare changes	40

Household affected by welfare changes – Household Characteristics (*Appendix Table 8.1*)

Age of HRP

- Those respondents living in households with HRPs aged 65 years or over (57%) and aged 17-24 years (54%) were least likely to be aware of welfare changes.

⁹ *Tenant Awareness, Perceptions and Experiences of Welfare Reform* (Housing Executive, 2018)
www.nihe.gov.uk/tenant_awareness_welfare_reform.pdf

- More than one-third (38%) of respondents aged 60-64 years were aware of welfare changes but were not sure how they would be affected; 32 per cent of respondents aged 45-59 years also felt this way as did 30 per cent of respondents aged 25-44 years.
- Five per cent of respondents aged 45-59 years said welfare changes already affected them or their household and a further 13 per cent of respondents aged 45-59 years said welfare changes would affect them in the future.

Household Type

- Older respondents were most likely to be unaware of welfare changes (lone older 59% and two older 54%). Lack of awareness was lower in the remaining household types (lone parent 35%; large family, small family and large adult 34% in all three cases).
- Three-tenths (30%) of both small family and large adult households said welfare changes would not affect them.
- The proportion of respondents who said they or their household were already affected by welfare changes was relatively low for all household types, ranging from two per cent (lone older households) to five per cent (lone adult households).
- The proportion of respondents who said they or their household would be affected in the future ranged more widely, from one per cent of lone older households to 14% of two adult households.

Household Income

- Households with an income between £5,201 and £10,400 were most likely to have been affected by welfare changes (5%), compared with households with an income of £5,200 or less, or £10,401 or more (3% in both cases).
- However, households with an income of up to £5,200 were more likely to expect that welfare changes would affect them in the future (12%) than either households with an income between £5,201 and £10,400 (9%) or those with incomes of £10,401 or more (6%).

Location

- Households living in Belfast Region and North Region were more likely to have been affected by welfare reform changes (4% in both cases), than households living in South Region (3%).

Of those who stated that they had already been affected by welfare changes (4% of all respondents), the most common impacts cited were:

- Changes to DLA/PIP and ESA
- Application of social sector size criteria/bedroom tax
- Reduction in numbers entitled to benefits/deduction in amount received ([Appendix Table 8.2](#)).

The main reasons why respondents felt welfare changes would affect them or their household in the future related to ([Appendix Table 8.3](#)):

- Social sector size criteria/bedroom tax
- Reduction in numbers entitled to benefits/deduction in amount received

Respondents who did not expect that they or their household would be affected by welfare changes gave a number of explanations (*Appendix Table 8.4*):

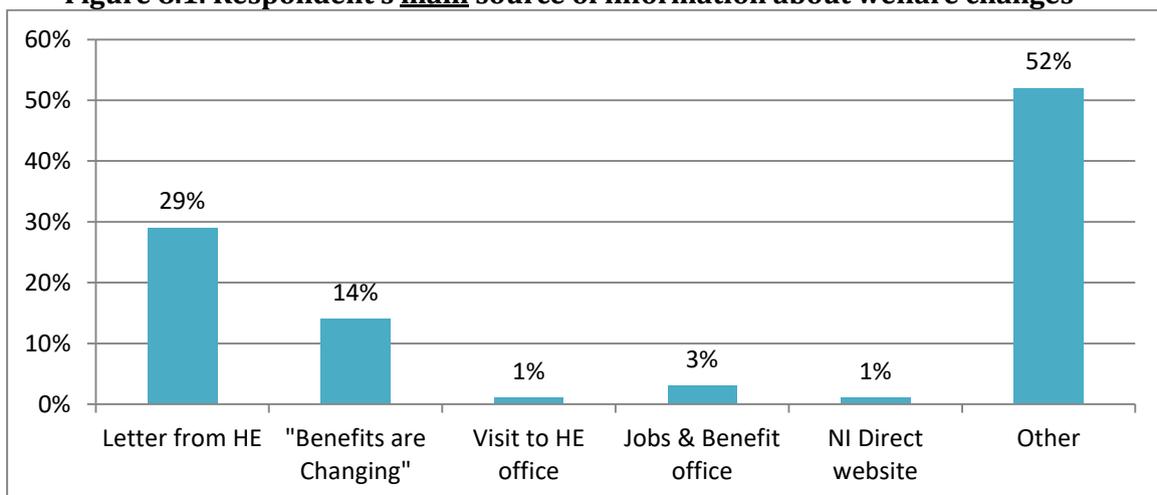
- Do not get benefit(s)/plan to get a job
- Due to circumstances (pensioner/children/disability)
- I was told/heard I will not be affected
- All bedrooms are occupied (not subject to social sector size criteria/bedroom tax)

8.2 SOURCES OF INFORMATION ABOUT WELFARE CHANGES

When asked how they found out about welfare changes, almost one third of respondents (32%) said they had received a letter from the Housing Executive and almost one fifth (17%) said they had received a 'benefits are changing' leaflet from the Department for Communities. However, the majority (55%) said that they had found out from 'other' sources, predominantly media (52% of this sub-group) and word of mouth (20%). (*Appendix Tables 8.5 and 8.6*).

Respondents were then asked about their **main** method of finding out about welfare reform changes. Again, while a substantial minority (29%) referred to correspondence from the Housing Executive, more than half (52%) said they found out about welfare reform from "other" sources (*Appendix Table 8.7*).

Figure 8.1: Respondent's main source of information about welfare changes



8.3 EXTENT TO WHICH TENANTS FELT INFORMED ABOUT WELFARE CHANGES – HOUSEHOLD CHARACTERISTICS

Nearly half (46%) of respondents felt they were ‘poorly’ or ‘very poorly’ informed about welfare changes, while less than one-quarter (23%) described themselves as ‘quite well’ or ‘very well’ informed (*Appendix Table 8.8*).

Age of HRP

- Those respondents living in households with HRPs in the youngest age group (17-24 years old) were most likely to feel they were ‘quite well’ or ‘very well’ informed (29%), followed by those with an HRP aged 45-59 (28%), while those living in households with HRPs aged 65 years and older were least likely to describe themselves as ‘quite’ or ‘very’ well informed (18%).

Household Income

- Households with an income between £5,201 and £10,400 were the most likely (26%) to feel ‘very well’ or ‘quite well’ informed, compared to households with an income of £10,401 or more (24%) and households with an income of £5,200 or less (20%).

Household Type

- While lone adult and two adult households (both 27%) were most likely to feel ‘very well’ or ‘quite well’ informed, lone older households (16%) were least likely to feel informed about welfare changes.

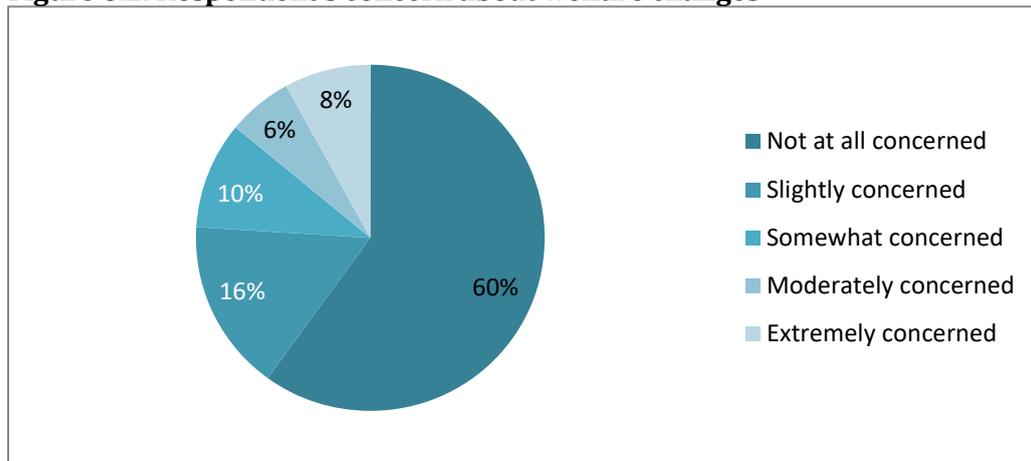
Location

- Households in North Region were more likely to feel ‘very well’ or ‘quite well’ informed (27%), compared to households in South Region (23%) and Belfast Region (20%).

8.4 CONCERN ABOUT WELFARE CHANGES

- The majority of respondents (60%) said they were not at all concerned about welfare changes, while the remaining 40 per cent had some level of concern about this issue. Around one sixth (16%) of all respondents said they were *slightly* concerned; 10 per cent were *somewhat* concerned; eight per cent were *extremely* concerned and the remaining six per cent were moderately concerned (*Figure 8.2; Appendix Table 8.9*).

Figure 8.2: Respondent’s concern about welfare changes



Concern about welfare changes – Household Characteristics (Appendix Tables 8.9)

Age of HRP

- Concern about welfare changes was lowest among households with HRPs aged 65 years or older (27%) and highest among households with HRPs aged 45-59 years and 60-64 years (both 47%).

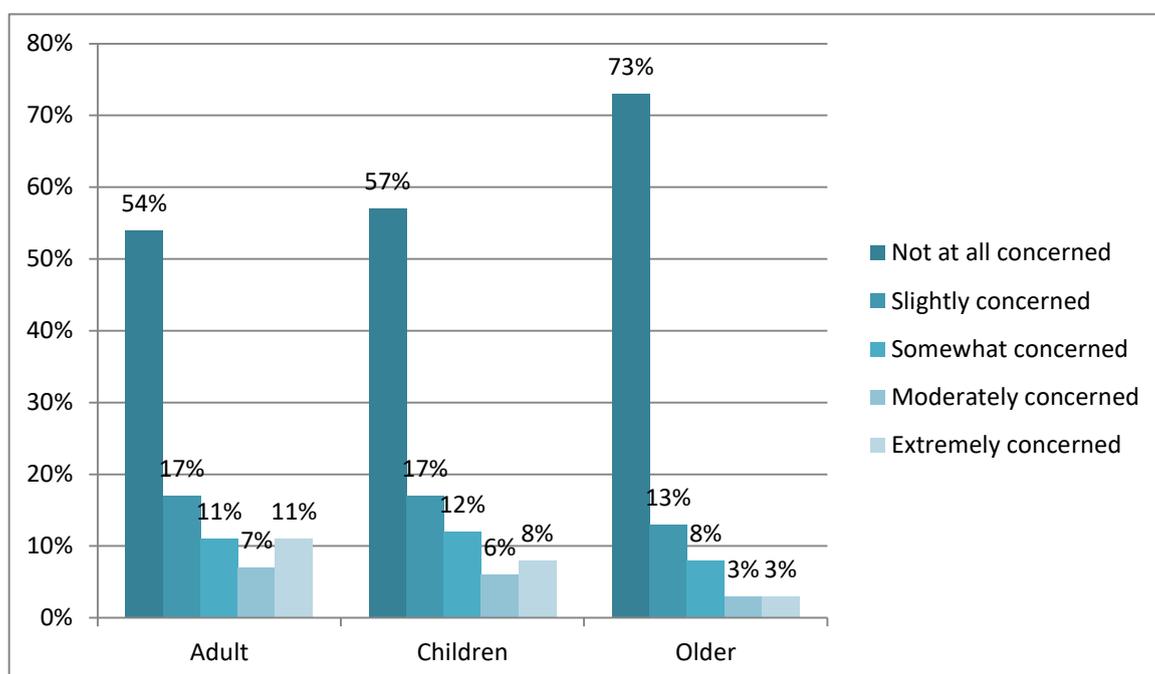
Household Income

- Households with an income of £10,401 or more were least likely to be concerned about welfare changes (39%) while those with an income of between £5,201 and £10,400 were more likely to express some level of concern (45%).

Household Type

- Perhaps reflecting the fact that the majority of welfare changes will impact mainly on working age claimants, concern about welfare reform changes was lowest among lone older households (26%) and highest among two adult households (48%).

Figure 8.3 Respondents concern about welfare changes – Household Type



Location

- Households living in North Region were least likely (64%) to be concerned about welfare reform changes, compared with households living in either South Region (59%) or Belfast Region (58%).

Reasons for being (un)concerned about welfare changes

Respondents were asked to elaborate on why they did or did not feel concerned about welfare changes.

The main reasons given for *not* feeling concerned were (*Appendix Table 8.10*):

- Won't affect me/do not think it will affect me (55%)
- Already changed (22%)
- Do not know what is happening yet/don't know about welfare reform changes (22%)

On the other hand, those who *were* concerned about welfare changes referred to [\(Appendix Table 8.11\)](#):

- Uncertainty/lack of knowledge about it (58%)
- possible effects on finances (30%)
- the possible implications of social sector size criteria/bedroom tax – having to move and/or financial impact (12%)

9.0 Client response to survey

The annual CTOS provides the Housing Executive with a comprehensive socio-economic profile of our tenants and their views and attitudes on the services we provide. The Survey is invaluable in providing management with a measurement of customer satisfaction across various facets of our business which can be tracked over time. However the Survey also provides a raft of information which ensures we can monitor, on an ongoing basis, the profile and needs of our tenants and, in turn, identify priorities and develop and tailor our services to those needs.

Overall Satisfaction Levels:

It is gratifying that tenant's satisfaction with the overall service provided by the Housing Executive remains high (89%). Satisfaction rates with the overall quality of their home also continues to improve (88%, up from 86% in 2016). Similarly 87 per cent of respondents were satisfied with the general condition of their property and more than four-fifths (89%; 88% in 2016) of respondents were satisfied that their rent provided value for money.

Welfare Reform insights:

A key challenge for the Housing Executive and our tenants over the coming years is the ongoing implementation of Welfare Reform. The Survey provides a number of useful insights in this regard.

In relation to tenants' views on the size of their property, the majority of respondents (86%) felt their home was just the right size; just over one-tenth (11%) felt their home was too small, while 3% felt their home was too big. This suggests challenges ahead for those tenants who are impacted by the Social Sector Size Criteria (SSSC) if the current mitigation comes to an end, as planned, in March 2020. The Housing Executive estimates that up to one-third of our tenants will face a shortfall in their rental income when SSSC mitigation ends.

The Survey also asked if tenants had any difficulty making their rent payment during the 12 months before the interview. More than two-thirds of respondents (67%) reported they were in receipt of full Housing Benefit and therefore were not subject to rent payments, and a further 28 per cent indicated that they had not experienced any difficulty in paying their rent during the previous year. However, a small proportion (5%) said they had experienced difficulty in paying their rent in the past 12 months.

With the vast majority of respondents (95%) reporting that they intended to remain a Housing Executive tenant for the next 5 years the Housing Executive will therefore have to carefully balance our need to maximize our rental collection and minimize arrears, whilst at the same time supporting our customers to sustain their tenancies in challenging economic times. We continue to deliver our Rental Income Maximization Strategy whilst at the same time seek to support our tenants by rolling out our financial inclusion/capability service. In addition we plan to recruit a number of additional staff with specialist skills in money/debt advice to support the most vulnerable tenants and

continue to drive forward our response in this important area of work. In this regard it is pleasing to note that the majority of respondents (92%) had some type of current/savings account.

Tenant Involvement & Consultation insights:

The Survey also provides important insight in the area of tenant involvement, consultation and communication. It is pleasing to note an increase in the proportion of respondents (78%; 73% in 2016) who felt they were well consulted by the Housing Executive. It is also satisfying that around three-quarters of respondents (76%; 72% in 2016) were satisfied that the Housing Executive listens to their views and acts upon them.

However the Survey revealed that the vast majority of respondents interviewed were not aware of tenant initiatives such as local residents groups, tenant scrutiny panels, village voices, community champions, estate inspections etc. A number of the questions also point to a particular challenge in engaging young people and families. We will aim to address these issues and continue to encourage tenants and their representatives to become actively involved and participate in decisions about our housing services through the roll out of our recently launched Community Involvement Strategy.

Tenant Communication & Digital Inclusion insights:

Almost eight in ten (79%) of respondents felt the Housing Executive was good at keeping them informed about things that might affect them as a tenant. The main method by which respondents wanted to be kept informed and get in touch with the Housing Executive remains by telephone (89% of respondents). There were small increases in the level of interest in text (16%; 14% in 2016) and email contact (12%; 19% in 2016).

In 2017, more than three-fifths (62%) of all households had access to the internet, a slightly higher proportion than in 2016 (58%). Whilst this trend is positive, the proportion of Housing Executive households with internet access was 22 percentage points lower than the 2017/18 Northern Ireland average of 84%. To narrow this gap we will continue to support our tenants to become more digitally included by developing the confidence, skills and knowledge to access and use online services, taking on board learning from our digital inclusion project.

Demonstrative of our commitment to enabling online transactions and improving digital communications with tenants the Housing Executive is investing in a new website in the forthcoming months.

APPENDIX 1

2017 CTOS - Appendix Tables

* denotes cell has an unweighted value eq<25

Table 3.1: Dwelling Type

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
House	19,372 62.7%	14,652 53.5%	14,047 52.9%	48,071 56.6%
Flat/Maisonette	7,174 23.2%	5,757 21.0%	4,378 16.5%	17,309 20.4%
Bungalow/Cottage	4,363 14.1%	6,967 25.4%	8,147 30.7%	19,477 23.0%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Table 3.2: Household type by Number of bedrooms

Sample in numbers	1 bed 303	2 bed 1042	3 bed 1116	4+ bed 139	TOTAL 2600
Adult	6,185 62.6%	15,472 45.6%	14,078 38.7%	2,256 48.5%	37,991 44.8%
<i>% Adult</i>	16.3%	40.7%	37.1%	5.9%	100.0%
Children	* 7.1%	6,523 19.2%	13,673 37.6%	1,360 29.2%	22,254 26.2%
<i>% with Children</i>	3.1%	29.3%	61.4%	6.1%	100.0%
Older	3,000 30.4%	11,918 35.1%	8,658 23.8%	1,034 27.2%	24,610 29.0%
<i>% Older</i>	12.2%	48.4%	35.2%	4.2%	100.0%
NI TOTAL	9,883	33,913	36,409	4,650	84,855
<i>% Overall</i>	11.6%	40.0%	42.9%	5.5%	100.0%

Table 3.3: Household type

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600	
Lone adult	7,914 25.6%	7,126 26.0%	6,816 25.7%	21,856 25.8%	Adult 44.8%
Two adults	3,715 12.0%	3,098 11.3%	2,847 10.7%	9,660 11.4%	
Large adult	2,456 7.9%	2,089 7.6%	1,930 7.3%	6,475 7.6%	
Lone parent	4,963 16.1%	4,044 14.8%	2,872 10.8%	11,879 14.0%	
Small family	1,954 6.3%	1,657 6.1%	2,164 8.1%	5,775 6.8%	Children 26.2%
Large family	1,479 4.8%	1,473 5.4%	1,650 6.2%	4,602 5.4%	
Two older	2,976 9.6%	2,482 9.1%	2,778 10.5%	8,236 9.7%	Older 29.0%
Lone older	5,453 17.6%	5,408 19.8%	5,515 20.8%	16,376 19.3%	
NI TOTAL	30,909 100%	27,376 100%	26,573 100%	84,859 100%	

Table 3.4: Number of residents in household

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
1 person	13,367 43.2%	12,534 45.8%	12,331 46.4%	38,232 45.1%
2 persons	8,891 28.8%	7,360 26.9%	7,034 26.5%	23,285 27.4%
3 persons	4,552 14.7%	3,567 13.0%	3,249 12.2%	11,368 13.4%
4 persons or more	4,099 13.3%	3,915 14.3%	3,958 14.9%	11,972 14.1%
NI TOTAL	30,910 100%	27,377 100%	26,572 100%	84,859 100%

Table 3.5: Profile of ALL Household Members

Sample in numbers	Belfast 1610	North 1619	South 2044	TOTAL 5273	
Male	28,754 45.6%	24,916 44.5%	25,885 47.6%	79,555 45.9%	Gender
Female	34,291 54.4%	31,100 55.5%	28,448 52.4%	93,839 54.1%	
Age under 16 yrs	15,176 24.1%	13,362 23.9%	12,433 22.9%	40,971 23.6%	Age
Age 16-24 yrs	14,397 22.8%	12,168 21.7%	12,147 22.4%	38,712 22.3%	
Age 25-44 yrs	6,252 9.9%	6,258 11.2%	5,073 9.3%	17,583 10.1%	
Age 45-59 yrs	11,934 18.9%	10,902 19.5%	11,405 21.0%	34,241 19.7%	
Age 60-64 yrs	4,148 6.6%	3,128 5.5%	3,079 5.7%	10,355 6.0%	
Age 65 yrs or over	11,138 17.7%	10,167 18.1%	10,160 18.7%	31,465 18.1%	
Refused	* 0.0%	* 0.1%	* 0.1%	* 0.1%	
Employed	12,663 20.1%	10,082 18.0%	11,341 20.9%	34,086 19.7%	Employ/ment status
Unemployed	8,002 12.7%	6,160 11.0%	6,394 11.8%	20,556 11.9%	
Retired	11,923 18.9%	9,494 16.9%	10,306 19.0%	31,723 18.3%	
Perm Sick/Disabled	8,880 14.1%	9,554 17.1%	7,172 13.2%	25,606 14.8%	
Other (inc. school children)	21,577 34.2%	20,728 37.0%	19,119 35.2%	61,424 35.4%	
White	61,686 97.8%	55,595 99.2%	53,197 97.9%	170,478 98.3%	Ethnicity
Other	1,359 2.2%	* 0.8%	1,136 2.1%	2,916 1.7%	
Yes, has a health problem/illness	12,335 19.6%	11,993 21.4%	13,795 25.4%	38,123 22.0%	Disability
Yes, has a disability which limits activities	2,322 3.7%	4,903 8.8%	2,373 4.4%	9,598 5.5%	
Yes, has BOTH illness and a disability	9,390 14.9%	6,462 11.5%	4,394 8.1%	20,246 11.7%	
Has no such health problems	38,998 61.9%	32,659 58.3%	33,771 62.2%	105,428 60.8%	

Table 3.6: Profile of Household Reference Person (HRP)

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600		
Male	11,590 37.5%	10,144 37.1%	10,533 39.6%	32,267 38.0%	Gender	
Female	19,319 62.5%	17,232 62.9%	16,039 60.4%	52,590 62.0%		
Age 18-24 yrs	1,155 3.7%	* 2.3%	858 3.2%	2,647 3.1%	Age - HRP	
Age 25-44 yrs	9,318 30.1%	7,752 28.3%	7,266 27.3%	24,336 28.7%		
Age 45-59 years	8,796 28.5%	8,189 29.9%	8,053 30.3%	25,038 29.5%		
Age 60-64 yrs	3,165 10.2%	2,403 8.8%	2,061 7.8%	7,629 9.0%		
Age 65 years or over	8,474 27.4%	8,365 30.6%	8,297 31.2%	25,136 29.6%		
Refused	* 0.0%	* 0.1%	* 0.1%	* 0.1%		
£5,200 or less	1,515 4.9%	2,430 8.9%	1,081 4.1%	5,026 5.9%		Income _ HRP
£5,201-£10,400	9,797 31.7%	8,257 30.2%	8,078 30.4%	26,132 30.8%		
£10,401+	13,668 44.2%	11,243 41.1%	11,259 42.4%	36,170 42.6%		
Refused/DK	5,929 19.2%	5,446 19.9%	6,154 23.2%	17,529 20.7%		
Employed	7,217 23.3%	5,453 19.9%	5,760 21.7%	18,430 21.7%	Employment status- HRP	
Unemployed	5,269 17.0%	3,605 13.2%	4,223 15.9%	13,097 15.4%		
Retired	9,155 29.6%	7,849 28.7%	8,389 31.6%	25,393 29.9%		
Perm Sick/Disabled	6,689 21.6%	7,098 25.9%	5,275 19.9%	19,062 22.5%		
Other (inc looking after family, higher ed, other, ref)	2,580 8.3%	3,371 12.3%	2,925 11.0%	8,876 10.5%		
White	30,493 98.7%	27,212 99.4%	26,170 98.5%	83,875 98.8%		Ethnicity - HRP
Other	* 1.3%	* 0.6%	* 1.5%	* 1.2%		
NI TOTAL	30,909 100%	27,376 100%	26,573 100%	84,859 100%		

Table 3.7: Employment status of HRP by working age

	working age* 1767	not working age** 833	TOTAL 2600
Sample in numbers			
Employed	17,908 30.7%	* 2.0%	18,429 21.7%
<i>% employed</i>	97.2%	2.8%	100.0%
Unemployed	13,007 22.3%	90 0.3%	13,097 15.4%
<i>% unemployed</i>	99.3%	0.7%	100.0%
Retired	1,540 2.6%	23,853 89.6%	25,393 29.9%
<i>% retired</i>	6.1%	93.9%	100.0%
Perm Sick/Disabled	17,293 29.7%	1,770 6.7%	19,063 22.5%
<i>% sick/disabled</i>	90.7%	9.3%	100.0%
Other (inc. Refused)	8,502 14.6%	* 1.4%	8,877 10.5%
<i>% other</i>	95.8%	4.2%	100.0%
NI TOTAL	58,250 100%	26,609 100%	84,859 100%
<i>% overall</i>	68.6%	31.4%	100.0%

*HRPs of working age = 16 yrs+ but less than 65 for Males/63 yrs Females

**HRPs not of working age = Males 65 yrs or older/Females 63 yrs or older

Table 3.8a: Benefits received by HRP

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Housing Benefit	21,391 69.2%	20,589 75.2%	18,151 68.3%	60,131 70.9%
Disability Benefit	14,805 47.9%	10,997 40.2%	11,465 43.1%	37,267 43.9%
Retirement Pension	8,350 27.0%	7,773 28.4%	7,966 30.0%	24,089 28.4%
Child Benefit	7,705 24.9%	6,198 22.6%	5,919 22.3%	19,822 23.4%
Child Tax Credit	7,236 23.4%	5,575 20.4%	4,749 17.9%	17,560 20.7%
Employment & Support Allowance	7,662 24.8%	5,769 21.1%	5,250 19.8%	18,681 22.0%
Income Support	4,468 14.5%	3,572 13.0%	4,142 15.6%	12,182 14.4%
Pension Credit	4,031 13.0%	4,414 16.1%	4,125 15.5%	12,570 14.8%
Working Tax Credit	2,850 9.2%	1,959 7.2%	1,698 6.4%	6,507 7.7%
Incapacity Benefit	* 2.7%	1,026 3.7%	854 3.2%	2,724 3.2%
Jobseekers' Allowance	1,396 4.5%	1,780 6.5%	1,033 3.9%	4,209 5.0%
Other	* 0.6%	* 1.4%	* 0.9%	* 1.0%

Table 3.8b: Benefits received by Partner of HRP

Sample in numbers	TOTAL 624	
Disability Benefit	6,642	33.4%
Retirement Pension	5,035	25.3%
Housing Benefit	2,720	13.7%
Employment & Support Allowance	1,212	6.1%
Child Benefit	2,165	10.9%
Pension credit	1,374	6.9%
Child Tax Credit	1,799	9.0%
Income Support	1,181	5.9%
Incapacity Benefit	*	2.4%
Working Tax Credit	824	4.1%
Jobseeker's Allowance	*	2.0%
Other		*

Table 3.9 Health/disability of HRPs

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes, has a health problem/illness	8,419 27.2%	8,126 29.7%	9,908 37.3%	26,453 31.2%
Yes, has a disability which limits activities	1,702 5.5%	2,993 10.9%	1,409 5.3%	6,104 7.2%
Yes, has BOTH a health problem and a disability	6,940 22.5%	4,786 17.5%	3,204 12.1%	14,930 17.6%
Has no such health problems	13,847 44.8%	11,471 41.9%	12,052 45.4%	37,370 44.0%
NI TOTAL	30,908 100.0%	27,376 100.0%	26,573 100.0%	84,857 100.0%

Table 3.10: Use of indoor/outdoor aids by HRPs

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
No aids	22,925 74.2%	20,185 73.7%	20,235 76.2%	63,345 74.6%
Stick	4,303 13.9%	4,270 15.6%	3,616 13.6%	12,189 14.4%
Zimmer frame	1,839 5.9%	1,360 5.0%	1,245 4.7%	4,444 5.2%
Crutches	* 2.3%	* 1.9%	628 2.4%	1,865 2.2%
Wheel chair	* 1.9%	* 2.5%	* 2.2%	1,837 2.2%
Adapted vehicle/ Scooter/Confined to bed	* 1.8%	* 1.3%	* 1.0%	1,178 1.4%
NI TOTAL	30,910 100%	27,376 100%	26,572 100%	84,858 100%

Table 3.11: Religion of household as described by respondent

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Protestant	17,244 55.8%	14,293 52.2%	12,044 45.3%	43,581 51.4%
Catholic	10,991 35.6%	10,338 37.8%	11,305 42.5%	32,634 38.5%
Mixed religion	*	*	1,315	2,610
Protestant/Catholic	1.8%	2.7%	4.9%	3.1%
Other	2,106 6.8%	2,018 7.4%	1,908 7.2%	6,032 7.1%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Table 4.1: How satisfied/dissatisfied are you with the overall service provided by the Housing Executive?

Sample in numbers	Satisfied 2296	Neither 197	Dissatisfied 107	TOTAL 2600
Region				
Belfast	26,827 86.8%	2,789 9.0%	1,293 4.2%	30,909 100%
North	24,878 90.9%	1,037 3.8%	1,461 5.3%	27,376 100%
South	23,419 88.1%	2,407 9.1%	747 2.8%	26,573 100%
Household Type				
Lone adult	19,269 88.2%	1,818 8.3%	* 3.5%	21,857 100%
Two adults	8,453 87.5%	* 7.5%	* 5.0%	9,660 100%
Lone parent	9,929 83.6%	1,103 9.3%	847 7.1%	11,879 100%
Small family	4,874 84.4%	* 8.9%	* 6.7%	5,775 100%
Large family	3,839 83.4%	* 11.5%	* 5.0%	4,601 100%
Large adult	5,874 90.7%	* 6.5%	* 2.8%	6,475 100%
Two older	7,690 93.4%	* 3.1%	* 3.5%	8,235 100%
Lone older	15,196 92.8%	870 5.3%	* 1.9%	16,376 100%
Household Income				
Up to £5,200	4,256 84.7%	* 8.3%	* 7.0%	5,026 100%
£5,201 to £10,400	23,736 90.8%	1792 6.9%	* 2.3%	26,131 100%
£10,401 plus	31,925 88.3%	2434 6.7%	1811 5.0%	36,170 100%
Don't know/refused	15,206 86.8%	1590 9.1%	732 4.2%	17,528 100%
Age of HRP				
18-24	1,868 70.5%	* 19.0%	* 10.4%	2,648 100%
25-44	20,333 83.5%	2526 10.4%	1478 6.1%	24,337 100%
45-59	22,491 89.8%	1625 6.5%	923 3.7%	25,039 100%
60-64	6,900 90.4%	* 5.8%	* 3.7%	7,629 100%
65 or over	23,500 93.5%	1097 4.4%	* 2.1%	25,137 100%
Refused	* 47.1%	* 52.9%	* 0.0%	* 100%
NI TOTAL	75,123 88.5%	6233 7.3%	3501 4.1%	84,857 100%

Have you or your partner (if applicable) reported any repair requests to the Housing Executive within the last 12 months?

Table 4.2:

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	20,804 67.3%	18777 68.6%	18481 69.6%	58,062 68.4%
No	10,105 32.7%	8599 31.4%	8091 30.4%	26,795 31.6%
NI TOTAL	30,909 100%	27376 100%	26572 100%	84,857 100%

Table 4.3

Which of the following methods did you use when you last reported a repair

Sample in numbers	Belfast 532	North 542	South 700	TOTAL 1774
Telephone	19,147 92.0%	16112 85.8%	16228 87.8%	51,487 88.7%
In person at a local office	* 3.4%	1903 10.1%	1429 7.7%	4,030 6.9%
Email/Website	* 1.9%	* 2.9%	* 3.0%	1,501 2.6%
Letter	* 0.1%	* 0.2%	* 0.6%	* 0.3%
Other	* 2.5%	* 1.0%	* 0.9%	867 1.5%
NI TOTAL	20,805 100%	18,778 100%	18,481 100%	58,064 100%

Table 4.4:

When you reported the repair, were you advised when the work would be completed?

Sample in numbers	Belfast 532	North 542	South 700	TOTAL 1852
Yes	17,542 84.3%	16429 87.5%	14657 79.3%	48,628 83.8%
No	2,533 12.2%	2207 11.8%	3065 16.6%	7,805 13.4%
Don't know	* 3.5%	* 0.8%	* 4.1%	1,629 2.8%
NI TOTAL	20,804 100%	18,777 100%	18,481 100%	58,062 100%

Table 4.5:

Was the work completed within the time you were advised?

Sample in numbers	Belfast 443	North 471	South 558	TOTAL 1472
Yes	15,161 86.4%	14857 90.4%	12113 82.6%	42,131 86.6%
No	2,222 12.7%	1433 8.7%	2174 14.8%	5,829 12.0%
Don't know	* 0.9%	* 0.8%	* 2.5%	* 1.4%
NI TOTAL	17,543 100%	16429 100%	14657 100%	48,629 100%

Table 4.6: Generally how satisfied/dissatisfied are you with the way the Housing Executive deals with repairs?

Sample in numbers	Satisfied 1403	Neither 138	Dissatisfied 221	DK eq<25	TOTAL 1774
Region					
Belfast	16,717 80.4%	1,799 8.6%	2,258 10.9%	* 0.1%	20,804 100%
North	15,509 82.6%	* 4.4%	2,288 12.2%	* 0.8%	18,777 100%
South	14,032 75.9%	1,832 9.9%	2,488 13.5%	* 0.7%	18,480 100%
Household Type					
Lone adult	11,008 77.7%	1,557 11.0%	1,548 10.9%	* 0.4%	14,163 100%
Two adults	5,029 75.8%	597 9.0%	1,010 15.2%	* 0.0%	6,636 100%
Lone parent	7,093 75.9%	* 7.9%	1,447 15.5%	* 0.7%	9,344 100%
Small family	3,495 76.8%	* 9.3%	* 12.0%	* 1.9%	4,553 100%
Large family	2,511 74.4%	* 7.6%	* 18.1%	* 0.0%	3,376 100%
Large adult	4,264 83.9%	* 4.6%	* 11.1%	* 0.4%	5,080 100%
Two older	4,649 83.2%	* 5.2%	* 11.6%	* 0.0%	5,591 100%
Lone older	8,210 88.1%	* 3.8%	* 7.1%	* 1.0%	9,319 100%
Household Income					
Up to £5,200	2,647 78.0%	* 5.6%	* 16.4%	* 0.0%	3,392 100%
£5,201 to £10,400	14,712 83.2%	1,312 7.4%	1,664 9.4%	* 0.0%	17,688 100%
£10,401 plus	20,370 77.5%	2,198 8.4%	3,520 13.4%	* 0.7%	26,270 100%
Don't know/refused	8,530 79.6%	755 7.0%	1,293 12.1%	* 1.3%	10,712 100%
Age of HRP					
18-24	1,032 61.7%	* 14.1%	* 20.9%	* 3.3%	1,672 100%
25-44	13,638 75.2%	1,892 10.4%	2,531 13.9%	* 0.5%	18,147 100%
45-59	14,044 79.2%	1,331 7.5%	2,268 12.8%	* 0.5%	17,725 100%
60-64	4,190 83.3%	* 6.9%	* 9.8%	* 0.0%	5,030 100%
65 or over	13,323 86.2%	* 4.2%	1,390 9.0%	* 0.6%	15,457 100%
Refused	* 100.0%	* 0.0%	* 0.0%	* 0.0%	* 100%
NI TOTAL	46,258 79.7%	4,453 7.7%	7,034 12.1%	* 0.5%	58,061 100%

Table 4.7: Has at least one repair request now been completed?

Sample in numbers	Belfast 532	North 542	South 700	TOTAL 1774
Yes	18,374 88.3%	16,345 87.1%	15,879 85.9%	50,598 87.1%
No	2,430 11.7%	2,431 12.9%	2,602 14.1%	7,463 12.9%
NI TOTAL	20,804 100%	18,776 100%	18,481 100%	58,061 100%

Table 4.8: Did the workmen complete the repair work in full when they first visited?

Sample in numbers	Belfast 467	North 470	South 602	TOTAL 1539
Yes	15,257 83.0%	15,221 93.1%	13,328 83.9%	43,806 86.6%
No	2,815 15.3%	1,091 6.7%	2,326 14.6%	6,232 12.3%
Don't know	* 1.6%	* 0.2%	* 1.4%	* 1.1%
NI TOTAL	18,374 100%	16,345 100%	15,879 100%	50,598 100%

Table 4.9: Satisfaction with aspects of how the contractor carried out the repair work.

Sample in numbers	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	TOTAL 1539
Politeness	31,908 63.1%	16,348 32.3%	2,001 4.0%	* 0.6%	* 0.1%	50,598 100%
Friendliness	31,787 62.8%	16,474 32.6%	1,964 3.9%	* 0.6%	* 0.1%	50,598 100%
Tidiness	31,454 62.2%	16,509 32.6%	1,468 2.9%	813 1.6%	* 0.7%	50,598 100%
Speed	30,997 61.3%	16,442 32.5%	1,413 2.8%	986 1.9%	* 1.5%	50,598 100%
Quality of work	30,415 60.1%	15,761 31.1%	1,629 3.2%	1,851 3.7%	* 1.9%	50,598 100%
Quality of materials	30,016 59.3%	16,590 32.8%	2,140 4.2%	1,434 2.8%	* 0.8%	50,598 100%

COMPLETED REPAIR - How satisfied/dissatisfied are you with how the Housing Executive managed the repair?

Table 410a:

Sample in numbers	Belfast 467	North 470	South 602	TOTAL 1539	
Very satisfied	11,612 63.2%	10,401 63.6%	7,459 47.0%	29,472 58.2%	46,663 92.2%
Satisfied	5,202 28.3%	5,185 31.7%	6,804 42.8%	17,191 34.0%	
Neither	* 3.2%	* 2.0%	* 4.5%	1,650 3.3%	1,650 3.3%
Dissatisfied	* 2.1%	* 2.0%	727 4.6%	1,450 2.9%	2,285 4.6%
Very dissatisfied	* 3.1%	* 0.6%	* 1.1%	* 1.7%	
NI TOTAL	18,373 100%	16,346 100%	15,879 100%	50,598 100%	

COMPLETED REPAIR - How satisfied/dissatisfied are you with how the contactor who carried out the repair work?

Table 4.10b:

Sample in numbers	Belfast 467	North 470	South 602	TOTAL 1539	
Very satisfied	11,898 64.8%	10,483 64.1%	7,490 47.2%	29,871 59.0%	46,342 91.6%
Satisfied	4,776 26.0%	4,984 30.5%	6,711 42.3%	16,471 32.6%	
Neither	* 4.5%	* 2.6%	752 4.7%	2,001 4.0%	2,001 4.0%
Dissatisfied	* 1.9%	* 2.1%	776 4.9%	1,462 2.9%	2,255 4.5%
Very dissatisfied	* 2.9%	* 0.7%	* 0.9%	* 1.6%	
NI TOTAL	18,375 100%	16,345 100%	15,878 100%	50,598 100%	

COMPLETED REPAIR - Generally how satisfied/dissatisfied are you with the way the Housing Executive deals with repairs?

Table 4.11:

Sample in numbers	Belfast 467	North 470	South 602	TOTAL 1539	
Very satisfied	8,497 46.2%	9,482 58.0%	7,453 46.9%	25,432 50.3%	43,445 85.9%
Satisfied	7,191 39.1%	5,167 31.6%	5,655 35.6%	18,013 35.6%	
Neither	1,470 8.0%	* 3.6%	1,409 8.9%	3,465 6.8%	3,465 6.8%
Dissatisfied	* 2.9%	* 3.8%	856 5.4%	2,013 4.0%	3,512 7.0%
Very dissatisfied	* 3.7%	* 2.0%	* 3.1%	* 3.0%	
Don't know	* 0.0%	* 1.0%	* 0.1%	* 0.3%	* 0.3%
NI TOTAL	18,374 100%	16,345 100%	15,879 100%	50,598 100%	

Table 4.12: Overall, how satisfied or dissatisfied are you with the overall quality of your home?

Sample in numbers	Satisfied 2284	Neither 130	Dissatisfied 186	TOTAL 2600
Region				
Belfast	26,845 86.9%	1887 6.1%	2177 7.0%	30,909 100%
North	24,418 89.2%	* 3.0%	2137 7.8%	27,376 100%
South	23,300 87.7%	1651 6.2%	1620 6.1%	26,571 100%
Household Type				
Lone adult	18,925 86.6%	1469 6.7%	1463 6.7%	21,857 100%
Two adults	8,578 88.8%	* 3.3%	* 7.9%	9,660 100%
Lone parent	9,462 79.7%	988 8.3%	1428 12.0%	11,878 100%
Small family	4,598 79.6%	* 7.3%	* 13.1%	5,774 100%
Large family	4,072 88.5%	* 3.5%	* 8.0%	4,602 100%
Large adult	5,836 90.1%	* 4.6%	* 5.2%	6,475 100%
Two older	7,787 94.5%	* 2.7%	* 2.8%	8,236 100%
Lone older	15,305 93.5%	* 3.0%	* 3.6%	16,375 100%
Household Income				
Up to £5,200	4,395 87.4%	* 4.2%	* 8.4%	5,027 100%
£5,201 to £10,400	23,183 88.7%	1367 5.2%	1581 6.1%	26,131 100%
£10,401 plus	31,777 87.9%	1689 4.7%	2704 7.5%	36,170 100%
Don't know/refused	15,208 86.8%	1092 6.2%	1229 7.0%	17,529 100%
Age of HRP				
18-24	1,810 68.4%	* 11.2%	* 20.4%	2,648 100%
25-44	20,321 83.5%	1747 7.2%	2269 9.3%	24,337 100%
45-59	21,774 87.0%	1309 5.2%	1956 7.8%	25,039 100%
60-64	6,917 90.7%	* 4.3%	* 5.0%	7,630 100%
65 or over	23,692 94.3%	* 2.7%	* 3.1%	25,136 100%
Refused	* 0.1%	* 0.0%	* 0.3%	* 0.1%
NI TOTAL	74,563 87.9%	4359 5.1%	5934 7.0%	84,857 100%

Table 4.13: Overall, how satisfied or dissatisfied are you with the general condition of this property?

Sample in numbers	Satisfied 2268	Neither 127	Dissatisfied 205	TOTAL 2600
Region				
Belfast	26,677 86.3%	1690 5.5%	2541 8.2%	30,908 100%
North	24,541 89.6%	* 2.2%	2227 8.1%	27,376 100%
South	22,849 86.0%	1892 7.1%	1831 6.9%	26,572 100%
Household Type				
Lone adult	18,927 86.6%	1521 7.0%	1408 6.4%	21,856 100%
Two adults	8,597 89.0%	* 2.7%	* 8.3%	9,660 100%
Lone parent	9,357 78.8%	942 7.9%	1579 13.3%	11,878 100%
Small family	4,516 78.2%	* 7.4%	* 14.4%	5,774 100%
Large family	3,923 85.2%	* 5.2%	* 9.6%	4,602 100%
Large adult	5,806 89.7%	* 4.0%	* 6.4%	6,474 100%
Two older	7,613 92.4%	* 2.5%	* 5.0%	8,235 100%
Lone older	15,327 93.6%	* 2.1%	* 4.3%	16,375 100%
Household Income				
Up to £5,200	4,454 88.6%	* 4.0%	* 7.4%	5,027 100%
£5,201 to £10,400	22,839 87.4%	1485 5.7%	1808 6.9%	26,132 100%
£10,401 plus	31,484 87.0%	1555 4.3%	3132 8.7%	36,171 100%
Don't know/refused	15,291 87.2%	951 5.4%	1287 7.3%	17,529 100%
Age of HRP				
18-24	1,758 66.4%	* 10.5%	* 23.1%	2,648 100%
25-44	20,002 82.2%	1754 7.2%	2580 10.6%	24,336 100%
45-59	21,713 86.7%	1367 5.5%	1958 7.8%	25,038 100%
60-64	6,958 91.2%	* 3.6%	* 5.2%	7,630 100%
65 or over	23,587 93.8%	* 2.1%	* 4.1%	25,137 100%
Refused	* 73.5%	* 0.0%	* 26.5%	* 100%
NI TOTAL	74,067 87.3%	4191 4.9%	6600 7.8%	84,857 100%

Table 4.14: Overall, do you think your home is...?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Too big	1,464 4.7%	* 2.4%	* 2.2%	2,721 3.2%
Too small	3,527 11.4%	2,748 10.0%	2,903 10.9%	9,178 10.8%
Just the right size	25,649 83.0%	23,960 87.5%	22,946 86.4%	72,555 85.5%
Don't Know	* 0.9%	* 0.0%	* 0.5%	* 0.5%
NI TOTAL	30,909 100%	27,375 100%	26,572 100%	84,856 100%

Table 4.15: Do you intend to remain a Housing Executive tenant for the next 5 years?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Remain as HE tenant	29,103 94.2%	26,305 96.1%	25,103 94.5%	80,511 94.9%
Move to owner occupied sector	919 3.0%	* 2.3%	957 3.6%	2,499 2.9%
Move to a Housing Assoc or Private Renting	* 0.5%	* 0.7%	* 0.5%	* 0.6%
Other/DK	* 2.4%	* 0.9%	* 1.4%	* 1.6%
NI TOTAL	30,908 100.0%	27,376 100.0%	26,572 100.0%	84,856 100.0%

Table 4.16: Have you contacted the Housing Executive by telephone in the past 12 months?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	22,254 72.0%	18,087 66.1%	18,427 69.3%	58,768 69.3%
No	8,655 28.0%	9,289 33.9%	8,145 30.7%	26,089 30.7%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Table 4.17: Main reasons why respondents had telephoned the Housing Executive within the last 12 months

Sample in numbers	Belfast 563	North 526	South 699	TOTAL 1788
Repairs	18,609 83.6%	14,823 82.0%	16,540 89.8%	49,972 85.0%
Rent Account	* 3.0%	* 3.9%	* 1.5%	* 2.8%
Anti social behaviour inc neighbour problems	* 2.6%	* 1.8%	* 1.6%	* 2.0%
General information/advice	* 2.4%	* 2.1%	* 1.6%	* 2.1%
Planned improvement schemes	* 1.8%	* 1.2%	* 1.5%	* 1.5%
Housing Benefit	* 0.9%	* 1.2%	* 0.8%	* 1.0%
Other (please specify)	1,133 5.1%	1,419 7.8%	* 3.1%	3,121 5.3%
Don't remember	* 0.6%	* 0.0%	* 0.1%	* 0.3%
NI TOTAL	22,254 100%	18,086 100%	18,427 100%	58,767 100%

Table 4.18: When you last telephoned, was your call answered?

Sample in numbers	Belfast 563	North 526	South 699	TOTAL 1788
Yes	22,008 98.9%	17,634 97.5%	18,302 99.3%	57,944 98.6%
No	* 1.1%	* 2.5%	* 0.7%	824 1.4%
NI TOTAL	22,254 100%	18,087 100%	18,427 100%	58,768 100%

Regardless of the outcome of your telephone call, did you find the staff who dealt with your query.....?

Table 4.19:

Sample in numbers	Belfast 556	North 512	South 694	TOTAL 1762
Polite	21,740 98.8%	17,423 98.8%	17,845 97.5%	57,008 98.4%
Friendly	21,585 98.1%	17,391 98.6%	17,914 97.9%	56,890 98.2%
Easy to understand	21,395 97.2%	17,075 96.8%	17,660 96.5%	56,130 96.9%
Patient	20,777 94.4%	16,985 96.3%	17,529 95.8%	55,291 95.4%
Knowledgeable	20,922 95.1%	17,233 97.7%	17,187 93.9%	55,342 95.5%
Not interested/off hand	1,155 5.2%	* 2.7%	1,303 7.1%	2,937 5.1%
In a hurry/rushed	811 3.7%	* 2.9%	* 3.1%	1,901 3.3%
Rude	* 2.5%	* 1.9%	* 1.9%	1,235 2.1%

Thinking of any time you have telephoned, did the member of staff you spoke to deal with you in a courteous manner?

Table 4.20:

Sample in numbers	Belfast 563	North 526	South 699	TOTAL 1788
Yes	21,044 94.6%	17,371 96.0%	17,572 95.4%	55,987 95.3%
No	* 2.0%	* 3.0%	698 3.8%	1,690 2.9%
Don't know/Can't remember	* 3.4%	* 1.0%	* 0.9%	1,090 1.9%
NI TOTAL	22,253 100%	18,086 100%	18,428 100%	58,767 100%

Table 4.21: How satisfied/dissatisfied are you with telephoning the Housing Executive?

Sample in numbers	Satisfied 1620	Neither 86	Dissatisfied 82	TOTAL 1788
Region				
Belfast	20,081 90.2%	1,320 5.9%	* 3.8%	22,254 100%
North	17,052 94.3%	* 2.3%	* 3.4%	18,086 100%
South	16,287 88.4%	1,009 5.5%	1,131 6.1%	18,427 100%
Household Type				
Lone adult	13,239 89.4%	* 5.3%	* 5.4%	14,816 100%
Two adults	6,351 91.8%	* 5.7%	* 2.6%	6,921 100%
Lone parent	8,614 88.6%	* 5.2%	* 6.2%	9,721 100%
Small family	3,832 87.4%	* 4.3%	* 8.3%	4,383 100%
Large family	2,976 87.1%	* 5.7%	* 7.2%	3,418 100%
Large adult	4,878 97.1%	* 1.3%	* 1.6%	5,023 100%
Two older	5,124 94.9%	* 2.6%	* 2.5%	5,397 100%
Lone older	8,408 92.5%	* 5.3%	* 2.2%	9,090 100%
Household Income				
Up to £5,200	2,930 87.4%	* 7.7%	* 5.0%	3,354 100%
£5,201 to £10,400	16,040 91.6%	* 3.8%	* 4.6%	17,503 100%
£10,401 plus	24,729 91.9%	859 3.2%	1,318 4.9%	26,906 100%
Don't know/refused	9,721 88.3%	966 8.8%	* 2.9%	11,005 100%
Age of HRP				
18-24 yrs	1,685 86.5%	* 4.8%	* 8.7%	1,947 100%
25-44 yrs	16,383 88.4%	904 4.9%	1,247 6.7%	18,534 100%
45-59 yrs	16,526 91.6%	865 4.8%	* 3.7%	18,051 100%
60-64 yrs	4,613 89.6%	* 5.6%	* 4.8%	5,151 100%
65 yrs or over	14,181 94.2%	* 4.0%	* 1.8%	15,053 100%
Refusal	* 100.0%	* 0.0%	* 0.0%	* 100%
NI TOTAL	53,420 90.9%	2,747 4.7%	2,601 4.4%	58,768 100%

Table 4.22: Have you visited a local Housing Executive office in the past 12 months?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	5,555 18.0%	6,648 24.3%	5,167 19.4%	17,370 20.5%
No	25,354 82.0%	20,728 75.7%	21,405 80.6%	67,487 79.5%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Table 4.23: Approximately how long did you have to wait before you were attended to by staff?

Sample in numbers	Belfast 150	North 198	South 201	TOTAL 549
Less than 5 minutes	2,342 42.2%	4,773 71.8%	2,815 54.5%	9,930 57.2%
More than 5 minutes but less than 15 minutes	2,224 40.0%	1,344 20.2%	1,945 37.7%	5,513 31.7%
15 minutes or more	* 14.1%	* 6.3%	* 7.9%	1,612 9.3%
Don't know	* 3.7%	* 1.7%	* 0.0%	* 1.8%
NI TOTAL	5,555 100%	6,648 100%	5,166 100%	17,369 100%

Table 4.24: Regardless of the outcome of your visit, did you find the staff who dealt with your query...?

Sample in numbers	Belfast 150	North 198	South 201	TOTAL 549
Polite	5,294 95.3%	6,496 97.7%	5,135 99.4%	16,925 97.4%
Friendly	5,235 94.2%	6,464 97.2%	5,135 99.4%	16,834 96.9%
Easy to understand	5,360 96.5%	6,572 98.9%	5,016 97.1%	16,948 97.6%
Patient	5,235 94.2%	6,387 96.1%	4,986 96.5%	16,608 95.6%
Knowledgeable	5,362 96.5%	6,446 97.0%	5,098 98.7%	16,906 97.3%
Not interested/off hand	* 8.1%	* 5.7%	* 3.4%	1,004 5.8%
In a hurry/rushed	* 4.8%	* 2.6%	* 0.6%	* 2.7%
Rude	* 4.6%	* 1.6%	* 1.2%	* 2.5%

Table 4.25: How satisfied/dissatisfied were you with your visit to a HE office?

Sample in numbers	Satisfied 503	Neither eq<25	Dissatisfied 26	TOTAL 549
Region				
Belfast	5,060 91.1%	* 1.0%	* 7.9%	5,555 100%
North	6,028 90.7%	* 4.5%	* 4.8%	6,648 100%
South	4,760 92.1%	* 4.4%	* 3.4%	5,166 100%
Household Type				
Lone adult	4,359 92.7%	* 3.6%	* 3.7%	4,704 100%
Two adults	2,100 91.1%	* 6.3%	* 2.6%	2,305 100%
Lone parent	3,370 91.8%	* 1.9%	* 6.3%	3,672 100.0%
Small family	1,422 89.0%	* 4.1%	* 6.8%	1,597 100%
Large family	984 82.1%	* 4.1%	* 13.8%	1,198 100%
Large adult	1,008 88.9%	* 1.8%	* 9.3%	1,134 100%
Two older	821 95.7%	* 0.0%	* 4.3%	858 100%
Lone older	1,784 93.9%	* 3.3%	* 2.8%	1,900 100%
Household Income				
Up to £5,200	1,134 91.3%	* 4.7%	* 4.0%	1,242 100%
£5,201 to £10,400	4,945 92.7%	* 2.8%	* 4.5%	5,336 100%
£10,401 plus	7,158 92.0%	* 2.9%	* 5.1%	7,780 100%
Don't know/refused	2,611 91.2%	* 3.4%	* 5.4%	3,011 100%
Age of HRP				
18-24	870 78.7%	* 5.5%	* 15.8%	1,106 100%
25-44	5,965 91.7%	* 1.7%	* 6.6%	6,503 100%
45-59	5,243 91.7%	* 4.6%	* 3.7%	5,718 100%
60-64	991 89.3%	* 7.7%	* 3.0%	1,110 100%
65 or over	2,778 94.7%	* 2.1%	* 3.1%	2,932 100%
NI TOTAL	15,848 91.2%	* 3.4%	938 5.4%	17,370 100%

Table 4.26: Have you received a visit at home from a Housing Executive member of staff?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	9,773 31.6%	7,359 26.9%	7,094 26.7%	24,226 28.5%
No	21,136 68.4%	20,017 73.1%	19,478 73.3%	60,631 71.5%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Table 4.27: Did you request the visit?

Sample in numbers	Belfast 249	North 220	South 279	TOTAL 748
Yes	4,301 44.0%	1,841 25.0%	2,612 36.8%	8,754 36.1%
No	5,472 56.0%	5,518 75.0%	4,482 63.2%	15,472 63.9%
NI TOTAL	9,773 100%	7,359 100%	7,094 100%	24,226 100%

Table 4.28: How satisfied/dissatisfied are you with the visit made by Housing Executive staff?

Sample in numbers	Belfast 249	North 220	South 279	TOTAL 748
Satisfied	8,205 84.0%	6,588 89.5%	5,646 79.6%	20,439 84.4%
Neither	* 6.0%	* 1.7%	659 9.3%	1,371 5.7%
Dissatisfied	981 10.0%	* 8.8%	790 11.1%	2,418 10.0%
NI TOTAL	9,773 100%	7,360 100%	7,095 100%	24,228 100%

Table 4.29: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Sample in numbers	Satisfied 2384	Neither 92	Dissatisfied 124	TOTAL 2600
Region				
Belfast	27,391 88.6%	1,628 5.3%	1,890 6.1%	30,909 100%
North	25,515 93.2%	* 1.6%	1,424 5.2%	27,375 100%
South	24,679 92.9%	1,124 4.2%	769 2.9%	26,572 100%
Household Type				
Lone adult	19,563 89.5%	1,184 5.4%	1,109 5.1%	21,856 100%
Two adults	8,969 92.8%	* 2.3%	* 4.8%	9,660 100%
Lone parent	10,350 95.3%	* 1.8%	1,000 2.9%	11,878 100%
Small family	5,132 88.9%	* 7.9%	* 3.3%	5,774 100%
Large family	4,142 90.0%	* 3.4%	* 6.6%	4,602 100%
Large adult	5,994 92.6%	* 2.6%	* 4.9%	6,475 100%
Two older	7,834 95.1%	* 2.1%	* 2.8%	8,236 100%
Lone older	15,602 95.3%	* 1.8%	* 2.9%	16,375 100%
Household Income				
Up to £5,200	4,416 87.9%	* 4.8%	* 7.3%	5,026 100%
£5,201 to £10,400	24,321 93.1%	1,102 4.2%	* 2.7%	26,132 100%
£10,401 plus	32,853 90.8%	1,061 2.9%	2,256 6.2%	36,170 100%
Don't know/refused	15,996 91.3%	* 4.5%	* 4.3%	17,529 100%
Age of HRP				
18-24	2,218 83.8%	* 7.0%	* 9.2%	2,648 100%
25-44	21,425 88.0%	1,305 5.4%	1,606 6.6%	24,336 100%
45-59	22,729 90.8%	1,115 4.5%	1,194 4.8%	25,038 100%
60-64	7,234 94.8%	* 1.4%	* 3.7%	7,629 100%
65 or over	23,930 95.2%	* 1.8%	* 3.0%	25,136 100%
Refused	* 0.1%	* 0.6%	* 0.0%	* 0.1%
TOTAL	77,586 91.4%	3,187 3.8%	4,082 4.8%	84,855 100%

Table 4.30: How do you feel about the general image of the area, if friends and relatives come to visit?

	Proud 2018	No strong feelings 481	Ashamed 101	TOTAL 2600
Region				
Belfast	22,292 72.1%	7,567 24.5%	1,050 3.4%	30,909 100%
North	22,703 82.9%	3,184 11.6%	1,489 5.4%	27,376 100%
South	20,140 75.8%	5,619 21.1%	813 3.1%	26,572 100.0%
Household Type				
Lone adult	15,428 70.6%	5,075 23.2%	1,354 6.2%	21,857 100%
Two adults	7,727 80.0%	1,630 16.9%	* 3.1%	9,661 100%
Lone parent	8,024 67.5%	3,030 25.5%	* 6.9%	11,879 100%
Small family	4,150 71.9%	1,404 24.3%	* 3.8%	5,775 100%
Large family	3,512 76.3%	1,035 22.5%	* 1.2%	4,602 100%
Large adult	4,881 75.4%	1,348 20.8%	* 3.8%	6,475 100%
Two older	7,486 90.9%	* 8.8%	* 0.3%	8,236 100%
Lone older	13,928 85.1%	2,124 13.0%	* 2.0%	16,375 100%
Household Income				
Up to £5,200	3,648 72.6%	1,079 21.5%	* 5.9%	5,026 100%
£5,201 to £10,400	19,959 76.4%	5,297 20.3%	876 3.4%	26,132 100%
£10,401 plus	27,758 76.7%	6,848 18.9%	1,564 4.3%	36,170 100%
Don't know/refused	13,770 78.6%	3,146 17.9%	* 3.5%	17,529 100%
Age of HRP				
18-24	1,682 63.5%	* 31.4%	* 5.1%	2,647 100%
25-44	16,717 68.7%	6,228 25.6%	1,392 5.7%	24,337 100%
45-59	18,579 74.2%	5,258 21.0%	1,201 4.8%	25,038 100%
60-64	6,246 87.9%	1,140 14.9%	* 3.2%	7,630 100%
65 or over	21,861 87.0%	2,894 11.5%	* 1.5%	25,136 100%
Refused	* 0.1%	* 0.1%	* 0.0%	* 0.1%
NI TOTAL	65,135 76.8%	16,369 19.3%	3,352 4.0%	84,856 100%

Table 5.1: Are you or any member of your household currently receiving Housing Benefit

Sample in numbers	Yes 2006	No 594	TOTAL 2600
Region			
Belfast	23,418 75.8%	7,491 24.2%	30,909 100.0%
North	22,206 81.1%	5,170 18.9%	27,376 100.0%
South	19,900 74.9%	6,672 25.1%	26,572 100.0%
Household Type			
Lone adult	18,096 82.8%	3,761 17.2%	21857 100.0%
Two adults	6,884 71.3%	2,777 28.7%	9660 100.0%
Lone parent	9,831 82.8%	2,047 17.2%	11878 100.0%
Small family	3,188 55.2%	2,586 44.8%	5774 100.0%
Large family	2,759 60.0%	1,842 40.0%	4602 100.0%
Large adult	4,132 63.8%	2,342 36.2%	6474 100.0%
Two older	6,528 79.3%	1,708 20.7%	8236 100.0%
Lone older	14,038 86.1%	2,269 13.9%	16307 100.0%
Household Income			
£5,200 or less	4,511 89.8%	515 10.2%	5027 100.0%
£5,201-£10,400	23,458 89.8%	2,673 10.2%	26131 100.0%
£10,401+	24,178 66.8%	11,992 33.2%	36171 100.0%
Refused/DK	13,376 76.3%	4,153 23.7%	17529 100.0%
Age of HRP			
17-24	2,155 81.4%	* 18.6%	2647 100.0%
25-44	16,643 68.4%	7,694 31.6%	24336 100.0%
45-59	19,182 76.6%	5,857 23.4%	25039 100.0%
60-64	6,386 83.7%	1,243 16.2%	7629 100.0%
65 or over	21,090 83.9%	4,046 16.1%	25136 100.0%
Refused/DK	* 100.0%	0 0.0%	* 100.0%
NI TOTAL	65,524 77.2%	19,333 22.8%	84,857 100.0%

Table 5.2: How satisfied/dissatisfied are you with the Housing Benefit service provided?

Sample in numbers	Satisfied 1938	Neither 41	Dissatisfied 27	TOTAL 2006
Region				
Belfast	22,397 95.6%	335 1.4%	685 2.9%	23,417 100.0%
North	21,553 97.1%	393 1.8%	261 1.2%	22,207 100.0%
South	19,201 96.5%	187 0.9%	511 2.6%	19,899 100.0%
Household Type				
Lone adult	17,584 97.2%	108 0.6%	403 2.2%	18,095 100.0%
Two adults	6,468 94.0%	158 2.3%	257 3.7%	6,883 100.0%
Lone parent	9,259 94.2%	229 2.3%	343 3.5%	9,831 100.0%
Small family	2,859 89.7%	190 6.0%	139 4.4%	3,188 100.0%
Large family	2,589 93.8%	127 4.6%	44 1.6%	2,760 100.0%
Large adult	4,031 97.6%	74 1.8%	26 0.6%	4,131 100.0%
Two older	6,470 99.1%	28 0.4%	30 0.5%	6,528 100.0%
Lone older	13,823 98.5%	0 0.0%	215 14.8%	14,038 100.0%
Household Income				
£5,200 or less	4,333 96.1%	26 0.6%	152 3.4%	4,511 100.0%
£5,201-£10,400	22,684 96.7%	206 0.9%	569 2.4%	23,459 100.0%
£10,401+	23,316 96.4%	651 2.7%	211 0.9%	24,178 100.0%
Refused/DK	12,819 95.8%	32 0.2%	525 3.9%	13,376 100.0%
Age of HRP				
17-24	1,982 92	106 4.9	67 3.1	2,155 100.0%
25-44	15,603 93.8	485 2.9	554 3.3	16,642 100.0%
45-59	18,648 97.2	219 1.1	315 1.6	19,182 100.0%
60-64	6,078 95.2	78 1.2	231 3.6	6,387 100.0%
65 or over	20,773 98.5	28 0.1	289 1.4	21,090 100.0%
Refused	* 100%	0 0.0%	0 0.0%	* 100.0%
NI TOTAL	63,152 96.4%	916 1.4%	1456 2.2%	65,524 100.0%

Table 5.3: Thinking of the last 12 months, did you experience any difficulty making your rent payment?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Full Housing Benefit, do not pay rent	20,231 65.5%	18,879 69.0%	17,771 66.9%	56,881 67.0%
Yes	1,699 5.5%	1,464 5.3%	849 3.2%	4,012 4.7%
No	8,979 29.0%	7,033 25.7%	7,951 29.9%	23,963 28.2%
NI TOTAL	30,909 100.0%	27,376 100.0%	26,571 100.0%	84,856 100.0%

Table 5.4a: Respondents who paid rent in last 12 months: Did you experience any difficulty making your rent payment?

Sample in numbers	Yes 119	No 731	Total 850
Region			
Belfast	1,699 15.9%	8,979 84.1%	10,678 100%
North	1,464 17.2%	7,033 82.8%	8,497 100%
South	849 9.6%	7,951 90.4%	8,800 100%
Household Type			
Lone adult	998 20.7%	3,812 79.3%	4,810 100%
Two adults	600 15.6%	3,239 84.4%	3,839 100%
Lone parent	808 20.8%	3,080 79.2%	3,888 100%
Small family	619 18.9%	2,661 81.9%	3,280 100%
Large family	451 18.1%	2,044 81.9%	2,495 100%
Large adult	324 10.8%	2,680 89.2%	3,004 100%
Two older	33 1.1%	3,014 98.9%	3,047 100%
Lone older	178 4.9%	3,433 95.1%	3,611 100%
Household Income			
£5,200 or less	281 32.1%	594 67.9%	875 100%
£5,201-£10,400	1,059 19.7%	4,313 80.3%	5,372 100%
£10,401+	2,070 13.0%	13,797 87.0%	14,319 100%
Refused/DK	602 10.3%	5,259 89.7%	5,391 100%
Age of HRP			
17-24	152 21.4%	559 78.6%	711 100%
25-44	2,127 19.5%	8,796 80.5%	10,923 100%
45-59	1,350 17.5%	6,367 82.5%	7,717 100%
60-64	172 9.0%	1,738 91.0%	1,910 100%
65 or over	211 3.1%	6,502 96.9%	6,713 100%
NI TOTAL	4,012 14.3%	23,962 85.7%	27,974 100%

Table 5.4b: MAIN reason why respondent was having difficulty paying rent (%)

Sample in numbers	TOTAL 119
Due to illness i.e. loss of earnings	22.9
Unemployment	12.3
Unexpected "other" bills	10.5
Low income/Benefit dependent	10.2
Have rent arrears to pay	9.6
Household utility bills e.g. heat/fuel etc	8.1
Unable to budget my finances	7.2
Reduced or no longer claimed benefits due	7.1
Did not receive Housing Benefit	6.8
Changes to benefits due to Welfare Reform	5.2
NI TOTAL	100.0

Table 5.5: Overall, how satisfied or dissatisfied are you that your rent provides value for money?

Sample in numbers	Satisfied 2326	Neither 139	Dissatisfied 135	Total 2600
Region				
Belfast	27,254 88.2%	1,841 6.0%	1,815 5.9%	30,910 100.0%
North	24,362 89.0%	2,144 7.8%	870 3.2%	27,376 100.0%
South	24,068 90.6%	767 2.9%	1,737 6.5%	26,572 100.0%
Household Type				
Lone adult	19,507 89.2%	1,233 5.6%	1,117 5.1%	21,857 100.0%
Two adults	8,501 88.0%	640 6.6%	519 5.4%	9,660 100.0%
Lone parent	10,632 89.5%	625 5.3%	622 5.2%	11,879 100.0%
Small family	4,870 84.3%	456 7.9%	448 7.8%	5,774 100.0%
Large family	3,897 84.7%	550 12.0%	155 3.4%	4,602 100.0%
Large adult	5,760 89.0%	517 8.0%	197 3.0%	6,474 100.0%
Two older	7,541 91.6%	382 4.6%	314 3.8%	8,237 100.0%
Lone older	14,908 91.4%	348 2.1%	1,051 6.4%	16,307 100.0%
Household Income				
£5,200 or less	4,271 85.0%	285 5.7%	471 9.4%	5,027 100.0%
£5,201-£10,400	23,843 91.2%	1,176 4.5%	1,113 4.3%	26,132 100.0%
£10,401+	32,304 89.3%	2,403 6.6%	1,463 4.0%	36,170 100.0%
Refused/DK	15,266 87.1%	888 5.1%	1,375 7.8%	17,529 100.0%
Age of HRP				
17-24	2,255 85.2%	203 7.7%	189 7.1%	2,647 100.0%
25-44	21,273 87.4%	1,512 6.2%	1,552 6.4%	24,337 100.0%
45-59	22,049 88.1%	1,986 7.9%	1,004 4.0%	25,039 100.0%
60-64	6,945 91.0%	295 3.9%	389 5.1%	7,629 100.0%
65 or over	23,093 91.9%	755 3.0%	1,288 5.1%	25,136 100.0%
Refused	68 100.0%	0 0.0%	0 0.0%	* 100.0%
NI TOTAL	75,615 89.2%	4,715 5.6%	4,422 5.2%	84,752 100.0%

Table 5.6: Satisfaction that rent provides value for money by households in receipt of Housing Benefit

Sample in numbers	Receive HB 2006	No HB 594	Total 2600
Satisfied	59,348 90.6%	16,335 84.5%	75,683 89.2%
Neither	3,321 5.1%	1,102 5.7%	4,423 5.2%
Dissatisfied	2,854 4.4%	1,897 9.8%	4,751 5.6%
NI TOTAL	65,523 100%	19,334 100%	84,857 100%

Table 5.7a: Respondent ownership of current/savings account

Sample in numbers	Yes 2363	No 143	Refused 94	Total 2600
Region				
Belfast	28,678 92.8%	1,875 6.1%	* 1.2%	30,909 100.0%
North	26,038 95.1%	947 3.5%	* 1.4%	27,376 100.0%
South	23,384 88.0%	1,374 5.2%	1,814 6.8%	26,572 100.0%
Household Type				
Lone adult	20,250 92.7%	974 4.5%	632 2.9%	21,856 100.0%
Two adults	8,851 91.6%	* 5.4%	* 2.9%	9,660 100.0%
Lone parent	11,309 95.2%	* 2.2%	* 2.6%	11,878 100.0%
Small family	5,486 95.0%	* 2.3%	* 2.6%	5,774 100.0%
Large family	4,384 95.2%	* 3.6%	* 1.2%	4,603 100.0%
Large adult	6,029 93.1%	* 3.7%	* 3.2%	6,475 100.0%
Two older	7,275 88.3%	* 8.6%	* 3.1%	8,236 100.0%
Lone older	14,466 88.7%	1,193 7.3%	647 4.0%	16,306 100.0%
Household Income				
£5,200 or less	4,554 90.6%	* 8.4%	* 1.1%	5,027 100.0%
£5,201-£10,400	24,945 95.5%	1,049 4.0%	* .5%	26,132 100.0%
£10,401+	34,924 96.6%	1,110 3.1%	* .4%	36,171 100.0%
Refused/DK	13,677 78.0%	1,618 9.2%	2233 12.7%	17,528 100.0%
Age of HRP				
17-24	2,495 94.3%	* 4.1%	* 1.7%	2,647 100.0%
25-44	23,036 94.7%	798 3.3%	* 2.1%	24,337 100.0%
45-59	23,222 92.7%	1,035 4.1%	782 3.1%	25,039 100.0%
60-64	7,040 92.3%	* 3.8%	* 4.0%	7,629 100.0%
65 or over	22,258 88.6%	1,968 7.8%	910 3.6%	25,136 100.0%
Refused	* 73.5%	* 0.0%	* 26.5%	* 100.0%
NI TOTAL	78,100 92.0%	4,197 4.9%	2561 3.0%	84,858 100.0%

Table 5.7b: Respondent ownership of other banking account

Sample in numbers	Belfast 800	North 800	South 1000	Total 2600
Post office account	5,789 18.7%	5,916 21.6%	5,551 20.9%	17,256 20.3%
Credit Union	1,446 4.7%	2,079 7.6%	2,319 8.7%	5,844 6.9%

Table 5.8: Do you have a debit payment card and/or credit card?

Sample in numbers	Yes 1852	No 649	Refused 99	Total 2600
Region				
Belfast	22,585 73.1%	7,968 25.8%	* 1.2%	30,909 100.0%
North	19,043 69.6%	7,844 28.7%	* 1.8%	27,377 100.0%
South	18,965 71.4%	5,776 21.7%	1,831 6.9%	26,572 100.0%
Household Type				
Lone adult	15,878 72.6%	5,290 24.2%	690 3.2%	21,858 100.0%
Two adults	7,465 77.3%	1,894 19.6%	* 3.1%	9,660 100.0%
Lone parent	10,139 85.4%	1,420 12.0%	* 2.7%	11,878 100.0%
Small family	4,854 84.1%	* 13.0%	* 3.0%	5,774 100.0%
Large family	3,730 81.0%	* 17.8%	* 1.2%	4,602 100.0%
Large adult	4,756 73.5%	1,505 23.3%	* 3.3%	6,474 100.0%
Two older	4,984 60.5%	2,946 42.7%	* 3.7%	8,236 100.0%
Lone older	8,740 53.6%	6,963 42.7%	* 3.7%	16,307 100.0%
Household Income				
£5,200 or less	3,257 64.8%	1,670 33.2%	* 2.0%	5,026 100.0%
£5,201-£10,400	17,861 68.3%	8,100 31.0%	* 0.7%	26,132 100.0%
£10,401+	29,248 80.9%	6,810 18.8%	* 0.3%	36,170 100.0%
Refused/DK	10,227 58.4%	5,007 28.6%	2,294 13.1%	17,528 100.0%
Age of HRP				
17-24	2,233 84.4%	* 13.9%	* 1.7%	2,647 100.0%
25-44	20,367 83.7%	3,407 14.0%	* 2.3%	24,337 100.0%
45-59	18,583 74.2%	5,599 22.4%	856 3.4%	25,038 100.0%
60-64	5,366 70.3%	1,988 26.1%	* 3.6%	7,630 100.0%
65 or over	13,995 55.7%	10,223 40.7%	919 3.7%	25,137 100.0%
Refused	* 73.5%	0 0.0%	* 26.5%	* 100.0%
NI TOTAL	60,593 71.4%	21,587 25.4	2,676 3.2	84,856 100.0%

Table 5.9: Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Do not pay rent - FULL HB	20,231 65.5%	18,908 69.1%	17,824 67.1%	56,963 67.1%
Yes	4,105 13.3%	2,893 10.6%	3,587 13.5%	10,585 12.5%
No	6,573 21.3%	5,575 20.4%	5,161 19.4%	17,309 20.4%
NI TOTAL	30,909 100.0%	27,376 100.0%	26,572 100.0%	84,857 100.0%

Table 5.10: Respondents who pay rent - Do you currently pay your rent by Direct Debit or Standing Order?

Sample in numbers	Belfast 278	North 254	South 315	TOTAL 847
Yes	4,105 38.4%	2,893 34.2%	3,587 41.0%	10,586 37.9%
No	6,573 61.6%	5,575 65.8%	5,161 59.0%	17,308 62.0%
NI TOTAL	10,678 100.0%	8,468 100.0%	8,748 100.0%	27,894 100.0%

Table 5.11: Why do you not pay your rent by Direct Debit or Standing Order?

Sample in numbers	Total 525
Prefer to budget with cash	14,464 83.6%
Was not aware payment method available	* 2.7%
Bank account does not permit DD/ Standing Order	* 0.9%
Other (please specify)	2210 12.8%
NI TOTAL	17,308 100.0%

Table 5.12: Would you consider paying your rent by Direct Debit or Standing Order?

Sample in numbers	Total 525
Yes	1,626 9.4%
No	14,515 83.9%
Don't Know	1,167 6.7%
NI TOTAL	17,308 100.0%

Table 5.13: Are the contents of your house insured?

Sample in numbers	Belfast 800	North 800	South 1000	TOTAL 2600
Yes	6,605 21.4%	6,215 22.7%	8,929 33.6%	21,749 25.6%
No	22,999 74.4%	20,595 75.2%	16,989 63.9%	60,583 71.4%
Don't know	1,305 4.2%	* 2.1%	654 2.5%	2,525 3.0%
NI TOTAL	30,909 100.0%	27,376 100.0%	26,572 100.0%	84,857 100.0%

Table 5.14: Why have you not insured your home contents?

Sample in numbers	Belfast 575	North 598	South 654	TOTAL 1827
Not got round to getting insurance	9,256 40.2%	9,588 46.6%	5,936 34.9%	24,780 40.90%
Quotes received were too expensive	7,361 32.0%	4,799 23.3%	6,144 36.2%	18,304 30.20%
Don't think I will need insurance	5,901 25.7%	5,267 25.6%	4,308 25.4%	15,476 25.50%
Don't know how to get insurance	* .8%	* 1.9%	* 2.8%	1,070 1.80%
Other (please specify)	* 1.3%	* 2.6%	* .7%	953 1.60%
NI TOTAL	22,999 100.0%	20,595 100.0%	16,989 100.0%	60,583 100.0%

Table 6.1: Are you aware of the following resident groups/panels/forums in your local area?

Sample in numbers	Yes	No	TOTAL 2600
Local Residents Group	15,816 18.6%	69,041 81.4%	84,857 100.0%
Tenant Scrutiny Panels	1,976 2.3%	82,881 97.7%	84,857 100%
Estate Inspections	3,046 3.6%	81,811 95.4%	84,857 100%
Register of Residents	2422 2.9%	822435 97.1%	84,857 100%
Focus Groups/Task teams	2,088 2.5%	82,769 97.5%	84,857 100%
Mystery Shopping	2382 2.8%	82475 97.2%	84,857 100%
Community Champions	1707 2.0%	83150 98.0%	84,857 100%
Village Voices	854 1.0%	84003 99.0%	84,857 100%

Table 6.2: Overall, how well or poorly do you feel you are consulted by the Housing Executive?

Sample in numbers	Well 2031	Neither 402	Poorly 167	TOTAL 2600
Region				
Belfast	22,940 74.2%	5,953 19.3%	2,015 6.5%	30,908 100%
North	23,283 85.1%	2,585 9.40%	1,508 5.50%	27,376 100%
South	19,875 74.8%	4,982 18.7%	1,715 6.4%	26,572 100%
Household Type				
Lone adult	16,378 74.9%	4,414 20.2%	1,065 4.9%	21,857 100%
Two adults	7,442 77.0%	1,502 15.5%	* 7.4%	9,660 100%
Lone parent	8,529 71.8%	2,500 21.0%	* 7.20%	11,880 100%
Small family	3,860 66.9%	1,251 21.7%	663 11.5%	5,774 100%
Large family	3,761 81.7%	* 10.5%	* 8.6%	4,602 100%
Large adult	5,336 82.4%	* 9.8%	* 8.6%	6,475 100%
Two older	7,048 85.6%	* 9.5%	* 4.8%	8,236 100%
Lone older	13,695 84.0%	2,010 12.3%	* 3.7%	16,374 100%
Household Income				
£5,200 or less	3,915 77.8%	918 18.3%	* 3.9%	5,026 100%
£5,201-£10,400	20,817 79.6%	4,226 16.2%	1,089 4.20%	26,132 100%
£10,401+	28,155 77.8%	5,351 14.8%	2,664 7.4%	36,170 100%
Refused/DK	13,211 75.4	3,025 17.30%	1,293 7.30%	17,529 100%
Age of HRP				
17-24	1,383 52.2%	1006 38.0%	* 9.80%	2,647 100%
25-44	18,131 74.5%	4,732 19.4%	1,473 6.0%	24,336 100%
45-59	18,936 75.7%	4,097 16.40%	2,005 8.0%	25,038 100%
60-64	6,236 81.8%	884 11.6%	* 6.7%	7,630 100%
65 or over	21,363 85.0%	2,800 11.1%	974 3.9%	25,137 100%
Refused	* 66.7%	* 0.0%	* 33.3%	* 100%
NI TOTAL	66,099 77.9%	13,519 15.9%	5,238 6.2%	84,856 100%

Table 6.3: How satisfied/dissatisfied are you that the Housing Executive listens to your views and acts upon them?

Sample in numbers	Satisfied 2233	Neither 267	Dissatisfied 315	No opinion 52	Total 2600
Region					
Belfast	22,067 71.4%	3,775 12.2%	4,711 15.2%	* 1.2%	30,909 100%
North	22,161 80.90%	1,576 5.80%	3,012 11.00%	* 2.30%	27,377 100%
South	19,850 74.7%	3,580 13.5%	2,616 9.8%	* 2.0%	26,573 100%
Household Type					
Lone adult	15,825 72.4%	3,316 15.2%	2,125 9.7%	* 2.7%	21,857 100%
Two adults	7,141 73.9%	* 7.7%	1,561 16.2%	* 2.2%	9,661 100%
Lone parent	8,302 69.9%	1,305 11.0%	2,159 18.2%	* 0.9%	11,878 100%
Small family	3,371 65.3%	815 14.1%	1,074 18.6%	* 2.0%	5,774 100%
Large family	3,473 75.5%	* 9.0%	* 15.5%	0 0.0%	4,601 100%
Large adult	5,539 74.7%	* 9.1%	* 14.4%	* 1.8%	6,474 100%
Two older	7,029 85.3%	* 6.4%	* 7.5%	* 0.7%	8,237 100%
Lone older	13,653 83.70%	1,218 7.50%	1,136 7.00%	* 1.80%	16,375 100%
Household Income					
Up to £5,200	3,567 71.0%	* 12.30%	*857 13.40%	* 3.30%	5,026 100%
£5,201 to £10,400	20,530 78.6%	2,972 11.4%	2,357 9.0%	* 1.0%	26,132 100%
£10,401 plus	26,919 74.4%	3,311 9.2%	5,401 14.9%	* 1.5%	36,170 100%
Don't know/refused	13,062 74.5%	2,029 11.6%	1,906 10.9%	* 30.0%	17,529 100%
Age of HRP					
18-24	1,492 69.2%	* 12.90%	* 26.5%	* 4.3%	2,648 100%
25-44	17,083 70.2%	3,371 13.9%	3,460 14.2%	* 1.7%	24,336 100%
45-59	18,354 73.3%	2,609 10.4%	3,619 14.5%	* 1.8%	25,039 100%
60-64	5,877 77.0%	* 11.0%	* 10.3%	* 1.7%	7,629 100%
65 or over	21,221 84.4%	1,770 7.0%	1,753 7.0%	* 1.6%	25,135 100%
Refused	* 73.5%	* 0.0%	* 26.5%	0 0.0%	* 100%
NI TOTAL	64,077 75.5%	8,931 10.5%	10,338 12.2%	1,510 1.8%	84,857 100%

Are you aware that each year the Housing Executive issues a newsletter (Streets Ahead, formerly Housing News) to let you know how the Housing Executive has performed?

Table 6.4:

Sample in numbers	Belfast 800	North 800	South 1000	Total 2600
Yes	22,294 72.1%	20,692 75.6%	20,350 76.6%	63,336 74.6%
No	8,615 27.9%	6,684 24.4%	6,222 23.4%	21,521 24.3%
NI TOTAL	30,909 100%	27,376 100%	26,572 100%	84,857 100%

Overall, how good/poor do you feel the Housing Executive is at keeping you informed about things that might affect you as a tenant?

Tables 6.5:

Sample in numbers	Good 2067	Neither 376	Poor 157	TOTAL 2600
Region				
Belfast	24,178 78.30%	4,548 14.70%	2,183 7.10%	30,909 100%
North	23,856 87.10%	2,331 8.50%	1,188 4.30%	27,275 100%
South	19,340 72.80%	5,526 20.80%	1,706 6.40%	26,572 100%
Household Type				
Lone adult	16,652 76.2%	3,981 13.8%	1,224 7.9%	21,857 100%
Two adults	7,570 78.4%	1,329 13.8%	* 7.9%	9,660 100%
Lone parent	8,875 74.7%	2,084 17.5%	* 7.7%	11,878 100%
Small family	4,244 73.5%	1,021 17.7%	* 5.5%	5,774 100%
Large family	3,674 79.8%	* 13.5%	* 6.7%	4,602 100%
Large adult	5,330 82.30%	751 11.60%	* 6.10%	6,474 100%
Two older	7,351 89.3%	* 7.3%	* 3.5%	8,236 100%
Lone older	13,646 83.7%	1,984 12.2%	* 4.2%	16,306 100%
Household Income				
Up to £5,200	3,701 73.6%	946 18.8%	* 7.5%	5,026 100%
£5,201 to £10,400	20,850 79.8%	4,058 15.5%	1,222 4.7%	26,130 100%
£10,401 plus	29,195 80.7%	4,632 12.8%	2,345 6.5%	36,172 100%
Don't know/refused	13,627 77.8%	2,769 15.8%	1,133 6.5%	17,529 100%
Age of HRP				
17-24	1,666 63.0%	* 30.8%	* 6.3%	2,647 100%
25-44	18,105 74.4%	4,441 18.2%	1,791 7.3%	24,337 100%
45-59	19,543 78.0%	3,571 14.3%	1,924 7.0%	25,038 100%
60-64	6,374 83.6%	* 12.8%	* 3.7%	7,629 100%
65 or over	21,652 86.2%	2,568 10.2%	* 3.6%	25,136 100%
Refused	* 47.1%	* 52.9%	* 0	* 100%
NI TOTAL	67,372 79.4%	12,405 14.6%	5,078 5.9%	84,855 100%

Table 6.6: 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	Belfast 800	North 800	South 1000	Total 2600
Telephone	29,769 35.1%	23,471 27.7%	22,330 26.3%	75,570 89.1%
In writing	13,954 16.4%	12,818 15.1%	9,886 11.7%	36,658 43.2%
Visit to the office	8,468 10.0%	6,778 8.0%	6,167 7.3%	21,413 25.2%
Visit to your home	9,398 11.1%	3,135 3.7%	4,586 5.4%	17,119 20.2%
Text	3,758 4.4%	6,216 7.3%	3,599 4.2%	13,573 16.0%
Email	3,672 4.3%	3,319 3.9%	2,912 3.4%	9,903 11.7%
Newsletter	5,809 6.8%	1,040 1.2%	2,033 2.4%	8,882 10.5%
NIHE website	2,593 3.1%	830 1.0%	917 1.1%	4,340 5.1%
Facebook	* 0.9%	* 0.4%	* 0.6%	4,340 1.9%
Open meetings	1,305 1.5%	* 0.4%	738 0.9%	2,404 2.8%
Twitter	* 0.3%	* 0.0%	* 0.2%	* 0.6%
Other	* 0.1%	* 0.1%	* 0.2%	* 0.5%

Table 7.1: Does your household have access to the internet?

Sample in numbers	Yes 1578	No 1022	Total 2600
Region			
Belfast	19,830 64.2%	11,079 35.8%	30,909 100%
North	17,859 65.2%	9,517 34.8%	27,376 100%
South	14,864 55.9%	11,708 44.1%	26,572 100%
Household Type			
Lone adult	12,703 58.1%	9,154 41.9%	21,857 100%
Two adults	6,964 72.4%	2,667 27.9%	9,661 100%
Lone parent	10,751 90.5%	1,127 9.5%	11,878 100%
Small family	5,340 92.5%	* 7.5%	5,775 100%
Large family	4,425 96.2%	* 3.8%	4,602 100%
Large adult	5,308 82.0%	1,167 18.0%	6,475 100%
Two older	3,844 46.7%	4,392 53.3%	8,236 100%
Lone older	3,189 19.6%	13,118 80.4%	16,307 100%
Household Income			
Up to £5,200	3,216 64.0%	1,811 36.0%	5,027 100%
£5,201 to £10,400	14,147 54.1%	11,984 45.9%	26,131 100%
£10,401 plus	26,332 72.8%	9,839 27.2%	36,171 100%
Don't know/refused	8,858 50.5%	8,670 49.5%	17,528 100%
Age of HRP			
17-24	2,174 82.1%	* 17.9%	2,648 100%
25-44	21,659 89.0%	2,677 11.0%	24,336 100%
45-59	17,091 68.3%	7,947 31.7%	25,038 100%
60-64	4,037 52.9%	3,592 47.1%	7,629 100%
65 or over	7,591 30.2%	17,546 69.8%	25,137 100%
NI TOTAL	52,552 61.9%	32,304 38.10%	84,857 100%

Table 7.2: How do you (including anyone who assists the HRP) access the internet?

Sample in numbers	Belfast 505	North 518	South 555	Total 1578
Personal laptop/tablet etc.	8,911 17.0%	6,449 12.3%	6,221 11.8%	21,581 41.1%
Mobile/Smartphone	15,687 29.8%	12,369 23.5%	8,756 16.7%	36,812 70.0%
Home computer	7,626 14.5%	6,837 13.0%	7,107 13.5%	21,570 41.0%
Public/work computer/laptop etc.	* 0.9%	* 1.1%	* 0.5%	1,314 2.5%
Other (please specify)	* 1.1%	1211 2.3%	* 0.4%	1,979 3.8%

Respondents who have internet access:

Table 7.3: What is the main method by which you access the Internet?

	Home computer/Lap top 362	Tablet/iPad etc. 290	Public/ work etc. eq<25	Mobile/ S'phone 876	Total 1578
Region					
Belfast	3,467 17.5%	3,142 15.8%	* 0.2%	12,880 65.0%	19,830 100%
North	3,360 18.8%	3,016 16.9%	* 1.6%	10,299 57.7%	17,859 100%
South	4,511 30.3%	3,390 22.8%	* 0.8%	6,714 45.2%	14,864 100%
Household Type					
Lone adult	2,773 21.8%	2,399 18.9%	* 0.6%	7,213 56.8%	12,702 100%
Two adults	1,924 27.5%	1,411 20.2%	* 0.8%	3,258 46.6%	6,994 100%
Lone parent	* 8.0%	1,241 11.5%	* 0.8%	8,538 79.4%	10,753 100%
Small family	* 17.2%	* 12.2%	* 0.8%	3,681 68.9%	5,340 100%
Large family	909 20.6%	* 15.0%	* 1.40%	2,717 61.4%	4,423 100%
Large adult	1,810 34.1%	* 16.3%	* 1.0%	2,462 46.4%	5,308 100%
Two older	1,326 34.5%	971 25.3%	0 0.0%	1,264 32.9%	3,844 100%
Lone older	822 25.8%	1,342 42.1%	* 2.4%	* 23.8%	3,188 100%
Household Income					
Up to £5,200	* 20.0%	* 13.8%	* 1.4%	2,010 62.5%	3,215 100%
£5,201 to £10,400	2,967 21.0%	2,891 20.4%	* 1.2%	7,700 54.4%	14,147 100%
£10,401 plus	5,757 21.9%	4,488 17.0%	* 0.4%	15,417 58.6%	26,331 100%
Don't know/refused	1,970 22.2%	1,723 19.5%	* 1.5%	4,765 53.8%	9,201 100%
Age of HRP					
17-24	* 7.4%	* 5.7%	0 0.0%	1,889 86.9%	2,174 100%
25-44	2,650 12.2%	2,656 12.3%	* 0.9%	16,009 73.9%	21,650 100%
45-59	4,774 27.9%	3,315 19.4%	* 0.9%	8,381 49.0%	17,092 100%
60-64	1,286 31.8%	1,166 28.9%	* 0.6%	1,371 34.0%	4,038 100%
65 or over	2,468 32.5%	2,288 30.1%	* 1.0%	2,242 29.5%	7,590 100%
NI TOTAL	11,338 21.6%	9,550 18.2%	* 0.9%	29,892 56.9%	52,544 100%

Table 7.4: Have you accessed any Housing Executive services through the NIHE website?

Sample in numbers	Belfast 505	North 518	South 555	Total 1578
Yes	3,676 7.0%	2,414 4.6%	3,387 6.4%	9,477 18.0%
No	16,154 30.7%	15,445 29.4%	11,477 21.8%	43,076 82.0%
NI TOTAL	19,830 100%	17,859 100%	14,864 100%	52,553 100%

Table 7.5: Do you have a mobile phone?

Sample in numbers	Yes 2279	No 321	Total 2600
Region			
Belfast	27,382 88.6%	3,527 11.4%	30,909 100%
North	24,402 89.1%	2,974 10.9%	27,376 100%
South	22,711 85.5%	3,861 14.5%	26,572 100%
Household Type			
Lone adult	20,326 93.0%	1,531 7.0%	21,857 100%
Two adults	9,033 93.5%	* 6.5%	9,660 100%
Lone parent	11,625 97.9%	* 2.1%	11,879 100%
Small family	5,656 97.9%	* 2.1%	5,775 100%
Large family	4,507 97.9%	* 2.1%	4,602 100%
Large adult	5,690 87.9%	* 12.1%	6,474 100%
Two older	6,293 76.4%	1,943 23.6%	8,236 100%
Lone older	11,365 69.4%	5,010 30.6%	16,375 100%
Household Income			
Up to £5,200	4,386 87.3%	* 12.7%	5,026 100%
£5,201 to £10,400	22,341 85.5%	3,791 14.5%	26,132 100%
£10,401 plus	33,325 92.1%	2,845 7.9%	36,170 100%
Don't know/refused	14,443 82.4%	3,086 17.6%	17,529 100%
Age of HRP			
17-24	2,536 95.8%	* 4.2%	2,648 100%
25-44	23,562 96.8%	* 3.2%	24,337 100%
45-59	23,705 94.7%	1,334 5.3%	25,039 100%
60-64	6,583 86.3%	1,046 13.7%	7,629 100%
65 or over	18,077 71.9%	7,059 29.1%	25,136 100%
Refused	* 47.1%	* 52.9%	* 100%
NI TOTAL	74,495 87.8%	10,362 12.2%	84,857 100%

Table 7.6: Have you given your mobile phone number to the Housing Executive for contact purposes?

Sample in numbers	Belfast 709	North 710	South 860	Total 2279
Yes	22,532 82.3%	20,017 82.0%	16,871 74.3%	59,420 79.8%
No	4,850 17.7%	4,385 18.0%	5,840 25.7%	15,075 20.2%
NI TOTAL	27,382 100%	24,402 100%	22,711 100%	74,495 100%

Table 7.7: Have you contacted the Housing Executive by text during the last 12 months?

Sample in numbers	Belfast 709	North 710	South 860	Total 2279
Yes	* 3.2%	* 1.8%	885 3.9%	2,189 2.9%
No	26,515 96.8%	23,965 98.2%	21,826 96.1%	72,306 97.1%
NI TOTAL	27,382 100%	24,402 100%	22,711 100%	74,495 100%

Regardless of whether you currently use Text/SMS, would you contact a Housing Executive service by Text/SMS?

Table 7.8:

Sample in numbers	Belfast 709	North 710	South 860	Total 2279
Yes	6,536 23.9%	6,634 27.2%	6,339 27.9%	19,509 26.2%
No	18,879 68.9%	16,472 67.5%	15,190 66.9%	50,541 67.8%
Don't know	1966 7.2%	1,295 5.3%	1182 5.2%	4,443 6.0%
NI TOTAL	27,381 100%	24,401 100%	22,711 100%	74,493 100%

On the other hand would you allow the Housing Executive to contact you by Text/SMS to your mobile phone for any of the following?

Table 7.9:

Sample in numbers	Belfast 709	North 710	South 860	Total 2279
Repairs	14,088 51.2%	15,551 63.7%	12,668 55.8%	42,227 56.7%
Planned improvement schemes e.g. double glazing	9,573 35.0%	11,145 45.7%	7,557 33.3%	28,275 38.0%
General information advice	9,826 35.9%	11,600 47.5%	7,142 31.4%	28,568 38.3%
Housing Benefit	8,309 30.3%	9,358 38.3%	5,688 25.0%	23,355 31.4%
Anti Social Behaviour, including neighbour problems	8,425 30.8%	9,281 38.0%	6,110 26.9%	23,816 32.0%
Rent account/paying rent	6,856 25.0%	7,244 29.7%	4,226 18.6%	18,326 24.6%
Housing Application/Transfer	6,061 22.1%	5,679 23.3%	3,062 13.5%	14,802 19.9%
Information on local events happening in your area	7,448 27.2%	8,439 34.6%	3,585 15.8%	19,472 26.1%

Table 8.1 Will any of the welfare changes affect you/your household?

	Yes, welfare changes ALREADY affect me/my household	Yes, welfare changes WILL affect me/my household in the future	No, welfare changes WON'T affect me/my household	I am aware of welfare changes but not sure how they may affect me/my household	I am not aware of any of the welfare changes	Total
Sample in numbers	86	180	576	727	1031	2600
Region						
Belfast	1,103 3.6%	2,847 9.2%	5,852 18.9%	8,721 28.2%	12,386 40.1%	30,909 100.0%
North	1,094 4.0%	1,916 7.0%	6,372 23.3%	6,869 25.1%	11,125 40.6%	27,376 100.0%
South	809 3.0%	1,362 5.1%	6,325 23.8%	7,761 29.2%	10,315 38.8%	26,572 100.0%
Household Type						
Lone adult	1,148 5.3%	2,518 11.5%	4,031 18.4%	7,093 32.5%	7,067 32.3%	21,857 100.0%
Two adults	* 4.5%	1,338 13.9%	1,785 18.5%	3,264 33.8%	2,840 29.4%	9,660 100.0%
Lone parent	* 4.1%	835 7.0%	2,635 22.2%	3,727 31.4%	4,194 35.3%	11,878 100.0%
Small family	* 4.1%	* 6.1%	1,707 29.6%	1,534 26.6%	1,943 33.7%	5,774 100.0%
Large family	* 3.6%	* 10.3%	1,197 26.0%	1,207 26.2%	1,556 33.8%	4,603 100.0%
Large adult	117 1.8%	322 5.0%	1,922 29.7%	1,938 29.9%	2,177 33.6%	6,476 100.0%
Two older	* 2.1%	* 1.3%	1,775 21.6%	1,764 21.4%	4,414 53.6%	8,235 100.0%
Lone older	* 1.5%	* 1.1%	3,480 21.3%	2,826 17.3%	9,585 58.8%	16,308 100.0%
Household Income						
£5,200 or less	* 2.5%	* 12.4%	1,091 21.7%	1,225 24.4%	1,963 39.0%	5,027 100.0%
£5,201-£10,400	1,291 4.9%	2,412 9.2%	5,062 19.4%	7,349 28.1%	10,018 38.3%	26,132 100.0%
£10,401+	1,201 3.3%	2,284 6.3%	9,336 25.8%	9,946 27.5%	13,405 37.1%	36,172 100.0%
Refused/DK	* 2.2%	809 4.6%	3,062 17.5%	4,831 27.6%	8,440 48.1%	17,529 100.0%
Age of HRP						
17-24	* 3.0%	* 8.9%	* 16.9%	* 17.2%	1,429 53.9%	2,649 100.0%
25-44	954 3.9%	1,761 7.2%	6,210 25.5%	7,199 29.6%	8,213 33.7%	24,337 100.0%
45-59	1,280 5.1%	3,153 12.6%	5,175 20.7%	8,081 32.3%	7,350 29.4%	25,039 100.0%
60-64	* 4.3%	* 9.2%	1,214 15.9%	2,906 38.1%	2,480 32.5%	7,631 100.0%
65 or over	* 1.5%	* 1.1%	5,484 21.8%	4,709 18.7%	14,305 56.9%	25,136 100.0%
Refused	* 0.0%	* 0.0%	* 26.5%	* 0.0%	* 73.5%	* 100.0%
NI TOTAL	3,006 3.5%	6,125 7.2%	18,549 21.9%	23,351 27.5%	33,826 39.9%	84,857 100.0%

Yes, welfare changes ALREADY affect me/my household, please state why (respondents to this question could give more than one response)

Table 8.2

	Total
Sample in numbers	92
Bedroom tax	1,013
	31.2%
Deduction in amount of people entitled to certain benefits/ amount received	545
	16.8%
Changes to DLA/PIP and ESA	1,123
	34.6%
I will be financially worse off	*
	13.3%
Pension increase	*
	1.2%
Don't know	*
	.6%
Getting SSS critical payment	*
	1.3%
Shared custody of children	*
	1.0%
NI Total	3,244
	100.0%

Yes, welfare changes WILL affect me/my household, please state why (respondents to this question could give more than one response)

Table 8.3

	Total
Sample in numbers	193
Bedroom tax	3,414
	52.4%
Deduction in amount of people entitled to certain benefits/ amount	1,068
	16.4%
Changes to DLA/PIP and ESA	*
	11.2%
I will be financially worse off	*
	11.6%
Changes to Universal Credit	*
	2.9%
Received a letter	*
	0.8%
Don't know	*
	3.7%
Might have to move	*
	0.7%
Will affect in future	*
	0.4%
NI Total	6,519
	100.0%

No, welfare changes won't affect me/my household, please state why (respondents to this question could give more than one response)

Table 8.4

Sample in numbers	Total 600
Do not receive benefits/ I have/plan on getting a a job	5,302 27.4%
I was told/heard that they won't	3,248 16.8%
All rooms are occupied (bedroom tax won't effect me)	3,116 16.1%
Due to circumstances (pensioner/children/disability)	3,927 20.3%
I pay the rent	1,366 7.1%
Don't know/Don't think they will	2,404 12.4%
NI Total	19,364 100.0%

Table 8.5 How did you find out about welfare changes?

Sample in numbers	Total 1569
Received letter from Housing Executive	16,346 32.0%
Leaflet "Benefits are Changing"	8,614 16.9%
Visit to a local Housing Executive office	* 0.8%
Telephoned a Housing Executive office	* 0.2%
Telephoned the Welfare Changes helpline	* 0.3%
Jobs and Benefits Office	1,619 3.2%
NI Direct website	* 1.6%
Other (please specify)	28,141 55.1%

Table 8.6 Other awareness of welfare changes, please specify

Sample in numbers	Total 847
Media - TV/News/Radio/Newspaper	14,559 51.7%
Internet - other than NI Direct website	* 1.7%
Word of mouth	5,748 20.4%
Advice centre/Community groups	1,385 4.9%
Not applicable/don't get benefits	1,547 5.5%
Don't know/not sure/cant remember	2,835 10.1%
Did not receive any information	1,400 5.0%
Through work	* 0.5%
Housing Executive came to visit	* 0.1%
NI Total	28,141 100.0%

Table 8.7 What was the main method from which you found out ...?

Sample in numbers	Total 1569
Received letter from Housing Executive	14,714 28.8%
Leaflet "Benefits are Changing"	7,199 14.1%
Visit to a local Housing Executive office	* 0.6%
Telephoned a Housing Executive office	* 0.2%
Telephoned the Welfare Changes helpline	* 0.2%
Jobs and Benefits Office	1,342 2.6%
NI Direct website	* 1.2%
Other (please specify)	26,662 52.2%
NI Total	51,031 100.0%

Table 8.8 How well/poorly informed do you feel about welfare reform

	Very well/quite well 616	Neither well nor poor 827	Quite poorly/very poorly 1157	Total 2600
Sample in numbers				
Region				
Belfast	6,156 19.9%	9,003 29.1%	15,749 51.0%	30,908 100.0%
North	7,473 27.3%	6,800 24.8%	13,103 47.9%	27,376 100.0%
South	6,054 22.8%	10,396 39.1%	10,122 38.1%	26,572 100.0%
Household Type				
Lone adult	5,842 26.7%	6,603 30.2%	9,413 43.1%	21,858 100.0%
Two adults	2,619 27.1%	2,999 31.0%	4,042 41.8%	9,660 100.0%
Lone parent	3,057 25.7%	3,283 27.6%	5,538 46.6%	11,878 100.0%
Small family	1,413 24.5%	1,755 30.4%	2,607 45.1%	5,775 100.0%
Large family	857 18.6%	1,245 27.1%	2,500 54.3%	4,602 100.0%
Large adult	1,612 24.9%	1,771 27.4%	3,092 47.8%	6,475 100.0%
Two older	1,696 20.6%	2,621 31.8%	3,918 47.6%	8,235 100.0%
Lone older	2,587 15.9%	5,887 36.1%	7,834 48.0%	16,308 100.0%
Household Income				
£5,200 or less	1,027 20.4%	1,615 32.1%	2,384 47.4%	5,026 100.0%
£5,201-£10,400	6,706 25.7%	8,152 31.2%	11,274 43.1%	26,132 100.0%
£10,401+	8,780 24.3%	9,342 25.8%	18,049 49.9%	36,171 100.0%
Refused/DK	3,171 18.1%	7,091 40.5%	7,267 41.5%	17,529 100.0%
Age of HRP				
17-24	* 29.1%	* 27.0%	1,162 43.9%	2,647 100.0%
25-44	5,486 22.5%	7,473 30.7%	11,378 46.8%	24,337 100.0%
45-59	7,101 28.4%	7,055 28.2%	10,882 43.5%	25,038 100.0%
60-64	1,764 23.1%	2,377 31.2%	3,488 45.7%	7,629 100.0%
65 or over	4,561 18.1%	8,543 34.0%	12,033 47.9%	25,137 100.0%
Refused	* 0.0%	* 52.9%	* 47.1%	* 100.0%
NI TOTAL	19,683 23.2%	26,199 30.9%	38,974 45.9%	84,856 100.0%

Table 8.9 How concerned/unconcerned are you about welfare reform changes and how they may affect you/your household

	Not at all concerned 1570	Slightly concerned 417	Somewhat concerned 273	Moderately concerned 139	Extremely concerned 201	Total 2600
Sample in numbers						
Region						
Belfast	18,053 58.4%	5,034 16.3%	3,225 10.4%	1,725 5.6%	2,872 9.3%	30,909 100.0%
North	17,391 63.5%	4,015 14.7%	2,189 8.0%	1,969 7.2%	1,812 6.6%	27,376 100.0%
South	15,660 58.9%	4,391 16.5%	3,405 12.8%	1,083 4.1%	2,034 7.7%	26,573 100.0%
Household Type						
Lone adult	11,464 52.5%	3,981 18.2%	2,435 11.1%	1,443 6.6%	2,534 11.6%	21,857 100.0%
Two adults	4,971 51.5%	1,333 13.8%	1,331 13.8%	817 8.5%	1,208 12.5%	9,660 100.0%
Lone parent	6,604 55.6%	2,173 18.3%	1,477 12.4%	588 5.0%	1,036 8.7%	11,878 100.0%
Small family	3,537 61.2%	1,081 18.7%	* 9.4%	* 3.1%	* 7.6%	5,775 100.0%
Large family	2,628 57.1%	* 11.4%	* 12.7%	* 11.0%	* 7.8%	4,602 100.0%
Large adult	4,033 62.3%	1,208 18.7%	* 6.9%	* 6.5%	* 5.7%	6,474 100.0%
Two older	5,683 69.0%	1,040 12.6%	* 8.7%	* 4.6%	* 5.0%	8,236 100.0%
Lone older	12,115 74.3%	2,102 12.9%	1,288 7.9%	* 2.7%	* 2.2%	16,308 100.0%
Household Income						
£5,200 or less	2,986 59.4%	* 11.9%	* 12.3%	* 8.1%	* 8.3%	5,026 100.0%
£5,201-£10,400	14,501 55.5%	4,464 17.1%	3,004 11.5%	1,734 6.6%	2,429 9.3%	26,132 100.0%
£10,401+	22,026 60.9%	5,828 16.1%	3,662 10.1%	1,777 4.9%	2,877 8.0%	36,170 100.0%
Refused/DK	11,591 66.1%	2,549 14.5%	1,537 8.8%	859 4.9%	994 5.7%	17,530 100.0%
Age of HRP						
17-24	1,736 65.6%	* 16.5%	* 7.7%	* 5.3%	* 4.9%	2,647 100.0%
25-44	13,882 57.0%	4,269 17.5%	3,047 12.5%	1,365 5.6%	1,773 7.3%	24,336 100.0%
45-59	13,172 52.6%	4,026 16.1%	2,890 11.5%	1,704 6.8%	3,245 13.0%	25,037 100.0%
60-64	4,013 52.6%	1,356 17.8%	* 9.3%	* 8.5%	905 11.9%	7,629 100.0%
65 or over	18,231 72.5%	3,351 13.3%	1,972 7.8%	917 3.6%	* 2.6%	25,136 100.0%
Refused	* 100.0%	* 0.0%	* 0.0%	* 0.0%	* 0.0%	* 100.0%
NI TOTAL	51,104 60.2%	13,440 15.8%	8,819 10.4%	4,777 5.6%	6,718 7.9%	84,858 100.0%

Why are you NOT concerned about welfare reform changes (repondents to this question could give more than one response)

Table 8.10

Sample in numbers	Total 1994
Do not know what is happening yet/Don't	14,041 21.6%
Won't affect me/do not think it will affect me	35,430 54.6%
Already changed	14,410 22.2%
Will happen anyway	* 0.6%
No reason	* 0.8%
Cannot get much worse	* 0.1%
NI Total	64,858 100.0%

Why are you concerned about welfare reform changes (respondents to this question could give more than one response)

Table 8.11

Sample in numbers	Total 1095
Might affect my finances	10,688 29.7%
Uncertainty/don't know enough about it	20,756 57.8%
Bedroom tax - having to move or financial cost	4,146 11.5%
Unable to work	* 0.3%
Not really concerned	* 0.1%
Impact it will have on those most vulnerable	* 0.2%
I am on my own	* 0.3%
Change to Home Help services	* 0.1%
Not sure / Don't know	* 0.1%
Total	35,937 100.0%

APPENDIX 2

BACKGROUND TO THE SURVEY

INTRODUCTION

The 2017 Continuous Tenant Omnibus Survey (CTOS) was the twenty-fourth comprehensive assessment of tenants' attitudes to be carried out by the Northern Ireland Housing Executive since 1994. An independent social research company, Perceptive Insight, 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 all of Regional Services Corporate Objectives and also supports a number of objectives set out in the Housing Executive's Landlord Services Corporate Plan:

Landlord Services:

- Objective one – *"Delivering quality services"*.
- Objective two - *"Delivering better homes"*.
- Objective three – *"Fostering vibrant communities"*.

The CTOS monitors the level of customer satisfaction with Housing Executive services and identifies areas for improvement. Continuous nature of the survey, where information is gathered continually throughout the year, helps reduce bias from any media coverage which might affect how respondents answer questions or by events such as the annual rent review.

The survey was carried out over twelve months, from January 2017 to December 2017. 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 allows client groups within the Housing Executive to carry out very specific research and achieve results quickly which can 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 2017 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;
- attitude to area or estate;
- financial inclusion; and
- digital inclusion.

For the first time, in 2017, a number of questions were also included on tenants' experiences of and attitudes to welfare changes.

AIMS OF THE SURVEY

The main aims of the CTOS are as follows:

- to provide a comprehensive picture of Housing Executive tenants and their views and attitudes to service provision in 2017 at Northern Ireland, and Regional 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 specific issues without the delays and expense associated with the commissioning of individual small surveys.

METHODOLOGY

The Sample

The sample was designed at a target of 200 interviews (50 per quarter) in each of the 13 Areas; with findings reported at Northern Ireland, Regional and Area levels.

Random sampling was carried out quarterly, beginning in January 2017 (for the January to March data collection period), from the Housing Executive's HMS database.

By the end of the year, December 2017, 2,600 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 2,600 (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 approximately 16-17 per month in each Area;
- approximately 50 tenants were interviewed per Area, per quarter;
- 2,600 tenants in 13 Area offices 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 were 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 local area. The response rate from the main list of addresses was 70% in 2017.

Margin of Error:

The proportion of respondents interviewed in a survey that give a particular answer, is only an estimate of the proportion of all tenants who would have given that answer, i.e. there is room for error, plus or minus the margin of 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 and Regional 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 a survey has a margin of error of 2.5 per cent, it means that if the survey was conducted 100 times – asking a different sample of people each time – the overall percentage of people who responded the same way would remain within 2.5 per cent of the original result in at least 95 of those 100 surveys. For example, for a finding of 80% at the Northern Ireland level (2,600) the probable margin of error is ± 1.5 . This means

there are 95 chances in 100 that the true figure lies between 78.5% and 81.5%.

Margin of Error at Northern Ireland and Area levels

	%	5 or 95	10 or 90	15 or 85	20 or 80	25 or 75	30 or 70	35 or 65	40 or 60	45 or 55	50 or 50
Area	200	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9
Belfast	800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
South	1,000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
North	800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
N. Ireland	2,600	0.8	1.2	1.4	1.5	1.7	1.8	1.8	1.9	1.9	1.9

It is not possible to report on all data collected by the CTOS, which is in part due to the small number of responses received from some sub-groups of tenants regarding specific topics. Therefore, questions relating to some sub-groups are too small for detailed analysis. However, where Regional and Area management teams still require some information on the responses of these sub-groups and, where possible, this is delivered separately on request to the CTOS Team.

WEIGHTING AND GROSSING

Each Area has a different number of households within its occupied stock, but all had the same sample size of 200 households per year. Thus, for example, an Area office with 2,000 households would have to have its sample results multiplied by ten ($2,000 \div 200$), but an Area office with 6,000 households would have its sample results multiplied by thirty ($6,000 \div 200$). The difference between these factors is known as the *weighting* and means that the percentages for Northern Ireland and Regions take account of the different Area office 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

Perceptive Insight 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 or their household.

Perceptive Insight also conducted a 10% back-check of all interviews. Around 260 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 a 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 a photographic identity card and used a computer.

CAPI

Perceptive Insight interviewers administered the questionnaire, face-to-face with respondents, using a Computer Assisted Personal Interviewing (CAPI) methodology. The software package used was Snap. 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 that 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

Because of the usual constraints on any sample design of time, cost and manpower, an Area sample size of 200 households is twice the 100 minimum sample 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 margin of error table on page 73. Therefore, some of the differences between Areas in a given year and from year to year within the same Area 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 Area 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 Areas within a year, or year-to-year changes in an individual area, 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 are 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.

ACKNOWLEDGEMENTS

The Housing Executive's Research Unit wishes to acknowledge the contribution of all those who were involved in the 2017 Continuous Tenant Omnibus Survey, particularly the following:

- The Housing Executive tenants who participated in the Survey, whose good will and cooperation made the Survey possible;
- Perceptive Insight, for conducting the fieldwork; and
- the CTOS Project Advisory Group.

This year's report, along with the CTOS Tenant Summary report, can be found on the Housing Executive's web site under completed research/Landlord Services:

http://www.nihe.gov.uk/index/corporate/housing_research/completed/attitudes_to_landlord_services.htm

CTOS Team:

Shauna Mulgrew (shauna.mulgrew@nihe.gov.uk)

Gerard Jervis (gerard.jervis@nihe.gov.uk)

Clare Johnston (clare.johnston@nihe.gov.uk)

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 92 09 00

web: www.nihe.gov.uk

email: Shauna.mulgrew@nihe.gov.uk

email: Gerard.jervis@nihe.gov.uk