# 2020 Victorian Public Housing Resident Survey Results

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

By 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 residents 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

## Further survey results from our public housing community:

* 84% welcome cultural diversity on their estates
* 59% feel part of their community
* 32% are not happy with their health
* 29% feel unsafe walking in their local area after dark
* 18% are not satisfied with their standard of living

To find out more on the Public Housing Resident Survey or see the full results, please head to [Resident surveys](https://www.housing.vic.gov.au/resident-surveys) on the Housing website <https://www.housing.vic.gov.au/resident-surveys>.

To receive this document in another format, email SHRHomes <shr@homes.vic.gov.au>.

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Available at [Resident surveys on the Housing website](https://www.housing.vic.gov.au/resident-surveys) <https://www.housing.vic.gov.au/resident-surveys>