



2020 Victorian Public Housing Resident Survey

more homes for
more victorians

hv homes
victoria





Overview

In late 2020, Homes Victoria surveyed 3,500 residents living in public housing across Victoria – the largest public housing jurisdictional survey in the world. Residents were asked their views on their home, Homes Victoria’s housing services, and perceptions of their health, safety, diversity and community connection.

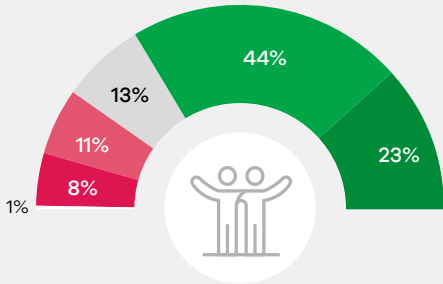
Understanding the lived experience of residents is key to how Homes Victoria can deliver better services into the future. Homes Victoria will incorporate the voice of residents and ensure the survey findings will be used to plan better services and identify important priorities to improve the quality of life, health, wellbeing and safety amongst public housing residents.



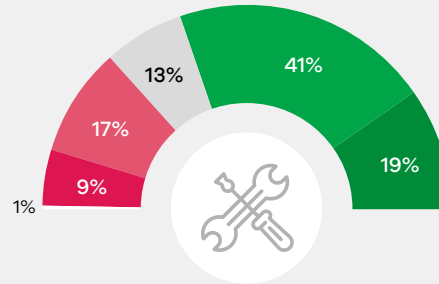
Suitable and stable housing

Thinking about where you live, how would you describe your feelings about your situation?

I am happy with the services provided by my housing office



I am happy with the maintenance of my home



My home is the right size for me



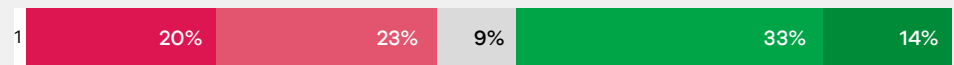
My home has the features I need



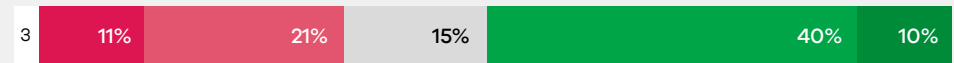
In winter I am able to adequately heat my home



In summer I am able to adequately cool my home



I feel my energy bills are affordable

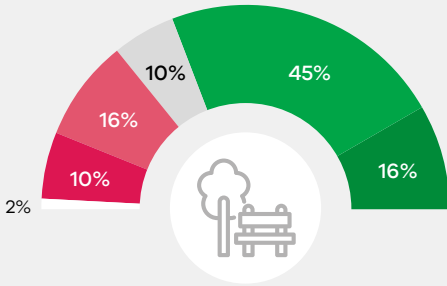


● Don't know
 ● Strongly disagree
 ● Disagree
 ● Neutral
 ● Agree
 ● Strongly agree

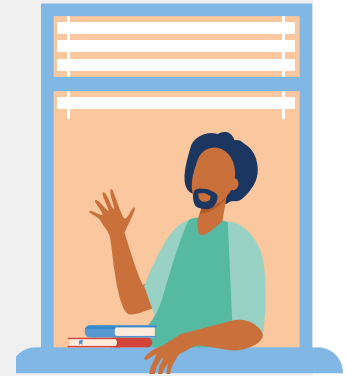
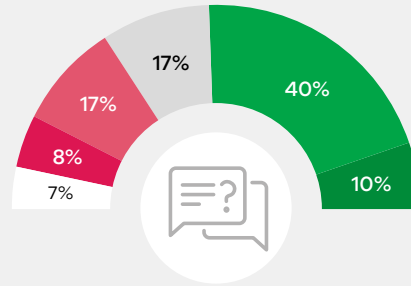
“ The size of my home is good for me and my family, it has enough day light and enough fresh air ”



I am happy with the condition outside my home and in shared areas



I have a say in decisions about my housing



I feel safe at home



I can access the internet to do the things I need



I feel my housing situation is stable and secure



I feel my rent is affordable



I am confident I can manage my tenancy



● Don't know
 ● Strongly disagree
 ● Disagree
 ● Neutral
 ● Agree
 ● Strongly agree

TOP 5

What do you like most about your home?

- Location/convenience (in general)
- Quiet/good neighbourhood/peaceful
- Size
- Security/safe area
- It's a home

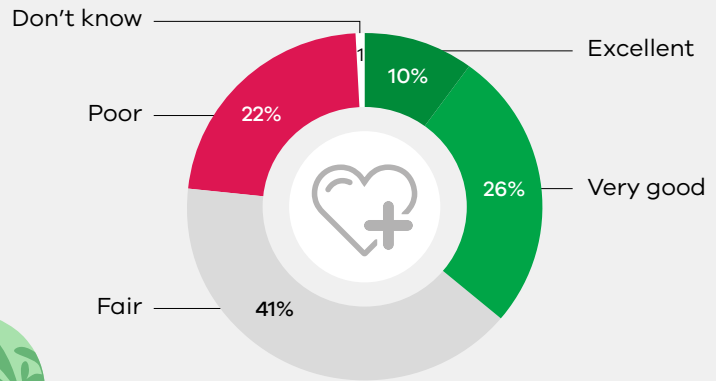
What do you dislike most about your home?

- None/nothing
- Inappropriate neighbours
- Maintenance
- Size
- Broken utilities/old utilities/no specific utility

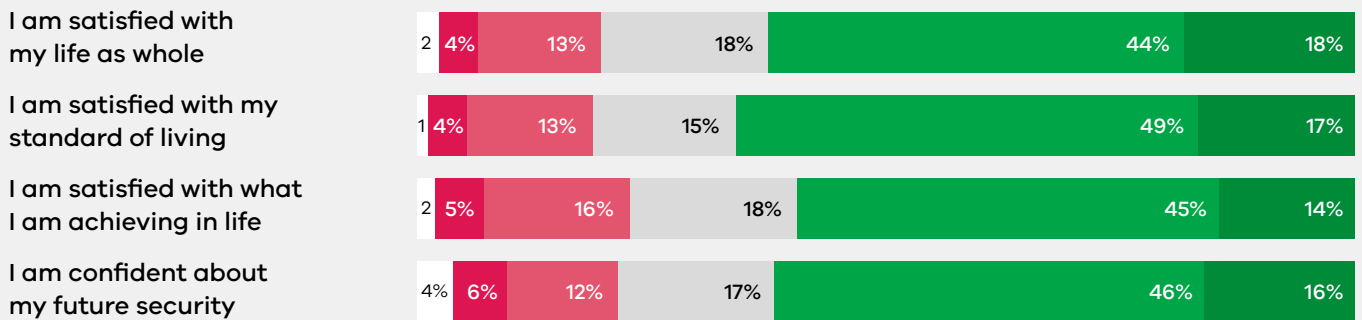


Health and social determinants of health

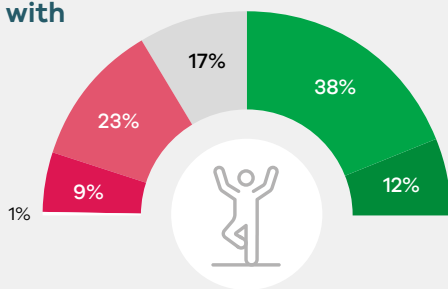
In general, would you say your health is...



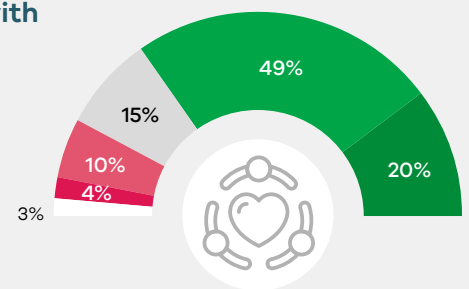
Thinking about your own life and your personal circumstances, how would you describe your personal circumstances?



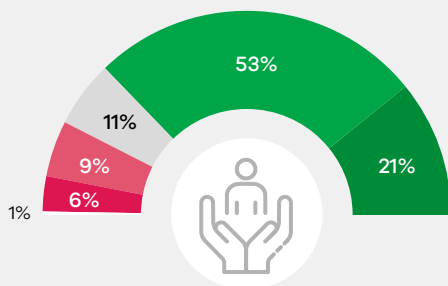
I am happy with my health



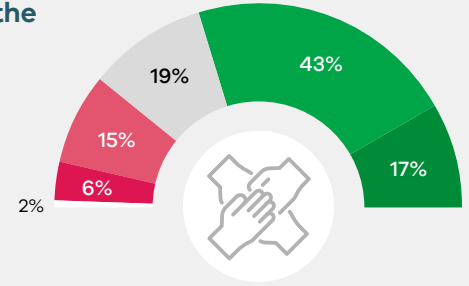
I am happy with my personal relationships



I feel safe

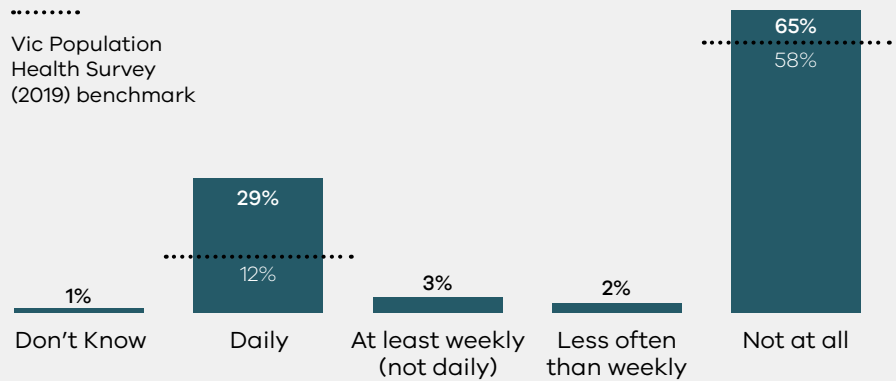


I feel part of the community

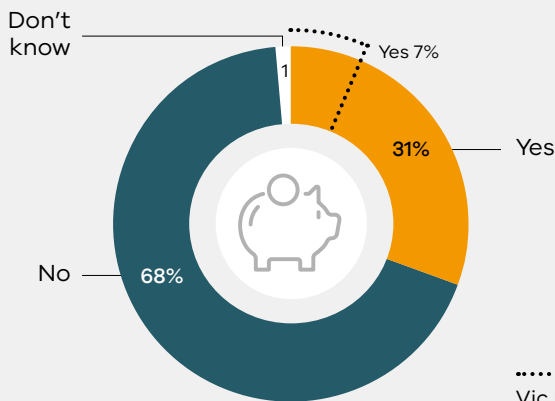


Legend: Don't know (white), Strongly disagree (red), Disagree (pink), Neutral (grey), Agree (light green), Strongly agree (dark green)

Do you currently smoke cigarettes, cigars, pipes or any other tobacco products...

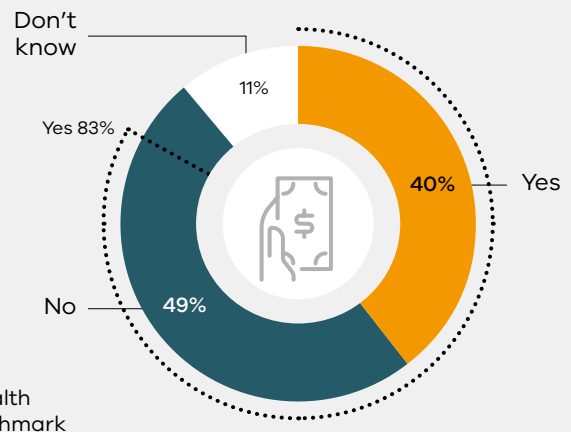


In the last 12 months, were there any times that you ran out of food, and couldn't afford to buy more?



If you needed to, could you raise \$2,000 in an emergency

(family emergency or medical treatment)
(includes accessing own savings, borrowing money, or using a credit card)?

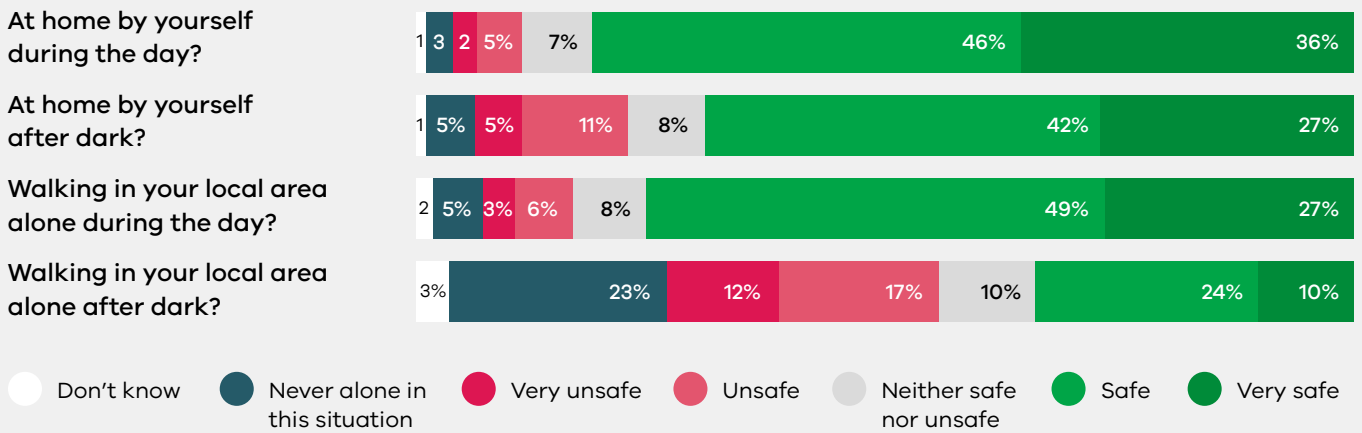


“ In summer it gets very hot in my home, fans are not enough to cool the place ”

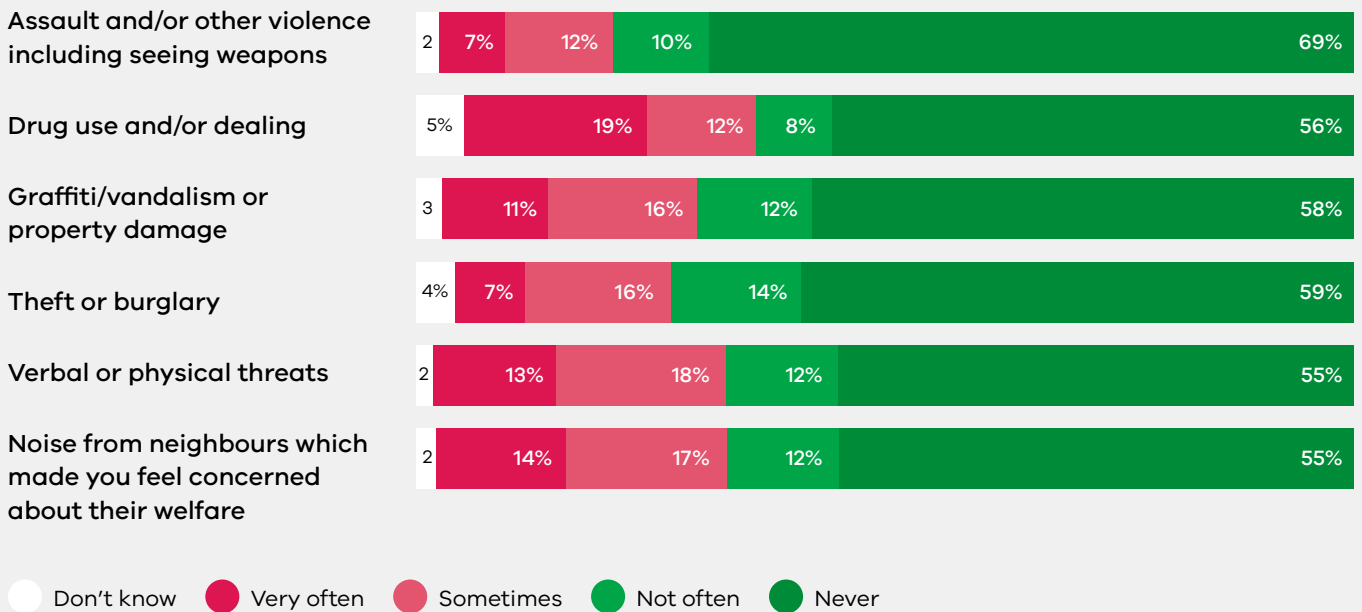


Safe and secure

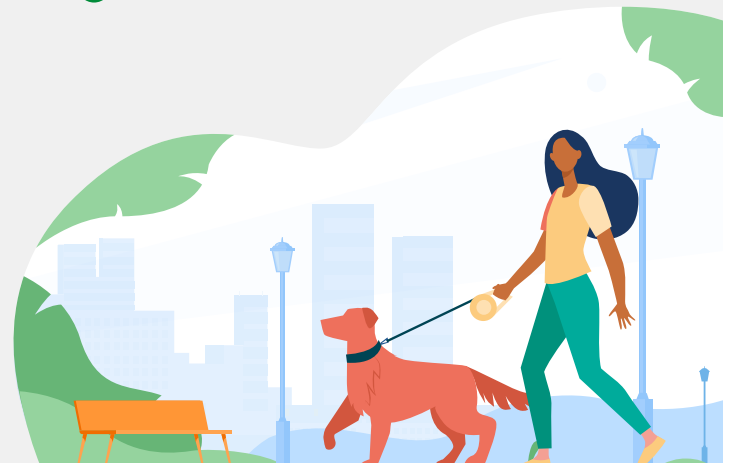
How safe or unsafe do you feel when you are in the following situations?



In the past 12 months how often have you experienced or witnessed any of the following in your neighbourhood?

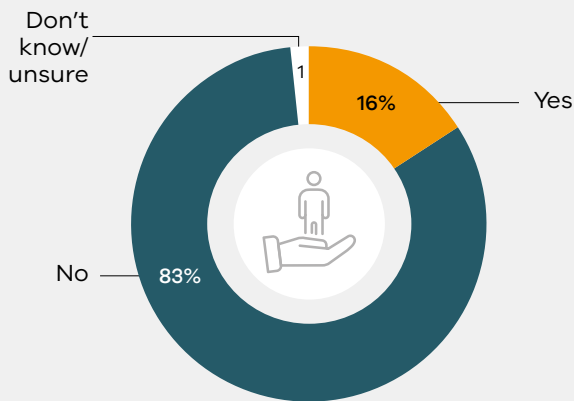


“ What I dislike about my home is the noise they make upstairs ”

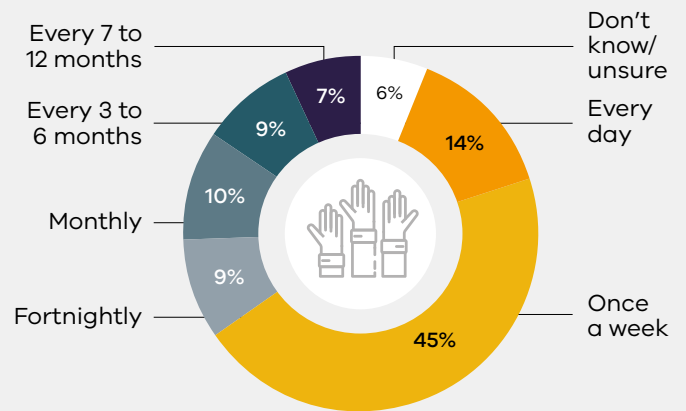


Participation

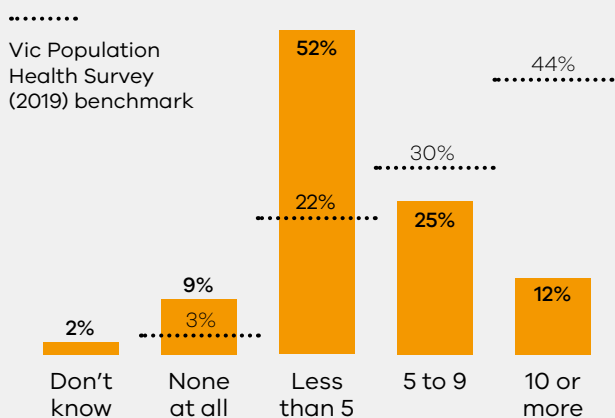
Over the last 12 months did you undertake any volunteer work?



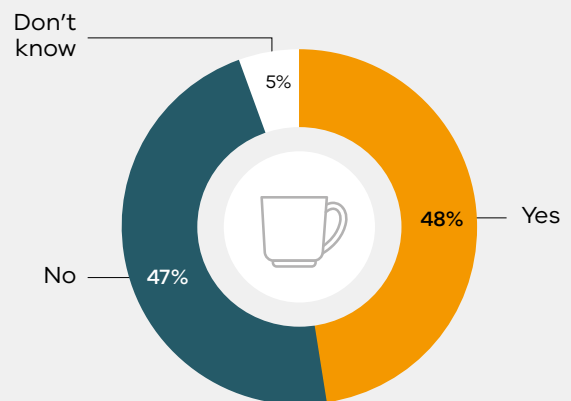
If yes, how often do you help out as a volunteer?



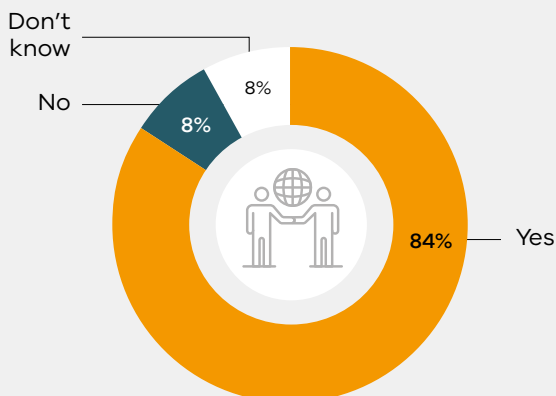
How many people did you talk to yesterday?



Do you feel comfortable asking a neighbour to borrow a cup of sugar or some rice?



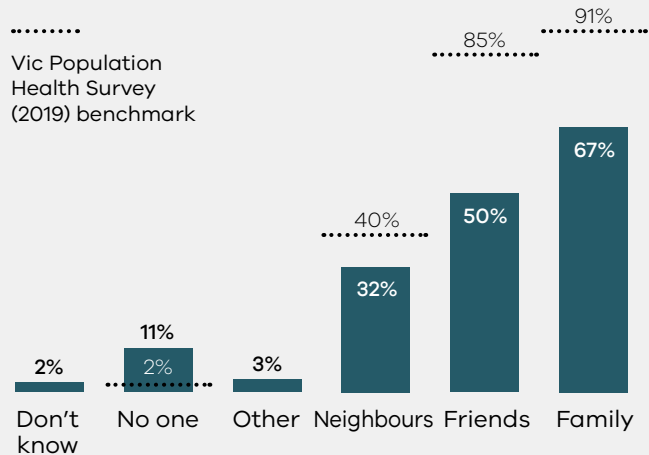
Do you welcome cultural diversity in your neighbourhood?



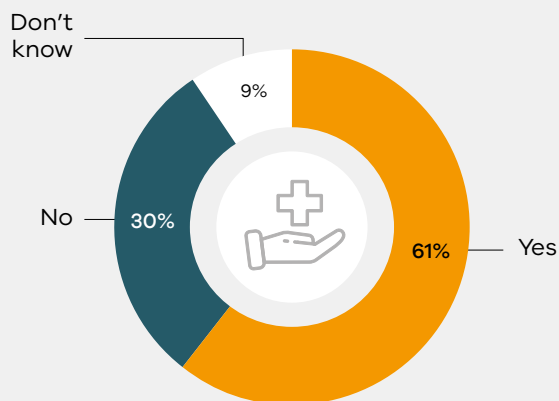
Culture and community

Which of the following people could you get help from if you need it?

(Multiple choice)

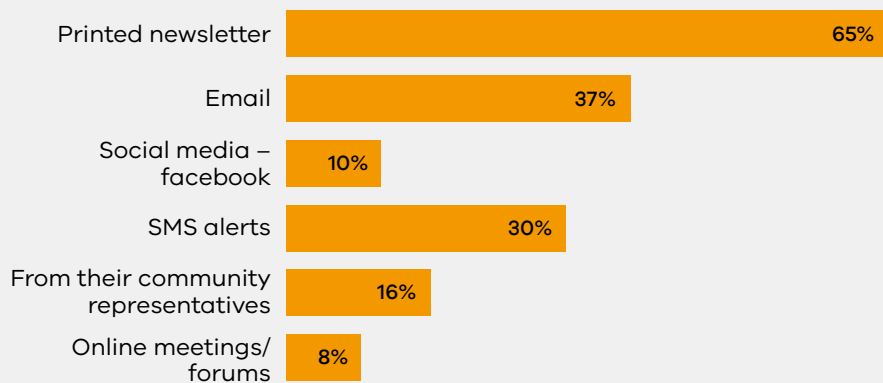


Could a relative or friend who is not living with you care for you (or your children) in an emergency?



How would you like to receive information regarding public housing, your estate or your community?

(Multiple choice)



“ What I like most about my home is my community ”

