

HOMELESS SATISFACTION

SURVEY

PHASE THREE

2006/07



***Homeless Applicants in their own
Temporary Accommodation***

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1.0 Introduction

1.1 Housing and Regeneration (Housing Policy and Services) commissioned the Research Unit in September 2005 to undertake a survey of satisfaction with the Housing Executive's homelessness service. It was decided, because of the complexity and sensitivity of the subject, to separate the research into four distinct phases examining the different stages at which homeless people interact with the Housing Executive. It was envisaged that this approach would allow comparisons of results across each of the phases. The four phases of homelessness were defined as:

1. homeless presentation,
2. temporary accommodation,
3. homeless applicants providing their own temporary accommodation, and
4. permanent re-housing.

1.2 This report summarises the findings of Phase 3 of the homeless survey (homeless applicants providing their own temporary accommodation). Phase 3 examined applicants' satisfaction/dissatisfaction with their own provision of temporary accommodation facilities.

2.0 Methodology

- 2.1 The Housing Executive's Research Unit selected a stratified random sample of 200 applicants from a sample frame of 1,184 applicants from the Housing Executive's (Housing and Regeneration's) database of homeless applicants who had registered on the waiting list over three months, between January and March 2007. The sample frame was then divided equally across the five Housing Executive areas: Belfast, North East, South East, South and West. Random samples of 40 applicants were then selected from each area. (It should be noted that those individuals selected to participate in Phase 3 are not the same individuals as those surveyed in Phase 1 or Phase 2).
- 2.2 Before fieldwork commenced, the Research Unit designed the questionnaire, agreed the contents with Housing and Regeneration and sent a letter to all applicants in the sample, inviting them to participate in the research and explaining the purpose of the survey.
- 2.3 The Research Unit conducted fieldwork between February and April 2007. If an interview was not achieved on the first visit, interviewers were required to make at least two further attempts to achieve an interview. However, research staff called at every opportunity when passing an address.
- 2.4 Research staff carried out face-to-face interviews with 81 (48%) of the selected homeless applicants in their own temporary accommodation across the five areas.

Table 2.1: Response Rate by Housing Executive Area

Area	Random sample	Achieved Interviews	
		Number	%
North East	40	23	58
Belfast	40	22	55
South East	40	18	45
South	40	9	23
West	40	9	23
Totals	200	81	48

2.5 The policy of the Housing Executive’s Research Unit is to aim to achieve a 70% response rate in surveys. However, due to the nature of this survey, research staff encountered some problems when trying to achieve their target (see Table 2.2 below).

Table 2.2: Breakdown of Response

	Number	%
Completed Interviews	81	48
Non-contact	78	46
Respondent refused to participate	10	6
Totals	169	100
Applicant no longer homeless	15	
Property was void/vacant	10	
No forwarding address	3	
Address untraceable	3	

N.B. Due to low response rate finding should be treated with some caution.

2.6 Presentation of findings

For data protection purposes it is the policy of the Research Unit that if less than five people respond in a particular way to any given question, the exact number is not reported, as it may be possible to identify individuals.

Therefore, regardless of the size of the sample or sub-sample, if the number of respondents is less than five, this is indicated throughout the report, in both the textual and the tabular analyses, by the sign ‘<5’.

Conditions regarding the inclusion of numbers and percentages in finding, depending on the size of the sample or sub-sample, are set out below:

- Where the sample or sub-sample, is 100 or more, the textual analysis (i.e. the main body of the report) includes percentages only. The tabular analyses (i.e. the appendix tables) include both numbers and percentages.
- Where the sample or sub-sample, is 50 or more, but less than 100, both textual and tabular analysis include both numbers and percentages.
- Where the sample or sub-sample is less than 50, both the textual and tabular analyses include numbers, but not percentage figures.

3.0 Summary of findings

3.1 Profile of homeless applicants who found their own temporary accommodation.

- Almost three-quarters (60; 74%) of respondents were female; 21 (26%) were male.
- Almost one-third (24; 30%) of respondents were aged between 25 and 34, 22 (27%) were aged between 16 and 24 and 20 (25%) were between 35 and 44. Seven (9%) were aged between 45 and 54 and eight (10%) were 55 or older.
- Most respondents (63; 78%) did not have a spouse/partner. Of those who had a spouse/partner 18 (22%), almost all (16 respondents) were living with them in the same temporary accommodation.
- More than two-thirds (54; 67%) of respondents had dependants; 27 (33%) had no dependants.
- More than two-fifths (35; 43%) of respondents were not working, 17 (21%) were working part-time, 16 (20%) were working full-time, seven (9%) were retired and five (6%) were sick/disabled.
- More than half (42; 52%) of respondents described their religion as Protestant; 34 (42%) as Catholic.
- All respondents (81; 100%) described their ethnic origin as white.
- More than two-thirds (54; 67%) of respondents had no disability; 27 (33%) stated that they had a disability which affected their day-to-day activities.
- Type of current temporary accommodation included: house (68; 84%), bungalow five (6%), flat/bed-sit <5 (5%) and hostel <5 (3%).

3.2 Registering as homeless

- The most common reasons for registering as homeless were: marital breakdown/breakdown in co-habitation (23; 28%), breakdown in sharing arrangements 17 (21%), notice to quit/eviction 15 (19%), parental dispute 8 (10%) and financial reasons 5 (6%).

3.3 Housing Executive's homeless services

- The majority of respondents stated that they had found Housing Executive staff courteous (69; 85%), helpful (68; 84%) and sympathetic (62; 77%).
- More than two-thirds (55; 68%) of respondents said that Housing Executive staff had explained the Homeless Assessment Procedure to them.
- More than half (42; 52%) of respondents were aware that the Housing Executive has a legal responsibility for homeless people.
- Less than one in five respondents (13; 16%) said Housing Executive staff had offered to arrange storage of furniture, 24 (30%) said they had not been offered this service and more than half 44 (54%) had not required the service.
- Almost two-thirds (50; 62%) of respondents, when first registering as homeless, said they had not required a taxi or transport back to their home/accommodation/district office/temporary accommodation.

3.4 Temporary accommodation facilities

- Including their current accommodation, 66 respondents (82%) had stayed in one temporary facility, 12 (15%) had stayed in two and <5 (3%) had stayed in three or more temporary accommodation facilities.
- More than three-fifths (49; 61%) of respondents were satisfied with their current accommodation, 70 (87%) were satisfied with their location, 46; (57%) were satisfied with the way Housing Executive staff had treated them and 38 (47%) were satisfied with the level of contact they had with the Housing Executive.

3.5 Last permanent accommodation

- The majority (86%) of respondents said their last permanent address had been a house, 9% a flat/bed-sit and 3% a bungalow. Smaller proportions (2%) said they had lived in a caravan and an army base.
- Tenure of respondent's last permanent address included: owner-occupied (44%), private rented (37%), Housing Executive (14%) and tied accommodation (3%). Smaller proportions (2%) stated other tenures.
- Respondents were asked how long ago it was since they had lived in a permanent home. Thirty-two percent said it had been one to four months, 27% said four to six months, 17% said six months to 12 months, 11% said one year to two years and 7% said it had been two years or over. Fewer respondents said it had been less than one month (3%) and didn't know (3%).
- Almost two-fifths (38%) of respondents had been living with their spouse/partner at their last permanent address, 23% had been living with children, 22% had been with parents, 9% had been with relatives, 6% had been living alone and 2% had been living in shared accommodation.
- Main reasons for leaving their last permanent address included: marital breakdown/breakdown in co-habitation (28%), notice to quit/eviction (22%), financial reasons (15%), parental dispute (12%) and overcrowding (10%).
- Almost three-fifths (58%) of respondents said they would prefer a house as their permanent accommodation, 22% a bungalow, 10% said they would prefer any type of accommodation and 9% a flat/bed-sit. The remaining 1% omitted to state their preference.

Commentary

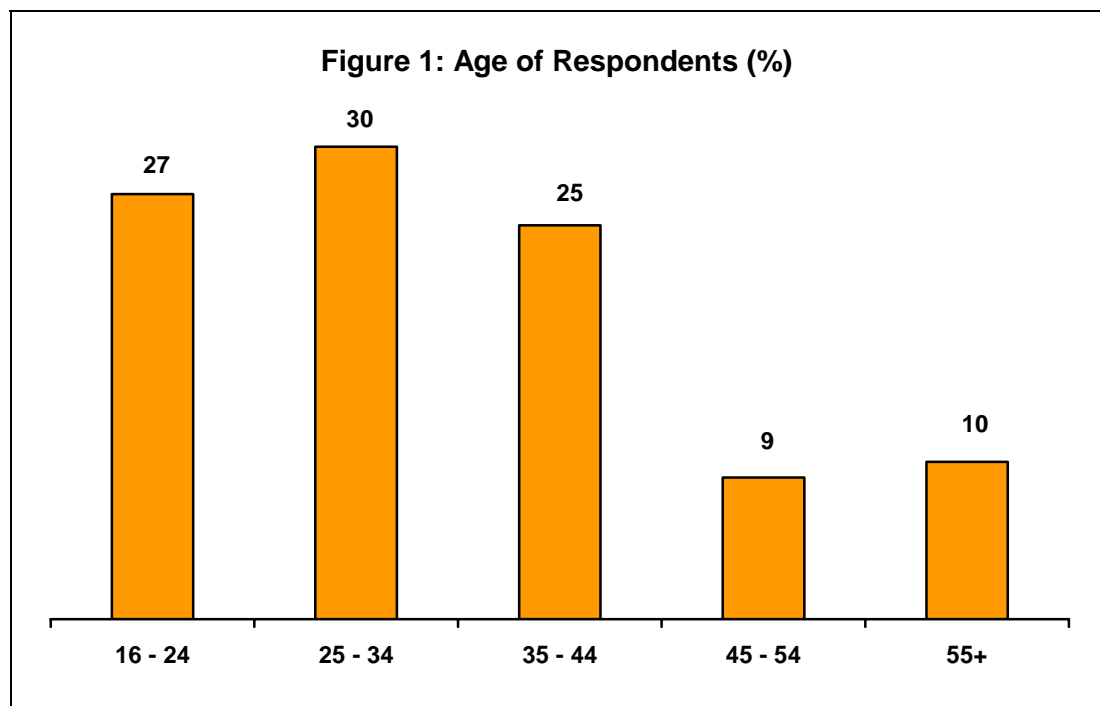
4.0 Profile of respondents

4.1 Gender of respondent

Almost three-quarters (60; 74%) of respondents were female and the remaining 21 (26%) were male (Table 1).

4.2 Age of respondent

Almost one-third (24; 30%) of respondents were aged between 25 and 34, 22 (27%) were aged between 16 and 24 and 20 (25%) were between 35 and 44. Seven (9%) were aged between 45 and 54 and eight (10%) were 55 or older (Figure 1; Table 2).



4.3 Marital Status/Partnership

Most respondents (63; 78%) did not have a spouse/partner. Of those respondents who had a spouse/partner (18; 22% of all respondents), 16 said their spouse/partner was living with them in the same temporary accommodation (Tables 3 and 4).

4.4 Dependants

More than two-thirds (54; 67%) of respondents had dependants and 27 (33%) had no dependants (Table 5).

4.5 Of those respondents with dependants (54; 67% of all respondents), 30 (56%) said they had one dependant, 17 (32%) had two dependants and seven (13%) had three or more dependants. The majority (49; 91%) of respondents with dependants stated their dependants were not staying at another temporary accommodation. Five (9%) said their dependants were staying at another temporary accommodation (Tables 6 and 7).

4.6 Employment Status

More than two-fifths (35; 43%) of respondents were not working at the time of interview, 17 (21%) were working part-time, 16 (20%) were working full-time, seven (9%) were retired, five (6%) were sick or disabled and <5 (1%) were looking after family/home (Table 8).

4.7 Religion

More than half (42; 52%) of respondents stated their religion as Protestant; 34 (42%) as Catholic (Table 9).

4.8 Ethnic Origin

All respondents (81; 100%) stated that their ethnic origin as white (Table 10).

4.9 Health/Disability

More than two-thirds (54; 67%) of all respondents had no disabilities which affected their day-to-day activities; 27 (33%) had a disability (Table 11).

4.10 All respondents were asked if they had any social or health problems. Less than one-quarter (19; 23%) of respondents said they had mental health issues, 15 (19%) had family relationship issues and 14 (17%) had various other issues, disabilities or illnesses (Table 12).

4.11 Type of current temporary accommodation

The majority of respondents (68; 84%) were residing in houses, five (6%) were in bungalows, <5 (5%) were in flats/bed-sits and <5 (3%) were in hostel

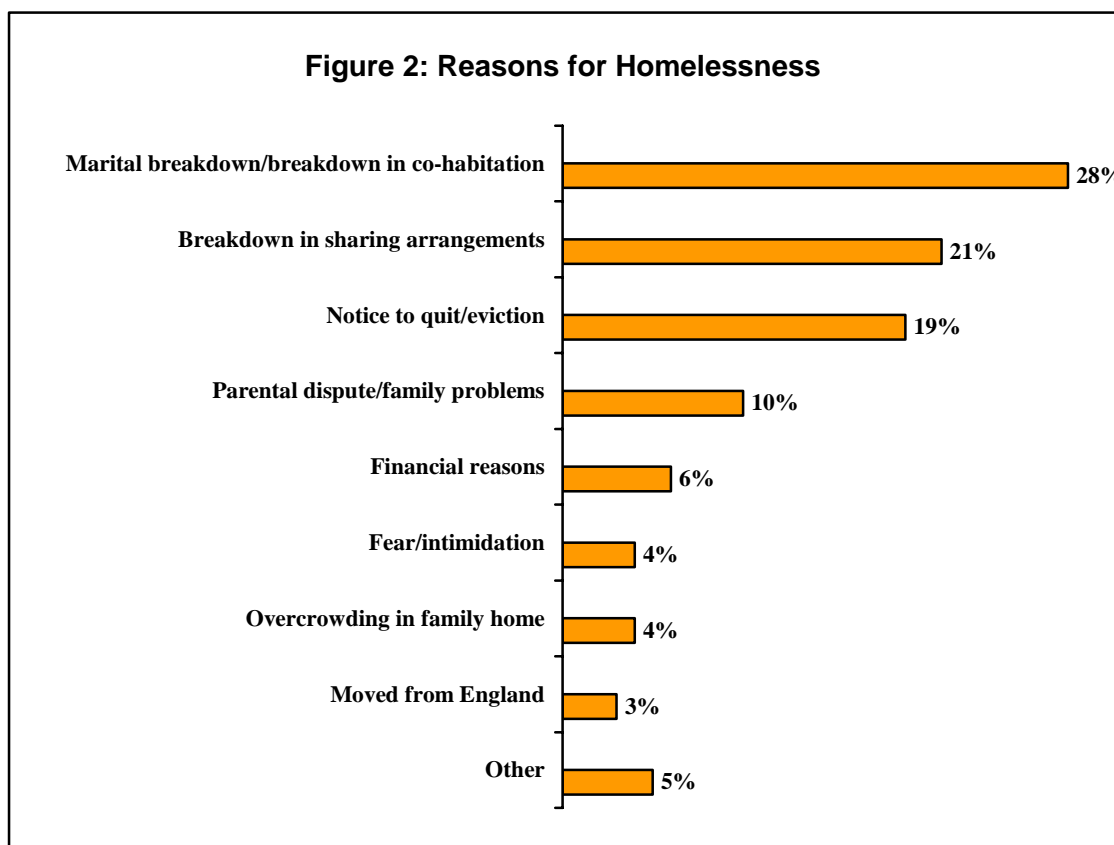
accommodation. Smaller proportions (<5; 2%) were residing in other types of accommodation (Table 13).

4.12 More than one-quarter (21; 26%) of respondents were living at their temporary address with relatives, 17 (21%) were living with parents and 17 (21%) were with their children. Of the remainder, 12 respondents were living with spouse/partner, seven with friends and six were living alone (Table 14).

5.0 Registering as Homeless

Reasons for homelessness

5.1 The main reasons given by respondents for registering as homeless were: breakdown of marriage or cohabitation (23; 28%), breakdown in sharing arrangements (17; 21%), notice to quit/eviction 15 (19%), parental dispute eight (10%) and financial reasons, e.g. unemployment (5; 6%). Equal proportions (<5; 4%) of respondents had registered as homeless because of overcrowding in the family home and fear/intimidation. Fewer respondents (<5; 3%) had registered as homeless because they had moved from England and a small proportion (<5; 5%) of respondents gave various other reasons for registering as homeless (Figure 2; Table 15).



5.2 Advice and helpfulness

Most respondents stated that, at the time they registered as homeless, Housing Executive staff had been courteous (69; 85%) helpful (68; 84%) and sympathetic regarding their situation (62; 77%) (Table 16).

5.3 Homeless Assessment Procedure

More than two-thirds (55; 68%) of respondents said the homeless assessment procedure had been explained to them, 23 (28%) said it had not been explained and <5 (4%) did not know (Table 17).

5.4 Legal responsibility

More than half (42; 52%) of respondents were aware that since 1 April 1989 the Housing Executive is legally responsible for homeless people; 39 (48%) were unaware of the Housing Executive's legal responsibility (Table 18).

5.5 Storage of furniture

Respondents were asked if the Housing Executive had offered to arrange storage of furniture while they were staying in temporary accommodation. More than half (44; 54%) of respondents said they had not required storage of furniture, 24 (30%) said that Housing Executive staff had not offered this service and almost one-fifth (13; 16%) had been offered storage of furniture whilst staying in temporary accommodation. Most of those respondents (10 respondents) said they had accepted the offer (Tables 19 and 20).

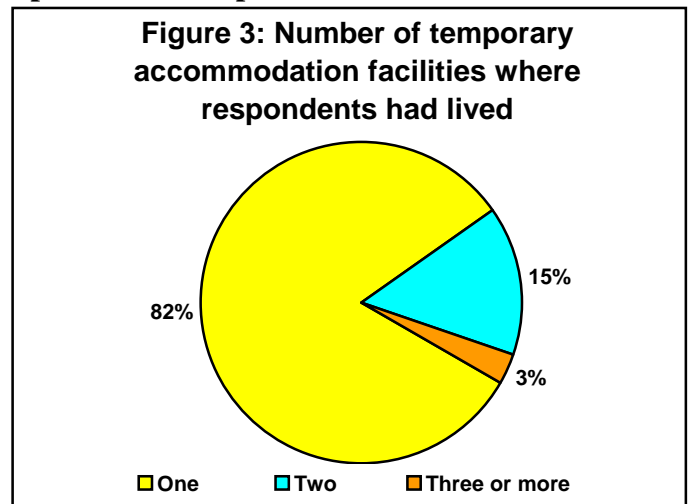
5.6 Transportation

Almost two-thirds (50; 62%) of respondents said that, when they had first registered as homeless they had not required Housing Executive staff to arrange a taxi or transport back to their home, accommodation, district office or temporary accommodation. The remaining respondents (31; 38%) said they had not been offered transport (Tables 21).

6.0 Temporary accommodation facilities

6.1 Number of temporary facilities respondents' occupied

More than four-fifths (66; 82%) of respondents had lived in one temporary accommodation (i.e., their current temporary accommodation), 12 (15%) had lived in two and <5 (3%) in three or more temporary accommodation facilities (Figure 3; Table 22).

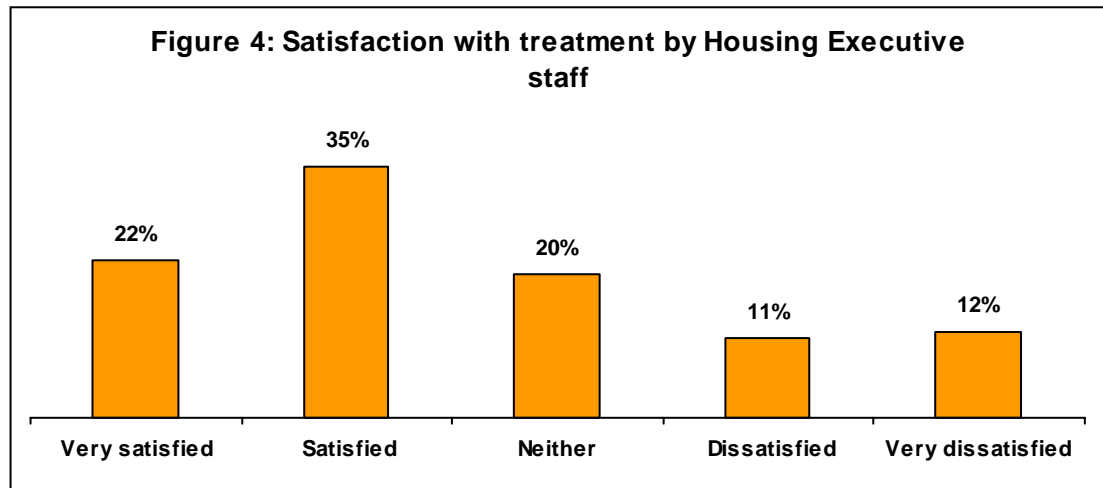


6.2 Overall satisfaction levels

More than three-fifths (49; 61%) of respondents were satisfied with their temporary accommodation and 32 (40%) were dissatisfied (Table 23).

6.3 The majority (70; 87%) of respondents were satisfied with the location of their temporary accommodation and 11 (14%) were dissatisfied. Almost half (38; 47%) of respondents were satisfied with the amount of contact they had received from Housing Executive staff while in temporary accommodation; 41 (51%) were dissatisfied and <5 (3%) did not know (Table 24).

6.4 More than half (46; 57%) of respondents were very satisfied/satisfied with the way Housing Executive staff had treated them; 16 (20%) were neither satisfied nor dissatisfied and 19 (23%) were dissatisfied (Figure 4; Table 25).



6.6 Previous temporary accommodation

A small number of respondents (15) stated that they had lived in temporary accommodation before moving into their current temporary accommodation; 13 respondents said they had lived in a house and the remainder had lived in a flat/bed-sit or hostel (Table 26).

6.7 This sub-sample of respondents (15 respondents) said they had lived at their previous temporary address with their children, their spouse/partner, with friends/relatives, with parents or had lived alone. The tenure of their previous temporary accommodation included: owner occupied, private rented, Housing Executive, housing association and hostel accommodation.

6.8 Reasons for leaving previous temporary accommodation included: overcrowding, parental dispute, health reasons, marital breakdown/breakdown in cohabitation, financial reasons and asked to leave accommodation.

7.0 Last permanent accommodation

7.1 Accommodation type

Respondents were asked to state the type of accommodation they had lived in, as their last permanent address. The majority (70; 86%) of respondents stated that their last permanent address had been a house, seven (9%) had lived in a flat/bed-sit and <5 (3%) had lived in a bungalow (Table 27).

7.2 Tenure of last permanent accommodation

More than two-fifths (36; 44%) of respondents stated that their previous home had been owner occupied, more than one-third (30; 37%) said their previous home had been privately rented and 11 (14%) said it had been rented from the Housing Executive tenants (Table 28).

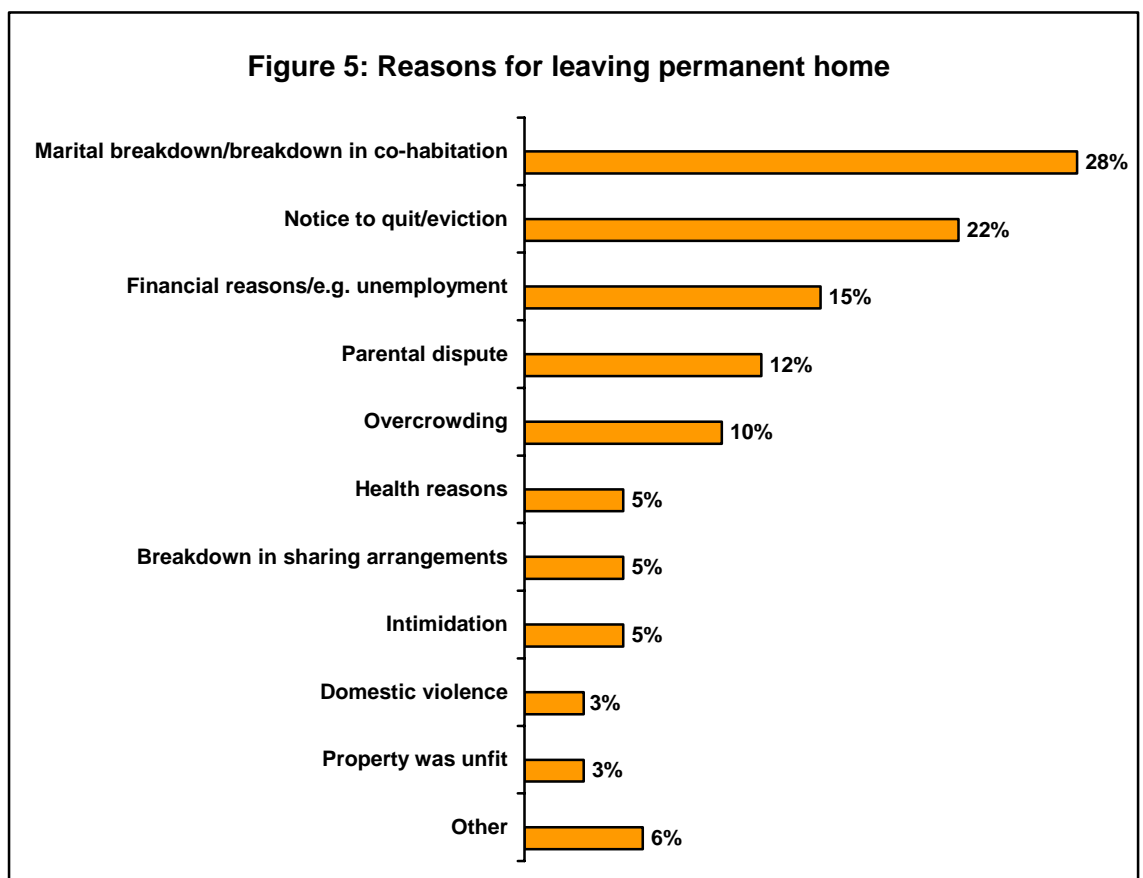
7.3 Length of time since being permanently housed

More than one-third (28; 35%) of respondents said it had been less than 4 months since they had lived in a permanent home and 22 (27%) said it has been four months to six months; 14 respondents (17%) said it had been six months to less than a year and 15 (18%) said it had been more than one year (Table 29).

7.4 More than one-third (31; 38%) of respondents said they had lived with their spouse/partner in their last permanent accommodation, 19 (23%) had lived with their children, 18 (22%) had lived with their parents, seven (9%) with relatives and five (6%) had lived alone (Table 30).

7.5 Reasons for leaving last permanent home

Reasons for leaving last permanent home included: marital breakdown or breakdown in co-habitation (23; 28%), notice to quit/eviction (18; 22%), financial reasons (12; 15%), parental dispute (10; 12%) and overcrowding (8; 10%). A few respondents stated other reasons, including: intimidation <5 (5%), health reasons <5 (5%), breakdown in sharing arrangements <5 (5%), domestic violence <5 (3%) and property was unfit <5 (3%). The remaining respondents (6; 6%) gave various other reasons for leaving their permanent home (Figure 5; Table 31).



7.6 Preferred permanent accommodation

Almost three-fifths (47; 58%) of respondents stated that their preferred permanent accommodation would be a house, 18 (22%) said they would prefer a bungalow, eight (10%) said they would live permanently in any type of accommodation, seven (9%) said they would prefer a flat/bed-sit and <5 (1%) did not know (Table 32).

7.7 Offers of Permanent Accommodation

Most respondents (57; 70%) had received no offers of permanent accommodation; 24 (30%) had received one or more offers since registering as homeless (Table 35).

7.8 Of the 24 respondents who had received offers of permanent accommodation, 19 had received one offer and five had received two or three offers from the Housing Executive. A small number of respondents (<5) had received one or two offers from housing associations (Table 33).

7.9 Nine respondents who had received offers of permanent accommodation stated that they would be accepting the offer. Small numbers of respondents gave reasons for rejecting their offers. These included: property in poor condition (6 respondents), not area of choice (<5), property unsuitable for children (<5), dislike area (<5), unsuitable accommodation (<5) and waiting to view property (<5) (Table 34).

8.0 General

8.1 On completion of the questionnaire, respondents were given the opportunity to make general comments on any aspect of their temporary accommodation. In total, 35% commented on a number of issues about living in temporary accommodation.

The comments included:

- need permanent accommodation,
- happy with NIHE service,
- parents house is overcrowded,
- landlord trying to evict,
- waiting too long,
- slow process,
- house is damp, and
- disabled, current accommodation not suitable.

APPENDIX 1

Tabular Report

Homeless Applicants in their own Temporary Accommodation

TABULAR REPORT – HOMELESS SATISFACTION SURVEY PHASE 3

(Note: Due to rounding some tables do not add to 100%. Also, in cases where the number of responses has been less than five, the actual figures have been omitted and are shown as <5.)

Table 1: Gender of respondents

	Num	%
Male	21	26
Female	60	74
Total	81	100

Base: 81 respondents

Table 2: Age/gender of respondents

Age groups	Male		Female		All	
	Num	%	Num	%	Num	%
16-24	<5	3	20	25	22	27
25-34	<5	4	21	26	24	30
35-44	8	10	12	15	20	25
45-54	<5	5	<5	4	7	9
55+	<5	5	<5	5	8	10
Total	21	27	60	75	81	100

Base: 81 respondents

N.B. Due to rounding percentages do not add to 100

Table 3: Do you have a spouse/partner?

	Num	%
Yes	18	22
No	63	78
Total	81	100

Base: 81 respondents

Table 4: Is your spouse/partner staying at another temporary accommodation?

	Num
Yes	2
No	16
Total	18

Base: 18 respondents

Table 5: Do you have any dependants?

	Num	%
Yes	54	67
No	27	33
Total	81	100

Base: 81 respondents

Table 6: Number of dependants

	Num	%
One	30	56
Two	17	32
Three or more	7	13
Total	54	100

*Base: 54 respondents**N.B. Due to rounding percentages do not add to 100***Table 7: Are your dependants staying at another temporary accommodation?**

	Num	%
Yes	5	9
No	49	91
Total	54	100

*Base: 54 respondents***Table 8: Employment status**

	Num	%
Not working	35	43
Working part-time	17	21
Working full-time	16	20
Retired	7	9
Sick/disabled	5	6
Looking after family home	<5	1
Total	81	100

*Base: 81 respondents***Table 9: Religion**

	Num	%
Protestant	42	52
Catholic	34	42
None	<5	4
Other	<5	1
Refused	<5	1
Total	81	100

Base: 81 respondents

Table 10: Ethnic Origin of Respondent

	Num	%
White	81	100
Chinese	-	-
Irish Traveller	-	-
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Black Caribbean	-	-
Black African	-	-
Other	-	-
Total	81	100

*Base: 81 respondents***Table 11: Do you have a disability which affects your day to day activities?**

	Num	%
Yes	27	33
No	54	67
Total	81	100

*Base: 81 respondents***Table 12: Do you have any problems with any of the following?**

	Yes		No		Total	
	Num	%	Num	%	Num	%
Mental health issues	19	23	62	77	81	100
Family relationship issues	15	19	66	81	81	100
Other issues/illnesses/ disabilities	14	17	67	84	81	100

Base: 81 respondents

*N.B. Due to rounding percentages do not add to 100
Respondents could give more than one response.*

Table 13: Type of temporary accommodation

	Num	%
House	68	84
Bungalow	5	6
Flat/bed-sit	<5	5
Hostel	<5	3
Other	<5	2
Total	81	100

Base: 81 respondents

Table 14: Who did you live with at this address?

	Num	%
Lived with relatives	21	26
Lived with children	17	21
Lived with parents	17	21
Lived with spouse/partner	12	15
Lived with friends	7	9
Lived alone	6	7
Other	<5	1
Total	81	100

Table 15: Reasons that led you to register with the Housing Executive as homeless?

	Num	%
Marital breakdown/breakdown in co-habitation	23	28
Breakdown in sharing arrangements	17	21
Notice to quit/eviction	15	19
Parental dispute	8	10
Financial reasons/e.g. unemployment	5	6
Overcrowding in family home	<5	4
Fear/intimidation	<5	4
Moved from England	<5	3
Others reasons	<5	5
Total	81	100

*Base: 81 respondents***Table 16: When you registered as homeless were Housing Executive staff....?**

	Yes		No		Total	
	Num	%	Num	%	Num	%
Courteous	69	85	12	15	81	100
Helpful	68	84	13	16	81	100
Sympathetic	62	77	19	24	81	100

*Base: 81 respondents**N.B. Due to rounding percentages do not add to 100***Table 17: Did Housing Executive staff explain the Homeless Assessment procedure to you?**

	Num	%
Yes	55	68
No	23	28
Don't know	<5	4
Total	81	100

Base: 81 respondents

Table 18: Are you aware that since 1 April 1989 the Housing Executive has a legal responsibility for homeless people?

	Num	%
Yes	42	52
No	39	48
Total	81	100

Base: 81 respondents

Table 19: Did the Housing Executive offer to arrange storage for your furniture while you are in temporary accommodation?

	Num	%
Yes	13	16
No	24	30
Did not require it	44	54
Total	81	100

Base: 81 respondents

Table 20: Did you accept the offer to store your furniture?

	Num
Yes	10
No	3
Total	13

Base: 13 respondents

Table 21: When you first registered as homeless did the Housing Executive offer to arrange taxi/transport back to your home/accommodation/District Office/temporary accommodation?

	Num	%
No	31	38
Did not require it	50	62
Total	81	100

Base: 81 respondents

Table 22: How many (including this one) temporary accommodation facilities have you lived in?

	Num	%
One	66	82
Two	12	15
Three or more	<5	3
Total	81	100

Base: 81 respondents

Table 23: Are you satisfied with your current temporary accommodation?

	Num	%
Yes	49	61
No	32	40
Total	81	100

Base: 81 respondents

N.B. Due to rounding percentages do not add to 100

Table 24: Are you satisfied with the...?

	Yes		No		Don't know	
	Num	%	Num	%	Num	%
Location of current temporary accommodation	70	87	11	14	-	-
Level of contact from Housing Executive staff while staying at this accommodation	38	47	41	51	2	3

Base: 81 respondents

N.B. Due to rounding percentages do not add to 100

Table 25: How satisfied/dissatisfied are you with the way Housing Executive staff have treated you?

	Num	%
Very satisfied	18	22
Satisfied	28	35
Neither satisfied nor dissatisfied	16	20
Dissatisfied	9	11
Very dissatisfied	10	12
Total	81	100

Base: 81 respondents

Table 26: Immediately before moving into this temporary accommodation, what type of temporary accommodation did you live in?

	Num
House	13
Hostel	<5
Flat/Bed-sit	<5
Total	15

Base: 15 respondents

N.B. Respondents who have lived in more than one temporary accommodation

Table 27: What type of accommodation was your last permanent address?

	Num	%
House	70	86
Flat/Bed-sit	7	9
Bungalow	<5	3
Other	<5	2
Total	81	100

*Base: 81 respondents***Table 28: Tenure of last permanent address**

	Num	%
Owner occupied	36	44
Private rented	30	37
Housing Executive	11	14
Other	5	5
Total	81	100

*Base: 81 respondents***Table 29: How long ago is it since you did live in what you consider a permanent home?**

	Num	%
Less than 4 month	28	35
4 months but less than 6 months	22	27
6 months but less than 12 months	14	17
1 year or more	15	18
Don't know	<5	3
Total	81	100

*Base: 81 respondents***Table 30: Who did you live with at your last permanent address?**

	Num	%
Lived with spouse/partner	31	38
Lived with children	19	23
Lived with parents	18	22
Lived with relatives	7	9
Lived alone	5	6
Other	<5	2
Total	81	100

Base: 81 respondents

Table 31: Did you leave your last permanent home because of...?

	Num	%
Marital breakdown/breakdown in co-habitation	23	28
Notice to quit/eviction	18	22
Financial reasons, e.g. unemployment	12	15
Parental dispute	10	12
Overcrowding	8	10
Health reasons	<5	5
Breakdown in sharing arrangements	<5	5
Intimidation	<5	5
Domestic violence	<5	3
Property was unfit	<5	3
Other reasons	6	6

Base: 81 respondents

N.B. Respondents could give more than one answer.

Table 32: What type of permanent accommodation would you prefer to live in?

	Num	%
House	47	58
Bungalow	18	22
Any type of accommodation	8	10
Flat/Bed-sit	7	9
Don't know	<5	1
Total	81	100

Base: 81 respondents

Table 33: Have you received any offers of permanent accommodation?

	Num	%
Yes	24	30
No	57	70
Total	81	100

Base: 81 respondents

N.B. Due to rounding percentages do not add to 100

Table 34: Offers of permanent accommodation received by respondents?

	1 Offer	2 Offers	3 Offers	Total
	Num	Num	Num	Num
NIHE	19	4	1	24
Housing Association	2	1	-	3
Private rented	-	-	-	-

Base: 24 respondents

N.B. Respondents may have received offers from both NIHE and H.A.

Table 35:

Reasons for rejecting offer

	Num
Accepting offer	9
Property in poor condition	6
Not area of choice	<5
Property not suitable for children	<5
Dislike area	<5
Flat is too small/don't want flat	<5
Property was unfit	<5
Accommodation was unsuitable	<5
Preferred to find own temporary accommodation	<5
Other reasons	5

Base: 24 respondents

N.B. Respondents could give more than one answer