

Home Improvement Grants Survey 2009



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Foreword

I am pleased to present the Home Improvements Grants Survey 2009. This survey primarily evaluates customer satisfaction with the grants scheme which was in operation from 2003 to 2009 and at that time administered by the 11 Grants Offices in Northern Ireland.

The key findings indicate the vast majority of respondents (92%) were satisfied with the grants scheme overall, an increase of 5% on the 2004 survey findings. Further examination of performance across the various stages of the grant process has seen an increase in satisfaction levels in comparison to the 2004 survey for all the Grants Stages except for the Test of Resources stage.

What we achieved has been delivered by staff who I know remain committed to achieving a consistently high standard of customer service. We have an ongoing commitment to improve our service and are currently in the process of completing a programme of modernising services to introduce a more proactive approach to delivering our service by using up to date technology with improved processes and new ways of working. These changes are designed to make the process for our customers more straightforward with a dedicated Case Officer for every grant application who will be available to guide the customer through the grant application from initial enquiry to final payment.

It is expected that the introduction of the new way of working, with the support of the highly committed grants staff, will reflect favourably in our customer satisfaction levels.

In the meantime, if you would like to discuss how we can improve our services please contact Danny O'Reilly at our Central Grants Team (028 9031 8389 danny.oreilly@nihe.gov.uk) or at a local level we can arrange for you to attend and take an active part in one of our Customer Focus Groups operated by the individual Grants Offices.



Dr J McPeake
Director of Design & Property Services



Background



Background



In 1992 the Housing Executive introduced a revised Home Improvement Grants Scheme. This Grants Scheme was designed to provide assistance for the improvement and repair of properties in the private sector.

The 1992 Grants Scheme, which was principally mandatory in nature, is derived from the Housing (NI) Order 1992. Under this scheme the Housing Executive not only had a statutory duty to address the problems of unfit housing in the private sector, but this duty extended to the provision of grant aid where renovation or replacement was both feasible and consistent with policy.

However, under the provisions of the Housing (NI) Order 2003 the Housing Executive's Grants Scheme has changed from being mainly mandatory in nature to being mainly discretionary. The key changes introduced in the Housing (NI) Order 2003 in respect of each type of grant are as follows:

- ➡ Renovation/Replacement Grants: These grants will no longer be mandatory. The issuing of grants will be at the discretion of the Housing Executive.
- ➡ Disabled Facilities Grant: This grant will continue to be available to those with a recommendation from an Occupational Therapist. It will continue to be mandatory.
- ➡ Minor Works Assistance Grant: This grant has been replaced by a new Home Repair Assistance Grant available to respondents on certain means tested benefits. At the discretion of the Housing Executive, respondents over 60 or with a disability are not required to be in receipt of the specified means tested benefits.

The last evaluation of customer satisfaction with the Housing Executive's Home Improvement Grants Scheme took place in 2004. Design and Property Services have commissioned this new research which is intended as a follow-up to the previous survey (Grants Satisfaction Survey 2004). This research will be concerned solely with the grants scheme which operated from 2003 to 2009 and administered by 11 Grants Offices throughout Northern Ireland.

Research Objectives

The main objectives are to evaluate customer satisfaction with the overall scheme:

- ➡ Assessing each stage of the grants process.
- ➡ looking at aspects of the grants forms and associated literature.
- ➡ measuring satisfaction levels by individual grants offices.

Within the overall remit of the main objectives several areas of study have been identified:

- ➡ sources of information on grants.
- ➡ levels of referrals by external agencies.
- ➡ levels of understanding of the grants process.
- ➡ ease/difficulty in completion of grants forms.
- ➡ satisfaction with the speed of processing grants at each of the key stages.
- ➡ profile of grant applicant.
- ➡ overall satisfaction with the process and identification of areas for improvement.

These objectives have been defined to identify any problems in the service and where improvements can be made.

In addition, the Housing Executive wishes to explore these secondary objectives:

- ➡ to identify ways to help respondents acquire documentation and assess their views on this service if it becomes available (for example: acquiring deeds, proofs and approvals).
- ➡ to assess the level of interest in electronic delivery of certain services (for example: preliminary enquiry form which is downloadable from the NIHE website).

The secondary objectives are intended to identify ways in which the grants process could be made easier for respondents. The process of acquiring certain documents has been known to be both costly and cumbersome for grant applicants and the Housing Executive wants to assess whether offering a service of this nature would be desirable.

Methodology

In May 2009, the Housing Executive's Research Unit commissioned an independent market research company, Millward Brown Ulster (MBU), to undertake the fieldwork for the Grants Satisfaction Survey 2009.

Due to the nature of the survey and the widespread dispersal of addresses in the sample frame the agreed methodology was a telephone survey. The questionnaire design, sampling, analysis and report writing were the responsibility of the Housing Executive's Research Unit. The questionnaire design was agreed in consultation with a joint Research Unit/Design and Property Services steering group. Experienced MBU call centre staff undertook the fieldwork using Computer Assisted Telephone Interviewing (CATI) over eight weeks in June/July 2009.

The sample frame, drawn from the Grants Management System, included the names, addresses and telephone numbers of all respondents whose cases had been completed between 1 January 2008 and 31 December 2008. Disabled Facilities, Renovation, Replacement and Home Repair Assistance grants were included in the sample.

Analysis of the sample frame revealed that several households may have had more than one grant. These duplicates were removed from the sample frame before the sampling exercise began.

The data collection method was a telephone survey. For each grant type the contractor was set a quota to achieve (1/3 Disabled Facilities – 35 cases, 1/3 Home Repair – 35 cases and 1/3 Renovation/Replacement Grants – 35 cases). Each grant office had a sample frame consisting of 75 addresses for each grant type.

Prior to submission to the contractor, MBU, the sample was stratified by the Housing Executive grants office. MBU was instructed to achieve a minimum of 105 completed cases for each of the Housing Executive's grants offices. MBU carried out a pilot survey with approximately 20 respondents, to assess technical aspects of the survey such as routing and understanding of the questionnaire content. A few minor amendments were made to the questionnaire before fieldwork started on 1 June 2009.

Participation in the survey

MBU contacted all households in the sample by letter before fieldwork began. This letter introduced the sample households 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 respondents by telephone, interviews lasted on average 20-25 minutes. Respondents were assured that information given would not be passed on outside the Research Unit in a way in which they could be identified.

Quality Assurance

As is standard practice, MBU monitored at least 10% of the total calls. This procedure covered the introduction, the interviewer's control of the call and their telephone skills in general.

Weighting and Grossing

Each grants office had a different number of completed cases; however, the Research Unit selected a sample of 225 cases per office. Thus, for example, a grants office with 1,125 cases completed would have to have its sample results multiplied by five ($225 \times 5 = 1,125$), but a grants office with 5,625 cases would have to have its sample results multiplied by 25 ($225 \times 25 = 5,625$). The difference between these factors is known as the weighting and means that the weights reflect the stratification process and therefore take account of the different grants office sizes. The multiplication to known actual totals is called grossing. In practical terms, for this survey, the weighting and grossing factors are combined.

Response rate

After the original sampling exercise, 177 telephone numbers on the sample were found to be out of use and were subsequently removed. From a revised sample of 2,298 cases a total of 1,158 telephone interviews were completed – a response rate of 50%.

As a general rule, if an interview had not been achieved on the first call up to five further attempts were to be made to interview the household. In practice MBU fieldworkers would have called regularly until the end of the fieldwork period. If, at the end of the fieldwork period, MBU had been unable to contact the household to carry out the survey, the case was recorded as a non-contact. A breakdown of responses is shown in Table 1:

Table 1: Breakdown of response	Number	%
Original sample	2,475	
Telephone number not valid	177	
Revised target sample	2,298	100
Refusals	61	3
Non-contacts	617	27
Not contacted because grants quota reached	462	20
Actual interviews achieved	1,158	50

Presentation of findings

The findings from the survey are presented in the following sections:

- ➔ Introduction and Methodology
- ➔ Key Findings
- ➔ Section 1: Characteristics of respondents
- ➔ Section 2: Initial information about the Grants Scheme
- ➔ Section 3: Preliminary Inquiry Stage
- ➔ Section 4: Inspection Stage
- ➔ Section 5: Schedule of Works Stage
- ➔ Section 6: Test of Resources Stage
- ➔ Section 7: Payment Stage
- ➔ Section 8: Satisfaction with Builder
- ➔ Section 9: The Grants Scheme Overall

Note on reporting:

In 85% of cases the respondent to this survey was also the Household Reference Person AND the Applicant. For ease and continuity of reporting, this report will refer only to the respondent except in the case of questions relating to benefits or income which were directed at the Household Reference Person.

Key findings

Characteristics of Respondents

- ➡ The majority (85%) of respondents to this survey were also the grant applicants.
- ➡ Almost two-thirds (63%) of respondents were aged over 60 and almost one-third (32%) were aged between 40 and 59. The majority of respondents were female (53%).
- ➡ More than half (54%) of respondents were retired from work, 17% were working, 14% were permanently sick/ disabled and 13% were not working.
- ➡ Less than half (48%) of respondents supplied details of their household income. Of these, 23% had an annual income of less than £7,000, 24% had between £7,000 and £9,999 and 27% had between £10,000 and £14,999. The remaining 26% had an annual income of more than £15,000, indicating that grants expenditure is being targeted to lower income households.
- ➡ The two main benefits received by respondents were Disability Benefit (44%) and Retirement Pension (35%).
- ➡ More than two-thirds (68%) of respondents said they or someone in their household had a disability.
- ➡ More than half (52%) of respondents said their household religion was Catholic and 34% said it was Protestant. Almost all (99%) said their ethnic origin was white.
- ➡ More than two-fifths (44%) of respondents said they or a member of their household had access to the internet.

Initial information about the Grants Scheme

- ➡ Almost half (49%) of respondents had received a Home Repairs Assistance Grant and 29% had received a Disabled Facilities Grant. One-fifth (20%) had received a Renovation Grant and a small proportion (1%) had Received a replacement Grant.
- ➡ More than half (52%) of respondents said they had found out how to apply for a grant through family and friends.
- ➡ Overall, a high proportion (86%) of respondents said the initial information they had received about how the Grants System operates had been easy to understand, an increase of 7% on the 2004 survey findings (79%).

Preliminary Enquiry Stage

- ➡ Almost three-quarters (74%) of respondents said they had received the Preliminary Enquiry Forms from their local grants office.

- ➡ Two-thirds (66%) had received some additional information in the form of leaflets/booklets with their Preliminary Enquiry Form; 20% had not and 13% either did not know or could not remember.
- ➡ Overall, more than four-fifths (82%) had found the questions on the preliminary enquiry form easy to understand.
- ➡ Most respondents (89%) said they had received an acknowledgement from the grants office that their Preliminary Enquiry was being processed.
- ➡ The vast majority (91%) said they were satisfied with the Preliminary Enquiry stage, an increase of 2% on the 2004 survey findings (89%).

Inspection Stage

- ➡ Almost all respondents (96%) said the grants officer had made an appointment for a Preliminary Inspection and of these, 96% said the original appointment had been kept.
- ➡ The majority (87%) of respondents said they would not have preferred an appointment outside normal office hours.
- ➡ More than four-fifths (83%) said the grants officer had explained what the inspection entailed; more than half (54%) said the grants officer had explained whether or not he/she thought the grant would be approved; the same proportion (54%) said the grants officer had explained what type of grant the applicant should apply for and almost three-quarters (73%) said the grants officer had explained the next steps in the grants process.
- ➡ The majority (93%) said they were satisfied with the Inspection Stage of the process, an increase of 2% on the 2004 survey findings (91%).

Schedule of Works Stage

- ➡ Almost three-quarters (71%) of respondents said that all the work they needed done had been in the grant. More than one-quarter (28%) said all the work had not been included and two-thirds (66%) of these respondents said they had carried out more works than had been included in the grants specification.
- ➡ Overall, 80% of respondents said they had found the Schedule of Works Forms easy to complete, an increase of 10% on the 2004 survey findings (70%).
- ➡ More than one-third (35%) of respondents said they had received help in obtaining the necessary Schedule of Works documents.
- ➡ The majority of respondents were satisfied with the process of obtaining other documentation:
 - ➡ proof of ownership documentation (85%).
 - ➡ a builder's estimate (86%).
 - ➡ building control approval (85%).
 - ➡ plans and sketch plans (87%).
 - ➡ planning approval (86%).

- ➡ Almost three-fifths (59%) said they thought it would be helpful if the Housing Executive could obtain the necessary Schedule Of Works documents on their behalf, a decrease of 5% on the 2004 survey findings (64%).
- ➡ Overall, more than four-fifths (87%) of respondents said they were satisfied with their experience of completing the Schedule Of Works stage, an increase of 2% on the 2004 survey findings.

Test of Resources

- ➡ Overall, 66% of respondents reported no difficulty in completing the Test of Resources forms, a decrease of 10% on the 2004 survey findings (76%).
- ➡ Almost three-quarters (72%) of respondents were satisfied with their experience of the Test of Resources stage, a decrease of 12% on the 2004 survey findings (84%).

Payment Stage

- ➡ Overall, almost three-quarters (74%) of respondents were satisfied with the time taken for the Housing Executive to complete the payment of their grant, an increase of 2% on the 2004 survey findings (72%). .
- ➡ More than four-fifths (82%) of respondents were satisfied with the level of grant awarded to them, an increase of 3% on the 2004 survey findings (79%).
- ➡ Half (50%) of respondents said the Housing Executive had made payment directly to the applicant and 41% said payment had been made to the builder.
- ➡ Overall, almost nine out of 10 respondents (89%) thought the completed work represented reasonable value for money.

Builder/Workman satisfaction

- ➡ More than three-quarters (78%) of respondents said they had found it easy to get a builder to carry out the works and one-fifth (20%) had found it difficult.
- ➡ Overall, a high proportion (91%) of respondents said they were satisfied with the quality of the finished work.
- ➡ Most respondents (92%) had been satisfied with the service provided by the builders during the work to their property.

The Grants Scheme Overall

- ➡ The vast majority respondents (92%) were satisfied with the Grants Scheme overall, an increase of 5% on the 2004 survey findings (87%).
- ➡ Of those dissatisfied respondents, the highest proportion (69%) said the time taken to process their application had been too long.
- ➡ Almost four-fifths (79%) of respondents who were dissatisfied with time taken to

process their application were dissatisfied with the Approval to Start Work Stage and almost three-fifths (59%) were dissatisfied with the Acceptance of Work and Payment Stage.

- ➡ The vast majority (90%) of respondents said they had found the letters and documentation they had received from the Housing Executive easy to understand, an increase of 11% on the 2004 survey findings (79%).
- ➡ More than two-fifths (42%) of respondents said they had received help in completing forms required by the grants office.
- ➡ Sources of help in completing grants forms varied. More than half (51%) of respondents said they had received help from friends/family. Other sources of help were: a member of Housing Executive staff (26%), an advice organisation such as the Citizens Advice Bureau or Fold/Shelter/Gable (23%) and the architect, agent or builder involved in the grant works (13%). Respondents could have chosen more than one source of help.



Section

Characteristics of respondents

1

Section 1: Characteristics of respondents

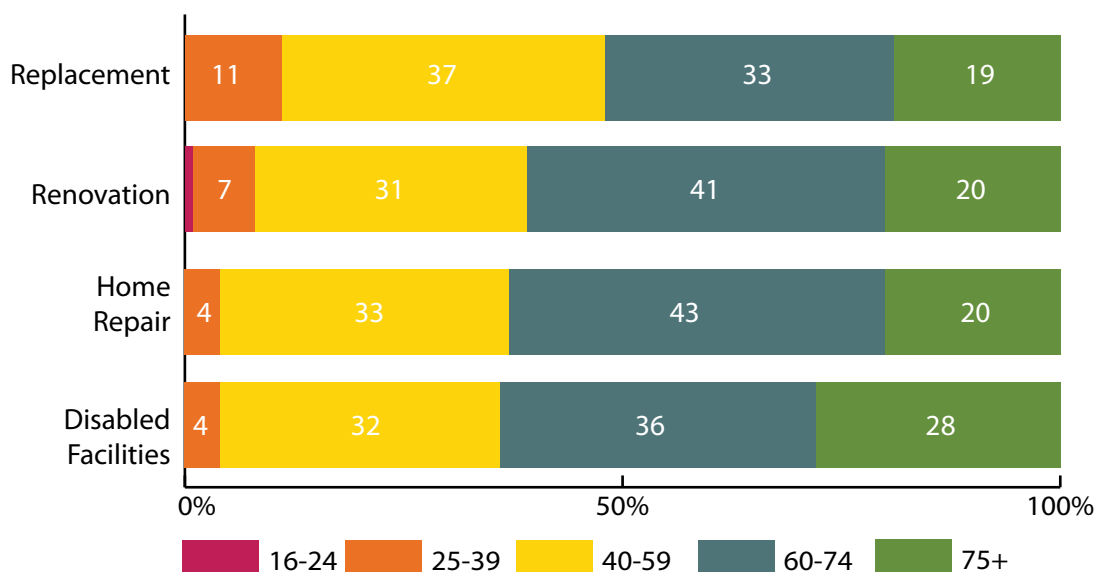
The survey gathered information about the household, including age, gender, employment status, religion and ethnic origin of respondents, and if any household members had a disability. This section also included questions on internet usage and awareness of the Housing Executive's website

1.1 Grant type

Almost half (49%) of respondents had received a Home Repair Assistance Grant and 29% had received a Disabled Facilities Grant. One-fifth (20%) had received a renovation grant and a small proportion (1%) had received a Replacement Grant.

Analysis of grant type by age of respondent shows that in general more than half of respondents across all grant types were aged over 60. A full analysis of grant type by age group is in the appendix tables. (Figure 1.1; Appendix Table 1.1).

Figure 1.1: Grant type by age of respondent

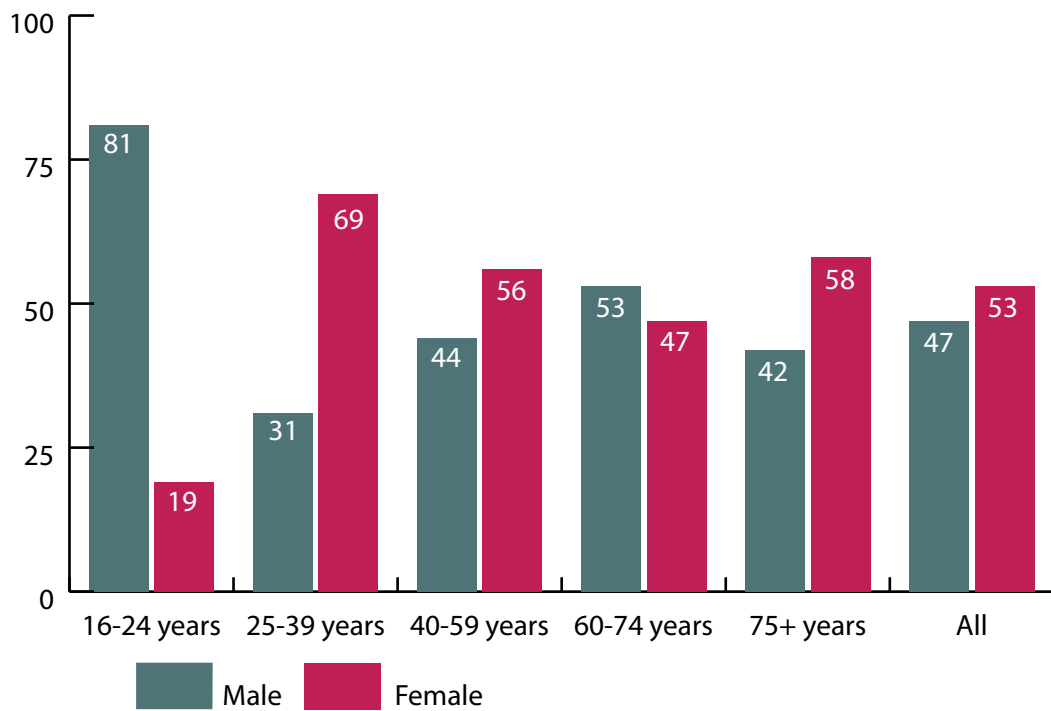


1.2 Gender and age of respondents

There were more female respondents (53%) than male (47%). The highest proportion (63%) of respondents were aged over 60; almost one-third (32%) were aged between 40 and 59.

Figure 1.2 Provides a gender breakdown within each age group (Appendix Table 1.2).

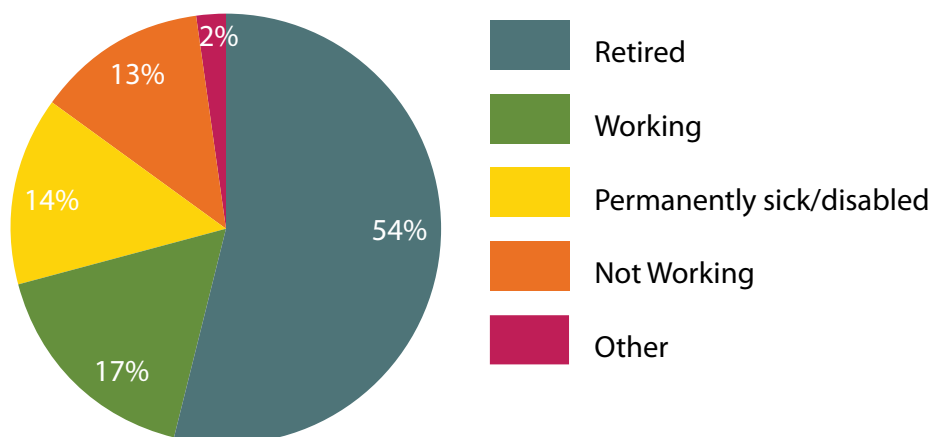
Figure 1.2: Age of respondent by gender



1.3 Employment status of respondent

More than half (54%) of respondents were retired from work and 17% were working. Fourteen per cent were permanently sick/ disabled and a similar proportion (13%) were not working (Figure 1.3, Appendix Table 1.3).

Figure 1.3: Employment status of respondent



1.4 Annual Household Income

This survey defines household income as the total annual income before tax for the respondent and partner (if applicable) including all income from savings, employment, benefits or other sources. Income was recorded as one of 19 income bands. These have been grouped together to allow a comparison with income findings from the 2006 House Condition Survey(HCS). However, it is important to bear in mind the potential effects of sample error, particularly on the Grants Survey, and therefore any conclusion based on a comparison of findings should be made with caution.

1.5 Annual Household Income comparison with HCS 2006

Fewer than half (48%) of respondents provided information on their household income while the remaining 52% refused to supply or did not know their income details. The proportion of households in each of the three lowest income bands were similar: less than £7,000 (23%), £7,000-£9,999 (24%) and £10,000-£14,999 (27%). This is in contrast to findings produced by the 2006 House Condition Survey¹ which reported higher proportions of respondents across Northern Ireland falling into the middle or higher income brackets (£15k+) indicating that grants expenditure is being targeted to lower income households (Figure 1.4, Appendix Table 1.4).

¹ Income findings are compared with owner occupiers in the HCS 2006.

Figure 1.4: Household income compared to HCS 2006



1.6 Benefits

The two main benefits received by the Household Reference Person (HRP) were Disability Benefit (44%) and Retirement Pension (35%). Table 2 summarises the benefits received by HRPs. Full details are in [Appendix Table 1.5](#).

Table 2: Benefits received by Household Reference Person	%
A Disability Benefit	44%
Retirement Pension	35%
Pension Credit	27%
Income Support	17%
Housing Benefit	10%
Child Benefit	7%
Working Tax Credit	6%
Child Tax Credit	2%
Jobseekers Allowance	1%

1.7 Long-term illness or disability

At the time of the survey, more than two-thirds (68%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, four-fifths (80%) said their household had one disabled member, almost one-fifth (18%) had two disabled members and a small proportion (1%) said they had three or more disabled members (Appendix Table 1.6 and 1.7).

1.8 Household religion

More than half (52%) of respondents said their household religion was Catholic and 34% said it was Protestant. Six percent of respondents refused to state the religion of their household, 3% said their household religion was mixed and 2% described it as 'other'. A further 2% of respondents had no religion (Appendix Table 1.8).

1.9 Ethnic group of Respondents

The majority of respondents (99%) said they were white and the remaining 1% either refused to supply details of their ethnicity or said they were from another ethnic group (Appendix Table 1.9).

1.10 Awareness of repayment of grant

Almost three-quarters (73%; 73% in 2004) of respondents were aware that receipt of grant meant that they may not sell the property within a specified time without having to repay all or part of the grant. There were variations by grants office, with the highest proportion (85%) from Derry and the lowest (66%) from Omagh (Appendix Table 1.10).

1.11 Interest in cost of processing grants

More than two-fifths (44%; 63% in 2004) of respondents said they would be interested in finding out how much it costs the Housing Executive to process a grant (Appendix Table 1.11).

1.12 Internet access

Respondents were asked questions about internet access to assess the level of interest in electronic delivery of certain services. More than two-fifths (44%) said they or a member of their household had access to the internet; 19% of these respondents said they had accessed the Housing Executive's website and only 14% were aware that the Grants Preliminary Enquiry Application Form is available from the Housing Executive's website.

Almost two-fifths (39%) of respondents who had internet access said they would be interested in receiving information from the Housing Executive by email about future grant applications and 43% of these respondents said they would have been interested in this facility for their previous application; 17% of respondents with access to the internet said they did not expect further contact about grants ([Appendix Tables 1.12-1.16](#)).





Section

2

Initial information about the Grants Scheme



Section 2: Initial information about the Grants Scheme

Respondents were asked questions about the sources of initial information they had received on how to apply to the Grants Scheme and how easy or difficult this information had been to understand.



2.1 Finding out how to apply

More than half (52%) of respondents said they had found out how to apply for a grant through family and friends. One-tenth (10%) had found out through a health professional and similar proportions had found out through newspaper advertisements (7%), agencies such as Fold/CAB/Housing Rights Service (6%) and from leaflets/booklets from the Housing Executive (5%). A further 7% did not know or could not remember and smaller proportions had found out through other sources, detailed in [Appendix Table 2.1](#).

2.2 Initial information received

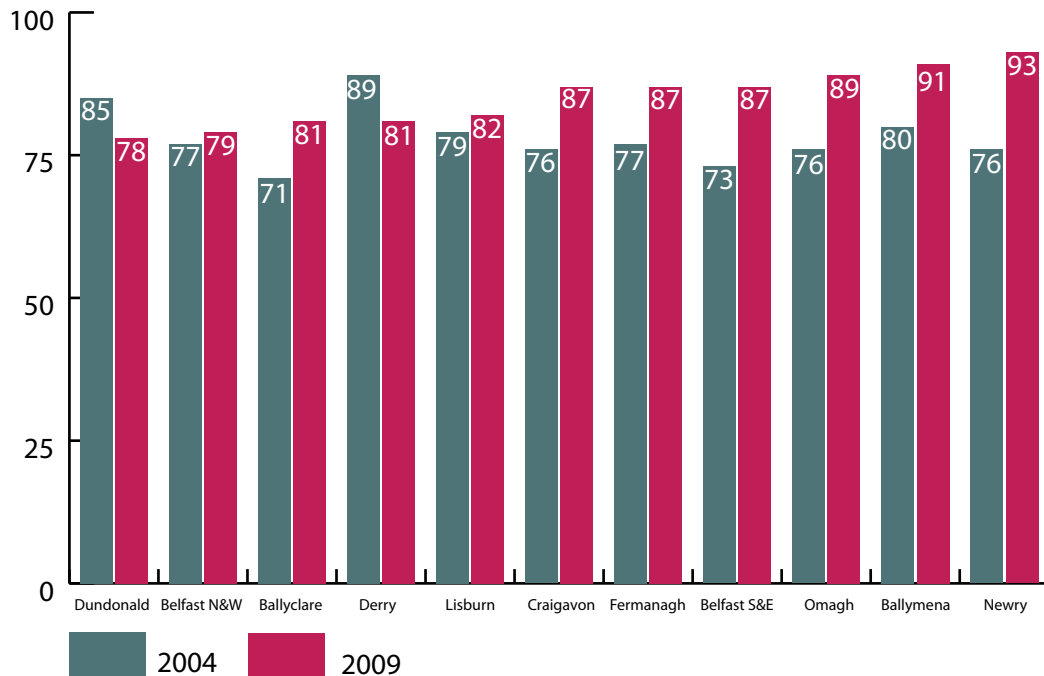
After having found out how to apply, more than half (54%) of respondents said they had received information or advice on how the grants system operates. Analysis by grants office shows that the highest proportion (68%) had received information/advice from Ballyclare and the lowest (48%) from Derry ([Appendix Table 2.2](#)).

2.3 Understanding of initial information (by grants office)

The last survey of satisfaction with the Home Improvement Grants Scheme was carried out in 2004. Overall, there has been little change in respondents' assessment of initial information they had received, with similar proportions in 2004 (79%) and 2009 (86%) finding the information they had received easy to understand. Analysis by grants office reveals that the majority of respondents from the Newry Grants Office (93%) found this information easy to understand compared to 78% of respondents in Dundonald. Generally, most grants offices

have shown an improvement in this area since 2004, with the exception of Derry and Dundonald. Variations by grants office are illustrated in Figure 2.1 and Appendix Table 2.3.

Figure 2.1: Information or advice easy to understand (by grants office)



2.4 Reasons for difficulty understanding initial information

Overall, only 8% of respondents had found the information difficult to understand (10% in 2004); one-third (33%) of these thought the wording had been too complex and 26% thought the process had been too long/there had been too much to do. For further details see Appendix Table 2.4.




Section

Preliminary Enquiry Stage

3

Section 3: Preliminary Enquiry Stage



Preliminary Enquiry Forms (PEF) are available to potential grant respondents from a variety of agencies. Respondents were asked questions to ascertain how they had accessed their Preliminary Enquiry Forms and if they had found them easy to understand.

3.1 Source of Preliminary Enquiry Form

Almost three-quarters (74%; 82% in 2004) said they had received the Preliminary Enquiry Forms from their local grants office, 12% from their local district office and 6% from a specific agency such as Fold/Shelter or Citizens Advice Bureau. A small proportion (3%) gave 'other' responses including occupational therapist and a further 5% were unsure ([Appendix Table 3.1](#)).

3.2 Receipt of additional information

Two-thirds (66%; 59% in 2004) of respondents said they had received some additional information in the form of leaflets/booklets with their Preliminary Enquiry Form. One-fifth (20%) did not receive these and 13% either did not know or could not remember. The highest proportion of respondents who did not receive any additional information with their Preliminary Enquiry Form came from the Belfast (North and West) area (28%) ([Appendix Table 3.2](#)).

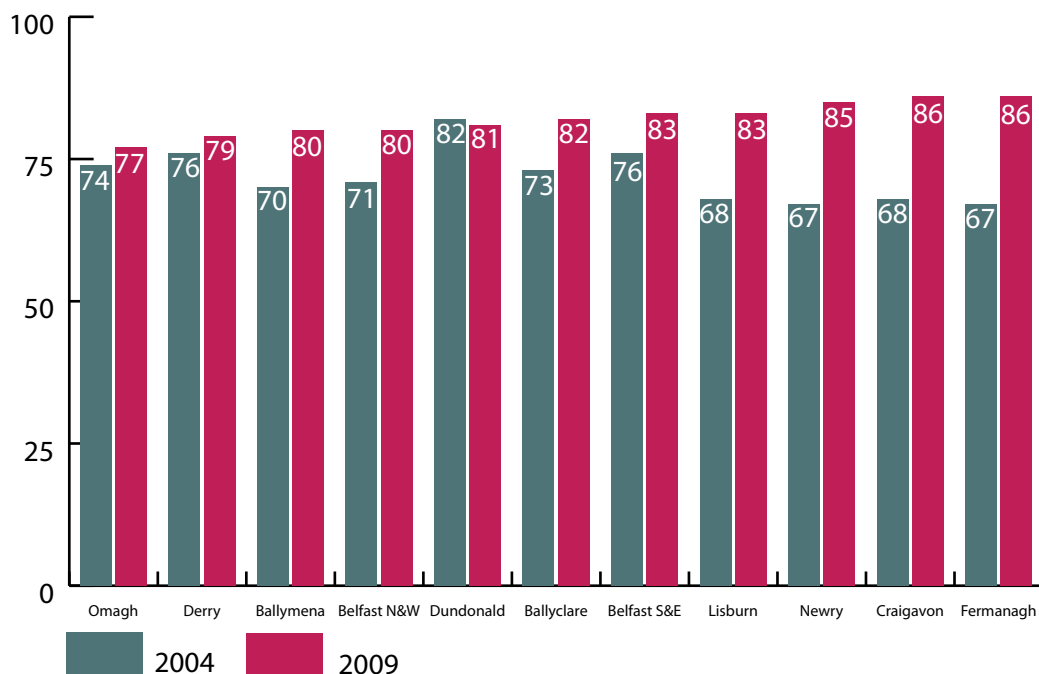
3.3 Method of applying for Preliminary Enquiry Form

More than half (56%; 48% in 2004) of respondents said they had contacted the agency that supplied their Preliminary Enquiry Form by telephone and more than one-quarter (27%; 24% in 2004) had visited the agency in person. Nine per cent said they had applied in writing and two per cent had made contact via a friend. A further 5% gave other responses and 3% were unsure ([Appendix Table 3.3](#)).

3.4 Understanding of Preliminary Enquiry Form

Overall, more than four-fifths (82%; 72% in 2004) of respondents had found the questions on the Preliminary Enquiry Form easy to understand. Almost one-tenth (8%) said they had found the questions neither easy nor difficult and 6% said they had been difficult. Analysis by grants office shows that the highest proportions of respondents who had found the questions easy to understand had applied through the Craigavon and Fermanagh grants offices (86% each) and the lowest had applied through the Omagh grants office (77%) (Figure 3.1, Appendix Table 3.4).

Figure 3.1: Questions on Preliminary Enquiry Form easy to understand (by grants office)



3.5 Reasons for difficulty understanding Preliminary Enquiry Form

The 8% of respondents who had difficulty understanding the Preliminary Application Form gave their main reasons:

- jargon/wording too complicated/plain English needed – 60%.
- information provided by grants confusing – 13%.
- needed help – 10%.

A full list of reasons for difficulty in understanding the Preliminary Enquiry Form is in Appendix Table 3.5.

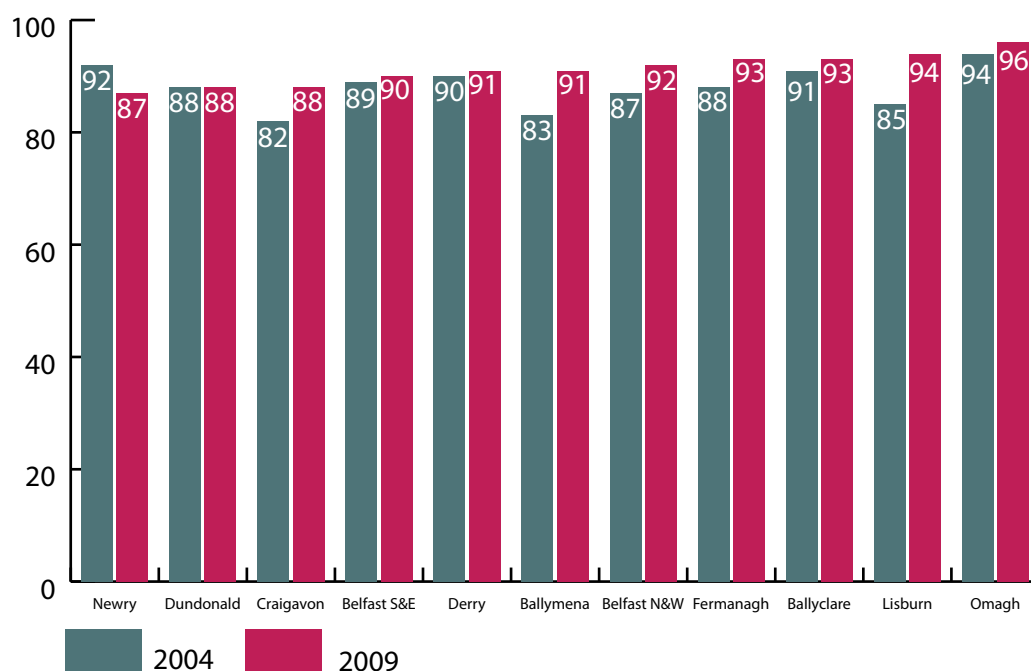
3.6 Receipt of Acknowledgement Card

The vast majority (89%; 91% in 2004) of respondents said they had received an Acknowledgement from the Grants Office that their Preliminary Enquiry was being processed (Appendix Table 3.6).

3.7 Satisfaction with Preliminary Enquiry Stage (by grants office)

The majority (91%; 89% in 2004) of respondents said they were satisfied with the Preliminary Enquiry Stage, 4% were neither satisfied nor dissatisfied and 5% were dissatisfied. Of those dissatisfied respondents, the majority (87%) said the Preliminary Enquiry Stage 'took too long'. Analysis by grants office shows that, across all grants office areas, high proportions of respondents had been satisfied with the Preliminary Enquiry Stage, ranging from 96% in Omagh, to 87% in Newry (Figure 3.2, Appendix 3.7-3.8).

Figure 3.2: Satisfaction with Preliminary Enquiry Stage (by grants office)





Section

Inspection Stage

4

Section 4: Inspection Stage

This section in the telephone survey explored respondents' attitudes to the Inspection Stage of their grant application.



4.1 Appointments

The vast majority (96%; 95% in 2004) of respondents said the grants officer had made an appointment for an Inspection and of these, 96% said the original appointment had been kept.

- ➔ The majority (87%; 98% in 2004) of all respondents said they would not have preferred an appointment outside normal office hours.
- ➔ Only a small proportion of respondents (11%) indicated that they would have preferred an appointment for their inspection outside normal office hours. However, when analysed by individual grants office, this proportion rises to 24% in the case of Belfast (North and West) Grants Office.
- ➔ Similar proportions of respondents said they had been offered a choice of appointment date (64%) and time (65%). Variations by grants office are in the appendix tables. (Appendix Tables 4.1-4.5).

4.2 Aspects of Inspection Stage

Respondents were asked a series of questions in relation to their inspection to ascertain if the grants officer had explained the process to them. More than four-fifths (83%; 81% in 2004) said the grants officer had explained what the inspection entailed; more than half (54%; 55% in 2004) said the grants officer had explained whether he/she thought the grant would be approved or not; the same proportion (54%; 54% in 2004) said the grants officer had explained what type of grant the applicant should apply for and almost three-quarters (73%; 73% in 2004) said the grants officer had explained the next steps in the grants process (Figure 4.1, Appendix Tables 4.6-4.9).

4.3 Satisfaction with Inspection Stage

Respondents were asked how satisfied they were overall with their experience of the Inspection Stage of the process. The vast majority (93%; 91% in 2004) said they were satisfied with this stage of the process, 3% were neither satisfied nor dissatisfied and 3% were dissatisfied. The most common reason for dissatisfaction was that the inspector's attitude was poor (24%). Analysis by grants office shows that the highest proportion (96%) of satisfied respondents had applied in Fermanagh and the lowest proportions (89%) had applied in Belfast (North and West), Belfast (South and East) and Dundonald (Figure 4.2; Appendix Tables 4.10-4.11).

Figure 4.1: The grants officer explained

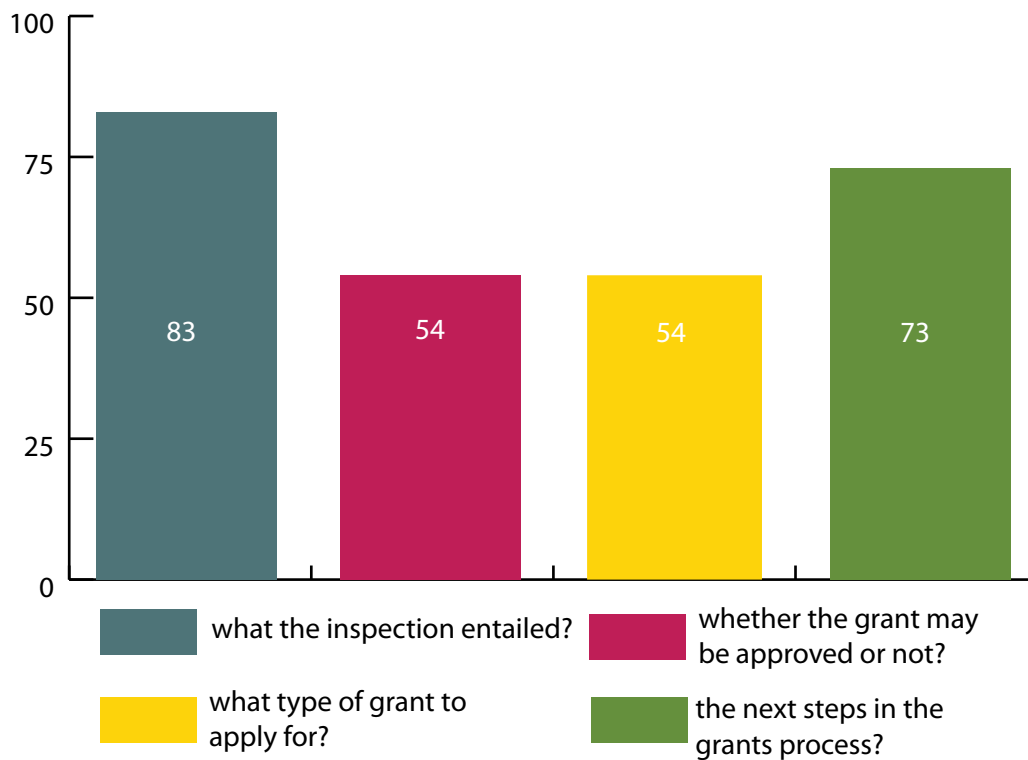
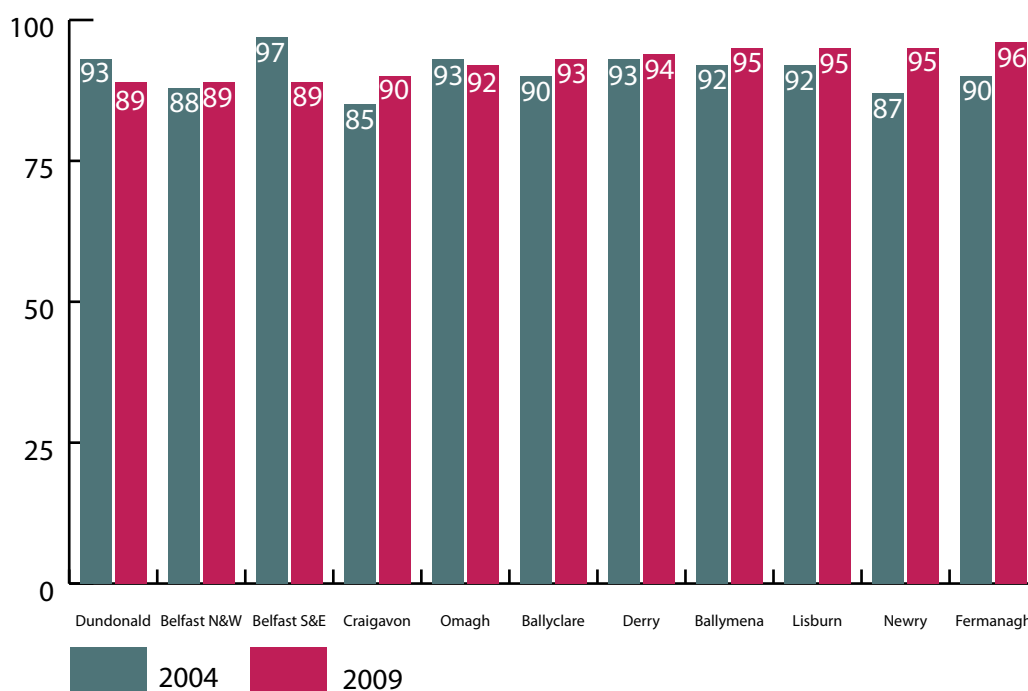


Figure 4.2: Satisfaction with Inspection Stage (by grants office)






Section

Schedule of Works Stage

5

Section 5: Schedule of Works Stage



Respondents were asked a series of questions relating specifically to the work they had done and the forms and documentation they had to acquire for this stage.

5.1 Work included in grant specification

Almost three-quarters (71%) of respondents said that all the work they required had been covered by the grant and more than one-quarter (28%) said that not all the work they wanted had been included. Of those who did not have all the work included, two-thirds (66%) said they had carried out more works than had been included in the grants specification. Full details of the types of extra work carried out are in Appendix Tables 5.1-5.3.

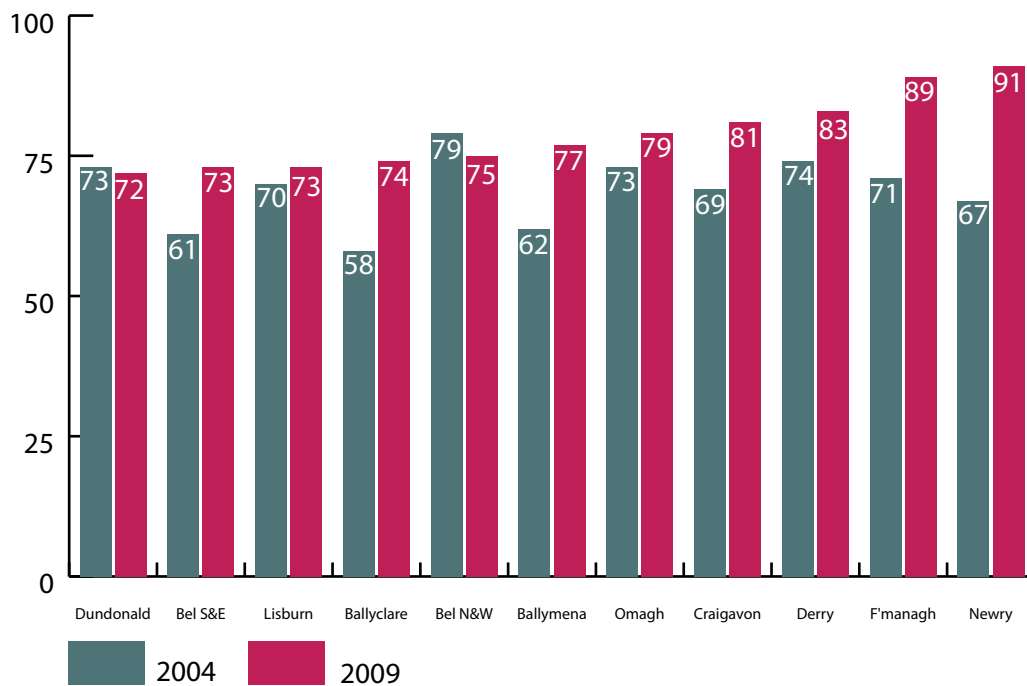
5.2 Completion of Schedule of Works Forms

Respondents were asked how easy or difficult they had found it to complete the forms sent to them at the Schedule of Works stage. Overall, four-fifths (80%; 70% in 2004) of respondents said they had found these forms easy to complete, 6% said they had been difficult and 7% had found them neither easy nor difficult to complete. A further 5% said this part of the process had been administered on their behalf by another agency and 3% either did not know or could not remember if they had found these forms easy or difficult. The most common reason for difficulty cited by 41% of dissatisfied respondents was 'terminology confusing' (Appendix Tables 5.4 & 5.5).

5.3 Completion of Schedule of Works Forms (by grants office)

Figure 5.1 shows the highest proportion (91%) of respondents who had found the schedule of works forms easy to complete were from the Newry Grants Office area and the lowest proportion (72%) were from the Dundonald grants office area. Most grants office areas recorded percentage increases with the exceptions of Dundonald and Belfast (North and West) (Figure 5.1, Appendix Table 5.4).

Figure 5.1: Schedule of Works Forms easy to complete (by grants office)



5.4 Obtaining Schedule of Works documents

More than one-third (35%; 42% in 2004) of respondents said they had received help in obtaining the necessary Schedule of Works documents (Appendix Table 5.6).

5.5 Proof of ownership

More than four-fifths (85%; 84% in 2004) said they had not found proof of ownership documentation difficult to obtain and 12% had experienced difficulty (Figure 5.2, Appendix Table 5.7).

5.6 Builder's estimate

More than four-fifths (86%; 75% in 2004) had not experienced difficulty in obtaining a builder's estimate and 11% said they had experienced difficulty (Figure 5.2, Appendix Table 5.8).

5.7 Building Control Approval

More than four-fifths (85%; 66% in 2004) of respondents said they had not found Building Control Approval difficult to obtain and 6% said it had been difficult (Figure 5.2, Appendix Table 5.9).

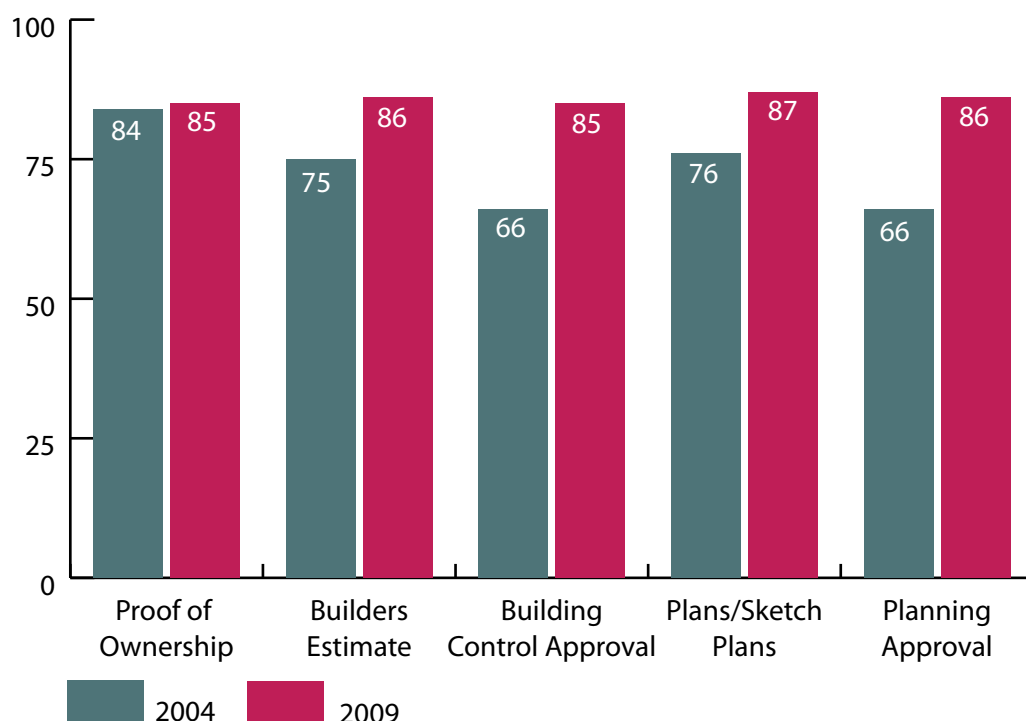
5.8 Plans/Sketch Plans

The majority (87%; 76% in 2004) said Plans and Sketch Plans had not been difficult to obtain and 7% had experienced difficulty (Figure 5.2, Appendix Table 5.10).

5.9 Planning Approval

More than four-fifths (86%; 66% in 2004) of respondents said it had not been difficult obtaining Planning Approval and 7% had experienced difficulty (Figure 5.2, Appendix Table 5.11).

Figure 5.2: Schedule of Works documentation not difficult to obtain



5.10 Housing Executive help obtaining Schedule of Works documents

Almost three-fifths (59%; 64% in 2004) said they thought it would be helpful if the Housing Executive could obtain the necessary Schedule of Works documents on their behalf (Appendix Table 5.12).

5.11 Schedule of Works documents submission deadline

The majority (92%; 89% in 2004) of respondents said they had been able to submit all the relevant Schedule of Works documentation before the mandatory six-month deadline (Appendix Table 5.13).

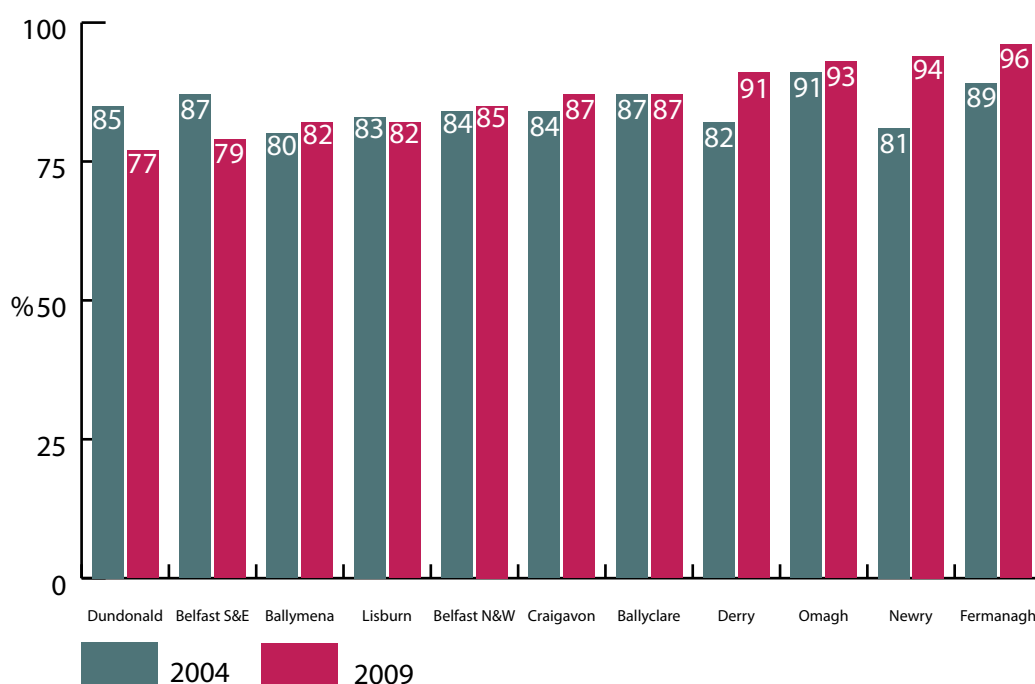
5.12 Satisfaction with completion of Schedule of Works documents

Overall, more than four-fifths (87%; 85% in 2004) of respondents said they were satisfied with their experience of completing the necessary documents for the Schedule of Works Stage. Three percent were neither satisfied nor dissatisfied and 5% were dissatisfied. The main reason cited by 39% of dissatisfied respondents was 'very slow process'. A full breakdown of dissatisfied responses are in the appendix tables (Appendix Tables 5.14 & 5.15).

5.13 Satisfaction with completion of Schedule of Works documents (by grants office)

Analysis by grants office shows that, across all grants office areas, high proportions of respondents were satisfied with their experience of the Schedule of Works stage, ranging from 96% satisfied in Fermanagh, to 77% satisfied in Dundonald (Figure 5.3, Appendix Table 5.14).

Figure 5.3: Satisfaction with completing Schedule of Works documents (by grants office)





Section

Test of Resources

6

Section 6: Test of Resources

Respondents were asked about their experience of the Test of Resources stage of the grants process.¹



6.1 Completion of Test of Resources Forms

Overall, two-thirds (66%; 76% in 2004) of respondents said they had found the Test of Resources forms easy to complete. Less than one-tenth (6%) said they had found the forms neither easy nor difficult and 4% had found completion of these forms difficult. A considerable minority (15%) of respondents were unsure and 8% used Fold or a similar agency to process this part of their application (Appendix Table 6.1). The main reason for difficulty was 'complicated/jargon used'. A full breakdown of reasons can be found in the Appendix Table 6.2.

6.2 Satisfaction with Test of Resources stage

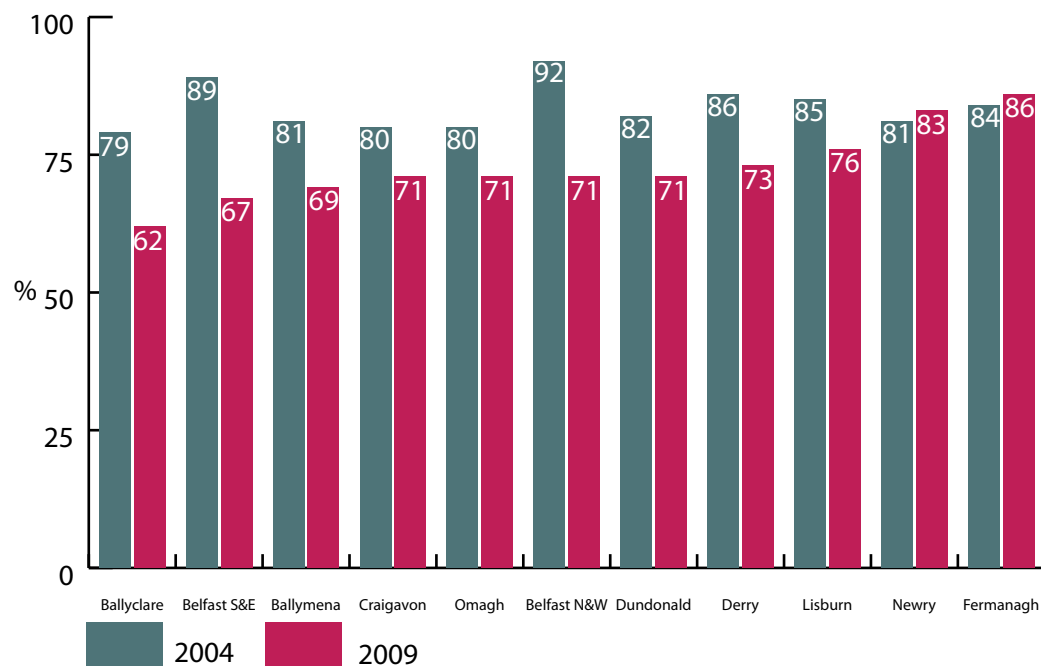
Almost three-quarters (72%; 84% in 2004) of respondents were satisfied with their experience of the Test of Resources stage. Fourteen per cent did not know or could not remember and 7% said Fold or another agency had administered this stage of the process on their behalf. Four per cent were neither satisfied nor dissatisfied and three per cent were dissatisfied. The main reason for dissatisfaction with this stage cited by 46% of respondents was 'took too long' (Appendix Tables 6.3 & 6.4).

6.3 Satisfaction with Test of Resources stage (by grants office)

Figure 6.1 shows an analysis of satisfaction with the Test of Resources stage by grants office. The highest proportion of satisfied respondents came from the Fermanagh Grants Office (86%) and the lowest came from the Ballyclare Grants Office (62%). However, it must be noted that 18% of respondents in Ballyclare did not know if they were satisfied with the Test of Resources stage and a further 11% said Fold had administered this stage on their behalf. Only Newry and Fermanagh grants offices show an increase in satisfaction in this area since the last survey (Figure 6.1, Appendix Table 6.3).

¹ Home Repair Assistance Grants Applicants were not asked Test of Resources questions as this stage is not necessary for this Grant type.

Figure 6.1: Satisfaction with the Test of Resources Stage (by grants office)







7

Section

Payment Stage

Section 7: Payment Stage

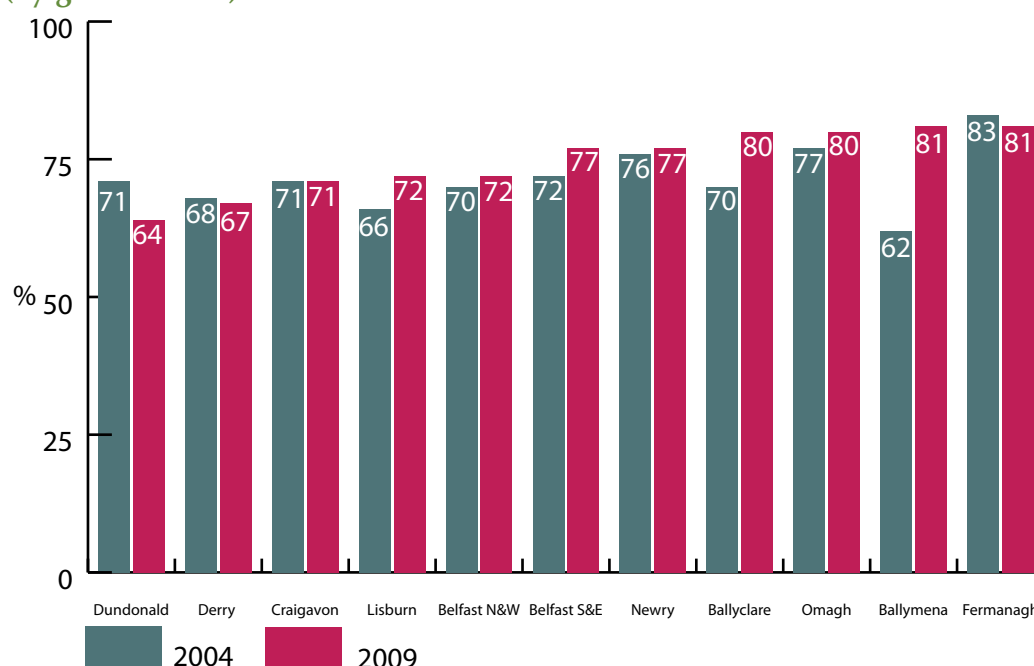
7.1 Satisfaction with time taken to complete payment

Overall, almost three-quarters (74%; 72% in 2004) of respondents were satisfied with the time taken for the Housing Executive to complete the payment of their grant; 12% were dissatisfied and 6% were neither satisfied nor dissatisfied. The vast majority (91%) of dissatisfied respondents said 'the process took too long' (Appendix Tables 7.1 & 7.2).

7.2 Satisfaction with time taken to complete payment (by grants office)

Analysis by grants office shows that the highest proportion of satisfied respondents came from Fermanagh (81%; 83% in 2004) and Ballymena (81%; 62% in 2004); the lowest proportion were from the Dundonald grants office (64%; 71% in 2004). The highest proportions of dissatisfied respondents came from Craigavon (18%), Derry (16%) and Lisburn (15%) (Figure 7.1, Appendix Table 7.1).

Figure 7.1: Satisfaction with time taken to complete Payment stage (by grants office)



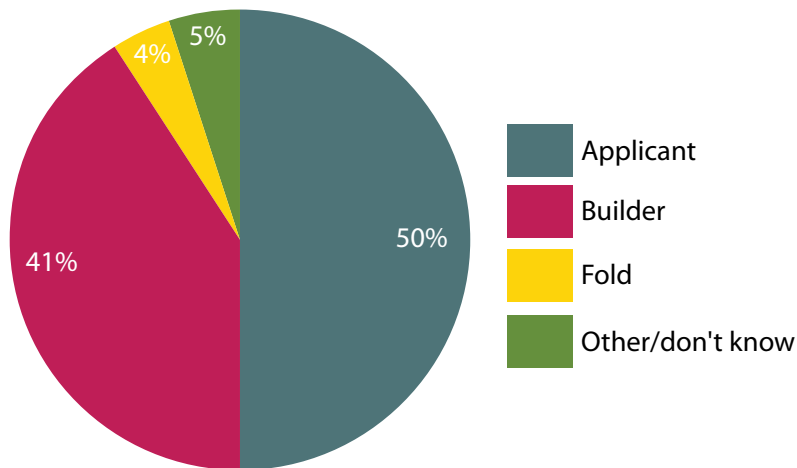
7.3 Satisfaction with level of grant awarded

More than four-fifths (82%; 79% in 2004) of respondents said they were satisfied with the level of grant awarded to them; 12% were dissatisfied and 5% were neither satisfied nor dissatisfied. Of those respondents who were dissatisfied, the vast majority (95%) said, 'there was not enough money to complete the work' (Appendix Tables 7.3 & 7.4).

7.4 Grants payment by recipient

Figure 7.2 shows the breakdown of grants payments by recipient. Half (50%) of respondents said the Housing Executive had made payment directly to the applicant, 41% said payment had been made to the builder and 4% said the grant had been paid directly to Fold/Shelter or Gable (Figure 7.2, Appendix Table 7.5).

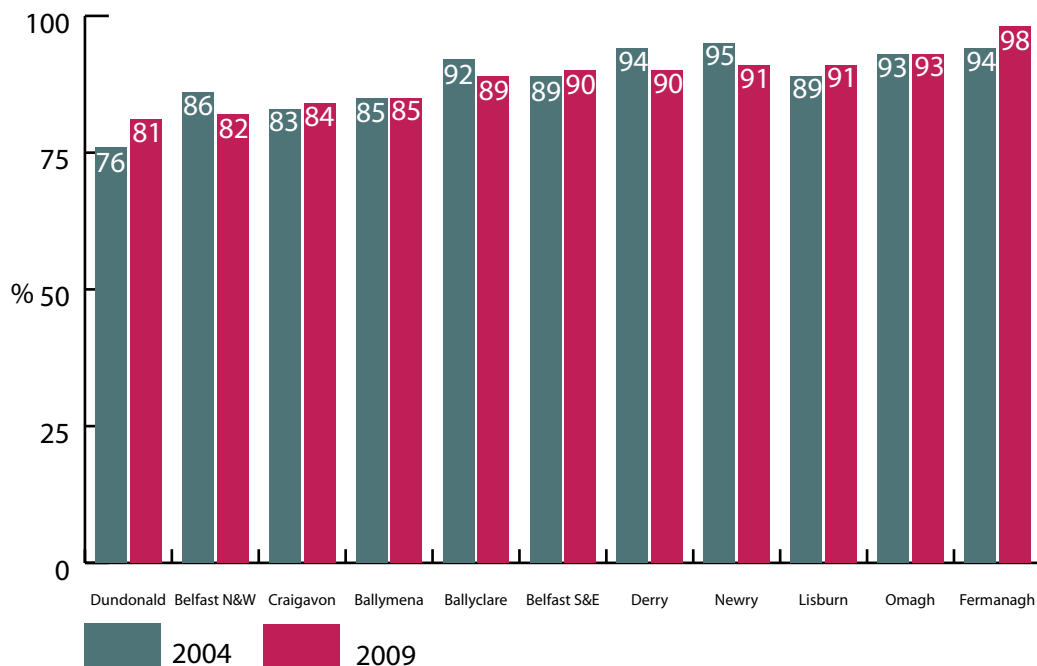
Figure 7.2: To whom did the Housing Executive make payment?



7.5 Value for money (by grants office)

Overall, almost nine out of ten (89%; 89% in 2004) respondents thought the grant work they had had done represented reasonable value for money; findings were consistently high (more than 80%) across all grants offices (Figure 7.3; Appendix Table 7.6).

Figure 7.3: Grant work represented value for money (by grants office)





Section

8

Satisfaction with builder/workman



Section 8: Satisfaction with builder/workman

Respondents were asked a series of questions to ascertain their experiences of the builder/workman who had carried out the works.



8.1 Ease of finding a builder

More than three-quarters (78%; 72% in 2004) of respondents said they had found it easy to get a builder to carry out the works and one-fifth (20%) had found it difficult (Appendix Table 8.1).

8.2 Satisfaction with aspects of builder performance

Respondents reported high levels of satisfaction with the people who had carried out the work in terms of the following: (Appendix Tables 8.2-8.6)

Table 3:	2004 satisfaction	2009 satisfaction
speed	86%	87%
quality of materials	90%	90%
tidiness	90%	92%
politeness	94%	96%

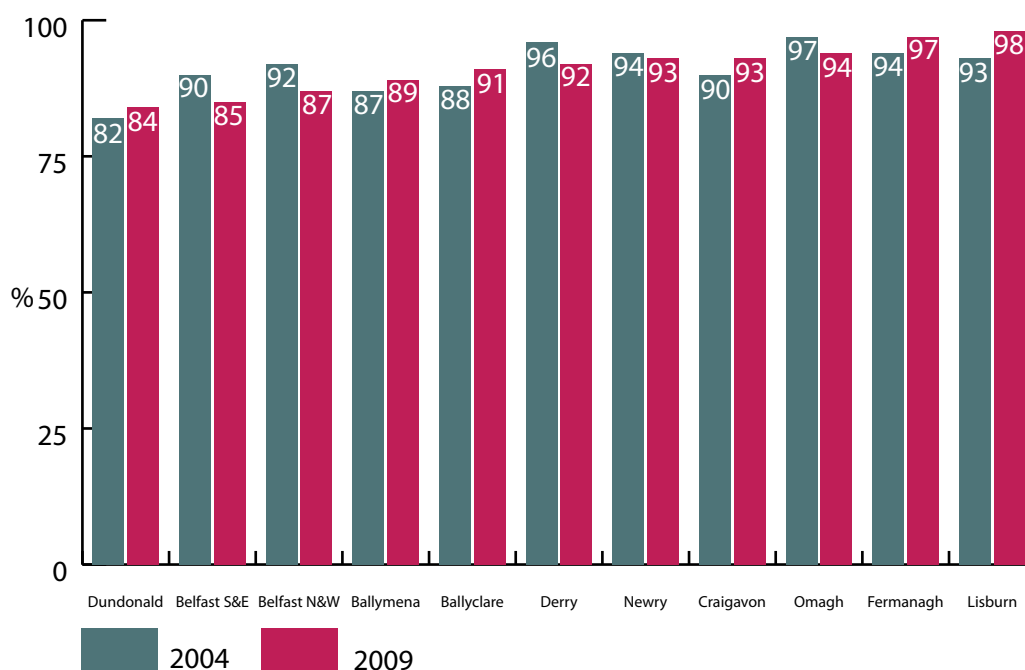
8.3 Satisfaction with quality of finished work

Respondents were also asked how satisfied they were with the quality of the finished work. Overall, a high proportion (91%; 92% in 2004) of respondents said they were satisfied with the quality of the finished work, 5% were dissatisfied and 3% were neither satisfied nor dissatisfied (Appendix Table 8.6). The main reason for dissatisfaction cited by four-fifths (80%) of respondents was that the 'standard of work was very poor'. A full breakdown of reasons for dissatisfaction is in Appendix Table 8.7.

8.4 Satisfaction with quality of finished work (by grants office)

Analysis by grants office shows that across all grants office areas high proportions were satisfied with the quality of the finished work, ranging from 98% in Lisburn to 84% in Dundonald (Figure 8.1, Appendix Table 8.6).

Figure 8.1: Satisfaction with quality of finished work (by grants office)



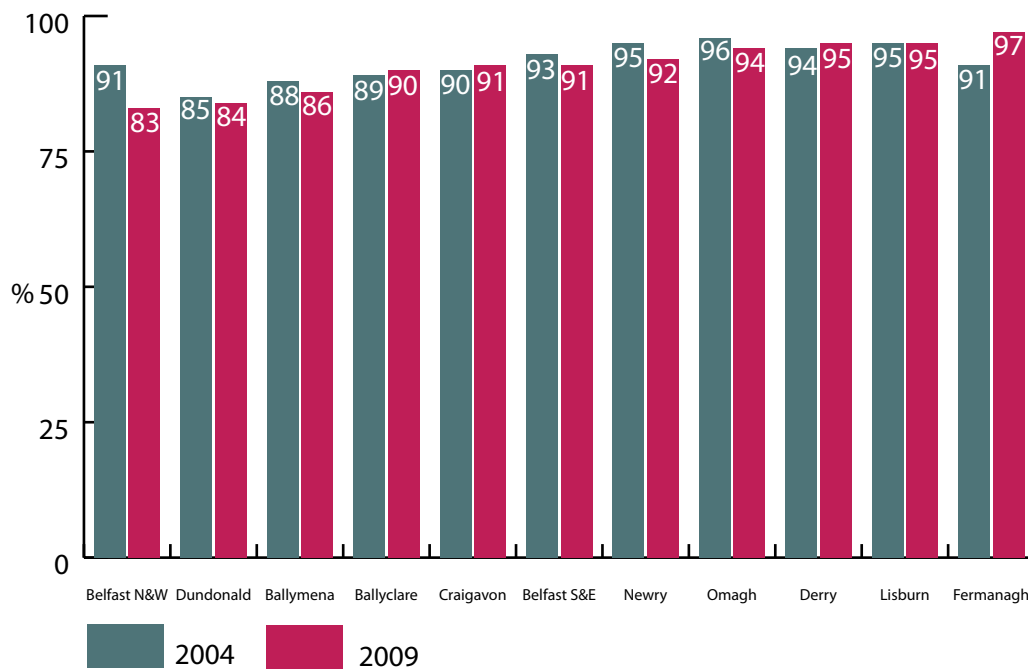
8.5 Satisfaction with service provided by builder

Overall, high proportions (92%; 92% in 2004) of respondents said they had been satisfied with the service provided by the builders during the work to their property, 5% were dissatisfied and 3% were neither satisfied nor dissatisfied (Appendix Table 8.8). Respondents' reasons for dissatisfaction were varied with more than half (54%) citing 'the standard of work was very poor'. A full breakdown of dissatisfied responses is available in Appendix Table 8.9.

8.6 Satisfaction with service provided by builder (by grants office)

Analysis by grants office of satisfaction with the service provided by the builder shows that there were high proportions of satisfied respondents across all grants office areas, ranging from 97% in Fermanagh to 83% in Belfast (North and West) (Figure 8.2, Appendix Table 8.8).

Figure 8.2: Satisfaction with service provided by builder (by grants office)





Section

The Grants Scheme Overall

9

Section 9: The Grants Scheme overall

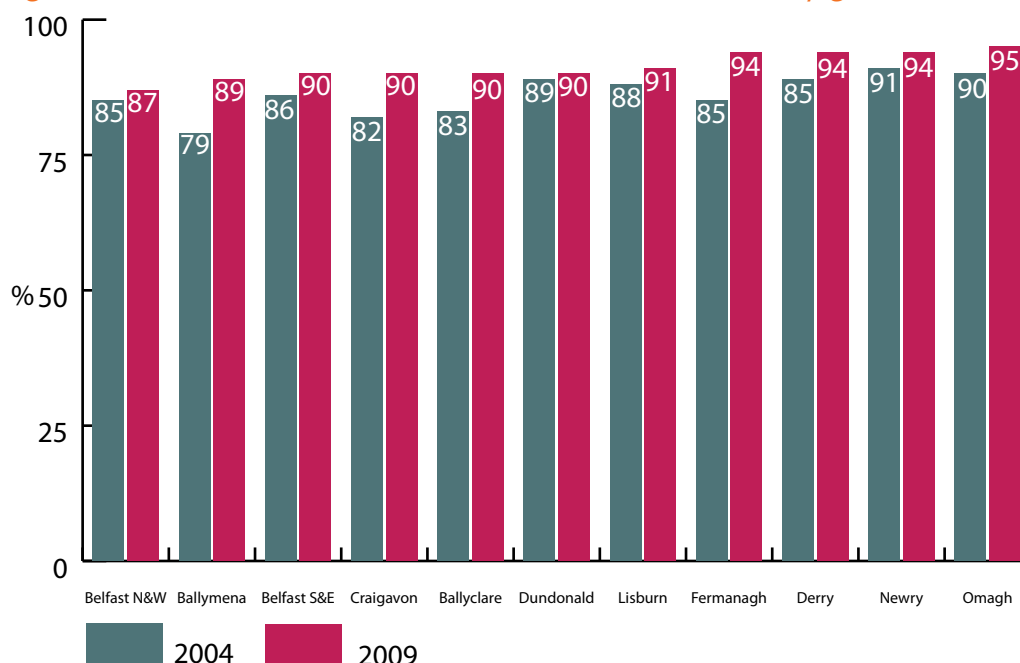
Respondents were asked about their experiences of the Grants Scheme overall, the letters and documentation they had received and whether the help (if any) they had received had been adequate. This section also contained questions that enabled a more thorough analysis of reasons for dissatisfaction with the Grants Scheme.



9.1 Satisfaction with Grants Scheme overall (by grants office)

A high proportion (92%; 87% in 2004) of respondents said they were satisfied with the Grants Scheme overall; 4% were neither satisfied nor dissatisfied and the same proportion (4%) were dissatisfied. Analysis of satisfaction with the grants scheme overall shows that there were high proportions of satisfied respondents across all grants office areas, ranging from 95% in Omagh to 87% in Belfast (North and West) (Figure 9.1, Appendix Table 9.1).

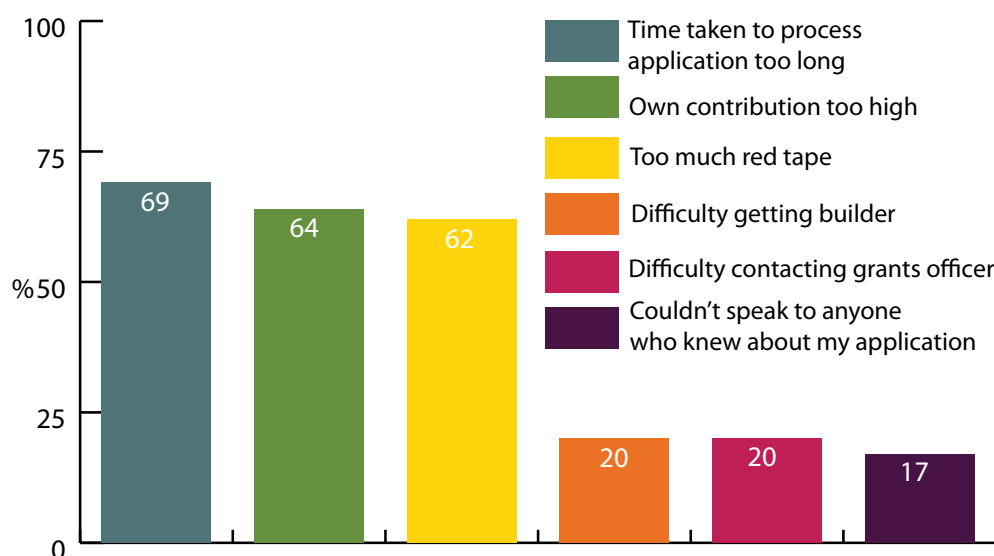
Figure 9.1: Satisfaction with the Grants Scheme overall (by grants office)



9.2 Reasons for dissatisfaction with Grants Scheme

Respondents were asked to state their reasons for dissatisfaction from a list of possible answers and were given the opportunity to give other answers not included in the list. They could give more than one reason for dissatisfaction. More than two-thirds (69%) said the time taken to process their application was too long, almost two-thirds (64%) said their own contribution had been too high and a similar proportion (62%) said there had been too much red tape (Figure 9.2, Appendix Tables 9.2 – 9.7).

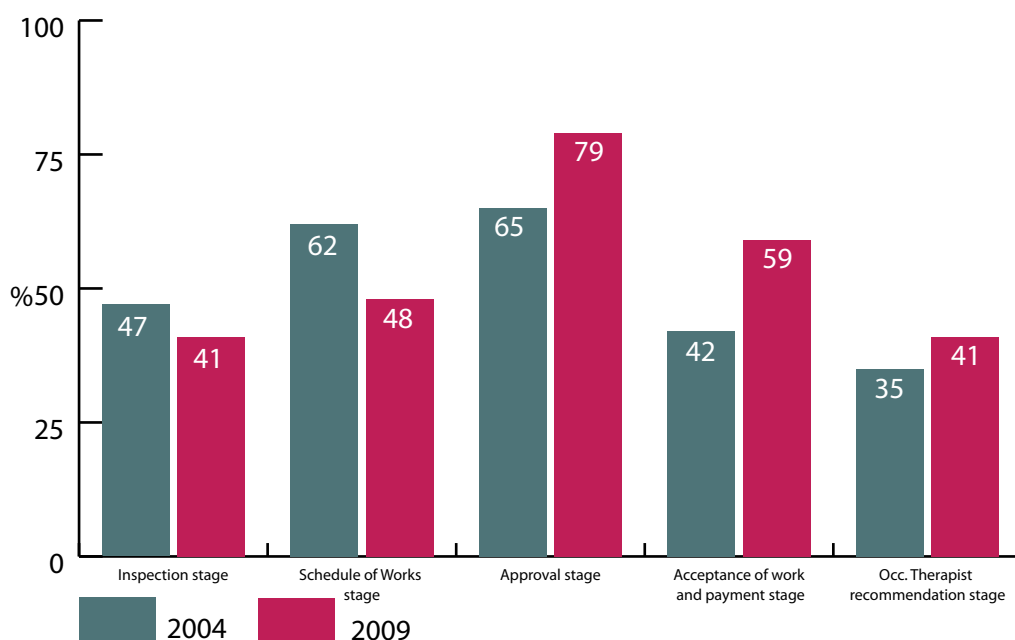
Figure 9.2: Reasons for dissatisfaction with the Grants Scheme



9.3 Dissatisfaction with stages of grants process

Respondents who were dissatisfied with the time taken to process their grant application were asked to indicate which stage(s) of the grants process they were dissatisfied. Almost four-fifths (79%; 65% in 2004) of respondents were dissatisfied with the Approval to Start Work Stage and almost three-fifths (59%; 42% in 2004) were dissatisfied with the Acceptance of Work and Payment Stage (Figure 9.3, Appendix Tables 9.8 - 9.12).

Figure 9.3: Dissatisfaction with time taken to process application (by stage)



9.4 NIHE complaints procedure and treatment during the grants process

The vast majority (97%) said they had not needed to use the Housing Executive complaints procedure in relation to the grants process and 2% had done so. Of these, more than half (57%) said they were satisfied with the way their complaint had been handled. Additionally, the vast majority (96%) of all respondents considered that they had been fairly treated during the grants process (Appendix Tables 9.13 – 9.15).

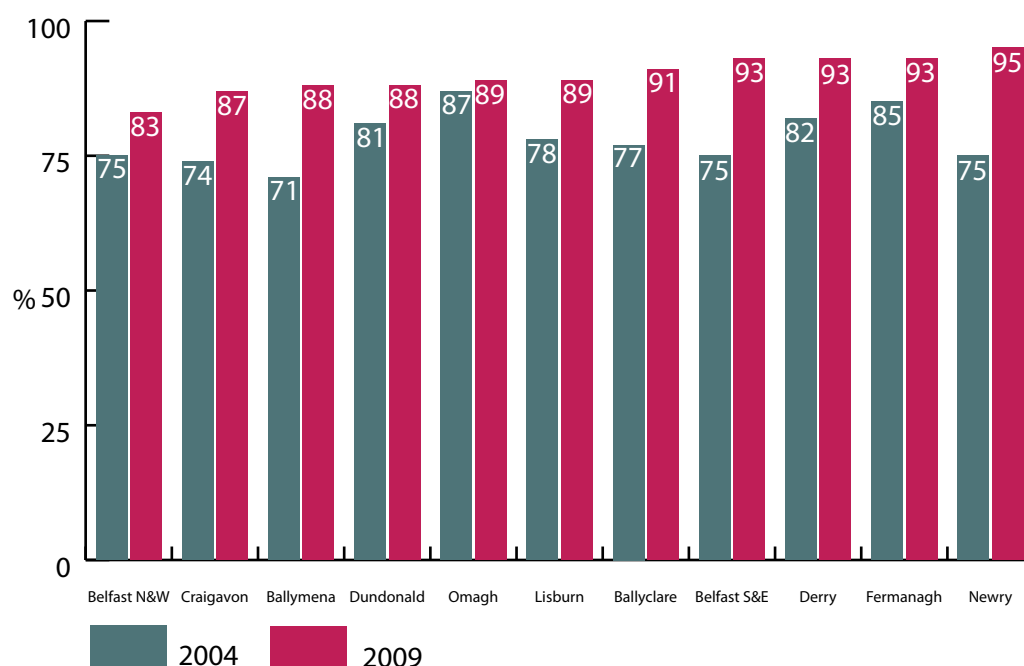
9.5 Understanding letters and documentation

The vast majority (90%; 79% in 2004) of all respondents said they had found the letters and documentation they had received from the Housing Executive easy to understand. Only 5% said they had been neither easy nor difficult to understand and 3% said they had been difficult to understand (Appendix Table 9.16). Of those respondents who had found the letters and documentation difficult to understand, the highest proportion (71%) said the 'wording of questions is too technical'. A full breakdown of responses is available in the Appendix Tables (Appendix Table 9.17).

9.6 Understanding letters and documentation (by grants office)

Analysis by grants office of satisfaction with the letters and documentation shows that the highest proportion of respondents came from the Newry office (95%) and the lowest proportion was from the Belfast (North and West) office (83%) (Figure 9.4, Appendix Table 9.16).

Figure 9.4: Letters and documentation easy to understand (by grants office)



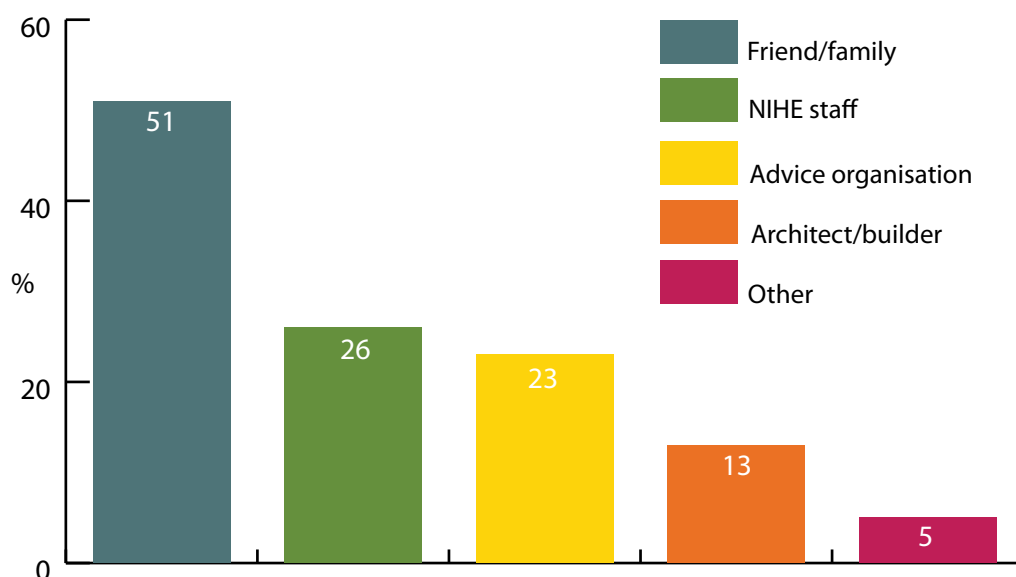
9.7 Help completing forms

More than two-fifths (42%) of respondents said they had received help in completing some or all forms required by the grants office. There were slight variations by grants office with the largest proportion seeking help in the Lisburn grants office area (54%) and the lowest in Newry (33%) ([Appendix Table 9.18](#)).

9.8 Sources of help completing grants forms

Sources of help in completing grants forms varied. More than half (51%) of respondents said they had received help from friends/family and 26% had been helped by a member of Housing Executive staff. A similar proportion (23%) had been helped by an advice organisation such as the Citizens Advice Bureau or Fold/Shelter/Gable and 13% had been helped by the architect, agent or builder involved in the grant works. Respondents could have named more than one source of help ([Figure 9.5](#), [Appendix Table 9.19-9.22](#)).

Figure 9.5: Who was it that helped you complete the forms?



9.9 Adequacy of help completing grants forms

Table 4 below shows that very high proportions of respondents who had received help considered that the help given had been adequate (Appendix Tables 9.23 - 9.26).

Table 4	NIHE staff		Advice organisation		Architect/builder		Friends/family	
	04	09	04	09	04	09	04	09
Respondents who considered help adequate	100%	99%	97%	97%	100%	99%	99%	100%

9.10 Satisfaction with of aspects of the grants process

Respondents were asked to indicate their levels of satisfaction with different aspects of the grants process. High proportions (70% or greater) felt satisfied with each of the aspects. For example, Table 5 shows that 87% were satisfied that they could get grants forms which are easy to understand 76% were satisfied that they could get their grant paid quickly (Appendix Tables 9.27-9.31).

Table 5: Satisfaction with aspects of the grants process	%
Getting grants forms which are easy to understand	87
Clear information provided on how much grant you are entitled to	86
Knowing who is dealing with your application	85
Good communication between grants office and occ therapist	82
Quick payment of grant	76

9.11 Suggestions for improvements to the Grants Scheme

Finally, respondents were given the opportunity to make suggestions as to how they thought the Grants Scheme could be improved. Almost two-thirds (64%) were happy with the scheme and had no suggestions for improvements and 12% said the grants process could be quicker. A full analysis of these suggestions is in [Appendix Table 9.34](#).







Appendices

Appendix 1

SECTION 1

Table 1.1: Grant Type

	Total	16-24	25-39	40-59	60-74	75+
SAMPLE	1158	5	60	358	458	277
Disabled Facilities	1621	5	57	515	587	457
	29	0	4	32	36	28
Renovation	1099	11	77	335	452	224
	20	1	7	31	41	20
Home Repair Assistance	2723	0	116	896	1181	530
	49	0	4	33	43	20
Replacement	81	0	9	30	27	15
	1	0	11	37	33	19
TOTAL	5524	16	259	1776	2247	1226
	100	100	100	100	100	100

Table 1.2: Age of respondent by gender

	Total	16-24	25-39	40-59	60-74	75+
SAMPLE	1158	5	60	358	458	277
Male	2574	13	80	774	1192	515
	47	81	31	44	53	42
Female	2950	3	179	1001	1055	712
	53	19	69	56	47	58
TOTAL	5524	16	259	1775	2247	1227
	100	100	100	100	100	100

Table 1.3: Employment status of respondent person

	Total
Sample	1158
Retired	2983
	54
Working	926
	17
Perm. Sick/Disabled	779
	14
Not working	710
	13
Other (inc. don't know)	127
	2
TOTAL	5524
	100

Appendix tables present numbers in normal text and the percentages in bold

Table 1.4: Household Income*

	Total
Sample	542
Under £7k	612 23
£7k-£9,999	640 24
£10k-£14,999	715 27
£15k-£19,999	306 12
£20k-£29,999	261 10
£30k or more	105 4
TOTAL	2640 100

**Base size is reduced due to removal of refusals and don't knows.*

Table 1.5: Receipt of benefits (Household Reference Person and partner)

	HRP	Partner
Sample	1158	706
A Disability Benefit	44	31
Retirement Pension	35	29
Pension Credit	27	16
Income Support	17	5
Housing Benefit	10	2
Child Benefit	7	7
Working Tax Credit	6	3
Child Tax Credit	2	3
Jobseekers	1	1
Other	9	6
No Benefits	15	28
Refused	3	5

Appendix tables present numbers in normal text and the percentages in bold

Table 1.6: Does any member of your household have a disability which affects their normal day to day activities?

	Total
SAMPLE	1158
Yes	3771 68
No	1753 32
TOTAL	5524 100

Table 1.7: How many members of your household have a disability that affects their normal day to day activities?

	Total
SAMPLE	768
One household member	3029 80
Two household members	684 18
3 or more household members	53 1
Refused	5 0
TOTAL	3771 100

Table 1.8: Religion

	Total
SAMPLE	1158
Catholic	2894 52
Protestant	1899 34
Mixed Religion Protestant/ Catholic	173 3
Other	137 2
None	98 2
Refused	324 6
TOTAL	5524 100

Appendix tables present numbers in normal text and the percentages in bold

Table 1.9: Ethnicity

	Total
SAMPLE	1158
White	5470 99
Other (inc. don't know/refused)	55 1
TOTAL	5524 100

Table 1.10: Are you aware that receipt of your grant means that you may not sell the property within a specified time without repaying all or part of your grant?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	4053 73	211 77	219 78	311 72	336 77	366 70	639 85	285 76	318 69	318 69	528 71	520 66
No	1440 26	64 23	60 21	122 28	102 23	157 30	100 13	86 23	132 29	140 30	212 29	264 33
Dk/Can't remember	28 1		2 1				10 1	4 1	6 1	3 1		4 1
Refused	3 0								3 1			
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 1.11: Are you interested in how much it costs the Housing Executive to process a grant?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	2410 44	124 45	145 52	193 45	180 41	184 35	319 43	160 43	233 51	200 43	249 34	423 54
No	3104 56	151 55	136 48	241 55	258 59	328 63	431 57	215 57	226 49	261 57	491 66	366 46
Refused	10 0					10 2						
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 1.12: Do you or any member of your household have access to the internet?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	2436 44	121 44	96 34	209 48	223 51	251 48	404 54	146 39	220 48	199 43	312 42	258 33
No	3074 56	155 56	185 66	225 52	215 49	272 52	336 45	230 61	239 52	262 57	428 58	527 67
Dk/Can't remember	14 0						10 1					4 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 1.13: Have you accessed or visited the Executives website on the internet?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	508	47	36	51	55	49	54	41	52	46	41	36
Yes	459 19	12 10	14 14	50 24	57 26	39 15	56 14	41 28	49 22	42 21	69 22	31 12
No	1977 81	108 90	82 86	159 76	166 74	212 85	347 86	105 72	171 78	158 79	243 78	227 88
TOTAL	2436 100	121 100	96 100	209 100	223 100	251 100	404 100	146 100	220 100	199 100	312 100	258 100

Table 1.14: Are you aware that the Preliminary Enquiry application form is available by visiting the Housing Executives website?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	508	47	36	51	55	49	54	41	52	46	41	36
Yes	341 14	16 13	19 19	36 17	47 21	49 19	47 12	25 17	36 16	21 11	20 6	27 10
No	2096 86	105 87	77 81	174 83	176 79	202 81	357 88	121 83	183 84	178 89	291 94	231 90
TOTAL	2436 100	121 100	96 100	209 100	223 100	251 100	404 100	146 100	220 100	199 100	312 100	258 100

Appendix tables present numbers in normal text and the percentages in bold

Table 1.15: In the future would you be interested in receiving information from the Housing Executive about your grant application by e-mail?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	508	47	36	51	55	49	54	41	52	46	41	36
Yes	960 39	40 34	47 49	87 41	74 33	96 38	147 36	57 39	102 47	59 30	166 53	85 33
No	1070 44	54 45	25 26	98 47	119 54	132 53	212 53	65 44	69 31	85 42	96 31	115 45
Don't expect further contact	407 17	26 22	23 24	25 12	29 13	23 9	45 11	24 17	48 22	56 28	50 16	58 23
TOTAL	2436 100	121 100	96 100	209 100	223 100	251 100	404 100	146 100	220 100	199 100	312 100	258 100

Table 1.16: Would you have been interested in this for your last grant application?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	88	9	8	6	7	5	7	6	11	11	9	9
Yes	173 43	12 46	6 26	16 64	9 31	9 39	15 33	11 46	15 31	20 36	37 74	23 40
No	231 57	11 42	17 74	9 36	20 69	14 61	30 37	13 54	33 69	36 64	13 26	35 60
Refused	3 1	3 12	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
TOTAL	407 100	26 100	23 100	25 100	29 100	23 100	45 100	24 100	48 100	56 100	50 100	58 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 2

Table 2.1: How did you find out how to apply for a grant?

SAMPLE	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
	1158	105	107	105	105	105	106	105	105	105	105	105
Friends or family	2879 52	132 48	119 42	215 49	223 51	288 55	307 41	168 45	205 45	249 54	537 73	437 55
Health professional	556 10	29 11	30 11	44 10	59 13	69 13	82 11	73 19	24 5	41 9	48 6	58 7
Published advertisements	412 7	16 6	19 7	9 2	24 5	39 7	70 9	10 3	58 13	30 7	32 4	106 13
Advice Agency; e.g. CAB	307 6	30 11	24 8	19 4	30 7	17 3	55 7	42 11	30 6	38 8		22 3
Leaflets from the NIHE	300 5	20 7	14 5	35 8	28 6	20 4	60 8	19 5	30 7	8 2	29 4	36 5
Posters in NIHE Offices	162 3	8 3	3 1	9 2	13 3	17 3	29 4	8 2	27 6	24 5	7 1	18 2
HMO Standards surveyor/asbestos surveyor/architect/tradesman	89 2	7 2	6 2	27 6	8 2	4 1		4 1		13 3	3 0	18 2
Had always known about it	73 1	8 3	8 3	7 2	3 1	4 1			15 3	10 2	4 1	14 2
Applied for one before	48 1		9 3		25 6			2 1	3 1	5 1		4 1
The NIHE website	48 1			4 1	5 1		22 3	4 1		6 1	3 0	5 1
Through work	47 1	3 1		7 2	5 1	3 1	12 2	2 1	6 1			9 1
Housing Executive	45 1		3 1	11 2					15 3		3 0	14 2
Other	196 4	13 5	19 7	26 6	7 2	25 5	55 9	16 4	15 4	9 2	4 1	5 1
DK\Can't remember	364 7	10 3	29 10	21 5	9 2	36 7	56 7	29 8	30 7	30 6	69 9	44 6
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 2.2: When you first found out how to apply for a grant, did you receive any information or advice on how the grants system operates?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1079	101	96	100	103	96	98	96	98	98	96	97
Yes	2775 54	180 68	149 59	207 50	276 64	242 50	334 48	190 55	248 58	225 52	333 50	392 53
No	2044 40	75 28	90 36	175 43	132 31	214 44	326 47	130 38	144 34	183 42	268 40	307 41
Dk/Can't remember	342 7	11 4	14 5	30 7	22 5	31 6	33 5	27 8	36 9	24 5	69 10	45 6
TOTAL	5160 100	266 100	252 100	412 100	429 100	486 100	693 100	346 100	428 100	432 100	670 100	745 100

Table 2.3: From the information or advice you received, how easy or difficult was it for you to understand how the grants system operates?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	601	69	56	49	67	49	47	54	58	53	49	50
Very easy to understand	829 30	59 33	42 28	49 24	130 47	69 28	71 21	35 19	90 36	32 14	121 36	130 33
Easy to understand	1549 56	87 48	94 63	114 55	111 40	142 59	202 60	112 59	127 51	153 68	189 57	218 56
Neither easy nor difficult	174 6	7 4	9 6	26 13	10 4	20 8	22 7	20 10	6 2	16 7	19 6	18 5
Difficult to understand	158 6	20 11	4 3	14 7	19 7		25 8	23 12	24 10	3 1	4 1	22 6
Very difficult to understand	48 2				5 2	11 5	6 2			21 9		5 1
Dk/Can't remember	16 1	6 3		4 2			6 2					
TOTAL	2775 100	180 100	149 100	207 100	276 100	242 100	334 100	190 100	248 100	225 100	333 100	392 100

Appendix tables present numbers in normal text and the percentages in bold

Table 2.4: Why did you find it difficult to understand how the Grants System operates from information received?

	Total
SAMPLE	1158
Wording too complex	68 33%
Process too long/ too much to do	54 26%
Old/elderly/ needed help with forms	31 15%
No previous experience/not aware of process	32 16%
Other	6 3%
DK or can't remember	14 7%
TOTAL	184 100%

Appendix tables present numbers in normal text and the percentages in bold

Table 3.1: Where did you receive your Preliminary Enquiry Application Form?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Local grants office	4095 74	214 78	198 71	312 72	307 70	329 63	513 68	260 69	386 84	335 73	586 79	655 83
Local district office	646 12	34 12	45 16	53 12	48 11	71 14	114 15	13 4	61 13	37 8	86 12	85 11
Advice org. e.g. CAB	329 6	20 7	8 3	4 1	26 6	46 9	88 12	74 20	6 1	44 10	13 2	
NIHE website	65 1			11 3	5 1	11 2	13 2	4 1		6 1	3 0	14 2
Occupational therapist/ Health visitor	51 1	3 1	3 1	4 1		9 2		5 1		11 2	13 2	5 1
NIHE office\ employee	40 1		8 3	16 4	7 2	10 2						
Rang NIHE	8 0			4 1	5 1							
Friends or Family	7 0		3 1		5 1							
Welfare	4 0					4 1						
Don't know or Can't remember	277 5	4 2	17 6	32 7	37 8	43 8	21 3	20 5	6 1	29 6	38 5	31 4
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 3.2: Did you receive any additional information in the form of leaflets/booklets with your Preliminary Enquiry application form?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	3660 66	178 65	194 69	270 62	284 65	369 71	498 66	235 63	317 69	274 59	529 72	511 65
No	1119 20	55 20	63 23	120 28	98 22	67 13	149 20	74 20	66 14	93 20	145 20	188 24
Dk/Can't remember	745 13	42 15	24 8	44 10	56 13	87 17	102 14	66 18	75 16	94 20	65 9	90 11
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 3.3: How did you make contact with the agency at the time you received your Preliminary Enquiry Form?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1100	103	101	97	97	97	103	99	104	99	100	100
By telephone	2936 56	156 58	142 54	195 48	213 53	314 66	382 52	219 62	185 41	258 60	386 55	487 64
In person	1437 27	84 31	91 35	122 30	112 28	73 15	201 28	79 22	216 48	105 24	220 31	132 17
In writing	456 9	16 6	24 9	37 9	39 10	30 6	50 7	14 4	33 7	30 7	75 11	108 14
By friend or family member	114 2	6 2	2 1	18 4	13 3	9 2	32 4	14 4	6 1	11 2		5 1
Health professional	76 1		2 1	12 3	5 1	12 2	5 1	8 2	3 1	16 4	13 2	
By email	44 1			4 1		11 2	6 1	4 1		6 1		14 2
Housing inspector	11 0					3 1			3 1			5 1
Organisation e.g. CAB	5 0			5 1								
Other	3 0		3 1									
DK or Can't remember	164 3	9 3		9 2	20 5	28 6	51 7	17 5	6 1	8 2	7 1	9 1
TOTAL	5247 100	271 100	265 100	402 100	401 100	479 100	728 100	355 100	453 100	433 100	702 100	758 100

Table 3.4: Overall, did you find the questions on the Preliminary Enquiry Form...?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very easy to understand	1109 20	58 21	64 23	96 22	121 28	75 14	87 12	69 18	105 23	99 21	206 28	128 16
Easy to understand	3416 62	167 61	161 57	250 58	239 55	376 72	505 67	237 63	290 63	287 62	422 57	481 61
Neither easy nor difficult	450 8	18 6	31 11	26 6	40 9	29 5	86 12	19 5	42 9	35 7	39 5	86 11
Difficult to understand	330 6	6 2	17 6	51 12	22 5	30 6	22 3	25 7	15 3	25 5	36 5	81 10
Very difficult to understand	15 0						5 1			6 1		5 1
Dk/Can't remember	203 4	27 10	8 3	11 2	16 4	13 2	43 6	25 7	6 1	10 2	36 5	9 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 3.5: Why did you find the questions on the Preliminary Enquiry Form difficult to understand?

	Total
SAMPLE	73
Jargon\wording too complicated	206 60
Information provided by grants confusing	46 13
Needed help	34 10
Too much information required	27 8
Had never completed one before	5 1
Vulnerable or elderly	4 1
DK or Cant remember	24 7
TOTAL	346 100

Table 3.6: Did you receive acknowledgement that the form was being processed?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	4910 89	236 86	256 91	379 87	397 91	487 93	678 90	339 90	389 85	415 90	607 82	727 92
No	336 6	10 3	10 4	27 6	17 4	28 5	32 4	17 4	24 5	34 7	103 14	35 4
Dk/Can't remember	279 5	30 11	16 6	28 6	24 5	7 1	39 5	20 5	45 10	13 3	30 4	27 3
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 3.7: Thinking about your experience with the Preliminary Enquiry Stage, overall, how satisfied or dissatisfied were you with it?

SAMPLE	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	2171 39	137 50	130 46	175 40	211 48	211 40	231 31	141 38	213 46	134 29	307 41	282 36
Satisfied	2866 52	119 43	127 45	225 52	183 42	253 48	447 60	188 50	216 47	298 65	337 46	472 60
Neither satisfied nor dissatisfied	213 4	9 3	6 2	23 5	18 4	33 6	41 5	21 6	3 1	24 5	17 2	18 2
Dissatisfied	203 4	8 3	16 6	11 2	17 4	7 1	30 4	11 3	18 4	6 1	75 10	5 1
Very Dissatisfied	30 1		3 1		5 1	4 1		9 2				9 1
Dk/Can't remember	42 1	3 1			3 1	14 3		5 1	9 2		4 1	4 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 3.8: Why were you dissatisfied with your experience of the Preliminary Enquiry Stage?

SAMPLE	Total
	46
Took too long\ too complicated	203 87
Poor communication	12 5
Staff unprofessional	9 4
Not given enough information	4 2
DK or Can't remember	5 2
TOTAL	233 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 4

Table 4.1: Did the grants officer make an appointment for the Preliminary Inspection?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1119	102	103	103	101	100	99	103	104	103	98	103
Yes	5329 96	267 97	270 96	426 98	422 96	497 95	701 94	367 98	453 99	451 98	695 94	780 99
No	134 2	6 2	6 2	7 2	9 2	17 3	29 4	4 1	6 1	5 1	41 6	4 1
Dk/Can't remember	61 1	3 1	5 2		7 2	9 2	19 3	5 1		5 1	4 1	5 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 4.2: Were you offered a choice of appointment date?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1119	102	103	103	101	100	99	103	104	103	98	103
Yes	3436 64	180 68	169 63	217 51	279 66	300 60	487 70	288 78	287 63	283 63	450 65	495 63
No	1179 22	68 25	64 24	113 26	88 21	117 24	123 18	50 14	84 19	101 22	188 27	183 23
Dk/Can't remember	715 13	19 7	36 13	97 23	55 13	80 16	91 13	29 8	82 18	68 15	57 8	102 13
TOTAL	5329 100	267 100	270 100	426 100	422 100	497 100	701 100	367 100	453 100	451 100	695 100	780 100

Table 4.3: Were you offered a choice of appointment time?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1119	102	103	103	101	100	99	103	104	103	98	103
Yes	3445 65	185 69	168 62	250 59	271 64	289 58	501 71	288 78	281 62	290 64	444 64	477 61
No	1153 22	55 21	68 25	97 23	97 23	121 24	109 16	48 13	93 21	98 22	181 26	187 24
Dk/Can't remember	731 14	27 10	33 12	80 19	55 13	87 18	91 13	31 8	79 17	63 14	70 10	116 15
TOTAL	5329 100	267 100	270 100	426 100	422 100	497 100	701 100	367 100	453 100	451 100	695 100	780 100

Appendix tables present numbers in normal text and the percentages in bold

Table 4.4: Was the original appointment kept?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1119	102	103	103	101	100	99	103	104	103	98	103
Yes	5090 96	251 94	262 97	398 93	400 95	480 97	694 99	349 95	431 95	441 98	654 94	730 94
No	107 2	10 4	3 1	4 1	11 3	7 1		5 1	6 1	5 1	30 4	27 3
Dk/Can't remember	128 2	2 1	6 2	25 6	11 3	10 2	6 1	14 4	16 3	6 1	10 1	23 3
Refused	3 0	3 1										
TOTAL	5329 100	267 100	270 100	426 100	422 100	497 100	701 100	367 100	453 100	451 100	695 100	780 100

Table 4.5: Would you have preferred an appointment outside normal office hours?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1119	102	103	103	101	100	99	103	104	103	98	103
Yes	600 11	42 16	39 14	103 24	70 17	50 10	40 6	30 8	39 9	48 11	35 5	103 13
No	4615 87	224 84	228 84	315 74	341 81	433 87	655 93	323 88	404 89	395 88	623 90	673 86
Dk/Can't remember	114 2		3 1	9 2	12 3	14 3	5 1	14 4	9 2	8 2	36 5	5 1
TOTAL	5329 100	267 100	270 100	426 100	422 100	497 100	701 100	367 100	453 100	451 100	695 100	780 100

Table 4.6: Did the grants officer explain...what the inspection entailed?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	4578 83	228 83	235 83	366 84	363 83	427 82	575 77	294 78	389 85	387 84	641 87	673 85
No	455 8	25 9	21 7	41 9	52 12	54 10	89 12	40 11	18 4	27 6	49 7	40 5
DK	491 9	23 8	25 9	27 6	24 5	42 8	84 11	42 11	51 11	47 10	49 7	77 10
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 4.7: Did the grants officer explain...whether he/she thought the grant would be approved or not?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	2976 54	140 51	142 50	232 53	297 68	323 62	359 48	177 47	232 51	245 53	361 49	467 59
No	1849 33	104 38	95 34	138 32	93 21	136 26	295 39	161 43	157 34	111 24	299 40	259 33
DK	694 13	32 11	45 16	58 13	47 11	63 12	95 13	37 10	69 15	105 23	79 11	63 8
Refused	5 0			5 1								
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 4.8: Did the grants officer explain...what type of grant you should apply for?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	2957 54	162 59	153 54	272 63	276 63	289 55	361 48	178 47	235 51	218 47	363 49	450 57
No	1774 32	81 29	88 31	103 24	118 27	150 29	270 36	150 40	142 31	150 32	313 42	209 26
DK	793 14	33 12	40 14	58 13	44 10	83 16	118 16	48 13	82 18	93 20	64 9	130 16
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 4.9: Did the grants officer explain...the next steps in the grant process?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	4007 73	211 77	230 82	373 86	352 80	384 74	496 66	252 67	338 74	328 71	455 62	588 75
No	850 15	30 11	20 7	30 7	60 14	81 16	157 21	73 19	57 12	45 10	180 24	116 15
DK	660 12	35 13	31 11	30 7	25 6	57 11	96 13	51 14	58 13	88 19	105 14	84 11
Refused	6 0								6 1			
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 4.10: Thinking of your experience of the Inspection Stage, overall, how satisfied or dissatisfied were you with it?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	2530 46	145 53	148 53	197 45	230 53	249 48	316 42	169 45	250 54	193 42	289 39	345 44
Satisfied	2585 47	110 40	117 42	190 44	158 36	220 42	388 52	167 44	194 42	244 53	415 56	382 48
Neither satisfied nor dissatisfied	144 3	5 2	4 2	22 5	19 4	14 3	13 2	21 6	3 1	5 1	16 2	22 3
Dissatisfied	127 2	4 2	6 2	25 6	25 6	14 3	10 1	9 2	3 1	11 2	16 2	5 1
Very Dissatisfied	32 1					7 1		5 1		3 1		18 2
Dk/Can't remember	106 2	12 4	6 2		5 1	20 4	22 3	5 1	9 2	6 1	4 1	18 2
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 4.11: Why were you dissatisfied with Inspection Stage?

	Total
SAMPLE	34
Inspector's attitude was poor	38 24
Lack of information from inspector \ not present at inspection	35 22
Inspector not very thorough	32 20
Slow process	25 16
Not very professional	16 10
Outcome not as expected	9 6
Inspectors changed during process	3 2
TOTAL	159 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 5

Table 5.1: Was all the work you needed done included in the grant?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	3946 71	201 73	204 73	315 73	299 68	303 58	503 67	231 61	350 76	338 73	592 80	611 77
No	1566 28	75 27	74 26	119 27	139 32	219 42	241 32	145 39	109 24	124 27	143 19	178 23
Dk/Can't remember	12 0		3 1				5 1				4 1	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 5.2: Did you carry out more works than was included in the grant?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	346	28	27	28	34	44	35	41	25	28	28	28
Yes	1032 66	52 69	55 75	67 57	94 68	145 66	183 76	109 75	52 47	77 63	87 61	111 62
No	531 34	23 31	19 25	51 43	45 32	75 34	58 24	36 25	54 50	46 37	56 39	67 38
Dk/Can't remember	3 0								3 3			
TOTAL	1566 100	75 100	74 100	119 100	139 100	219 100	241 100	145 100	109 100	124 100	143 100	178 100

Appendix tables present numbers in normal text and the percentages in bold

Table 5.3: Which works did you carry out yourself?

	Total
SAMPLE	217
Windows	186 18
No additional work done, but cost was higher	174 17
Bathroom	126 12
Tiling	104 10
Patchwork\ Painting and decorating \ plastering	97 9
Roof\insulation	92 9
Doors replaced	87 8
Extension\ Additional room \Wall \porch	72 7
Kitchen	72 7
Garden shed\path\gate\garage	68 7
exterior e.g. chimney, fascia	54 5
Wiring\ sockets	49 5
Flooring	43 4
Guttering	24 2
Radiator	15 1
Fireplace	13 1
Boiler \heating \stove	13 1
Ceiling	11 1
plumbing	10 1
lighting	7 1
security \ alarms	4 0
Don't know or Can't remember	3 0
Refused	3 0
TOTAL	1032 100

Appendix tables present numbers in normal text and the percentages in bold

Table 5.4: How easy or difficult did you find it to complete the forms sent to you at this stage?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very easy	1200 22	56 20	61 22	85 20	132 30	114 22	149 20	70 19	166 36	69 15	182 25	116 15
Easy	3217 58	150 54	154 55	237 55	190 43	311 59	475 63	199 53	241 53	268 58	488 66	503 64
Neither easy nor difficult	359 7	25 9	23 8	48 11	33 8	25 5	39 5	13 3	24 5	32 7	17 2	80 10
Difficult	258 5	8 3	11 4	22 5	23 5	36 7	33 4	15 4	18 4	23 5	25 3	44 6
Very difficult	41 1	2 1	3 1	5 1	13 3			5 1		13 3		
Fold did this for me/fold administered this stage	275 5	21 8	23 8	25 6	22 5	24 5	39 5	61 16		46 10	4 1	9 1
Dk/Can't remember	174 3	13 5	6 2	12 3	25 6	13 2	13 2	13 3	9 2	10 2	24 3	36 5
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 5.5: Why did you find it difficult to complete Schedule of Works Forms?

	Total
SAMPLE	68
Terminology confusing	121 41
Too much information to collect	73 24
Elderly or vulnerable - found forms confusing	40 13
Needed help	24 8
Process too long and complicated	23 8
Difficulty getting a builder	9 3
Information was lost	5 2
Don't know or Can't remember	5 2
TOTAL	299 100

Appendix tables present numbers in normal text and the percentages in bold

Table 5.6: Did you receive any help in obtaining any of the necessary Schedule of Works documents required?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	1955 35	130 47	102 36	178 41	162 37	155 30	232 31	180 48	148 32	199 43	216 29	254 32
No	3230 58	141 51	154 55	231 53	250 57	334 64	456 61	191 51	275 60	239 52	479 65	481 61
Dk/Can't remember	339 6	5 2	26 9	25 6	26 6	34 6	62 8	5 1	36 8	23 5	44 6	54 7
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 5.7: How difficult was it to obtain... Proof of Ownership?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1144	105	107	105	105	105	106	105	105	105	105	105
Difficult	631 12%	26 10%	36 13%	69 16%	72 16%	63 12%	66 9%	23 6%	51 11%	38 8%	93 13%	94 12%
Not difficult	4629 85%	230 88%	228 81%	349 82%	358 82%	432 83%	640 86%	319 86%	402 88%	393 87%	601 83%	677 86%
Dk	205 4%	6 2%	18 6%	7 2%	8 2%	23 4%	38 5%	27 7%	6 1%	21 5%	33 5%	18 2%
TOTAL	5465 100%	262 100%	282 100%	425 100%	438 100%	518 100%	744 100%	369 100%	459 100%	452 100%	727 100%	789 100%

Table 5.8: How difficult was it to obtain...builders estimate?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1135	99	106	103	104	104	103	103	105	101	103	104
Difficult	588 11%	26 10%	36 13%	69 16%	72 16%	63 12%	66 9%	23 6%	51 11%	38 8%	93 13%	94 12%
Not difficult	4643 86%	230 88%	228 81%	349 82%	358 82%	432 83%	640 86%	319 86%	402 88%	393 87%	601 83%	677 86%
Dk	183 3%	6 2%	18 6%	7 2%	8 2%	23 4%	38 5%	27 7%	6 1%	21 5%	33 5%	18 2%
TOTAL	5414 100%	262 100%	282 100%	425 100%	438 100%	518 100%	744 100%	369 100%	459 100%	452 100%	727 100%	789 100%

Appendix tables present numbers in normal text and the percentages in bold

Table 5.9: How difficult was it to obtain... Building Control Approval?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1017	90	99	95	96	94	86	90	89	92	89	97
Difficult	284 6%	26 11%	20 8%	39 10%	35 9%	36 8%	28 5%	29 9%	6 2%	11 3%	23 4%	31 4%
Not difficult	4019 85%	192 82%	228 87%	319 82%	323 81%	359 79%	509 86%	238 73%	344 92%	365 91%	509 88%	633 88%
Dk	426 9%	17 7%	14 5%	30 8%	40 10%	62 14%	55 9%	57 18%	24 6%	26 6%	47 8%	54 8%
TOTAL	4729 100%	235 100%	262 100%	388 100%	398 100%	457 100%	592 100%	324 100%	374 100%	402 100%	579 100%	718 100%

Table 5.10: How difficult was it to obtain... Plans, Sketch Plans?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	689	57	69	65	67	61	63	64	54	64	58	67
Difficult	192 7%	18 11%	20 10%	14 6%	31 11%	28 12%	25 7%	9 4%	6 4%	13 5%	10 5%	18 6%
Not difficult	2265 87%	146 87%	176 88%	208 89%	217 80%	185 80%	321 87%	194 84%	153 93%	219 90%	189 93%	257 88%
Dk	146 6%	3 2%	3 2%	11 5%	22 8%	19 8%	23 6%	27 12%	6 4%	10 4%	4 2%	18 6%
TOTAL	2603 100%	167 100%	199 100%	233 100%	270 100%	232 100%	369 100%	230 100%	165 100%	242 100%	203 100%	293 100%

Table 5.11: How difficult was it to obtain... Planning Approval?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	642	58	64	58	65	59	57	60	53	58	53	59
Difficult	174 7%	9 5%	12 6%	22 11%	26 10%	24 11%	18 5%	4 2%	19 12%	8 4%	14 7%	18 7%
Not difficult	2071 86%	152 93%	168 90%	172 83%	210 80%	181 80%	295 89%	185 86%	131 81%	194 87%	169 90%	214 83%
Dk	175 7%	3 2%	6 3%	14 7%	25 10%	20 9%	18 5%	27 13%	12 7%	20 9%	4 2%	26 10%
TOTAL	2420 100%	164 100%	186 100%	208 100%	261 100%	225 100%	331 100%	216 100%	162 100%	222 100%	187 100%	258 100%

Appendix tables present numbers in normal text and the percentages in bold

Table 5.12: Would it be helpful if the Housing Executive could obtain these documents on your behalf?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	3258 59	164 60	181 64	283 65	306 70	295 56	374 50	243 65	213 46	252 55	399 54	547 69
No	1820 33	86 31	77 27	117 27	104 24	200 38	322 43	95 25	218 48	170 37	265 36	166 21
Dk/No opinion	446 8	25 9	24 8	34 8	28 6	28 5	53 7	38 10	27 6	39 8	75 10	75 10
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 5.13: Were you able to submit all the relevant documentation before the six month deadline?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	5056 92	243 88	260 92	405 93	384 88	481 92	670 89	343 91	425 93	430 93	684 93	731 93
No	337 6	21 8	18 7	25 6	47 11	37 7	53 7	33 9	25 5	8 2	30 4	40 5
Dk/Can't remember	131 2	12 4	3 1	4 1	7 2	4 1	26 4		9 2	23 5	25 3	17 2
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 5.14: Thinking about your experience of completing the necessary Schedule of Works documents, overall how satisfied or dissatisfied were you with this stage of the process?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	1738 31	90 33	90 32	145 33	171 39	199 38	222 30	94 25	168 37	128 28	180 24	251 32
Satisfied	3120 56	148 54	140 50	227 52	177 40	259 49	460 61	196 52	269 59	250 54	515 70	480 61
Neither satisfied nor dissatisfied	175 3	10 4	16 6	29 7	22 5	10 2	19 3	8 2	9 2	21 5	4 1	27 3
Dissatisfied	198 4	6 2	6 2	25 6	33 8	35 7	21 3	19 5	6 1	21 5	13 2	13 2
Very Dissatisfied	35 1	2 1	8 3					8 2			16 2	
Fold did it for me	201 4	18 7	17 6	9 2	26 6	9 2	26 4	44 12		39 8	4 1	9 1
Dk/Can't remember	57 1	2 1	3 1		9 2	12 2		6 2	6 1	3 1	7 1	9 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 5.15: Why dissatisfied with experience of completing the necessary Schedule of Works documents?

	Total
SAMPLE	53
Very slow process\ had to redo process	91 39
Document search very stressful\cumbersome	62 27
Problems with builder\estimate\plans	54 23
Completing paper work difficult	24 10
Family pressure	3 1
TOTAL	234 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 6

Table 6.1: How easy or difficult did you find it to complete the Test of Resources Forms sent to you at this stage?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	742	64	71	70	70	64	71	69	58	70	66	69
Very easy	394 14	47 25	20 10	43 17	62 22	28 11	52 13	30 12	27 15	33 13	34 15	17 6
Easy	1443 52	69 37	119 58	111 44	103 36	108 44	207 50	128 53	116 66	163 61	150 65	168 56
Neither easy nor difficult	175 6	9 5	15 7	22 9	24 9	18 7	25 6	7 3	9 5	13 5	8 3	27 9
Difficult	121 4	8 4	9 4	11 4	31 11	7 3	25 6		6 3	13 5	3 1	9 3
Very Difficult	6 0		3 1	4 1								
Fold did it for me	230 8	21 11	23 11	18 7	31 11	28 11	17 4	48 20		28 10	8 3	9 3
Dk/Can't remember	432 15	33 18	17 8	43 17	31 11	55 23	90 22	30 12	19 11	18 7	26 11	71 23
TOTAL	2801 100	187 100	205 100	251 100	283 100	244 100	415 100	241 100	177 100	267 100	230 100	301 100

Table 6.2: Why did you find it difficult to complete the Test of Resources Forms sent to you at this stage?

	Total
SAMPLE	34
Complicated/jargon used	62 49
Difficulties obtaining financial information	27 21
Concerned about filling in form the wrong way	20 16
Information was lost	7 5
Found the process intrusive/invasive	3 3
Don't know or Can't remember	8 6
TOTAL	128 100

Appendix tables present numbers in normal text and the percentages in bold

Table 6.3: Thinking about your experience of the Test of Resources Stage, overall, how satisfied or dissatisfied were you with it?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	742	64	71	70	70	64	71	69	58	70	66	69
Very satisfied	480	53	26	43	65	43	54	57	37	41	35	26
	17	28	13	17	23	18	13	24	21	15	15	9
Satisfied	1552	64	116	136	125	130	247	114	116	163	155	186
	55	34	56	54	44	53	60	47	65	61	68	62
Neither satisfied nor dissatisfied	100	9	11	18	16	6	12	2	3	10	8	4
	4	5	6	7	6	3	3	1	2	4	3	1
Dissatisfied	71	8	9	4	15	3	6	5		8		13
	3	4	4	1	5	1	2	2		3		4
Very Dissatisfied	11		3	4				5				
	0		1	1				2				
Fold did it for me	205	21	23	14	31	24	17	30		28	8	9
	7	11	11	6	11	10	4	12		10	3	3
Dk/Can't remember	382	33	17	32	31	37	78	30	22	18	23	62
	14	18	8	13	11	15	19	12	12	7	10	21
TOTAL	2801	187	205	251	283	244	415	241	177	267	230	301
	100	100	100	100	100	100	100	100	100	100	100	100

Table 6.4: Why were you dissatisfied with your experience of the Test of Resources Stage?

	Total
SAMPLE	23
Took too long	38
	46
Difficult getting necessary information	25
	31
Too personal/intrusive	7
	8
Not enough money to cover works	6
	8
Had to repeat process and resubmit material	6
	7
TOTAL	82
	100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 7

Table 7.1: How satisfied or dissatisfied were you with the time taken for the Housing Executive to complete the payment of your grant?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	1408 25	81 29	83 29	83 19	135 31	94 18	181 24	101 27	147 32	96 21	220 30	188 24
Satisfied	2695 49	141 51	145 52	228 53	202 46	275 53	320 43	139 37	224 49	236 51	345 47	440 56
Neither satisfied nor dissatisfied	349 6	26 9	16 6	28 7	29 7	23 4	94 13	16 4	21 5	19 4	59 8	17 2
Dissatisfied	632 11	12 4	20 7	50 12	50 11	87 17	102 14	35 9	42 9	64 14	76 10	94 12
Very Dissatisfied	75 1		3 1	4 1	7 2	7 1	13 2	13 3	13 3	5 1	7 1	5 1
Dk/Can't remember	352 6	15 5	14 5	41 9	16 4	38 7	39 5	72 19	12 3	41 9	19 3	45 6
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 7.2: Why were you dissatisfied with the time taken for the Housing Executive to make a payment?

	Total
SAMPLE	146
Took too long	642 91
Payment incorrect\delayed	41 6
Wrong information given	17 2
Not enough information given	4 1
Grant insufficient to pay for work done	3 0
TOTAL	707 100

Appendix tables present numbers in normal text and the percentages in bold

Table 7.3: How satisfied or dissatisfied were you with the level of grant awarded to you?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	1806 33	104 38	109 39	105 24	181 41	169 32	250 33	118 31	174 38	142 31	210 28	245 31
Satisfied	2705 49	129 47	123 44	228 53	189 43	226 43	383 51	180 48	202 44	248 54	419 57	378 48
Neither satisfied nor dissatisfied	290 5	9 3	13 5	18 4	8 2	31 6	20 3	23 6	46 10	32 7	40 5	49 6
Dissatisfied	549 10	26 9	26 9	67 15	44 10	79 15	89 12	29 8	31 7	23 5	37 5	99 13
Very Dissatisfied	135 2	5 2	9 3	11 2	16 4	18 4	6 1	19 5	3 1	16 3	13 2	18 2
Dk/Can't remember	26 0	2 1	2 1	5 1				7 2	3 1		7 1	
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 7.4: Why were you dissatisfied with the level of grant awarded to you?

	Total
SAMPLE	145
Not enough money to complete the work	650 95
Work incomplete	23 3
Not enough attention to detail	5 1
Rate schedule out-dated	3 1
Did not represent good value for money	3 0
TOTAL	684 100

Appendix tables present numbers in normal text and the percentages in bold

Table 7.5: Did the Housing Executive make payment to the builder/workman or to you (the applicant)?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
To the applicant	2758 50	102 37	138 49	211 49	238 54	243 46	355 47	121 32	290 63	213 46	341 46	507 64
Directly to builder/ workman	2262 41	138 50	104 37	188 43	169 39	258 49	360 48	185 49	123 27	146 32	337 46	255 32
To a Fold	211 4	20 7	24 9	11 2	13 3	7 1		42 11	6 1	59 13	30 4	
Bank/Building Society	91 2	7 3	2 1	12 3	5 1	3 1	15 2		9 2	5 1	19 3	14 2
Dk/Can't remember	188 3	9 3	13 5	12 3	14 3	11 2	19 3	29 8	30 7	39 8		13 2
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 7.6: In your opinion, do you think the work represented reasonable Value for Money?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	4929 89	247 89	239 85	354 82	392 90	437 84	675 90	305 81	449 98	420 91	675 91	736 93
No	424 8	19 7	33 12	53 12	24 5	63 12	52 7	57 15	6 1	26 6	47 6	44 6
Dk/Can't remember	157 3	10 4	10 4	26 6	22 5	23 4	21 3	14 4	3 1	16 3	4 1	9 1
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 8

Table 8.1: Did you find it easy or difficult to get a builder to carry out the works?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Easy	4320 78	192 70	201 72	305 70	314 72	419 80	609 81	277 74	406 89	353 76	619 84	625 79
Difficult	1082 20	84 30	72 26	121 28	110 25	95 18	118 16	82 22	49 11	93 20	107 15	150 19
Dk/Can't remember	108 2		8 3	7 2	14 3	9 2	22 3	17 4	3 1	15 3		14 2
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 8.2: How satisfied or dissatisfied were you with...speed of carrying out the works?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	2820 51	133 48	142 50	195 45	206 47	261 50	378 50	175 47	244 53	250 54	410 55	425 54
Satisfied	1992 36	97 35	76 27	151 35	181 41	170 33	277 37	142 38	172 38	152 33	250 34	324 41
Neither satisfied nor dissatisfied	197 4	9 3	22 8	35 8	8 2	18 4	21 3	17 5	27 6	10 2	6 1	22 3
Dissatisfied	358 6	19 7	27 10	45 10	30 7	52 10	62 8	16 4	12 3	37 8	46 6	14 2
Very Dissatisfied	127 2	17 6	12 4	7 2	13 3	22 4	10 1	21 6		8 2	14 2	4 1
Dk/Can't remember	12 0		2 1					5 1		5 1		
Refused	16 0								3 1		13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 8.3: How satisfied or dissatisfied were you with...quality of materials?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	2998 54	164 59	134 48	187 43	223 51	315 60	404 54	182 48	271 59	259 56	437 59	424 54
Satisfied	2005 36	74 27	115 41	187 43	173 40	170 33	290 39	121 32	163 36	161 35	253 34	298 38
Neither satisfied nor dissatisfied	124 2	2 1	12 4	18 4		6 1	17 2	17 4	3 1	10 2	17 2	23 3
Dissatisfied	219 4	22 8	16 6	28 7	21 5	15 3	38 5	32 8	6 1	18 4	13 2	9 1
Very Dissatisfied	74 1	8 3		14 3	5 1	9 2		14 4		5 1	7 1	13 2
Dk/Can't remember	88 2	5 2	5 2		17 4	7 1		11 3	12 3	8 2		22 3
Refused	16 0								3 1		13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 8.4: How satisfied or dissatisfied were you with...tidiness?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	3237 59	160 58	166 59	211 49	259 59	316 61	431 58	209 56	301 66	284 61	440 59	460 58
Satisfied	1837 33	66 24	80 28	160 37	132 30	163 31	294 39	116 31	136 30	136 29	269 36	286 36
Neither satisfied nor dissatisfied	120 2	15 6	3 1	18 4	19 4	16 3	12 2	4 1	12 3	6 1	3 0	13 2
Dissatisfied	180 3	27 10	14 5	23 5	24 5	27 5	12 2	30 8	6 1	13 3		4 1
Very Dissatisfied	117 2	8 3	17 6	21 5	5 1			13 3		13 3	15 2	26 3
Dk/Can't remember	16 0		2 1					4 1		11 2		
Refused	16 0								3 1		13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 8.5: How satisfied or dissatisfied were you with...politeness?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	3593 65	189 69	175 62	277 64	303 69	361 69	443 59	219 58	319 70	304 66	470 64	531 67
Satisfied	1699 31	69 25	87 31	116 27	120 27	127 24	301 40	120 32	136 30	129 28	246 33	249 32
Neither satisfied nor dissatisfied	93 2	12 4	3 1	16 4	3 1	18 4	5 1	25 7		10 2		
Dissatisfied	51 1	3 1	3 1	12 3	3 1	12 2		5 1		5 1	4 1	5 1
Very Dissatisfied	56 1	3 1	11 4	9 2	8 2	4 1		7 2		3 1	7 1	4 1
Dk/Can't remember	16 0		2 1	4 1						11 2		
Refused	16 0								3 1		13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 8.6: How satisfied or dissatisfied were you with the quality of the finished works?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	3507 63	195 71	170 61	219 50	293 67	349 67	481 64	211 56	299 65	334 72	468 63	487 62
Satisfied	1564 28	56 20	79 28	160 37	81 18	134 26	209 28	106 28	145 32	120 26	226 30	249 32
Neither satisfied nor dissatisfied	149 3	2 1	17 6	16 4	25 6	15 3	15 2		15 3		17 2	27 3
Dissatisfied	181 3	14 5	11 4	20 5	25 6	20 4	38 5	29 8		3 1		22 3
Very Dissatisfied	105 2	8 3	2 1	20 5	14 3	4 1	5 1	29 8		3 1	16 2	4 1
Dk/Can't remember	5 0		2 1							3 1		
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 8.7: Why were you dissatisfied with the quality of the finished work?

	Total
SAMPLE	69
Standard of work was very poor	229 80
Unfinished work	37 13
Work needed to be replaced	8 3
Tradesmen unprofessional/unhelpful	7 3
Work took too long/work done in sections	5 2
TOTAL	287 100

Table 8.8: Overall, how satisfied or dissatisfied were you with the service provided by the builders/workmen during the work?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	3403 62	176 64	163 58	222 51	275 63	336 64	470 63	201 54	301 66	313 68	462 62	482 61
Satisfied	1649 30	71 26	80 28	137 32	122 28	140 27	241 32	114 30	142 31	125 27	219 30	258 33
Neither satisfied nor dissatisfied	181 3	10 3	19 7	33 8	8 2	9 2	12 2	13 3	12 3	13 3	17 2	36 5
Dissatisfied	147 3	8 3	11 4	29 7	20 4	29 6	21 3	18 5			12 2	
Very Dissatisfied	120 2	11 4	5 2	12 3	14 3	9 2	5 1	29 8		5 1	16 2	13 2
Dk/Can't remember	7 0		2 1							5 1		
Refused	16 0								3 1		13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 8.9: Why were you dissatisfied with the service provided by the builders-workmen during the work?

	Total
SAMPLE	69
Standard of work was very poor	144 54
Very slow	29 11
Builder was very rude	14 5
Very unreliable builders	12 4
Builders were coming and going from other jobs	12 4
Had to get builders back out to finish	11 4
Wrong fittings were used	10 4
Builder pressurised me for payment	8 3
Damaged property whilst doing repairs	8 3
Unfinished work	7 3
Replacement shower & toilet very poor	6 2
Had to get other builders to fix the job	4 1
Can't get the final account from the builder	3 1
TOTAL	267 100

Appendix tables present numbers in normal text and the percentages in bold

SECTION 9

Table 9.1: Overall, how satisfied or dissatisfied were you with the Grants Scheme?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very satisfied	3100 56	182 66	139 49	211 49	250 57	277 53	416 56	222 59	271 59	256 55	408 55	467 59
Satisfied	1981 36	67 24	113 40	164 38	144 33	193 37	287 38	116 31	161 35	164 36	292 39	281 36
Neither satisfied nor dissatisfied	218 4	13 5	20 7	25 6	22 5	31 6	41 5	11 3	15 3	23 5	4 1	14 2
Dissatisfied	172 3	9 3	6 2	34 8	18 4	14 3	5 1	16 4	12 3	10 2	22 3	27 3
Very Dissatisfied	37 1	2 1	3 1		5 1	7 1		11 3		8 2		
Dk/Can't remember	3 0	3 1										
Refused	13 0										13 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 9.2: Dissatisfaction with Grants Scheme - The time taken to process the application was too long

	Total
SAMPLE	49
Yes	145 69
No	50 24
	14 6
TOTAL	209 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.3: Dissatisfaction with Grants Scheme - There was too much red tape

	Total
SAMPLE	49
Yes	129 62
No	64 31
Dk	16 8
TOTAL	209 100

Table 9.4: Dissatisfaction with Grants Scheme - Your own monetary contribution was too

	Total
SAMPLE	49
Yes	134 64
No	70 34
Dk	5 2
TOTAL	209 100

Table 9.5: Dissatisfaction with Grants Scheme - Difficulty getting a builder

	Total
SAMPLE	49
Yes	42 20
No	154 74
Dk	14 6
TOTAL	209 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.6: Dissatisfaction with Grants Scheme - You found it difficult to contact the grants officer

	Total
SAMPLE	49
Yes	42 20
No	153 73
DK	14 6
TOTAL	209 100

Table 9.7: Dissatisfaction with Grants Scheme - You couldn't speak to anyone who knew about your application

	Total
SAMPLE	49
Yes	35 17
No	154 74
Dk	20 9
TOTAL	209 100

Table 9.8: Dissatisfied with time taken - Approval to start work stage

	Total
SAMPLE	35
Yes	115 79
No	30 21
TOTAL	145 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.9: Dissatisfied with time taken - Schedule of Works Stage

	Total
SAMPLE	35
Yes	70 48
No	73 50
DK	2 2
TOTAL	145 100

Table 9.10: Dissatisfied with time taken - Inspection Stage

	Total
SAMPLE	35
Yes	59 41
No	86 59
TOTAL	145 100

Table 9.11: Dissatisfied with time taken - Acceptance of Work and Payment Stage

	Total
SAMPLE	35
Yes	86 59
No	57 39
DK	2 2
TOTAL	145 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.12: Dissatisfied with time taken - Occupational Therapist Recommendation Stage

	Total
SAMPLE	12
Yes	20 41
No	28 59
TOTAL	48 100

Table 9.13: Did you make use of the Housing Executive Complaints Procedure as a result of your experience of the grants process?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	137 2	19 7	8 3	14 3	13 3	30 6	16 2	14 4		10 2	13 2	
No	5365 97	254 92	273 97	416 96	417 95	492 94	733 98	357 95	458 100	449 97	727 98	789 100
Dk/Can't remember	22 0	3 1		4 1	8 2			5 1		3 1		
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 9.14: Were you satisfied or dissatisfied with the way your complaint was handled?

	Total
SAMPLE	31
Very satisfied	49 36
Satisfied	29 21
Neither satisfied nor dissatisfied	8 6
Dissatisfied	25 18
Very Dissatisfied	25 18
TOTAL	137 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.15: Do you consider that you were treated fairly during the Grants Process?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	5285 96	260 94	268 95	412 95	425 97	481 92	737 98	360 96	455 99	431 93	689 93	766 97
No	209 4	16 6	11 4	21 5	13 3	41 8	6 1	16 4	3 1	25 5	34 5	23 3
Dk/Can't remember	31 1		3 1				5 1			6 1	17 2	
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 9.16: Did you find the letters and documentation you received from the Housing Executive regarding your application easy or difficult to understand?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very easy to understand	1506 27	75 27	84 30	108 25	153 35	147 28	217 29	72 19	145 32	138 30	194 26	174 22
Easy to understand	3488 63	176 64	163 58	252 58	252 58	311 59	479 64	259 69	281 61	274 59	511 69	530 67
Neither easy nor difficult	286 5	11 4	19 7	44 10	21 5	38 7	26 3	25 7	15 3	21 5	14 2	54 7
Difficult to understand	180 3	9 3	16 6	23 5	8 2	18 4	21 3	8 2	12 3	16 3	17 2	31 4
Very difficult to understand	12 0				5 1			5 1			3 0	
Dk/Can't remember	53 1	5 2		7 2		9 2	6 1	7 2	6 1	13 3		
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.17: Why did you find letters and documents difficult to understand?

	Total
SAMPLE	44
Wording of questions too technical/jargon	136 71
Too many documents and repetitive questions	15 8
Difficulties due to old age/disability/vulnerable	13 7
Not enough information provided or explained well	11 6
Needed help from relatives	8 4
Don't know or Can't remember	8 4
TOTAL	192 100

Table 9.18: Did you receive any help in completing any of the forms required by the grants office?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Yes	2337 42	112 41	122 44	196 45	178 41	178 34	347 46	162 43	196 43	251 54	247 33	347 44
No	3124 57	161 58	156 55	234 54	260 59	345 66	402 54	213 57	250 55	197 43	486 66	419 53
Dk/Can't remember	63 1	3 1	3 1	4 1					12 3	13 3	7 1	22 3
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.19: Who was it that helped you complete the forms? Member of Housing Executive Staff

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	491	41	46	50	41	37	49	45	45	55	34	48
Yes	611 26	31 28	42 34	75 38	61 34	50 28	79 23	30 19	99 50	45 18	40 16	57 17
No	1715 73	78 70	78 64	121 62	117 66	127 72	268 77	132 81	91 46	206 82	207 84	290 83
Dk/Can't remember	11 0	2 2	3 2						6 3			
TOTAL	2337 100	112 100	122 100	196 100	178 100	178 100	347 100	162 100	196 100	251 100	247 100	347 100

Table 9.20: Who was it that helped you complete the forms? From another organisation e.g. CAB, Fold, Shelter.

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	491	41	46	50	41	37	49	45	45	55	34	48
Yes	539 23	46 41	36 29	21 11	48 27	50 28	132 38	89 55	9 5	68 27	21 8	18 5
No	1773 76	63 57	84 68	175 89	129 73	128 72	215 62	73 45	181 92	183 73	213 86	329 95
Dk/Can't remember	24 1	2 2	3 2						6 3		13 5	
TOTAL	2337 100	112 100	122 100	196 100	178 100	178 100	347 100	162 100	196 100	251 100	247 100	347 100

Table 9.21: Who was it that helped you complete the forms? Architect, agent or builder

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	491	41	46	50	41	37	49	45	45	55	34	48
Yes	305 13	11 10	16 13	47 24	18 10	41 23	51 15	23 14	31 16	8 3	8 3	52 15
No	2008 86	99 88	104 85	149 76	159 90	136 77	296 85	140 86	159 81	244 97	226 92	295 85
Dk/Can't remember	24 1	2 2	3 2						6 3		13 5	
TOTAL	2337 100	112 100	122 100	196 100	178 100	178 100	347 100	162 100	196 100	251 100	247 100	347 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.22: Who was it that helped you complete the forms? Friend or family

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	491	41	46	50	41	37	49	45	45	55	34	48
Yes	1203 51	44 40	64 52	101 52	60 34	71 40	188 54	74 46	58 29	124 49	177 72	242 70
No	1125 48	65 58	58 48	95 48	118 66	107 60	159 46	88 54	133 68	127 51	70 28	105 30
Dk/Can't remember	8 0	2 2							6 3			
TOTAL	2337 100	112 100	122 100	196 100	178 100	178 100	347 100	162 100	196 100	251 100	247 100	347 100

Table 9.23: Did you consider the help you received from the member of Housing Executive staff to be adequate?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	144	11	15	20	14	10	12	9	21	12	9	11
Yes	606 99	31 100	42 100	75 100	56 92	50 100	79 100	30 100	99 100	45 100	40 100	57 100
No	5 1				5 8							
TOTAL	611 100	31 100	42 100	75 100	61 100	50 100	79 100	30 100	99 100	45 100	40 100	57 100

Table 9.24: Did you consider the help you received from the advice organisation e.g. CAB, Fold, Shelter to be adequate?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	124	16	13	6	11	11	20	25	2	15	3	2
Yes	525 97	46 100	36 100	18 83	48 100	50 100	126 95	85 95	9 100	68 100	21 100	18 100
No	15 3			4 17			6 5	5 5				
TOTAL	539 100	46 100	36 100	21 100	48 100	50 100	132 100	89 100	9 100	68 100	21 100	18 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.25: Did you consider the help you received from the architect, agent or builder to be adequate?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	68	4	6	12	4	9	6	6	7	2	2	10
Yes	302 99	11 100	16 100	43 92	18 100	41 100	51 100	23 100	31 100	8 100	8 100	52 100
No	4 1			4 8								
TOTAL	305 100	11 100	16 100	47 100	18 100	41 100	51 100	23 100	31 100	8 100	8 100	52 100

Table 9.26: Did you consider the help you received from your friend or family to be adequate?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	228	17	25	25	14	15	26	20	15	25	20	26
Yes	1203 100	44 100	64 100	101 100	60 100	71 100	188 100	74 100	58 100	124 100	177 100	242 100
TOTAL	1203 100	44 100	64 100	101 100	60 100	71 100	188 100	74 100	58 100	124 100	177 100	242 100

Table 9.27: Satisfaction with aspect of grants process - Getting clear information on how much grant you are entitled to

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very Satisfied	1724 31	90 33	102 36	118 27	166 38	175 33	193 26	113 30	177 39	113 25	209 28	268 34
Satisfied	3018 55	144 52	145 52	250 58	213 49	289 55	464 62	190 51	229 50	270 59	432 58	391 50
Neither	249 5	16 6	17 6	12 3	35 8	31 6	26 3	17 4	24 5	23 5	20 3	27 3
Dissatisfied	327 6	18 6	6 2	35 8	13 3	15 3	36 5	33 9	10 2	39 8	52 7	71 9
Very Dissatisfied	76 1			7 2	8 2	9 2	6 1	7 2		8 2	13 2	18 2
DK or Can't remember	129 2	8 3	11 4	11 2	3 1	4 1	23 3	16 4	18 4	8 2	13 2	13 2
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.28: Satisfaction with aspect of grants process - Getting grants forms which are easy to understand

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very Satisfied	1736 31	104 38	96 34	116 27	169 39	163 31	214 29	109 29	178 39	151 33	245 33	192 24
Satisfied	3108 56	138 50	148 53	246 57	208 47	292 56	457 61	211 56	242 53	256 55	431 58	480 61
Neither	351 6	22 8	18 6	20 5	43 10	33 6	48 6	18 5	15 3	26 6	24 3	85 11
Dissatisfied	203 4	6 2	12 4	41 9	8 2	18 4	13 2	21 6	6 1	16 3	40 5	22 3
Very Dissatisfied	21 0			7 2	5 1	4 1				5 1		
DK or Can't remember	104 2	6 2	8 3	4 1	4 1	13 2	18 2	16 4	18 4	8 2		9 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Table 9.29: Satisfaction with aspect of grants process - Quick payment of your grant

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very Satisfied	1698 31	93 34	110 39	128 30	151 35	115 22	204 27	100 27	174 38	119 26	230 31	272 34
Satisfied	2499 45	128 46	124 44	172 40	190 43	290 55	324 43	139 37	182 40	220 48	356 48	375 47
Neither	366 7	17 6	14 5	56 13	30 7	26 5	56 8	20 5	33 7	29 6	63 9	22 3
Dissatisfied	425 8	9 3	11 4	23 5	40 9	67 13	113 15	25 7	33 7	30 6	19 3	54 7
Very Dissatisfied	116 2	3 1	3 1	7 2		7 1	15 2	8 2	9 2	16 3	30 4	18 2
DK or Can't remember	416 8	25 9	19 7	46 11	26 6	18 4	38 5	83 22	27 6	49 11	40 5	44 6
Refused	4 0											4 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.30: Satisfaction with aspect of grants process - Knowing who is dealing with your grant

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very Satisfied	1960 35	118 43	111 39	167 39	180 41	174 33	220 29	157 42	177 39	159 35	220 30	277 35
Satisfied	2775 50	130 47	138 49	199 46	190 43	310 59	410 55	168 45	242 53	246 53	365 49	376 48
Neither	256 5	13 5	20 7	18 4	21 5	3 1	31 4	7 2	12 3	27 6	59 8	45 6
Dissatisfied	236 4	11 4	3 1	30 7	25 6	17 3	33 4	14 4		16 4	46 6	41 5
Very Dissatisfied	31 1				9 2					5 1	17 2	
DK or Can't remember	262 5	3 1	10 4	20 5	13 3	18 4	56 7	26 7	27 6	8 2	32 4	49 6
Refused	4 0							4 1				
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.31: Satisfaction with aspect of grants process - Good communication between the grants office and the occupational therapist

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
Very Satisfied	552 34	66 52	31 31	39 32	65 40	73 44	71 31	55 32	41 45	35 20	40 33	36 22
Satisfied	779 48	51 40	42 42	60 50	70 43	68 41	129 57	83 49	41 45	90 51	67 57	77 47
Neither	63 4		8 8		14 9	4 3		9 5		5 3	4 3	18 11
Dissatisfied	47 3	3 2	8 8	4 3	5 3	9 5				5 3		14 8
Very Dissatisfied	16 1		3 3		5 3						4 3	5 3
DK or Can't remember	165 10	6 5	8 8	18 15	5 3	13 8	26 11	23 14	9 10	40 23	4 3	14 8
TOTAL	1621 100	126 100	101 100	120 100	163 100	167 100	226 100	170 100	91 100	175 100	119 100	163 100

Table 9.32: Overall, how many times did you contact the grants office during the entire process?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
None	609 11	48 17	54 19	58 13	52 12	49 9	99 13	38 10	37 8	33 7	106 14	35 5
1 to 5	3640 66	176 64	163 58	278 64	272 62	320 61	468 63	237 63	354 77	314 68	473 64	584 74
6 to 10	798 14	23 8	35 12	55 13	68 16	106 20	118 16	72 19	37 8	70 15	84 11	130 16
11 to 15	282 5	18 7	13 5	32 7	29 7	27 5	25 3	11 3	18 4	26 6	57 8	26 3
16 to 20	83 1	3 1	14 5	7 2	5 1	9 2	6 1	11 3	6 1	8 2	10 1	4 1
More than 20	112 2	8 3	3 1	4 1	12 3	11 2	33 4	7 2	6 1	10 2	10 1	9 1
TOTAL	5524 100	276 100	281 100	434 100	438 100	523 100	749 100	376 100	458 100	461 100	740 100	789 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.33: Thinking of the last time you contacted the grants office, were you aware of whom you should contact?

	Total	Grant Office										
		B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1025	88	86	91	93	95	93	94	97	98	91	99
Yes	3688 75	174 77	169 74	312 83	306 79	332 70	469 72	249 74	368 87	325 76	488 77	496 66
No	977 20	45 20	40 17	53 14	64 17	112 24	146 22	65 19	42 10	74 17	97 15	239 32
DK or Can't remember	249 5	8 4	19 8	11 3	16 4	30 6	35 5	23 7	12 3	29 7	48 8	18 2
TOTAL	4915 100	228 100	227 100	375 100	386 100	473 100	650 100	338 100	422 100	428 100	634 100	753 100

Appendix tables present numbers in normal text and the percentages in bold

Table 9.34: Finally, do you have any suggestions for improvements to the Grant Scheme?

		Grant Office										
	Total	B'clare	B'mena	Belfast N & W	Belfast S & E	C'avon	Derry	D'donald	F'managh	Lisburn	Newry	Omagh
SAMPLE	1158	105	107	105	105	105	106	105	105	105	105	105
None\satisfied with process\no response given	3517	185	173	207	240	331	476	226	320	317	512	530
	64	67	62	48	55	63	64	60	70	69	69	67
Speed up the process\speed up payment	673	21	27	54	48	63	129	65	39	55	84	89
	12	8	10	12	11	12	17	17	9	12	11	11
Make forms less complicated\easier to read\more guidance on form completion	277	12	16	53	48	26	13	26	15	8	10	49
	5	4	6	12	11	5	2	7	3	2	1	6
More guidance on what you are entitled to\Make people aware it is available	252	16	14	35	27	14	28	12	21	16	39	31
	5	6	5	8	6	3	4	3	5	3	5	4
Provide more money\provide the money that was promised	232	3	9	12	34	16	35	4	24	26	23	45
	4	1	3	3	8	3	5	1	5	6	3	6
Help with additional costs\extra work\finishing touches\ensure estimates are accurate	182	3	3	21	14	18	56	20	18	5		23
	3	1	1	5	3	4	8	5	4	1		3
Allow people to select their own builders\provide list of builders that are available	136	13	17	25	12	14	5	21		8	8	13
	2	5	6	6	3	3	1	6		2	1	2
Improve communication\notify if there is a change to the grant	125	2		5	11	4	6	12	9	5	33	36
	2	1		1	3	1	1	3	2	1	4	5
Ensure builders complete work fully\improve standard of work	121	10	14	14	9	7	10	9		11	33	4
	2	3	5	3	2	1	1	2		2	4	1
Tradesmen\inspector\architect more helpful\less rude\more thorough	94	7	2	9	14	10		8		5	7	31
	2	3	1	2	3	2		2		1	1	4
Check up on the work that has been completed\ check work before it is paid for	93	6	10	35	9	11		16	3	3		
	2	2	4	8	2	2		4	1	1		
Make whole process clearer\more transparent\keep people updated	92	5	6	11	17	9	5	5		5	3	27
	2	2	2	2	4	2	1	1		1	0	3
Prioritise those with disabilities\elderly\ emergencies	77		6	4		13		4		31	21	
	1		2	1		2		1		7	3	
Make sure all grants are fair\awarded equally\ consider different people's circumstances	51	3	6	5			13		6	6	13	
	1	1	2	1			2		1	1	2	
Make it easier to apply for further grants	46	2		5	3	14	16		6			
	1	1		1	1	3	2		1			
Ensure work is finished to a high standard	38			5						16	4	14
	1			1						3	1	2
Give information on how long it will take	35			14				5		3	13	
	1			3				1		1	2	
Other	157	10	12	19	14	28	25	7	18	19	6	0
	3	4	4	4	3	5	4	2	4	4	1	0
TOTAL	5524	276	281	434	438	523	749	376	458	461	740	789
	100	100	100	100	100	100	100	100	100	100	100	100

Appendix tables present numbers in normal text and the percentages in bold

Appendix tables present numbers in normal text and the percentages in bold

Appendix 2

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Appendix 3

Other sources

- *Grants Satisfaction Survey 2004*, Housing Executive, Research Unit, 2004.
- *Targeting Grant Aid in Private Sector Housing: A Strategic Approach for Northern Ireland*, Housing Executive, Design and Property Services, 2003.
- *Northern Ireland House Condition Survey 2006*, Housing Executive, Research Unit, 2006.

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