



The Twelfth Survey of Public Attitudes

# Public Attitudes Survey 2012

**Housing**  
Executive

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- Perceptive Insight Market Research for conducting the fieldwork;

This is a research report by Paddy Finucane of the Housing Executive's Research Unit for the Department of Social Development and the Northern Ireland Housing Executive.

## Introduction

### Background to the Survey

Since 1984 the Housing Executive has conducted surveys of public attitudes to monitor public opinion in Northern Ireland of its services and other housing related issues. The 2012 Public Attitudes Survey is the twelfth in the series to examine the views of all tenure groups.

Until 1994 the Public Attitudes Survey was the main vehicle through which the Housing Executive assessed the opinions of its tenants. With the introduction of the Continuous Tenant Omnibus Survey, the Public Attitudes Survey was no longer required to monitor customer satisfaction with services used exclusively by Housing Executive tenants.

However, since the Housing Executive provides services to all tenure groups, the Public Attitudes Survey continues to play a unique and vital role in monitoring the opinions of owner-occupiers, Housing Executive tenants and people living in privately rented and other accommodation.

In previous years, the Housing Executive had commissioned the Northern Ireland Statistics & Research Agency (NISRA) to conduct the fieldwork for its Public Attitudes Surveys as a module of the Northern Ireland Omnibus Survey. In 2012, however, following the introduction of amended procurement rules, the Housing Executive appointed Perceptive Insight Market Research, an independent market research company, to conduct the fieldwork for the 12th Public Attitudes Survey. The Housing Executive used a very similar methodology and sample in 2012 as previous years but direct comparison of results between 2006 and 2012 should be made with caution. The 2012 Public Attitudes Survey included some new questions and some alterations to existing questions. Details of changes and additions, where they occur, are included in the report.

### Presentation of findings

This report presents the findings of the 2012 Public Attitudes Survey, cross-tabulated by five key variables:

- tenure (i.e. owner-occupiers<sup>1</sup>, Housing Executive tenants and private renters<sup>2</sup>;
- area (the five Housing Executive areas – Belfast, North East, South, South East and West);

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<sup>1</sup> The tenure group 'owner-occupiers' includes mainly respondents who owned their home outright or were buying it with the help of a mortgage or loan; in addition, a small number of respondents were part buying/part renting their home through Co-Ownership.

<sup>2</sup> The tenure group 'private renters' comprises mainly respondents who were living in privately rented accommodation; two additional groups – (i) respondents who were renting housing association accommodation, and (ii) a very small number who were living in their accommodation rent-free – are included.

- religion of respondent<sup>3</sup>;
- age of respondent<sup>4</sup> and
- urban or rural location of household

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<sup>3</sup> Analysis of findings by religion of respondent is based on the two main religious groups (Protestants and Catholics). The other categories (mixed religion, other religion , no religion, refusal, don't know) were not included in the textual analysis

<sup>4</sup> Age of respondent was grouped into age bands 16-24, 25-34, 35-44, 45-54, 55-64 and 65+.

## EXECUTIVE SUMMARY

### Socio-economic characteristics of respondents

Almost one-quarter (24%) of respondents had a gross household income between £10k and £20k, 20% had less than £10k, 17 per cent had more than £30k and 14 per cent had between £20k and £30k.

Almost one in three respondents (29%) were aged 65 and older. Similar proportions were aged 45-54 (19%), 35-44 (18%), 55-64 (15%) and 25-34 (15%). The remaining 4 per cent were aged between 16 and 24.

Almost half (49%) of respondents were married, 26 per cent were single, 12 per cent were widowed, 7 per cent were divorced, 4 per cent were separated and 2 per cent were in a civil partnership.

More than two-fifths (44%) of all respondents were working and 29 per cent were retired. Within the working age population, (71%) of all respondents, more than one-third (35%) were workless: 14 per cent were not working; 13 per cent were looking after the family/home; 7 per cent were permanently sick or disabled and a small proportion (1%) were students.

More than half (54%) of respondents stated that their nationality was British, 29 per cent Irish and 13 per cent Northern Irish. Other nationalities including Polish and Lithuanian comprised the remaining 4 per cent. The vast majority (99%) of respondents were white.

More than six in ten respondents (63%) were owner-occupiers, 21 per cent were private renters<sup>5</sup> and 16 per cent were tenants, reflecting the rapid growth in private renting and the relative decline of both owner-occupation and social housing. The equivalent distribution in the 2006 survey was 79 per cent, 11 per cent, 10 per cent respectively.

One-third (33%) of respondents had lived in their current home for more than 20 years and 27 per cent had lived there for 5 years or less. Almost one-fifth (18%) had lived there between 5 and 10 years and 13 per cent between 10 and 15 years.

The three main benefit types received were:

- Retirement Pension (including works pensions) – 31%;
- Child Benefit – 26%; and
- Housing Benefit – 23%.

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<sup>5</sup> The actual proportion of respondents who were private renters was 15%. However, a small proportion of respondents stated that they either were housing association tenants or lived in their accommodation rent-free (6%). These respondents were grouped with the private renters to form the third tenure group (private renters and others) and is described in the report as 'private renters'. This reporting convention is in line with previous surveys carried out by NISRA and is used in this analysis to enable comparison.



The predominant household types recorded in this survey were large adult (17%), followed by two older (16%), lone older (15%), small family (14%), lone adult (13%) and two adult (12%). Lone parent (7%) and large family (6%) households constituted smaller proportions.

## Contact with the Housing Executive

More than one-quarter (27%; 18% in 2006) of all respondents had been in contact with the Housing Executive within the previous year.

A much higher proportion of tenants (77%) than the other tenure groups (37% of private renters and 11% of owner-occupiers) had contacted the Housing Executive during the previous year.

Of the 27 per cent of all respondents who had contacted the Housing Executive during the year before the survey, almost three-quarters (74%) had done so by telephone. More tenants (85%) than owner-occupiers (68%) or private renters (62%) had telephoned the Housing Executive.

Similar proportions of respondents included in the 2012 and 2006 surveys stated that their most recent telephone call had been answered quickly (82%; 83% in 2006); that staff had been polite (88%; 83% in 2006); that the Housing Executive had dealt with their query promptly (78%; 73% in 2006); that they were able to contact the right person to deal with their query (86%; 83% in 2006) and that the person who dealt with their call had given their name (60%; 55% in 2006).

## Awareness of Housing Executive functions

Levels of awareness of the organisation's functions ranged from 57 per cent of respondents who knew that the Housing Executive administers Housing Benefit to both Housing Executive and private sector tenants, to 21 per cent who knew that the Housing Executive manages an equity sharing scheme.

The biggest percentage increase between 2006 and 2012 was in awareness of neighbourhood wardens providing services directly to tenants (6% increase). The biggest decrease was in awareness of the provision of home improvement grants (10% decrease) between 2006 and 2012.

Eleven of 14 Housing Executive functions had comparable data available from the 2006 survey. Of these, this survey found increases in awareness in 7 functions and decreases in the remaining five.

## Assessment of the Housing Executive's performance in the delivery of services

High proportions of respondents did not know/had no opinion on the Housing Executive's performance in the delivery of services. This summary will highlight overall performance and areas where significant change has occurred since 2006.

Overall, the way the Housing Executive provides its services

All respondents: 43 per cent of all respondents thought the Housing Executive's performance was very good/good. In 2006, 40% thought the overall service was very good/good.

Respondents who had contacted the Housing Executive over the previous year: almost three-fifths (59%) of respondents in contact with the organisation thought the organisation's overall performance was very good/good. In 2006, a slightly smaller proportion (54%) considered the overall performance to be very good/good.

### Helping reduce anti-social behaviour

All respondents: one-quarter (25%) of all respondents thought the organisations performance in helping reduce anti-social behaviour was very good/good. In 2006, only 13 per cent made this assessment.

Respondents who had contacted the Housing Executive over the previous year: more than one-third (37%) of respondents in contact with the organisation thought the organisation's performance in helping reduce anti-social behaviour. In 2006, only 20% made this assessment.

### Working with other agencies to create a safe and pleasant environment

All respondents: almost one-third (30%) of all respondents thought the Housing Executive's performance in working with other agencies to create a safe and pleasant environment was very good/good. In 2006, 22% made this assessment.

Respondents who had contacted the Housing Executive over the previous year: more than two-fifths (42%) of respondents in contact with the organisation thought the organisation's performance in working with other agencies to create a safe and pleasant environment was very good/good. In 2006, 22% made this assessment.

### Helping people who are homeless

All respondents: more than one-third (34%) of all respondents thought the Housing Executive's performance in helping people who are homeless. In 2006, 39% made this assessment.

Respondents who had contacted the Housing Executive over the previous year: more than two-fifths (41%) of respondents in contact with the organisation thought the organisation's performance in helping people who are homeless was very good/good. In 2006, 31% made this assessment.

## Attitudes to local neighbourhoods

### Perceptions about the image of local neighbourhood

Almost four-fifths (79%) of all respondents felt very or fairly proud of the general image of their neighbourhood, e.g. when friends or relatives came to visit; 16 per cent had no strong feelings and 6 per cent were slightly ashamed. Fewer respondents to the 2006 survey (76%) felt proud of their neighbourhood's image; 16 per cent had no strong feelings and 8 per cent were ashamed.

## Perceptions about change in the local neighbourhood

Almost three-fifths (59%) of all respondents thought their local neighbourhood was not really changing; one-quarter (25%) thought it was changing for the better; 11 per cent thought it was changing for the worse and 6 per cent didn't know. In 2006, fewer respondents (48%) than in 2012 thought the area was not really changing, however more thought it was changing for the better (31%) and also for the worse (19%).

## Feeling safe in own home

Almost all respondents (96%) felt safe in their own home during the day (98% in 2006); fewer respondents (93%) felt safe in their own home after dark (89%).

## Feeling safe in the neighbourhood

Almost all (96%) of respondents felt safe walking alone in their neighbourhood during the day (95% in 2006). Fewer respondents (80%) felt safe walking alone after dark (65% in 2006).

## Perceptions about problems in the local area

Respondents were asked about the occurrence of eleven problem activities/behaviours in their local area. Most respondents did not think these were problems for their local area, such as criminal damage to public and private property, flags and emblems, graffiti, or bonfires. Those who thought their local area did not have these problems ranged from 78 per cent of respondents in relation to criminal damage to homes to 92 per cent in relation to harassment due to homophobia. Those respondents who identified problems in their area tended to consider them minor rather than major.

In 2012, the largest proportion (22%) of respondents cited criminal damage to homes as a problem in their local area, followed by paramilitary flags or emblems (21%), criminal damage to public buildings and sectarian graffiti (both 19%). This survey found a decrease across all perceived problems compared to the 2006 survey.

## Community Relations and Attitudes to Religious Integration

Most respondents (79%; 62% in 2006) were not concerned about community relations in their local area; more than one-fifth (21%; 37% in 2006) were concerned. Respondents were more concerned about community relations in Northern Ireland as a whole (44%; 69% in 2006). More than half (56%) were not concerned, compared to 29 per cent in 2006.

The 2012 findings show a considerable reduction in public concern about community relations across the key indicators since the time of the 2006 survey. In 2006, less than one in four (37%) respondents were concerned about community relations in their local area, compared with 21 per cent in 2012. Similarly, concern about community relations in Northern Ireland decreased from 69 per cent in 2006 to 44 per cent in 2012.

### Attitudes to religious integration

Almost three-fifths (59%) of all respondents thought it should be Housing Executive policy to promote a religious mix in its estates, a decrease on the 2006 findings (66%).

More owner-occupiers (61%) than tenants (57%) and private renters (53%) thought the Housing Executive should promote a religious mix in its estates. Results by tenure differed somewhat in 2006, when 68 per cent of owner-occupiers, 63 per cent of private renters and 56 per cent of tenants thought the Housing Executive should promote a religious mix in its estates.

### Perceptions and preferences about religious mix of local area

Comparison of the findings from the 2012 and 2006 surveys shows, for the most part, that similar proportions of respondents chose the same statements. Two-fifths (40%) of all respondents to the 2012 survey said they lived in a mixed religion area and wished to continue doing so, compared to 42 per cent in 2006.

More respondents in 2012 (14%) than 2006 (10%) said they lived in a Catholic area and wished to continue doing so. The proportion of respondents (13%) who said they lived in a Protestant area and wished to continue doing so did not change between 2006 and 2012.

### The Housing Executive and Equality

Almost three-fifths (59%) of all respondents thought the Housing Executive treats the two main religious groups (Protestants and Catholics) equally when applying for a home. In 2006 a greater proportion (74%) held this view. A further 36 per cent of respondents did not know how the Housing Executive treats Protestants and Catholics who apply for a home. In 2006, 19 per cent held this view.

More than half (56%) of all respondents said they thought the Housing Executive treats Protestants and Catholics equally when applying for a job, a decrease since 2006 when 70 per cent thought this was the case. Two-fifths (40%) of respondents said they didn't know how the Housing Executive treats the two main religious groups when applying for a job, almost double the proportion (21%) in 2006 who answered this way.

Fewer respondents thought the Housing Executive treats Catholics better (3%) or Protestants better (2%) when applying for a job.

### Attitudes to Disability in Northern Ireland

Almost 3 in 10 (29%) of respondents said they thought, in general there is prejudice against people with disabilities in Northern Ireland. More than half (53%) said they did not think this was the case and 18 per cent did not know.

## Perceptions about prejudice against people with specific disabilities

The highest proportion (89%) among this sub sample of respondents<sup>6</sup> said they thought there was prejudice against people with a mental health issue(s) and the lowest proportion (54%) held this view for people with a progressive (incurable) illness.

## Respondents' attitudes to a hypothetical hostel being sited in their immediate neighbourhood

Of those who were concerned, the highest proportion (29%) said it would be if a hostel for people with mental health issues were to be sited in their immediate neighbourhood. Fewer respondents said they would be concerned about a hostel for people with a physical disability (11%) or a learning disability (11%).

## The Housing Executive and Community Work

Less than one-third of respondents (30%) knew the Housing Executive supports the formation of community groups in its estates. The same proportion (30%) knew the Housing Executive provides accommodation for community groups to use. In 2006 slightly more respondents knew about the Housing Executive's support for the formation of (32%) and provision of accommodation for (32%) community groups.

Less than one-fifth (14%; 17% in 2006) of all respondents knew that the Housing Executive raises funds for local charities. Fewer respondents (11%; 11% in 2006) knew that Housing Executive staff do voluntary work for local charities.

## Internet Access and Awareness of Housing Executive's Social Media

### Internet Access and methods of access

More than two-thirds (68%) of respondents said that they, or members of their households, had access to the internet. The most common method of accessing the internet was personal computer/laptop (89%) and 10 per cent used a smartphone/tablet pc or similar device. By comparison, in 2006, 62 per cent of respondents had access to the internet from their home, 99 per cent of whom had used a personal computer/laptop to gain access. This indicates a steady rise in internet access in households across Northern Ireland but with varying methods of access available.

### Awareness, use and effectiveness of social media

Almost two-fifths (38%) of respondents who had internet access said they were aware of the Housing Executive's website. Of those who were aware of the website, more than one-quarter (27%) said they had used it and more than three-quarters (77%) said they thought it was an effective way to communicate.

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<sup>6</sup> Respondents who had previously said they thought there is prejudice against disabled people in Northern Ireland.

Less than one-tenth (7%) of respondents were aware of the Housing Executive Facebook page. Of these, a very small proportion (6%) had ever used the Facebook page though almost half (49%) considered it to be an effective way to communicate.

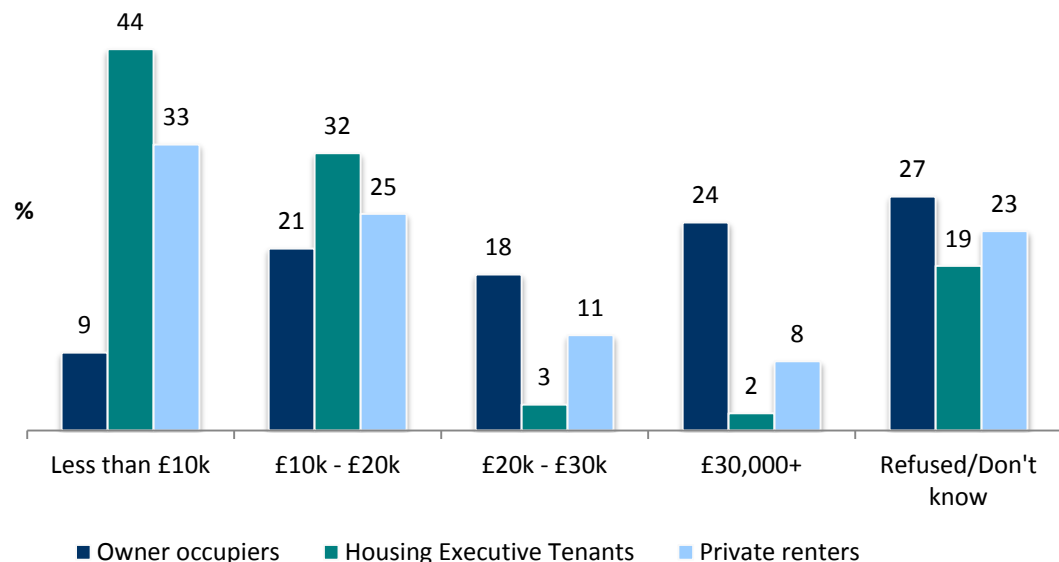
Less than one-tenth (6%) were aware of the Housing Executive's Twitter account. Of these, a very small proportion (5%) had ever used the Twitter account though more than two-fifths (43%) considered it to be an effective way to communicate.

# Chapter 1: Socio-economic characteristics and housing history of respondents

## Gross household income (Figure 1.1; Appendix Table 1.1)

- 1.1 The distribution of household income is broadly reflective of that recorded by other household surveys in Northern Ireland. Almost one-quarter (24%) had a gross household income between £10k and £20k, 20% had less than £10k, 17 per cent had more than £30k and 14 per cent had between £20k and £30k.
- 1.2 One-quarter (25%) of respondents either did not know or refused to state their gross household income (11% and 14% respectively).
- 1.3 Analysis by tenure shows the highest proportions of those respondents with an income below £10k were Housing Executive tenants (44%) and private renters (33%) compared to only 9 per cent of owner-occupiers. Tenants<sup>7</sup> were also the highest proportion of those earning between £10k and £20k. Owner-occupiers were more prevalent in the middle to high income groups. Almost one-fifth (20%) of owner-occupiers had an income between £20k and £30k and almost one-quarter (24%) had an income over £30k, compared to 2 per cent of tenants. More owner-occupiers (27%) than private renters (23%) and tenants (19%) refused to answer or did not know their gross household income.

Figure 1.1: Annual Gross Household income (by tenure)



- 1.4 West Area had the highest proportions of those with a gross household income below £10k (26%) and between £10k and £20k (31%). Only 7 per

<sup>7</sup> Housing Executive tenants are abbreviated to 'tenants' in the textual analysis for ease of reporting.

cent of respondents living in West Area had a gross household income over £30k.

- 1.5 Among the lowest income groups (less than £10k per annum), almost half (47%) of respondents were 16 to 24 years old and equal proportions (23%) were between 55 and 64 and over 65 years old.
- 1.6 Analysis by religion shows there was a considerably higher proportion of Catholic households (27%) compared to Protestant (17%) with a gross household income below £10k. Further analysis shows more than half (56%) of those with an income below £10k were workless. Within this workless sub-group, almost three-fifths (59%) were Catholic and thirty-five per cent were Protestant.
- 1.7 Analysis by urban or rural location of household shows no variation between those with a gross household income below £10k (urban and rural both 20%).

## Age of respondents (Table 1.1; Appendix Table 1.2)

- 1.8 Almost one in three respondents (29%) were aged 65 and older. Similar proportions were aged 45-54 (19%), 35-44 (18%), 55-64 (15%) and 25-34 (15%). The remaining 4% were aged between 16 and 24.
- 1.9 Analysis of age distribution by tenure shows 33 per cent of owner-occupiers to be aged 65 or over compared to only 10 per cent in the group aged between 25 and 34. The general trend of each demographic banding is for the proportion of owner-occupiers to increase with age.
- 1.10 Among tenants, one-quarter (25%) were aged over 65 and a similar proportion (22%) were aged between 45 and 54. Lesser proportions of tenants were in the other age groups, ranging from 18% (those aged 25-34) to 3 per cent (those aged 16-24).
- 1.11 The age distribution of private renters differed from the other two tenure groups, with larger proportions (43%) in the lower age groups (16-34) and a smaller proportion (18%) in the upper age group (over 65).

*Table 1.1: Age of respondents (by tenure)*

	16-24	25-34	35-44	45-54	55-64	65+
<b>All respondents</b>	4%	15%	18%	19%	15%	29%
<b>Owner-occupiers</b>	1%	10%	19%	21%	17%	33%
<b>NIHE Tenants</b>	3%	18%	15%	22%	17%	25%
<b>Private renters</b>	14%	29%	18%	12%	11%	18%

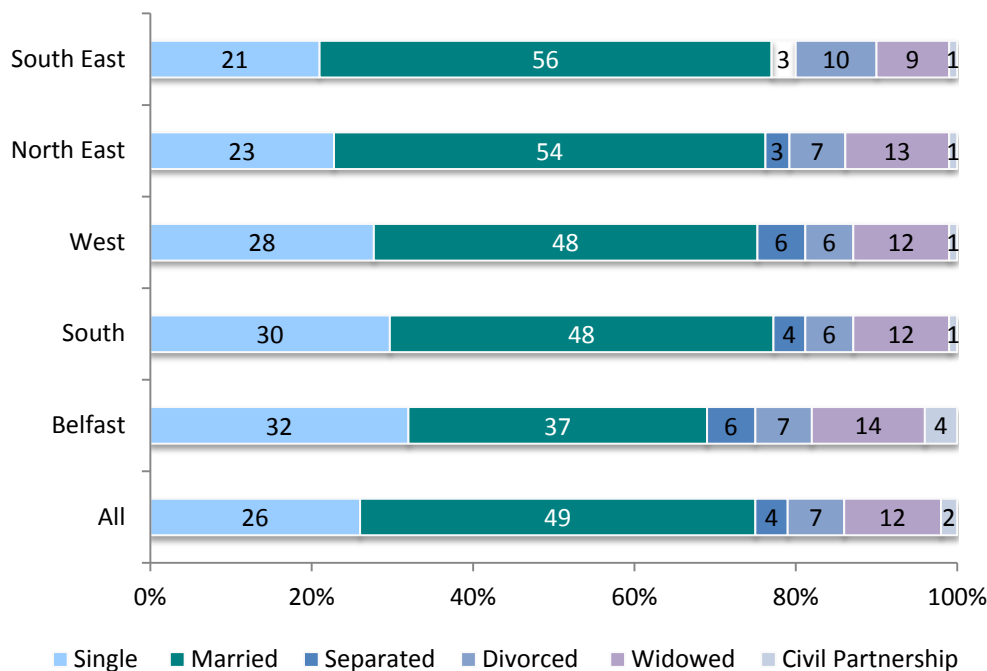


- 1.12 North East and South Areas had the largest proportions (36% and 31% respectively) of respondents aged 65 and older; Belfast and West Areas had the smallest proportion (25%). The largest proportion of respondents aged 25-34 lived in the Belfast Area (21%) and the smallest (13%) lived in the West and North East Areas.
- 1.13 Analysis of the age profile of respondents by religion shows some variations between the age groups. For instance, there were proportionately more Protestant respondents than Catholic in the older age groups (e.g. for those aged 65+ the figures were 55% and 38% respectively) and more Catholic respondents than Protestant in the younger age groups (e.g. for those aged under 35 the figures were 35% and 45% respectively).
- 1.14 Approximately one-third (34%) of those living in rural areas were older respondents aged 65 or older, compared to 27 per cent in urban areas.

### Marital status of respondents (Figure I.2; Appendix Table I.3)

- 1.15 Almost half (49%) of respondents were married, 26 per cent were single, 12 per cent were widowed, 7 per cent were divorced, 4 per cent were separated and 2 per cent were in a civil partnership.
- 1.16 Almost two-thirds (65%) of owner-occupiers were married compared with 24 per cent of private renters and 20 per cent of tenants. In contrast, equal proportions (49%) of tenants and private renters were single, compared to 13 per cent of owner-occupiers. Equal proportions (13%) of owner-occupiers and tenants were widowed compared to 8 per cent of private renters. There were proportionately more divorced tenants (14%) than private renters (10%) and owner-occupiers (5%).
- 1.17 Belfast Area had the largest proportion of single respondents (32%) and South East Area had the smallest (21%). Proportions of married respondents ranged from 56 per cent in the South East to 37 per cent in Belfast.

Figure 1.2: Marital Status (by Housing Executive area)



- 1.18 A larger proportion of Catholic (34%) respondents than Protestant (20%) were single while the reverse was true for married respondents (Protestant 52%; Catholic 40%).

## Employment status of respondents (Appendix Table I.4)

- 1.19 More than two-fifths (44%) of all respondents were working<sup>8</sup> and 29 per cent were retired. Within the working age population (71%) of all respondents, more than one-third (35%) were workless<sup>9</sup>; 14 per cent were not working; 13 per cent were looking after the family/home; 7 per cent were permanently sick or disabled and a small proportion (1%) were students.
- 1.20 A higher proportion of owner-occupiers (52%) were working compared to private renters (38%) and tenants (19%). Amongst retired respondents there were similar proportions of owner-occupiers (32%) and tenants (29%) and a lesser proportion (18%) of private renters.
- 1.21 Analysis of the tenure of workless respondents shows similar proportions of owner-occupiers (34%), private renters (34%) and tenants (32%) were economically inactive.
- 1.22 Further analysis shows variation by Housing Executive Area. Almost one-half (49%) of respondents in the South East Area were working compared to 39 per cent in the West. In the North East, 38 per cent of respondents were

<sup>8</sup> Includes self-employed, working full-time and part-time respondents of any age.

<sup>9</sup> Includes not working long and short term, looking after family/home, sick or disabled and students within the working age population.

retired compared to 24 per cent in the Belfast and West Areas. The highest proportion (23%) of workless respondents was in South Area and the lowest (17%) in the North East.

- 1.23 Analysis by age of HRP shows that the proportion of working respondents was highest (67%) in the 35-44 age group compared to 10 per cent in the 65+ range. Predictably, retired respondents accounted for 82 per cent of those over 65 and there were no retired respondents in the 16-44 age range. Of those who were workless, almost 3 in 10 (29%) were aged between 16 and 34. Similar proportions were aged 45 - 54 (27%), 35 - 44 (25%) and 55 - 64 (20%).
- 1.24 Analysis of employment status by religion indicates some variation in employment status. For instance, there was a larger proportion of working age Catholic respondents (48%) who were workless compared to 40 per cent of working age Protestants and a larger proportion of Protestant respondents who were retired (34%) compared to 25 per cent of Catholics. There was very little variation amongst those who were working (Protestant 43%; Catholic 41%).

## Nationality and Ethnic Origin (Appendix Tables I.5 and I.6)

- 1.25 More than half (54%) of respondents stated that their nationality was British, 29 per cent were Irish and 13 per cent were Northern Irish. Other nationalities including Polish and Lithuanian comprised the remaining 4 per cent. The vast majority (99%) of respondents were white.

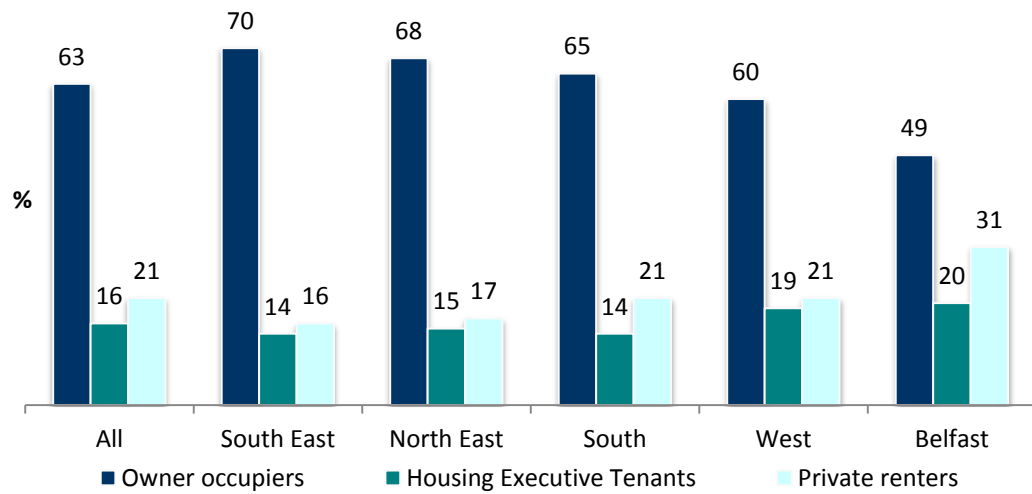
## Tenure (Figure I.3; Table I.2; Appendix Table I.7)

- 1.26 More than six in ten respondents (63%) were owner-occupiers, 21 per cent were private renters<sup>10</sup> and 16 per cent were tenants, reflecting the rapid growth in private renting and the relative decline of both owner-occupation and social housing. The equivalent distribution in the 2006 survey was 79 per cent, 11 per cent, 10 per cent respectively. The highest proportions of owner-occupiers were in the South East Area (70%) followed by the North East (68%), South (65%), West (60%) and lowest in Belfast Area (49%).

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<sup>10</sup> The actual proportion of respondents who were private renters was 15%. However, a small proportion of respondents stated that they either were housing association tenants or lived in their accommodation rent-free (6%). These respondents were grouped with the private renters to form the third tenure group (private renters and others) and is described in the report as 'private renters'. This reporting convention is in line with previous Public Attitude Surveys carried out by NISRA and is used in this analysis to enable comparison.

Figure 1.3: Tenure (by Housing Executive Area)



- 1.27 In general, owner-occupation increased with age, from 11 per cent of respondents aged between 16 and 24 to 73 per cent of those aged 65 or older.

Table 1.2: Tenure (by age of respondent)

	Owner- occupiers %	Housing Executive tenants %	Private renters and others %	Total %
<b>All respondents</b>	63	16	21	100
<b>16-24</b>	11	14	76	100
<b>25-34</b>	41	20	40	100
<b>35-44</b>	66	14	20	100
<b>45-54</b>	69	19	13	100
<b>55-64</b>	68	18	14	100
<b>65+</b>	73	14	13	100

- 1.28 Analysis of owner-occupation by religion shows some variation. More than two-thirds (67%) of Protestants were owner-occupiers compared with 58 per cent of Catholics. Furthermore, there were more Catholics (25%) than Protestants (15%) living in the private rented sector.
- 1.29 There were proportionately more rural owner-occupiers (78%) than urban (57%). Private renters accounted for one-quarter (25%) of urban respondents compared to 10 per cent of their rural counterparts.

## Length of time in current home (Appendix Table I.8)

- 1.30 One-third (33%) of respondents had lived in their current home for more than 20 years and 27 per cent had lived there for 5 years or less. Almost one-fifth (18%) had lived there between 5 and 10 years and 13 per cent between 10 and 15 years.
- 1.31 Almost half (45%) of owner-occupiers and 22 per cent of tenants had lived in their current homes for 20 years or more compared with just 6 per cent of private renters. In contrast, almost three-quarters (71%) of private renters had lived in their current home for 5 years or less. Almost one-quarter (24%) of tenants and 19 per cent of owner-occupiers had lived in their current home between 5 and 10 years.
- 1.32 Older respondents tended to have lived the longest (more than 20 years) in their current home (62% of those aged 65 or older and 49% of those aged between 55 and 64). In contrast, younger respondents tended to have lived the shortest length of time (less than 5 years) in their current home (94% of those aged 16- to 24 and 69% of those aged 25 to 34). There was no noteworthy variation by religion.
- 1.33 Analysis by location of household (urban or rural) shows some variation. Exactly half (50%) of urban respondents had lived in their current home up to 10 years compared to 34 per cent of rural respondents. Conversely, almost half (45%) of rural respondents who had lived in their current home for more than 20 years compared to 29 per cent of those in an urban location.

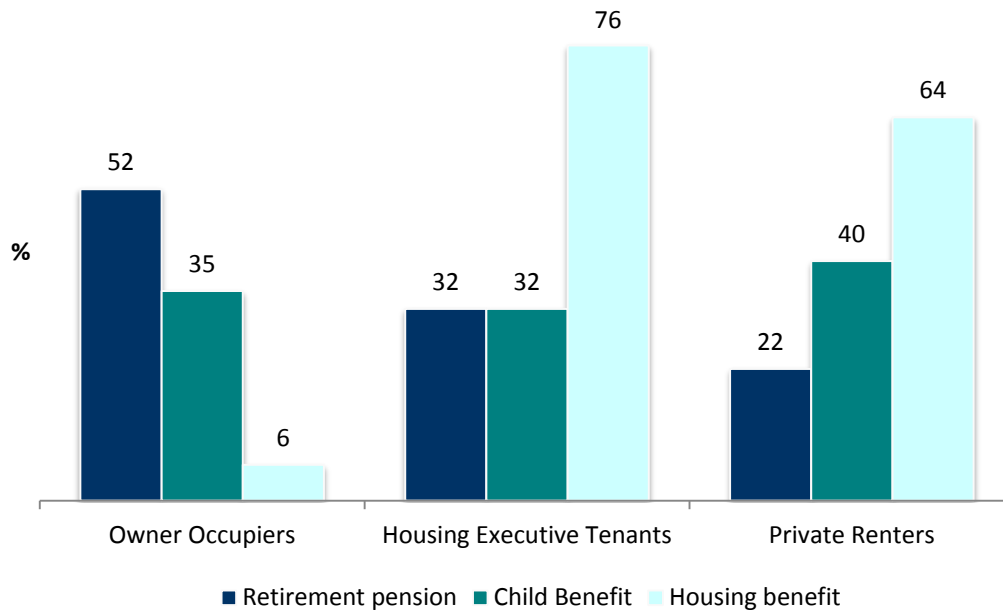
## Benefits received by HRP<sup>11</sup> (Figure I.4; Appendix Table I.9)

- 1.34 The three main benefit types received were:
- Retirement Pension (including works pensions) – 31%
  - Child Benefit – 26%
  - Housing Benefit – 23%
- For ease of reporting the textual analysis will be concerned with the three main benefit types. A full breakdown is in the Appendix Tables.
- 1.35 More than half (55%) of owner-occupiers were in receipt of Retirement Pension. Housing Benefit was the main benefit claimed by tenants (76%), the highest proportion of any tenure group. Almost two-thirds (64%) of private renters were in receipt of Housing Benefit. A higher proportion of private renters (40%) claimed Child Benefit than owner-occupiers (35%) and tenants (32%).

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<sup>11</sup> This analysis only includes those HRPs who answered 'yes' to the benefit questions. Those who answered 'no' or 'refused' were removed. Therefore the base number of respondents is different for each benefit. See appendix tables for more information.

Figure 1.4: Benefits received (by tenure)



- 1.36 North East Area had the highest proportion (53%) of those in receipt of Retirement Pension compared to the lowest proportion, 28%, in Belfast Area. Belfast had the highest proportion (42%) of those claiming Housing Benefit and South East Area had the lowest (23%). West Area (42%) had the highest proportion of respondents in receipt of Child Benefit; the lowest (27%) was in South Area.
- 1.37 Predictably, more older respondents (65 or older – 92%) were in receipt of Retirement Pension than those in the younger age groups. Higher proportions of respondents in receipt of Child Benefit were in the younger age categories (16-24 – 72%; 25-34 – 78%; 35-44 – 79%) compared to those aged over 65 (0%). More than two-thirds (68%) of those aged between 16 and 24 were in receipt of Housing Benefit, compared to 20 per cent of those aged over 65.
- 1.38 A higher proportion of Catholic than Protestant respondents were in receipt of Child Benefit (38% and 30% respectively) and also Housing Benefit (39% and 29% respectively). Almost half (49%) of Protestant respondents were in receipt of a Retirement Pension, compared to 37 per cent of Catholics, reflecting the older age profile of the Protestant population.
- 1.39 Similarly, more urban than rural respondents were in receipt of Child Benefit (37% and 31% respectively) and also Housing Benefit (35% and 22% respectively). Exactly half (50%) of rural respondents were in receipt of a Retirement Pension, compared to 39 per cent of their rural counterparts.

## Household Type (Figure I.5; Table I.3 Appendix; Table I.10)

- 1.40 The predominant household types recorded in this survey were large adult (17%), followed by two older (16%), lone older (15%), small family (14%), lone adult (13%) and two adult (12%). Lone parent (7%) and large family (6%) households constituted smaller proportions.

Classification of household types was not possible in previous surveys of Public Attitudes due to different methods of data collection. For that reason, findings from the 2009 House Condition Survey are presented to enable comparison of findings at Northern Ireland level and confirm the representativeness of the findings.

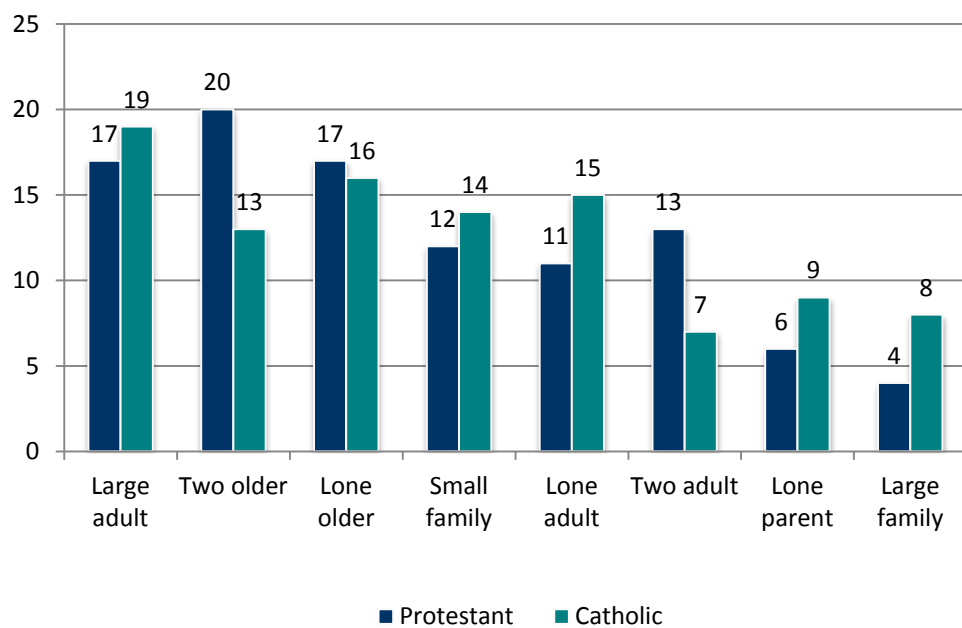
*Table 1.3: Household Types in Public Attitudes Survey 2012 compared to House Condition Survey 2009.*

	PAS 2012	HCS 2009 (NI)
<b>Large Adult (three or more adults - related or unrelated – and no dependent children &lt;16)</b>	17%	12%
<b>Two Older (two people – related or unrelated - at least one of whom is of pensionable age)</b>	16%	14%
<b>Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)</b>	15%	15%
<b>Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children &lt; 16)</b>	14%	13%
<b>Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)</b>	13%	13%
<b>Two Adult (two people – related or unrelated – below pensionable age)</b>	12%	15%
<b>Lone Parent (sole adult living with dependent child(ren) &lt;16)</b>	7%	8%
<b>Large Family (any two adults - related or unrelated - living with more than 2 dependent children &lt; 16)</b>	6%	1%

- 1.41 The composition of household types found in the 2012 Public Attitudes Survey was broadly similar to those found in the 2009 House Condition Survey. However, this survey found higher proportions of large adult (17%) and large family (6%) households.
- 1.42 Analysis by tenure shows that similar proportions of tenants (24%) and private renters (23%) were lone adult households. In addition, 22 per cent of tenants were lone older households. The largest proportions of owner-occupiers were large adult (21%) and two older (20%) households.

- 1.43 The most common household type in Belfast Area was lone adult (19%). Two older households were the most common type found in the North East (21%) and South East (19%) areas. In South Area, lone older (18%) was the most common household type and in West Area it was large adult (20%).
- 1.44 Generally, proportions of most household types were similar between the two main religious groups, however there were some variations. There were higher proportions of Protestant two older (20%) and two adult (13%) households than Catholic (13% and 7% respectively). There was twice the proportion of Catholic large family (8%) households than Protestant (4%).

Figure 1.5: Household type (by religion)



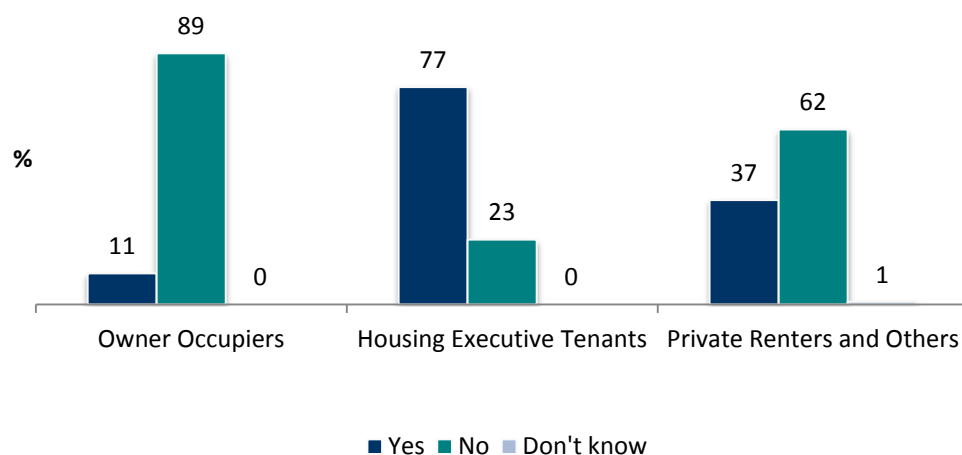


## Chapter 2: Contact with the Housing Executive

### Contact over the previous year (Figure 2.1; Table 2.1; Appendix Tables 2.1 & 2.2)

- 2.1 More than one-quarter (27%; 18% in 2006) of all respondents had been in contact with the Housing Executive within the previous year.

*Figure 2.1: Have you had any contact with the Housing Executive over the past year? (by tenure)*



- 2.2 Predictably, a much higher proportion of tenants (77%) than the other tenure groups (37% of private renters and 11% of owner-occupiers) had contacted the Housing Executive during the previous year. Belfast area had the largest proportion (40%) of respondents in contact with the Housing Executive; North East and South East Areas had the smallest (equally 24%).
- 2.3 The most common reason for contacting the Housing Executive was due to housing maintenance or repair.

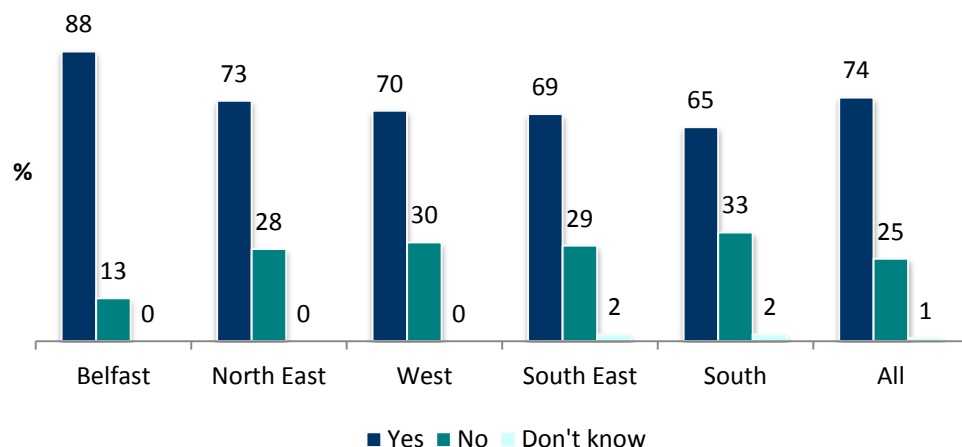
*Table 2.1: Contact with the Housing Executive within the previous year (yes/no)*

	Yes	No	Don't know	Totals
<b>All respondents</b>	27%	73%	0%	100%
<b>Housing Executive tenants</b>	77%	23%	0%	100%
<b>Private renters</b>	37%	62%	1%	100%
<b>Owner-occupiers</b>	11%	89%	0%	100%
<b>Belfast Area</b>	40%	60%	1%	100%
<b>West Area</b>	26%	74%	0%	100%
<b>South East Area</b>	24%	76%	0%	100%
<b>South Area</b>	25%	75%	1%	100%
<b>North East Area</b>	24%	76%	0%	100%
<b>16-24</b>	58%	42%	0%	100%
<b>25-34</b>	36%	63%	1%	100%
<b>35-44</b>	23%	77%	1%	100%
<b>45-54</b>	27%	73%	0%	100%
<b>55-64</b>	26%	74%	0%	100%
<b>65+</b>	22%	78%	0%	100%
<b>Protestant respondents</b>	28%	72%	0%	100%
<b>Catholic respondents</b>	30%	70%	0%	100%
<b>Rural</b>	17%	83%	0%	100%
<b>Urban</b>	31%	69%	0%	100%

## Contact with the Housing Executive by telephone (Figure 2.2; Appendix Table 2.3)

- 2.4 Of the 27 per cent of all respondents who had contacted the Housing Executive during the year before the Survey, almost three-quarters (74%) had done so by telephone. In 2006 the proportion contacting the organisation by telephone was slightly higher (76%).
- 2.5 More tenants (85%) than owner-occupiers (68%) or private renters (62%) had telephoned the Housing Executive. Belfast Area had the largest proportion (88%), followed by North East (73%), West (70%), South East (69%) and South (65%).

*Figure 2.2: Over the past year, have you contacted the Housing Executive by telephone (by Housing Executive Area)*



## Analysis of telephone service (Appendix Tables 2.4-2.8)

- 2.6 More respondents aged between 45 and 54 than the other age groups who had contacted the Housing Executive had done so by telephone (87%) compared to 57 per cent of those aged between 16 and 24. Variation by religion of respondents was very slight (75% of Protestants and 74% of Catholics). Variation by location of household was also quite small (75% urban and 71% rural).
- 2.7 Similar proportions of respondents to the 2012 and 2006 surveys stated that their most recent telephone call had been answered quickly (82%; 83% in 2006); that staff had been polite (88%; 83% in 2006); that the Housing Executive had dealt with their query promptly (78%; 73% in 2006); that they were able to contact the right person to deal with their query (86%; 83% in 2006) and that the person who dealt with their call had given their name (60%; 55% in 2006).

## Analysis by Tenure (Table 2.2)

- 2.8 Larger proportions of private renters (85%) and tenants (83%) than owner-occupiers (75%) said their call had been answered quickly. Owner-occupier respondents were in the majority when asked about the politeness of staff (90% of owner-occupiers compared to 88% of tenants and 86% of private renters). More owner-occupiers (67%) than tenants (59%) and private renters (57%) said they knew the name of the person who dealt with their call. This trend continued among those who said they were able to contact the right person with their query (owner occupiers 100%; tenants 84% and private renters 76%). Of those who had said their query had been dealt with promptly, 92 per cent were owner-occupiers, 77 per cent were private renters and 72 per cent were tenants.

*Table 2.2: Analysis of telephone contact (by tenure) 2012 (and 2006)*

	Percentages			
	All	Owner-occupiers	NIHE tenants	Private renters
<b>Call was answered quickly</b>	82(83)	75(79)	83(90)	85(75)
<b>NIHE staff were polite</b>	88(83)	90(84)	88(83)	86(84)
<b>Given name of person who handled call</b>	60(55)	67(62)	59(42)	57(65)
<b>Staff handled query promptly</b>	78(73)	92(70)	72(79)	77(68)
<b>Able to contact right person</b>	86(83)	100(85)	84(84)	76(74)

## Analysis by Area (Figure 2.3; Table 2.3)

- 2.9 West Area had the largest proportion (93%) of respondents who said their call had been answered quickly; Belfast and South Areas had the smallest proportions (77%). Results in the other areas were 92 per cent in the South East and 78 per cent in the North East. West Area also had the highest proportion (97%) of respondents who said staff had been polite, compared to 84 per cent in Belfast Area.

Figure 2.3: Analysis of telephone contact (by Housing Executive area)

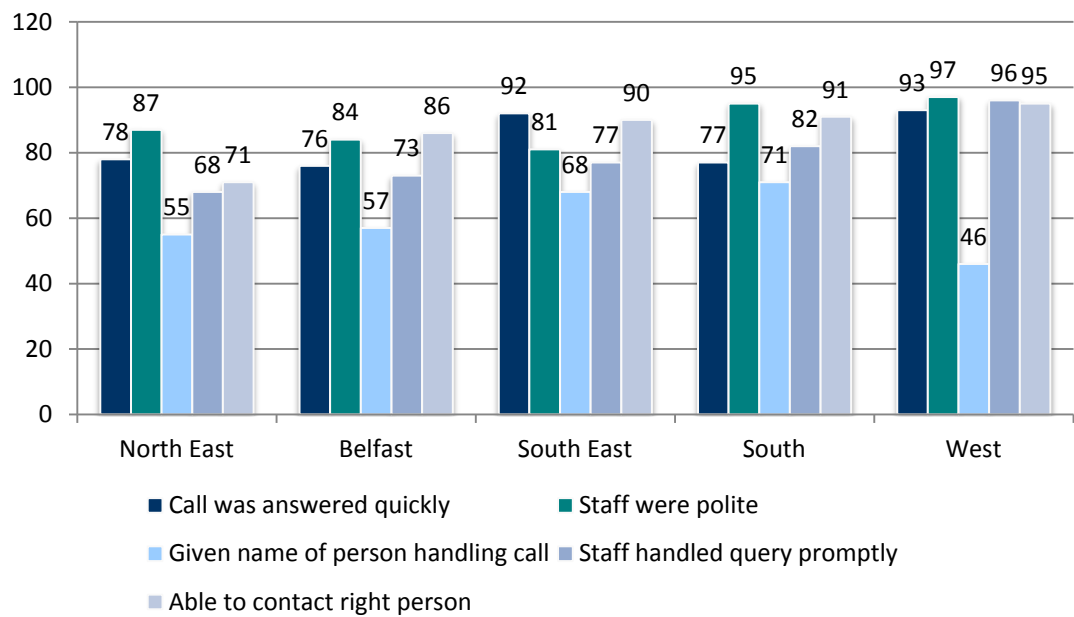


Figure 2.3 and Table 2.3 shows West Area had the largest proportions of respondents who answered positively about their experience the last time they telephoned the Housing Executive.

Table 2.3: Appraisal of telephone contact (by Housing Executive Area) 2012 (and 2006)

	Percentages					
	All	Belfast	South East	South	North East	West
<b>Call was answered quickly</b>	82(83)	76(76)	92(82)	77(84)	78(84)	93(86)
<b>NIHE staff were polite</b>	88(83)	84(89)	81(77)	95(72)	87(94)	97(77)
<b>Given name of person who handled call</b>	60(57)	57(45)	68(58)	71(66)	55(63)	46(48)
<b>Staff handled query promptly</b>	78(73)	73(74)	77(79)	82(66)	68(72)	96(73)
<b>Able to contact right person</b>	86(83)	71(81)	90(85)	91(81)	95(84)	96(86)

The five strands of telephone contact were combined for each Area to form an average or composite measure of performance. Results were as follows:

1. West Area – 85%
2. South Area – 83%
3. South East Area – 82%
4. Belfast Area – 75%
5. North East Area – 72%

## Analysis by age of respondent (Table 2.4)

- 2.10 Similarly high proportions of those aged between 25 and 34 (90%), 55 and 64 (90%) and 45 and 54 (89%) said their call had been answered quickly. The lowest proportion (70%) was the 65 or older age group. The majority (93%) of respondents aged between 55 and 64 in this sub-group had found staff polite, compared with 73 per cent of those aged between 16 and 24. More than four-fifths (84%) of those aged between 25 and 34 knew the name of the person who handled their call, compared with 61 per cent of those aged between 35 and 44. All respondents (100%) aged between 16 and 24, 45 and 54 and 55 and 64 said their query had been dealt with promptly. High proportions across all age ranges said they had been able to contact the right person with their query, ranging from 100 per cent of those aged between 16 and 24 to 89 per cent of 35 to 44 year olds.

*Table 2.4: Appraisal of telephone contact (by age of respondent) 2012 (and 2006)*

	Percentages						
	All	16-24	25-34	35-44	45-54	55-64	65+
<b>Call was answered quickly</b>	82 (83)	75 (88)	90 (81)	77 (78)	89 (75)	90 (87)	70 (92)
<b>NIHE staff were polite</b>	88 (83)	73 (88)	89 (81)	85 (82)	86 (75)	93 (96)	88 (86)
<b>Given name of person who handled call</b>	60 (57)	83 (86)	84 (44)	61 (59)	80 (48)	67 (78)	75 (50)
<b>Staff handled query promptly</b>	78 (73)	100 (86)	97 (82)	92 (68)	100 (63)	100 (87)	96 (65)
<b>Able to contact right person</b>	86 (83)	100 (86)	97 (89)	89 (79)	98 (68)	97 (91)	98 (92)

## Analysis by religion

- 2.11 There was little variation by religion across the different aspects of telephone contact, however, more Protestant (87%) than Catholic (75%) respondents said their call had been answered quickly. Other aspects of telephone contact had a variance of 5 per cent or less between the two main religious groupings.

## Analysis by urban or rural location

- 2.12 Analysis by urban or rural location of household shows very little variance between locations. Variance ranged between 2 per cent and 6 per cent across the different aspects of telephone contact.

## Chapter 3: Awareness of Housing Executive functions

- 3.1 The Public Attitudes Survey measured public awareness of a wide range of Housing Executive functions (listed in Table 3.1 in order of the highest level of awareness to the lowest among all respondents and compared to 2006 findings):

*Table 3.1: Awareness of Housing Executive Functions in 2012 (compared to 2006)*

Function	% aware	
	2012	2006
<b>Administration of Public and Private Housing Benefit</b>	57	52
<b>Complaints Procedure</b>	54	60
<b>Promotion of Energy Efficiency</b>	53	55
<b>Aim to improve the environment on estates</b>	53	54
<b>Provision of home improvement grants</b>	52	62
<b>Responsibility for homeless people</b>	52	48
<b>Working with other bodies to reduce anti-social behaviour on estates</b>	48	45
<b>Working with local residents' groups to improve services &amp; standards and develop the communities skills</b>	41	44
<b>Provision of serviced amenity sites for Travellers</b>	37	41
<b>Administration of the Supporting People programme</b>	36	29
<b>Neighbourhood Wardens providing services directly to tenants</b>	29	23
<b>Manages the Warm Homes scheme</b>	43	-
<b>Manages the pilot boiler replacement scheme</b>	35	-
<b>Manages an equity sharing scheme</b>	21	-

- 3.2 Below is a textual analysis of findings highlighting the highest and lowest levels of awareness overall, by tenure, Housing Executive Area, age of respondent, religion of household and location of respondent's household of (Table 3.2: Appendix Tables 3.1 to 3.14)

- All respondents – highest level of awareness: Almost three-fifths (57%) of all respondents knew that the Housing Executive administers Housing Benefit to both Housing Executive and private sector tenants.
- All respondents - lowest level of awareness: More than one-fifth (21%) of all respondents knew that the Housing Executive manages an equity sharing scheme.

- Awareness by tenure: Awareness of Housing Executive functions was highest among tenants, followed by owner-occupiers. Private renters were least aware of the organisations functions, with the exception of administration of Housing Benefit, Supporting People programme and reduction of anti-social behaviour, where private renters awareness exceeded that of owner-occupiers.
- Awareness by Housing Executive Area: Awareness of most Housing Executive functions tended to be highest among respondents living in South Area and lowest among those living in the Belfast Areas.
- Awareness by age of respondent: Awareness of most Housing Executive functions was highest among respondents aged between 35 and 44 and 45 and 54 and lowest in 16-24 age group.
- Awareness by religion of respondent: Overall there was little variance in awareness of Housing Executive functions between the two main religious groups, with some exceptions. For example, 62 per cent of Catholics and 53 per cent of Protestants were aware of the Housing Benefit function; 54 per cent of Protestants and 49 per cent of Catholics were aware of the grants function; 54 per cent of Protestants and 50 percent of Catholics were aware of the homeless function. Full details are in the appendix tables.
- Awareness by location of household: Variation by location of household differed according to each function but did not exceed 10 per cent. For example, 50 per cent of rural respondents were aware of the Housing Benefit function compared to 60 per cent of urban dwellers.



*Table 3.2: Highest and lowest levels of awareness of Housing Executive functions (by tenure, area, age, religion and location of respondent)*

Function and overall awareness	Highest levels of awareness		Lowest levels of awareness	
<b>Administration of Public and Private Housing Benefit (57%)</b>	Housing Executive Tenants	80%	Owner-occupiers	67%
	Belfast Area	66%	South and West Areas	55%
	Respondents aged 16-24	76%	Respondents aged 65+	48%
	Catholic respondents	62%	Protestant respondents	53%
	Urban respondents	60%	Rural respondents	50%
<b>Complaints Procedure (54%)</b>	Housing Executive Tenants	71%	Private renters	43%
	North East Area	62%	Belfast Area	42%
	Respondents aged 35-44/45-54	60%	Respondents aged 16-24	38%
	Protestant respondents	56%	Catholic respondents	51%
	Urban respondents	55%	Rural respondents	52%
<b>Promotion of Energy Efficiency (53%)</b>	Housing Executive Tenants	67%	Private renters	52%
	South Area	58%	Belfast Area	46%
	Respondents aged 45-54	57%	Respondents aged 16-24	30%
	Catholic respondents	55%	Protestant respondents	53%
	No variation in location	53%	No variation in location	53%
<b>Aim to improve the environment on estates (53%)</b>	Housing Executive Tenants	69%	Private renters	43%
	South and South East Areas	58%	Belfast Area	41%
	Respondents aged 35-44	54%	Respondents aged 16-24	25%
	Protestant respondents	55%	Catholic respondents	52%
	Urban respondents	54%	Rural respondents	51%
<b>Provision of home improvement grants (52%)</b>	Housing Executive Tenants	63%	Private renters	46%
	South East Area	58%	Belfast, NE and West Areas	47%
	Respondents aged 55-64	56%	Respondents aged 25-34	46%
	Protestant respondents	54%	Catholic respondents	49%
	Rural respondents	54%	Urban respondents	51%
<b>Responsibility for homeless people (52%)</b>	Housing Executive Tenants	65%	Owner-occupiers	49%
	Belfast Area	58%	South Area	44%
	Respondents aged 25-34	59%	Respondents aged 65+	44%
	Catholic respondents	54%	Protestant respondents	50%
	Urban respondents	53%	Rural respondents	48%

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Function and overall awareness	Highest levels of awareness		Lowest levels of awareness	
<b>Working with other bodies to reduce anti-social behaviour on estates (48%)</b>	Housing Executive Tenants	68%	Owner-occupiers	44%
	South East Area	54%	Belfast Area	38%
	Respondents aged 45-64	57%	Respondents aged 16-24	22%
	Catholic respondents	49%	Protestant respondents	48%
	Urban respondents	50%	Rural respondents	43%
<b>Manages the Warm Homes scheme (43%)</b>	Housing Executive Tenants	53%	Private renters	32%
	South Area	49%	Belfast and N East Areas	38%
	Respondents aged 55-64	48%	Respondents aged 16-24	30%
	Catholic respondents	46%	Protestant respondents	41%
	Rural respondents	46%	Urban respondents	42%
<b>Working with local residents' groups to improve services &amp; standards and develop the community's skills (41%)</b>	Housing Executive Tenants	59%	Private renters	33%,
	South East Area	48%	Belfast Area	35%,
	Respondents aged 35-44	46%	Respondents aged 16-24	22%,
	No variation by religion	42%	No variation by religion	42%
	Urban respondents	44%	Rural respondents	34%.
<b>Provision of serviced amenity sites for Travellers (37%)</b>	Housing Executive Tenants	41%	Private renters	28%
	South East Area	42%	North East Area	31%
	Respondents aged 55-64	43%	Respondents aged 16-24	25%
	Catholic respondents	38%	Protestant respondents	36%
	Urban respondents	37%	Rural respondents	35%
<b>Administration of the Supporting People programme (36%)</b>	Housing Executive Tenants	45%	Owner-occupiers	33%
	South East Area	43%	West Area	30%
	Respondents aged 25-34/35-44	40%	Respondents aged 65+	32%
	Protestant respondents	36%	Catholic respondents	34%
	Urban respondents	37%	Rural respondents	33%
<b>Manages the pilot boiler replacement scheme (35%)</b>	Owner-occupiers	46%	Private renters	24%
	South East Area	38%	West Area	25%
	Respondents aged 55-64	38%	Respondents aged 16-24	22%
	Protestant respondents	35%	Catholic respondents	34%
	Rural respondents	35%	Urban respondents	34%

Function and overall awareness	Highest levels of awareness		Lowest levels of awareness	
<b>Manages the pilot boiler replacement scheme (35%)</b>	Owner-occupiers	46%	Private renters	24%
	South East Area	38%	West Area	25%
	Respondents aged 55-64	38%	Respondents aged 16-24	22%
	Protestant respondents	35%	Catholic respondents	34%
	Rural respondents	35%	Urban respondents	34%
<b>Employs neighbourhood officers providing services directly to tenants (29%)</b>	Housing Executive Tenants	46%	O/occupiers & p. renters	25%
	South Area	32%	West Area	32%
	Respondents aged 35-44/45-54	32%	Respondents aged 16-24	17%
	Catholic respondents	30%	Protestant respondents	29%
	Urban respondents	31%	Rural respondents	24%
<b>Manages an equity sharing scheme (21%)</b>	Housing Executive Tenants	24%	Private renters	15%
	Belfast Area	27%	North East Area	17%
	Respondents aged 35-44	24%	Respondents aged 16-24	14%
	Protestant respondents	23%	Catholic respondents	18%
	Urban respondents	22%	Rural respondents	19%

## Chapter 4: Assessment of the Housing Executive's performance in the delivery of services

- 4.1 An important element of the Housing Executive's Public Attitudes Surveys is the assessment of respondents' views of the organisation's performance in the delivery of services. The 2006 Public Attitudes Survey covered services ranging from maintaining and improving homes to caring for the environment.
- 4.2 In preparation for the 2012 survey, a revision of the questionnaire carried out in consultation with the project's advisory group took account of changes in service provision. For example, following the 2009 introduction of a revised Warm Homes Scheme, managed by the Housing Executive, the 2012 survey assessed respondents' opinions of the administration of this scheme.
- 4.3 This chapter includes an analysis of respondents' assessment of the Housing Executive's performance based on the views of:
- all respondents to the Survey (including breakdown by tenure) and, for comparison,
  - the sub-sample of respondents who had been in contact with the Housing Executive during the previous year.

In addition, where appropriate, findings from the 2006 Public Attitudes Survey are included for comparative purposes.

- 4.4 Analysis of Housing Executive services (Appendix Tables 4.1 - 4.13<sup>12</sup>)

### 4.4.1 Providing good quality homes (Appendix Table 4.1)

- All respondents: 51 per cent of all respondents thought the Housing Executive's performance was very good/good; 29 per cent had no opinion, 16 per cent thought it was average and 4 per cent thought it was poor or very poor. More tenants (67%) than owner-occupiers (49%) or private renters (43%) thought the Housing Executive's performance was very good/good.
- In 2006, 53 per cent of all respondents thought the Housing Executive's performance was very good/good; 23 per cent thought it average; 18 per cent did not know and 6 per cent thought performance was poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: Almost three-fifths (58%) of respondents in contact with the organisation thought Housing Executive's performance was very good/good; 18 per cent thought it average, 15 per cent had no opinion and 8 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year (2006): almost two-thirds (65%) of these respondents thought the Housing Executive's performance was very good/good; 20 per cent thought it average, 9 per cent thought it poor/very poor and 4 per cent did not know.

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<sup>12</sup> Appendix Tables 4.1 to 4.13 provide tabular analysis based on all respondents. Analysis of findings based on the sub-sample of respondents who had recent contact with the Housing Executive is in the main body of the report only. Additional tables, if required, are available on request.

#### **4.4.2 Maintaining open spaces on estates (Appendix Table 4.2)**

- All respondents: 45 per cent of all respondents thought the Housing Executive's performance was very good/good; 30 per cent had no opinion, 18 per cent thought it average and 7 per cent thought it poor/very poor. Almost two-thirds (65%) of all tenants, compared with 42 per cent of owner-occupiers and 40 per cent of private renters thought the organisation's performance was very good/good.
- In 2006, 38 per cent of all respondents thought the Housing Executive's performance was very good/good; 29 per cent thought it average, 16 per cent thought performance was poor and 16 per cent did not know.
- Respondents who had contact with the Housing Executive during the previous year: 57 per cent of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 17 per cent had no opinion, 16 per cent thought it average and 10 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year (2006): exactly half (50%) of these respondents thought the Housing Executive's performance was very good/good; 26 per cent thought it average, 14 per cent thought it poor/very poor and 10 per cent did not know.

#### **4.4.3 Maintaining and repairing Housing Executive properties (Appendix Table 4.3)**

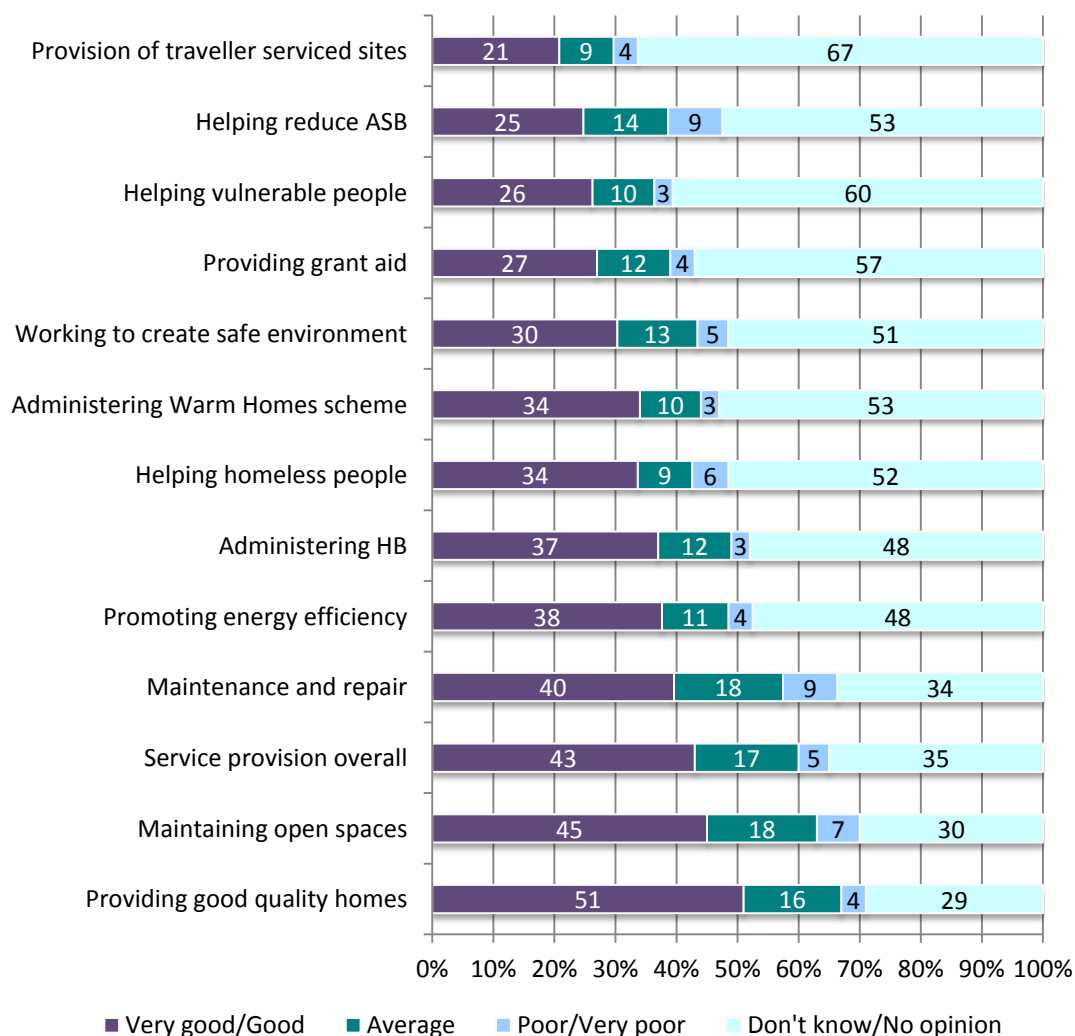
- All respondents: 40 per cent of all respondents thought the Housing Executive's performance was very good/good; 34 per cent had no opinion, 18 per cent thought it average and 9 per cent thought it poor/very poor. More tenants (52%) than owner-occupiers (38%) and private renters (34%) thought the organisation's performance was very good/good.
- In 2006, 37 per cent of all respondents thought the Housing Executive's performance was very good/good; 27 per cent thought it average, 24 per cent did not know and 10 per cent thought performance was poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: 47 per cent of respondents in contact with the organisation thought the Housing Executive's performance was very good/good. 19 per cent thought it average, 18 per cent had no opinion and 16 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year (2006): almost half (47%) of these respondents thought the Housing Executive's performance was very good/good; 27 per cent thought it average, 17 per cent thought it poor/very poor and 9 per cent did not know.

#### **4.4.4 Administering Housing Benefit to public and private sector clients (Appendix Table 4.4)**

- All respondents: 48 per cent of all respondents said they had no opinion on the Housing Executive's performance in the administration of Housing Benefit; 37 per cent thought it was very good/good; 12 per cent thought it average and 3 per cent thought it poor/very poor. More than three-fifths (61%) of tenants, compared with 43 per cent of private renters and 29 per cent of owner-occupiers thought the Housing Executive's performance was very good/good.

- In 2006, two-fifths (40%) of all respondents said they did not know how the Housing Executive performed in the administration of Housing Benefit; 31 per cent thought the Housing Executive's performance was very good/good; 23 per cent thought it average and 5 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: 53 per cent of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 21 per cent thought it average, 21 per cent did not know and 5 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year (2006): more than half (53%) of these respondents thought the Housing Executive's performance was very good/good; 21 per cent thought it average, 21 per cent thought it poor/very poor and 5 per cent did not know.

*Figure 4.1: Evaluation of the Housing Executive's performance in the provision of services (all respondents 2012)*



#### 4.4.5 Providing grant aid to qualifying home owners (Appendix Table 4.5)

- All respondents: more than half (57%) of all respondents said they had no opinion on the Housing Executive performance in providing grant aid to qualifying home owners; 27 per cent thought the Housing Executive's performance was very good/good, 12 per cent thought it average and 4 per cent thought it poor/very poor. More private renters (64%) than owner-occupiers (58%) and tenants (48%) said they did not know how the organisation performed in provision of grant aid. More tenants (33%) than owner-occupier (28%) and private renters (23%) thought the organisation's performance was very good/good.
- In 2006, more than two-fifths (44%) of all respondents stated they did not know how the Housing Executive performed in providing grant aid to qualifying home owners; 27 per cent thought the Housing Executive's performance was very good/good, 23 per cent thought it average and 6 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive over the previous year: almost one-half (49%) of respondents in contact with the organisation said they had

no opinion on how the Housing Executive performed in providing grant aid; 32 per cent thought the organisation's performance was very good/good, 12 per cent thought it average and 6 per cent thought it poor/very poor.

- Respondents who had contact with the Housing Executive during the previous year (2006): more than one-third (37%) of these respondents said they did not know how the Housing Executive performed in providing grant aid. More than one-third (34%) thought the Housing Executive's performance was very good/good; 23 per cent thought it average and 5 per cent thought it poor/very poor.

#### **4.4.6 Helping reduce anti-social behaviour (Appendix Table 4.6)**

- All respondents: more than half (53%) of all respondents said they had no opinion on how the Housing Executive performed in helping reduce anti-social behaviour; 25 per cent thought the Housing Executive's performance was very good/good, 14 per cent thought it average and 9 per cent thought it poor/very poor. Much larger proportions of private renters (60%) and owner-occupiers (56%) than tenants (29%) stated they did not know how the organisation performed. In contrast, more tenants (40%) than private renters (25%) and owner-occupiers (20%) thought the organisation's performance was very good/good.
- In 2006, more than one-third (36%) of all respondents said they had no opinion on how the Housing Executive performed in helping reduce anti-social behaviour; 13 per cent thought the Housing Executive's performance was very good/good, 26 per cent thought it average and 24 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive over the previous year: 39 per cent of respondents in contact with the organisation said they had no opinion on how the Housing Executive performed in helping reduce anti-social behaviour; 37 per cent thought the organisation's performance was very good/good, 14 per cent thought it average and 11 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year (2006): one-quarter (25%) of these respondents said they did not know how the Housing Executive performed in helping reduce anti-social behaviour. One-fifth (20%) thought the Housing Executive's performance was very good/good; 28 per cent thought it average, and 26 per cent thought it poor/very poor.



#### **4.4.7 Working with other agencies to create a safe and pleasant environment (Appendix Table 4.7)**

- All respondents: 51 per cent of all respondents said they had no opinion on how the Housing Executive performed in working with other agencies to create a safe and pleasant environment; 30% thought the organisation's performance was very good/good, 13 per cent thought it average and 5 per cent thought it poor/very poor. Much larger proportions of private renters (56%) and owner-occupiers (55%) than tenants (30%) said they had no opinion on how the organisation performed. However, considerably more tenants (45%) than private renters (32%) and owner-occupiers (27%) thought the organisation's performance was very good/good.
- In 2006, 38 per cent of all respondents stated they did not know how the Housing Executive performed in working with other agencies to create a safe and pleasant environment; 22 per cent thought the organisation's performance was very good/good, 30 per cent thought it average and 9 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive over the previous year: 42 per cent of respondents in contact with the Housing Executive thought the organisation's performance was very good/good, 14 per cent thought it average and 7 per cent thought it poor/very poor; 37 per cent stated they had no opinion on how the Housing Executive performed in working with other agencies to create a safe and pleasant environment.
- Respondents who had contact with the Housing Executive during the previous year (2006): more than one-third (38%) of these respondents said they did not know how the Housing Executive performed in working with other agencies to create a safe and pleasant environment. More than one-third (22%) thought the Housing Executive's performance was very good/good; 30 per cent thought it average, and 9 per cent thought it poor/very poor.

#### **4.4.8 Helping vulnerable people through the Supporting People programme (Appendix Table 4.8)**

- All respondents: Three-fifths (60%) of all respondents said they had no opinion on how the Housing Executive performed in helping vulnerable people through the Supporting People programme; 26 per cent thought the organisation's performance was very good/good, 10 per cent thought it average and 3 per cent thought it poor/very poor. More owner-occupiers (63%) than private renters (61%) and tenants (47%) said they had no opinion on how the organisation performed. However, more tenants (40%) than private renters (27%) and owner-occupiers (23%) thought performance was very good/good.
- In 2006, 53 per cent of all respondents stated they did not know how the Housing Executive performed in helping vulnerable people through the Supporting People programme; 21 per cent thought the organisation's performance was very good/good, 19 per cent thought it average and 7 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: 50 per cent of respondents in contact with the Housing Executive said they had no opinion on how the Housing Executive performed in relation to the Supporting

People programme; 35 per cent thought performance was very good/good, 11 per cent thought it average and 4 per cent thought it poor/very poor.

- Respondents who had contact with the Housing Executive during the previous year (2006): more than two-fifths (46%) of these respondents said they did not know how the Housing Executive performed in relation to the Supporting People programme. Almost one-third (30%) thought the Housing Executive's performance was very good/good; 17 per cent thought it average and 7 per cent thought it poor/very poor.

#### **4.4.9 Helping people who are homeless (Appendix Table 4.9)**

- All respondents: 52 per cent said they had no opinion on how the Housing Executive performed in helping people who are homeless; 34 per cent thought the organisation's performance was very good/good, 9 per cent thought it average and 6 per cent thought it poor/very poor. A higher proportion of tenants (43%) than private renters (34%) and owner-occupiers (31%) thought the organisation's performance was very good/good.
- In 2006, 39 per cent stated they did not know how the Housing Executive performed in helping people who are homeless; 31 per cent thought the organisation's performance was very good/good, 22 per cent thought it average and 8 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: 41 per cent of respondents in contact with the organisation thought performance was very good/good, 10 per cent thought it average and 6 per cent thought it poor/very poor; 41 per cent stated they did not know how the Housing Executive performed in helping people who are homeless.
- Respondents who had contact with the Housing Executive during the previous year (2006): almost one-third (31%) of these respondents thought the Housing Executive's performance was very good/good; 26 per cent thought it average and 6 per cent thought it poor/very poor; 28 per cent stated they did not know how the Housing Executive performed in helping people who are homeless.

#### **4.4.10 Providing serviced sites for the Travelling community (Appendix Table 4.10)**

- All respondents: More than two-thirds (67%) of all respondents said they had no opinion on how the Housing Executive performed in providing this service; 21 per cent thought the organisation's performance was very good/good, 9 per cent thought it average and 4 per cent thought it poor/very poor. A larger proportion of private renters (71%) and owner-occupiers (68%) than tenants (60%) stated they did not know how the organisation performed.
- In 2006, 48 per cent of all respondents stated they did not know how the Housing Executive performed in providing serviced sites; 19 per cent thought the organisation's performance was very good/good, 22 per cent thought it average and 10 per cent thought it poor/very poor.
- Respondents who had contact with the Housing Executive during the previous year: 66 per cent of respondents in contact with the Housing Executive did not know how

the Housing Executive performed; 22 per cent thought performance was very good/good, 8 per cent thought it average and 4 per cent thought it poor/very poor.

- Respondents who had contact with the Housing Executive during the previous year (2006): more than two-fifths (45%) of these respondents said they did not know how the Housing Executive performed in relation to the provision of sites for the Traveller community. One-quarter (25%) thought the Housing Executive's performance was very good/good; 25 per cent thought it average and 5 per cent thought it poor/very poor.

#### **4.4.11 Promoting energy efficiency in homes (Appendix Table 4.11)**

- All respondents: 48 per cent said they had no opinion on how the Housing Executive performed in promoting energy efficiency; 38 per cent thought the Housing Executive's performance was very good/good; 11 per cent considered it average and 4 per cent thought it poor. More tenants (53%) than owner-occupiers (35%) and private renters (31%) thought the organisation's performance was very good/good.
- In 2006, 40 per cent of all respondents thought the Housing Executive's performance was very good/good; 22 per cent considered it average, 8 per cent thought it poor and 31 per cent did not know. More tenants (49%) than owner-occupiers (40%) and private renters (32%) thought the organisation's performance was very good/good.
- Respondents who had contact with the Housing Executive during the previous year: 48 per cent of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 14 per cent thought it average, 4 per cent thought it poor/very poor and 34 per cent had no opinion.
- Respondents who had contact with the Housing Executive during the previous year (2006): more than two-fifths (45%) of these respondents thought the Housing Executive's performance was very good/good; 26 per cent thought it average and 10 per cent thought it poor/very poor; 19 per cent stated they did not know how the Housing Executive performed in promoting energy efficiency.

#### **4.4.12 Administering the Warm Homes Scheme (Appendix Table 4.12)**

- All respondents: 53 per cent said they had no opinion on how the Housing Executive performed in administering the Warm Homes Scheme; 34 per cent thought the Housing Executive's performance was very good/good; 10 per cent considered it average and 3 per cent thought it poor/very poor. Considerably more tenants (50%) than owner-occupiers (31%) and private renters (28%) thought the organisation's performance was very good/good.
- Respondents who had contact with the Housing Executive during the previous year: 46 per cent of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 12 per cent thought it average, 4 per cent thought it poor/very poor and 38 per cent had no opinion.
- In 2006, the Public Attitudes Survey did not collect any data on the previous Warm Homes Scheme.

#### **4.4.13 Overall, the way the Housing Executive provides its services (Appendix Table 4.13)**

- All respondents: 43 per cent of all respondents thought the Housing Executive's performance was very good/good; 17 per cent thought it average and 5 per cent thought it poor/very poor; 35 per cent said they had no opinion on how the Housing Executive performed, overall, in its provision of services. As might be expected, much larger proportions of private renters (41%) and owner-occupiers (41%) than tenants (7%) stated they did not know how the organisation performed. In contrast, a much larger proportion of tenants (65%) than private renters (41%) and owner-occupiers (38%) thought the organisation's performance in overall service provision was very good/good.
- In 2006, 40 per cent of all respondents thought the Housing Executive's performance was very good/good; 33 per cent thought it average and 8 per cent thought it poor/very poor; 19 per cent stated they did not know how the Housing Executive performed, overall, in its provision of services.
- Respondents who had contact with the Housing Executive over the previous year: almost three-fifths (59%) of respondents in contact with the organisation thought the organisation's overall performance was very good/good; 20 per cent thought it average and 7 per cent thought it poor/very poor; 15 per cent stated they did not know how the Housing Executive performed, overall, in its provision of services.
- Respondents who had contact with the Housing Executive during the previous year (2006): more than half (54%) of these respondents thought the Housing Executive's overall performance was very good/good; 36 per cent thought it average and 9 per cent thought it poor/very poor; 2 per cent stated they did not know how the Housing Executive performed in helping people who are homeless.

NB: Table 4.2 below includes two sets of percentages – one for all respondents and one for respondents who had contacted the Housing Executive during the year before the survey. Higher proportions of the sub-group of respondents (i.e. those who had been in contact with the organisation) thought services very good/good,

but this was also, for the most part, the case for those who thought services were poor/very poor (although these percentages were generally very small).

*Table 4.1: Analysis of Housing Executive performance in the provision of services (all respondents and respondents in recent contact with the organisation) NB: non-bold percentages are for respondents who had recent contact with NIHE)*

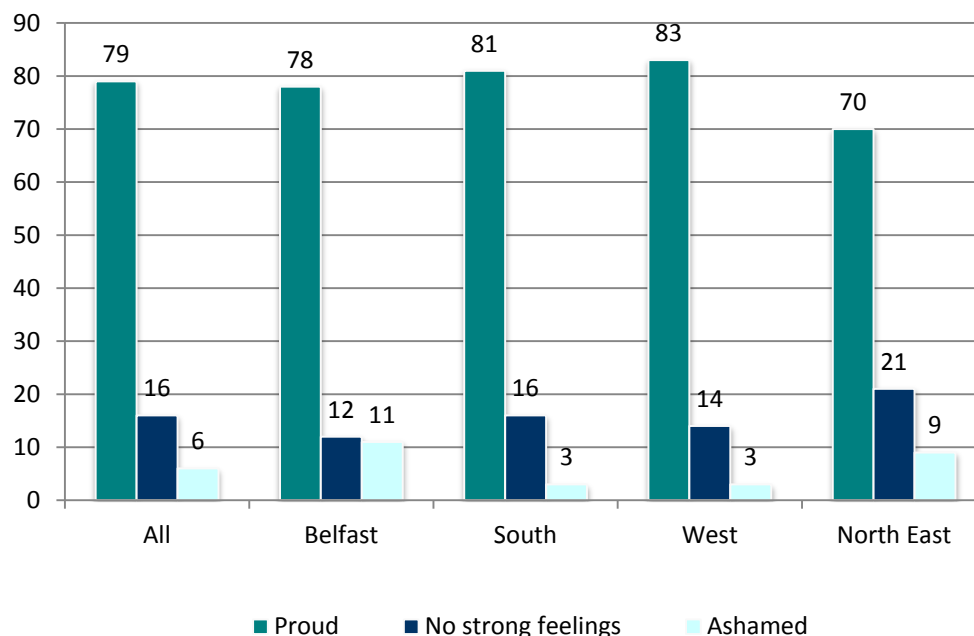
Service	Very good	Good	Average	Poor	Very poor	No opinion/ Don't Know
<b>Providing good quality homes</b>	12%	39%	16%	2%	2%	29%
	15%	43%	18%	3%	6%	15%
<b>Promoting energy efficiency in homes</b>	6%	38%	11%	3%	1%	48%
	7%	41%	14%	3%	1%	34%
<b>Maintaining open spaces on estates</b>	7%	38%	18%	5%	2%	30%
	10%	47%	16%	7%	3%	17%
<b>Maintaining and repairing Housing Executive properties</b>	7%	33%	18%	6%	3%	34%
	10%	37%	19%	10%	6%	18%
<b>Administering Housing Benefit to public and private sector tenants</b>	8%	29%	12%	2%	1%	48%
	14%	40%	14%	2%	1%	28%
<b>Helping people who are homeless</b>	6%	28%	9%	4%	2%	52%
	8%	33%	10%	6%	3%	41%
<b>Providing grant aid to qualifying home owners</b>	4%	23%	12%	3%	1%	57%
	4%	28%	12%	3%	3%	50%
<b>Working with other agencies to create a safe and pleasant environment</b>	4%	26%	13%	3%	2%	51%
	7%	35%	14%	4%	3%	37%
<b>Helping vulnerable people through the Supporting People programme</b>	4%	22%	10%	2%	1%	60%
	6%	29%	11%	3%	2%	50%
<b>Providing serviced sites for the Travelling community</b>	3%	21%	9%	3%	1%	67%
	3%	20%	8%	4%	1%	66%
<b>Helping reduce anti-social behaviour</b>	4%	21%	14%	6%	3%	53%
	7%	30%	14%	6%	5%	39%
<b>Administering the Warm Homes Scheme</b>	5%	29%	10%	2%	1%	53%
	7%	39%	12%	2%	2%	38%
<b>Overall, the way the Housing Executive provides its services</b>	7%	36%	17%	3%	2%	35%
	10%	49%	20%	4%	3%	15%

## Chapter 5: Attitudes to local neighbourhoods

### Perceptions about the image of local neighbourhood (Figure 5.1; Table 5.1; Appendix Table 5.1)

- 5.1 Almost four-fifths (79%) of all respondents felt very or fairly proud of the general image of their neighbourhood, e.g. when friends or relatives came to visit; 16 per cent had no strong feelings and 6 per cent were slightly ashamed. Fewer respondents to the 2006 survey (76%) felt proud of their neighbourhood's image; 16 per cent had no strong feelings and 8 per cent were ashamed.
- 5.2 More owner-occupiers (81%) than private renters (78%) and tenants (69%) felt proud of their neighbourhood. Comparison with the 2006 survey shows no increase in the proportion of owner-occupiers (81% in 2006) and a marked increase in private renters (59% in 2006) who held this view. However, although the proportion of tenants who felt proud of their neighbourhood in 2012 (69%) remained the smallest of the three tenure groups, there was a considerable increase on the 2006 survey, when 57 per cent felt proud of their neighbourhood.
- 5.3 Pride in local neighbourhood was highest among respondents from the West Area (83%) and lowest in the North East (70%). In 2006, pride in local neighbourhood was highest in South Area (83%) and lowest in Belfast (60%).

Figure 5.1: Feelings about local neighbourhood (by Housing Executive area)



- 5.4 Respondents aged 65 or older were most proud of their neighbourhood (83%) and those aged 16-24 were least proud (64%). Comparison with 2006 findings (Table 5.1) shows increases across all age groups in the proportions of respondents who felt proud of the neighbourhood, with the exception of those aged between 16 and 24.

*Table 5.1: Feelings about the local neighbourhood (2012 and 2006) (NB: 2006 figures in brackets)*

	Percentages						
	16-24	25-34	35-44	45-54	55-64	65+	All
<b>Very proud</b>	39(33)	35(31)	40(31)	43(40)	46(37)	58(47)	46(37)
<b>Fairly proud</b>	25(40)	38(41)	39(46)	39(38)	30(35)	25(34)	33(39)
<b>No strong feelings</b>	25(30)	18(17)	16(14)	14(14)	18(16)	13(14)	16(16)
<b>Slightly ashamed</b>	6(5)	6(8)	4(7)	4(7)	3(11)	3(5)	4(7)
<b>Very ashamed</b>	6(1)	3(2)	0(2)	1(1)	3(0)	1(0)	2(1)

## Perceptions about change in the local neighbourhood (Table 5.2; Figure 5.2; Appendix Tables 5.2-5.3)

- 5.5 Almost three-fifths (59%) of all respondents thought their local neighbourhood was not really changing; one-quarter (25%) thought it was changing for the better; 11 per cent thought it was changing for the worse and 6 per cent didn't know. In 2006, fewer respondents (48%) than in 2012 thought the area was not really changing, however more thought it was changing for the better (31%) and also for the worse (19%).
- 5.6 In South Area, 70 per cent of respondents thought their neighbourhood was not really changing, compared with the smallest proportion (50%) in Belfast. North East Area had the largest proportion (33%) of respondents who thought the neighbourhood was changing for the better while South East Area (21%) had the smallest. Belfast and West Areas had the largest proportions (12%) of respondents who thought the neighbourhood was changing for the worse.

Generally, proportions of respondents who thought the neighbourhood was changing for the worse decreased between 2006 and 2012, with the largest decrease in Belfast (from 24% in 2006 to 12% in 2012). Among those who thought the neighbourhood was not really changing there was an increase across all areas; the most marked increase was in South area (from 46% in 2006 to 70% in 2012). Respondents who thought the neighbourhood changing for the better either stayed the same or decreased since the 2006 survey, with South and Belfast Areas experiencing an 18 per cent and 13 per cent reduction respectively.

*Table 5.2: Perceptions about change in the local neighbourhood (by Area)*

	Percentages					
	Belfast	North East	South East	South	West	All
<b>Changing for the better</b>	23(36)	33(33)	21(21)	19(37)	32(32)	25(31)
<b>Not really changing</b>	50(36)	52(47)	66(58)	70(46)	52(48)	59(48)
<b>Changing for the worse</b>	12(24)	10(19)	10(20)	9(16)	12(18)	11(19)
<b>Don't know<sup>13</sup></b>	16	5	3	1	4	6

- 5.7 More Catholics (28%) than Protestants (23%) thought their neighbourhood was changing for the better. In 2006 the result was similar, although more respondents (35% of Catholics and 28% of Protestants) thought their neighbourhood was changing for the better. More rural (33%) than urban respondents (22%) thought their neighbourhood was changing for the better.

### Reasons for area changing for the worse

- 5.8 The sub-group of respondents who thought their area was changing for the worse were asked to state the reason why (from a list of potential reasons). The five most common reasons selected by respondents were as follows:

- Anti-social behaviour 49%
- Vandalism 30%
- Area becoming run down 30%
- Crime in the area 25%
- Drugs 25%

### Feeling safe in own home (Table 5.3; Appendix Tables 5.4 and 5.5)

- 5.9 Almost all respondents (96%) felt safe in their own home during the day (71% very safe and 25% fairly safe); fewer respondents (93%) felt safe in their own home after dark (65% very safe and 29% fairly safe).

Analysis by tenure, area, age, religion and rural/urban location shows slight levels of variation overall in the proportions who felt safe in their own home during the day and after dark. Ranges and variance are set out in Table 5.3.

<sup>13</sup> A 'don't know' option was included in the for the first time in the 2012 survey



*Table 5.3: Respondents who felt safe in their own home during the day and after dark (ranges by tenure, area, age, religion and rural/urban location of respondent)*

During the day		
By:	Range (highest to lowest)	Variance
<b>Tenure</b>	98% (owner-occupier) to 96% (private renters)	2%
<b>Housing Executive Area</b>	99% (West) to 93% (Belfast)	6%
<b>Age of HRP</b>	95% (35-44, 45-54, 55-54 & 65+ ) to 92% (16-24)	3%
<b>Religion</b>	98% (Protestant) to 96% (Catholic)	2%
<b>Rural/urban location</b>	99% (rural) to 97% (urban)	2%

After dark		
By:	Range (highest to lowest)	Variance
<b>Tenure</b>	94% (owner-occupier) to 87% (private renters)	7%
<b>Housing Executive Area</b>	96% (West) to 88% (South)	8%
<b>Age of HRP</b>	95% (35-44) to 83% (16-24)	12%
<b>Religion</b>	93% (Catholic) to 90% (Protestant)	3%
<b>Rural/urban location</b>	93% (rural) to 92% (urban)	1%

- 5.10 Table 5.3 shows variance among respondents who felt very safe/fairly safe in their own home during the day and after dark. During the day, variance was highest (6%) between Housing Executive Areas. After dark, variance was highest (12%) between age groups of HRP.

## Feeling safe in the neighbourhood (Appendix Tables 5.6 and 5.7)

- 5.11 Almost all (96%; 95% in 2006) of respondents felt safe walking alone in their neighbourhood during the day (71% felt very safe and 25% felt fairly safe). Fewer respondents (80%; 65% in 2006) felt safe walking alone after dark (46% felt very safe and 34% felt fairly safe).

Analysis by tenure, area, age, religion and rural/urban location shows slight levels of variation overall in the proportions who felt very/fairly safe walking alone in their neighbourhood during the day and after dark. Ranges and variance are set out in Table 5.4.

*Table 5.4: Respondents who felt safe walking alone in their neighbourhood during the day and after dark (ranges by tenure, area, age, religion and rural/urban location of respondent)*

During the day		
By:	Range (highest to lowest)	Variance
<b>Tenure</b>	96% (owner-occupiers & tenants) to 95% (private renters)	<b>1%</b>
<b>Housing Executive Area</b>	98% (West and S East) to 92% (Belfast)	<b>6%</b>
<b>Age of HRP</b>	98% (35-44, 45-54, 55-54) to 92% (16-24)	<b>6%</b>
<b>Religion</b>	96% (Protestant) to 95% (Catholic)	<b>1%</b>
<b>Rural/urban location</b>	99% (rural) to 95% (urban)	<b>4%</b>

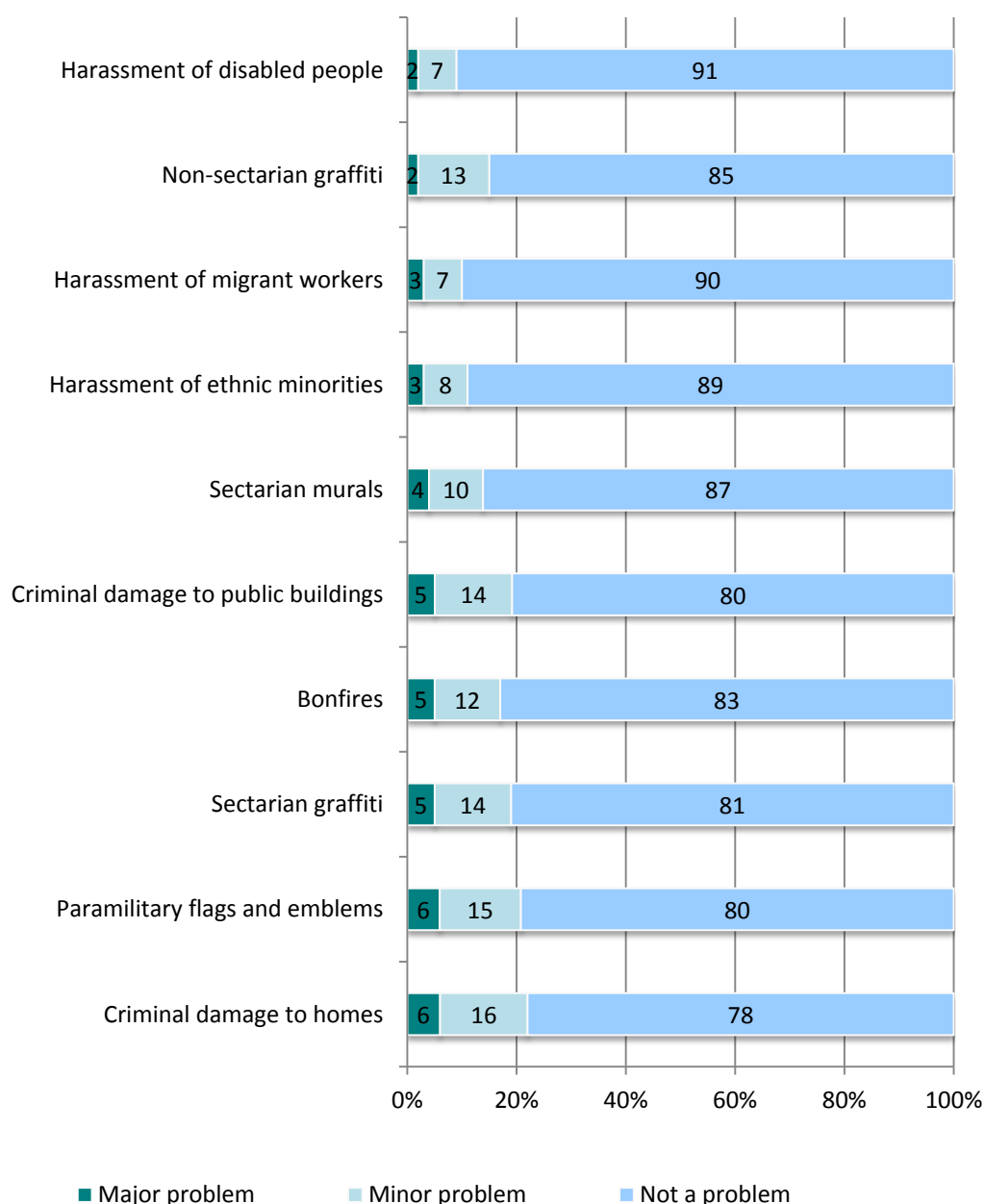
After dark		
By:	Range (highest to lowest)	Variance
<b>Tenure</b>	81% (private renters) to 73% (tenants)	<b>8%</b>
<b>Housing Executive Area</b>	83% (Belfast & N East) to 74% (S East)	<b>9%</b>
<b>Age of HRP</b>	85% (35-44) to 72% (16-24)	<b>7%</b>
<b>Religion</b>	80% (Protestant) to 78% (Catholic)	<b>2%</b>
<b>Rural/urban location</b>	83% (rural) to 78% (urban)	<b>5%</b>

- 5.12 Table 5.4 shows variance among respondents who felt safe walking alone in their neighbourhood during the day and after dark. During the day, variance was highest (6%) between Housing Executive Areas and certain age groups. After dark, variance was highest (9%) between Housing Executive Areas.

### Perceptions about problems in the local area (Figure 5.2; Table 5.5; Appendix Tables 5.8-5.18)

- 5.13 Respondent were asked about the occurrence of eleven problem activities/behaviours in their local area. Most respondents did not think these were problems for their local area, such as criminal damage to public and private property, flags and emblems, graffiti, or bonfires. Those who thought their local area did not have these problems ranged from 78 per cent of respondents in relation to criminal damage to homes to 92 per cent in relation to harassment due to homophobia. Those respondents who identified problems in their area tended to consider them minor rather than major.

Figure 5.2: Perceptions about problems in local area (all respondents)



5.14 For ease of reporting across the eleven problem activities/behaviours, major and minor proportions have been combined. This report will refer to sub-groups of respondents who have identified a 'problem' and will not differentiate between major or minor proportions. A full breakdown can be found in the appendix tables.

5.15 Table 5.5 shows respondents' perceived problems in their local area compared to 2006 findings. Questions relating to harassment of people with disabilities and harassment due to homophobia were not part of the 2006 survey.

In 2012, the largest proportion (22%) of respondents cited criminal damage to homes as a problem in their local area, followed by paramilitary flags or emblems (21%), criminal damage to public buildings and sectarian graffiti (both 19%). This survey found a decrease across all perceived problems compared to the 2006 survey. Results from both surveys and the variance between each are shown in Table 5.5.

*Table 5.5: Perceptions about problems in the local area 2012 (and 2006) (All respondents)*

Perceived problems in the area	2012	2006	Variance
<b>Criminal damage to homes</b>	22%	38%	-16%
<b>Paramilitary flags or emblems</b>	21%	35%	-14%
<b>Criminal damage to public buildings</b>	19%	36%	-17%
<b>Sectarian graffiti</b>	19%	36%	-17%
<b>Bonfires</b>	17%	24%	-7%
<b>Non-sectarian graffiti</b>	15%	31%	-16%
<b>Sectarian murals</b>	14%	21%	-7%
<b>Harassment of ethnic minorities</b>	11%	21%	-10%
<b>Harassment of migrant workers</b>	10%	21%	-11%
<b>Harassment of people with disabilities</b>	9%	-	-
<b>Harassment due to homophobia</b>	8%	-	-

## Analysis by tenure, area, age, religion and urban/rural location

5.16 This report will analyse the first five of eleven problem activities/behaviours by the five key variables. A full breakdown for all areas is available in the appendix tables.

### Criminal damage to homes

5.17 Analysis by tenure shows similar proportions of owner-occupiers (23%), tenants (22%) and private renters (19%) considered criminal damage to homes to be a problem. By Area, Belfast Area had the highest proportion (28%) who felt this way compared to 17 per cent in South East Area. By age, 24 per cent of those aged 35-44, 45-54 and 55-54 cited criminal damage to homes as a problem, compared to 18 per cent of those aged over 65. By religion, one-quarter (25%) of Catholic compared to 20 per cent of Protestant respondents considered this to be a problem in their local area. There was no variation between rural or urban respondents on this issue (both 20%).

### Paramilitary flags or emblems

5.18 More tenants (23%) and owner-occupiers (21%) than private renters (15%) considered paramilitary flags or emblems to be a problem. The survey found this problem was most prevalent in North East Area (25%), followed closely by Belfast Area (24%), compared to 15 per cent in South East Area. More than one-quarter (27%) of those respondents aged between 35 and 44 considered paramilitary flags and emblems to be a problem compared to 15 per cent of those aged over 65. More Catholic (24%) than Protestant respondents (17%) and more urban (22%) than rural (17%) respondents considered flags and emblems a problem in their local area.

## Criminal damage to public buildings

- 5.19 Equal proportions (21%) of owner-occupiers and tenants considered criminal damage to be a problem in their local area, compared to 16 per cent of private renters. Belfast Area (23%) had the highest proportion that cited this as a problem compared to 15 per cent in South East Area. Almost one-quarter (23%) of those respondents aged between 45 and 54 considered paramilitary flags and emblems to be a problem compared to 15 per cent of those aged over 65 and more Catholic (23%) than Protestant respondents (17%) felt this way. There was no variation between rural or urban respondents on this issue (both 20%).

## Sectarian graffiti

- 5.20 Almost one-quarter (23%) of tenants considered sectarian graffiti to be a problem in their local area, compared to 19 per cent of owner-occupiers and 18 per cent of private renters. North East Area (24%) had the highest proportion that cited this as a problem compared to 15 per cent in South East and West Areas. Almost 3 in 10 (29%) of those aged between 25 and 34 considered sectarian graffiti to be a problem compared to 14 per cent of those in the 55-64 age group. More Catholics (23%) than Protestant respondents (17%) considered this to be the case, as did 21 per cent of urban respondents compared to 16 per cent of those from a rural area.

## Bonfires

- 5.21 One-fifth (20%) of tenants and 18 per cent of owner-occupiers considered bonfires to be a problem, compared to 12 per cent of private renters. One-fifth (20%) of respondents in Belfast and North East Area felt this way, compared to 14 per cent in South East and West Areas. Twenty-two per cent of those aged between 25 and 34 considered bonfires to be a problem compared to 12 per cent of those in the 16-24 and 65+ age groups. More Catholic (18%) than Protestant (13%) respondents considered this to be the case, as did 18 per cent of urban respondents compared to 13 per cent of those from a rural area.

## Chapter 6: Community Relations and Attitudes to Religious Integration

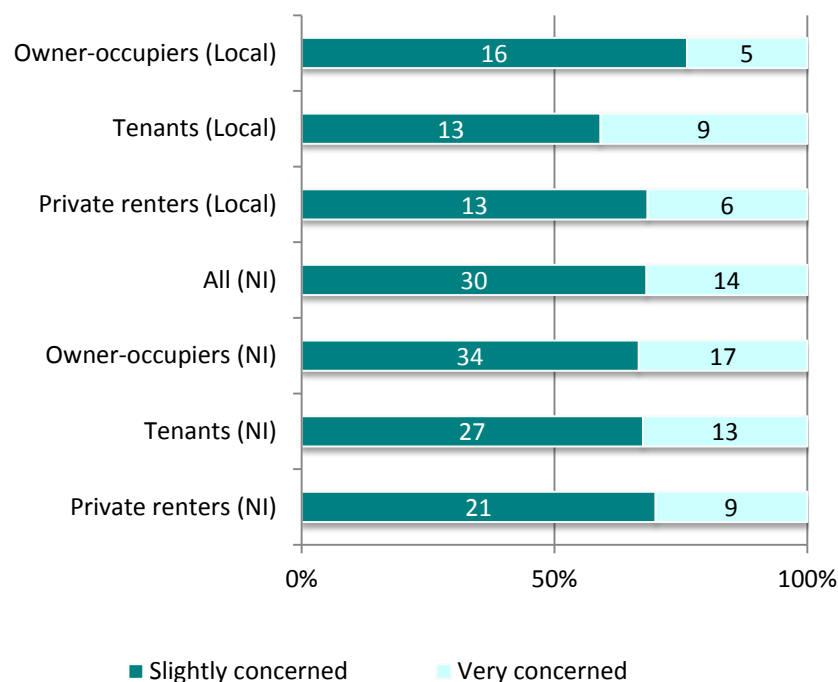
### Community relations (Figures 6.1 & 6.2; Table 6.1; Appendix Tables 6.1 and 6.2)

- 6.1 As in the 2006 survey, the 2012 Public Attitudes Survey gathered information on respondents' perceptions about community relations, both in their local area and Northern Ireland as a whole. For ease of reporting, proportions who were very concerned/slightly concerned have been combined. A full breakdown of level of concern is in Figure 6.1 and Appendix Tables 6.1 and 6.2.
- 6.2 Most respondents (79%; 62% in 2006) were not concerned about community relations in their local area; more than one-fifth (21%; 37% in 2006) were concerned. Respondents were more concerned about community relations in Northern Ireland as a whole (44%; 69% in 2006). More than half (56%) were not concerned, compared to 29 per cent in 2006.

#### Analysis by tenure

Slightly more tenants (22%) were concerned about community relations in their local area than owner-occupiers (21%) and private renters (19%). In Northern Ireland as a whole, more owner-occupiers (41%) and tenants (40%) than private renters (30%) were concerned.

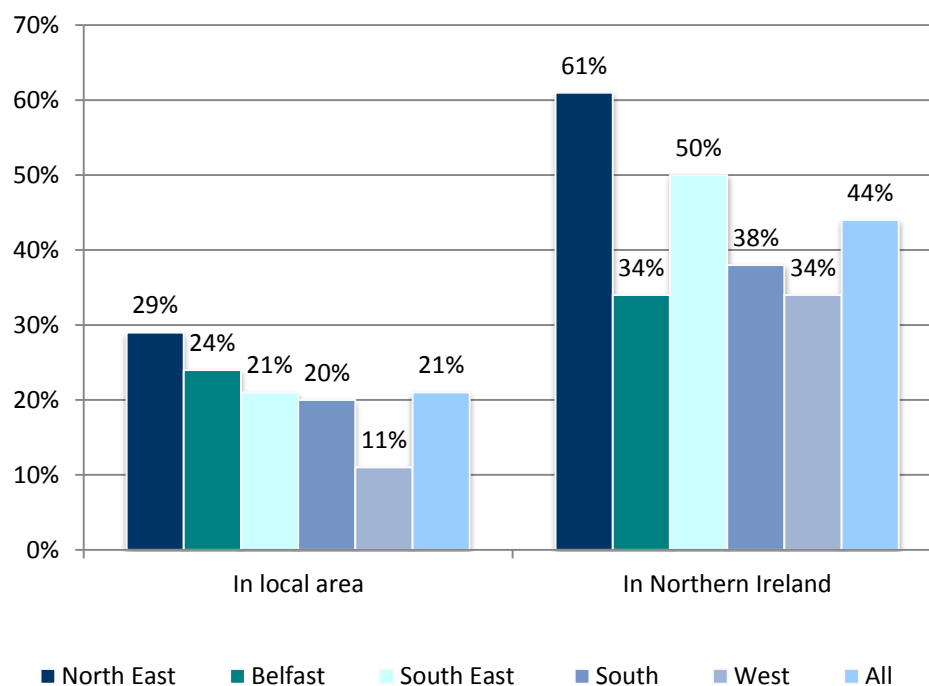
*Figure 6.1: Respondents concerned about community relations – in local area and in Northern Ireland as a whole (by tenure)*



## Analysis by Area

- 6.4 More North East respondents than those living elsewhere were concerned about community relations in their local area (29%; 39% in 2006) and in Northern Ireland as a whole (61%; 72%). The lowest proportions of those concerned were in the West Area (11% in their local area and 34% in Northern Ireland as a whole).

Figure 6.2: Respondents concerned about community relations (by area)



## Analysis by age

- 6.5 Respondents aged between 25 and 34 were most concerned about community relations in their local area (25%; 41% in 2006) and those aged between 35 and 44 were least concerned (18%; 36% in 2006). Concern about community relations in Northern Ireland as a whole was greatest among those aged between 55 and 64 (51%; 67% in 2006) and least among respondents in the 16-24 age group (41%; 70% in 2006).

## Analysis by religion

- 6.6 The reverse was the case in 2006, with more Catholics (39%) concerned than Protestants (35%) about relations in their local area and at Northern Ireland level (72% of Catholic compared to 68 per cent of Protestant respondents)

## Analysis by urban/rural location

- 6.7 More respondents from urban (23%) areas were concerned about community relations in their local area than those in rural areas (16%). However, slightly more rural respondents (45%) than urban (44%) were concerned about community relations at Northern Ireland level.

## Comparison with the 2006 Public Attitudes Survey

6.8 The 2012 findings show a considerable reduction in public concern about community relations across the key indicators<sup>14</sup> since the time of the 2006 survey. In 2006, less than one in four (37%) respondents were concerned about community relations in their local area, compared with 21 per cent in 2012. Similarly, concern about community relations in Northern Ireland decreased from 69 per cent in 2006 to 44 per cent in 2012.

A comparison of survey findings of those who were concerned in 2006 and 2012 is below in Table 6.1. Variance between the two surveys was greatest among respondents in the West Area, which experienced a 37 per cent decrease in the level of concern at community relations in Northern Ireland. At a local level, privately renting respondents experienced the greatest decrease in the level of concern (25%) between the two surveys.

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<sup>14</sup> Key indicators are age, religion, tenure, NIHE area and urban/rural location of household. Urban/rural was not part of the 2006 analysis.



*Table 6.1: Comparison of 2012 survey results against 2006*

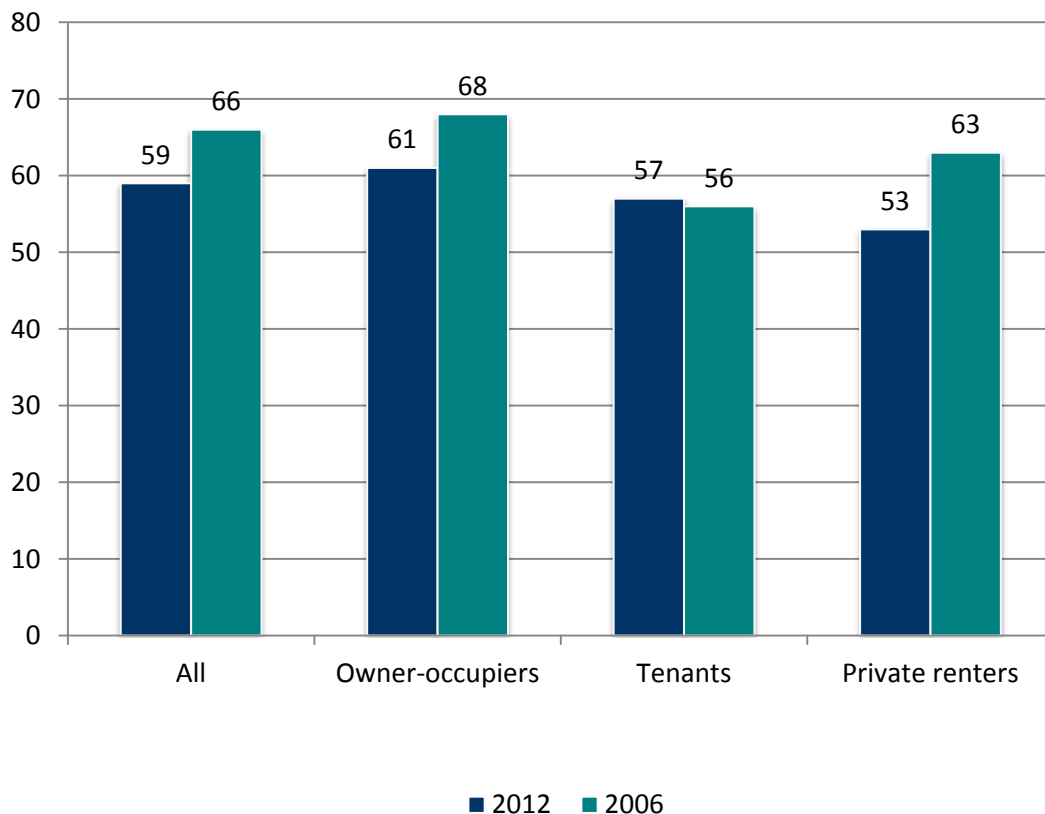
Very concerned/slightly concerned			2012	2006	Variance
Tenure	Owner-occupiers	in local area	<b>21%</b>	<b>36%</b>	<b>-15%</b>
		in N.Ireland	<b>41%</b>	<b>73%</b>	<b>-32%</b>
	Housing Executive Tenants	in local area	<b>22%</b>	<b>37%</b>	<b>-15%</b>
		in N.Ireland	<b>40%</b>	<b>51%</b>	<b>-11%</b>
	Private renters	in local area	<b>19%</b>	<b>44%</b>	<b>-25%</b>
		in N.Ireland	<b>30%</b>	<b>64%</b>	<b>-34%</b>
Area	Belfast	in local area	<b>24%</b>	<b>41%</b>	<b>-17%</b>
		in N.Ireland	<b>34%</b>	<b>69%</b>	<b>-35%</b>
	North East	in local area	<b>29%</b>	<b>39%</b>	<b>-10%</b>
		in N.Ireland	<b>61%</b>	<b>72%</b>	<b>-11%</b>
	South	in local area	<b>20%</b>	<b>39%</b>	<b>-19%</b>
		in N.Ireland	<b>38%</b>	<b>68%</b>	<b>-30%</b>
	South East	in local area	<b>21%</b>	<b>33%</b>	<b>-12%</b>
		in N.Ireland	<b>50%</b>	<b>69%</b>	<b>-19%</b>
Age of HRP	16-24	in local area	<b>19%</b>	<b>41%</b>	<b>-22%</b>
		in N.Ireland	<b>35%</b>	<b>70%</b>	<b>-35%</b>
	25-34	in local area	<b>25%</b>	<b>41%</b>	<b>-16%</b>
		in N.Ireland	<b>40%</b>	<b>70%</b>	<b>-30%</b>
	35-44	in local area	<b>18%</b>	<b>36%</b>	<b>-18%</b>
		in N.Ireland	<b>48%</b>	<b>71%</b>	<b>-23%</b>
	45-54	in local area	<b>22%</b>	<b>43%</b>	<b>-21%</b>
		in N.Ireland	<b>48%</b>	<b>74%</b>	<b>-26%</b>
	55-64	in local area	<b>23%</b>	<b>34%</b>	<b>-11%</b>
		in N.Ireland	<b>51%</b>	<b>67%</b>	<b>-16%</b>
	65+	in local area	<b>20%</b>	<b>30%</b>	<b>-10%</b>
		in N.Ireland	<b>41%</b>	<b>64%</b>	<b>23%</b>
Religion	Protestant	in local area	<b>24%</b>	<b>35%</b>	<b>-11%</b>
		in N.Ireland	<b>49%</b>	<b>68%</b>	<b>-19%</b>
	Catholic	in local area	<b>18%</b>	<b>39%</b>	<b>-21%</b>
		in N.Ireland	<b>36%</b>	<b>72%</b>	<b>-36%</b>

### Attitudes to religious integration (Figure 6.3; Appendix Table 6.3)

- 6.10 Almost three-fifths (59%) of all respondents thought it should be Housing Executive policy to promote a religious mix in its estates, a decrease on the 2006 findings (66%). More owner-occupiers (61%) than tenants (57%) and private renters (53%) thought the Housing Executive should promote a religious mix in its estates. Results by tenure differed somewhat in 2006, when 68 per cent of owner-occupiers, 63 per cent of private renters and 56 per cent of tenants thought the Housing Executive should promote a religious mix in its estates.

Figure 6.3 sets out a comparison between tenures in 2012 and 2006. Proportions holding this view decreased among owner-occupier and private renters and increased slightly among tenants

*Figure 6.3: Respondents who thought the Housing Executive should promote a religious mix in its estates 2012 and 2006 (by tenure)*



- 6.11 Variation by Housing Executive Area was considerable, ranging from 65 per cent of respondents in North East Area to 41 per cent of Belfast respondents who thought the Housing Executive should promote a religious mix in its estates. Comparison with 2006 findings shows some change: at that time 73 per cent of respondents in North East Area held this view; the lowest proportion was in Belfast (56%).
- 6.12 Almost two-thirds (64%) of respondents aged between 45 and 54 thought the Housing Executive should promote a religious mix in its estates, compared with the lowest proportion, aged 35-44 (53%). Proportions of respondents across all aged

groups who thought the Housing Executive should promote a religious mix in its estates were lower than in 2006, with the most marked difference among those on the 55-64 age group where there was a 12 per cent decrease since the 2006 survey.

- 6.13 There was no variation by religion. Almost three-fifths (58%) of respondents from both religions (Catholic and Protestant) thought the Housing Executive should promote a religious mix in its estates. Once again there was a decrease in proportions 2006 survey when 68 per cent of Catholic and 65 per cent of Protestant respondents held this view.
- 6.14 Analysis by urban or rural location shows 67 per cent of rural respondents compared to 55 per cent of those in urban locations thought the Housing Executive should promote a religious mix in its estates. Urban/rural analysis was not carried out in 2006 so a comparison is not possible.

## Perceptions and preferences about religious mix of local area (Table 6.2; Appendix Table 6.4)

- 6.15 As in 2006, the 2012 Public Attitudes Survey presented respondents with a set of statements about the religious mix of the area where they lived and they were asked to select the statement that applied most closely to them. The statements and overall findings for both 2012 and 2006 are detailed in Table 6.2 below:

*Table 6.2: Religious mix of area and respondents' preferences*

Which of the following statements applies to you?	Percentages	
	2012	2006
I live in a mixed religion area and wish to continue doing so	40	42
The religious mix of the area where I live is not important to me	24	25
I live in a Catholic area and wish to continue doing so	14	10
I live in a Protestant area and wish to continue doing so	13	13
Don't know	4	1
I live in a Catholic area but would prefer to live in a mixed religion area	3	4
I live in a Protestant area but would prefer to live in a mixed religion area	3	3
I live in a mixed religion area but would prefer to live in a Protestant area	<1	1
I live in a Catholic area but would prefer to live in a Protestant area	<1	<1

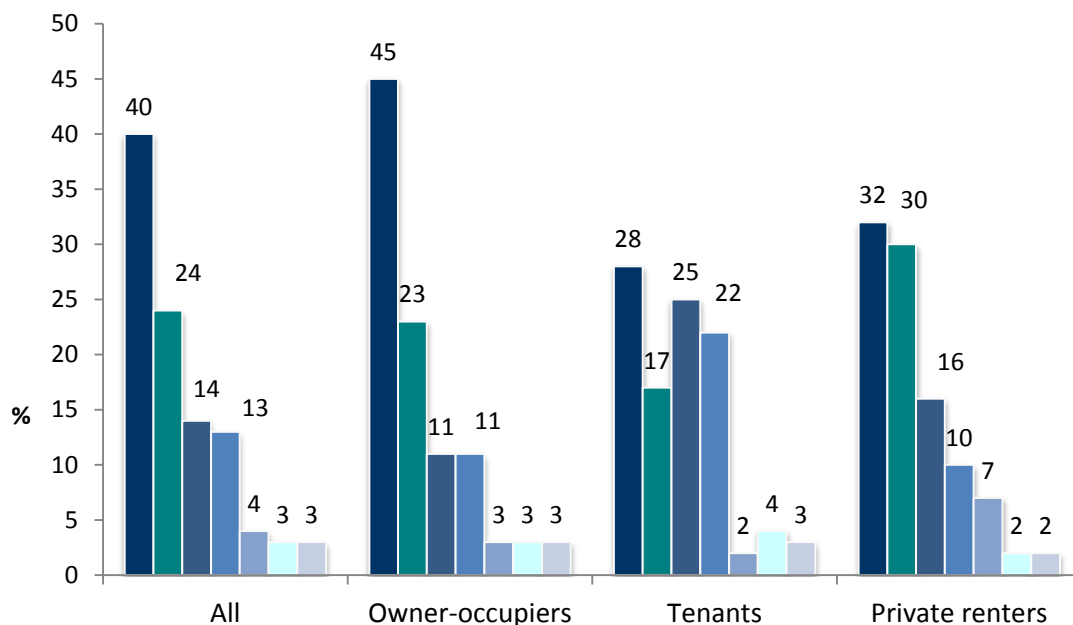
Comparison of the findings from the two surveys shows, for the most part, that similar proportions of respondents chose the same statements. Two-fifths (40%) of all respondents to the 2012 survey said they lived in a mixed religion area and wished to continue doing so, compared to 42 per cent in 2006. More respondents in 2012 (14%) than 2006 (10%) said they lived in a Catholic area and wished to continue doing so. The proportion of respondents (13%) who said they lived in a Protestant

area and wished to continue doing so did not change between 2006 and 2012. Fewer respondents selected the other statements presented. A full analysis is in Table 6.2 and Appendix Table 6.4.

### Perceptions about religious mix of area (by tenure) (Figure 6.4)

6.16 There were considerable differences in the perceptions of the three tenure groups. Almost half (45%; 46% in 2006) of owner occupiers compared to 32% of private renters (38% in 2006) and 28 per cent of tenants (18% in 2006) said they lived in a mixed religion area and wished to continue doing so. Almost one-third (30%) of private renters selected the statement 'the religious mix of the area is not important to me', compared to 23 per cent of owner-occupiers and 17 per cent of tenants. One-quarter (25%) of tenants said they lived in a Catholic area and wished to continue doing so compared with 16 per cent of private renters and 11 per cent of owner-occupiers. Two out of ten of tenants (22%) said they lived in a Protestant area and wished to continue doing so compared to 11 per cent of owner-occupiers and 10 per cent of private renters.

Figure 6.4: Perceptions about religious mix of area (by tenure)



- I live in a mixed religion area and wish to continue doing so
- The religious mix of the area where I live is not important to me
- I live in a Catholic area and wish to continue doing so
- I live in a Protestant area and wish to continue doing so
- Don't know
- I live in a Catholic area but would prefer to live in a mixed religion area
- I live in a Protestant area but would prefer to live in a mixed religion area

## Perceptions about religious mix (by Area) (Table 6.3)

- 6.17 The perception of more than half (51%) of respondents living in the North East Area was that they lived in a mixed religion area and wished to continue doing so; Belfast Area had the lowest proportion (26%). More than one-third (35%) of respondents in South East Area said the religious mix of the area in which they live was not important, compared to 12 per cent in Belfast Area. Almost one-in-three (29%) respondents living in West Area said they lived in a Catholic area and wished to continue doing so, as did 27 per cent living in Belfast Area and 19 per cent in South Area. Fewer respondents in South East (3%) and North East (1%) Areas said they lived in a Catholic area and wished to continue doing so.

Almost one-quarter (24%) of those respondents in Belfast Area said they lived in a Protestant area and wish to continue doing so, compared to 6 per cent in the West Area who made this assessment.

*Table 6.3: Perceptions about religious mix (by Area)*

	Percentages					
	Belfast	North East	South East	South	West	All
<b>I live in a mixed religion area and wish to continue doing so</b>	26	51	39	40	42	40
<b>The religious mix of the area where I live is not important to me</b>	12	25	35	22	20	24
<b>I live in a Catholic area and wish to continue doing so</b>	27	1	3	19	29	14
<b>I live in a Protestant area and wish to continue doing so</b>	24	12	15	8	6	13
<b>Don't know</b>	2	5	3	5	3	4
<b>I live in a Catholic area but would prefer to live in a mixed religion area</b>	4	1	3	4	2	3
<b>I live in a Protestant area but would prefer to live in a mixed religion area</b>	3	5	3	2	0	3
<b>I live in a mixed religion area but would prefer to live in a Protestant area</b>	1	1	0	0	0	0
<b>I live in a Catholic area but would prefer to live in a Protestant area</b>	0	0	0	1	0	0

## Perceptions about religious mix (by age of HRP) (Table 6.4)

6.18 More than two-fifths (45%) of respondents aged between 35 and 44 said they lived in a mixed religion area and wished to continue doing so, as did similar proportions of those in the 55-64 (43%) and 45-54 (41%) age groups. Lower proportions in the other age groups chose this statement; aged 65 or older (39%), aged 16-24 (35%) and aged 25-34 (29%).

More than one-quarter (28%) of those aged between 25 and 34 said the religious mix of the area in which they live is not important. The lowest proportion (19%) was in the 35-44 age group. Almost one-fifth (17%) of those aged 25-34 said they lived in a Catholic area and wished to continue doing so, compared to 5 per cent of those in the 16-24 age group. Almost one-fifth (19%) of those aged between 16 and 24 said they lived in a Protestant area and wished to continue doing so, compared to 12 per cent of those aged 35-44.

*Table 6.4: Perceptions about religious mix (by Age of HRP)*

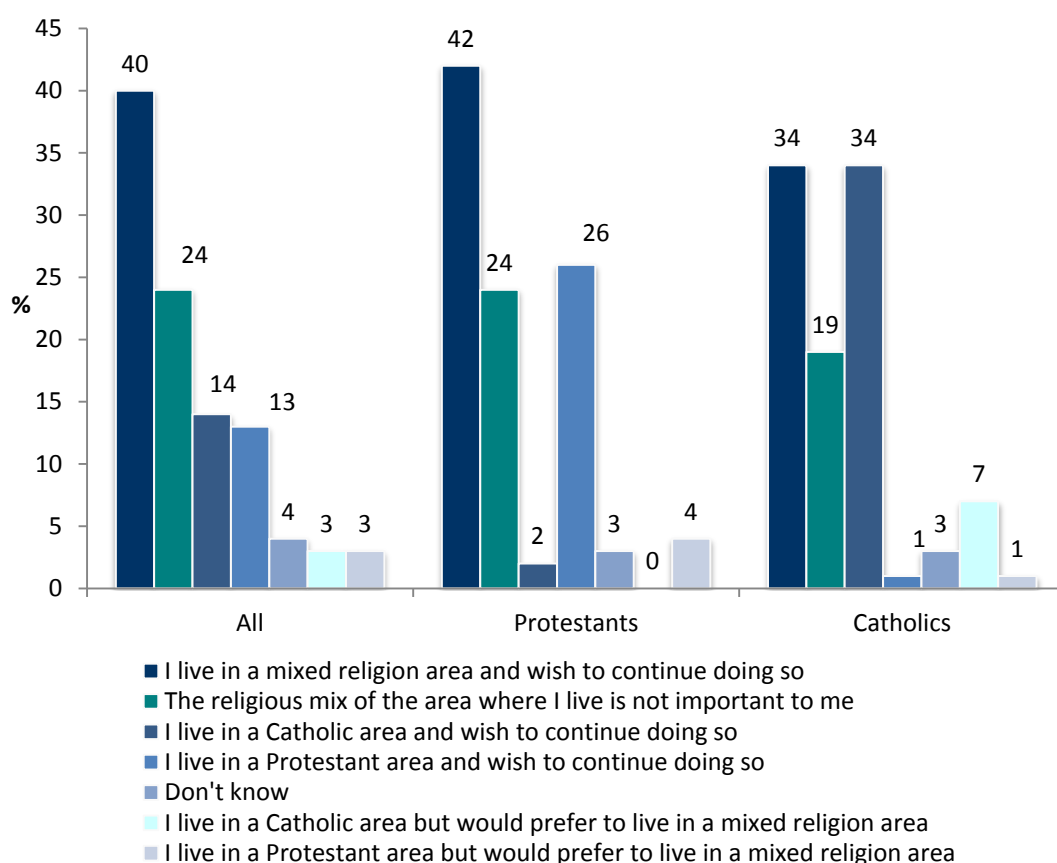
	Percentages						
	16-24	25-34	35-44	45-54	55-64	65+	All
<b>I live in a mixed religion area and wish to continue doing so</b>	35	29	45	41	43	39	40
<b>The religious mix of the area where I live is not important to me</b>	24	28	19	24	25	23	24
<b>I live in a Catholic area and wish to continue doing so</b>	5	17	14	12	14	16	14
<b>I live in a Protestant area and wish to continue doing so</b>	19	13	12	13	13	13	13
<b>Don't know</b>	8	5	4	3	1	5	4
<b>I live in a Catholic area but would prefer to live in a mixed religion area</b>	5	4	2	4	1	3	3
<b>I live in a Protestant area but would prefer to live in a mixed religion area</b>	3	4	3	3	2	2	3
<b>I live in a mixed religion area but would prefer to live in a Protestant area</b>	0	0	1	1	0	0	0
<b>I live in a Catholic area but would prefer to live in a Protestant area</b>	0	0	0	0	1	0	0

## Perceptions about religious mix (by religion) (Figure 6.5)

6.19 More Protestants (42%) than Catholics (34%) said they lived in a mixed religion area and wished to continue doing so and almost one-quarter (24%) of Protestants said the religious mix of the area was not important, compared to 19 per cent of Catholic respondents. More than one-third (34%) of Catholics said they lived in a Catholic area and wished to continue doing so, compared to 2 per cent of Protestants who selected this statement. Similarly, more than one-quarter (26%) of Protestants said they lived in a Protestant area and wished to continue doing so, compared to 1 per cent of Catholics who selected this statement.

Seven per cent of Catholics and no Protestants said they lived in a Catholic area but would prefer to live in a mixed religion area. In comparison, 4 per cent of Protestants and 1 per cent of Catholics said they lived in a Protestant area but would prefer a mixed religion area.

*Figure 6.5: Perceptions about religious mix of areas (by religion)*



## Perceptions about religious mix (by urban/rural location of household)

- 6.20 More rural (46%) than urban (37%) dwelling respondents lived in a mixed area and wished to continue doing so. Similar proportions of rural (25%) and urban (23%) dwelling respondents said the religious mix of the area is not important. More urban (16%) than rural (9%) dwelling respondents lived in a Catholic area and wished to continue doing so and this trend was the same for those living in a Protestant area who wished to continue doing so (urban 14%, rural 10%).



## Chapter 7: The Housing Executive and Equality

- 7.1 The 2012 Public Attitudes Survey assessed respondents' perceptions of the Housing Executive's treatment of Protestants and Catholics when (i) applying for a home and (ii) applying for a job. The questions remained the same as in 2006.

### Applying for a home (Figure 7.1; Appendix Table 7.1)

- 7.2 Almost three-fifths (59%) of all respondents thought the Housing Executive treats the two main religious groups (Protestants and Catholics) equally when applying for a home. In 2006 a greater proportion (74%) held this view. A further 36 per cent of respondents did not know how the Housing Executive treats Protestants and Catholics who apply for a home. In 2006, 19 per cent held this view.

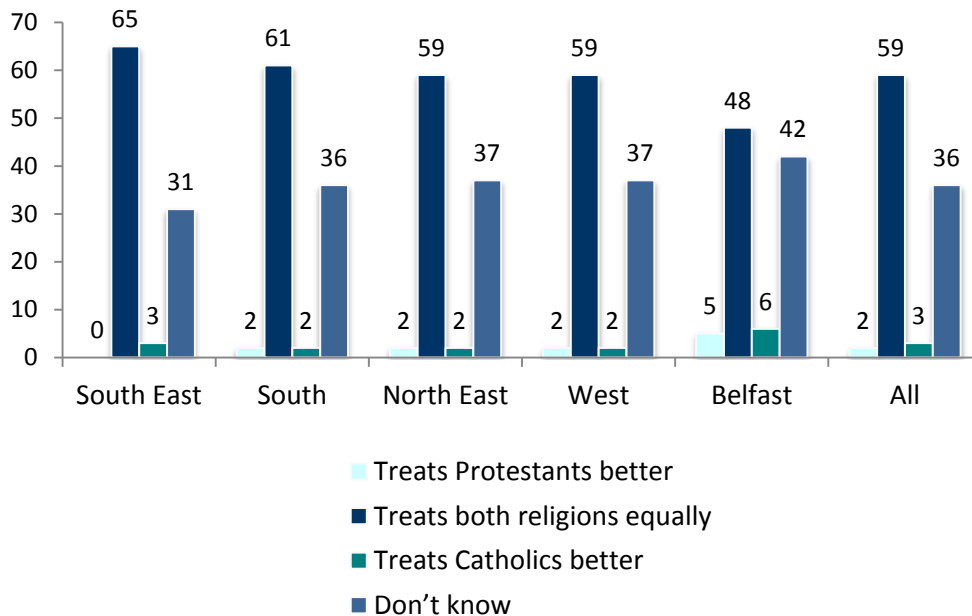
Fewer respondents thought the Housing Executive treats Protestants/Catholics better than the other main religion. A full breakdown is in the Appendix Tables.

- 7.3 The results of the 2012 survey show a marked difference in the proportions of the 3 tenure groups who thought the Housing Executive treats both Protestants and Catholics equally in applying for a home (63% of tenants, 58% of private renters and 58% of owner-occupiers). In 2006, the survey found that 75 per cent of private renters, 73 per cent of tenants and 71 per cent of owner-occupiers thought this way.

It should be noted that the 2012 survey found a far greater proportion of respondents who answered 'don't know' to this question than in 2006. For example, the survey found that 38 per cent of owner-occupiers did not know how the Housing Executive treats both communities when applying for a home, compared to 20 per cent in 2006.

- 7.4 There was some variation by Housing Executive area in the proportions of respondents who thought the Housing Executive's treatment of Protestants and Catholics applying for a home is the same, with the highest proportion (65%; 75% in 2006) living in the South East and the lowest proportion (48%; 67% in 2006) in Belfast.

*Figure 7.1: Perceptions about NIHE treatment of Protestants and Catholics who apply for a home (by Housing Executive Area)*



- 7.5 Belfast Area had the highest proportions of respondents who either thought the Housing Executive treats Protestants better (5%) or Catholics better (6%).
- 7.6 Analysis by age shows the highest proportion (81%) of respondents who thought the Housing Executive treats people from both religions equally when applying for a home were aged 16-24. The lowest proportion (56%) who answered this way were aged 45-54. Analysis by age also pointed to other interesting findings for the various age groups. The highest proportion (39%) of those who did not know how the Housing Executive treats Protestants and Catholics who apply for a home were aged between 45 and 54, closely followed by the over 65s (38%), compared to 19 per cent of the 16-24 age group who answered this way.
- 7.7 Similar proportions of Protestants (60%) and Catholics (58%) thought the Housing Executive treats the two main religious groups equally when applying for a home and more Catholics (37%) than Protestants (33%) didn't know if this was the case. Five per cent of Catholics thought the Housing Executive treats Protestants better and the same proportion of Protestants thought the Housing Executive treats Catholics better when applying for a home.
- 7.8 There was little difference in the proportions of urban (59%) and rural (58%) dwelling respondents who thought the Housing Executive treats the two main religious groups equally when applying for a home. Almost two-fifths (38%) of rural dwelling respondents didn't know how the Housing Executive treats the two main religious groups compared to 33 per cent of urban dwellers.

## Applying for a job (Table 7.1; Appendix Table 7.2)

- 7.9 More than half (56%) of all respondents said they thought the Housing Executive treats Protestants and Catholics equally when applying for a job, a decrease since 2006 when 70 per cent thought this was the case. Two-fifths (40%) of respondents said they didn't know how the Housing Executive treats the two main religious groups when applying for a job, almost double the proportion (21%) in 2006 who answered this way. Fewer respondents thought the Housing Executive treats Catholics better (3%) or Protestants better (2%) when applying for a job.
- 7.10 Analysis by tenure shows equal proportions (57%) of owner-occupier and private renters thought the Housing Executive treats Protestants and Catholics equally when applying for a job, compared to 49 per cent of tenants. Similar proportions of tenants (43%), private renters (40%) and owner-occupiers (39%) didn't know if this was the case. Five per cent of tenants thought the Housing Executive treats Catholics better when applying for a job and 3 per cent thought the organisation treats Protestants better.
- 7.11 There was considerable variation by Housing Executive Area, ranging from 63 per cent of respondents living in the South East to 44 per cent living in Belfast who thought the Housing Executive treats people equally when applying for a job. Belfast Area had the highest proportion (51%) of respondents answering 'don't know', compared to 31 per cent in South East. Six per cent of respondents living in the South East thought the Housing Executive treats Catholics better. No South Area based respondents thought the Housing Executive treats Protestants better when applying for a job.
- 7.12 Analysis by age shows the highest proportion (70%) who thought the Housing Executive treats people from both religions equally when applying for a job were in the 16-24 age group. The lowest proportion (52%) who thought this way were 65 or older. Those respondents aged over 65 had the highest proportion (51%) answering 'don't know', compared to 31 per cent in the 16-24 age group.

*Table 7.2: Perceptions about NIHE treatment of Protestants and Catholics who apply for a job (by age of HRP)*

	16-24	25-34	35-44	45-54	55-64	65+
<b>Treats Protestants better</b>	0	1	2	3	1	2
<b>Treats both main religions equally</b>	70	58	60	53	54	52
<b>Treats Catholics better</b>	3	3	3	5	3	2
<b>Don't know</b>	27	38	35	39	42	45

Generally, higher proportions of respondents across most age groups, with the exception of those aged 65 or older, thought Catholics were treated better than Protestants when applying for a job, though proportions were very small, ranging from 3 per cent-5 per cent.

## Chapter 8: Attitudes to Disability in Northern Ireland

- 8.1 The 2012 Public Attitudes Survey assessed respondents' perceptions of prejudice towards people with disabilities in Northern Ireland. This is a new area of inquiry in the 2012 survey, however some questions were used before in the Housing Executive's Continuous Tenant Omnibus Survey (CTOS). Where possible, a comparison will be made with the CTOS, but the reader is reminded that the CTOS is an internal Housing Executive document and only includes the views of Housing Executive tenants.
- 8.2 Almost 3 in 10 (29%) of respondents said they thought, in general there is prejudice against people with disabilities in Northern Ireland. More than half (53%) said they did not think this was the case and 18 per cent did not know. The CTOS found that 30 per cent of tenants also thought there is prejudice against people with disabilities in Northern Ireland.
- 8.3 Almost one-third (31%) of owner-occupiers said they thought there is prejudice against people with disabilities, compared to 25 per cent of private renters and 24 per cent of tenants.
- 8.4 Analysis by Housing Executive Area shows the highest proportion who said they thought there is prejudice against people with disabilities lived in the South East Area (35%) and the lowest proportion were from West Area (23%).
- 8.5 More than one-third (36%) of those respondents aged between 55 and 64 thought there is prejudice against people with disabilities in Northern Ireland, compared to 19 per cent of those aged 65 and over.
- 8.6 There was little variation between the two main religious groups in respondents' perceptions about prejudice against people with disabilities (Protestants - 29%; Catholics - 27%) or between urban (29%) or rural (28%) based respondents.

### Perceptions about prejudice against people with specific disabilities (Table 8.1; Appendix Tables 8.3 – 8.11)

- 8.7 The survey asked respondents who had previously said they thought there was prejudice against disabled people in Northern Ireland a series of similar questions about prejudice towards specific disabilities.

Findings are crossed with the 5 key variables and are summarised in Table 8.1

*Table 8.1: Perceptions on prejudice towards people with specific disabilities*

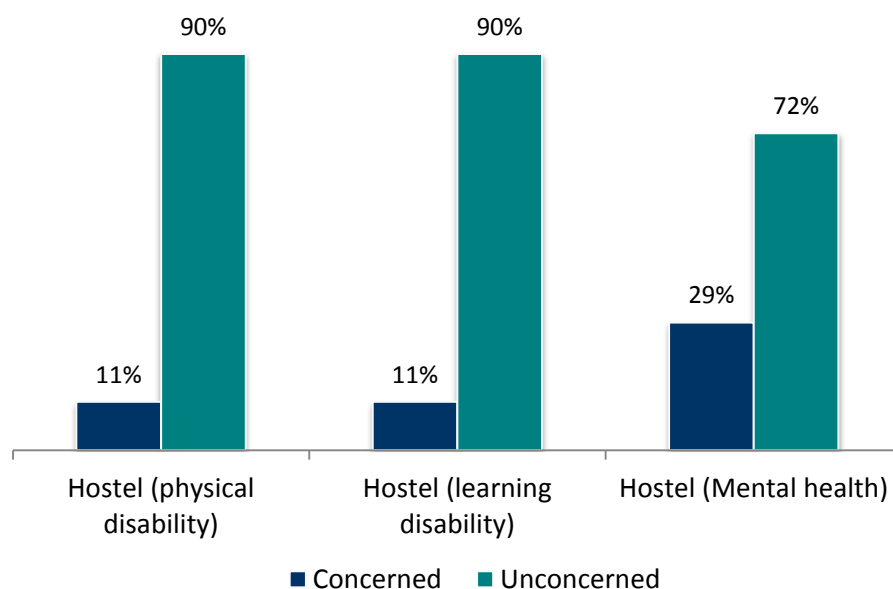
	Mental health	Learning disability	Physical disability	Communication difficulties	Sensory disability	Unseen disability	Progressive illness
<b>All respondents</b>	89%	88%	85%	80%	72%	63%	54%
<b>Owner occupiers</b>	91%	87%	86%	82%	75%	67%	56%
<b>NIHE tenants</b>	79%	77%	74%	69%	67%	62%	41%
<b>Private renters</b>	92%	87%	87%	85%	65%	52%	55%
<b>Belfast</b>	82%	79%	82%	79%	70%	57%	65%
<b>North East</b>	90%	86%	81%	75%	68%	51%	39%
<b>South</b>	90%	83%	87%	83%	75%	85%	63%
<b>South East</b>	93%	93%	91%	90%	80%	62%	56%
<b>West</b>	87%	81%	78%	68%	60%	60%	41%
<b>16-24</b>	100%	100%	100%	88%	75%	50%	63%
<b>25-34</b>	91%	87%	82%	82%	74%	56%	51%
<b>35-44</b>	92%	86%	84%	81%	75%	64%	63%
<b>45-54</b>	92%	91%	82%	81%	71%	70%	55%
<b>55-64</b>	86%	86%	89%	80%	69%	58%	45%
<b>65+</b>	82%	78%	84%	76%	72%	67%	51%
<b>Protestant</b>	89%	86%	84%	80%	73%	61%	52%
<b>Catholic</b>	90%	86%	84%	79%	75%	66%	57%
<b>Urban</b>	88%	83%	83%	80%	71%	63%	54%
<b>Rural</b>	91%	91%	89%	81%	76%	65%	53%

- 8.8 The highest proportion (89%) among this sub sample of respondents<sup>15</sup> said they thought there was prejudice against people with a mental health issue(s) and the lowest proportion (54%) held this view for people with a progressive (incurable) illness.
- 8.9 Further scrutiny shows minor variations among the various key analysis groups in perceptions on prejudice towards people with specific disabilities, but with some noteworthy exceptions. For instance, all respondents (100%) in the 16-24 age group thought there was prejudice against people with mental health issues, learning and physical disabilities. In general there was more variation in the age and Housing Executive Area categories than in any of the other key areas.

### Respondents' attitudes to a hypothetical hostel being sited in their immediate neighbourhood (Figure 8.1)

- 8.10 This survey asked all respondents to rate their levels of concern if a hostel catering for certain types of disabled people were to be sited in their immediate neighbourhood. Across the three types of hostel suggested, the majority of respondents said they would be unconcerned. Of those who were concerned, the highest proportion (29%) said it would be if a hostel for people with mental health issues were to be sited in their immediate neighbourhood. Fewer respondents said they would be concerned about a hostel for people with a physical disability (11%) or a learning disability (11%).

*Figure 8.1: Respondents concerned/unconcerned about hypothetical hostel (all respondent)*



<sup>15</sup> Respondents who had previously said they thought there is prejudice against disabled people in N.Ireland.

## Chapter 9: The Housing Executive and Community Work

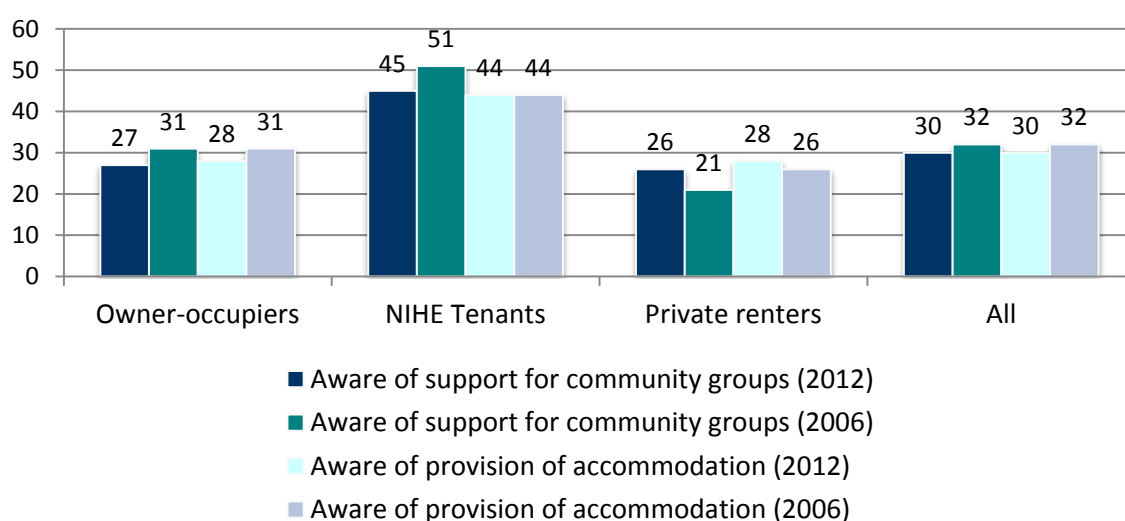
### Support for local community groups (Figure 9.1; Appendix Tables 9.1 and 9.2)

- 9.1 Less than one-third of respondents (30%) knew the Housing Executive supports the formation of community groups in its estates. The same proportion (30%) knew the Housing Executive provides accommodation for community groups to use. In 2006 slightly more respondents knew about the Housing Executive's support for the formation of (32%) and provision of accommodation for (32%) community groups.

#### Awareness by tenure

- 9.2 More than two-fifths (45%) of tenants, compared with 27 per cent of owner-occupiers and 26 per cent of private renters, knew about the Housing Executive's support for the formation of community groups. Similarly, more tenants (44%) than owner-occupiers and private renters (both 28%) knew the Housing Executive provides accommodation for community groups.

*Figure 9.1: Awareness of the Housing Executive's support for community groups 2012 and 2006 by tenure*



#### Awareness by Area

- 9.3 South East Area had the highest level of awareness (34%) of the Housing Executive's support for the formation of community groups and Belfast Area had the lowest (20%). More West Area respondents (40%) than those living elsewhere also knew the Housing Executive provides accommodation for community groups; the lowest level of awareness was in the South Area (26%).

*Table 9.1: Awareness of Housing Executive support for community groups (by Housing Executive area)*

Did you know the Housing Executive...	Belfast	North East	South	South East	West	All
<b>supports the formation of community groups in its estates?</b>	20%	30%	30%	34%	33%	30%
<b>provides accommodation for community groups to use?</b>	20%	32%	29%	34%	38%	30%

### Awareness by age of HRP

- 9.4 Fewer respondents aged 16-24 (8%) than any other age group knew the Housing Executive supports the formation of community groups; the largest proportions were the 55-64 and over 65 age groups (35%). Similarly, fewer respondents aged between 16 and 24 (14%) than the other age groups knew the Housing Executive provides accommodation for community groups; respondents aged between 55 and 64 were most aware (36%).

### Awareness by religion of respondent

- 9.5 Slightly more Protestants (31%) than Catholics (30%) knew the Housing Executive supports the formation of community groups and also provides community groups with accommodation (32% and 30% respectively).

### Awareness by urban/rural location

- 9.6 More urban (32%) than rural (23%) based respondents knew the Housing Executive supports the formation of community groups and also provides community groups with accommodation (34% and 21% respectively).

## Support for local charities (Figure 9.2; Table 9.2; Appendix Tables 9.3 and 9.4)

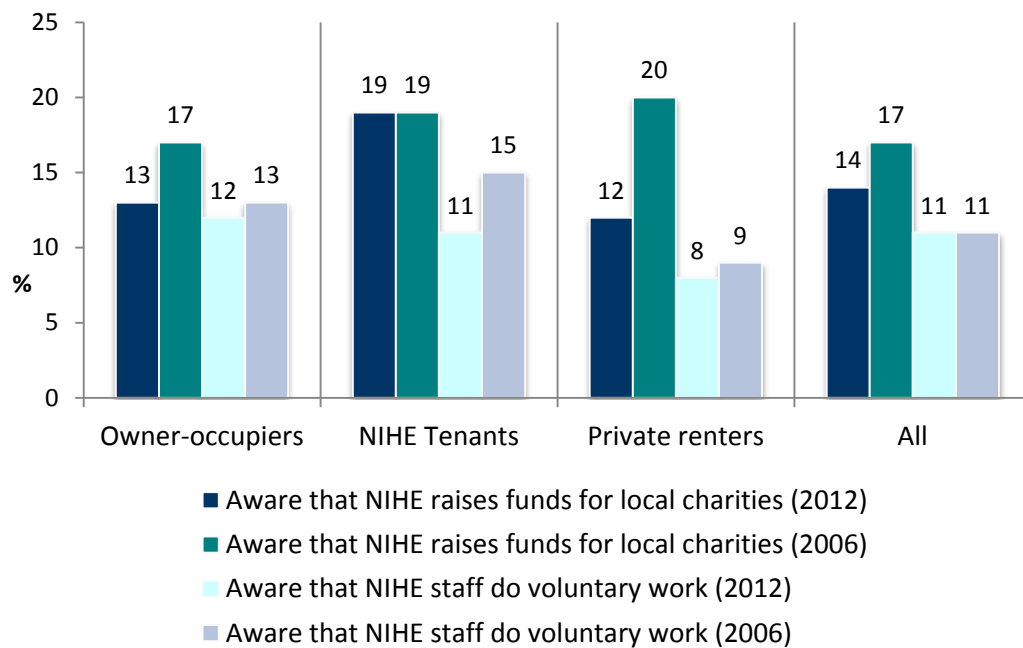
- 9.7 Less than one-fifth (14%; 17% in 2006) of all respondents knew that the Housing Executive raises funds for local charities. Fewer respondents (11%; 11% in 2006) knew that Housing Executive staff do voluntary work for local charities.

### Awareness by tenure

- 9.8 More tenants (19%) than owner-occupiers (13%) and private renters (12%) knew that the Housing Executive raises funds for local charities. Similar proportions of owner-occupiers (12%) and tenants (11%) knew that Housing Executive staff carry out voluntary work for local charities, compared to 8 per cent of private renters.



Figure 9.2: Awareness of NIHE support for local charities 2012 and 2006 (by tenure)



### Awareness by Area

9.9 There was little variation by Area. The highest level of awareness of fund-raising by the Housing Executive for local charities was in North East Area (18%); the lowest proportions were Belfast and South Areas (both 11%). Awareness of Housing Executive staff's voluntary work for local charities ranged from 14 per cent in South East Area and 8 per cent in West Area.

### Awareness by Age of HRP

9.10 Variation in levels of awareness in fund-raising for local charities ranged from 15 per cent of respondents aged 35-44 and over 65 to only 8 per cent of those aged between 16 and 24. Similar proportions of over 65s (13%) were aware that Housing Executive staff carry out voluntary work for local charities, compared to only 6 per cent of those aged 16-24.

### Awareness by Religion

9.11 There was very little difference in levels of awareness between the two main religious groups.

- Awareness of NIHE fund-raising for charities: Protestant 16%; Catholic 12%.
- Awareness of NIHE voluntary work for charities: Protestant 11%; Catholic 10%.

### Awareness by urban/rural location of household

- 9.12 More urban (15%) than rural (10%) based respondents knew the Housing Executive raises funds for local charities. Similarly, more urban (12%) than rural based respondents (9%) knew that Housing Executive staff carry out voluntary work for local charities.

## Chapter 10: Internet Access and Awareness of Housing Executive's Social Media

- 10.1 In 2012, the Public Attitudes Survey assessed the level of access to the internet and awareness of the Housing Executive's social media profiles.

### Internet Access and methods of access (Table 10.1; Appendix Tables 10.1 - 10.5)

- 10.2 More than two-thirds (68%) of respondents said that they, or members of their households, had access to the internet. The most common method of accessing the internet was personal computer/laptop (89%) and 10 per cent used a Smartphone/tablet pc or similar device. By comparison, in 2006, 62 per cent of respondents had access to the internet from their home, 99 per cent of whom had used a personal computer/laptop to gain access. This indicates a steady rise in internet access in households across Northern Ireland but with varying methods of access available.

### Tenure (Table 10.1)

- 10.3 Considerably more owner-occupiers (75%) than private renters (62%) and tenants (48%) had internet access. Since 2006, the proportion of households with internet access has increased across all tenures with the most marked percentage increase among private renters (+37% since 2006).

*Table 10.1: Internet access 2012 and 2006 (by tenure)*

	2012	2006	Variance
<b>Owner-occupiers</b>	75%	64%	+11%
<b>Housing Executive tenants</b>	48%	24%	+24%
<b>Private renters</b>	62%	25%	+37%

### Age of HRP

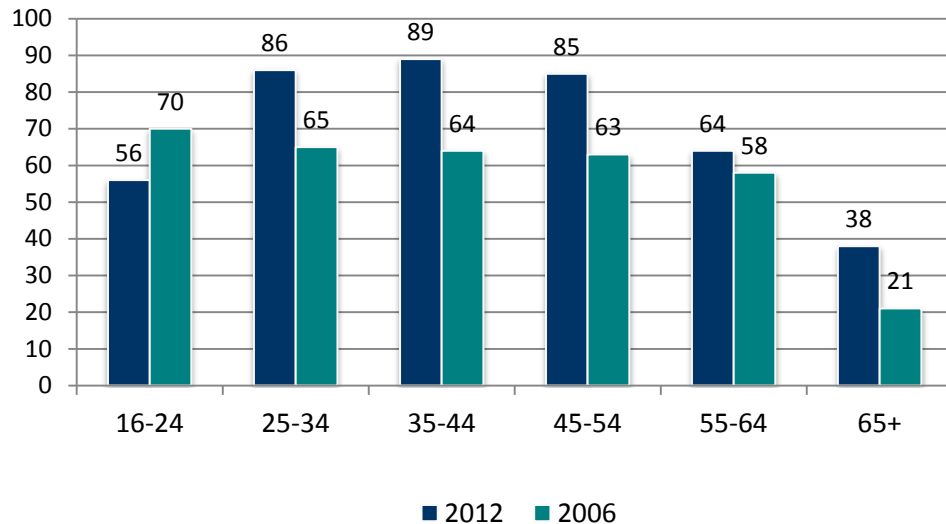
- 10.4 Levels of internet access across different age groups tended to peak at the middle age groups and decline as respondents got older. For instance, 89 per cent of those aged between 35 and 44 had access to the internet compared to 38 per cent of those aged over 65. However, since 2006, the level of internet access has increased across all age groups with the exception of those aged 16-24. The most marked increase was among those aged over 65 (+17% since 2006).

### Housing Executive Area, Religion and urban/rural location of household.

- 10.5 The highest proportion of respondents with access to the internet lived in South East Area (75%); South Area (61%) had the lowest. The level of internet access has increased in all Housing Executive Areas since the 2006 survey with the most marked increase (+20%) in Belfast Area (67%; 47% in

2006). There was no noteworthy variation by religion. More respondents from urban areas (70%) than rural areas (63%) had access to the internet.

Figure 10.1: Level of internet access 2012 and 2006 (by age)



## Awareness, use and effectiveness of social media

10.6 The 2012 survey of Public Attitudes included some new questions which assessed respondents' levels of awareness and use of the different Housing Executive social media profiles. Respondents were also asked if they considered each of these social media profiles to be effective ways to communicate with the public.

### Housing Executive Website

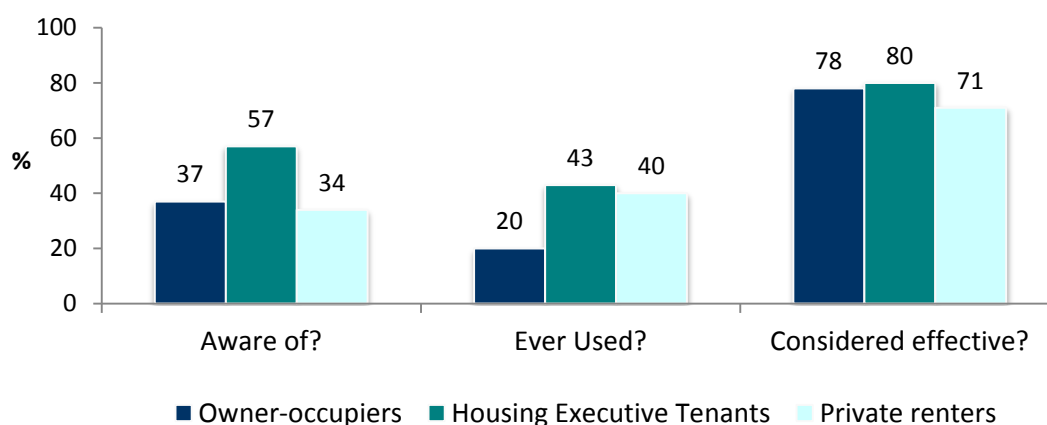
10.7 Almost two-fifths (38%) of respondents who had internet access said they were aware of the Housing Executive's website. Of those who were aware of the website, more than one-quarter (27%) said they had used it and more than three-quarters (77%) said they thought it was an effective way to communicate.

Analysis by tenure shows that a considerably higher proportion of tenants (57%) were aware of the Housing Executive's website compared to owner-occupiers (37%) and private renters (34%). Usage of the website varied between tenure groups. Considerably more tenants (43%) and private renters (40%) than owner-occupiers (20%) had previously used the website. The majority of respondents (in excess of 70%) in all tenures thought the website was an effective way to communicate.

Analysis by age of HRP shows awareness of the website was highest among those respondents in the 25-34 age group (43%) and lowest among those aged 16-24 (19%). However, all respondents (100%) in the 16-24 age group had previously used the website and the same proportion thought it was an effective way to communicate. Respondents aged over 65 years were least

aware of the website (17%). In general, most respondents (in excess of 70%) across all age groups thought the website was an effective way to communicate.

*Figure 10.2: Awareness, use and effectiveness of Housing Executive website (by tenure)*



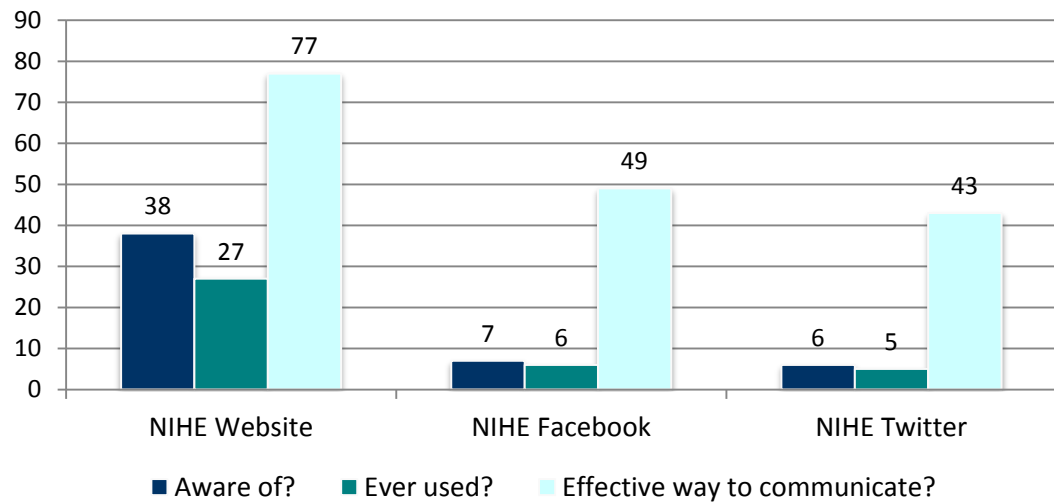
## Housing Executive Facebook Page

10.8 Less than one-tenth (7%) of respondents were aware of the Housing Executive Facebook page. Of these, a very small proportion (6%) had ever used the Facebook page though almost half (49%) considered it to be an effective way to communicate. A breakdown by key variables in the appendix tables.

## Housing Executive Twitter Account

10.9 Less than one-tenth (6%) were aware of the Housing Executive's Twitter account. Of these, a very small proportion (5%) had ever used the Twitter account though more than two-fifths (43%) considered it to be an effective way to communicate. A breakdown by key variables is in the appendix tables.

Figure 10.2: Awareness, use and effectiveness of Housing Executive social media



### Uptake of services delivered via Housing Executive Website

10.8 The 2012 Public Attitudes Survey asked questions on the uptake of services that are delivered through the Housing Executive website. These questions were asked of all respondents who had internet access, though some responses were not valid as respondents deemed the service to be 'not applicable' to them. These cases were removed from analysis. Therefore, there will be a different valid base number of respondents for each service.

10.9 Table 10.2 sets out respondents' answers to the question on uptake of services through the Housing Executive website and provides the valid base number for each applicable service.

More than two-fifths of respondents who answered these questions said they would use the Housing Executive's website to:

- apply for a job (47%);
- find out where homes are available (45%);
- find out where homes are being built (42%); and
- download benefit forms (41%).

Lesser proportions said they would use the website to report a repair (33%), report anti-social behaviour (31%) or pay rent (25%).

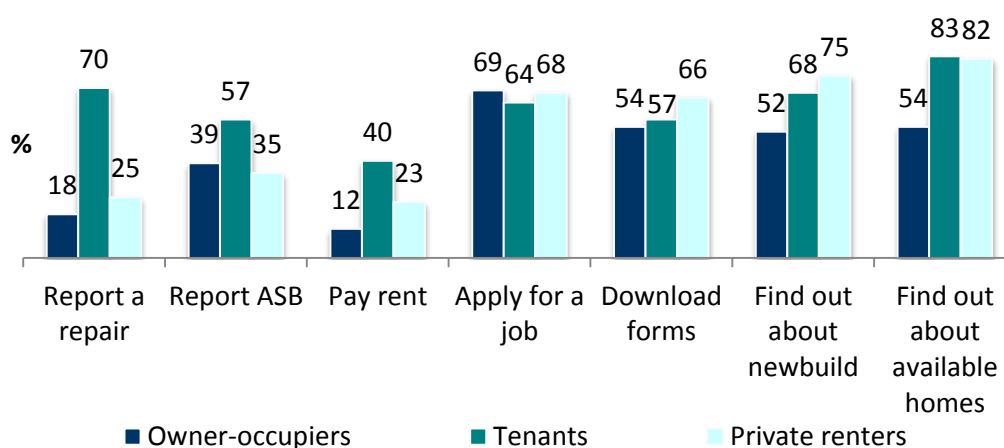
*Table 10.2: Uptake of services via the Housing Executive Website*

	Apply for a job		Find out where homes are available		Find out where homes are being built		Download benefit forms		Report a repair		Report ASB		Pay rent	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<b>Yes</b>	136	<b>47</b>	130	<b>45</b>	120	<b>42</b>	114	<b>41</b>	57	<b>33</b>	82	<b>31</b>	39	<b>25</b>
<b>No</b>	154	<b>53</b>	159	<b>55</b>	168	<b>58</b>	162	<b>59</b>	114	<b>67</b>	185	<b>69</b>	120	<b>75</b>
<b>Total</b>	291	<b>100</b>	289	<b>100</b>	288	<b>100</b>	276	<b>100</b>	170	<b>100</b>	266	<b>100</b>	159	<b>100</b>

## Tenure

10.10 Analysis by tenure shows that certain services are in more demand by certain tenure groups. For instance, 70 per cent of tenants said they would use the Housing Executive's website to report a repair, compared to 18 per cent of owner-occupiers. Variation between tenures for each facility/service is shown in Figure 10.3.

*Figure 10.3: Uptake of online services (by Tenure)*



## Services that are not currently offered online

10.11 Respondents were asked if there was anything they would like to do online that the Housing Executive doesn't currently offer. Again, depending on the respondent, some services/facilities were considered not applicable and these cases were removed from analysis.

10.12 Table 10.3 sets out responses to a list of potential services that could be delivered online, ranging from 62 per cent who said they would like to 'search for available properties across Northern Ireland across all tenures', to 43 per cent who would like to 'show evidence of antisocial behaviour by uploading images/sound files'. Again, the reader is reminded that the valid base number of respondents who answered this question set varies for each service/facility.

*Table 10.3: Potential online services*

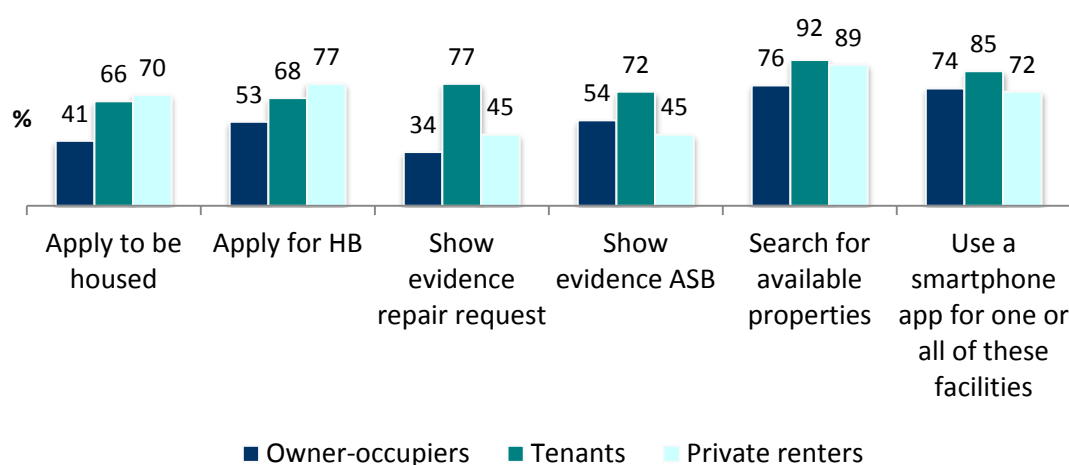
	Search for available properties		Use an 'app' to do all of these things		Apply for Housing Benefit online		Apply to be housed online		Show proof of ASB by uploading evidence		Show evidence of a repair request	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>Yes</b>	182	<b>62</b>	166	<b>54</b>	138	<b>53</b>	121	<b>48</b>	120	<b>43</b>	102	<b>50</b>
<b>No</b>	112	<b>38</b>	143	<b>46</b>	123	<b>47</b>	132	<b>52</b>	162	<b>57</b>	103	<b>50</b>
<b>Total</b>	294	<b>100</b>	308	<b>100</b>	261	<b>100</b>	253	<b>100</b>	282	<b>100</b>	205	<b>100</b>

## Tenure

10.13 Analysis by tenure shows that certain services are in more demand by certain tenure groups. For instance, 92 per cent of tenants said they would like to be able to search for available properties online, compared to 76 per cent of owner-occupiers. Almost three-quarters (72%) of tenants also said they would like to be able to show evidence of anti-social behaviour, compared to 54 per cent of owner-occupiers.

Variation between tenures for each facility/service is shown in Figure 10.4.

Figure 10.4: Potential uptake of online services (by Tenure)



## Housing Executive Area, Age of HRP, Religion and Urban/Rural

10.14 Higher proportions of respondents in four-out-of-five Housing Executive Areas said they would like to be able to search for available properties online than any other of the potential online services. The highest proportion in South Area said they would like to be able to apply for Housing Benefit online. In general, the ability to search for available properties online was the most common potential facility cited by respondents irrespective of their Housing Executive Area, age, religion or urban or rural location.



# APPENDICES

## Appendix I

### Survey Methodology and Technical Notes

#### 1. Introduction

The Housing Executive appointed Perceptive Insight Market Research, an independent market research company, to conduct the fieldwork for the 2012 Public Attitudes Survey, during June and July 2012. An advisory group, comprising senior staff from the Housing Executive's Information Department, Housing and Regeneration, Personnel and Management Services and Design and Property Services Divisions, agreed the content and design of the survey questionnaire.

#### 2. The Sample

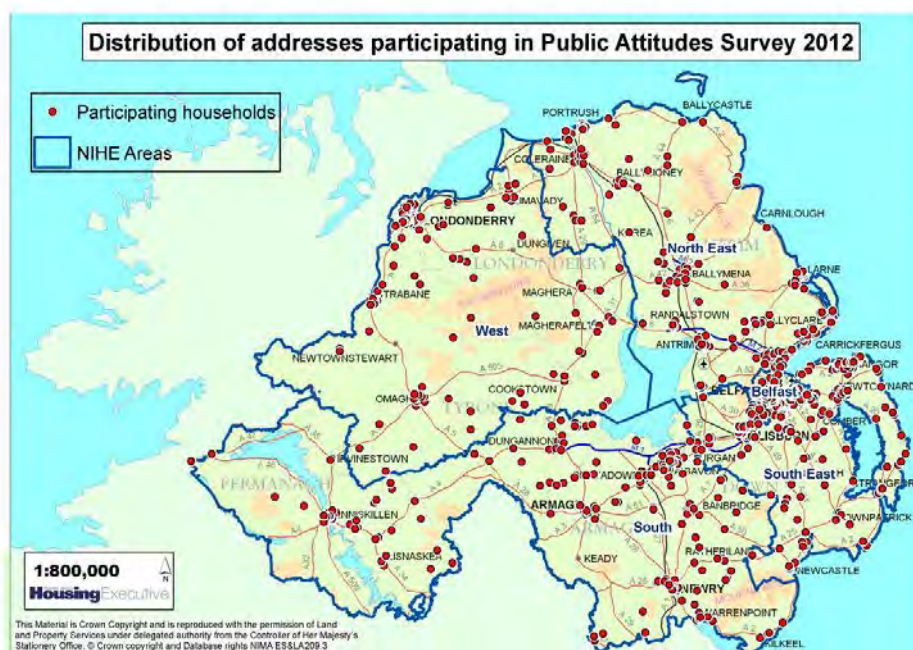
The sample for the survey consisted of a random sample of addresses selected from Land and Property Service's list of residential addresses, also known as Pointer. This is the most up-to-date listing of residential households and is made available to the Housing Executive through NIMA, the Northern Ireland Mapping Agreement.

People living in institutions (though not in private households in such institutions) are excluded. A total of 2,000 addresses were selected for interview. Interviewers were instructed to call at each address issued in their assignments and interviews were carried out with the Household Reference Person or their partner.

### 3. The Fieldwork

At the end of May 2012, Perceptive Insight issued the sampled addresses to a panel of interviewers who conducted the fieldwork during June and July 2012. The response rate, which was 56 per cent of the total eligible sample of addresses, is detailed in the table below:

	Overall response		Eligible response	
<b>Completed interviews</b>	1000	<b>50%</b>	1000	<b>56%</b>
<b>3+calls (exhausted)</b>	288	<b>14%</b>	288	<b>16%</b>
<b>Vacant</b>	96	<b>5%</b>		
<b>Derelict</b>	26	<b>1%</b>		
<b>Non residential</b>	15	<b>1%</b>		
<b>Address not found</b>	66	<b>3%</b>		
<b>Household Refusal</b>	224	<b>11%</b>	224	<b>13%</b>
<b>Selected respondent Refusal</b>	79	<b>4%</b>	79	<b>5%</b>
<b>Telephone Refusal</b>	33	<b>2%</b>	33	<b>2%</b>
<b>Selected respondent away during survey period</b>	16	<b>1%</b>		
<b>Less than 3 calls (pending / live)</b>	155	<b>8%</b>	155	<b>9%</b>
<b>Total addresses</b>	2000	<b>100%</b>	1781	<b>100%</b>



#### 4. Comparability of the Sample to the Population

The possibility of non-response bias in any sample survey is a matter of concern to researchers. The potential impact of non-response bias can be assessed by comparing characteristics of respondents in the achieved sample with those of the total population at, or as near as possible to, the time of sampling.

A comparison with Northern Ireland figures is provided below, by tenure, of the Public Attitudes Survey achieved sample with findings from the Housing Executive's 2011 House Condition Survey (HCS):

	HCS 2011	Achieved sample 2012 PAS
<b>Owner-occupiers</b>	62%	63%
<b>Housing Executive tenants</b>	11%	16%
<b>Housing Association tenants</b>	3%	5%
<b>Private rented</b>	17%	15%
<b>Vacant</b>	7%	-
<b>TOTALS</b>	100%	100%

## 5. Weighting

The sample was stratified proportionately by local government area and the achieved sample data has been weighted and grossed to correct for non-response.

The weighting ratio was calculated by dividing the expected response rate for each local government area by the achieved sample for that area. The following table shows the weighting ratio applied to data in each of the local government areas.

Location	households	households	questionnaires returned	returned	expected returned in population	
Antrim	20,147	<b>2.72%</b>	33	<b>3.30%</b>	27	0.8
Ards	33,250	<b>4.48%</b>	51	<b>5.10%</b>	45	0.9
Armagh	22,215	<b>2.99%</b>	28	<b>2.80%</b>	30	1.1
Ballymena	25,682	<b>3.46%</b>	35	<b>3.50%</b>	35	1.0
Ballymoney	11,574	<b>1.56%</b>	14	<b>1.40%</b>	16	1.1
Banbridge	18,690	<b>2.52%</b>	26	<b>2.60%</b>	25	1.0
Belfast	133,368	<b>17.98%</b>	161	<b>16.10%</b>	180	1.1
Carrickfergus	16,726	<b>2.25%</b>	25	<b>2.50%</b>	23	0.9
Castlereagh	28,472	<b>3.84%</b>	50	<b>5.00%</b>	38	0.8
Coleraine	27,890	<b>3.76%</b>	41	<b>4.10%</b>	38	0.9
Cookstown	13,287	<b>1.79%</b>	12	<b>1.20%</b>	18	1.5

Location	Number of households	Percentage of households	Number of questionnaires returned	Percentage returned	Number that would be expected returned in population	Weight
Craigavon	37,327	5.03%	51	5.10%	50	1.0
Derry	41,924	5.65%	52	5.20%	57	1.1
Down	27,810	3.75%	44	4.40%	37	0.9
Dungannon and Sth Tyrone	21,328	2.87%	31	3.10%	29	0.9
Fermanagh	25,755	3.47%	38	3.80%	35	0.9
Larne	14,147	1.91%	19	1.90%	19	1.0
Limavady	12,367	1.67%	14	1.40%	17	1.2
Lisburn	46,036	6.20%	65	6.50%	62	1.0
Magherafelt	15,215	2.05%	20	2.00%	21	1.0
Moyle	7,962	1.07%	9	0.90%	11	1.2
Newry and Mourne	35,092	4.73%	40	4.00%	47	1.2
Newtownabbey	35,331	4.76%	52	5.20%	48	0.9
North Down	34,847	4.70%	48	4.80%	47	1.0
Omagh	19,923	2.69%	22	2.20%	27	1.2
Strabane	15,560	2.10%	19	1.90%	21	1.1
	741,925		1000		1000	

## 6. Sample Error

The proportion of respondents who gave a certain answer was only an estimate of the proportion of the total population who would have given that answer, i.e. there was a margin of error, plus or minus – the sample error. The size of the error varies according to the size of the percentage and the sample size. The table below shows margins of error, calculated by the standard formula  $s.e. (p) = \sqrt{p*(100 - p)/n}$ , for various percentages and sample sizes, including:

- all respondents,
- owner-occupiers,
- Housing Executive tenants,
- private renters,
- Protestant respondents,
- Catholic respondents,
- respondents who had contacted the Housing Executive over the previous year,
- respondents who had purchased a Housing Executive property, and
- respondents who had accessed the Housing Executive's website.

Sample Error Table @ 95% Confidence Interval	5 or 95	10 or 90	15 or 85	20 or 80	25 or 75	30 or 70	35 or 65	40 or 60	45 or 55	50 or 50
<b>All respondents (1,000)</b>	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
<b>Owner-occupiers (633)</b>	1.7	2.3	2.8	3.1	3.4	3.6	3.7	3.8	3.9	3.9
<b>NIHE tenants (162)</b>	3.4	4.6	5.5	6.2	6.7	7.1	7.4	7.6	7.7	7.7
<b>Private renters (206)</b>	3.0	4.1	4.9	5.5	5.9	6.3	6.5	6.7	6.8	6.8
<b>Belfast (180)</b>	3.2	4.4	5.2	5.9	6.3	6.7	7.0	7.2	7.3	7.3
<b>North East (215)</b>	2.9	4.0	4.8	5.4	5.8	6.1	6.4	6.6	6.7	6.7
<b>South East (230)</b>	2.8	3.9	4.6	5.2	5.6	5.9	6.2	6.3	6.4	6.5
<b>South (216)</b>	2.9	4.0	4.8	5.3	5.8	6.1	6.4	6.5	6.7	6.7
<b>West (159)</b>	3.4	4.7	5.6	6.2	6.8	7.1	7.4	7.6	7.8	7.8
<b>Protestant respondents (461)</b>	2.0	2.7	3.3	3.7	4.0	4.2	4.4	4.5	4.5	4.6
<b>Catholic respondents (392)</b>	2.2	3.0	3.5	4.0	4.3	4.5	4.7	4.9	4.9	5.0
<b>Respondents who contacted NIHE in last year (271)</b>	2.6	3.6	4.3	4.8	5.2	5.5	5.7	5.8	5.9	6.0
<b>Respondents who had accessed the NIHE website (71)</b>	5.1	7.0	8.4	9.4	10.1	10.7	11.2	11.5	11.7	11.7

## Appendix 2 - Tabular Analysis

### Section I Socio-economic characteristics and housing history of respondents

Table 1.1: Gross Annual Household Income

	Less than £10k	£10k to £20k	£20k to £30k	£30k+	Refused and don't know
<b>All respondents</b>	199	238	142	174	250
	<b>20%</b>	<b>24%</b>	<b>14%</b>	<b>17%</b>	<b>25%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	59	134	114	155	172
	<b>9%</b>	<b>21%</b>	<b>18%</b>	<b>24%</b>	<b>27%</b>
<b>Housing Executive Tenants</b>	72	52	5	3	31
	<b>44%</b>	<b>32%</b>	<b>3%</b>	<b>2%</b>	<b>19%</b>
<b>Private renters &amp; others</b>	68	52	23	16	47
	<b>33%</b>	<b>25%</b>	<b>11%</b>	<b>8%</b>	<b>23%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	32	30	28	21	68
	<b>18%</b>	<b>17%</b>	<b>16%</b>	<b>12%</b>	<b>38%</b>
<b>North East</b>	33	43	29	47	62
	<b>15%</b>	<b>20%</b>	<b>14%</b>	<b>22%</b>	<b>29%</b>
<b>South</b>	45	55	33	52	32
	<b>21%</b>	<b>25%</b>	<b>15%</b>	<b>24%</b>	<b>15%</b>
<b>South East</b>	46	59	34	42	49
	<b>20%</b>	<b>26%</b>	<b>15%</b>	<b>18%</b>	<b>21%</b>
<b>West</b>	42	50	18	11	38
	<b>26%</b>	<b>31%</b>	<b>11%</b>	<b>7%</b>	<b>24%</b>
<b>Age of HRP</b>					
<b>16-24</b>	17	9	3	3	4
	<b>47%</b>	<b>25%</b>	<b>8%</b>	<b>8%</b>	<b>11%</b>
<b>25-34</b>	26	37	32	25	26
	<b>18%</b>	<b>25%</b>	<b>22%</b>	<b>17%</b>	<b>18%</b>
<b>35-44</b>	23	36	28	59	36
	<b>13%</b>	<b>20%</b>	<b>15%</b>	<b>32%</b>	<b>20%</b>
<b>45-54</b>	30	39	27	46	49
	<b>16%</b>	<b>20%</b>	<b>14%</b>	<b>24%</b>	<b>26%</b>
<b>55-64</b>	35	35	17	24	42
	<b>23%</b>	<b>23%</b>	<b>11%</b>	<b>16%</b>	<b>28%</b>
<b>65+</b>	67	81	33	17	91
	<b>23%</b>	<b>28%</b>	<b>11%</b>	<b>6%</b>	<b>32%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	80	121	64	84	112
	<b>17%</b>	<b>26%</b>	<b>14%</b>	<b>18%</b>	<b>24%</b>
<b>Catholic</b>	105	96	46	54	91
	<b>27%</b>	<b>25%</b>	<b>12%</b>	<b>14%</b>	<b>23%</b>
<b>Other</b>	13	21	31	36	46
	<b>9%</b>	<b>14%</b>	<b>21%</b>	<b>25%</b>	<b>23%</b>



Urban or Rural Location					
Rural	144	166	97	136	174
	20%	23%	14%	19%	24%
Urban	55	71	44	37	75
	20%	25%	16%	13%	27%

Table 1.2: Age of HRP

All respondents	16-24	25-34	35-44	45-54	55-64	65+	Total
	37	148	183	192	153	289	1002
	4%	15%	18%	19%	15%	29%	100%
Tenure							
Owner occupiers	4	60	121	132	104	211	632
	1%	10%	19%	21%	17%	33%	100%
Housing Executive Tenants	5	29	25	36	27	41	163
	3%	18%	15%	22%	17%	25%	100%
Private renters & others	28	59	37	24	22	37	207
	14%	29%	18%	12%	11%	18%	100%
Housing Executive Area							
Belfast	8	37	33	31	26	45	180
	4%	21%	18%	17%	14%	25%	100%
North East	7	27	40	34	30	78	216
	3%	13%	19%	16%	14%	36%	100%
South	8	32	34	43	33	66	216
	4%	15%	16%	20%	15%	31%	100%
South East	11	31	44	53	31	60	230
	5%	14%	19%	23%	14%	26%	100%
West	2	20	32	31	34	40	159
	1%	13%	20%	20%	21%	25%	100%
Religion of Household							
Protestant	14	48	84	84	73	159	462
	3%	10%	18%	18%	16%	34%	100%
Catholic	18	65	64	76	60	110	393
	5%	17%	16%	19%	15%	28%	100%
Other (including mixed religion, none, other religion & refused)	5	34	36	32	20	20	147
	3%	23%	25%	22%	14%	14%	100%
Urban or Rural Location							
Rural	3	32	50	52	50	95	282
	1%	11%	18%	18%	18%	34%	100%
Urban	33	116	132	140	103	194	718
	5%	16%	18%	20%	14%	27%	100%

Table 1.3: Marital Status

	Single never married	Married first marriage	Re- married	Civil Partnership	Separated but still legally married	Divorced but not legally remarried	Widowed but not legally remarried	Total
<b>All respondents</b>	262	478	12	17	41	73	117	1000
	<b>26%</b>	<b>48%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>7%</b>	<b>12%</b>	<b>100%</b>
<b>Tenure</b>								
<b>Owner occupiers</b>	82	400	10	11	20	31	79	633
	<b>13%</b>	<b>63%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>13%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	79	31	1	1	7	22	21	162
	<b>49%</b>	<b>19%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>14%</b>	<b>13%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	101	47	1	5	14	20	17	205
	<b>49%</b>	<b>23%</b>	<b>1%</b>	<b>2%</b>	<b>7%</b>	<b>10%</b>	<b>8%</b>	<b>100%</b>
<b>Housing Executive Area</b>								
<b>Belfast</b>	58	65	1	8	10	13	25	180
	<b>32%</b>	<b>36%</b>	<b>1%</b>	<b>4%</b>	<b>6%</b>	<b>7%</b>	<b>14%</b>	<b>100%</b>
<b>North East</b>	49	111	4	3	6	15	27	215
	<b>23%</b>	<b>52%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>7%</b>	<b>13%</b>	<b>100%</b>
<b>South</b>	64	101	3	3	9	12	25	217
	<b>30%</b>	<b>47%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>6%</b>	<b>12%</b>	<b>100%</b>
<b>South East</b>	48	125	4	3	6	24	21	231
	<b>21%</b>	<b>54%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>10%</b>	<b>9%</b>	<b>100%</b>
<b>West</b>	44	76	0	1	10	9	19	159
	<b>28%</b>	<b>48%</b>	<b>0%</b>	<b>1%</b>	<b>6%</b>	<b>6%</b>	<b>12%</b>	<b>100%</b>

Age of HRP								
16-24	33	3	0	1	0	0	0	37
	89%	8%	0%	3%	0%	0%	0%	100%
25-34	88	46	0	4	4	3	2	147
	60%	31%	0%	3%	3%	2%	1%	100%
35-44	49	105	1	7	13	5	2	182
	27%	58%	1%	4%	7%	3%	1%	100%
45-54	29	111	6	3	13	26	5	193
	15%	58%	3%	2%	7%	14%	3%	100%
55-64	19	82	3	0	7	27	15	153
	12%	54%	2%	0%	5%	18%	10%	100%
65+	44	131	2	2	4	12	93	288
	15%	46%	1%	1%	1%	4%	32%	100%
Religion of Household								
Protestant	92	240	7	5	15	42	60	461
	20%	52%	2%	1%	3%	9%	13%	100%
Catholic	132	157	3	5	24	21	50	392
	34%	40%	1%	1%	6%	5%	13%	100%
Other (including mixed religion, none, other religion & refused)	38	81	1	7	3	11	7	148
	26%	55%	1%	5%	2%	7%	5%	100%
Urban or Rural Location								
Rural	58	165	4	1	8	14	31	281
	21%	59%	1%	0%	3%	5%	11%	100%
Urban	204	312	7	16	33	59	85	716
	29%	44%	1%	2%	5%	8%	12%	100%

Table 1.4 Employment status

	Self employed	Working full-time	Working part-time	Not working short term	Not working long term	Retired	Students	Permanently sick/ disabled	Looking after family or home	Other, including school child
<b>All respondents</b>	44	274	122	25	73	288	7	67	97	3
	<b>4%</b>	<b>27%</b>	<b>12%</b>	<b>3%</b>	<b>7%</b>	<b>29%</b>	<b>1%</b>	<b>7%</b>	<b>10%</b>	<b>0%</b>
<b>Tenure</b>										
<b>Owner occupiers</b>	38	208	84	10	16	203	1	25	47	1
	<b>6%</b>	<b>33%</b>	<b>13%</b>	<b>2%</b>	<b>3%</b>	<b>32%</b>	<b>0%</b>	<b>4%</b>	<b>7%</b>	<b>0%</b>
<b>Housing Executive Tenants</b>	1	14	15	3	32	47	2	22	26	0
	<b>1%</b>	<b>9%</b>	<b>9%</b>	<b>2%</b>	<b>20%</b>	<b>29%</b>	<b>1%</b>	<b>14%</b>	<b>16%</b>	<b>0%</b>
<b>Private renters &amp; others</b>	5	52	23	12	25	38	4	20	24	2
	<b>2%</b>	<b>25%</b>	<b>11%</b>	<b>6%</b>	<b>12%</b>	<b>19%</b>	<b>2%</b>	<b>10%</b>	<b>12%</b>	<b>1%</b>
<b>Housing Executive Area</b>										
<b>Belfast</b>	7	54	27	10	18	44	2	13	6	0
	<b>4%</b>	<b>30%</b>	<b>15%</b>	<b>6%</b>	<b>10%</b>	<b>24%</b>	<b>1%</b>	<b>7%</b>	<b>3%</b>	<b>0%</b>
<b>North East</b>	9	61	17	4	12	82	2	12	16	0
	<b>4%</b>	<b>28%</b>	<b>8%</b>	<b>2%</b>	<b>6%</b>	<b>38%</b>	<b>1%</b>	<b>6%</b>	<b>7%</b>	<b>0%</b>
<b>South</b>	12	61	18	5	23	63	0	7	28	0
	<b>6%</b>	<b>28%</b>	<b>8%</b>	<b>2%</b>	<b>11%</b>	<b>29%</b>	<b>0%</b>	<b>3%</b>	<b>13%</b>	<b>0%</b>
<b>South East</b>	6	68	40	5	8	61	2	17	23	0
	<b>3%</b>	<b>30%</b>	<b>17%</b>	<b>2%</b>	<b>4%</b>	<b>27%</b>	<b>1%</b>	<b>7%</b>	<b>10%</b>	<b>0%</b>
<b>West</b>	10	31	21	1	12	38	1	18	23	3
	<b>6%</b>	<b>20%</b>	<b>13%</b>	<b>1%</b>	<b>8%</b>	<b>24%</b>	<b>1%</b>	<b>11%</b>	<b>15%</b>	<b>2%</b>
<b>Age of HRP</b>										
<b>16-24</b>	0	9	5	4	7	0	4	0	7	0
	<b>0%</b>	<b>25%</b>	<b>14%</b>	<b>11%</b>	<b>19%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>19%</b>	<b>0%</b>
<b>25-34</b>	5	68	23	8	14	0	2	5	22	0
	<b>3%</b>	<b>46%</b>	<b>16%</b>	<b>5%</b>	<b>10%</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>	<b>15%</b>	<b>0%</b>

<b>35-44</b>	9	77	36	6	20	0	1	7	26	1
	<b>5%</b>	<b>42%</b>	<b>20%</b>	<b>3%</b>	<b>11%</b>	<b>0%</b>	<b>1%</b>	<b>4%</b>	<b>14%</b>	<b>1%</b>
<b>45-54</b>	14	79	26	5	18	6	0	21	22	1
	<b>7%</b>	<b>41%</b>	<b>14%</b>	<b>3%</b>	<b>9%</b>	<b>3%</b>	<b>0%</b>	<b>11%</b>	<b>12%</b>	<b>1%</b>
<b>55-64</b>	9	34	18	2	14	44	0	20	13	1
	<b>6%</b>	<b>22%</b>	<b>12%</b>	<b>1%</b>	<b>9%</b>	<b>28%</b>	<b>0%</b>	<b>13%</b>	<b>8%</b>	<b>1%</b>
<b>65+</b>	7	8	15	0	1	237	0	14	7	0
	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>82%</b>	<b>0%</b>	<b>5%</b>	<b>2%</b>	<b>0%</b>
<b>Total</b>	44	275	123	25	74	287	7	67	97	3
	<b>4%</b>	<b>27%</b>	<b>12%</b>	<b>3%</b>	<b>7%</b>	<b>29%</b>	<b>1%</b>	<b>7%</b>	<b>10%</b>	<b>0%</b>
<b>Religion of Household</b>										
<b>Protestant</b>	21	110	66	9	29	158	3	28	37	0
	<b>5%</b>	<b>24%</b>	<b>14%</b>	<b>2%</b>	<b>6%</b>	<b>34%</b>	<b>1%</b>	<b>6%</b>	<b>8%</b>	<b>0%</b>
<b>Catholic</b>	18	104	38	10	39	99	3	31	48	2
	<b>5%</b>	<b>27%</b>	<b>10%</b>	<b>3%</b>	<b>10%</b>	<b>25%</b>	<b>1%</b>	<b>8%</b>	<b>12%</b>	<b>1%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	5	60	18	6	6	31	1	8	12	1
	<b>3%</b>	<b>41%</b>	<b>12%</b>	<b>4%</b>	<b>4%</b>	<b>21%</b>	<b>1%</b>	<b>5%</b>	<b>8%</b>	<b>1%</b>
<b>Urban or Rural Location</b>										
<b>Urban</b>	25	201	93	20	56	203	6	53	58	2
	<b>4%</b>	<b>28%</b>	<b>13%</b>	<b>3%</b>	<b>8%</b>	<b>28%</b>	<b>1%</b>	<b>7%</b>	<b>8%</b>	<b>0%</b>
<b>Rural</b>	19	73	30	5	17	85	1	15	38	1
	<b>7%</b>	<b>26%</b>	<b>11%</b>	<b>2%</b>	<b>6%</b>	<b>30%</b>	<b>0%</b>	<b>5%</b>	<b>13%</b>	<b>0%</b>

*Table 1.5: Nationality of HRP*

	No.	Percent
<b>British</b>	543	54
<b>Irish</b>	287	29
<b>Northern Irish</b>	130	13
<b>Other including Portuguese, Lithuanian, Polish.</b>	39	4
All respondents	1000	100

*Table 1.6: Ethnic Origin of HRP*

	No.	Per cent
<b>White</b>	994	99
<b>Other including Chinese, Mixed Ethnic, Indian.</b>	6	1
All respondents	1000	100

Table 1.7: Tenure

	Owner occupiers	Housing Executive Tenants	Private renters & others	Total
<b>All respondents</b>	632	162	206	1000
	<b>63%</b>	<b>16%</b>	<b>21%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	89	36	55	180
	<b>49%</b>	<b>20%</b>	<b>31%</b>	<b>100%</b>
<b>North East</b>	147	32	36	215
	<b>68%</b>	<b>15%</b>	<b>17%</b>	<b>100%</b>
<b>South</b>	140	31	45	216
	<b>65%</b>	<b>14%</b>	<b>21%</b>	<b>100%</b>
<b>South East</b>	160	33	36	229
	<b>70%</b>	<b>14%</b>	<b>16%</b>	<b>100%</b>
<b>West</b>	96	30	34	160
	<b>60%</b>	<b>19%</b>	<b>21%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	4	5	28	37
	<b>11%</b>	<b>14%</b>	<b>76%</b>	<b>100%</b>
<b>25-34</b>	60	29	59	148
	<b>41%</b>	<b>20%</b>	<b>40%</b>	<b>100%</b>
<b>35-44</b>	121	25	37	183
	<b>66%</b>	<b>14%</b>	<b>20%</b>	<b>100%</b>
<b>45-54</b>	132	36	24	192
	<b>69%</b>	<b>19%</b>	<b>13%</b>	<b>100%</b>
<b>55-64</b>	104	27	22	153
	<b>68%</b>	<b>18%</b>	<b>14%</b>	<b>100%</b>
<b>65+</b>	211	41	37	289
	<b>73%</b>	<b>14%</b>	<b>13%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	309	83	69	461
	<b>67%</b>	<b>18%</b>	<b>15%</b>	<b>100%</b>
<b>Catholic</b>	226	68	98	392
	<b>58%</b>	<b>17%</b>	<b>25%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	97	10	39	146
	<b>66%</b>	<b>7%</b>	<b>27%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	221	32	29	282
	<b>78%</b>	<b>11%</b>	<b>10%</b>	<b>100%</b>
<b>Urban</b>	411	130	176	717
	<b>57%</b>	<b>18%</b>	<b>25%</b>	<b>100%</b>

Table 1.8: How long have you lived in this property?

	A year or less	More than a year, up to 3 years	More than 3 years, up to 5 years	More than 5 years, up to 10 years	More than 10 years, up to 15 years	More than 15 years, up to 20 years	More than 20 years	Don't know	Total
<b>All respondents</b>	97	92	83	184	130	81	333	1	1001
	<b>10%</b>	<b>9%</b>	<b>8%</b>	<b>18%</b>	<b>13%</b>	<b>8%</b>	<b>33%</b>	<b>0%</b>	<b>100%</b>
<b>Tenure</b>									
<b>Owner occupiers</b>	16	29	39	120	87	57	285	0	633
	<b>3%</b>	<b>5%</b>	<b>6%</b>	<b>19%</b>	<b>14%</b>	<b>9%</b>	<b>45%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	17	16	9	38	28	18	36	1	163
	<b>10%</b>	<b>10%</b>	<b>6%</b>	<b>23%</b>	<b>17%</b>	<b>11%</b>	<b>22%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	64	47	35	26	15	6	12	0	205
	<b>31%</b>	<b>23%</b>	<b>17%</b>	<b>13%</b>	<b>7%</b>	<b>3%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Area</b>									
<b>Belfast</b>	23	23	18	29	19	12	55	0	179
	<b>13%</b>	<b>13%</b>	<b>10%</b>	<b>16%</b>	<b>11%</b>	<b>7%</b>	<b>31%</b>	<b>0%</b>	<b>100%</b>
<b>North East</b>	17	16	16	41	34	19	73	0	216
	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>19%</b>	<b>16%</b>	<b>9%</b>	<b>34%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	18	15	22	46	26	22	67	0	216
	<b>8%</b>	<b>7%</b>	<b>10%</b>	<b>21%</b>	<b>12%</b>	<b>10%</b>	<b>31%</b>	<b>0%</b>	<b>100%</b>
<b>South East</b>	22	23	19	45	28	20	73	1	231
	<b>10%</b>	<b>10%</b>	<b>8%</b>	<b>20%</b>	<b>12%</b>	<b>9%</b>	<b>32%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	17	14	8	24	25	7	65	0	160
	<b>11%</b>	<b>9%</b>	<b>5%</b>	<b>15%</b>	<b>16%</b>	<b>4%</b>	<b>41%</b>	<b>0%</b>	<b>100%</b>



	A year or less	More than a year, up to 3 years	More than 3 years, up to 5 years	More than 5 years, up to 10 years	More than 10 years, up to 15 years	More than 15 years, up to 20 years	More than 20 years	Don't know	Total
<b>Age of HRP</b>									
<b>16-24</b>	17	13	4	1	0	1	0	0	36
	<b>47%</b>	<b>36%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	40	38	22	29	11	2	4	0	146
	<b>27%</b>	<b>26%</b>	<b>15%</b>	<b>20%</b>	<b>8%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	19	19	21	59	41	14	10	0	183
	<b>10%</b>	<b>10%</b>	<b>12%</b>	<b>32%</b>	<b>22%</b>	<b>8%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	8	5	15	38	36	26	65	0	193
	<b>4%</b>	<b>3%</b>	<b>8%</b>	<b>20%</b>	<b>19%</b>	<b>14%</b>	<b>34%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	8	8	7	26	18	12	76	0	155
	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>17%</b>	<b>12%</b>	<b>8%</b>	<b>49%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	5	8	13	32	25	26	179	1	289
	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>11%</b>	<b>9%</b>	<b>9%</b>	<b>62%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>									
<b>Protestant</b>	36	44	26	88	61	34	171	1	461
	<b>8%</b>	<b>10%</b>	<b>6%</b>	<b>19%</b>	<b>13%</b>	<b>7%</b>	<b>37%</b>	<b>0%</b>	<b>100%</b>
<b>Catholic</b>	39	27	39	66	51	36	135	0	393
	<b>10%</b>	<b>7%</b>	<b>10%</b>	<b>17%</b>	<b>13%</b>	<b>9%</b>	<b>34%</b>	<b>0%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	22	20	18	30	19	10	27	0	146
	<b>15%</b>	<b>14%</b>	<b>12%</b>	<b>21%</b>	<b>13%</b>	<b>7%</b>	<b>19%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>									
<b>Rural</b>	16	20	18	44	33	24	128	0	283
	<b>6%</b>	<b>7%</b>	<b>6%</b>	<b>16%</b>	<b>12%</b>	<b>9%</b>	<b>45%</b>	<b>0%</b>	<b>100%</b>
<b>Urban</b>	82	72	65	139	98	57	205	1	719
	<b>11%</b>	<b>10%</b>	<b>9%</b>	<b>19%</b>	<b>14%</b>	<b>8%</b>	<b>29%</b>	<b>0%</b>	<b>100%</b>

Table 1.9: Benefits received by HRP /Partner

	Child benefit	A disability benefit	Incapacity benefit	Housing benefit	Income support	Job seekers	Retirement pension (inc works pension)	Working tax credit	Child tax credit	Pension credit
<b>All respondents in receipt of...</b>	260	174	80	232	108	53	310	73	139	102
	<b>26%</b>	<b>17%</b>	<b>8%</b>	<b>23%</b>	<b>11%</b>	<b>5%</b>	<b>31%</b>	<b>7%</b>	<b>14%</b>	<b>10%</b>
<b>Tenure</b>										
<b>Owner occupiers</b>	153	71	31	24	16	10	230	48	63	60
	<b>35%</b>	<b>16%</b>	<b>7%</b>	<b>6%</b>	<b>4%</b>	<b>2%</b>	<b>52%</b>	<b>11%</b>	<b>14%</b>	<b>14%</b>
<b>Housing Executive Tenants</b>	47	64	30	113	54	16	47	9	31	27
	<b>32%</b>	<b>43%</b>	<b>20%</b>	<b>76%</b>	<b>37%</b>	<b>11%</b>	<b>32%</b>	<b>6%</b>	<b>21%</b>	<b>18%</b>
<b>Private renters and others</b>	60	39	20	95	38	27	33	16	45	14
	<b>40%</b>	<b>26%</b>	<b>14%</b>	<b>64%</b>	<b>26%</b>	<b>18%</b>	<b>22%</b>	<b>11%</b>	<b>30%</b>	<b>9%</b>
<b>Housing Executive Area</b>										
<b>Belfast</b>	52	47	29	54	22	16	36	22	35	18
	<b>41%</b>	<b>37%</b>	<b>23%</b>	<b>42%</b>	<b>17%</b>	<b>12%</b>	<b>28%</b>	<b>17%</b>	<b>27%</b>	<b>14%</b>
<b>North East</b>	49	31	12	39	18	9	88	16	25	19
	<b>30%</b>	<b>19%</b>	<b>7%</b>	<b>24%</b>	<b>11%</b>	<b>5%</b>	<b>53%</b>	<b>9%</b>	<b>15%</b>	<b>12%</b>
<b>South</b>	40	30	11	55	30	13	68	7	23	32
	<b>27%</b>	<b>20%</b>	<b>7%</b>	<b>37%</b>	<b>20%</b>	<b>8%</b>	<b>45%</b>	<b>5%</b>	<b>16%</b>	<b>21%</b>
<b>South East</b>	64	37	12	38	18	8	68	14	30	13
	<b>39%</b>	<b>23%</b>	<b>7%</b>	<b>23%</b>	<b>11%</b>	<b>5%</b>	<b>42%</b>	<b>8%</b>	<b>18%</b>	<b>8%</b>
<b>West</b>	55	29	16	46	19	8	51	15	26	19
	<b>42%</b>	<b>22%</b>	<b>13%</b>	<b>35%</b>	<b>15%</b>	<b>6%</b>	<b>39%</b>	<b>11%</b>	<b>20%</b>	<b>15%</b>

	Child benefit	A disability benefit	Incapacity benefit	Housing benefit	Income support	Job seekers	Retirement pension (inc works pension)	Working tax credit	Child tax credit	Pension credit
Age of HRP										
16-24	18	3	2	17	13	6	1	0	15	0
	72%	12%	8%	68%	52%	24%	5%	0%	61%	0%
25-34	68	10	2	38	32	10	2	20	45	3
	78%	12%	2%	43%	36%	11%	2%	23%	51%	3%
35-44	107	24	11	42	19	16	1	23	48	0
	79%	18%	8%	31%	14%	12%	1%	17%	36%	0%
45-54	63	37	24	43	15	15	4	23	27	2
	56%	33%	21%	38%	14%	13%	3%	20%	24%	2%
55-64	3	41	24	37	12	6	50	4	2	22
	3%	39%	23%	36%	11%	6%	48%	4%	2%	21%
65+	1	59	17	55	18	0	252	3	2	75
	0%	22%	6%	20%	6%	0%	92%	1%	1%	27%
Religion of Household										
Protestant	103	76	33	101	43	18	169	32	56	49
	30%	22%	10%	29%	12%	5%	49%	9%	16%	14%
Catholic	118	79	42	120	59	28	116	25	63	48
	38%	26%	13%	39%	19%	9%	37%	8%	20%	16%
Other	40	19	5	12	6	7	25	16	20	4
	49%	23%	7%	15%	8%	8%	31%	20%	24%	5%
Urban or Rural Location										
Urban	194	137	64	185	88	41	203	61	114	66
	37%	26%	12%	35%	17%	8%	39%	12%	22%	13%
Rural	66	37	16	47	20	12	107	12	25	35
	31%	18%	8%	22%	9%	6%	50%	6%	12%	17%

Table 1.10: Household Type

	Lone Adult	Two Adults	Small Family	Large Family	Large Adult	Two Older	Lone Older	Lone Parent	Total
<b>All respondents</b>	128	121	142	59	173	157	153	67	1000
	<b>13%</b>	<b>12%</b>	<b>14%</b>	<b>6%</b>	<b>17%</b>	<b>16%</b>	<b>15%</b>	<b>7%</b>	<b>100%</b>
<b>Tenure</b>									
<b>Owner occupiers</b>	43	74	98	47	134	127	92	17	632
	<b>7%</b>	<b>12%</b>	<b>16%</b>	<b>7%</b>	<b>21%</b>	<b>20%</b>	<b>15%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	38	15	15	5	13	16	36	24	162
	<b>24%</b>	<b>9%</b>	<b>9%</b>	<b>3%</b>	<b>8%</b>	<b>10%</b>	<b>22%</b>	<b>15%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	47	32	29	7	26	14	25	26	206
	<b>23%</b>	<b>16%</b>	<b>14%</b>	<b>3%</b>	<b>13%</b>	<b>7%</b>	<b>12%</b>	<b>13%</b>	<b>100%</b>
<b>Housing Executive Area</b>									
<b>Belfast</b>	35	19	33	10	30	19	25	9	180
	<b>19%</b>	<b>11%</b>	<b>18%</b>	<b>6%</b>	<b>17%</b>	<b>11%</b>	<b>14%</b>	<b>5%</b>	<b>100%</b>
<b>North East</b>	18	28	31	9	36	44	37	12	215
	<b>8%</b>	<b>13%</b>	<b>14%</b>	<b>4%</b>	<b>17%</b>	<b>21%</b>	<b>17%</b>	<b>6%</b>	<b>100%</b>
<b>South</b>	34	23	24	19	37	33	38	9	217
	<b>16%</b>	<b>11%</b>	<b>11%</b>	<b>9%</b>	<b>17%</b>	<b>15%</b>	<b>18%</b>	<b>4%</b>	<b>100%</b>
<b>South East</b>	25	32	30	12	38	44	32	17	230
	<b>11%</b>	<b>14%</b>	<b>13%</b>	<b>5%</b>	<b>17%</b>	<b>19%</b>	<b>14%</b>	<b>7%</b>	<b>100%</b>
<b>West</b>	16	19	23	9	32	18	22	20	159
	<b>10%</b>	<b>12%</b>	<b>15%</b>	<b>6%</b>	<b>20%</b>	<b>11%</b>	<b>14%</b>	<b>13%</b>	<b>100%</b>

	Lone Adult	Two Adults	Small Family	Large Family	Large Adult	Two Older	Lone Older	Lone Parent	Total
<b>Age of HRP</b>									
<b>16-24</b>	7	5	5	2	7	0	0	10	36
	<b>19%</b>	<b>14%</b>	<b>14%</b>	<b>6%</b>	<b>19%</b>	<b>0%</b>	<b>0%</b>	<b>28%</b>	<b>100%</b>
<b>25-34</b>	25	34	42	5	9	2	0	29	146
	<b>17%</b>	<b>23%</b>	<b>29%</b>	<b>3%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>20%</b>	<b>100%</b>
<b>35-44</b>	24	18	70	37	17	1	0	16	183
	<b>13%</b>	<b>10%</b>	<b>38%</b>	<b>20%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>9%</b>	<b>100%</b>
<b>45-54</b>	37	35	21	15	71	4	0	9	192
	<b>19%</b>	<b>18%</b>	<b>11%</b>	<b>8%</b>	<b>37%</b>	<b>2%</b>	<b>0%</b>	<b>5%</b>	<b>100%</b>
<b>55-64</b>	34	28	2	0	43	29	17	1	154
	<b>22%</b>	<b>18%</b>	<b>1%</b>	<b>0%</b>	<b>28%</b>	<b>19%</b>	<b>11%</b>	<b>1%</b>	<b>100%</b>
<b>65+</b>	0	0	2	0	26	123	136	1	288
	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>9%</b>	<b>43%</b>	<b>47%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>									
<b>Protestant</b>	52	60	54	18	80	93	77	28	462
	<b>11%</b>	<b>13%</b>	<b>12%</b>	<b>4%</b>	<b>17%</b>	<b>20%</b>	<b>17%</b>	<b>6%</b>	<b>100%</b>
<b>Catholic</b>	59	28	55	30	73	50	63	35	393
	<b>15%</b>	<b>7%</b>	<b>14%</b>	<b>8%</b>	<b>19%</b>	<b>13%</b>	<b>16%</b>	<b>9%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	17	32	33	11	21	15	13	4	146
	<b>12%</b>	<b>22%</b>	<b>23%</b>	<b>8%</b>	<b>14%</b>	<b>10%</b>	<b>9%</b>	<b>3%</b>	<b>100%</b>
<b>Rural or Urban Location</b>									
<b>Urban</b>	102	92	105	30	123	107	102	56	717
	<b>14%</b>	<b>13%</b>	<b>15%</b>	<b>4%</b>	<b>17%</b>	<b>15%</b>	<b>14%</b>	<b>8%</b>	<b>100%</b>
<b>Rural</b>	25	28	37	29	50	50	52	11	282
	<b>9%</b>	<b>10%</b>	<b>13%</b>	<b>10%</b>	<b>18%</b>	<b>18%</b>	<b>18%</b>	<b>4%</b>	<b>100%</b>

## Section 2 Contact with the Housing Executive

Table 2.1: Over the last year, have you had any telephone contact with the Housing Executive at all?

	Yes	No	D/K	Total
<b>All respondents</b>	272	727	2	1001
	<b>27%</b>	<b>73%</b>	<b>0%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	71	562	0	633
	<b>11%</b>	<b>89%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	125	37	0	162
	<b>77%</b>	<b>23%</b>	<b>0%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	76	128	2	206
	<b>37%</b>	<b>62%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	71	107	1	179
	<b>40%</b>	<b>60%</b>	<b>1%</b>	<b>100%</b>
<b>North East</b>	51	164	0	215
	<b>24%</b>	<b>76%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	53	162	1	216
	<b>25%</b>	<b>75%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	55	174	0	229
	<b>24%</b>	<b>76%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	41	119	0	160
	<b>26%</b>	<b>74%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	21	15	0	36
	<b>58%</b>	<b>42%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	53	93	1	147
	<b>36%</b>	<b>63%</b>	<b>1%</b>	<b>100%</b>
<b>35-44</b>	42	140	1	183
	<b>23%</b>	<b>77%</b>	<b>1%</b>	<b>100%</b>
<b>45-54</b>	52	140	0	192
	<b>27%</b>	<b>73%</b>	<b>0%</b>	<b>100%</b>

	Yes	No	D/K	Total
<b>55-64</b>	40	114	0	154
	<b>26%</b>	<b>74%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	63	225	0	288
	<b>22%</b>	<b>78%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	128	332	1	461
	<b>28%</b>	<b>72%</b>	<b>0%</b>	<b>100%</b>
<b>Catholic</b>	117	275	0	392
	<b>30%</b>	<b>70%</b>	<b>0%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	27	119	1	147
	<b>18%</b>	<b>81%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	48	234	1	283
	<b>17%</b>	<b>83%</b>	<b>0%</b>	<b>100%</b>
<b>Urban</b>	224	493	1	718
	<b>31%</b>	<b>69%</b>	<b>0%</b>	<b>100%</b>

Table 2.2: Can you tell me which of the following were reasons you had for contacting the Housing Executive within the past year?

	Finding accommodation	Applying for a grant	Advice on energy conservation	Housing maintenance or repair	Housing Benefit enquiries	Rent payments	Homelessness	Advice on the pilot Boiler Replacement Scheme	Complain about a neighbour or tenant	Work related contact
<b>All respondents</b>										
	44	21	8	125	37	21	3	15	8	9
<b>Tenure</b>										
<b>Owner occupiers</b>	13	16	2	12	6	3	0	12	5	9
	<b>22%</b>	<b>27%</b>	<b>3%</b>	<b>20%</b>	<b>10%</b>	<b>5%</b>	<b>0%</b>	<b>20%</b>	<b>8%</b>	<b>14%</b>
<b>Housing Executive Tenants</b>	11	3	4	102	4	7	0	2	2	0
	<b>9%</b>	<b>2%</b>	<b>4%</b>	<b>84%</b>	<b>3%</b>	<b>6%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
<b>Private renters &amp; others</b>	20	2	1	11	28	10	3	1	2	0
	<b>29%</b>	<b>3%</b>	<b>2%</b>	<b>16%</b>	<b>42%</b>	<b>16%</b>	<b>5%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>
<b>Housing Executive Area</b>										
<b>Belfast</b>	18	8	6	37	7	7	0	3	2	1
	<b>27%</b>	<b>12%</b>	<b>9%</b>	<b>56%</b>	<b>10%</b>	<b>10%</b>	<b>0%</b>	<b>5%</b>	<b>3%</b>	<b>2%</b>
<b>North East</b>	6	4	0	22	7	5	0	2	2	3
	<b>13%</b>	<b>8%</b>	<b>0%</b>	<b>50%</b>	<b>16%</b>	<b>11%</b>	<b>0%</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>
<b>South</b>	7	6	0	24	9	4	0	4	1	1
	<b>14%</b>	<b>11%</b>	<b>0%</b>	<b>47%</b>	<b>18%</b>	<b>7%</b>	<b>0%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>
<b>South East</b>	8	3	1	23	9	4	2	3	2	4
	<b>15%</b>	<b>6%</b>	<b>2%</b>	<b>45%</b>	<b>17%</b>	<b>8%</b>	<b>4%</b>	<b>7%</b>	<b>3%</b>	<b>8%</b>
<b>West</b>	6	1	1	19	6	1	1	2	1	0
	<b>16%</b>	<b>3%</b>	<b>3%</b>	<b>52%</b>	<b>16%</b>	<b>3%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>0%</b>



	Finding accommodation	Applying for a grant	Advice on energy conservation	Housing maintenance or repair	Housing Benefit enquiries	Rent payments	Homelessness	Advice on the pilot Boiler Replacement Scheme	Complain about a neighbour or tenant	Work related contact
Age of HRP										
16-24	6	0	0	3	7	3	2	0	0	0
	32%	0%	0%	17%	35%	17%	11%	0%	0%	0%
25-34	12	3	1	23	12	3	0	2	1	1
	25%	6%	2%	48%	24%	6%	0%	4%	2%	2%
35-44	7	2	0	15	7	4	0	1	1	3
	20%	6%	0%	40%	20%	11%	0%	2%	2%	8%
45-54	8	6	2	26	6	1	1	2	3	3
	17%	12%	5%	54%	11%	2%	2%	4%	6%	6%
55-64	3	2	1	21	3	6	0	3	1	0
	9%	6%	3%	59%	9%	18%	0%	9%	3%	0%
65+	7	9	3	37	3	3	0	7	2	2
	11%	15%	5%	62%	6%	5%	0%	12%	4%	3%
Religion of Household										
Protestant	19	6	3	59	16	15	2	5	5	5
	16%	5%	3%	50%	14%	13%	2%	4%	4%	4%
Catholic	17	11	3	57	18	3	1	10	2	2
	16%	11%	3%	54%	17%	3%	1%	10%	2%	2%
Other	8	5	1	8	3	2	0	0	1	2
	33%	19%	5%	34%	12%	8%	0%	0%	4%	8%
Urban or Rural Location										
Rural	39	17	7	106	28	15	3	10	7	7
	19%	8%	3%	52%	14%	8%	2%	5%	3%	3%
Urban	5	5	1	19	10	5	0	5	1	2
	11%	11%	2%	43%	22%	12%	0%	11%	3%	4%

Table 2.3: And over the last year, have you contacted the Housing Executive by Telephone?

	Yes	No	D/K	Total
<b>All respondents</b>	200	68	2	270
	<b>74%</b>	<b>25%</b>	<b>1%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	48	21	2	71
	<b>68%</b>	<b>30%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	106	19	0	125
	<b>85%</b>	<b>15%</b>	<b>0%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	47	29	0	76
	<b>62%</b>	<b>38%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	63	9	0	72
	<b>88%</b>	<b>13%</b>	<b>0%</b>	<b>100%</b>
<b>North East</b>	37	14	0	51
	<b>73%</b>	<b>28%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	34	17	1	52
	<b>65%</b>	<b>33%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	38	16	1	55
	<b>69%</b>	<b>29%</b>	<b>2%</b>	<b>100%</b>
<b>West</b>	28	12	0	40
	<b>70%</b>	<b>30%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	12	9	0	21
	<b>57%</b>	<b>43%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	38	15	0	53
	<b>72%</b>	<b>28%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	27	14	1	42
	<b>64%</b>	<b>33%</b>	<b>2%</b>	<b>100%</b>
<b>45-54</b>	45	7	0	52
	<b>87%</b>	<b>14%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	29	10	1	40
	<b>73%</b>	<b>25%</b>	<b>3%</b>	<b>100%</b>
<b>65+</b>	51	13	0	64
	<b>80%</b>	<b>20%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	96	31	1	128
	<b>75%</b>	<b>24%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	86	30	1	117
	<b>74%</b>	<b>26%</b>	<b>1%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	19	7	0	26
	<b>73%</b>	<b>27%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	34	13	1	48
	<b>71%</b>	<b>27%</b>	<b>2%</b>	<b>100%</b>
<b>Urban</b>	167	55	1	223
	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>100%</b>

Table 2.4: Thinking about the last time you telephoned the Housing Executive, did it take you long to get through or was your call answered quickly?

	Took a long time to get through	Call was answered quickly	D/K	Total
<b>All respondents</b>	31	163	5	199
	<b>16%</b>	<b>82%</b>	<b>3%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	11	36	1	48
	<b>23%</b>	<b>75%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	15	88	3	106
	<b>14%</b>	<b>83%</b>	<b>3%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	6	40	1	47
	<b>13%</b>	<b>85%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	12	47	3	62
	<b>19%</b>	<b>76%</b>	<b>5%</b>	<b>100%</b>
<b>North East</b>	6	29	2	37
	<b>16%</b>	<b>78%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	8	26	0	34
	<b>24%</b>	<b>77%</b>	<b>0%</b>	<b>100.00%</b>
<b>South East</b>	3	35	0	38
	<b>8%</b>	<b>92%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	2	26	0	28
	<b>7%</b>	<b>93%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	9	0	12
	<b>25%</b>	<b>75%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	4	34	0	38
	<b>11%</b>	<b>90%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	5	20	1	26
	<b>19%</b>	<b>77%</b>	<b>4%</b>	<b>100%</b>
<b>45-54</b>	5	40	0	45
	<b>11%</b>	<b>89%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	1	26	2	29
	<b>3%</b>	<b>90%</b>	<b>7%</b>	<b>100%</b>
<b>65+</b>	13	35	2	50
	<b>26%</b>	<b>70%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	11	83	2	96
	<b>12%</b>	<b>87%</b>	<b>2%</b>	<b>100%</b>
<b>Catholic</b>	19	64	2	85
	<b>22%</b>	<b>75%</b>	<b>2%</b>	<b>100%</b>
<b>Other</b>	2	17	1	20
	<b>10%</b>	<b>85%</b>	<b>5%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	5	28	1	34
	<b>15%</b>	<b>82%</b>	<b>3%</b>	<b>100%</b>
<b>Urban</b>	27	136	4	167
	<b>16%</b>	<b>81%</b>	<b>2%</b>	<b>100%</b>

Table 2.5: On the telephone, were the Housing Executive staff polite or rude?

	Very polite	Fairly polite	Neither polite nor rude	Fairly rude	Very rude	Refusal	Don't know	Total
<b>All respondents</b>	113	62	13	6	2	1	3	200
	<b>57%</b>	<b>31%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>100%</b>
<b>Tenure</b>								
<b>Owner occupiers</b>	34	9	3	1	1	0	0	48
	<b>71%</b>	<b>19%</b>	<b>6%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	61	32	6	3	1	1	2	106
	<b>58%</b>	<b>30%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	20	20	4	2	0	0	1	47
	<b>43%</b>	<b>43%</b>	<b>9%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>								
<b>Belfast</b>	32	20	6	1	0	0	3	62
	<b>52%</b>	<b>32%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>	<b>100%</b>
<b>North East</b>	17	16	3	1	0	1	0	38
	<b>45%</b>	<b>42%</b>	<b>8%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	23	9	1	0	1	0	0	34
	<b>68%</b>	<b>27%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>South East</b>	24	7	2	4	1	0	0	38
	<b>63%</b>	<b>18%</b>	<b>5%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	17	10	1	0	0	0	0	28
	<b>61%</b>	<b>36%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

	Very polite	Fairly polite	Neither polite nor rude	Fairly rude	Very rude	Refusal	Don't know	Total
<b>Age of HRP</b>								
<b>16-24</b>	5	3	2	1	0	0	0	11
	<b>46%</b>	<b>27%</b>	<b>18%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	22	13	2	2	0	0	0	39
	<b>56%</b>	<b>33%</b>	<b>5%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	13	9	1	1	0	0	2	26
	<b>50%</b>	<b>35%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>8%</b>	<b>100%</b>
<b>45-54</b>	27	11	2	1	2	0	1	44
	<b>61%</b>	<b>25%</b>	<b>5%</b>	<b>2%</b>	<b>5%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>
<b>55-64</b>	18	9	2	0	0	0	0	29
	<b>62%</b>	<b>31%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	30	15	4	1	0	1	0	51
	<b>59%</b>	<b>29%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>								
<b>Protestant</b>	54	31	5	3	0	1	1	95
	<b>57%</b>	<b>33%</b>	<b>5%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	49	25	7	2	2	0	1	86
	<b>57%</b>	<b>29%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	12	5	1	1	0	0	1	20
	<b>60%</b>	<b>25%</b>	<b>5%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>	<b>100%</b>
<b>Urban or Rural Location</b>								
<b>Rural</b>	22	8	3	1	0	0	0	34
	<b>65%</b>	<b>24%</b>	<b>9%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Urban</b>	93	54	10	5	2	1	3	168
	<b>55%</b>	<b>32%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>100%</b>

Table 2.6: Did the person who dealt with your call give you their name?

	Yes	No	Already knew the name of the person	Don't know	Total
<b>All respondents</b>	120	31	3	46	200
	<b>60%</b>	<b>16%</b>	<b>2%</b>	<b>23%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	32	4	1	11	48
	<b>67%</b>	<b>8%</b>	<b>2%</b>	<b>23%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	62	18	2	24	106
	<b>59%</b>	<b>17%</b>	<b>2%</b>	<b>23%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	26	9	0	11	46
	<b>57%</b>	<b>20%</b>	<b>0%</b>	<b>24%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	36	11	0	16	63
	<b>57%</b>	<b>18%</b>	<b>0%</b>	<b>25%</b>	<b>100%</b>
<b>North East</b>	21	11	2	4	38
	<b>55%</b>	<b>29%</b>	<b>5%</b>	<b>11%</b>	<b>100%</b>
<b>South</b>	25	4	0	6	35
	<b>71%</b>	<b>11%</b>	<b>0%</b>	<b>17%</b>	<b>100%</b>
<b>South East</b>	26	3	0	9	38
	<b>68%</b>	<b>8%</b>	<b>0%</b>	<b>24%</b>	<b>100%</b>
<b>West</b>	13	2	1	12	28
	<b>46%</b>	<b>7%</b>	<b>4%</b>	<b>43%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	9	1	0	2	12
	<b>75%</b>	<b>8%</b>	<b>0%</b>	<b>17%</b>	<b>100%</b>
<b>25-34</b>	27	6	1	5	39
	<b>69%</b>	<b>15%</b>	<b>3%</b>	<b>13%</b>	<b>100%</b>
<b>35-44</b>	12	4	0	10	26
	<b>46%</b>	<b>15%</b>	<b>0%</b>	<b>39%</b>	<b>100%</b>
<b>45-54</b>	30	6	1	8	45
	<b>67%</b>	<b>13%</b>	<b>2%</b>	<b>18%</b>	<b>100%</b>
<b>55-64</b>	13	6	1	8	28
	<b>46%</b>	<b>21%</b>	<b>4%</b>	<b>29%</b>	<b>100%</b>
<b>65+</b>	29	9	0	13	51
	<b>57%</b>	<b>18%</b>	<b>0%</b>	<b>26%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	60	13	2	20	95
	<b>63%</b>	<b>14%</b>	<b>2%</b>	<b>21%</b>	<b>100%</b>
<b>Catholic</b>	52	12	1	21	86
	<b>61%</b>	<b>14%</b>	<b>1%</b>	<b>24%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	9	6	0	5	20
	<b>45%</b>	<b>30%</b>	<b>0%</b>	<b>25%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Rural</b>	22	6	0	6	34
	<b>65%</b>	<b>18%</b>	<b>0%</b>	<b>18%</b>	<b>100%</b>
<b>Urban</b>	98	26	3	40	167
	<b>59%</b>	<b>16%</b>	<b>2%</b>	<b>24%</b>	<b>100%</b>

Table 2.7: Was your query dealt with promptly?

	Yes	No	D/K	Total
<b>All respondents</b>	156	40	5	201
	<b>78%</b>	<b>20%</b>	<b>3%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	44	3	1	48
	<b>92%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	76	29	1	106
	<b>72%</b>	<b>27%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	36	8	3	47
	<b>77%</b>	<b>17%</b>	<b>6%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	46	15	2	63
	<b>73%</b>	<b>24%</b>	<b>3%</b>	<b>100%</b>
<b>North East</b>	25	11	1	37
	<b>68%</b>	<b>30%</b>	<b>3%</b>	<b>100%</b>
<b>South</b>	28	4	2	34
	<b>82%</b>	<b>12%</b>	<b>6%</b>	<b>100%</b>
<b>South East</b>	30	9	0	39
	<b>77%</b>	<b>23%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	27	1	0	28
	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	10	2	0	12
	<b>83%</b>	<b>17%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	30	7	1	38
	<b>79%</b>	<b>18%</b>	<b>3%</b>	<b>100%</b>
<b>35-44</b>	20	4	2	26
	<b>77%</b>	<b>15%</b>	<b>8%</b>	<b>100%</b>
<b>45-54</b>	34	12	0	46
	<b>74%</b>	<b>26%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	22	7	0	29
	<b>76%</b>	<b>24%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	40	8	2	50
	<b>80%</b>	<b>16%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	77	19	0	96
	<b>80%</b>	<b>20%</b>	<b>0%</b>	<b>100%</b>
<b>Catholic</b>	68	14	4	86
	<b>79%</b>	<b>16%</b>	<b>5%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	12	7	1	20
	<b>60%</b>	<b>35%</b>	<b>5%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	27	5	2	34
	<b>79%</b>	<b>15%</b>	<b>6%</b>	<b>100%</b>
<b>Urban</b>	129	35	3	167
	<b>77%</b>	<b>21%</b>	<b>2%</b>	<b>100%</b>

Table 2.8: Were you able to contact the right person with your query?

	Yes	No	Don't know	Total
<b>All respondents</b>	172	21	7	200
	<b>86%</b>	<b>11%</b>	<b>4%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	48	0	0	48
	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	89	15	2	106
	<b>84%</b>	<b>14%</b>	<b>2%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	35	6	5	46
	<b>76%</b>	<b>13%</b>	<b>11%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	45	11	7	63
	<b>71%</b>	<b>18%</b>	<b>11%</b>	<b>100%</b>
<b>North East</b>	35	2	0	37
	<b>95%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	32	2	1	35
	<b>91%</b>	<b>6%</b>	<b>3%</b>	<b>100%</b>
<b>South East</b>	34	4	0	38
	<b>90%</b>	<b>11%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	27	1	0	28
	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	9	3	0	12
	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>100.00%</b>
<b>25-34</b>	34	4	1	39
	<b>87%</b>	<b>10%</b>	<b>3%</b>	<b>100%</b>
<b>35-44</b>	20	4	3	27
	<b>74%</b>	<b>15%</b>	<b>11%</b>	<b>100%</b>
<b>45-54</b>	41	3	1	45
	<b>91%</b>	<b>7%</b>	<b>2%</b>	<b>100%</b>
<b>55-64</b>	24	4	1	29
	<b>83%</b>	<b>14%</b>	<b>3%</b>	<b>100%</b>
<b>65+</b>	46	3	1	50
	<b>92%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	85	8	2	95
	<b>90%</b>	<b>8%</b>	<b>2%</b>	<b>100%</b>
<b>Catholic</b>	73	10	3	86
	<b>85%</b>	<b>12%</b>	<b>4%</b>	<b>100%</b>
<b>Other</b>	15	3	2	20
	<b>75%</b>	<b>15%</b>	<b>10%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Rural</b>	32	2	0	34
	<b>94%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>
<b>Urban</b>	141	19	8	168
	<b>84%</b>	<b>11%</b>	<b>5%</b>	<b>100%</b>



### Section 3 Awareness of the Housing Executive's Functions

Table 3.1: Did you know the Housing Executive administers Housing Benefit, to both Housing Executive & private sector tenants?

	Yes	No	Total
<b>All respondents</b>	568	431	999
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	299	333	632
	<b>47%</b>	<b>53%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	130	32	162
	<b>80%</b>	<b>20%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	139	66	205
	<b>68%</b>	<b>32%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	118	61	179
	<b>66%</b>	<b>34%</b>	<b>100%</b>
<b>North East</b>	124	91	215
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>South</b>	119	97	216
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>South East</b>	119	111	230
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>West</b>	88	71	159
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	28	9	37
	<b>76%</b>	<b>24%</b>	<b>100%</b>
<b>25-34</b>	91	56	147
	<b>62%</b>	<b>38%</b>	<b>100%</b>
<b>35-44</b>	108	75	183
	<b>59%</b>	<b>41%</b>	<b>100%</b>
<b>45-54</b>	118	74	192
	<b>62%</b>	<b>39%</b>	<b>100%</b>
<b>55-64</b>	85	69	154
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>65+</b>	139	150	289
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	246	215	461
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Catholic</b>	242	151	393
	<b>62%</b>	<b>38%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	80	66	146
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	142	141	283
	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>Urban</b>	427	291	718
	<b>60%</b>	<b>41%</b>	<b>100%</b>

*Table 3.2: Did you know that the Housing Executive aims to improve standards in private housing by providing grants, for example to home owners for disabled facilities, & in exceptional circumstances, improvement & repair to unfit property?*

	Yes	No	Total
<b>All respondents</b>	515	484	999
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	320	313	633
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	101	60	161
	<b>63%</b>	<b>37%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	94	111	205
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	85	95	180
	<b>47%</b>	<b>53%</b>	<b>100%</b>
<b>North East</b>	100	115	215
	<b>47%</b>	<b>54%</b>	<b>100%</b>
<b>South</b>	122	94	216
	<b>57%</b>	<b>44%</b>	<b>100%</b>
<b>South East</b>	134	96	230
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>West</b>	75	84	159
	<b>47%</b>	<b>53%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	17	19	36
	<b>47%</b>	<b>53%</b>	<b>100%</b>
<b>25-34</b>	67	80	147
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>35-44</b>	96	87	183
	<b>53%</b>	<b>48%</b>	<b>100%</b>
<b>45-54</b>	98	93	191
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>55-64</b>	86	67	153
	<b>56%</b>	<b>44%</b>	<b>100%</b>
<b>65+</b>	150	138	288
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	247	214	461
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>Catholic</b>	191	201	392
	<b>49%</b>	<b>51%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	78	69	147
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	151	131	282
	<b>54%</b>	<b>47%</b>	<b>100%</b>
<b>Urban</b>	365	353	718
	<b>51%</b>	<b>49%</b>	<b>100%</b>

Table 3.3: Did you know that the Housing Executive is responsible for helping vulnerable people? E.g. through the Supporting People programme?

	Yes	No	Total
<b>All respondents</b>	357	642	999
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	206	426	632
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	72	89	161
	<b>45%</b>	<b>55%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	79	127	206
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	76	104	180
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>North East</b>	75	140	215
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>South</b>	62	155	217
	<b>29%</b>	<b>71%</b>	<b>100%</b>
<b>South East</b>	98	132	230
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>West</b>	47	112	159
	<b>30%</b>	<b>70%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	14	23	37
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>25-34</b>	59	88	147
	<b>40%</b>	<b>60%</b>	<b>100%</b>
<b>35-44</b>	73	109	182
	<b>40%</b>	<b>60%</b>	<b>100%</b>
<b>45-54</b>	67	125	192
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>55-64</b>	53	100	153
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>65+</b>	92	197	289
	<b>32%</b>	<b>68%</b>	<b>100%</b>
<b>Religion of household</b>			
<b>Protestant</b>	166	295	461
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Catholic</b>	133	259	392
	<b>34%</b>	<b>66%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	59	88	147
	<b>40%</b>	<b>60%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	93	190	283
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>Urban</b>	265	453	718
	<b>37%</b>	<b>63%</b>	<b>100%</b>

Table 3.4: Did you know that the Housing Executive Provides serviced sites for Travellers?

	Yes	No	Total
<b>All respondents</b>	366	633	999
	<b>37%</b>	<b>63%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	243	389	632
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	66	95	161
	<b>41%</b>	<b>59%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	57	149	206
	<b>28%</b>	<b>72%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	70	109	179
	<b>39%</b>	<b>61%</b>	<b>100%</b>
<b>North East</b>	67	148	215
	<b>31%</b>	<b>69%</b>	<b>100%</b>
<b>South</b>	76	140	216
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>South East</b>	95	134	229
	<b>42%</b>	<b>59%</b>	<b>100%</b>
<b>West</b>	58	102	160
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	9	27	36
	<b>25%</b>	<b>75%</b>	<b>100%</b>
<b>25-34</b>	48	99	147
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>35-44</b>	61	122	183
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>45-54</b>	78	114	192
	<b>41%</b>	<b>59%</b>	<b>100%</b>
<b>55-64</b>	66	88	154
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>65+</b>	104	185	289
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	167	294	461
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Catholic</b>	148	244	392
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	52	95	147
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	99	184	283
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>Urban</b>	268	450	718
	<b>37%</b>	<b>63%</b>	<b>100%</b>

Table 3.5: Did you know that the Housing Executive is responsible for the homeless?

	Yes	No	Total
<b>All respondents</b>	517	483	1000
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	307	326	633
	<b>49%</b>	<b>52%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	105	56	161
	<b>65%</b>	<b>35%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	105	101	206
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	105	75	180
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>North East</b>	98	117	215
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>South</b>	96	120	216
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>South East</b>	129	101	230
	<b>56%</b>	<b>44%</b>	<b>100%</b>
<b>West</b>	88	71	159
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	19	17	36
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>25-34</b>	87	60	147
	<b>59%</b>	<b>41%</b>	<b>100%</b>
<b>35-44</b>	103	79	182
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>45-54</b>	104	88	192
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>55-64</b>	76	77	153
	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>65+</b>	128	161	289
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>Religion of household</b>			
<b>Protestant</b>	230	231	461
	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>Catholic</b>	211	181	392
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	76	71	147
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	135	147	282
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>Urban</b>	382	336	718
	<b>53%</b>	<b>47%</b>	<b>100%</b>

*Table 3.6: Did you know that the Housing Executive works with other bodies to reduce anti-social behaviour on its estates?*

	Yes	No	Total
<b>All respondents</b>	479	520	999
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	277	356	633
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	109	52	161
	<b>68%</b>	<b>32%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	93	112	205
	<b>45%</b>	<b>55%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	68	112	180
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>North East</b>	95	120	215
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>South</b>	109	108	217
	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>South East</b>	124	106	230
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>West</b>	83	76	159
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	8	28	36
	<b>22%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	62	85	147
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>35-44</b>	94	88	182
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>45-54</b>	109	83	192
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>55-64</b>	78	76	154
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>65+</b>	127	161	288
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	219	242	461
	<b>48%</b>	<b>53%</b>	<b>100%</b>
<b>Catholic</b>	192	200	392
	<b>49%</b>	<b>51%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	68	79	147
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	121	162	283
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>Urban</b>	359	359	718
	<b>50%</b>	<b>50%</b>	<b>100%</b>

Table 3.7: Did you know that the Housing Executive aims to improve the environment on Housing Executive estates?

	Yes	No	Total
<b>All respondents</b>	532	468	1000
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	331	301	632
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	112	50	162
	<b>69%</b>	<b>31%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	89	117	206
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	73	107	180
	<b>41%</b>	<b>59%</b>	<b>100%</b>
<b>North East</b>	111	104	215
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>South</b>	126	91	217
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>South East</b>	133	97	230
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>West</b>	89	71	160
	<b>56%</b>	<b>44%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	9	27	36
	<b>25%</b>	<b>75%</b>	<b>100%</b>
<b>25-34</b>	75	72	147
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>35-44</b>	98	85	183
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>45-54</b>	113	79	192
	<b>59%</b>	<b>41%</b>	<b>100%</b>
<b>55-64</b>	85	69	154
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>65+</b>	151	138	289
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	253	208	461
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Catholic</b>	204	188	392
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	75	72	147
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	144	138	282
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>Urban</b>	387	330	717
	<b>54%</b>	<b>46%</b>	<b>100%</b>

*Table 3.8: Did you know that the Housing Executive is responsible for promoting home energy efficiency?*

	Yes	No	Total
<b>All respondents</b>	532	467	999
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	339	294	633
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	108	53	161
	<b>67%</b>	<b>33%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	85	120	205
	<b>42%</b>	<b>59%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	82	98	180
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>North East</b>	106	108	214
	<b>50%</b>	<b>51%</b>	<b>100%</b>
<b>South</b>	126	90	216
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>South East</b>	128	102	230
	<b>56%</b>	<b>44%</b>	<b>100%</b>
<b>West</b>	91	68	159
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	11	26	37
	<b>30%</b>	<b>70%</b>	<b>100%</b>
<b>25-34</b>	74	73	147
	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>35-44</b>	96	86	182
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>45-54</b>	109	83	192
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>55-64</b>	84	69	153
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>65+</b>	158	130	288
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	242	219	461
	<b>53%</b>	<b>48%</b>	<b>100%</b>
<b>Catholic</b>	214	178	392
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	76	71	147
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	149	133	282
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Urban</b>	383	334	717
	<b>53%</b>	<b>47%</b>	<b>100%</b>



*Table 3.9: Did you know that the Housing Executive works with local residents' groups to improve services & standards & develop the community's skills & opportunities?*

	Yes	No	Total
<b>All respondents</b>	414	586	1000
	<b>41%</b>	<b>59%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	250	382	632
	<b>40%</b>	<b>60%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	96	66	162
	<b>59%</b>	<b>41%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	68	138	206
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	63	117	180
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>North East</b>	78	137	215
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>South</b>	96	121	217
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>South East</b>	111	119	230
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>West</b>	67	92	159
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	8	28	36
	<b>22%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	62	85	147
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>35-44</b>	84	98	182
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>45-54</b>	84	108	192
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>55-64</b>	68	86	154
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>65+</b>	108	181	289
	<b>37%</b>	<b>63%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	195	266	461
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>Catholic</b>	166	227	393
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>Other</b>	53	93	146
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	97	185	282
	<b>34%</b>	<b>66%</b>	<b>100%</b>
<b>Urban</b>	316	401	717
	<b>44%</b>	<b>56%</b>	<b>100%</b>

*Table 3.10: Did you know that the Housing Executive employs neighbourhood officers to help provide services directly to tenants?*

	Yes	No	Total
All respondents	287	714	1001
	29%	71%	100%
<b>Tenure</b>			
Owner occupiers	160	473	633
	25%	75%	100%
Housing Executive Tenants	75	87	162
	46%	54%	100%
Private renters & others	52	154	206
	25%	75%	100%
<b>Housing Executive Area</b>			
Belfast	50	130	180
	28%	72%	100%
North East	59	156	215
	27%	73%	100%
South	68	148	216
	32%	69%	100%
South East	71	159	230
	31%	69%	100%
West	38	122	160
	24%	76%	100%
<b>Age of HRP</b>			
16-24	6	30	36
	17%	83%	100%
25-34	40	107	147
	27%	73%	100%
35-44	58	125	183
	32%	68%	100%
45-54	61	131	192
	32%	68%	100%
55-64	47	107	154
	31%	70%	100%
65+	75	213	288
	26%	74%	100%
<b>Religion of Household</b>			
Protestant	132	329	461
	29%	71%	100%
Catholic	117	275	392
	30%	70%	100%
Other	37	109	146
	25%	75%	100%
<b>Urban or Rural Location</b>			
Rural	67	216	283
	24%	76%	100%
Urban	219	498	717
	31%	70%	100%

Table 3.11: Did you know that the Housing Executive operates a formal complaints procedure?

	Yes	No	Total
<b>All respondents</b>	541	458	999
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	339	293	632
	<b>54%</b>	<b>46%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	114	47	161
	<b>71%</b>	<b>29%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	88	118	206
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	76	104	180
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>North East</b>	133	82	215
	<b>62%</b>	<b>38%</b>	<b>100%</b>
<b>South</b>	119	97	216
	<b>55%</b>	<b>45%</b>	<b>100%</b>
<b>South East</b>	132	97	229
	<b>58%</b>	<b>42%</b>	<b>100%</b>
<b>West</b>	81	79	160
	<b>51%</b>	<b>49%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	14	23	37
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>25-34</b>	92	55	147
	<b>63%</b>	<b>37%</b>	<b>100%</b>
<b>35-44</b>	110	73	183
	<b>60%</b>	<b>40%</b>	<b>100%</b>
<b>45-54</b>	115	77	192
	<b>60%</b>	<b>40%</b>	<b>100%</b>
<b>55-64</b>	80	73	153
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>65+</b>	131	158	289
	<b>45%</b>	<b>55%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	260	201	461
	<b>56%</b>	<b>44%</b>	<b>100%</b>
<b>Catholic</b>	198	194	392
	<b>51%</b>	<b>50%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	84	63	147
	<b>57%</b>	<b>43%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	146	137	283
	<b>52%</b>	<b>48%</b>	<b>100%</b>
<b>Urban</b>	396	322	718
	<b>55%</b>	<b>45%</b>	<b>100%</b>

Table 3.12: Did you know that the Housing Executive manages the Warm Homes scheme?

	Yes	No	Total
<b>All respondents</b>	430	568	998
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	279	353	632
	<b>44%</b>	<b>56%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	86	75	161
	<b>53%</b>	<b>47%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	65	140	205
	<b>32%</b>	<b>68%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	69	111	180
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>North East</b>	81	134	215
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>South</b>	106	110	216
	<b>49%</b>	<b>51%</b>	<b>100%</b>
<b>South East</b>	96	133	229
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>West</b>	77	82	159
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	11	26	37
	<b>30%</b>	<b>70%</b>	<b>100%</b>
<b>25-34</b>	61	86	147
	<b>42%</b>	<b>59%</b>	<b>100%</b>
<b>35-44</b>	77	105	182
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>45-54</b>	86	106	192
	<b>45%</b>	<b>55%</b>	<b>100%</b>
<b>55-64</b>	73	80	153
	<b>48%</b>	<b>52%</b>	<b>100%</b>
<b>65+</b>	122	166	288
	<b>42%</b>	<b>58%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	191	270	461
	<b>41%</b>	<b>59%</b>	<b>100%</b>
<b>Catholic</b>	179	213	392
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	61	86	147
	<b>42%</b>	<b>59%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	129	153	282
	<b>46%</b>	<b>54%</b>	<b>100%</b>
<b>Urban</b>	301	416	717
	<b>42%</b>	<b>58%</b>	<b>100%</b>

Table 3.13: Did you know that the Housing Executive manages the pilot Boiler Replacement scheme?

	Yes	No	Total
<b>All respondents</b>	345	655	1000
	<b>35%</b>	<b>66%</b>	<b>100%</b>
<b>Tenure</b>			
<b>Owner occupiers</b>	226	406	632
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	70	92	162
	<b>43%</b>	<b>57%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	49	157	206
	<b>24%</b>	<b>76%</b>	<b>100%</b>
<b>Housing Executive Area</b>			
<b>Belfast</b>	63	117	180
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>North East</b>	75	140	215
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>South</b>	80	136	216
	<b>37%</b>	<b>63%</b>	<b>100%</b>
<b>South East</b>	87	143	230
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>West</b>	40	120	160
	<b>25%</b>	<b>75%</b>	<b>100%</b>
<b>Age of HRP</b>			
<b>16-24</b>	8	28	36
	<b>22%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	48	99	147
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>35-44</b>	66	117	183
	<b>36%</b>	<b>64%</b>	<b>100%</b>
<b>45-54</b>	60	132	192
	<b>31%</b>	<b>69%</b>	<b>100%</b>
<b>55-64</b>	58	96	154
	<b>38%</b>	<b>62%</b>	<b>100%</b>
<b>65+</b>	105	183	288
	<b>37%</b>	<b>64%</b>	<b>100%</b>
<b>Religion of Household</b>			
<b>Protestant</b>	162	299	461
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>Catholic</b>	134	259	393
	<b>34%</b>	<b>66%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	48	98	146
	<b>33%</b>	<b>67%</b>	<b>100%</b>
<b>Urban or Rural Location</b>			
<b>Rural</b>	98	185	283
	<b>35%</b>	<b>65%</b>	<b>100%</b>
<b>Urban</b>	247	470	717
	<b>34%</b>	<b>66%</b>	<b>100%</b>

Table 3.14: Did you know that the Housing Executive manages an Equity sharing scheme?

	Yes	No	Total
All respondents	212	788	1000
	21%	79%	100%
<b>Tenure</b>			
Owner occupiers	143	490	633
	23%	77%	100%
Housing Executive Tenants	38	124	162
	24%	77%	100%
Private renters & others	31	174	205
	15%	85%	100%
<b>Housing Executive Area</b>			
Belfast	48	132	180
	27%	73%	100%
North East	36	178	214
	17%	83%	100%
South	44	172	216
	20%	80%	100%
South East	54	175	229
	24%	76%	100%
West	28	131	159
	18%	82%	100%
<b>Age of HRP</b>			
16-24	5	31	36
	14%	86%	100%
25-34	32	115	147
	22%	78%	100%
35-44	44	138	182
	24%	76%	100%
45-54	44	148	192
	23%	77%	100%
55-64	33	120	153
	22%	78%	100%
65+	53	235	288
	18%	82%	100%
<b>Religion of Household</b>			
Protestant	108	353	461
	23%	77%	100%
Catholic	69	323	392
	18%	82%	100%
Other (including mixed religion, none, other religion & refused)	34	112	146
	23%	77%	100%
<b>Urban or Rural Location</b>			
Rural	55	228	283
	19%	81%	100%
Urban	157	561	718
	22%	78%	100%

## Section 4 Assessment of the Housing Executive's Performance in the delivery of services

Table 4.1: What is your opinion of the Housing Executive's performance in providing good quality homes?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	121	387	157	20	23	292	1000
	<b>12%</b>	<b>39%</b>	<b>16%</b>	<b>2%</b>	<b>2%</b>	<b>29%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	75	237	90	9	7	215	633
	<b>12%</b>	<b>37%</b>	<b>14%</b>	<b>1%</b>	<b>1%</b>	<b>34%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	30	77	35	8	9	2	161
	<b>19%</b>	<b>48%</b>	<b>22%</b>	<b>5%</b>	<b>6%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	16	73	32	3	7	75	206
	<b>8%</b>	<b>35%</b>	<b>16%</b>	<b>2%</b>	<b>3%</b>	<b>36%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	16	65	27	3	9	60	180
	<b>9%</b>	<b>36%</b>	<b>15%</b>	<b>2%</b>	<b>5%</b>	<b>33%</b>	<b>100%</b>
<b>North East</b>	31	78	43	3	3	57	215
	<b>14%</b>	<b>36%</b>	<b>20%</b>	<b>1%</b>	<b>1%</b>	<b>27%</b>	<b>100%</b>
<b>South</b>	19	83	38	3	5	68	216
	<b>9%</b>	<b>38%</b>	<b>18%</b>	<b>1%</b>	<b>2%</b>	<b>32%</b>	<b>100%</b>
<b>South East</b>	30	76	31	9	6	79	231
	<b>13%</b>	<b>33%</b>	<b>13%</b>	<b>4%</b>	<b>3%</b>	<b>34%</b>	<b>100%</b>
<b>West</b>	26	85	18	1	1	28	159
	<b>16%</b>	<b>54%</b>	<b>11%</b>	<b>1%</b>	<b>1%</b>	<b>18%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	3	9	5	1	3	16	37
	<b>8%</b>	<b>24%</b>	<b>14%</b>	<b>3%</b>	<b>8%</b>	<b>43%</b>	<b>100%</b>
<b>25-34</b>	12	48	29	4	3	51	147
	<b>8%</b>	<b>33%</b>	<b>20%</b>	<b>3%</b>	<b>2%</b>	<b>35%</b>	<b>100%</b>
<b>35-44</b>	14	71	27	5	5	60	182
	<b>8%</b>	<b>39%</b>	<b>15%</b>	<b>3%</b>	<b>3%</b>	<b>33%</b>	<b>100%</b>
<b>45-54</b>	25	75	34	5	3	49	191
	<b>13%</b>	<b>39%</b>	<b>18%</b>	<b>3%</b>	<b>2%</b>	<b>26%</b>	<b>100%</b>
<b>55-64</b>	19	71	28	0	2	34	154
	<b>12%</b>	<b>46%</b>	<b>18%</b>	<b>0%</b>	<b>1%</b>	<b>22%</b>	<b>100%</b>
<b>65+</b>	47	115	33	4	7	83	289
	<b>16%</b>	<b>40%</b>	<b>11%</b>	<b>1%</b>	<b>2%</b>	<b>29%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	60	171	79	10	15	127	462
	<b>13%</b>	<b>37%</b>	<b>17%</b>	<b>2%</b>	<b>3%</b>	<b>28%</b>	<b>100%</b>
<b>Catholic</b>	46	170	58	8	6	105	393
	<b>12%</b>	<b>43%</b>	<b>15%</b>	<b>2%</b>	<b>2%</b>	<b>27%</b>	<b>100%</b>
<b>Other</b>	16	46	20	2	2	60	146
	<b>11%</b>	<b>32%</b>	<b>14%</b>	<b>1%</b>	<b>1%</b>	<b>41%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	45	86	47	5	3	97	283
	<b>16%</b>	<b>30%</b>	<b>17%</b>	<b>2%</b>	<b>1%</b>	<b>34%</b>	<b>100%</b>
<b>Urban</b>	76	302	109	14	21	195	717
	<b>11%</b>	<b>42%</b>	<b>15%</b>	<b>2%</b>	<b>3%</b>	<b>27%</b>	<b>100%</b>

*Table 4.2: What is your opinion of the Housing Executive's performance in maintaining open spaces on estates?*

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	72	382	181	50	22	296	1003
	7%	38%	18%	5%	2%	30%	100%
<b>Tenure</b>							
<b>Owner occupiers</b>	39	228	110	29	15	211	632
	6%	36%	17%	5%	2%	33%	100%
<b>Housing Executive Tenants</b>	25	79	32	14	4	7	161
	16%	49%	20%	9%	3%	4%	100%
<b>Private renters &amp; others</b>	8	73	38	6	2	78	205
	4%	36%	19%	3%	1%	38%	100%
<b>Housing Executive Area</b>							
<b>Belfast</b>	8	55	41	9	8	59	180
	4%	31%	23%	5%	4%	33%	100%
<b>North East</b>	11	80	45	17	2	61	216
	5%	37%	21%	8%	1%	28%	100%
<b>South</b>	15	88	36	8	1	68	216
	7%	41%	17%	4%	1%	32%	100%
<b>South East</b>	20	81	35	10	7	78	231
	9%	35%	15%	4%	3%	34%	100%
<b>West</b>	18	78	24	6	4	30	160
	11%	49%	15%	4%	3%	19%	100%
<b>Age of HRP</b>							
<b>16-24</b>	1	11	6	0	1	16	35
	3%	31%	17%	0%	3%	46%	100%
<b>25-34</b>	11	51	27	11	3	44	147
	8%	35%	18%	8%	2%	30%	100%
<b>35-44</b>	10	71	36	8	4	54	183
	6%	39%	20%	4%	2%	30%	100%
<b>45-54</b>	17	80	40	11	1	43	192
	9%	42%	21%	6%	1%	22%	100%
<b>55-64</b>	9	70	30	5	3	37	154
	6%	46%	20%	3%	2%	24%	100%
<b>65+</b>	24	98	42	15	8	101	288
	8%	34%	15%	5%	3%	35%	100%
<b>Religion of Household</b>							
<b>Protestant</b>	35	175	76	30	12	133	461
	8%	38%	17%	7%	3%	29%	100%
<b>Catholic</b>	26	168	71	15	8	105	393
	7%	43%	18%	4%	2%	27%	100%
<b>Other</b>	11	38	33	6	1	58	147
	8%	26%	22%	4%	1%	40%	100%
<b>Urban or Rural Location</b>							
<b>Rural</b>	23	100	47	12	5	95	282
	8%	36%	17%	4%	2%	34%	100%
<b>Urban</b>	49	281	134	38	16	201	719
	7%	39%	19%	5%	2%	28%	100%



Table 4.3: What is your opinion of the Housing Executive's performance in maintaining & repairing Housing Executive properties?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	69	325	177	58	28	343	1000
	<b>7%</b>	<b>33%</b>	<b>18%</b>	<b>6%</b>	<b>3%</b>	<b>34%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	37	203	101	31	8	253	633
	<b>6%</b>	<b>32%</b>	<b>16%</b>	<b>5%</b>	<b>1%</b>	<b>40%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	21	63	42	18	15	2	161
	<b>13%</b>	<b>39%</b>	<b>26%</b>	<b>11%</b>	<b>9%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	11	59	34	9	5	88	206
	<b>5%</b>	<b>29%</b>	<b>17%</b>	<b>4%</b>	<b>2%</b>	<b>43%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	12	54	32	11	9	61	179
	<b>7%</b>	<b>30%</b>	<b>18%</b>	<b>6%</b>	<b>5%</b>	<b>34%</b>	<b>100%</b>
<b>North East</b>	13	65	39	18	5	75	215
	<b>6%</b>	<b>30%</b>	<b>18%</b>	<b>8%</b>	<b>2%</b>	<b>35%</b>	<b>100%</b>
<b>South</b>	14	70	38	15	3	75	215
	<b>7%</b>	<b>33%</b>	<b>18%</b>	<b>7%</b>	<b>1%</b>	<b>35%</b>	<b>100%</b>
<b>South East</b>	13	67	44	9	7	89	229
	<b>6%</b>	<b>29%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>39%</b>	<b>100%</b>
<b>West</b>	16	69	23	6	4	42	160
	<b>10%</b>	<b>43%</b>	<b>14%</b>	<b>4%</b>	<b>3%</b>	<b>26%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	4	8	5	1	1	18	37
	<b>11%</b>	<b>22%</b>	<b>14%</b>	<b>3%</b>	<b>3%</b>	<b>49%</b>	<b>100%</b>
<b>25-34</b>	6	49	29	8	4	50	146
	<b>4%</b>	<b>34%</b>	<b>20%</b>	<b>6%</b>	<b>3%</b>	<b>34%</b>	<b>100%</b>
<b>35-44</b>	9	54	34	12	6	68	183
	<b>5%</b>	<b>30%</b>	<b>19%</b>	<b>7%</b>	<b>3%</b>	<b>37%</b>	<b>100%</b>
<b>45-54</b>	16	61	42	13	8	52	192
	<b>8%</b>	<b>32%</b>	<b>22%</b>	<b>7%</b>	<b>4%</b>	<b>27%</b>	<b>100%</b>
<b>55-64</b>	14	58	28	11	2	41	154
	<b>9%</b>	<b>38%</b>	<b>18%</b>	<b>7%</b>	<b>1%</b>	<b>27%</b>	<b>100%</b>
<b>65+</b>	20	94	39	14	7	115	289
	<b>7%</b>	<b>33%</b>	<b>14%</b>	<b>5%</b>	<b>2%</b>	<b>40%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	32	145	83	24	15	161	460
	<b>7%</b>	<b>32%</b>	<b>18%</b>	<b>5%</b>	<b>3%</b>	<b>35%</b>	<b>100%</b>
<b>Catholic</b>	30	141	62	26	12	122	393
	<b>8%</b>	<b>36%</b>	<b>16%</b>	<b>7%</b>	<b>3%</b>	<b>31%</b>	<b>100%</b>
<b>Other</b>	7	38	32	9	1	59	146
	<b>5%</b>	<b>26%</b>	<b>22%</b>	<b>6%</b>	<b>1%</b>	<b>40%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	20	86	43	14	7	113	283
	<b>7%</b>	<b>30%</b>	<b>15%</b>	<b>5%</b>	<b>3%</b>	<b>40%</b>	<b>100%</b>
<b>Urban</b>	48	239	134	45	21	230	717
	<b>7%</b>	<b>33%</b>	<b>19%</b>	<b>6%</b>	<b>3%</b>	<b>32%</b>	<b>100%</b>

*Table 4.4: What is your opinion of the Housing Executive's performance in administering Housing Benefit to public and private sector clients?*

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	80	294	121	16	10	480	1001
	<b>8%</b>	<b>29%</b>	<b>12%</b>	<b>2%</b>	<b>1%</b>	<b>48%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	27	161	77	9	7	352	633
	<b>4%</b>	<b>25%</b>	<b>12%</b>	<b>1%</b>	<b>1%</b>	<b>56%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	27	72	20	4	1	38	162
	<b>17%</b>	<b>44%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>24%</b>	<b>100%</b>
<b>Private renters and others</b>	26	61	24	3	2	90	206
	<b>13%</b>	<b>30%</b>	<b>12%</b>	<b>2%</b>	<b>1%</b>	<b>44%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	10	59	25	3	4	78	179
	<b>6%</b>	<b>33%</b>	<b>14%</b>	<b>2%</b>	<b>2%</b>	<b>44%</b>	<b>100%</b>
<b>North East</b>	15	59	20	4	0	117	215
	<b>7%</b>	<b>27%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>54%</b>	<b>100%</b>
<b>South</b>	16	71	27	4	2	96	216
	<b>7%</b>	<b>33%</b>	<b>13%</b>	<b>2%</b>	<b>1%</b>	<b>44%</b>	<b>100%</b>
<b>South East</b>	21	51	26	3	2	127	230
	<b>9%</b>	<b>22%</b>	<b>11%</b>	<b>1%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>West</b>	17	53	23	2	2	62	159
	<b>11%</b>	<b>33%</b>	<b>15%</b>	<b>1%</b>	<b>1%</b>	<b>39%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	6	9	4	1	0	16	36
	<b>17%</b>	<b>25%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>44%</b>	<b>100%</b>
<b>25-34</b>	12	51	20	0	2	61	146
	<b>8%</b>	<b>35%</b>	<b>14%</b>	<b>0%</b>	<b>1%</b>	<b>42%</b>	<b>100%</b>
<b>35-44</b>	16	61	18	5	2	80	182
	<b>9%</b>	<b>34%</b>	<b>10%</b>	<b>3%</b>	<b>1%</b>	<b>44%</b>	<b>100%</b>
<b>45-54</b>	14	52	33	6	1	86	192
	<b>7%</b>	<b>27%</b>	<b>17%</b>	<b>3%</b>	<b>1%</b>	<b>45%</b>	<b>100%</b>
<b>55-64</b>	17	43	16	2	0	75	153
	<b>11%</b>	<b>28%</b>	<b>11%</b>	<b>1%</b>	<b>0%</b>	<b>49%</b>	<b>100%</b>
<b>65+</b>	13	77	29	2	5	162	288
	<b>5%</b>	<b>27%</b>	<b>10%</b>	<b>1%</b>	<b>2%</b>	<b>56%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	29	135	44	7	7	240	462
	<b>6%</b>	<b>29%</b>	<b>10%</b>	<b>2%</b>	<b>2%</b>	<b>52%</b>	<b>100%</b>
<b>Catholic</b>	42	127	53	8	2	160	392
	<b>11%</b>	<b>32%</b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>41%</b>	<b>100%</b>
<b>Other</b>	8	32	23	1	1	81	146
	<b>6%</b>	<b>22%</b>	<b>16%</b>	<b>1%</b>	<b>1%</b>	<b>56%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	20	75	35	7	2	143	282
	<b>7%</b>	<b>27%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>51%</b>	<b>100%</b>
<b>Urban</b>	59	218	85	9	8	338	717
	<b>8%</b>	<b>30%</b>	<b>12%</b>	<b>1%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>

Table 4.5: What is your opinion of the Housing Executive's performance in providing grant aid to qualifying home owners?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	40	232	115	28	11	573	999
	<b>4%</b>	<b>23%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>57%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	23	149	69	21	6	364	632
	<b>4%</b>	<b>24%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>58%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	7	46	23	4	4	77	161
	<b>4%</b>	<b>29%</b>	<b>14%</b>	<b>3%</b>	<b>3%</b>	<b>48%</b>	<b>100%</b>
<b>Private renters and others</b>	10	37	23	3	1	132	206
	<b>5%</b>	<b>18%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>64%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	4	37	26	7	6	100	180
	<b>2%</b>	<b>21%</b>	<b>14%</b>	<b>4%</b>	<b>3%</b>	<b>56%</b>	<b>100%</b>
<b>North East</b>	7	38	20	6	2	142	215
	<b>3%</b>	<b>18%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>66%</b>	<b>100%</b>
<b>South</b>	7	70	26	10	3	100	216
	<b>3%</b>	<b>32%</b>	<b>12%</b>	<b>5%</b>	<b>1%</b>	<b>46%</b>	<b>100%</b>
<b>South East</b>	10	48	22	5	1	143	229
	<b>4%</b>	<b>21%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>62%</b>	<b>100%</b>
<b>West</b>	12	39	22	0	0	87	160
	<b>8%</b>	<b>24%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>	<b>54%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	1	6	3	1	1	24	36
	<b>3%</b>	<b>17%</b>	<b>8%</b>	<b>3%</b>	<b>3%</b>	<b>67%</b>	<b>100%</b>
<b>25-34</b>	5	30	22	2	2	86	147
	<b>3%</b>	<b>20%</b>	<b>15%</b>	<b>1%</b>	<b>1%</b>	<b>59%</b>	<b>100%</b>
<b>35-44</b>	6	33	27	6	3	109	184
	<b>3%</b>	<b>18%</b>	<b>15%</b>	<b>3%</b>	<b>2%</b>	<b>59%</b>	<b>100%</b>
<b>45-54</b>	9	41	25	11	1	105	192
	<b>5%</b>	<b>21%</b>	<b>13%</b>	<b>6%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>55-64</b>	8	44	16	1	0	84	153
	<b>5%</b>	<b>29%</b>	<b>11%</b>	<b>1%</b>	<b>0%</b>	<b>55%</b>	<b>100%</b>
<b>65+</b>	10	78	22	8	4	166	288
	<b>4%</b>	<b>27%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>58%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	19	109	49	7	7	269	460
	<b>4%</b>	<b>24%</b>	<b>11%</b>	<b>2%</b>	<b>2%</b>	<b>59%</b>	<b>100%</b>
<b>Catholic</b>	14	99	49	16	4	211	393
	<b>4%</b>	<b>25%</b>	<b>13%</b>	<b>4%</b>	<b>1%</b>	<b>54%</b>	<b>100%</b>
<b>Other</b>	7	23	18	6	0	93	147
	<b>5%</b>	<b>16%</b>	<b>12%</b>	<b>4%</b>	<b>0%</b>	<b>63%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	12	67	30	7	3	164	283
	<b>4%</b>	<b>24%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>58%</b>	<b>100%</b>
<b>Urban</b>	28	165	86	21	8	409	717
	<b>4%</b>	<b>23%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>57%</b>	<b>100%</b>

Table 4.6: What is your opinion of the Housing Executive's performance in helping to reduce anti-social behaviour?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	39	207	138	63	28	526	1001
	<b>4%</b>	<b>21%</b>	<b>14%</b>	<b>6%</b>	<b>3%</b>	<b>53%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	14	116	90	42	16	355	633
	<b>2%</b>	<b>18%</b>	<b>14%</b>	<b>7%</b>	<b>3%</b>	<b>56%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	15	50	27	13	10	46	161
	<b>9%</b>	<b>31%</b>	<b>17%</b>	<b>8%</b>	<b>6%</b>	<b>29%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	10	41	21	8	2	125	207
	<b>5%</b>	<b>20%</b>	<b>10%</b>	<b>4%</b>	<b>1%</b>	<b>60%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	2	31	19	10	11	106	179
	<b>1%</b>	<b>17%</b>	<b>11%</b>	<b>6%</b>	<b>6%</b>	<b>59%</b>	<b>100%</b>
<b>North East</b>	6	38	34	18	5	115	216
	<b>3%</b>	<b>18%</b>	<b>16%</b>	<b>8%</b>	<b>2%</b>	<b>53%</b>	<b>100%</b>
<b>South</b>	11	57	21	9	6	112	216
	<b>5%</b>	<b>26%</b>	<b>10%</b>	<b>4%</b>	<b>3%</b>	<b>52%</b>	<b>100%</b>
<b>South East</b>	7	48	35	17	3	119	229
	<b>3%</b>	<b>21%</b>	<b>15%</b>	<b>7%</b>	<b>1%</b>	<b>52%</b>	<b>100%</b>
<b>West</b>	13	32	29	9	3	74	160
	<b>8%</b>	<b>20%</b>	<b>18%</b>	<b>6%</b>	<b>2%</b>	<b>46%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	2	5	1	2	1	25	36
	<b>6%</b>	<b>14%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>69%</b>	<b>100%</b>
<b>25-34</b>	7	27	21	10	6	75	146
	<b>5%</b>	<b>19%</b>	<b>14%</b>	<b>7%</b>	<b>4%</b>	<b>51%</b>	<b>100%</b>
<b>35-44</b>	3	37	31	12	6	94	183
	<b>2%</b>	<b>20%</b>	<b>17%</b>	<b>7%</b>	<b>3%</b>	<b>51%</b>	<b>100%</b>
<b>45-54</b>	9	41	25	16	4	97	192
	<b>5%</b>	<b>21%</b>	<b>13%</b>	<b>8%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>
<b>55-64</b>	6	32	19	11	2	84	154
	<b>4%</b>	<b>21%</b>	<b>12%</b>	<b>7%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>65+</b>	11	65	41	11	7	152	287
	<b>4%</b>	<b>23%</b>	<b>14%</b>	<b>4%</b>	<b>2%</b>	<b>53%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	17	100	69	26	9	240	461
	<b>4%</b>	<b>22%</b>	<b>15%</b>	<b>6%</b>	<b>2%</b>	<b>52%</b>	<b>100%</b>
<b>Catholic</b>	20	88	47	26	14	197	392
	<b>5%</b>	<b>22%</b>	<b>12%</b>	<b>7%</b>	<b>4%</b>	<b>50%</b>	<b>100%</b>
<b>Other</b>	2	19	22	11	4	90	148
	<b>1%</b>	<b>13%</b>	<b>15%</b>	<b>7%</b>	<b>3%</b>	<b>61%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	12	46	48	18	5	153	282
	<b>4%</b>	<b>16%</b>	<b>17%</b>	<b>6%</b>	<b>2%</b>	<b>54%</b>	<b>100%</b>
<b>Urban</b>	27	161	90	44	22	374	718
	<b>4%</b>	<b>22%</b>	<b>13%</b>	<b>6%</b>	<b>3%</b>	<b>52%</b>	<b>100%</b>

Table 4.7: What is your opinion of the Housing Executive's performance in working with other agencies to create a safe and pleasant environment?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	42	262	133	33	16	512	998
	<b>4%</b>	<b>26%</b>	<b>13%</b>	<b>3%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	17	150	93	18	9	346	633
	<b>3%</b>	<b>24%</b>	<b>15%</b>	<b>3%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	18	55	25	8	6	49	161
	<b>11%</b>	<b>34%</b>	<b>16%</b>	<b>5%</b>	<b>4%</b>	<b>30%</b>	<b>100%</b>
<b>Private renters and others</b>	8	57	17	7	1	116	206
	<b>4%</b>	<b>28%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>56%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	3	39	22	6	7	103	180
	<b>2%</b>	<b>22%</b>	<b>12%</b>	<b>3%</b>	<b>4%</b>	<b>57%</b>	<b>100%</b>
<b>North East</b>	7	50	33	9	2	113	214
	<b>3%</b>	<b>23%</b>	<b>15%</b>	<b>4%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>South</b>	9	71	24	8	3	101	216
	<b>4%</b>	<b>33%</b>	<b>11%</b>	<b>4%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>
<b>South East</b>	10	54	33	6	3	124	230
	<b>4%</b>	<b>24%</b>	<b>14%</b>	<b>3%</b>	<b>1%</b>	<b>54%</b>	<b>100%</b>
<b>West</b>	13	48	21	4	1	71	158
	<b>8%</b>	<b>30%</b>	<b>13%</b>	<b>3%</b>	<b>1%</b>	<b>45%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	1	7	2	1	1	25	37
	<b>3%</b>	<b>19%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>68%</b>	<b>100%</b>
<b>25-34</b>	6	31	23	7	2	77	146
	<b>4%</b>	<b>21%</b>	<b>16%</b>	<b>5%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>35-44</b>	4	50	30	7	3	89	183
	<b>2%</b>	<b>27%</b>	<b>16%</b>	<b>4%</b>	<b>2%</b>	<b>49%</b>	<b>100%</b>
<b>45-54</b>	8	53	28	9	2	92	192
	<b>4%</b>	<b>28%</b>	<b>15%</b>	<b>5%</b>	<b>1%</b>	<b>48%</b>	<b>100%</b>
<b>55-64</b>	7	48	13	3	3	78	152
	<b>5%</b>	<b>32%</b>	<b>9%</b>	<b>2%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>
<b>65+</b>	15	73	39	6	4	152	289
	<b>5%</b>	<b>25%</b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	19	126	63	10	6	237	461
	<b>4%</b>	<b>27%</b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>51%</b>	<b>100%</b>
<b>Catholic</b>	20	105	49	18	8	193	393
	<b>5%</b>	<b>27%</b>	<b>13%</b>	<b>5%</b>	<b>2%</b>	<b>49%</b>	<b>100%</b>
<b>Other</b>	4	32	23	5	2	82	148
	<b>3%</b>	<b>22%</b>	<b>16%</b>	<b>3%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	14	61	43	9	5	150	282
	<b>5%</b>	<b>22%</b>	<b>15%</b>	<b>3%</b>	<b>2%</b>	<b>53%</b>	<b>100%</b>
<b>Urban</b>	29	201	91	23	12	362	718
	<b>4%</b>	<b>28%</b>	<b>13%</b>	<b>3%</b>	<b>2%</b>	<b>50%</b>	<b>100%</b>

*Table 4.8: What is your opinion of the Housing Executive's performance in helping vulnerable people through the Supporting people programme?*

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	44	224	100	24	10	600	1002
	<b>4%</b>	<b>22%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>60%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	21	127	66	15	6	397	632
	<b>3%</b>	<b>20%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>63%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	12	51	18	4	1	75	161
	<b>8%</b>	<b>32%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>
<b>Private renters and others</b>	10	46	16	5	3	127	207
	<b>5%</b>	<b>22%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>61%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	7	38	21	6	3	105	180
	<b>4%</b>	<b>21%</b>	<b>12%</b>	<b>3%</b>	<b>2%</b>	<b>58%</b>	<b>100%</b>
<b>North East</b>	7	45	22	5	1	136	216
	<b>3%</b>	<b>21%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>63%</b>	<b>100%</b>
<b>South</b>	9	52	21	6	5	123	216
	<b>4%</b>	<b>24%</b>	<b>10%</b>	<b>3%</b>	<b>2%</b>	<b>57%</b>	<b>100%</b>
<b>South East</b>	8	45	20	5	1	151	230
	<b>4%</b>	<b>20%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>66%</b>	<b>100%</b>
<b>West</b>	13	44	16	2	0	85	160
	<b>8%</b>	<b>28%</b>	<b>10%</b>	<b>1%</b>	<b>0%</b>	<b>53%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	2	7	0	1	0	26	36
	<b>6%</b>	<b>19%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>72%</b>	<b>100%</b>
<b>25-34</b>	7	31	21	2	1	84	146
	<b>5%</b>	<b>21%</b>	<b>14%</b>	<b>1%</b>	<b>1%</b>	<b>58%</b>	<b>100%</b>
<b>35-44</b>	6	32	20	4	1	119	182
	<b>3%</b>	<b>18%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>65%</b>	<b>100%</b>
<b>45-54</b>	9	44	19	12	2	106	192
	<b>5%</b>	<b>23%</b>	<b>10%</b>	<b>6%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>55-64</b>	6	44	14	2	2	86	154
	<b>4%</b>	<b>29%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>56%</b>	<b>100%</b>
<b>65+</b>	12	65	26	3	4	178	288
	<b>4%</b>	<b>23%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>62%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	19	106	40	10	4	282	461
	<b>4%</b>	<b>23%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>61%</b>	<b>100%</b>
<b>Catholic</b>	20	93	41	10	5	222	391
	<b>5%</b>	<b>24%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>57%</b>	<b>100%</b>
<b>Other</b>	3	25	19	4	1	95	147
	<b>2%</b>	<b>17%</b>	<b>13%</b>	<b>3%</b>	<b>1%</b>	<b>65%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	9	52	31	10	2	179	283
	<b>3%</b>	<b>18%</b>	<b>11%</b>	<b>4%</b>	<b>1%</b>	<b>63%</b>	<b>100%</b>
<b>Urban</b>	33	171	70	14	8	421	717
	<b>5%</b>	<b>24%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>59%</b>	<b>100%</b>

Table 4.9: What is your opinion of the Housing Executive's performance in helping people who are homeless?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	59	276	91	40	15	519	1000
	<b>6%</b>	<b>28%</b>	<b>9%</b>	<b>4%</b>	<b>2%</b>	<b>52%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	29	167	55	24	9	349	633
	<b>5%</b>	<b>26%</b>	<b>9%</b>	<b>4%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	16	53	17	8	2	65	161
	<b>10%</b>	<b>33%</b>	<b>11%</b>	<b>5%</b>	<b>1%</b>	<b>40%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	14	56	19	8	4	105	206
	<b>7%</b>	<b>27%</b>	<b>9%</b>	<b>4%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	4	56	18	7	2	93	180
	<b>2%</b>	<b>31%</b>	<b>10%</b>	<b>4%</b>	<b>1%</b>	<b>52%</b>	<b>100%</b>
<b>North East</b>	7	59	23	11	2	114	216
	<b>3%</b>	<b>27%</b>	<b>11%</b>	<b>5%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>South</b>	15	48	17	8	5	123	216
	<b>7%</b>	<b>22%</b>	<b>8%</b>	<b>4%</b>	<b>2%</b>	<b>57%</b>	<b>100%</b>
<b>South East</b>	14	60	12	12	5	127	230
	<b>6%</b>	<b>26%</b>	<b>5%</b>	<b>5%</b>	<b>2%</b>	<b>55%</b>	<b>100%</b>
<b>West</b>	18	54	23	2	0	62	159
	<b>11%</b>	<b>34%</b>	<b>15%</b>	<b>1%</b>	<b>0%</b>	<b>39%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	4	7	2	5	0	18	36
	<b>11%</b>	<b>19%</b>	<b>6%</b>	<b>14%</b>	<b>0%</b>	<b>50%</b>	<b>100%</b>
<b>25-34</b>	10	48	10	7	2	69	146
	<b>7%</b>	<b>33%</b>	<b>7%</b>	<b>5%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>
<b>35-44</b>	8	51	19	3	4	98	183
	<b>4%</b>	<b>28%</b>	<b>10%</b>	<b>2%</b>	<b>2%</b>	<b>54%</b>	<b>100%</b>
<b>45-54</b>	11	47	20	13	4	97	192
	<b>6%</b>	<b>25%</b>	<b>10%</b>	<b>7%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>
<b>55-64</b>	9	45	18	4	2	76	154
	<b>6%</b>	<b>29%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>65+</b>	17	80	23	7	2	159	288
	<b>6%</b>	<b>28%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	28	119	42	19	7	246	461
	<b>6%</b>	<b>26%</b>	<b>9%</b>	<b>4%</b>	<b>2%</b>	<b>53%</b>	<b>100%</b>
<b>Catholic</b>	25	119	41	13	3	192	393
	<b>6%</b>	<b>30%</b>	<b>10%</b>	<b>3%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>Other</b>	6	39	9	7	5	80	146
	<b>4%</b>	<b>27%</b>	<b>6%</b>	<b>5%</b>	<b>3%</b>	<b>55%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	17	73	27	12	1	153	283
	<b>6%</b>	<b>26%</b>	<b>10%</b>	<b>4%</b>	<b>0%</b>	<b>54%</b>	<b>100%</b>
<b>Urban</b>	42	204	65	27	13	366	717
	<b>6%</b>	<b>29%</b>	<b>9%</b>	<b>4%</b>	<b>2%</b>	<b>51%</b>	<b>100%</b>

Table 4.10: What is your opinion of the Housing Executive's performance in providing serviced sites for the Travelling community?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	26	176	93	25	8	671	999
	<b>3%</b>	<b>18%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>67%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	16	107	64	14	4	428	633
	<b>3%</b>	<b>17%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>68%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	4	38	13	7	2	97	161
	<b>3%</b>	<b>24%</b>	<b>8%</b>	<b>4%</b>	<b>1%</b>	<b>60%</b>	<b>100%</b>
<b>Private renters and others</b>	5	32	16	4	2	145	204
	<b>3%</b>	<b>16%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>71%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	3	32	20	4	2	117	178
	<b>2%</b>	<b>18%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>66%</b>	<b>100%</b>
<b>North East</b>	7	31	18	5	3	150	214
	<b>3%</b>	<b>15%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>70%</b>	<b>100%</b>
<b>South</b>	3	41	24	6	2	140	216
	<b>1%</b>	<b>19%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>65%</b>	<b>100%</b>
<b>South East</b>	6	31	16	5	1	170	229
	<b>3%</b>	<b>14%</b>	<b>7%</b>	<b>2%</b>	<b>0%</b>	<b>74%</b>	<b>100%</b>
<b>West</b>	6	42	15	3	0	94	160
	<b>4%</b>	<b>26%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>59%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	2	4	2	2	0	26	36
	<b>6%</b>	<b>11%</b>	<b>6%</b>	<b>6%</b>	<b>0%</b>	<b>72%</b>	<b>100%</b>
<b>25-34</b>	2	29	14	1	1	100	147
	<b>1%</b>	<b>20%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>68%</b>	<b>100%</b>
<b>35-44</b>	3	28	23	3	0	125	182
	<b>2%</b>	<b>15%</b>	<b>13%</b>	<b>2%</b>	<b>0%</b>	<b>69%</b>	<b>100%</b>
<b>45-54</b>	10	30	14	11	2	126	193
	<b>5%</b>	<b>16%</b>	<b>7%</b>	<b>6%</b>	<b>1%</b>	<b>65%</b>	<b>100%</b>
<b>55-64</b>	2	37	11	3	3	96	152
	<b>1%</b>	<b>24%</b>	<b>7%</b>	<b>2%</b>	<b>2%</b>	<b>63%</b>	<b>100%</b>
<b>65+</b>	7	48	29	5	2	198	289
	<b>2%</b>	<b>17%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>69%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	11	69	42	10	4	325	461
	<b>2%</b>	<b>15%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>71%</b>	<b>100%</b>
<b>Catholic</b>	11	84	37	11	3	246	392
	<b>3%</b>	<b>21%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>63%</b>	<b>100%</b>
<b>Other</b>	3	24	15	3	1	101	147
	<b>2%</b>	<b>16%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>69%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	4	44	25	9	2	198	282
	<b>1%</b>	<b>16%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>70%</b>	<b>100%</b>
<b>Urban</b>	21	133	68	16	6	473	717
	<b>3%</b>	<b>19%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>66%</b>	<b>100%</b>



Table 4.11: What is your opinion of the Housing Executive's performance in Promoting energy efficiency in homes?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	58	317	106	26	11	478	996
	<b>6%</b>	<b>32%</b>	<b>11%</b>	<b>3%</b>	<b>1%</b>	<b>48%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	33	191	68	15	9	318	634
	<b>5%</b>	<b>30%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>50%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	15	71	21	8	3	44	162
	<b>9%</b>	<b>44%</b>	<b>13%</b>	<b>5%</b>	<b>2%</b>	<b>27%</b>	<b>100%</b>
<b>Private renters and others</b>	11	54	19	4	0	117	205
	<b>5%</b>	<b>26%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>57%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	6	49	31	4	2	87	179
	<b>3%</b>	<b>27%</b>	<b>17%</b>	<b>2%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>North East</b>	9	65	21	8	2	110	215
	<b>4%</b>	<b>30%</b>	<b>10%</b>	<b>4%</b>	<b>1%</b>	<b>51%</b>	<b>100%</b>
<b>South</b>	10	78	27	4	3	93	215
	<b>5%</b>	<b>36%</b>	<b>13%</b>	<b>2%</b>	<b>1%</b>	<b>43%</b>	<b>100%</b>
<b>South East</b>	15	70	17	7	2	118	229
	<b>7%</b>	<b>31%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>52%</b>	<b>100%</b>
<b>West</b>	18	55	10	3	2	70	158
	<b>11%</b>	<b>35%</b>	<b>6%</b>	<b>2%</b>	<b>1%</b>	<b>44%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	2	8	1	1	0	24	36
	<b>6%</b>	<b>22%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>67%</b>	<b>100%</b>
<b>25-34</b>	10	44	24	2	1	67	148
	<b>7%</b>	<b>30%</b>	<b>16%</b>	<b>1%</b>	<b>1%</b>	<b>45%</b>	<b>100%</b>
<b>35-44</b>	13	57	19	6	2	85	182
	<b>7%</b>	<b>31%</b>	<b>10%</b>	<b>3%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>
<b>45-54</b>	8	64	22	7	2	88	191
	<b>4%</b>	<b>34%</b>	<b>12%</b>	<b>4%</b>	<b>1%</b>	<b>46%</b>	<b>100%</b>
<b>55-64</b>	8	51	15	5	2	73	154
	<b>5%</b>	<b>33%</b>	<b>10%</b>	<b>3%</b>	<b>1%</b>	<b>47%</b>	<b>100%</b>
<b>65+</b>	17	93	26	6	4	142	288
	<b>6%</b>	<b>32%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	26	142	54	11	4	224	461
	<b>6%</b>	<b>31%</b>	<b>12%</b>	<b>2%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>Catholic</b>	25	139	34	14	4	177	393
	<b>6%</b>	<b>35%</b>	<b>9%</b>	<b>4%</b>	<b>1%</b>	<b>45%</b>	<b>100%</b>
<b>Other</b>	7	36	19	2	3	78	145
	<b>5%</b>	<b>25%</b>	<b>13%</b>	<b>1%</b>	<b>2%</b>	<b>54%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	14	88	32	10	2	136	282
	<b>5%</b>	<b>31%</b>	<b>11%</b>	<b>4%</b>	<b>1%</b>	<b>48%</b>	<b>100%</b>
<b>Urban</b>	45	229	75	17	9	342	717
	<b>6%</b>	<b>32%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>48%</b>	<b>100%</b>

*Table 4.12: What is your opinion of the Housing Executive's performance in administering the Warm Homes Scheme?*

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	52	287	98	21	10	532	1000
	<b>5%</b>	<b>29%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	28	173	63	15	5	349	633
	<b>4%</b>	<b>27%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	11	70	17	4	5	55	162
	<b>7%</b>	<b>43%</b>	<b>11%</b>	<b>3%</b>	<b>3%</b>	<b>34%</b>	<b>100%</b>
<b>Private renters and others</b>	13	44	18	2	0	128	205
	<b>6%</b>	<b>22%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>62%</b>	<b>100%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	4	47	28	2	2	96	179
	<b>2%</b>	<b>26%</b>	<b>16%</b>	<b>1%</b>	<b>1%</b>	<b>54%</b>	<b>100%</b>
<b>North East</b>	10	56	21	4	2	123	216
	<b>5%</b>	<b>26%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>57%</b>	<b>100%</b>
<b>South</b>	12	75	19	6	4	99	215
	<b>6%</b>	<b>35%</b>	<b>9%</b>	<b>3%</b>	<b>2%</b>	<b>46%</b>	<b>100%</b>
<b>South East</b>	9	54	15	6	2	144	230
	<b>4%</b>	<b>24%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>63%</b>	<b>100%</b>
<b>West</b>	18	55	15	2	0	70	160
	<b>11%</b>	<b>34%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>44%</b>	<b>100%</b>
<b>Age of HRP</b>							
<b>16-24</b>	5	6	1	1	1	22	36
	<b>14%</b>	<b>17%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>61%</b>	<b>100%</b>
<b>25-34</b>	6	42	20	0	1	78	147
	<b>4%</b>	<b>29%</b>	<b>14%</b>	<b>0%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>35-44</b>	15	42	23	3	3	97	183
	<b>8%</b>	<b>23%</b>	<b>13%</b>	<b>2%</b>	<b>2%</b>	<b>53%</b>	<b>100%</b>
<b>45-54</b>	4	60	15	8	1	104	192
	<b>2%</b>	<b>31%</b>	<b>8%</b>	<b>4%</b>	<b>1%</b>	<b>54%</b>	<b>100%</b>
<b>55-64</b>	9	50	11	2	1	81	154
	<b>6%</b>	<b>33%</b>	<b>7%</b>	<b>1%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>
<b>65+</b>	14	87	28	7	3	150	289
	<b>5%</b>	<b>30%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>52%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	21	122	51	9	5	253	461
	<b>5%</b>	<b>27%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>55%</b>	<b>100%</b>
<b>Catholic</b>	26	130	32	10	4	191	393
	<b>7%</b>	<b>33%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>49%</b>	<b>100%</b>
<b>Other</b>	7	34	15	2	1	88	147
	<b>5%</b>	<b>23%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>60%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Rural</b>	17	83	26	6	0	149	281
	<b>6%</b>	<b>30%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>53%</b>	<b>100%</b>
<b>Urban</b>	35	203	72	15	10	383	718
	<b>5%</b>	<b>28%</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>53%</b>	<b>100%</b>

Table 4.13: What is your opinion of the Housing Executive's performance overall in the way in which the Housing Executive provides its services?

	Very good	Good	Average	Poor	Very poor	No opinion	Total
<b>All respondents</b>	66	364	174	28	15	354	1001
	7%	36%	17%	3%	2%	35%	100%
<b>Tenure</b>							
<b>Owner occupiers</b>	33	206	113	15	8	258	633
	5%	33%	18%	2%	1%	41%	100%
<b>Housing Executive Tenants</b>	18	88	32	7	6	11	162
	11%	54%	20%	4%	4%	7%	100%
<b>Private renters and others</b>	15	70	29	6	1	85	206
	7%	34%	14%	3%	1%	41%	100%
<b>Housing Executive Area</b>							
<b>Belfast</b>	8	65	36	6	4	61	180
	4%	36%	20%	3%	2%	34%	100%
<b>North East</b>	17	74	39	8	3	75	216
	8%	34%	18%	4%	1%	35%	100%
<b>South</b>	6	77	43	4	4	82	216
	3%	36%	20%	2%	2%	38%	100%
<b>South East</b>	17	73	36	8	3	93	230
	7%	32%	16%	4%	1%	40%	100%
<b>West</b>	17	74	21	2	1	43	158
	11%	47%	13%	1%	1%	27%	100%
<b>Age of HRP</b>							
<b>16-24</b>	2	7	5	2	1	20	37
	5%	19%	14%	5%	3%	54%	100%
<b>25-34</b>	9	49	34	2	2	51	147
	6%	33%	23%	1%	1%	35%	100%
<b>35-44</b>	8	72	30	5	3	64	182
	4%	40%	17%	3%	2%	35%	100%
<b>45-54</b>	8	79	28	13	2	61	191
	4%	41%	15%	7%	1%	32%	100%
<b>55-64</b>	10	64	29	3	3	45	154
	7%	42%	19%	2%	2%	29%	100%
<b>65+</b>	28	93	48	3	4	113	289
	10%	32%	17%	1%	1%	39%	100%
<b>Religion of Household</b>							
<b>Protestant</b>	28	158	81	16	8	169	460
	6%	34%	18%	4%	2%	37%	100%
<b>Catholic</b>	26	163	62	10	5	127	393
	7%	42%	16%	3%	1%	32%	100%
<b>Other</b>	11	42	31	2	2	58	146
	8%	29%	21%	1%	1%	40%	100%
<b>Urban or Rural Location</b>							
<b>Rural</b>	17	91	52	9	1	112	282
	6%	32%	18%	3%	0%	40%	100%
<b>Urban</b>	49	272	122	19	14	242	718
	7%	38%	17%	3%	2%	34%	100%

## Section 5 Attitudes to Local Neighbourhoods

Table 5.1: Do you feel proud or ashamed of the general image of the area?

	Very proud	Fairly proud	No strong feelings	Slightly ashamed	Very ashamed	Total
<b>All respondents</b>	459	327	158	39	16	999
	<b>46%</b>	<b>33%</b>	<b>16%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>
<b>Tenure</b>						
<b>Owner occupiers</b>	318	195	89	22	8	632
	<b>50%</b>	<b>31%</b>	<b>14%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	54	57	34	11	5	161
	<b>34%</b>	<b>35%</b>	<b>21%</b>	<b>7%</b>	<b>3%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	87	75	35	6	3	206
	<b>42%</b>	<b>36%</b>	<b>17%</b>	<b>3%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>						
<b>Belfast</b>	80	59	22	10	8	179
	<b>45%</b>	<b>33%</b>	<b>12%</b>	<b>6%</b>	<b>5%</b>	<b>100%</b>
<b>North East</b>	78	74	44	15	4	215
	<b>36%</b>	<b>34%</b>	<b>21%</b>	<b>7%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	116	58	35	5	2	216
	<b>54%</b>	<b>27%</b>	<b>16%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	109	80	35	6	1	231
	<b>47%</b>	<b>35%</b>	<b>15%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	76	56	22	3	2	159
	<b>48%</b>	<b>35%</b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>						
<b>16-24</b>	14	9	9	2	2	36
	<b>39%</b>	<b>25%</b>	<b>25%</b>	<b>6%</b>	<b>6%</b>	<b>100%</b>
<b>25-34</b>	51	56	27	9	4	147
	<b>35%</b>	<b>38%</b>	<b>18%</b>	<b>6%</b>	<b>3%</b>	<b>100%</b>
<b>35-44</b>	74	72	30	7	0	183
	<b>40%</b>	<b>39%</b>	<b>16%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	83	74	26	7	2	192
	<b>43%</b>	<b>39%</b>	<b>14%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>
<b>55-64</b>	70	46	28	5	4	153
	<b>46%</b>	<b>30%</b>	<b>18%</b>	<b>3%</b>	<b>3%</b>	<b>100%</b>
<b>65+</b>	166	71	38	9	4	288
	<b>58%</b>	<b>25%</b>	<b>13%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>Religion of Household</b>						
<b>Protestant</b>	214	146	76	20	6	462
	<b>46%</b>	<b>32%</b>	<b>17%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	187	129	51	16	9	392
	<b>48%</b>	<b>33%</b>	<b>13%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>
<b>Other</b>	58	53	31	3	1	146
	<b>40%</b>	<b>36%</b>	<b>21%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>						
<b>Rural</b>	157	85	32	6	2	282
	<b>56%</b>	<b>30%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Urban</b>	302	243	126	33	15	719
	<b>42%</b>	<b>34%</b>	<b>18%</b>	<b>5%</b>	<b>2%</b>	<b>100%</b>

Table 5.2: Would you say that, overall, your neighbourhood is...

	Changing for the better	Not really changing	Changing for the worse	Don't know	Total
<b>All respondents</b>	253	586	107	56	1002
	<b>25%</b>	<b>59%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	168	372	70	24	634
	<b>27%</b>	<b>59%</b>	<b>11%</b>	<b>4%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	46	87	20	9	162
	<b>28%</b>	<b>54%</b>	<b>12%</b>	<b>6%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	39	127	17	23	206
	<b>19%</b>	<b>62%</b>	<b>8%</b>	<b>11%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	41	89	21	28	179
	<b>23%</b>	<b>50%</b>	<b>12%</b>	<b>16%</b>	<b>100%</b>
<b>North East</b>	70	111	22	11	214
	<b>33%</b>	<b>52%</b>	<b>10%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	42	152	20	3	217
	<b>19%</b>	<b>70%</b>	<b>9%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	49	150	23	7	229
	<b>21%</b>	<b>66%</b>	<b>10%</b>	<b>3%</b>	<b>100%</b>
<b>West</b>	51	83	19	6	159
	<b>32%</b>	<b>52%</b>	<b>12%</b>	<b>4%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	8	23	2	3	36
	<b>22%</b>	<b>64%</b>	<b>6%</b>	<b>8%</b>	<b>100%</b>
<b>25-34</b>	30	88	16	14	148
	<b>20%</b>	<b>60%</b>	<b>11%</b>	<b>10%</b>	<b>100%</b>
<b>35-44</b>	52	109	12	9	182
	<b>29%</b>	<b>60%</b>	<b>7%</b>	<b>5%</b>	<b>100%</b>
<b>45-54</b>	58	103	22	8	191
	<b>30%</b>	<b>54%</b>	<b>12%</b>	<b>4%</b>	<b>100%</b>
<b>55-64</b>	39	82	24	9	154
	<b>25%</b>	<b>53%</b>	<b>16%</b>	<b>6%</b>	<b>100%</b>
<b>65+</b>	65	180	31	13	289
	<b>23%</b>	<b>62%</b>	<b>11%</b>	<b>5%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	106	285	49	21	461
	<b>23%</b>	<b>62%</b>	<b>11%</b>	<b>5%</b>	<b>100%</b>
<b>Catholic</b>	111	215	44	22	392
	<b>28%</b>	<b>55%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	35	85	14	12	146
	<b>24%</b>	<b>58%</b>	<b>10%</b>	<b>8%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Rural</b>	93	159	24	7	283
	<b>33%</b>	<b>56%</b>	<b>9%</b>	<b>3%</b>	<b>100%</b>
<b>Urban</b>	160	426	83	49	718
	<b>22%</b>	<b>59%</b>	<b>12%</b>	<b>7%</b>	<b>100%</b>

*Table 5.3: Why do you think your neighbourhood is changing for the worse?*

	N	% of sub group
<b>Anti-social behaviour</b>	52	<b>49%</b>
<b>Vandalism</b>	32	<b>30%</b>
<b>Area is becoming run down</b>	32	<b>30%</b>
<b>Drugs problem</b>	27	<b>25%</b>
<b>Crime in the area</b>	27	<b>25%</b>
<b>Graffiti</b>	14	<b>13%</b>
<b>Too many houses/ HMOs</b>	11	<b>11%</b>
<b>Too much traffic/ poor parking</b>	11	<b>10%</b>
<b>Houses fallen into disrepair/ vacant/ derelict sites</b>	8	<b>7%</b>
<b>Civil disturbances</b>	7	<b>7%</b>
<b>Other</b>	5	<b>5%</b>
<b>Disrepair of paths/ roads/ gardens</b>	4	<b>4%</b>
<b>Too many new people/ loss of community</b>	4	<b>4%</b>
<b>Racial attacks</b>	3	<b>3%</b>
<b>Loitering/ young people/ playing football</b>	3	<b>3%</b>
<b>Littering</b>	2	<b>2%</b>

*Table 5.4: How safe do you feel walking alone in your neighbourhood during the day?*

All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
	709	250	27	13	999
	<b>71%</b>	<b>25%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	476	134	17	6	633
	<b>75%</b>	<b>21%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	108	47	5	1	161
	<b>67%</b>	<b>29%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters and others</b>	125	69	5	6	205
	<b>61%</b>	<b>34%</b>	<b>2%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	100	65	12	2	179
	<b>56%</b>	<b>36%</b>	<b>7%</b>	<b>1%</b>	<b>100%</b>
<b>North East</b>	166	41	5	3	215
	<b>77%</b>	<b>19%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>South</b>	152	57	4	3	216
	<b>70%</b>	<b>26%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	172	52	3	4	231
	<b>75%</b>	<b>23%</b>	<b>1%</b>	<b>2%</b>	<b>100%</b>
<b>West</b>	119	36	3	1	159
	<b>75%</b>	<b>23%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	24	9	1	2	36
	<b>67%</b>	<b>25%</b>	<b>3%</b>	<b>6%</b>	<b>100%</b>
<b>25-34</b>	101	39	4	3	147
	<b>69%</b>	<b>27%</b>	<b>3%</b>	<b>2%</b>	<b>100%</b>
<b>35-44</b>	135	43	4	0	182
	<b>74%</b>	<b>24%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	139	50	3	0	192
	<b>72%</b>	<b>26%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	109	38	5	2	154
	<b>71%</b>	<b>25%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>65+</b>	201	72	9	6	288
	<b>70%</b>	<b>25%</b>	<b>3%</b>	<b>2%</b>	<b>100%</b>

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All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
<b>Religion of Household</b>					
<b>Protestant</b>	329	116	11	5	461
	<b>71%</b>	<b>25%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	279	94	13	6	392
	<b>71%</b>	<b>24%</b>	<b>3%</b>	<b>2%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion and refused)</b>	100	41	3	2	146
	<b>69%</b>	<b>28%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	490	193	24	11	718
	<b>68%</b>	<b>27%</b>	<b>3%</b>	<b>2%</b>	<b>100%</b>
<b>Rural</b>	219	58	3	2	282
	<b>78%</b>	<b>21%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>



Table 5.5: How safe do you feel in your own home during the day?

All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
	759	211	25	4	999
	<b>76%</b>	<b>21%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
Tenure					
Owner occupiers	504	113	14	2	633
	<b>80%</b>	<b>18%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
Housing Executive Tenants	114	42	4	1	161
	<b>71%</b>	<b>26%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
Private renters and others	141	56	7	1	205
	<b>69%</b>	<b>27%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
Housing Executive Area					
Belfast	111	56	11	2	180
	<b>62%</b>	<b>31%</b>	<b>6%</b>	<b>1%</b>	<b>100%</b>
North East	173	36	6	0	215
	<b>81%</b>	<b>17%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
South	161	50	5	0	216
	<b>75%</b>	<b>23%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
South East	178	49	1	2	230
	<b>77%</b>	<b>21%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>
West	136	21	2	0	159
	<b>86%</b>	<b>13%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>
Age of HRP					
16-24	28	5	2	1	36
	<b>78%</b>	<b>14%</b>	<b>6%</b>	<b>3%</b>	<b>100%</b>
25-34	106	35	4	2	147
	<b>72%</b>	<b>24%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
35-44	145	34	4	0	183
	<b>79%</b>	<b>19%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
45-54	142	46	5	0	193
	<b>74%</b>	<b>24%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>
55-64	118	33	3	0	154
	<b>77%</b>	<b>21%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
65+	221	60	7	1	289
	<b>77%</b>	<b>21%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

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All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
Religion of Household					
Protestant	354	98	7	2	461
	77%	21%	2%	0%	100%
Catholic	301	76	15	1	393
	77%	19%	4%	0%	100%
Other (including mixed religion, none, other religion and refused)	104	38	3	1	146
	71%	26%	2%	1%	100%
Urban or Rural Location					
Urban	536	155	23	4	718
	75%	22%	3%	1%	100%
Rural	223	57	2	0	282
	79%	20%	1%	0%	100%

*Table 5.6: How safe do you feel walking alone in your neighbourhood after dark?*

All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
	460	335	143	62	1000
	<b>46%</b>	<b>34%</b>	<b>14%</b>	<b>6%</b>	<b>100%</b>
Tenure					
Owner occupiers	299	210	92	31	632
	<b>47%</b>	<b>33%</b>	<b>15%</b>	<b>5%</b>	<b>100%</b>
Housing Executive Tenants	66	52	26	18	162
	<b>41%</b>	<b>32%</b>	<b>16%</b>	<b>11%</b>	<b>100%</b>
Private renters and others	95	73	25	13	206
	<b>46%</b>	<b>35%</b>	<b>12%</b>	<b>6%</b>	<b>100%</b>
Housing Executive Area					
Belfast	67	82	20	11	180
	<b>37%</b>	<b>46%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>
North East	102	77	23	13	215
	<b>47%</b>	<b>36%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>
South	110	61	30	15	216
	<b>51%</b>	<b>28%</b>	<b>14%</b>	<b>7%</b>	<b>100%</b>
South East	106	65	41	18	230
	<b>46%</b>	<b>28%</b>	<b>18%</b>	<b>8%</b>	<b>100%</b>
West	76	51	29	4	160
	<b>48%</b>	<b>32%</b>	<b>18%</b>	<b>3%</b>	<b>100%</b>
Age of HRP					
16-24	19	7	6	4	36
	<b>53%</b>	<b>19%</b>	<b>17%</b>	<b>11%</b>	<b>100%</b>
25-34	68	55	17	7	147
	<b>46%</b>	<b>37%</b>	<b>12%</b>	<b>5%</b>	<b>100%</b>
35-44	88	67	22	5	182
	<b>48%</b>	<b>37%</b>	<b>12%</b>	<b>3%</b>	<b>100%</b>
45-54	81	78	24	8	191
	<b>42%</b>	<b>41%</b>	<b>13%</b>	<b>4%</b>	<b>100%</b>
55-64	78	44	22	10	154
	<b>51%</b>	<b>29%</b>	<b>14%</b>	<b>7%</b>	<b>100%</b>
65+	127	84	52	27	290
	<b>44%</b>	<b>29%</b>	<b>18%</b>	<b>9%</b>	<b>100%</b>

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All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
Religion of Household					
Protestant	219	150	66	27	462
	47%	33%	14%	6%	100%
Catholic	184	120	59	29	392
	47%	31%	15%	7%	100%
Other (including mixed religion, none, other religion and refused)	58	65	17	5	145
	40%	45%	12%	3%	100%
Urban or Rural Location					
Urban	308	253	109	48	718
	43%	35%	15%	7%	100%
Rural	153	82	33	14	282
	54%	29%	12%	5%	100%

Table 5.7: How safe do you feel in your own home after dark?

All respondents	Very safe	Fairly safe	A bit unsafe	Very unsafe	Total
	637	286	59	17	999
	<b>64%</b>	<b>29%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	424	171	29	7	631
	<b>67%</b>	<b>27%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	87	53	16	6	162
	<b>54%</b>	<b>33%</b>	<b>10%</b>	<b>4%</b>	<b>100%</b>
<b>Private renters and others</b>	126	62	14	4	206
	<b>61%</b>	<b>30%</b>	<b>7%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	88	73	13	6	180
	<b>49%</b>	<b>41%</b>	<b>7%</b>	<b>3%</b>	<b>100%</b>
<b>North East</b>	144	59	8	5	216
	<b>67%</b>	<b>27%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	139	52	21	4	216
	<b>64%</b>	<b>24%</b>	<b>10%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	154	62	11	3	230
	<b>67%</b>	<b>27%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>
<b>West</b>	112	41	7	0	160
	<b>70%</b>	<b>26%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	23	7	4	2	36
	<b>64%</b>	<b>19%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>
<b>25-34</b>	88	45	11	4	148
	<b>60%</b>	<b>30%</b>	<b>7%</b>	<b>3%</b>	<b>100%</b>
<b>35-44</b>	122	52	9	0	183
	<b>67%</b>	<b>28%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	117	62	11	2	192
	<b>61%</b>	<b>32%</b>	<b>6%</b>	<b>1%</b>	<b>100%</b>
<b>55-64</b>	102	39	7	5	153
	<b>67%</b>	<b>26%</b>	<b>5%</b>	<b>3%</b>	<b>100%</b>
<b>65+</b>	185	81	19	4	289
	<b>64%</b>	<b>28%</b>	<b>7%</b>	<b>1%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	299	130	24	8	461
	<b>65%</b>	<b>28%</b>	<b>5%</b>	<b>2%</b>	<b>100%</b>
<b>Catholic</b>	244	108	32	8	392
	<b>62%</b>	<b>28%</b>	<b>8%</b>	<b>2%</b>	<b>100%</b>
<b>Other</b>	95	47	4	1	147
	<b>65%</b>	<b>32%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	441	221	41	15	718
	<b>61%</b>	<b>31%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>Rural</b>	197	65	19	2	283
	<b>70%</b>	<b>23%</b>	<b>7%</b>	<b>1%</b>	<b>100%</b>

*Table 5.8: Do you consider criminal damage to homes to be a problem within your local area?*

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	58	158	785	1001
	<b>6%</b>	<b>16%</b>	<b>78%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	36	105	492	633
	<b>6%</b>	<b>17%</b>	<b>78%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	13	23	126	162
	<b>8%</b>	<b>14%</b>	<b>78%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	9	30	167	206
	<b>4%</b>	<b>15%</b>	<b>81%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	16	35	130	181
	<b>9%</b>	<b>19%</b>	<b>72%</b>	<b>100%</b>
<b>North East</b>	16	31	168	215
	<b>7%</b>	<b>14%</b>	<b>78%</b>	<b>100%</b>
<b>South</b>	14	36	167	217
	<b>7%</b>	<b>17%</b>	<b>77%</b>	<b>100%</b>
<b>South East</b>	9	29	192	230
	<b>4%</b>	<b>13%</b>	<b>84%</b>	<b>100%</b>
<b>West</b>	4	27	129	160
	<b>3%</b>	<b>17%</b>	<b>81%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	4	4	28	36
	<b>11%</b>	<b>11%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	7	25	115	147
	<b>5%</b>	<b>17%</b>	<b>78%</b>	<b>100%</b>
<b>35-44</b>	12	31	139	182
	<b>7%</b>	<b>17%</b>	<b>76%</b>	<b>100%</b>
<b>45-54</b>	11	34	147	192
	<b>6%</b>	<b>18%</b>	<b>77%</b>	<b>100%</b>
<b>55-64</b>	9	27	117	153
	<b>6%</b>	<b>18%</b>	<b>77%</b>	<b>100%</b>
<b>65+</b>	15	36	238	289
	<b>5%</b>	<b>13%</b>	<b>82%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	26	65	370	461
	<b>6%</b>	<b>14%</b>	<b>80%</b>	<b>100%</b>
<b>Catholic</b>	25	73	295	393
	<b>6%</b>	<b>19%</b>	<b>75%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	7	19	120	146
	<b>5%</b>	<b>13%</b>	<b>82%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	48	112	558	718
	<b>7%</b>	<b>16%</b>	<b>78%</b>	<b>100%</b>
<b>Rural</b>	10	46	226	282
	<b>4%</b>	<b>16%</b>	<b>80%</b>	<b>100%</b>

Table 5.9: Do you consider criminal damage to public buildings to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	53	143	803	999
	<b>5%</b>	<b>14%</b>	<b>80%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	31	98	503	632
	<b>5%</b>	<b>16%</b>	<b>80%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	14	20	128	162
	<b>9%</b>	<b>12%</b>	<b>79%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	8	25	172	205
	<b>4%</b>	<b>12%</b>	<b>84%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	12	29	138	179
	<b>7%</b>	<b>16%</b>	<b>77%</b>	<b>100%</b>
<b>North East</b>	14	33	168	215
	<b>7%</b>	<b>15%</b>	<b>78%</b>	<b>100%</b>
<b>South</b>	15	29	172	216
	<b>7%</b>	<b>13%</b>	<b>80%</b>	<b>100%</b>
<b>South East</b>	8	26	196	230
	<b>4%</b>	<b>11%</b>	<b>85%</b>	<b>100%</b>
<b>West</b>	5	25	129	159
	<b>3%</b>	<b>16%</b>	<b>81%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	5	29	37
	<b>8%</b>	<b>14%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	11	20	116	147
	<b>8%</b>	<b>14%</b>	<b>79%</b>	<b>100%</b>
<b>35-44</b>	10	30	143	183
	<b>6%</b>	<b>16%</b>	<b>78%</b>	<b>100%</b>
<b>45-54</b>	7	37	149	193
	<b>4%</b>	<b>19%</b>	<b>77%</b>	<b>100%</b>
<b>55-64</b>	7	22	125	154
	<b>5%</b>	<b>14%</b>	<b>81%</b>	<b>100%</b>
<b>65+</b>	15	30	243	288
	<b>5%</b>	<b>10%</b>	<b>84%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	24	55	382	461
	<b>5%</b>	<b>12%</b>	<b>83%</b>	<b>100%</b>
<b>Catholic</b>	25	66	302	393
	<b>6%</b>	<b>17%</b>	<b>77%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	5	22	120	147
	<b>3%</b>	<b>15%</b>	<b>82%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	43	99	576	718
	<b>6%</b>	<b>14%</b>	<b>80%</b>	<b>100%</b>
<b>Rural</b>	10	44	228	282
	<b>4%</b>	<b>16%</b>	<b>81%</b>	<b>100%</b>

Table 5.10: Do you consider Paramilitary flags or emblems to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	56	147	796	999
	<b>6%</b>	<b>15%</b>	<b>80%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	31	102	499	632
	<b>5%</b>	<b>16%</b>	<b>79%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	12	26	124	162
	<b>7%</b>	<b>16%</b>	<b>77%</b>	<b>100%</b>
<b>Private renters and others</b>	13	19	173	205
	<b>6%</b>	<b>9%</b>	<b>84%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	17	27	136	180
	<b>9%</b>	<b>15%</b>	<b>76%</b>	<b>100%</b>
<b>North East</b>	16	37	161	214
	<b>8%</b>	<b>17%</b>	<b>75%</b>	<b>100%</b>
<b>South</b>	9	35	173	217
	<b>4%</b>	<b>16%</b>	<b>80%</b>	<b>100%</b>
<b>South East</b>	10	26	194	230
	<b>4%</b>	<b>11%</b>	<b>84%</b>	<b>100%</b>
<b>West</b>	5	22	133	160
	<b>3%</b>	<b>14%</b>	<b>83%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	5	28	36
	<b>8%</b>	<b>14%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	17	19	112	148
	<b>12%</b>	<b>13%</b>	<b>76%</b>	<b>100%</b>
<b>35-44</b>	11	39	132	182
	<b>6%</b>	<b>21%</b>	<b>73%</b>	<b>100%</b>
<b>45-54</b>	10	29	153	192
	<b>5%</b>	<b>15%</b>	<b>80%</b>	<b>100%</b>
<b>55-64</b>	10	19	125	154
	<b>7%</b>	<b>12%</b>	<b>81%</b>	<b>100%</b>
<b>65+</b>	6	37	246	289
	<b>2%</b>	<b>13%</b>	<b>85%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	22	55	384	461
	<b>5%</b>	<b>12%</b>	<b>83%</b>	<b>100%</b>
<b>Catholic</b>	25	69	298	392
	<b>6%</b>	<b>18%</b>	<b>76%</b>	<b>100%</b>
<b>Other</b>	9	23	114	146
	<b>6%</b>	<b>16%</b>	<b>78%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	52	106	560	718
	<b>7%</b>	<b>15%</b>	<b>78%</b>	<b>100%</b>
<b>Rural</b>	5	42	236	283
	<b>2%</b>	<b>15%</b>	<b>83%</b>	<b>100%</b>



Table 5.11: Do you consider sectarian graffiti to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	49	144	806	999
	<b>5%</b>	<b>14%</b>	<b>81%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	29	89	514	632
	<b>5%</b>	<b>14%</b>	<b>81%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	9	28	124	161
	<b>6%</b>	<b>17%</b>	<b>77%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	11	27	168	206
	<b>5%</b>	<b>13%</b>	<b>82%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	12	28	140	180
	<b>7%</b>	<b>16%</b>	<b>78%</b>	<b>100%</b>
<b>North East</b>	14	36	164	214
	<b>7%</b>	<b>17%</b>	<b>77%</b>	<b>100%</b>
<b>South</b>	14	33	169	216
	<b>7%</b>	<b>15%</b>	<b>78%</b>	<b>100%</b>
<b>South East</b>	6	27	196	229
	<b>3%</b>	<b>12%</b>	<b>86%</b>	<b>100%</b>
<b>West</b>	3	20	136	159
	<b>2%</b>	<b>13%</b>	<b>86%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	6	27	36
	<b>8%</b>	<b>17%</b>	<b>75%</b>	<b>100%</b>
<b>25-34</b>	11	33	104	148
	<b>7%</b>	<b>22%</b>	<b>70%</b>	<b>100%</b>
<b>35-44</b>	8	36	139	183
	<b>4%</b>	<b>20%</b>	<b>76%</b>	<b>100%</b>
<b>45-54</b>	6	28	157	191
	<b>3%</b>	<b>15%</b>	<b>82%</b>	<b>100%</b>
<b>55-64</b>	8	14	132	154
	<b>5%</b>	<b>9%</b>	<b>86%</b>	<b>100%</b>
<b>65+</b>	13	28	247	288
	<b>5%</b>	<b>10%</b>	<b>86%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	22	55	385	462
	<b>5%</b>	<b>12%</b>	<b>83%</b>	<b>100%</b>
<b>Catholic</b>	22	65	305	392
	<b>6%</b>	<b>17%</b>	<b>78%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	5	25	116	146
	<b>3%</b>	<b>17%</b>	<b>80%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	42	108	568	718
	<b>6%</b>	<b>15%</b>	<b>79%</b>	<b>100%</b>
<b>Rural</b>	8	37	238	283
	<b>3%</b>	<b>13%</b>	<b>84%</b>	<b>100%</b>

Table 5.12: Do you consider bonfires to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	49	117	835	1001
	<b>5%</b>	<b>12%</b>	<b>83%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	31	79	523	633
	<b>5%</b>	<b>13%</b>	<b>83%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	10	22	130	162
	<b>6%</b>	<b>14%</b>	<b>80%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	8	16	182	206
	<b>4%</b>	<b>8%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	10	26	144	180
	<b>6%</b>	<b>14%</b>	<b>80%</b>	<b>100%</b>
<b>North East</b>	12	29	173	214
	<b>6%</b>	<b>14%</b>	<b>81%</b>	<b>100%</b>
<b>South</b>	10	24	182	216
	<b>5%</b>	<b>11%</b>	<b>84%</b>	<b>100%</b>
<b>South East</b>	7	25	198	230
	<b>3%</b>	<b>11%</b>	<b>86%</b>	<b>100%</b>
<b>West</b>	9	12	138	159
	<b>6%</b>	<b>8%</b>	<b>87%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	2	2	32	36
	<b>6%</b>	<b>6%</b>	<b>89%</b>	<b>100%</b>
<b>25-34</b>	11	20	116	147
	<b>8%</b>	<b>14%</b>	<b>79%</b>	<b>100%</b>
<b>35-44</b>	9	29	145	183
	<b>5%</b>	<b>16%</b>	<b>79%</b>	<b>100%</b>
<b>45-54</b>	7	27	157	191
	<b>4%</b>	<b>14%</b>	<b>82%</b>	<b>100%</b>
<b>55-64</b>	8	14	131	153
	<b>5%</b>	<b>9%</b>	<b>86%</b>	<b>100%</b>
<b>65+</b>	11	24	253	288
	<b>4%</b>	<b>8%</b>	<b>88%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	15	46	400	461
	<b>3%</b>	<b>10%</b>	<b>87%</b>	<b>100%</b>
<b>Catholic</b>	24	46	323	393
	<b>6%</b>	<b>12%</b>	<b>82%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	10	23	113	146
	<b>7%</b>	<b>16%</b>	<b>77%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	37	92	588	717
	<b>5%</b>	<b>13%</b>	<b>82%</b>	<b>100%</b>
<b>Rural</b>	11	24	247	282
	<b>4%</b>	<b>9%</b>	<b>88%</b>	<b>100%</b>

Table 5.13: Do you consider sectarian murals to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	35	95	871	1001
	<b>4%</b>	<b>10%</b>	<b>87%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	18	60	555	633
	<b>3%</b>	<b>10%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	8	20	134	162
	<b>5%</b>	<b>12%</b>	<b>83%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	9	15	182	206
	<b>4%</b>	<b>7%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	12	22	145	179
	<b>7%</b>	<b>12%</b>	<b>81%</b>	<b>100%</b>
<b>North East</b>	7	24	184	215
	<b>3%</b>	<b>11%</b>	<b>86%</b>	<b>100%</b>
<b>South</b>	8	23	185	216
	<b>4%</b>	<b>11%</b>	<b>86%</b>	<b>100%</b>
<b>South East</b>	7	12	210	229
	<b>3%</b>	<b>5%</b>	<b>92%</b>	<b>100%</b>
<b>West</b>	1	12	146	159
	<b>1%</b>	<b>8%</b>	<b>92%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	4	4	28	36
	<b>11%</b>	<b>11%</b>	<b>78%</b>	<b>100%</b>
<b>25-34</b>	7	20	120	147
	<b>5%</b>	<b>14%</b>	<b>82%</b>	<b>100%</b>
<b>35-44</b>	4	26	153	183
	<b>2%</b>	<b>14%</b>	<b>84%</b>	<b>100%</b>
<b>45-54</b>	6	14	172	192
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>55-64</b>	6	9	138	153
	<b>4%</b>	<b>6%</b>	<b>90%</b>	<b>100%</b>
<b>65+</b>	8	21	259	288
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	17	32	412	461
	<b>4%</b>	<b>7%</b>	<b>89%</b>	<b>100%</b>
<b>Catholic</b>	12	46	335	393
	<b>3%</b>	<b>12%</b>	<b>85%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	6	17	124	147
	<b>4%</b>	<b>12%</b>	<b>84%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	32	77	608	717
	<b>5%</b>	<b>11%</b>	<b>85%</b>	<b>100%</b>
<b>Rural</b>	2	17	263	282
	<b>1%</b>	<b>6%</b>	<b>93%</b>	<b>100%</b>

Table 5.14: Do you consider non-sectarian graffiti to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	21	133	847	1001
	<b>2%</b>	<b>13%</b>	<b>85%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	15	90	528	633
	<b>2%</b>	<b>14%</b>	<b>83%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	4	20	138	162
	<b>3%</b>	<b>12%</b>	<b>85%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	2	23	181	206
	<b>1%</b>	<b>11%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	9	23	147	179
	<b>5%</b>	<b>13%</b>	<b>82%</b>	<b>100%</b>
<b>North East</b>	3	35	177	215
	<b>1%</b>	<b>16%</b>	<b>82%</b>	<b>100%</b>
<b>South</b>	4	25	187	216
	<b>2%</b>	<b>12%</b>	<b>87%</b>	<b>100%</b>
<b>South East</b>	3	27	199	229
	<b>1%</b>	<b>12%</b>	<b>87%</b>	<b>100%</b>
<b>West</b>	2	22	135	159
	<b>1%</b>	<b>14%</b>	<b>85%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	1	6	29	36
	<b>3%</b>	<b>17%</b>	<b>81%</b>	<b>100%</b>
<b>25-34</b>	5	23	119	147
	<b>3%</b>	<b>16%</b>	<b>81%</b>	<b>100%</b>
<b>35-44</b>	3	35	144	182
	<b>2%</b>	<b>19%</b>	<b>79%</b>	<b>100%</b>
<b>45-54</b>	3	27	162	192
	<b>2%</b>	<b>14%</b>	<b>84%</b>	<b>100%</b>
<b>55-64</b>	2	13	139	154
	<b>1%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>65+</b>	7	28	253	288
	<b>2%</b>	<b>10%</b>	<b>88%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	6	56	399	461
	<b>1%</b>	<b>12%</b>	<b>87%</b>	<b>100%</b>
<b>Catholic</b>	10	53	329	392
	<b>3%</b>	<b>14%</b>	<b>84%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	5	23	119	147
	<b>3%</b>	<b>16%</b>	<b>81%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	20	103	595	718
	<b>3%</b>	<b>14%</b>	<b>83%</b>	<b>100%</b>
<b>Rural</b>	1	30	251	282
	<b>0%</b>	<b>11%</b>	<b>89%</b>	<b>100%</b>

Table 5.15: Do you consider harassment of ethnic minorities to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	31	84	885	1000
	<b>3%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	20	53	560	633
	<b>3%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	5	12	145	162
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	6	19	180	205
	<b>3%</b>	<b>9%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	8	13	159	180
	<b>4%</b>	<b>7%</b>	<b>88%</b>	<b>100%</b>
<b>North East</b>	7	20	188	215
	<b>3%</b>	<b>9%</b>	<b>87%</b>	<b>100%</b>
<b>South</b>	10	27	179	216
	<b>5%</b>	<b>13%</b>	<b>83%</b>	<b>100%</b>
<b>South East</b>	2	15	212	229
	<b>1%</b>	<b>7%</b>	<b>93%</b>	<b>100%</b>
<b>West</b>	4	8	147	159
	<b>3%</b>	<b>5%</b>	<b>93%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	4	2	30	36
	<b>11%</b>	<b>6%</b>	<b>83%</b>	<b>100%</b>
<b>25-34</b>	5	9	133	147
	<b>3%</b>	<b>6%</b>	<b>91%</b>	<b>100%</b>
<b>35-44</b>	7	19	157	183
	<b>4%</b>	<b>10%</b>	<b>86%</b>	<b>100%</b>
<b>45-54</b>	6	23	164	193
	<b>3%</b>	<b>12%</b>	<b>85%</b>	<b>100%</b>
<b>55-64</b>	4	13	137	154
	<b>3%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>65+</b>	5	19	265	289
	<b>2%</b>	<b>7%</b>	<b>92%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	11	41	409	461
	<b>2%</b>	<b>9%</b>	<b>89%</b>	<b>100%</b>
<b>Catholic</b>	15	35	342	392
	<b>4%</b>	<b>9%</b>	<b>87%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	6	8	133	147
	<b>4%</b>	<b>5%</b>	<b>91%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	26	66	626	718
	<b>4%</b>	<b>9%</b>	<b>87%</b>	<b>100%</b>
<b>Rural</b>	5	18	259	282
	<b>2%</b>	<b>6%</b>	<b>92%</b>	<b>100%</b>

*Table 5.16: Do you consider harassment of migrant workers to be a problem within your local area?*

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	29	73	898	1000
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	18	44	571	633
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	5	10	146	161
	<b>3%</b>	<b>6%</b>	<b>91%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	6	19	181	206
	<b>3%</b>	<b>9%</b>	<b>88%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	8	13	159	180
	<b>4%</b>	<b>7%</b>	<b>88%</b>	<b>100%</b>
<b>North East</b>	6	19	190	215
	<b>3%</b>	<b>9%</b>	<b>88%</b>	<b>100%</b>
<b>South</b>	11	18	186	215
	<b>5%</b>	<b>8%</b>	<b>87%</b>	<b>100%</b>
<b>South East</b>	2	14	213	229
	<b>1%</b>	<b>6%</b>	<b>93%</b>	<b>100%</b>
<b>West</b>	1	9	149	159
	<b>1%</b>	<b>6%</b>	<b>94%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	5	2	29	36
	<b>14%</b>	<b>6%</b>	<b>81%</b>	<b>100%</b>
<b>25-34</b>	4	11	132	147
	<b>3%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>35-44</b>	7	14	162	183
	<b>4%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>45-54</b>	5	19	168	192
	<b>3%</b>	<b>10%</b>	<b>88%</b>	<b>100%</b>
<b>55-64</b>	3	12	139	154
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>65+</b>	5	16	267	288
	<b>2%</b>	<b>6%</b>	<b>93%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	10	32	419	461
	<b>2%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>Catholic</b>	14	32	346	392
	<b>4%</b>	<b>8%</b>	<b>88%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	5	9	133	147
	<b>3%</b>	<b>6%</b>	<b>91%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	24	56	638	718
	<b>3%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>Rural</b>	5	17	260	282
	<b>2%</b>	<b>6%</b>	<b>92%</b>	<b>100%</b>

Table 5.17: Do you consider harassment of people with disabilities to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	22	66	911	999
	<b>2%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	12	40	580	632
	<b>2%</b>	<b>6%</b>	<b>92%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	7	9	146	162
	<b>4%</b>	<b>6%</b>	<b>90%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	3	17	185	205
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	8	13	159	180
	<b>4%</b>	<b>7%</b>	<b>88%</b>	<b>100%</b>
<b>North East</b>	5	17	194	216
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>South</b>	5	17	194	216
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>South East</b>	2	13	214	229
	<b>1%</b>	<b>6%</b>	<b>93%</b>	<b>100%</b>
<b>West</b>	2	6	151	159
	<b>1%</b>	<b>4%</b>	<b>95%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	1	3	32	36
	<b>3%</b>	<b>8%</b>	<b>89%</b>	<b>100%</b>
<b>25-34</b>	5	9	134	148
	<b>3%</b>	<b>6%</b>	<b>91%</b>	<b>100%</b>
<b>35-44</b>	6	13	164	183
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100.00%</b>
<b>45-54</b>	3	17	172	192
	<b>2%</b>	<b>9%</b>	<b>90%</b>	<b>100%</b>
<b>55-64</b>	2	10	142	154
	<b>1%</b>	<b>7%</b>	<b>92%</b>	<b>100%</b>
<b>65+</b>	5	15	268	288
	<b>2%</b>	<b>5%</b>	<b>93%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	11	25	425	461
	<b>2%</b>	<b>5%</b>	<b>92%</b>	<b>100%</b>
<b>Catholic</b>	9	32	352	393
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	3	9	134	146
	<b>2%</b>	<b>6%</b>	<b>92%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	20	52	645	717
	<b>3%</b>	<b>7%</b>	<b>90%</b>	<b>100%</b>
<b>Rural</b>	2	14	266	282
	<b>1%</b>	<b>5%</b>	<b>94%</b>	<b>100%</b>

*Table 5.18: Do you consider harassment due to homophobia to be a problem within your local area?*

	Major problem	Minor problem	Not a problem	Total
<b>All respondents</b>	22	63	915	1000
	<b>2%</b>	<b>6%</b>	<b>92%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	14	40	579	633
	2%	6%	92%	100%
<b>Housing Executive Tenants</b>	5	8	149	162
	<b>3%</b>	<b>5%</b>	<b>92%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	3	15	187	205
	<b>2%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	7	10	163	180
	<b>4%</b>	<b>6%</b>	<b>91%</b>	<b>100%</b>
<b>North East</b>	4	16	195	215
	<b>2%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>South</b>	8	18	190	216
	<b>4%</b>	<b>8%</b>	<b>88%</b>	<b>100%</b>
<b>South East</b>	2	11	216	229
	<b>1%</b>	<b>5%</b>	<b>94%</b>	<b>100%</b>
<b>West</b>	1	7	151	159
	<b>1%</b>	<b>4%</b>	<b>95%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	2	3	31	36
	<b>6%</b>	<b>8%</b>	<b>86%</b>	<b>100.00%</b>
<b>25-34</b>	5	10	132	147
	3%	7%	90%	100%
<b>35-44</b>	5	14	164	183
	<b>3%</b>	<b>8%</b>	<b>90%</b>	<b>100.00%</b>
<b>45-54</b>	4	15	172	191
	<b>2%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>55-64</b>	3	8	143	154
	<b>2%</b>	<b>5%</b>	<b>93%</b>	<b>100%</b>
<b>65+</b>	3	13	273	289
	<b>1%</b>	<b>5%</b>	<b>95%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	9	22	430	461
	<b>2%</b>	<b>5%</b>	<b>93%</b>	<b>100%</b>
<b>Catholic</b>	10	31	351	392
	<b>3%</b>	<b>8%</b>	<b>90%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	3	10	134	147
	<b>2%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	20	48	649	717
	<b>3%</b>	<b>7%</b>	<b>91%</b>	<b>100%</b>
<b>Rural</b>	2	14	266	282
	<b>1%</b>	<b>5%</b>	<b>94%</b>	<b>100%</b>



## Section 6 Community Relations and Attitudes to Religious Integration

Table 6.1: How concerned are you about community relations in your local area?

	Very concerned	Slightly concerned	Not very concerned	Not at all concerned	Total
<b>All respondents</b>	60	152	289	500	1001
	<b>6%</b>	<b>15%</b>	<b>29%</b>	<b>50%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	34	104	179	316	633
	<b>5%</b>	<b>16%</b>	<b>28%</b>	<b>50%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	14	21	48	79	162
	<b>9%</b>	<b>13%</b>	<b>30%</b>	<b>49%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	12	27	62	105	206
	<b>6%</b>	<b>13%</b>	<b>30%</b>	<b>51%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	18	25	65	73	181
	<b>10%</b>	<b>14%</b>	<b>36%</b>	<b>40%</b>	<b>100%</b>
<b>North East</b>	17	46	69	83	215
	<b>8%</b>	<b>21%</b>	<b>32%</b>	<b>39%</b>	<b>100%</b>
<b>South</b>	12	31	67	106	216
	<b>6%</b>	<b>14%</b>	<b>31%</b>	<b>49%</b>	<b>100%</b>
<b>South East</b>	9	38	53	130	230
	<b>4%</b>	<b>17%</b>	<b>23%</b>	<b>57%</b>	<b>100%</b>
<b>West</b>	4	12	35	108	159
	<b>3%</b>	<b>8%</b>	<b>22%</b>	<b>68%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	2	5	7	23	37
	<b>5%</b>	<b>14%</b>	<b>19%</b>	<b>62%</b>	<b>100%</b>
<b>25-34</b>	9	28	39	71	147
	<b>6%</b>	<b>19%</b>	<b>27%</b>	<b>48%</b>	<b>100%</b>
<b>35-44</b>	7	25	56	95	183
	<b>4%</b>	<b>14%</b>	<b>31%</b>	<b>52%</b>	<b>100%</b>
<b>45-54</b>	10	32	57	94	193
	<b>5%</b>	<b>17%</b>	<b>30%</b>	<b>49%</b>	<b>100%</b>
<b>55-64</b>	11	24	42	77	154
	<b>7%</b>	<b>16%</b>	<b>27%</b>	<b>50%</b>	<b>100%</b>
<b>65+</b>	21	38	89	140	288
	<b>7%</b>	<b>13%</b>	<b>31%</b>	<b>49%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	32	76	127	226	461
	<b>7%</b>	<b>17%</b>	<b>28%</b>	<b>49%</b>	<b>100%</b>
<b>Catholic</b>	24	48	117	204	393
	<b>6%</b>	<b>12%</b>	<b>30%</b>	<b>52%</b>	<b>100%</b>
<b>Other</b>	4	28	46	69	147
	<b>3%</b>	<b>19%</b>	<b>31%</b>	<b>47%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	51	116	210	341	718
	<b>7%</b>	<b>16%</b>	<b>29%</b>	<b>48%</b>	<b>100%</b>
<b>Rural</b>	9	36	79	159	283
	<b>3%</b>	<b>13%</b>	<b>28%</b>	<b>56%</b>	<b>100%</b>

## The Twelfth Survey of Public Attitudes

*Table 6.2: How concerned are you about community relations in Northern Ireland as a whole?*

	Very concerned	Slightly concerned	Not very concerned	Not at all concerned	Total
<b>All respondents</b>	144	300	265	291	1000
	<b>14%</b>	<b>30%</b>	<b>27%</b>	<b>29%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	104	213	151	164	632
	<b>17%</b>	<b>34%</b>	<b>24%</b>	<b>26%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	21	43	51	47	162
	<b>13%</b>	<b>27%</b>	<b>32%</b>	<b>29%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	19	44	63	80	206
	<b>9%</b>	<b>21%</b>	<b>31%</b>	<b>39%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	18	44	65	54	181
	<b>10%</b>	<b>24%</b>	<b>36%</b>	<b>30%</b>	<b>100%</b>
<b>North East</b>	56	76	43	40	215
	<b>26%</b>	<b>35%</b>	<b>20%</b>	<b>19%</b>	<b>100%</b>
<b>South</b>	21	61	58	77	217
	<b>10%</b>	<b>28%</b>	<b>27%</b>	<b>36%</b>	<b>100%</b>
<b>South East</b>	37	78	60	54	229
	<b>16%</b>	<b>34%</b>	<b>26%</b>	<b>24%</b>	<b>100%</b>
<b>West</b>	12	41	39	67	159
	<b>8%</b>	<b>26%</b>	<b>25%</b>	<b>42%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	6	7	7	17	37
	<b>16%</b>	<b>19%</b>	<b>19%</b>	<b>46%</b>	<b>100%</b>
<b>25-34</b>	14	44	45	45	148
	<b>10%</b>	<b>30%</b>	<b>30%</b>	<b>30%</b>	<b>100%</b>
<b>35-44</b>	25	62	45	51	183
	<b>14%</b>	<b>34%</b>	<b>25%</b>	<b>28%</b>	<b>100%</b>
<b>45-54</b>	24	67	55	46	192
	<b>13%</b>	<b>35%</b>	<b>29%</b>	<b>24%</b>	<b>100%</b>
<b>55-64</b>	29	49	32	44	154
	<b>19%</b>	<b>32%</b>	<b>21%</b>	<b>29%</b>	<b>100%</b>
<b>65+</b>	47	71	82	88	288
	<b>16%</b>	<b>25%</b>	<b>29%</b>	<b>31%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	82	144	116	119	461
	<b>18%</b>	<b>31%</b>	<b>25%</b>	<b>26%</b>	<b>100%</b>
<b>Catholic</b>	39	101	114	139	393
	<b>10%</b>	<b>26%</b>	<b>29%</b>	<b>35%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	22	55	35	34	146
	<b>15%</b>	<b>38%</b>	<b>24%</b>	<b>23%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	104	211	195	207	717
	<b>15%</b>	<b>29%</b>	<b>27%</b>	<b>29%</b>	<b>100%</b>
<b>Rural</b>	40	88	70	85	283
	<b>14%</b>	<b>31%</b>	<b>25%</b>	<b>30%</b>	<b>100%</b>

Table 6.3: Do you think it should be Housing Executive policy to promote a religious mix in its estates?

	Yes	No	Refusal	Don't know	Total
<b>All respondents</b>	587	171	4	237	999
	<b>59%</b>	<b>17%</b>	<b>0%</b>	<b>24%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	385	98	3	146	632
	<b>61%</b>	<b>16%</b>	<b>1%</b>	<b>23%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	92	35	0	34	161
	<b>57%</b>	<b>22%</b>	<b>0%</b>	<b>21%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	110	38	1	57	206
	<b>53%</b>	<b>18%</b>	<b>1%</b>	<b>28%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	74	40	0	66	180
	<b>41%</b>	<b>22%</b>	<b>0%</b>	<b>37%</b>	<b>100%</b>
<b>North East</b>	140	44	2	29	215
	<b>65%</b>	<b>21%</b>	<b>1%</b>	<b>14%</b>	<b>100%</b>
<b>South</b>	139	32	1	45	217
	<b>64%</b>	<b>15%</b>	<b>1%</b>	<b>21%</b>	<b>100%</b>
<b>South East</b>	144	36	0	50	230
	<b>63%</b>	<b>16%</b>	<b>0%</b>	<b>22%</b>	<b>100%</b>
<b>West</b>	91	19	1	48	159
	<b>57%</b>	<b>12%</b>	<b>1%</b>	<b>30%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	21	9	0	7	37
	<b>57%</b>	<b>24%</b>	<b>0%</b>	<b>19%</b>	<b>100%</b>
<b>25-34</b>	91	19	0	37	147
	<b>62%</b>	<b>13%</b>	<b>0%</b>	<b>25%</b>	<b>100%</b>
<b>35-44</b>	96	41	0	46	183
	<b>53%</b>	<b>22%</b>	<b>0%</b>	<b>25%</b>	<b>100%</b>
<b>45-54</b>	122	30	2	37	191
	<b>64%</b>	<b>16%</b>	<b>1%</b>	<b>19%</b>	<b>100%</b>
<b>55-64</b>	96	24	2	31	153
	<b>63%</b>	<b>16%</b>	<b>1%</b>	<b>20%</b>	<b>100%</b>
<b>65+</b>	162	47	0	79	288
	<b>56%</b>	<b>16%</b>	<b>0%</b>	<b>27%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	271	96	2	93	462
	<b>59%</b>	<b>21%</b>	<b>0%</b>	<b>20%</b>	<b>100%</b>
<b>Catholic</b>	231	63	2	97	393
	<b>59%</b>	<b>16%</b>	<b>1%</b>	<b>25%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	86	12	0	48	146
	<b>59%</b>	<b>8%</b>	<b>0%</b>	<b>33%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	398	132	3	185	718
	<b>55%</b>	<b>18%</b>	<b>0%</b>	<b>26%</b>	<b>100%</b>
<b>Rural</b>	190	39	1	53	283
	<b>67%</b>	<b>14%</b>	<b>0%</b>	<b>19%</b>	<b>100%</b>

Table 6.4: Thinking about the religious mix of your local area, which of the following statements applies to you?

	I live in a mixed religion area and wish to continue doing so	I live in a mixed religion area but would prefer to live in a Protestant area	I live in a Protestant area and wish to continue doing so	I live in a Protestant area but would prefer to live in a mixed religion area	I live in a Catholic area and wish to continue doing so	I live in a Catholic area but would prefer to live in a mixed religion area	I live in a Catholic area but would prefer to live in a Protestant area	The religious mix of the area where I live is not important to me	(Don't know)	Total
<b>All respondents</b>	396	2	129	27	144	29	1	235	35	998
	<b>40%</b>	<b>0%</b>	<b>13%</b>	<b>3%</b>	<b>14%</b>	<b>3%</b>	<b>0%</b>	<b>24%</b>	<b>4%</b>	<b>100%</b>
<b>Tenure</b>										
<b>Owner occupiers</b>	285	2	72	18	72	18	1	146	18	632
	<b>45%</b>	<b>0%</b>	<b>11%</b>	<b>3%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>23%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	45	0	36	4	40	6	0	27	3	161
	<b>28%</b>	<b>0%</b>	<b>22%</b>	<b>3%</b>	<b>25%</b>	<b>4%</b>	<b>0%</b>	<b>17%</b>	<b>2%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	66	0	21	5	32	5	0	62	14	205
	<b>32%</b>	<b>0%</b>	<b>10%</b>	<b>2%</b>	<b>16%</b>	<b>2%</b>	<b>0%</b>	<b>30%</b>	<b>7%</b>	<b>100%</b>
<b>Housing Executive Area</b>										
<b>Belfast</b>	47	1	44	6	48	8	0	22	4	180
	<b>26%</b>	<b>1%</b>	<b>24%</b>	<b>3%</b>	<b>27%</b>	<b>4%</b>	<b>0%</b>	<b>12%</b>	<b>2%</b>	<b>100%</b>
<b>North East</b>	108	1	25	10	3	3	0	54	10	214
	<b>51%</b>	<b>1%</b>	<b>12%</b>	<b>5%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>25%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	86	0	18	4	40	9	1	48	10	216
	<b>40%</b>	<b>0%</b>	<b>8%</b>	<b>2%</b>	<b>19%</b>	<b>4%</b>	<b>1%</b>	<b>22%</b>	<b>5%</b>	<b>100%</b>
<b>South East</b>	89	0	34	7	7	6	0	80	7	230
	<b>39%</b>	<b>0%</b>	<b>15%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>35%</b>	<b>3%</b>	<b>100%</b>
<b>West</b>	66	0	9	0	45	3	0	31	4	158
	<b>42%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>29%</b>	<b>2%</b>	<b>0%</b>	<b>20%</b>	<b>3%</b>	<b>100%</b>

Age of HRP										
16-24	13	0	7	1	2	2	0	9	3	37
	35%	0%	19%	3%	5%	5%	0%	24%	8%	100%
25-34	43	0	19	6	25	6	0	42	7	148
	29%	0%	13%	4%	17%	4%	0%	28%	5%	100%
35-44	83	1	21	6	26	4	0	35	7	183
	45%	1%	12%	3%	14%	2%	0%	19%	4%	100%
45-54	79	1	24	5	23	8	0	46	5	191
	41%	1%	13%	3%	12%	4%	0%	24%	3%	100%
55-64	66	0	20	3	21	2	1	38	1	152
	43%	0%	13%	2%	14%	1%	1%	25%	1%	100%
65+	111	0	38	7	46	8	0	65	13	288
	39%	0%	13%	2%	16%	3%	0%	23%	5%	100%
Religion of Household										
Protestant	192	2	119	17	7	1	0	110	13	461
	42%	0%	26%	4%	2%	0%	0%	24%	3%	100%
Catholic	132	0	4	5	133	28	1	76	13	392
	34%	0%	1%	1%	34%	7%	0%	19%	3%	100%
Other (including mixed religion, none, other religion & refused)	72	0	6	5	3	1	0	49	10	146
	49%	0%	4%	3%	2%	1%	0%	34%	7%	100%
Urban or Rural Location										
Urban	265	1	100	22	118	23	1	163	25	718
	37%	0%	14%	3%	16%	3%	0%	23%	4%	100%
Rural	131	1	29	6	26	7	0	72	11	283
	46%	0%	10%	2%	9%	3%	0%	25%	4%	100%

## Section 7 The Housing Executive and Equality

Table 7.1: How do you think the Housing Executive treats Protestants and Catholics who apply for a home?

	Treats Protestants much better	Treats Protestants a bit better	Treats Protestants & Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
<b>All respondents</b>	14	7	586	17	12	2	362	1000
	<b>1%</b>	<b>1%</b>	<b>59%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>36%</b>	<b>100%</b>
<b>Tenure</b>								
<b>Owner occupiers</b>	6	4	366	7	6	2	242	633
	<b>1%</b>	<b>1%</b>	<b>58%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>38%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	5	2	101	5	4	0	44	161
	<b>3%</b>	<b>1%</b>	<b>63%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>27%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	3	1	119	5	2	0	76	206
	<b>2%</b>	<b>1%</b>	<b>58%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>37%</b>	<b>100%</b>
<b>Housing Executive Area</b>								
<b>Belfast</b>	7	1	86	8	3	0	75	180
	<b>4%</b>	<b>1%</b>	<b>48%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>42%</b>	<b>100%</b>
<b>North East</b>	2	2	126	2	3	1	79	215
	<b>1%</b>	<b>1%</b>	<b>59%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>37%</b>	<b>100%</b>
<b>South</b>	2	2	131	2	1	0	78	216
	<b>1%</b>	<b>1%</b>	<b>61%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>36%</b>	<b>100%</b>
<b>South East</b>	1	1	149	3	4	0	72	230
	<b>0%</b>	<b>0%</b>	<b>65%</b>	<b>1%</b>	<b>2%</b>	<b>0%</b>	<b>31%</b>	<b>100%</b>
<b>West</b>	2	1	94	3	0	1	58	159
	<b>1%</b>	<b>1%</b>	<b>59%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>37%</b>	<b>100%</b>

	Treats Protestants much better	Treats Protestants a bit better	Treats Protestants & Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
Age of HRP								
16-24	0	0	29	0	0	0	7	36
	0%	0%	81%	0%	0%	0%	19%	100%
25-34	1	1	85	5	3	0	52	147
	1%	1%	58%	3%	2%	0%	35%	100%
35-44	1	0	112	5	0	0	65	183
	1%	0%	61%	3%	0%	0%	36%	100%
45-54	2	2	107	3	3	1	74	192
	1%	1%	56%	2%	2%	1%	39%	100%
55-64	5	1	88	2	1	0	56	153
	3%	1%	58%	1%	1%	0%	37%	100%
65+	4	3	164	3	5	1	108	288
	1%	1%	57%	1%	2%	0%	38%	100%
Religion of Household								
Protestant	1	1	278	15	11	1	154	461
	0%	0%	60%	3%	2%	0%	33%	100%
Catholic	13	6	226	2	1	1	143	392
	3%	2%	58%	1%	0%	0%	37%	100%
Other (including mixed religion, none, other religion & refused)	0	0	81	0	0	0	66	147
	0%	0%	55%	0%	0%	0%	45%	100%
Urban or Rural Location								
Urban	12	5	423	13	9	2	254	718
	2%	1%	59%	2%	1%	0%	35%	100%
Rural	2	2	163	5	3	0	108	283
	1%	1%	58%	2%	1%	0%	38%	100%

Table 7.2: How do you think the Housing Executive treats Protestants &amp; Catholics who apply for a job?

	Treats Protestants much better	Treats Protestants a bit better	Treats Protestants & Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
<b>All respondents</b>	7	6	556	19	11	4	399	1002
	<b>1%</b>	<b>1%</b>	<b>56%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>40%</b>	<b>100%</b>
<b>Tenure</b>								
<b>Owner occupiers</b>	2	4	359	12	7	4	246	634
	<b>0%</b>	<b>1%</b>	<b>57%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>39%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	3	2	79	5	3	0	70	162
	<b>2%</b>	<b>1%</b>	<b>49%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>43%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	2	0	118	2	1	0	83	206
	<b>1%</b>	<b>0%</b>	<b>57%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>40%</b>	<b>100%</b>
<b>Housing Executive Area</b>								
<b>Belfast</b>	2	0	79	3	3	0	92	179
	<b>1%</b>	<b>0%</b>	<b>44%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>51%</b>	<b>100%</b>
<b>North East</b>	2	2	120	6	0	1	84	215
	<b>1%</b>	<b>1%</b>	<b>56%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>	<b>39%</b>	<b>100%</b>
<b>South</b>	1	3	123	2	0	2	86	217
	<b>1%</b>	<b>1%</b>	<b>57%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>40%</b>	<b>100%</b>
<b>South East</b>	1	1	145	6	6	0	72	231
	<b>0%</b>	<b>0%</b>	<b>63%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>31%</b>	<b>100%</b>
<b>West</b>	1	0	88	2	1	1	66	159
	<b>1%</b>	<b>0%</b>	<b>55%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>42%</b>	<b>100%</b>



	Treats Protestants much better	Treats Protestants a bit better	Treats Protestants & Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
Age of HRP								
16-24	0	0	26	0	1	0	10	37
	0%	0%	70%	0%	3%	0%	27%	100%
25-34	1	0	85	3	2	0	55	146
	1%	0%	58%	2%	1%	0%	38%	100%
35-44	1	1	111	3	2	1	65	184
	1%	1%	60%	2%	1%	1%	35%	100%
45-54	1	3	101	6	4	2	75	192
	1%	2%	53%	3%	2%	1%	39%	100%
55-64	2	0	82	4	0	1	64	153
	1%	0%	54%	3%	0%	1%	42%	100%
65+	2	2	150	3	2	0	129	288
	1%	1%	52%	1%	1%	0%	45%	100%
Religion of Household								
Protestant	0	1	259	17	9	2	172	460
	0%	0%	56%	4%	2%	0%	37%	100%
Catholic	8	4	215	1	0	2	163	393
	2%	1%	55%	0%	0%	1%	42%	100%
Other (including mixed religion, none, other religion and refused)	0	1	81	1	1	0	63	147
	0%	1%	55%	1%	1%	0%	43%	100%
Urban or Rural Location								
Urban	5	4	384	13	9	3	299	717
	1%	1%	54%	2%	1%	0%	42%	100%
Rural	2	2	171	6	2	1	99	283
	1%	1%	60%	2%	1%	0%	35%	100%

## Section 8 Attitudes to disability in Northern Ireland

Table 8.1: Generally, do you think there is prejudice against people with disabilities in Northern Ireland?

	Yes	No	Don't know	Total
<b>All respondents</b>	290	531	180	1001
	<b>29%</b>	<b>53%</b>	<b>18%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	199	334	100	633
	<b>31%</b>	<b>53%</b>	<b>16%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	39	96	27	162
	<b>24%</b>	<b>59%</b>	<b>17%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	52	101	53	206
	<b>25%</b>	<b>49%</b>	<b>26%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	54	65	61	180
	<b>30%</b>	<b>36%</b>	<b>34%</b>	<b>100%</b>
<b>North East</b>	59	119	36	214
	<b>28%</b>	<b>56%</b>	<b>17%</b>	<b>100%</b>
<b>South</b>	60	125	31	216
	<b>28%</b>	<b>58%</b>	<b>14%</b>	<b>100%</b>
<b>South East</b>	80	119	30	229
	<b>35%</b>	<b>52%</b>	<b>13%</b>	<b>100%</b>
<b>West</b>	37	101	21	159
	<b>23%</b>	<b>64%</b>	<b>13%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	8	21	7	36
	<b>22%</b>	<b>58%</b>	<b>19%</b>	<b>100%</b>
<b>25-34</b>	45	70	32	147
	<b>31%</b>	<b>48%</b>	<b>22%</b>	<b>100%</b>
<b>35-44</b>	63	94	26	183
	<b>34%</b>	<b>51%</b>	<b>14%</b>	<b>100%</b>
<b>45-54</b>	64	101	26	191
	<b>34%</b>	<b>53%</b>	<b>14%</b>	<b>100%</b>
<b>55-64</b>	55	79	20	154
	<b>36%</b>	<b>51%</b>	<b>13%</b>	<b>100%</b>
<b>65+</b>	55	165	69	289
	<b>19%</b>	<b>57%</b>	<b>24%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	134	266	61	461
	<b>29%</b>	<b>58%</b>	<b>13%</b>	<b>100%</b>
<b>Catholic</b>	106	210	77	393
	<b>27%</b>	<b>53%</b>	<b>20%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	51	54	42	147
	<b>35%</b>	<b>37%</b>	<b>29%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	211	367	139	717
	<b>29%</b>	<b>51%</b>	<b>19%</b>	<b>100%</b>
<b>Rural</b>	79	163	41	283
	<b>28%</b>	<b>58%</b>	<b>15%</b>	<b>100%</b>

*Table 8.2: Do you think there is prejudice in Northern Ireland against people with a physical disability?*

	Yes	No	Don't know	Total
<b>All respondents</b>	246	36	8	290
	<b>85%</b>	<b>12%</b>	<b>3%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	172	23	5	200
	<b>86%</b>	<b>12%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	29	8	2	39
	<b>74%</b>	<b>21%</b>	<b>5%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	45	6	1	52
	<b>87%</b>	<b>12%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	44	9	1	54
	<b>82%</b>	<b>17%</b>	<b>2%</b>	<b>100%</b>
<b>North East</b>	48	8	3	59
	<b>81%</b>	<b>14%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	52	7	1	60
	<b>87%</b>	<b>12%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	73	5	2	80
	<b>91%</b>	<b>6%</b>	<b>3%</b>	<b>100%</b>
<b>West</b>	29	7	1	37
	<b>78%</b>	<b>19%</b>	<b>3%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	8	0	0	8
	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	37	5	3	45
	<b>82%</b>	<b>11%</b>	<b>7%</b>	<b>100%</b>
<b>35-44</b>	53	9	1	63
	<b>84%</b>	<b>14%</b>	<b>2%</b>	<b>100%</b>
<b>45-54</b>	53	10	2	65
	<b>82%</b>	<b>15%</b>	<b>3%</b>	<b>100%</b>
<b>55-64</b>	49	6	0	55
	<b>89%</b>	<b>11%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	46	7	2	55
	<b>84%</b>	<b>13%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	113	17	4	134
	<b>84%</b>	<b>13%</b>	<b>3%</b>	<b>100%</b>
<b>Catholic</b>	89	14	3	106
	<b>84%</b>	<b>13%</b>	<b>3%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	44	6	1	51
	<b>86%</b>	<b>12%</b>	<b>2%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	176	28	7	211
	<b>83%</b>	<b>13%</b>	<b>3%</b>	<b>100%</b>
<b>Rural</b>	70	8	1	79
	<b>89%</b>	<b>10%</b>	<b>1%</b>	<b>100%</b>

*Table 8.3: Do you think there is prejudice in Northern Ireland against people with a hidden physical condition or illness? (unseen disability)*

	Yes	No	Don't know	Total
<b>All respondents</b>	184	77	29	290
	<b>63%</b>	<b>27%</b>	<b>10%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	133	49	17	199
	<b>67%</b>	<b>25%</b>	<b>9%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	24	11	4	39
	<b>62%</b>	<b>28%</b>	<b>10%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	27	17	8	52
	<b>52%</b>	<b>33%</b>	<b>15%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	30	20	3	53
	<b>57%</b>	<b>38%</b>	<b>6%</b>	<b>100%</b>
<b>North East</b>	30	26	3	59
	<b>51%</b>	<b>44%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	52	6	3	61
	<b>85%</b>	<b>10%</b>	<b>5%</b>	<b>100%</b>
<b>South East</b>	50	15	16	81
	<b>62%</b>	<b>19%</b>	<b>20%</b>	<b>100%</b>
<b>West</b>	22	11	4	37
	<b>60%</b>	<b>30%</b>	<b>11%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	4	3	1	8
	<b>50%</b>	<b>38%</b>	<b>13%</b>	<b>100%</b>
<b>25-34</b>	25	16	4	45
	<b>56%</b>	<b>36%</b>	<b>9%</b>	<b>100%</b>
<b>35-44</b>	41	16	7	64
	<b>64%</b>	<b>25%</b>	<b>11%</b>	<b>100%</b>
<b>45-54</b>	45	13	6	64
	<b>70%</b>	<b>20%</b>	<b>9%</b>	<b>100%</b>
<b>55-64</b>	32	13	10	55
	<b>58%</b>	<b>24%</b>	<b>18%</b>	<b>100%</b>
<b>65+</b>	37	16	2	55
	<b>67%</b>	<b>29%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	81	44	8	133
	<b>61%</b>	<b>33%</b>	<b>6%</b>	<b>100%</b>
<b>Catholic</b>	71	22	14	107
	<b>66%</b>	<b>21%</b>	<b>13%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	32	12	7	51
	<b>63%</b>	<b>24%</b>	<b>14%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	133	59	19	211
	<b>63%</b>	<b>28%</b>	<b>9%</b>	<b>100%</b>
<b>Rural</b>	51	18	9	78
	<b>65%</b>	<b>23%</b>	<b>12%</b>	<b>100%</b>

*Table 8.4: Do you think there is prejudice in Northern Ireland against people with a sensory disability? (hearing, sight, touch)*

	Yes	No	Don't know	Total
<b>All respondents</b>	210	62	18	290
	<b>72%</b>	<b>21%</b>	<b>6%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	150	41	8	199
	<b>75%</b>	<b>21%</b>	<b>4%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	26	10	3	39
	<b>67%</b>	<b>26%</b>	<b>8%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	34	11	7	52
	<b>65%</b>	<b>21%</b>	<b>14%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	38	15	1	54
	<b>70%</b>	<b>28%</b>	<b>2%</b>	<b>100%</b>
<b>North East</b>	41	16	3	60
	<b>68%</b>	<b>27%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	45	11	4	60
	<b>75%</b>	<b>18%</b>	<b>7%</b>	<b>100%</b>
<b>South East</b>	64	10	6	80
	<b>80%</b>	<b>13%</b>	<b>8%</b>	<b>100%</b>
<b>West</b>	22	11	4	37
	<b>60%</b>	<b>30%</b>	<b>11%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	6	2	0	8
	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	34	9	3	46
	<b>74%</b>	<b>20%</b>	<b>7%</b>	<b>100%</b>
<b>35-44</b>	47	11	5	63
	<b>75%</b>	<b>18%</b>	<b>8%</b>	<b>100%</b>
<b>45-54</b>	46	16	3	65
	<b>71%</b>	<b>25%</b>	<b>5%</b>	<b>100%</b>
<b>55-64</b>	38	12	5	55
	<b>69%</b>	<b>22%</b>	<b>9%</b>	<b>100%</b>
<b>65+</b>	39	12	3	54
	<b>72%</b>	<b>22%</b>	<b>6%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	98	26	10	134
	<b>73%</b>	<b>19%</b>	<b>8%</b>	<b>100%</b>
<b>Catholic</b>	79	19	8	106
	<b>75%</b>	<b>18%</b>	<b>8%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	33	17	1	51
	<b>65%</b>	<b>33%</b>	<b>2%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	149	49	12	210
	<b>71%</b>	<b>23%</b>	<b>6%</b>	<b>100%</b>
<b>Rural</b>	61	13	6	80
	<b>76%</b>	<b>16%</b>	<b>8%</b>	<b>100%</b>

*Table 8.5: Do you think there is prejudice in Northern Ireland against people with a learning disability? (autism, down syndrome)*

	Yes	No	Don't know	Total
<b>All respondents</b>	249	33	9	291
	<b>86%</b>	<b>11%</b>	<b>3%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	174	20	6	200
	<b>87%</b>	<b>10%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	30	8	1	39
	<b>77%</b>	<b>21%</b>	<b>3%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	45	5	2	52
	<b>87%</b>	<b>10%</b>	<b>4%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	42	9	2	53
	<b>79%</b>	<b>17%</b>	<b>4%</b>	<b>100%</b>
<b>North East</b>	51	5	3	59
	<b>86%</b>	<b>9%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	50	9	1	60
	<b>83%</b>	<b>15%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	75	4	2	81
	<b>93%</b>	<b>5%</b>	<b>3%</b>	<b>100%</b>
<b>West</b>	30	6	1	37
	<b>81%</b>	<b>16%</b>	<b>3%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	8	0	0	8
	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	39	4	2	45
	<b>87%</b>	<b>9%</b>	<b>4%</b>	<b>100%</b>
<b>35-44</b>	54	5	4	63
	<b>86%</b>	<b>8%</b>	<b>6%</b>	<b>100%</b>
<b>45-54</b>	59	5	1	65
	<b>91%</b>	<b>8%</b>	<b>2%</b>	<b>100%</b>
<b>55-64</b>	47	8	0	55
	<b>86%</b>	<b>15%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	42	10	2	54
	<b>78%</b>	<b>19%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	114	14	5	133
	<b>86%</b>	<b>11%</b>	<b>4%</b>	<b>100%</b>
<b>Catholic</b>	92	11	4	107
	<b>86%</b>	<b>10%</b>	<b>4%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	43	8	0	51
	<b>84%</b>	<b>16%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	176	27	8	211
	<b>83%</b>	<b>13%</b>	<b>4%</b>	<b>100%</b>
<b>Rural</b>	72	6	1	79
	<b>91%</b>	<b>8%</b>	<b>1%</b>	<b>100%</b>

Table 8.6: Do you think there is prejudice in Northern Ireland against people with a mental health issue(s)?

	Yes	No	Don't know	Total
<b>All respondents</b>	258	23	8	289
	<b>89%</b>	<b>8%</b>	<b>3%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	180	13	6	199
	<b>91%</b>	<b>7%</b>	<b>3%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	30	7	1	38
	<b>79%</b>	<b>18%</b>	<b>3%</b>	<b>100.00%</b>
<b>Private renters &amp; others</b>	48	3	1	52
	<b>92%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	44	7	3	54
	<b>82%</b>	<b>13%</b>	<b>6%</b>	<b>100%</b>
<b>North East</b>	53	5	1	59
	<b>90%</b>	<b>9%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	54	5	1	60
	<b>90%</b>	<b>8%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	75	4	2	81
	<b>93%</b>	<b>5%</b>	<b>3%</b>	<b>100%</b>
<b>West</b>	33	4	1	38
	<b>87%</b>	<b>11%</b>	<b>3%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	8	0	0	8
	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	41	3	1	45
	<b>91%</b>	<b>7%</b>	<b>2%</b>	<b>100%</b>
<b>35-44</b>	58	2	3	63
	<b>92%</b>	<b>3%</b>	<b>5%</b>	<b>100%</b>
<b>45-54</b>	59	4	1	64
	<b>92%</b>	<b>6%</b>	<b>2%</b>	<b>100%</b>
<b>55-64</b>	47	7	1	55
	<b>86%</b>	<b>13%</b>	<b>2%</b>	<b>100%</b>
<b>65+</b>	44	8	2	54
	<b>82%</b>	<b>15%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	118	11	4	133
	<b>89%</b>	<b>8%</b>	<b>3%</b>	<b>100%</b>
<b>Catholic</b>	95	7	4	106
	<b>90%</b>	<b>7%</b>	<b>4%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	45	6	0	51
	<b>88%</b>	<b>12%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	186	18	7	211
	<b>88%</b>	<b>9%</b>	<b>3%</b>	<b>100%</b>
<b>Rural</b>	73	6	1	80
	<b>91%</b>	<b>8%</b>	<b>1%</b>	<b>100%</b>

*Table 8.7: Do you think there is prejudice in Northern Ireland against people with a progressive illness? (incurable)*

	Yes	No	Don't know	Total
<b>All respondents</b>	156	110	25	291
	<b>54%</b>	<b>38%</b>	<b>9%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	112	70	17	199
	<b>56%</b>	<b>35%</b>	<b>9%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	16	22	1	39
	<b>41%</b>	<b>56%</b>	<b>3%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	29	18	6	53
	<b>55%</b>	<b>34%</b>	<b>11%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	35	13	6	54
	<b>65%</b>	<b>24%</b>	<b>11%</b>	<b>100%</b>
<b>North East</b>	23	33	3	59
	<b>39%</b>	<b>56%</b>	<b>5%</b>	<b>100%</b>
<b>South</b>	38	15	7	60
	<b>63%</b>	<b>25%</b>	<b>12%</b>	<b>100%</b>
<b>South East</b>	45	30	6	81
	<b>56%</b>	<b>37%</b>	<b>7%</b>	<b>100%</b>
<b>West</b>	15	18	4	37
	<b>41%</b>	<b>49%</b>	<b>11%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	5	3	0	8
	<b>63%</b>	<b>38%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	23	20	2	45
	<b>51%</b>	<b>44%</b>	<b>4%</b>	<b>100%</b>
<b>35-44</b>	40	20	4	64
	<b>63%</b>	<b>31%</b>	<b>6%</b>	<b>100%</b>
<b>45-54</b>	36	24	5	65
	<b>55%</b>	<b>37%</b>	<b>8%</b>	<b>100%</b>
<b>55-64</b>	25	21	10	56
	<b>45%</b>	<b>38%</b>	<b>18%</b>	<b>100%</b>
<b>65+</b>	28	23	4	55
	<b>51%</b>	<b>42%</b>	<b>7%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	69	55	10	134
	<b>52%</b>	<b>41%</b>	<b>8%</b>	<b>100%</b>
<b>Catholic</b>	60	34	12	106
	<b>57%</b>	<b>32%</b>	<b>11%</b>	<b>100%</b>
<b>Other</b>	27	22	2	51
	<b>53%</b>	<b>43%</b>	<b>4%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	114	79	18	211
	<b>54%</b>	<b>37%</b>	<b>9%</b>	<b>100%</b>
<b>Rural</b>	42	31	7	80
	<b>53%</b>	<b>39%</b>	<b>9%</b>	<b>100%</b>



Table 8.8: Do you think there is prejudice in Northern Ireland against people with communication difficulties? (speech)

	Yes	No	Don't know	Total
<b>All respondents</b>	234	44	13	291
	<b>80%</b>	<b>15%</b>	<b>5%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	163	29	8	200
	<b>82%</b>	<b>15%</b>	<b>4%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	27	10	2	39
	<b>69%</b>	<b>26%</b>	<b>5%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	44	5	3	52
	<b>85%</b>	<b>10%</b>	<b>6%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	42	8	3	53
	<b>79%</b>	<b>15%</b>	<b>6%</b>	<b>100%</b>
<b>North East</b>	45	13	2	60
	<b>75%</b>	<b>22%</b>	<b>3%</b>	<b>100%</b>
<b>South</b>	50	9	1	60
	<b>83%</b>	<b>15%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	71	4	4	79
	<b>90%</b>	<b>5%</b>	<b>5%</b>	<b>100%</b>
<b>West</b>	25	10	2	37
	<b>68%</b>	<b>27%</b>	<b>5%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	7	1	0	8
	<b>88%</b>	<b>13%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	37	6	2	45
	<b>82%</b>	<b>13%</b>	<b>4%</b>	<b>100%</b>
<b>35-44</b>	52	8	4	64
	<b>81%</b>	<b>13%</b>	<b>6%</b>	<b>100%</b>
<b>45-54</b>	52	11	1	64
	<b>81%</b>	<b>17%</b>	<b>2%</b>	<b>100%</b>
<b>55-64</b>	43	7	4	54
	<b>80%</b>	<b>13%</b>	<b>7%</b>	<b>100%</b>
<b>65+</b>	41	11	2	54
	<b>76%</b>	<b>20%</b>	<b>4%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	107	21	6	134
	<b>80%</b>	<b>16%</b>	<b>5%</b>	<b>100%</b>
<b>Catholic</b>	84	16	6	106
	<b>79%</b>	<b>15%</b>	<b>6%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	42	7	1	50
	<b>84%</b>	<b>14%</b>	<b>2%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	169	34	9	212
	<b>80%</b>	<b>16%</b>	<b>4%</b>	<b>100%</b>
<b>Rural</b>	65	11	4	80
	<b>81%</b>	<b>14%</b>	<b>5%</b>	<b>100%</b>

*Table 8.9: How concerned or unconcerned would you be if a property in your immediate neighbourhood into a hostel for people with a physical disability?*

	Very concerned	Slightly concerned	Not very concerned	Not at all concerned	Total
<b>All respondents</b>	25	77	219	680	1001
	3%	8%	22%	68%	100%
<b>Tenure</b>					
<b>Owner occupiers</b>	19	62	137	414	632
	3%	10%	22%	66%	100%
<b>Housing Executive Tenants</b>	2	5	35	120	162
	1%	3%	22%	74%	100%
<b>Private renters &amp; others</b>	3	9	47	146	205
	2%	4%	23%	71%	100%
<b>Housing Executive Area</b>					
<b>Belfast</b>	8	17	69	86	180
	4%	9%	38%	48%	100%
<b>North East</b>	4	17	44	150	215
	2%	8%	21%	70%	100%
<b>South</b>	6	13	49	148	216
	3%	6%	23%	69%	100%
<b>South East</b>	6	21	34	169	230
	3%	9%	15%	74%	100%
<b>West</b>	1	9	23	127	160
	1%	6%	14%	79%	100%
<b>Age of HRP</b>					
<b>16-24</b>	1	2	7	26	36
	3%	6%	19%	72%	100%
<b>25-34</b>	3	13	35	96	147
	2%	9%	24%	65%	100%
<b>35-44</b>	3	19	36	125	183
	2%	10%	20%	68%	100%
<b>45-54</b>	5	11	41	135	192
	3%	6%	21%	70%	100%
<b>55-64</b>	2	11	32	109	154
	1%	7%	21%	71%	100%
<b>65+</b>	10	21	69	188	288
	4%	7%	24%	65%	100%
<b>Religion of Household</b>					
<b>Protestant</b>	13	37	97	315	462
	3%	8%	21%	68%	100%
<b>Catholic</b>	10	23	90	270	393
	3%	6%	23%	69%	100%
<b>Other</b>	2	17	33	95	147
	1%	12%	22%	65%	100%
<b>Urban or Rural Location</b>					
<b>Urban</b>	18	62	162	475	717
	3%	9%	23%	66%	100%
<b>Rural</b>	6	15	58	204	283
	2%	5%	21%	72%	100%

Table 8.10: How concerned or unconcerned would you be if a property in your immediate neighbourhood into a hostel for people with a learning disability?

	Very concerned	Slightly concerned	Not very concerned	Not at all concerned	Total
<b>All respondents</b>	25	75	222	678	1000
	<b>3%</b>	<b>8%</b>	<b>22%</b>	<b>68%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	18	62	138	415	633
	<b>3%</b>	<b>10%</b>	<b>22%</b>	<b>66%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	3	3	36	120	162
	<b>2%</b>	<b>2%</b>	<b>22%</b>	<b>74%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	4	10	48	143	205
	<b>2%</b>	<b>5%</b>	<b>23%</b>	<b>70%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	7	16	69	88	180
	<b>4%</b>	<b>9%</b>	<b>38%</b>	<b>49%</b>	<b>100%</b>
<b>North East</b>	4	12	42	157	215
	<b>2%</b>	<b>6%</b>	<b>20%</b>	<b>73%</b>	<b>100%</b>
<b>South</b>	5	21	54	136	216
	<b>2%</b>	<b>10%</b>	<b>25%</b>	<b>63%</b>	<b>100.00%</b>
<b>South East</b>	6	19	33	172	230
	<b>3%</b>	<b>8%</b>	<b>14%</b>	<b>75%</b>	<b>100%</b>
<b>West</b>	4	7	23	125	159
	<b>3%</b>	<b>4%</b>	<b>15%</b>	<b>79%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	1	2	7	26	36
	<b>3%</b>	<b>6%</b>	<b>19%</b>	<b>72%</b>	<b>100%</b>
<b>25-34</b>	4	12	35	96	147
	<b>3%</b>	<b>8%</b>	<b>24%</b>	<b>65%</b>	<b>100%</b>
<b>35-44</b>	2	16	37	128	183
	<b>1%</b>	<b>9%</b>	<b>20%</b>	<b>70%</b>	<b>100%</b>
<b>45-54</b>	5	16	42	130	193
	<b>3%</b>	<b>8%</b>	<b>22%</b>	<b>67%</b>	<b>100%</b>
<b>55-64</b>	3	8	33	108	152
	<b>2%</b>	<b>5%</b>	<b>22%</b>	<b>71%</b>	<b>100%</b>
<b>65+</b>	9	21	68	191	289
	<b>3%</b>	<b>7%</b>	<b>24%</b>	<b>66%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	13	33	95	320	461
	<b>3%</b>	<b>7%</b>	<b>21%</b>	<b>69%</b>	<b>100%</b>
<b>Catholic</b>	10	25	96	261	392
	<b>3%</b>	<b>6%</b>	<b>25%</b>	<b>67%</b>	<b>100%</b>
<b>Other</b>	2	17	31	96	146
	<b>1%</b>	<b>12%</b>	<b>21%</b>	<b>66%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	18	59	165	475	717
	<b>3%</b>	<b>8%</b>	<b>23%</b>	<b>66%</b>	<b>100%</b>
<b>Rural</b>	7	16	57	203	283
	<b>3%</b>	<b>6%</b>	<b>20%</b>	<b>72%</b>	<b>100%</b>

*Table 8.11: How concerned or unconcerned would you be if a property in your immediate neighbourhood into a hostel for people with Mental health issues?*

	Very concerned	Slightly concerned	Not very concerned	Not at all concerned	Total
<b>All respondents</b>	76	208	196	519	999
	<b>8%</b>	<b>21%</b>	<b>20%</b>	<b>52%</b>	<b>100%</b>
<b>Tenure</b>					
<b>Owner occupiers</b>	49	157	123	303	632
	<b>8%</b>	<b>25%</b>	<b>20%</b>	<b>48%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	13	22	32	95	162
	<b>8%</b>	<b>14%</b>	<b>20%</b>	<b>59%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	15	28	41	121	205
	<b>7%</b>	<b>14%</b>	<b>20%</b>	<b>59%</b>	<b>100%</b>
<b>Housing Executive Area</b>					
<b>Belfast</b>	22	31	58	68	179
	<b>12%</b>	<b>17%</b>	<b>32%</b>	<b>38%</b>	<b>100%</b>
<b>North East</b>	12	52	41	110	215
	<b>6%</b>	<b>24%</b>	<b>19%</b>	<b>51%</b>	<b>100%</b>
<b>South</b>	17	48	41	109	215
	<b>8%</b>	<b>22%</b>	<b>19%</b>	<b>51%</b>	<b>100%</b>
<b>South East</b>	15	48	35	132	230
	<b>7%</b>	<b>21%</b>	<b>15%</b>	<b>57%</b>	<b>100%</b>
<b>West</b>	10	29	22	99	160
	<b>6%</b>	<b>18%</b>	<b>14%</b>	<b>62%</b>	<b>100%</b>
<b>Age of HRP</b>					
<b>16-24</b>	3	5	7	21	36
	<b>8%</b>	<b>14%</b>	<b>19%</b>	<b>58%</b>	<b>100%</b>
<b>25-34</b>	15	31	26	75	147
	<b>10%</b>	<b>21%</b>	<b>18%</b>	<b>51%</b>	<b>100%</b>
<b>35-44</b>	16	60	28	79	183
	<b>9%</b>	<b>33%</b>	<b>15%</b>	<b>43%</b>	<b>100%</b>
<b>45-54</b>	11	39	42	100	192
	<b>6%</b>	<b>20%</b>	<b>22%</b>	<b>52%</b>	<b>100%</b>
<b>55-64</b>	12	21	32	88	153
	<b>8%</b>	<b>14%</b>	<b>21%</b>	<b>58%</b>	<b>100%</b>
<b>65+</b>	19	52	61	156	288
	<b>7%</b>	<b>18%</b>	<b>21%</b>	<b>54%</b>	<b>100%</b>
<b>Religion of Household</b>					
<b>Protestant</b>	42	109	82	229	462
	<b>9%</b>	<b>24%</b>	<b>18%</b>	<b>50%</b>	<b>100%</b>
<b>Catholic</b>	27	64	80	221	392
	<b>7%</b>	<b>16%</b>	<b>20%</b>	<b>56%</b>	<b>100%</b>
<b>Other</b>	9	35	34	69	147
	<b>6%</b>	<b>24%</b>	<b>23%</b>	<b>47%</b>	<b>100%</b>
<b>Urban or Rural Location</b>					
<b>Urban</b>	57	157	147	356	717
	<b>8%</b>	<b>22%</b>	<b>21%</b>	<b>50%</b>	<b>100%</b>
<b>Rural</b>	20	51	49	163	283
	<b>7%</b>	<b>18%</b>	<b>17%</b>	<b>58%</b>	<b>100%</b>

## Section 9 The Housing Executive and Community Work

Table 9.1: Did you know the Housing Executive supports the formation of community groups in its estates?

	Yes	No	Refusal	Total
<b>All respondents</b>	297	694	10	1001
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	170	457	6	633
	<b>27%</b>	<b>72%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	73	87	2	162
	<b>45%</b>	<b>54%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	54	150	2	206
	<b>26%</b>	<b>73%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	36	143	1	180
	<b>20%</b>	<b>79%</b>	<b>1%</b>	<b>100%</b>
<b>North East</b>	65	147	4	216
	<b>30%</b>	<b>68%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	65	149	2	216
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	79	150	1	230
	<b>34%</b>	<b>65%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	52	106	2	160
	<b>33%</b>	<b>66%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	33	0	36
	<b>8%</b>	<b>92%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	38	109	0	147
	<b>26%</b>	<b>74%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	52	129	2	183
	<b>28%</b>	<b>71%</b>	<b>1%</b>	<b>100%</b>
<b>45-54</b>	68	124	0	192
	<b>35%</b>	<b>65%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	53	97	3	153
	<b>35%</b>	<b>63%</b>	<b>2%</b>	<b>100%</b>
<b>65+</b>	83	201	5	289
	<b>29%</b>	<b>70%</b>	<b>2%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	143	312	6	461
	<b>31%</b>	<b>68%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	119	270	3	392
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>Other</b>	34	112	1	147
	<b>23%</b>	<b>76%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	232	480	6	718
	<b>32%</b>	<b>67%</b>	<b>1%</b>	<b>100%</b>
<b>Rural</b>	65	214	4	283
	<b>23%</b>	<b>76%</b>	<b>1%</b>	<b>100%</b>

*Table 9.2: Did you know the Housing Executive provides accommodation for community groups to use in its estates?*

	Yes	No	Refusal	Total
<b>All respondents</b>	303	686	10	999
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	175	452	6	633
	<b>28%</b>	<b>71%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	71	88	2	161
	<b>44%</b>	<b>55%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	57	146	2	205
	<b>28%</b>	<b>71%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	36	143	1	180
	<b>20%</b>	<b>79%</b>	<b>1%</b>	<b>100%</b>
<b>North East</b>	68	143	4	215
	<b>32%</b>	<b>67%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	62	152	2	216
	<b>29%</b>	<b>70%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	77	151	1	229
	<b>34%</b>	<b>66%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	60	97	2	159
	<b>38%</b>	<b>61%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	5	31	0	36
	<b>14%</b>	<b>86%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	43	104	0	147
	<b>29%</b>	<b>71%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	54	127	2	183
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>45-54</b>	64	128	0	192
	<b>33%</b>	<b>67%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	55	96	3	154
	<b>36%</b>	<b>62%</b>	<b>2%</b>	<b>100%</b>
<b>65+</b>	83	200	5	288
	<b>29%</b>	<b>69%</b>	<b>2%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	146	309	6	461
	<b>32%</b>	<b>67%</b>	<b>1%</b>	<b>100%</b>
<b>Catholic</b>	117	272	3	392
	<b>30%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	41	105	1	147
	<b>28%</b>	<b>71%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	244	467	6	717
	<b>34%</b>	<b>65%</b>	<b>1%</b>	<b>100%</b>
<b>Rural</b>	59	219	4	282
	<b>21%</b>	<b>78%</b>	<b>1%</b>	<b>100%</b>

Table 9.3: Did you know the Housing Executive raises funds for local charities?

	Yes	No	Refusal	Total
<b>All respondents</b>	137	849	12	998
	<b>14%</b>	<b>85%</b>	<b>1%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	81	543	8	632
	<b>13%</b>	<b>86%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	31	128	2	161
	<b>19%</b>	<b>80%</b>	<b>1%</b>	<b>100%</b>
<b>Private renters and others</b>	25	178	2	205
	<b>12%</b>	<b>87%</b>	<b>1%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	19	160	1	180
	<b>11%</b>	<b>89%</b>	<b>1%</b>	<b>100%</b>
<b>North East</b>	39	172	4	215
	<b>18%</b>	<b>80%</b>	<b>2%</b>	<b>100%</b>
<b>South</b>	24	190	2	216
	<b>11%</b>	<b>88%</b>	<b>1%</b>	<b>100%</b>
<b>South East</b>	32	194	3	229
	<b>14%</b>	<b>85%</b>	<b>1%</b>	<b>100%</b>
<b>West</b>	24	134	2	160
	<b>15%</b>	<b>84%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	3	34	0	37
	<b>8%</b>	<b>92%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	18	129	0	147
	<b>12%</b>	<b>88%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	27	152	3	182
	<b>15%</b>	<b>84%</b>	<b>2%</b>	<b>100%</b>
<b>45-54</b>	26	164	2	192
	<b>14%</b>	<b>85%</b>	<b>1%</b>	<b>100%</b>
<b>55-64</b>	20	130	3	153
	<b>13%</b>	<b>85%</b>	<b>2%</b>	<b>100%</b>
<b>65+</b>	43	241	5	289
	<b>15%</b>	<b>83%</b>	<b>2%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	73	381	7	461
	<b>16%</b>	<b>83%</b>	<b>2%</b>	<b>100%</b>
<b>Catholic</b>	48	340	5	393
	<b>12%</b>	<b>87%</b>	<b>1%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	17	129	1	147
	<b>12%</b>	<b>88%</b>	<b>1%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	109	601	8	718
	<b>15%</b>	<b>84%</b>	<b>1%</b>	<b>100%</b>
<b>Rural</b>	29	249	5	283
	<b>10%</b>	<b>88%</b>	<b>2%</b>	<b>100%</b>

*Table 9.4: Did you know that Housing Executive staff carry out voluntary work for local charities?*

	Yes	No	Refusal	Total
All respondents	107	882	12	1001
	11%	88%	1%	100%
<b>Tenure</b>				
Owner occupiers	73	552	8	633
	12%	87%	1%	100%
Housing Executive Tenants	18	142	2	162
	11%	88%	1%	100%
Private renters & others	16	188	2	206
	8%	91%	1%	100%
<b>Housing Executive Area</b>				
Belfast	18	161	1	180
	10%	89%	1%	100%
North East	24	187	4	215
	11%	87%	2%	100%
South	20	194	2	216
	9%	90%	1%	100%
South East	32	196	3	231
	14%	85%	1%	100%
West	13	144	2	159
	8%	91%	1%	100%
<b>Age of HRP</b>				
16-24	2	34	0	36
	6%	94%	0%	100%
25-34	16	131	0	147
	11%	89%	0%	100%
35-44	17	164	2	183
	9%	90%	1%	100%
45-54	19	171	2	192
	10%	89%	1%	100%
55-64	17	134	3	154
	11%	87%	2%	100%
65+	36	248	5	289
	13%	86%	2%	100%
<b>Religion of Household</b>				
Protestant	52	404	6	462
	11%	87%	1%	100%
Catholic	39	349	5	393
	10%	89%	1%	100%
Other (including mixed religion, none, other religion & refused)	16	129	1	146
	11%	88%	1%	100%
<b>Urban or Rural Location</b>				
Urban	83	627	8	718
	12%	87%	1%	100%
Rural	24	255	4	283
	9%	90%	1%	100%



## Section 10 Internet Access and Awareness of Housing Executive Social Media

Table 10.1: Do you or does any member of your household have access to the internet?

	Yes	No	Don't know	Total
<b>All respondents</b>	679	319	1	999
	<b>68%</b>	<b>32%</b>	<b>0%</b>	<b>100%</b>
<b>Tenure</b>				
<b>Owner occupiers</b>	475	156	1	632
	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	77	85	0	162
	<b>48%</b>	<b>53%</b>	<b>0%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	127	78	0	205
	<b>62%</b>	<b>38%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Area</b>				
<b>Belfast</b>	121	59	0	180
	<b>67%</b>	<b>33%</b>	<b>0%</b>	<b>100%</b>
<b>North East</b>	155	60	0	215
	<b>72%</b>	<b>28%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	132	84	0	216
	<b>61%</b>	<b>39%</b>	<b>0%</b>	<b>100%</b>
<b>South East</b>	172	58	0	230
	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	100	58	1	159
	<b>63%</b>	<b>37%</b>	<b>1%</b>	<b>100%</b>
<b>Age of HRP</b>				
<b>16-24</b>	20	16	0	36
	<b>56%</b>	<b>44%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	126	21	0	147
	<b>86%</b>	<b>14%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	163	20	0	183
	<b>89%</b>	<b>11%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	163	29	0	192
	<b>85%</b>	<b>15%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	99	55	0	154
	<b>64%</b>	<b>36%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	108	179	1	288
	<b>38%</b>	<b>62%</b>	<b>0%</b>	<b>100%</b>
<b>Religion of Household</b>				
<b>Protestant</b>	306	155	0	461
	<b>66%</b>	<b>34%</b>	<b>0%</b>	<b>100%</b>
<b>Catholic</b>	245	146	1	392
	<b>63%</b>	<b>37%</b>	<b>0%</b>	<b>100%</b>
<b>Other</b>	128	18	0	146
	<b>88%</b>	<b>12%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>				
<b>Urban</b>	502	214	1	717
	<b>70%</b>	<b>30%</b>	<b>0%</b>	<b>100%</b>
<b>Rural</b>	178	105	0	283
	<b>63%</b>	<b>37%</b>	<b>0%</b>	<b>100%</b>

Table 10.2: How do you (or other household member) access the internet?

	Personal computer / laptop	Digital television	Smart phone or tablet or similar device	Games console	Other - please specify	Don't know	Total
<b>All respondents</b>	603	1	69	2	3	2	680
	<b>89%</b>	<b>0%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Tenure</b>							
<b>Owner occupiers</b>	428	0	42	1	2	2	475
	<b>90%</b>	<b>0%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Housing Executive Tenants</b>	66	0	10	0	1	0	77
	<b>86%</b>	<b>0%</b>	<b>13%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>
<b>Private renters &amp; others</b>	109	1	17	1	0	0	128
	<b>85%</b>	<b>1%</b>	<b>13%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100.00%</b>
<b>Housing Executive Area</b>							
<b>Belfast</b>	107	0	13	0	0	0	120
	<b>89%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>North East</b>	139	0	16	0	0	0	155
	<b>90%</b>	<b>0%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>South</b>	118	0	12	0	0	2	132
	<b>89%</b>	<b>0%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>
<b>South East</b>	144	1	22	2	3	0	172
	<b>84%</b>	<b>1%</b>	<b>13%</b>	<b>1%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>
<b>West</b>	96	0	4	0	0	0	100
	<b>96%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

	Personal computer / laptop	Digital television	Smart phone or tablet or similar device	Games console	Other - please specify	Don't know	Total
<b>Age of HRP</b>							
<b>16-24</b>	13	0	8	0	0	0	21
	<b>62%</b>	<b>0%</b>	<b>38%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>25-34</b>	97	0	28	1	0	0	126
	<b>77%</b>	<b>0%</b>	<b>22%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>35-44</b>	145	0	18	0	0	0	163
	<b>89%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>45-54</b>	152	0	9	1	1	0	163
	<b>93%</b>	<b>0%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>
<b>55-64</b>	96	1	2	0	0	0	99
	<b>97%</b>	<b>1%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>65+</b>	101	0	3	0	2	2	108
	<b>94%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>100%</b>
<b>Religion of Household</b>							
<b>Protestant</b>	270	1	32	0	3	0	306
	<b>88%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>
<b>Catholic</b>	224	0	18	1	0	2	245
	<b>91%</b>	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	110	0	18	1	0	0	129
	<b>85%</b>	<b>0%</b>	<b>14%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>Urban or Rural Location</b>							
<b>Urban</b>	440	1	55	2	3	1	502
	<b>88%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>
<b>Rural</b>	163	0	13	0	0	1	177
	<b>92%</b>	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

Table 10.3: Awareness, use of and effectiveness of Housing Executive Social Media

	Housing Executive Website			Housing Executive Facebook			Housing Executive Twitter		
	Aware of?	Ever used?	Effective way to communicate?	Aware of?	Ever used?	Effective way to communicate?	Aware of?	Ever used?	Effective way to communicate?
<b>Respondents who said 'YES'</b>	261	71	201	49	3	24	42	2	18
	<b>38%</b>	<b>27%</b>	<b>77%</b>	<b>7%</b>	<b>6%</b>	<b>49%</b>	<b>6%</b>	<b>5%</b>	<b>43%</b>
<b>Tenure</b>									
<b>Owner occupiers</b>	174	35	136	32	1	14	29	0	11
	<b>37%</b>	<b>20%</b>	<b>78%</b>	<b>7%</b>	<b>3%</b>	<b>44%</b>	<b>6%</b>	<b>0%</b>	<b>38%</b>
<b>Housing Executive Tenants</b>	44	19	35	13	1	8	10	1	5
	<b>57%</b>	<b>43%</b>	<b>80%</b>	<b>17%</b>	<b>8%</b>	<b>62%</b>	<b>13%</b>	<b>10%</b>	<b>50%</b>
<b>Private renters &amp; others</b>	43	17	30	4	1	2	3	1	2
	<b>34%</b>	<b>40%</b>	<b>71%</b>	<b>3%</b>	<b>25%</b>	<b>50%</b>	<b>2%</b>	<b>33%</b>	<b>67%</b>
<b>Housing Executive Area</b>									
<b>Belfast</b>	48	13	37	8	2	4	8	2	3
	<b>40%</b>	<b>27%</b>	<b>77%</b>	<b>7%</b>	<b>25%</b>	<b>57%</b>	<b>7%</b>	<b>25%</b>	<b>43%</b>
<b>North East</b>	60	18	45	9	0	7	6	0	4
	<b>39%</b>	<b>30%</b>	<b>74%</b>	<b>6%</b>	<b>0%</b>	<b>70%</b>	<b>4%</b>	<b>0%</b>	<b>67%</b>
<b>South</b>	56	8	38	9	1	3	10	0	5
	<b>42%</b>	<b>14%</b>	<b>68%</b>	<b>7%</b>	<b>11%</b>	<b>38%</b>	<b>8%</b>	<b>0%</b>	<b>55.6%</b>
<b>South East</b>	60	26	53	13	0	6	11	0	4
	<b>35%</b>	<b>43%</b>	<b>88%</b>	<b>8%</b>	<b>0%</b>	<b>46%</b>	<b>6%</b>	<b>0%</b>	<b>33%</b>
<b>West</b>	37	5	29	10	0	3	6	0	1
	<b>37%</b>	<b>14%</b>	<b>81%</b>	<b>10%</b>	<b>0%</b>	<b>33%</b>	<b>6%</b>	<b>0%</b>	<b>17%</b>

	Housing Executive Website			Housing Executive Facebook			Housing Executive Twitter		
	Aware of?	Ever used?	Effective way to communicate?	Aware of?	Ever used?	Effective way to communicate?	Aware of?	Ever used?	Effective way to communicate?
<b>Age of HRP</b>									
<b>16-24</b>	4	4	4	1	0	1	0	0	0
	19%	100%	100%	5%	0%	100%	0%	0%	0%
<b>25-34</b>	54	20	43	7	1	5	9	1	5
	43%	37%	80%	6%	14%	71%	7%	13%	63%
<b>35-44</b>	64	19	50	9	0	3	7	0	2
	39%	30%	78%	6%	0%	33%	4%	0%	29%
<b>45-54</b>	64	15	48	14	1	5	12	0	4
	39%	23%	75%	9%	7%	36%	7%	0%	33%
<b>55-64</b>	33	6	26	9	0	5	8	0	3
	33%	18%	81%	9%	0%	56%	8%	0%	38%
<b>65+</b>	42	7	31	9	1	5	7	1	4
	39%	17%	74%	8%	11%	56%	7%	14%	57%
<b>Religion of Household</b>									
<b>Protestant</b>	122	40	97	21	1	11	18	1	9
	40%	33%	79%	7%	5%	52%	6%	6%	47%
<b>Catholic</b>	88	17	66	24	2	11	20	1	8
	36%	19%	75%	10%	8%	46%	8%	5%	42%
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	50	13	39	4	0	2	4	0	1
	39%	26%	78%	3%	0%	50%	3%	0%	25%
<b>Urban or Rural Location</b>									
<b>Urban</b>	192	57	149	38	3	18	32	2	13
	38%	30%	78%	8%	8%	47%	6%	6%	41%
<b>Rural</b>	68	14	52	11	0	6	10	0	5
	38%	21%	77%	6%	0%	55%	6%	0%	50%

Table 10.4: Would you use the Executive's website to...?

	Report a repair	Report antisocial behaviour	Pay rent	Apply for a job	Download benefit forms	Find out where homes are being built	Find out where homes are available	Total
<b>Respondents who said 'YES'</b>	57	82	39	136	114	120	130	200
<b>Tenure</b>								
<b>Owner occupiers</b>	22	46	15	83	64	62	64	120
	18%	39%	12%	69%	54%	52%	54%	
<b>Housing Executive Tenants</b>	24	20	14	22	20	24	28	34
	70%	57%	40%	64%	57%	68%	83%	
<b>Private renters &amp; others</b>	11	16	10	31	30	34	38	46
	25%	35%	23%	68%	66%	75%	82%	
<b>Housing Executive Area</b>								
<b>Belfast</b>	17	16	12	18	20	25	26	29
	58%	54%	42%	62%	69%	85%	89%	
<b>North East</b>	7	17	4	22	16	19	22	39
	19%	45%	9%	57%	42%	50%	57%	
<b>South</b>	10	12	6	22	21	16	18	32
	30%	36%	19%	69%	65%	50%	56%	
<b>South East</b>	15	29	13	49	43	43	46	66
	23%	44%	19%	74%	65%	65%	69%	
<b>West</b>	8	8	4	25	14	18	19	33
	23%	23%	13%	74%	42%	53%	57%	
<b>Age of HRP</b>								
<b>16-24</b>	1	1	0	5	5	7	7	7
	16%	16%	0%	66%	66%	89%	100%	

	Report a repair	Report antisocial behaviour	Pay rent	Apply for a job	Download benefit forms	Find out where homes are being built	Find out where homes are available	Total
<b>25-34</b>	14	21	9	33	31	27	32	48
	<b>29%</b>	<b>44%</b>	<b>20%</b>	<b>69%</b>	<b>64%</b>	<b>57%</b>	<b>66%</b>	
<b>35-44</b>	15	21	9	48	31	36	39	61
	<b>24%</b>	<b>35%</b>	<b>15%</b>	<b>78%</b>	<b>51%</b>	<b>60%</b>	<b>65%</b>	
<b>45-54</b>	14	21	11	33	24	22	25	42
	<b>34%</b>	<b>50%</b>	<b>26%</b>	<b>80%</b>	<b>57%</b>	<b>53%</b>	<b>59%</b>	
<b>55-64</b>	5	8	5	10	12	18	16	21
	<b>23%</b>	<b>37%</b>	<b>24%</b>	<b>48%</b>	<b>58%</b>	<b>82%</b>	<b>77%</b>	
<b>65+</b>	8	9	4	7	11	10	11	21
	<b>38%</b>	<b>43%</b>	<b>21%</b>	<b>35%</b>	<b>53%</b>	<b>50%</b>	<b>51%</b>	
<b>Religion of Household</b>								
<b>Protestant</b>	24	37	16	61	48	55	61	90
	<b>27%</b>	<b>41%</b>	<b>18%</b>	<b>68%</b>	<b>54%</b>	<b>61%</b>	<b>68%</b>	
<b>Catholic</b>	22	31	15	49	44	45	47	69
	<b>32%</b>	<b>45%</b>	<b>22%</b>	<b>71%</b>	<b>64%</b>	<b>65%</b>	<b>68%</b>	
<b>Other (including mixed religion, none, other religion &amp; refused)</b>	11	14	8	26	22	21	22	41
	<b>26%</b>	<b>34%</b>	<b>19%</b>	<b>64%</b>	<b>52%</b>	<b>50%</b>	<b>54%</b>	
<b>Urban or Rural Location</b>								
<b>Urban</b>	49	71	34	99	92	93	103	154
	<b>32%</b>	<b>46%</b>	<b>22%</b>	<b>64%</b>	<b>59%</b>	<b>61%</b>	<b>67%</b>	
<b>Rural</b>	8	11	5	37	22	27	27	46
	<b>17%</b>	<b>24%</b>	<b>11%</b>	<b>81%</b>	<b>49%</b>	<b>59%</b>	<b>60%</b>	

Table 10.5: Would you like to be able to do any of the following, which are not currently offered online?

Respondents who said 'YES'	Apply to be housed online	Apply for Housing Benefit online	Show evidence of a repair request by uploading images or soundfiles	Show evidence of antisocial behaviour by uploading images or soundfiles	Search for available properties across NI (including transfers, exchanges, private rental & social housing)	Use a smart phone 'app' which allowed you to do some or all of these things from your phone	Total
	121	138	102	120	182	166	218
<b>Tenure</b>							
<b>Owner occupiers</b>	44	56	36	57	81	78	106
	<b>41%</b>	<b>53%</b>	<b>34%</b>	<b>54%</b>	<b>76%</b>	<b>74%</b>	
<b>Housing Executive Tenants</b>	32	33	37	35	45	41	49
	<b>66%</b>	<b>68%</b>	<b>77%</b>	<b>72%</b>	<b>92%</b>	<b>85%</b>	
<b>Private renters &amp; others</b>	45	49	29	28	57	46	64
	<b>70%</b>	<b>77%</b>	<b>45%</b>	<b>45%</b>	<b>89%</b>	<b>72%</b>	
<b>Housing Executive Area</b>							
<b>Belfast</b>	31	30	37	31	45	42	50
	<b>62%</b>	<b>60%</b>	<b>73%</b>	<b>62%</b>	<b>89%</b>	<b>84%</b>	
<b>North East</b>	19	26	14	26	41	34	52
	<b>37%</b>	<b>49%</b>	<b>27%</b>	<b>50%</b>	<b>79%</b>	<b>65%</b>	
<b>South</b>	16	20	14	16	17	19	25
	<b>62%</b>	<b>78%</b>	<b>56%</b>	<b>64%</b>	<b>68%</b>	<b>73%</b>	
<b>South East</b>	36	41	26	32	50	47	59
	<b>62%</b>	<b>71%</b>	<b>45%</b>	<b>55%</b>	<b>85%</b>	<b>80%</b>	
<b>West</b>	18	22	11	14	29	24	32
	<b>57%</b>	<b>68%</b>	<b>35%</b>	<b>44%</b>	<b>92%</b>	<b>76%</b>	



Respondents who said 'YES'	Apply to be housed online	Apply for Housing Benefit online	Show evidence of a repair request by uploading images or soundfiles	Show evidence of antisocial behaviour by uploading images or soundfiles	Search for available properties across NI (including transfers, exchanges, private rental & social housing)	Use a smart phone 'app' which allowed you to do some or all of these things from your phone	Total
Age of HRP							
16-24	6	8	5	4	10	9	10
	56%	73%	46%	38%	100%	91%	
25-34	37	41	27	37	46	47	62
	59%	66%	44%	60%	74%	76%	
35-44	37	39	28	34	52	49	58
	64%	67%	48%	58%	89%	84%	
45-54	21	28	25	25	39	33	46
	46%	60%	54%	55%	85%	71%	
55-64	12	14	10	13	19	18	23
	53%	61%	43%	56%	81%	78%	
65+	7	9	7	7	15	10	18
	40%	50%	41%	37%	84%	53%	
Religion of Household							
Protestant	45	54	41	53	78	72	97
	47%	56%	42%	55%	81%	74%	
Catholic	51	56	38	45	66	58	77
	66%	72%	49%	58%	86%	75%	
Other	24	28	24	22	37	36	44
	56%	65%	55%	50%	86%	83%	
Urban or Rural Location							
Urban	96	108	88	98	153	136	179
	54%	61%	49%	55%	86%	76%	
Rural	25	30	14	22	29	30	39
	63%	76%	37%	56%	74%	77%	