

THE ELEVENTH SURVEY OF PUBLIC ATTITUDES

Public Attitudes Survey 2006

**Housing
Executive**

The Regional Strategic Housing Authority for Northern Ireland



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INTRODUCTION

1. 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 2006 Public Attitudes Survey is the eleventh 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.

Since 2000 the Housing Executive has 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. Direct comparison of results between 2002 and 2006, therefore, is possible in cases where questions have remained the same. The 2006 Public Attitudes Survey includes some new questions and some alterations to existing questions. Details of changes and additions, where they occur, are included in the report.

2. Presentation of findings

This report presents the findings of the 2006 Public Attitudes Survey, cross-tabulated by four key variables:

- tenure (i.e. owner-occupiers¹, Housing Executive tenants and private renters²;
- area (the five Housing Executive areas – Belfast, North East, South, South East and West);
- religion of respondent³; and
- age of respondent⁴

¹ 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.

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

³ Analysis of findings by religion of respondent is based on the two main religious groups (Protestants and Catholics). The other categories (other, none, refusal, don't know) were too small to produce valid results.

⁴ 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 in five households (18%) had a gross household income of £36,400 or more per annum (£700 or more per week); more than one in 10 households (11%) were in the lowest income bracket, with less than £8,320 per annum (less than £160 per week).
- Almost one-quarter (24%) of respondents were classified in the managerial and technical socio-economic group; 21% were skilled manual, 19% were skilled non-manual, 14% were partly skilled, 6% were unskilled manual and 4% were professional. Of the remaining respondents, 7% had never worked and 6% were full-time students.
- Almost one-fifth (19%) of respondents were aged 65 and older. Respondents aged between 16 and 24 represented the smallest proportion (14%). Similar proportions were aged 25-34 (17%), 35-44 (18%), 45-54 (17%) and 55-64 (17%).
- More than half (55%) of all respondents were married, 31% were single, 7% were widowed, 4% were separated and 4% were divorced.
- One-third (33%) of all respondents had dependants – more Housing Executive tenants (36%) than owner-occupiers (33%) and private renters (27%).
- One-fifth (20%) of all respondents stated that they had a long-standing illness, disability or infirmity which limited their activities¹. A much higher proportion (44%) of Housing Executive tenants, than private renters (26%) and owner-occupiers (16%) had a disability.
- Almost all respondents (99%) were of white ethnic origin. The remaining 1% included Chinese, Indian, mixed ethnic origin and a small number of respondents who either refused to state or did not know their ethnic origin.
- Almost eight in ten respondents (79%) were owner-occupiers, 11% were private renters² and 10% were tenants.

Contact with the Housing Executive

- Less than one-fifth (18%) of all respondents had been in contact with the Housing Executive within the previous year.
- More than three-quarters (76%) of these respondents had contacted the Housing Executive by telephone (81% of Housing Executive tenants, 75% of owner-occupiers and 63% of private renters who had contacted the organisation).

¹ NISRA defined disability as 'a long-standing illness, disability or infirmity that has troubled you over a period of time or that is likely to affect you over a period of time' which limited respondents' activities.

² The actual proportion of respondents who were private renters was 8%. However, a small proportion of respondents stated that they either were housing association tenants or lived in their accommodation rent-free (3%). These respondents were grouped with the private renters to form the third tenure group (private renters and others). For ease of reporting, this tenure group is described as 'private renters'.

- Similar proportions of respondents to the 2006 and 2002 surveys (who had telephoned the Housing Executive) stated their most recent telephone call had been answered quickly (83%; 80%) and that staff had been polite (83%; 82%), but more respondents in 2006 than in 2002 stated that the Housing Executive had handled their query promptly (73%; 66%). However, fewer respondents in 2006 (57%) than in 2002 (67%) had known the name of the person who dealt with their call.

Awareness of Housing Executive functions

- Levels of awareness of the organisation's functions ranged from 62% of respondents for provision of home improvement grants to 23% for neighbourhood wardens providing services directly to tenants.
- Less than half (48%) of all respondents were aware that the Housing Executive is responsible for providing accommodation for homeless people. Only 29% were aware that the Housing Executive administers the Supporting People Programme.

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

Overall, the way the Housing Executive provides its services

- *All respondents:* 40% of all respondents thought the Housing Executive's performance was very good/good; 33% thought it average and 8% thought it poor/very poor; 19% 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:* more than half (54%) of respondents in contact with the organisation thought the organisation's overall performance was very good/good; 36% thought it average and 9% thought it poor/very poor.

Providing good quality homes (highest assessment)

- *All respondents:* 53% of all respondents thought the Housing Executive's performance was very good/good; 23% thought it average; 18% did not know and 6% thought performance was poor/very poor.
- *Respondents who had contact with the Housing Executive over the previous year:* Almost two-thirds (65%) of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 20% thought it average and 9% thought it poor/very poor.

Helping reduce anti-social behaviour (lowest assessment)

- *All respondents:* more than one-third (36%) of all respondents stated they did not know how the Housing Executive performed in helping reduce anti-social behaviour; 13% thought the Housing Executive's performance was very good/good, 26% thought it average and 24% thought it poor/very poor.
- *Respondents who had contact with the Housing Executive over the previous year:* 25% of respondents in contact with the organisation stated they did not know how the Housing Executive performed in helping reduce anti-social behaviour; 20% thought the organisation's performance was very good/good, 28% thought it average and 26% thought it poor/very poor.

Attitudes to local neighbourhoods

Perceptions about image of local neighbourhood

- More than three-quarters (76%) 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% had no strong feelings and 8% were slightly or very ashamed. Fewer respondents to the 2002 Survey (64%) felt proud of their neighbourhood's image; 24% had no strong feelings and 12% were ashamed.

Perceptions about change in local neighbourhood

- Less than half (48%) of all respondents thought their local neighbourhood was not really changing; 32% thought their neighbourhood was changing for the better and 19% thought it was changing for the worse. The 2002 findings differed slightly, with larger proportions of respondents who thought their neighbourhood was not really changing (52%) and changing for the worse (25%), and a considerably smaller proportion in 2002 than in 2006 who thought it was changing for the better (23%).

Feeling safe in own home¹

- Almost all respondents (98%) felt safe in their own home during the day (71% felt very safe and 26% felt fairly safe); slightly fewer (89%) felt safe in their own home after dark (54% felt very safe and 36% felt fairly safe).

Feeling safe in the neighbourhood

- Almost all respondents (95%; 96% in 2002) felt safe walking alone in their neighbourhood during the day (69% felt very safe and 26% felt fairly safe). Fewer respondents (65%; 61% in 2002) felt safe walking alone in their neighbourhood after dark (31% felt very safe and 34% felt fairly safe).

Perceptions about problems in local area

- Most respondents did not think there were problems in their area, such as criminal damage, graffiti, murals and harassment of ethnic minorities or migrant workers. Proportions of respondents who thought their area did not have these problems ranged from 87% in relation to non-sectarian murals to 61% in relation to criminal damage to homes. Those respondents who identified problems in their area tended to consider them to be minor rather than major.
- The largest minorities of respondents considered criminal damage to homes (38%) and public buildings in local areas (36%), sectarian graffiti (36%) and paramilitary flags/emblems (35%) to be problems in their area – around one in 10 thought they were major problems and around one-quarter thought they were minor problems. Almost as many respondents (31%) also thought non-sectarian graffiti was a problem, although most (24%) considered the problem a minor one.
- Fewer respondents considered bonfires (24%), sectarian murals (21%), harassment of ethnic minorities (21%) and migrant workers (21%) to be problems in their local area, although the same pattern was evident with higher proportions of respondents considering these problems to be minor. Non-sectarian murals were considered a problem by the lowest proportion of respondents – a major problem by 2% and a minor problem by 11% of respondents.

¹ The 2002 survey did not include questions asking respondents how safe they felt in their own home during the day or after dark.

Community Relations and Attitudes to Religious Integration

- Almost two-thirds (62%) of respondents were not concerned about community relations in their local area; 35% were not very concerned and 26% were not at all concerned. Less than four in 10 respondents were concerned (11% very concerned; 26% slightly concerned). Respondents were more concerned about community relations in Northern Ireland as a whole (25% very concerned; 44% slightly concerned; 22% not very concerned; 7% not at all concerned).
- The 2006 findings show a reduction in public concern about community relations since the time of the 2002 Public Attitudes Survey. In 2002, almost half (46%) of all respondents were concerned about community relations in their local area, compared with 37% in 2006. Similarly, concern about community relations in Northern Ireland as a whole decreased from 82% of all respondents in 2002 to 70% in 2006.

Attitudes to religious integration

- Two-thirds (66%) of all respondents thought the Housing Executive should promote a religious mix in its estates, a slight increase on the 2002 Public Attitudes Survey (63%).
- More owner-occupiers (68%) than private renters (63%) and tenants (56%) thought the Housing Executive should promote a religious mix in its estates. Results by tenure differed somewhat in 2002, when 64% of owner-occupiers and private renters and 59% of tenants thought the Housing Executive's policy should be to promote a religious mix in its estates.

Perceptions and preferences about religious mix of local area

- More than two-fifths (42%) of all respondents stated that they lived in a mixed religion area and wished to continue doing so. One-quarter (25%) of respondents stated that the religious mix of the area where they lived was not important to them.
- Fewer respondents stated that they lived in a Protestant area and wished to continue doing so (13%; 16% in 2002) and 10% (11% in 2002) stated that they lived in a Catholic area and wished to continue doing so.
- Similar, though small, proportions of respondents stated that they lived in a Catholic area but would prefer to live in a mixed religion area (4%; 3% in 2002) and that they lived in a Protestant area but would prefer to live in a mixed religion area (3%; 7% in 2002). Very few respondents stated they lived in a mixed religion area but would prefer to live in a Protestant area (1%) or a Catholic area (<1%).

The Housing Executive and Equality

Applying for a home

- Most respondents (74%; 75% in 2002) thought the Housing Executive treats the two main religious groups (Protestants and Catholics) equally when applying for a home. Almost one in five respondents (19%) did not know; 5% thought the organisation treats Catholics better, and 3% thought it treats Protestants better.

Applying for a job

- Most respondents (70%) thought the Housing Executive treats Protestants and Catholics equally when applying for a job; more than one-fifth (21%) did not know, 6% thought Catholics were treated better and 3% thought Protestants were treated better.

The Housing Executive and community work

Support for local community groups

- Less than one-third (32%) of respondents knew the Housing Executive supports the formation of community groups on its estates. The same proportion knew the Housing Executive provides accommodation for community groups to use.

Support for local charities

- Less than one-fifth (17%) of all respondents knew the Housing Executive raises funds for local charities. Fewer respondents (13%) knew that Housing Executive staff do voluntary work for local charities.

Attitudes to home ownership and the house sales scheme

Sale of Housing Executive properties to tenants

- Most respondents (80%) were aware of the Housing Executive's Statutory House Sales Scheme, whereby qualifying tenants can apply to buy their own home. Almost all respondents (96%) thought the Housing Executive should give their tenants the opportunity to buy their home.
- Almost three-quarters (72%) of all respondents thought the level of discount is about right; 15% thought it too low and 8% thought it too high.

Purchasers of Housing Executive properties

- More than one-tenth (13%) of all respondents had bought their own home from the Housing Executive. More than four-fifths (83%) of these respondents had done so more than five years previously.
- More than one-third (36%) of respondents who had bought a Housing Executive property had sold it. Most respondents who had bought a Housing Executive property (90%) thought it had been a wise decision.

Perceived advantages to home ownership

- More than one-third (37%) of all respondents thought the main advantage to home ownership was that it was a valuable investment; almost one-quarter (24%) thought security of tenure was the main advantage. Only 4% of respondents thought there was no advantage to home ownership.

Perceived disadvantages to home ownership

- More than one-third (35%) of all respondents identified increased responsibilities, e.g. repairs, and 33% stated financial burden were the main disadvantages to home ownership. One in five respondents (20%) thought there was no disadvantage to home ownership.

Computer ownership and Internet access

- Almost two-thirds (62%) of all respondents stated that they, or another member of their household, owned a home computer and more than half (56%) had access to the internet.

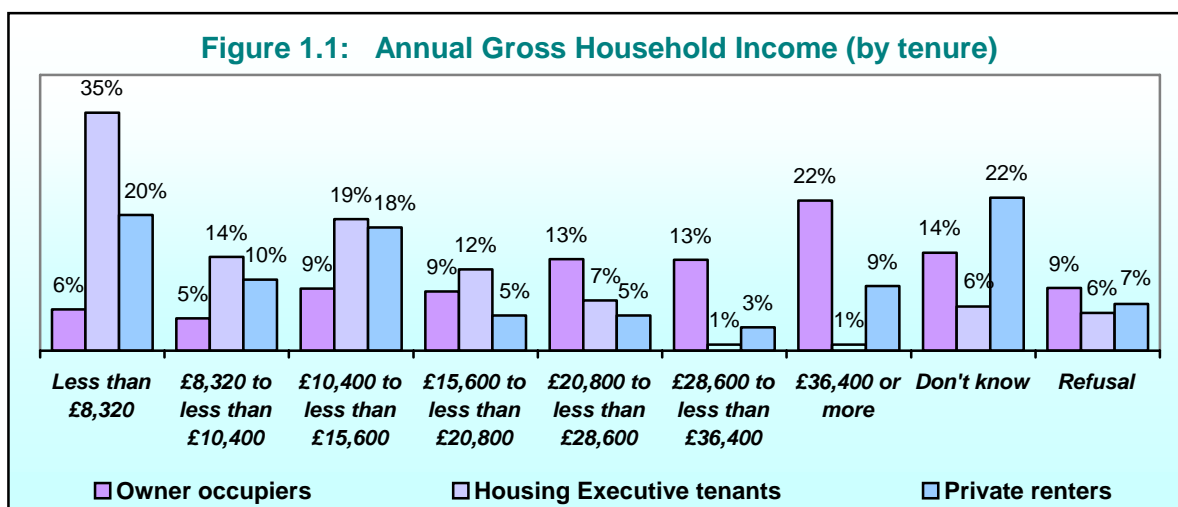
Awareness and use of the Housing Executive's website

- Less than half (44%) of all respondents stated that they had known about the Housing Executive's website. Most of those respondents who had been aware that the Housing Executive has a website (88%) stated that neither they nor any other member of their household had accessed it.

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

Gross household income (Figure 1.1; Appendix Table 1.1)

- 1.1** Almost one in five households (18%) had a gross household income of £36,400 or more per annum (£700 or more per week); 12% had from £20,800 to less than £28,600 per annum (£400 to less than £550 per week). More than one in 10 households (11%) were in the lowest income bracket, with less than £8,320 per annum (less than £160 per week). A further 11% of households had a gross annual household income of from £10,400 to less than £15,600 (£220 to less than £300 per week), 9% had £15,600 to less than £20,800 (£320 to less than £400 per week) and 6% had £8,320 to less than £10,400 (£160 to less than £200 per week).
- 1.2** Almost one-quarter (23%) of respondents either did not know (14%) or refused to state (9%) their gross household income.
- 1.3** Analysis by tenure shows 22% of owner-occupiers had the highest gross household income (£36,400 or more per annum – £700 or more per week), compared with 9% of private renters and 1% of tenants. More than one-third (35%) of tenants had less than £8,320 per annum (less than £160 per week), compared with 20% of private renters and 6% of owner-occupiers.



- 1.4** The South East Area had the highest proportion (26%) of households with a gross household income of £36,400 or more per annum (£700 or more per week), followed by North-East (22%), South (15%), West (13%) and Belfast with the lowest proportion (11%). The highest proportions of households in the lowest income bracket were in Belfast and West Areas (16% of households in each); North-East, South-East and South Areas each had 8% of households with less than £8,320 per annum (less than £160 per week).
- 1.5** Approximately one-quarter of respondents aged between 25 and 54 had the highest gross household incomes (29% of 45 – 54-year-olds, 27% of 35 – 44-year-olds, 24% of 25 – 34-year-olds); 18% of respondents aged between 55 and 64, 10% of those aged 16-24 and just 2% of those aged 65 or older stated their gross household income was £36,400 or more per annum (£700 or more per week).

- 1.6** One-fifth of respondents aged 65 or older stated their gross household income was less than £8,320 per annum (less than £160 per week), a considerably higher proportion than those in the other age groups in the same income bracket (12% of those aged 16-24, 11% of 55 – 64-year-olds, 9% of those aged 45-54, 7% of 25 – 34-year-olds and 3% of 35 – 44-year-olds).
- 1.7** There was very little difference by religion, with 19% of Catholic and 18% of Protestant households in the highest household income bracket and 11% of Protestant and 10% of Catholic households in the lowest.

Socio-economic group (Appendix Table 1.2)

- 1.8** Almost one-quarter (24%) of respondents were classified in the Managerial and Technical socio-economic group; 21% were Skilled Manual, 19% were Skilled Non-Manual, 14% were Partly Skilled, 6% were Unskilled Manual and 4% were Professional. Of the remaining respondents, 7% had never worked and 6% were full-time students.
- 1.9** More than one-quarter (28%) of owner-occupiers were in the Managerial and Technical group, compared with 14% of private renters and 4% of tenants. Almost one-quarter (23%) of owner-occupiers, 17% of private renters and 15% of tenants were Skilled Manual workers. On the other hand, 31% of tenants, 27% of private renters and 9% of owner-occupiers were Partly Skilled.

Age of respondents (Appendix Table 1.3)

- 1.10** Almost one-fifth (19%) of respondents were aged 65 and older. Respondents aged between 16 and 24 represented the smallest proportion (14%). Similar proportions were aged 25-34 (17%), 35-44 (18%), 45-54 (17%) and 55-64 (17%).
- 1.11** There were greater differences in the age distribution of the three tenure groups. Among owner-occupiers, the general trend was for proportions to increase with age: respondents aged between 16 and 24 were least represented (12%) and slightly more (15%) were aged between 25 and 34. Almost one in five owner-occupiers (19%) were aged 65 and older.
- 1.12** Among Housing Executive tenants, almost one-quarter (24%) were aged 65 and older. Fewer tenants were in the other age groups, ranging from 18% (those aged 25-34) to 14% (respondents aged 35-44 and 55-64).
- 1.13** The age distribution of private renters differed considerably from the other two tenure groups, with more than half (58%) aged 34 or younger. Lower proportions of older respondents rented privately (15% were aged 65 and older and 6% were aged 55-64).

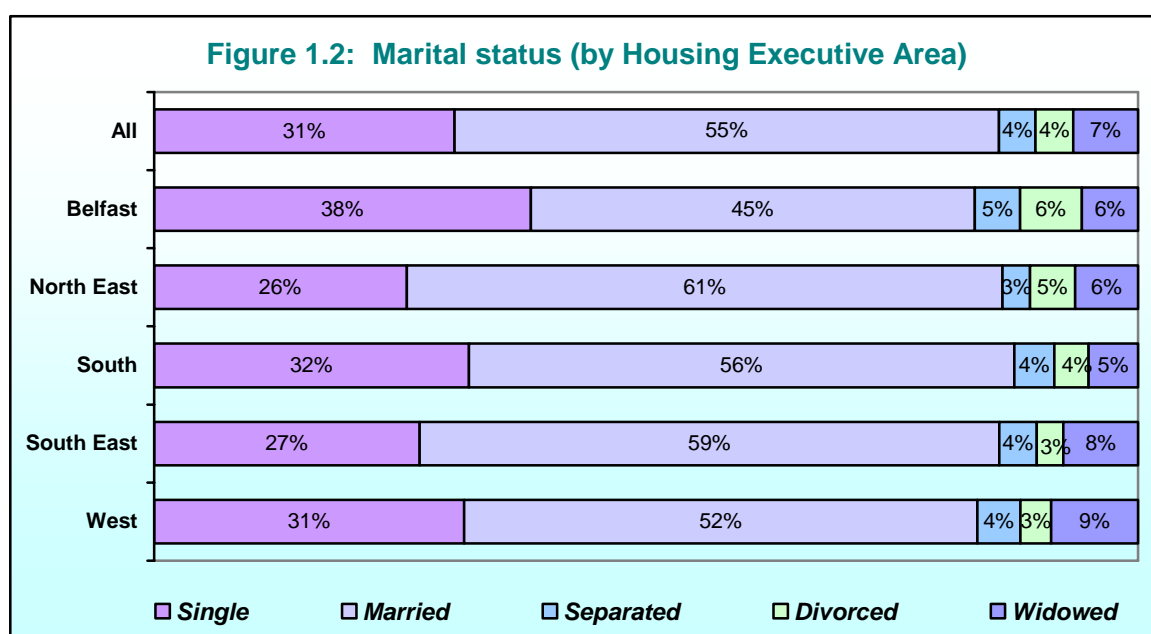
Table 1.1: Age of respondents (by tenure)

	16-24	25-34	35-44	45-54	55-64	65+	All
All respondents	14%	17%	18%	17%	17%	19%	100%
Owner-occupiers	12%	15%	19%	18%	17%	19%	100%
NIHE tenants	16%	18%	14%	16%	14%	24%	100%
Private renters	27%	31%	11%	10%	6%	15%	100%

- 1.14** Belfast and South East Areas had the largest proportions (22%) of the oldest respondents (aged 65 and older); North East and South had the smallest proportions (17%). The largest proportion (19%) of respondents aged between 16 and 24 lived in the West Area and the smallest (9%) was in the South East.
- 1.15** Examination of the age profile of respondents in the two main religions shows considerably more Protestants than Catholics were aged between 55 and 64 (19%; 13%) and 65 and older (24%; 13%). On the other hand, comparison of the youngest respondents shows larger proportions of Catholics aged 16-24 (17%) and 25-34 (22%) than Protestants (11% and 12% respectively).

Marital status of respondents (Appendix Table 1.4)

- 1.16** More than half (55%) of all respondents were married, 31% were single (i.e. never married), 7% were widowed, 4% were separated and 4% were divorced.
- 1.17** Almost two-thirds (63%) of owner-occupiers were married, compared with 32% of Housing Executive tenants and 19% of private renters. In contrast, 62% of private renters, 42% of tenants and 25% of owner-occupiers were single. More than one in 10 tenants (11%) were divorced, compared with 5% of private renters and 3% of owner-occupiers. One-tenth (10%) of tenants, 6% of owner-occupiers and 6% of private renters were widowed.
- 1.18** Belfast Area had the largest proportion of single respondents (38%) and the North East had the smallest (26%). Proportions of married respondents ranged from 61% in the North East to 45% in Belfast.



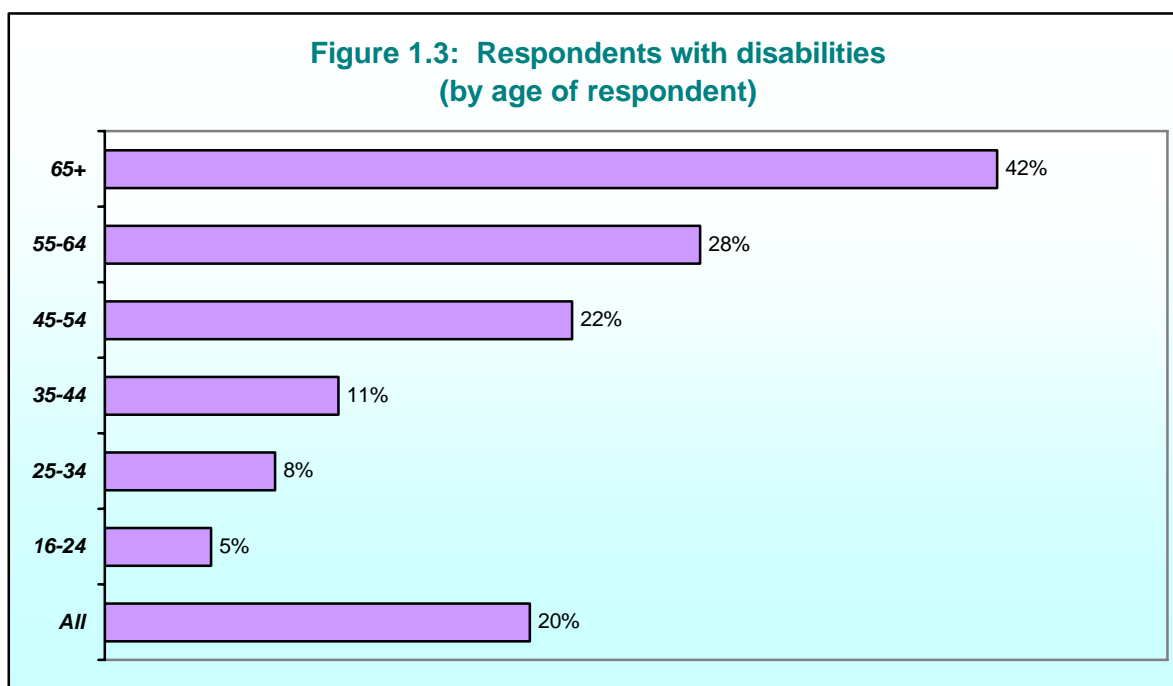
- 1.19** Predictably, almost all respondents aged between 16 and 24 (99%) and around half (49%) of those aged 25-34 were single. The majority (80%) of respondents aged between 55 and 64 were married. More Catholics (34%) than Protestants (27%) were single, which could be explained by the larger proportion of Catholics (17%) than Protestants (11%) in the youngest age band.

Dependant status of respondents (Appendix Table 1.5)

- 1.20** One-third (33%) of all respondents had dependants – slightly more Housing Executive tenants (36%) than owner-occupiers (33%) and private renters (27%).
- 1.21** South and West Areas had the largest proportions (37%) of respondents with dependants and Belfast had the smallest (26%). Almost three-quarters (72%) of respondents aged between 35 and 44 had dependants, compared with just 7% of respondents aged 16 to 24. Many more Catholics (40%) than Protestants (28%) had dependants.

Disability status of respondents (Figure 1.3; Appendix Table 1.6)

- 1.22** One-fifth (20%) of all respondents stated that they had a long-standing illness, disability or infirmity which limited their activities¹. A much higher proportion (44%) of Housing Executive tenants, than private renters (26%) and owner-occupiers (16%) had a disability.
- 1.23** Belfast Area had the largest proportion of respondents (26%) who had a disability, followed by South East and West (21%), North East (18%) and South (16%).
- 1.24** Levels of disability increased with age. A small proportion (5%) of respondents aged between 16 and 24 had a disability, compared with 42% of those aged 65 or older. Slightly more Protestants (22%) than Catholics (19%) had a disability.

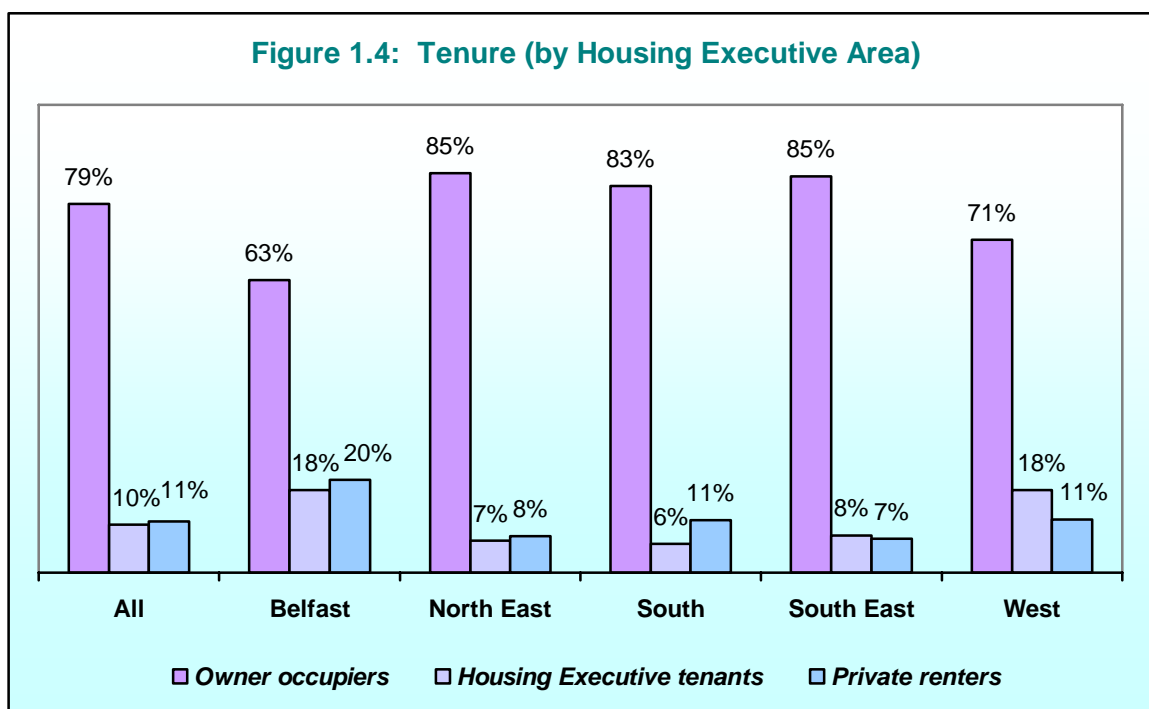
**Ethnic origin of respondents (Appendix Table 1.7)**

- 1.25** Almost all respondents (99%) were of white ethnic origin. The remaining 1% included Chinese, Indian, mixed ethnic origin and a small number of respondents who either refused to state or did not know their ethnic origin.

¹ NISRA defined disability as 'a long-standing illness, disability or infirmity that has troubled you over a period of time or that is likely to affect you over a period of time' which limited respondents' activities.

Tenure (Figure 1.4; Appendix Table 1.8)

1.26 Almost eight in ten respondents (79%) were owner-occupiers, 11% were private renters¹ and 10% were tenants. The equivalent distribution in the 2002 survey was 78%, 9% and 13% respectively. The highest proportions of owner-occupiers were in the North East and South East Areas (85%), followed by the South (83%). The lowest proportions were in the West (71%) and Belfast (63%).



1.27 Owner occupation increased with age, from 68% of respondents aged between 16 and 24 to 87% of those aged between 55 and 64. However, the proportion of owner-occupiers decreased again at age 65 and older (79%).

Table 1.2: Tenure (by age of respondent)

	Percentages			
	Owner-occupiers	Housing Executive tenants	Private renters and others	Totals
All respondents	79	10	11	100
16-24	68	11	21	100
25-34	69	11	20	100
35-44	85	8	7	100
45-54	84	9	7	100
55-64	87	9	4	100
65+	79	13	9	100

1.28 The level of owner occupation differed little between the two main religions (80% of Catholics; 79% of Protestants).

¹ The actual proportion of respondents who were private renters was 8%. However, a small proportion of respondents stated that they either were housing association tenants or lived in their accommodation rent-free (3%). These respondents were grouped with the private renters to form the third tenure group (private renters and others). For ease of reporting, this tenure group is described in the report as 'private renters'.

Length of time in current home (Table 1.3; Appendix Table 1.9)

- 1.22** Three in 10 respondents (30%) had lived in their current home more than 20 years and 14% between five and 10 years. Equal proportions (13%) had lived in their current home between 10 and 15 years and between 15 and 20 years. Similar proportions of respondents had lived in their current home between one and three years (11%), between three and five years (10%), and a year or less (9%).
- 1.23** More than one-third (35%) of owner-occupiers and 24% of tenants had lived in their current home more than 20 years, compared with just 4% of private renters. In contrast, almost two-thirds (65%) of private renters had lived in their current home for three years or less (40% for a year or less and 25% between one and three years). One-fifth (20%) of tenants and 14% of owner-occupiers had lived in their current home for three years or less.
- 1.24** Analysis by area shows some variation: more than one-third (35%) of respondents in the South had lived in their current home more than 20 years, compared with 26% of those in Belfast. In contrast, more Belfast respondents had lived in their current home for a year or less, compared with those from the other areas (6% in the South East, 7% in the West, 9% in the South and 10% in the North East).

Table 1.3: Length of time in current home (by area)

Length of time¹	All	Belfast	North East	South	South East	West
One year or less	9%	14%	10%	9%	6%	7%
>1-3 years	11%	13%	11%	10%	13%	8%
>3-5 years	10%	11%	11%	10%	10%	8%
>5-10 years	14%	13%	11%	13%	15%	17%
>10-15 years	13%	12%	15%	13%	11%	18%
>15-20 years	13%	12%	15%	10%	12%	15%
More than 20 years	30%	26%	27%	35%	34%	27%
Totals	100%	100%	100%	100%	100%	100%

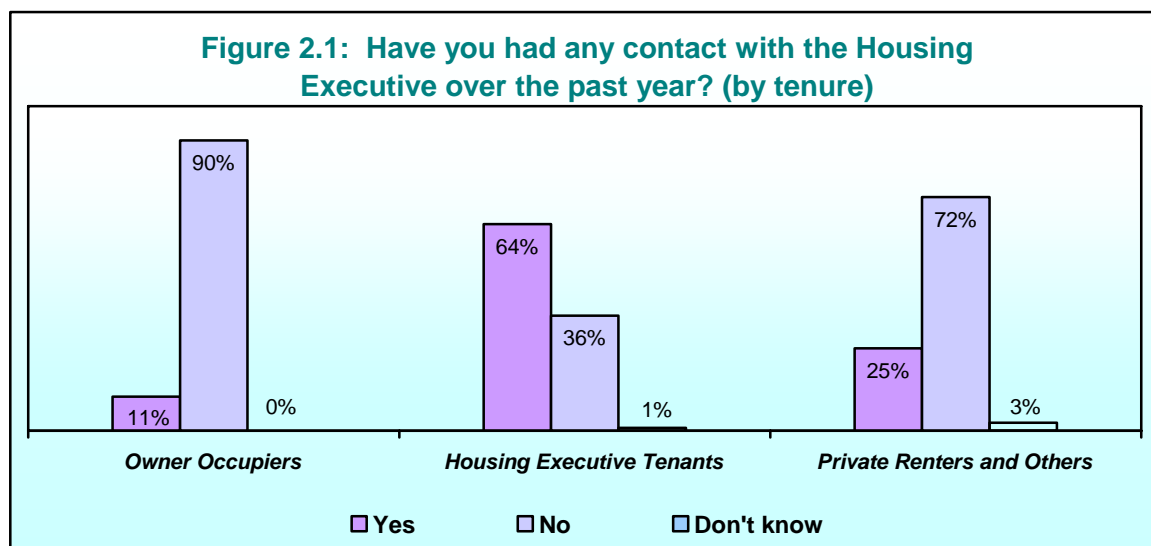
- 1.25** Older respondents tended to have lived the longest in their current home (66% of those aged 65 or older, 48% of those aged between 55 and 64 and 31% of those aged between 45 and 54). Respondents aged 34 or younger were most likely to have lived three years or less in their current home (49% of those aged 25-34 and 30% of those aged between 16 and 24). There was no significant variation by religion of respondent.

¹ Response options for this question were as follows: 'one year or less'; 'more than one year, 'up to three years'; 'more than three years, up to five years' and so on, to ensure there was no ambiguity. Responses are abbreviated as shown in Table 1.3 for expediency.

Chapter 2: Contact with the Housing Executive

Contact over the previous year (Figure 2.1; Table 2.1; Appendix Table 2.1)

2.1 Less than one-fifth (18%) of all respondents had been in contact with the Housing Executive within the previous year. In 2002¹, 27% of all respondents had been in contact with the Housing Executive during the previous two years.



2.2 Predictably, a much higher proportion (64%) of Housing Executive tenants than the other tenure groups (25% of private renters and 11% of owner-occupiers) had contacted the Housing Executive during the previous year. Belfast Area had the largest proportion (25%) of respondents in contact with the Housing Executive; North East Area had the smallest (12%).

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

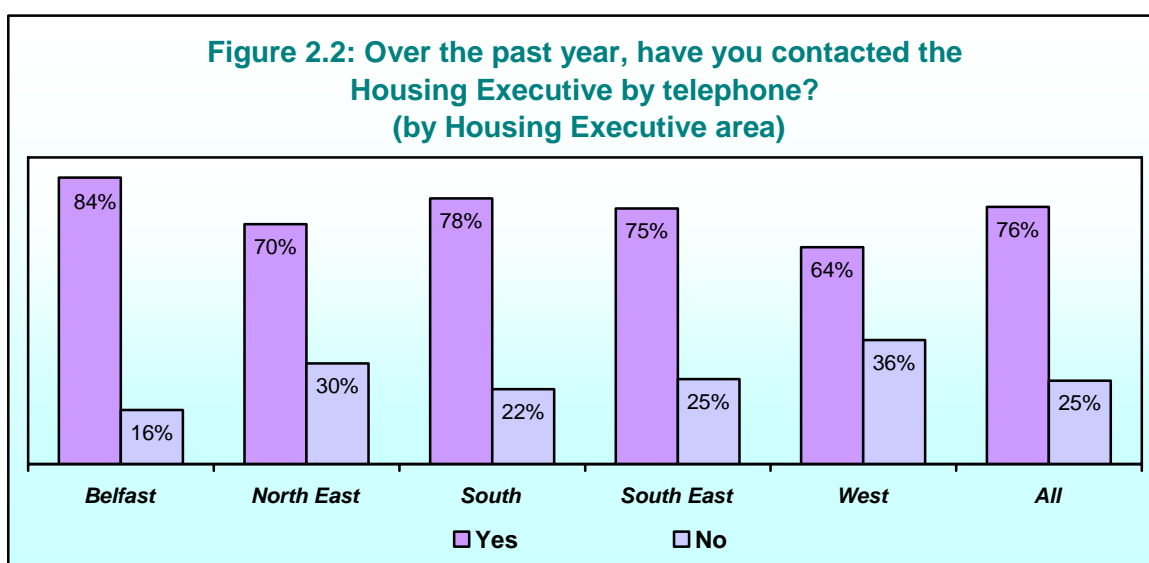
	Yes	No	Don't know	Totals
All respondents	18%	82%	<1%	100%
Housing Executive tenants	64%	36%	1%	100%
Private renters	25%	72%	3%	100%
Owner-occupiers	11%	90%	0%	100%
Belfast Area	25%	74%	1%	100%
West Area	21%	79%	0%	100%
South East Area	17%	83%	0%	100%
South Area	16%	83%	1%	100%
North East Area	12%	88%	1%	100%
Protestant respondents	17%	82%	<1%	100%
Catholic respondents	18%	82%	<1%	100%

¹

The 2002 Public Attitudes Survey identified respondents who had contacted the Housing Executive within the previous **two years** (not **one year** as in 2006), which could possibly account for the decrease in 2006. Although the change in the question in 2006 has affected comparability to some degree, the 2002 finding is provided in this report for information. However, any comparison of the findings must take cognisance of the potential effect the difference in wording between 2002 and 2006 may have had on results. For this reason, more detailed comparisons of contact by tenure, area and religion of respondent are not provided in this chapter.

Contact with the Housing Executive by telephone¹ (Figure 2.2; Appendix Table 2.2)

- 2.3** Of the 18% of all respondents who had contacted the Housing Executive during the year before the Survey, more than three-quarters (76%) had done so by telephone. The 2006 Survey results show a slight reduction in the proportion of respondents telephoning the organisation, compared to the 2002 Survey findings (78%) which had been lower than the previous Survey in 2000 (82%).
- 2.4** More Housing Executive tenants (81%) than owner-occupiers (75%) and private renters (63%) had telephoned the Housing Executive. Belfast Area had the highest proportion (84%), followed by the South (78%), South East (75%), North East (70%) and West (64%).



Base: 235 respondents who contacted NIHE during the year before the survey

- 2.5** More respondents aged between 45 and 54 than the other age groups who had contacted the Housing Executive had done so by telephone (87%), with the lowest proportion (44%) aged 16-24. Variation by religion of respondents was very slight (77% of Catholics and 75% of Protestants).

Evaluation of telephone service (Appendix Tables 2.3-2.7)

- 2.6** Similar proportions of respondents to the 2006 and 2002 surveys stated that their most recent telephone call had been answered quickly (83%; 80%) and that staff had been polite (83%; 82%), but more 2006 respondents stated that the Housing Executive had handled their query promptly (73%; 66% in 2002); however, fewer respondents in 2006 (57%) than in 2002 (67%) had known the name of the person who dealt with their call.

Evaluation by Tenure (Table 2.2)

- 2.7** Larger proportions of Housing Executive tenants than the other two tenure groups stated that their most recent call had been answered quickly (90%, compared with 79% of owner-occupiers and 75% of private renters) and that staff had handled their query promptly (79%; 70% of owner-occupiers and 68% of private renters). However, fewer tenants (47%) than private renters (65%) and owner-occupiers

¹ Comparison between the 2002 and 2000 Public Attitudes Surveys of contact by telephone is feasible, since the sub-groups are formed on the basis of being a proportion of all contacting respondents.

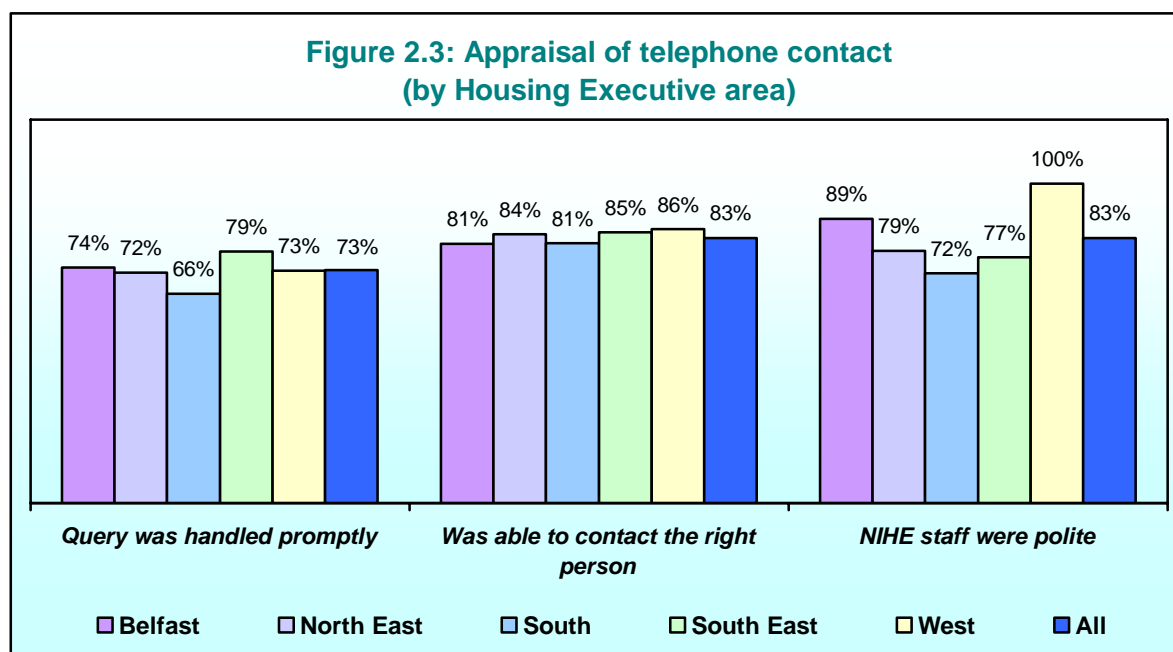
(64%) knew the name of the person who dealt with their call. More owner-occupiers (85%) and tenants (84%) than private renters (74%) had been able to contact the right person (see Table 2.2 below which includes findings from the 2002 Survey).

Table 2.2: Appraisal of telephone contact (by tenure)
2006 (and 2002)

	Percentages			
	All	Owner-occupiers	NIHE tenants	Private renters
Call was answered quickly	83 (80)	79 (86)	90 (74)	75 (73)
NIHE staff were polite	83 (82)	83 (88)	83 (80)	84 (75)
Knew name of person who handled call	57 (67)	64 (73)	47 (57)	65 (69)
Staff handled query promptly	73 (66)	70 (68)	79 (63)	68 (70)
Able to contact right person	83 (78)	85 (79)	84 (82)	74 (63)

Evaluation by Area (Figure 2.3; Table 2.3)

- 2.8** West Area had the largest proportion (86%) and Belfast Area had the smallest proportion (76%) of respondents who stated that their telephone call had been answered quickly. Results in the other areas were 84% in the North East and South and 82% in the South East. All West Area respondents (100%) stated that staff had been polite; the lowest proportion was in the South (72%).



Base: 173 respondents who telephoned NIHE during the year before the survey

Almost eight in 10 respondents (79%) from the South East Area, who had telephoned the Housing Executive during the previous year, stated that staff had dealt with their query promptly, compared with 72% in the South, the smallest proportion. More respondents living in the South Area (66%) and the North East (63%) than those living in the South East (58%), West (48%) and Belfast (45%) said they knew the name of the person who dealt with their telephone call.

**Table 2.3: Appraisal of telephone contact (by Housing Executive Area)
2006 (and 2002)**

	Percentages					
	All	Belfast	South East	South	North East	West
Call was answered quickly	83 (80)	76 (71)	82 (87)	84 (72)	84 (94)	86 (77)
NIHE staff were polite	83 (82)	89 (83)	77 (82)	72 (74)	79 (86)	100 (91)
Knew name of person who handled call	57 (67)	45 (53)	58 (64)	66 (56)	63 (70)	48 (71)
Query was dealt with promptly	73 (66)	74 (60)	79 (74)	66 (63)	72 (63)	73 (65)
Able to contact right person	83 (78)	81 (76)	85 (85)	81 (89)	84 (69)	86 (74)

Evaluation by age of respondent (Table 2.4)

- 2.9** More than nine in every 10 (92%) of those respondents aged 65 or older who had telephoned the Housing Executive stated that their most recent call had been answered quickly; the lowest proportion (75%) was the 45-54 age group. Almost all respondents aged between 55 and 64 in this sub-group had found staff polite, compared with 75% of those aged between 45 and 54. More than three-quarters (78%) of respondents aged between 55 and 64 knew the name of the person who handled their call, compared with 48% of those aged between 45 and 54.

**Table 2.4: Appraisal of telephone contact (by age of respondent)
2006 (and 2002)**

	Percentages						
	All	16-24	25-34	35-44	45-54	55-64	65+
Call was answered quickly	83 (80)	88 (61)	81 (64)	78 (86)	75 (85)	87 (88)	92 (89)
NIHE staff were polite	83 (82)	88 (61)	81 (72)	82 (84)	75 (89)	96 (91)	86 (97)
Knew name of person who handled call	57 (67)	86 (66)	44 (69)	59 (73)	48 (60)	78 (61)	50 (75)
Query was dealt with promptly	73 (66)	86 (57)	82 (58)	68 (77)	63 (65)	87 (67)	65 (69)
Able to contact right person	83 (78)	86 (79)	89 (70)	79 (81)	68 (82)	91 (84)	92 (77)

Chapter 3: Awareness of Housing Executive functions

- 3.1 For the first time, the Public Attitudes Survey in 2006 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):

Table 3.1: Awareness of Housing Executive Functions

Function	% aware
Provision of home improvement grants	62%
Complaints Procedure	60%
Promotion of Energy Efficiency	55%
Aim to improve the environment on estates	54%
Administration of Public and Private Housing Benefit	52%
Responsibility for homeless people	48%
Working with other bodies to reduce anti-social behaviour on estates	45%
Working with local residents' groups to build a stronger community	44%
Provision of serviced amenity sites for Travellers	41%
Administration of the Supporting People programme	29%
Neighbourhood Wardens providing services directly to tenants	23%

- 3.2 Below is a more detailed examination of findings, highlighting highest and lowest levels of awareness, overall, by tenure, Housing Executive area, age and religion of respondent (**Table 3.2; Appendix Tables 3.1 to 3.11**).
- **All respondents – highest level of awareness:** Almost two-thirds (62%) of all respondents knew that the Housing Executive aims to improve standards in private housing by providing grants to qualifying home owners for disabled facilities, improvement and repair to unfit properties.
 - **All respondents – lowest level of awareness:** Less than one-quarter (23%) of respondents knew that the Housing Executive employs neighbourhood wardens to help provide services directly to tenants.
 - **Awareness by tenure:** Awareness of Housing Executive functions was highest among Housing Executive tenants, with the exception of the provision of home improvement grants (65% of owner-occupiers, 58% of tenants and 44% of private renters aware of the function) and serviced amenity sites for Travellers (44% of owner-occupiers, 32% of tenants and 29% of private renters aware of the function). Private renters were least aware of the organisation's functions, with the exception of the Housing Executive's responsibility for homeless people (60% of tenants, 51% of private renters and 47% of owner-occupiers aware of the function).
 - **Awareness by Housing Executive area:** Awareness of Housing Executive functions tended to be highest among respondents living in the West Area and lowest among those living in the North East.

- **Awareness by age of respondent:** Awareness of most Housing Executive functions was highest among respondents aged between 55 and 64, except in the cases of the Complaints Procedure (respondents aged 25-34 were most aware – 68%) and responsibility for homeless people (respondents aged 65 and older were most aware – 56%).
- **Awareness by religion of respondent:** Overall, there was little or no difference in awareness levels between Protestants and Catholics, with some exceptions: 34% of Catholics and 26% of Protestants were aware of the Supporting People function; Catholics were also slightly more aware (58%) than Protestants (54%) of the Housing Executive's role in promoting home energy efficiency and of the organisation's responsibility for homeless people (50% of Catholics and 46% of Protestants aware of the function).

Table 3.2: Highest and lowest levels of awareness of Housing Executive functions (by tenure, area, age and religion of respondent¹)

Function and overall awareness	Highest levels of awareness	Lowest levels of awareness
<i>Home improvement grants (62%)</i>	Owner-occupiers 65% South East Area 66% Respondents aged 55-64 69% Protestant respondents 63%	Private renters 44% North East Area 55% Respondents aged 16-24 48% Catholic respondents 62%
<i>Complaints procedure (60%)</i>	Housing Executive tenants 76% West Area..... 64% Respondents aged 25-34 68% Protestant respondents 61%	Private renters 53% Belfast and South Areas 58% Respondents aged 16-24 42% Catholic respondents 61%
<i>Promoting home energy efficiency (55%)</i>	Housing Executive tenants 63% South and West Areas..... 60% Respondents aged 55-64 67% Catholic respondents..... 58%	Private renters 44% North East Area 48% Respondents aged 16-24 40% Protestant respondents..... 54%
<i>Aim to improve environment on estates (54%)</i>	Housing Executive tenants 68% West Area..... 64% Respondents aged 55-64 66% Protestant/Catholic respondents 55%	Private renters 42% South Area..... 50% Respondents aged 16-24 42% Protestant/Catholic respondents .. 55%
<i>Administration of Housing Benefit (52%)</i>	Housing Executive tenants 58% West Area..... 62% Respondents aged 55-64 60% Protestant/Catholic respondents 52%	Owner-occupiers and private renters 51% North East Area 45% Respondents aged 16-24 38% Protestant/Catholic respondents .. 52%
<i>Responsibility for homeless people (48%)</i>	Housing Executive tenants 60% West Area..... 55% Respondents aged 65+ 56% Protestant respondents 50%	Owner-occupiers..... 47% North East Area 42% Respondents aged 16-24 40% Catholic respondents 46%

¹ For some functions there was no difference in awareness levels between Protestants and Catholics. However, where this occurs, these figures are included in both columns, for completeness.

Table 3.2 (cont'd): Highest and lowest levels of awareness of Housing Executive functions (by tenure, area age and religion of respondent¹)

Function and overall awareness	Highest levels of awareness	Lowest levels of awareness
<i>Working with other bodies to reduce anti-social behaviour (45%)</i>	Housing Executive tenants ... 57% West Area..... 49% Respondents aged 55-64 58% Catholic respondents..... 46%	Private renters 40% South East Area 41% Respondents aged 16-24 39% Protestant respondents..... 45%
<i>Working with local residents' groups to build a stronger community (44%)</i>	Housing Executive tenants ... 65% West Area..... 52% Respondents aged 55-64 52% Protestant/Catholic respondents 44%	Private renters 34% South East Area 39% Respondents aged 25-34 39% Protestant/Catholic respondents . 44%
<i>Provision of serviced amenity sites for Travellers (41%)</i>	Owner-occupiers 44% West Area..... 49% Respondents aged 45-64 52% Protestant/Catholic respondents ... 43%	Private renters 29% North East Area 36% Respondents aged 16-24 20% Protestant/Catholic respondents 43%
<i>Supporting People (29%)</i>	Housing Executive tenants ... 31% West Area..... 37% Respondents aged 55-64 34% Catholic respondents..... 34%	Private renters 26% North East Area 24% Respondents aged 25-34 25% Protestant respondents..... 26%
<i>Neighbourhood wardens providing services directly to tenants (23%)</i>	Housing Executive tenants ... 40% Belfast Area 27% Respondents aged 55-64 29% Protestant respondents 24%	Owner-occupiers and private renters 21% North East Area 21% Respondents aged 16-24 17% Catholic respondents..... 22%

¹ For some functions there was no difference in awareness levels between Protestants and Catholics. However, where findings are the same for both religions, these figures are included in both columns, for completeness.

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 2002 Public Attitudes Survey covered services ranging from maintaining and improving homes to caring for the environment.
- 4.2** In preparation for the 2006 survey, revision of the questionnaire, carried out in consultation with the project's advisory group, took account of developments and changes in service provision. For example, following the introduction in Northern Ireland in April 2003 of the Supporting People programme, administered by the Housing Executive, the 2006 survey assessed respondents' opinions of the Housing Executive's performance in helping vulnerable people through the Supporting People programme.
- 4.3** Other revisions to the questionnaire involved minor changes in wording; for example, one question in the 2006 survey concerned the Housing Executive's performance in providing good quality homes; the corresponding question in 2002 was about *designing* good quality homes. In cases where wordings are similar, some comparisons are provided, although the reader should bear in mind the slight differences, where they occur. **Table 4.1** sets out the 2006 and 2002 questions relating to the Housing Executive's performance, to clarify where they differed. The table also details the additions and deletions made to the questionnaire, reflecting changes in policies and service provision.

Table 4.1: Public Attitudes Surveys 2006 and 2002: Performance Questions

2006: What is your opinion of the NIHE's performance in ...	2002: How well or poorly does NIHE perform in ...
maintaining and repairing NIHE properties?*	maintaining and repairing NIHE homes?
providing good quality homes?*	designing good quality homes?
administering Housing Benefit to public and private sector tenants?*	providing housing benefit?
providing grant aid to qualifying home owners?*	providing grants for home renovation?
helping people who are homeless?*	providing accommodation for the homeless?
working with other agencies to create a safe and pleasant environment?*	caring for the environment?
maintaining open spaces on estates?	No equivalent in 2002
helping reduce anti-social behaviour?	No equivalent in 2002
helping vulnerable people through the Supporting People programme?	No equivalent in 2002
providing serviced sites for the Travelling community?	No equivalent in 2002
promoting energy efficiency in homes?	No equivalent in 2002
overall, the way NIHE provides its services?	No equivalent in 2002
No equivalent in 2006	convenience of local offices?
No equivalent in 2006	providing accommodation for low income families?
No equivalent in 2006	friendliness of staff?
No equivalent in 2006	professional standards of staff?
No equivalent in 2006	provision of housing advice?

* Comparisons with 2002 findings concerning these services are included in the report; however, changes in wording between 2002 and 2006 should be taken into account.

4.4 This chapter includes analysis of respondents' assessment of the Housing Executive's performance, based on the views of:

- i. all respondents to the Survey (including breakdown by tenure¹) and, for comparison,
- ii. 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 2002 Public Attitudes Survey are included, for comparative purposes (see Table 4.1 for details).

4.5 Evaluation of Housing Executive services (*Appendix Tables 4.1-4.12*)²

4.5.1 Providing good quality homes (*Appendix Table 4.1*)

- *All respondents:* 53% of all respondents thought the Housing Executive's performance was very good/good; 23% thought it average; 18% did not know and 6% thought performance was poor/very poor. More Housing Executive tenants (68%) than owner-occupiers (52%) and private renters (48%) thought the Housing Executive's performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* Almost two-thirds (65%) of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 20% thought it average, 9% thought it poor/very poor and 4% did not know.
- *In 2002,* less than half (47%) of all respondents thought the Housing Executive performed extremely/quite well in *designing* good quality homes; 29% considered performance average, 15% thought it quite/extremely poor and 10% did not know.

4.5.2 Promoting energy efficiency in homes (*Appendix Table 4.2*)

- *All respondents:* 40% of all respondents thought the Housing Executive's performance was very good/good; 22% considered it average, 8% thought it poor and 31% 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:* 45% of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 26% thought it average, 10% thought it poor/very poor and 19% did not know.

¹ The commentary includes analysis by tenure for all respondents only. It is not appropriate to provide a tenure breakdown for respondents in recent contact with the Housing Executive, since base numbers, particularly for private renters, are too small to produce statistically reliable findings.

² Appendix Tables 4.1 to 4.12 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 from the Research Unit.

4.5.3 Maintaining open spaces on estates (Appendix Table 4.3)

- *All respondents:* 38% of all respondents thought the Housing Executive's performance was very good/good; 29% thought it average, 16% thought performance was poor and 16% did not know. More than half (53%) of all tenants, compared with 42% of private renters and 36% of owner-occupiers, thought the organisation's performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* 50% of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 26% thought it average, 14% thought it poor and 10% did not know.

4.5.4 Maintaining and repairing Housing Executive properties (Appendix Table 4.4)

- *All respondents:* 37% of all respondents thought the Housing Executive's performance was very good/good; 27% thought it average, 24% did not know and 10% thought performance was poor/very poor. More tenants (54%) than owner-occupiers (35%) and private renters (35%) thought the organisation's performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* 47% of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 27% thought it average, 17% thought it poor/very poor and 9% did not know.
- In 2002, 34% of all respondents thought the Housing Executive performed extremely/quite well in maintaining and repairing Housing Executive *homes*; 31% thought it average, 23% thought the organisation performed quite/extremely poorly and 12% did not know.

4.5.5 Administering housing benefit to public and private sector tenants (Appendix Table 4.5)

- *All respondents:* two-fifths (40%) of all respondents said they did not know how the Housing Executive performed in the administration of housing benefit; 31% the Housing Executive's performance was very good/good; 23% thought it average and 5% thought it poor/very poor. More than half (53%) of tenants, compared with 36% of private renters and 28% of owner-occupiers thought the Housing Executive's performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* 53% of respondents in contact with the organisation thought the Housing Executive's performance was very good/good; 21% thought it average, 21% did not know and 5% thought it poor/very poor.
- In 2002, 39% of all respondents thought the Housing Executive performed extremely/quite well in *providing* housing benefit; 31% thought it average, 23% did not know and 7% thought the organisation performed quite/extremely poorly.

Figure 4.1: Evaluation of the Housing Executive's performance in the provision of services (all respondents - 2006 and 2002)



4.5.6 Helping people who are homeless (Appendix Table 4.6)

- *All respondents:* 39% stated they did not know how the Housing Executive performed in helping people who are homeless; 31% thought the organisation's performance was very good/good, 22% thought it average and 8% thought it poor/very poor. A higher proportion of tenants (39%) than private renters (35%) and owner-occupiers (30%) thought the organisation's performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* 31% of respondents in contact with the organisation thought performance was very good/good, 26% thought it average and 6% thought it poor/very poor; 28% stated they did not know how the Housing Executive performed in helping people who are homeless.
- In 2002, 27% of respondents thought the Housing Executive performed extremely/quite well in *providing accommodation for the homeless*; 26% thought performance was average and 28% thought the organisation performed quite/extremely poorly; 19% did not know.

4.5.7 Providing grant aid to qualifying home owners (Appendix Table 4.7)

- *All respondents:* 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% thought the Housing Executive's performance was very good/good, 23% thought it average and 6% thought it poor/very poor. More private renters (55%) than tenants (48%) and owner-occupiers (42%) said they did not know how the organisation performed in provision of grant aid. Slightly more than owner-occupiers (28%) than tenants (25%) and private renters (22%) thought the organisation's performance was very good/good.
- *Respondents who had contact with the Housing Executive over the previous year:* more than one-third (37%) of respondents in contact with the organisation stated they did not know how the Housing Executive performed in providing grant aid; 34% thought the organisation's performance was very good/good, 23% thought it average and 5% thought it poor/very poor.
- In 2002, 31% of all respondents thought the Housing Executive performed extremely/quite well in *providing grants for home renovation*; 31% thought it average, 20% did not know and 19% thought the organisation performed quite/extremely poorly.

4.5.8 Working with other agencies to create a safe and pleasant environment (Appendix Table 4.8)

- *All respondents:* 38% 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% thought the organisation's performance was very good/good, 30% thought it average and 9% thought it poor/very poor. Much larger proportions of private renters (41%) and owner-occupiers (40%) than tenants (20%) stated they did not know how the organisation performed. However, considerably more tenants (44%) than private renters (22%) and owner-occupiers (19%) thought the organisation's performance was very good/good.

- *Respondents who had contact with the Housing Executive over the previous year:* 33% of respondents in contact with the Housing Executive thought the organisation's performance was very good/good, 29% thought it average and 11% thought it poor/very poor; 26% stated they did not know how the Housing Executive performed in working with other agencies to create a safe and pleasant environment.
- In 2002, 29% of all respondents thought the Housing Executive performed extremely/quite well in *caring for the environment*; 36% thought performance was average and 20% thought the organisation performed quite/extremely poorly; 15% of respondents did not know.

4.5.9 Helping vulnerable people through the Supporting People programme (Appendix Table 4.9)

- *All respondents:* 53% of all respondents stated they did not know how the Housing Executive performed in helping vulnerable people through the Supporting People programme; 21% thought the organisation's performance was very good/good, 19% thought it average and 7% thought it poor/very poor. More private renters (60%) than owner-occupiers (54%) and tenants (42%) stated they did not know how the organisation performed. However, more tenants (29%) than private renters (21%) and owner-occupiers (19%) thought performance was very good/good.
- *Respondents who had contact with the Housing Executive during the previous year:* 46% of respondents in contact with the Housing Executive did not know how the Housing Executive performed in relation to the Supporting People programme; 30% thought performance was very good/good, 17% thought it average and 7% thought it poor/very poor.

4.5.10 Providing serviced sites for the Travelling community (Appendix Table 4.10)

- *All respondents:* 48% of all respondents stated they did not know how the Housing Executive performed in providing this service; 19% thought the organisation's performance was very good/good, 22% thought it average and 10% thought it poor/very poor. A larger proportion of private renters (54%) than owner-occupiers (48%) and tenants (46%) stated they did not know how the organisation performed.
- *Respondents who had contact with the Housing Executive during the previous year:* 45% of respondents in contact with the Housing Executive did not know how the Housing Executive performed; 25% thought performance was very good/good, 25% thought it average and 5% thought it poor/very poor.

4.5.11 Helping reduce anti-social behaviour (Appendix Table 4.11)

- *All respondents:* more than one-third (36%) of all respondents stated they did not know how the Housing Executive performed in helping reduce anti-social behaviour; 13% thought the Housing Executive's performance was very good/good, 26% thought it average and 24% thought it poor/very poor. Much larger proportions of private renters (41%) and owner-occupiers (38%) than tenants (21%) stated they did not know how the organisation performed. In contrast, more tenants (27%) than private renters (14%) and owner-occupiers (11%) thought the organisation's performance was very good/good.

- *Respondents who had contact with the Housing Executive over the previous year:* 25% of respondents in contact with the organisation stated they did not know how the Housing Executive performed in helping reduce anti-social behaviour; 20% thought the organisation's performance was very good/good, 28% thought it average and 26% thought it poor/very poor.

4.5.12 Overall, the way the Housing Executive provides its services
(Appendix Table 4.12)

- *All respondents:* 40% of all respondents thought the Housing Executive's performance was very good/good; 33% thought it average and 8% thought it poor/very poor; 19% stated they did not know how the Housing Executive performed, overall, in its provision of services. As would be expected, much larger proportions of private renters (22%) and owner-occupiers (21%) than tenants (2%) stated they did not know how the organisation performed. In contrast, a much larger proportion of tenants (58%) than owner-occupiers (38%) and private renters (37%) thought the organisation's performance in overall service provision was very good/good.
- *Respondents who had contact with the Housing Executive over the previous year:* more than half (54%) of respondents in contact with the organisation thought the organisation's overall performance was very good/good; 36% thought it average and 9% thought it poor/very poor; 2% stated they did not know how the Housing Executive performed, overall, in its provision of services.

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 small). There were also fewer ‘don’t know’ responses from the sub-group.

Table 4.2: Evaluation of Housing Executive performance in the provision of services (all respondents and respondents in recent contact with NIHE)
(NB: percentages in brackets are for respondents who had recent contact with NIHE)

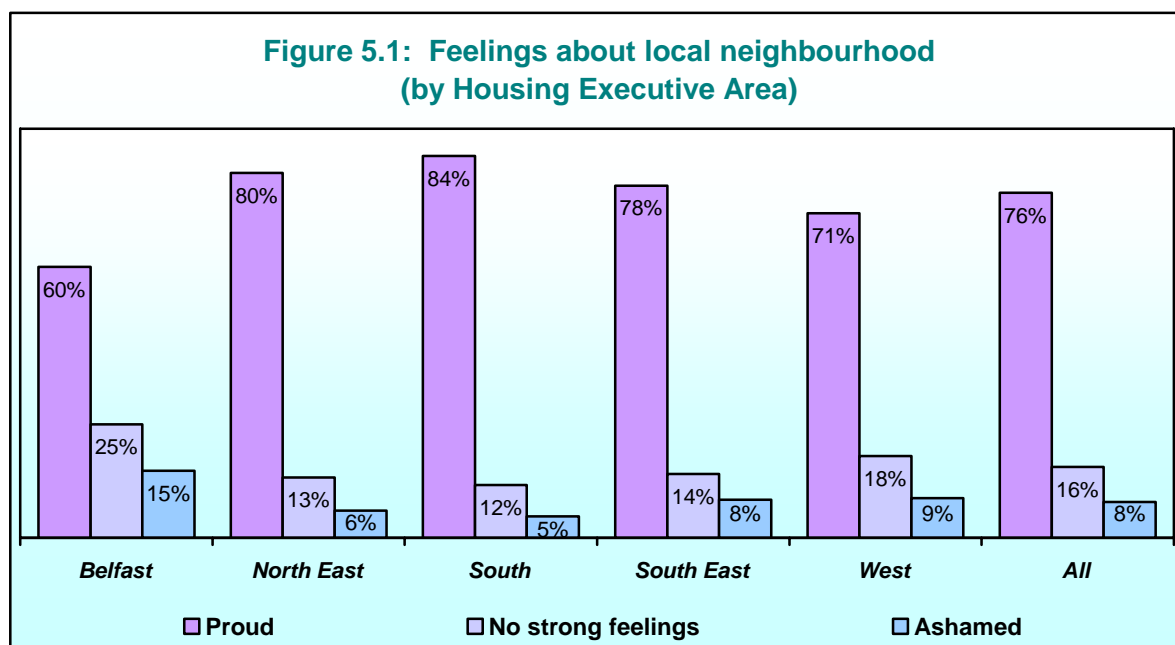
Service	Very good	Good	Average	Poor	Very poor	Don't know
<i>Providing good quality homes</i>	13% (21%)	40% (45%)	23% (20%)	4% (7%)	2% (3%)	18% (4%)
<i>Promoting energy efficiency in homes</i>	7% (10%)	33% (35%)	22% (26%)	6% (6%)	2% (4%)	31% (19%)
<i>Maintaining open spaces on estates</i>	6% (12%)	33% (38%)	29% (26%)	13% (10%)	3% (4%)	16% (10%)
<i>Maintaining and repairing Housing Executive properties</i>	6% (11%)	31% (36%)	27% (27%)	10% (13%)	2% (4%)	24% (9%)
<i>Administering housing benefit to public and private sector tenants</i>	6% (14%)	25% (38%)	23% (21%)	4% (4%)	1% (1%)	40% (21%)
<i>Helping people who are homeless</i>	5% (9%)	26% (31%)	22% (26%)	6% (6%)	1% (0.3%)	39% (28%)
<i>Providing grant aid to qualifying home owners</i>	4% (5%)	23% (29%)	23% (23%)	5% (4%)	1% (2%)	44% (37%)
<i>Working with other agencies to create a safe and pleasant environment</i>	3% (6%)	19% (27%)	30% (29%)	8% (9%)	2% (2%)	38% (26%)
<i>Helping vulnerable people through the Supporting People programme</i>	3% (5%)	18% (25%)	19% (17%)	5% (4%)	2% (3%)	53% (46%)
<i>Providing serviced sites for the Travelling community</i>	2% (2%)	17% (23%)	22% (25%)	9% (4%)	1% (1%)	48% (45%)
<i>Helping reduce anti-social behaviour</i>	2% (3%)	11% (17%)	26% (28%)	19% (20%)	6% (6%)	36% (25%)
<i>Overall, the way the Housing Executive provides its services</i>	7% (14%)	33% (40%)	33% (36%)	6% (5%)	2% (4%)	19% (2%)

Bases: All respondents (1,072) and respondents in recent contact with NIHE (235)

Chapter 5: Attitudes to local neighbourhoods

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

- 5.1** More than three-quarters (76%) 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% had no strong feelings and 8% were slightly or very ashamed. Fewer respondents to the 2002 survey (64%) felt proud of their neighbourhood's image; 24% had no strong feelings and 12% were ashamed.
- 5.2** Considerably more owner-occupiers (81%) than private renters (59%) and tenants (57%) felt proud of their neighbourhood. Comparison with the 2002 Survey shows a marked increase in the proportion of owner-occupiers (68% in 2002), and a slight decrease in private renters who held this view (62% in 2002). However, although the proportion of tenants who felt proud of their neighbourhood in 2006 (57%) remained the smallest of the three tenure groups, there was a considerable increase on the 2002 survey, when 40% felt proud of their neighbourhood.
- 5.3** Pride in local neighbourhood was highest among respondents from the South Area (83%) and lowest among those from Belfast (60%). In 2002, pride in local area was also highest in the South and lowest in Belfast, although percentages were considerably lower (74% and 43% respectively).



- 5.4** Respondents aged 65 and older were most proud of their neighbourhood (81%) and those aged 25-34 were least proud (72%). Comparison with the 2002 findings (Table 5.1) shows increases across all age groups in the proportions of respondents who felt proud of their neighbourhood. Among the youngest respondents (aged 16-24) to both surveys, the proportions who had no strong feelings about their neighbourhood's image remained the same (30%). This was the only age group showing no change over time in respondents holding this view: there was a reduction across all the other age groups in the proportions having no strong feelings.

Table 5.1: Feelings about local neighbourhood (2006 and 2002)
(NB: 2002 figures in brackets)

	Percentages						
	16-24	25-34	35-44	45-54	55-64	65+	All
Very proud	33 (26)	31 (23)	31 (28)	40 (24)	37 (20)	47 (35)	37 (26)
Fairly proud	40 (33)	41 (39)	46 (41)	38 (40)	35 (41)	34 (33)	39 (38)
No strong feelings	30 (30)	17 (28)	14 (20)	14 (23)	16 (26)	14 (20)	16 (24)
Slightly ashamed	5 (8)	8 (7)	7 (8)	7 (10)	11 (10)	5 (8)	7 (9)
Very ashamed	1 (3)	2 (3)	2 (2)	1 (2)	0 (4)	0 (3)	1 (3)

Perceptions about change in local neighbourhood

(Table 5.2; Figure 5.2; Appendix Tables 5.2-5.3a)

- 5.5** Almost half (48%) of all respondents thought their local neighbourhood was not really changing; 32% thought their neighbourhood was changing for the better and 19% thought it was changing for the worse. In 2002 a similar proportion (52%) of respondents thought their neighbourhood was not really changing; however, fewer thought their neighbourhood was changing for the better (23%) and slightly more (25%) thought it was changing for the worse.
- 5.6** In the South East, 58% of respondents thought their neighbourhood was not really changing, compared with the lowest proportion (36%) in Belfast. These findings are almost identical to those from the 2002 survey, when the highest proportion, from the South East (58%) and the lowest, from Belfast (38%) thought their neighbourhood was not really changing. However, the most marked increase (+20%) in the proportion of respondents who thought their area was changing for the better was in Belfast (from 16% in 2002 to 36% in 2006). Belfast Area also had the largest decrease in those who thought their area was changing for the worse (45% in 2002 and 24% in 2006).

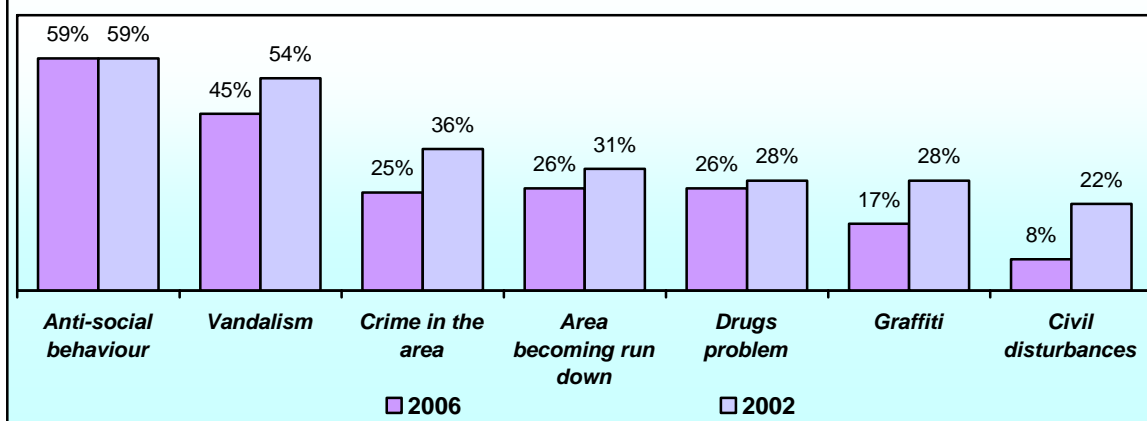
Table 5.2: Perceptions about change in local neighbourhood (2006 and 2002)
(NB: 2002 figures in brackets)

	Percentages					
	Belfast	North East	South East	South	West	All
Changing for the better	36 (16)	33 (20)	21 (16)	37 (28)	32 (39)	31 (23)
Not really changing	36 (38)	47 (58)	58 (59)	46 (53)	48 (45)	48 (52)
Changing for the worse	24 (45)	19 (22)	20 (25)	16 (19)	18 (16)	19 (25)

- 5.7** More Catholics (35%) than Protestants (28%) thought their neighbourhood was changing for the better. In 2002, the result was similar, although fewer respondents (25% of Catholics and 22% of Protestants) thought their neighbourhood was changing for the better.
- 5.8** Among those respondents who thought their neighbourhood was changing for the worse (19% of all respondents), more than half (59% – the same proportion as in

2002) thought anti-social behaviour was a factor; almost one-third (32% – 54% in 2002) thought vandalism was contributing to the deterioration of their neighbourhood. Around one-quarter of respondents thought the area was becoming run down (26% – 31% in 2002), there was crime in the area (25% – 36% in 2002) and there was a drugs problem (23% – 28% in 2002). Some respondents thought graffiti (17% – 28% in 2002) and over-development of the area (16%) had contributed to the decline in their neighbourhood. Other reasons stated by respondents included civil disturbances (8% – 22% in 2002), racial attacks (5%) and too much private renting (4%).

Figure 5.2: Reasons why respondents think their neighbourhood is changing for the worse (2006 and 2002)



Feeling safe in own home (Table 5.3; Appendix Tables 5.4 and 5.5)¹

- 5.9** Almost all respondents (98%) felt safe in their own home during the day (71% felt very safe and 26% felt fairly safe); slightly fewer (89%) felt safe in their own home after dark (54% felt very safe and 36% felt fairly safe).
- 5.10** Analysis by tenure, Housing Executive area, age and religion of respondent shows little variation overall in the proportions who felt safe in their own home during the day. Variation was greater for feeling safe in own home after dark. Ranges are set out in Table 5.1.

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

During the day	
By:	Range (highest to lowest)
<i>Tenure</i>	98% (owner-occupier) to 96% (tenants and private renters)
<i>Housing Executive area</i>	99% (North East) to 95% (South)
<i>Age of respondent</i>	100% (age 35-44) to 96% (age 55 and older)
<i>Religion of respondent</i>	98% (Catholics) to 97% (Protestants)
After dark	
By:	Range (highest to lowest)
<i>Tenure</i>	91% of owner-occupiers to 84% of tenants
<i>Housing Executive area</i>	93% (North East) to 87% (Belfast)
<i>Age of respondent</i>	95% (age 45-54) to 83% (age 65 and older)
<i>Religion of respondent</i>	91% (Catholics) to 88% (Protestants)

¹ The 2002 Public Attitudes Survey did not include questions asking respondents how safe they felt in their own home.

- 5.11** Although there was little variation in findings for feeling safe in own home during the day, a further breakdown of responses into those who felt *very* safe and those who felt *fairly* safe shows some important differences.
- 5.12** Much higher proportions of owner-occupiers and tenants (73% of each) than private renters (56%) felt very safe in their own home during the day. Similarly, only 39% of private renters felt very safe in their own home after dark, compared with 48% of tenants and 56% of owner-occupiers.
- 5.13** More than three-quarters (76%) of North East respondents felt very safe in their own home during the day; the lowest proportions (66%) were in the South East and West. North East area also had the highest proportion of respondents who felt very safe in their own home after dark (58%); South East had the lowest (48%).
- 5.14** More than three-quarters (76%) of respondents aged between 35 and 54 felt very safe in their own home during the day; the lowest proportions (66%) were aged 55 and older. Almost two-thirds (64%) of respondents aged between 45 and 54 felt very safe in their own home after dark, contrasting sharply with the lowest proportion (40% of respondents aged 65 and older).
- 5.15** There was little difference between Catholics (72%) and Protestants (70%) for feeling very safe in their own home during the day. However; the difference was more marked for feeling very safe in own home after dark (58% of Catholics and 49% of Protestants), which may be due to the fact that more Protestants (24%) than Catholics (13%) were aged 65 and older (i.e. there is likely to be a link with respondents aged 65 and older being the lowest proportion feeling very safe in own home after dark).

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

- 5.16** Almost all respondents (95%; 96% in 2002) felt safe walking alone in their neighbourhood during the day (69% felt very safe and 26% felt fairly safe). Fewer respondents (65%; 61% in 2002) felt safe walking alone in their neighbourhood after dark (31% felt very safe and 34% felt fairly safe).
- 5.17** Variation by tenure was very slight regarding how safe respondents felt walking alone in their neighbourhood during the day. However, findings show greater variation in relation to how safe respondents felt walking alone in their neighbourhood after dark: more owner-occupiers felt safe after dark (67%: – 32% felt very safe; 35% felt fairly safe) than tenants (57%–29% felt very safe; 28% felt fairly safe) and private renters (56% – 25% felt very safe; 31% felt fairly safe).
- 5.18** Analysis by age of respondent shows little variation for feeling safe walking alone in the neighbourhood during the day (ranging from 98% of those aged 35-44 to 91% of those aged 65 and older). Variation was greater for feeling safe walking alone after dark (ranging from 73% of those aged 35-44 to 51% of those aged 65 or older).

Perceptions about problems in local area (Table 5.4; Appendix Tables 5.8-5.17)

- 5.19** Most respondents did not think there were problems in their area, such as criminal damage, graffiti, murals and harassment of ethnic minorities or migrant workers. Those who thought their area did not have these problems ranged from 87% of respondents in relation to non-sectarian murals to 61% in relation to criminal damage to homes. Those respondents who identified problems in their area tended to consider them to be minor rather than major (Table 5.1).

- 5.20** The largest minorities of respondents considered criminal damage to homes (38%) and public buildings in local areas (36%), sectarian graffiti (36%) and paramilitary flags/emblems (35%) to be problems in their area – around one in 10 thought they were major problems and around one-quarter thought they were minor problems (*NB see Table 5.4 below for exact percentages*). Almost as many respondents (31%) also thought non-sectarian graffiti was a problem, although most (24%) considered the problem a minor one.
- 5.21** Fewer respondents considered bonfires (24%), sectarian murals (21%), harassment of ethnic minorities (21%) and migrant workers (21%) to be problems in local areas, although the same pattern was evident with higher proportions of respondents considering these problems to be minor. Non-sectarian murals were considered a problem by the lowest proportion of respondents – a major problem by 2% and a minor problem by 11% of respondents.

Table 5.4: Perceptions about problems in local area (all respondents)

	Major problem	Minor problem	Not a problem	Don't know
Criminal damage to homes*	13%	25%	61%	1%
Criminal damage to public buildings	13%	23%	62%	2%
Paramilitary flags/emblems	12%	23%	65%	1%
Sectarian graffiti	9%	27%	63%	1%
Bonfires	9%	15%	75%	1%
Sectarian murals	8%	13%	79%	1%
Non-sectarian graffiti	7%	24%	69%	1%
Harassment of ethnic minorities*	7%	14%	76%	3%
Harassment of migrant workers	7%	14%	77%	3%
Non-sectarian murals	2%	11%	87%	1%

* Very small numbers of refusals (<1% in each case, which have been combined with 'don't know' responses) were recorded for these issues.

Perceptions about problems in local area (by tenure)

- 5.22** Examination of findings by tenure shows clear differences in respondents' perceptions about major problems in local areas, particularly in relation to sectarian graffiti and criminal damage to public buildings and homes. Almost one-fifth (19%) of tenants and 14% of private renters considered sectarian graffiti to be a major problem in their local area, compared with only 7% of owner-occupiers. Criminal damage to public buildings was considered a major problem by 21% of tenants, 17% of private renters and 12% of owner-occupiers. Criminal damage to homes was considered a major problem by 19% of tenants, 18% of private renters and 11% of owner-occupiers.
- 5.23** A much larger proportion of private renters (16%) than tenants (9%) and owner-occupiers (5%) thought harassment of migrant workers was a major problem in their local area. Findings were similar in relation to harassment of ethnic minorities, considered a major problem by 16% of private renters, 11% of tenants and 5% of owner-occupiers.
- 5.24** Sectarian murals were also identified as a major problem in local areas by much larger proportions of private renters (15%) and tenants (13%) than owner-occupiers (6%). More private renters (13%) and tenants (12%) than owner-occupiers (8%) thought bonfires were a major problem in their local area.

Perceptions about problems in local area (by Housing Executive area) (Table 5.5)

- 5.25** Analysis of findings by Housing Executive area shows considerable variation in respondents' perceptions of the existence of problems in their local area. For example, substantially more respondents living in Belfast than those living elsewhere thought criminal damage to homes was a major problem (25%), with the lowest proportion (8%) in the South East. Similarly, more Belfast Area respondents than those living in any of the other areas thought criminal damage to public buildings was a major problem (22%); fewer than one in 10 respondents (9%) living in the South thought it a major problem in their area.
- 5.26** Bonfires were considered a major/minor problem by more respondents in the West Area (34%) and Belfast (29%) than those living in the other areas, the lowest proportions (18%) living in the South East and South Areas.
- 5.27** Sectarian murals were considered a problem by almost one-third (32% - 10% a major problem and 22% a minor problem) of Belfast respondents, compared with the lowest proportion of 13% (5% a major problem and 8% a minor problem), living in the South Area.
- 5.28** Non-sectarian graffiti was considered a major problem by more Belfast Area respondents (18%) than those living elsewhere, with the lowest proportion (1%) living in the South Area. Also, more West Area respondents (29%) than those living in other parts, including Belfast (25%) thought non-sectarian graffiti was a minor problem.
- 5.29** Fewer respondents living in the South East Area than elsewhere considered harassment of ethnic minorities a problem (15% – 6% a major problem and 9% a minor problem), the highest proportion living in the Belfast Area (25% – 7% a major problem and 18% a minor problem).
- 5.30** Similarly, the lowest proportion of respondents who thought harassment of migrant workers was a problem were also from the South East Area (16% – 5% a major problem and 11% a minor problem). More respondents living in the North East Area than elsewhere considered harassment of migrant workers to be a problem (25% – 10% a major problem and 15% a minor problem).

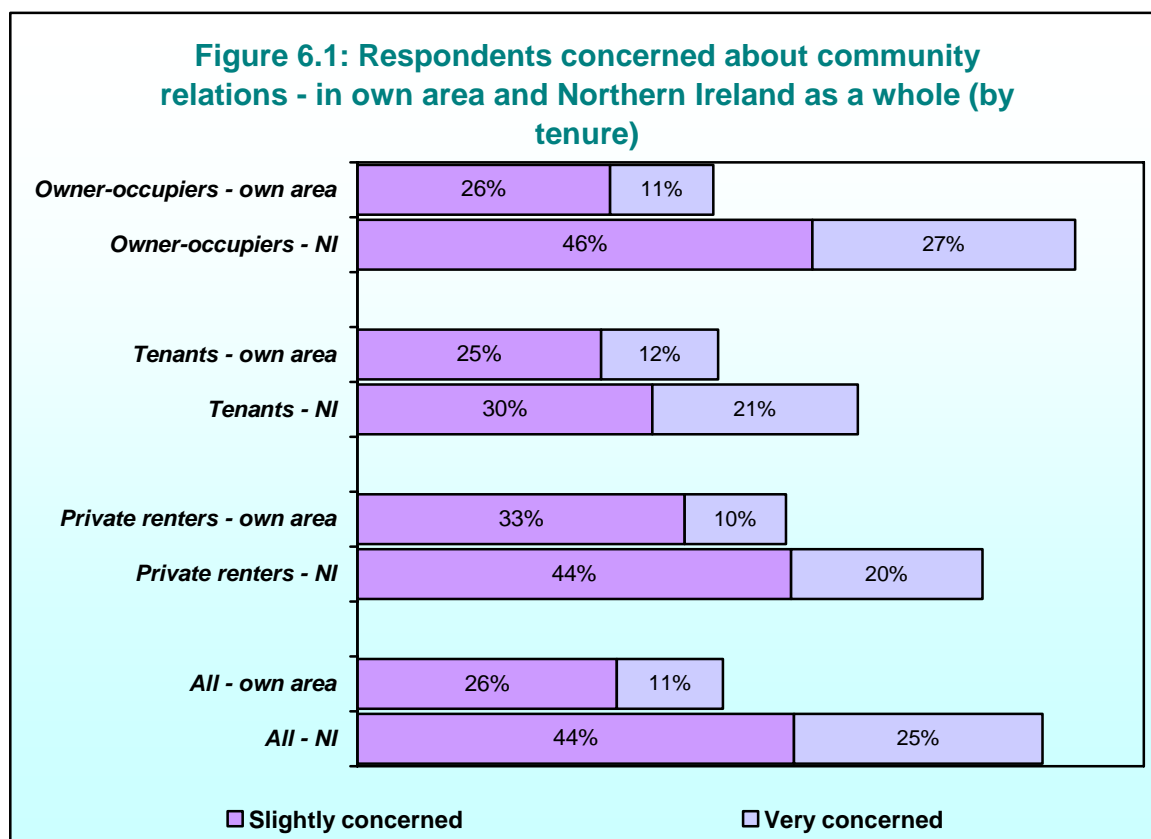
Table 5.5: Perceptions about major/minor problems in local area (by Housing Executive area)

	Major / Minor Problem (%)					
	Belfast	North East	South East	South	West	All
Criminal damage to homes	25 / 21	12 / 23	8 / 31	9 / 23	11 / 30	13 / 25
Criminal damage to public buildings	22 / 22	16 / 20	10 / 28	9 / 22	12 / 21	13 / 23
Paramilitary flags/emblems	17 / 24	17 / 23	9 / 24	8 / 18	12 / 25	12 / 23
Sectarian graffiti	15 / 35	13 / 28	5 / 27	4 / 20	13 / 29	9 / 27
Bonfires	15 / 14	10 / 19	5 / 13	6 / 12	13 / 21	9 / 15
Sectarian murals	10 / 22	11 / 14	6 / 12	5 / 8	7 / 10	8 / 13
Non-sectarian graffiti	18 / 25	5 / 22	6 / 22	1 / 21	7 / 29	7 / 24
Harassment of ethnic minorities	7 / 18	9 / 15	6 / 9	5 / 18	9 / 13	7 / 14
Harassment of migrant workers	7 / 15	10 / 15	5 / 11	6 / 14	6 / 14	7 / 14
Non-sectarian murals	4 / 15	10 / 15	5 / 11	6 / 14	6 / 14	2 / 11

Chapter 6: Community Relations and Attitudes to Religious Integration

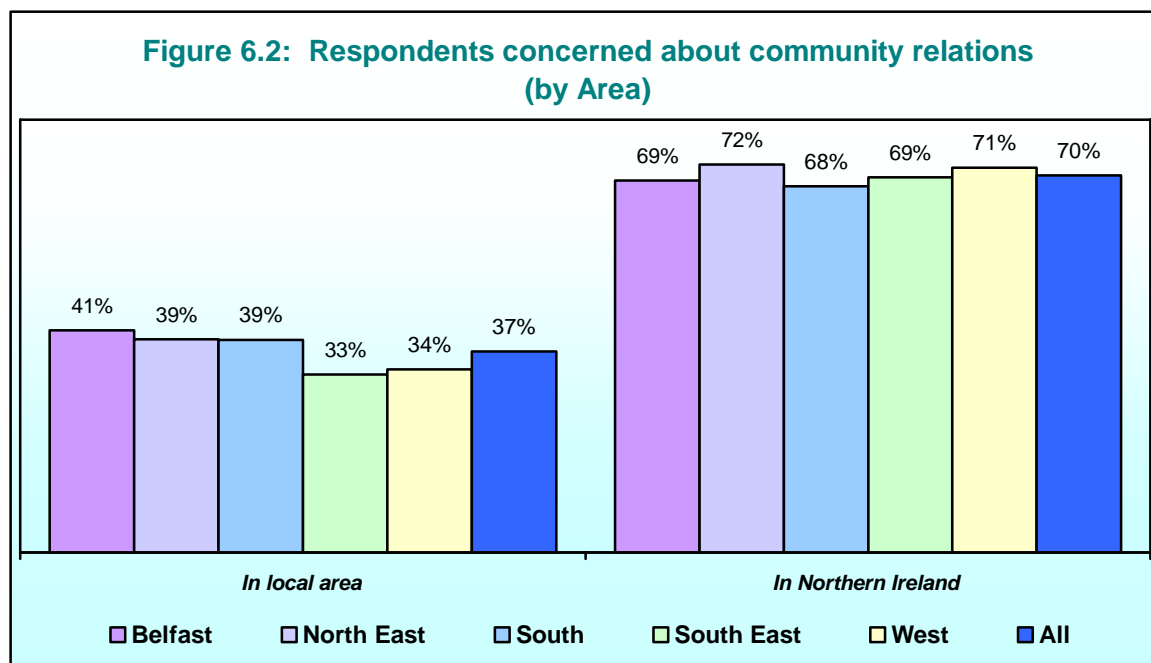
Community relations (Figures 6.1 and 6.2; Appendix Tables 6.1 and 6.2)

- 6.1** As in the 2002 survey, the 2006 Public Attitudes Survey gathered information on respondents' perceptions about community relations, both in their local area and in Northern Ireland as a whole.
- 6.2** Most respondents (62%) were not concerned about community relations in their local area; 35% were not very concerned and 26% were not at all concerned. Less than four in 10 respondents were concerned (11% very concerned; 26% slightly concerned). Respondents were more concerned about community relations in Northern Ireland as a whole (25% very concerned; 44% slightly concerned; 22% not very concerned; 7% not at all concerned).
- 6.3** Private renters were more concerned, overall, about community relations in their local area (10% very concerned; 33% slightly concerned) than owner-occupiers (11% very concerned; 26% slightly concerned) and tenants (12% very concerned; 25% slightly concerned). In contrast, owner-occupiers were more concerned about community relations in Northern Ireland as a whole (27% very concerned; 46% slightly concerned) than private renters (20% very concerned; 44% slightly concerned) and tenants (21% very concerned; 30% slightly concerned).



- 6.4** More Belfast respondents than those living elsewhere were concerned about community relations in their local area (11% very concerned; 30% slightly concerned), with the lowest proportion in the South Area (7% very concerned; 26%

slightly concerned). Concern about community relations in Northern Ireland as a whole varied only slightly across the Housing Executive areas, ranging from 72% in the North East (46% very concerned; 26% slightly concerned) to 68% in the South Area (40% slightly concerned; 28% very concerned).



- 6.5** Respondents aged between 25 and 34 were most concerned about community relations in their local area (11% very concerned; 30% slightly concerned) and those aged 65 and older were least concerned (8% very concerned; 22% slightly concerned). Concern about community relations in Northern Ireland as a whole was greatest among those aged between 45 and 54 (45% slightly concerned; 30% very concerned) and least among respondents aged 65 and older (42% slightly concerned; 22% very concerned).
- 6.6** Slightly more Catholics than Protestants were concerned about community relations. Among Catholic respondents, 27% were slightly concerned and 12% were very concerned about community relations in their local area, compared with findings of 26% and 9% respectively for Protestant respondents. Regarding Northern Ireland as a whole, 45% of Catholics were slightly concerned and 27% were very concerned, compared with 45% and 23% of Protestants.

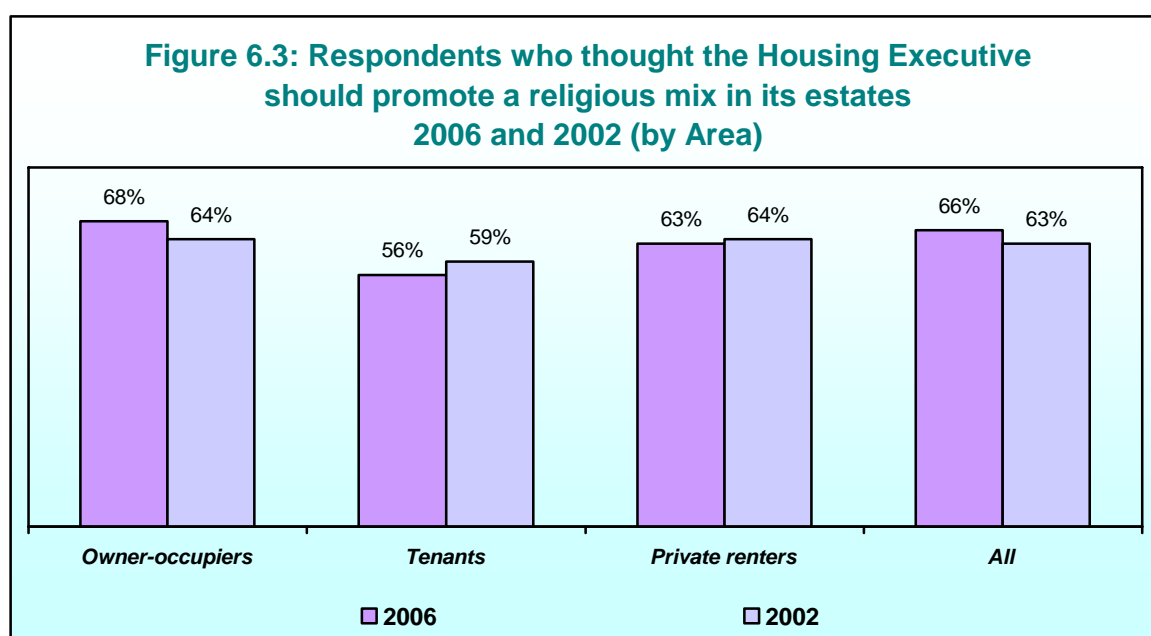
Comparison with the 2002 Public Attitudes Survey

- 6.7** The 2006 findings show a reduction in public concern about community relations since the time of the 2002 Public Attitudes Survey. In 2002, almost half (46%) of all respondents were concerned about community relations in their local area, compared with 37% in 2006. Similarly, concern about community relations in Northern Ireland decreased from 82% in 2002 to 70% of all respondents in 2006.
- 6.8** There was a considerable decrease in concern among Belfast Area respondents: in 2002, 51% were concerned about community relations in their local area and 85% about community relations in Northern Ireland, compared with 41% and 69% respectively in 2006.

- 6.9** Comparison of findings by age shows the greatest reduction in concern about community relations was among respondents aged 65 and older. Proportions concerned about community relations in their local area reduced from 41% in 2002 to 30% in 2006, and about Northern Ireland as a whole from 86% in 2002 to 64% in 2006.
- 6.10** Concern about community relations also decreased in both main religious groups between 2002 and 2006, although the reduction was slightly greater among Protestants. Findings for Protestants/Catholics for concern about community relations in their local area were 47%/48% in 2002 and 34%/39% in 2006; the corresponding findings for concern about community relations in Northern Ireland as a whole were 83%/81% in 2002 and 68%/72% in 2006.

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

- 6.11** Two-thirds (66%) of all respondents thought the Housing Executive should promote a religious mix in its estates, a slight increase on the 2002 Public Attitudes Survey (63%).
- 6.12** More owner-occupiers (68%) than private renters (63%) and tenants (56%) thought the Housing Executive should promote a religious mix in its estates. Results by tenure differed somewhat in 2002, when 64% of owner-occupiers and private renters and 59% of tenants thought the Housing Executive's policy should be to promote a religious mix in its estates. Therefore, owner-occupiers were the only tenure group showing an increase between 2002 and 2006 in proportions holding this view, although the change among private renters was very slight.



- 6.13** Variation by Housing Executive area was considerable, ranging from 73% of respondents living in the North East and West Areas to 56% of Belfast respondents who thought the Housing Executive should promote a religious mix in its estates. Comparison with the 2002 findings shows little change: at that time 72% of in the North East and 71% in the West held this view; the lowest proportion (55%) was in Belfast.

- 6.14** Almost three-quarters (74%) of respondents aged between 55 and 64 thought the Housing Executive should promote a religious mix in its estates, compared with the lowest proportions, aged 16-24 (65%) and 25-34 (64%). The pattern of responses by age group were similar in 2002, although the lowest proportions were considerably lower (73% of respondents aged 55 and older, 58% of those aged 16-24 and 55% of those aged 25-34).
- 6.15** There was little difference in the views of Protestant and Catholic respondents, with 68% of Catholics and 65% of Protestants thinking the Housing Executive should promote a religious mix. Fewer Catholics in 2002 (63%) held this view; the views of Protestants had changed only marginally (64% in 2002).

Perceptions and preferences about religious mix of local area
(Table 6.1; Appendix Table 6.4)

- 6.16** As in 2002, the 2006 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 2006 Survey, however, included one additional statement:

'The religious mix of the area where I live is not important to me.'

As with other revisions to the questionnaire, this change, inevitably, has affected comparability to some degree. Any examination of differences in the findings from 2002 to 2006 must take into account the possible effects of the change.

The statements and overall findings, for both 2006 and 2002, are detailed in Table 6.1 below:

Table 6.1: Religious mix of area and respondents' preferences

Which of the following statements applies to you?	Percentages	
	2006	2002
<i>I live in a mixed religion area and wish to continue doing so</i>	42	60
<i>The religious mix of the area where I live is not important to me</i>	25	n/a
<i>I live in a Protestant area and wish to continue doing so</i>	13	16
<i>I live in a Catholic area and wish to continue doing so</i>	10	11
<i>I live in a Catholic area but would prefer to live in a mixed religion area</i>	4	3
<i>I live in a Protestant area but would prefer to live in a mixed religion area</i>	3	7
<i>I live in a mixed religion area but would prefer to live in a Protestant area</i>	1	1
<i>I live in a mixed religion area but would prefer to live in a Catholic area</i>	<1	<1
<i>I live in a Catholic area but would prefer to live in a Protestant area</i>	<1	0
<i>I live in a Protestant area but would prefer to live in a Catholic area</i>	0	0
<i>Don't know/Refusal</i>	1	2

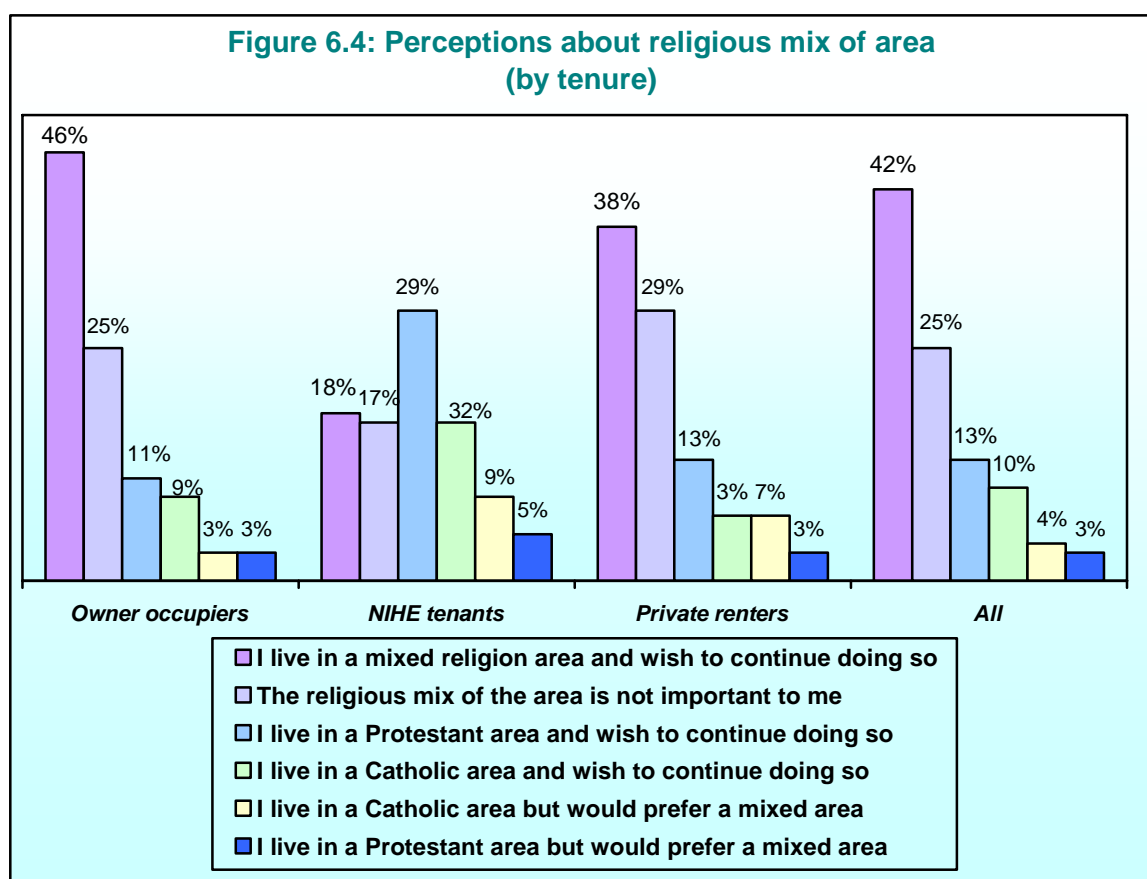
Comparison of the findings from the two surveys shows, for the most part, that similar proportions of respondents chose the same statements. More than two-fifths (42%) of all respondents to the 2006 Survey stated that they lived in a mixed religion area and wished to continue doing so. In 2002 this was also the statement selected by the largest proportion of respondents, which was considerably higher than in the most recent survey (60%). However, the decrease in 2006 could be due to the sizeable minority of respondents (25%) who selected the new statement ('the religious mix of the area where I live is not important to me') which was not included in 2002.

6.17 Fewer respondents stated that they lived in a Protestant area and wished to continue doing so (13%; 16% in 2002) and 10% (11% in 2002) stated that they lived in a Catholic area and wished to continue doing so.

6.18 Similar, though small, proportions of respondents stated that they lived in a Catholic area but would prefer to live in a mixed religion area (4%; 3% in 2002) and that they lived in a Protestant area but would prefer to live in a mixed religion area (3%; 7% in 2002). Very few respondents stated they lived in a mixed religion area but would prefer to live in a Protestant area (1%) or a Catholic area (<1%).

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

6.19 There were considerable differences in the perceptions of the three tenure groups. Almost half (46%) of owner-occupiers, almost two-fifths (38%) of private renters, but less than one-fifth (18%) of tenants said they lived in a mixed religion area and wished to continue doing so. Almost three in 10 tenants (29%) stated that they lived in a Protestant area and wished to continue doing so, compared with 13% of private renters and 11% of owner-occupiers. The pattern was similar, although the proportions were smaller, for respondents who stated they lived in a Catholic area and wished to continue doing so (17% of tenants, 9% of owner-occupiers and 7% of private renters).



6.20 A larger proportion of tenants stated they lived in a Catholic area but would prefer to live in a mixed religion area (9%) than those who stated they lived in a Protestant area but would prefer to live in a mixed religion area (5%). Proportionately more private renters (29%) and owner-occupiers (25%) than tenants (17%) stated that the religious mix of the area where they lived was not important to them

Perceptions about religious mix (by Area) (Table 6.2)

- 6.21** The perception of more than half (51%) of respondents living in the South East Area was that they lived in a mixed religion area and wished to continue doing so; Belfast Area had the lowest proportion (23%) of respondents who made this assessment. More than one-quarter (28%) of respondents living in the Belfast Area stated they lived in a Protestant area and wished to continue doing so. Almost one in five Belfast Area respondents (19%) stated they lived in a Catholic area and wished to continue doing so. More than one in 10 Belfast respondents (11%) stated they were not living in a mixed religion area but would prefer to do so (6% living in a Catholic area and 5% living in a Protestant area). One-third of respondents from the West Area stated that the religious mix of the area where they lived was not important to them; Belfast Area had the lowest proportion (18%) of respondents with this view.

**Table 6.2: Perceptions about religious mix of local area
(% by Housing Executive area)**

	Belfast	North East	South	South East	West	All
<i>I live in a mixed religion area and wish to continue doing so</i>	23	43	50	51	36	42
<i>The religious mix of the area where I live is not important to me</i>	18	30	19	25	33	25
<i>I live in a Protestant area and wish to continue doing so</i>	28	12	11	9	6	13
<i>I live in a Catholic area and wish to continue doing so</i>	19	2	14	4	13	10
<i>I live in a Catholic area but would prefer a mixed religion area</i>	6	3	4	3	6	4
<i>I live in a Protestant area but would prefer a mixed religion area</i>	5	5	2	3	1	3
<i>I live in a mixed religion area but would prefer a Protestant area</i>	1	3	1	1	1	1
<i>I live in a mixed religion area but would prefer a Catholic area</i>	0	0	0	<1	3	1
<i>I live in a Catholic area but would prefer a Protestant area</i>	0	1	0	0	0	<1
<i>Don't know/Refusal</i>	1	2	<1	1	3	1

Perceptions about religious mix (by age of respondent) (Table 6.3)

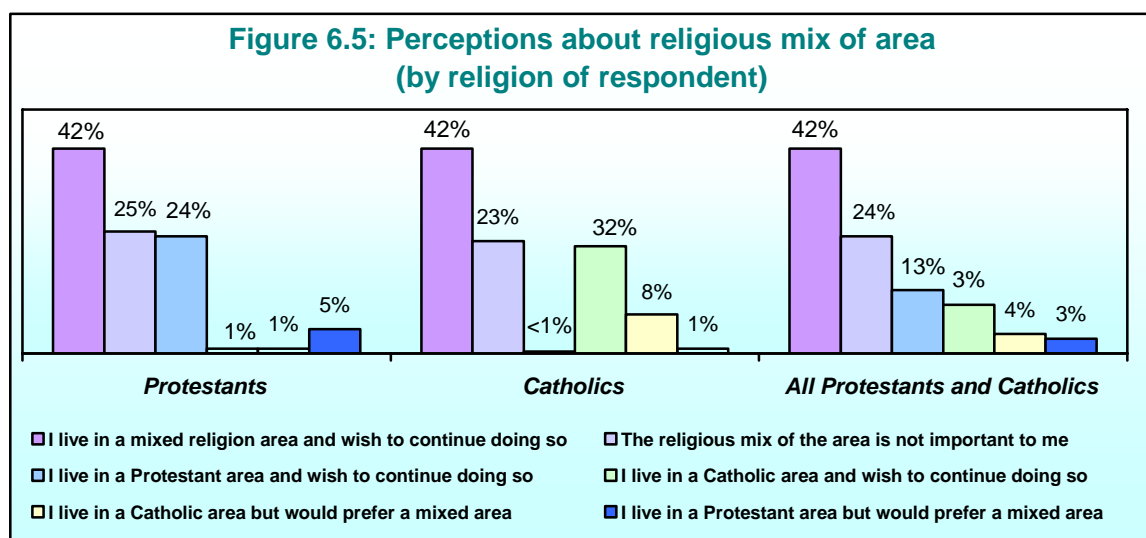
- 6.22** Almost half (49%) of respondents aged between 45 and 64 and 44% of those aged 65 and older stated that they lived in a mixed religion area and wished to continue doing so, compared with lower proportions in the other age groups: aged 25-34 (34%), aged 16-24 (37%) and aged 35-44 (39%).
- 6.23** Almost one-third (30%) of respondents aged between 16 and 44 felt the religious mix of the area where they lived was not important to them. The proportions holding this view decreased with age (22% of respondents aged 45-54, 21% of those aged 55-64 and 18% of those aged 65 and older). One in five respondents (20%) aged 65 and older stated they lived in a Protestant area and wished to continue doing so, compared with 7% of those aged between 25 and 34. Fewer respondents aged 65 and older (9%) stated they lived in a Catholic area and wished to continue doing so; the largest proportion holding this view (15%) belonged to the 25-34 age group.

**Table 6.3: Perceptions about religious mix of local area
(% by age of respondent)**

	16-24	25-34	35-44	45-54	55-64	65+	All
<i>I live in a mixed religion area and wish to continue doing so</i>	37	34	39	49	49	44	42
<i>The religious mix of the area where I live is not important to me</i>	30	30	30	22	21	18	25
<i>I live in a Protestant area and wish to continue doing so</i>	14	7	10	12	13	20	13
<i>I live in a Catholic area and wish to continue doing so</i>	10	15	12	7	6	9	10
<i>I live in a Catholic area but would prefer a mixed religion area</i>	5	3	5	6	2	5	4
<i>I live in a Protestant area but would prefer a mixed religion area</i>	2	8	2	3	3	1	3
<i>I live in a mixed religion area but would prefer a Protestant area</i>	2	1	3	0	2	2	1
<i>I live in a mixed religion area but would prefer a Catholic area</i>	1	1	0	1	0	0	1
<i>I live in a Catholic area but would prefer a Protestant area</i>	0	0	1	0	0	0	<1
<i>Don't know/Refusal</i>	0	2	0	1	4	2	1

Perceptions about religious mix (by religion of respondent) (Figure 6.5)

- 6.24** Equal proportions (42%) of Protestants and Catholics stated that they lived in a mixed religion area and wished to continue doing so. Slightly more Protestants (25%) than Catholics (23%) said the religious mix of the area where they lived was not important to them. Almost one-quarter (24%) of Protestants stated they lived in a Protestant area and wished to continue doing so; almost as many Catholics (22%) stated they lived in a Catholic area and wished to continue doing so.
- 6.25** Analysis by religion pointed to some other interesting findings for the two groups. Slightly more Protestants (24%) stated that they lived in a Protestant area and wished to continue doing so, than Catholics (23%) who stated that they lived in a Catholic area and wished to continue doing so. More Catholics (8%) stated that they lived in a Catholic area but would prefer to live in a mixed religion area, than Protestants (5%) who stated that they lived in a Protestant area but would prefer to live in a mixed religion area.



Chapter 7: The Housing Executive and Equality

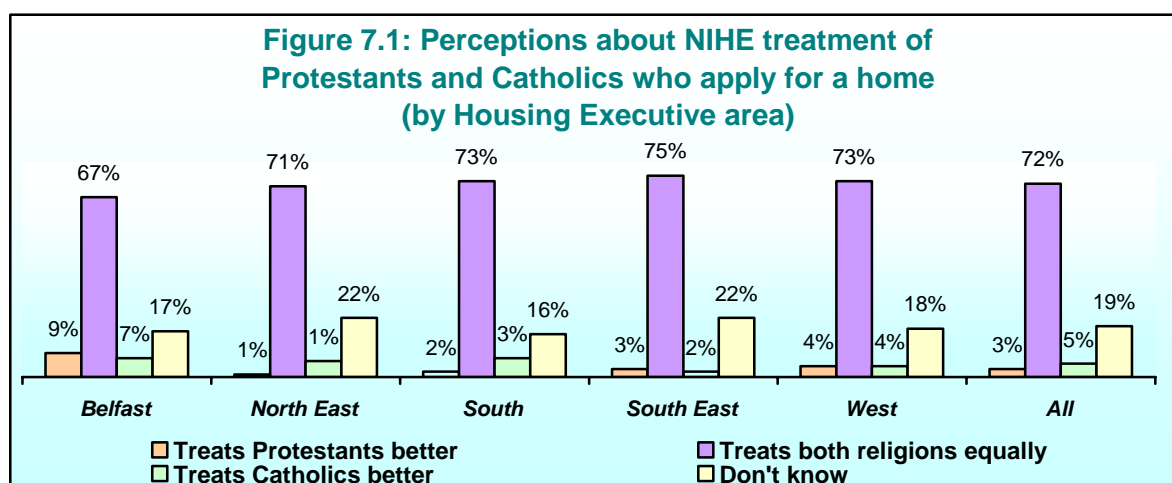
7.1 The 2006 Public Attitudes Survey assessed respondents' perceptions of the Housing Executive's treatment of Protestants and Catholics when (i) applying for a home and (ii) applying for a job. The questions remained the same as in 2002 and therefore findings are directly comparable.

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

7.2 Most respondents (74%) thought the Housing Executive treats the two main religious groups (Protestants and Catholics) equally when applying for a home. In 2002 a similar proportion (75%) held this view, although this result had been a considerable increase on the 2000 Survey (63%). Almost one in five respondents to the 2006 survey (19%; 15% in 2002) did not know how the Housing Executive treats Protestants and Catholics who apply for a home. A very small proportion (5%; 7% in 2002) thought the organisation treats Catholics better, and even fewer respondents (3%; the same in 2002) thought it treats Protestants better.

7.3 The results of the 2006 survey showed little difference in the proportions of the three tenure groups who thought the Housing Executive treats both Protestants and Catholics equally in applying for a home (75% of private renters, 73% of tenants and 71% of owner-occupiers). However, a higher proportion of owner-occupiers (20%) than private renters (15%) and tenants (14%) stated they did not know how the Housing Executive treats Protestants and Catholics applying for a home.

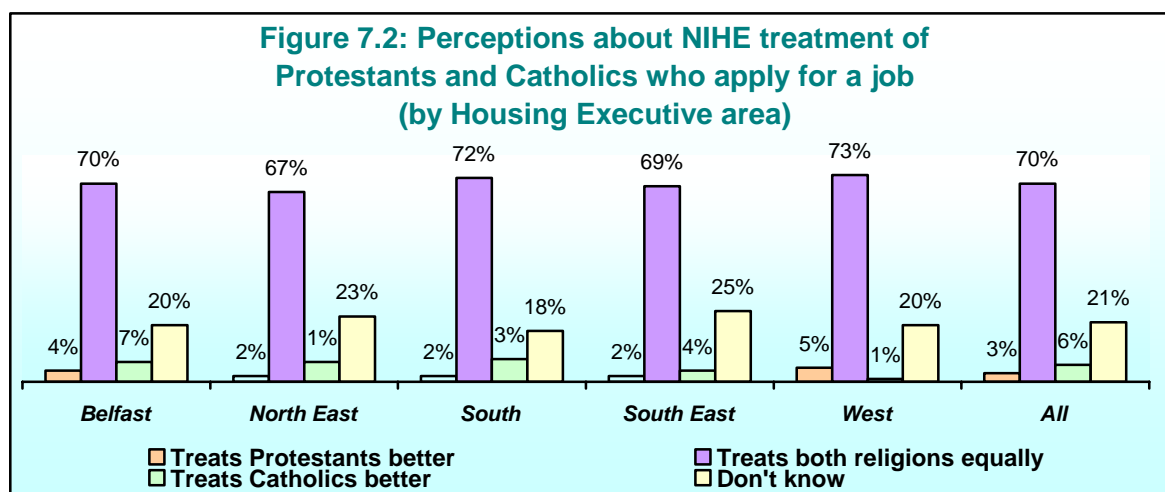
7.4 There was some variation by Housing Executive area in the proportions of respondents who thought the Housing Executive's treatment of Protestants and Catholics applying for a home is the same, with the highest proportion (75%) living in the South East and the lowest proportion (67%) in Belfast.



7.5 More Catholics (76%) than Protestants (71%) thought the Housing Executive treats the two main religious groups equally when applying for a home. A higher proportion of Protestant respondents thought the organisation treats Catholics better (9%) than those who thought it treats Protestants better (1%). However, there was little difference in the proportions of Catholic respondents who thought the Housing Executive treats Protestants better (5%) and Catholics better (3%).

Applying for a job (Appendix Table 7.2)

- 7.6** Most respondents (70%) thought the Housing Executive treats the two main religious groups (Protestants and Catholics) equally when applying for a job; more than one-fifth (21%) did not know, 6% thought Catholics were treated better and 3% thought Protestants were treated better.
- 7.7** Similarly to respondents' perceptions about treatment of Protestants and Catholics when applying for a home, there was little change from the time of the 2002 Survey, when 71% of respondents thought the organisation treats Protestants and Catholics equally when applying for a job. Again, however, there had been a greater change between the 2002 and the 2000 surveys. The 2000 findings were that 62% of respondents thought the Housing Executive treats both religious groups equally when applying for a home.
- 7.8** Analysis by tenure shows little difference in the proportions of respondents who considered the Housing Executive's treatment of Protestants and Catholics applying for a job to be equal (73% of private renters, 71% of tenants and 69% of owner-occupiers). However, more owner-occupiers (23%) than tenants and private renters (both 17%) stated they did not know how the Housing Executive treats Protestants and Catholics when applying for a job.
- 7.9** There was some variation by Housing Executive area, ranging from 73% of respondents living in the West to 67% of those in the North East who thought the Housing Executive treated Protestants and Catholics equally when applying for a job.



- 7.10** More Catholics (74%) than Protestants (68%) thought the Housing Executive treats Protestants and Catholics equally when applying for a job. One in 10 Protestants (10%) thought the organisation treats Catholics better and a smaller proportion of Catholics (5%) thought the Housing Executive treats Protestants better.

Chapter 8: The Housing Executive and community work

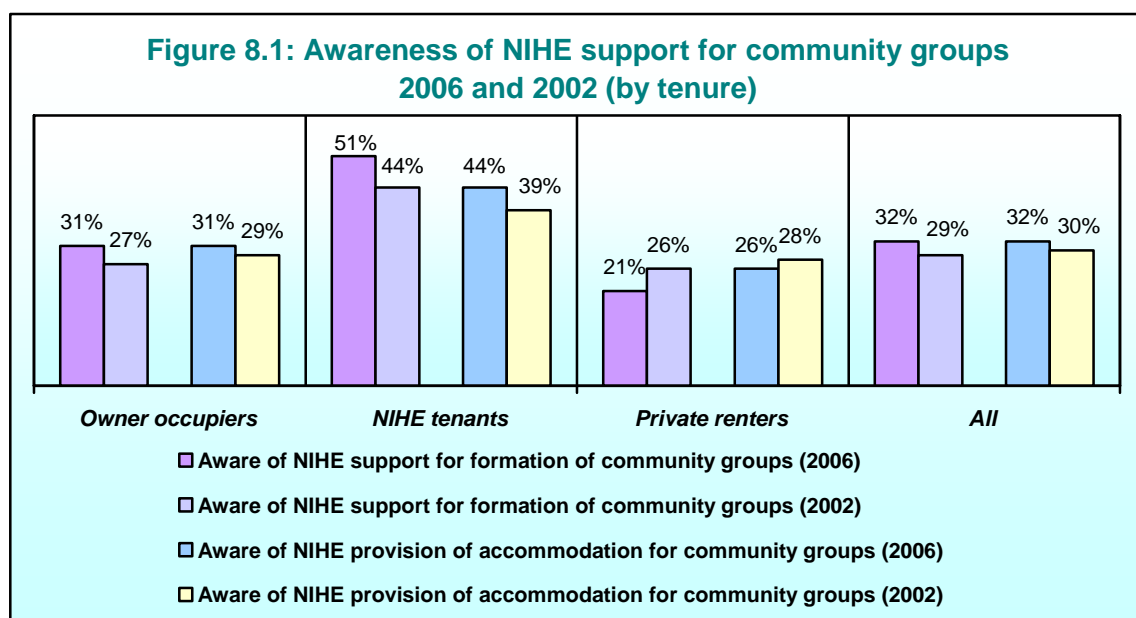
Support for local community groups

(Figure 8.1; Table 8.1; Appendix Tables 8.1 and 8.2)

- 8.1 Less than one-third (32%) of respondents knew the Housing Executive supports the formation of community groups on its estates. The same proportion (32%) knew the Housing Executive provides accommodation for community groups to use. In 2002 slightly fewer respondents knew about the Housing Executive's support for the formation of (29%) and provision of accommodation for (30%) community groups.

Awareness by tenure

- 8.2 More than half (51%) of tenants, compared with 31% of owner-occupiers and 21% of private renters, knew about the Housing Executive's support for the formation of community groups. Similarly, more tenants (44%) than owner-occupiers (31%) and private renters (26%) knew the Housing Executive provides accommodation for community groups.



Awareness by Area

- 8.3 West Area had the highest level of awareness (43%) of the Housing Executive's support for the formation of community groups and South Area had the lowest (29%). More West Area respondents (40%) than those elsewhere also knew the Housing Executive provides accommodation for community groups; the lowest level of awareness was in the South Area (26%).

Table 8.1: Awareness of Housing Executive support for community groups (by Housing Executive area)

	Percentages											
Did you know the Housing Executive ...	Belfast		North East		South		South East		West		All	
	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
<i>supports the formation of community groups in its estates?</i>	31	69	31	69	29	71	30	70	43	57	32	68
<i>provides accommodation for</i>	27	73	38	62	26	74	32	68	40	60	32	68

community groups to use?*Awareness by age of respondent*

- 8.4** Fewer respondents aged 16-24 (25%) than the other age groups knew the Housing Executive supports the formation of community groups; the largest proportion (36%) was the 55-64 age group. Similarly, fewer respondents aged between 16 and 34 (25%) than the other age groups knew the Housing Executive provides accommodation for community groups; respondents aged between 55 and 64, again, were most aware (39%).

Awareness by religion of respondent

- 8.5** Slightly more Protestants (34%) than Catholics (30%) knew the Housing Executive supports the formation of community groups; a larger proportion of Protestants (37%) than Catholics (27%) also knew the Housing Executive provides community groups with accommodation.

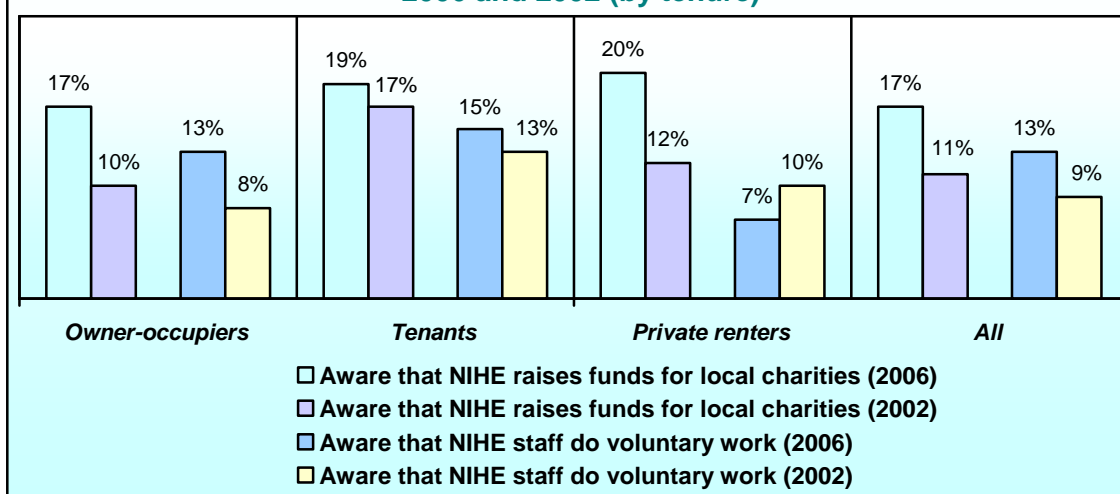
Support for local charities (Figure 8.2; Table 8.2; Appendix Tables 8.3 and 8.4)

- 8.6** Less than one-fifth (17%) of all respondents knew the Housing Executive raises funds for local charities. Fewer respondents (13%) knew that Housing Executive staff do voluntary work for local charities. In 2002, awareness of the Housing Executive's support for local charities was lower: 11% of respondents were aware of the organisation's fund-raising activities and 9% knew about staff's voluntary work for local charities.

Awareness by tenure

- 8.7** Slightly more private renters (20%) and tenants (19%) than owner-occupiers (17%) knew that the Housing Executive raises funds for local charities. In contrast, more tenants (15%) and owner-occupiers (13%) than private renters (9%) knew about Housing Executive staff doing voluntary work for local charities.

**Figure 8.2: Awareness of NIHE support for local charities
2006 and 2002 (by tenure)**

*Awareness by Area*

- 8.8** The highest level of awareness of fund-raising by the Housing Executive for local charities was in Belfast (22% of respondents); the lowest was in the South Area

(13%). Awareness of Housing Executive staff's voluntary work for local charities ranged from 17% in Belfast and the South East to 8% in the North East.

**Table 8.2: Awareness of Housing Executive support for local charities
(by Housing Executive area)**

Did you know ...	Percentages											
	Belfast		North East		South		South East		West		All	
	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
<i>that the Housing Executive raises funds for local charities?</i>	22	78	16	84	13	88	18	82	20	80	17	83
<i>that Housing Executive staff do voluntary work for local charities?</i>	17	84	8	92	9	91	17	83	14	86	13	87

Awareness by age of respondent

- 8.9** Variation in levels of awareness of fund-raising for local charities ranged from 20% of respondents aged between 45 and 54 and 16% of those aged 16-24 and 55-64. Variation was greater for awareness of Housing Executive staff involvement in voluntary work for local charities, ranging from 15% of respondents aged between 55 and 64 and 8% of respondents aged 16-24.

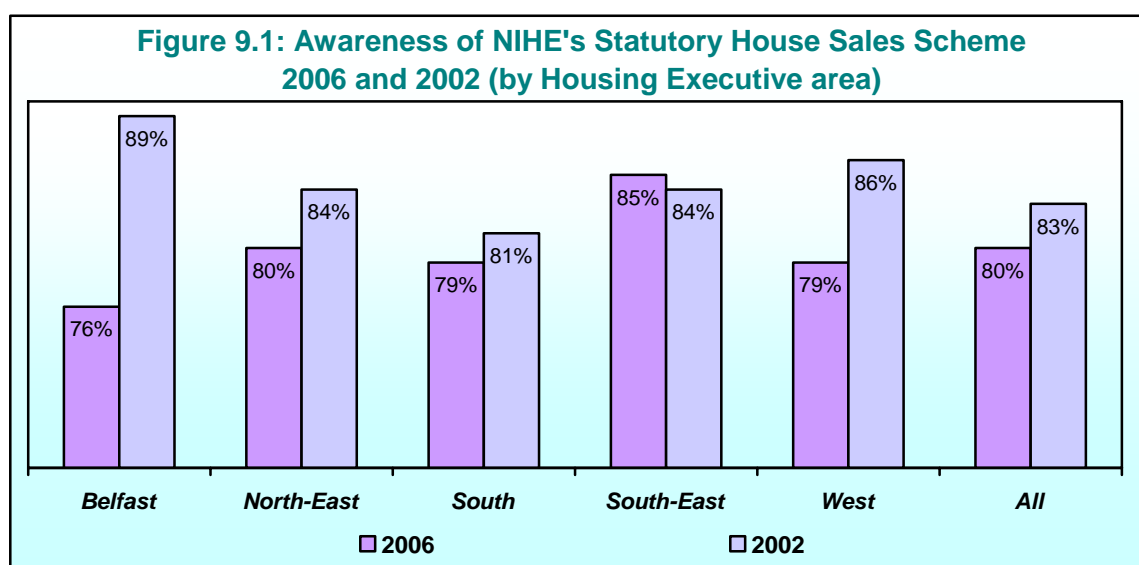
Awareness by religion of respondent

- 8.10** More Protestants (20%) than Catholics (14%) knew about the Housing Executive's fund raising for local charities. There was less variation in awareness of the voluntary work carried out by Housing Executive staff for local charities: 13% of Protestants and 12% of Catholics.

Chapter 9: Attitudes to home ownership and the house sales scheme

Sale of Housing Executive properties to tenants (Figure 9.1; Appendix Table 9.1)

- 9.1** Most respondents (80%; 83% in 2002) were aware of the Housing Executive's Statutory House Sales Scheme, whereby qualifying tenants can apply to buy their own home¹. Tenants (84%) and owner-occupiers (82%) were most aware of the scheme (a slight reduction on 2002 when results were 87% and 84% respectively).
- 9.2** South East Area had the highest level of awareness (85%) and Belfast had the lowest (76%). In 2002, awareness was highest in Belfast (90%) and lowest in the South (81%).



- 9.3** Respondents aged between 55 and 64 were most aware (91%) of the house sales scheme and 16- to 24-year-olds were least aware (49%). In 2002, respondents aged between 35 and 44 were most aware (93%) and those aged 16 to 24 were least aware (62%), pointing to a considerable reduction in awareness among the youngest respondents in 2006.
- 9.4** Slightly more Catholics (82%) than Protestants (80%) were aware of the house sales scheme. In 2002, the result was the same, though percentages were slightly higher (85% and 83% respectively aware of the scheme).

Level of agreement with the house sales scheme (Appendix Table 9.2)

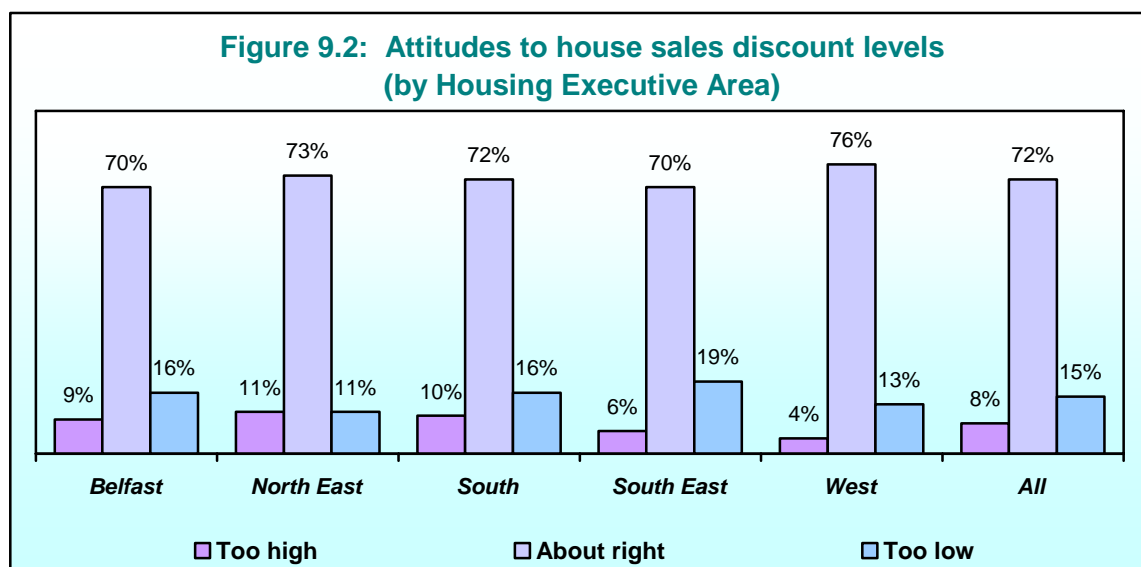
- 9.5** Almost all respondents (96%; 94% in 2002) thought the Housing Executive should give their tenants the opportunity to buy their home. Examination by tenure shows slightly more Housing Executive tenants (99% – 96% in 2002), and owner-occupiers (96%– 93% in 2002) held this view, but there was no change in the proportion of private renters (95% – the same as in 2002) who agreed with the house sales policy.

¹ Since the last Public Attitudes Survey (2002), changes in government policy have resulted in the amendments to the Housing Executive's house sales scheme, including a capping on discount to a maximum of £24,000, regardless of length of tenancy and the market value of the property.

- 9.6** Variation by Housing Executive area was slight, ranging from 97% in the South to 94% in the North East. Views by age of respondent also differed little, ranging from 97% of those aged between 16 to 24 and aged 45-54, to 93% of those aged 65 and older. Slightly more Protestants (97%) than Catholics (95%) thought the Housing Executive should give tenants the opportunity to buy their home.

Level of discount (Figure 9.2; Appendix Table 9.3)

- 9.7** Almost three-quarters (72%) of all respondents thought the level of discount is about right; 15% thought it too low and 8% thought it too high. Comparison with the 2002 survey points to a shift in opinion: more respondents in 2002 thought discount levels were right (79%), but much fewer (5%) thought it too low and more respondents (13%) thought the discount was too high. This change may be attributable, at least in part, to the major changes made to the Housing Executive's Statutory House Sales Scheme in 2005.
- 9.8** The results of the 2006 survey showed that one in five tenants (20%) thought the level of discount is too low, compared with 15% of both owner-occupiers and private renters. The highest proportion of respondents who thought discount was too low lived in the South East (19%) and the lowest was in the North East (11%). This finding possibly reflects the fact that average property prices in recent years have tended to be highest in the South East and lowest in the North East.



Purchasers of Housing Executive properties (Figure 9.3; Appendix Tables 9.4-9.7)

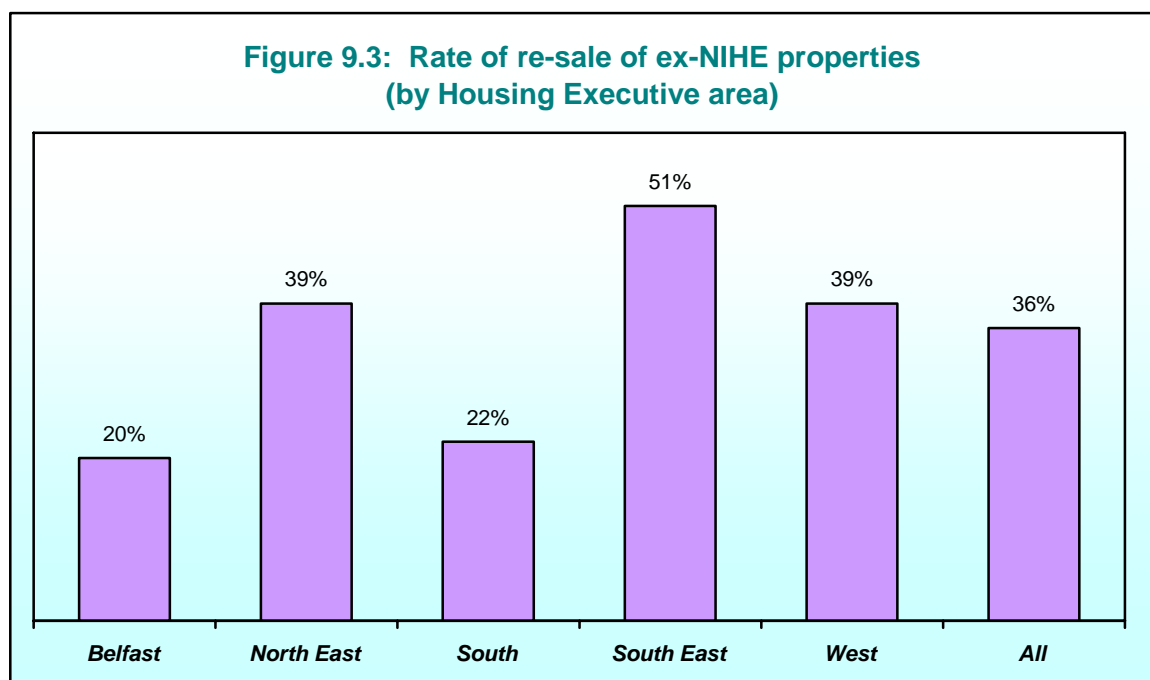
- 9.9** More than one-tenth (13%) of all respondents had bought their own home from the Housing Executive (16% of owner-occupiers, but only 3% of each of the other two tenure groups). North East Area had the highest proportion (17%) of respondents who had bought a property from the Housing Executive and Belfast had the lowest (9%).
- 9.10** More respondents aged 45 and older (18% or more) had bought a Housing Executive property than younger respondents (from 12% of those aged 35-44 to only 2% of those aged 16-24). Similar proportions of Protestants (14%) and Catholics (12%) had bought their own home from the Housing Executive.

When they bought their Housing Executive home

- 9.11** Of the 13% of all respondents who had bought a Housing Executive property, more than four-fifths (83%) had done so more than five years previously. In all Areas except Belfast, four-fifths of respondents or more (range 81% to 89%) who had bought a Housing Executive property had done so more than five years previously (67% in Belfast).
- 9.12** Belfast Area had the largest proportion (33%) of respondents who had purchased their Housing Executive home less than five years previously; the West Area had the smallest (11%).

Re-sale of ex-Housing Executive home

- 9.13** More than one-third (36%) of respondents who had bought a Housing Executive property had sold it; South East Area had the largest proportion (51%) and Belfast had the smallest (20%). Considerably more Protestants (40%) than Catholics (29%) had sold their ex-Housing Executive home.



Base: 147 respondents who had bought their Housing Executive home

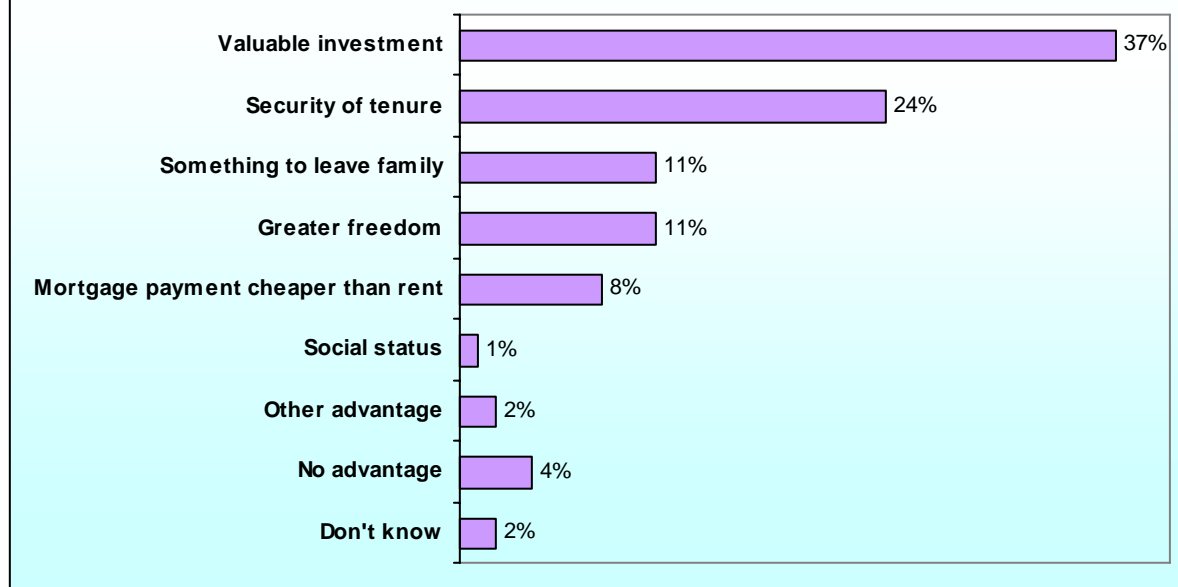
Assessment of decision to buy home from the Housing Executive

- 9.14** Most respondents who had bought a Housing Executive property (90%) thought it had been a wise decision, the largest proportion (97%) in the South East and the smallest (83%) in the West Areas.

Perceived advantages to home ownership (Figure 9.4; Appendix Table 9.8)

- 9.15** More than one-third (37%) of all respondents thought the main advantage to home ownership was that owning a home was a valuable investment; almost one-quarter (24%) thought security of tenure was the main advantage. Only 4% of respondents thought there was no advantage to home ownership.

Figure 9.4: Perceptions about main advantages to home ownership



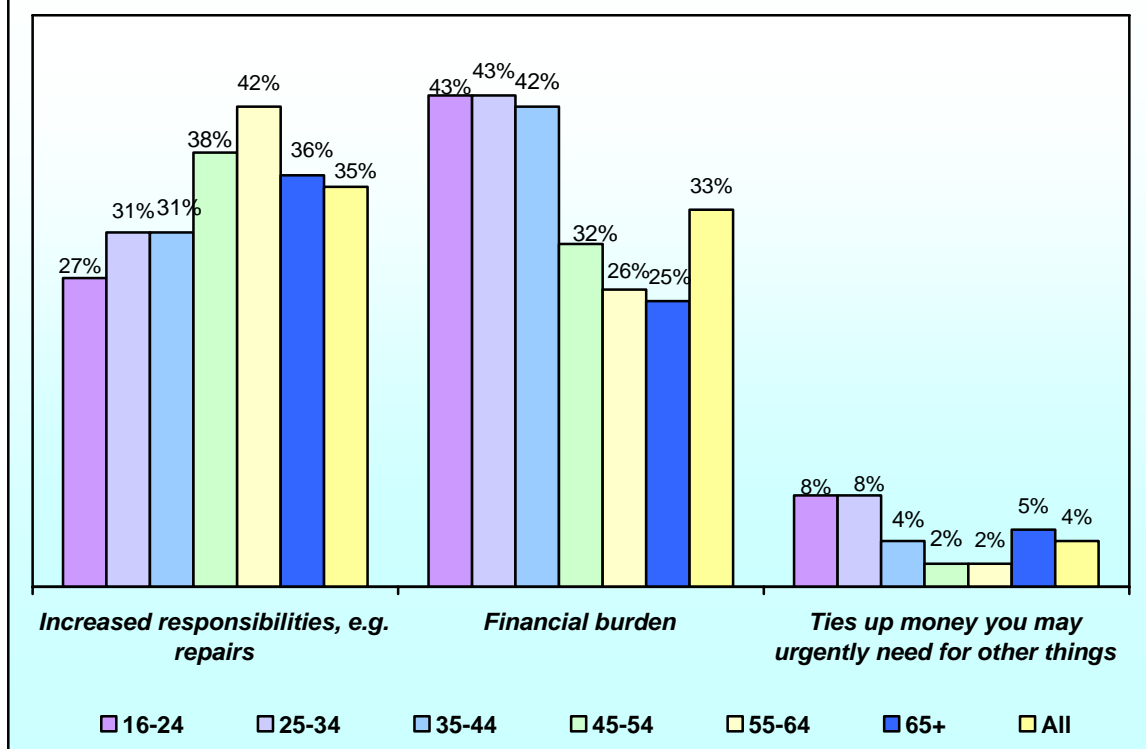
- 9.16** More owner-occupiers (38%) than private renters (34%) and tenants (31%) thought the main advantage was that home ownership was a valuable investment. One-quarter (25%) of owner-occupiers and private renters, compared with 15% of tenants, thought security of tenure was the main advantage.
- 9.17** Almost half (45%) of respondents living in the South East Area, compared with 30% of those in the South Area, thought the main advantage was that home ownership was a valuable investment. West Area had the largest (27%) and Belfast had the smallest (18%) proportion of respondents who thought security of tenure was the main advantage to home ownership.
- 9.18** More respondents aged between 25 and 34 (44%) than any other age group thought security of tenure was the main advantage; respondents aged 65 and older (30%) were least likely to hold this view. In contrast, the oldest respondents were most likely to think the main advantage to home ownership was that their own home would be something to leave their family (16%), the lowest proportion (5%) being respondents aged 25-34.
- 9.19** Slightly more Catholics (39%) than Protestants (35%) thought the main advantage was that home ownership was a valuable investment; in contrast, 27% of Protestants and 22% of Catholics thought security of tenure was the main advantage.

Perceived disadvantages to home ownership (Figure 9.5; Appendix Table 9.9)

- 9.20** More than one-third (35%) of all respondents identified increased responsibilities, e.g. repairs, and 33% stated financial burden were the main disadvantages to home ownership. One in five respondents (20%) thought there was no disadvantage to home ownership.

- 9.21** More tenants (40%) and private renters (38%) than owner-occupiers (32%) considered financial burden to be the main disadvantage to home ownership. Fewer private renters (24%) than tenants (36%) and owner-occupiers (39%) thought the main disadvantage was increased responsibilities, e.g. repairs.
- 9.22** Respondents who thought the main disadvantage to home ownership was increased responsibilities ranged from 43% in the North East to 25% in the West Area. In contrast, West Area had the largest (38%) and the North East had the smallest (22%) proportions of respondents who thought financial burden was the main disadvantage.
- 9.23** Fewer respondents aged between 16 and 24 (27%) than any other age group thought the main disadvantage to home ownership was increased responsibilities. Among the other age groups, findings ranged from 42% of respondents aged between 55 and 64 and 31% of those aged 25-34. Financial burden was the main disadvantage for larger proportions of younger respondents (43% of those aged between 16 and 24; 42% of respondents aged 25-34) than for older respondents (26% of those aged 55-64 and 25% of those aged 65 and older).

Figure 9.5: Perceptions about main disadvantages to home ownership (by age of respondent)

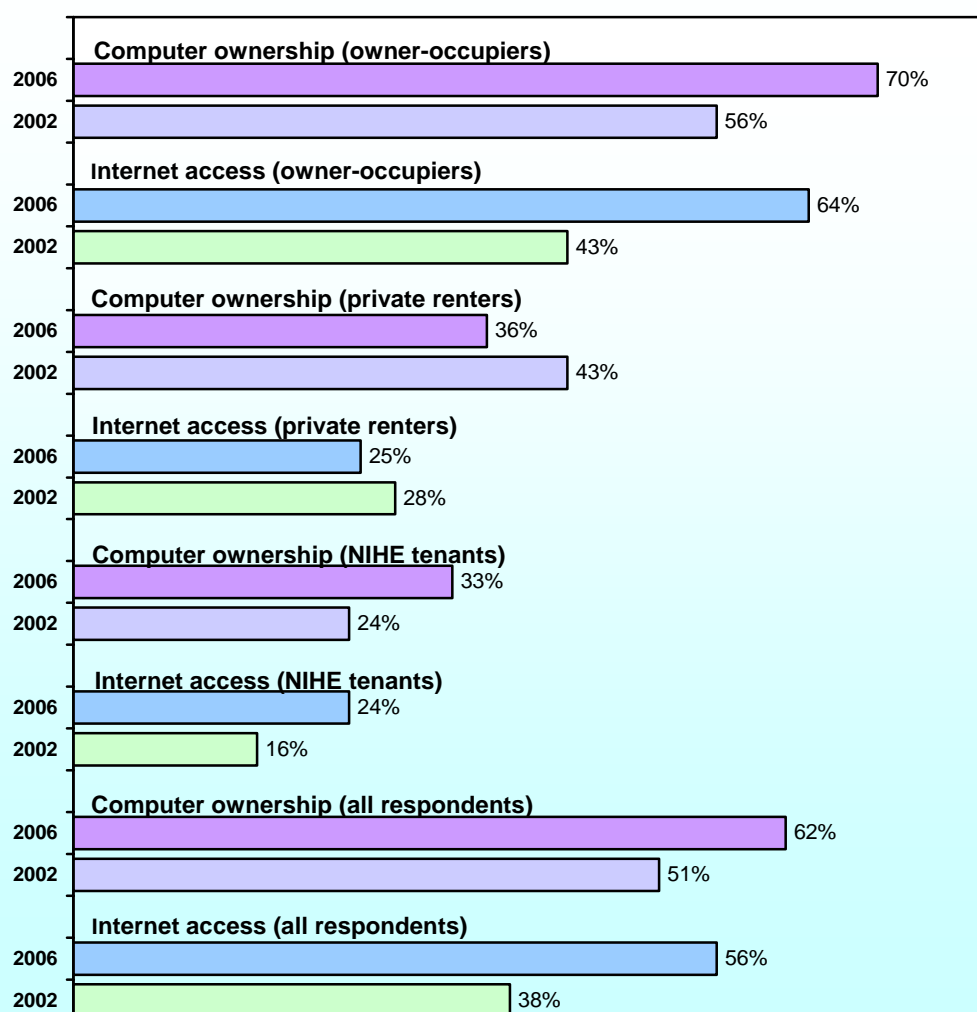


- 9.24** The vast majority (90%) of all respondents thought the advantages of home ownership outweigh the disadvantages. A larger proportion of owner-occupiers (95%) than private renters (82%) and tenants (62%) held this view. Variation by Area was slight, ranging from 92% of respondents in the North East to 86% of Belfast respondents who thought the advantages of home ownership outweigh the disadvantages ([Appendix Table 9.10](#)).

Chapter 10: Computer ownership and Internet access

- 10.1** In 2002, the Public Attitudes Survey assessed the level of access to home computers and the internet. Questions remained the same in the 2006 survey, enabling direct comparability of findings.
- 10.2** Almost two-thirds (62%) of all respondents stated that they, or another member of their household, owned a home computer and more than half (56%) had access to the internet (**Figure 10.1; Appendix Tables 10.1 and 10.2**). Comparison with 2002 findings (51% and 38% respectively) indicates a steady increase in computer ownership and internet access. In 2006, almost all respondents who accessed the internet (99%) did so by means of their home computer (**Appendix Table 10.3**).

**Figure 10.1: Computer ownership and internet access
2006 and 2002 (by tenure)**



Tenure

- 10.3** Considerably more owner-occupiers (70%) than private renters (36%) and tenants (33%) had a computer in their home. The same pattern was apparent regarding internet access, with 64% of owner-occupiers, 25% of private renters and 24% of tenants having access to the internet from home.
- 10.4** Comparison with 2002 findings shows an interesting contrast between private renters and the other two tenure groups. Among private renters, computer ownership decreased from 43% in 2002 to 36% in 2006, and consequently internet access also reduced, from 28% in 2002 to 25% in 2006. The other two tenure groups both experienced an increase in computer ownership and internet access. More than two-thirds (70%) of owner-occupiers in 2006, compared with 56% in 2002, owned a computer; internet access also increased, from 43% in 2002 to 64% in 2006. One-third (33%) of tenants in 2006 owned a computer, compared with 24% in 2002. Internet access increased from 16% in 2002 to 24% in 2006.
- 10.5** The contrast in trends between private renters and the other two tenure groups may be due, at least in part, to the general belief that there has been an increased diversification, over time, in the types of people moving into the private rented sector. It may well be that increasing numbers of older people are renting privately, which could account for the decrease in those in this sector with computer and internet access.

Area

- 10.6** South East Area had the largest proportion (66%) and Belfast had the smallest proportion (54%) of home computer owners, which had also been the case in 2002, although proportions were smaller (54% and 47% respectively). In 2006, South East and North East Areas had the largest proportions (63%) of respondents who had access to the internet from home and Belfast had the smallest (47%).

Age of respondent

- 10.7** Computer ownership tended to decrease with age: almost four-fifths (79%) of respondents aged 16-24 had a home computer, compared with less than one-quarter (24%) of those aged 65 and older. In 2002, findings were similar, with the largest proportion (65%) aged 16-24 and the smallest (18%) aged 65 and older.
- 10.8** Internet access was also most prevalent among the youngest respondents (70% of those aged 16-24) and least among the over-65s (42%), although these findings show a substantial increase since the 2002 survey (46% and 12% respectively).

Religion of respondent

- 10.9** More Catholics than Protestants had a home computer (66% and 59% respectively; 53% and 48% in 2002) and access to the internet from home (58% and 53% respectively; 37% and 38% in 2002).

Awareness and use of the Housing Executive's website**(Appendix Tables 10.4 and 10.50)**

10.10 Less than half (44%) of all respondents stated that they had known about the Housing Executive's website, which was an increase on the 2002 survey (30%). Most of those respondents who had been aware that the Housing Executive has a website (88%) stated that neither they nor any other member of their household had accessed it. The proportions of respondents accessing the website increased only marginally from 2002 to 2006 (from 9% to 12% of those respondents who had known about the website).

Tenure

10.11 More owner-occupiers (47%) than tenants (34%) and private renters (33%) had known about the Housing Executive's web site. However, of those respondents who had known the Housing Executive has a web site (44% of all respondents), more tenants (16%) than owner-occupiers (12%) and private renters (10%) had accessed the site.

Area

10.12 Access to the Housing Executive's website by respondents who had known about the website was highest in the South East Area (15%) and lowest in the South (9%).

Age of respondent

10.13 More than one-fifth (21%) of respondents aged between 25 and 34, who were aware of the Housing Executive's website, had accessed the site, compared with 5% of older respondents (aged 65 or older) aware of the site.

Appendices

APPENDIX 1

SURVEY METHODOLOGY AND TECHNICAL NOTES

1. Introduction

The Housing Executive commissioned the Northern Ireland Statistics and Research Agency (NISRA) to conduct the fieldwork for the 2006 Public Attitudes Survey, as a module in NISRA's Northern Ireland Omnibus Survey, during September and October 2006. An advisory group, comprising senior staff from the Housing Executive's Information Department, Housing & Regeneration, Personnel & Management Services and Design & Property Services Divisions, agreed the content and design of the survey questionnaire.

2. The Sample

The Valuation and Lands Agency (VLA), provided NISRA with a random sample of 2,200 addresses from its list of domestic residential properties. The VLA's list does not contain any information about the number of people living at each address. In order to select potential respondents to the survey, NISRA instructed interviewers to follow a set procedure. They first had to identify the number of households living at each address; where more than one household resided at a property, interviewers used a standardised selection table to select one. The interviewers then identified all eligible members (i.e. aged 16 and older) in the household and, using a computer, randomly selected one adult whom they invited to participate in the survey.

3. The Fieldwork

At the end of August 2006, NISRA issued the sampled addresses to a panel of 164 interviewers who conducted the fieldwork between 18 September and 20 October. The response rate, which was 55% of the total eligible sample of addresses, is detailed in the table below:

Response Rate

	<i>Number of addresses</i>	<i>Percentage of original sample</i>	<i>Response (eligible sample)</i>
Original sample of addresses	2,200	100%	
Non-eligible addresses	-241	11%	
Eligible sample of addresses	1,959	89%	100%
Non-contacts/Refusals	-887	40%	45%
Total achieved interviews included in the analysis	1,072	49%	55%

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.

NISRA provided technical information which included a comparison of respondents to its Continuous Household Survey (CHS) in September/October 2006, based on age and gender, with the total achieved sample for the CHS 2004/05 and details of the total population for Northern Ireland from the 2001 Census of Population. This information is reproduced in the table below:

	<i>2001 Census</i>	<i>CHS 2004/05 (all household members aged 16+)</i>	<i>CHS September/ October 2006 (all household members aged 16+)</i>	<i>Achieved sample PAS 2006</i>
Age				
16-24	16%	15%	13%	14%
25-34	19%	17%	19%	17%
35-49	27%	27%	26%	26%
50-64	20%	22%	23%	24%
65+	17%	18%	19%	19%
Gender				
Male	48%	47%	47%	48%
Female	52%	53%	53%	52%
Totals	1,292,169	5,439	2,065	1,072

A further comparison is provided below, by tenure, of the Public Attitudes Survey achieved sample with findings from the Housing Executive's 2006 House Condition Survey (HCS):

	<i>HCS 2006 (weighted)</i>	<i>Achieved sample PAS 2006</i>
Owner-occupiers	71%	74%
Housing Executive tenants	14%	14%
Private renters and others (including HA tenants)	15%	13%
Totals	664,552	1,072

5. Weighting

As a result of the selection of one person from each household for interview, individuals living in large households were less likely than those in small households to be included in the sample

NISRA applied weights to the data to redress the imbalance created by the selection of respondents, in order to produce findings reflective of a sample of individuals, rather than addresses. In the achieved sample for the survey, 35% of households comprised one adult, 47% had two adults, 11% three adults and 7% four or more adults.

The weighting ratio was calculated by dividing the total number of households represented in the survey (1,072) by the total number of eligible adults in the households (2,065) – giving a weighting ratio (R) of 0.519128.

The overall weighting process, showing the weights applied to each case according to the number of adults in each household, is detailed in the table below:

<i>Number of adults aged 16+ in each household</i>	<i>Number of cases in achieved sample</i>	<i>Total number of adults aged 16+ in sampled households</i>	<i>Relative scaled weight to be applied</i>
1	373	373	0.519128
2	502	1,004	1.038256
3	123	369	1.557384
4	56	224	2.076513
5	14	70	2.696641
6	3	18	3.114769
7	1	7	3.633898

$$R = \frac{1072}{2065} = 0.519128$$

NB: *It is important to note that the application of weights to the data sometimes has the effect of creating tables where column figures do not equal the grand total, which is due to the rounding process associated with weighting.*

The following table shows both the unweighted and weighted responses to the question ***“Over the last year, have you had any contact with the Housing Executive at all?”***

<i>Over the last year, have you had any contact with the Housing Executive at all?</i>	<i>Unweighted (%)</i>	<i>Weighted (%)</i>
Yes	21.9	17.6
No	77.8	82.0
Don't know	0.3	0.3
Totals	100	100

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,
- respondents in each Housing Executive area,
- 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

Sample Size:	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
All respondents (1,072)	1.3	1.8	2.1	2.4	2.6	2.7	2.9	2.9	3.0	3.0
Owner-occupiers (845)	1.5	2.0	2.4	2.7	2.9	3.1	3.2	3.3	3.4	3.4
NIHE tenants (110)	4.1	5.6	6.7	7.5	8.1	8.6	9.0	9.2	9.3	9.4
Private renters (118)	3.9	5.4	6.5	7.2	7.8	8.3	8.6	8.9	9.0	9.1
Belfast (175)	3.2	4.5	5.3	5.9	6.4	6.8	7.1	7.3	7.4	7.4
North East (218)	2.9	4.0	4.8	5.3	5.8	6.1	6.3	6.5	6.6	6.7
South East (262)	2.6	3.6	4.3	4.9	5.3	5.6	5.8	5.9	6.0	6.1
South (257)	2.7	3.7	4.4	4.9	5.3	5.6	5.8	6.0	6.1	6.1
West (159)	3.4	4.7	5.6	6.2	6.8	7.1	7.4	7.6	7.8	7.8
Protestant respondents (561)	1.8	2.5	3.0	3.3	3.6	3.8	4.0	4.1	4.1	4.1
Catholic respondents (459)	2.0	2.7	3.3	3.7	4.0	4.2	4.4	4.5	4.6	4.6
Respondents who contacted NIHE in last year (189)	3.1	4.3	5.1	5.7	6.2	6.6	6.8	7.0	7.1	7.1
Respondents who had bought a home from NIHE (138)	3.6	5.0	6.0	6.7	7.3	7.7	8.0	8.2	8.3	8.4
Respondents who had accessed the NIHE website (447)	2.0	2.8	3.3	3.7	4.0	4.3	4.4	4.5	4.6	4.6

6. Presentation of Findings

Textual analysis

In general, percentages quoted in the textual analysis (i.e. the main body of the report) are rounded up, or down, to the nearest whole number. Therefore, decimals of .5 to .9 are rounded up and of .1 to .4 are rounded down. Where figures in tables are less than 0.5%, they are represented, for accuracy, as <1%. The process of rounding can result in tables with column figures that do not equal the total.

Tabular analysis

The tabular analysis (i.e. the appendix tables) includes both numbers and percentages (which are to one decimal place). In each table, percentages are based on weighted data, but the total number of respondents is unweighted (i.e. reflecting the actual number of respondents). Due to the weighting of the data, the grand total may not equal the sum of the column totals.

For data protection purposes, it is the policy of the Housing Executive's Research Unit that, if less than five people respond in a particular way to any given question, the exact number is not reported. Therefore, regardless of the size of the sample or sub-sample, if responses total less than five, they are recorded throughout the appendix tables as <5.

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¹ NISRA defined disability as 'a long-standing illness, disability or infirmity that has troubled you over a period of time or that is likely to affect you over a period of time' which limited respondents' activities.

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SECTION 1

**SOCIO-ECONOMIC CHARACTERISTICS OF
RESPONDENTS
AND THEIR HOUSEHOLDS**

Table 1.1: Gross Household Income

	Less than £8,320 per year (less than £160 per week)	£8,320 to less than £10,400 (£160 to less than £200 per week)	£10,400 to less than £15,600 per year (£220 to less than £300 per week)	£15,600 to less than £20,800 per year (£320 to less than £400 per week)	£20,800 to less than £28,600 per year (£400 to less than £550 per week)	£28,600 to less than £36,400 per year (£550 to less than £700 per week)	£36,400 or more per year (£700 or more per week)	Don't know	Refusal	Total
All respondents	113 10.5%	68 6.3%	119 11.1%	92 8.6%	127 11.8%	115 10.7%	195 18.2%	153 14.3%	91 8.5%	1,072 100.0%
Tenure										
Owner occupiers	51 6.0%	40 4.7%	76 9.0%	73 8.6%	112 13.3%	111 13.2%	184 21.8%	120 14.2%	77 9.1%	844 100.0%
Housing Executive tenants	38 34.5%	15 13.6%	21 19.1%	13 11.8%	8 7.3%	<5 .9%	<5 .9%	7 6.4%	6 5.5%	110 100.0%
Private renters and others	23 19.7%	12 10.3%	21 17.9%	6 5.1%	6 5.1%	<5 3.4%	11 9.4%	26 22.2%	8 6.8%	117 100.0%
Housing Executive Area										
Belfast	28 15.9%	9 5.1%	31 17.6%	14 8.0%	21 11.9%	10 5.7%	20 11.4%	30 17.0%	13 7.4%	176 100.0%
North East	18 8.3%	9 4.1%	15 6.9%	17 7.8%	28 12.8%	28 12.8%	47 21.6%	33 15.1%	23 10.6%	218 100.0%
South	21 8.2%	21 8.2%	23 8.9%	27 10.5%	33 12.8%	24 9.3%	39 15.2%	52 20.2%	17 6.6%	257 100.0%
South East	21 8.0%	16 6.1%	27 10.3%	15 5.7%	32 12.2%	34 12.9%	68 25.9%	16 6.1%	34 12.9%	263 100.0%
West	25 15.7%	13 8.2%	23 14.5%	19 11.9%	13 8.2%	19 11.9%	21 13.2%	22 13.8%	<5 2.5%	159 100.0%
Age of respondent										
16-24	18 11.7%	5 3.2%	13 8.4%	7 4.5%	10 6.5%	11 7.1%	16 10.4%	63 40.9%	11 7.1%	154 100.0%
25-34	13 7.3%	10 5.6%	11 6.1%	16 8.9%	29 16.2%	22 12.3%	43 24.0%	22 12.3%	13 7.3%	179 100.0%
35-44	6 3.2%	8 4.2%	16 8.4%	17 8.9%	25 13.2%	33 17.4%	52 27.4%	20 10.5%	13 6.8%	190 100.0%
45-54	16 8.9%	<5 1.7%	10 5.6%	18 10.1%	37 20.7%	16 8.9%	52 29.1%	14 7.8%	13 7.3%	179 100.0%
55-64	19 11.4%	14 8.4%	19 11.4%	17 10.2%	15 9.0%	24 14.4%	30 18.0%	11 6.6%	18 10.8%	167 100.0%
65+	41 20.1%	29 14.2%	50 24.5%	18 8.8%	11 5.4%	8 3.9%	<5 1.5%	22 10.8%	22 10.8%	204 100.0%
Religion of respondent										
Protestant	64 11.4%	34 6.0%	61 10.9%	51 9.1%	58 10.3%	66 11.7%	102 18.1%	75 13.3%	51 9.1%	562 100.0%
Catholic	44 9.6%	30 6.5%	52 11.3%	36 7.8%	63 13.7%	46 10.0%	85 18.5%	70 15.3%	33 7.2%	459 100.0%
All Protestants and Catholics	108 10.6%	64 6.3%	113 11.1%	87 8.5%	121 11.9%	112 11.0%	187 18.3%	145 14.2%	84 8.2%	1,020 100.0%

Table 1.2: Socio-Economic Group of respondent

	Professional	Managerial and Technical	Skilled Non Manual	Skilled Manual	Partly Skilled	Unskilled Manual	Never worked	Full time students	Total
All respondents	40 3.7%	254 23.7%	204 19.0%	229 21.4%	145 13.5%	63 5.9%	73 6.8%	64 6.0%	1,072 100.0%
Tenure									
Owner occupiers	37 4.4%	233 27.6%	166 19.7%	193 22.9%	79 9.4%	35 4.1%	48 5.7%	53 6.3%	844 100.0%
Housing Executive tenants	<5 0.9%	<5 3.7%	18 16.5%	16 14.7%	34 31.2%	17 15.6%	13 11.9%	6 5.5%	109 100.0%
Private renters and others	<5 1.7%	17 14.3%	20 16.8%	20 16.8%	32 26.9%	11 9.2%	12 10.1%	5 4.2%	119 100.0%
Housing Executive Area									
Belfast	6 3.4%	39 22.3%	40 22.9%	31 17.7%	25 14.3%	10 5.7%	17 9.7%	7 4.0%	175 100.0%
North East	6 2.7%	58 26.5%	43 19.6%	51 23.3%	28 12.8%	13 5.9%	5 2.3%	15 6.8%	219 100.0%
South	10 3.9%	51 19.9%	43 16.8%	55 21.5%	39 15.2%	20 7.8%	16 6.3%	22 8.6%	256 100.0%
South East	15 5.7%	74 28.4%	50 19.2%	59 22.6%	24 9.2%	10 3.8%	22 8.4%	7 2.7%	261 100.0%
West	<5 1.9%	31 19.6%	27 17.1%	33 20.9%	30 19.0%	9 5.7%	13 8.2%	12 7.6%	158 100.0%
Age of respondent									
16-24	0 .0%	10 6.5%	27 17.5%	25 16.2%	16 10.4%	8 5.2%	11 7.1%	57 37.0%	154 100.0%
25-34	10 5.6%	39 21.9%	52 29.2%	33 18.5%	29 16.3%	5 2.8%	9 5.1%	<5 .6%	178 100.0%
35-44	11 5.8%	61 32.1%	24 12.6%	45 23.7%	28 14.7%	11 5.8%	8 4.2%	<5 1.1%	190 100.0%
45-54	7 3.9%	56 31.3%	32 17.9%	43 24.0%	21 11.7%	11 6.1%	8 4.5%	<5 .6%	179 100.0%
55-64	5 3.0%	49 29.3%	31 18.6%	39 23.4%	23 13.8%	8 4.8%	9 5.4%	<5 1.8%	167 100.0%
65+	7 3.4%	38 18.5%	39 19.0%	43 21.0%	30 14.6%	19 9.3%	28 13.7%	<5 .5%	205 100.0%
Religion of respondent									
Protestant	22 3.9%	136 24.2%	117 20.9%	129 23.0%	64 11.4%	32 5.7%	35 6.2%	26 4.6%	561 100.0%
Catholic	17 3.7%	106 23.1%	83 18.1%	86 18.8%	65 14.2%	30 6.6%	36 7.9%	35 7.6%	458 100.0%
All Protestants and Catholics	39 3.8%	242 23.7%	200 19.6%	215 21.1%	129 12.7%	62 6.1%	71 7.0%	61 6.0%	1,020 100.0%

Table 1.3: Age of respondent

	16-24	25-34	35-44	45-54	55-64	65+	Total
All respondents	154	179	189	180	166	205	1,072
	14.3%	16.7%	17.6%	16.8%	16.5%	19.1%	100%
Tenure							
Owner occupiers	105	123	160	151	145	161	845
	12.4%	14.6%	18.9%	17.9%	17.2%	19.1%	100.0%
Housing Executive tenants	17	20	15	17	15	26	110
	15.5%	18.2%	13.6%	15.5%	13.6%	23.6%	100.0%
Private renters and others	32	36	13	12	7	18	118
	27.1%	30.5%	11.0%	10.2%	5.9%	15.3%	100.0%
Housing Executive Area							
Belfast	28	35	28	29	17	39	176
	15.9%	19.9%	15.9%	16.5%	9.7%	22.2%	100.0%
North East	26	31	35	39	50	36	217
	12.0%	14.3%	16.1%	18.0%	23.0%	16.6%	100.0%
South	44	55	38	47	29	44	257
	17.1%	21.4%	14.8%	18.3%	11.3%	17.1%	100.0%
South East	26	31	60	40	47	58	262
	9.9%	11.8%	22.9%	15.3%	17.9%	22.1%	100.0%
West	30	26	28	25	22	28	159
	18.9%	16.4%	17.6%	15.7%	13.8%	17.6%	100.0%
Religion of respondent							
Protestant	64	65	94	98	104	137	562
	11.4%	11.6%	16.7%	17.4%	18.5%	24.4%	100.0%
Catholic	78	103	87	72	59	61	460
	17.0%	22.4%	18.9%	15.7%	12.8%	13.3%	100.0%
All Protestant and Catholic respondents	142	168	181	170	163	198	1,020
	13.9%	16.4%	17.7%	16.6%	15.9%	19.4%	100.0%

Table 1.4: Marital status of respondent

	Single, that is never married	Married and living with husband/wife	Married and separated from husband/wife	Divorced	Widowed	Total
All respondents	327 30.5%	593 55.3%	40 3.7%	41 3.8%	71 6.6%	1,072 100.0%
Tenure						
Owner occupiers	208 24.6%	536 63.4%	25 3.0%	23 2.7%	53 6.3%	845 100.0%
Housing Executive tenants	46 41.8%	35 31.8%	6 5.5%	12 10.9%	11 10.0%	110 100.0%
Private renters and others	73 62.4%	22 18.8%	9 7.7%	6 5.1%	7 6.0%	117 100.0%
Housing Executive Area						
Belfast	67 38.3%	79 45.1%	8 4.6%	11 6.3%	10 5.7%	175 100.0%
North East	56 25.7%	132 60.6%	6 2.8%	10 4.6%	14 6.4%	218 100.0%
South	83 32.3%	144 56.0%	8 3.1%	9 3.5%	13 5.1%	257 100.0%
South East	71 27.0%	155 58.9%	10 3.8%	7 2.7%	20 7.6%	263 100.0%
West	50 31.4%	83 52.2%	7 4.4%	5 3.1%	14 8.8%	159 100.0%
Age of respondent						
16-24	153 99.4%	<5 .6%	0 .0%	0 .0%	0 .0%	154 100.0%
25-34	88 49.2%	81 45.3%	8 4.5%	<5 1.1%	0 .0%	179 100.0%
35-44	34 18.1%	133 70.7%	10 5.3%	8 4.3%	<5 1.6%	188 100.0%
45-54	22 12.3%	130 72.6%	10 5.6%	13 7.3%	<5 2.2%	179 100.0%
55-64	8 4.8%	132 80.0%	6 3.6%	11 6.7%	8 4.8%	165 100.0%
65+	21 10.2%	116 56.3%	6 2.9%	7 3.4%	56 27.2%	206 100.0%
Religion of respondent						
Protestant	150 26.7%	324 57.8%	15 2.7%	25 4.5%	47 8.4%	561 100.0%
Catholic	157 34.2%	245 53.4%	10 4.1%	15 3.3%	23 5.0%	459 100.0%
All Protestants and Catholics	307 30.1%	569 55.8%	34 3.3%	40 3.9%	70 6.9%	1,020 100.0%

Table 1.5: Dependant status of respondent (i.e. has/has no dependants)

	Has dependants	Has no dependants	Total
All respondents	354 33.0%	718 67.0%	1,072 100.0%
Tenure			
Owner occupiers	282 33.4%	562 66.6%	844 100.0%
Housing Executive tenants	40 36.4%	70 63.6%	110 100.0%
Private renters and others	32 27.1%	86 72.9%	118 100.0%
Housing Executive Area			
Belfast	45 25.7%	130 74.3%	35.6% 100.0%
North East	70 32.1%	148 67.9%	218 100.0%
South	94 36.7%	162 63.3%	256 100.0%
South East	86 32.8%	176 67.2%	262 100.0%
West	59 36.9%	101 63.1%	160 100.0%
Age of respondent			
16-24	11 7.2%	142 92.8%	153 100.0%
25-34	97 54.2%	82 45.8%	179 100.0%
35-44	136 72.0%	53 28.0%	189 100.0%
45-54	64 35.6%	116 64.4%	180 100.0%
55-64	25 15.1%	141 84.9%	166 100.0%
65+	21 10.2%	184 89.8%	205 100.0%
Religion of respondent			
Protestant	157 28.0%	404 72.0%	561 100.0%
Catholic	182 39.7%	277 60.3%	459 100.0%
All Protestant and Catholic respondents	339 33.2%	681 66.8%	1,020 100.0%

Table 1.6: Disability status¹ of respondent

	Has a disability	Has no disability	Total
All respondents	214 20.0%	858 80.0%	1,072 100.0%
Tenure			
Owner occupiers	135 16.0%	710 84.0%	845 100.0%
Housing Executive tenants	48 44.0%	61 56.0%	109 100.0%
Private renters and others	31 26.3%	87 73.7%	118 100.0%
Housing Executive Area			
Belfast	45 25.7%	130 74.3%	175 100.0%
North East	40 18.3%	178 81.7%	218 100.0%
South	42 16.3%	215 83.7%	257 100.0%
South East	54 20.6%	208 79.4%	262 100.0%
West	33 20.6%	127 79.4%	160 100.0%
Age of respondent			
16-24	7 4.6%	146 95.4%	153 100.0%
25-34	14 7.8%	165 92.2%	179 100.0%
35-44	21 11.1%	168 88.9%	189 100.0%
45-54	39 21.7%	141 78.3%	180 100.0%
55-64	46 27.7%	120 72.3%	166 100.0%
65+	87 42.4%	118 57.6%	205 100.0%
Religion of respondent			
Protestant	124 22.1%	438 77.9%	562 100.0%
Catholic	87 19.0%	372 81.0%	459 100.0%
All Protestant and Catholic respondents	211 20.7%	810 79.3%	1,020 100.0%

¹ NISRA defined disability as 'a long-standing illness, disability or infirmity that has troubled you over a period of time or that is likely to affect you over a period of time' which limited respondents' activities.

Table 1.7: Ethnic origin of respondent

	Number/ Percentage
White	1,062 99.1%
Chinese	<5 0.4%
Indian	<5 0.2%
Mixed ethnic group	<5 0.1%
Don't know/ Refusal	<5 0.2%
Total	1,072 100%

Table 1.8: Tenure

	Owner occupiers	Housing Executive tenants	Private renters and others	Total
All respondents	845 78.8%	110 10.2%	118 11.0%	1,072 100.0%
Housing Executive Area				
Belfast	110 62.5%	31 17.6%	35 19.9%	176 100.0%
North East	186 85.3%	15 6.9%	17 7.8%	218 100.0%
South	213 82.6%	16 6.2%	29 11.2%	258 100.0%
South East	222 84.7%	21 8.0%	19 7.3%	262 100.0%
West	113 71.1%	28 17.6%	18 11.3%	159 100.0%
Age of respondent				
16-24	105 68.2%	17 11.0%	32 20.8%	154 100.0%
25-34	123 68.7%	20 11.2%	36 20.1%	179 100.0%
35-44	160 85.1%	15 8.0%	13 6.9%	188 100.0%
45-54	151 83.9%	17 9.4%	12 6.7%	180 100.0%
55-64	145 86.8%	15 9.0%	7 4.2%	167 100.0%
65+	161 78.5%	26 12.7%	18 8.8%	205 100.0%
Religion of respondent				
Protestant	451 80.4%	58 10.3%	52 9.3%	561 100.0%
Catholic	362 78.9%	46 10.0%	51 11.1%	459 100.0%
All Protestant and Catholic respondents	813 79.7%	104 10.2%	103 10.1%	1,020 100.0%

Table 1.9: 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	Total
All respondents	96 9.0%	120 11.2%	105 9.8%	146 13.7%	143 13.4%	136 12.7%	325 30.4%	1,072 100.0%
Tenure								
Owner occupiers	40 4.7%	77 9.1%	81 9.6%	108 12.8%	121 14.3%	123 14.6%	295 34.9%	845 100.0%
Housing Executive tenants	9 8.3%	13 11.9%	11 10.1%	24 22.0%	15 13.8%	11 10.1%	26 23.9%	109 100.0%
Private renters and others	47 39.5%	30 25.2%	12 10.1%	14 11.8%	8 6.7%	<5 2.5%	5 4.2%	119 100.0%
Housing Executive Area								
Belfast	24 13.8%	23 13.2%	19 10.9%	22 12.6%	20 11.5%	21 12.1%	45 25.9%	174 100.0%
North East	21 9.7%	24 11.1%	23 10.6%	24 11.1%	33 15.2%	33 15.2%	59 27.2%	217 100.0%
South	24 9.3%	25 9.7%	25 9.7%	33 12.8%	34 13.2%	26 10.1%	90 35.0%	257 100.0%
South East	16 6.1%	34 12.9%	25 9.5%	40 15.2%	29 11.0%	31 11.8%	88 33.5%	263 100.0%
West	11 7.0%	13 8.2%	12 7.6%	27 17.1%	28 17.7%	24 15.2%	43 27.2%	158 100.0%
Age of respondent								
16-24	34 22.2%	12 7.8%	7 4.6%	12 7.8%	29 19.0%	36 23.5%	23 15.0%	153 100.0%
25-34	33 18.5%	54 30.3%	39 21.9%	25 14.0%	10 5.6%	7 3.9%	10 5.6%	178 100.0%
35-44	11 5.8%	22 11.6%	29 15.3%	56 29.5%	35 18.4%	16 8.4%	21 11.1%	190 100.0%
45-54	6 3.3%	15 8.3%	12 6.7%	21 11.7%	34 18.9%	36 20.0%	56 31.1%	180 100.0%
55-64	7 4.2%	5 3.0%	8 4.8%	23 13.8%	21 12.6%	23 13.8%	80 47.9%	167 100.0%
65+	5 2.4%	11 5.4%	10 4.9%	10 4.9%	15 7.3%	18 8.8%	136 66.3%	205 100.0%
Religion of respondent								
Protestant	42 7.5%	64 11.4%	50 8.9%	83 14.8%	70 12.5%	67 11.9%	186 33.1%	562 100.0%
Catholic	43 9.4%	46 10.0%	44 9.6%	61 13.3%	67 14.6%	64 13.9%	134 29.2%	459 100.0%
All Protestant and Catholic respondents	85 8.3%	110 10.8%	94 9.2%	144 14.1%	137 13.4%	131 12.8%	320 31.3%	1,020 100.0%

SECTION 2

CONTACT WITH THE HOUSING EXECUTIVE

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

	Yes	No	Don't know	Total
All respondents	189 17.6%	880 82.0%	<5 .4%	1,072 100.0%
Tenure				
Owner occupiers	89 10.5%	756 89.5%	0 .0%	845 100.0%
Housing Executive tenants	70 63.6%	39 35.5%	<5 .9%	110 100.0%
Private renters and others	30 25.4%	85 72.0%	<5 2.5%	118 100.0%
Housing Executive Area				
Belfast	44 25.0%	131 74.4%	<5 .6%	176 100.0%
North East	26 11.9%	191 87.6%	<5 .5%	218 100.0%
South	41 16.0%	214 83.3%	<5 .8%	257 100.0%
South East	44 16.8%	218 83.2%	0 .0%	262 100.0%
West	33 20.8%	126 79.2%	0 .0%	159 100.0%
Religion of respondent				
Protestant	98 17.4%	462 82.2%	<5 .4%	562 100.0%
Catholic	81 17.6%	377 82.1%	<5 .2%	459 100.0%
All Protestant and Catholic respondents	179 17.5%	839 82.2%	<5 .3%	1,020 100.0%
Age of respondent				
16-24	16 10.5%	135 88.2%	<5 1.3%	153 100.0%
25-34	36 20.1%	142 79.3%	<5 .6%	179 100.0%
35-44	34 18.0%	155 82.0%	0 .0%	189 100.0%
45-54	37 20.6%	142 78.9%	<5 .6%	180 100.0%
55-64	28 16.9%	138 83.1%	0 .0%	166 100.0%
65+	38 18.5%	167 81.5%	0 .0%	205 100.0%

Table 2.2: And over the last year, have you contacted the Housing Executive by telephone?

	Yes	No	Total
All respondents who contacted NIHE during the previous year	142 75.5%	46 24.5%	288 100.0%
Tenure			
Owner occupiers	66 75.0%	22 25.0%	88 100.0%
Housing Executive tenants	57 81.4%	13 18.6%	70 100.0%
Private renters and others	19 63.3%	11 36.7%	30 100.0%
Housing Executive Area			
Belfast	37 84.1%	7 15.9%	44 100.0%
North East	19 70.4%	8 29.6%	27 100.0%
South	32 78.0%	9 22.0%	41 100.0%
South East	33 75.0%	11 25.0%	44 100.0%
West	21 63.6%	12 36.4%	33 100.0%
Age of respondent			
16-24	7 43.8%	9 56.3%	16 100.0%
25-34	26 74.3%	9 25.7%	35 100.0%
35-44	28 82.4%	6 17.6%	34 100.0%
45-54	32 86.5%	5 13.5%	37 100.0%
55-64	23 82.1%	5 17.9%	28 100.0%
65+	26 68.4%	12 31.6%	38 100.0%
Religion of respondent			
Protestant	73 74.5%	25 25.5%	98 100.0%
Catholic	62 76.5%	19 23.5%	81 100.0%
All Protestant and Catholic respondents	135 75.4%	44 24.6%	179 100.0%

Base: 235¹ (respondents who had contacted NIHE in the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 2.3: 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	Don't know	Total
All respondents who telephoned NIHE during the previous year	24 16.8%	118 82.5%	<5 .7%	142 100.0%
Tenure				
Owner occupiers	13 19.7%	52 78.8%	<5 1.5%	66 100.0%
Housing Executive tenants	6 10.5%	51 89.5%	0 .0%	57 100.0%
Private renters and others	5 25.0%	15 75.0%	0 .0%	20 100.0%
Housing Executive Area				
Belfast	8 21.1%	29 76.3%	<5 2.6%	38 100.0%
North East	<5 15.8%	16 84.2%	0 .0%	19 100.0%
South	5 15.6%	27 84.4%	0 .0%	32 100.0%
South East	6 17.6%	28 82.4%	0 .0%	34 100.0%
West	<5 14.3%	18 85.7%	0 .0%	21 100.0%
Age of respondent				
16-24	<5 12.5%	7 87.5%	0 .0%	8 100.0%
25-34	5 19.2%	21 80.8%	0 .0%	26 100.0%
35-44	5 18.5%	21 77.8%	<5 3.7%	27 100.0%
45-54	8 25.0%	24 75.0%	0 .0%	32 100.0%
55-64	<5 13.0%	20 87.0%	0 .0%	23 100.0%
65+	<5 7.7%	24 92.3%	0 .0%	26 100.0%
Religion of respondent				
Protestant	10 13.9%	62 86.1%	0 .0%	72 100.0%
Catholic	11 17.7%	50 80.6%	<5 1.6%	62 100.0%
All Protestant and Catholic respondents	21 15.7%	112 83.6%	<5 .7%	135 100.0%

Base: 173¹ (respondents who had telephoned NIHE during the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 2.4: On the telephone, were the Housing Executive staff polite or rude?

	Very polite	Fairly polite	Neither polite nor rude	Fairly rude	Very rude	Don't know	Total
All respondents who telephoned NIHE during the previous year	60 42.0%	59 41.3%	16 11.2%	<5 2.8%	<5 2.1%	<5 .7%	142 100.0%
Tenure							
Owner occupiers	30 44.8%	26 38.8%	5 7.5%	<5 3.0%	<5 4.5%	<5 1.5%	67 100.0%
Housing Executive tenants	20 35.1%	27 47.4%	9 15.8%	<5 1.8%	0 .0%	0 .0%	57 100.0%
Private renters and others	10 52.6%	6 31.6%	<5 10.5%	<5 5.3%	0 .0%	0 .0%	19 100.0%
Housing Executive Area							
Belfast	17 44.7%	17 44.7%	<5 7.9%	0 .0%	0 .0%	<5 2.6%	38 100.0%
North East	7 36.8%	8 42.1%	<5 15.8%	<5 5.3%	0 .0%	0 .0%	19 100.0%
South	13 40.6%	10 31.3%	6 18.8%	<5 6.3%	<5 3.1%	0 .0%	32 100.0%
South East	12 35.3%	14 41.2%	5 14.7%	<5 2.9%	<5 5.9%	0 .0%	34 100.0%
West	10 47.6%	11 52.4%	0 .0%	0 .0%	0 .0%	0 .0%	21 100.0%
Age of respondent							
16-24	6 75.0%	<5 12.5%	<5 12.5%	0 .0%	0 .0%	0 .0%	8 100.0%
25-34	12 46.2%	9 34.6%	<5 11.5%	<5 7.7%	0 .0%	0 .0%	26 100.0%
35-44	8 29.6%	14 51.9%	<5 11.1%	0 .0%	<5 3.7%	<5 3.7%	27 100.0%
45-54	5 15.6%	19 59.4%	5 15.6%	<5 3.1%	<5 6.3%	0 .0%	32 100.0%
55-64	15 65.2%	7 30.4%	0 .0%	<5 4.3%	0 .0%	0 .0%	23 100.0%
65+	13 50.0%	9 34.6%	<5 15.4%	0 .0%	0 .0%	0 .0%	26 100.0%
Religion of respondent							
Protestant	25 34.7%	32 44.4%	9 12.5%	<5 5.6%	<5 2.8%	0 .0%	72 100.0%
Catholic	33 52.4%	24 38.1%	<5 6.3%	0 .0%	<5 1.6%	<5 1.6%	63 100.0%
Protestant and Catholic respondents who had contacted NIHE during	58 43.0%	56 41.5%	13 9.6%	<5 3.0%	<5 2.2%	<5 .7%	135 100.0%

Base: 173¹ (respondents who had telephoned NIHE during the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 2.5: 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
All respondents who telephoned NIHE during the	79 54.5%	51 35.2%	<5 2.8%	<5 7.6%	142 100.0%
Tenure					
Owner occupiers	42 61.8%	19 27.9%	<5 1.5%	<5 8.8%	68 100.0%
Housing Executive tenants	24 42.1%	26 45.6%	<5 5.3%	<5 7.0%	57 100.0%
Private renters and others	13 65.0%	6 30.0%	0 .0%	<5 5.0%	20 100.0%
Housing Executive Area					
Belfast	17 44.7%	16 42.1%	<5 2.6%	<5 10.5%	38 100.0%
North East	12 63.2%	7 36.8%	0 .0%	0 .0%	19 100.0%
South	21 65.6%	8 25.0%	0 .0%	<5 9.4%	32 100.0%
South East	19 57.6%	11 33.3%	<5 6.1%	<5 3.0%	33 100.0%
West	10 47.6%	8 38.1%	0 .0%	<5 14.3%	21 100.0%
Age of respondent					
16-24	6 85.7%	<5 14.3%	0 .0%	0 .0%	7 100.0%
25-34	11 40.7%	12 44.4%	<5 3.7%	<5 11.1%	27 100.0%
35-44	16 55.2%	10 34.5%	<5 3.4%	<5 6.9%	29 100.0%
45-54	13 41.9%	14 45.2%	<5 6.5%	<5 6.5%	31 100.0%
55-64	18 78.3%	<5 17.4%	0 .0%	<5 4.3%	23 100.0%
65+	13 50.0%	10 38.5%	0 .0%	<5 11.5%	26 100.0%
Religion of respondent					
Protestant	42 57.5%	23 31.5%	<5 2.7%	6 8.2%	73 100.0%
Catholic	34 54.0%	25 39.7%	<5 1.6%	<5 4.8%	63 100.0%
All Protestant and Catholic respondents who contacted NIHE	76 55.9%	48 35.3%	<5 2.2%	9 6.6%	135 100.0%

Base: 173¹ (respondents who had telephoned NIHE during the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 2.6: Was your query dealt with promptly?

All respondents who telephoned NIHE during the previous year	103 73.0%	37 26.2%	<5 .7%	142 100.0%
Tenure				
Owner occupiers	46 69.7%	20 30.3%	0 .0%	66 100.0%
Housing Executive tenants	44 78.6%	11 19.6%	<5 1.8%	56 100.0%
Private renters and others	13 68.4%	6 31.6%	0 .0%	19 100.0%
Housing Executive Area				
Belfast	28 73.7%	10 26.3%	0 .0%	38 100.0%
North East	13 72.2%	5 27.8%	0 .0%	18 100.0%
South	21 65.6%	11 34.4%	0 .0%	32 100.0%
South East	26 78.8%	7 21.2%	0 .0%	33 100.0%
West	16 72.7%	5 22.7%	<5 4.5%	22 100.0%
Age of respondent				
16-24	6 85.7%	<5 14.3%	0 .0%	7 100.0%
25-34	22 81.5%	<5 14.8%	<5 3.7%	27 100.0%
35-44	19 67.9%	9 32.1%	0 .0%	28 100.0%
45-54	20 62.5%	12 37.5%	0 .0%	32 100.0%
55-64	20 87.0%	<5 13.0%	0 .0%	23 100.0%
65+	17 65.4%	9 34.6%	0 .0%	26 100.0%
Religion of respondent				
Protestant	55 75.3%	18 24.7%	0 .0%	73 100.0%
Catholic	45 71.4%	18 28.6%	0 .0%	63 100.0%
All Protestant and Catholic respondents who contacted NIHE	100 73.5%	35 26.5%	0 .0%	135 100.0%

Base: 173¹ (respondents who had telephoned NIHE during the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 2.7: Were you able to contact the right person with your query?

All respondents who telephoned NIHE during the	119	24	142
	83.2%	16.8%	100.0%
Tenure			
Owner occupiers	57	10	67
	85.1%	14.9%	100.0%
Housing Executive tenants	48	9	57
	84.2%	15.8%	100.0%
Private renters and others	14	5	19
	73.7%	26.3%	100.0%
Housing Executive Area			
Belfast	30	7	37
	81.1%	18.9%	100.0%
North East	16	<5	19
	84.2%	15.8%	100.0%
South	26	6	32
	81.3%	18.8%	100.0%
South East	28	5	33
	84.8%	15.2%	100.0%
West	18	<5	21
	85.7%	14.3%	100.0%
Age of respondent			
16-24	6	<5	7
	85.7%	14.3%	100.0%
25-34	24	<5	27
	88.9%	11.1%	100.0%
35-44	22	6	28
	78.6%	21.4%	100.0%
45-54	21	10	31
	67.7%	32.3%	100.0%
55-64	21	<5	23
	91.3%	8.7%	100.0%
65+	24	<5	26
	92.3%	7.7%	100.0%
Religion of respondent			
Protestant	64	8	72
	88.9%	11.1%	100.0%
Catholic	49	13	62
	79.0%	21.0%	100.0%
All Protestant and Catholic respondents	113	23	135
	84.3%	15.7%	100.0%

Base: 173¹ (respondents who had telephoned NIHE during the previous year)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

SECTION 3

AWARENESS OF THE HOUSING EXECUTIVE'S FUNCTIONS

Table 3.1: Did you know the Housing Executive aims to improve standards in private housing by providing grants to home owners for disabled facilities, improvement and repair to unfit properties?

	Yes	No	Total
All respondents	664 61.9%	408 38.1%	1,072 100.0%
Tenure			
Owner occupiers	548 64.9%	296 35.1%	844 100.0%
Housing Executive tenants	64 58.2%	46 41.8%	110 100.0%
Private renters and others	52 44.1%	66 55.9%	118 100.0%
Housing Executive Area			
Belfast	102 58.3%	73 41.7%	175 100.0%
North East	120 55.0%	98 45.0%	218 100.0%
South	167 65.0%	90 35.0%	257 100.0%
South East	172 65.6%	90 34.4%	262 100.0%
West	103 64.4%	57 35.6%	160 100.0%
Age of respondent			
16-24	74 48.4%	79 51.6%	153 100.0%
25-34	100 55.9%	79 44.1%	179 100.0%
35-44	118 62.4%	71 37.6%	189 100.0%
45-54	114 67.2%	52 32.8%	166 100.0%
55-64	114 68.7%	52 31.3%	166 100.0%
65+	138 67.3%	67 32.7%	205 100.0%
Religion of respondent			
Protestant	354 63.1%	207 36.9%	561 100.0%
Catholic	286 62.3%	173 37.7%	459 100.0%
All Protestant and Catholic respondents	640 62.7%	380 37.3%	1,020 100.0%

Table 3.2: Did you know the Housing Executive operates a complaints procedure?

	Yes	No	Total
All respondents	639 59.6%	433 40.4%	1,072 100.0%
Tenure			
Owner occupiers	492 58.3%	352 41.7%	844 100.0%
Housing Executive tenants	84 76.4%	26 23.6%	110 100.0%
Private renters and others	63 53.4%	55 46.6%	118 100.0%
Housing Executive Area			
Belfast	102 58.3%	73 41.7%	175 100.0%
North East	128 58.7%	90 41.3%	218 100.0%
South	148 57.6%	109 42.4%	257 100.0%
South East	158 60.3%	104 39.7%	262 100.0%
West	103 64.4%	57 35.6%	160 100.0%
Age of respondent			
16-24	64 41.8%	89 58.2%	153 100.0%
25-34	122 68.2%	57 31.8%	179 100.0%
35-44	123 65.1%	66 34.9%	189 100.0%
45-54	118 65.9%	61 34.1%	179 100.0%
55-64	107 64.5%	59 35.5%	166 100.0%
65+	104 50.7%	101 49.3%	205 100.0%
Religion of respondent			
Protestant	341 60.8%	220 39.2%	561 100.0%
Catholic	276 60.1%	183 39.9%	459 100.0%
All Protestant and Catholic respondents	617 60.5%	403 39.5%	1,020 100.0%

Table 3.3: Did you know the Housing Executive is responsible for promoting home energy efficiency?

	Yes	No	Total
All respondents	592 55.2%	480 44.8%	1,072 100.0%
Tenure			
Owner occupiers	471 55.8%	373 44.2%	844 100.0%
Housing Executive tenants	69 63.3%	40 36.7%	109 100.0%
Private renters and others	51 43.6%	66 56.4%	117 100.0%
Housing Executive Area			
Belfast	94 53.4%	82 46.6%	176 100.0%
North East	105 48.2%	113 51.8%	218 100.0%
South	155 60.3%	102 39.7%	257 100.0%
South East	142 54.2%	120 45.8%	262 100.0%
West	96 60.4%	63 39.6%	159 100.0%
Age of respondent			
16-24	62 40.3%	92 59.7%	154 100.0%
25-34	97 54.2%	82 45.8%	179 100.0%
35-44	112 59.3%	77 40.7%	189 100.0%
45-54	104 58.1%	75 41.9%	179 100.0%
55-64	111 66.5%	56 33.5%	167 100.0%
65+	107 52.2%	98 47.8%	205 100.0%
Religion of respondent			
Protestant	303 54.0%	258 46.0%	561 100.0%
Catholic	266 58.0%	193 42.0%	459 100.0%
All Protestant and Catholic respondents	569 55.8%	451 44.2%	1,020 100.0%

Table 3.4: Did you know the Housing Executive aims to improve the environment on Housing Executive estates?

			Total
All respondents	583 54.4%	489 45.6%	1,072 100.0%
Tenure			
Owner occupiers	460 54.4%	385 45.6%	845 100.0%
Housing Executive tenants	74 67.9%	35 32.1%	109 100.0%
Private renters and others	49 41.5%	69 58.5%	118 100.0%
Housing Executive Area			
Belfast	91 52.0%	84 48.0%	175 100.0%
North East	117 53.7%	101 46.3%	218 100.0%
South	129 50.2%	128 49.8%	257 100.0%
South East	144 55.0%	118 45.0%	262 100.0%
West	101 63.5%	58 36.5%	159 100.0%
Age of respondent			
16-24	64 41.8%	89 58.2%	153 100.0%
25-34	81 45.3%	98 54.7%	179 100.0%
35-44	105 55.6%	84 44.4%	189 100.0%
45-54	110 61.1%	70 38.9%	180 100.0%
55-64	109 65.7%	57 34.3%	166 100.0%
65+	114 55.6%	91 44.4%	205 100.0%
Religion of respondent			
Protestant	307 54.7%	254 45.3%	561 100.0%
Catholic	253 55.1%	206 44.9%	459 100.0%
All Protestant and Catholic respondents	560 54.9%	460 45.1%	1,020 100.0%

Table 3.5: Did you know the Housing Executive administers Housing Benefit, to both Housing Executive and private sector tenants?

	Yes	No	Total
All respondents	552 51.5%	520 48.5%	1,072 100.0%
Tenure			
Owner occupiers	429 50.8%	416 49.2%	845 100.0%
Housing Executive tenants	63 57.8%	46 42.2%	109 100.0%
Private renters and others	60 50.8%	58 49.2%	118 100.0%
Housing Executive Area			
Belfast	82 46.9%	93 53.1%	175 100.0%
North East	99 45.4%	119 54.6%	218 100.0%
South	139 54.1%	118 45.9%	257 100.0%
South East	133 50.8%	129 49.2%	262 100.0%
West	99 62.3%	60 37.7%	159 100.0%
Age of respondent			
16-24	58 37.7%	96 62.3%	154 100.0%
25-34	94 52.5%	85 47.5%	179 100.0%
35-44	102 54.0%	87 46.0%	189 100.0%
45-54	95 52.8%	85 47.2%	180 100.0%
55-64	100 60.2%	66 39.8%	166 100.0%
65+	104 50.7%	101 49.3%	205 100.0%
Religion of respondent			
Protestant	281 50.1%	280 49.9%	561 100.0%
Catholic	250 54.5%	209 45.5%	459 100.0%
All Protestant and Catholic respondents	531 52.1%	489 47.9%	1,020 100.0%

Table 3.6: Did you know the Housing Executive is responsible for the homeless?

	Yes	No	Total
All respondents	518 48.4%	553 51.6%	1,072 100.0%
Tenure			
Owner occupiers	393 46.6%	451 53.4%	844 100.0%
Housing Executive tenants	65 59.6%	44 40.4%	109 100.0%
Private renters and others	60 50.8%	58 49.2%	118 100.0%
Housing Executive Area			
Belfast	93 53.1%	82 46.9%	175 100.0%
North East	91 41.7%	127 58.3%	218 100.0%
South	113 44.0%	144 56.0%	257 100.0%
South East	134 51.1%	128 48.9%	262 100.0%
West	87 54.7%	72 45.3%	159 100.0%
Age of respondent			
16-24	61 39.6%	93 60.4%	154 100.0%
25-34	87 48.9%	91 51.1%	178 100.0%
35-44	77 40.7%	112 59.3%	189 100.0%
45-54	93 51.7%	87 48.3%	180 100.0%
55-64	87 52.4%	79 47.6%	166 100.0%
65+	114 55.6%	91 44.4%	205 100.0%
Religion of respondent			
Protestant	280 49.9%	281 50.1%	561 100.0%
Catholic	212 46.2%	247 53.8%	459 100.0%
All Protestant and Catholic respondents	492 48.2%	528 51.8%	1,020 100.0%

Table 3.7: Did you know the Housing Executive works with other bodies to reduce anti-social behaviour on its estates?

	Yes	No	Total
All respondents	484 45.1%	588 54.9%	1,072 100.0%
Tenure			
Owner occupiers	374 44.3%	470 55.7%	844 100.0%
Housing Executive tenants	63 57.3%	47 42.7%	110 100.0%
Private renters and others	47 39.8%	71 60.2%	118 100.0%
Housing Executive Area			
Belfast	76 43.2%	100 56.8%	176 100.0%
North East	100 45.9%	118 54.1%	218 100.0%
South	121 47.3%	135 52.7%	256 100.0%
South East	108 41.2%	154 58.8%	262 100.0%
West	78 48.8%	82 51.3%	160 100.0%
Age of respondent			
16-24	59 38.6%	94 61.4%	153 100.0%
25-34	75 41.9%	104 58.1%	179 100.0%
35-44	81 42.9%	108 57.1%	189 100.0%
45-54	80 44.7%	99 55.3%	179 100.0%
55-64	97 58.1%	70 41.9%	167 100.0%
65+	92 44.9%	113 55.1%	205 100.0%
Religion of respondent			
Protestant	252 44.9%	309 55.1%	561 100.0%
Catholic	212 46.2%	247 53.8%	459 100.0%
All Protestant and Catholic respondents	464 45.5%	556 54.5%	1,020 100.0%

Table 3.8: Did you know the Housing Executive works with local residents' groups to build a stronger community?

	Yes	No	Total
All respondents	469 43.7%	603 56.3%	1,072 100.0%
Tenure			
Owner occupiers	357 42.3%	487 57.7%	844 100.0%
Housing Executive tenants	71 65.1%	38 34.9%	109 100.0%
Private renters and others	40 33.9%	78 66.1%	118 100.0%
Housing Executive Area			
Belfast	71 40.6%	104 59.4%	175 100.0%
North East	102 46.8%	116 53.2%	218 100.0%
South	111 43.2%	146 56.8%	257 100.0%
South East	101 38.5%	161 61.5%	262 100.0%
West	83 52.2%	76 47.8%	159 100.0%
Age of respondent			
16-24	61 39.6%	93 60.4%	154 100.0%
25-34	70 39.1%	109 60.9%	179 100.0%
35-44	92 48.7%	97 51.3%	189 100.0%
45-54	80 44.4%	100 55.6%	180 100.0%
55-64	87 52.4%	79 47.6%	166 100.0%
65+	79 38.5%	126 61.5%	205 100.0%
Religion of respondent			
Protestant	246 43.8%	316 56.2%	562 100.0%
Catholic	205 44.7%	254 55.3%	459 100.0%
All Protestant and Catholic respondents	451 44.2%	570 55.8%	1,020 100.0%

Table 3.9: Did you know the Housing Executive provides serviced amenity sites for Travellers?

	Yes	No	Total
All respondents	439 41.0%	633 59.0%	1,072 100.0%
Tenure			
Owner occupiers	370 43.8%	474 56.2%	844 100.0%
Housing Executive tenants	35 31.8%	75 68.2%	110 100.0%
Private renters and others	34 28.8%	84 71.2%	118 100.0%
Housing Executive Area			
Belfast	71 40.3%	105 59.7%	176 100.0%
North East	79 36.2%	139 63.8%	218 100.0%
South	107 41.6%	150 58.4%	257 100.0%
South East	104 39.7%	158 60.3%	262 100.0%
West	78 49.1%	81 50.9%	159 100.0%
Age of respondent			
16-24	30 19.5%	124 80.5%	154 100.0%
25-34	69 38.5%	110 61.5%	179 100.0%
35-44	74 39.2%	115 60.8%	189 100.0%
45-54	93 52.0%	86 48.0%	179 100.0%
55-64	87 52.4%	79 47.6%	166 100.0%
65+	86 42.0%	119 58.0%	205 100.0%
Religion of respondent			
Protestant	228 40.6%	333 59.4%	561 100.0%
Catholic	198 43.1%	261 56.9%	459 100.0%
All Protestant and Catholic respondents	426 41.8%	594 58.2%	1,020 100.0%

Table 3.10: Did you know the Housing Executive is responsible for the Supporting People programme which helps vulnerable people?

	Yes	No	Total
All respondents	309 28.8%	763 71.2%	1,072 100.0%
Tenure			
Owner occupiers	246 29.1%	599 70.9%	845 100.0%
Housing Executive tenants	34 30.9%	76 69.1%	110 100.0%
Private renters and others	31 26.3%	87 73.7%	118 100.0%
Housing Executive Area			
Belfast	48 27.4%	127 72.6%	175 100.0%
North East	52 23.9%	166 76.1%	218 100.0%
South	66 25.7%	191 74.3%	257 100.0%
South East	84 32.1%	178 67.9%	262 100.0%
West	59 36.9%	101 63.1%	160 100.0%
Age of respondent			
16-24	42 27.3%	112 72.7%	154 100.0%
25-34	44 24.7%	134 75.3%	178 100.0%
35-44	53 28.2%	135 71.8%	188 100.0%
45-54	56 31.1%	124 68.9%	180 100.0%
55-64	56 33.7%	110 66.3%	166 100.0%
65+	59 28.8%	146 71.2%	205 100.0%
Religion of respondent			
Protestant	144 25.7%	417 74.3%	561 100.0%
Catholic	154 33.6%	305 66.4%	459 100.0%
All Protestant and Catholic respondents	298 29.2%	722 70.8%	1,020 100.0%

Table 3.11: Did you know the Housing Executive employs neighbourhood wardens to help provide services directly to tenants?

	Yes	No	Total
All respondents	247 23.1%	825 76.9%	1,072 100.0%
Tenure			
Owner occupiers	178 21.1%	667 78.9%	845 100.0%
Housing Executive tenants	44 40.4%	65 59.6%	109 100.0%
Private renters and others	25 21.4%	92 78.6%	117 100.0%
Housing Executive Area			
Belfast	48 27.4%	127 72.6%	175 100.0%
North East	45 20.6%	173 79.4%	218 100.0%
South	58 22.6%	199 77.4%	257 100.0%
South East	59 22.5%	203 77.5%	262 100.0%
West	37 23.3%	122 76.7%	159 100.0%
Age of respondent			
16-24	26 17.0%	127 83.0%	153 100.0%
25-34	40 22.3%	139 77.7%	179 100.0%
35-44	47 24.9%	142 75.1%	189 100.0%
45-54	38 21.2%	141 78.8%	179 100.0%
55-64	48 28.9%	118 71.1%	166 100.0%
65+	47 22.9%	158 77.1%	205 100.0%
Religion of respondent			
Protestant	137 24.4%	424 75.6%	561 100.0%
Catholic	99 21.6%	360 78.4%	459 100.0%
All Protestant and Catholic respondents	236 23.1%	784 76.9%	1,020 100.0%

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	Refusal	Don't know	Total
All respondents	144 13.4%	429 40.0%	247 23.0%	44 4.1%	18 1.7%	<5 .2%	189 17.6%	1,072 100.0%
Tenure								
Owner occupiers	100 11.8%	341 40.4%	202 23.9%	28 3.3%	14 1.7%	<5 .2%	157 18.6%	844 100.0%
Housing Executive tenants	28 25.5%	47 42.7%	20 18.2%	10 9.1%	<5 1.8%	0 .0%	<5 2.7%	110 100.0%
Private renters and others	16 13.4%	41 34.5%	25 21.0%	6 5.0%	<5 1.7%	0 .0%	29 24.4%	119 100.0%
Housing Executive Area								
Belfast	29 16.6%	65 37.1%	38 21.7%	7 4.0%	<5 1.7%	0 .0%	33 18.9%	175 100.0%
North East	22 10.1%	101 46.5%	50 23.0%	5 2.3%	5 2.3%	0 .0%	34 15.7%	217 100.0%
South	27 10.5%	97 37.6%	58 22.5%	18 7.0%	<5 .8%	0 .0%	56 21.7%	258 100.0%
South East	34 12.9%	101 38.4%	61 23.2%	8 3.0%	7 2.7%	<5 .8%	50 19.0%	263 100.0%
West	32 20.0%	65 40.6%	40 25.0%	6 3.8%	<5 .6%	0 .0%	16 10.0%	160 100.0%
Age of respondent								
16-24	11 7.1%	61 39.6%	29 18.8%	5 3.2%	<5 1.9%	0 .0%	45 29.2%	154 100.0%
25-34	9 5.1%	69 38.8%	54 30.3%	10 5.6%	<5 .6%	0 .0%	35 19.7%	178 100.0%
35-44	16 8.4%	83 43.7%	40 21.1%	<5 2.1%	5 2.6%	0 .0%	42 22.1%	190 100.0%
45-54	32 17.8%	73 40.6%	40 22.2%	12 6.7%	<5 1.7%	<5 1.1%	18 10.0%	180 100.0%
55-64	26 15.7%	68 41.0%	40 24.1%	5 3.0%	<5 2.4%	0 .0%	23 13.9%	166 100.0%
65+	48 23.4%	75 36.6%	45 22.0%	8 3.9%	<5 1.5%	0 .0%	26 12.7%	205 100.0%
Religion of respondent								
Protestant	70 12.5%	234 41.6%	134 23.8%	16 2.8%	8 1.4%	<5 .4%	98 17.4%	562 100.0%
Catholic	66 14.4%	188 41.0%	100 21.8%	25 5.5%	6 1.3%	0 .0%	73 15.9%	458 100.0%
All Protestant and Catholic respondents	136 13.3%	422 41.4%	234 22.9%	41 4.0%	14 1.4%	<5 .2%	171 16.8%	1,020 100.0%

Table 4.2: What is your opinion of the Housing Executive's performance in promoting energy efficiency in homes?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	77 7.2%	349 32.6%	230 21.5%	66 6.2%	19 1.8%	<5 .3%	327 30.5%	1,072 100.0%
Tenure								
Owner occupiers	60 7.1%	274 32.4%	175 20.7%	55 6.5%	12 1.4%	<5 .4%	267 31.6%	846 100.0%
Housing Executive tenants	13 11.8%	41 37.3%	28 25.5%	7 6.4%	<5 2.7%	0 .0%	18 16.4%	110 100.0%
Private renters and others	<5 2.5%	35 29.4%	28 23.5%	5 4.2%	<5 3.4%	0 .0%	44 37.0%	119 100.0%
Housing Executive Area								
Belfast	9 5.1%	62 35.2%	40 22.7%	14 8.0%	5 2.8%	0 .0%	46 26.1%	176 100.0%
North East	18 8.3%	71 32.7%	38 17.5%	11 5.1%	<5 1.4%	0 .0%	76 35.0%	217 100.0%
South	17 6.6%	79 30.7%	65 25.3%	12 4.7%	5 1.9%	0 .0%	79 30.7%	257 100.0%
South East	19 7.3%	76 29.0%	52 19.8%	21 8.0%	5 1.9%	<5 1.1%	86 32.8%	262 100.0%
West	14 8.8%	61 38.4%	35 22.0%	8 5.0%	<5 .6%	0 .0%	40 25.2%	159 100.0%
Age of respondent								
16-24	10 6.5%	48 31.0%	31 20.0%	<5 2.6%	<5 1.3%	0 .0%	60 38.7%	155 100.0%
25-34	9 5.0%	64 35.8%	45 25.1%	16 8.9%	<5 1.7%	0 .0%	42 23.5%	179 100.0%
35-44	8 4.3%	60 31.9%	36 19.1%	14 7.4%	<5 1.6%	0 .0%	67 35.6%	188 100.0%
45-54	18 10.0%	52 28.9%	42 23.3%	13 7.2%	8 4.4%	<5 1.7%	44 24.4%	180 100.0%
55-64	17 10.2%	56 33.5%	32 19.2%	9 5.4%	<5 .6%	0 .0%	52 31.1%	167 100.0%
65+	15 7.3%	70 34.1%	45 22.0%	11 5.4%	<5 1.0%	0 .0%	62 30.2%	205 100.0%
Religion of respondent								
Protestant	38 6.8%	175 31.2%	122 21.7%	33 5.9%	8 1.4%	<5 .5%	182 32.4%	561 100.0%
Catholic	38 8.3%	162 35.4%	95 20.7%	32 7.0%	6 1.3%	0 .0%	125 27.3%	458 100.0%
All Protestant and Catholic respondents	76 7.5%	337 33.1%	217 21.3%	65 6.4%	14 1.4%	<5 .3%	307 30.1%	1,020 100.0%

Table 4.3: What is your opinion of the Housing Executive's performance in maintaining open spaces on estates?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	62 5.8%	350 32.6%	311 29.0%	142 13.2%	30 2.8%	<5 .3%	175 16.3%	1,072 100.0%
Tenure								
Owner occupiers	38 4.5%	265 31.4%	256 30.3%	121 14.3%	24 2.8%	<5 .4%	138 16.3%	845 100.0%
Housing Executive tenants	14 12.7%	45 40.9%	26 23.6%	13 11.8%	5 4.5%	0 .0%	7 6.4%	110 100.0%
Private renters and others	10 8.5%	40 33.9%	29 24.6%	8 6.8%	<5 .8%	0 .0%	30 25.4%	118 100.0%
Housing Executive Area								
Belfast	7 4.0%	59 33.5%	34 19.3%	37 21.0%	5 2.8%	0 .0%	34 19.3%	176 100.0%
North East	13 6.0%	84 38.7%	61 28.1%	23 10.6%	<5 1.8%	<5 .5%	31 14.3%	217 100.0%
South	13 5.1%	85 33.1%	69 26.8%	33 12.8%	5 1.9%	0 .0%	52 20.2%	257 100.0%
South East	9 3.4%	73 27.9%	87 33.2%	39 14.9%	10 3.8%	<5 .8%	42 16.0%	262 100.0%
West	19 11.9%	50 31.4%	60 37.7%	10 6.3%	5 3.1%	0 .0%	15 9.4%	159 100.0%
Age of respondent								
16-24	8 5.2%	48 31.4%	37 24.2%	15 9.8%	<5 1.3%	0 .0%	43 28.1%	153 100.0%
25-34	9 5.0%	60 33.5%	49 27.4%	23 12.8%	6 3.4%	0 .0%	32 17.9%	179 100.0%
35-44	7 3.7%	59 31.2%	62 32.8%	24 12.7%	6 3.2%	0 .0%	31 16.4%	189 100.0%
45-54	5 2.8%	65 35.9%	60 33.1%	25 13.8%	5 2.8%	<5 1.7%	18 9.9%	181 100.0%
55-64	13 7.8%	45 27.1%	51 30.7%	31 18.7%	5 3.0%	0 .0%	21 12.7%	166 100.0%
65+	20 9.8%	72 35.1%	51 24.9%	25 12.2%	6 2.9%	0 .0%	31 15.1%	205 100.0%
Religion of respondent								
Protestant	34 6.0%	190 33.8%	164 29.2%	75 13.3%	17 3.0%	<5 .4%	80 14.2%	562 100.0%
Catholic	26 5.7%	151 33.0%	135 29.5%	62 13.6%	11 2.4%	<5 .2%	71 15.5%	457 100.0%
All Protestant and Catholic respondents	60 5.9%	341 33.5%	299 29.3%	137 13.4%	28 2.7%	<5 .3%	151 14.8%	1,020 100.0%

Table 4.4: What is your opinion of the Housing Executive's performance in maintaining and repairing Housing Executive properties?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	68 6.3%	332 30.9%	286 26.6%	106 9.9%	25 2.3%	<5 .3%	254 23.6%	1,072 100.0%
Tenure								
Owner occupiers	42 5.0%	257 30.4%	234 27.7%	76 9.0%	19 2.2%	<5 .4%	215 25.4%	846 100.0%
Housing Executive tenants	17 15.3%	43 38.7%	26 23.4%	17 15.3%	5 4.5%	0 .0%	<5 2.7%	111 100.0%
Private renters and others	9 7.7%	32 27.4%	26 22.2%	13 11.1%	<5 .9%	0 .0%	36 30.8%	117 100.0%
Housing Executive Area								
Belfast	13 7.4%	53 30.1%	50 28.4%	11 6.3%	7 4.0%	0 .0%	42 23.9%	176 100.0%
North East	10 4.6%	74 33.9%	51 23.4%	20 9.2%	5 2.3%	0 .0%	58 26.6%	218 100.0%
South	11 4.3%	71 27.6%	66 25.7%	29 11.3%	<5 1.6%	0 .0%	76 29.6%	257 100.0%
South East	16 6.1%	73 27.8%	83 31.6%	25 9.5%	<5 1.5%	<5 1.1%	59 22.4%	263 100.0%
West	18 11.2%	61 37.9%	36 22.4%	21 13.0%	5 3.1%	0 .0%	20 12.4%	161 100.0%
Age of respondent								
16-24	6 3.9%	40 26.0%	43 27.9%	12 7.8%	<5 1.3%	0 .0%	51 33.1%	154 100.0%
25-34	6 3.4%	58 32.4%	46 25.7%	19 10.6%	5 2.8%	0 .0%	45 25.1%	179 100.0%
35-44	8 4.2%	52 27.4%	58 30.5%	22 11.6%	<5 2.1%	0 .0%	46 24.2%	190 100.0%
45-54	9 5.0%	60 33.3%	45 25.0%	23 12.8%	6 3.3%	<5 1.7%	34 18.9%	180 100.0%
55-64	13 7.8%	55 32.9%	47 28.1%	15 9.0%	<5 1.8%	0 .0%	34 20.4%	167 100.0%
65+	26 12.6%	67 32.5%	48 23.3%	16 7.8%	<5 1.9%	0 .0%	45 21.8%	206 100.0%
Religion of respondent								
Protestant	34 6.0%	172 30.6%	167 29.7%	56 10.0%	11 2.0%	<5 .5%	119 21.2%	562 100.0%
Catholic	32 7.0%	152 33.1%	106 23.1%	47 10.2%	10 2.2%	0 .0%	112 24.4%	459 100.0%
All Protestant and Catholic respondents	66 6.5%	324 31.7%	273 26.7%	103 10.1%	21 2.1%	<5 .3%	231 22.6%	1,020 100.0%

Table 4.5: What is your opinion of the Housing Executive's performance in administering housing benefit to public and private sector tenants?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	63 5.9%	272 25.4%	245 22.9%	43 4.0%	15 1.4%	<5 .4%	430 40.1%	1,072 100.0%
Tenure								
Owner occupiers	35 4.1%	199 23.6%	198 23.5%	36 4.3%	12 1.4%	<5 .4%	361 42.8%	844 100.0%
Housing Executive tenants	13 11.8%	45 40.9%	21 19.1%	<5 2.7%	<5 1.8%	<5 .9%	25 22.7%	110 100.0%
Private renters and others	15 12.7%	28 23.7%	26 22.0%	<5 3.4%	<5 .8%	0 .0%	44 37.3%	118 100.0%
Housing Executive Area								
Belfast	10 5.6%	46 26.0%	42 23.7%	8 4.5%	<5 2.3%	0 .0%	67 37.9%	177 100.0%
North East	7 3.2%	63 28.9%	47 21.6%	9 4.1%	5 2.3%	<5 .5%	86 39.4%	218 100.0%
South	19 7.4%	57 22.3%	49 19.1%	9 3.5%	<5 1.2%	0 .0%	119 46.5%	256 100.0%
South East	11 4.2%	57 21.8%	73 27.9%	11 4.2%	<5 .8%	<5 1.1%	105 40.1%	262 100.0%
West	16 10.1%	48 30.2%	35 22.0%	6 3.8%	<5 .6%	0 .0%	53 33.3%	159 100.0%
Age of respondent								
16-24	<5 2.6%	48 31.2%	31 20.1%	5 3.2%	<5 1.3%	0 .0%	64 41.6%	154 100.0%
25-34	12 6.7%	50 28.1%	33 18.5%	7 3.9%	<5 1.7%	0 .0%	73 41.0%	178 100.0%
35-44	9 4.8%	34 18.0%	49 25.9%	11 5.8%	0 .0%	0 .0%	86 45.5%	189 100.0%
45-54	13 7.2%	43 23.9%	43 23.9%	9 5.0%	6 3.3%	<5 1.7%	63 35.0%	180 100.0%
55-64	9 5.4%	43 25.9%	37 22.3%	7 4.2%	<5 1.8%	<5 .6%	66 39.8%	166 100.0%
65+	16 7.7%	55 26.6%	53 25.6%	<5 1.4%	<5 .5%	<5 .5%	78 37.7%	207 100.0%
Religion of respondent								
Protestant	37 6.6%	128 22.8%	141 25.1%	22 3.9%	<5 .7%	<5 .7%	225 40.1%	561 100.0%
Catholic	23 5.0%	133 29.0%	94 20.5%	21 4.6%	7 1.5%	0 .0%	181 39.4%	459 100.0%
All Protestant and Catholic respondents	60 5.9%	261 25.6%	235 23.0%	43 4.2%	11 1.1%	<5 .4%	406 39.8%	1,020 100.0%

Table 4.6: What is your opinion of the Housing Executive's performance in helping people who are homeless?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	51 4.8%	281 26.2%	232 21.6%	67 6.3%	14 1.3%	5 .5%	422 39.4%	1,072 100.0%
Tenure								
Owner occupiers	33 3.9%	216 25.6%	187 22.2%	47 5.6%	13 1.5%	<5 .4%	345 40.9%	844 100.0%
Housing Executive tenants	13 11.9%	29 26.6%	25 22.9%	9 8.3%	0 .0%	<5 1.8%	31 28.4%	109 100.0%
Private renters and others	5 4.2%	36 30.3%	20 16.8%	11 9.2%	<5 .8%	0 .0%	46 38.7%	119 100.0%
Housing Executive Area								
Belfast	9 5.1%	49 28.0%	26 14.9%	21 12.0%	<5 1.7%	0 .0%	67 38.3%	175 100.0%
North East	7 3.2%	52 24.0%	61 28.1%	16 7.4%	<5 1.8%	<5 .5%	76 35.0%	217 100.0%
South	10 3.9%	62 24.2%	53 20.7%	9 3.5%	5 2.0%	0 .0%	117 45.7%	256 100.0%
South East	11 4.2%	66 25.3%	56 21.5%	13 5.0%	0 .0%	<5 1.1%	112 42.9%	261 100.0%
West	13 8.2%	51 32.1%	35 22.0%	8 5.0%	<5 1.3%	0 .0%	50 31.4%	159 100.0%
Age of respondent								
16-24	7 4.6%	43 28.1%	29 19.0%	8 5.2%	<5 1.3%	0 .0%	64 41.8%	153 100.0%
25-34	8 4.5%	46 25.7%	30 16.8%	18 10.1%	<5 2.2%	0 .0%	73 40.8%	179 100.0%
35-44	8 4.2%	30 15.9%	57 30.2%	9 4.8%	<5 .5%	<5 .5%	83 43.9%	189 100.0%
45-54	7 3.9%	50 27.9%	40 22.3%	17 9.5%	<5 2.2%	<5 1.7%	58 32.4%	179 100.0%
55-64	9 5.4%	43 25.7%	39 23.4%	7 4.2%	<5 1.8%	<5 .6%	65 38.9%	167 100.0%
65+	12 5.8%	70 34.0%	37 18.0%	8 3.9%	0 .0%	0 .0%	79 38.3%	206 100.0%
Religion of respondent								
Protestant	24 4.3%	146 26.0%	136 24.2%	34 6.1%	5 .9%	<5 .4%	214 38.1%	561 100.0%
Catholic	26 5.7%	120 26.2%	89 19.4%	31 6.8%	7 1.5%	<5 .4%	183 40.0%	458 100.0%
All Protestant and Catholic respondents	50 4.9%	266 26.1%	225 22.1%	65 6.4%	12 1.2%	<5 .4%	397 39.0%	1,020 100.0%

Table 4.7: 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	Refusal	Don't know	Total
All respondents	46 4.3%	241 22.5%	244 22.7%	55 5.1%	12 1.1%	<5 .4%	471 43.9%	1,072 100.0%
Tenure								
Owner occupiers	38 4.5%	195 23.1%	196 23.2%	50 5.9%	11 1.3%	<5 .2%	353 41.8%	845 100.0%
Housing Executive tenants	3 2.7%	25 22.7%	25 22.7%	<5 1.8%	0 .0%	<5 1.8%	53 48.2%	110 100.0%
Private renters and others	5 4.2%	21 17.8%	23 19.5%	<5 2.5%	<5 .8%	0 .0%	65 55.1%	118 100.0%
Housing Executive Area								
Belfast	8 4.6%	30 17.1%	40 22.9%	14 8.0%	<5 2.3%	0 .0%	79 45.1%	175 100.0%
North East	<5 1.8%	59 26.9%	60 27.4%	7 3.2%	0 .0%	0 .0%	89 40.6%	219 100.0%
South	14 5.5%	51 19.9%	53 20.7%	14 5.5%	5 2.0%	0 .0%	119 46.5%	256 100.0%
South East	8 3.0%	58 22.1%	55 20.9%	18 6.8%	<5 .8%	<5 1.1%	119 45.2%	263 100.0%
West	12 7.5%	43 26.9%	36 22.5%	<5 1.9%	<5 .6%	0 .0%	65 40.6%	160 100.0%
Age of respondent								
16-24	6 3.9%	23 15.0%	38 24.8%	7 4.6%	<5 1.3%	0 .0%	77 50.3%	153 100.0%
25-34	5 2.8%	35 19.6%	37 20.7%	7 3.9%	3 1.7%	0 .0%	92 51.4%	179 100.0%
35-44	<5 2.1%	37 19.6%	45 23.8%	13 6.9%	<5 1.1%	<5 .5%	87 46.0%	189 100.0%
45-54	11 6.1%	42 23.3%	44 24.4%	10 5.6%	<5 1.1%	<5 1.1%	69 38.3%	180 100.0%
55-64	6 3.6%	42 25.1%	38 22.8%	7 4.2%	<5 1.2%	<5 .6%	71 42.5%	167 100.0%
65+	13 6.3%	62 30.2%	42 20.5%	10 4.9%	<5 1.0%	0 .0%	76 37.1%	205 100.0%
Religion of respondent								
Protestant	20 3.6%	126 22.5%	133 23.8%	26 4.6%	6 1.1%	<5 .4%	247 44.1%	560 100.0%
Catholic	23 5.0%	107 23.3%	99 21.6%	28 6.1%	6 1.3%	<5 .2%	195 42.5%	459 100.0%
All Protestant and Catholic respondents	43 4.2%	233 22.9%	232 22.8%	54 5.3%	12 1.2%	<5 .3%	442 43.4%	1,020 100.0%

Table 4.8: 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	Refusal	Don't know	Total
All respondents	29 2.7%	205 19.1%	323 30.1%	84 7.8%	17 1.6%	5 .5%	409 38.2%	1,072 100.0%
Tenure								
Owner occupiers	17 2.0%	143 16.9%	261 30.9%	68 8.0%	13 1.5%	<5 .5%	339 40.1%	845 100.0%
Housing Executive tenants	9 8.3%	39 35.8%	25 22.9%	10 9.2%	<5 2.8%	<5 .9%	22 20.2%	109 100.0%
Private renters and others	<5 2.5%	23 19.5%	37 31.4%	6 5.1%	<5 .8%	0 .0%	48 40.7%	118 100.0%
Housing Executive Area								
Belfast	8 4.5%	37 21.0%	43 24.4%	22 12.5%	6 3.4%	0 .0%	60 34.1%	176 100.0%
North East	<5 .9%	43 19.8%	78 35.9%	12 5.5%	<5 1.4%	0 .0%	79 36.4%	217 100.0%
South	6 2.3%	47 18.1%	76 29.3%	15 5.8%	<5 1.5%	0 .0%	111 42.9%	259 100.0%
South East	7 2.7%	35 13.3%	80 30.4%	23 8.7%	<5 1.1%	<5 1.5%	111 42.2%	263 100.0%
West	6 3.8%	44 27.8%	46 29.1%	12 7.6%	<5 .6%	<5 .6%	48 30.4%	158 100.0%
Age of respondent								
16-24	5 3.2%	35 22.7%	34 22.1%	11 7.1%	<5 1.3%	0 .0%	67 43.5%	154 100.0%
25-34	<5 2.2%	40 22.5%	48 27.0%	11 6.2%	<5 2.2%	0 .0%	71 39.9%	178 100.0%
35-44	5 2.6%	23 12.2%	63 33.3%	18 9.5%	<5 2.1%	<5 1.1%	74 39.2%	189 100.0%
45-54	6 3.3%	29 16.0%	63 34.8%	16 8.8%	7 3.9%	<5 1.7%	57 31.5%	181 100.0%
55-64	<5 2.4%	27 16.2%	61 36.5%	16 9.6%	0 .0%	0 .0%	59 35.3%	167 100.0%
65+	5 2.4%	50 24.4%	55 26.8%	12 5.9%	<5 .5%	0 .0%	82 40.0%	205 100.0%
Religion of respondent								
Protestant	11 2.0%	106 18.9%	172 30.6%	47 8.4%	10 1.8%	<5 .5%	213 37.9%	562 100.0%
Catholic	15 3.3%	93 20.3%	141 30.7%	35 7.6%	5 1.1%	<5 .4%	168 36.6%	459 100.0%
All Protestant and Catholic respondents	26 2.5%	199 19.5%	313 30.7%	82 8.0%	15 1.5%	5 .5%	381 37.3%	1,020 100.0%

Table 4.9: 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	Refusal	Don't know	Total
All respondents	28 2.6%	193 18.0%	199 18.5%	58 5.4%	17 1.6%	5 .5%	573 53.4%	1,072 100.0%
Tenure								
Owner occupiers	18 2.1%	146 17.3%	165 19.5%	43 5.1%	12 1.4%	<5 .5%	457 54.1%	845 100.0%
Housing Executive tenants	<5 3.6%	28 25.2%	23 20.7%	8 7.2%	<5 .9%	<5 .9%	46 41.4%	111 100.0%
Private renters and others	6 5.1%	19 16.2%	11 9.4%	7 6.0%	<5 3.4%	0 .0%	70 59.8%	117 100.0%
Housing Executive Area								
Belfast	<5 1.1%	34 19.2%	22 12.4%	18 10.2%	<5 2.3%	0 .0%	97 54.8%	177 100.0%
North East	5 2.3%	32 14.6%	62 28.3%	<5 1.8%	<5 1.4%	<5 .5%	112 51.1%	219 100.0%
South	<5 1.2%	37 14.4%	36 14.0%	9 3.5%	6 2.3%	0 .0%	166 64.6%	257 100.0%
South East	11 4.2%	43 16.4%	54 20.6%	15 5.7%	<5 1.1%	<5 1.1%	133 50.8%	262 100.0%
West	7 4.4%	48 30.2%	25 15.7%	11 6.9%	<5 1.3%	<5 .6%	65 40.9%	159 100.0%
Age of respondent								
16-24	6 3.9%	30 19.5%	23 14.9%	9 5.8%	0 .0%	0 .0%	86 55.8%	154 100.0%
25-34	<5 1.7%	32 18.0%	25 14.0%	9 5.1%	6 3.4%	0 .0%	103 57.9%	178 100.0%
35-44	<5 2.1%	28 14.7%	44 23.2%	11 5.8%	<5 .5%	<5 .5%	101 53.2%	190 100.0%
45-54	<5 1.7%	36 20.1%	35 19.6%	10 5.6%	7 3.9%	<5 1.7%	85 47.5%	179 100.0%
55-64	6 3.6%	31 18.7%	37 22.3%	7 4.2%	<5 1.8%	0 .0%	82 49.4%	166 100.0%
65+	5 2.4%	36 17.6%	34 16.6%	11 5.4%	<5 1.0%	<5 .5%	116 56.6%	205 100.0%
Religion of respondent								
Protestant	9 1.6%	84 15.0%	121 21.6%	30 5.4%	7 1.3%	<5 .5%	306 54.6%	560 100.0%
Catholic	16 3.5%	102 22.2%	72 15.7%	25 5.4%	6 1.3%	<5 .4%	236 51.4%	459 100.0%
All Protestant and Catholic respondents	25 2.5%	186 18.3%	193 18.9%	55 5.4%	13 1.3%	5 .5%	542 53.2%	1,020 100.0%

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	Refusal	Don't know	Total
All respondents	23 2.1%	183 17.1%	238 22.2%	91 8.5%	10 .9%	11 1.0%	517 48.2%	1,072 100.0%
Tenure								
Owner occupiers	18 2.1%	147 17.4%	183 21.7%	77 9.1%	8 .9%	8 .9%	403 47.7%	844 100.0%
Housing Executive tenants	<5 3.6%	15 13.6%	35 31.8%	<5 2.7%	<5 .9%	<5 1.8%	50 45.5%	110 100.0%
Private renters and others	<5 .8%	21 17.6%	20 16.8%	11 9.2%	<5 .8%	<5 .8%	64 53.8%	119 100.0%
Housing Executive Area								
Belfast	<5 1.7%	32 18.2%	33 18.8%	21 11.9%	<5 1.7%	0 .0%	84 47.7%	176 100.0%
North East	6 2.7%	32 14.6%	51 23.3%	18 8.2%	<5 1.4%	<5 1.4%	106 48.4%	219 100.0%
South	3 1.2%	39 15.2%	60 23.3%	20 7.8%	<5 .8%	<5 .8%	131 51.0%	257 100.0%
South East	5 1.9%	37 14.1%	52 19.8%	19 7.3%	<5 .4%	5 1.9%	143 54.6%	262 100.0%
West	6 3.8%	44 27.5%	42 26.3%	13 8.1%	<5 .6%	0 .0%	54 33.8%	160 100.0%
Age of respondent								
16-24	0 .0%	30 19.5%	29 18.8%	16 10.4%	0 .0%	0 .0%	79 51.3%	154 100.0%
25-34	<5 1.7%	24 13.4%	45 25.1%	16 8.9%	<5 1.1%	<5 .6%	88 49.2%	179 100.0%
35-44	<5 2.1%	31 16.3%	35 18.4%	18 9.5%	<5 1.1%	<5 .5%	99 52.1%	190 100.0%
45-54	<5 3.9%	35 19.4%	53 29.4%	13 7.2%	<5 .6%	7 3.9%	64 35.6%	180 100.0%
55-64	5 3.0%	28 16.7%	35 20.8%	16 9.5%	<5 2.4%	<5 .6%	79 47.0%	168 100.0%
65+	<5 2.0%	36 17.7%	40 19.7%	13 6.4%	<5 1.0%	<5 .5%	107 52.7%	203 100.0%
Religion of respondent								
Protestant	13 2.3%	77 13.8%	132 23.6%	50 8.9%	<5 .4%	6 1.1%	280 50.0%	560 100.0%
Catholic	10 2.2%	99 21.6%	94 20.5%	39 8.5%	7 1.5%	<5 .9%	206 44.9%	459 100.0%
All Protestant and Catholic respondents	23 2.3%	176 17.3%	226 22.2%	89 8.7%	9 .9%	10 1.0%	486 47.7%	1,020 100.0%

Table 4.11: What is your opinion of the Housing Executive's performance in helping reduce anti-social behaviour?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	20 1.9%	120 11.2%	279 26.0%	199 18.5%	61 5.7%	5 .5%	389 36.3%	1,072 100.0%
Tenure								
Owner occupiers	12 1.4%	82 9.7%	231 27.3%	152 18.0%	47 5.6%	<5 .4%	318 37.6%	845 100.0%
Housing Executive tenants	6 5.5%	24 21.8%	22 20.0%	23 20.9%	10 9.1%	<5 1.8%	23 20.9%	110 100.0%
Private renters and others	<5 1.7%	14 11.9%	26 22.0%	24 20.3%	<5 3.4%	0 .0%	48 40.7%	118 100.0%
Housing Executive Area								
Belfast	<5 1.7%	26 14.8%	31 17.6%	42 23.9%	18 10.2%	0 .0%	56 31.8%	176 100.0%
North East	<5 1.8%	16 7.3%	78 35.6%	36 16.4%	13 5.9%	0 .0%	72 32.9%	219 100.0%
South	<5 1.2%	31 12.1%	67 26.2%	38 14.8%	9 3.5%	0 .0%	108 42.2%	256 100.0%
South East	<5 1.5%	28 10.7%	66 25.2%	51 19.5%	11 4.2%	<5 1.5%	98 37.4%	262 100.0%
West	6 3.8%	19 11.9%	37 23.3%	32 20.1%	10 6.3%	0 .0%	55 34.6%	159 100.0%
Age of respondent								
16-24	<5 .6%	16 10.4%	36 23.4%	33 21.4%	7 4.5%	0 .0%	61 39.6%	154 100.0%
25-34	<5 2.2%	26 14.6%	45 25.3%	25 14.0%	11 6.2%	0 .0%	67 37.6%	178 100.0%
35-44	<5 2.1%	19 10.0%	43 22.6%	36 18.9%	12 6.3%	<5 .5%	75 39.5%	190 100.0%
45-54	<5 1.1%	16 8.9%	51 28.3%	42 23.3%	11 6.1%	<5 1.7%	55 30.6%	180 100.0%
55-64	<5 1.8%	20 12.0%	49 29.5%	27 16.3%	13 7.8%	<5 .6%	53 31.9%	166 100.0%
65+	6 2.9%	23 11.2%	55 26.8%	36 17.6%	7 3.4%	0 .0%	78 38.0%	205 100.0%
Religion of respondent								
Protestant	10 1.8%	58 10.3%	154 27.4%	113 20.1%	27 4.8%	<5 .5%	197 35.1%	562 100.0%
Catholic	9 2.0%	59 12.9%	114 24.8%	78 17.0%	30 6.5%	<5 .2%	168 36.6%	459 100.0%
All Protestant and Catholic respondents	19 1.9%	117 11.5%	268 26.2%	191 18.7%	57 5.6%	<5 .4%	365 35.7%	1,020 100.0%

Table 4.12: What is your opinion of the Housing Executive's performance in, overall, the way it provides its services?

	Very good	Good	Average	Poor	Very poor	Refusal	Don't know	Total
All respondents	74 6.9%	356 33.1%	354 33.0%	63 5.9%	17 1.6%	<5 .2%	208 19.4%	1,072 100.0%
Tenure								
Owner occupiers	47 5.6%	275 32.5%	276 32.7%	53 6.3%	12 1.4%	<5 .2%	180 21.3%	845 100.0%
Housing Executive tenants	19 17.1%	45 40.5%	39 35.1%	<5 3.6%	<5 1.8%	0 .0%	<5 1.8%	111 100.0%
Private renters and others	8 6.8%	36 30.5%	39 33.1%	6 5.1%	<5 2.5%	0 .0%	26 22.0%	118 100.0%
Housing Executive Area								
Belfast	12 6.9%	62 35.4%	56 32.0%	11 6.3%	<5 2.3%	0 .0%	30 17.1%	175 100.0%
North East	16 7.3%	71 32.4%	75 34.2%	8 3.7%	5 2.3%	0 .0%	44 20.1%	219 100.0%
South	8 3.1%	89 34.6%	83 32.3%	18 7.0%	6 2.3%	0 .0%	53 20.6%	257 100.0%
South East	13 5.0%	77 29.4%	89 34.0%	20 7.6%	<5 .4%	<5 .8%	60 22.9%	262 100.0%
West	23 14.6%	56 35.4%	52 32.9%	5 3.2%	<5 .6%	0 .0%	21 13.3%	158 100.0%
Age of respondent								
16-24	10 6.5%	50 32.5%	42 27.3%	7 4.5%	0 .0%	0 .0%	45 29.2%	154 100.0%
25-34	5 2.8%	57 32.0%	64 36.0%	13 7.3%	<5 1.1%	0 .0%	37 20.8%	178 100.0%
35-44	7 3.7%	58 30.7%	70 37.0%	7 3.7%	<5 1.6%	0 .0%	44 23.3%	189 100.0%
45-54	16 8.9%	61 33.9%	60 33.3%	11 6.1%	7 3.9%	<5 1.1%	23 12.8%	180 100.0%
55-64	15 9.0%	49 29.3%	61 36.5%	9 5.4%	<5 1.2%	0 .0%	31 18.6%	167 100.0%
65+	20 9.7%	80 38.8%	59 28.6%	15 7.3%	<5 1.5%	0 .0%	29 14.1%	206 100.0%
Religion of respondent								
Protestant	34 6.1%	178 31.7%	196 34.9%	36 6.4%	8 1.4%	<5 .4%	107 19.1%	561 100.0%
Catholic	36 7.8%	165 35.9%	144 31.4%	26 5.7%	5 1.1%	0 .0%	83 18.1%	459 100.0%
All Protestant and Catholic respondents	70 6.9%	343 33.6%	340 33.3%	62 6.1%	13 1.3%	<5 .2%	190 18.6%	1,020 100.0%

SECTION 5

ATTITUDES TO LOCAL NEIGHBOURHOODS

Table 5.1: Do you feel proud or ashamed of the general image of your neighbourhood, e.g. when friends or relatives come to visit?

	Very proud	Fairly proud	No strong feelings	Slightly ashamed	Very ashamed	Don't know	Total
All respondents	396 36.9%	418 39.0%	167 15.6%	76 7.1%	9 .8%	6 .6%	1,072 100.0%
Tenure							
Owner occupiers	338 40.0%	345 40.8%	103 12.2%	54 6.4%	<5 .4%	<5 .2%	845 100.0%
Housing Executive tenants	26 23.9%	36 33.0%	31 28.4%	10 9.2%	5 4.6%	<5 .9%	109 100.0%
Private renters and others	32 27.1%	37 31.4%	33 28.0%	12 10.2%	<5 .8%	<5 2.5%	118 100.0%
Housing Executive Area							
Belfast	43 24.4%	62 35.2%	44 25.0%	22 12.5%	<5 2.3%	<5 .6%	176 100.0%
North East	82 37.6%	93 42.7%	29 13.3%	13 6.0%	0 .0%	<5 .5%	218 100.0%
South	106 41.1%	110 42.6%	30 11.6%	11 4.3%	<5 .4%	0 .0%	258 100.0%
South East	106 40.5%	97 37.0%	37 14.1%	18 6.9%	<5 1.5%	0 .0%	262 100.0%
West	59 36.6%	56 34.8%	29 18.0%	13 8.1%	<5 .6%	3 1.9%	161 100.0%
Age of respondent							
16-24	51 33.1%	62 40.3%	31 20.1%	7 4.5%	<5 1.3%	<5 .6%	154 100.0%
25-34	56 31.1%	74 41.1%	31 17.2%	15 8.3%	<5 1.7%	<5 .6%	180 100.0%
35-44	58 30.7%	86 45.5%	27 14.3%	14 7.4%	<5 2.1%	0 .0%	189 100.0%
45-54	72 40.0%	68 37.8%	25 13.9%	13 7.2%	<5 .6%	<5 .6%	180 100.0%
55-64	62 37.1%	59 35.3%	26 15.6%	18 10.8%	0 .0%	<5 1.2%	167 100.0%
65+	97 47.3%	69 33.7%	28 13.7%	10 4.9%	0 .0%	<5 .5%	205 100.0%
Religion of respondent							
Protestant	212 37.7%	226 40.2%	88 15.7%	30 5.3%	<5 .7%	<5 .4%	562 100.0%
Catholic	168 36.6%	180 39.2%	63 13.7%	42 9.2%	<5 .9%	<5 .4%	459 100.0%
All Protestant and Catholic respondents	380 37.2%	406 39.8%	151 14.8%	72 7.1%	8 .8%	<5 .4%	1,020 100.0%

Table 5.2: Would you say that, overall your neighbourhood is changing for the better, not really changing, or changing for the worse?

	Changing for the better	Not really changing	Changing for the worse	Don't know	Total
All respondents	336 31.3%	514 47.9%	205 19.1%	17 1.6%	1,072 100.0%
Tenure					
Owner occupiers	259 30.7%	424 50.2%	156 18.5%	6 .7%	845 100.0%
Housing Executive tenants	45 40.9%	35 31.8%	28 25.5%	<5 1.8%	110 100.0%
Private renters and others	34 28.8%	55 46.6%	21 17.8%	8 6.8%	118 100.0%
Housing Executive Area					
Belfast	64 36.4%	63 35.8%	42 23.9%	7 4.0%	176 100.0%
North East	72 33.0%	103 47.2%	42 19.3%	<5 .5%	218 100.0%
South	96 37.4%	118 45.9%	40 15.6%	<5 1.2%	257 100.0%
South East	54 20.6%	153 58.4%	53 20.2%	<5 .8%	262 100.0%
West	51 31.9%	77 48.1%	29 18.1%	<5 1.9%	160 100.0%
Age of respondent					
16-24	48 31.2%	80 51.9%	21 13.6%	5 3.2%	154 100.0%
25-34	60 33.7%	89 50.0%	25 14.0%	<5 2.2%	178 100.0%
35-44	58 30.7%	87 46.0%	43 22.8%	<5 .5%	189 100.0%
45-54	49 27.4%	94 52.5%	33 18.4%	<5 1.7%	179 100.0%
55-64	49 29.5%	75 45.2%	40 24.1%	<5 1.2%	166 100.0%
65+	72 35.0%	89 43.2%	43 20.9%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	156 27.8%	276 49.2%	122 21.7%	7 1.2%	561 100.0%
Catholic	161 35.1%	214 46.6%	77 16.8%	7 1.5%	459 100.0%
All Protestant and Catholic respondents	317 31.1%	490 48.0%	199 19.5%	14 1.4%	1,020 100.0%

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

	Anti social behaviour	Vandalism	Area is becoming run down	Crime in the area	Drugs problem	Graffiti	Civil disturbances	Racial attacks	Other	Totals*
All respondents	121 59.1%	65 31.8%	54 26.3%	52 25.3%	48 23.2%	35 16.9%	17 8.1%	9 4.5%	69 33.6%	206* 100.0%
Tenure										
Owner occupiers	83 53.2%	45 28.6%	39 25.2%	39 24.9%	33 21.3%	21 13.6%	12 7.6%	7 4.7%	64 40.9%	156* 100.0%
Housing Executive tenants	20 72.2%	12 42.6%	8 29.6%	5 16.7%	9 33.3%	6 22.2%	<5 7.4%	<5 1.9%	<5 13.0%	28* 100.0%
Private renters and others	18 85.4%	9 41.5%	6 29.3%	8 39.0%	5 24.4%	7 34.1%	<5 12.2%	<5 7.3%	<5 7.3%	21* 100.0%
Housing Executive Area										
Belfast	25 60.0%	15 36.3%	11 27.5%	10 25.0%	9 21.3%	12 28.8%	<5 6.3%	<5 2.5%	16 37.5%	42* 100.0%
North East	25 60.0%	16 38.8%	8 20.0%	8 20.0%	12 30.0%	6 13.8%	5 11.3%	0 .0%	12 28.8%	42* 100.0%
South	20 50.0%	10 24.4%	<5 7.7%	10 24.4%	9 23.1%	<5 3.8%	0 .0%	5 12.8%	20 48.7%	40* 100.0%
South East	31 57.8%	14 26.5%	19 36.3%	15 27.5%	9 17.6%	8 14.7%	<5 2.9%	<5 2.9%	17 32.4%	53* 100.0%
West	21 71.4%	10 35.7%	12 41.1%	9 30.4%	8 26.8%	8 26.8%	8 26.8%	<5 5.4%	5 16.1%	29* 100.0%
Age of respondent										
16-24	5 25.0%	<5 17.5%	13 62.5%	<5 22.5%	<5 20.0%	<5 15.0%	<5 10.0%	<5 2.5%	10 47.5%	21* 100%
25-34	7 28.6%	9 36.7%	15 59.2%	8 32.7%	10 38.8%	5 20.4%	6 22.4%	<5 4.1%	6 24.5%	25* 100%
35-44	14 32.5%	18 42.2%	28 63.9%	12 27.7%	17 38.6%	9 21.7%	<5 9.6%	<5 3.6%	12 28.9%	43* 100%
45-54	10 31.3%	9 28.1%	22 67.2%	10 31.3%	10 29.7%	7 20.3%	<5 1.6%	<5 10.9%	9 28.1%	33* 100%
55-64	8 19.2%	14 34.6%	21 51.3%	8 20.5%	10 24.4%	8 19.2%	<5 5.1%	<5 2.6%	15 35.9%	40* 100%
65+	7 17.1%	11 25.6%	23 53.7%	<5 9.8%	<5 8.5%	<5 6.1%	<5 4.9%	<5 3.7%	17 39.0%	43* 100%
Religion of respondent										
Protestant	25 20.4%	34 27.7%	69 56.6%	20 16.6%	26 21.7%	18 14.5%	8 6.4%	5 3.8%	43 34.9%	122* 100%
Catholic	25 32.2%	29 37.6%	49 63.8%	26 33.6%	25 32.2%	15 18.8%	7 9.4%	5 6.0%	25 32.2%	77* 100%
All Protestant and Catholic respondents	50 25.0%	63 31.5%	118 59.4%	46 23.2%	51 25.8%	32 16.1%	15 7.6%	9 4.7%	67 33.9%	199* 100.0%

Base: 210¹

* NB Figures in the 'Totals' column are based on weighted data and refer to the total number of respondents in each category who thought their neighbourhood was changing for the worse (i.e. all respondents, all in each age group and all Protestant and Catholic respondents). These figures are not totals of the numbers across the rows, since most respondents stated more than one reason.

** See Table 5.3a for details of 'other' responses.

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

**Table 5.3a: Why do you think your neighbourhood is changing for the worse?
(specified other responses)**

	Over- development in area	Bad roads/ footpaths/ traffic problems	Too much private renting in area	Other*	Total*
All respondents who gave other reasons	33 47.4%	10 14.3%	9 12.8%	18* 25.6%*	69 100.0%
As a proportion of the 206 respondents who thought their neighbourhood was changing for the worse	16.0%	4.9%	4.4%	8.7%	33.6%

Base: 69 respondents who stated other reasons why they thought their neighbourhood was changing for the worse

* Other responses included the following:

Immigration

No community spirit

No investment in the community

Lack of policing

Table 5.4: How safe do you feel in your own home during the day?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know	Total
All respondents	765 71.2%	283 26.4%	21 2.0%	<5 .1%	<5 .4%	1,072 100.0%
Tenure						
Owner occupiers	619 73.2%	209 24.7%	16 1.9%	0 .0%	<5 .2%	846 100.0%
Housing Executive tenants	80 72.7%	26 23.6%	<5 1.8%	<5 .9%	<5 .9%	110 100.0%
Private renters and others	66 55.9%	48 40.7%	<5 2.5%	0 .0%	<5 .8%	118 100.0%
Housing Executive Area						
Belfast	128 72.7%	44 25.0%	<5 1.7%	0 .0%	<5 .6%	176 100.0%
North East	166 76.1%	50 22.9%	<5 .9%	0 .0%	0 .0%	218 100.0%
South	192 74.4%	58 22.5%	8 3.1%	0 .0%	0 .0%	258 100.0%
South East	174 66.2%	85 32.3%	<5 1.1%	<5 .4%	0 .0%	263 100.0%
West	106 66.3%	47 29.4%	5 3.1%	0 .0%	<5 1.3%	160 100.0%
Age of respondent						
16-24	108 70.1%	45 29.2%	0 .0%	<5 .6%	0 .0%	154 100.0%
25-34	130 72.6%	43 24.0%	6 3.4%	0 .0%	0 .0%	179 100.0%
35-44	144 76.2%	45 23.8%	0 .0%	0 .0%	0 .0%	189 100.0%
45-54	138 76.2%	40 22.1%	<5 1.1%	0 .0%	<5 .6%	181 100.0%
55-64	110 66.3%	50 30.1%	<5 2.4%	0 .0%	<5 1.2%	166 100.0%
65+	136 66.3%	60 29.3%	8 3.9%	0 .0%	<5 .5%	205 100.0%
Religion of respondent						
Protestant	395 70.3%	156 27.8%	9 1.6%	0 .0%	<5 .4%	562 100.0%
Catholic	330 71.9%	117 25.5%	11 2.4%	<5 .2%	0 .0%	459 100.0%
All Protestant and Catholic respondents	725 71.0%	273 26.7%	20 2.0%	<5 .1%	<5 .2%	1,020 100.0%

Table 5.5: How safe do you feel in your own home after dark?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know	Total
All respondents	574 53.5%	384 35.8%	100 9.3%	11 1.0%	<5 .4%	1,072 100.0%
Tenure						
Owner occupiers	476 56.3%	290 34.3%	75 8.9%	<5 .4%	<5 .2%	846 100.0%
Housing Executive tenants	52 47.7%	40 36.7%	12 11.0%	<5 3.7%	<5 .9%	109 100.0%
Private renters and others	46 39.0%	54 45.8%	13 11.0%	<5 3.4%	<5 .8%	118 100.0%
Housing Executive Area						
Belfast	91 52.0%	62 35.4%	21 12.0%	0 .0%	<5 .6%	175 100.0%
North East	128 58.4%	75 34.2%	15 6.8%	<5 .5%	0 .0%	219 100.0%
South	141 54.9%	94 36.6%	18 7.0%	<5 1.6%	0 .0%	257 100.0%
South East	126 48.1%	100 38.2%	32 12.2%	<5 1.5%	0 .0%	262 100.0%
West	88 55.0%	52 32.5%	15 9.4%	<5 1.9%	<5 1.3%	160 100.0%
Age of respondent						
16-24	87 56.5%	49 31.8%	17 11.0%	<5 .6%	0 .0%	154 100.0%
25-34	101 56.7%	62 34.8%	13 7.3%	<5 1.1%	0 .0%	178 100.0%
35-44	103 54.5%	68 36.0%	17 9.0%	<5 .5%	0 .0%	189 100.0%
45-54	115 63.9%	56 31.1%	5 2.8%	<5 1.7%	<5 .6%	180 100.0%
55-64	86 51.5%	61 36.5%	17 10.2%	<5 .6%	<5 1.2%	167 100.0%
65+	82 39.8%	88 42.7%	31 15.0%	<5 1.9%	<5 .5%	206 100.0%
Religion of respondent						
Protestant	276 49.2%	215 38.3%	62 11.1%	6 1.1%	<5 .4%	561 100.0%
Catholic	265 57.7%	154 33.6%	36 7.8%	<5 .9%	0 .0%	459 100.0%
All Protestant and Catholic respondents	541 53.0%	369 36.2%	98 9.6%	10 1.0%	<5 .2%	1,020 100.0%

Table 5.6: How safe do you feel walking alone in your neighbourhood during the day?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Refusal	Don't know	Total
All respondents	744 69.3%	279 26.0%	36 3.4%	10 .9%	<5 .1%	<5 .4%	1,072 100.0%
Tenure							
Owner occupiers	598 70.7%	213 25.2%	26 3.1%	6 .7%	<5 .1%	<5 .2%	846 100.0%
Housing Executive tenants	75 68.2%	27 24.5%	5 4.5%	<5 1.8%	0 .0%	<5 .9%	110 100.0%
Private renters and others	71 60.2%	39 33.1%	5 4.2%	<5 1.7%	0 .0%	<5 .8%	118 100.0%
Housing Executive Area							
Belfast	118 67.0%	49 27.8%	<5 2.3%	<5 1.7%	0 .0%	<5 1.1%	176 100.0%
North East	156 71.2%	56 25.6%	7 3.2%	0 .0%	0 .0%	0 .0%	219 100.0%
South	186 72.4%	60 23.3%	9 3.5%	<5 .8%	0 .0%	0 .0%	257 100.0%
South East	178 67.7%	73 27.8%	10 3.8%	<5 .4%	<5 .4%	0 .0%	263 100.0%
West	106 66.3%	42 26.3%	6 3.8%	<5 2.5%	0 .0%	<5 1.3%	160 100.0%
Age of respondent							
16-24	103 66.5%	46 29.7%	5 3.2%	<5 .6%	0 .0%	0 .0%	155 100.0%
25-34	133 74.3%	35 19.6%	7 3.9%	<5 2.2%	0 .0%	0 .0%	179 100.0%
35-44	134 70.9%	51 27.0%	<5 2.1%	0 .0%	0 .0%	0 .0%	189 100.0%
45-54	128 70.7%	47 26.0%	<5 1.7%	<5 1.1%	0 .0%	<5 .6%	181 100.0%
55-64	119 71.7%	40 24.1%	<5 1.8%	<5 1.2%	0 .0%	<5 1.2%	166 100.0%
65+	127 61.7%	60 29.1%	16 7.8%	<5 .5%	<5 .5%	<5 .5%	206 100.0%
Religion of respondent							
Protestant	360 64.1%	172 30.6%	22 3.9%	5 .9%	<5 .2%	<5 .4%	562 100.0%
Catholic	346 75.5%	95 20.7%	13 2.8%	<5 .9%	0 .0%	0 .0%	458 100.0%
All Protestant and Catholic respondents	706 69.2%	267 26.2%	35 3.4%	9 .9%	<5 .1%	<5 .2%	1,020 100.0%

Table 5.7: How safe do you feel walking alone in your neighbourhood after dark?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Refusal	Don't know	Total
All respondents	331 30.8%	366 34.1%	258 24.0%	110 10.3%	<5 .1%	7 .7%	1,072 100.0%
Tenure							
Owner occupiers	271 32.1%	297 35.1%	192 22.7%	79 9.3%	<5 .1%	5 .6%	845 100.0%
Housing Executive tenants	32 29.1%	31 28.2%	29 26.4%	16 14.5%	0 .0%	<5 1.8%	110 100.0%
Private renters and others	29 24.6%	36 30.5%	37 31.4%	15 12.7%	<5 .8%	0 .0%	118 100.0%
Housing Executive Area							
Belfast	40 22.9%	62 35.4%	49 28.0%	22 12.6%	<5 .6%	<5 .6%	175 100.0%
North East	77 35.2%	83 37.9%	43 19.6%	15 6.8%	0 .0%	<5 .5%	219 100.0%
South	90 35.0%	92 35.8%	55 21.4%	18 7.0%	0 .0%	<5 .8%	257 100.0%
South East	77 29.3%	78 29.7%	71 27.0%	35 13.3%	<5 .4%	<5 .4%	263 100.0%
West	47 29.6%	50 31.4%	40 25.2%	20 12.6%	0 .0%	<5 1.3%	159 100.0%
Age of respondent							
16-24	59 38.1%	42 27.1%	39 25.2%	15 9.7%	0 .0%	0 .0%	155 100.0%
25-34	53 29.8%	71 39.9%	41 23.0%	11 6.2%	0 .0%	<5 1.1%	178 100.0%
35-44	62 32.8%	76 40.2%	34 18.0%	17 9.0%	0 .0%	0 .0%	189 100.0%
45-54	63 35.2%	63 35.2%	40 22.3%	12 6.7%	0 .0%	<5 .6%	179 100.0%
55-64	52 31.3%	51 30.7%	46 27.7%	14 8.4%	0 .0%	<5 1.8%	166 100.0%
65+	42 20.4%	63 30.6%	58 28.2%	41 19.9%	<5 .5%	<5 .5%	206 100.0%
Religion of respondent							
Protestant	159 28.3%	184 32.7%	143 25.4%	70 12.5%	<5 .2%	5 .9%	562 100.0%
Catholic	152 33.1%	162 35.3%	105 22.9%	39 8.5%	0 .0%	<5 .2%	459 100.0%
All Protestant and Catholic respondents	311 30.5%	346 33.9%	248 24.3%	109 10.7%	<5 .1%	6 .6%	1,020 100.0%

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	Don't know/ Refusal	Total
All respondents	134 12.5%	273 25.4%	657 61.3%	9 .8%	1,072 100.0%
Tenure					
Owner occupiers	92 10.9%	212 25.1%	535 63.4%	5 .6%	844 100.0%
Housing Executive tenants	21 19.3%	26 23.9%	60 55.0%	<5 1.8%	109 100.0%
Private renters and others	21 17.8%	34 28.8%	61 51.7%	<5 1.7%	118 100.0%
Housing Executive Area					
Belfast	44 25.1%	36 20.6%	92 52.6%	<5 1.7%	175 100.0%
North East	26 11.9%	49 22.5%	141 64.7%	<5 1.0%	218 100.0%
South	24 9.4%	59 23.0%	172 67.2%	<5 .4%	256 100.0%
South East	22 8.4%	80 30.5%	160 61.1%	0 0%	262 100.0%
West	17 10.6%	48 30.0%	92 57.5%	<5 1.9%	160 100.0%
Age of respondent					
16-24	29 19.0%	45 29.4%	79 51.6%	0 .0%	153 100.0%
25-34	22 12.4%	46 25.8%	107 60.1%	<5 1.7%	178 100.0%
35-44	23 12.2%	58 30.7%	107 56.6%	<5 .5%	189 100.0%
45-54	28 15.6%	46 25.6%	105 58.3%	<5 .6%	180 100.0%
55-64	15 9.0%	42 25.1%	107 64.1%	<5 1.8%	167 100.0%
65+	18 8.7%	35 17.0%	151 73.3%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	63 11.2%	130 23.2%	364 64.9%	<5 .7%	561 100.0%
Catholic	61 13.3%	130 28.4%	263 57.4%	<5 .9%	458 100.0%
All Protestant and Catholic respondents	124 12.2%	260 25.5%	627 61.5%	8 .8%	1,020 100.0%

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	Don't know	Total
All respondents	140 13.1%	245 22.9%	666 62.1%	21 2.0%	1,072 100.0%
Tenure					
Owner occupiers	97 11.5%	194 23.0%	540 64.0%	13 1.5%	844 100.0%
Housing Executive tenants	23 20.9%	23 20.9%	61 55.5%	<5 2.7%	110 100.0%
Private renters and others	20 16.9%	28 23.7%	65 55.1%	5 4.2%	118 100.0%
Housing Executive Area					
Belfast	39 22.3%	38 21.7%	93 53.1%	5 2.9%	175 100.0%
North East	34 15.6%	44 20.2%	136 62.4%	<5 1.8%	218 100.0%
South	22 8.6%	56 21.9%	175 68.4%	<5 1.2%	256 100.0%
South East	26 9.9%	72 27.5%	162 61.8%	<5 .8%	262 100.0%
West	19 11.9%	34 21.4%	100 62.9%	6 3.8%	159 100.0%
Age of respondent					
16-24	38 24.7%	26 16.9%	87 56.5%	<5 1.9%	154 100.0%
25-34	21 11.8%	49 27.5%	106 59.6%	<5 1.1%	178 100.0%
35-44	23 12.2%	50 26.5%	110 58.2%	6 3.2%	189 100.0%
45-54	22 12.2%	45 25.0%	111 61.7%	<5 1.1%	180 100.0%
55-64	17 10.2%	39 23.5%	106 63.9%	<5 2.4%	166 100.0%
65+	19 9.3%	35 17.1%	146 71.2%	5 2.4%	205 100.0%
Religion of respondent					
Protestant	71 12.6%	115 20.5%	365 64.9%	11 2.0%	562 100.0%
Catholic	59 12.9%	115 25.1%	276 60.1%	9 2.0%	459 100.0%
All Protestant and Catholic respondents	130 12.7%	230 22.5%	641 62.8%	20 2.0%	1,020 100.0%

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

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	131 12.2%	242 22.5%	693 64.5%	8 .7%	1,072 100.0%
Tenure					
Owner occupiers	99 11.7%	194 23.0%	550 65.1%	<5 .2%	845 100.0%
Housing Executive tenants	16 14.4%	22 19.8%	71 64.0%	<5 1.8%	111 100.0%
Private renters and others	16 13.6%	26 22.0%	72 61.0%	<5 3.4%	118 100.0%
Housing Executive Area					
Belfast	29 16.5%	42 23.9%	103 58.5%	<5 1.1%	176 100.0%
North East	37 17.0%	50 22.9%	127 58.3%	<5 1.8%	218 100.0%
South	21 8.2%	47 18.3%	189 73.5%	0 .0%	257 100.0%
South East	24 9.2%	63 24.0%	175 66.8%	0 .0%	262 100.0%
West	19 11.9%	40 25.0%	99 61.9%	<5 1.3%	160 100.0%
Age of respondent					
16-24	20 12.9%	36 23.2%	96 61.9%	<5 1.9%	155 100.0%
25-34	19 10.6%	43 24.0%	116 64.8%	<5 .6%	179 100.0%
35-44	20 10.5%	58 30.5%	112 58.9%	0 .0%	190 100.0%
45-54	20 11.1%	36 20.0%	123 68.3%	<5 .6%	180 100.0%
55-64	28 16.9%	36 21.7%	100 60.2%	<5 1.2%	166 100.0%
65+	23 11.2%	33 16.0%	148 71.8%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	77 13.7%	130 23.2%	348 62.0%	6 1.1%	561 100.0%
Catholic	47 10.2%	98 21.4%	313 68.2%	<5 .2%	459 100.0%
All Protestant and Catholic respondents	124 12.2%	228 22.4%	661 64.8%	7 .7%	1,020 100.0%

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

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	99 9.2%	289 27.0%	676 63.1%	8 .7%	1,072 100.0%
Tenure					
Owner occupiers	62 7.3%	221 26.2%	559 66.2%	<5 .2%	844 100.0%
Housing Executive tenants	21 19.1%	34 30.9%	53 48.2%	<5 1.8%	110 100.0%
Private renters and others	16 13.7%	34 29.1%	64 54.7%	<5 2.6%	117 100.0%
Housing Executive Area					
Belfast	26 14.9%	61 34.9%	86 49.1%	<5 1.1%	175 100.0%
North East	28 12.8%	61 28.0%	127 58.3%	<5 .9%	218 100.0%
South	11 4.3%	52 20.2%	194 75.5%	0 .0%	257 100.0%
South East	14 5.3%	70 26.6%	179 68.1%	0 .0%	263 100.0%
West	20 12.5%	46 28.8%	91 56.9%	<5 1.9%	160 100.0%
Age of respondent					
16-24	19 12.4%	50 32.7%	84 54.9%	0 .0%	153 100.0%
25-34	16 9.0%	60 33.7%	101 56.7%	<5 .6%	178 100.0%
35-44	21 11.1%	60 31.7%	108 57.1%	0 .0%	189 100.0%
45-54	10 5.6%	47 26.3%	120 67.0%	<5 1.1%	179 100.0%
55-64	15 9.0%	39 23.4%	110 65.9%	<5 1.8%	167 100.0%
65+	18 8.7%	33 16.0%	153 74.3%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	49 8.7%	152 27.0%	358 63.7%	<5 .5%	562 100.0%
Catholic	46 10.0%	126 27.5%	284 61.9%	<5 .7%	459 100.0%
All Protestant and Catholic respondents	95 9.3%	278 27.2%	642 62.9%	6 .6%	1,020 100.0%

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

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	97 9.0%	165 15.4%	806 75.1%	5 .5%	1,072 100.0%
Tenure					
Owner occupiers	69 8.2%	126 14.9%	648 76.7%	<5 .2%	845 100.0%
Housing Executive tenants	13 11.8%	21 19.1%	75 68.2%	<5 .9%	110 100.0%
Private renters and others	16 13.4%	18 15.1%	83 69.7%	<5 1.7%	119 100.0%
Housing Executive Area					
Belfast	26 14.9%	24 13.7%	123 70.3%	<5 1.1%	175 100.0%
North East	21 9.6%	41 18.8%	155 71.1%	<5 .5%	218 100.0%
South	16 6.2%	32 12.4%	210 81.4%	0 .0%	258 100.0%
South East	13 5.0%	34 13.0%	215 82.1%	0 .0%	262 100.0%
West	21 13.1%	34 21.3%	103 64.4%	<5 1.3%	160 100.0%
Age of respondent					
16-24	13 8.4%	29 18.8%	112 72.7%	0 .0%	154 100.0%
25-34	11 6.2%	39 21.9%	127 71.3%	<5 .6%	178 100.0%
35-44	20 10.6%	32 16.9%	137 72.5%	0 .0%	189 100.0%
45-54	19 10.6%	28 15.6%	132 73.3%	<5 .6%	180 100.0%
55-64	18 10.8%	19 11.4%	127 76.5%	<5 1.2%	166 100.0%
65+	16 7.8%	18 8.7%	171 83.0%	<5 .5%	206 100.0%
Religion of respondent					
Protestant	46 8.2%	84 14.9%	430 76.5%	<5 .4%	562 100.0%
Catholic	47 10.2%	70 15.3%	341 74.3%	<5 .2%	459 100.0%
All Protestant and Catholic respondents	93 9.1%	154 15.1%	771 75.5%	<5 .3%	1,020 100.0%

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

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	82 7.6%	136 12.7%	846 78.9%	8 .7%	1,072 100.0%
Tenure					
Owner occupiers	50 5.9%	100 11.8%	691 81.9%	<5 .4%	844 100.0%
Housing Executive tenants	14 12.7%	18 16.4%	76 69.1%	<5 1.8%	110 100.0%
Private renters and others	17 14.5%	18 15.4%	79 67.5%	<5 2.6%	117 100.0%
Housing Executive Area					
Belfast	18 10.2%	38 21.6%	118 67.0%	<5 1.1%	176 100.0%
North East	24 11.0%	31 14.2%	160 73.4%	<5 1.4%	218 100.0%
South	12 4.7%	20 7.8%	225 87.5%	0 .0%	257 100.0%
South East	17 6.5%	31 11.8%	214 81.7%	0 .0%	262 100.0%
West	11 6.9%	16 10.1%	129 81.1%	<5 1.9%	159 100.0%
Age of respondent					
16-24	14 9.2%	23 15.0%	116 75.8%	0 .0%	153 100.0%
25-34	13 7.3%	26 14.6%	138 77.5%	<5 .6%	178 100.0%
35-44	11 5.8%	27 14.3%	150 79.4%	<5 .5%	189 100.0%
45-54	13 7.3%	20 11.2%	144 80.4%	<5 1.1%	179 100.0%
55-64	14 8.4%	22 13.2%	128 76.6%	<5 1.8%	167 100.0%
65+	16 7.8%	18 8.7%	170 82.5%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	49 8.7%	76 13.5%	433 77.2%	<5 .5%	561 100.0%
Catholic	31 6.7%	52 11.3%	373 81.1%	<5 .9%	460 100.0%
All Protestant and Catholic respondents	80 7.8%	128 12.5%	806 78.9%	<5 .7%	1,020 100.0%

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

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	71 6.6%	257 24.0%	738 68.8%	7 .7%	1,072 100.0%
Tenure					
Owner occupiers	45 5.3%	194 23.0%	603 71.4%	<5 .2%	844 100.0%
Housing Executive tenants	13 11.8%	33 30.0%	62 56.4%	<5 1.8%	110 100.0%
Private renters and others	12 10.3%	30 25.6%	72 61.5%	<5 2.6%	117 100.0%
Housing Executive Area					
Belfast	31 17.6%	44 25.0%	99 56.3%	<5 1.1%	176 100.0%
North East	11 5.0%	47 21.5%	159 72.6%	<5 .9%	219 100.0%
South	<5 1.2%	53 20.7%	200 78.1%	0 .0%	256 100.0%
South East	15 5.7%	66 25.2%	181 69.1%	0 .0%	262 100.0%
West	11 6.9%	47 29.4%	99 61.9%	<5 1.9%	160 100.0%
Age of respondent					
16-24	11 7.1%	46 29.9%	97 63.0%	0 .0%	154 100.0%
25-34	15 8.4%	53 29.6%	110 61.5%	<5 .6%	179 100.0%
35-44	11 5.8%	58 30.7%	120 63.5%	0 .0%	189 100.0%
45-54	10 5.6%	38 21.1%	130 72.2%	<5 1.1%	180 100.0%
55-64	10 6.0%	31 18.6%	123 73.7%	<5 1.8%	167 100.0%
65+	14 6.8%	31 15.0%	159 77.2%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	32 5.7%	129 23.0%	397 70.8%	<5 .5%	561 100.0%
Catholic	32 7.0%	116 25.3%	308 67.1%	<5 .7%	459 100.0%
All Protestant and Catholic respondents	64 6.3%	245 24.0%	705 69.1%	6 .6%	1,020 100.0%

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	Don't know/ Refusal	Total
All respondents	73 6.8%	153 14.4%	820 76.3%	26 2.5%	1,072 100.0%
Tenure					
Owner occupiers	42 5.0%	123 14.5%	663 78.4%	18 2.1%	846 100.0%
Housing Executive tenants	12 10.9%	12 10.9%	82 74.5%	<5 3.6%	110 100.0%
Private renters and others	19 16.1%	19 16.1%	75 63.6%	5 4.2%	118 100.0%
Housing Executive Area					
Belfast	12 6.9%	32 18.3%	123 70.3%	8 4.6%	175 100.0%
North East	19 8.7%	32 14.7%	163 74.8%	<5 1.8%	218 100.0%
South	12 4.7%	45 17.5%	197 76.7%	<5 1.2%	257 100.0%
South East	15 5.7%	23 8.7%	217 82.5%	8 3.1%	263 100.0%
West	15 9.4%	21 13.1%	120 75.0%	<5 2.5%	160 100.0%
Age of respondent					
16-24	21 13.6%	31 20.1%	98 63.6%	<5 2.6%	154 100.0%
25-34	18 10.1%	30 16.8%	129 72.1%	<5 1.1%	179 100.0%
35-44	10 5.3%	34 18.0%	139 73.5%	6 3.2%	189 100.0%
45-54	10 5.6%	23 12.8%	145 80.6%	<5 1.1%	180 100.0%
55-64	8 4.8%	18 10.8%	135 81.3%	5 3.0%	166 100.0%
65+	6 2.9%	18 8.8%	173 84.4%	8 3.9%	205 100.0%
Religion of respondent					
Protestant	35 6.2%	70 12.5%	440 78.3%	17 3.0%	562 100.0%
Catholic	28 6.1%	76 16.6%	347 75.6%	8 1.7%	459 100.0%
All Protestant and Catholic respondents	63 6.2%	146 14.3%	787 77.1%	25 2.5%	1,020 100.0%

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	Don't know	Total
All respondents	72 6.7%	145 13.5%	825 77.0%	30 2.8%	1,072 100.0%
Tenure					
Owner occupiers	43 5.1%	122 14.4%	660 78.1%	20 2.4%	845 100.0%
Housing Executive tenants	10 9.2%	8 7.3%	86 78.9%	5 4.6%	109 100.0%
Private renters and others	19 16.1%	15 12.7%	79 66.9%	5 4.2%	118 100.0%
Housing Executive Area					
Belfast	13 7.4%	26 14.9%	126 72.0%	10 5.7%	175 100.0%
North East	21 9.6%	32 14.7%	161 73.9%	<5 1.8%	218 100.0%
South	16 6.2%	36 14.0%	197 76.7%	8 3.1%	257 100.0%
South East	12 4.6%	29 11.0%	216 82.1%	6 2.3%	263 100.0%
West	9 5.7%	22 13.8%	125 78.6%	<5 1.9%	159 100.0%
Age of respondent					
16-24	22 14.3%	32 20.8%	96 62.3%	<5 2.6%	154 100.0%
25-34	18 10.1%	23 12.9%	131 73.6%	6 3.4%	178 100.0%
35-44	7 3.7%	34 18.0%	145 76.7%	<5 1.6%	189 100.0%
45-54	10 5.6%	28 15.6%	139 77.2%	<5 1.7%	180 100.0%
55-64	8 4.8%	16 9.6%	137 82.5%	5 3.0%	166 100.0%
65+	7 3.4%	12 5.9%	176 85.9%	10 4.9%	205 100.0%
Religion of respondent					
Protestant	38 6.8%	63 11.2%	441 78.6%	19 3.4%	561 100.0%
Catholic	26 5.7%	73 15.9%	350 76.4%	9 2.0%	458 100.0%
All Protestant and Catholic respondents	64 6.3%	136 13.3%	791 77.6%	28 2.7%	1,020 100.0%

Table 5.17: Do you consider non-sectarian murals to be a problem within your local area?

	Major problem	Minor problem	Not a problem	Don't know	Total
All respondents	17 1.6%	116 10.8%	932 86.9%	7 .7%	1,072 100.0%
Tenure					
Owner occupiers	11 1.3%	80 9.5%	751 89.0%	<5 .2%	844 100.0%
Housing Executive tenants	<5 2.7%	16 14.5%	89 80.9%	<5 1.8%	110 100.0%
Private renters and others	<5 2.5%	20 16.9%	92 78.0%	<5 2.5%	118 100.0%
Housing Executive Area					
Belfast	7 4.0%	26 14.9%	140 80.0%	<5 1.1%	175 100.0%
North East	<5 .5%	29 13.2%	187 85.4%	<5 .9%	219 100.0%
South	<5 1.2%	18 7.0%	236 91.8%	0 .0%	257 100.0%
South East	<5 1.5%	22 8.4%	236 90.1%	0 .0%	262 100.0%
West	<5 1.9%	21 13.1%	133 83.1%	<5 1.9%	160 100.0%
Age of respondent					
16-24	<5 .6%	21 13.6%	132 85.7%	0 .0%	154 100.0%
25-34	<5 .6%	20 11.2%	157 87.7%	<5 .6%	179 100.0%
35-44	<5 1.6%	17 9.0%	169 89.4%	0 .0%	189 100.0%
45-54	<5 2.2%	21 11.7%	153 85.0%	<5 1.1%	180 100.0%
55-64	0 .0%	21 12.7%	143 86.1%	<5 1.2%	166 100.0%
65+	9 4.4%	17 8.3%	178 86.4%	<5 1.0%	206 100.0%
Religion of respondent					
Protestant	8 1.4%	56 10.0%	494 88.1%	<5 .5%	561 100.0%
Catholic	9 2.0%	55 12.0%	393 85.6%	<5 .4%	459 100.0%
All Protestant and Catholic respondents	17 1.7%	111 10.9%	887 87.0%	5 .5%	1,020 100.0%

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	Don't know	Total
All respondents	116 10.8%	283 26.4%	380 35.4%	281 26.2%	12 1.1%	1,072 100.0%
Tenure						
Owner occupiers	89 10.5%	217 25.7%	290 34.3%	242 28.6%	7 .8%	845 100.0%
Housing Executive tenants	13 11.9%	27 24.8%	46 42.2%	20 18.3%	<5 2.8%	109 100.0%
Private renters and others	12 10.3%	39 33.3%	44 37.6%	19 16.2%	<5 2.6%	117 100.0%
Housing Executive Area						
Belfast	20 11.4%	52 29.7%	70 40.0%	28 16.0%	5 2.9%	175 100.0%
North East	29 13.3%	57 26.1%	76 34.9%	55 25.2%	<5 .5%	218 100.0%
South	30 11.7%	71 27.6%	97 37.7%	58 22.6%	<5 .4%	257 100.0%
South East	18 6.9%	68 26.0%	86 32.8%	88 33.6%	<5 .8%	262 100.0%
West	19 11.9%	35 21.9%	51 31.9%	52 32.5%	<5 1.9%	160 100.0%
Age of respondent						
16-24	18 11.7%	45 29.2%	58 37.7%	33 21.4%	0 .0%	154 100.0%
25-34	19 10.7%	53 29.8%	70 39.3%	34 19.1%	<5 1.1%	178 100.0%
35-44	20 10.6%	47 24.9%	74 39.2%	48 25.4%	0 .0%	189 100.0%
45-54	23 12.7%	55 30.4%	59 32.6%	43 23.8%	<5 .6%	181 100.0%
55-64	19 11.4%	38 22.8%	57 34.1%	51 30.5%	<5 1.2%	167 100.0%
65+	17 8.3%	45 22.0%	63 30.7%	72 35.1%	8 3.9%	205 100.0%
Religion of respondent						
Protestant	51 9.1%	145 25.8%	211 37.6%	146 26.0%	8 1.4%	561 100.0%
Catholic	56 12.2%	123 26.7%	151 32.8%	127 27.6%	<5 .7%	460 100.0%
All Protestant and Catholic respondents	107 10.5%	268 26.2%	362 35.5%	273 26.7%	11 1.1%	1,020 100.0%

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	Don't know	Total
All respondents	271 25.3%	476 44.4%	239 22.3%	71 6.6%	15 1.4%	1,072 100.0%
Tenure						
Owner occupiers	225 26.7%	391 46.3%	171 20.3%	50 5.9%	7 .8%	844 100.0%
Housing Executive tenants	23 20.9%	33 30.0%	35 31.8%	14 12.7%	5 4.5%	110 100.0%
Private renters and others	23 19.5%	52 44.1%	33 28.0%	7 5.9%	<5 2.5%	118 100.0%
Housing Executive Area						
Belfast	44 25.0%	77 43.8%	42 23.9%	8 4.5%	5 2.8%	176 100.0%
North East	56 25.6%	101 46.1%	45 20.5%	15 6.8%	<5 .9%	219 100.0%
South	72 28.0%	102 39.7%	65 25.3%	15 5.8%	<5 1.2%	257 100.0%
South East	59 22.5%	123 46.9%	53 20.2%	24 9.2%	<5 1.1%	262 100.0%
West	40 25.2%	73 45.9%	34 21.4%	9 5.7%	<5 1.9%	159 100.0%
Age of respondent						
16-24	34 21.9%	75 48.4%	35 22.6%	9 5.8%	<5 1.3%	155 100.0%
25-34	45 25.1%	81 45.3%	36 20.1%	15 8.4%	<5 1.1%	179 100.0%
35-44	48 25.4%	87 46.0%	42 22.2%	12 6.3%	0 .0%	189 100.0%
45-54	53 29.6%	80 44.7%	39 21.8%	5 2.8%	<5 1.1%	179 100.0%
55-64	44 26.5%	67 40.4%	35 21.1%	17 10.2%	<5 1.8%	166 100.0%
65+	46 22.4%	86 42.0%	52 25.4%	13 6.3%	8 3.9%	205 100.0%
Religion of respondent						
Protestant	131 23.4%	251 44.8%	132 23.6%	36 6.4%	10 1.8%	560 100.0%
Catholic	125 27.2%	208 45.2%	92 20.0%	30 6.5%	5 1.1%	460 100.0%
All Protestant and Catholic respondents	256 25.1%	459 45.0%	224 22.0%	66 6.5%	15 1.5%	1,020 100.0%

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

	Yes	No	Don't know	Total
All respondents	712 66.4%	282 26.3%	78 7.3%	1,072 100.0%
Tenure				
Owner occupiers	576 68.2%	207 24.5%	62 7.3%	845 100.0%
Housing Executive tenants	62 56.4%	43 39.1%	5 4.5%	110 100.0%
Private renters and others	74 62.7%	33 28.0%	11 9.3%	118 100.0%
Housing Executive Area				
Belfast	98 55.7%	70 39.8%	8 4.5%	176 100.0%
North East	158 72.5%	43 19.7%	17 7.8%	218 100.0%
South	164 63.8%	74 28.8%	19 7.4%	257 100.0%
South East	176 67.2%	67 25.6%	19 7.3%	262 100.0%
West	116 72.5%	29 18.1%	15 9.4%	160 100.0%
Age of respondent				
16-24	100 64.9%	44 28.6%	10 6.5%	154 100.0%
25-34	114 64.0%	53 29.8%	11 6.2%	178 100.0%
35-44	111 58.4%	63 33.2%	16 8.4%	190 100.0%
45-54	127 70.9%	45 25.1%	7 3.9%	179 100.0%
55-64	124 74.3%	28 16.8%	15 9.0%	167 100.0%
65+	136 66.3%	49 23.9%	20 9.8%	205 100.0%
Religion of respondent				
Protestant	365 65.2%	147 26.3%	48 8.6%	560 100.0%
Catholic	312 68.1%	121 26.4%	25 5.5%	458 100.0%
All Protestant and Catholic respondents	677 66.5%	268 26.3%	73 7.2%	1,018 100.0%

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 mixed religion area but would prefer to live in a Catholic 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	Refusal	Don't know	Total
All respondents	450 42.0%	14 1.3%	5 .5%	138 12.9%	34 3.2%	105 9.8%	46 4.3%	<5 .1%	266 24.8%	<5 .2%	11 1.0%	1,072 100.0%
Tenure												
Owner occupiers	386 45.7%	13 1.5%	<5 .4%	89 10.5%	26 3.1%	77 9.1%	29 3.4%	<5 .1%	213 25.2%	<5 .2%	5 .6%	844 100.0%
Housing Executive tenants	20 18.2%	0 .0%	<5 1.8%	32 29.1%	5 4.5%	19 17.3%	10 9.1%	0 .0%	19 17.3%	0 .0%	<5 2.7%	110 100.0%
Private renters and others	45 37.8%	<5 .8%	0 .0%	16 13.4%	<5 2.5%	8 6.7%	8 6.7%	0 .0%	35 29.4%	0 .0%	<5 2.5%	119 100.0%
Housing Executive Area												
Belfast	39 22.2%	<5 .6%	0 .0%	50 28.4%	8 4.5%	34 19.3%	10 5.7%	0 .0%	32 18.2%	0 .0%	<5 1.1%	176 100.0%
North East	93 42.5%	7 3.2%	0 .0%	26 11.9%	10 4.6%	5 2.3%	7 3.2%	<5 .5%	66 30.1%	<5 .5%	<5 1.4%	219 100.0%
South	129 50.2%	<5 .8%	0 .0%	24 9.3%	6 2.3%	35 13.6%	11 4.3%	0 .0%	49 19.1%	0 .0%	<5 .4%	257 100.0%
South East	132 50.6%	<5 1.1%	<5 .4%	29 11.1%	9 3.4%	10 3.8%	9 3.4%	0 .0%	66 25.3%	<5 .4%	<5 .4%	261 100.0%
West	57 35.8%	<5 .6%	<5 2.5%	9 5.7%	<5 .6%	21 13.2%	9 5.7%	0 .0%	53 33.3%	0 .0%	<5 2.5%	159 100.0%
Age of respondent												
16-24	57 36.5%	<5 1.9%	<5 1.3%	21 13.5%	<5 1.9%	16 10.3%	8 5.1%	0 .0%	46 29.5%	0 .0%	0 .0%	156 100.0%
25-34	61 34.3%	<5 .6%	<5 .6%	13 7.3%	15 8.4%	26 14.6%	5 2.8%	0 .0%	53 29.8%	<5 .6%	<5 1.1%	178 100.0%
35-44	74 38.9%	5 2.6%	0 .0%	19 10.0%	<5 2.1%	22 11.6%	9 4.7%	<5 .5%	56 29.5%	0 .0%	0 .0%	190 100.0%
45-54	88 48.6%	0 .0%	<5 1.1%	21 11.6%	6 3.3%	13 7.2%	10 5.5%	0 .0%	40 22.1%	0 .0%	<5 .6%	181 100.0%
55-64	81 48.5%	<5 2.4%	0 .0%	22 13.2%	5 3.0%	10 6.0%	<5 2.4%	0 .0%	35 21.0%	<5 .6%	5 3.0%	167 100.0%
65+	90 43.7%	<5 1.5%	0 .0%	42 20.4%	<5 1.0%	18 8.7%	11 5.3%	0 .0%	36 17.5%	0 .0%	<5 1.9%	206 100.0%
Religion of respondent												
Protestant	233 41.5%	12 2.1%	0 .0%	133 23.7%	26 4.6%	<5 .5%	8 1.4%	0 .0%	141 25.1%	<5 .2%	5 .9%	562 100.0%
Catholic	194 42.3%	<5 .4%	5 1.1%	<5 .4%	5 1.1%	101 22.0%	37 8.1%	<5 .2%	106 23.1%	<5 .2%	5 1.1%	459 100.0%
All Protestant and Catholic respondents	427 41.8%	14 1.4%	5 .5%	135 13.2%	31 3.0%	104 10.2%	45 4.4%	<5 .1%	247 24.2%	<5 .2%	10 1.0%	1,020 100.0%

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 both Protestants and Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
All respondents	11 1.1%	25 2.3%	773 72.0%	36 3.4%	19 1.8%	<5 .3%	205 19.1%	1,072 100.0%
Tenure								
Owner occupiers	7 .8%	19 2.3%	603 71.4%	26 3.1%	16 1.9%	<5 .1%	172 20.4%	844 100.0%
Housing Executive tenants	<5 2.7%	5 4.5%	81 73.0%	<5 3.6%	0 .0%	<5 1.8%	16 14.4%	111 100.0%
Private renters and others	<5 1.7%	<5 .8%	89 74.8%	6 5.0%	<5 2.5%	0 .0%	18 15.1%	119 100.0%
Housing Executive Area								
Belfast	6 3.4%	10 5.7%	118 67.4%	8 4.6%	<5 2.3%	0 .0%	29 16.6%	175 100.0%
North East	<5 .5%	<5 .9%	154 70.6%	9 4.1%	<5 1.8%	<5 .5%	47 21.6%	218 100.0%
South	<5 1.6%	<5 1.6%	187 72.8%	<5 1.2%	<5 .8%	0 .0%	57 22.2%	257 100.0%
South East	<5 .4%	<5 1.1%	198 75.3%	10 3.8%	8 3.0%	0 .0%	43 16.3%	263 100.0%
West	0 .0%	6 3.8%	116 72.5%	6 3.8%	1 .6%	2 1.3%	29 18.1%	160 100.0%
Age of respondent								
16-24	<5 .6%	7 4.5%	110 71.0%	7 4.5%	0 .0%	0 .0%	30 19.4%	155 100.0%
25-34	<5 2.2%	7 3.9%	125 70.2%	6 3.4%	<5 1.1%	0 .0%	34 19.1%	178 100.0%
35-44	<5 1.1%	<5 1.6%	137 72.1%	<5 1.6%	5 2.6%	0 .0%	40 21.1%	190 100.0%
45-54	5 2.8%	<5 .6%	137 76.1%	5 2.8%	<5 2.2%	0 .0%	28 15.6%	180 100.0%
55-64	0 .0%	<5 1.8%	114 68.7%	8 4.8%	6 3.6%	<5 .6%	34 20.5%	166 100.0%
65+	<5 .5%	<5 1.9%	151 73.3%	6 2.9%	<5 1.0%	<5 1.0%	40 19.4%	206 100.0%
Religion of respondent								
Protestant	<5 .4%	<5 .7%	395 70.3%	31 5.5%	18 3.2%	<5 .5%	109 19.4%	562 100.0%
Catholic	9 2.0%	19 4.1%	348 76.0%	<5 .7%	<5 .2%	0 .0%	78 17.0%	458 100.0%
All Protestant and Catholic respondents	11 1.1%	23 2.3%	743 72.8%	34 3.3%	19 1.9%	<5 .3%	187 18.3%	1,020 100.0%

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

	Treats Protestants much better	Treats Protestants a bit better	Treats both Protestants and Catholics equally	Treats Catholics a bit better	Treats Catholics much better	Refusal	Don't know	Total
All respondents	8 .8%	22 2.0%	750 69.8%	40 3.7%	20 1.9%	<5 .4%	229 21.4%	1,072 100.0%
Tenure								
Owner occupiers	6 .7%	19 2.2%	585 69.1%	29 3.4%	16 1.9%	1 .1%	190 22.5%	846 100.0%
Housing Executive tenants	<5 .9%	<5 1.8%	78 70.9%	6 5.5%	<5 1.8%	<5 1.8%	19 17.3%	110 100.0%
Private renters and others	<5 1.7%	<5 1.7%	87 73.1%	5 4.2%	<5 2.5%	0 .0%	20 16.8%	119 100.0%
Housing Executive Area								
Belfast	<5 1.1%	5 2.8%	123 69.5%	6 3.4%	6 3.4%	0 .0%	35 19.8%	177 100.0%
North East	0 .0%	5 2.3%	145 66.5%	12 5.5%	<5 1.8%	<5 .5%	51 23.4%	218 100.0%
South	<5 .8%	<5 1.6%	177 68.6%	8 3.1%	<5 .4%	<5 .4%	65 25.2%	258 100.0%
South East	<5 1.1%	<5 .8%	189 72.1%	12 4.6%	9 3.4%	0 .0%	47 17.9%	262 100.0%
West	<5 1.2%	6 3.7%	117 72.7%	<5 1.2%	0 .0%	<5 1.2%	32 19.9%	161 100.0%
Age of respondent								
16-24	<5 2.6%	9 5.8%	103 66.9%	5 3.2%	<5 .6%	0 .0%	32 20.8%	154 100.0%
25-34	<5 2.2%	<5 1.7%	129 72.1%	<5 2.2%	<5 1.1%	<5 .6%	36 20.1%	179 100.0%
35-44	0 .0%	<5 .5%	143 75.7%	6 3.2%	<5 1.6%	0 .0%	36 19.0%	189 100.0%
45-54	0 .0%	<5 1.7%	132 72.9%	8 4.4%	6 3.3%	0 .0%	32 17.7%	181 100.0%
55-64	0 .0%	<5 2.4%	110 65.9%	7 4.2%	<5 1.8%	<5 .6%	42 25.1%	167 100.0%
65+	<5 .5%	<5 1.9%	133 64.6%	9 4.4%	6 2.9%	<5 1.0%	51 24.8%	206 100.0%
Religion of respondent								
Protestant	0 .0%	<5 .5%	385 68.4%	36 6.4%	20 3.6%	<5 .5%	116 20.6%	563 100.0%
Catholic	8 1.7%	18 3.9%	338 73.5%	<5 .2%	0 .0%	<5 .2%	94 20.4%	460 100.0%
All Protestant and Catholic respondents	8 .8%	21 2.1%	73 70.7%	37 3.6%	20 2.0%	<5 .4%	210 20.5%	1,023 100.0%

SECTION 8

THE HOUSING EXECUTIVE AND COMMUNITY WORK

Table 8.1: Did you know the Housing Executive supports the formation of community groups in its estates?

	Yes	No	Total
All respondents	344 32.1%	728 67.9%	1,072 100.0%
Tenure			
Owner occupiers	264 31.2%	581 68.8%	845 100.0%
Housing Executive tenants	56 50.9%	54 49.1%	110 100.0%
Private renters and others	24 20.5%	93 79.5%	117 100.0%
Housing Executive Area			
Belfast	54 30.9%	121 69.1%	175 100.0%
North East	67 30.7%	151 69.3%	218 100.0%
South	75 29.2%	182 70.8%	257 100.0%
South East	79 30.2%	183 69.8%	262 100.0%
West	69 43.1%	91 56.9%	160 100.0%
Age of respondent			
16-24	38 24.8%	115 75.2%	153 100.0%
25-34	52 29.2%	126 70.8%	178 100.0%
35-44	63 33.3%	126 66.7%	189 100.0%
45-54	62 34.6%	117 65.4%	179 100.0%
55-64	60 36.1%	106 63.9%	166 100.0%
65+	68 33.2%	137 66.8%	205 100.0%
Religion of respondent			
Protestant	193 34.4%	368 65.6%	561 100.0%
Catholic	138 30.1%	321 69.9%	459 100.0%
All Protestant and Catholic respondents	331 32.5%	689 67.5%	1,020 100.0%

Table 8.2: Did you know the Housing Executive provides accommodation for community groups to use?

	Yes	No	Total
All respondents	343 32.0%	729 68.0%	1,072 100.0%
Tenure			
Owner occupiers	264 31.2%	581 68.8%	845 100.0%
Housing Executive tenants	48 43.6%	62 56.4%	110 100.0%
Private renters and others	31 26.3%	87 73.7%	118 100.0%
Housing Executive Area			
Belfast	47 26.7%	129 73.3%	176 100.0%
North East	83 38.1%	135 61.9%	218 100.0%
South	66 25.7%	191 74.3%	257 100.0%
South East	84 32.1%	178 67.9%	262 100.0%
West	63 39.6%	96 60.4%	159 100.0%
Age of respondent			
16-24	38 24.8%	115 75.2%	153 100.0%
25-34	45 25.3%	133 74.7%	178 100.0%
35-44	52 27.5%	137 72.5%	189 100.0%
45-54	68 37.8%	112 62.2%	180 100.0%
55-64	65 39.2%	101 60.8%	166 100.0%
65+	73 35.6%	132 64.4%	205 100.0%
Religion of respondent			
Protestant	206 36.7%	356 63.3%	562 100.0%
Catholic	125 27.2%	334 72.8%	459 100.0%
All Protestant and Catholic respondents	331 32.4%	690 67.6%	1,020 100.0%

Table 8.3: Did you know the Housing Executive raises funds for local charities?

	Yes	No	Total
All respondents	184 17.2%	888 82.8%	1,072 100.0%
Tenure			
Owner occupiers	139 16.5%	705 83.5%	844 100.0%
Housing Executive tenants	21 19.3%	88 80.7%	109 100.0%
Private renters and others	24 20.3%	94 79.7%	118 100.0%
Housing Executive Area			
Belfast	39 22.3%	136 77.7%	175 100.0%
North East	35 16.1%	183 83.9%	218 100.0%
South	32 12.5%	225 87.5%	257 100.0%
South East	46 17.6%	216 82.4%	262 100.0%
West	32 20.1%	127 79.9%	159 100.0%
Age of respondent			
16-24	24 15.7%	129 84.3%	153 100.0%
25-34	32 17.9%	147 82.1%	179 100.0%
35-44	32 16.9%	157 83.1%	189 100.0%
45-54	36 20.1%	143 79.9%	179 100.0%
55-64	26 15.7%	140 84.3%	166 100.0%
65+	34 16.6%	171 83.4%	205 100.0%
Religion of respondent			
Protestant	110 19.6%	451 80.4%	561 100.0%
Catholic	63 13.7%	396 86.3%	459 100.0%
All Protestant and Catholic respondents	173 17.0%	847 83.0%	1,020 100.0%

Table 8.4: Did you know that Housing Executive staff carry out voluntary work for local charities?

	Yes	No	Total
All respondents	135 12.6%	937 87.4%	1,072 100.0%
Tenure			
Owner occupiers	111 13.1%	734 86.9%	845 100.0%
Housing Executive tenants	16 14.5%	94 85.5%	110 100.0%
Private renters and others	8 6.8%	110 93.2%	118 100.0%
Housing Executive Area			
Belfast	29 16.5%	147 83.5%	176 100.0%
North East	17 7.8%	201 92.2%	218 100.0%
South	23 8.9%	234 91.1%	257 100.0%
South East	44 16.8%	218 83.2%	262 100.0%
West	22 13.8%	138 86.3%	160 100.0%
Age of respondent			
16-24	13 8.5%	140 91.5%	153 100.0%
25-34	18 10.1%	161 89.9%	179 100.0%
35-44	27 14.3%	162 85.7%	189 100.0%
45-54	27 15.0%	153 85.0%	180 100.0%
55-64	25 15.1%	141 84.9%	166 100.0%
65+	25 12.2%	180 87.8%	205 100.0%
Religion of respondent			
Protestant	72 12.8%	489 87.2%	561 100.0%
Catholic	55 12.0%	404 88.0%	459 100.0%
All Protestant and Catholic respondents	127 12.5%	893 87.5%	1,020 100.0%

SECTION 9

ATTITUDES TO HOME OWNERSHIP AND THE HOUSE SALES SCHEME

Table 9.1: Did you know the Housing Executive offers discount to tenants who wish to buy their own homes?

	Yes	No	Total
All respondents	856 79.9%	216 20.1%	1,072 100.0%
Tenure			
Owner occupiers	690 81.8%	154 18.2%	844 100.0%
Housing Executive tenants	92 83.6%	18 16.4%	110 100.0%
Private renters and others	74 62.7%	44 37.3%	118 100.0%
Housing Executive Area			
Belfast	133 76.0%	42 24.0%	175 100.0%
North East	173 79.4%	45 20.6%	218 100.0%
South	222 84.7%	40 15.3%	262 100.0%
South East	202 78.6%	55 21.4%	257 100.0%
West	126 78.8%	34 21.3%	160 100.0%
Age of respondent			
16-24	75 49.0%	78 51.0%	153 100.0%
25-34	139 78.1%	39 21.9%	178 100.0%
35-44	167 88.4%	22 11.6%	189 100.0%
45-54	164 91.1%	16 8.9%	180 100.0%
55-64	147 88.6%	19 11.4%	166 100.0%
65+	165 80.5%	40 19.5%	205 100.0%
Religion of respondent			
Protestant	447 79.7%	114 20.3%	561 100.0%
Catholic	376 81.9%	83 18.1%	459 100.0%
All Protestant and Catholic respondents	823 80.7%	197 19.3%	1,020 100.0%

Table 9.2: Do you think the Housing Executive should or should not give their tenants the opportunity to buy their homes?

	Yes, they should	No, they should not	Don't know	Total
All respondents	1,026 95.6%	28 2.6%	19 1.8%	1,072 100.0%
Tenure				
Owner occupiers	807 95.6%	25 3.0%	12 1.4%	844 100.0%
Housing Executive tenants	108 99.1%	0 .0%	<5 .9%	109 100.0%
Private renters and others	110 93.2%	<5 2.5%	5 4.2%	118 100.0%
Housing Executive Area				
Belfast	167 94.9%	6 3.4%	<5 1.7%	176 100.0%
North East	203 93.5%	9 4.1%	5 2.3%	217 100.0%
South	250 96.9%	<5 1.6%	<5 1.6%	258 100.0%
South East	252 96.2%	7 2.7%	<5 1.1%	262 100.0%
West	154 96.3%	<5 1.3%	<5 2.5%	160 100.0%
Age of respondent				
16-24	150 97.4%	<5 1.3%	<5 1.3%	154 100.0%
25-34	172 96.6%	<5 1.7%	<5 1.7%	178 100.0%
35-44	182 96.3%	6 3.2%	<5 .5%	189 100.0%
45-54	175 97.2%	<5 2.2%	<5 .6%	180 100.0%
55-64	156 93.4%	8 4.8%	<5 1.8%	167 100.0%
65+	191 92.7%	6 2.9%	9 4.4%	206 100.0%
Religion of respondent				
Protestant	535 95.4%	17 3.0%	9 1.6%	561 100.0%
Catholic	446 97.2%	9 2.0%	<5 .9%	459 100.0%
All Protestant and Catholic respondents	981 96.2%	26 2.5%	13 1.3%	1,020 100.0%

Table 9.3: Do you think the level of discount is too high, too low, or about right?

	Much too high	A bit too high	About right	A bit too low	Much too low	Refusal	Don't know	Total
All respondents	28 2.6%	58 5.4%	772 72.0%	120 11.2%	44 4.1%	<5 .1%	49 4.6%	1,072 100.0%
Tenure								
Owner occupiers	25 3.0%	49 5.8%	615 72.8%	91 10.8%	33 3.9%	<5 .1%	31 3.7%	845 100.0%
Housing Executive tenants	<5 .9%	<5 2.8%	77 70.6%	16 14.7%	6 5.5%	0 .0%	6 5.5%	109 100.0%
Private renters and others	<5 1.7%	5 4.3%	81 69.2%	13 11.1%	5 4.3%	0 .0%	11 9.4%	117 100.0%
Housing Executive Area								
Belfast	5 2.9%	11 6.3%	123 70.3%	18 10.3%	10 5.7%	0 .0%	8 4.6%	175 100.0%
North East	8 3.7%	15 6.9%	160 73.4%	19 8.7%	5 2.3%	0 .0%	11 5.0%	218 100.0%
South East	7 2.7%	8 3.1%	180 70.0%	42 16.3%	6 2.3%	0 .0%	14 5.4%	257 100.0%
South	6 2.3%	19 7.2%	189 71.9%	29 11.0%	14 5.3%	<5 .4%	5 1.9%	263 100.0%
West	<5 1.3%	5 3.1%	120 75.5%	12 7.5%	9 5.7%	0 .0%	11 6.9%	159 100.0%
Age of respondent								
16-24	<5 1.3%	13 8.4%	115 74.7%	15 9.7%	<5 2.6%	0 .0%	5 3.2%	154 100.0%
25-34	<5 2.2%	7 3.9%	132 74.2%	19 10.7%	8 4.5%	0 .0%	8 4.5%	178 100.0%
35-44	6 3.2%	11 5.8%	138 73.0%	25 13.2%	5 2.6%	0 .0%	<5 2.1%	189 100.0%
45-54	<5 2.2%	6 3.4%	125 69.8%	23 12.8%	12 6.7%	0 .0%	9 5.0%	179 100.0%
55-64	8 4.8%	9 5.4%	118 71.1%	18 10.8%	8 4.8%	0 .0%	5 3.0%	166 100.0%
65+	5 2.4%	10 4.9%	145 70.7%	19 9.3%	7 3.4%	<5 .5%	18 8.8%	205 100.0%
Religion of respondent								
Protestant	19 3.4%	39 7.0%	416 74.2%	43 7.7%	19 3.4%	<5 .2%	24 4.3%	561 100.0%
Catholic	8 1.7%	16 3.5%	327 71.1%	70 15.2%	21 4.6%	0 .0%	18 3.9%	460 100.0%
All Protestant and Catholic respondents	27 2.6%	55 5.4%	743 72.8%	113 11.1%	40 3.9%	<5 .1%	42 4.1%	1,020 100.0%

Table 9.4: Have you ever bought your own home from the Housing Executive?

	Yes	No	Don't know	Total
All respondents	138 12.9%	930 86.7%	5 .5%	1,072 100.0%
Tenure				
Owner occupiers	131 15.5%	711 84.1%	<5 .4%	845 100.0%
Housing Executive tenants	<5 2.7%	106 96.4%	<5 .9%	110 100.0%
Private renters and others	<5 3.4%	113 95.8%	<5 .8%	118 100.0%
Housing Executive Area				
Belfast	15 8.5%	159 90.3%	<5 1.1%	176 100.0%
North East	36 16.5%	181 83.0%	<5 .5%	218 100.0%
South	32 12.5%	225 87.5%	0 .0%	257 100.0%
South East	37 14.1%	225 85.9%	0 .0%	262 100.0%
West	18 11.3%	140 87.5%	<5 1.3%	160 100.0%
Age of respondent				
16-24	<5 1.9%	151 98.1%	0 .0%	154 100.0%
25-34	10 5.6%	169 94.4%	0 .0%	179 100.0%
35-44	23 12.2%	165 87.3%	<5 .5%	189 100.0%
45-54	33 18.3%	146 81.1%	<5 .6%	180 100.0%
55-64	30 18.0%	135 80.8%	<5 1.2%	167 100.0%
65+	39 19.0%	165 80.5%	<5 .5%	205 100.0%
Religion of respondent				
Protestant	78 13.9%	482 85.8%	<5 .4%	562 100.0%
Catholic	57 12.4%	401 87.4%	<5 .2%	459 100.0%
All Protestant and Catholic respondents	135 13.2%	883 86.5%	<5 .3%	1,020 100.0%

Table 9.5: When did you buy your home from the Housing Executive?

	2 years ago or less	More than 2 years, up to 3 years ago	More than 3 years, up to 5 years ago	More than 5 years ago	Total
All respondents	<5 2.9%	10 7.2%	10 7.2%	114 82.6%	138 100.0%
Tenure					
Owner occupiers	<5 3.1%	8 6.2%	10 7.7%	108 83.1%	130 100.0%
Housing Executive tenants	0 .0%	0 .0%	0 .0%	<5 100.0%	<5 100.0%
Private renters and others	0 .0%	<5 25.0%	0 .0%	<5 75.0%	<5 100.0%
Housing Executive Area					
Belfast	<5 6.7%	<5 20.0%	<5 6.7%	10 66.7%	15 100.0%
North East	0 .0%	<5 11.1%	<5 5.6%	30 83.3%	36 100.0%
South	<5 6.3%	<5 .0%	<5 12.5%	26 81.3%	32 100.0%
South East	<5 2.7%	<5 5.4%	<5 5.4%	32 86.5%	37 100.0%
West	0 .0%	<5 5.6%	<5 5.6%	16 88.9%	18 100.0%
Age of respondent					
16-24	0 .0%	<5 25.0%	<5 50.0%	<5 25.0%	<5 100.0%
25-34	<5 20.0%	<5 20.0%	<5 10.0%	5 50.0%	10 100.0%
35-44	<5 8.3%	<5 8.3%	<5 12.5%	17 70.8%	24 100.0%
45-54	0 .0%	<5 8.8%	<5 2.9%	30 88.2%	34 100.0%
55-64	0 .0%	<5 6.9%	<5 3.4%	26 89.7%	29 100.0%
65+	<5 2.6%	0 .0%	<5 5.1%	36 92.3%	39 100.0%
Religion of respondent					
Protestant	<5 2.6%	<5 6.5%	6 7.8%	64 83.1%	77 100.0%
Catholic	<5 3.5%	<5 7.0%	<5 5.3%	48 84.2%	57 100.0%
All Protestant and Catholic respondents	<5 3.0%	9 6.7%	9 6.7%	112 83.6%	134 100.0%

Base: 147¹ (respondents who had bought a property from the Housing Executive)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 9.6: Have you sold the property since then?

	Yes	No	Total
All respondents	50 36.2%	88 63.8%	138 100.0%
Tenure			
Owner occupiers	44 33.6%	87 66.4%	131 100.0%
Housing Executive tenants	<5 50.0%	<5 50.0%	<5 100.0%
Private renters and others	<5 100.0%	0 .0%	<5 100.0%
Housing Executive Area			
Belfast	<5 20.0%	12 80.0%	15 100.0%
North East	14 38.9%	22 61.1%	36 100.0%
South	7 21.9%	25 78.1%	32 100.0%
South East	19 51.4%	18 48.6%	37 100.0%
West	7 38.9%	11 61.1%	18 100.0%
Age of respondent			
16-24	0 .0%	<5 100.0%	<5 100.0%
25-34	5 50.0%	5 50.0%	10 100.0%
35-44	7 30.4%	16 69.6%	23 100.0%
45-54	15 44.1%	19 55.9%	34 100.0%
55-64	10 34.5%	19 65.5%	29 100.0%
65+	12 31.6%	26 68.4%	38 100.0%
Religion of respondent			
Protestant	31 39.7%	47 60.3%	78 100.0%
Catholic	16 28.6%	40 71.4%	56 100.0%
All Protestant and Catholic respondents	47 35.1%	87 64.9%	134 100.0%

Base: 147¹ (respondents who had bought a property from the Housing Executive)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 9.7: Looking back ... do you think it [purchase of Housing Executive home] turned out to be a wise decision, do you have mixed feelings, or do you regret it?

	Wise decision	Mixed feelings	Regret it	Total
All respondents	125 89.9%	12 8.6%	<5 1.4%	138 100.0%
Tenure				
Owner occupiers	119 90.8%	10 7.6%	2 1.5%	131 100.0%
Housing Executive tenants	<5 75.0%	<5 25.0%	0 .0%	<5 100.0%
Private renters and others	<5 75.0%	<5 25.0%	0 .0%	<5 100.0%
Housing Executive Area				
Belfast	14 87.5%	<5 6.3%	<5 6.3%	16 100.0%
North East	33 91.7%	<5 8.3%	0 .0%	36 100.0%
South	28 84.8%	<5 12.1%	<5 3.0%	33 100.0%
South East	36 97.3%	<5 2.7%	0 .0%	37 100.0%
West	15 83.3%	<5 16.7%	0 .0%	18 100.0%
Age of respondent				
16-24	<5 100.0%	0 .0%	0 .0%	<5 100.0%
25-34	7 70.0%	<5 30.0%	0 .0%	10 100.0%
35-44	20 87.0%	<5 8.7%	<5 4.3%	23 100.0%
45-54	33 97.1%	<5 2.9%	0 .0%	34 100.0%
55-64	26 86.7%	<5 13.3%	0 .0%	30 100.0%
65+	36 92.3%	<5 5.1%	<5 2.6%	39 100.0%
Religion of respondent				
Protestant	71 89.9%	7 8.9%	<5 1.3%	79 100.0%
Catholic	51 91.1%	<5 7.1%	<5 1.8%	56 100.0%
All Protestant and Catholic respondents	122 90.4%	11 8.1%	<5 1.5%	135 100.0%

Base: 147¹ (respondents who had bought a property from the Housing Executive)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 9.8: What do you think is the main advantage of owning your own home?

	Valuable investment	Security of tenure	Your own home will be something to leave your family	Greater freedom e.g. permission not required to carry out minor work	Mortgage cheaper than renting	Social status	Other advantage (including more pride in home and privacy)	No advantage	Don't know	Total
All respondents	396 36.9%	259 24.1%	117 10.9%	114 10.6%	88 8.2%	13 1.2%	23 2.1%	46 4.3%	18 1.7%	1,072 100.0%
Tenure										
Owner occupiers	321 38.1%	212 25.1%	95 11.2%	91 10.8%	72 8.5%	8 .9%	18 3.3%	21 2.5%	6 .7%	845 100.0%
Housing Executive tenants	34 30.6%	17 15.3%	16 14.4%	10 9.0%	7 6.3%	<5 2.7%	<5 1.8%	17 15.3%	5 4.5%	111 100.0%
Private renters and others	40 33.9%	30 25.4%	6 5.1%	13 11.0%	9 7.6%	<5 1.7%	<5 2.5%	8 6.8%	7 5.9%	118 100.0%
Housing Executive Area										
Belfast	59 33.5%	32 18.2%	20 11.4%	19 10.8%	20 11.4%	<5 1.7%	8 74.5%	11 6.2%	<5 2.3%	177 100.0%
North East	87 39.7%	54 24.7%	27 12.3%	25 11.4%	12 5.5%	0 .0%	<5 1.8%	6 2.7%	<5 1.8%	219 100.0%
South	76 29.7%	65 25.4%	35 13.7%	26 10.2%	28 10.9%	5 2.0%	6 2.3%	11 4.3%	4 1.6%	257 100.0%
South East	118 45.0%	64 24.4%	23 8.8%	26 9.9%	14 5.3%	<5 1.5%	<5 .8%	10 3.8%	<5 .4%	262 100.0%
West	57 35.6%	43 26.9%	12 7.5%	18 11.3%	13 8.1%	<5 .6%	<5 1.3%	9 5.7%	5 3.1%	159 100.0%
Age of respondent										
16-24	47 30.5%	25 16.2%	17 11.0%	31 20.1%	18 11.7%	<5 1.9%	2 1.3%	2 1.3%	9 5.8%	154 100.0%
25-34	78 43.6%	45 25.1%	9 5.0%	19 10.6%	15 8.4%	<5 1.7%	<5 1.7%	5 2.8%	<5 1.1%	179 100.0%
35-44	75 39.5%	53 27.9%	23 12.1%	15 7.9%	14 7.4%	<5 .5%	<5 1.1%	6 3.2%	<5 .5%	190 100.0%
45-54	7 40.9%	48 26.5%	16 8.8%	13 7.2%	16 8.8%	<5 .6%	<5 2.2%	7 3.9%	<5 1.1%	181 100.0%
55-64	61 36.7%	37 22.3%	19 11.4%	21 12.7%	11 6.6%	<5 1.8%	<5 1.2%	10 6.0%	<5 1.2%	166 100.0%
65+	61 29.8%	51 24.9%	33 16.1%	16 7.8%	14 6.8%	<5 1.0%	9 4.4%	16 7.8%	<5 1.5%	205 100.0%
Religion of respondent										
Protestant	217 38.6%	126 22.4%	69 12.3%	59 10.5%	41 7.3%	<5 .7%	10 1.8%	26 4.6%	10 1.8%	562 100.0%
Catholic	158 34.5%	122 26.6%	45 9.8%	50 10.9%	40 8.7%	7 1.5%	12 2.6%	17 3.7%	7 1.5%	458 100.0%
All Protestant and Catholic respondents	374 36.7%	248 24.0%	114 11.2%	109 9.7%	81 7.9%	11 1.1%	22 2.2%	43 4.2%	17 1.7%	1,020 100.0%

Table 9.9: And what do you think is the main disadvantage of owning your own home?

	Increased responsibilities e.g. repairs	Financial burden	It ties up money you may need urgently for other things	Reduced mobility	Risky investment	Other	No disadvantage	Don't know	Total
All respondents	376 35.1%	358 33.4%	45 4.2%	9 .8%	7 .7%	33 3.1%	217 20.2%	27 2.5%	1,072 100.0%
Tenure									
Owner occupiers	304 36.1%	269 31.9%	37 4.4%	<5 .5%	<5 .5%	25 3.0%	187 22.2%	13 1.5%	843 100.0%
Housing Executive tenants	43 39.1%	44 40.0%	<5 2.7%	<5 .9%	<5 1.8%	<5 1.8%	10 9.1%	5 4.5%	110 100.0%
Private renters and others	29 24.4%	45 37.8%	5 4.2%	<5 3.4%	<5 .8%	6 5.0%	20 16.8%	9 7.6%	119 100.0%
Housing Executive Area									
Belfast	62 35.4%	61 34.9%	9 5.1%	6 3.4%	<5 1.1%	6 3.4%	25 14.3%	<5 2.3%	175 100.0%
North East	94 42.9%	49 22.4%	6 2.7%	<5 .5%	<5 .9%	8 3.7%	51 23.3%	8 3.7%	219 100.0%
South	86 33.3%	96 37.2%	7 2.7%	<5 .4%	0 .0%	8 3.1%	53 20.5%	7 2.7%	258 100.0%
South East	93 35.4%	93 35.4%	14 5.3%	<5 .4%	<5 .8%	6 2.3%	53 20.2%	<5 .4%	263 100.0%
West	40 25.2%	61 38.4%	8 5.0%	0 .0%	<5 .6%	5 3.1%	36 22.6%	8 5.0%	159 100.0%
Age of respondent									
16-24	42 27.3%	66 42.9%	13 8.4%	<5 1.3%	0 .0%	<5 1.3%	17 11.0%	12 7.8%	154 100.0%
25-34	55 30.6%	75 41.7%	7 3.9%	<5 1.7%	<5 1.1%	5 2.8%	31 17.2%	<5 1.1%	180 100.0%
35-44	68 36.0%	69 36.5%	7 3.7%	0 .0%	<5 2.1%	<5 2.1%	35 18.5%	<5 1.1%	189 100.0%
45-54	68 38.0%	53 29.6%	<5 2.2%	<5 1.1%	0 .0%	<5 1.1%	49 27.4%	1 .6%	179 100.0%
55-64	69 41.6%	43 25.9%	<5 1.8%	0 .0%	<5 .6%	8 4.8%	36 21.7%	6 3.6%	166 100.0%
65+	74 36.1%	52 25.4%	10 4.9%	<5 1.0%	0 .0%	12 5.9%	50 24.4%	5 2.4%	205 100.0%
Religion of respondent									
Protestant	206 36.7%	180 32.0%	19 3.4%	<5 .7%	<5 .4%	25 4.4%	114 20.3%	12 2.1%	562 100.0%
Catholic	153 33.2%	158 34.3%	23 5.0%	5 1.1%	<5 .9%	7 1.5%	96 20.8%	15 3.3%	461 100.0%
All Protestant and Catholic respondents	359 35.1%	338 33.0%	42 4.1%	9 .9%	6 .6%	32 3.1%	210 20.5%	27 2.6%	1,020 100.0%

Table 9.10: And which of these statements comes closest to your own view?

	The advantages of owning your own home outweigh the disadvantages	The disadvantages of owning your own home outweigh the advantages	Don't know	Total
All respondents	963 89.8%	86 8.0%	23 2.1%	1,072 100.0%
Tenure				
Owner occupiers	798 94.5%	38 4.5%	8 .9%	844 100.0%
Housing Executive tenants	67 61.5%	33 30.3%	9 8.3%	109 100.0%
Private renters and others	97 82.2%	16 13.6%	5 4.2%	118 100.0%
Housing Executive Area				
Belfast	151 85.8%	18 10.2%	7 4.0%	176 100.0%
North East	200 91.7%	14 6.4%	<5 1.8%	218 100.0%
South	233 90.7%	20 7.8%	<5 1.6%	257 100.0%
South East	239 91.2%	21 8.0%	<5 .8%	262 100.0%
West	140 88.1%	13 8.2%	6 3.8%	159 100.0%
Age of respondent				
16-24	141 92.2%	8 5.2%	<5 2.6%	153 100.0%
25-34	164 91.6%	13 7.3%	<5 1.1%	179 100.0%
35-44	172 91.0%	15 7.9%	<5 1.1%	189 100.0%
45-54	168 93.9%	9 5.0%	<5 1.1%	179 100.0%
55-64	148 89.2%	12 7.2%	6 3.6%	166 100.0%
65+	169 82.4%	29 14.1%	7 3.4%	205 100.0%
Religion of respondent				
Protestant	502 89.5%	48 8.6%	11 2.0%	561 100.0%
Catholic	415 90.4%	34 7.4%	10 2.2%	459 100.0%
All Protestant and Catholic respondents	917 89.9%	82 8.0%	21 2.1%	1,020 100.0%

SECTION 10

COMPUTER OWNERSHIP AND INTERNET ACCESS

Table 10.1 Do you or does any member of your household have a home computer?

	Yes	No	Don't know	Total
All respondents	664 61.9%	404 37.7%	<5 .4%	1,072 100.0%
Tenure				
Owner occupiers	587 69.5%	256 30.3%	<5 .2%	845 100.0%
Housing Executive tenants	36 32.7%	73 66.4%	<5 .9%	110 100.0%
Private renters and others	43 36.4%	75 63.6%	0 .0%	118 100.0%
Housing Executive Area				
Belfast	94 53.7%	80 45.7%	<5 .6%	175 100.0%
North East	153 70.2%	65 29.8%	0 .0%	218 100.0%
South	148 57.6%	109 42.4%	0 .0%	257 100.0%
South East	174 66.4%	87 33.2%	<5 .4%	262 100.0%
West	95 59.4%	63 39.4%	<5 1.3%	160 100.0%
Age of respondent				
16-24	120 78.4%	33 21.6%	0 .0%	153 100.0%
25-34	129 72.1%	50 27.9%	0 .0%	179 100.0%
35-44	140 74.1%	49 25.9%	0 .0%	189 100.0%
45-54	125 69.1%	55 30.4%	<5 .6%	181 100.0%
55-64	104 62.3%	61 36.5%	<5 1.2%	167 100.0%
65+	48 23.4%	156 76.1%	<5 .5%	205 100.0%
Religion of respondent				
Protestant	334 59.4%	225 40.0%	<5 .5%	562 100.0%
Catholic	301 65.6%	158 34.4%	0 .0%	459 100.0%
All Protestant and Catholic respondents	635 62.2%	383 37.5%	<5 .3%	1,020 100.0%

Table 10.2: Do you or does any member of your household have access to the Internet from your home?

	Yes	No	Don't know	Total
All respondents	596 55.6%	474 44.2%	<5 .2%	1,072 100.0%
Tenure				
Owner occupiers	541 64.0%	303 35.9%	<5 .1%	845 100.0%
Housing Executive tenants	26 23.6%	83 75.5%	<5 .9%	110 100.0%
Private renters and others	30 25.4%	88 74.6%	0 .0%	118 100.0%
Housing Executive Area				
Belfast	83 47.2%	92 52.3%	<5 .6%	176 100.0%
North East	137 62.8%	81 37.2%	0 .0%	218 100.0%
South	130 50.6%	127 49.4%	0 .0%	257 100.0%
South East	166 63.1%	96 36.5%	<5 .4%	263 100.0%
West	80 50.3%	79 49.7%	0 .0%	159 100.0%
Age of respondent				
16-24	108 70.1%	46 29.9%	0 .0%	154 100.0%
25-34	115 64.6%	63 35.4%	0 .0%	178 100.0%
35-44	121 64.4%	67 35.6%	0 .0%	188 100.0%
45-54	114 63.3%	65 36.1%	<5 .6%	180 100.0%
55-64	96 57.5%	71 42.5%	0 .0%	167 100.0%
65+	42 20.5%	162 79.0%	<5 .5%	205 100.0%
Religion of respondent				
Protestant	302 53.7%	259 46.1%	<5 .2%	562 100.0%
Catholic	267 58.2%	192 41.8%	0 .0%	459 100.0%
All Protestant and Catholic respondents	569 55.7%	451 44.2%	<5 .1%	1,020 100.0%

Table 10.3: How do you (or other household member) access the Internet?

	Home computer	Digital television	Other	Total
All respondents	592 99.3%	<5 .3%	<5 .3%	596 100.0%
Tenure				
Owner occupiers	538 99.4%	<5 .2%	<5 .4%	541 100.0%
Housing Executive tenants	26 100.0%	0 .0%	0 .0%	26 100.0%
Private renters and others	29 96.7%	<5 3.3%	0 .0%	30 100.0%
Housing Executive Area				
Belfast	82 98.8%	<5 1.2%	0 .0%	83 100.0%
North East	137 100.0%	0 .0%	0 .0%	137 100.0%
South	129 99.2%	0 .0%	1 .8%	130 100.0%
South East	164 98.8%	<5 .6%	<5 .6%	166 100.0%
West	80 100.0%	0 .0%	0 .0%	80 100.0%
Age of respondent				
16-24	107 99.1%	<5 .9%	0 .0%	108 100.0%
25-34	114 99.1%	0 .0%	<5 .9%	115 100.0%
35-44	120 98.4%	<5 .8%	<5 .8%	122 100.0%
45-54	114 100.0%	0 .0%	0 .0%	114 100.0%
55-64	96 100.0%	0 .0%	0 .0%	96 100.0%
65+	42 100.0%	0 .0%	0 .0%	42 100.0%
Religion of respondent				
Protestant	300 99.3%	<5 .3%	<5 .3%	302 100.0%
Catholic	265 99.3%	<5 .4%	<5 .4%	267 100.0%
All Protestant and Catholic respondents with internet access	565 99.3%	<5 .4%	<5 .4%	569 100.0%

Base: 514¹ (respondents who had internet access from their home)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

Table 10.4: Did you know the Housing Executive has a website on the Internet?

	Yes	No	Total
All respondents	469 43.8%	603 56.3%	1,072 100.0%
Tenure			
Owner occupiers	395 46.7%	450 53.3%	845 100.0%
Housing Executive tenants	37 33.6%	73 66.4%	110 100.0%
Private renters and others	39 33.1%	79 66.9%	118 100.0%
Housing Executive Area			
Belfast	76 43.2%	100 56.8%	176 100.0%
North East	106 48.6%	112 51.4%	218 100.0%
South	106 41.2%	151 58.8%	257 100.0%
South East	114 43.5%	148 56.5%	262 100.0%
West	67 42.1%	92 57.9%	159 100.0%
Age of respondent			
16-24	76 49.7%	77 50.3%	153 100.0%
25-34	96 53.6%	83 46.4%	179 100.0%
35-44	90 47.6%	99 52.4%	189 100.0%
45-54	99 55.3%	80 44.7%	179 100.0%
55-64	72 43.4%	94 56.6%	166 100.0%
65+	37 18.0%	168 82.0%	205 100.0%
Religion of respondent			
Protestant	252 44.9%	309 55.1%	561 100.0%
Catholic	204 44.4%	255 55.6%	459 100.0%
All Protestant and Catholic respondents	456 44.7%	564 55.3%	1,020 100.0%

Table 10.5: Have you or has any other household member ever accessed the Housing Executive's website?

	Yes	No	Don't know	Total
All respondents who knew the Housing Executive has a website	56 11.9%	413 87.7%	2 .4%	470 100.0%
Tenure				
Owner occupiers	46 11.6%	347 87.8%	<5 .5%	395 100.0%
Housing Executive tenants	6 16.2%	31 83.8%	0 .0%	37 100.0%
Private renters and others	<5 10.3%	35 89.7%	0 .0%	39 100.0%
Housing Executive Area				
Belfast	8 10.5%	68 89.5%	0 .0%	76 100.0%
North East	15 14.2%	91 85.8%	0 .0%	106 100.0%
South	10 9.3%	97 90.7%	0 .0%	107 100.0%
South East	17 14.8%	96 83.5%	<5 1.7%	115 100.0%
West	7 10.3%	61 89.7%	0 .0%	68 100.0%
Age of respondent				
16-24	9 11.7%	66 85.7%	<5 2.6%	77 100.0%
25-34	20 20.8%	76 79.2%	0 .0%	96 100.0%
35-44	9 10.0%	81 90.0%	0 .0%	90 100.0%
45-54	10 10.1%	89 89.9%	0 .0%	99 100.0%
55-64	6 8.3%	66 91.7%	0 .0%	72 100.0%
65+	<5 5.4%	35 94.6%	0 .0%	37 100.0%
Religion of respondent				
Protestant	30 11.9%	221 87.4%	<5 .8%	253 100.0%
Catholic	25 12.3%	179 87.7%	0 .0%	204 100.0%
All Protestant and Catholic respondents with internet access	55 12.0%	400 87.5%	<5 .4%	457 100.0%

Base: 447¹ (respondents with internet access from their home who knew about the NIHE website)

¹ The base is the actual number of respondents in this sub-sample. The variation between the base figure and the total figure in the table is due to NISRA's weighting of the data to take account of the number of eligible adults in each household surveyed. However, weighting has not affected percentages. (See Appendix 1 for further details about the weighting process.)

