

2020 Public Housing Resident Survey Results



In late 2020, Homes Victoria surveyed 3,500 residents living in public housing across Victoria – the largest jurisdictional public housing survey in the world.

Understanding the lived experience of residents is key to how Homes Victoria can deliver better services into the future.

This is what residents told us:

78% of residents feel their housing is **stable** and **secure**



60% of residents are happy with the **maintenance** of their home



67% of residents are happy with the **housing services** provided

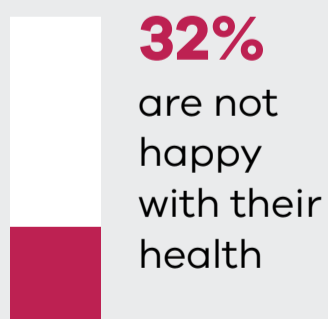
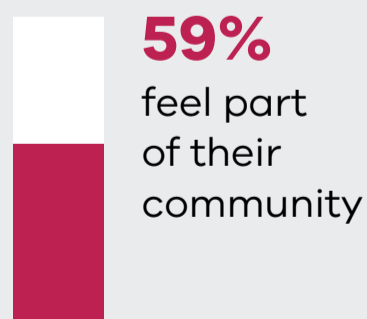
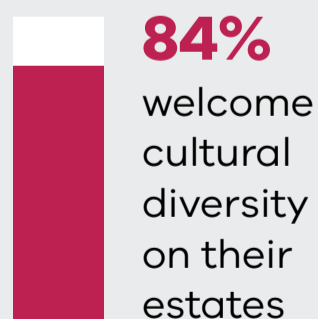


What residents **LIKED** about their home

- 74% of resident **feel safe at home**
- 72% of residents are happy with the **size of their home**
- 90% of residents feel confident in **managing their tenancy**

What residents **DISLIKED** about their home

- 44% of residents cannot adequately **cool their home** in summer
- 33% of residents feel that their **energy bills are not affordable**
- 25% of residents don't feel they have a **say in decisions** made about their housing



To find out more on the Public Housing Resident Survey or see the full results, please head to:

housing.vic.gov.au/resident-surveys