

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 sweater. The woman on the right has blonde hair and is wearing a white cardigan over a maroon top. They are both smiling. The background is a blurred indoor setting with a red patterned cushion and a white lamp. There are blue and orange geometric shapes in the corners of the page.

# CONTINUOUS TENANT OMNIBUS SURVEY 2017

SUMMARY OF KEY FINDINGS

PRODUCED BY THE RESEARCH UNIT AUGUST 2018

**Housing**  
Executive

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## ACKNOWLEDGEMENT

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

*Thank  
you*

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

CTOS Team,  
The Research Unit,  
Housing Executive  
2 Adelaide Street,  
Belfast BT2 8PB  
Tel: 03448 920 900  
[www.nihe.gov.uk](http://www.nihe.gov.uk)

email: [karly.greene@nihe.gov.uk](mailto:karly.greene@nihe.gov.uk)  
[shauna.mulgrew@nihe.gov.uk](mailto:shauna.mulgrew@nihe.gov.uk)

## What is the Continuous Tenant Omnibus Survey?

The Continuous Tenant Omnibus Survey (CTOS) is the main way we collect information about what our tenants think about their tenancy, their home, the service they receive and about the neighbourhood they live in. It has been providing feedback from tenants for more than twenty years and this current report provides up to date views for 2017. Any change in tenants' opinions over time can be identified and used to inform local housing managers and central planning in order to improve the quality of our services.

## Who takes part?

Throughout 2017 a total of 2600 tenant interviews were completed, randomly selected to represent households across our 13 Area Offices. Interviews were completed with either the household reference person (HRP) or their partner.

## Findings

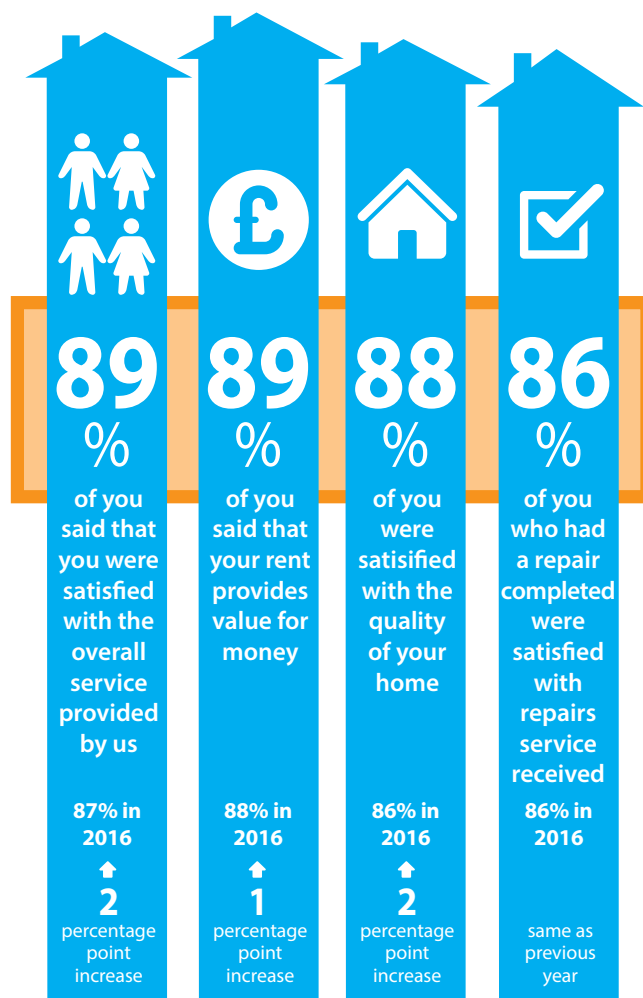
This report sets out feedback from you and relates to the following:

- Your home and neighbourhood
- Your views on some of our key services areas
- Your views on how we have consulted and communicated with you
- Your experience of contacting us

**If you have any comments about the report please don't hesitate to get in touch with us by telephone (03448 920 900), email [www.nihe.gov.uk](http://www.nihe.gov.uk) or calling at your local Housing Executive Office.**

**To read the full report please go to the Landlord Services section at [www.nihe.gov.uk/index/corporate/housing\\_research.htm](http://www.nihe.gov.uk/index/corporate/housing_research.htm) under Completed Research.**

## Here's what we found







# Overall satisfaction & value for money in 2017



**89%**

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

**87% in 2016**

▲ **2** percentage point increase



**89%**

of you said that your rent provides value for money

**88% in 2016**

▲ **1** percentage point increase

## What are we doing?

- We will continue to ensure that tenants receive value for their rent payments:

**"We will make every  count."**

## Your home & neighbourhood in 2017



**88%**

of you were satisfied with the  
quality of your home

**86% in 2016**

↑ **2** percentage point increase



**87%**

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

**85% in 2016**

↑ **2** percentage point increase



**86%**

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

**84% in 2016**

↑ **2** percentage point increase

**In 2017  
there were:**

**85,000**  
approx. occupied properties

**173,000**  
approx. household members

# Your home & neighbourhood in 2017



**91%**

of you were satisfied  
with your neighbourhood  
**92% in 2016**

↓ **1** percentage point decrease



**77%**

of you were proud about the  
general image of your area  
**76% in 2016**

↑ **1** percentage point increase

**4%**

said you were ashamed about the  
general image of your area

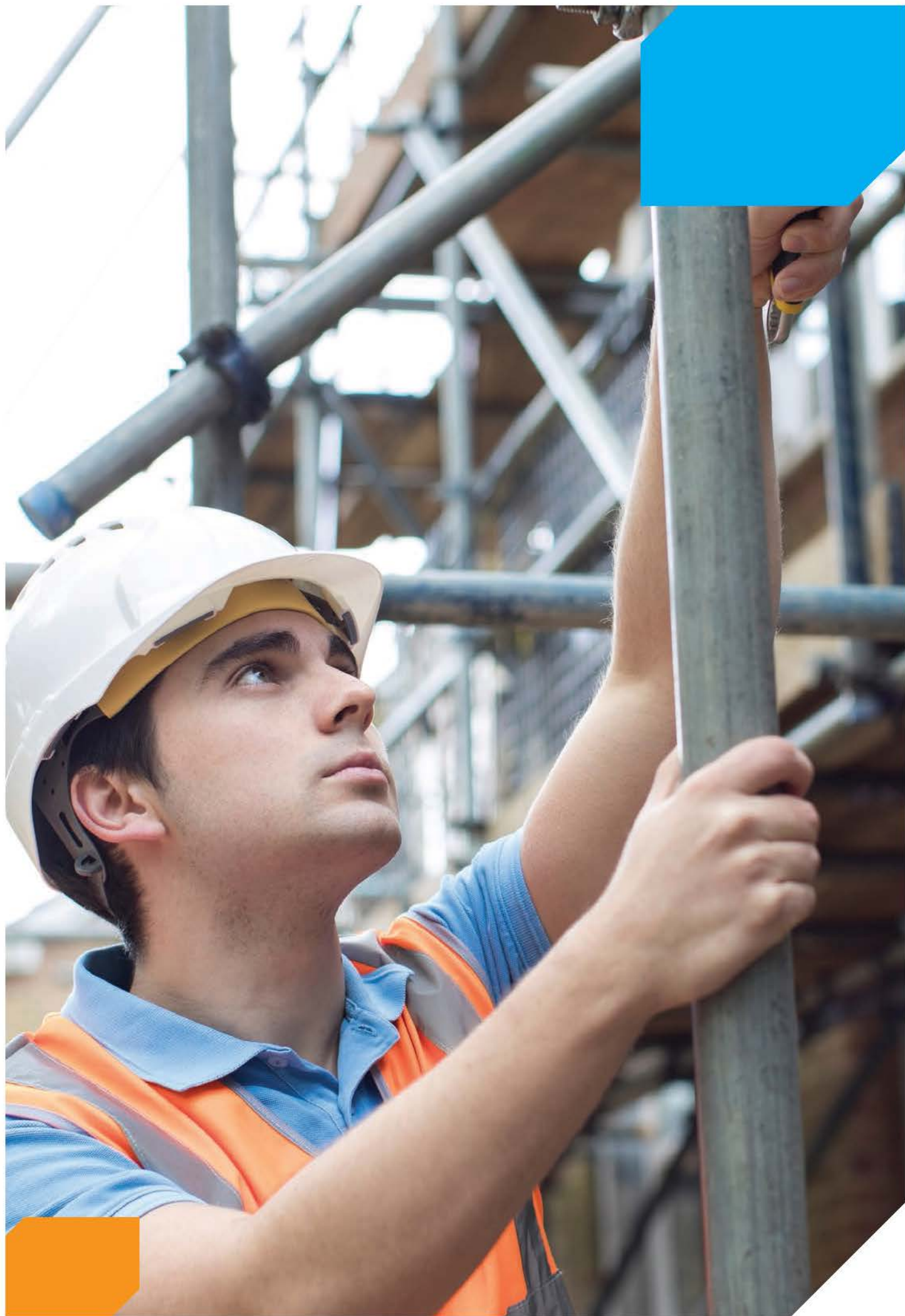
**5%**

of you were dissatisfied with where  
you live, the main reason being  
anti-social behaviour

## What are we doing?

- We will continue to support communities involvement, our community infrastructure, development projects and programmes that build good relations in communities through our Cohesion & Community Involvement Strategies.
- We continue to deliver our Community Safety Strategy aimed at addressing Anti-Social Behaviour in our estates. Community safety will continue to be a key focus of work through our new delivery model in the coming year and we will roll out a comprehensive training programme for new staff.
- We will continue to deliver our new Social Enterprise Strategy to bring additional investment into our communities and assist in the development of new social enterprises, as well as supporting entrepreneurship in our estates.
- Overall we will invest over £4 million annually in support of these programmes.







## Repair service in 2017



**68%**

Of you reported a repair in the 12 months previous to being surveyed

**72% in 2016**

↓ 4 percentage point decrease



**87%**

of you said the work was carried out within the timescale advised

**90% in 2016**

↓ 3 percentage point decrease

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*The following relates to those of you who had at least one repair **fully completed** in the 12 months previous to being surveyed:*

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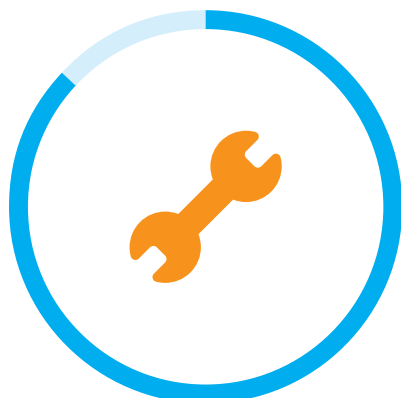


**60%**

Of you had at least one repair **fully completed** in the 12 months previous to be surveyed

**62% in 2016**

↓ 2 percentage point decrease



**87%**

of you said the repair was completed on the first visit

**82% in 2016**

↑ 5 percentage point increase

**In 2017 at least 9 in 10**

of you were satisfied with repair work done and with those who carried out the work in terms of:  
• Speed • Quality of work • Quality of materials • Tidiness • Politeness • Friendliness



## Repairs service in 2017



**92%**

were satisfied with how we had managed the repair

**91% in 2016**

▲ **1** percentage point increase



**92%**

were satisfied with how the contractor had carried out the work

**Same as previous year**



**86%**

of those respondents who had a repair completed in the 12 months previous to being surveyed were satisfied with the repairs service

**Same as previous year**

Overall

**11%**

of you were dissatisfied with our repair service.

The main reasons were:

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

### What are we doing?

- The new contracts are now in place and are monitored to maintain and improve on our standards of service.
- Monthly performance review meetings are held and contractors are assessed on quality of completed work and adherence to time scales for completed work and appointments.

# Tenant consultation & communication in 2017



## 76%

of you said you were satisfied that we listen to your views and act upon them  
**72% in 2016**  
▲ 4 percentage point increase



## 78%

of you said you had been well consulted by the Housing Executive **73% in 2016**  
▲ 5 percentage point increase



## 79%

of you felt the Housing Executive were good at keeping you informed about things that might affect you as a tenant  
**Same as previous year**

## 10%

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

### What are we doing?

- We will continue to develop our Community Involvement framework and work with over 550 community groups across Northern Ireland, ensuring they have a real voice at every level of our organisation.
- We continue to invest in our Housing Community Network to give tenants a voice, to help shape our services and we continue to put tenants at the heart of policy development and decision making e.g. Contractor Procurement; meetings with our Chief Executive, senior management team and our Board.
- We have expanded our engagement with difficult to reach groups through our partnerships with the Disability Forum, Youth Forum, Rural Forum and our Strategic Cohesion Forum.



## Contacting us in 2017



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

**91%**

of you were satisfied with the telephone contact

**92% in 2016**

↓ **1** percentage point decrease



21% of you visited a local office in the 12 months prior to interview

**91%**

of you were satisfied with the visit

**90% in 2016**

↑ **1** percentage point increase



29% of you had received a home visit by a member of staff in the 12 months prior to interview

**84%**

of you were satisfied with the home visit

**82% in 2016**

↑ **2** percentage point increase

### What we are doing?

- We have completed a major review to improve our frontline Housing Services. Our goal is to shape our services around our customers' needs, aiming where possible, to have a single point of contact and respond in a prompt and timely manner.

**89%**

of those who visited a local office were seen in less than 15 minutes (57% in less than 5 min)

**95%**

of you felt that staff dealt with you in a courteous manner when phoning the Housing Executive

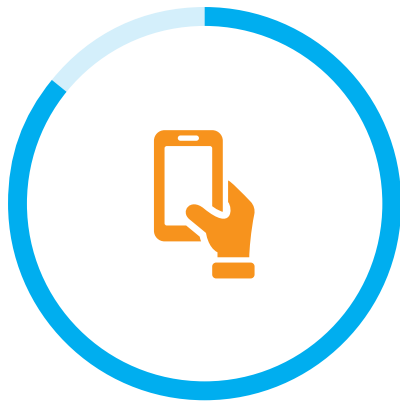


## Digital inclusion in 2017



**62%**

of you had access to the internet  
**58% in 2016**  
⬆ 4 percentage point increase



**88%**

of you owned a mobile phone  
**86% in 2016**  
⬆ 2 percentage point increase



**67%**

of households with no members with long term illness or disability had access to the internet



**53%**

of households with at least one member with long term illness or disability had access to the internet



**59%**

of households with **adults** had access to the internet



**89%**

of households with **children** had access to the internet



**50%**

of households with **older** tenants had access to the internet

**40%** mainly access the internet via a home computer, laptop or tablet (48% in 2016)

**57%** mainly access the internet via a smartphone (50% in 2016)

### What we are doing?

- Digital inclusion is one of a number of channels for tenants, residents and leaseholders to be upwardly mobile, reduce dependency and improve standard of living. We want to ensure we support our tenants, residents and leaseholders get their 'digital wings'.
- We will continue to support our digital inclusion programme to increase access to the digital world and have undertaken a project to bring internet access to homes in North Belfast, West Belfast, Newtownards, Enniskillen, Omagh and Queens Quarter via our D4C Project.

- We will continue to expand access to and delivery of our service via the use of internet and mobile phones.
- We will continue to support our "Community Champions" who provide a key service in supporting tenants, residents and leaseholders to develop their digital skills.
- We will develop our website and social media presence in order to provide a platform for tenants, residents and leaseholders to communicate with us.

# Welfare Reform in 2017

Our research was carried out shortly after major changes to the welfare system began. This means not everyone we spoke to had been impacted by the changes whilst others are unlikely ever to be affected. We therefore expected awareness of changes to the welfare system and their potential impact(s) would be low at this point and our research confirmed this.

We therefore consider the research to be a starting point and initial guide for us to develop the support you may need, as changes to the welfare system continue to take place. It also gives us a useful starting point for measuring the impact and success of our work.



**40%**

of you were not aware of any of the welfare changes



**28%**

of you were aware of welfare changes but not sure how they may affect you or your household

In 2017 you were asked how you found out about welfare changes:



**32%**

of you said you received a letter from the HE



**17%**

of you said the leaflet "Benefits are Changing"



# Welfare Reform in 2017



**46%**

of you feel quite/very poorly  
informed about welfare changes



**40%**

of you have concerns about welfare  
changes; the remaining 60% are  
not at all concerned

## What we are doing?

- We review and update the information we give to our staff regularly.
- All members of our staff are receiving appropriate training to make sure they can help you when you need it.
- We have developed letters, checklists and forms to provide you with the support and information to help you manage the welfare changes which affect you.
- The letters and rent statements we send to you are being checked to make sure they tell you what you need to know.
- We plan to carry out more research to tell us what further work we will need to do to help you deal with all the impacts of the changes to the welfare system.
- To support our tenants to access 'digital by default' services we are assisting them to improve their digital skills via projects such as D4C.





# Useful Contacts

## Housing Executive

Enquiries: 03448 920 900

Enquiries textphone: 18001 03448 920 900

Repairs: 03448 920 901 - Open 24 hours

Repairs textphone: 18001 03448 920 901

Housing Benefit: 03448 920 902

Housing Benefit textphone: 18001 03448 920 902

## Benefits

Advice line: 0800 232 1271

Textphone: 0800 232 1715

## Fire, Police & Ambulance

Emergency Calls: 999

Textphone: 18000

PSNI non emergency: 101

Crimestoppers: 0800 555 111

## NI Water

Waterline: 0345 744 0088

(interruption)

Leakline: 0800 028 2011

Flooding incident: 0300 2000 100

## NI Gas Emergency

Emergency: 0800 002 001

Minicom: 0800 731 4710

## Electricity - NIE

Power cut: 03457 643 643

Minicom: 03457 147 128

## Advice

Citizens Advice NI: 0800 028 1881

Advice NI: 028 9064 5919

Housing Rights Service: 028 9024 5640

Energy Advice: 0800 1422 865

Consumer Council: 028 9025 1600

Supporting Communities NI:  
028 2564 5676

Women's Aid Helpline: 0808 802 1414

Welfare Changes Helpline:  
0808 802 0020

# EMBRACING ALL OUR NEIGHBOURS

If English is not your first language and you need help with interpreting & translation the Housing Executive can provide free services on request, please ask for further details at your local office.

## ARABIC

كفت غل يه فيزي لجنال الة غلل نكت مل اذا  
يف قدع اسمل الى لوص حل اجات حتو مال  
عيطت ستفت ، في طخل او في هفتل قمجرتل  
مذه ريفوت في ذيفنتل نالكس ال قمدخ  
كنم يجرى ، بلطل دن عي ناجمل تامدخلا  
نم لي صفتل اب رمال اذه لوح راسفتل  
يل حمل الكبتكلم

## CANTONESE

如果英語不是你的母語，並且你需要  
幫助來進行口譯和文字翻譯，那麼  
Housing Executive可以根據請求而提供  
免費的服務，請在你當地的辦公室詢問  
進一步的詳情。

## LITHUANIAN

Jeį anglų kalba nėra jūsų gimtoji kalba ir  
jums reikia pagalbos dėl vertimo žodžiu  
ir raštu, jums pageidaujant Housing  
Executive gali suteikti nemokamas vertimo  
paslaugas; dėl išsamesnės informacijos  
prašome kreiptis į vietinį skyrių.

## MANDARIN

如果英语不是你的母语，并且你需要  
帮助来进行口译和文字翻译，那么  
Housing Executive可以根据请求而提供  
免费的服务，请在你当地的办公室询问  
进一步的详情。

## POLISH

Jeśli język angielski nie jest Państwa językiem  
ojczystym i potrzebują Państwo pomocy  
w zakresie tłumaczeń ustnych i pisemnych,  
Housing Executive oferuje bezpłatne usługi  
tłumaczeniowe na życzenie. O szczegóły  
prosimy pytać biuro lokalne.

## PORTUGUESE

Se o Inglês não for a sua língua materna  
e precisar de ajuda com tradução e  
interpretação, o Executivo de Habitação  
pode providenciar serviços gratuitos  
mediante solicitação, pode obter mais  
informações no seu escritório local.

## RUSSIAN

Если английский не является вашим  
родным языком и вам требуется  
помощь с устным и письменным  
переводом, жилищное управление  
может предоставить по запросу  
бесплатные услуги переводчика.  
За более подробной информацией  
обратитесь в ваш местный офис.

## SLOVAK

Ak angličtina nie je váš materský jazyk  
a vyžadujete si pomoc s prekladom a  
tlmočením, kancelária úradu pre otázky  
bývania (Housing Executive) vám ochotne  
poskytne tieto služby bezplatne. Prosím,  
požiadajte svoju miestnu kanceláriu o viac  
informácií.

## SOMALI

Haddii af Ingiriisigu uusan ahayn luqadd-  
aada hooyo oo aad u baahan tahay in  
lagaa caawiyo turjumaadda oraahda ah  
iyo midda qoran Agaasinka Gurayeynta  
(Housing Executive) ayaa adeegyo bi-  
laash ah bixin kara marka laga codsado,  
fadlan faahfaahin dheeraad ah weydii  
xafiiska xaafaddaada.

For customers with sensory disabilities,  
information can be provided in alter  
native formats like large print, Braille  
or audio. Sign language interpreters  
can also be provided, but please give as  
much notice as possible to allow us to  
meet your request.