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| --- |
| 2022 Public Housing Resident Survey |
|  |
| OFFICIAL |



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Homes Victoria acknowledges the Traditional Owners of Country throughout Victoria and pays respect and recognises the contribution from their Elders past and present. We proudly acknowledge the strength and resilience of First Nation peoples as the world’s oldest living culture and the contribution of generations of Aboriginal leaders who have fought tirelessly for the rights of their people and communities.

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# Overview

In 2022, Homes Victoria surveyed 3,755 residents living in public housing across Victoria. Residents were asked their views on their home, public housing services, their feelings of safety and security, connection to their neighbourhood and community diversity.

The 2022 survey included additional questions to explore residents’ digital literacy and internet access, residents’ engagement with contractors, police and housing offices and Aboriginal and Torres Strait Islander residents’ cultural safety and connection. The sample size also slightly increased, to ensure survey results are representative of the public housing population.

The Resident Survey is the largest survey of public housing residents in the country. It has been previously carried out in 2020 and 2019 and over the three waves, we have heard from over 9000 public housing residents.

The Resident Survey helps Homes Victoria better understand the needs, aspirations and experiences of public housing residents, so we can improve services and outcomes with residents at the centre.

## 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 | Results |
| --- | --- |
| Strongly disagree | 10% |
| Disagree | 18% |
| Neutral | 12% |
| Agree | 48% |
| Strongly agree | 11% |
| Don't know/ Missing | 1% |

| I am happy with the maintenance of my home | Results |
| --- | --- |
| Strongly disagree | 12% |
| Disagree | 21% |
| Neutral | 10% |
| Agree | 47% |
| Strongly agree | 10% |
| Don't know/ Missing | 0% |

| Overall, I am happy with my home | Results |
| --- | --- |
| Strongly disagree | 6% |
| Disagree | 12% |
| Neutral | 8% |
| Agree | 54% |
| Strongly agree | 21% |
| Don't know/ Missing | 0% |

| My home is the right size for me | Results |
| --- | --- |
| Strongly disagree | 6% |
| Disagree | 15% |
| Neutral | 5% |
| Agree | 55% |
| Strongly agree | 18% |
| Don't know/ Missing | 0% |

| My home has the features I need | Results |
| --- | --- |
| Strongly disagree | 5% |
| Disagree | 17% |
| Neutral | 8% |
| Agree | 56% |
| Strongly agree | 14% |
| Don't know/ Missing | 0% |

| I am happy with the condition outside my home and in shared areas | Results |
| --- | --- |
| Strongly disagree | 9% |
| Disagree | 20% |
| Neutral | 8% |
| Agree | 52% |
| Strongly agree | 12% |
| Don't know/ Missing | 0% |

| I feel treated with respect when engaging with contractors | Results |
| --- | --- |
| Strongly disagree | 2% |
| Disagree | 4% |
| Neutral | 6% |
| Agree | 64% |
| Strongly agree | 23% |
| Don't know/ Missing | 1% |

| I know how to give feedback or complaints about my housing | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 11% |
| Neutral | 6% |
| Agree | 64% |
| Strongly agree | 15% |
| Don't know/ Missing | 1% |

| In winter I am able to heat my home adequately | Results |
| --- | --- |
| Strongly disagree | 7% |
| Disagree | 19% |
| Neutral | 7% |
| Agree | 55% |
| Strongly agree | 12% |
| Don't know/ Missing | 0% |

| In summer I am able to cool my home adequately | Results |
| --- | --- |
| Strongly disagree | 13% |
| Disagree | 25% |
| Neutral | 7% |
| Agree | 46% |
| Strongly agree | 9% |
| Don't know/ Missing | 0% |

| I feel my energy bills are affordable | Results |
| --- | --- |
| Strongly disagree | 7% |
| Disagree | 22% |
| Neutral | 13% |
| Agree | 50% |
| Strongly agree | 8% |
| Don't know/ Missing | 1% |

| I am confident I can manage my tenancy agreement | Results |
| --- | --- |
| Strongly disagree | 1% |
| Disagree | 1% |
| Neutral | 3% |
| Agree | 70% |
| Strongly agree | 25% |
| Don't know/ Missing | 1% |

| I have a say in decisions about my housing | Results |
| --- | --- |
| Strongly disagree | 7% |
| Disagree | 20% |
| Neutral | 16% |
| Agree | 45% |
| Strongly agree | 7% |
| Don't know/ Missing | 5% |

| I feel safe at home | Results |
| --- | --- |
| Strongly disagree | 6% |
| Disagree | 11% |
| Neutral | 7% |
| Agree | 58% |
| Strongly agree | 18% |
| Don't know/ Missing | 0% |

| I feel my housing situation is stable and secure | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 8% |
| Neutral | 5% |
| Agree | 60% |
| Strongly agree | 23% |
| Don't know/ Missing | 1% |

| I feel my rent is affordable | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 10% |
| Neutral | 7% |
| Agree | 64% |
| Strongly agree | 16% |
| Don't know/ Missing | 0% |

## Top 5 likes and dislikes

| What do you like most about your home? |
| --- |
| Location/ convenience (in general) |
| Everything/ generally nice |
| Permanent home/ my home |
| Security/ Safe area |
| Size |

| What do you dislike most about your home? |
| --- |
| Maintenance |
| Broken utilities/ old utilities/ no specific utility (e.g. no air-conditioner) |
| Maintenance staff |
| Inappropriate neighbours |
| Security |
|  |

| How often do you use the internet at home? | Results |
| --- | --- |
| Every day | 67% |
| I don't use the internet at home | 27% |
| Less than once a month | 1% |
| Once or twice a month | 1% |
| Once or twice a week | 4% |

| I can afford the cost of the internet services | Results |
| --- | --- |
| Agree | 49% |
| Disagree | 19% |
| Neutral | 10% |
| Strongly agree | 9% |
| Strongly disagree | 5% |
| Don't know/ Missing | 8% |

| I would do more on the internet if I could afford better devices and equipment | Results |
| --- | --- |
| Agree | 36% |
| Disagree | 31% |
| Neutral | 10% |
| Strongly agree | 11% |
| Strongly disagree | 5% |
| Don't know/ Missing | 7% |

| I have enough skills to use technology and do what I want online | Results |
| --- | --- |
| Agree | 45% |
| Disagree | 21% |
| Neutral | 9% |
| Strongly agree | 14% |
| Strongly disagree | 5% |
| Don't know/ Missing | 5% |

### Resident quote:

“It is safe, gets lots of natural light, is well-heated and in a wonderful location with easy access to lots of parklands and public transport”

## Safe and Secure

In relation to your feelings of safety in the last 12 months how do you feel in these circumstances?

| I feel safe at home by myself during the day | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 6% |
| Neutral | 4% |
| Agree | 64% |
| Strongly agree | 23% |
| Don't know/ Missing | 1% |

| I feel safe at home by myself after dark | Results |
| --- | --- |
| Strongly disagree | 6% |
| Disagree | 13% |
| Neutral | 9% |
| Agree | 56% |
| Strongly agree | 16% |
| Don't know/ Missing | 0% |

| I feel safe walking in my local area alone during the day | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 8% |
| Neutral | 5% |
| Agree | 65% |
| Strongly agree | 18% |
| Don't know/ Missing | 2% |

| I feel safe walking in my local area alone after dark | Results |
| --- | --- |
| Strongly disagree | 17% |
| Disagree | 35% |
| Neutral | 10% |
| Agree | 27% |
| Strongly agree | 6% |
| Don't know/ Missing | 4% |

| I feel comfortable reaching out to police when I feel unsafe | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 9% |
| Neutral | 6% |
| Agree | 61% |
| Strongly agree | 20% |
| Don't know/ Missing | 1% |

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

| Theft or burglary | Results |
| --- | --- |
| Never | 63% |
| Not often | 12% |
| Sometimes | 15% |
| Very often | 8% |
| Don't know/ Missing | 1% |

| Verbal or physical threats | Results |
| --- | --- |
| Never | 54% |
| Not often | 12% |
| Sometimes | 18% |
| Very often | 15% |
| Don't know/ Missing | 0% |

| Assault and/or other violence including seeing weapons | Results |
| --- | --- |
| Never | 71% |
| Not often | 8% |
| Sometimes | 12% |
| Very often | 8% |
| Don't know/ Missing | 1% |

| Drug use and/or dealing which made you feel concerned for your welfare or someone else’s welfare | Results |
| --- | --- |
| Never | 60% |
| Not often | 8% |
| Sometimes | 14% |
| Very often | 18% |
| Don't know/ Missing | 1% |

| Graffiti, vandalism or property damage which made you feel concerned for your welfare or someone else’s welfare | Results |
| --- | --- |
| Never | 63% |
| Not often | 10% |
| Sometimes | 15% |
| Very often | 11% |
| Don't know/ Missing | 1% |

| Noise from neighbours which made you feel concerned for your welfare or someone else’s welfare | Results |
| --- | --- |
| Never | 58% |
| Not often | 10% |
| Sometimes | 16% |
| Very often | 16% |
| Don't know/ Missing | 0% |

### Resident quote:

“…for the first time in several years I finally feel comfortable in knowing I have a stable place to live.”

## Health and Wellbeing

| In general, would you say your health is… | Results |
| --- | --- |
| Poor | 22% |
| Fair | 25% |
| Good | 30% |
| Very good | 14% |
| Excellent | 8% |
| Don't know/ Missing | 0% |

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

| I am satisfied with my life as whole | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 14% |
| Neutral | 11% |
| Agree | 59% |
| Strongly agree | 12% |
| Don't know/ Missing | 1% |

| I am satisfied with my standard of living | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 15% |
| Neutral | 11% |
| Agree | 60% |
| Strongly agree | 11% |
| Don't know/ Missing | 0% |

| I am satisfied with what I am achieving in life | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 18% |
| Neutral | 15% |
| Agree | 54% |
| Strongly agree | 9% |
| Don't know/ Missing | 1% |

| I am satisfied with what I am achieving in life | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 18% |
| Neutral | 15% |
| Agree | 54% |
| Strongly agree | 9% |
| Don't know/ Missing | 1% |

| I am confident about my future security | Results |
| --- | --- |
| Strongly disagree | 4% |
| Disagree | 15% |
| Neutral | 14% |
| Agree | 56% |
| Strongly agree | 10% |
| Don't know/ Missing | 2% |

| I am happy with my health | Results |
| --- | --- |
| Strongly disagree | 8% |
| Disagree | 27% |
| Neutral | 12% |
| Agree | 45% |
| Strongly agree | 8% |
| Don't know/ Missing | 0% |

| I am happy with my personal relationships | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 10% |
| Neutral | 10% |
| Agree | 62% |
| Strongly agree | 14% |
| Don't know/ Missing | 2% |

| I feel safe | Results |
| --- | --- |
| Strongly disagree | 3% |
| Disagree | 9% |
| Neutral | 8% |
| Agree | 64% |
| Strongly agree | 16% |
| Don't know/ Missing | 1% |

| I feel part of the community | Results |
| --- | --- |
| Strongly disagree | 5% |
| Disagree | 18% |
| Neutral | 13% |
| Agree | 52% |
| Strongly agree | 10% |
| Don't know/ Missing | 1% |

| How often do you currently smoke cigarettes, cigars, pipes or any other tobacco products? | Results |
| --- | --- |
| Not at all | 61% |
| Less often than weekly | 2% |
| At least weekly (not daily) | 3% |
| Daily | 35% |
| Don't know/ Missing | 1% |

| In the last 12 months, were there any times that you ran out of food, and couldn't afford to buy more? | Results |
| --- | --- |
| No | 67% |
| Yes | 32% |
| Don't know/ Missing | 1% |

| **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)?** | Results |
| --- | --- |
| No | 55% |
| Yes | 40% |
| Don't know/ Missing | 5% |

### Resident quote

“The house is the right size with all the right requirements. Having rails in the bathroom is awesome. Well setup for disability”

## Community participation and connection

| **Over the last 12 months, did you undertake any volunteer work?** | Results |
| --- | --- |
| No | 85% |
| Yes | 15% |
| Don't know/ Missing | 0% |

| **How often have you helped out as a volunteer in the last 12 months?** | Results |
| --- | --- |
| Every 7 to 12 months | 6% |
| Every 3 to 6 months | 9% |
| Monthly | 16% |
| Fortnightly | 9% |
| Weekly | 45% |
| Daily | 13% |
| Don't know/ Missing | 2% |

| **Do you have close friends or family whom you talk to regularly?** | Results |
| --- | --- |
| No | 12% |
| Yes | 88% |
| Don't know/ Missing | 0% |

| **Do you feel comfortable asking a neighbour to borrow a cup of sugar or some rice?** | Results |
| --- | --- |
| No | 38% |
| Yes | 60% |
| Don't know/ Missing | 2% |

### Resident quote

“I like the people, they are friendly, they are lovely.”

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

| **Family** | Results |
| --- | --- |
| Yes | 71% |

| **Friends** | Results |
| --- | --- |
| Yes | 56% |

| **Neighbours** | Results |
| --- | --- |
| Yes | 36% |

| **Community** | Results |
| --- | --- |
| Yes | 32% |

| **Charities/religious organisations** | Results |
| --- | --- |
| Yes | 49% |

| **Carers or support workers** | Results |
| --- | --- |
| Yes | 1% |

| **Other** | Results |
| --- | --- |
| Yes | 3% |

| **Don't know** | Results |
| --- | --- |
| Yes | 1% |

| **Could a relative or friend who is not living with you care for you (or your children) in an emergency?** | Results |
| --- | --- |
| No | 26% |
| Yes | 68% |
| Don't know/ Missing | 6% |

### Resident quote

“…living in a big complex means that there is a good sense of community between neighbours”

## Aboriginal and Torres Strait Islander cultural safety and connection

| How comfortable do you feel acknowledging your cultural background to your neighbours? | Results |
| --- | --- |
| Very uncomfortable | 14% |
| Uncomfortable | 10% |
| Neutral | 11% |
| Comfortable | 22% |
| Very comfortable | 38% |
| Don't know/ Missing | 6% |

| How comfortable do you feel acknowledging your cultural background to your neighbours? | Results |
| --- | --- |
| Very uncomfortable | 13% |
| Uncomfortable | 4% |
| Neutral | 9% |
| Comfortable | 32% |
| Very comfortable | 39% |
| Don't know/ Missing | 3% |

In relation to your culture and connection,how would you describe your experience in these areas?

| My housing worker acknowledges my cultural background | Results |
| --- | --- |
| Strongly disagree | 5% |
| Disagree | 12% |
| Neutral | 18% |
| Agree | 43% |
| Strongly agree | 10% |
| Don't know/ Missing | 13% |

| My housing supports my connection to family | Results |
| --- | --- |
| Strongly disagree | 10% |
| Disagree | 19% |
| Neutral | 10% |
| Agree | 43% |
| Strongly agree | 8% |
| Don't know/ Missing | 11% |

| My housing supports my connection to country | Results |
| --- | --- |
| Strongly disagree | 10% |
| Disagree | 19% |
| Neutral | 11% |
| Agree | 39% |
| Strongly agree | 9% |
| Don't know/ Missing | 14% |

These questions were only asked to Aboriginal and Torres Strait Islander respondents and percentages on this page show the percentage of Aboriginal and Torres Strait Islander respondents.

Many thanks to all the renters and residents living in public housing across Victoria who participated in this survey. Each of your responses helps us to design and deliver better services for you and your community.

If you would like to receive this publication in an accessible or translated format, please call 131 450 or [email Homes Victoria](mailto:enquiries@homes.vic.gov.au) <enquiries@homes.vic.gov.au>

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