

2022 Public Housing Resident Survey Results

In 2022, Homes Victoria surveyed 3,755 residents living in public housing across Victoria. This was the third Public Housing Resident Survey rolled out across Victoria. Understanding the lived experience of residents is key to how Homes Victoria can improve housing services and better meet the needs of people living in public housing.

This is what residents told us in 2022:

83% of residents feel their housing is **stable** and **secure**



57% are happy with the **maintenance** of their home



59% are happy with the **services provided** by their housing office

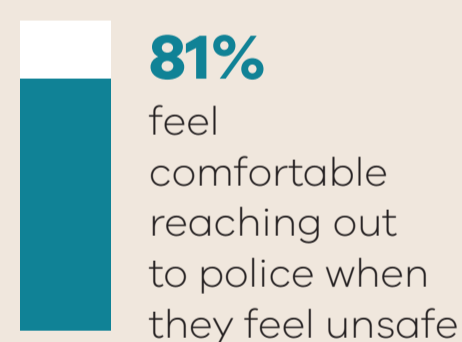
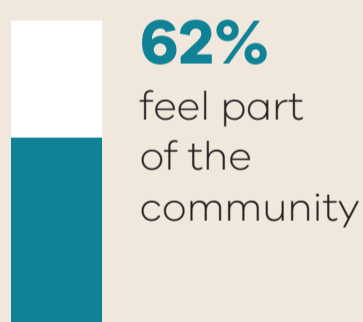
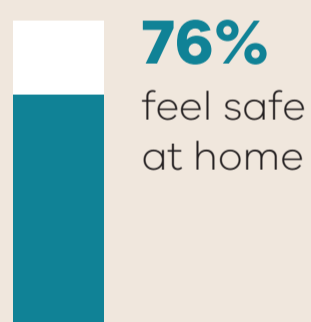


Areas that have improved since 2020

- 76% of residents are happy with their **personal relationships**
- 55% of residents can adequately **cool their home** in summer
- 71% of residents are **satisfied with their life** as a whole

Areas that need more work

- 27% of residents do not feel they have **a say in decisions** about their housing
- 29% of residents are not happy with the **condition outside** their home and in shared areas
- 22% of residents do not feel their home has the **features they need**



To find out more on the 2022 Public Housing Resident Survey, and see the full results for 2022 and previous years, please head to:

housing.vic.gov.au/resident-surveys



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