

# 2022 Victorian Public Housing Resident Survey



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.



# 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 single jurisdiction survey of public housing residents in the country. It has been previously carried out in 2019 and 2020 and over the three waves we have completed 9,000 interviews.

The Resident Survey helps Homes Victoria better understand the lived experience of public housing residents. By incorporating the voice of residents, Homes Victoria can improve services and outcomes for residents.

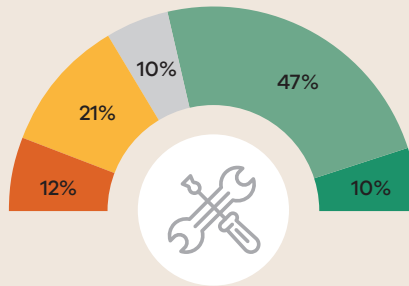
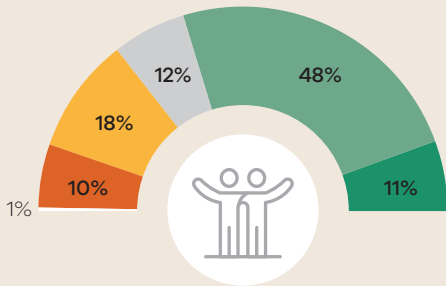


# Suitable and stable housing

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



Overall, I am happy with my home



My home is the right size for me



My home has the features I need



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



I feel treated with respect when engaging with contractors



I know how to give feedback or complaints about my housing



In winter I am able to heat my home adequately



In summer I am able to cool my home adequately



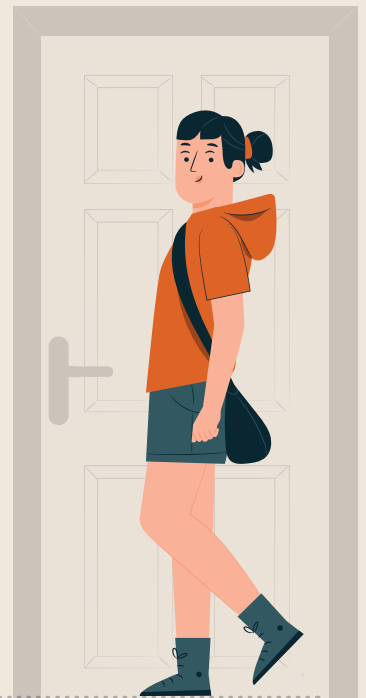
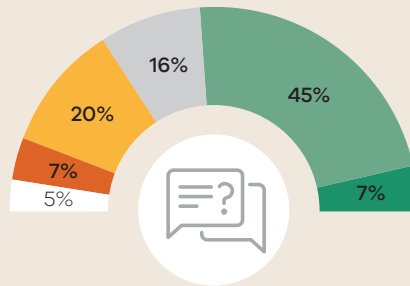
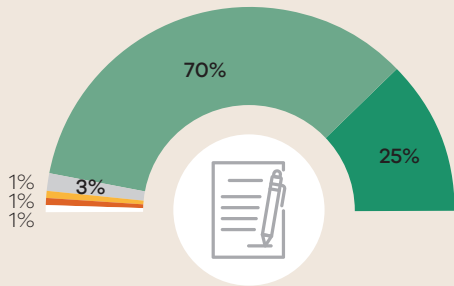
I feel my energy bills are affordable



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

**I am confident I can manage my tenancy agreement**

**I have a say in decisions about my housing**



**I feel safe at home**



**I feel my housing situation is stable and secure**



**I feel my rent is affordable**



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

## TOP 5

**What do you like most about your home?**

- Location/convenience (in general)
- Everything/generally nice
- Permanent home/my home
- Security/safe area
- Size

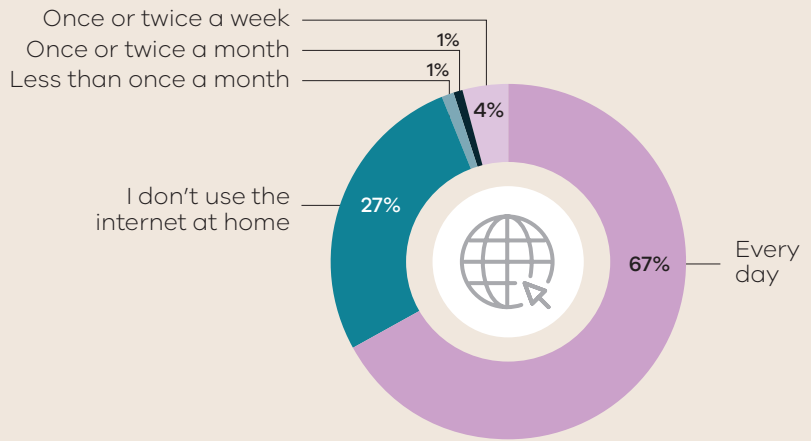
**What do you dislike most about your home?**

- Maintenance
- Broken utilities/old utilities/no specific utility (e.g. no air-conditioner)
- Maintenance staff
- Inappropriate neighbours
- Security

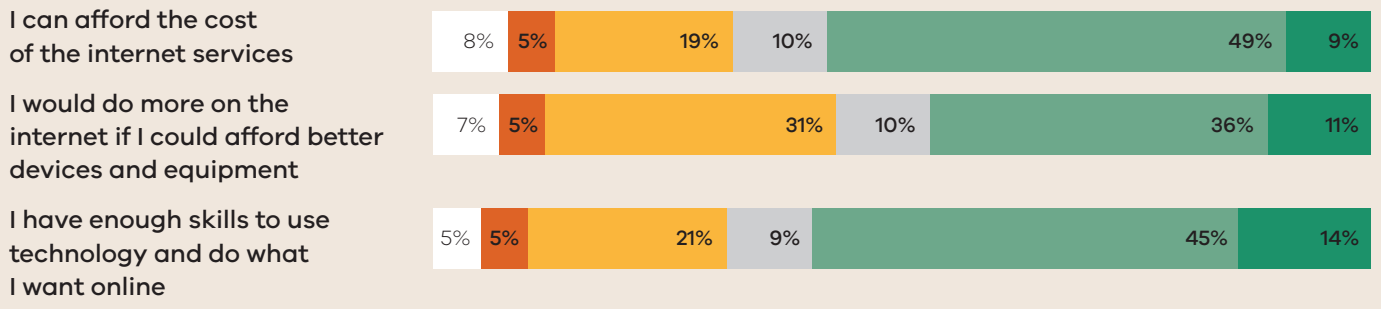


# Suitable and stable housing

How often do you use the internet at home?



Thinking about your home internet usage, to what extent do you agree or disagree with the following statements?



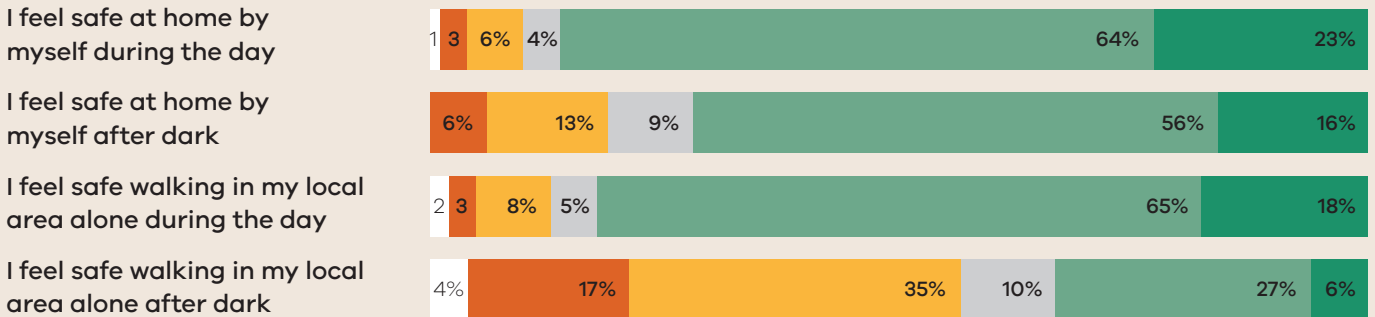
● Don't know/missing 
 ● Strongly disagree 
 ● Disagree 
 ● Neutral 
 ● Agree 
 ● Strongly agree

“ 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. ”



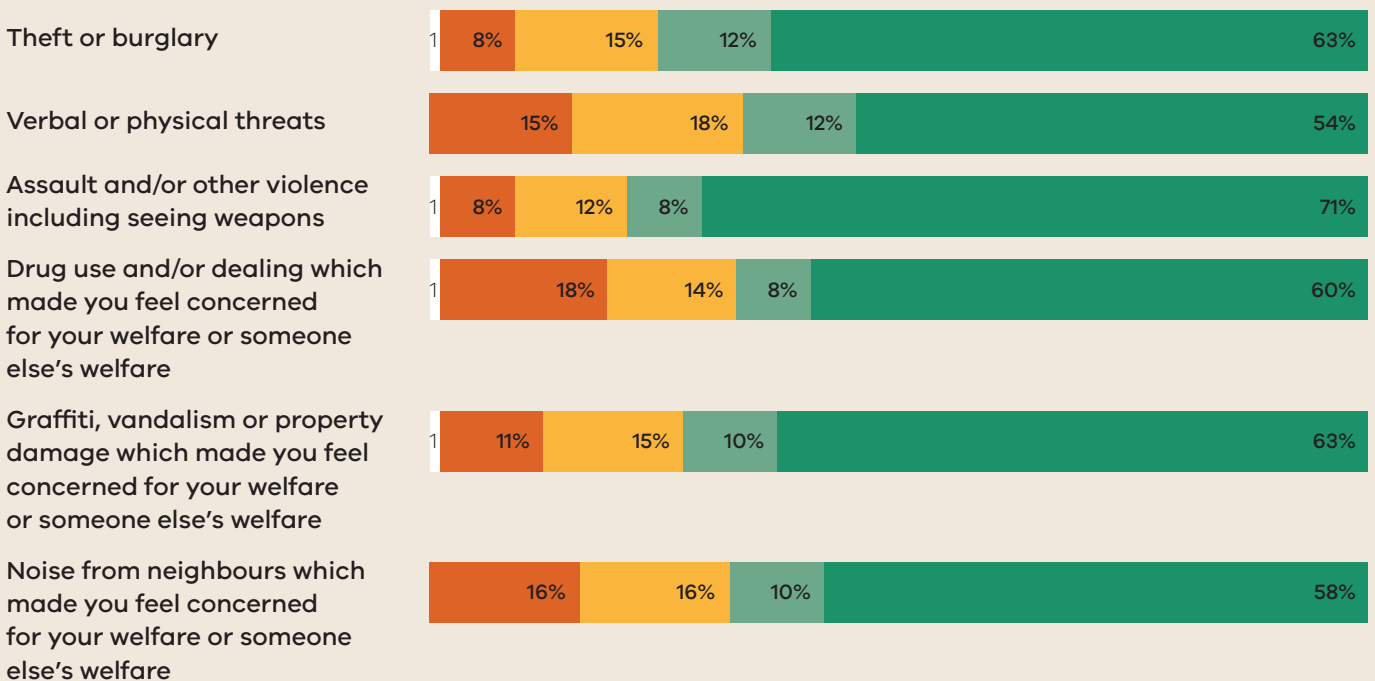
# Safe and secure

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



○ Don't know/missing
● Strongly disagree
● Disagree
● Neutral
● Agree
● Strongly agree

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

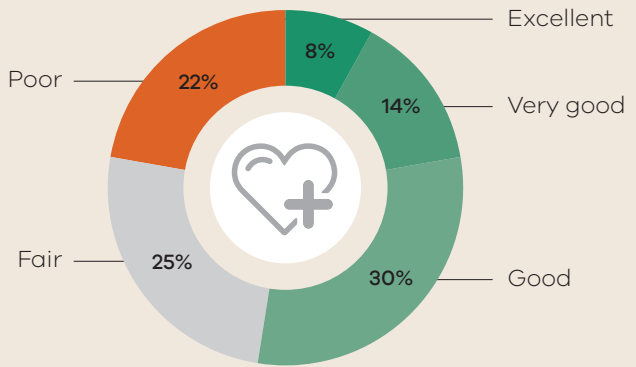
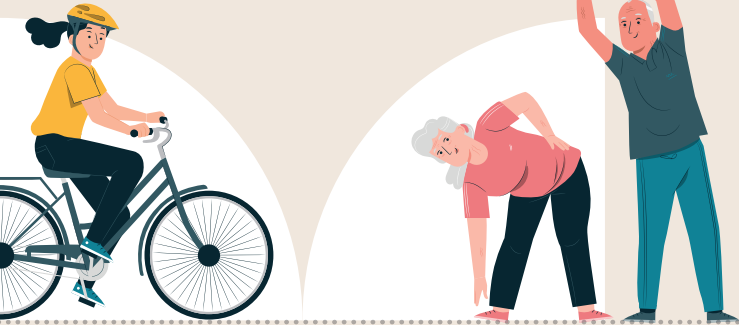


○ Don't know/missing
● Very often
● Sometimes
● Not often
● Never

“...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...



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

I am satisfied with my life as whole



I am satisfied with my standard of living



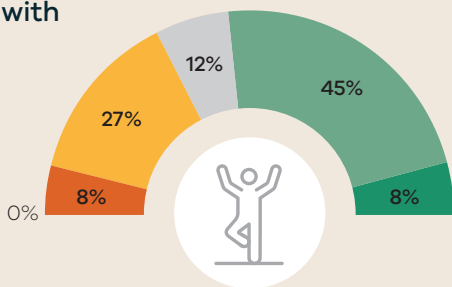
I am satisfied with what I am achieving in life



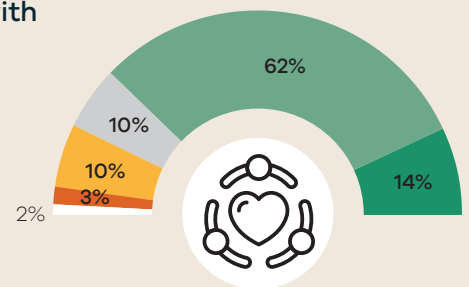
I am confident about my future security



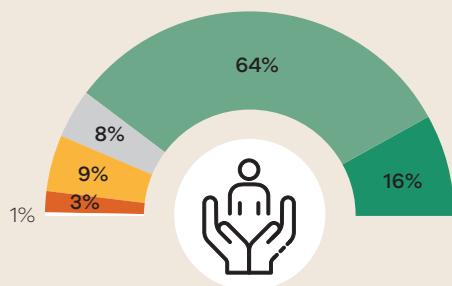
I am happy with my health



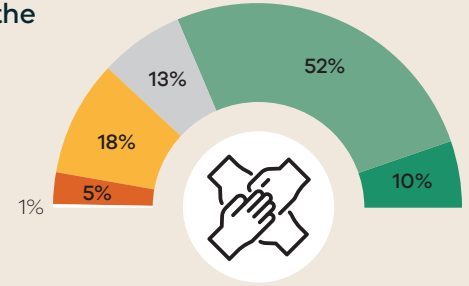
I am happy with my personal relationships



I feel safe



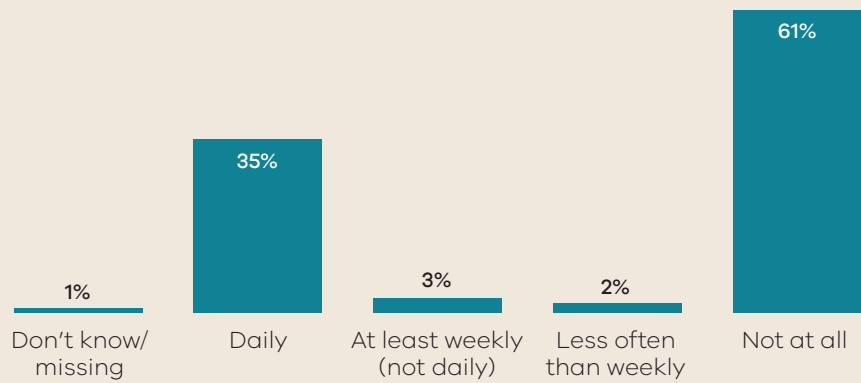
I feel part of the community



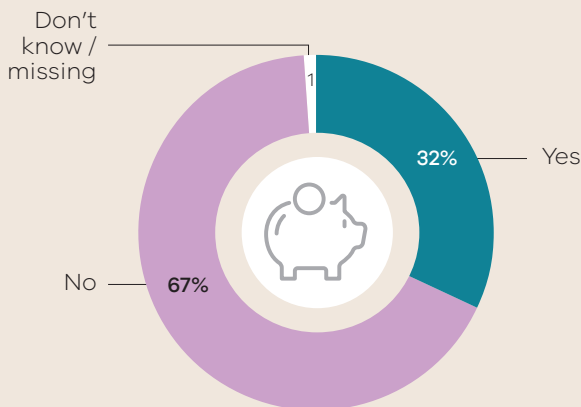
Legend: Don't know/missing (White), Strongly disagree (Red), Disagree (Orange), Neutral (Grey), Agree (Light Green), Strongly agree (Dark Green)



How often do you currently smoke cigarettes, cigars, pipes or any other tobacco products?

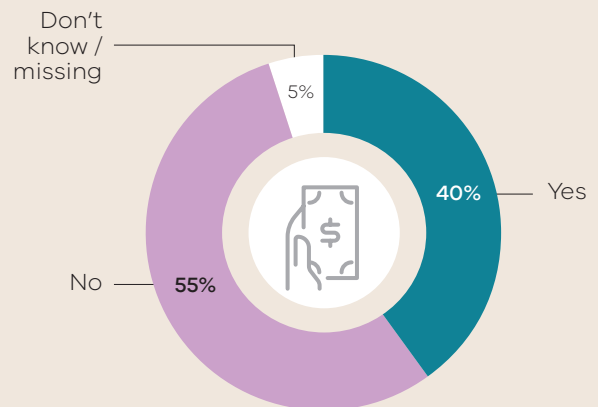


In the last 12 months, were there any times that you ran out of food and could not afford to buy more?



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)?

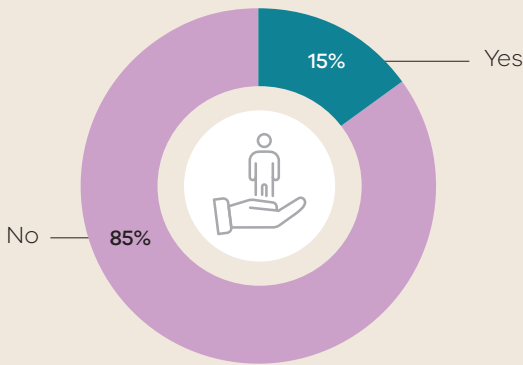


“ The house is the right size with all the right requirements. Having rails in the bathroom is awesome. Well setup for disability ”

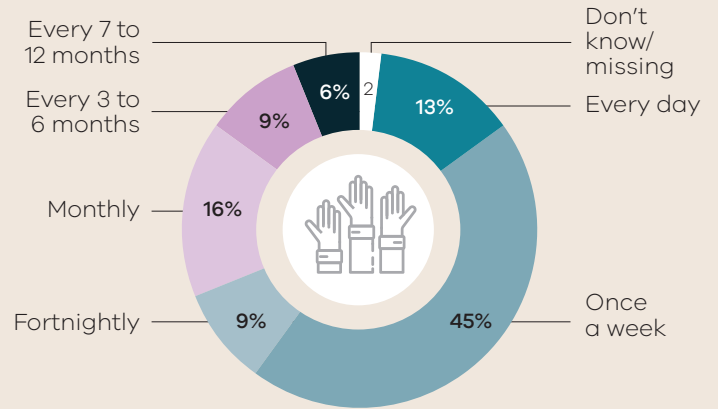


# Community participation and connection

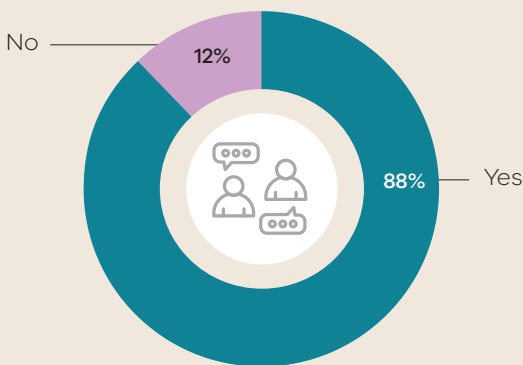
Over the last 12 months, did you undertake any volunteer work?



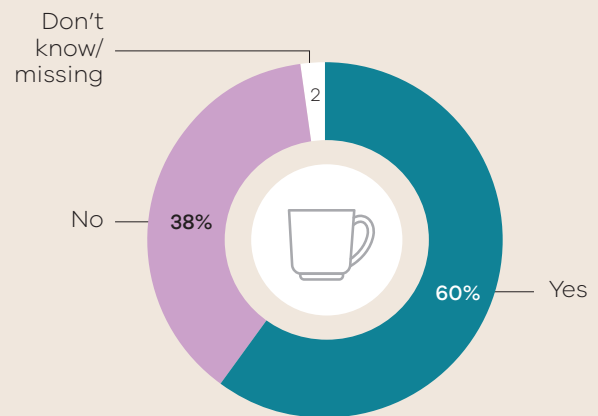
How often have you helped out as a volunteer in the last 12 months?



Do you have close friends or family whom you talk to regularly?



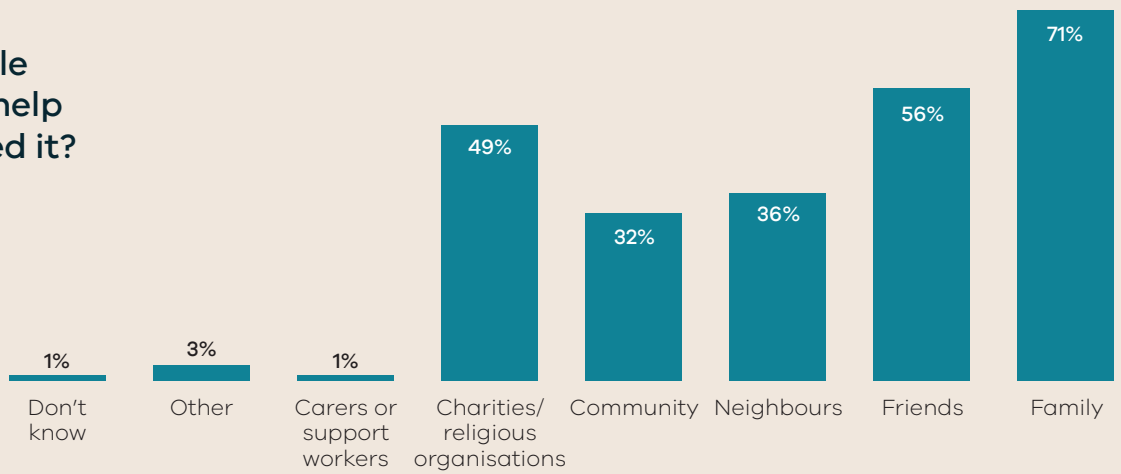
Do you feel comfortable asking a neighbour to borrow a cup of sugar or some rice?



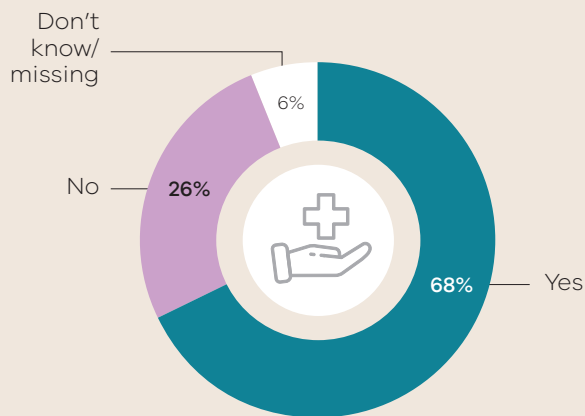
“ I like the people, they are friendly, they are lovely ”



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



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

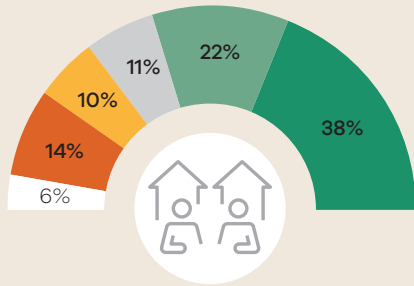


“...living in a big complex means that there is a good sense of community between neighbours”

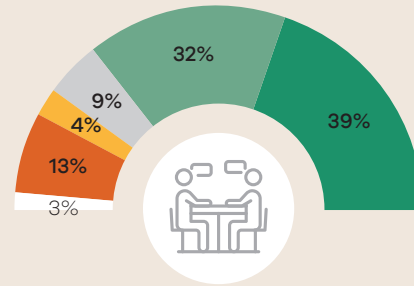


# Aboriginal and Torres Strait Islander cultural safety and connection

How comfortable do you feel acknowledging your cultural background to your neighbours?



How comfortable do you feel acknowledging your cultural background to your housing worker?



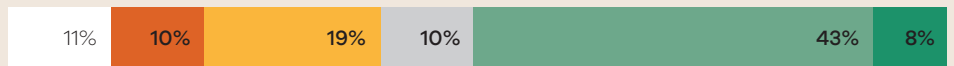
● Don't know / missing   
 ● Very uncomfortable   
 ● Uncomfortable  
● Neutral   
 ● Comfortable   
 ● Very comfortable

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

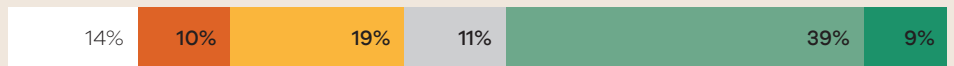
My housing worker acknowledges my cultural background



My housing supports my connection to family



My housing supports my connection to country



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

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.



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Authorised and published by the Victorian Government,  
1 Treasury Place, Melbourne.

© State of Victoria, Homes Victoria (Director of Housing),  
January 2023. (HV015922)

ISSN 2653-6609 – Online (pdf/word)