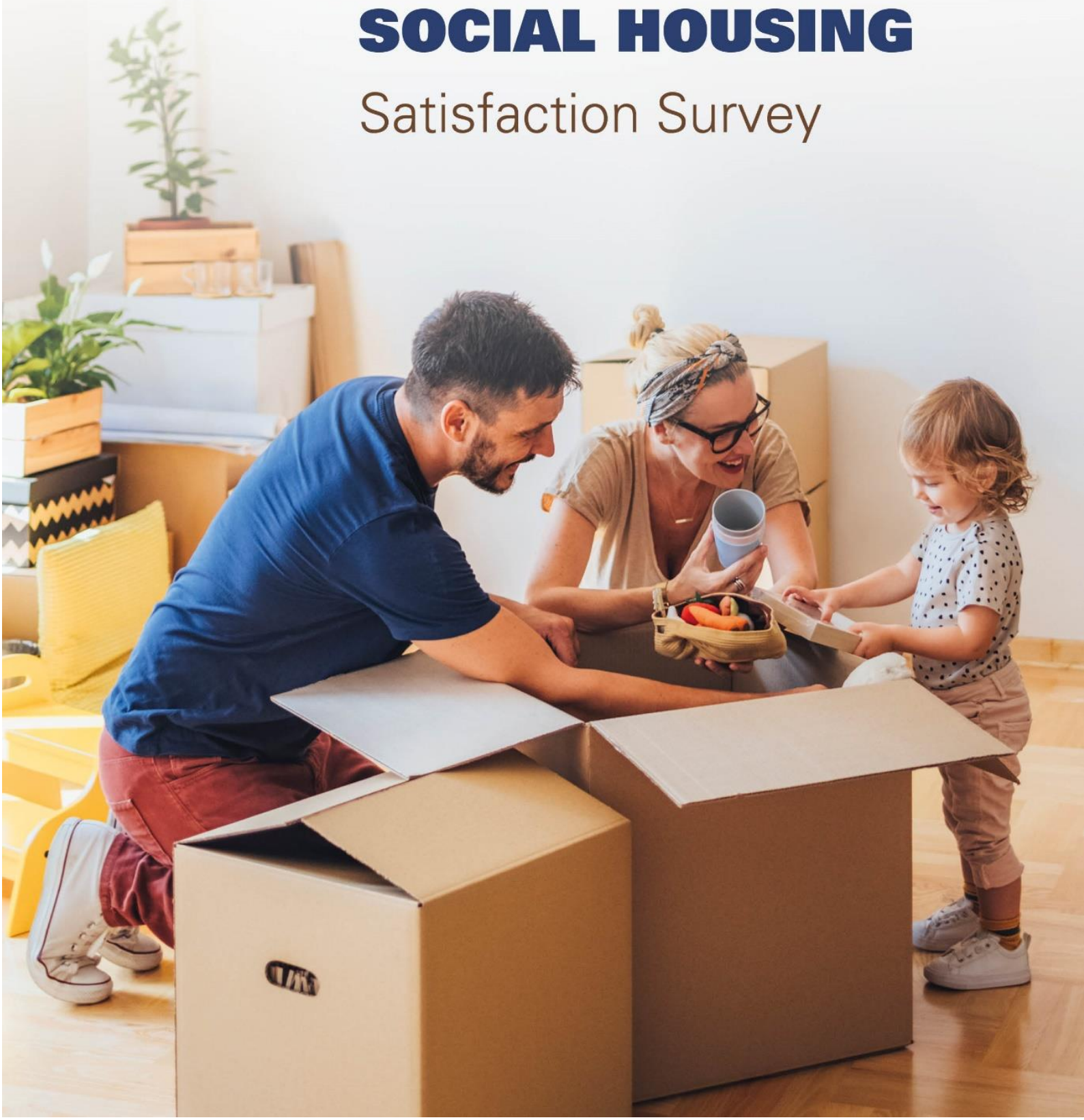


Housing
Executive



NEW BUILD SOCIAL HOUSING

Satisfaction Survey



New Build Social Housing Satisfaction Survey

August 2022

Research Report for the NIHE



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[Cognisense-uk.com](https://cognisense-uk.com)

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Executive summary

A key objective for the DfC is to increase new housing supply (in particular affordable housing supply). This includes supporting the increase in supply and delivery of social housing stock in Northern Ireland. The Social Housing Development Programme (SHDP) is a three-year rolling programme of planned social housing development based on the identification and analysis of housing need by geographical area. Over the last 3 years, the average budget allocation for the SHDP is circa £120m, which is an allocation of over 80% of the DfC's capital budget. Given this amount of budget, it is important that the DfC is assured that the money is delivering a product that meets the needs of tenants

To enable the DfC to provide meaningful updates on progress against key outcomes, the Housing Executive need to collect the relevant data evidence. Therefore, the Housing Executive commissioned the research agency Cognisense to conduct a quantitative survey of social housing tenants who were allocated new build accommodation completed during 2017/18. The survey was designed to assess tenant satisfaction with the associated new build accommodation. The results from the survey will enable the Department for Communities (DfC) to ensure that funding being distributed to the three-year rolling Social Housing Development Programme (SHDP) is being utilised correctly in the deliverance of a product that meets the needs of tenants.

A telephone methodology was used to administer the survey. The Housing Executive provided Cognisense with a sample frame of 1195 Housing Association tenants' contact details, of which 966 were suitable for use in the survey (the remainder were wrong numbers or information tones).

Survey fieldwork was carried out between 17th February and 1st April 2022, during which time a total of 544 interviews were completed, representing a response rate of 56%.

Some of the key findings from the survey are summarised below.

Household characteristics

Survey respondents were asked to provide information regarding the Household Reference Person (HRP) and their household:

- 78% of HRPs were female, 22% were male.
- 35% of HRPs were aged 34 or under, 36% were aged 35-49, 23% were aged 50-64, and 6% were 65 or older.
- 70% of HRPs were single, 14% were married or in a civil partnership, 9% were divorced, 6% separated and 2% widowed.
- 49% of HRPs were British, 31% Irish, 15% Northern Irish, 2% Polish, and 1% Portuguese.
- 46% of households were described as Protestant, 32% as Catholic, and 10% as none.

- 25% of households had one person living there, 28% were two person households, and 47% had three or more people living in the home.
- 88% of respondents had lived in their present home for two years or more, 9% had lived there between 1-2 years, and 3% had been living at their present home for less than one year.
- 57% of respondents had a household member with a long-term illness, health problem or a disability that limits their daily activities or the work that they could do.

Satisfaction with inside the home

The levels of satisfaction (very satisfied or satisfied) amongst respondents with the rooms in the home were high:

- Living room: 86%
- Kitchen/dining room: 86%
- Bedrooms: 83%
- Bathroom: 86%
- Downstairs toilet: 93%

Satisfaction levels were also high regarding the majority of features inside the home:

- Space: 83%
- Layout: 88%
- Windows: 87%
- Warmth/heating: 85%
- Finishes/fixtures: 85%
- Security: 89%
- Provision for bins: 92%
- Power sockets: 94%
- Entrances: 89%

The level of satisfaction with storage (64%) inside the home was notably lower than that for the other features.

Overall, the majority (87%) of respondents were very satisfied or satisfied with the inside of their home.

Comfort and wellbeing

The levels of agreement (strongly agree or agree) amongst respondents were high concerning the following:

- Dwelling is easy to heat: 80%
- Reasonable privacy from neighbours: 79%
- Private space in which to relax/study/work: 85%
- Adequate sound insulation between rooms: 80%

The level of agreement (66%) that there is reasonable control of noise between neighbouring households and/or communal areas was considerably lower than that

of the aforementioned aspects of comfort and wellbeing, whilst almost half (49%) felt that their dwelling is hard to keep cool in the summer.

Overall, the majority (92%) of respondents felt that their home was very comfortable or comfortable.

Neighbourhood

The levels of satisfaction (very satisfied or satisfied) amongst respondents were high regarding the following aspects of their neighbourhood:

- Rear garden: 73%
- Front garden: 83%
- Parking provision: 90%
- Children's play areas: 72%
- Communal green spaces: 76%
- Access from bin store to bin collection point: 94%

The level of satisfaction was not quite as high in relation to shared gardens (63%).

Overall, the majority (83%) of respondents were very satisfied or satisfied with their neighbourhood.

Household needs

In terms of household needs:

- 72% of respondents felt that their home was meeting the current accessibility needs of their household.
- 82% of respondents felt that their neighbourhood was meeting the current accessibility needs of their household.
- 55% of respondents felt that their current home would meet the future needs of their household; 27% of respondents did not think that this was the case; 19% were not sure.

Overall satisfaction with the home

Overall, the majority (88%) of respondents were very satisfied or satisfied with their home.

Covid-19 and the home

Regarding Covid-19 and their home:

- 91% of respondents who were living with others felt that they had enough space in their home for privacy.
- 92% of those who were living with others felt that they had enough space in their home to socially distance.
- 88% of respondents who permitted visitors felt that they had enough space in their home to socially distance.
- 83% of those working from home felt that they had enough space in their home to work.

- 87% of those who were home schooling felt that they had enough space in their home to complete schoolwork.
- 84% of respondents had made use of their garden/communal garden to exercise during the pandemic.
- 67% of respondents had made use of neighbourhood green spaces to exercise or get fresh air during the pandemic.

1 Introduction

1.1 Background information

A key objective for the DfC is to increase new housing supply (in particular affordable housing supply). This includes supporting the increase in supply and delivery of social housing stock in Northern Ireland. The Social Housing Development Programme (SHDP) is a three-year rolling programme of planned social housing development based on the identification and analysis of housing need by geographical area. The SHDP addresses a range of housing needs, including housing for families and single people, housing for older people, and supported housing for other vulnerable groups such as people with mental illness, physical disability, vulnerable women, homeless people and travellers.

Over the last 3 years, the average budget allocation for the SHDP is circa £120m, which is an allocation of over 80% of the DfC's capital budget. Given this amount of budget, it is important that the DfC is assured that the money is delivering a product that meets the needs of tenants.

To enable the DfC to provide meaningful updates on progress against key outcomes, the Housing Executive need to collect the relevant data evidence. Therefore, the Housing Executive commissioned the research agency Cognisense to conduct a survey of tenants who had been allocated a new build social home.

1.2 Survey objectives

The tenant satisfaction survey was designed to obtain evidence from Housing Association tenants that would ascertain if the DfC's policy objectives were being met, but also assess if the homes delivered through the SHDP met the needs of tenants. It also aimed to provide an assurance that the budget allocated was being directed to meet the needs of tenants.

Good quality data and research evidence is extremely important in providing a forum for important issues to be highlighted, particularly at a time when resources are scarce. This research will provide evidence for decision making, assist in the evaluation and impact assessment of policies and strategies and will feed into the broader collaboration with other research and housing organisations across the UK.

The key objectives that were to be addressed by the survey in order to meet the overall aim of the research project were as follows:

- to assess tenants' level of satisfaction with multiple aspects of their new build home;
- to provide a profile of new build tenants and their needs ('new build' meaning Housing Association tenants who occupied properties completed in 2017/18);
- to assess whether new build housing meets tenants' needs;

- to highlight areas of successful new build social housing design to inform future social housing design standards; and
- to assess impact and implications of Covid-19 on future social housing design standards.

1.3 Methodology

In order to meet the objectives identified above, a telephone survey amongst new build tenants was conducted. The Housing Executive provided Cognisense with a sample frame of 1195 Housing Association tenants' contact details. Of the contacts provided, 229 were wrong numbers or information tones.

Survey fieldwork was administered between 17th February and 1st April 2022, during which time a total of 544 interviews were completed, representing a response rate of 56%.

The final sample included representation from each Housing Association (HA), though the numbers for some were very small. The number of respondents from each HA was as follows:

- Apex Housing Association: n=118 (22%)
- Ark Housing Association (NI) Ltd: n=6 (1%)
- Choice Housing Ireland Ltd: n=110 (20%)
- Clanmil Housing Association Ltd: n=91 (17%)
- Connswater Homes Ltd: n=27 (5%)
- Habinteg Housing Association (Ulster) Ltd: n=43 (8%)
- Newington Housing Association Ltd: n=17 (3%)
- Radius Housing Association: n=115 (21%)
- Triangle Housing Association Ltd: n=17 (3%)

There were respondents from every council area in the final sample except Armagh City, Banbridge and Craigavon Borough Council, and Fermanagh and Omagh District Council; however, the sample sizes were limited for most councils. The number of respondents in the sample from each council area represented was as follows:

- Antrim and Newtownabbey Borough Council: n=23 (4%)
- Ards and North Down Borough Council: n=143 (26%)
- Belfast City Council: n=146 (27%)
- Causeway Coast and Glens Borough Council: n=58 (11%)
- Derry City and Strabane District Council: n=68 (13%)
- Lisburn and Castlereagh City Council: n=34 (6%)
- Mid and East Antrim Borough Council: n=12 (2%)
- Mid Ulster District Council: n=18 (3%)
- Newry, Mourne and Down District Council: n=42 (n=8)

Prior to the commencement of fieldwork, Cognisense sought consent to participate in the survey from the Housing Associate tenants included in the sample frame. A

letter, the content of which was agreed with the Housing Executive, was sent to each contact. This letter outlined the aims of the research, provided reassurances regarding confidentiality of responses, and included details of how to notify Cognisense should they not wish to participate in the survey. Contact details for the Housing Executive Research Unit were also included in the letter.

In order to maximise the response rate during the fieldwork period, no fewer than five attempts at contact were made via telephone, with at least one call placed during the day, one in the evening and one on a Saturday. In addition, appointments for recontact that were made by respondents were honoured.

The questionnaire (see Appendix B) that was used in the survey was supplied by the Housing Executive and agreed by Cognisense. It was designed to collect information on the following:

- household characteristics;
- satisfaction with inside the home;
- comfort and wellbeing;
- the neighbourhood;
- household needs;
- overall satisfaction with the home; and
- Covid-19 and the home.

At the data analysis stage of the project, three areas for crosstabulations were chosen, namely: household type ('adult households', 'households with children', 'older households'), length of time in home ('under two years', 'two or more years'), and house type ('house', 'flat'). Findings of note based on these crosstabulations have been referenced in this report.

As the presence of a disabled person in the household was not selected for crosstabulation, analysis by this metric has not been included in this report. However, regarding the presence of a disabled household member by household type, the proportions were as follows: adult households: 74%; older households: 71%; households with children: 44%.

2 Household characteristics

This section of the report provides detailed analysis of the results from the survey questions relating to household characteristics. Respondents were asked to provide information regarding the gender, age, working status, marital status, ethnicity and nationality of the Household Reference Person (HRP) - the individual considered to be the head of household. Respondents were also asked the religious composition of their household, the number of people in their household, their household type, the length of time they had lived at their present home, and the best description of their home.

2.1 Gender of HRP

Almost four-fifths (78%) of HRPs were female, whilst about a fifth (22%) were male (Appendix A Table 1).

2.2 Age of HRP

Around a third (35%) of HRPs were aged 34 or under, a similar number (36%) were aged 35-49, whilst almost a quarter (23%) were aged 50-64. Only a small number (6%) of HRPs were 65 or older (Appendix A Table 2).

2.3 Working status of HRP

Nearly a third (32%) of HRPs were working (15% full-time, 16% part-time, 1% self-employed), whilst a quarter (25%) were not working (3% short-term unemployed, 22% long-term unemployed). A quarter (25%) of HRPs were sick or disabled permanently, around one in eight (12%) were looking after their families/homes, whilst small numbers were retired (4%) or in higher education (2%) (Appendix A Table 3).

2.4 Marital status of HRP

Seven in ten (70%) HRPs were single, about one in eight (13%) were married, whilst a small number (1%) were in a civil partnership. Around one in ten (9%) HRPs were divorced, about one in twenty (6%) separated, whilst a small number (2%) were widowed (Appendix A Table 4).

2.5 Ethnicity of HRP

The ethnicity of the overwhelming majority (99%) of HRPs was white (Appendix A Table 5).

2.6 Nationality of HRP

Almost half (49%) of HRPs were British, about three in ten (31%) were Irish, whilst around one in seven (15%) were Northern Irish. Small numbers of HRPs were Polish (2%) or Portuguese (1%) (Appendix A Table 6).

2.7 Religious composition of household

Approaching half (46%) of households were described as Protestant, about a third (32%) Catholic, whilst one in ten (10%) were described as none. Small numbers described the religion of their household as mixed (3%) or other (1%) (Appendix A Table 6b).

2.8 Number of people in the household

A quarter (25%) of households had one person living there, almost three in ten (28%) were two person households, whilst nearly half (47%) of households had three or more people living at the home (Appendix A Table 7).

2.9 Household type

Almost two in five (39%) were 'lone parent' households, about a fifth (22%) 'lone adult households', whilst a small number (3%) were 'lone older' households. Around one in eight (13%) were small family households, whilst about one in twenty (4%) were large family households. One in ten (10%) were two adult households, slightly fewer (7%) 'large adult' households, whilst a small number (2%) were 'two older' households (Appendix A Table 8).

2.10 Length of time at present home

Nearly nine in ten (88%) respondents had lived at their present home for two years or more, almost one in ten (9%) had lived there between 1-2 years, whilst a small number (3%) had been living at their present home for less than one year (Appendix A Table 9).

2.11 Property type

Around seven in ten (68%) respondents described their home as a house, three in ten (28%) described their home as a flat, whilst a small number (4%) described their home as a bungalow (Appendix A Table 10).

3 Satisfaction with inside the home

This section of the report provides detailed analysis of the results from the survey questions pertaining to satisfaction with inside the home.

3.1 Rooms

Respondents were asked the extent to which they were satisfied or dissatisfied with each of the following rooms inside the home: living room, kitchen/dining room, bedrooms, bathroom, and downstairs toilet. Those who were dissatisfied or very dissatisfied were asked a follow-up question to ascertain the reason/s for their dissatisfaction – where sample sizes are sufficient (n=50+), the main reason/s have been identified.

Living room

Almost nine in ten (86%) respondents were very satisfied or satisfied with the living room in their home, whilst around one in ten (9%) were dissatisfied or very dissatisfied – the level of dissatisfaction amongst those living in houses (10%) and those living in flats (8%) was similar (Figure 1; Appendix A Table 11). Amongst those who were dissatisfied or very dissatisfied (n=50), the main reason given was that the living room was too small (48%) (Appendix A Table 11b).

Kitchen/dining room

Nearly nine in ten (86%) respondents were very satisfied or satisfied with the kitchen/dining room in their home, whilst about one in ten (9%) were dissatisfied or very dissatisfied, with little difference in the level of dissatisfaction by house type: house: 8%; flat: 11% (Figure 1; Appendix A Table 12).

Bedrooms

More than four in five (83%) respondents were very satisfied or satisfied with the bedrooms in their home, whilst about one in eight (12%) were dissatisfied or very dissatisfied – house type did not seem to influence the level of dissatisfaction (house: 13%; flat: 12%) (Figure 1; Appendix A Table 13). The most common reason cited amongst those who were dissatisfied or very dissatisfied (n=67) was that the room was small (46%) (Appendix A Table 13b).

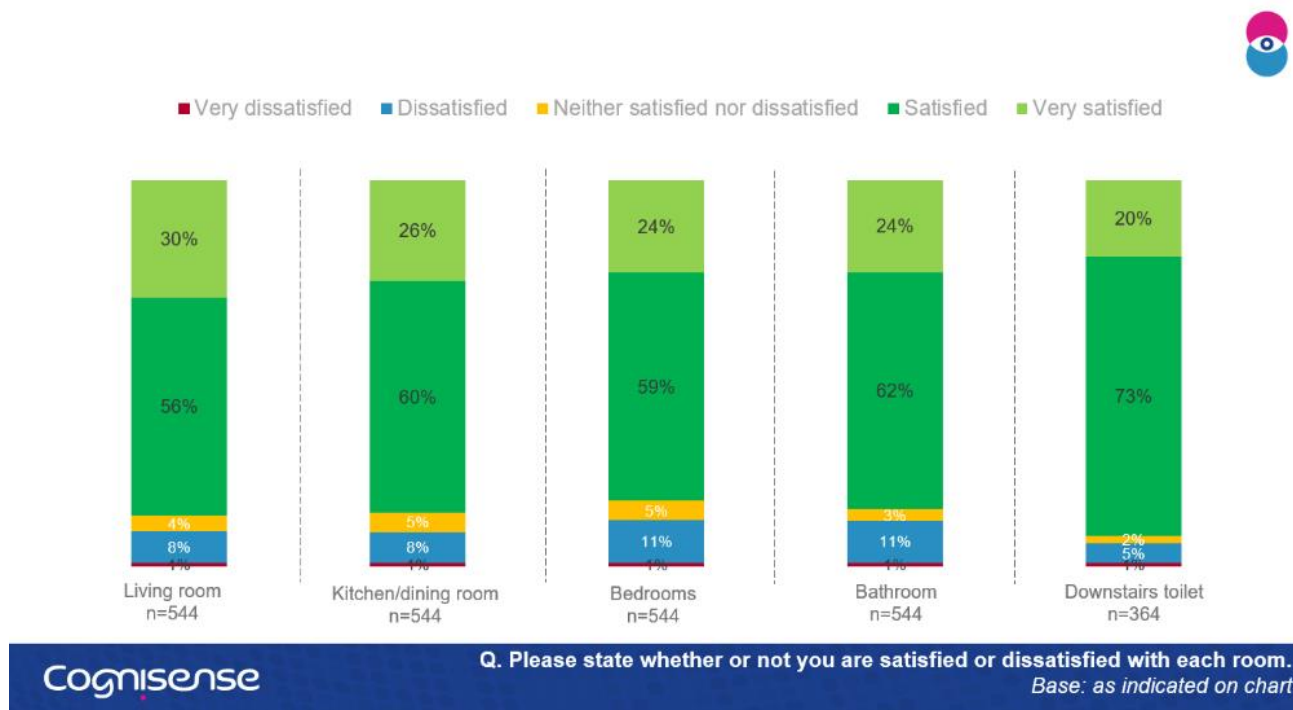
Bathroom

Approaching nine in ten (86%) respondents were very satisfied or satisfied with the bathroom in their home, whilst about one in eight (12%) were dissatisfied or very dissatisfied – those living in flats (18%) were more likely to be dissatisfied than those living in houses (9%) (Figure 1; Appendix A Table 14). The lack of a shower (15%), the presence of damp/mould (15%), and poor ventilation (13%) were the most likely reasons to have been mentioned by those who were dissatisfied or very dissatisfied (n=61) (Appendix A Table 14b).

Downstairs toilet

Over nine in ten (93%) respondents were very satisfied or satisfied with the downstairs toilet in their home, whilst only a small number (6%) were dissatisfied or very dissatisfied (Figure 1; Appendix A Table 15).

Figure 1: Level of satisfaction with rooms in the home



3.2 Features

Respondents were asked the extent to which they were satisfied or dissatisfied with the following features inside their home: space, storage, layout, windows, warmth/heating, finishes/fixtures, security, provision for bins, power sockets, and entrances. Those who were dissatisfied or very dissatisfied with a feature were asked to state how they think it may be improved – where sample sizes are sufficient (n=50+), the most likely answers to have been given have been identified.

Space

More than four in five (83%) respondents were very satisfied or satisfied with the space in their home, whilst around one in eight (12%) were dissatisfied or very dissatisfied (Figure 2; Appendix A Table 16). Amongst those who were dissatisfied or very dissatisfied (n=65), 'too small' (54%) and 'need more space' (29%) were the answers most likely to have been given when asked how space inside the home could be improved (Appendix A Table 16b).

Storage

Around two-thirds (64%) of respondents were very satisfied or satisfied with the storage in their home, whilst about a quarter (27%) were dissatisfied or very dissatisfied (Figure 2; Appendix A Table 17). The level of satisfaction was identical for all three household types (64% each), whilst the level of dissatisfaction was the same for adult households and older households (29% each), and similar (26%) for households with children (Appendix A Table 17). Amongst those living in their homes for more than two years, the level of dissatisfaction (29%) was higher when compared to those living at their property for less than two years (15%) (Appendix A Table 17b). Unsurprisingly, those living in a flat (36%) were more likely to be dissatisfied regarding storage than those living in a house (24%) (Appendix A Table 17). Amongst all of those who were dissatisfied or very dissatisfied (n=148), more than four in five (83%) felt that more cupboard storage space/shelves would improve storage inside the home (Appendix A Table 17c).

Layout

Almost nine in ten (88%) respondents were very satisfied or satisfied with the layout of their home, whilst only a small number (6%) were 'dissatisfied' (Figure 2; Appendix A Table 18).

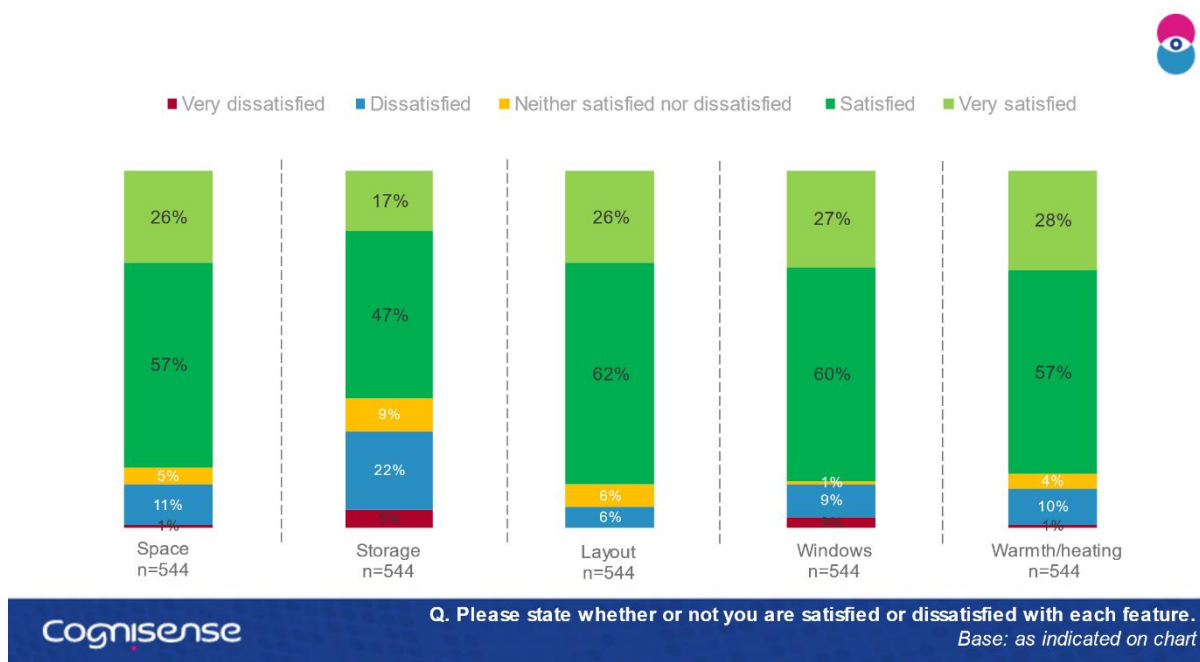
Windows

Nearly nine in ten (87%) respondents were very satisfied or satisfied with the windows in their home, whilst about one in eight (12%) were dissatisfied or very dissatisfied (Figure 2; Appendix A Table 19). 'Little light coming through' (27%), and 'windows are leaking' (25%) were the most common answers given when those who were dissatisfied or very dissatisfied (n=64) (Appendix A Table 19b).

Warmth/heating

Approaching nine in ten (85%) respondents were very satisfied or satisfied with the warmth/heating in their home, whilst around one in ten (11%) were dissatisfied or very dissatisfied (Figure 2; Appendix A Table 20). Amongst those dissatisfied or very dissatisfied (n=63), 'too hard to heat' was the main answer offered when asked how the warmth/heating could be improved (Appendix A Table 20b).

Figure 2: Level of satisfaction with features inside the home



Finishes/fixtures

Almost nine in ten (85%) respondents were very satisfied or satisfied with the finishes/fixtures in their home, whilst around one in ten (8%) were dissatisfied or very dissatisfied (Figure 3; Appendix A Table 21).

Security

Nearly nine in ten (89%) respondents were very satisfied or satisfied with the security of their home, whilst about one in ten (8%) were dissatisfied or very dissatisfied (Figure 3; Appendix A Table 22).

Provision for bins

More than nine in ten (92%) respondents were very satisfied or satisfied with the provision for bins in their home, whilst only a small number (5%) were dissatisfied or very dissatisfied (Figure 3; Appendix A Table 23).

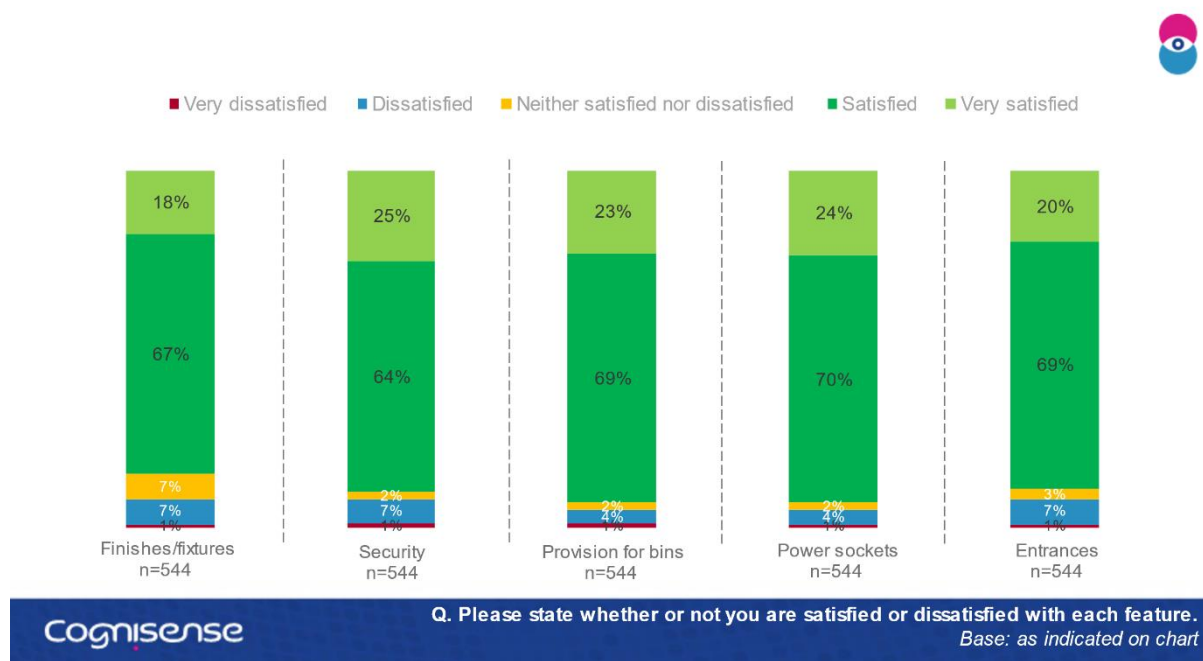
Power sockets

Over nine in ten (94%) respondents were very satisfied or satisfied with the power sockets in their home, whilst only a small number (5%) were dissatisfied or very dissatisfied (Figure 3; Appendix A Table 24).

Entrances

Almost nine in ten (89%) respondents were very satisfied or satisfied with the entrances in their home, whilst around one in ten (8%) were dissatisfied or very dissatisfied (Figure 3; Appendix A Table 25).

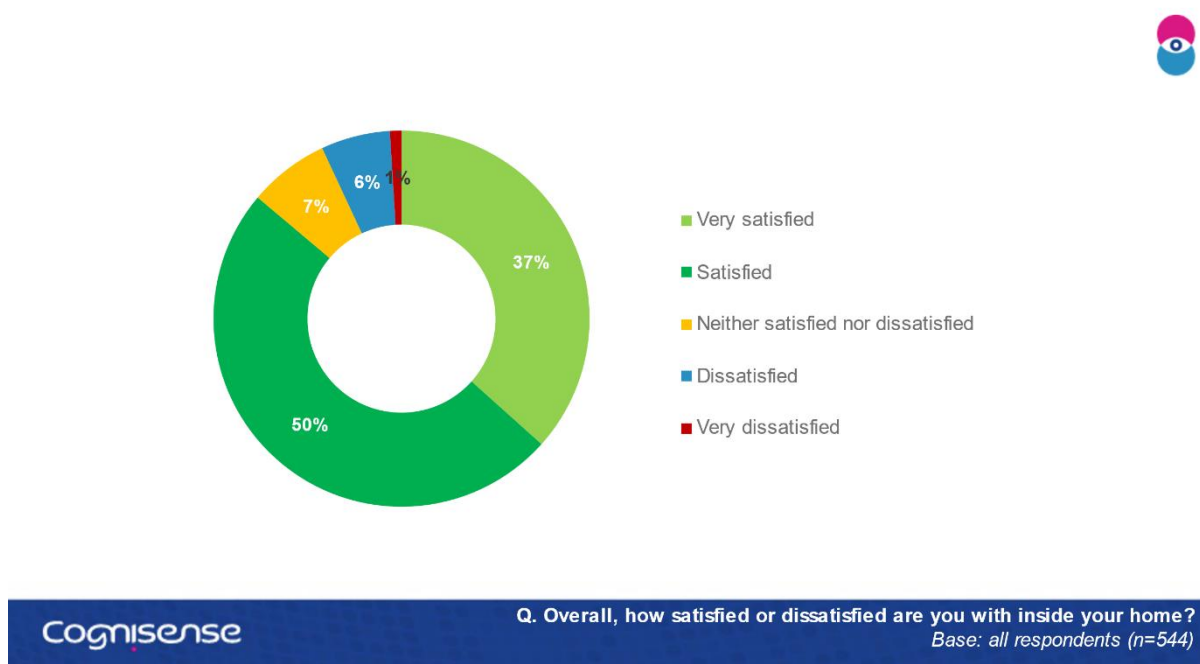
Figure 3: Level of satisfaction with features inside the home (contd.)



3.3 Overall level of satisfaction with inside the home

Respondents were asked the extent to which they were satisfied or dissatisfied overall with the inside of their home – nearly nine in ten (87%) respondents were very satisfied or satisfied, whilst only a small number (7%) were dissatisfied or very dissatisfied (Figure 4; Appendix A Table 26). The level of dissatisfaction was slightly higher for those who lived in flats (11%) when compared to those who lived in houses (5%) (Appendix A Table 26).

Figure 4: Overall satisfaction with inside the home



4 Comfort and wellbeing

This section of the report provides detailed analysis of the results from the survey questions relating to comfort and wellbeing.

4.1 Thermal comfort

Respondents were asked the extent to which they agreed or disagreed with the following statements regarding thermal comfort: '*the dwelling is easy to heat*'; and '*the dwelling is hard to keep cool in the summer*'. Those who disagreed with the former were asked to explain why – the main reason has been identified

Dwelling is easy to heat

Four in five (80%) respondents strongly agreed or agreed that their dwelling is easy to heat, whilst about one in eight (13%) disagreed or strongly disagreed – there was no significant difference in the level of disagreement by household type (Figure 5; Appendix A Table 27). The main reason given amongst those who disagreed or strongly disagreed (n=62) was that the property was 'hard to heat' (60%) (Appendix A Table 27b).

Dwelling hard to keep cool in the summer

Almost half (49%) of respondents strongly agreed or agreed that their dwelling is hard to keep cool in the summer, with agreement higher amongst adult households (55%) than households with children (47%) and older households (43%) (Figure 5; Appendix A Table 28). Around a quarter (26%) disagreed that their dwelling is hard to keep cool in the summer (Figure 5; Appendix A Table 28).

4.2 Privacy

Respondents were asked the extent to which they agreed or disagreed with the following statements regarding privacy: '*there is reasonable privacy from neighbours*'; and '*there is a private space in my home in which to relax/study/work*'. Those who disagreed or strongly disagreed were asked to explain why – where sample sizes are sufficient (n=50+), the main reason/s have been identified.

Reasonable privacy from neighbours

Nearly four in five (79%) respondents strongly agreed or agreed that there is reasonable privacy from neighbours, whilst about one in eight (13%) disagreed or strongly disagreed (Figure 5; Appendix A Table 29). Of those who disagreed or strongly disagreed (n=72), almost half (54%) stated that their property is 'overlooked' (Appendix A Table 29b).

Private space in which to relax/study/work

Approaching nine in ten (85%) respondents strongly agreed or agreed that there is a private space in their home in which to relax/study/work, whilst around one in ten (8%) disagreed or strongly disagreed that this was the case (Figure 5; Appendix A Table 30).

4.3 Noise

Respondents were asked the extent to which they agreed or disagreed with the following statements regarding noise: *'the dwelling provides adequate sound insulation between rooms'*; and *'there is reasonable control of noise between neighbouring households and/or communal areas'*. Those who disagreed or strongly disagreed were asked to explain why – where sample sizes are sufficient (n=50+), the main reason/s have been identified.

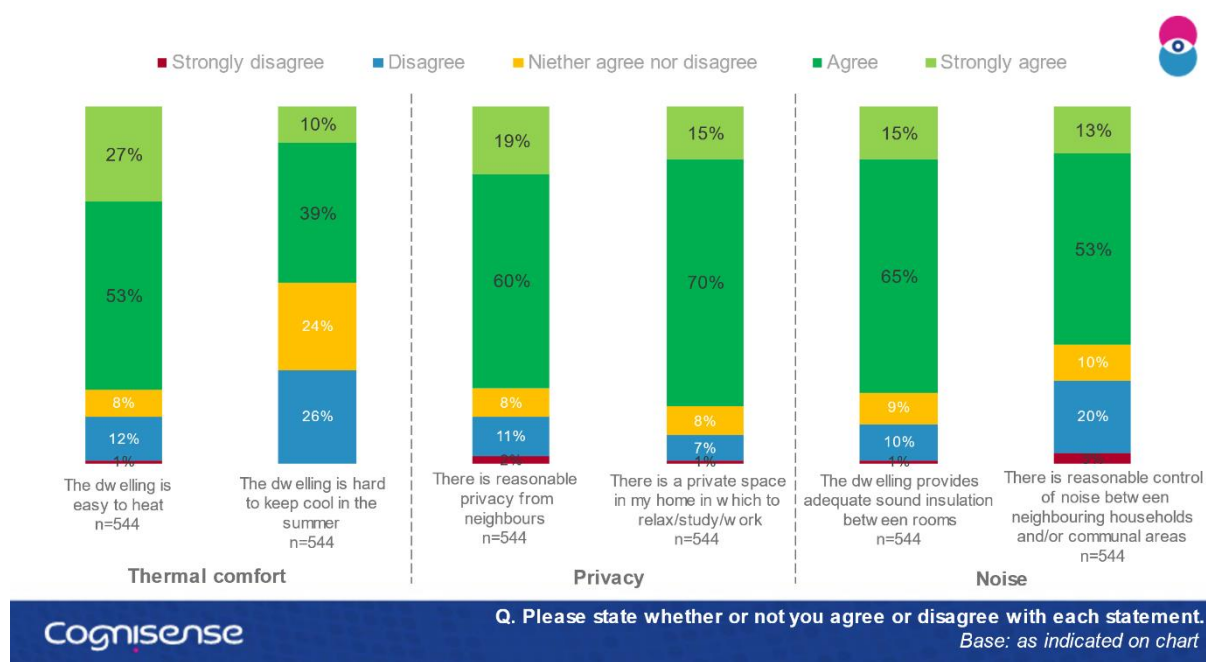
Adequate sound insulation between rooms

Four in five (80%) respondents strongly agreed or agreed that their dwelling provides adequate sound insulation between rooms, whilst about one in ten (11%) disagreed or strongly disagreed – the levels of disagreement by household type were as follows: adult household: 10%; household with children: 12%; older household: 7% (Figure 5; Appendix A Table 31). Length of time in the home and house type did not seem to influence views on sound insulation (Appendix A Table 31 and Table 31b). Amongst those who disagreed or strongly disagreed (n=60) that there was adequate sound insulation between rooms, the main reason offered was that respondents can hear all noises between rooms/hear everything (85%) (Appendix A Table 31c).

Reasonable control of noise between neighbouring households and/or communal areas

Two-thirds (66%) of respondents strongly agreed or agreed that there is reasonable control of noise between neighbouring households and/or communal areas, whilst around a quarter (23%) disagreed or strongly disagreed that this was the case (Figure 5; Appendix A Table 32). Of those who disagreed or strongly disagreed (n=126), over seven in ten (72%) stated that they 'can hear neighbours do everything' (Appendix A Table 32b).

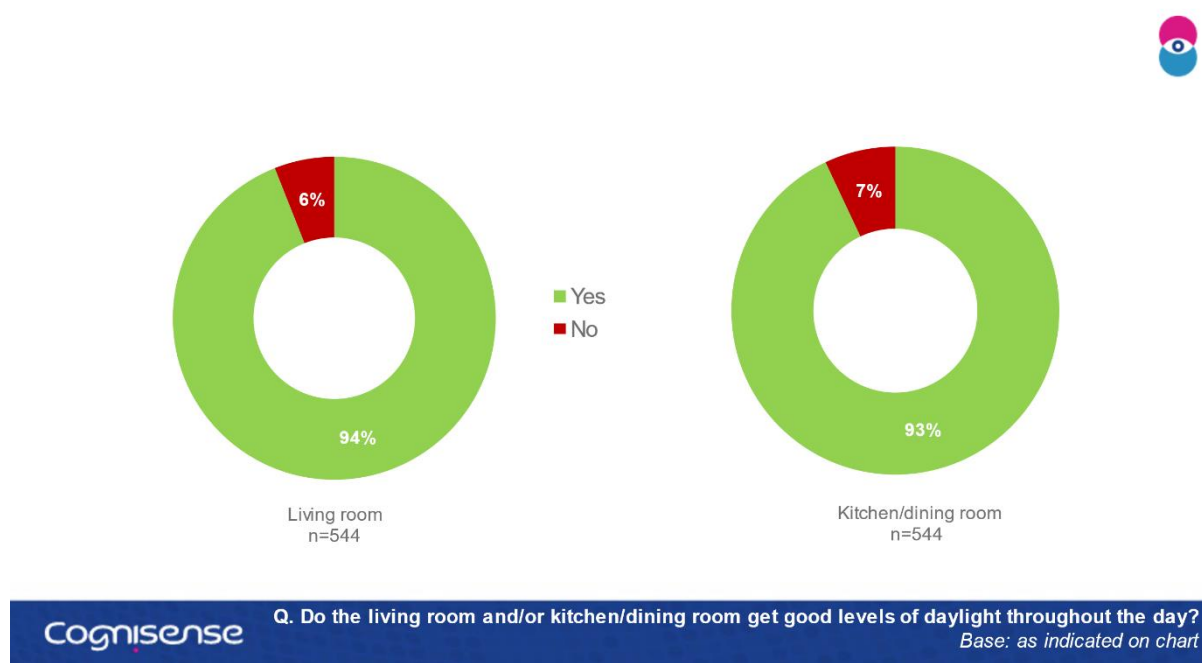
Figure 5: Level of satisfaction with aspects of comfort and wellbeing



4.4 Good levels of daylight throughout the day

Respondents were asked if their living room and/or kitchen/dining room receives good levels of daylight throughout the day. More than nine in ten (94%) respondents stated that their living room receives good levels of daylight throughout the day, whilst only a small number (6%) stated that this was not the case (Figure 6; Appendix A Table 33). Over nine in ten (93%) respondents stated that their kitchen/dining room receives good levels of light throughout the day, whilst a small number (7%) stated that this was not the situation (Figure 6; Appendix A Table 34).

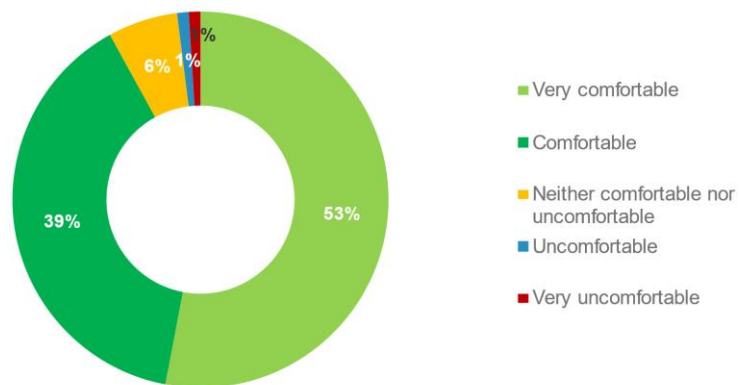
Figure 6: Good levels of daylight throughout the day



4.5 Overall comfort of the home

Respondents were asked to rate the overall comfort of their home – over nine in ten (92%) stated that their home was very comfortable or comfortable, whilst only a tiny number (2%) considered their home to be uncomfortable or very uncomfortable (Figure 7; Appendix A Table 35).

Figure 7: Overall comfort of the home



5 Neighbourhood

This section of the report provides detailed analysis of the results from the survey questions concerning the neighbourhood.

5.1 Outdoor space

Respondents were asked the extent to which they were satisfied or dissatisfied with their rear garden, front garden, balconies, and shared garden. Those who were dissatisfied or very dissatisfied were asked a follow-up question to ascertain the reason/s for their dissatisfaction – where sample sizes are sufficient (n=50+), the main reason/s have been identified.

Rear garden

Almost three-quarters (73%) of respondents were very satisfied or satisfied with their rear garden, whilst a fifth (20%) were dissatisfied or very dissatisfied (Figure 8; Appendix A Table 36). Dissatisfaction was notably higher for those living in flats (32%) when compared to those living in houses (19%) (Appendix A Table 36). Amongst all of those who were dissatisfied or very dissatisfied (n=88), 'no drainage/waterlogged' (41%) was the main reason given (Appendix A Table 36b).

Front garden

More than four in five (83%) respondents were very satisfied or satisfied with their front garden, whilst around one in ten (11%) were dissatisfied or very dissatisfied (Figure 8; Appendix A Table 37).

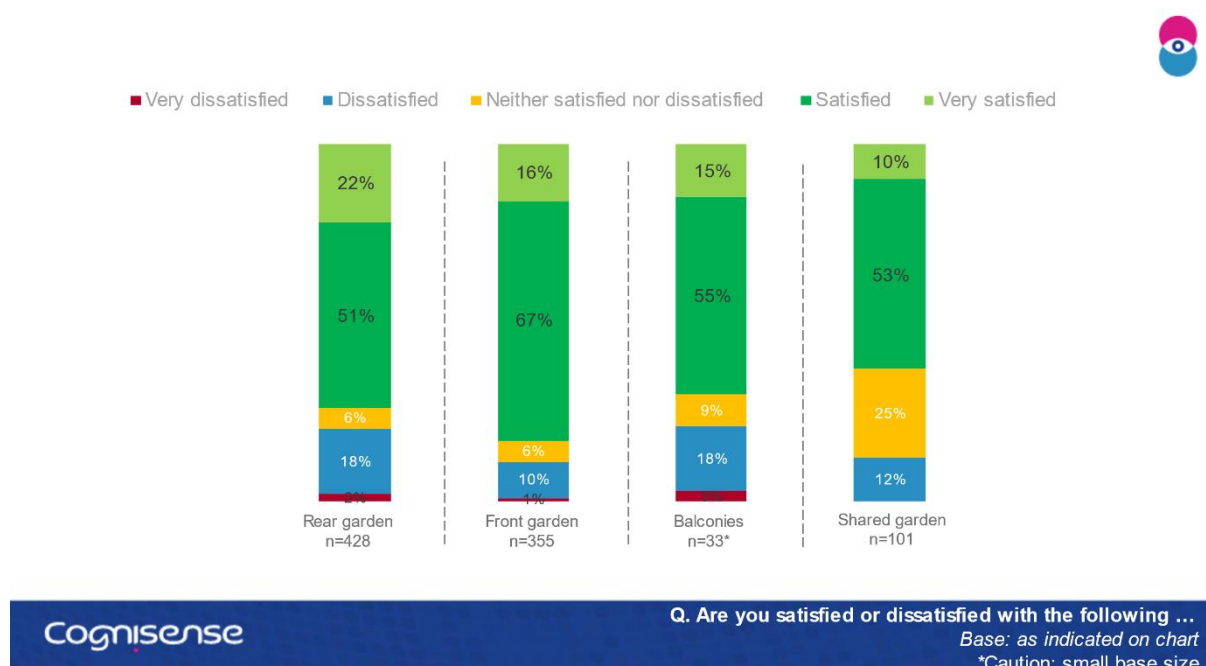
Balconies

Of the small number (n=33) of respondents who had a balcony, seven in ten (70%) were very satisfied or satisfied, whilst about a fifth (21%) were dissatisfied or very dissatisfied (Figure 8; Appendix A Table 38).

Shared garden

Almost two-thirds (63%) of respondents were very satisfied or satisfied with their shared garden, whilst about one in eight (12%) were 'dissatisfied'. (Figure 8; Appendix A Table 39).

Figure 8: Level of satisfaction with outdoor space



5.2 Neighbourhood

Respondents were asked the extent to which they were satisfied or dissatisfied with the following aspects of their neighbourhood: parking provision, children's play areas, communal green spaces, access from bin store to bin collection point. Those who were dissatisfied or very dissatisfied were asked a follow-up question to ascertain the reason/s for their dissatisfaction – where sample sizes are sufficient (n=50+), the main reason/s have been identified

Parking provision

Nine in ten (90%) respondents were very satisfied or satisfied with parking provision, whilst around one in ten (7%) were dissatisfied or very dissatisfied (Figure 9; Appendix A Table 40).

Children's play areas

Around seven in ten (72%) respondents were very satisfied or satisfied with children's play areas, with the level of satisfaction highest for households with children (74%) (Figure 9; Appendix A Table 41). About one in eight (12%) were dissatisfied or very dissatisfied with children's play areas (Figure 9; Appendix A Table 41).

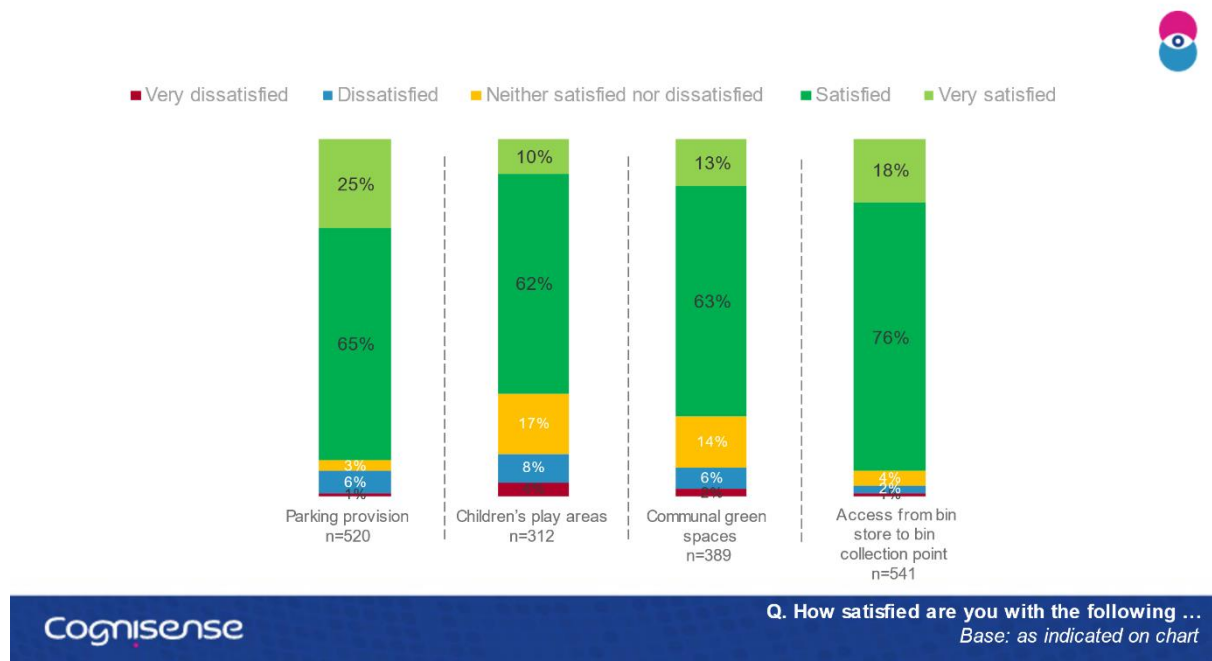
Communal green spaces

About three-quarters (76%) of respondents were very satisfied or satisfied with communal green spaces, whilst around one in ten (8%) were dissatisfied or very dissatisfied (Figure 9; Appendix A Table 42).

Access from bin store to bin collection point

Over nine in ten (94%) respondents were very satisfied or satisfied with the access from the bin store to the bin collection point, whilst only a small number (3%) were dissatisfied or very dissatisfied (Figure 9; Appendix A Table 43).

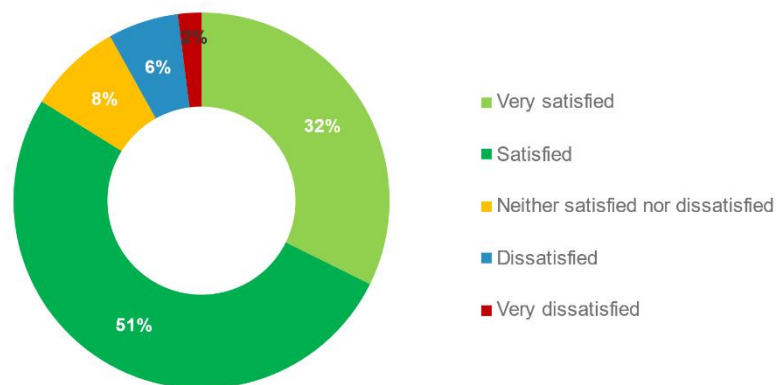
Figure 9: Level of satisfaction with aspects of neighbourhood



5.3 Overall level of satisfaction with neighbourhood

Respondents were asked the extent to which they were satisfied or dissatisfied overall with their neighbourhood – more than four in five (83%) respondents were very satisfied or satisfied, whilst around one in ten (8%) were dissatisfied or very dissatisfied (Figure 10; Appendix A Table 44).

Figure 10: Overall level of satisfaction with neighbourhood



Cognisense

Q. Overall, how satisfied or dissatisfied are you with your neighbourhood?

Base: all respondents (n=544)

6 Household needs

This section of the report provides detailed analysis of the results from the survey questions pertaining to household needs.

6.1 Household needs

Respondents were asked to indicate the following: if any member in the household had any long-term illnesses, health problems or a disability which limits their daily activities or the work they can do; if they felt their home was meeting the current accessibility needs of their household; if they felt their neighbourhood was meeting the current accessibility needs of their household; and if they thought that their home would meet the future needs of their household. Respondents were also asked to explain the reasons as to why they felt that their home would or would not meet the future needs of their household.

Household member with any long-term illnesses, health problems or a disability that limits their daily activities or the work they could do

Almost three in five (57%) respondents had a household member with a long-term illness, health problem or a disability that limits their daily activities or the work that they could do (Figure 11; Appendix A Table 45).

Home meeting current accessibility needs

More than seven in ten (72%) respondents felt that their home was meeting the current accessibility needs of their household, whilst for around a quarter (27%) this was not the case (Figure 11; Appendix A Table 46).

Neighbourhood meeting current accessibility needs

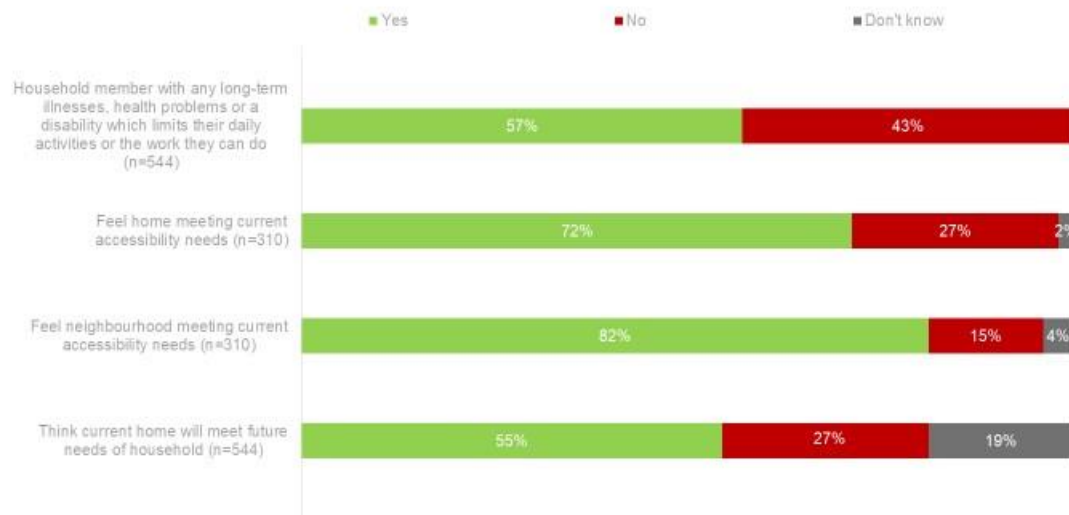
Over four in five (82%) respondents felt that their neighbourhood was meeting the current accessibility needs of their household, whilst about one in six (15%) felt that this was not the situation (Figure 11; Appendix A Table 47).

Think current home will meet future needs of household

Approaching three in five (55%) respondents thought that their current home would meet the future needs of their household (Figure 11; Appendix A Table 48). Amongst this cohort (n=297), 'satisfied/has everything we need' (56%) was the main reason they felt this way (Appendix A Table 48b).

Around a quarter (27%) of respondents did not think that their current home would meet the future needs of their household, with around the same proportion of each household type feeling this way: adult household: 27%; household with children: 26%; older household: 29% (Figure 11; Appendix A Table 48). A higher proportion of those living in flats (40%) felt that their home would not meet the future needs of their household when compared to those living in houses (22%) (Appendix A Table 48). Amongst all of those who felt that their home would not meet their future needs (n=145), the main reason given was 'it's too small/need more rooms' (36%) (Appendix A Table 48c).

Figure 11: Household needs



Cognisense

Note: please see Appendix B for the exact wording of the questions that were asked.
Base: as indicated on chart

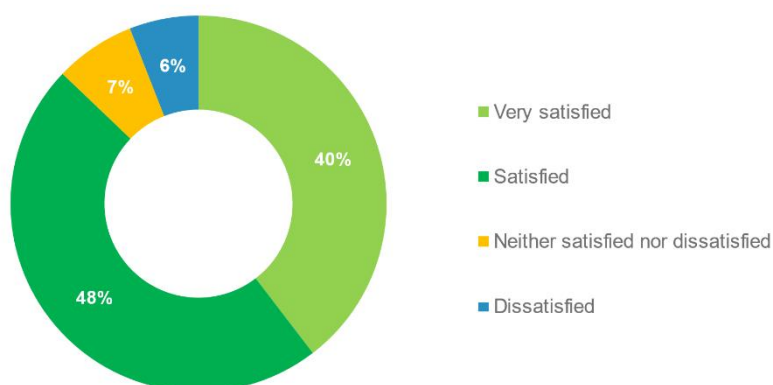
7 Overall satisfaction with the home

This section of the report provides detailed analysis of the results from the survey question regarding overall satisfaction with the home.

7.1 Overall satisfaction with the home

Respondents were asked the extent to which they were satisfied or dissatisfied with their home overall – almost nine in ten (88%) respondents were very satisfied or satisfied, whilst only a small number (6%) were dissatisfied (Figure 12; Appendix A Table 49). Only 32 respondents offered a reason for their dissatisfaction, with ‘size and structure’ (31%, N=10), ‘issues with neighbours’ (19%, N=6) and ‘repairs aren’t fixed fast enough’ (19%, (N=6) the main reasons given (Appendix A Table 49b). Households with children were more likely to cite size and structure (57%) and the speed of repairs (29%) as concerns, whilst issues with neighbours were more likely to be problem for adult households (36%) (Appendix A Table 49b).

Figure 12: Overall level of satisfaction with the home



8 Covid-19 and the home

This section of the report provides detailed analysis of the results from the survey questions relating to Covid-19 and the home.

8.1 Covid-19 and the home

Respondents were asked to indicate whether the following applied to them regarding Covid-19 and their home: if they had enough space for privacy if living with others; if they had enough space to socially distance if living with others; if they had enough space to socially distance if they permitted visitors; if they had suitable space to work if working from home; if they had space to complete schoolwork if home schooling; if they had made use of their garden/communal garden during the pandemic to exercise or get fresh air; if they had made use of neighbourhood green spaces during the pandemic to exercise or get fresh air.

Enough space for privacy

Amongst respondents who were living with others, around nine in ten (91%) stated that they had enough space in their home for privacy, whilst about one in ten (9%) stated that they did not (Figure 13; Appendix A Table 50).

Enough space to socially distance if living with others

More than nine in ten (92%) respondents who were living with others stated that they had enough space in their home to socially distance, whilst about one in ten (8%) stated that this was not the case (Figure 13; Appendix A Table 51).

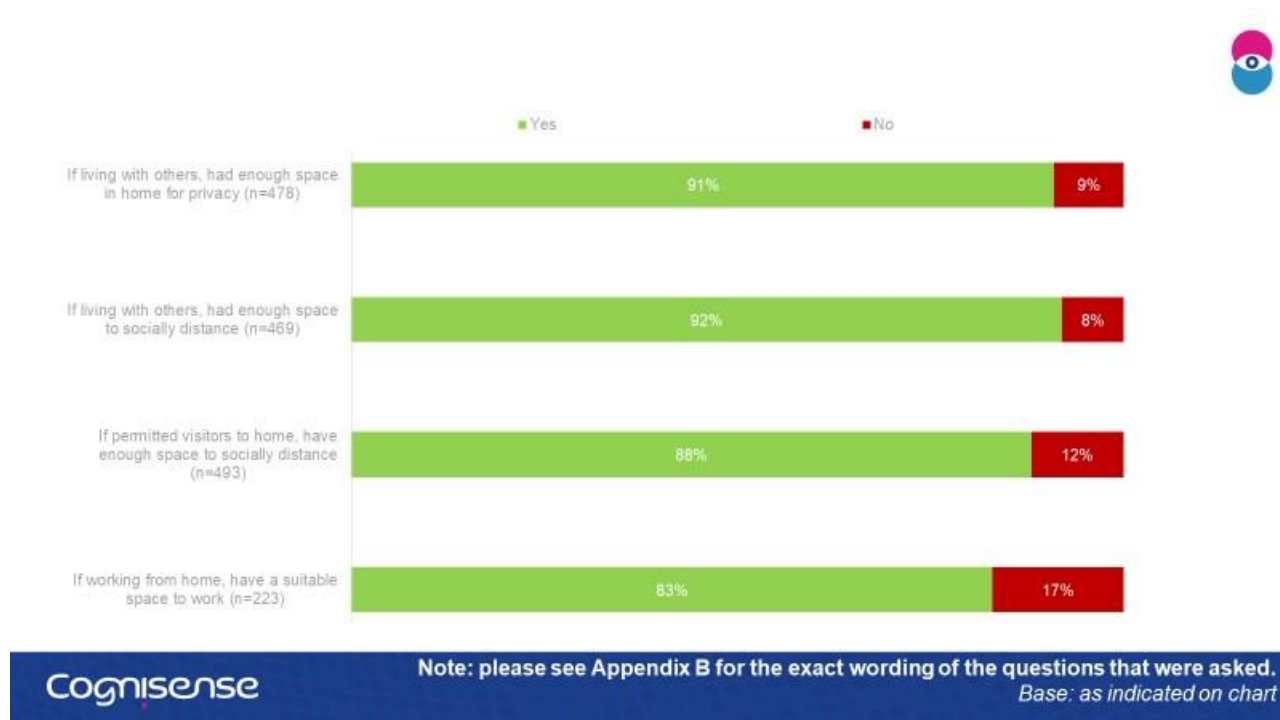
Enough space to socially distance from visitors

Almost nine in ten (88%) respondents who permitted visitors stated that they had enough space in their home to socially distance, whilst about one in twelve (12%) stated that this was not the situation (Figure 13; Appendix A Table 52).

Suitable space to work if working from home

Amongst those respondents working from home, over four in five (83%) stated that they had enough space in their home to work, whilst almost a fifth (17%) stated that they did not (Figure 13; Appendix A Table 53).

Figure 13: Covid-19 and the home



Have space to complete schoolwork if home schooling

Nearly nine in ten (87%) respondents who were home schooling stated that they had enough space in their home to complete schoolwork, whilst about one in twelve (13%) stated that they did not (Figure 14; Appendix A Table 54).

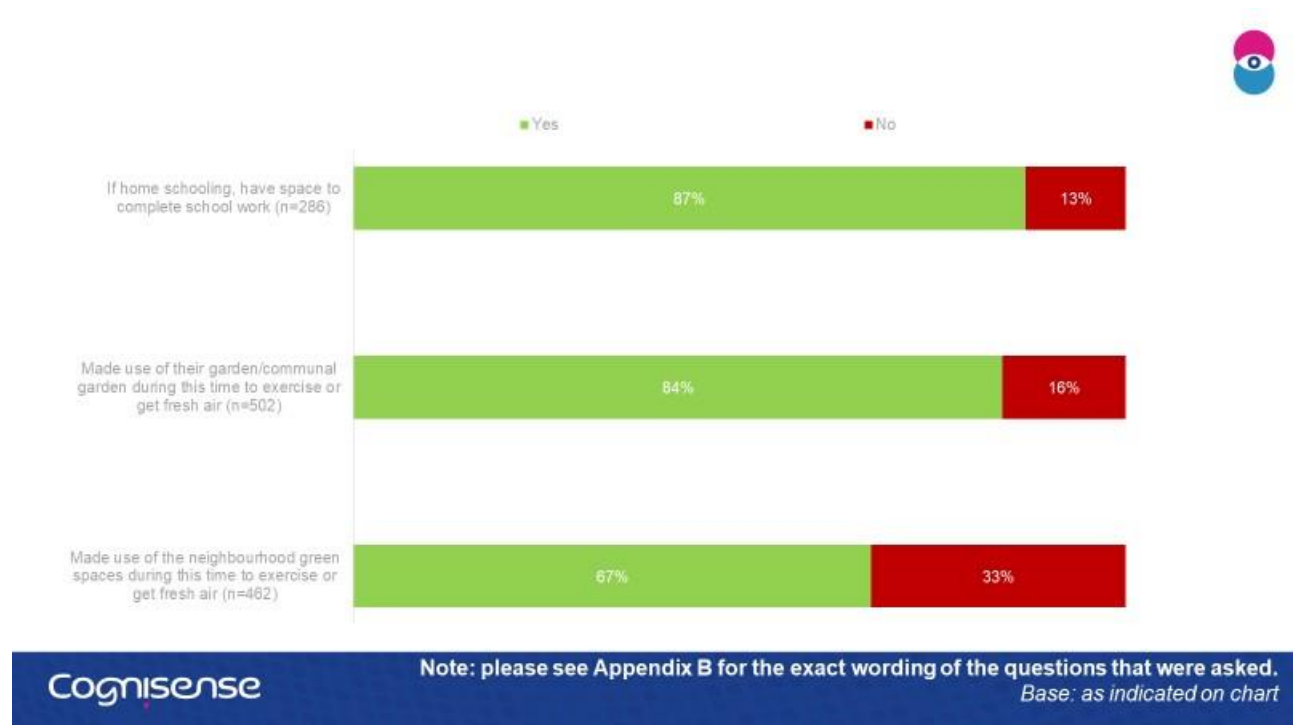
Made use of garden/communal garden to exercise during Covid-19 pandemic

More than four in five (84%) respondents had made use of their garden/communal garden to exercise during the pandemic, whilst about one in six (16%) had not done so (Figure 14; Appendix A Table 55).

Made use of neighbourhood green spaces to exercise or get fresh air during Covid-19 pandemic.

Around two-thirds (67%) of respondents had made use of neighbourhood green spaces to exercise or get fresh air during the pandemic, whilst a third (33%) had not done so (Figure 14; Appendix A Table 56).

Figure 14: Covid-19 and the home (contd.)



9 Conclusions

Overall, almost nine in ten (88%) respondents were very satisfied or satisfied with their home.

The level of overall satisfaction (very satisfied or satisfied) was high amongst respondents in relation to the inside of their home (87%) and their neighbourhood (83%), whilst the majority (92%) felt that their home was very comfortable or comfortable.

In terms of household needs, around seven in ten (72%) respondents felt that their home was meeting the current accessibility needs of their household, whilst about four in five (82%) felt that their neighbourhood was doing so. Approaching three in five (55%) felt that their current home would meet the future needs of their household, whilst about a quarter (27%) did not think that this was the case – around a fifth (19%) were not sure.

Regarding the Covid-19 pandemic, a majority of respondents felt that there was adequate space: for privacy if living with others (91%); for socially distancing if living with others (92%); for socially distancing if visitors permitted (88%); to work if working from home (83%); and to complete schoolwork if home schooling (87%). More than four in five (84%) respondents had made use of their garden/communal garden to exercise during the pandemic, whilst about two-thirds (67%) had made use of neighbourhood green spaces to exercise or get fresh air.

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Appendix A -Tabular Results

Note: due to rounding, some percentages do not add to 100%

Respondent characteristics

Table 1: Gender of Household Reference Person

	Number	%
Male	119	22
Female	425	78
Sample Size	544	100

Table 2: Age of Household Reference Person

	Number	%
16-24	16	3
25-34	174	32
35-49	194	36
50-64	124	23
65+	33	6
Sample Size	541	100

Table 3: Working status of Household Reference Person

	Number	%
Self Employed	7	1
Working full-time	80	15
Working part-time	85	16
Not working short term (< 1 year)	19	3
Not working long term (> 1 year)	119	22
Retired (excludes looking after home)	23	4
Student (further/higher education)	9	2
Permanent Sick/Disabled	134	25
Looking after family/home	65	12
Other (including schoolchild)	*	1
Sample Size	544	100

Table 4: Marital status of Household Reference Person

	Number	%
Single (never married)	379	70
Married (first marriage)	68	13
Re-married	-	-
Civil Partnership	*	1
Separated (but still legally married)	32	6
Divorced (but not legally remarried)	48	9
Widowed (but not legally remarried)	13	2
Sample Size	544	100

Table 5: Ethnicity of Household Reference Person

	Number	%
White	536	99
Chinese	*	<1
Irish Traveller	*	<1
Indian	-	-
Pakistani	*	<1
Bangladeshi	-	-
Black Caribbean	-	-
Black African	*	<1
Mixed Ethnic (please specify)	*	<1
Other (please specify)	*	<1
Black other (please specify)	-	-
Sample Size	544	100

Table 6: Nationality of Household Reference Person

	Number	%
British	267	49
Irish	170	31
Northern Irish	79	15
Portuguese	5	1
Latvian	*	<1
Lithuanian	*	<1
Polish	10	2
Nigerian	-	-
Other (please specify)	11	2
Sample Size	544	100

Table 6b: Religious composition of household

	Number	%
Protestant	250	46
Catholic	174	32
Mixed religion (protestant/'catholic)	19	3
O ther (please specify)	6	1
None	56	10
Don't know	12	2
Refused	27	5
Sample Size	544	100

Table 7: Number of people in household

	Number	%
1	134	25
2	154	28
3	139	26
4	75	14
5	33	6
6	6	1
7	*	-
8	-	-
9	-	-
10	*	-
Sample Size	544	100
Average	2.54	

Table 8: Household type

	Number	%
Large Adult	40	7
Large Family	21	4
Lone Adult	119	22
Lone Older	15	3
Lone Parent	212	39
Small Family	72	13
Two Adults	52	10
Two Older	13	2
Sample Size	544	100

Table 9: Length of time at present home

	Number	%
Less than 1 year	15	3
1 year or more but less than 2 years	48	9
2 years or more	481	88
Sample Size	544	100

Table 10: Best description of home

	Number	%
House	368	68
Bungalow	22	4
Flat	154	28
Other (please specify)	-	-
Sample Size	544	100

Satisfaction with inside the home**Table 11: Extent of satisfaction with living room**

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	163	30	107	29	42	27
Satisfied	307	56	210	57	92	60
Neither satisfied nor dissatisfied	24	4	15	4	8	5
Dissatisfied	43	8	33	9	8	5
Very dissatisfied	7	1	*	1	*	3
Sample Size	544	100	368	100	154	100

Table 11b: Reasons dissatisfied with living room

	Number	%
Too small	24	48
Open plan	9	18
Leaks in living room and have not been fixed/water marks on ceiling	*	6
Problems with the door	*	6
No view	*	4
Cracks in walls/ceiling	*	4
Gaps around windows are letting heat out	*	2
Location of radiator	*	2
Condensation due to lack of air vents	*	2
Problems with the light	*	2
No windows	*	2
Damp	*	2
Flooring goes down in a slump	*	2
Air filter for fire lets draft in	*	2
No back door	*	2
Hole in ceiling needs replaced	*	2
Front door leads into living room	*	2
Sample Size	50	100

Table 12: Extent of satisfaction with kitchen/dining room

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	143	26	95	26	34	22
Satisfied	325	60	227	62	93	60
Neither satisfied nor dissatisfied	27	5	17	5	10	6
Dissatisfied	43	8	28	8	12	8
Very dissatisfied	6	1	*	<1	5	3
Sample Size	544	100	368	100	154	100

Table 12b: Reasons dissatisfied with kitchen/dining room

	Number	%
Too small	23	47
Open plan	8	16
Condensation/damp	7	14
Leaks and problems	*	8
Poor worktop space	*	4
Not nice	*	4
Water tap is leaking	*	2
Not enough plug sockets	*	2
No natural light	*	2
Boiler in middle of kitchen	*	2
Vent is sucking out all the heat	*	2
Very draughty	*	2
No view	*	2
Floor needs replaced	*	2
Tiles are falling off	-	-
Sample Size	49	100

Table 13: Extent of satisfaction with bedrooms

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	129	24	82	22	35	23
Satisfied	321	59	217	59	96	62
Neither satisfied nor dissatisfied	27	5	22	6	5	3
Dissatisfied	62	11	45	12	15	10
Very dissatisfied	5	1	*	1	*	2
Sample Size	544	100	368	100	154	100

Table 13b: Reasons dissatisfied with bedrooms

	Number	%
Small Room	31	46
Damp/condensation	11	16
Walls needs updated/fixed	7	10
Heating in bedroom	6	9
Balcony door/window leaking	5	7
Need more rooms	*	4
Draughty	*	3
Damaged door	*	3
Lack of storage	*	3
Wasted space	*	1
Ariel point doesn't work	*	1
Sample Size	67	100

Table 14: Extent of satisfaction with bathroom

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	129	24	85	23	32	21
Satisfied	336	62	244	66	86	56
Neither satisfied nor dissatisfied	18	3	9	2	8	5
Dissatisfied	58	11	28	8	28	18
Very dissatisfied	*	1	*	1	-	-
Sample Size	544	100	368	100	154	100

Table 14b: Reasons dissatisfied with bathroom

	Number	%
No shower	9	15
Damp/mould	9	15
Poor ventilation	8	13
Walls need repainted/re-plastered/tiled	7	11
No window	6	10
Leaks	5	8
Flooring needs redone	*	5
Too small	*	5
Light bulbs constantly blowing/electrical fault	*	5
Need a wet room	*	5
Need an electric shower	*	5
Bathroom needs fixed	*	3
Dirt left from previous	*	2
No water tap	*	2
Smell from sewer coming in	*	2
Faulty showerhead	*	2
Rust on metal work	*	2
Bath is small	*	2
Bar needs put on the wall so I can use the bath	*	2
Shower handle needs fixed	*	2
Need another bathroom	*	2
Heating system causing a ticking noise	*	2
Sample Size	61	100

Table 15: Extent of satisfaction with downstairs toilet

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	73	20	62	19	8	38
Satisfied	264	73	248	74	13	62
Neither satisfied nor dissatisfied	6	2	6	2	-	-
Dissatisfied	19	5	19	6	-	-
Very dissatisfied	*	1	-	-	-	-
Sample Size	364	100	335	100	21	100

Table 15b: Reasons dissatisfied with downstairs toilet

	Number	%
Toilet constantly blocked	7	33
Need shower downstairs	*	14
Too small	*	10
No window	*	10
Damp/mould	*	10
No windows	*	5
Need shower upstairs	*	5
Sewage smell	*	5
Door of the shower needs fixed	*	5
No facilities put into wet room	*	5
Not working	*	5
Sample Size	21	100

Table 16: Extent of satisfaction with space in the home

	Number	%
Very satisfied	141	26
Satisfied	309	57
Neither satisfied nor dissatisfied	29	5
Dissatisfied	58	11
Very dissatisfied	7	1
Sample Size	544	100

Table 16b: Ways in which space in the home could be improved

	Number	%
Too small	35	54
Need more space	19	29
More storage space	5	8
Layout could be improved	5	8
Open plan is terrible	*	5
In a flat so high up with small kids	*	2
Sample Size	65	100

Table 17: Extent of satisfaction with storage in the home

	Total sample		Adult household		Household with children		Older household		House		Flat	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Very satisfied	92	17	37	18	50	16	5	18	65	18	19	12
Satisfied	257	47	98	46	146	48	13	46	184	50	66	43
Neither satisfied nor dissatisfied	47	9	16	8	29	10	2	7	33	9	13	8
Dissatisfied	122	22	50	24	65	21	7	25	72	20	45	29
Very dissatisfied	26	5	10	5	15	5	*	4	14	4	11	7
Sample Size	544	100	211	100	305	100	28	100	368	100	154	100

Table 17b: Extent of satisfaction with storage in the home contd.

	Total sample		Less than two years in home		Two or more years in home	
	Number	%	Number	%	Number	%
Very satisfied	92	17	13	21	79	16
Satisfied	257	47	35	56	222	46
Neither satisfied nor dissatisfied	47	9	6	10	41	9
Dissatisfied	122	22	8	13	114	24
Very dissatisfied	26	5	*	2	25	5
Sample Size	544	100	63	100	481	100

Table 17c: Ways in which storage in the home could be improved

	Number	%
Need more cupboard storage space/shelves	123	83
More bedroom storage/built-in wardrobes	8	5
No room for any more storage	5	3
Shed/outside storage	*	3
Use loft for storage	*	2
More kitchen units	*	1
Linen closet	*	1
More bathroom storage	*	1
Make cupboards and wardrobes bigger	*	1
Under the stairs storage	*	1
Sample Size	148	100

Table 18: Extent of satisfaction with the layout of the home

	Number	%
Very satisfied	141	26
Satisfied	338	62
Neither satisfied nor dissatisfied	30	6
Dissatisfied	34	6
Very dissatisfied	*	<1
Sample Size	544	100

Table 18b: Ways in which the layout of the home could be improved

	Number	%
Separate kitchen and living area	13	37
Not big enough	7	20
Bigger hallway	*	6
Bigger bedroom	*	6
Bathroom door layout	*	3
Up stairs bathroom into a third bedroom	*	3
Bigger bathroom	*	3
More bedrooms	*	3
Bigger kitchen	*	3
More room on the stairs	*	3
Bigger downstairs	*	3
Windows in the hallway	*	3
Fire in a better position in the living room	*	3
Better view	*	3
Wheelchair access	*	3
Sample Size	35	100

Table 19: Extent of satisfaction with windows in the home

	Number	%
Very satisfied	147	27
Satisfied	326	60
Neither satisfied nor dissatisfied	7	1
Dissatisfied	50	9
Very dissatisfied	14	3
Sample Size	544	100

Table 19b: Ways in which windows in the home could be improved

	Number	%
Little light coming through	17	27
Windows are leaking	16	25
Drafts coming through	11	17
Condensation	7	11
No windows in the bathroom	5	8
Need new windows	*	6
Window does not open	*	3
Windows are too big	*	3
Safety in event of fire	*	2
Too many windows	*	2
Windows are thin	*	2
Handles keep breaking	*	2
Sample Size	64	100

Table 20: Extent of satisfaction with warmth/heating of home

	Number	%
Very satisfied	150	28
Satisfied	310	57
Neither satisfied nor dissatisfied	21	4
Dissatisfied	56	10
Very dissatisfied	7	1
Sample Size	544	100

Table 20b: Ways in which warmth/heating of home could be improved

	Number	%
Too hard to heat	34	54
Radiator is too small	9	14
Problem with heating system	9	14
Radiators aren't working great	7	11
Windows weren't put in properly	*	3
Not sure how heating system works	*	2
Position of radiator	*	2
Insulate the loft	*	2
No immersion or water heater	*	2
Noisy and dirty	*	2
Sample Size	63	100

Table 21: Extent of satisfaction with finishes/fixtures in the home

	Number	%
Very satisfied	96	18
Satisfied	362	67
Neither satisfied nor dissatisfied	38	7
Dissatisfied	40	7
Very dissatisfied	8	1
Sample Size	544	100

Table 21b: Ways in which finished/fixtures in the home could be improved

	Number	%
Door frames and skirting badly finished	*	50
Front door is leaking	*	50
Sample Size	*	100

Table 22: Extent of satisfaction with security of the home

	Number	%
Very satisfied	135	25
Satisfied	350	64
Neither satisfied nor dissatisfied	13	2
Dissatisfied	40	7
Very dissatisfied	6	1
Sample Size	544	100

Table 22b: Ways in which security of the home could be improved

	Number	%
More secure front door	10	22
A lot of anti-social behaviour	9	20
CCTV camera	6	13
Fix window handles	*	7
Safer/more secure gardens	*	7
No spy hole in front door	*	7
Fix back door	*	4
Gate at front of house	*	4
Remove glass from front door	*	4
Front door code too easy to guess	*	4
Lock to protect the entrance	*	2
Metal fence	*	2
Have security alarm fitted	*	2
Outside light	*	2
Doors and windows are difficult to lock	*	2
Needs to be a fire door	*	2
Other	*	7
Sample Size	46	100

Table 23: Extent of satisfaction with provision for bins

	Number	%
Very satisfied	126	23
Satisfied	375	69
Neither satisfied nor dissatisfied	12	2
Dissatisfied	23	4
Very dissatisfied	8	1
Sample Size	544	100

Table 23b: Ways in which provision for bins could be improved

	Number	%
Bigger bins	13	42
Not emptied frequently enough	6	19
Needs cleaned/rats	*	13
People not emptying their bins	*	10
Designated bin store	*	10
People don't recycle properly	*	10
Walk to the bins is too long	*	6
No brown or blue bins	*	3
Other people using our bins	*	3
People dumping stuff in carpark	*	3
Sample Size	31	100

Table 24: Extent of satisfaction with power sockets in the home

	Number	%
Very satisfied	128	24
Satisfied	380	70
Neither satisfied nor dissatisfied	10	2
Dissatisfied	22	4
Very dissatisfied	*	1
Sample Size	544	100

Table 24b: Ways in which power sockets in the home could be improved

	Number	%
Not enough	13	50
Broken sockets	6	23
Badly laid out	*	12
Space in hallway for table and lamp	*	4
Sockets aren't even attached to walls	*	4
Too many	*	4
The trip switch drops when certain appliances are used	*	4
Sample Size	26	100

Table 25: Extent of satisfaction with entrances to home

	Number	%
Very satisfied	108	20
Satisfied	377	69
Neither satisfied nor dissatisfied	16	3
Dissatisfied	40	7
Very dissatisfied	*	1
Sample Size	544	100

Table 25b: Ways in which entrances to home could be improved

	Number	%
Doors need repaired	13	30
Trim around door to keep draught out	7	16
More secure/no gates	5	12
It is not very clean/smelly/rat problems	*	9
Other tenants keep leaving the communal door open	*	7
Buzzer system installed	*	5
Bigger parking facilities	*	5
Needs a lift	*	2
No door at top of the stairs to stop heat escaping	*	2
Magnetic door installed	*	2
A back door fitted	*	2
Lift always breaks down	*	2
Steps awkward for bins, they are a nightmare	*	2
Shutter too loud	*	2
Better location	*	2
Neighbours smoke at entrance	*	2
Fire entrance put in	*	2
The entrance is on a hill.	*	2
Sample Size	43	100

Table 26: Overall satisfaction/dissatisfaction with inside home

	Total sample		House		Flat	
	Number	%	Number	%	Number	%
Very satisfied	199	37	137	37	53	34
Satisfied	272	50	189	51	73	47
Neither satisfied nor dissatisfied	37	7	24	7	11	7
Dissatisfied	33	6	17	5	15	10
Very dissatisfied	*	1	*	<1	*	1
Sample Size	544	100	368	100	154	100

Comfort and wellbeing

Table 27: Extent of agreement that the dwelling is easy to heat

	Total sample		Adult household		Household with children		Older household	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	146	27	54	26	85	28	7	25
Agree	287	53	112	53	159	52	16	57
Neither agree nor disagree	42	8	17	8	24	8	*	4
Disagree	63	12	26	12	35	11	*	7
Strongly disagree	6	1	*	1	*	1	*	7
Sample Size	544	100	211	100	305	100	28	100

Table 27b: Reasons for disagreeing that the dwelling is easy to heat

	Number	%
Hard to heat	37	60
Losing heat/drafts	11	18
Need more/bigger radiators	7	11
Too expensive to heat	6	10
Radiators need changed	*	5
No proper insulation	*	3
Extractor fan	*	2
Setting on gas boiler is wrong	*	2
Sample Size	62	100

Table 28: Extent of agreement that the dwelling is hard to keep cool in the summer

	Total sample		Adult household		Household with children		Older household	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	56	10	26	12	29	10	*	4
Agree	213	39	90	43	112	37	11	39
Neither agree nor disagree	133	24	41	19	84	28	8	29
Disagree	140	26	53	25	79	26	8	29
Strongly disagree	*	<1	*	<1	*	<1	-	-
Sample Size	544	100	211	100	305	100	28	100

Table 29: Extent of agreement that there is reasonable privacy from neighbours

	Number	%
Strongly agree	101	19
Agree	328	60
Neither agree nor disagree	43	8
Disagree	62	11
Strongly disagree	10	2
Sample Size	544	100

Table 29b: Reasons for disagreeing that there is reasonable privacy from neighbours

	Number	%
It's overlooked	39	54
Have bother with my neighbours	7	10
Too close	7	10
Very noisy	7	10
Too open	6	8
Anti-social behaviour	*	6
There is an alleyway behind house	*	3
Large windows	*	1
People freely come and go from the apartments	*	1
Sample Size	72	100

Table 30: Extent of agreement that there is a private space in the home in which to relax/study/work

	Number	%
Strongly agree	81	15
Agree	379	70
Neither agree nor disagree	44	8
Disagree	36	7
Strongly disagree	*	1
Sample Size	544	100

Table 30b: Reasons for disagreeing that there is a private space in the home in which to relax/study/work

	Number	%
Too small/cramped	16	40
Lacking separate space to work	10	25
Can't get away from my kids	7	18
Not sure how I feel	*	3
Very open plan	*	3
I don't have a bedroom to myself	*	3
Had to create my own parking space	*	3
Constant anxiety living here	*	3
Lack of privacy	*	3
It is very noisy	*	3
Sample Size	40	100

Table 31: Extent of agreement that the dwelling provides adequate sound insulation between rooms

	Total sample		Adult household		Household with children		Older household		House		Flat	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Strongly agree	80	15	36	17	40	13	*	14	53	14	20	13
Agree	354	65	133	63	201	66	20	71	241	65	102	66
Neither agree nor disagree	50	9	19	9	29	10	*	7	34	9	15	10
Disagree	54	10	22	10	30	10	*	7	36	10	15	10
Strongly disagree	6	1	*	<1	5	2	-	-	*	1	*	1
Sample Size	544	100	211	100	305	100	28	100	368	100	154	100

Table 31b: Extent of agreement that the dwelling provides adequate sound insulation between rooms contd.

	Total sample		Less than two years in home		Two or more years in home	
	Number	%	Number	%	Number	%
Strongly agree	80	15	11	17	69	14
Agree	354	65	43	68	311	65
Neither agree nor disagree	50	9	*	5	47	10
Disagree	54	10	5	8	49	10
Strongly disagree	6	1	*	2	5	1
Sample Size	544	100	63	100	481	100

Table 31c: Reasons for disagreeing that the dwelling provides adequate sound insulation between rooms

	Number	%
Can hear all noises between rooms\hear everything	51	85
Not well insulated	6	10
Can hear banging through the roof	*	3
Very echoey	*	2
Sample Size	60	100

Table 32: Extent of agreement that there is reasonable control of noise between neighbouring households and/or communal areas

	Number	%
Strongly agree	72	13
Agree	289	53
Neither agree nor disagree	57	10
Disagree	111	20
Strongly disagree	15	3
Sample Size	544	100

Table 32b: Reasons for disagreeing that there is reasonable control of noise between neighbouring households and/or communal areas

	Number	%
Can hear neighbours do everything	91	72
Anti-social neighbours	15	12
Thin walls	9	7
Hear banging	6	5
Hear door slamming	*	3
I can hear the dogs	*	2
Can hear traffic	*	2
Noise in street	*	1
Hear people in hall	*	1
Sample Size	126	100

Table 33: Does the living room get good levels of daylight throughout the day

	Number	%
Yes	513	94
No	31	6
Sample Size	544	100

Table 34: Does the kitchen/dining room get good levels of daylight throughout the day

	Number	%
Yes	504	93
No	40	7
Sample Size	544	100

Table 35: Overall comfort of home

	Number	%
Very comfortable	288	53
Comfortable	210	39
Neither comfortable nor uncomfortable	34	6
Uncomfortable	8	1
Very uncomfortable	*	1
Sample Size	544	100

Neighbourhood

Table 36: Extent of satisfaction with rear garden

	Total sample		Adult household		Household with children		Older household		House		Flat	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Very satisfied	94	22	35	26	56	20	*	19	77	21	8	18
Satisfied	220	51	63	47	147	53	10	63	194	54	19	43
Neither satisfied nor dissatisfied	26	6	9	7	16	6	*	6	22	6	*	7
Dissatisfied	79	18	24	18	53	19	*	13	64	18	11	25
Very dissatisfied	9	2	*	3	5	2	-	-	5	1	*	7
Sample Size	428	100	135	100	277	100	16	100	362	100	44	100

Table 36b: Reasons for dissatisfaction with rear garden

	Number	%
No drainage/waterlogged	36	41
Bad grass	8	9
Too small	8	9
It's on a slope	7	8
Not suitable or safe for child	6	7
It's not private	*	5
Not suitable for disabled access	*	5
Not allowed a shed to store my bike	*	2
Too big to look after	*	2
Too many pigeons	*	2
Broken fence	*	2
Guttering keeps falling into garden	*	1
Would rather have tree removed	*	1
My house is on the peace line which has its problems	*	1
No wall separating the house beside	*	1
Too many plants	*	1
Needs fixed/can't be used	*	1
Would like allotments out the back	*	1
Outside light doesn't work	*	1
Dog poo all over garden from neighbour's dog	*	1
The garden is not paved properly	*	1
Rats in the area due to rubbish	*	1
Sample Size	88	100

Table 37: Extent of satisfaction with front garden

	Number	%
Very satisfied	58	16
Satisfied	238	67
Neither satisfied nor dissatisfied	22	6
Dissatisfied	34	10
Very dissatisfied	*	1
Sample Size	355	100

Table 37b: Reasons for dissatisfaction with front garden

	Number	%
Needs a wall/gate round it	10	27
Not much space	6	16
Flooding	*	11
Too dangerous due to road out front	*	8
No privacy	*	8
On a slope/not level	*	5
No front garden	*	5
No grass at all	*	5
Grass is wet and mucky	*	5
Windy path\ not very accessible	*	5
Problem with neighbours	*	3
Gate is broken	*	3
Too many weeds	*	3
One family has taken over the whole garden	*	3
Don't like the fence	*	3
Sample Size	37	100

Table 38: Extent of satisfaction with balconies

	Number	%
Very satisfied	5	15
Satisfied	18	55
Neither satisfied nor dissatisfied	*	9
Dissatisfied	6	18
Very dissatisfied	*	3
Sample Size	33	100

Table 38b: Reasons for dissatisfaction with balcony

	Number	%
Leaking water	*	29
Needs to be bigger	*	29
Needs a sliding door	*	14
Draughty	*	14
More space	*	14
Balcony is always being urinated on from dog above	*	14
Sample Size	7	100

Table 39: Extent of satisfaction with shared garden

	Number	%
Very satisfied	10	10
Satisfied	54	53
Neither satisfied nor dissatisfied	25	25
Dissatisfied	12	12
Very dissatisfied	-	-
Sample Size	101	100

Table 39b: Reasons for dissatisfaction with shared garden

	Number	%
Mess from other neighbours	*	25
No space	*	25
It's shared	*	17
Bad grass	*	8
Dangerous	*	8
Not allowed in yard, unsure as to why not	*	8
Can't use it as some residents have put up fences up	*	8
Sample Size	12	100

Table 40: Extent of satisfaction with parking provision

	Number	%
Very satisfied	129	25
Satisfied	337	65
Neither satisfied nor dissatisfied	18	3
Dissatisfied	30	6
Very dissatisfied	6	1
Sample Size	520	100

Table 40b: Reasons for dissatisfaction with parking provision

	Number	%
Not enough spaces	15	42
Not laid out well	5	14
Too tight/not even space to open door	*	8
It's on main road/no parking	*	8
Parking space not close to property	*	6
People block me in	*	6
No one parks in their space	*	6
People not on the lines	*	3
Neighbour takes up 5 parking spaces	*	3
Parking space is in front of garage so can't be used	*	3
Too much car parking space	*	3
Sample Size	36	100

Table 41: Extent of satisfaction with children's play areas

	Total sample		Adult household		Household with children		Older household	
	Number	%	Number	%	Number	%	Number	%
Very satisfied	31	10	7	9	23	10	*	13
Satisfied	192	62	45	57	144	64	*	38
Neither satisfied nor dissatisfied	52	17	17	22	31	14	*	50
Dissatisfied	25	8	5	6	20	9	-	-
Very dissatisfied	12	4	5	6	7	3	-	-
Sample Size	312	100	79	100	225	100	8	100

Table 41b: Reasons for dissatisfaction with children's play area

	Number	%
There are none	17	46
Its vandalized	11	30
Very poor facilities	5	14
It has local hoods in it\ not safe	*	8
Slope in the garden means we can't have a swing or a slide	*	3
It's always shut	*	3
Too far away	*	3
Sample Size	37	100

Table 42: Extent of satisfaction with communal green spaces

	Number	%
Very satisfied	52	13
Satisfied	247	63
Neither satisfied nor dissatisfied	56	14
Dissatisfied	25	6
Very dissatisfied	9	2
Sample Size	389	100

Table 42b: Reasons for dissatisfaction with communal green spaces

	Number	%
There aren't any	18	53
Anti-social behaviour	6	18
Dog poo everywhere	*	9
Lack of accessibility	*	6
Not designed properly	*	6
The area is used as a dump	*	3
Electric box on it so not safe	*	3
Badly kept	*	3
Too small	*	3
Sample Size	34	100

Table 43: Extent of satisfaction with access from bin store to bin collection point

	Number	%
Very satisfied	96	18
Satisfied	411	76
Neither satisfied nor dissatisfied	19	4
Dissatisfied	11	2
Very dissatisfied	*	1
Sample Size	541	100

Table 43b: Reasons for dissatisfaction with access from bin store to bin collection point

	Number	%
It is very dirty	*	27
Too far between points	*	13
We have to take the bin through the car park	*	13
Full of rats	*	13
Bins are overflowing	*	13
Large industrial bins that are hard to open	*	7
Gate bangs and keeps me awake	*	7
Steps not easy	*	7
It is not working very well	*	7
We have to take them down a steep hill, which can be difficult	*	7
Sample Size	15	100

Table 44: Overall satisfaction or dissatisfaction with neighbourhood

	Number	%
Very satisfied	174	32
Satisfied	278	51
Neither satisfied nor dissatisfied	46	8
Dissatisfied	34	6
Very dissatisfied	12	2
Sample Size	544	100

Household needs

Table 45: Household member with long-term illnesses, health problems or disability which limits their daily activities or the work they can do

	Number	%
Yes	310	57
No	234	43
Sample Size	544	100

Table 46: Home meeting current accessibility needs

	Number	%
Yes	222	72
No	83	27
Don't know	5	2
Sample Size	310	100

Table 47: Neighbourhood meeting current accessibility needs

	Number	%
Yes	254	82
No	45	15
Don't know	11	4
Sample Size	310	100

Table 48: Think current home will meet future needs of household

	Total sample		Adult household		Household with children		Older household		House		Flat	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Yes	297	55	123	58	158	52	16	57	209	57	71	46
No	145	27	58	27	79	26	8	29	80	22	62	40
Don't know	102	19	30	14	68	22	*	14	79	21	21	14
Sample Size	544	100	211	100	305	100	28	100	368	100	154	100

Table 48b: Reasons for thinking that home will meet future needs of household

	Number	%
Satisfied/has everything we need	167	56
Good accessibility	37	12
It's built for a stairlift for the future	25	8
Enough space	23	8
Walk in shower/wet room	20	7
Comfortable	18	6
I don't see my circumstances changing	16	5
Kids know the area	9	3
Close to family	5	2
Good layout	*	1
Neighbours are nice	*	1
Nice area	*	1
Close to shops	*	1
It's safe	*	1
Good parking facilities	*	1
Extension is in place for the home	*	1
It's private	*	1
Sample Size	297	100

Table 48c: Reasons for thinking that home will not meet future needs of household

	Number	%
It's too small /need more rooms	52	36
Need more accessible house (bungalow)	23	16
Want to move from the area	11	8
Needs a shower put in	11	8
Unhappy with neighbours/intimidation/anti-social behaviour	9	6
Takes too long to fix problems	7	5
The steps are a nightmare	7	5
Need a lift put in to help occupants' mobility	6	4
Too noisy	5	3
Move closer to family	*	3
Would like a house with a garden	*	2
Lack of storage	*	2
Too expensive to heat/too cold	*	1
More outside space	*	1
Poor ventilators	*	1
Hoping to move in the near future	*	1
Doors are a bit too heavy	*	1
Need back door put in	*	1
Need living area separated from kitchen	*	1
Lack of privacy	*	1
Needs an outside tap put in	*	1
There is no light	*	1
Would like a front gate	*	1
Sample Size	145	100

Overall satisfaction with home

Table 49: Overall satisfaction with home

	Number	%
Very satisfied	215	40
Satisfied	259	48
Neither satisfied nor dissatisfied	38	7
Dissatisfied	31	6
Very dissatisfied	*	<1
Sample Size	544	100

Table 49b: Main reasons dissatisfied with home

	Total sample		Adult household		Household with children		Older household	
	Number	%	Number	%	Number	%	Number	%
Size and structure	10	31	*	14	8	57	-	-
Issues with neighbours	6	19	5	36	-	-	*	25
Repairs aren't fixed fast enough	6	19	*	7	*	29	*	25
Wants to move	5	16	*	21	-	-	*	50
Not safe	*	9	*	7	*	14	-	-
Not suitable for disability	*	9	*	21	-	-	-	-
People not emptying their bins	*	6	*	14	-	-	-	-
I don't get grants because I work full-time	*	3	-	-	*	7	-	-
Communal doors hard to open	*	3	*	7	-	-	-	-
Issue with condensation	*	3	*	7	-	-	-	-
Open plan	*	3	*	7	-	-	-	-
No privacy	*	3	-	-	*	7	-	-
Sample Size	32	100	14	100	14	100	4	100

Covid-19 and the home

Table 50: Enough space in the home for privacy, if living with others

	Number	%
Yes	434	91
No	44	9
Sample Size	478	100

Table 51: Enough space in the home to socially distance, if living with others

	Number	%
Yes	430	92
No	39	8
Sample Size	469	100

Table 52: Enough space in the home to socially distance, if visitors have been permitted

	Number	%
Yes	433	88
No	60	12
Sample Size	493	100

Table 53: Suitable space to work if working from home

	Number	%
Yes	184	83
No	39	17
Sample Size	223	100

Table 54: Space to complete schoolwork if home schooling

	Number	%
Yes	250	87
No	36	13
Sample Size	286	100

Table 55: Made use of garden/communal garden during the Covid-19 pandemic to exercise or get fresh air

	Number	%
Yes	422	84
No	80	16
Sample Size	502	100

Table 56: Made use of neighbourhood green spaces during the Covid-19 pandemic to exercise or get fresh air

	Number	%
Yes	308	67
No	154	33
Sample Size	462	100

Appendix B – Survey Questionnaire

It is important to note that this survey is for housing association tenants, we would be grateful if all tenants take the time to complete the survey. All information will be treated in the strictest confidence and will be used only for the purpose of this research.

Section 1: Living Here

S1.Q1. How long have you lived in your present home?

Please circle one response only

Less than 1 year	1
1 year or more but less than 2 years	2
2 years or more	3

S1.Q2. Which of the following best describes your home?

Please circle one response only

House	1
Bungalow	2
Flat	3
Other, please specify other	4

Section 2: Satisfaction with inside the home

S2.Q1. The following is a list of rooms in your home. Please state whether or not you are satisfied or dissatisfied with each room. *(Interviewer Note: If respondent is dissatisfied, please give respondents main reason why.)*

Please circle a response on each line

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	N/A
S2Q1a Living room	1	2	3	4	5	
S2Q1b Kitchen/Dining	1	2	3	4	5	
S2Q1c Bedrooms	1	2	3	4	5	
S2Q1d Bathroom	1	2	3	4	5	
S2Q1e Downstairs toilet	1	2	3	4	5	0

Interviewer note: If coding 1, 2 or 3 to above please go to S2Q3, otherwise continue to S2Q2

S2.Q2. If dissatisfied or very dissatisfied with **any** of the above, please state why (**please allow for 3 reasons**)

S2.Q3. The following is a list of features in your home. Please state whether or not you are satisfied or dissatisfied with each feature.

Please circle a response on each line

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
S2.Q3a Space	1	2	3	4	5
S2.Q3b Storage	1	2	3	4	5
S2.Q3c Layout	1	2	3	4	5
S2.Q3d Windows (daylight, ventilation, type, view etc)	1	2	3	4	5
S2.Q3e Warmth/heating	1	2	3	4	5
S2.Q3f Finishes/fixtures	1	2	3	4	5
S2.Q3g Security	1	2	3	4	5
S2.Q3h Provision for bins	1	2	3	4	5
S2.Q3i Power sockets	1	2	3	4	5
S2.Q3j Entrances	1	2	3	4	5

Interviewer note: If coding 1, 2 or 3 to above please go to S2Q5, otherwise continue to S2.Q4

S2.Q4. If dissatisfied or very dissatisfied with any of the above, please state how you think they may be improved. **(please allow for 3 reasons)**

S2.Q5. Overall, how satisfied/dissatisfied are you with inside your home?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
1	2	3	4	5

Section 3: Comfort and Wellbeing

S3.Q1. The following is a list of statements regarding comfort and wellbeing in your home .

Please state whether or not you agree or disagree with each statement. *(Interviewer*

Note: Please circle a response for each to indicate whether respondent agrees or disagrees with each statement. If respondent disagrees, please give respondents main reason why.)

Please circle a response on each line						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	If disagree /strongly disagree, please state why
Thermal Comfort						
S3.Q1a The dwelling is easy to heat	1	2	3	4	5	
S3.Q1b The dwelling is hard to keep cool in the summer	1	2	3	4	5	
Privacy						
S3.Q1c There is reasonable privacy from neighbours	1	2	3	4	5	
S3.Q1d There is a private space in my home in which to relax/study/work	1	2	3	4	5	
Noise						
S3.Q1e The dwelling provides adequate sound insulation between rooms	1	2	3	4	5	
S3.Q1f There is reasonable control of noise between neighbouring households and/or communal areas	1	2	3	4	5	

S3.Q2. Do the living room and/or kitchen/dining room get good levels of daylight throughout the day?

Please circle one response on each line

	Yes	No
Living room S3.Q2a	1	2
Kitchen/dining room S3.Q2b	1	2

S3.Q3. Overall, how comfortable is your home?

Please circle one response only

Very comfortable	Comfortable	Neither comfortable nor uncomfortable	Uncomfortable	Very uncomfortable
1	2	3	4	5

Interviewer Note: The following refer to the design space in the respondent's street, for example are the pavements walkable, have they even surfaces with no obstacles in the way.

Section 4: Neighbourhood

Outdoor Space

S4.Q1 Are you satisfied or dissatisfied with the following....? (*Interviewer note: If flats/apartments ask about shared communal space*) Please circle a response for each to indicate whether respondent is dissatisfied or very dissatisfied with each statement. If respondent is dissatisfied, please give respondents main reason why.)

Please circle a response on each line

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A	If dissatisfied or very dissatisfied, please state why
S4.Q1a Rear Garden	1	2	3	4	5	0	
S4.Q1b Front Garden	1	2	3	4	5	0	
S4.Q1c Balconies	1	2	3	4	5	0	
S4.Q1d Shared garden	1	2	3	4	5	0	

Your neighbourhood

S4.Q2 How satisfied are you with the following: *(Please circle a response for each to indicate whether respondent is dissatisfied or very dissatisfied with each statement. If respondent is dissatisfied, please give respondents main reason why.)*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A	If dissatisfied or very dissatisfied, please state why
S4.Q2a Parking provision	1	2	3	4	5	0	
S4.Q2b Children's play areas	1	2	3	4	5	0	
S4.Q2d Communal green spaces	1	2	3	4	5	0	
S4.Q2f Access from bin store to bin collection point	1	2	3	4	5	0	

S4.Q3. Overall, how satisfied or dissatisfied are you with your neighbourhood?

Please circle one response only

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
1	2	3	4	5

Section 5: Your Households Needs

We would like to understand your particular households' needs and how this relates to your current accommodation.

Under the Disability Discrimination Act (1995) a "disabled person" is defined as a person with:

"A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities."

Day to day activities are normal activities carried out by most people on a regular basis. The effect of the disability must have lasted 12 months or be likely to last at least 12 months or for the rest of the life of the person.

S5.Q1. Does any member in the household have any long term illnesses, health problems or disability which limits his/her daily activities or the work they can do?

Please circle one response only

Yes	1	Go to next Q
No	2	Go to S5.Q4.

S5.Q2. Thinking on you/your family members, do you feel **your home** currently meets your accessibility needs?

Yes	1
No	2
Don't know	8

S5.Q3. Thinking on you/your family members, do you feel **your neighbourhood** currently meets your accessibility needs?

Yes	1
No	2
Don't know	8

S5.Q4. Thinking about **your households needs in the future**, do you think your current home will continue to meet your needs?

Please circle one response only

Yes	1	Go to S5.Q4a
No	2	Go to S5.Q4b
Don't know	8	Go to S6.Q1

S5.Q4a If "yes", please state why

S5.Q4b If "no", please state why

Section 6: Overall satisfaction

S6.Q1. Overall, how satisfied or dissatisfied are you with your home?

Please circle one response only

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to S7.Q1a			Go to S6.Q2	

S6.Q2. If dissatisfied, can you please tell us your **main** reasons why? **(Please allow for 3 reasons)**

Section 7: Covid-19 and Your Home

During the current Covid-19 pandemic, our indoor and outdoor space has been increasingly important to our physical and mental health; please consider the following aspects since March 2020, when the pandemic began...

	Yes	No	N/A
S7. Q1a If living with others, have you had enough space in your home for privacy?	1	2	0
S7. Q1b If living with others, have you had enough space to socially distance?	1	2	0
S7. Q1c If you have permitted visitors to your home, do you have enough space to socially distance?	1	2	0
S7. Q1d If working from Home, do you have a suitable space to work?	1	2	0
S7. Q1e If home schooling, do you have space to complete schoolwork?	1	2	0
S7. Q1f Have you made use of your garden/communal garden during this time to exercise or get fresh air?	1	2	0
S7. Q1g Have you made use of the neighbourhood green spaces during this time to exercise or get fresh air?	1	2	0

Section 8: You and your household

S8.Q1. How many people in total live in this household?

Enter number

S8.Q2. Could you please complete the following table and provide details of everyone who lives here and how they are related to the **Household Reference Person (HRP)**? *This is the person who would be considered to be the head of the household.* Please circle a response for each category that applies to each person. Please start by giving the age of the Household Reference Person and then work down the categories, circling the appropriate response.

↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓

Person:	HR P	2	3	4	5	6	7	8	9	1 0
S8.Q2a Age on last birthday:										
S8.Q2b Gender	1	1	1	1	1	1	1	1	1	1
Male	2	2	2	2	2	2	2	2	2	2
Female										
S8.Q2c Your Household	1									
HRP		2	2	2	2	2	2	2	2	2
Relationship to HRP: Partner (married)		3	3	3	3	3	3	3	3	3
Partner (cohabiting)		4	4	4	4	4	4	4	4	4
Partner (civil partnership)		5	5	5	5	5	5	5	5	5
Child		6	6	6	6	6	6	6	6	6
Parent		7	7	7	7	7	7	7	7	7
Other Relative		8	8	8	8	8	8	8	8	8
Lodger		9	9	9	9	9	9	9	9	9
Other non-relative										
S8.Q2d Employment Status	1	1	1	1	1	1	1	1	1	1
Self Employed	2	2	2	2	2	2	2	2	2	2
Working full-time	3	3	3	3	3	3	3	3	3	3
Working part-time	4	4	4	4	4	4	4	4	4	4
Not working short term (< 1 year)	5	5	5	5	5	5	5	5	5	5
Not working long term (> 1 year)	6	6	6	6	6	6	6	6	6	6
Retired (excludes looking after home)	7	7	7	7	7	7	7	7	7	7
Student (further / higher education)	8	8	8	8	8	8	8	8	8	8
Permanent Sick/Disabled	9	9	9	9	9	9	9	9	9	9
Looking after family/home	10	1	1	1	1	1	1	1	1	1
Other, including schoolchild		0	0	0	0	0	0	0	0	0

S8.Q2e Marital Status	1	1	1	1	1	1	1	1	1	1
Single (never married)	2	2	2	2	2	2	2	2	2	2
Married (first marriage)	3	3	3	3	3	3	3	3	3	3
Re-married	4	4	4	4	4	4	4	4	4	4
Civil Partnership	5	5	5	5	5	5	5	5	5	5
Separated (but still legally married)	6	6	6	6	6	6	6	6	6	6
Divorced (but not legally remarried)	7	7	7	7	7	7	7	7	7	7
Widowed (but not legally remarried)										
S8.Q2f Ethnic Group	1	1	1	1	1	1	1	1	1	1
White	2	2	2	2	2	2	2	2	2	2
Chinese	3	3	3	3	3	3	3	3	3	3
Irish Traveller	4	4	4	4	4	4	4	4	4	4
Indian	5	5	5	5	5	5	5	5	5	5
Pakistani	6	6	6	6	6	6	6	6	6	6
Bangladeshi	7	7	7	7	7	7	7	7	7	7
Black Caribbean	8	8	8	8	8	8	8	8	8	8
Black African	9	9	9	9	9	9	9	9	9	9
Mixed Ethnic (please specify)	10	1	1	1	1	1	1	1	1	1
Other, please specify	11	0	0	0	0	0	0	0	0	0
Black other (please specify)		1	1	1	1	1	1	1	1	1
		1	1	1	1	1	1	1	1	1
S8.Q2g Nationality										
British	1	1	1	1	1	1	1	1	1	1
Irish	2	2	2	2	2	2	2	2	2	2
Northern Irish	3	3	3	3	3	3	3	3	3	3
Portuguese	4	4	4	4	4	4	4	4	4	4
Latvian	5	5	5	5	5	5	5	5	5	5
Lithuanian	6	6	6	6	6	6	6	6	6	6
Polish	7	7	7	7	7	7	7	7	7	7
Nigerian	8	8	8	8	8	8	8	8	8	8
Other (please specify)	9	9	9	9	9	9	9	9	9	9

S8.Q3. The Housing Executive has a policy of promoting complete equality in the provision of

housing and housing related services in Northern Ireland. In order to help monitor this it would be helpful if you would describe the religious composition of this household.

Please circle one response only						
Protestant	Catholic	Mixed Religion Protestant/Catholic	Other (Specify)	None	Don't Know	Refused
1	2	3	4	5	888	777

S8.Q4. Are there any other comments you would like to make about your home or the research being carried out? (Please allow for 3 options)

Thank you very much for completing the questionnaire.

This report can be found on the Housing
Executive website: www.nihe.gov.uk

For any information on the New Build Social
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