

Concurrent 16: Improving tenant outcomes in social housing

Imran Haider



Understanding factors influencing public housing renters' experience

A study of Victorian public housing residents

Nicholas Faulkner^{1, 2}, Imran Haider¹, Nick Allitt¹, and Maya Ramakrishnan¹

¹ Homes Victoria

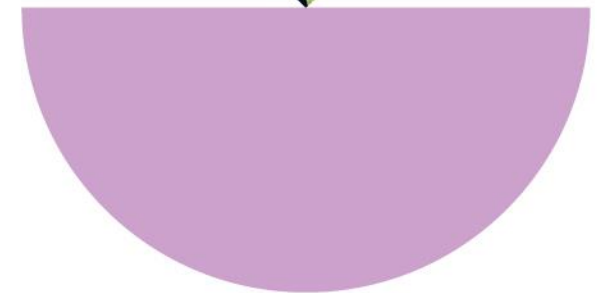
² BehaviourWorks Australia, Monash University

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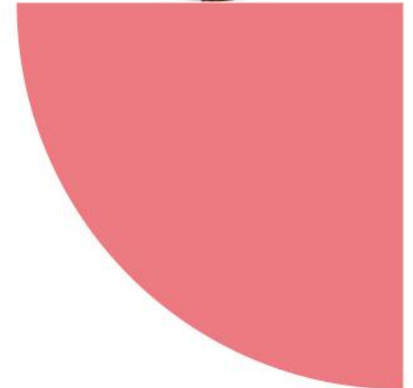
Background

- Social landlords, including public housing providers, play a critical role in providing housing to vulnerable households.
- Social landlords' aspiration goes beyond providing effective tenancy and property management services; they are tasked with improving tenants' wellbeing, satisfaction, and quality of life.
- To improve these outcomes, an understanding of what factors drive them is needed
- This project investigated the factors that influence Victorian public housing renters' experience, including their satisfaction with housing, perceived safety, and personal wellbeing

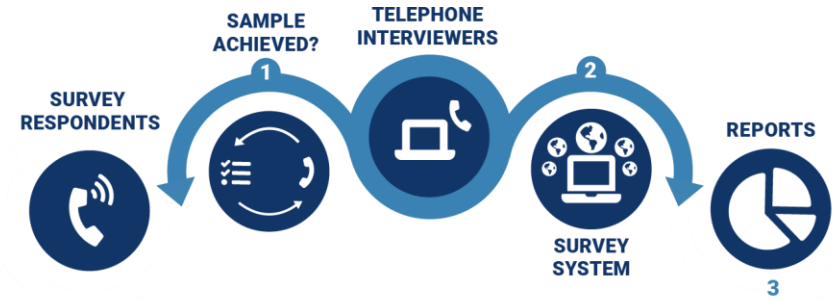


Data source: Victorian public housing resident survey

- This study used data from a demographically representative survey of over 3700 Victorian public housing residents (18+) conducted in 2022.
- The Resident Survey is the largest survey of public housing residents in the country.
- 206 Aboriginal and Torres Strait islander residents completed the survey
- Residents were also interviewed in a language other than English
- For those respondents that did not wish to complete the survey via telephone, were offered the option of completing the survey online.



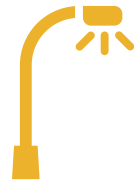
Method: Survey questions



The survey asked renters about:



their **home attributes**, **our public housing services** and if they feel they **have a say** in decisions about their housing



how **safe they feel** in their homes and local area, and their **experiences or witnessing of crime**



their **health**, smoking status and **life satisfaction**



how **connected** residents felt to their **community** and their satisfactions with personal relationships and their **future**



who they can get help from in an emergency, **digital inclusion** and **financial and food security**

Understanding the 'big picture' findings

This year we have introduced indices:

- The indices allow you to quickly see the 'big picture' without having to review in detail the results of many individual survey questions.
- The indices have been developed following OECD guidelines and established statistical methods for scale development



Outcome measures

We examined the predictors of three important renter outcomes:

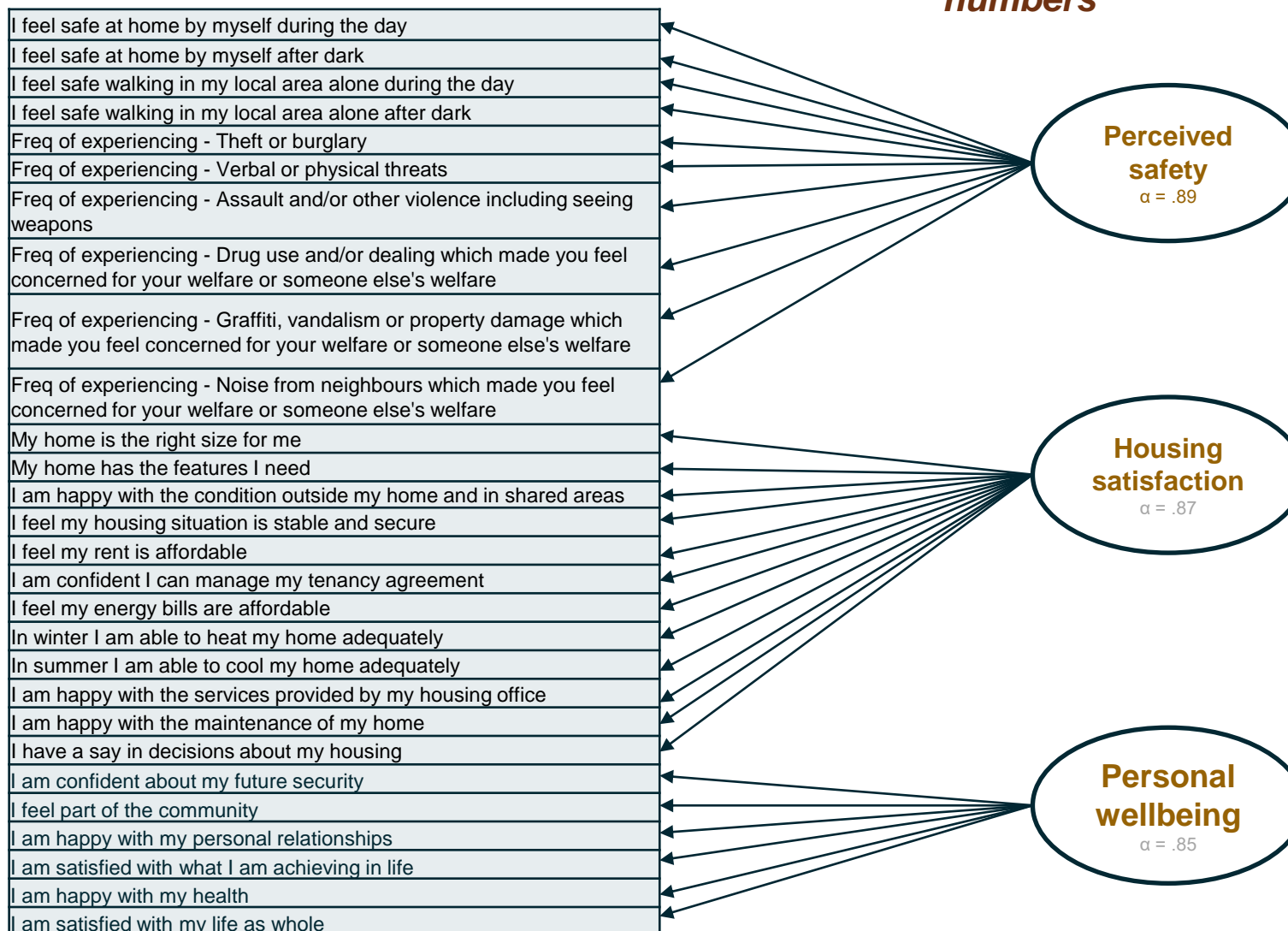
- Housing satisfaction
- Perceived safety
- Personal wellbeing

Each of these were measured by combining multiple survey questions into three scales which range from 0 to 100



There are lots of individual questions in the Resident Survey...

Computing indices allows the main concepts to be captured in just three numbers



Note: (R) indicates that this item was reverse-scored. Cronbach's alpha (α) statistics indicate internal reliability. Alphas greater than .7 are considered sufficiently reliable. The number of factors, and decisions about which indicators contributed to each factor, were determined using established statistical methods (i.e. factor analysis [principal axis factoring and promax rotations], parallel analysis, eigenvalue criteria), and were informed by [OECD guidelines](#) for index development.



Analysis method

- We used a statistical analysis called multiple regression to understand the factors related to renter outcomes
- Using regression enables us to measure the strength and size of the relationships between different factors and renter outcomes
- It also allows us to isolate the effects of individual factors from others.

Predictors examined



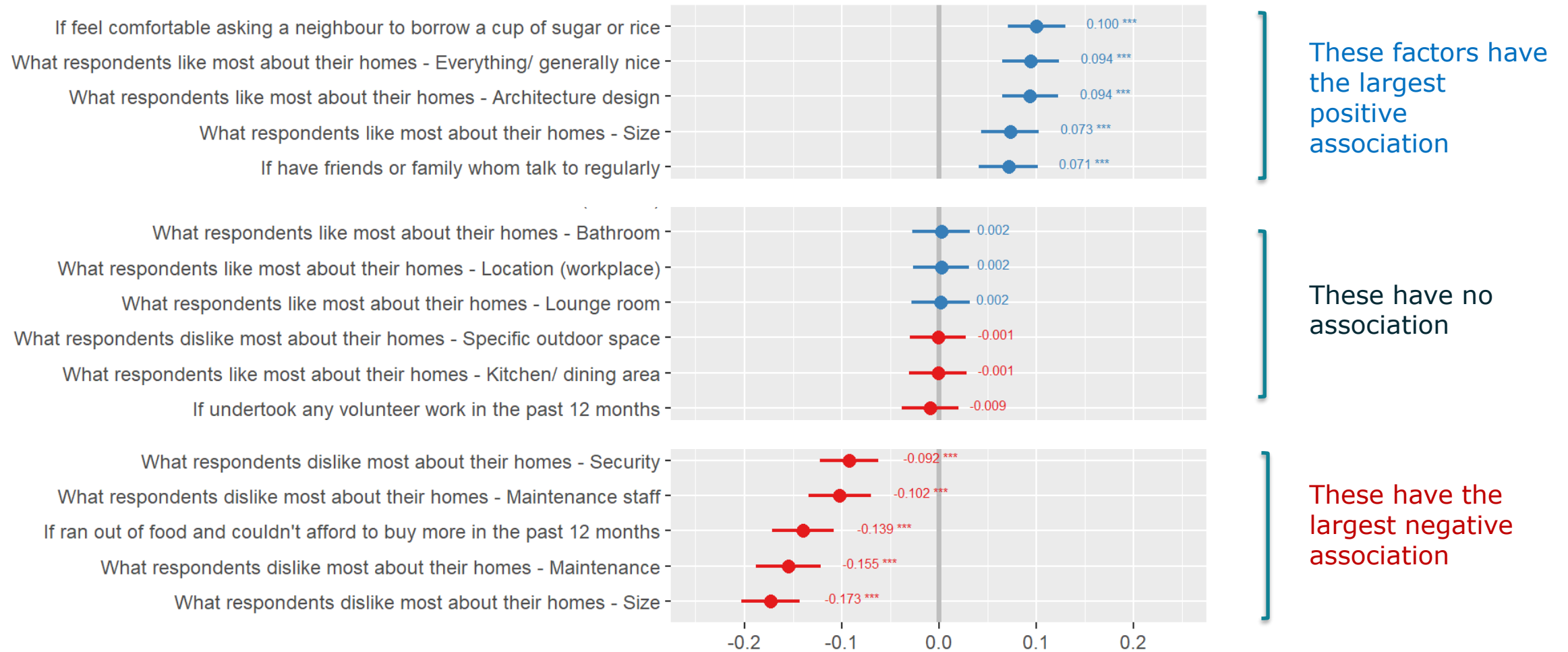
We included a range of factors as predictors in our statistical models, including:

- Demographics (age, gender)
- Questions about what people liked or disliked about their homes
- Food security
- Neighbourly relations
- Volunteering
- Friends and family



Results

What factors explain how satisfied residents are with their housing?



Note: Values show standardised effect estimates from a multiple linear regression predicting Housing Satisfaction Index scores.

What factors explain how satisfied residents are with their housing?

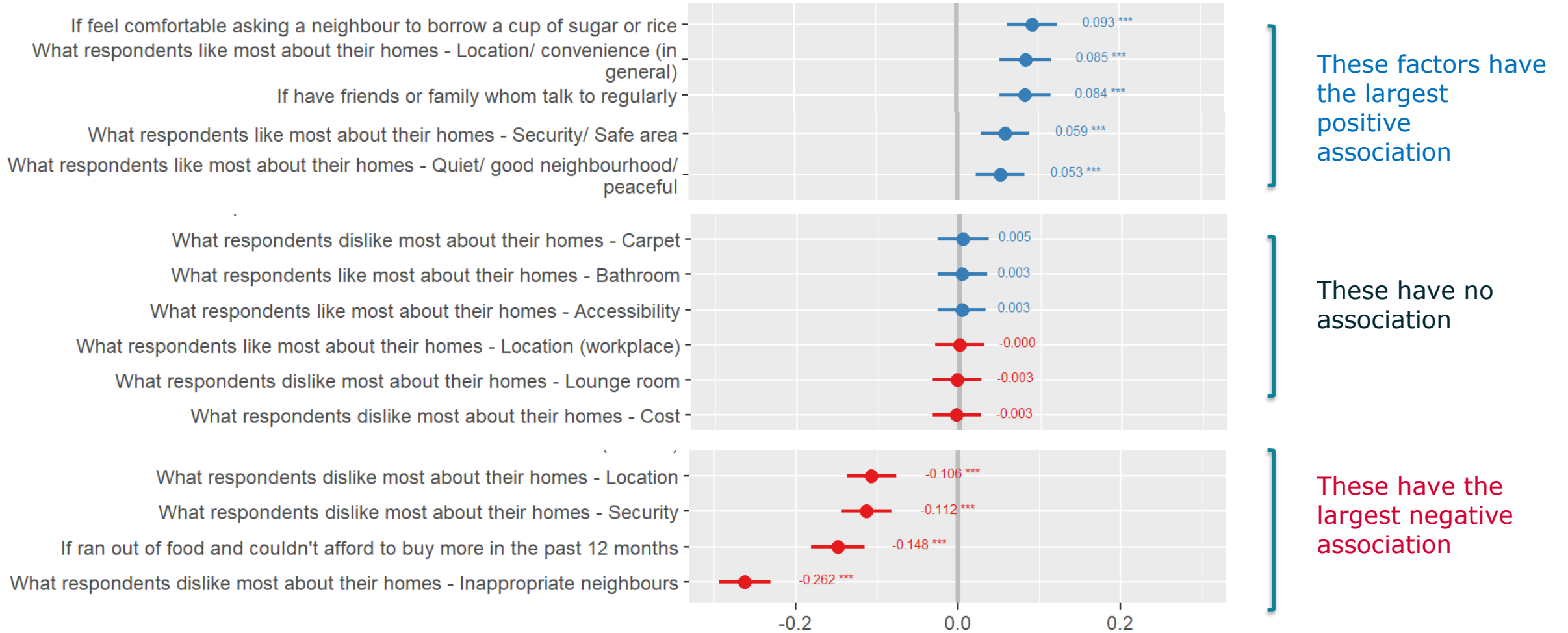
These factors have the largest positive association

- **If have friends or family to talk regularly**
- **What respondents like most about their homes – Size**
- **What respondents most like most about their homes - Architecture design**

These have the largest negative association

- **What respondents dislike most about their homes - Size**
- **What respondents dislike most about their homes – Maintenance**
- **If ran out of food and could not afford to buy more in past 12 months**

What factors explain how safe residents feel?



Note: Values show standardised effect estimates from a multiple linear regression predicting Perceived Safety Index scores.

What factors explain how safe residents feel?

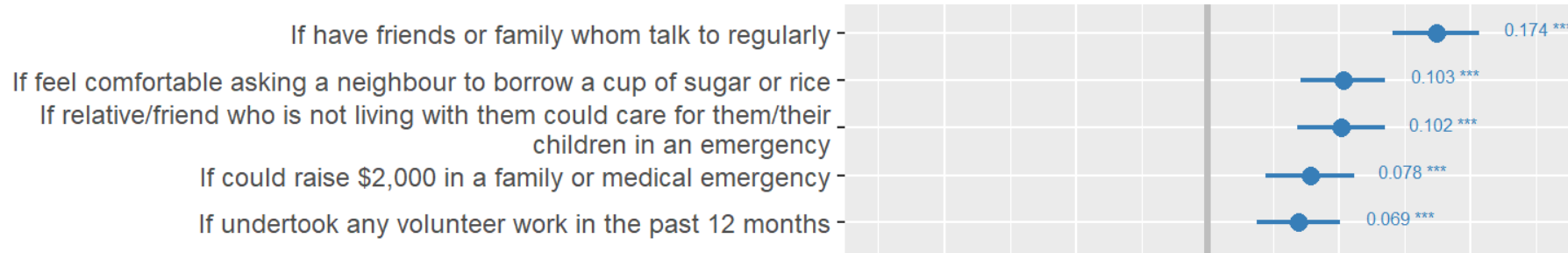
These factors have the largest positive association

- If feel comfortable asking a neighbour to borrow a cup of sugar or rice
- What respondents like most about their homes – Location/ convenience (in general)
- If have friends or family to talk regularly

These have the largest negative association

- What respondents dislike most about their homes -Inappropriate neighbours
- If ran out of food and could not afford to buy more in the last 12 months
- What respondents dislike most about their homes – Security

What factors explain residents' personal wellbeing?



These factors have the largest positive association



These have no association



These have the largest negative association

Note: Values show standardised effect estimates from a multiple linear regression predicting Personal Wellbeing Index scores.

What factors explain residents' personal wellbeing?

These factors have the largest positive association

- **If have friends or family to talk regularly**
- **If feel comfortable asking a neighbour to borrow a cup of sugar or rice**
- **If relative/friend who is not living with them could care for them/their children in an emergency**

These have the largest negative association

- **If ran out of food and could not afford to buy more in the last 12 months**
- **What respondents dislike most about their homes - Inappropriate neighbours**
- **What respondents dislike most about their homes – Location**

A photograph of a man and a young boy in a park. The man is crouching on the grass, smiling broadly, and gesturing with his hands as if in conversation. The boy is standing and facing away from the camera, wearing a striped shirt and denim overalls. The background shows trees and a bright, sunny day. A purple triangle is in the top left corner, and a yellow semi-circle is on the left side containing the word 'Discussion'.

Discussion

There are several factors that affect multiple public housing renter outcomes

- Neighbourly relations (both good and bad)
- Maintenance
- Food security
- Having close friends or family



How Homes Victoria previously responded to survey results

- **Refurbish public housing** across the state. The package includes new bathrooms and kitchens as well as external upgrades.
- **Energy Efficiency** in Social Housing Program, so homes are cooler in summer and warmer in winter, and renters can save on energy bills.
- Improving **local amenities** such as playgrounds
- Delivering operational policy and practice that support safer communities and better address **anti-social behaviour**
- Enhancing 'pride in place' via investment in community run events
- Keeping in Touch program to conduct **welfare checks** on the elderly and help them feel connected

Thank you!

Survey findings can be found here

<https://www.housing.vic.gov.au/resident-surveys>

For further information contact:

Imran Haider

imran.haider@homes.vic.gov.au

