

HOMELESS SATISFACTION

SURVEY

PHASE FOUR

2006/07



***Homeless Applicants who have been
re-housed permanently***

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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 4 of the Homeless Satisfaction Survey (homeless applicants who have been re-housed). Phase 4 examined applicants' satisfaction/dissatisfaction with their permanent 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 1,374 applicants on the Housing Executive's (Housing and Regeneration's) database of homeless applicants who had registered on the waiting list and had been re-housed over the previous two years (i.e. between 1 April 2005 and 31 March 2007). The sample was then divided 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 4 are not the same individuals as those surveyed in Phases 1, 2 or 3.)
- 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 November 2007 and March 2008. If an interview was not achieved on the first visit, interviewers made 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 84 (51%) of the selected homeless applicants who had been re-housed across the five areas.

Table 2.1: Response Rate by Housing Executive Area

Area	Random sample	Achieved Interviews	
		Number	%
South East	40	20	50
South	40	18	45
West	40	18	45
North East	40	15	38
Belfast	40	13	33
Totals	200	84	51

- 2.5** The policy of the Housing Executive’s Research Unit is to aim to achieve a 70% response rate in surveys. However, 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	84	51
Non-contact	70	43
Respondent refused/unable to participate	10	6
Totals	164	100
No forwarding address	26	
Property was void/vacant	8	
Address untraceable	2	

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 findings, 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 analysis (i.e. the appendix tables) includes both numbers and percentages.
- Where the sample or sub-sample is 50 or more, but less than 100, both the textual and the tabular analyses 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 have been re-housed permanently.

- More than two-thirds (58; 69%) of respondents were female; 26 (31%) were male.
- One-third (28; 33%) of respondents were aged between 25 and 34, 18 (21%) were aged between 35 and 44 and 17 (20%) were between 16 and 24. Thirteen (16%) were aged between 45 and 54 and eight (10%) were 55 or older.
- Most respondents (67; 80%) did not have a spouse/partner.
- Almost two-thirds (53; 63%) of respondents had dependants; 29 (35%) had no dependants.
- Almost one-third (24; 29%) of respondents were not working, 21 (25%) were looking after family/home, 16 (19%) were sick/disabled and 10 (12%) were students, carers or retired.
- Almost two-thirds (51; 61%) of respondents described their household religion as Catholic; 24 (29%) were Protestant; six (7%) were mixed and <5 (4%) either stated their household religion as none or refused to state their religion.
- Most respondents (80; 95%) described their ethnic origin as white.
- Almost two-thirds (54; 64%) of respondents had no disability; 30 (36%) stated that they had a disability which affected their day-to-day activities.

3.2 Permanent Accommodation

- Type of permanent accommodation included: house (47; 56%), flat/bed-sit 26 (31%) and bungalow (11; 13%).
- Tenure of permanent accommodation included: Housing Executive (61; 73%), housing association (23; 27%).
- More than half (43; 51%) of respondents were living with their children, 24 (29%) were living alone and 13 (16%) were living with their spouse/partner and children.
- More than three-fifths (52; 62%) had been living in their permanent home for one to two years, 17 (20%) for more than two years, 12 (14%) for six to 12 months and a small proportion <5 (4%) less than six months.
- Respondents' satisfaction was high with their permanent accommodation (69; 82%), with their location (73; 87%). and with the way Housing Executive staff had treated them since being re-housed (67; 80%).

3.3 Offers of permanent accommodation

- Most respondents (74; 88%) had received one or more offers of permanent accommodation from the Housing Executive; 22 (26%) had received at least one offer from housing associations.
- More than half (44; 52%) of respondents had accepted their first offer of permanent accommodation, 18 (21%) had accepted their second offer and 22 (26%) had accepted their third offer.
- The main reasons why 40 respondents had not accepted their first offer included: dislike area/bad area (26 respondents), property was unsuitable (16 respondents), property was in poor condition/unfit (9 respondents), property too far from work/school (<5 respondents), intimidation (<5 respondents) and not area of choice (<5 respondents).

3.4 Contact with the Housing Executive

- More than two-thirds (57; 68%) of respondents had contacted the Housing Executive since being re-housed.
- Reasons for contact included: maintenance 45 (79%), antisocial behaviour <5 (5%), transfer <5 (5%), Housing Benefit <5 (5%) and arrears <5 (5%).
- Almost three-quarters (45; 74%) of Housing Executive tenants were satisfied with the level of contact Housing Executive staff had made with them since being re-housed; 41 (72%) were satisfied with the service they had received the last time they contacted the Housing Executive.

3.5 Housing Executive's homeless services

- When registering as homeless the majority of respondents stated that they had found Housing Executive staff courteous (72; 86%), sympathetic (71; 85%) and helpful (69; 82%).
- Three-fifths (50; 60%) of respondents said that Housing Executive staff had explained the Homeless Assessment Procedure to them.
- More than four-fifths (69; 82%) of respondents were very satisfied/satisfied with the length of time the Housing Executive had taken to complete their homeless assessment and 62 (74%) were very satisfied/satisfied with the way Housing Executive staff had treated them whilst on the waiting list.
- Almost two-thirds (49; 58%) of respondents were aware that the Housing Executive has a legal responsibility for homeless people.
- Almost half (41; 49%) of respondents said Housing Executive staff had offered to arrange storage of furniture but they had not required the service; 31 (37%) said they had been offered the service, most of whom (26 respondents) had accepted.
- Almost half (40; 48%) 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.

3.6 Temporary accommodation facilities

- More than three-fifths (53; 63%) of respondents had stayed in one temporary facility, 19 (23%) had stayed in two and seven (8%) had stayed in three or more temporary accommodation facilities.
- Respondents were asked how long they had stayed in a temporary accommodation. More than two fifths (32; 41%) said it had been less than six months, 24 (30%) said six months to one year, 15 (19%) said one year to two years and eight (10%) said it had been two years or more.
- Almost half (39; 48%) of respondents were living with their children, 23 (28%) were living alone and eight (10%) were living with their spouse/partner and children; the remainder either lived with friends/relatives (<5; 5%) or with their spouse/partner (<5; 4%).
- More than two-thirds (54; 67%) of respondents were very satisfied/satisfied with the level of contact with Housing Executive staff whilst in temporary accommodation, 10 (12%) were neither satisfied nor dissatisfied and 17 (21%) were dissatisfied.

3.7 Last permanent accommodation

- The majority (63; 75%) of respondents said their last permanent address had been a house, 13 (16%) a flat/bed-sit, and five (6%) a bungalow.
- Tenure of respondents' last permanent address included: Housing Executive (28; 33%), private rented (26; 31%), owner-occupied (22; 26%) and housing association (<5; 5%). Smaller proportions (<5; 5%) stated other tenures.
- Almost one-third (25; 30%) of respondents had lived with their parents at their last permanent address, 21 (25%) had lived with their spouse/partner and children, 13 (16%) had been with their children, 12 (13%) had lived alone, seven (8%) with spouse/partner and six (7%) with friends/relatives.
- Main reasons for leaving their last permanent address included: marital breakdown/breakdown in co-habitation (26; 28%), notice to quit/eviction (15; 18%), parental dispute (14; 17%) and breakdown of sharing arrangements (10; 12%).

Commentary

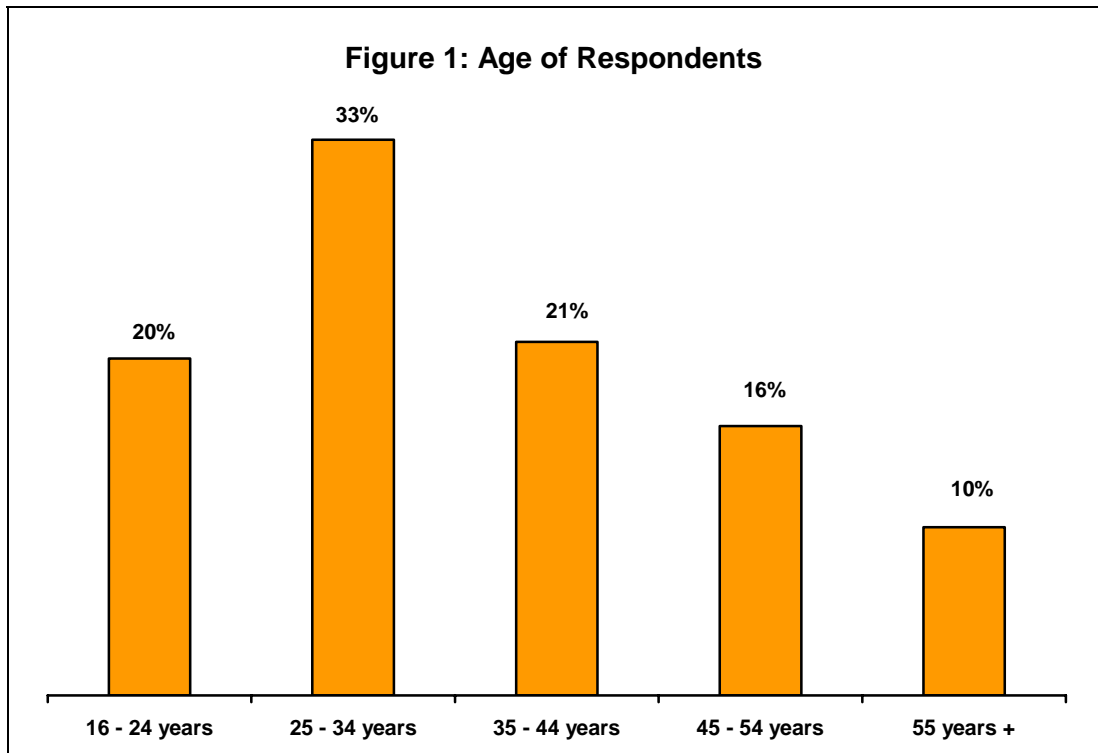
4.0 Profile of respondents

4.1 Gender of respondent

More than two-thirds (58; 69%) of respondents were female and 26 (31%) were male (Table 1).

4.2 Age of respondent

One-third (28; 33%) of respondents were aged between 25 and 34, 18 (21%) were aged between 35 and 44 and 17 (20%) were between 16 and 24. Thirteen (16%) were aged between 45 and 54 and eight (10%) were 55 or older (Figure 1; Table 2).



4.3 Marital Status/Partnership

Most respondents (67; 80%) did not have a spouse/partner. Fifteen (18%) stated that they had a spouse/partner (Tables 3).

4.4 Dependants

Almost two-thirds (53; 63%) of respondents had dependants and 29 (35%) stated that they had no dependants (Table 4).

4.5 Of those respondents who had dependants (52; 62% of all respondents), 24 (45%) said they had one dependant, 15 (28%) had two dependants and 14 (26%) had three or more dependants (Tables 5).

4.6 Employment Status

Almost one-third (24; 29%) of respondents were not working at the time of interview, 21 (25%) were looking after family/home, 16 (19%) were sick or disabled, 10 (12%) were working part-time and <5 (4%) were working full-time. Ten (12%) said they were students, carers or retired (Table 6).

4.7 Religion

Almost two-thirds (51; 61%) of respondents stated their household religion as Catholic; 24 (29%) as Protestant; six (7%) as mixed religion. The remainder of respondents (<5; 4%) either stated their household religion as none or refused to respond (Table 7).

4.8 Ethnic Origin

Most respondents (80; 95%) stated their ethnic origin as white (Table 8).

4.9 Health/Disability

Almost two-thirds (54; 64%) of all respondents had no disabilities which affected their day-to-day activities; 30 (36%) had a disability (Table 9).

4.10 All respondents were asked if they had any social or health problems. One-fifth (17; 20%) of respondents said they had mental health issues, eight (10%) had neighbour problems and 13 (16%) had various other issues, disabilities or illnesses (Table 10).

4.11 Type of current permanent accommodation

Almost three-fifths (47; 56%) of respondents were residing in houses, 26 (31%) were in flats/bed-sits and 11 (13%) were in bungalows. Almost three-quarters (61; 73%) of respondents were living in Housing Executive properties and 23 (27%) were in housing association accommodation (Tables 11 and 12).

- 4.12** More than half (43; 51%) of respondents were living at their permanent address with their children, 24 (29%) were living alone and 13 (16%) were with their spouse/partner and children. Of the remainder, less than five respondents in each case were living with their spouse/partner or living with their parents (Table 13).
- 4.13 Length of time living at permanent home**
More than three-fifths (52; 62%) of respondents said they had been living in their permanent home between one and two years, 17 (20%) for more than two years and 12 (14%) between six months and one year. A smaller proportion <5 (4%) had been living in their permanent home for less than six months at the time of interview (Table 14).
- 4.14 Offers of permanent accommodation**
Most respondents (74; 88%) had received one or more offers of permanent accommodation from the Housing Executive; 22 (26%) had received one or more offers of permanent accommodation from housing associations. More than half (44; 52%) of all respondents had accepted their first offer; 18 (21%) had accepted their second offer and 22 (26%) had accepted their third offer of permanent accommodation (Table 15).
- 4.15** The reasons why (40) respondents had rejected their first or second offers of permanent accommodation from either the Housing Executive or a housing association included: dislike area/bad area (26 respondents), property was unsuitable (16 respondents), property in poor condition/unfit (9 respondents), property was too far from work/school (<5 respondents), intimidation (<5 respondents) and not area of choice (<5 respondents) (Table 16).

5.0 Contact with the Housing Executive

5.1 More than two-thirds (57; 68%) of respondents had contacted the Housing Executive since being re-housed; 27 (32%) said they had not contacted the Housing Executive for any reason since being re-housed (Table 17).

5.2 Of those respondents who had contacted the Housing Executive (57; 68% of all respondents) nine (16%) had made contact once, 11 (19%) had done so twice and 37 (65%) had contacted the Housing Executive three or more times since being re-housed (Table 18).

5.3 The reasons respondents had contacted the Housing Executive included: maintenance (45; 79%), antisocial behaviour (<5; 5%), transfer (<5; 5%), Housing Benefit (<5; 5%) and rent arrears (<5; 5%) (Table 19).

5.4 Advice and helpfulness

Most respondents stated that, at the time they registered as homeless, Housing Executive staff had been courteous (72; 86%) sympathetic (71; 85%) and helpful (69; 82%) (Table 20).

5.5 Homeless Assessment Procedure

Three-fifths (50; 60%) of respondents said the homeless assessment procedure had been explained to them, 19 (23%) said it had not been explained and 15 (18%) did not know (Table 21).

5.6 Legal responsibility

Almost three-fifths (49; 58%) of respondents were aware that since 1 April 1989 the Housing Executive is legally responsible for homeless people; 35 (42%) were unaware of the Housing Executive's legal responsibility (Table 22).

5.7 Storage of furniture

Respondents were asked if the Housing Executive had offered to arrange storage of furniture while they were staying in temporary accommodation. Almost half (41; 49%) of respondents said they had not required storage of furniture, 31 (37%) said that Housing Executive staff had offered this service with the majority (26 respondents) accepting the service. Almost all respondents had had their furniture returned to them at the time of interview, with the majority (21 respondents) being satisfied with the service (Tables 23 and 24).

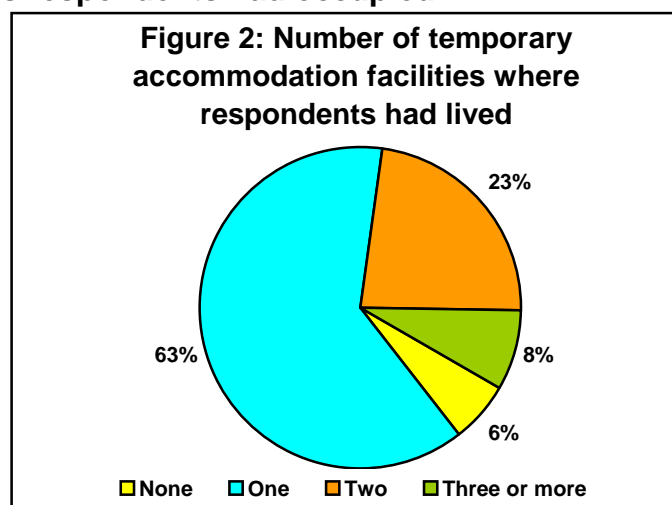
5.8 Transportation

Almost half (40; 48%) of respondents said that, when they 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. Thirty-seven respondents (44%) said they had not been offered transport and the remaining seven (8%) said they had been offered transport with the majority (7 respondents) having accepted this service (Table 25).

6.0 Temporary accommodation facilities

6.1 Number of temporary facilities respondents had occupied

More than three-fifths (53; 63%) of respondents had stayed in one temporary accommodation, 19 (23%) had stayed in two and seven (8%) had stayed in three or more temporary accommodation facilities. Five respondents (6%) said they had not stayed in temporary accommodation (Figure 2; Table 26).



6.2 More than two-fifths (32; 41%) of respondents had lived in temporary accommodation for less than six months, 24 (30%) for six months to one year, 15 (19%) for one to two years and eight (10%) had lived in temporary accommodation two years or more (Table 27).

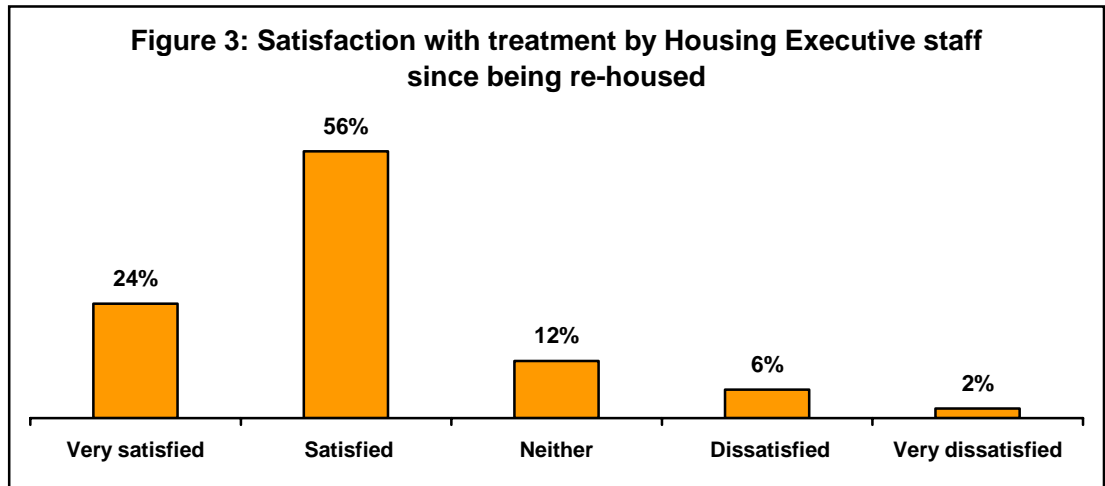
6.3 Respondents were asked what type of temporary accommodation they had lived in immediately before moving into their current property. Almost two-fifths (30; 36%) of respondents had lived in a hostel, 19 (23%) in a house (single let), 12 (14%) in Housing Executive temporary accommodation, seven (8%) in a flat/bed-sit and <5 (5%) had stayed in their parents' house. Smaller proportions (12; 14%) said they had lived in other types of temporary accommodation (Table 28).

6.4 Almost half (39; 48%) of respondents who had been in temporary accommodation before they were housed permanently had lived with their children, 23 (28%) had lived alone, eight (10%) had lived with their spouse/partner and children, <5 (5%) had lived with their parents, <5 (6%) with friends/relatives and <5 (4%) with their spouse/partner (Table 29).

7.0 Overall satisfaction levels

- 7.1** More than four-fifths (69; 82%) of all respondents were very satisfied/satisfied with their permanent accommodation, 12 (15%) were dissatisfied and <5 (4%) were neither satisfied nor dissatisfied (Table 30).
- 7.2** The majority (73; 87%) of respondents were very satisfied/satisfied with the location of their permanent accommodation, seven (9%) were dissatisfied and <5 (5%) were neither satisfied nor dissatisfied (Table 31).
- 7.3** Almost three-quarters (45; 74%) of respondents were satisfied with the amount of contact they had received from Housing Executive staff since moving to their permanent accommodation; 11 (18%) were neither satisfied nor dissatisfied and five (8%) were dissatisfied (Table 32).
- 7.4** Almost three-quarters (41; 72%) of respondents were very satisfied/satisfied with the service they received the last time they had contacted the Housing Executive, <5 (5%) were neither satisfied nor dissatisfied and 13 (23%) were dissatisfied (Table 33)

7.5 The majority (67; 80%) of all respondents were very satisfied/satisfied with the way Housing Executive staff have treated them since being re-housed, 10 (12%) were neither satisfied nor dissatisfied and seven (8%) were dissatisfied (Figure 3; Table 34).



7.6 More than four-fifths (69; 82%) of respondents were very satisfied/satisfied with the length of time it had taken for their homeless assessment to be completed, 10 (12%) were neither satisfied nor dissatisfied and five (6%) were dissatisfied (Table 35).

7.7 Almost three-quarters (62; 74%) of respondents were very satisfied/satisfied with the way Housing Executive staff had treated them while they were on the waiting list, eight (10%) were neither satisfied nor dissatisfied and 14 (17%) were dissatisfied (Table 36).

7.8 More than two-thirds (54; 67%) of respondents were very satisfied/satisfied with the level of contact from Housing Executive staff when in temporary accommodation, 10 (12%) were neither satisfied nor dissatisfied and 17 (21%) were dissatisfied (Table 37).

8.0 Last permanent accommodation

8.1 Accommodation type

Respondents were asked to state the type of accommodation they had lived in, as their last permanent address. The majority (63; 75%) of respondents stated that their last permanent address had been a house, 13 (16%) had lived in a flat/bed-sit, and five (6%) had lived in a bungalow (Table 38).

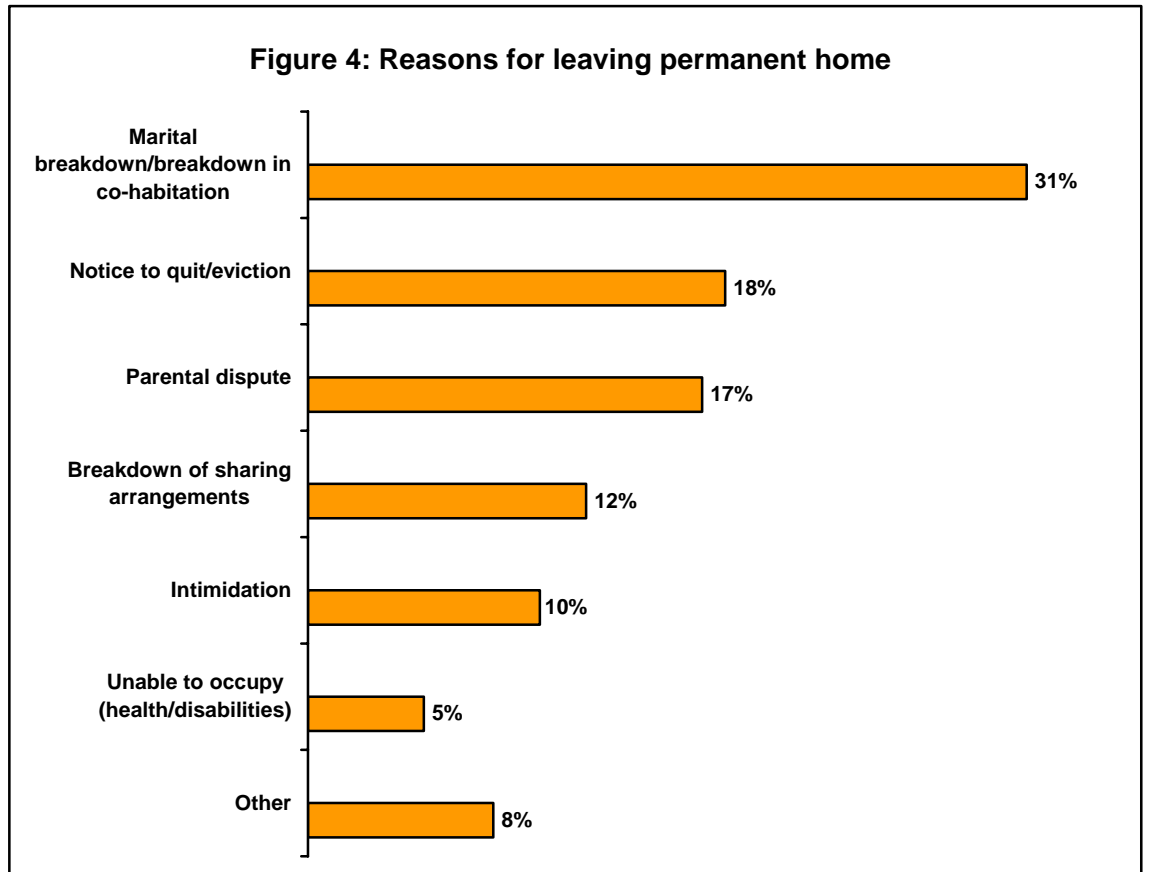
8.2 Tenure of last permanent accommodation

One-third (28; 33%) of respondents stated that their previous permanent home had been rented from the Housing Executive, (26; 31%) had been renting privately, 22 (26%) had been owner occupied, <5 (5%) had been Housing Association and small proportion <5 (5%) stated other tenures (Table 39).

8.3 Almost one-third (25; 30%) of respondents said they had lived with their parents in their last permanent accommodation, 21 (25%) had lived with their spouse/partner and children, 13 (16%) had lived with their children, 12 (14%) had lived alone, seven (8%) had lived with their spouse/partner and six (7%) had lived with friends/relatives (Table 40).

8.4 Reasons for leaving last permanent home

Reasons for leaving last permanent home included: marital breakdown or breakdown in co-habitation (26; 31%), notice to quit/eviction (15; 18%), parental dispute (14; 17%), breakdown of sharing arrangements (10; 12%), intimidation (8; 10%) and unable to occupy <5 (5%). The remaining respondents (7; 8%) gave other reasons for leaving their permanent home (Figure 4; Table 41).



9.0 General

9.1 On completion of the questionnaire, respondents were given the opportunity to make general comments on any aspect of their permanent accommodation. In total, 42% commented on a number of issues about living in their permanent accommodation and Housing Executive services.

The comments included the following:

- Satisfied with permanent accommodation.
- Satisfied with homeless procedure.
- Staff were very helpful.
- Housing Association not good at following up repairs.
- Housing families should be a priority.
- Economy heating is expensive.
- Lack of social housing resulting in homelessness.
- House is not child friendly.

APPENDIX 1

Tabular Report

*Homeless Applicants
who have been
re-housed*

TABULAR REPORT – HOMELESS SATISFACTION SURVEY PHASE 4

(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	26	31
Female	58	69
Total	84	100

Base: 84 (all respondents)

Table 2: Age/gender of respondents

Age groups	Male		Female		All	
	Num	%	Num	%	Num	%
16-24	2	<5	15	18	17	20
25-34	5	6	23	27	28	33
35-44	6	7	12	14	18	21
45-54	7	8	6	7	13	16
55+	6	7	2	2	8	10
Total	26	31	58	69	84	100

Base: 84 (all respondents)

Table 3: Do you have a spouse/partner?

	Num	%
Yes	15	18
No	67	80
Refusal	<5	2
Total	84	100

Base: 84 (all respondents)

Table 4: Do you have any dependants?

	Num	%
Yes	53	63
No	29	35
Refusal	<5	2
Total	84	100

Base: 84 (all respondents)

Table 5: Number of dependants

	Num	%
One	24	45
Two	15	28
Three or more	14	26
Total	53	100

Base: 53 respondents
N.B. Due to rounding percentages do not add to 100

Table 6: Employment status

	Num	%
Not working	24	29
Looking after family home	21	25
Sick/disabled	16	19
Working part-time	10	12
Working full-time	<5	4
Other (including; carer, student, retired)	10	12
Total	84	100

Base: 84 (all respondents)

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

Table 7: Household religion

	Num	%
Catholic	51	61
Protestant	24	29
Mixed religion	6	7
None	<5	2
Refused	<5	2
Total	84	100

Base: 84 (all respondents)

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

Table 8: Ethnic origin of respondent

	Num	%
White	80	95
Irish Traveller	<5	4
Black African	<5	1
Chinese	-	-
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Black Caribbean	-	-
Other	-	-
Total	84	100

Base: 84 (all respondents)

Table 9: Do you have a disability which affects your day to day activities?

	Num	%
Yes	30	36
No	54	64
Total	84	100

Base: 84 (all respondents)

Table 10: Do you have any problems with any of the following?

	Yes		No		Total	
	Num	%	Num	%	Num	%
Mental health issues	17	20	67	80	84	100
Neighbour problems	8	10	76	91	84	100
Problem with alcohol	5	6	79	94	84	100
Family relationship issues	5	6	79	94	84	100
Other issues/illnesses	<5	4	81	96	84	100

Base: 84 (all respondents)

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

Table 11: Type of permanent accommodation

	Num	%
House	47	56
Flat/bed-sit	26	31
Bungalow	11	13
Total	84	100

Base: 84 (all respondents)

Table 12: Tenure of permanent accommodation

	Num	%
Housing Executive	61	73
Housing Association	23	27
Total	84	100

Base: 84 (all respondents)

Table 13: Who do you live with at this address?

	Num	%
Lives with children	43	51
Lives alone	24	29
Lives with spouse/partner and child/children	13	16
Lives with spouse/partner	<5	4
Other	<5	1
Total	84	100

Base: 84 (all respondents)

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

Table 14: How long have you been living at your permanent home?

	Num	%
Less than 6 month	<5	4
6 months but less than 12 months	12	14
1 year but less than 2 years	52	62
2 year or more	17	20
Total	84	100

Base: 84 (all respondents)

Table 15: Offers of permanent accommodation received by respondents

	None	1 Offer	2 Offers	3 Offers	Total
	Num	Num	Num	Num	Num
NIHE	10	40	21	13	84
Housing Association	61	21	2	-	84

Base: 84 (all respondents)

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

Table 16: Reasons for rejecting offers

	Num
Dislike area/bad area	26
Accommodation was unsuitable	16
Property in poor condition	9
Other reasons	11

Base: 40 respondents

N.B. Respondents could give more than one answer

Table 17: Have you contacted the Housing Executive for any reason since being re-housed?

	Num	%
Yes	57	68
No	27	32
Total	84	100

Base: 84 (all respondents)

Table 18: Number of times respondents had contacted NIHE over the past 2 years since being re-housed permanently

	Num	%
Once	9	16
Twice	11	19
Three times or more	37	65
Total	57	100

Base: 57 respondents

Table 19: Reasons for contacting Housing Executive

	Num	%
Maintenance/repairs	45	79
Housing Benefit	<5	5
Antisocial behaviour	<5	5
Transfer	<5	5
Rent arrears	<5	4
Others reasons	<5	2
Total	57	100

Base: 57 respondents

Table 20: When you registered as homeless were Housing Executive staff....

	Yes		No		Total	
	Num	%	Num	%	Num	%
courteous?	72	86	12	14	84	100
sympathetic?	71	85	13	16	84	100
helpful?	69	82	15	18	84	100

Base: 84 (all respondents)

Table 21: Did Housing Executive staff explain the Homeless Assessment procedure to you?

	Num	%
Yes	50	60
No	19	23
Don't know	15	18
Total	84	100

*Base: 84 (all respondents)**NB: Due to rounding percentages do not add to 100***Table 22: Are you aware that since 1 April 1989 the Housing Executive has a legal responsibility for homeless people?**

	Num	%
Yes	49	58
No	35	42
Total	84	100

*Base: 84 (all respondents)***Table 23: Did the Housing Executive offer to arrange storage for your furniture while you were in temporary accommodation?**

	Num	%
Yes	31	37
No	12	14
Did not require it	41	49
Total	84	100

*Base: 84 (all respondents)***Table 24: Did you accept the offer to store your furniture?**

	Num
Yes	26
No	5
Total	31

*Base: 31 respondents***Table 25: 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	%
Yes	7	8
No	37	44
Did not require it	40	48
Total	84	100

Base: 84 (all respondents)

Table 26: How many temporary accommodation facilities have you lived in?

	Num	%
None	5	6
One	53	63
Two	19	23
Three or more	7	8
Total	84	100

Base: 84 (all respondents)

Table 27: Overall, how long were you living in temporary accommodation?

	Num	%
Less than 6 month	32	41
6 months but less than 12 months	24	30
1 year but less than 2 years	15	19
2 year or more	8	10
Total	79	100

Base: 79 respondents

Table 28: Immediately before moving into your current property, what type of temporary accommodation did you live in?

	Num	%
Hostel	30	36
House (single let)	19	23
NIHE temporary accommodation	12	14
Flat/Bed-sit	7	8
Parents house	<5	5
Other	12	14
Total	84	100

Base: 84 (all respondents)

Table 29: Who did you live with at this temporary address?

	Num	%
Lived with child/children	39	48
Lived alone	23	28
Lived with spouse/partner and children	8	10
Lived with parents	<5	5
Lived with friends/relatives	<5	4
Lived with spouse/partner	<5	4
Total	84	100

Base: 84 (all respondents)

NB: Due to rounding percentages do not add to 100

Table 30: How satisfied/dissatisfied are you with your permanent home?

Very satisfied	37	44
Satisfied	32	38
Neither satisfied nor dissatisfied	<5	4
Dissatisfied	9	11
Very dissatisfied	3	4
Total	84	100

Base: 84 (all respondents)

NB: Due to rounding percentages do not add to 100

Table 31: How satisfied/dissatisfied are you with the location of your permanent home?

	Num	%
Very satisfied	42	50
Satisfied	31	37
Neither satisfied nor dissatisfied	<5	5
Dissatisfied	<5	5
Very dissatisfied	<5	4
Total	84	100

Base: 84 (all respondents)

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

Table 32: How satisfied/dissatisfied are you with the level of contact you received from NIHE staff, since moving into your permanent accommodation?

	Num	%
Very satisfied	8	13
Satisfied	37	61
Neither satisfied nor dissatisfied	11	18
Dissatisfied	<5	3
Very dissatisfied	<5	5
Total	61	100

Base: 61 respondents

Table 33: How satisfied/dissatisfied were you with the service you received the last time you contacted the Housing Executive?

	Num	%
Very satisfied	19	33
Satisfied	22	39
Neither satisfied nor dissatisfied	<5	5
Dissatisfied	8	14
Very dissatisfied	5	9
Total	57	100

Base: 57 respondents

Table 34: Overall, how satisfied/dissatisfied are you with the way Housing Executive staff treated you since being permanently re-housed?

	Num	%
Very satisfied	20	24
Satisfied	47	56
Neither satisfied nor dissatisfied	10	12
Dissatisfied	5	6
Very dissatisfied	<5	2
Total	84	100

Base: 84 (all respondents)

Table 35: How satisfied/dissatisfied were you with the length of time it took for your homeless assessment to be completed?

	Num	%
Very satisfied	25	30
Satisfied	44	52
Neither satisfied nor dissatisfied	10	12
Dissatisfied	<5	4
Very dissatisfied	<5	2
Total	84	100

Base: 84 (all respondents)

Table 36: How satisfied/dissatisfied are you with the way Housing Executive staff have treated you while you have been on the waiting list?

	Num	%
Very satisfied	26	31
Satisfied	36	43
Neither satisfied nor dissatisfied	8	10
Dissatisfied	6	7
Very dissatisfied	8	10
Total	84	100

Base: 84 (all respondents)
N.B. Due to rounding percentages do not add to 100

Table 37: How satisfied/dissatisfied are you with the level of contact from HE staff during your time in temporary accommodation

	Num	%
Very satisfied	15	19
Satisfied	39	48
Neither satisfied nor dissatisfied	10	12
Dissatisfied	9	11
Very dissatisfied	8	10
Total	81	100

Base: 81 respondents

Table 38: What type of accommodation was your last permanent address?

	Num	%
House	63	75
Flat/Bed-sit	13	16
Bungalow	5	6
Other	<5	4
Total	84	100

Base: 84 (all respondents)

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

Table 39: Tenure of last permanent address

	Num	%
Housing Executive	28	33
Private rented	26	31
Owner occupied	22	26
Housing Association	<5	5
Other	<5	5
Total	84	100

Base: 84 (all respondents)

Table 40: Who did you live with at your last permanent address?

	Num	%
Lived with parents	25	30
Lived with spouse/partner and children	21	25
Lived with children	13	16
Lived alone	12	14
Lived with spouse/partner	7	8
Lived with friends/relatives	6	7
Total	84	100

Base: 84 (all respondents)

Table 41: Reasons for leaving permanent home

	Num	%
Marital breakdown/breakdown in co-habitation	26	31
Notice to quit/eviction	15	18
Parental dispute	14	17
Breakdown in sharing arrangements	10	12
Fear/intimidation	8	10
Unable to occupy (e.g. health/disabilities)	<5	5
Others reasons	7	8
Total	84	100

Base: 84 (all respondents)

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