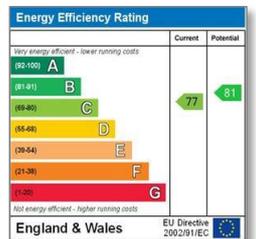




London Borough of Camden Strategic Housing Market Assessment

Household Survey Results

May 2017





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Introduction

Introducing the Study

1. Opinion Research Services (ORS) was commissioned by the London Boroughs of Camden and Islington to prepare a Strategic Housing Market Assessment (SHMA) for each of the boroughs.
2. The SHMA methodology was based on secondary data and consultation with relevant stakeholders. However, a detailed Telephone Survey of local residents was also undertaken, in late 2014, the results of which are presented here.
3. The Telephone Survey comprised over 3,000 interviews with the main or joint homeowner or tenant, divided evenly between Camden and Islington.
4. The survey was representative of local households in terms of their composition, age, working status and the housing that they currently occupied. Survey outputs were used to support and inform the SHMA analysis where appropriate.
5. This report forms part of two sets of reports, one for each borough. This report contains the results of the Householder Survey for Camden, and can be read alongside the main Camden SHMA report and the stakeholder consultation report for Camden and Islington.

Project Overview

Report Contents

6. This document contains results for the London Borough of Camden SHMA - Housing Needs Survey July 2014. It does not contain Islington data.

Scope

7. This report presents the responses in eight sections, reflecting the topics covered by the interview questions:
 - » S: Quota Management
 - » A: Current Housing Arrangements
 - » B: Housing History
 - » C: Future Housing Aspirations
 - » D: Economic and Financial Status
 - » E: Owner Occupiers
 - » F: Renters
 - » G: Household Profile, Illness/ Disability and Adaptations/ Care

Response

8. 1,503 telephone interviews were achieved in Camden between 2nd June 2014 and 31st January 2015. Each sample record was given up to 5 attempts. The tables that follow show the unweighted and weighted profiles of the responses to the survey. (Please note that the figures may not always sum to 100% due to rounding).

Weighting the Data

9. The returned sample was checked against comparative demographic data then subsequently weighted. The results presented here are therefore representative of London Borough of Camden.

Context

Demography and Tenure

10. The Census 2011 showed a total population of 220,338 in Camden, of which:
 - » 49% were male, 51% female;
 - » 16.1% were aged under 16, 68.8% aged between 16 and 59, and 15.1% aged 60 or over
 - » 47.3% were White British, Irish, or Gypsy/Traveller, 52.8% BAME or White Other.(Source: Census 2011)
11. The Census showed 97,534 households in Camden, of which:
 - » 32.9% were owner occupied;
 - » 34.0% were private rent;
 - » 33.1% were social rent.(Source: Census 2011)

Market Signals

12. The SHMA has considered the Market Signals for Camden and compared these to other areas which have similar demographic and economic characteristics (Hammersmith & Fulham, Kensington & Chelsea, Tower Hamlets and Wandsworth), as suggested in the Planning Practice Guidance. These Market Signals provide a context to the survey results by summarising housing costs and affordability, overcrowding and delivery:
 - » **House Prices:** lower quartile prices are higher than the national average, with a lower quartile price of £351,600, compared to England's £126,200 (based on 2012-13 values). The current price in Camden is similar to Hammersmith and Fulham, but higher than Tower Hamlets and Wandsworth;
 - » **Rents:** for average private sector rents in 2014-15, Camden is above the national average. The rents are also higher when compared with three of the four comparator areas, with only Kensington and Chelsea being more expensive;
 - » **Affordability:** (in terms of the ratio between lower quartile house prices and lower quartile earnings) is currently 'worse' in Camden than across England as a whole (13.6x cf. 6.5x), but is similar to Hammersmith and Fulham and Wandsworth. However, it is significantly higher than Tower Hamlets;
 - » **Rate of development:** (in terms of increase in dwelling stock over the last 10 years) shows that development has increased the stock size by 7.2%, which is lower than England (8.3%). This rate for Camden is much higher than Kensington and Chelsea, but much lower than Tower Hamlets. Of course, these figures will inevitably be influenced by local constraints as well as individual policies;
 - » **Overcrowding:** (in terms of Census occupancy rates) shows that 32.5% of households in the study area are overcrowded based on an objective measure, which is much higher than England (8.7%). However, Tower Hamlets has a higher rate of overcrowding while other comparators are slightly

lower. Also, the proportion of overcrowded households has increased over the last 10 years at a lower rate to the national average (9% cf. 23%).

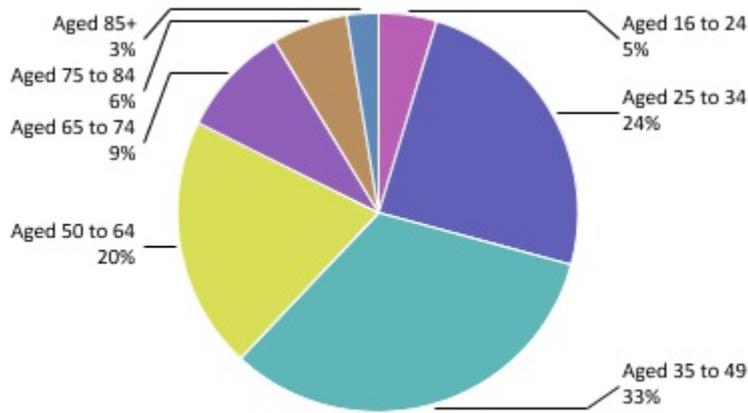
Results

Section S – Quota Management

S5B - Please could you tell me which age band you are in?

		%
	Aged 16 to 24	5%
	Aged 25 to 34	24%
	Aged 35 to 49	33%
	Aged 50 to 64	20%
	Aged 65 to 74	9%
	Aged 75 to 84	6%
	Aged 85+	3%
Total		100%

Base 1503 (Valid response 100%)
Confidence Interval ±2% at 95% confidence



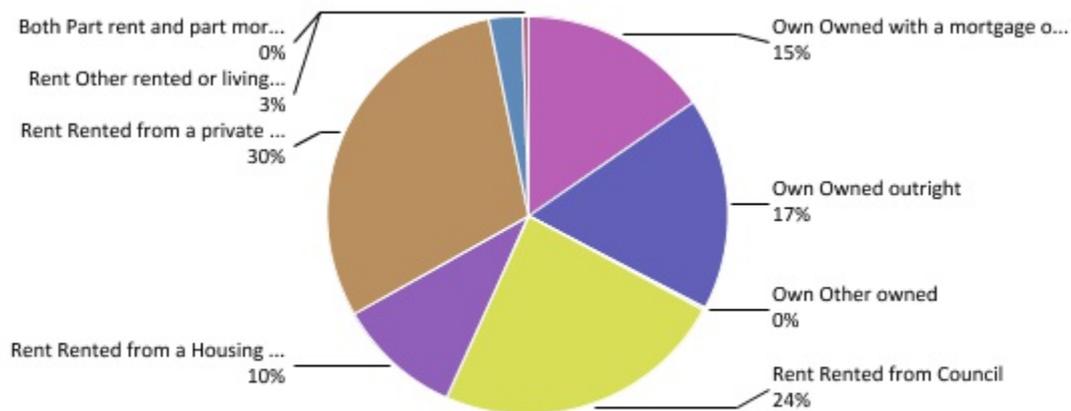
S6 - Does your household own or rent this accommodation?

	%
Own Owned with a mortgage or loan	15%
Own Owned outright	17%
Own Other owned	*%
Rent Rented from Council	24%
Rent Rented from a Housing Association or another Registered Social Landlord	10%
Rent Rented from a private landlord	30%
Rent Other rented or living here rent free	3%
Both Part rent and part mortgage (shared ownership)	*%
Total	100%

Base 1502, Don't know 1 (Valid response 100%)

Confidence Interval $\pm 2\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5

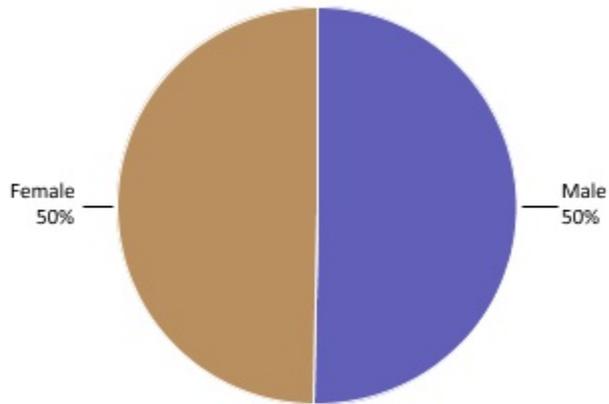


S7 - Gender?

		%
	Male	50%
	Female	50%
	Total	100%

Base 1503 (Valid response 100%)

Confidence Interval $\pm 3\%$ at 95% confidence



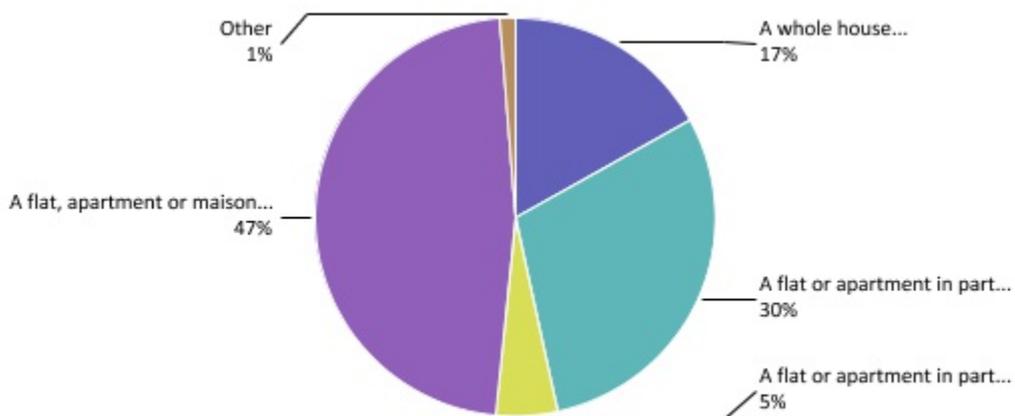
Section A – Current Housing Arrangements

A1 - Is your current home...?

	%
A whole house (with two or more floors)	17%
A flat or apartment in part of a converted house or bungalow	30%
A flat or apartment in part of another building (e.g. above a shop)	5%
A flat, apartment or maisonette in a purpose-built block	47%
Other	1%
Total	100%

Base 1502, Don't know 1 (Valid response 100%)

Confidence Interval $\pm 3\%$ at 95% confidence

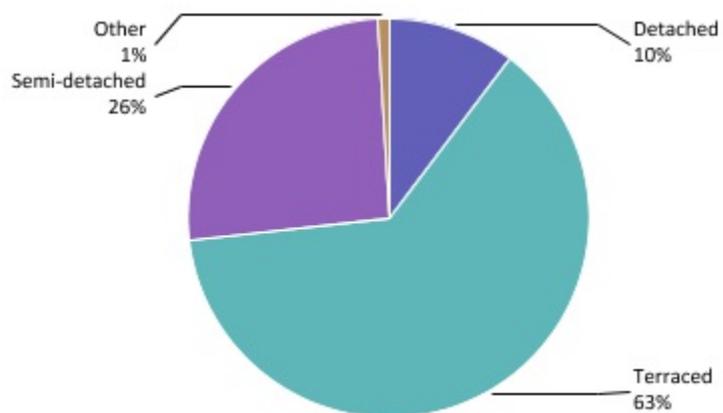


A2 - Is the house...?

		%
	Detached	10%
	Terraced	63%
	Semi-detached	26%
	Other	1%
Total		100%

Base 312, Not asked 1191 (Valid response 21%)

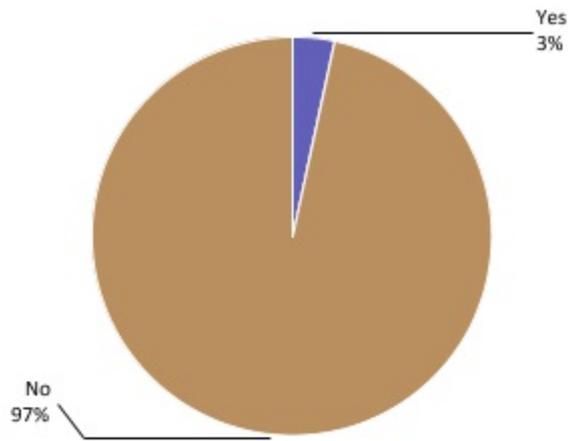
Confidence Interval $\pm 3\%$ at 95% confidence



A3A - Is the property part of a purpose built scheme or other housing for older people?

		%
Yes	3%	
No	97%	
Total	100%	

Base 1459, Don't know 44 (Valid response 97%)
Confidence Interval $\pm 1\%$ at 95% confidence

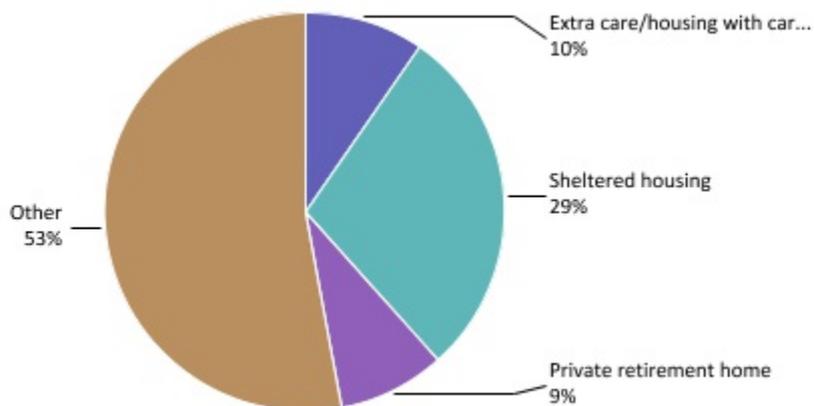


A3B - Which of the following best describes the type of housing scheme/older person housing you live in?

	%
Extra care/housing with care	10%
Sheltered housing	29%
Private retirement home	9%
Other	53%
Total	100%

Base 50, Don't know 4, Not asked 1449 (Valid response 3%)

Confidence Interval $\pm 4\%$ at 95% confidence

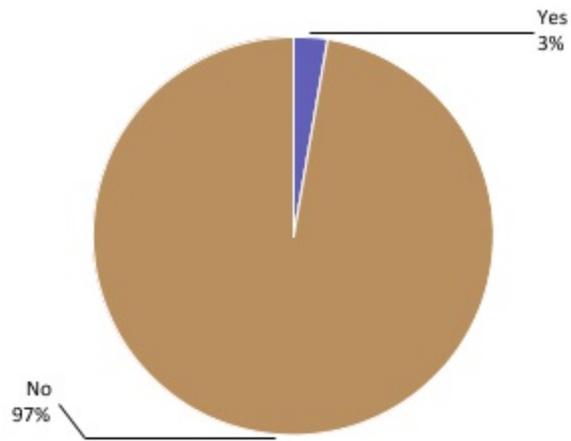


A4 - Was your property newly built in the last five years?

		%
	Yes	3%
	No	97%
Total		100%

Base 1488, Don't know 15 (Valid response 99%)

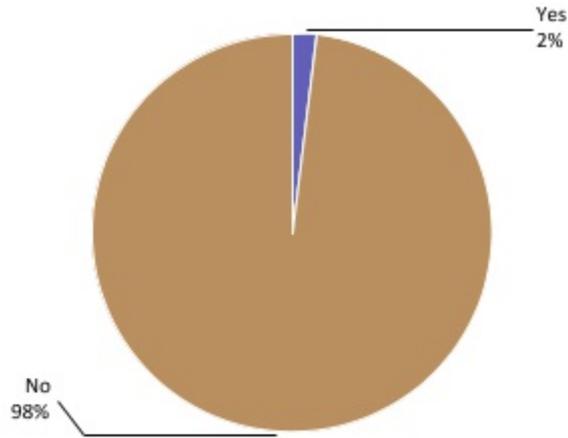
Confidence Interval $\pm 1.0\%$ at 95% confidence



A5 - Are any of the bathroom or kitchen facilities you use shared with any other household(s)?

		%
	Yes	2%
	No	98%
Total		100%

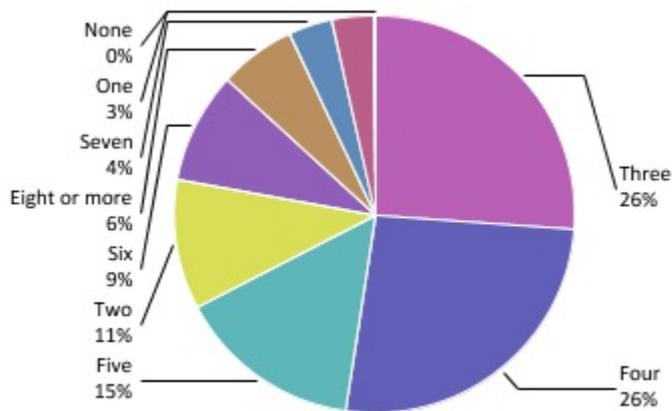
Base 1503 (Valid response 100%)
Confidence Interval $\pm 0.7\%$ at 95% confidence



A6A - How many rooms are available for use only by your household?

	%
Three	26%
Four	26%
Five	15%
Two	11%
Six	9%
Eight or more	6%
Seven	4%
One	3%
None	*%
Total	100%

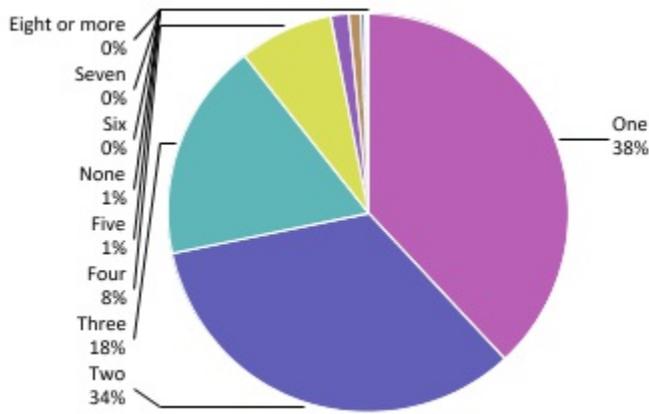
Base 1498, Don't know 2, Refused 3 (Valid response 100%)
 Confidence Interval ±2% at 95% confidence
 *% - indicates percentage greater than 0 and less than 0.5



A6B - How many rooms does your household currently use as bedrooms?

	%
One	38%
Two	34%
Three	18%
Four	8%
Five	1%
None	1%
Six	*%
Seven	*%
Eight or more	*%
Total	100%

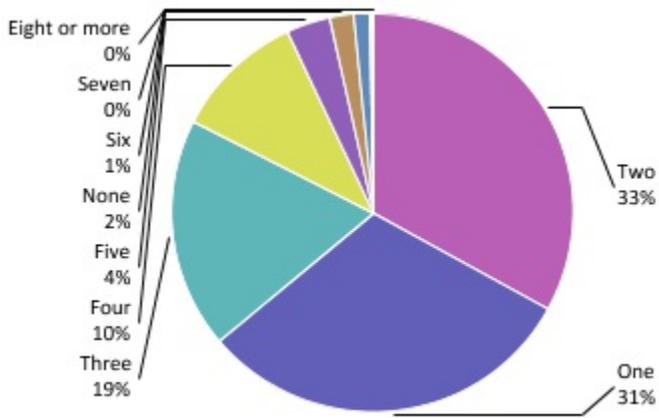
Base 1500, Don't know 2, Refused 1 (Valid response 100%)
 Confidence Interval ±2% at 95% confidence
 *% - indicates percentage greater than 0 and less than 0.5



A6C - And how many bedrooms would an estate agent say you have in your home?

	%
Two	33%
One	31%
Three	19%
Four	10%
Five	4%
None	2%
Six	1%
Seven	*%
Eight or more	*%
Total	100%

Base 1472, Don't know 28, Refused 3 (Valid response 98%)
 Confidence Interval ±2% at 95% confidence
 *% - indicates percentage greater than 0 and less than 0.5



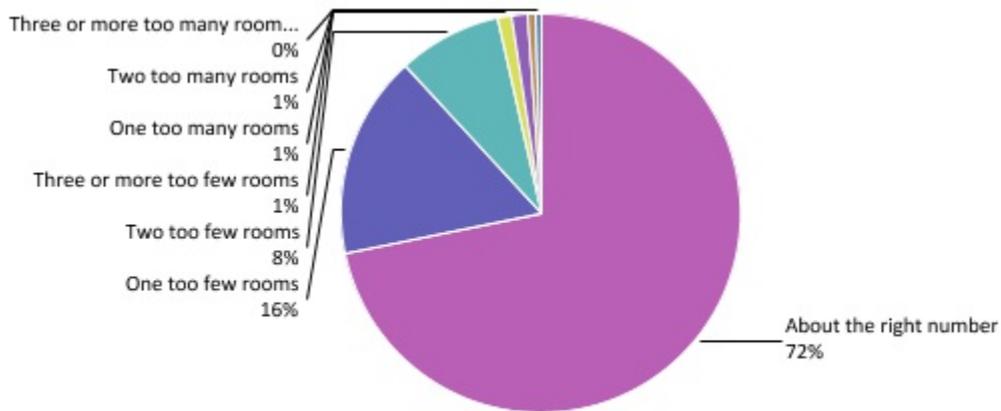
A7 - In your current circumstances, does your current home have too many rooms, too few or about the right number of rooms?

	%
About the right number	72%
One too few rooms	16%
Two too few rooms	8%
Three or more too few rooms	1%
One too many rooms	1%
Two too many rooms	1%
Three or more too many rooms	*%
Total	100%

Base 1494, Don't know 6, Refused 3 (Valid response 99%)

Confidence Interval ±2% at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5



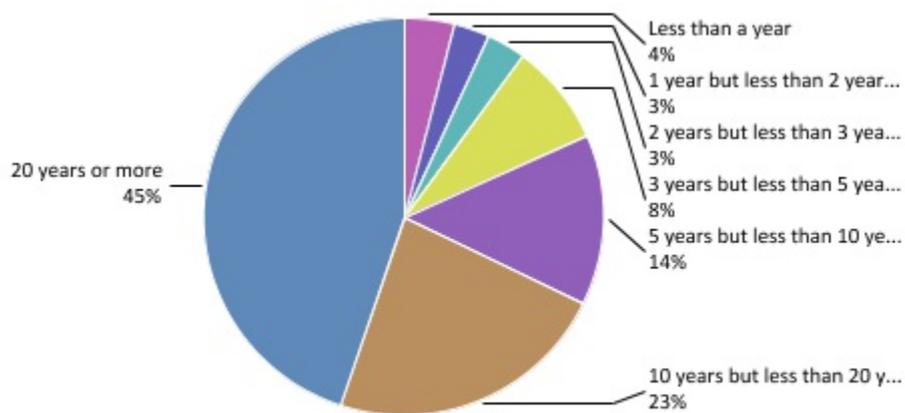
Section B – Housing History

B1A - How long have you lived in the London Borough of Camden/Islington?

	%
Less than a year	4%
1 year but less than 2 years	3%
2 years but less than 3 years	3%
3 years but less than 5 years	8%
5 years but less than 10 years	14%
10 years but less than 20 years	23%
20 years or more	45%
Total	100%

Base 1502, Refused 1 (Valid response 100%)

Confidence Interval $\pm 3\%$ at 95% confidence

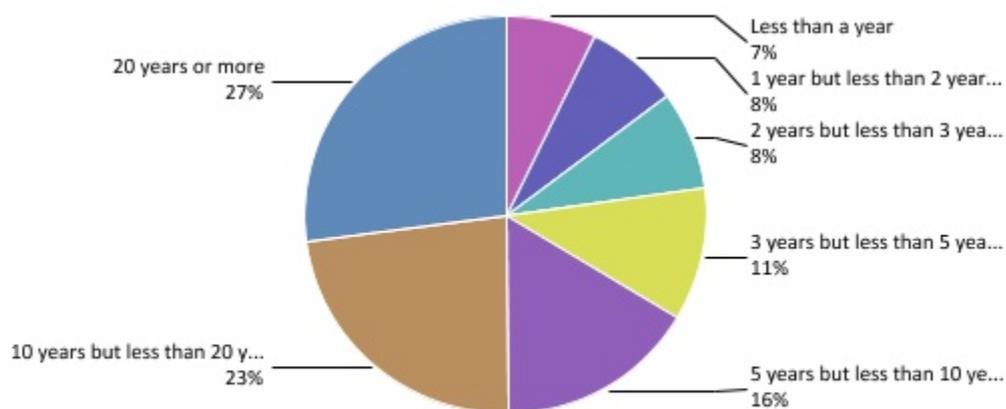


B1B - And how long have you lived in your current home?

	%
Less than a year	7%
1 year but less than 2 years	8%
2 years but less than 3 years	8%
3 years but less than 5 years	11%
5 years but less than 10 years	16%
10 years but less than 20 years	23%
20 years or more	27%
Total	100%

Base 1502, Don't know 1 (Valid response 100%)

Confidence Interval $\pm 2\%$ at 95% confidence

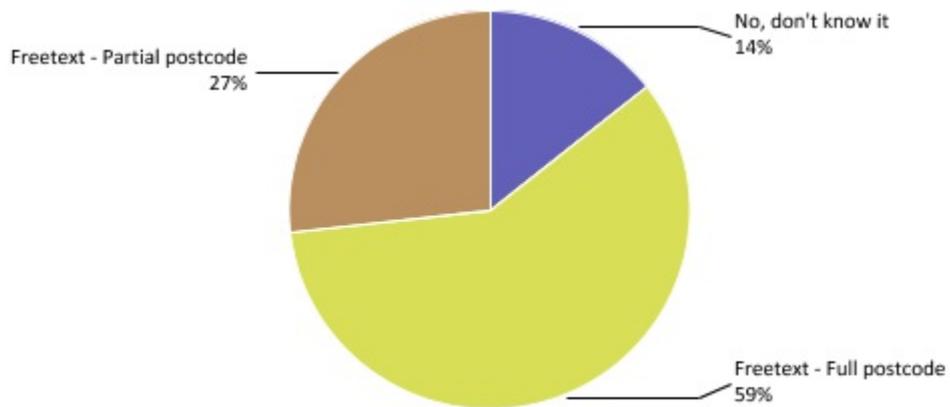


B2A - Can you tell me the postcode of your previous address?

	%
No, don't know it	14%
Freetext - Full postcode	59%
Freetext - Partial postcode	27%
Total	100%

Base 238, Refused 2, Not asked 1263 (Valid response 16%)

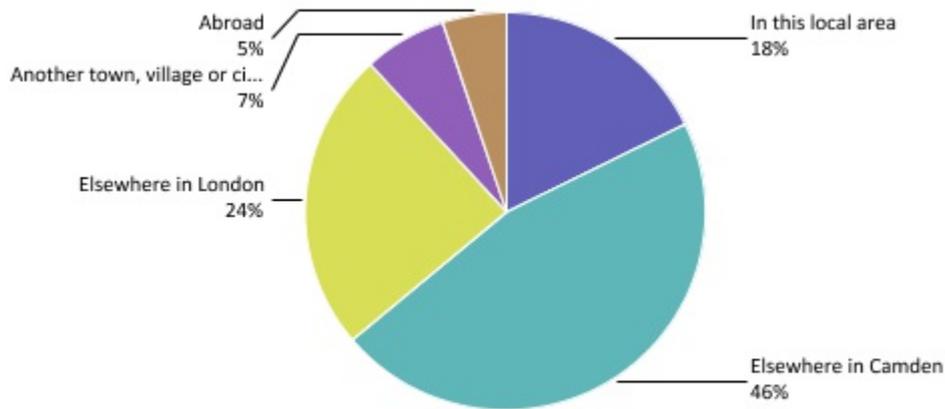
Confidence Interval $\pm 4\%$ at 95% confidence



B2B - Was your previous address...? (Only asked of interviewees who gave answers of 3 years or less to question B1B)

	%
In this local area	18%
Elsewhere in Camden	46%
Elsewhere in London	24%
Another town, village or city in the UK	7%
Abroad	5%
Total	100%

Base 237, Not asked 1266 (Valid response 16%)
Confidence Interval $\pm 4\%$ at 95% confidence

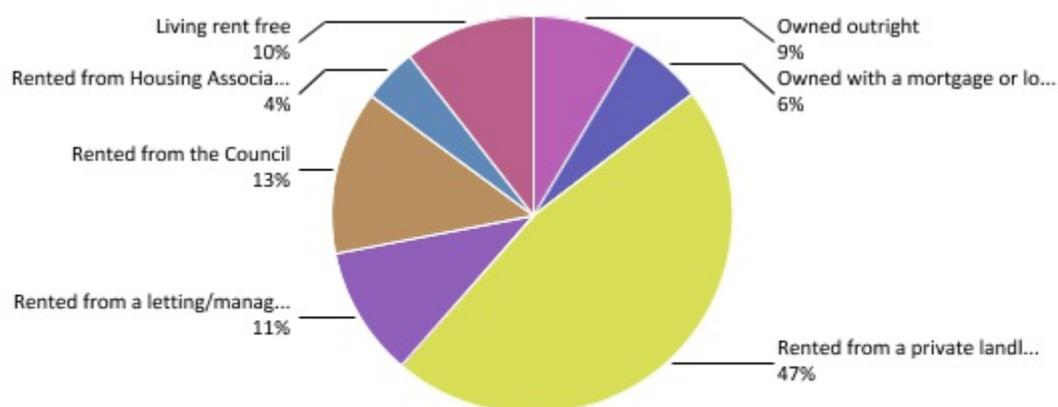


B3 - Which of the following best describes your circumstances at your previous address?

	%
Owned outright	9%
Owned with a mortgage or loan	6%
Rented from a private landlord	47%
Rented from a letting/managing agent	11%
Rented from the Council	13%
Rented from Housing Association or another Registered Social Landlord	4%
Living rent free	10%
Total	100%

Base 239, Refused 1, Not asked 1263 (Valid response 16%)

Confidence Interval $\pm 4\%$ at 95% confidence

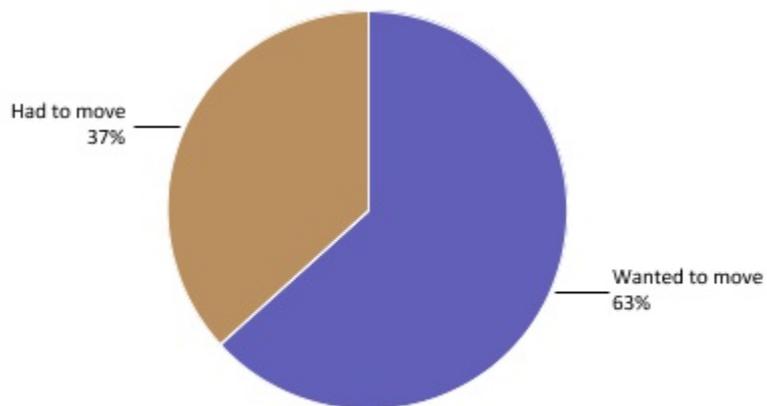


B4A - Did you want to move from your last home or did you have to move?

		%
	Wanted to move	63%
	Had to move	37%
Total		100%

Base 239, Refused 1, Not asked 1263 (Valid response 16%)

Confidence Interval $\pm 4\%$ at 95% confidence



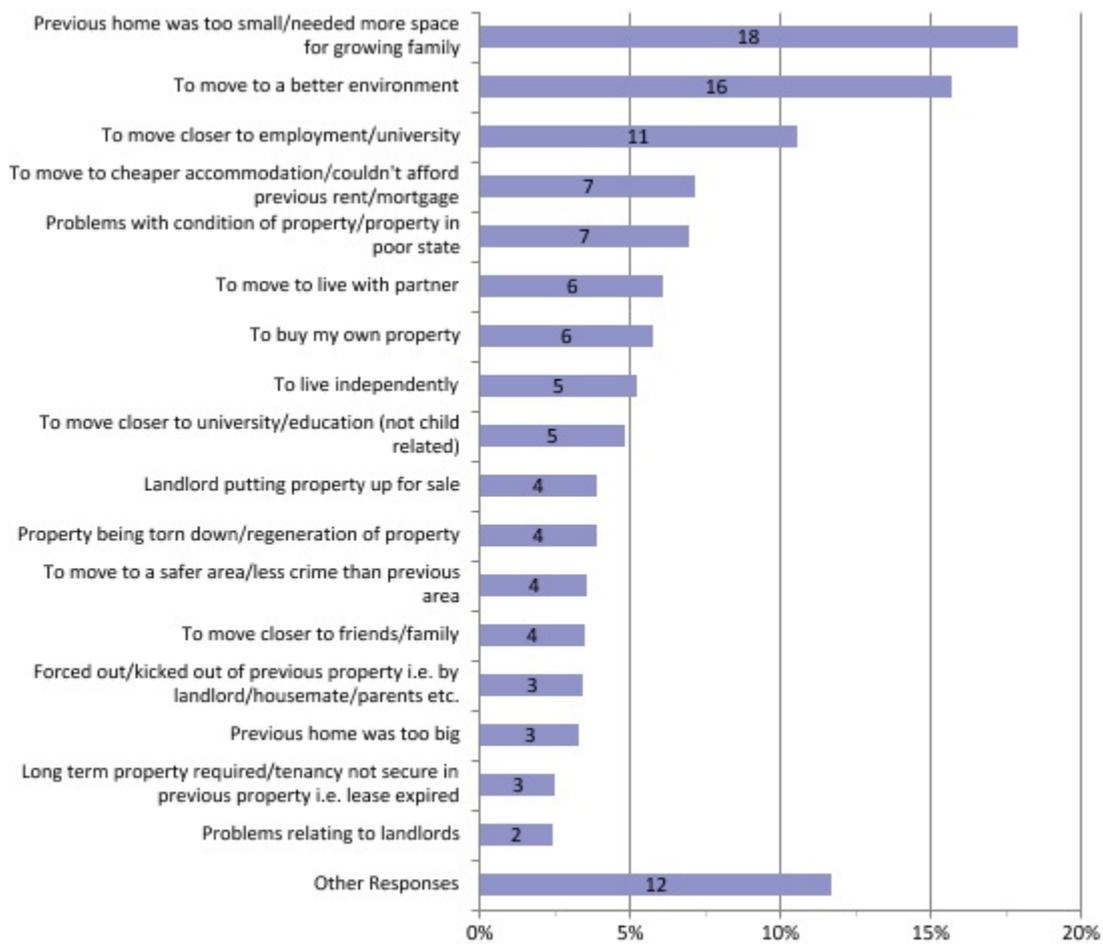
B4B - What were the main reasons for you wanting or having to move from your last home?

	%
Previous home was too small/needed more space for growing family	18%
To move to a better environment	16%
To move closer to employment/university	11%
To move to cheaper accommodation/couldn't afford previous rent/mortgage	7%
Problems with condition of property/property in poor state	7%
To move to live with partner	6%
To buy my own property	6%
To live independently	5%
To move closer to university/education (not child related)	5%
Landlord putting property up for sale	4%
Property being torn down/regeneration of property	4%
To move to a safer area/less crime than previous area	4%
To move closer to friends/family	4%
Forced out/kicked out of previous property i.e. by landlord/housemate/parents etc.	3%
Previous home was too big	3%
Long term property required/tenancy not secure in previous property i.e. lease expired	3%
Problems relating to landlords	2%
Other responses	12%

Base 237, Not answered 1, Refused 1, Not asked 1264 (Valid response 16%)

Confidence Interval $\pm 3\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5

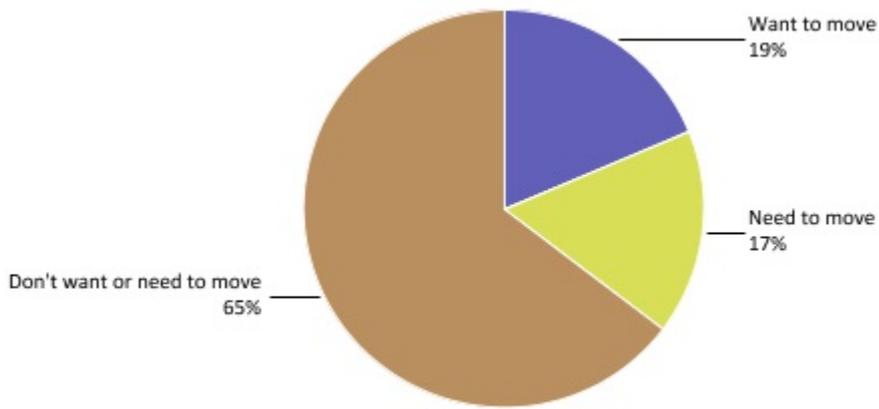


Section C – Future Housing Aspirations

C1A - Do you and the whole or majority of your household want or need to move in the next two years?

	%
Want to move	19%
Need to move	17%
Don't want or need to move	65%
Total	100%

Base 1454, Don't know 48, Refused 1 (Valid response 97%)
Confidence Interval $\pm 2\%$ at 95% confidence

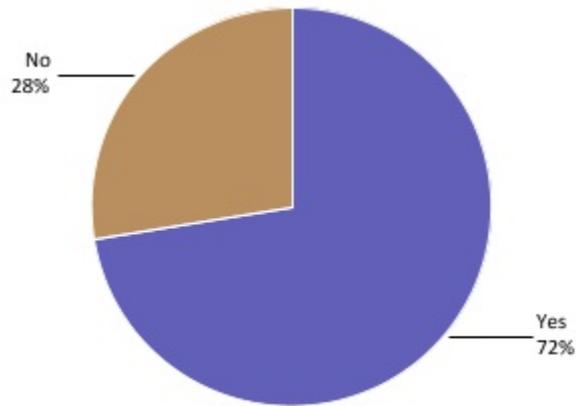


C1B - Do you expect to move in the next two years? (Only asked of interviewees who stated that they wanted or needed to move in response to question C1A)

		%
	Yes	72%
	No	28%
	Total	100%

Base 425, Don't know 42, Refused 1, Not asked 1035 (Valid response 28%)

Confidence Interval $\pm 4\%$ at 95% confidence



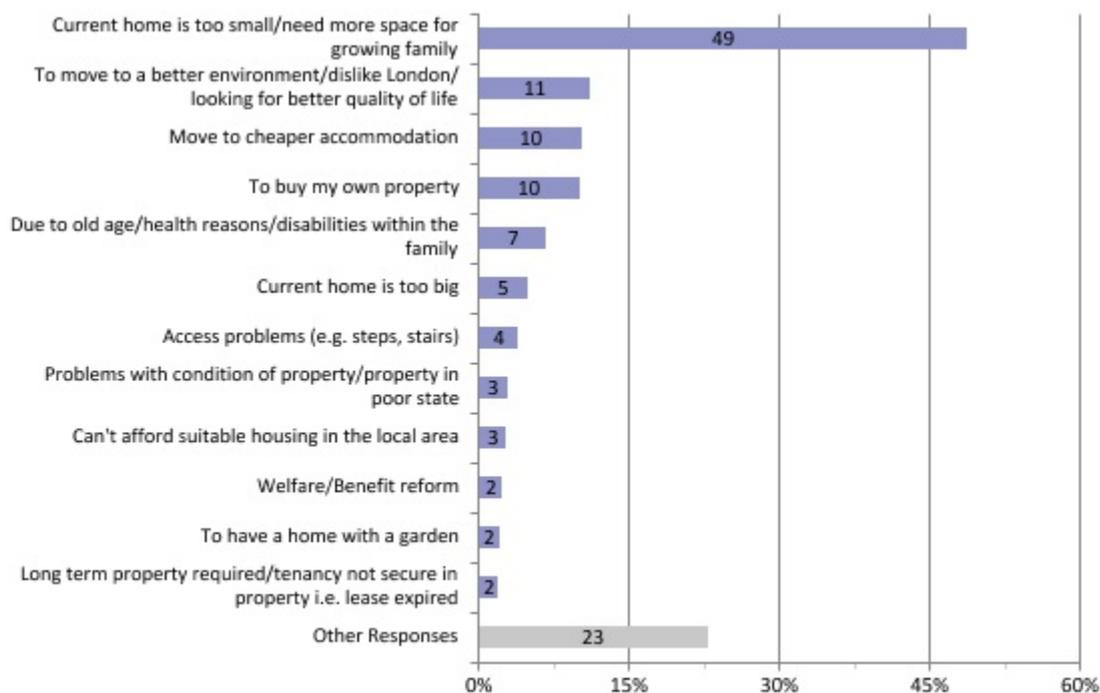
C2 - What are your main reasons for wanting or needing to move?

	%
Current home is too small/need more space for growing family	49%
To move to a better environment/dislike London/looking for better quality of life	11%
Move to cheaper accommodation	10%
To buy my own property	10%
Due to old age/health reasons/disabilities within the family	7%
Current home is too big	5%
Access problems (e.g. steps, stairs)	4%
Problems with condition of property/property in poor state	3%
Can't afford suitable housing in the local area	3%
Welfare/Benefit reform	2%
To have a home with a garden	2%
Long term property required/tenancy not secure in property i.e. lease expired	2%
Other responses	23%

Base 467, Refused 1, Not asked 1035 (Valid response 31%)

Confidence Interval $\pm 3\%$ at 95% confidence

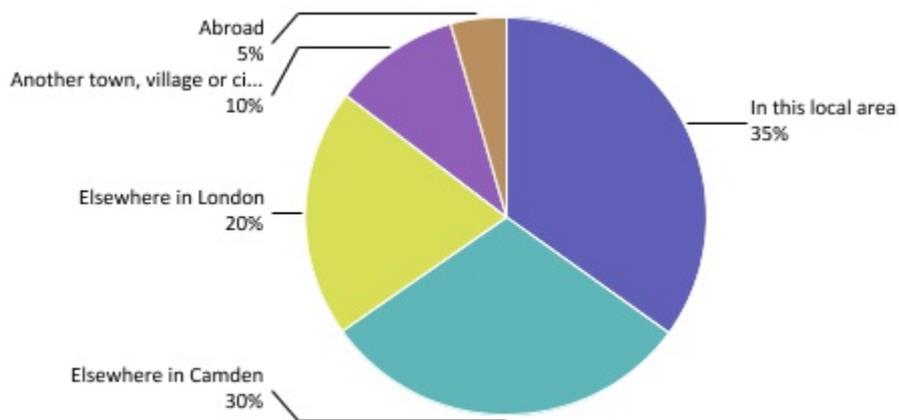
*% - indicates percentage greater than 0 and less than 0.5



C3A - Where do you expect to move to?

	%
In this local area	35%
Elsewhere in Camden	30%
Elsewhere in London	20%
Another town, village or city in the UK	10%
Abroad	5%
Total	100%

Base 424, Don't know 44, Not asked 1035 (Valid response 28%)
Confidence Interval $\pm 3\%$ at 95% confidence



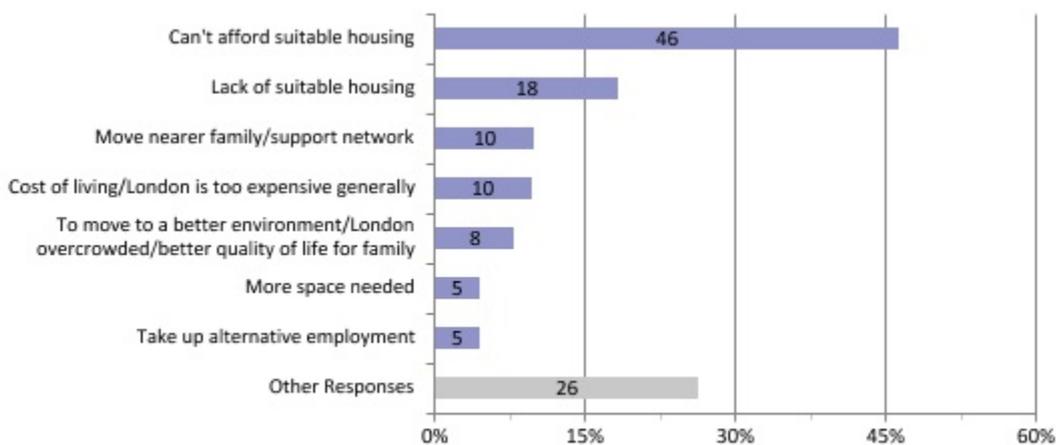
C3B - What would be your main reasons for moving away from Camden? (Only asked of interviewees who stated they did not expect to remain in the local area or elsewhere in Camden in response to question C3A)

	%
Can't afford suitable housing	46%
Lack of suitable housing	18%
Move nearer family/support network	10%
Cost of living/London is too expensive generally	10%
To move to a better environment/London overcrowded/better quality of life for family	8%
More space needed	5%
Take up alternative employment	5%
Other responses	26%

Base 128, Don't know 3, Not asked 1372 (Valid response 9%)

Confidence Interval $\pm 4\%$ at 95% confidence

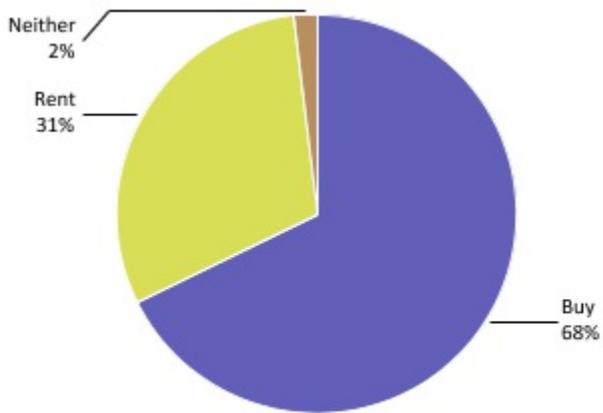
*% - indicates percentage greater than 0 and less than 0.5



C4A - Thinking about your next home, would you prefer to buy or rent a property?

		%
Buy	68%	
Rent	31%	
Neither	2%	
Total	100%	

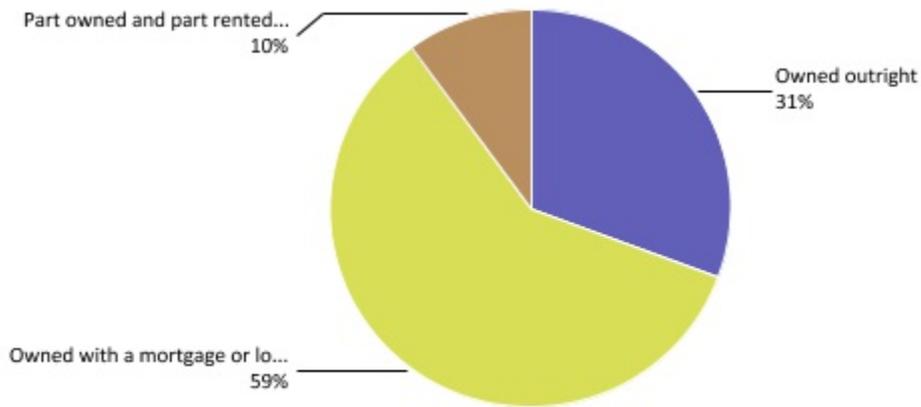
Base 457, Don't know 11, Not asked 1035 (Valid response 30%)
Confidence Interval ±4% at 95% confidence



C4B - And is that...? (Only asked of interviewees who stated that they would prefer to buy in response to question C4A)

	%
Owned outright	31%
Owned with a mortgage or loan	59%
Part owned and part rented (shared ownership)	10%
Total	100%

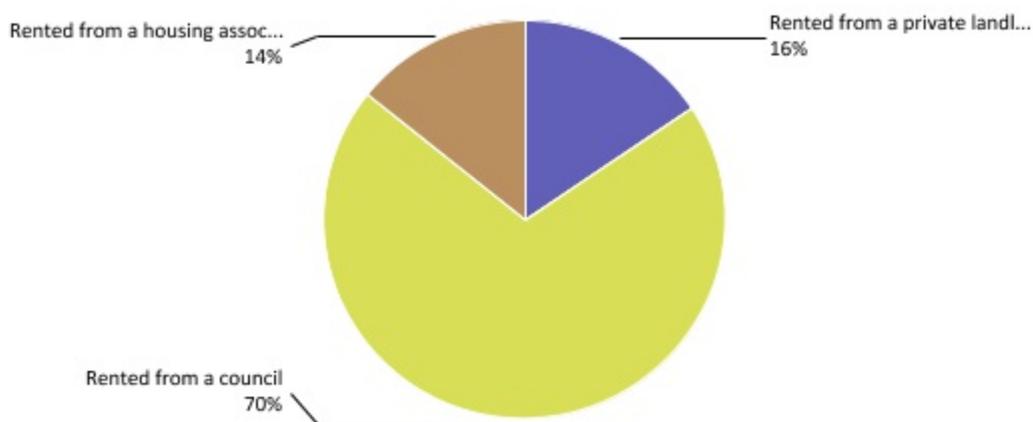
Base 291, Don't know 6, Refused 1, Not asked 1205 (Valid response 19%)
Confidence Interval ±4% at 95% confidence



C4C - And is that...? (Only asked of interviewees who stated that they would prefer to rent in response to question C4A)

	%
Rented from a private landlord or letting agent	16%
Rented from a council	70%
Rented from a housing association or another Registered Social Landlord (RSL)	14%
Total	100%

Base 148, Don't know 5, Not asked 1350 (Valid response 10%)
Confidence Interval $\pm 4\%$ at 95% confidence

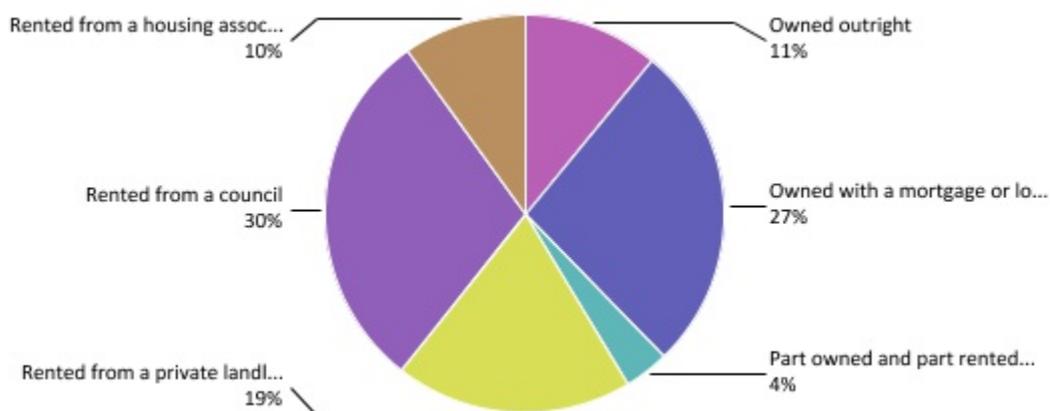


C5 - Being realistic would you expect your next home to be...?

	%
Owned outright	11%
Owned with a mortgage or loan	27%
Part owned and part rented (shared ownership)	4%
Rented from a private landlord or letting agent	19%
Rented from a council	30%
Rented from a housing association or another Registered Social Landlord (RSL)	10%
Total	100%

Base 448, Don't know 19, Refused 1, Not asked 1035 (Valid response 30%)

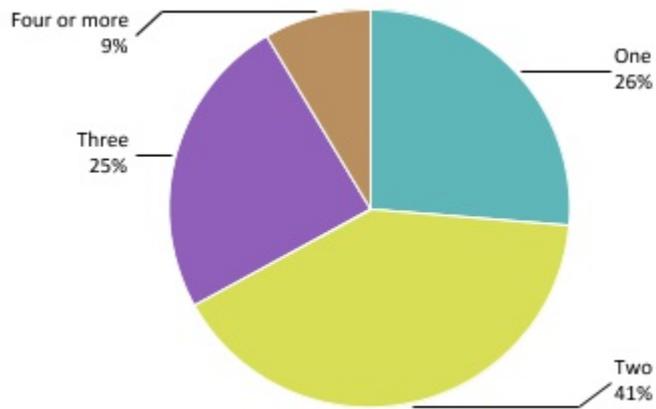
Confidence Interval $\pm 3\%$ at 95% confidence



C6 - What is the minimum amount of bedrooms you would need in your new home?

		%
	One	26%
	Two	41%
	Three	25%
	Four or more	9%
Total		100%

Base 465, Don't know 3, Not asked 1035 (Valid response 31%)
Confidence Interval ±3% at 95% confidence



Section D – Economic and Financial Status

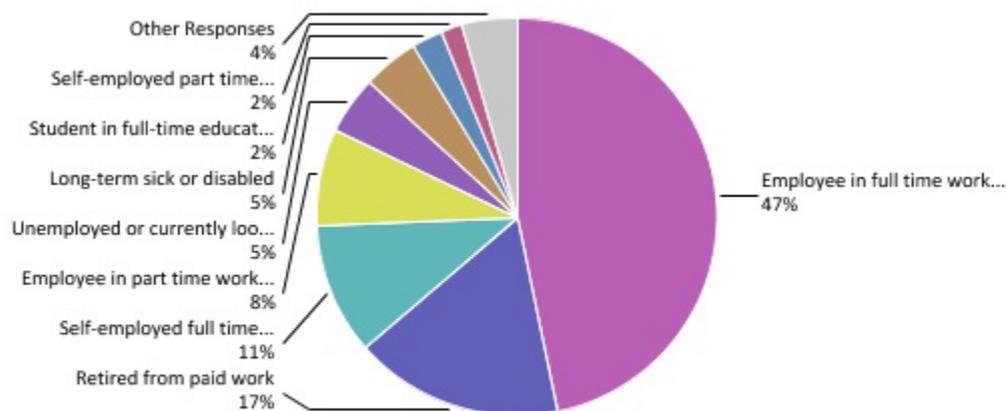
D1 - What is the current working status of the Chief Income Earner in the household?

	%
Employee in full time work (31 or more hours a week)	47%
Retired from paid work	17%
Self-employed full time (31 or more hours a week)	11%
Employee in part time work (15 to 30 hours per week)	8%
Unemployed or currently looking for work	5%
Long-term sick or disabled	5%
Student in full-time education	2%
Self-employed part time (15 to 30 hours per week)	2%
Other responses	4%
Total	100%

Base 1485, Refused 18 (Valid response 99%)

Confidence Interval $\pm 3\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5

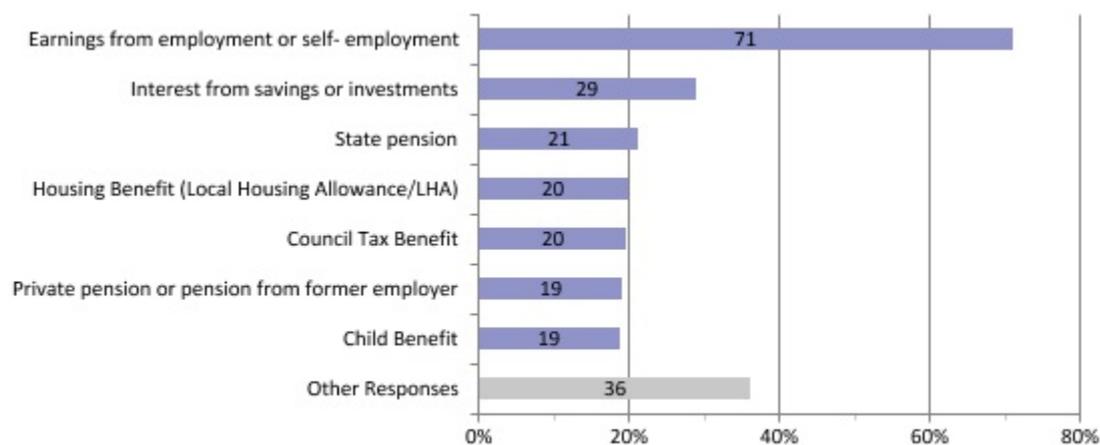


D2 - Please can you tell me if you (and your partner) receive any of these types of income?

	%
Earnings from employment or self-employment	71%
Interest from savings or investments	29%
State pension	21%
Housing Benefit (Local Housing Allowance/LHA)	20%
Council Tax Benefit	20%
Private pension or pension from former employer	19%
Child Benefit	19%
Other responses	36%

Base 1469, Don't know 2, Refused 32 (Valid response 98%)

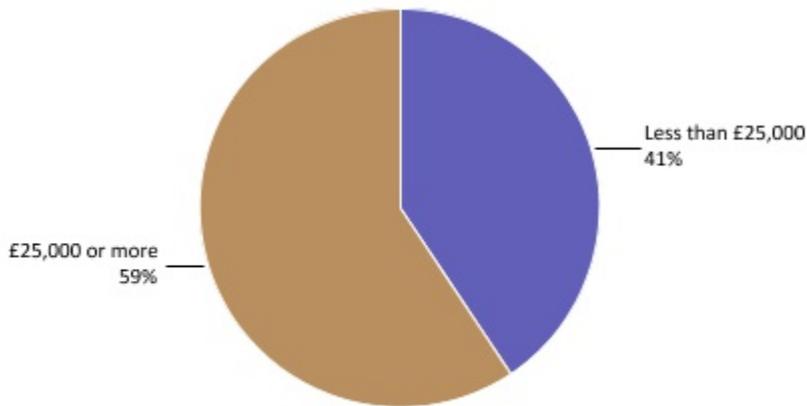
Confidence Interval $\pm 2\%$ at 95% confidence



D3A - Considering the income received from all of these different income sources together (outlined in the previous question), would you be able to tell me whether the income you (and your partner together) receive is above or below £25,000?

		%
Less than £25,000	41%	
£25,000 or more	59%	
Total	100%	

Base 1398, Don't know 59, Refused 46 (Valid response 93%)
Confidence Interval $\pm 3\%$ at 95% confidence

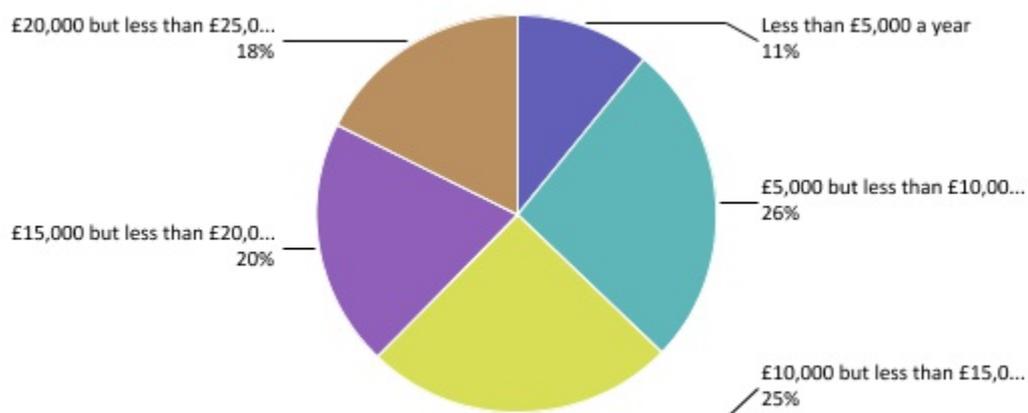


D3B - And is that?

	%
Less than £5,000 a year	11%
£5,000 but less than £10,000 per year	26%
£10,000 but less than £15,000 per year	25%
£15,000 but less than £20,000 per year	20%
£20,000 but less than £25,000 per year	18%
Total	100%

Base 511, Don't know 73, Refused 11, Not asked 908 (Valid response 34%)

Confidence Interval $\pm 2\%$ at 95% confidence

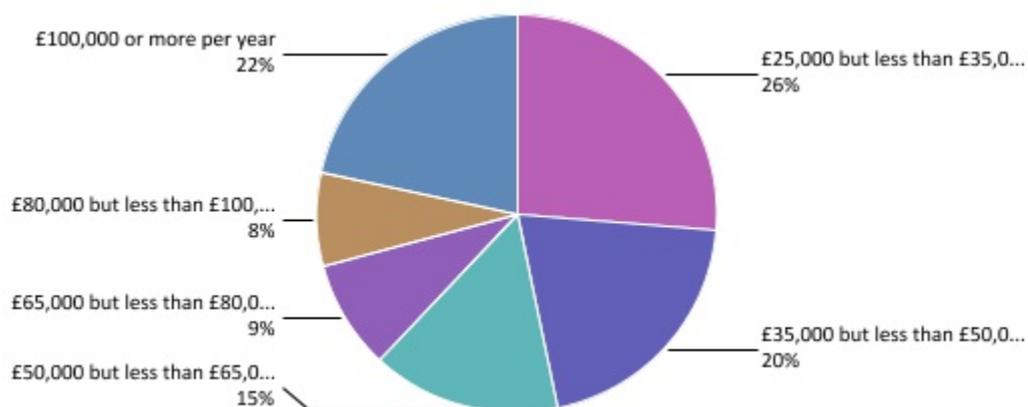


D3C - And is that?

	%
£25,000 but less than £35,000 per year	26%
£35,000 but less than £50,000 per year	20%
£50,000 but less than £65,000 per year	15%
£65,000 but less than £80,000 per year	9%
£80,000 but less than £100,000 per year	8%
£100,000 or more per year	22%
Total	100%

Base 726, Don't know 26, Refused 51, Not asked 700 (Valid response 48%)

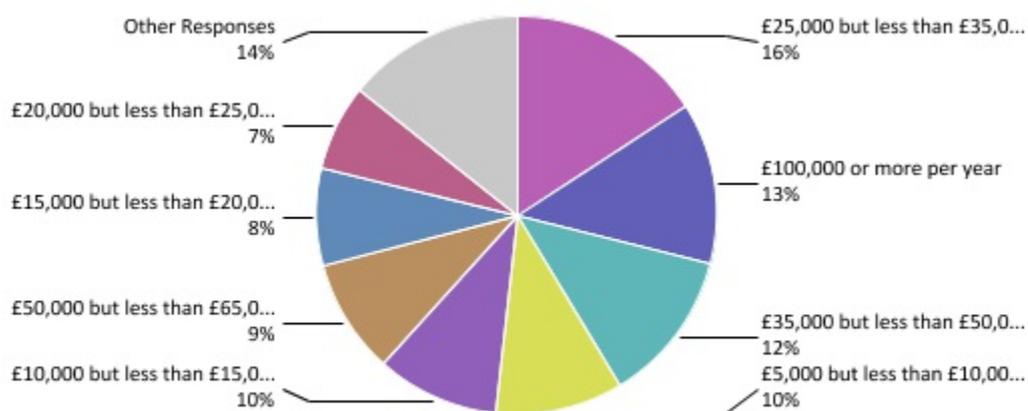
Confidence Interval $\pm 2\%$ at 95% confidence



D3CX - Combined Income

	%
£25,000 but less than £35,000 per year	16%
£100,000 or more per year	13%
£35,000 but less than £50,000 per year	12%
£5,000 but less than £10,000 per year	10%
£10,000 but less than £15,000 per year	10%
£50,000 but less than £65,000 per year	9%
£15,000 but less than £20,000 per year	8%
£20,000 but less than £25,000 per year	7%
Other responses	14%
Total	100%

Base 1237, Don't know 158, Refused 108 (Valid response 82%)
 Confidence Interval $\pm 2\%$ at 95% confidence

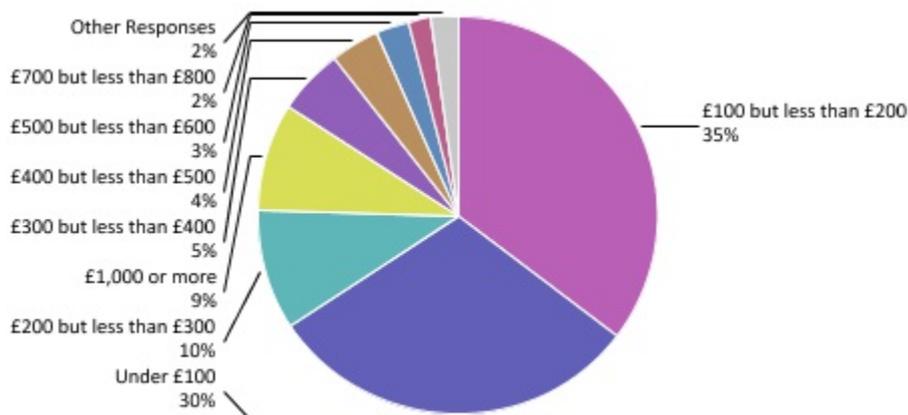


D4A - How much housing benefit do you receive to pay towards your rent? (Only asked of interviewees who stated that they received Housing Benefit in response to question D2)

	%
£100 but less than £200	35%
Under £100	30%
£200 but less than £300	10%
£1,000 or more	9%
£300 but less than £400	5%
£400 but less than £500	4%
£500 but less than £600	3%
£700 but less than £800	2%
Other responses	2%
Total	100%

Base 193, Don't know 143, Refused 3, Not asked 1164 (Valid response 13%)

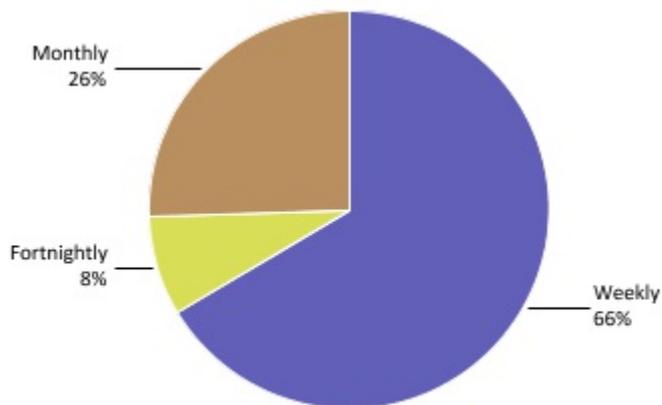
Confidence Interval $\pm 3\%$ at 95% confidence



D4B - And is that weekly, fortnightly or monthly?

	%
Weekly	66%
Fortnightly	8%
Monthly	26%
Total	100%

Base 192, Don't know 1, Not asked 1310 (Valid response 13%)
Confidence Interval $\pm 4\%$ at 95% confidence

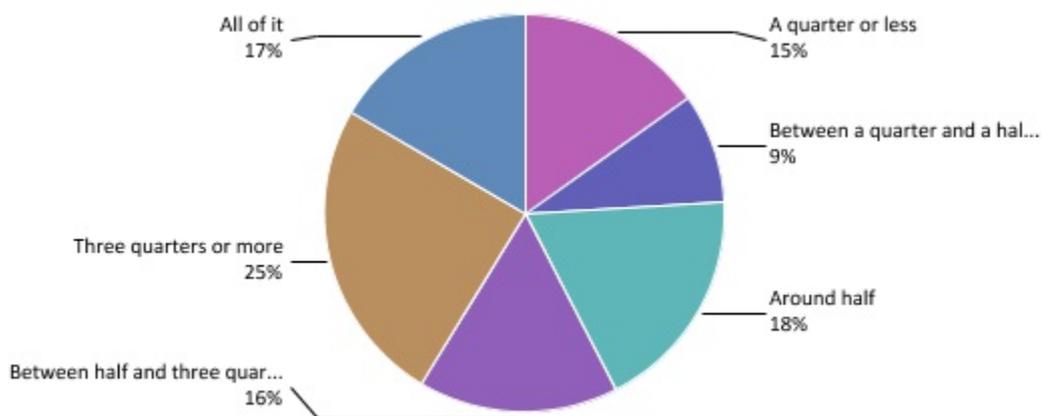


D4C - What proportion of your rent is paid by Housing Benefit?

	%
A quarter or less	15%
Between a quarter and a half	9%
Around half	18%
Between half and three quarters	16%
Three quarters or more	25%
All of it	17%
Total	100%

Base 112, Don't know 30, Refused 4, Not asked 1357 (Valid response 7%)

Confidence Interval $\pm 2\%$ at 95% confidence

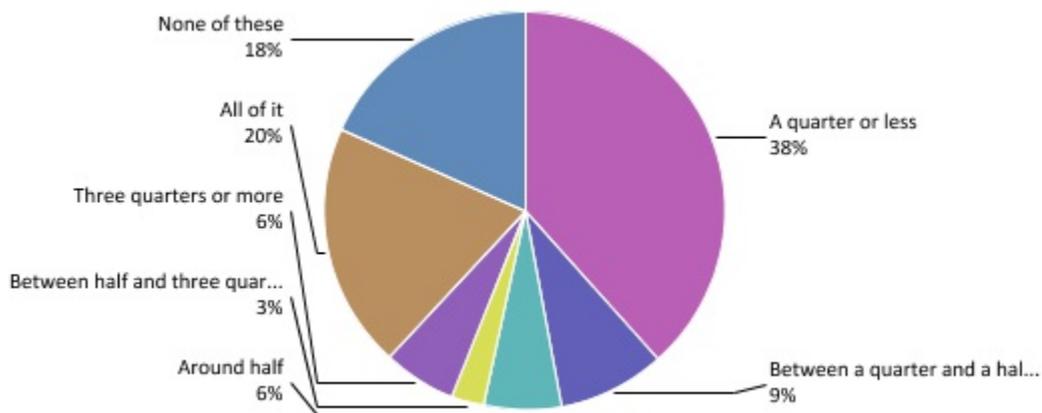


D5 - What proportion of your income, if any, is made up of state benefits including state pension, and tax credits? Other state benefits include Child Benefit, Housing Benefit, Job Seekers Allowance, Disability Living allowance, Income Support and Employment and Support Allowance. (Asked of interviewees who were in receipt of benefits, including in-work benefits)

	%
A quarter or less	38%
Between a quarter and a half	9%
Around half	6%
Between half and three quarters	3%
Three quarters or more	6%
All of it	20%
None of these	18%
Total	100%

Base 780, Don't know 109, Refused 29, Not asked 585 (Valid response 52%)

Confidence Interval $\pm 3\%$ at 95% confidence

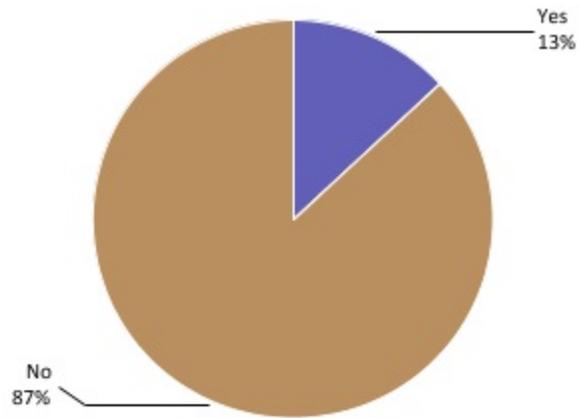


D6A - Have you been affected by the government's recent welfare reforms/changes to state benefits?

		%
	Yes	13%
	No	87%
	Total	100%

Base 1441, Don't know 56, Refused 6 (Valid response 96%)

Confidence Interval $\pm 2\%$ at 95% confidence

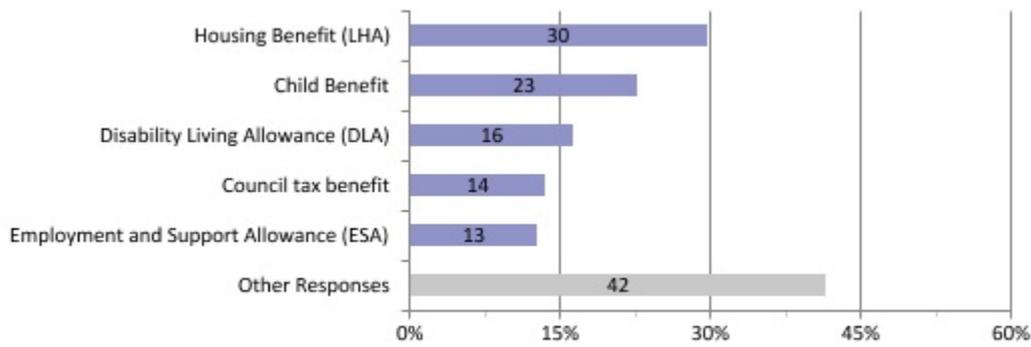


D6B - Which welfare or benefit changes have affected you? (Only asked of interviewees who said they were affected by the benefit changes in question D6A)

	%
Housing Benefit (LHA)	30%
Child Benefit	23%
Disability Living Allowance (DLA)	16%
Council tax benefit	14%
Employment and Support Allowance (ESA)	13%
Other responses	42%

Base 182, Don't know 10, Refused 1, Not asked 1310 (Valid response 12%)

Confidence Interval $\pm 3\%$ at 95% confidence



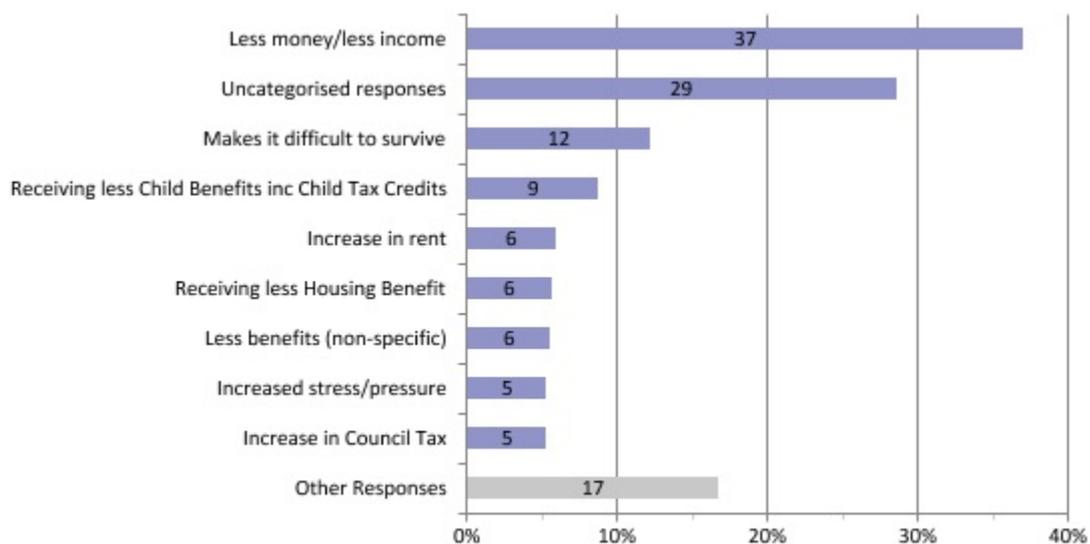
D6C - How have the changes affected you?

	%
Less money/less income	37%
Uncategorised responses	29%
Makes it difficult to survive	12%
Receiving less Child Benefits inc Child Tax Credits	9%
Increase in rent	6%
Receiving less Housing Benefit	6%
Less benefits (non-specific)	6%
Increased stress/pressure	5%
Increase in Council Tax	5%
Other responses	17%

Base 183, Don't know 8, Refused 2, Not asked 1310 (Valid response 12%)

Confidence Interval $\pm 3\%$ at 95% confidence

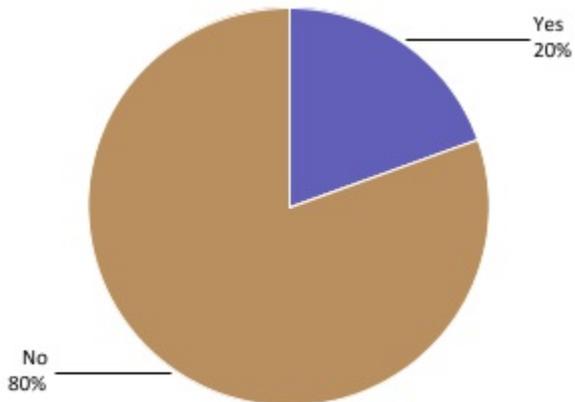
*% - indicates percentage greater than 0 and less than 0.5



D7A - Do you have any savings or any other financial means in order to fund a deposit for a mortgage on a property? (Only asked of interviewees who were renting or shared ownership)

		%
	Yes	20%
	No	80%
Total		100%

Base 888, Don't know 3, Refused 7, Not asked 605 (Valid response 59%)
Confidence Interval ±3% at 95% confidence

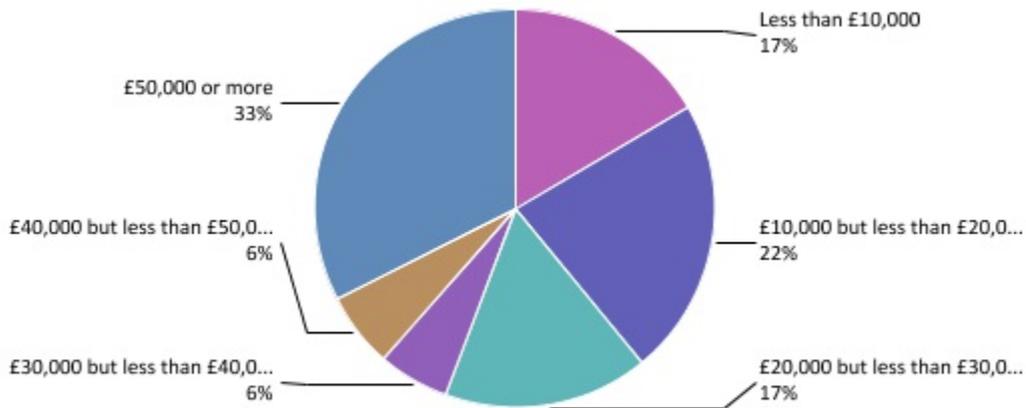


D7B - How much would you be able to put towards a deposit for a mortgage?

	%
Less than £10,000	17%
£10,000 but less than £20,000	22%
£20,000 but less than £30,000	17%
£30,000 but less than £40,000	6%
£40,000 but less than £50,000	6%
£50,000 or more	33%
Total	100%

Base 125, Don't know 9, Refused 7, Not asked 1362 (Valid response 8%)

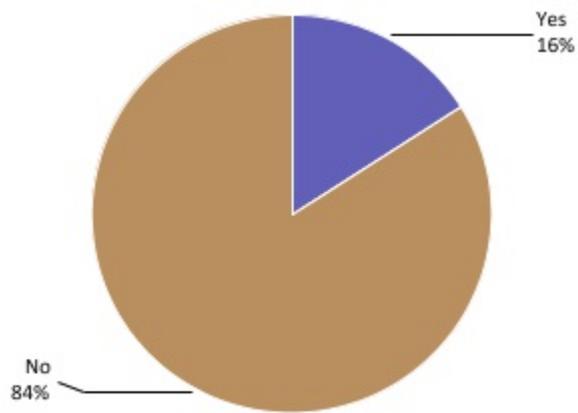
Confidence Interval $\pm 3\%$ at 95% confidence



D8 - Are there any other income earners within your household, not including yourself or your partner?

		%
	Yes	16%
	No	84%
Total		100%

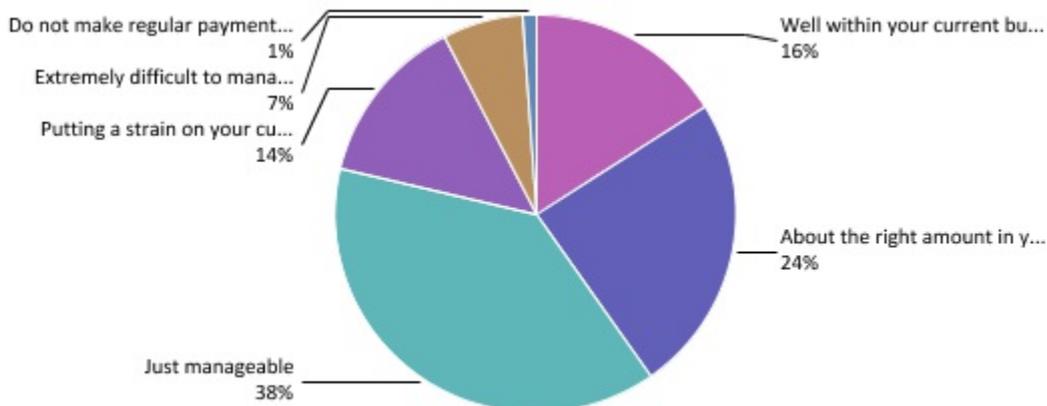
Base 1497, Don't know 2, Refused 4 (Valid response 100%)
Confidence Interval ±2% at 95% confidence



D9 - Thinking about your regular payments towards your mortgage or rent, do you consider that these payments are...? (Asked of all interviewees with a mortgage or who pay rent)

	%
Well within your current budget	16%
About the right amount in your circumstances	24%
Just manageable	38%
Putting a strain on your current budget	14%
Extremely difficult to manage	7%
Do not make regular payments towards housing costs	1%
Total	100%

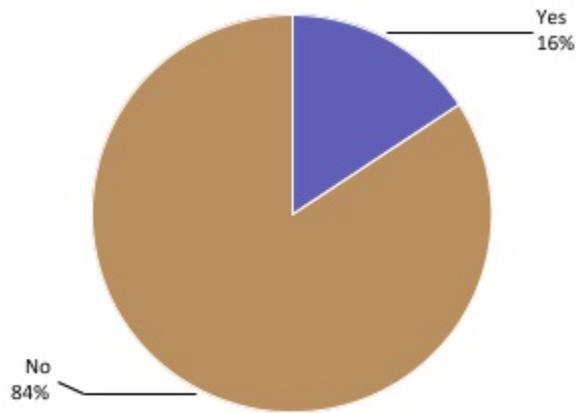
Base 1124, Not answered 1, Don't know 9, Refused 31, Not asked 338
 (Valid response 75%)
 Confidence Interval ±3% at 95% confidence



D10A - At the moment many households may find it difficult to keep up with their mortgage or rent and fall into arrears. Have you or do you anticipate any such difficulties?

		%
	Yes	16%
	No	84%
	Total	100%

Base 1140, Not answered 1, Don't know 20, Refused 4, Not asked 338
(Valid response 76%)
Confidence Interval $\pm 3\%$ at 95% confidence



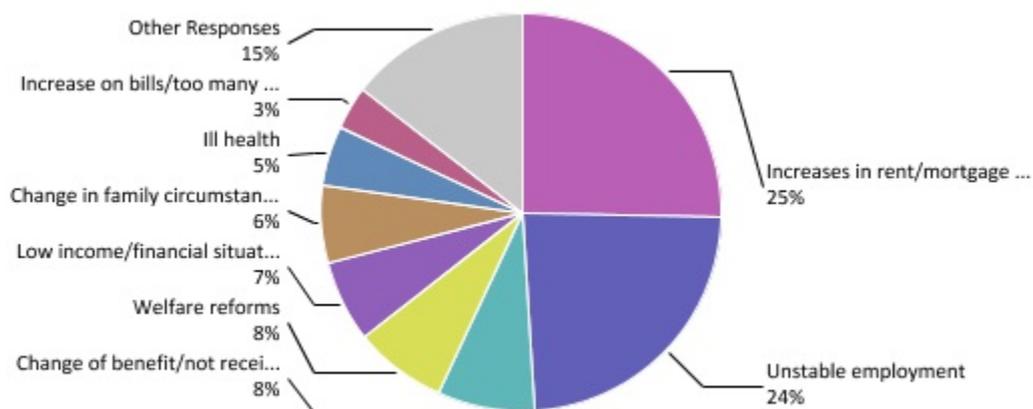
D10B - What would you say is the main reason for falling into arrears?

	%
Increases in rent/mortgage payments	25%
Unstable employment	24%
Change of benefit/not receiving enough benefit now	8%
Welfare reforms	8%
Low income/financial situation	7%
Change in family circumstances	6%
Ill health	5%
Increase on bills/too many bills/unexpected bills	3%
Other responses	15%
Total	100%

Base 175, Don't know 2, Not asked 1326 (Valid response 12%)

Confidence Interval $\pm 3\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5



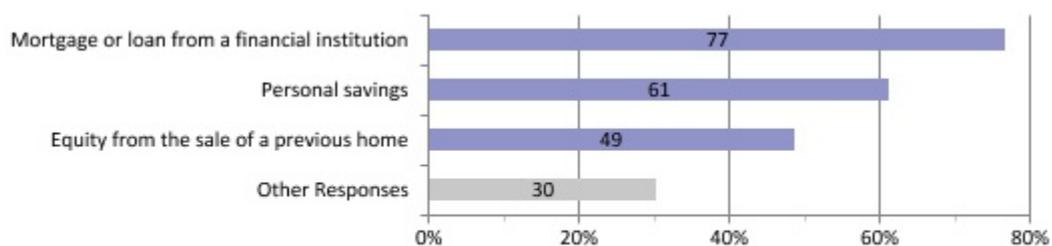
Section E – Owner Occupiers

E1 - Which of the following methods did you use to originally fund the purchase of this property, even if these have been re-paid in full now?

	%
Mortgage or loan from a financial institution	77%
Personal savings	61%
Equity from the sale of a previous home	49%
Other responses	30%

Base 596, Not answered 1, Don't know 6, Refused 9, Not asked 891 (Valid response 40%)

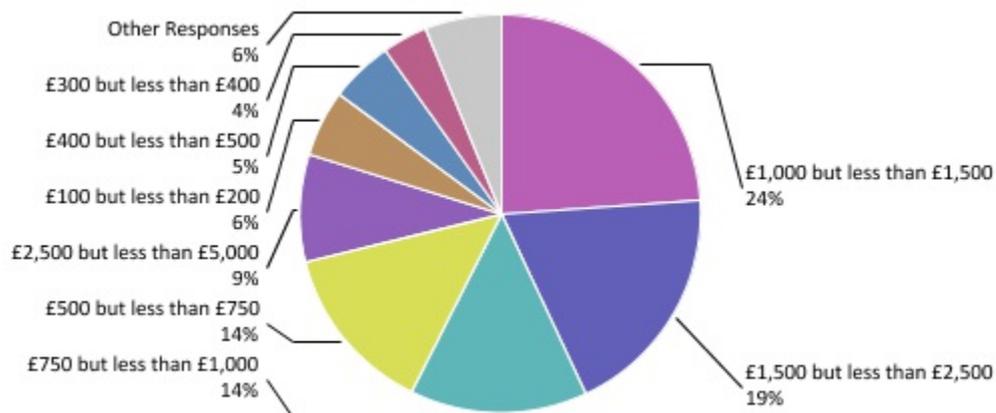
Confidence Interval $\pm 3\%$ at 95% confidence



E2A - How much are your regular monthly repayments for all mortgages or loans currently secured on this property? (Only asked of those with a mortgage or rent on the property)

	%
£1,000 but less than £1,500	24%
£1,500 but less than £2,500	19%
£750 but less than £1,000	14%
£500 but less than £750	14%
£2,500 but less than £5,000	9%
£100 but less than £200	6%
£400 but less than £500	5%
£300 but less than £400	4%
Other responses	6%
Total	100%

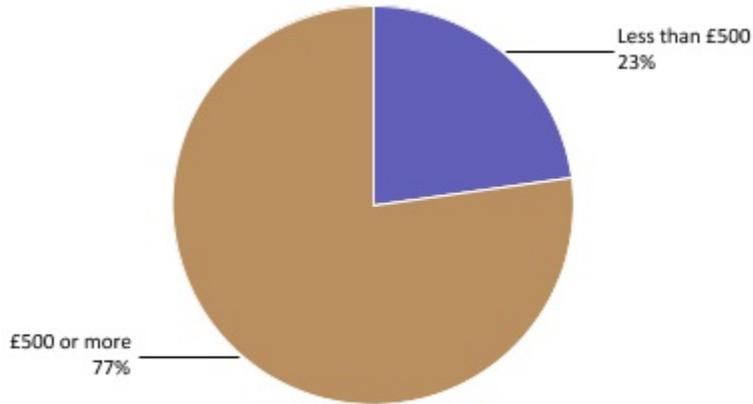
Base 206, Not answered 1, Don't know 26, Refused 44, Not asked 1226
 (Valid response 14%)
 Confidence Interval ±2% at 95% confidence



E2B - Would you say your monthly mortgage payments are...? (Only asked of those interviewees who refused to answer question E2A or did not know the answer to E2A)

		%
■	Less than £500	23%
■	£500 or more	77%
Total		100%

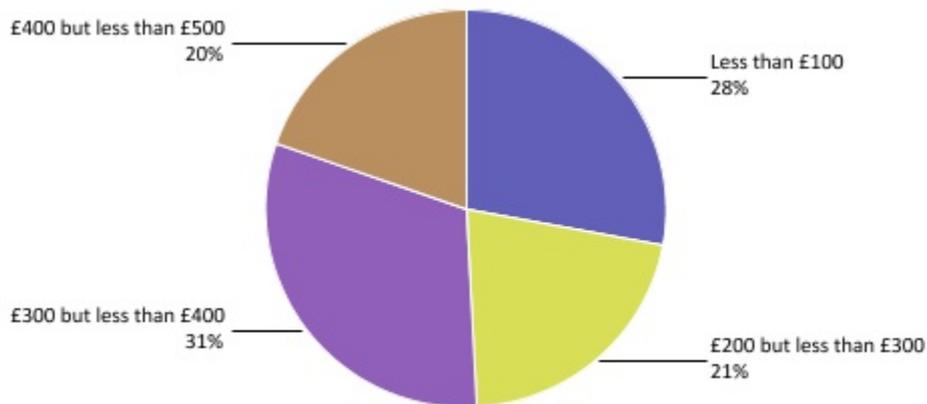
Base 58, Don't know 14, Refused 21, Not asked 1410 (Valid response 4%)
Confidence Interval ±4% at 95% confidence



E2C - And is that...?

		%
	Less than £100	28%
	£200 but less than £300	21%
	£300 but less than £400	31%
	£400 but less than £500	20%
Total		100%

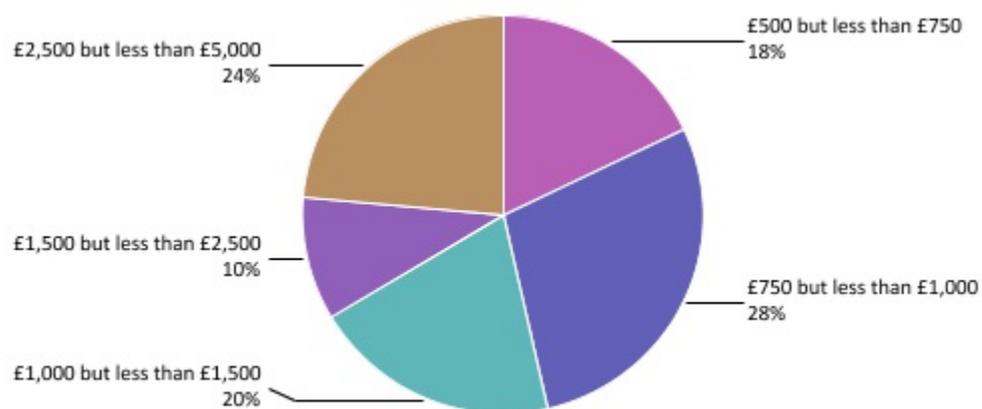
Base 6, Don't know 6, Refused 1, Not asked 1490 (Valid response *)
Confidence Interval $\pm 2\%$ at 95% confidence



E2D - And is that...?

		%
	£500 but less than £750	18%
	£750 but less than £1,000	28%
	£1,000 but less than £1,500	20%
	£1,500 but less than £2,500	10%
	£2,500 but less than £5,000	24%
	Total	100%

Base 23, Don't know 6, Refused 16, Not asked 1458 (Valid response 2%)
Confidence Interval $\pm 2\%$ at 95% confidence

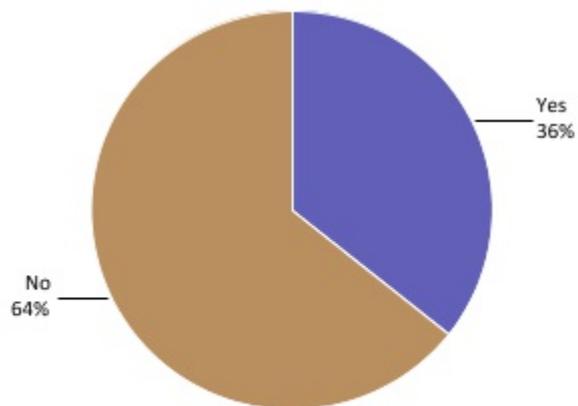


E3A - Is your property currently leased from a freeholder (such as the council)?

		%
Yes	36%	
No	64%	
Total	100%	

Base 607, Don't know 3, Refused 1, Not asked 892 (Valid response 40%)

Confidence Interval $\pm 3\%$ at 95% confidence

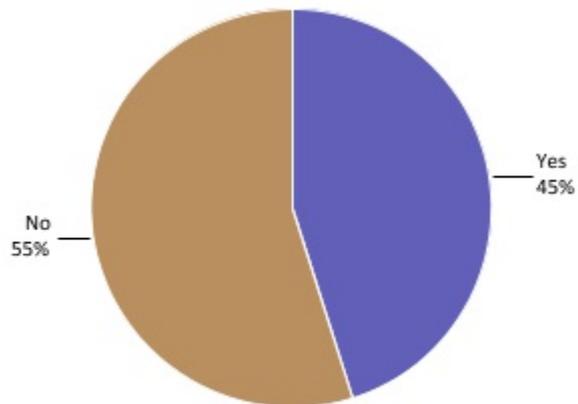


E3B - Is the property leased from the Council?

		%
	Yes	45%
	No	55%
Total		100%

Base 199, Don't know 4, Not asked 1300 (Valid response 13%)

Confidence Interval $\pm 3\%$ at 95% confidence

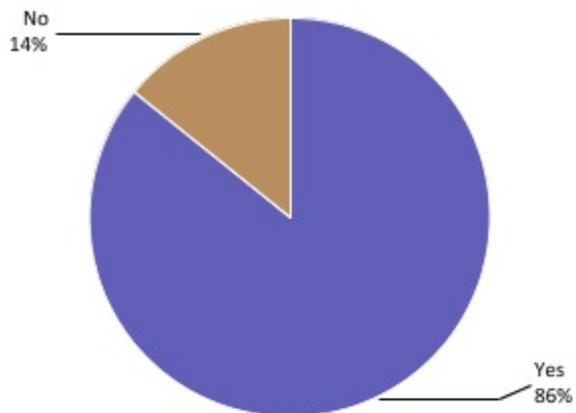


E4A - Do you pay a service charge to a freeholder or management company?

		%
Yes	86%	
No	14%	
Total	100%	

Base 202, Don't know 1, Not asked 1300 (Valid response 13%)

Confidence Interval $\pm 4\%$ at 95% confidence

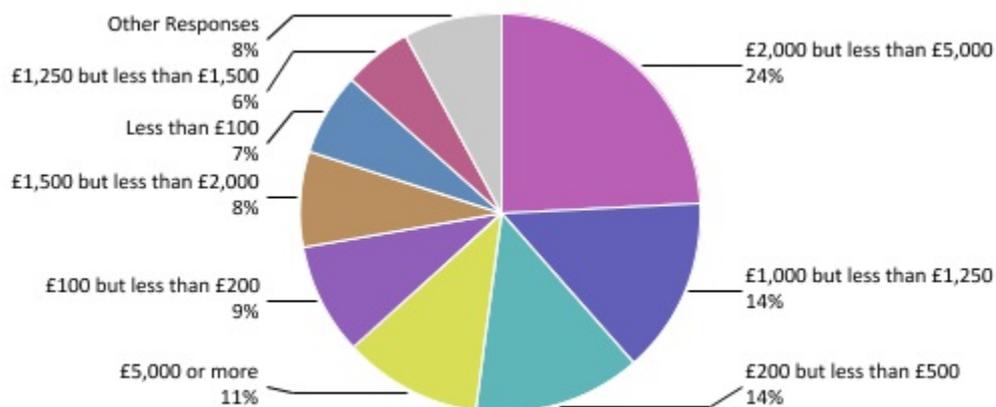


E4B - How much is the service charge that you pay?

	%
£2,000 but less than £5,000	24%
£1,000 but less than £1,250	14%
£200 but less than £500	14%
£5,000 or more	11%
£100 but less than £200	9%
£1,500 but less than £2,000	8%
Less than £100	7%
£1,250 but less than £1,500	6%
Other responses	8%
Total	100%

Base 144, Don't know 23, Refused 5, Not asked 1331 (Valid response 10%)

Confidence Interval $\pm 2\%$ at 95% confidence

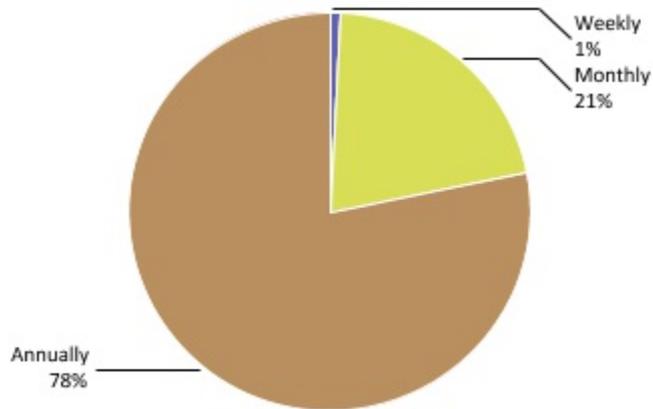


E4C - And is that weekly, monthly or annually?

		%
	Weekly	1%
	Monthly	21%
	Annually	78%
Total		100%

Base 144, Not asked 1359 (Valid response 10%)

Confidence Interval $\pm 4\%$ at 95% confidence

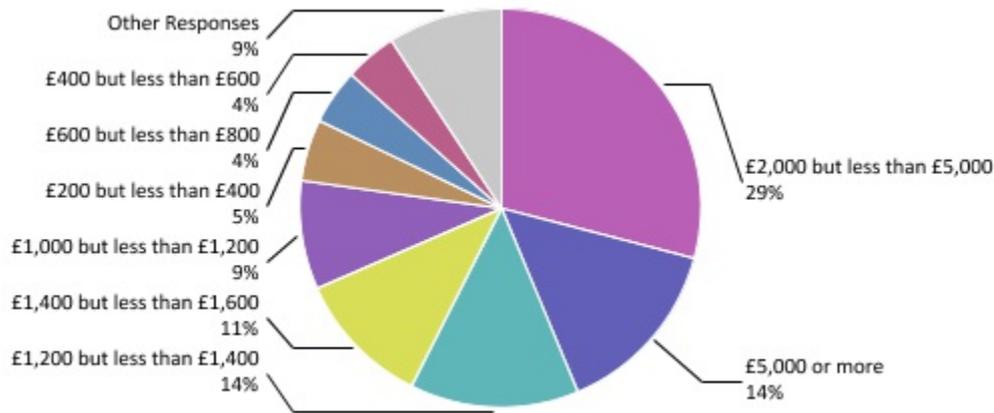


E4AllAnnual - How much is the service charge that you pay? (Annual)

	%
£2,000 but less than £5,000	29%
£5,000 or more	14%
£1,200 but less than £1,400	14%
£1,400 but less than £1,600	11%
£1,000 but less than £1,200	9%
£200 but less than £400	5%
£600 but less than £800	4%
£400 but less than £600	4%
Other responses	9%
Total	100%

Base 144, Don't know 23, Refused 5, Not asked 1331 (Valid response 10%)

Confidence Interval $\pm 3\%$ at 95% confidence



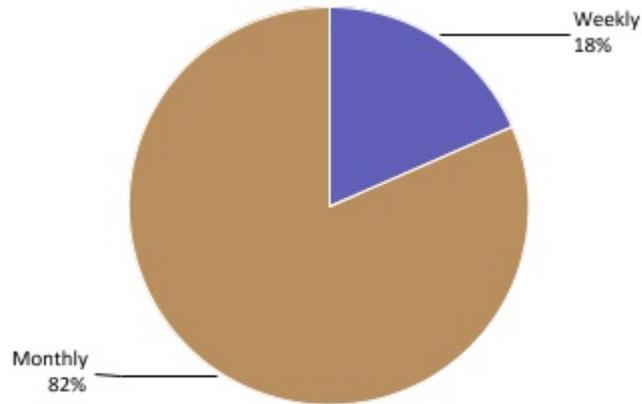
Section F – Renters

F1A - Do you pay your rent weekly or monthly?

		%
	Weekly	18%
	Monthly	82%
Total		100%

Base 866, Don't know 23, Refused 10, Not asked 604 (Valid response 58%)

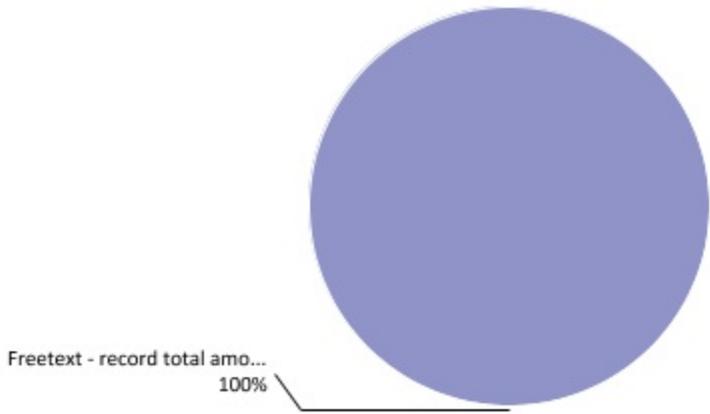
Confidence Interval $\pm 3\%$ at 95% confidence



F1B - Would you be able to tell me how much your gross weekly rent payment is? Gross rent is the total weekly rent your landlord charges and includes any housing benefit you receive.

	%
Freetext - record total amount in pounds	100%
Total	100%

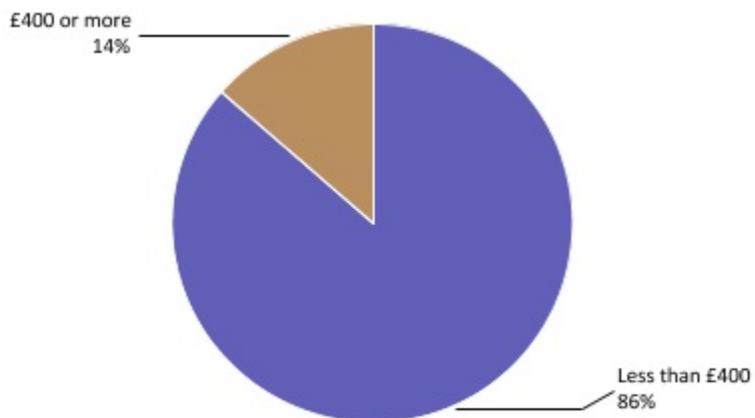
Base 174, Don't know 32, Refused 4, Not asked 1293 (Valid response 12%)
Confidence Interval ±4% at 95% confidence



F1C - Would you say your weekly rent payments are...? (Only asked of those interviewees who refused to answer question F1B or did not know the answer to F1B)

		%
■	Less than £400	86%
■	£400 or more	14%
Total		100%

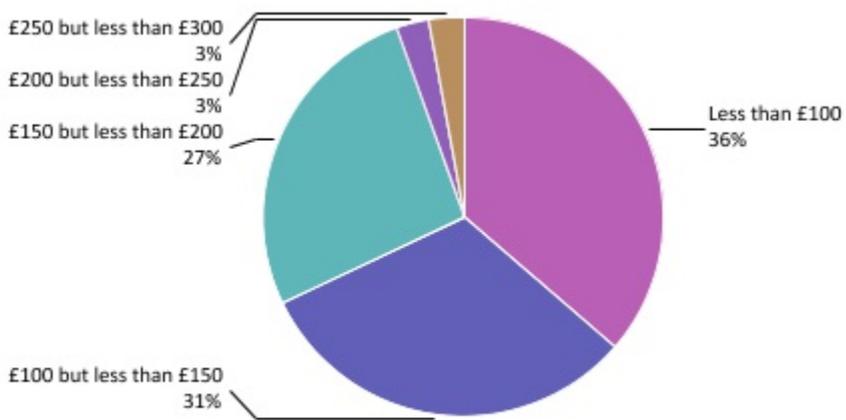
Base 31, Refused 5, Not asked 1467 (Valid response 2%)
Confidence Interval ±4% at 95% confidence



F1D - And is that...?

	%
Less than £100	36%
£100 but less than £150	31%
£150 but less than £200	27%
£200 but less than £250	3%
£250 but less than £300	3%
Total	100%

Base 23, Don't know 4, Not asked 1476 (Valid response 2%)
Confidence Interval $\pm 3\%$ at 95% confidence

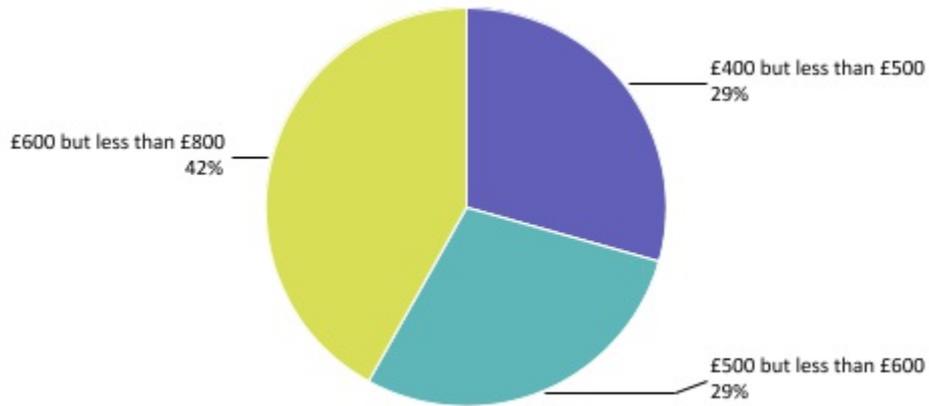


F1E - And is that...?

		%
	£400 but less than £500	29%
	£500 but less than £600	29%
	£600 but less than £800	42%
	Total	100%

Base 3, Don't know 1, Not asked 1499 (Valid response **%)

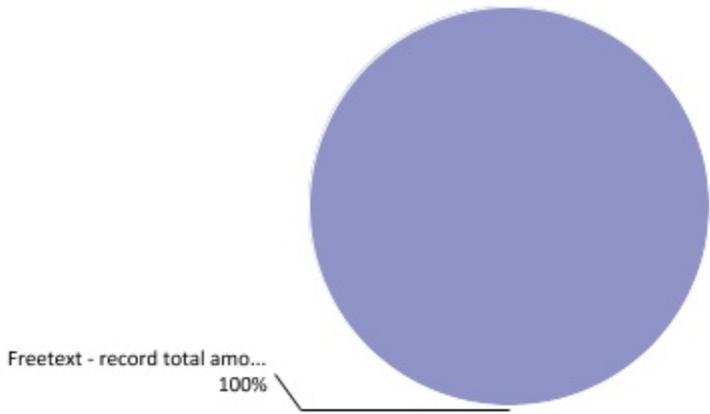
Confidence Interval $\pm 3\%$ at 95% confidence



F1F - Would you be able to tell me how much your gross monthly rent payments is? Gross rent is the total monthly rent your landlord charges and includes any housing benefit you receive.

	%
Freetext - record total amount in pounds	100%
Total	100%

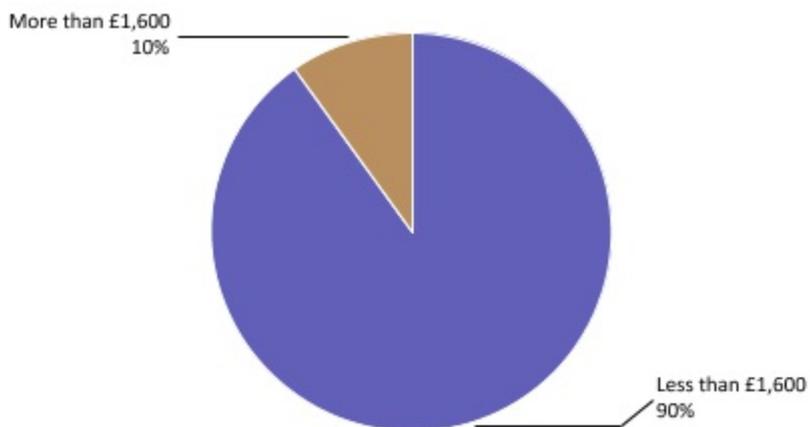
Base 543, Don't know 84, Refused 29, Not asked 847 (Valid response 36%)
Confidence Interval ±4% at 95% confidence



F1G - Would you say your monthly rent payments are...? (Only asked of those interviewees who refused to answer question F1F or did not know the answer to F1F)

		%
■	Less than £1,600	90%
■	More than £1,600	10%
Total		100%

Base 89, Refused 24, Not asked 1390 (Valid response 6%)
Confidence Interval ±5% at 95% confidence

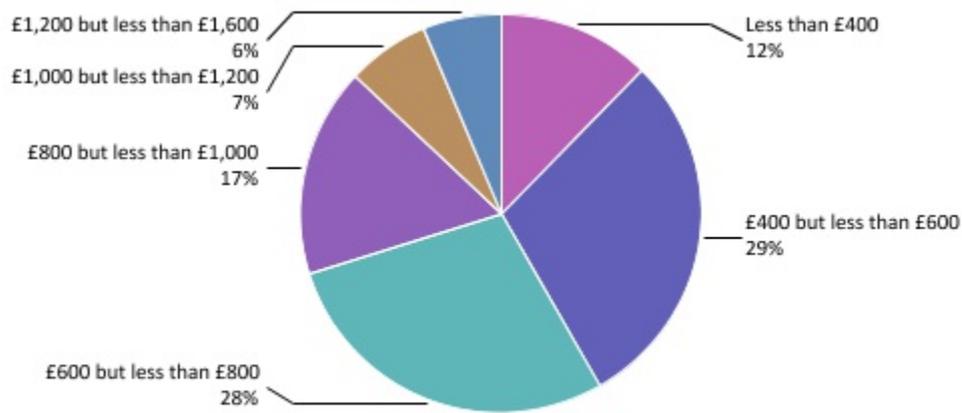


F1H - And is that...?

	%
Less than £400	12%
£400 but less than £600	29%
£600 but less than £800	28%
£800 but less than £1,000	17%
£1,000 but less than £1,200	7%
£1,200 but less than £1,600	6%
Total	100%

Base 62, Don't know 16, Refused 4, Not asked 1421 (Valid response 4%)

Confidence Interval $\pm 3\%$ at 95% confidence

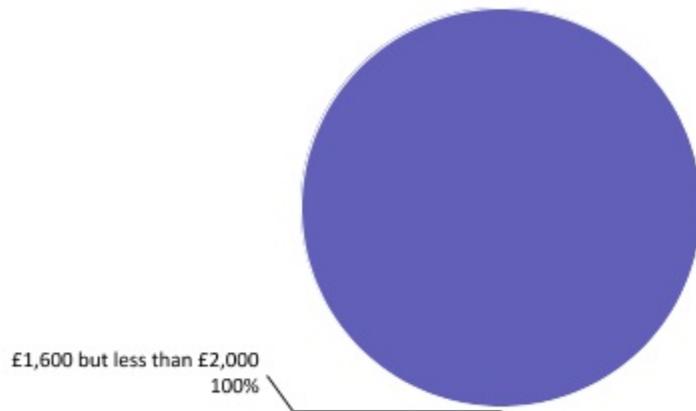


F1I - And is that...?

		%
	£1,600 but less than £2,000	100%
	Total	100%

Base 3, Refused 4, Not asked 1496 (Valid response **%)

Confidence Interval $\pm 5\%$ at 95% confidence

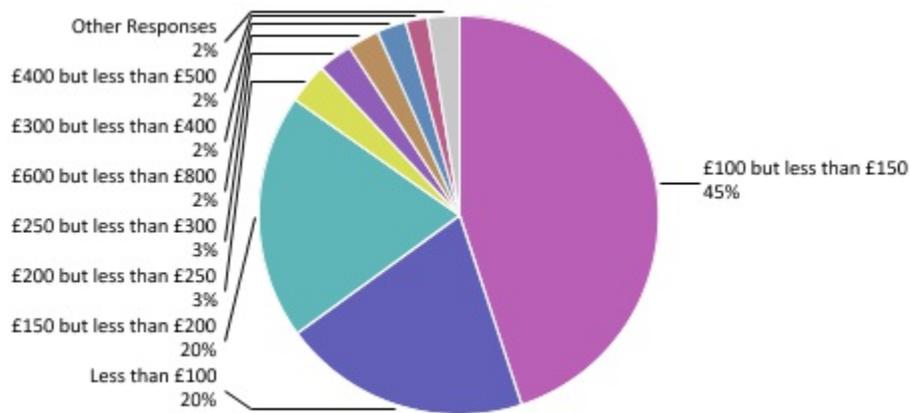


F1WR - Weekly Rent

	%
£100 but less than £150	45%
Less than £100	20%
£150 but less than £200	20%
£200 but less than £250	3%
£250 but less than £300	3%
£600 but less than £800	2%
£300 but less than £400	2%
£400 but less than £500	2%
Other responses	2%
Total	100%

Base 201, Don't know 5, Refused 5, Not asked 1292 (Valid response 13%)

Confidence Interval $\pm 3\%$ at 95% confidence



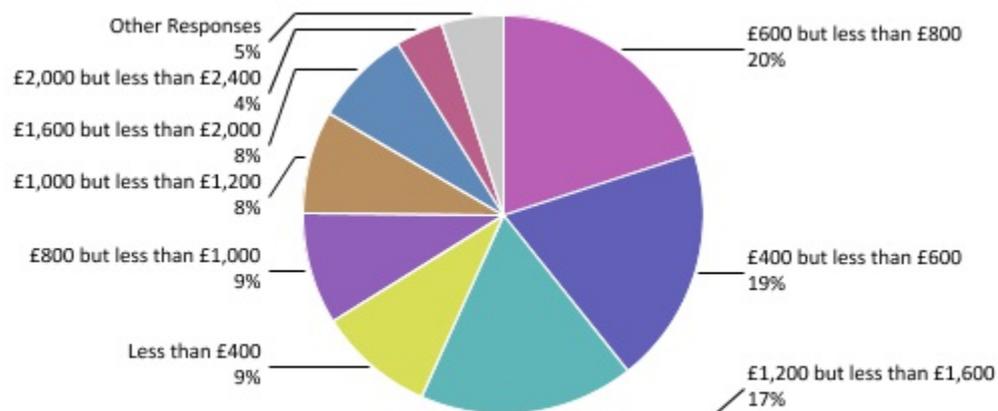
F1MR - Monthly Rent

	%
£600 but less than £800	20%
£400 but less than £600	19%
£1,200 but less than £1,600	17%
Less than £400	9%
£800 but less than £1,000	9%
£1,000 but less than £1,200	8%
£1,600 but less than £2,000	8%
£2,000 but less than £2,400	4%
Other responses	5%
Total	100%

Base 607, Don't know 39, Refused 42, Not asked 815 (Valid response 40%)

Confidence Interval $\pm 2\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5



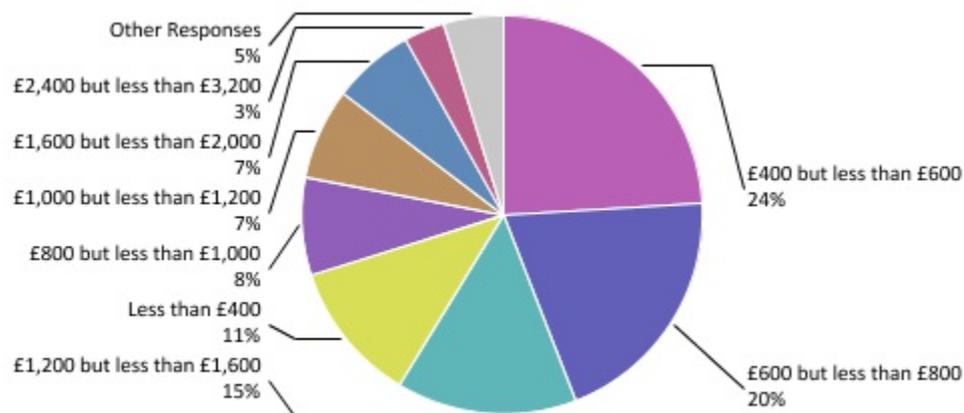
F1MWA - Monthly Rent (Including Weekly)

	%
£400 but less than £600	24%
£600 but less than £800	20%
£1,200 but less than £1,600	15%
Less than £400	11%
£800 but less than £1,000	8%
£1,000 but less than £1,200	7%
£1,600 but less than £2,000	7%
£2,400 but less than £3,200	3%
Other responses	5%
Total	100%

Base 808, Don't know 44, Refused 47, Not asked 604 (Valid response 54%)

Confidence Interval $\pm 2\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5

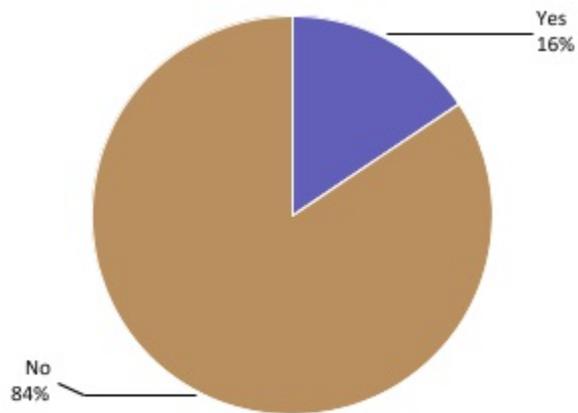


F2 - Is this rent for a room only in a shared house or flat?

		%
Yes	16%	
No	84%	
Total	100%	

Base 885, Don't know 4, Refused 2, Not asked 612 (Valid response 59%)

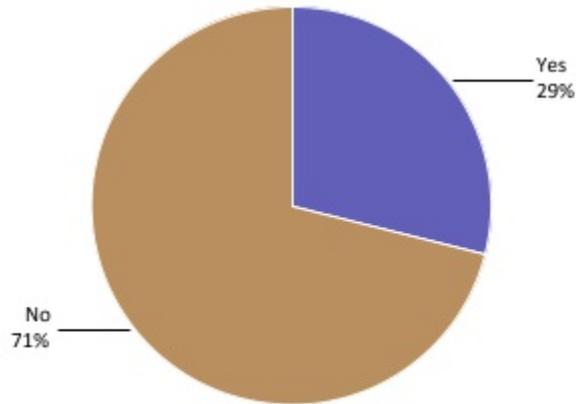
Confidence Interval $\pm 3\%$ at 95% confidence



F3A - Are you experiencing any significant problems with the condition or repair of your current property (e.g. damp or mould, lack of hot water or heating, broken appliances or pest infestations)?

		%
Yes	29%	
No	71%	
Total	100%	

Base 890, Don't know 1, Not asked 612 (Valid response 59%)
Confidence Interval $\pm 3\%$ at 95% confidence



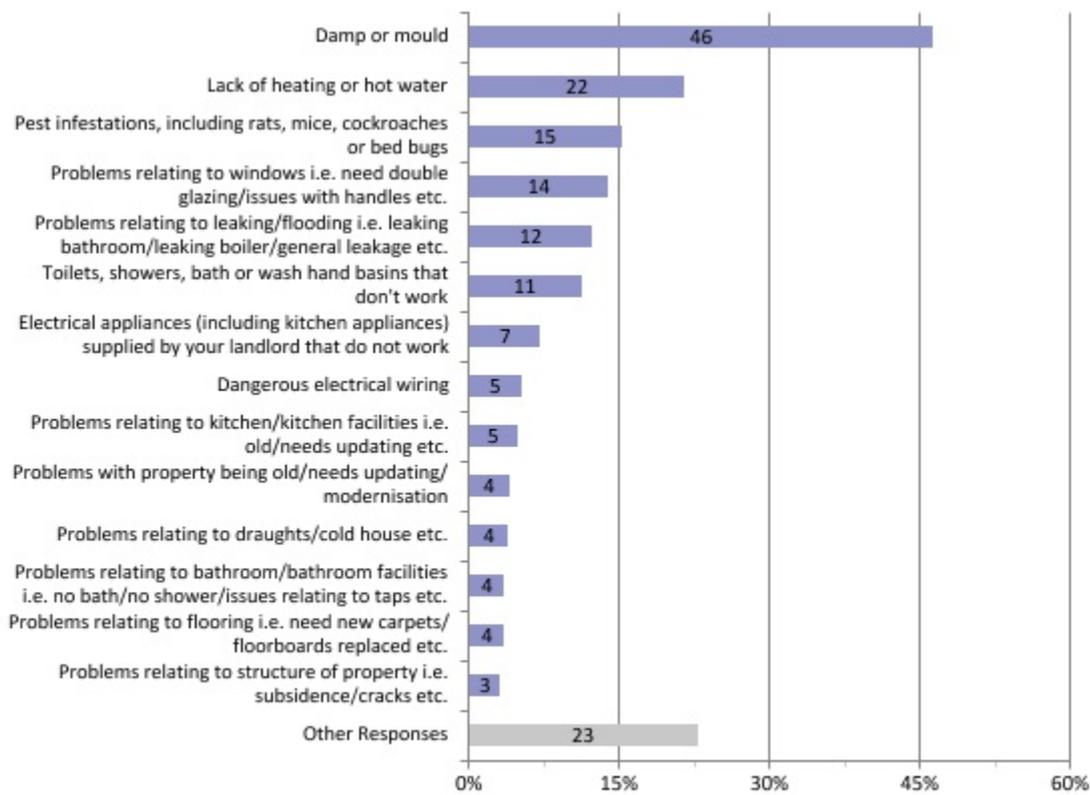
F3B - What problems are you experiencing?

	%
Damp or mould	46%
Lack of heating or hot water	22%
Pest infestations, including rats, mice, cockroaches or bed bugs	15%
Problems relating to windows i.e. need double glazing/issues with handles etc.	14%
Problems relating to leaking/flooding i.e. leaking bathroom/leaking boiler/general leakage etc.	12%
Toilets, showers, bath or wash hand basins that don't work	11%
Electrical appliances (including kitchen appliances) supplied by your landlord that do not work	7%
Dangerous electrical wiring	5%
Problems relating to kitchen/kitchen facilities i.e. old/needs updating etc.	5%
Problems with property being old/needs updating/modernisation	4%
Problems relating to draughts/cold house etc.	4%
Problems relating to bathroom/bathroom facilities i.e. no bath/no shower/issues relating to taps etc.	4%
Problems relating to flooring i.e. need new carpets/floorboards replaced etc.	4%
Problems relating to structure of property i.e. subsidence/cracks etc.	3%
Other responses	23%

Base 280, Refused 1, Not asked 1222 (Valid response 19%)

Confidence Interval $\pm 3\%$ at 95% confidence

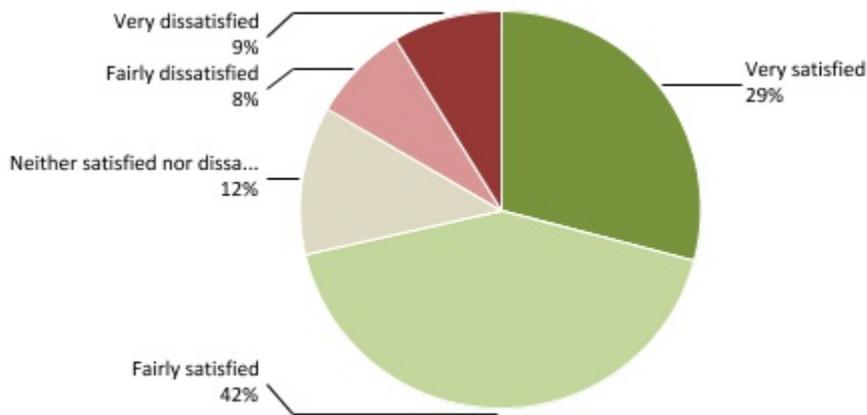
*% - indicates percentage greater than 0 and less than 0.5



F4 - How satisfied or dissatisfied are you with the repair and condition of the property?

	%
Very satisfied	29%
Fairly satisfied	42%
Neither satisfied nor dissatisfied	12%
Fairly dissatisfied	8%
Very dissatisfied	9%
<hr/>	
Satisfied	71%
Dissatisfied	17%
<hr/>	
Total	100%

Base 890, Don't know 1, Not asked 612 (Valid response 59%)
 Confidence Interval ±3% at 95% confidence



F4GRP - Grouped responses

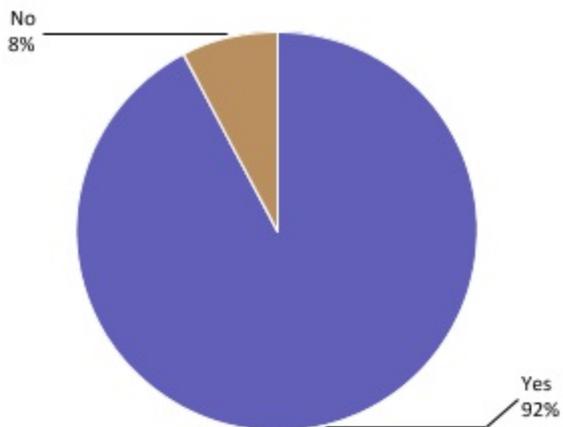


F5A - Did your landlord or letting agent provide you with a written tenancy agreement?

		%
Yes	92%	
No	8%	
Total	100%	

Base 861, Don't know 30, Not asked 612 (Valid response 57%)

Confidence Interval $\pm 3\%$ at 95% confidence

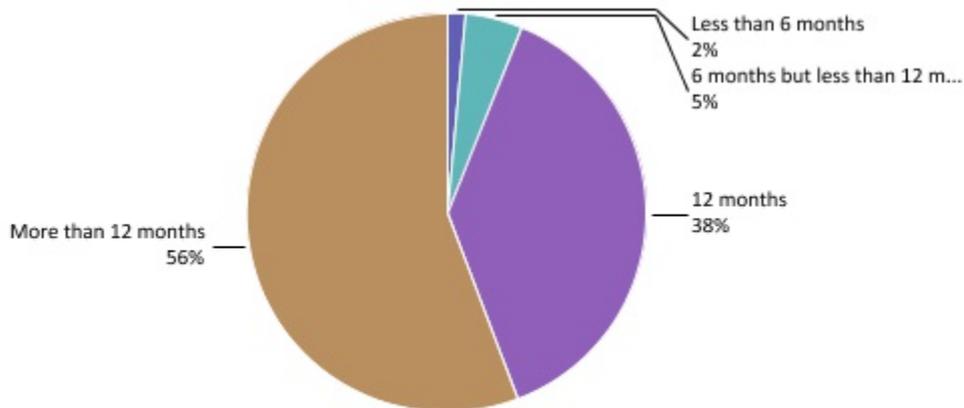


F5B - What is the length of your current tenancy (from when you moved in or last renewed it)?

	%
Less than 6 months	2%
6 months but less than 12 months	5%
12 months	38%
More than 12 months	56%
Total	100%

Base 680, Don't know 130, Refused 2, Not asked 691 (Valid response 45%)

Confidence Interval $\pm 3\%$ at 95% confidence

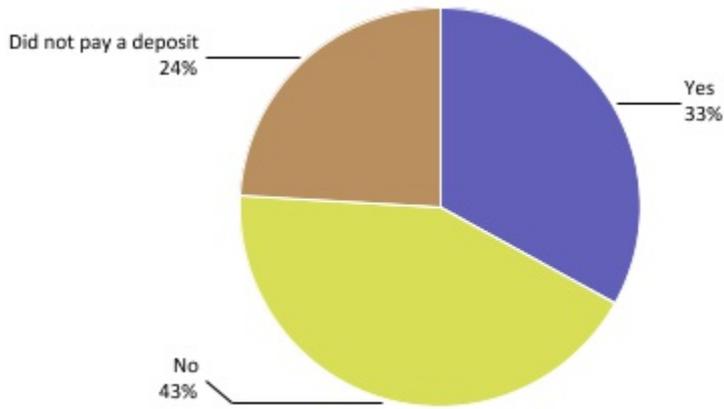


F6 - Did your landlord or letting agent pay your deposit in to a tenancy deposit scheme?

		%
Yes	33%	
No	43%	
Did not pay a deposit	24%	
Total	100%	

Base 763, Don't know 121, Refused 7, Not asked 612 (Valid response 51%)

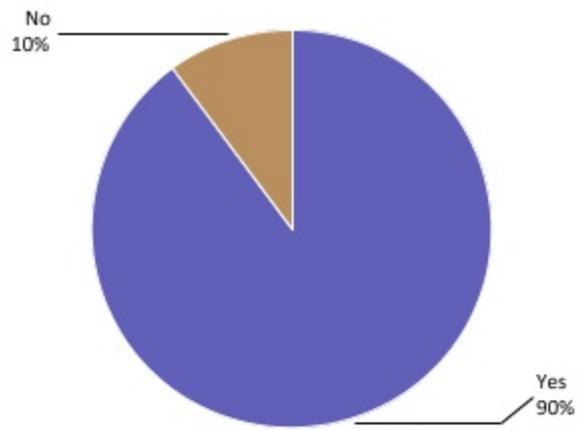
Confidence Interval $\pm 3\%$ at 95% confidence



F7 - Does your landlord respond to any requests for repairs you have made?

		%
Yes	90%	
No	10%	
Total	100%	

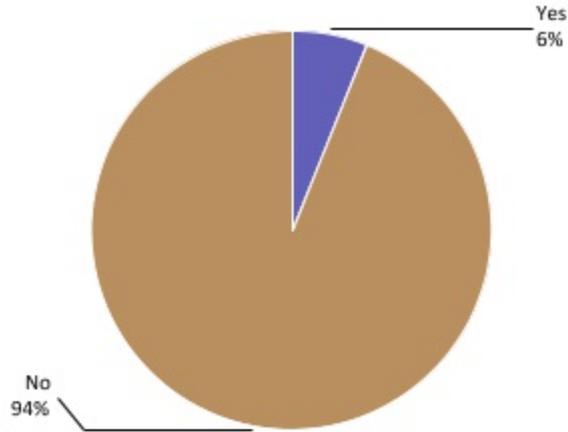
Base 869, Don't know 19, Refused 3, Not asked 612 (Valid response 58%)
Confidence Interval $\pm 3\%$ at 95% confidence



F8 - Has your landlord or letting agent ever refused to do work to meet special needs that you or anyone in your household may have (such as hand or grab rails, handles in the bath)?

		%
Yes	6%	
No	94%	
Total	100%	

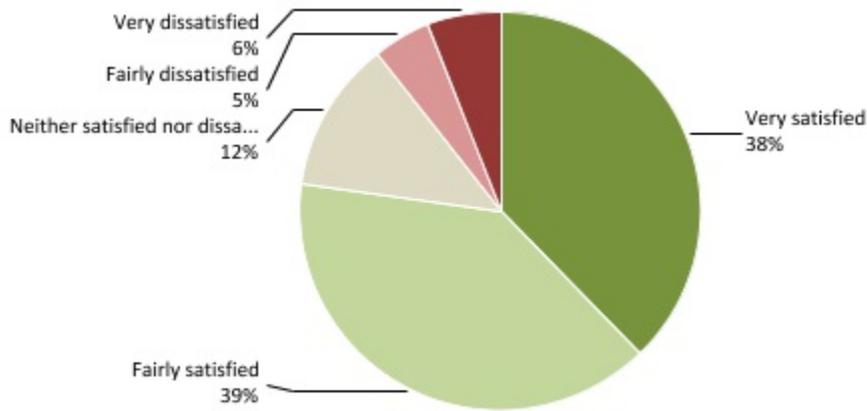
Base 870, Don't know 18, Refused 3, Not asked 612 (Valid response 58%)
Confidence Interval ±3% at 95% confidence



F9 - How satisfied or dissatisfied are you with the management of your tenancy by your landlord or letting agent?

	%
Very satisfied	38%
Fairly satisfied	39%
Neither satisfied nor dissatisfied	12%
Fairly dissatisfied	5%
Very dissatisfied	6%
<hr/>	
Satisfied	77%
Dissatisfied	11%
<hr/>	
Total	100%

Base 882, Don't know 8, Refused 1, Not asked 612 (Valid response 59%)
 Confidence Interval $\pm 3\%$ at 95% confidence



F9GRP - Grouped responses

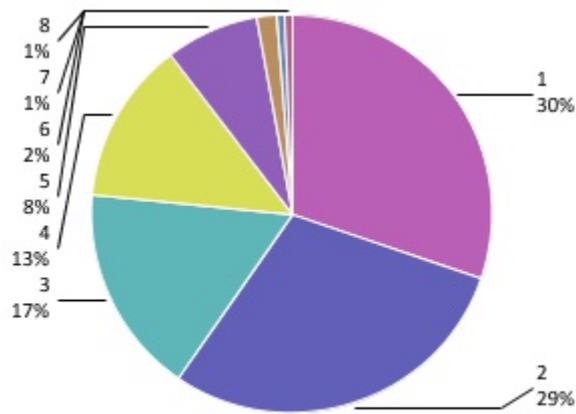


Section G – Household Profile, Illness/ Disability and Adaptations/ Care

G1A - How many people normally live in your household, including you?

		%
1	30%	
2	29%	
3	17%	
4	13%	
5	8%	
6	2%	
7	1%	
8	1%	
Total		100%

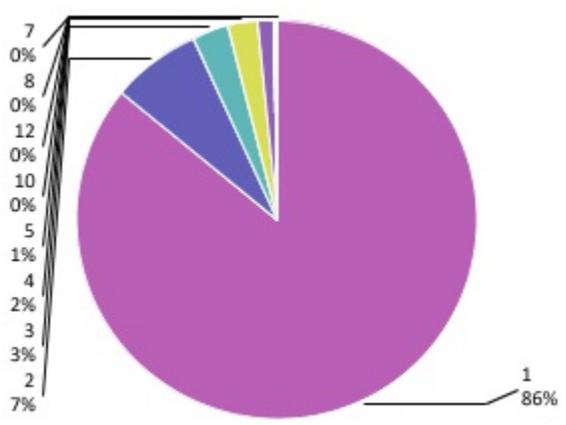
Base 1495, Refused 8 (Valid response 99%)
Confidence Interval ±2% at 95% confidence



G1B - How many individual or family groups normally live at this address, including yours?

		%
	1	86%
	2	7%
	3	3%
	4	2%
	5	1%
	10	*%
	12	*%
	8	*%
	7	*%
Total		100%

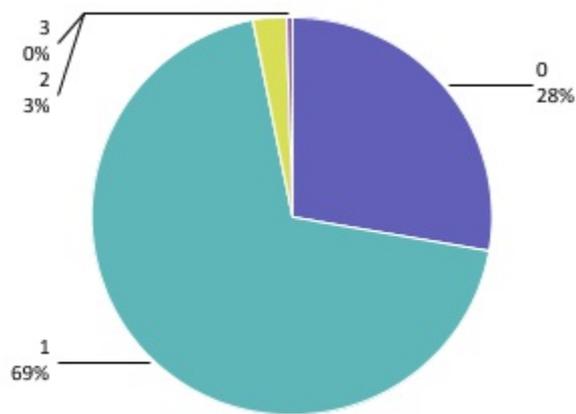
Base 1497, Refused 6 (Valid response 100%)
 Confidence Interval ±2% at 95% confidence
 *% - indicates percentage greater than 0 and less than 0.5



G1C - How many couples who are married, in a civil partnership or cohabiting live in your household?

		%
0	28%	
1	69%	
2	3%	
3	*%	
Total		100%

Base 1038, Refused 10, Not asked 455 (Valid response 69%)
Confidence Interval $\pm 3\%$ at 95% confidence
*% - indicates percentage greater than 0 and less than 0.5



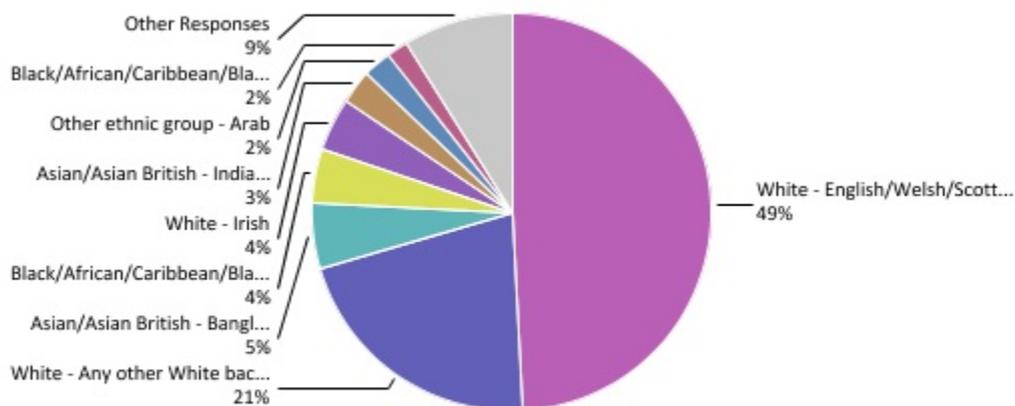
G2 - What is your ethnic group?

	%
White - English/Welsh/Scottish/Northern Irish/British	49%
White - Any other White background	21%
Asian/Asian British - Bangladeshi	5%
Black/African/Caribbean/Black British - African	4%
White - Irish	4%
Asian/Asian British - Indian	3%
Other ethnic group - Arab	2%
Black/African/Caribbean/Black British - Caribbean	2%
Other responses	9%
Total	100%

Base 1462, Refused 41 (Valid response 97%)

Confidence Interval $\pm 3\%$ at 95% confidence

*% - indicates percentage greater than 0 and less than 0.5

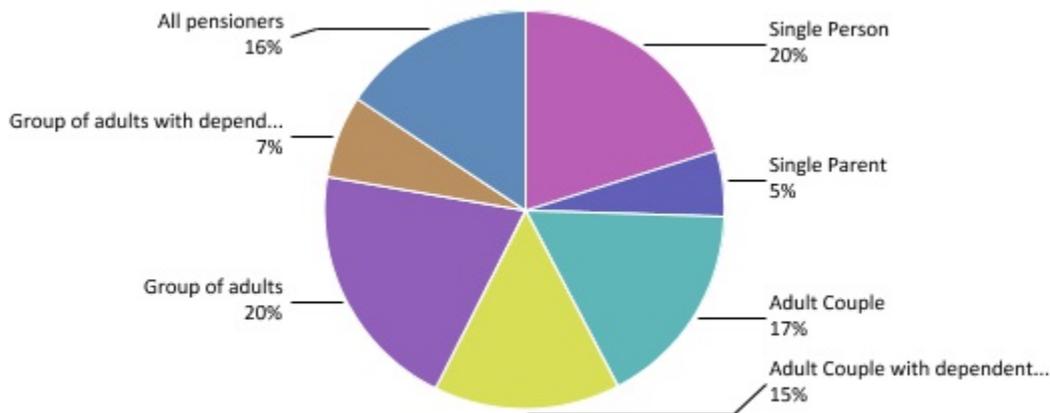


HHType - Household Type

		%
	Single Person	20%
	Single Parent	5%
	Adult Couple	17%
	Adult Couple with dependent child(ren)	15%
	Group of adults	20%
	Group of adults with dependent child(ren)	7%
	All pensioners	16%
Total		100%

Base 1475, Missing 28 (Valid response 98%)

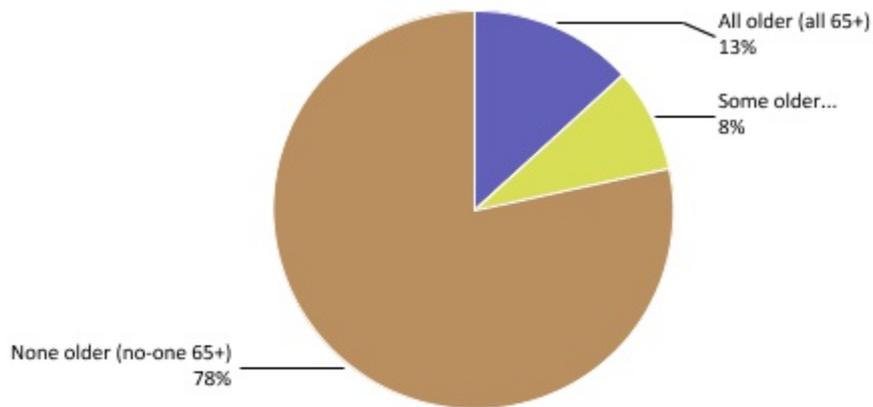
Confidence Interval $\pm 2\%$ at 95% confidence



HHAge - Household Age

	%
All older (all 65+)	13%
Some older (at least 1 person 65+)	8%
None older (no-one 65+)	78%
Total	100%

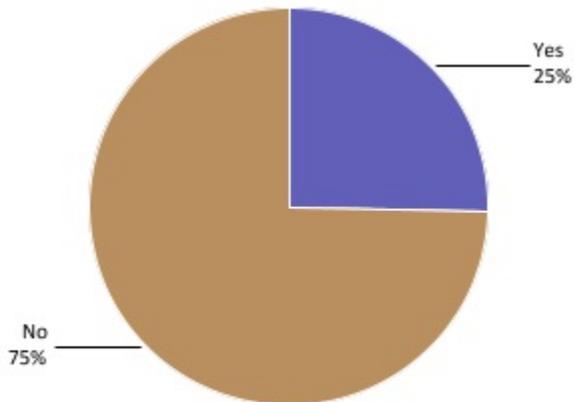
Base 1484, Missing 19 (Valid response 99%)
Confidence Interval $\pm 2\%$ at 95% confidence



G10A - Do you, or any members of the household have any longstanding illness, disability or infirmity?

		%
	Yes	25%
	No	75%
	Total	100%

Base 1494, Refused 9 (Valid response 99%)
Confidence Interval ±2% at 95% confidence

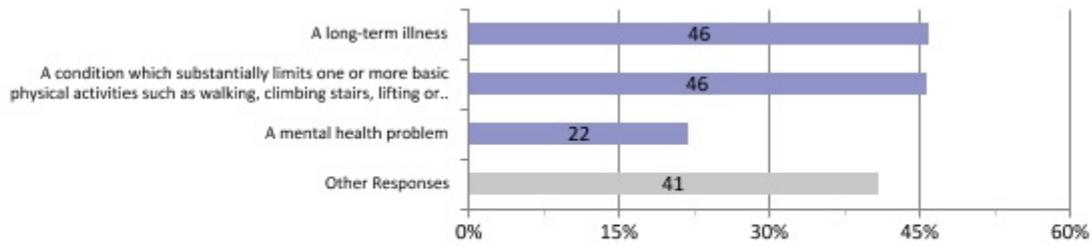


G10B - Which of the following long standing conditions are most relevant to you/them?

	%
A long-term illness	46%
A condition which substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying	46%
A mental health problem	22%
Other responses	41%

Base 409, Don't know 1, Refused 6, Not asked 1087 (Valid response 27%)

Confidence Interval $\pm 3\%$ at 95% confidence

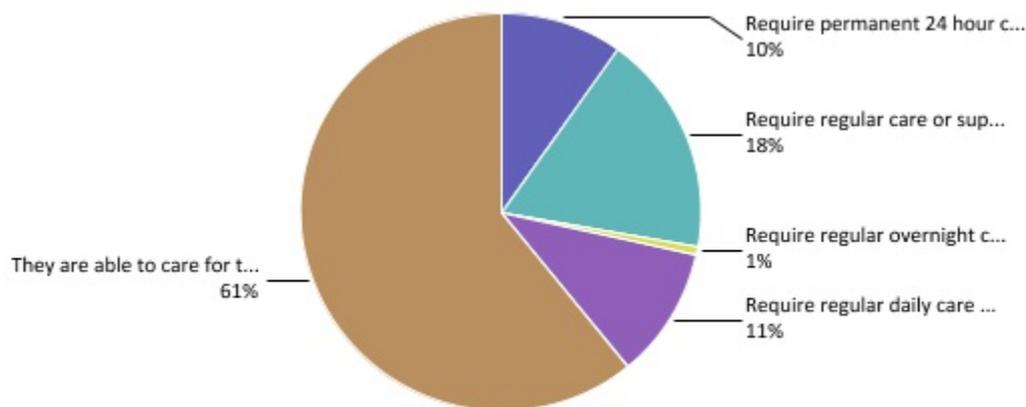


G10C - Which of the following best describes your/their personal care needs?

	%
Require permanent 24 hour care or support	10%
Require regular care or support	18%
Require regular overnight care or support	1%
Require regular daily care or support	11%
They are able to care for themselves	61%
Total	100%

Base 413, Refused 3, Not asked 1087 (Valid response 27%)

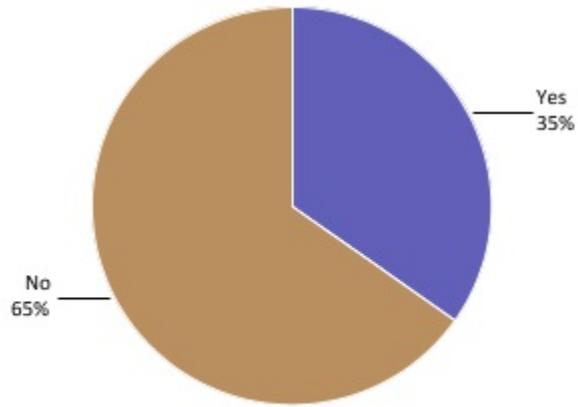
Confidence Interval $\pm 3\%$ at 95% confidence



G11A - Does this illness or disability affect your households' housing requirements?

		%
Yes	35%	
No	65%	
Total	100%	

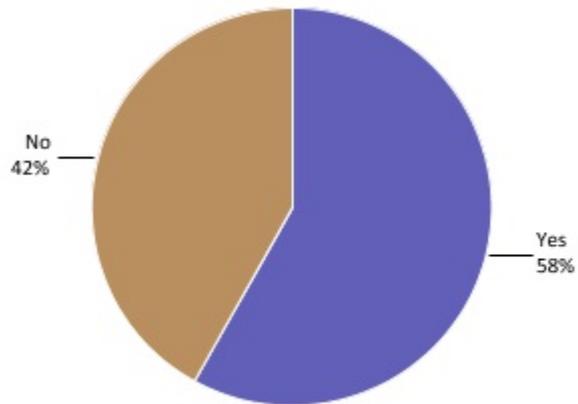
Base 410, Don't know 4, Refused 2, Not asked 1087 (Valid response 27%)
Confidence Interval ±4% at 95% confidence



G11B - Is your current property suitable to meet the needs of the person/people with the long standing condition(s)?

		%
	Yes	58%
	No	42%
	Total	100%

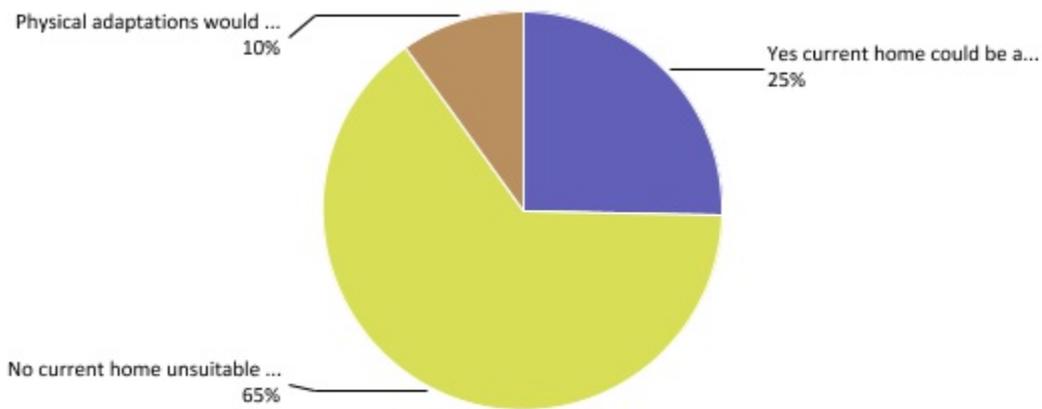
Base 148, Don't know 1, Not asked 1354 (Valid response 10%)
Confidence Interval ±3% at 95% confidence



G11C - Could your current property be adapted to meet the needs of the person/people with the long standing condition(s)?

	%
Yes current home could be adapted	25%
No current home unsuitable for adaptation	65%
Physical adaptations would not resolve the needs	10%
Total	100%

Base 65, Don't know 1, Not asked 1437 (Valid response 4%)
Confidence Interval ±4% at 95% confidence

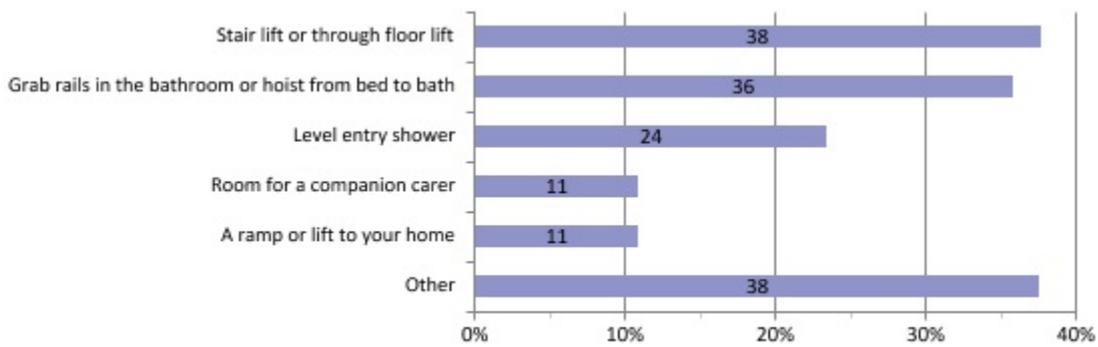


G11D - What adaptations are needed in your current home?

	%
Stair lift or through floor lift	38%
Grab rails in the bathroom or hoist from bed to bath	36%
Level entry shower	24%
Room for a companion carer	11%
A ramp or lift to your home	11%
Other	38%

Base 15, Don't know 1, Not asked 1487 (Valid response 1%)

Confidence Interval $\pm 3\%$ at 95% confidence

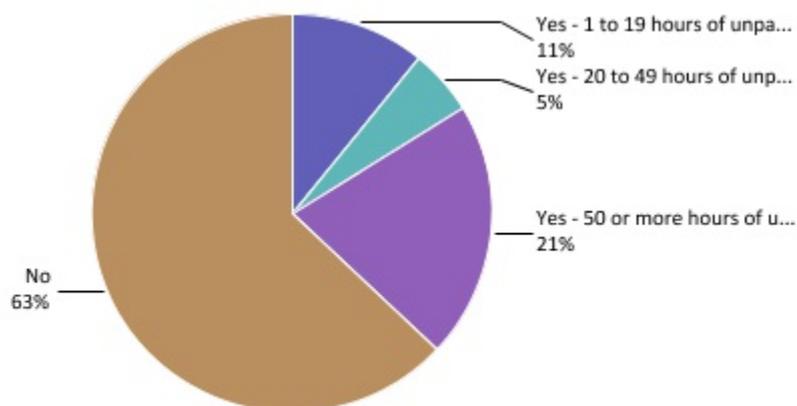


G12 - Does anyone in your household act as an unpaid carer for the person/people with the longstanding conditions? (Only asked of interviewees who answered that a member of the household had a longstanding illness, disability or infirmity at G10a)

	%
Yes - 1 to 19 hours of unpaid care per week	11%
Yes - 20 to 49 hours of unpaid care per week	5%
Yes - 50 or more hours of unpaid care per week	21%
No	63%
Total	100%

Base 250, Don't know 4, Refused 1, Not asked 1248 (Valid response 17%)

Confidence Interval $\pm 4\%$ at 95% confidence



Technical Appendix

Sampling and Representativeness

- 1.1 The SHMA household telephone survey was carried out in Autumn 2014. The survey comprised 3,006 interviews with the main or joint homeowner or tenant. The sample was split equally between Camden and Islington; consequently 1,503 telephone interviews were achieved in Camden between 2nd June 2014 and 31st January 2015. Up to 5 attempts were made to contact each household on the sample record.
- 1.2 Named persons were approached where possible. Where no name was available, interviewers asked to speak to the main/joint homeowner or tenant.
- 1.3 For the purpose of the survey, a household was defined as:
 - » one person living alone; or
 - » a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.
- 1.4 Interviewees were screened to ensure that they lived in Camden and were aged over 16. Quotas were set based on the Census 2011 to ensure the survey was representative of local households in terms of their age, gender, the housing tenure that they currently occupied (owned or rented), and geographical area within Camden. The quota questions were:
 - » S4 What is your FULL postcode?
 - » S5a What was your age on your last birthday?
 - » S6 Does your household own or rent your accommodation?
 - » S7 Gender

Weighting the Data

- 1.5 The returned sample was checked against comparative demographic data from the Census 2011 then subsequently weighted based on the Census 2011. The quota questions ensured that the sample was representative of the Borough for the quota elements and it was weighted against other demographic questions:
 - » D1 What is the current working status of the Chief Income Earner in the household?
 - » G1b How many individual or family groups normally live at this address, including yours? For example, a husband, wife and child would be one family group. Three unrelated tenants would be three individual groups. A couple living with a friend would be two individual groups. {Household composition.}
 - » G2 What is your ethnic group? Are you Asian, Black, of a mixed background, White, or of another ethnic group?

- » G10a Do you, or any members of the household have any longstanding illness, disability or infirmity?

1.6 The percentage results presented in this report are therefore weighted so that they are representative of London Borough of Camden. The total number of actual responses received is indicated below the percentage breakdown on each page of the results. For each individual question, the percentages of actual responses recorded for each option will vary from the percentage of responses based on the weighting. For some questions the actual number of responses for each option will be similar to the weighted responses, while for others there may be a noticeable difference. Weighting is commonly used and accepted as a robust statistical technique to improve the representativeness of survey results.

Responses by Ward

1.7 The table below shows the number of completed surveys by Camden Wards.

Ward	Completed surveys	Number of household spaces (2011 Census)
Camden - Belsize	80	6,480
Camden - Bloomsbury	57	5,423
Camden - Camden Town with Primrose Hill	95	6,334
Camden - Cantelowes	101	5,276
Camden - Fortune Green	81	5,558
Camden - Frognal and Fitzjohns	94	5,292
Camden - Gospel Oak	79	5,036
Camden - Hampstead Town	71	5,548
Camden - Haverstock	96	5,408
Camden - Highgate	90	4,981
Camden - Holborn and Covent Garden	63	6,592
Camden - Kentish Town	100	5,916
Camden - Kilburn	81	6,015
Camden - King's Cross	87	4,922
Camden - Regent's Park	82	5,958
Camden - St Pancras and Somers Town	89	5,698
Camden - Swiss Cottage	66	6,210
Camden - West Hampstead	91	6,056
Camden total	1,503	102,703
Camden average	83.50	5,706

1.8 The figures for household spaces are included in the table to give an indication of the relative size of the Wards. In the 2011 Census, a household space is the accommodation occupied by an individual household or, if unoccupied, available for an individual household. Therefore a household space does not correspond to a household.

Survey questionnaire

1.9 A full set of the questions asked by the telephone interviewers is reproduced in full here.

London Borough of [Camden/Islington] Housing Needs Survey – July 2014

Section S: INTRO, CALL AND QUOTA MANAGEMENT

MOBILE

S1 Before we begin, I need to ask, are you speaking on a mobile phone?

Yes – to S2 1

No – continue to S3 2

ASK ONLY IF S1 = Yes (i.e. respondent speaking on Mobile)

S2 Are you currently driving?

Yes – To Display below (CLOSE INTERVIEW) 1

No – continue to S3 2

Can I please book an appointment to call you back at a more convenient time to carry out this interview?

(Market Research Society guidelines prevent us interviewing people whilst driving - even if they have hands free kit and are willing to participate, you must not continue the interview)

INTERVIEWER - DO NOT PRESS NEXT - BOOK APPOINTMENT AND ABANDON INTERVIEW

S3

Can I confirm you are aged 16 or over?

Yes – to S4 1

No – To Display below (TERMINATE INTERVIEW) 2

I'm sorry you have to be 16 or over to take part in this interview, unfortunately I'm not allowed to continue.

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

S4

What is your FULL postcode?

Interviewer if necessary: This will enable your responses to be mapped to your local area for attention but you will NOT be identified in the analysis.

INTERVIEWER: *The postcode you enter below will be checked against a list of valid entries and a display will appear if the code given is invalid or if the quota for the area has been reached (otherwise the survey will continue)*

Freetext - Record word for word

Refused – go to **DISPLAY1** and **TERMINATE INTERVIEW**

IF REFUSED: DISPLAY 1

Unfortunately, without a postcode, I cannot continue with the interview.

INTERVIEWER: *If the respondent changes their mind at this point MOVE BACK to POSTCODE question to enter details.*

Thank you for your time and sorry to have disturbed you.

INTERVIEWER - TERMINATE INTERVIEW

IF INVALID: DISPLAY 2

Unfortunately, I can only interview people who are currently living in Camden. Our system shows you to be outside of this area so I am unable to continue.

Thank you for your time and sorry to have disturbed you.

INTERVIEWER - TERMINATE INTERVIEW

IF QUOTA FAIL: DISPLAY 3

Sorry, I'm afraid I cannot continue this interview with you as we have already interviewed the required number of people in this area.

INTERVIEWER IF NECESSARY: To ensure we interview a representative cross section of residents across the whole of the Camden, we have limits on the number of people we can interview in each area

Thank you for your time and sorry to have disturbed you.

INTERVIEWER - TERMINATE INTERVIEW

S5a What was your age on your last birthday?

Freetext - Record age in years. If they refuse go to next screen and try to code age band

Refused – go to S5b

S5b (ASK IF S5a = {RF}) Please could you tell me which age band you are in?

Group 1: Aged 16 to 17

Group 1: Aged 18 to 24

Group 2: Aged 25 to 34

Group 3: Aged 35 to 44

Group 3: Aged 45 to 54

Group 4: Aged 55 to 64

Group 4: Aged 65 to 74

Group 4: Aged 75 to 84

Group 4: 85+

Refused – go to **DISPLAY 4** then **TERMINATE INTERVIEW**

IF REFUSED: DISPLAY 4

I am afraid that because we need to ensure that we survey the views of a cross-section of people, I am unable to continue with the interview without knowing your age.

INTERVIEWER: If the respondent changes their mind at this point MOVE BACK to AGE question to enter details.

Thank you for your time and sorry to have disturbed you.

INTERVIEWER - TERMINATE INTERVIEW

IF UNDER 16: DISPLAY 5

I'm sorry you have to be 16 or over to take part in this interview, unfortunately I'm not allowed to continue.

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

S6 Does your household own or rent your accommodation?

And is that...?

INTERVIEWER: Read out options

Own Owned with a mortgage or loan

Own Owned outright

Own Other owned – record word for word

Rent Rented from Council

Rent Rented from a Housing Association or another Registered Social Landlord

Rent Rented from a private landlord

Rent Other rented or living here rent free – record word for word

Both Part rent and part mortgage (shared ownership)

Don't know

Refused

Refused – go to **DISPLAY 7** then **TERMINATE INTERVIEW**

IF REFUSED: DISPLAY 7

I am afraid that because we need to ensure that we survey the views of a cross-section of people, I am unable to continue with the interview without knowing your housing tenure.

INTERVIEWER: If the respondent changes their mind at this point MOVE BACK to TENURE question to enter details.

Thank you for your time and sorry to have disturbed you.

S7

Gender

INTERVIEWER: Do not ask question aloud

Male

Female

SECTION A – CURRENT HOUSING ARRANGEMENTS

I'd like to start by asking some general questions about the property in which you live...

A1 (ASK ALL)

Is your current home...?

Interviewer: Read out options

A whole house (with two or more floors) *Please go to question A2*

A flat or apartment in part of a converted house or bungalow *Please go to question A3a*

A flat or apartment in part of another building (e.g. above a shop) *Please go to question A3a*

A flat, apartment or maisonette in a purpose-built block *Please go to question A3a*

Other (please specify) *Please go to question A3a*

Don't know *Please go to question A3a*

Refused *Please go to question A3a*

A2 (ASK IF A1 = 1)**Is the property...?*****Interviewer: Read out options***

Detached

Terraced

Semi-detached

Other (please specify)

Refused

A3a (ASK ALL)**Is the property part of a purpose built scheme or other housing for older people?**Yes *Please go to question A3b*No *Please go to question A4*Don't know *Please go to question A4***A3b (ASK IF A3a = 1)****Which of the following best describes the type of housing scheme/older person housing you live in?*****Interviewer: Read out options******Extra care/housing with care - Sometimes known as assisted living; this is housing, normally small apartments, where care is provided on site as part of the normal living arrangement.******Sheltered housing - Provides self-contained properties to enable independent living, but with a dedicated warden who is contactable via an intercom system without leaving the property.***

Extra care/housing with care

Sheltered housing

Private retirement home

Other (please specify)

Don't know

A4 (ASK ALL)

Was your property newly built in the last five years?

Yes

No

Don't know

A5 (ASK ALL)**Are any of the bathroom or kitchen facilities you use shared with any other household(s)?*****Interviewer: For the purpose of this survey a household is:***

- *one person living alone; or*
- *a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.*

An example where this might occur is where you have a block of bedsits or flats, each with their own washing facilities but share a small common kitchen.

Yes

No

Don't know

Refused

A6a (ASK ALL)**How many rooms are available for use only by your household?**

Do NOT count: bathrooms, toilets, halls or landings and rooms that can only be used for storage such as cupboards.

COUNT all other rooms, such as: bedrooms, kitchens, living rooms, utility rooms, studies and conservatories.

Interviewer: If two rooms have been converted into one, count them as one room.

None Six

One Seven

Two Eight or more

Three Don't know

Four Refused

Five

A6b (ASK ALL)

How many rooms does your household currently use as bedrooms?

Interviewer: This is used to determine how many rooms in the property are used as bedrooms.

- None Six
- One Seven
- Two Eight or more
- Three **Don't know**
- Four **Refused**
- Five

A6c (ASK ALL)

And how many bedrooms would an estate agent say you have in your home?

Interviewer: This is used to determine how many rooms in the property can be used as bedrooms.

- None Six
- One Seven
- Two Eight or more
- Three **Don't know**
- Four **Refused**
- Five

A7 (ASK ALL)

In your current circumstances, does your current home have too many rooms, too few or about the right number of rooms?

Interviewer: Read out options. Clarify number. Please note this is the number of rooms in the property, **NOT bedrooms.**

- About the right number
- One too *few* rooms
- Two too *few* rooms
- Three or more too *few* rooms
- One too *many* rooms
- Two too *many* rooms

Three or more too *many* rooms

Don't know

Refused

SECTION B – HOUSING HISTORY

B1a (ASK ALL)

How long have you lived in the London Borough of [Camden/Islington]?

Interviewer: Probe as necessary

Less than a year

1 year but less than 2 years

2 years but less than 3 years

3 years but less than 5 years

5 years but less than 10 years

10 years but less than 20 years

20 years or more

Don't know

Refused

B1b (ASK ALL)

And how long have you lived in your current home?

Interviewer: Probe as necessary

Less than a year *Please go to question B2a*

1 year but less than 2 years *Please go to question B2a*

2 years but less than 3 years *Please go to question B2a*

3 years but less than 5 years *Please go to question C1a*

5 years but less than 10 years *Please go to question C1a*

10 years but less than 20 years *Please go to question C1a*

20 years or more *Please go to question C1a*

Don't know *Please go to question C1a*

Refused

I am now going to ask you about where you lived just before you moved to your current home...

B2a (ASK IF B1b = 1, 2 OR 3)

Can you tell me the postcode of your previous address?

Freetext – Full postcode *Please go to question B3*

Freetext – Partial postcode *Go to question B2b*

No, don't know it *Go to question B2b*

Refused *Go to question B2b*

B2b (ASK IF B2a = 91, 2 OR 98)

Was your previous address...?

Interviewer: Read out options.

In this local area

Elsewhere in [Camden/Islington]

Elsewhere in London (please specify)

Another town, village or city in the UK (please specify)

Abroad

Don't know

Refused

B3 (ASK IF B1b = 1, 2 OR 3)

Which of the following best describes your circumstances at your previous address?

Interviewer: Read out options.

Owned outright

Owned with a mortgage or loan

Part rent and part mortgage (shared ownership)

Rented from a private landlord

Rented from a letting/managing agent

Rented from the Council

Rented from Housing Association or another Registered Social Landlord

Living rent free

Don't know

Refused

B4a (ASK IF B1b = 1, 2 OR 3)

Did you want to move from your last home or did you have to move?

Interviewer: If respondent says both, then ask them to decide the more important factor in deciding to move.

Wanted to move *Please go to B4b*

Had to move *Please go to B4b*

Don't know *Please go to C1a*

Refused *Please go to C1a*

B4b (ASK IF B4a = 1 OR 2)

Interviewer: Probe once

What were the main reasons for you wanting or having to move from your last home?

Freetext – record word for word

Refused

SECTION C — FUTURE HOUSING ASPIRATIONS

C1a (ASK ALL)

Do you and the whole or majority of your household want or need to move in the next two years?

Interviewer: If respondent says both, then ask them to decide the more important factor in deciding to move.

Want to move *Please go to question C1b*

Need to move *Please go to question C1b*

Don't want or need to move *Please go to question D1*

Don't know *Please go to question D1*

Refused *Please go to question D1*

C1b (ASK IF C1a = 1 OR 2)

Do you expect to move in the next two years?

Yes

No

Don't know

Refused

C2 (ASK IF C1a = 1 OR 2)

What are your main reasons for wanting or needing to move?

Freetext – record word for word

Refused

C3a (ASK IF C1a = 1 OR 2)

Where do you expect to move to?

Interviewer: Read out options.

In this local area *Please go to question C4a*

Elsewhere in [Camden/Islington] *Please go to question C4a*

Elsewhere in London (please specify) *Please write in and then go to question C3b*

Another town, village or city in the UK (please specify) *Please write in and then go to question C3b*

Abroad *Go to question C3b*

Don't know *Go to question C4*

C3b (ASK IF C3a=3, 4 OR 5)

What would be your main reasons for moving away from [Camden/Islington]/?

Interviewer: Probe fully but do not prompt.

Lack of suitable housing

School catchment area

Can't afford suitable housing
Take up alternative employment
Dislike the area
Too much anti-social behaviour in the area
Move closer to current employment
Move nearer family/support network
Other (please specify)

Don't Know

Refused

C4a (ASK IF C1a = 1 OR 2)

Thinking about your next home, would you prefer to buy or rent a property?

Interviewer: If respondent says they would like to part buy, part rent (shared ownership), then please code 'buy'.

Buy *Go to question C4b and then C5*

Rent *Go to question C4c*

Neither *Go to question C5*

Don't know *Go to question C5*

Refused *Go to question C5*

C4b (ASK IF C4a = 1)

And is that...?

Owned outright
Owned with a mortgage or loan
Part owned and part rented (shared ownership)

Don't know

Refused

C4c (ASK IF C4a = 2)

And is that...?

Rented from a private landlord or letting agent
Rented from a council

Rented from a housing association or another Registered Social Landlord (RSL)

Don't know

Refused

C5 (ASK IF C1a = 1 OR 2)

Being realistic would you expect your next home to be...?

Interviewer: Read out options.

Owned outright

Owned with a mortgage or loan

Part owned and part rented (shared ownership)

Rented from a private landlord or letting agent

Rented from a council

Rented from a housing association or another Registered Social Landlord (RSL)

Other (please specify)

Don't know

Refused

C6 (ASK IF C1a = 1 OR 2)

What is the minimum amount of bedrooms you would need in your new home?

None

One

Two

Three

Four or more

Don't know

Refused

SECTION D – ECONOMIC AND FINANCIAL STATUS

I would now like to ask you some questions about yourself. All of the information that you provide is confidential and will not be disclosed to anyone. We are asking these questions for analysis purposes only. Your individual details will not be passed on to the London Borough of [Camden/Islington] or any other organisation.

D1 (ASK ALL)

What is the current working status of the Chief Income Earner in the household?

Interviewer: Prompt fully.

IF NECESSARY: *The Chief Income Earner is the person with the largest income; whether from employment, pensions, state benefits, investments or any other source. If two or more related people have equal income, the Chief Income Earner is the oldest person. Couples living together are treated as being related. Where the respondent is unrelated to other people in the household, they should give details of their own working status (even if other household members have a larger income).*

Employee in full time work (31 or more hours a week)

Employee in part time work (15 to 30 hours per week)

Employee in part time work (less than 15 hours per week)

Self-employed full –time (31 or more hours a week)

Self-employed part time (15 to 30 hours per week)

Self-employed part-time (less than 15 hours per week)

Employee in work with no fixed hours

Retired from paid work

Looking after the family/home

In an apprenticeship or training

Unemployed or currently looking for work

Long-term sick or disabled

Student in full-time education

Undertaking voluntary work

Other

Refused

The cost of housing in [Camden/Islington] has continued to rise and is a major concern for many people. To help understand housing affordability, I would now like to ask you some questions about your income and your housing finances. All the information you provide will be treated in strict confidence and you will not be identified at all.

D2 (ASK ALL)

I am now going to read out a list of possible sources of income. Please can you tell me if you (and your partner) receive any of these?

Interviewer: Read out options. Code all that apply.

Earnings from employment or self-employment

Private pension or pension from former employer

State pension

Pension credit

Child Benefit

Housing Benefit (LHA)

Income Support

Job Seekers Allowance (JSA)

Council Tax Benefit

Disability Living Allowance (DLA)

Employment and Support Allowance (ESA)

Working Tax credit

Child Tax Credit

Other *(please specify)*

Interest from savings or investments

Income from other regular payments from outside of the household (e.g. child maintenance, rent, etc.)

Don't know

Refused

D3a (ASK ALL)

Considering the income received from all of these different income sources together (outlined in the previous question), would you be able to tell me whether the income you (and your partner together) receive is above or below £25,000? (Please answer based on your gross income i.e. your total income from all sources, before tax)

Less than £25,000 *Please go to question D3b and then D4*

£25,000 or more *Please go to question D3c*

Don't know *Please go to D5*

Refused *Please go to D5*

D3b (ASK IF D3a=1)**And is that?**

Less than £5,000 a year

£5,000 but less than £10,000 per year

£10,000 but less than £15,000 per year

£15,000 but less than £20,000 per year

£20,000 but less than £25,000 per year

Don't know

Refused

D3c (ASK IF D3a=2)**And is that?**

£25,000 but less than £35,000 per year

£35,000 but less than £50,000 per year

£50,000 but less than £65,000 per year

£65,000 but less than £80,000 per year

£80,000 but less than £100,000 per year

£100,000 or more per year

Don't know

Refused

D4a (ASK IF D2 =6)**How much housing benefit do you receive to pay towards your rent?**

INTERVIEWER: Record total amount in pounds below.

Freetext – record word for word *Go to D4b*

Don't Know *Continue on to D4c*

Refused *Continue on to D4c*

D4b (ASK IF D4a = 1)

And is that weekly, fortnightly or monthly?

Weekly

Fortnightly

Monthly

Don't Know

Refused

D4c (ASK IF D4a =97, 98)**What proportion of your rent is paid by Housing Benefit?**

A quarter or less

Between a quarter and a half

Around half

Between half and three quarters

Three-quarters or more

All of it

Don't know

Refused

D5 (ASK ALL)

What proportion of your income, if any, is made up of state benefits including state pension, and tax credits? Other state benefits include Child Benefit, Housing Benefit, Job Seekers Allowance, Disability Living allowance, Income Support and Employment and Support Allowance.

Interviewer: Please read out options and clarify

A quarter or less

Between a quarter and a half

Around half

Between half and three quarters

Three-quarters or more

All of it

Don't know

Refused

D6a (ASK ALL)

Have you been affected by the government's recent welfare reforms/changes to state benefits?

Yes *Please go to question D6b*

No *Please go to question D7 (if want to buy next home and doesn't already own, if not asked C4 then doesn't own their property)*

Don't Know

D6b (ASK IF D6a = 1)

Which welfare or benefit changes have affected you?

Interviewer: Prompt fully. Code all that apply.

Working Tax Credit

Child Tax Credit

Child Benefit

Housing Benefit (LHA)

Job Seekers Allowance (JSA)

Income Support (IS)

Employment and Support Allowance (ESA)

Disability Living Allowance (DLA)

Any other state benefit (specify)

Don't know

Refused

D6c (ASK IF D6a = 1)

How have the changes affected you?

Interviewer: Probe fully. Please determine as much clarity as possible around which benefit changes have impacted the respondent, particularly the overall benefit cap.

Freetext

Don't know

Refused

D7a (ASK IF S6 = 4,5,6,7 OR 8)

Do you have any savings or any other financial means in order to fund a deposit for a mortgage on a property?

Yes *Please go to question D7b*

No *Please go to D8*

Don't know

Refused

D7b (ASK IF D7a = 1)

How much would you be able to put towards a deposit for a mortgage?

Less than £10,000

£10,000 but less than £20,000

£20,000 but less than £30,000

£30,000 but less than £40,000

£34,000 but less than £50,000

£50,000 or more

Don't know

Refused

D8 (ASK ALL)

Are there any other income earners within your household, not including yourself or your partner?

Yes

No

Don't Know

D9 (ASK IF S6, =1, 3, 4, 5, 6, 7 or 8)

Thinking about your regular payments towards your mortgage or rent, do you consider that these payments are...?

Interviewer: Please read out options

Well within your current budget

About the right amount in your circumstances

Just manageable

Putting a strain on your current budget

Extremely difficult to manage

Do not make regular payments towards housing costs

Don't know

Refused

D10a (ASK IF S6, =1, 3, 4, 5, 6, 7 or 8)

At the moment many households may find it difficult to keep up with their mortgage or rent and fall into arrears. Have you or do you anticipate any such difficulties?

Yes *Please go to question D10b*

No *Please go to Section E/F*

Don't Know

Refused

D10b (ASK IF D10a = 1)

What would you say is the main reason for falling into arrears?

Interviewer: Probe fully but do not prompt.

Welfare reforms

Unstable employment

Interest rate rises

Increases in rent/mortgage payments

Ill health

Change in family circumstances

Other *(please specify)*

Don't Know

Refused

SECTION E — OWNER OCCUPIERS

SECTION E IS ASKED OF OWNER OCCUPIERS AND THOSE IN SHARED OWNERSHIP ONLY

E1 (ASK IF S6 = 1, 2, 3 or 8)

Which of the following methods did you use to originally fund the purchase of this property, even if these have been re-paid in full now?

Interviewer: Please read out options and code all that apply

Equity from the sale of a previous home

Personal savings

Mortgage or loan from a financial institution

Financial help from parents, relatives or friends

Inheritance or bequest

Loan or relocation allowance from employer

Other (please specify)

Don't know

Refused

E2a (ASK IF S6 = 1, 3 or 8)

How much are your regular monthly repayments for all mortgages or loans currently secured on this property? INTERVIEWER: Record total amount in pounds below.

Freetext – record word for word *Go to E3*

Don't Know *Continue on to E2b*

Refused *Continue on to E2b*

E2b (ASK IF E2a = 97 OR 98)

Would you say your monthly mortgage payments are...?

Less than £500 *Continue on to E2c and then E3*

£500 or more *Please go to question E2d*

Don't know *Please go to question E3*

Refused *Please go to question E3*

E2c (ASK IF E2b =1)

And is that...?

Less than £100

£100 but less than £200

£200 but less than £300

£300 but less than £400

£400 but less than £500

Don't know *Please go to question E3*

Refused *Please go to question E3*

E2d (ASK IF E2b =2)

And is that...?

£500 but less than £750

£750 but less than £1,000

£1,000 but less than £1,500

£1,500 but less than £2,500

£2,500 but less than £5,000

£5,000 or more

Don't know

Refused

E3a (ASK IF S6 = 1, 2, 3 or 8)

Is your property currently leased from a freeholder (such as the council)?

Interviewer clarification: You only own a leasehold property for a fixed period of time. You'll have a legal agreement with the landlord (sometimes known as the 'freeholder') called a 'lease'. This tells you how many years you'll own the property. Ownership of the property returns to the landlord (freeholder) when the lease comes to an end. Most flats are leasehold; houses can be leasehold too and usually are if they're bought through a shared ownership scheme.

Yes

No

Don't know

Refused

E3b (ASK IF E3a = 1)

Is the property leased from the Council?

Yes

No

Don't know

Refused

E4a (ASK IF E3a = 1)

Do you pay a service charge to a freeholder or management company?

CLARIFICATION: Leaseholders can pay a service charge direct to a freeholder or through a management company. Some freehold owners of houses also pay a service charge for upkeep of common areas.

Yes *Please go to question E4b*

No *Please ask question F1 then G1a if respondent living in shared ownership or G1a if not*

Don't know *Please ask question F1 then G1a if respondent living in shared ownership or G1a if not*

Refused *Please ask question F1 then G1a if respondent living in shared ownership or G1a if not*

E4b (ASK IF E4a = 1)

How much is the service charge that you pay?

Freetext – record word for word

Don't know

E4c (ASK IF E4b = 1)

And is that weekly, monthly or annually?

Weekly

Monthly

Annually

Don't know

Refused

GO TO G1A UNLESS RESPONDENT IS LIVING IN A SHARED OWNERSHIP PROPERTY, IN WHICH CASE ASK QUESTION F1 AND THEN GO TO G1A.

SECTION F – RENTERS

F1a (ASK IF S6 = 4, 5, 6, 7 OR 8)**Do you pay your rent weekly or monthly?**Weekly *Go to F1b*Monthly *Go to F1f*Don't Know *Go to F2*Refused *Go to F2***F1b (ASK IF F1a = 1)**

Would you be able to tell me how much your gross weekly rent payment is? Gross rent is the total weekly rent your landlord charges and includes any housing benefit you receive.

Interviewer: If respondent is in shared ownership then please clarify that this excludes mortgage repayments and service charges.

Free Text

Don't Know *Go to F1c*Refused *Go to F1c***F1c (ASK IF F1b = 97,98)****Would you say your weekly rent payments are...?**Less than £400 *Go to F1d*More than £400 *Go to F1e***F1d (ASK IF F1c = 1)****And is that...?**

Less than £100

£100 but less than £150

£150 but less than £200

£200 but less than £250

£250 but less than £300

£300 but less than £400

Don't know

Refused

F1e (ASK IF F1c = 2)**And is that...?**

£400 but less than £500

£500 but less than £600

£600 but less than £800

£800 but less than £1,000

£1,000 or more

Don't know

Refused

F1f (ASK IF F1a = 2)

Would you be able to tell me how much your gross monthly rent payments is? Gross rent is the total monthly rent your landlord charges and includes any housing benefit you receive.

Interviewer: If respondent is in shared ownership then please clarify that this excludes mortgage repayments and service charges.

Free Text

Don't Know *Go to F1g*

Refused *Go to F1g*

F1g (ASK IF F1f = 97,98)

Would you say your monthly rent payments are...?

Less than £1,600 *Go to F1h*

More than £1,600 *Go to F1i*

F1h (ASK IF F1g = 1)**And is that...?**

Less than £400

£400 but less than £600

£600 but less than £800

£800 but less than £1,000

£1,000 but less than £1,200

£1,200 but less than £1,600

Don't know

Refused

F1i (ASK IF F1g = 2)

And is that...?

£1,600 but less than £2,000

£2,000 but less than £2,400

£2,400 but less than £3,200

£3,200 but less than £4,000

£4,000 or more

Don't know

Refused

F2 (ASK IF S6 = 4, 5, 6, 7)

Is this rent for a room only in a shared house or flat?

Yes

No

Don't know

Refused

F3a (ASK IF S6 = 4, 5, 6, 7)

Are you experiencing any significant problems with the condition or repair of your current property (e.g. damp or mould, lack of hot water or heating, broken appliances or pest infestations)?

Yes *Go to F3b*

No *Go to F4a*

Don't know

Refused

F3b (ASK IF F3a = 1)**What problems are you experiencing?*****Interviewer: Probe fully***

Damp or mould

Lack of heating or hot water

Electrical appliances (including kitchen appliances) supplied by your landlord that do not work

Dangerous electrical wiring

Smoke alarms that don't work

Toilets, showers, bath or wash hand basins that don't work

Pest infections, including rats, mice, cockroaches or bed bugs

Other (please specify)

Don't know

Refused

F4 (ASK IF S6 = 4, 5, 6, 7)**How satisfied or dissatisfied are you with the repair and condition of the property?**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

Refused

The following questions relate to your landlord...**F5a (ASK IF S6 = 4, 5, 6, 7)****Did your landlord or letting agent provide you with a written tenancy agreement?**

Interviewer if necessary: A written tenancy agreement is a written contract between you and your landlord or letting agent. The written tenancy agreement gives certain rights to both you and your landlord or letting agent, for example, your right to occupy the accommodation and your landlord or letting agent's right to receive rent for letting the accommodation.

Yes

No

Don't know

Refused

F5b (ASK IF F5a = 1)

What is the length of your current tenancy (from when you moved in or last renewed it)?

Less than 6 months

6 months but less than 12 months

12 months

More than 12 months

Don't know

Refused

F6 (ASK IF S6 = 4, 5, 6, 7)

Did your landlord or letting agent pay your deposit in to a tenancy deposit scheme?

Interviewer if necessary: when you pay a deposit, the landlord or letting agent must protect your deposit through a Government-backed tenancy deposit scheme. The three approved free schemes are:

- **Deposit Protection Service (DPS)**
- **MyDeposits**
- **Tenancy Deposit Scheme (TDS)**

Yes

No

Don't know

Refused

F7 (ASK IF S6 = 4, 5, 6, 7)

Does your landlord respond to any requests for repairs you have made?

Yes

No

Don't know

Refused

F8 (ASK IF S6 = 4, 5, 6, 7)

Has your landlord or letting agent ever refused to do work to meet special needs that you or anyone in your household may have (such as hand or grab rails, handles in the bath)?

Yes

No

Don't know

Refused

F9 (ASK IF S6 = 4, 5, 6, 7)

How satisfied or dissatisfied are you with the management of your tenancy by your landlord or letting agent?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

Refused

SECTION G - PROFILING INFORMATION

G1a (ASK ALL)

How many people normally live in your household, including you?

Interviewer: Record number of people living in household

For the purpose of this survey a household is:

• one person living alone; or

• a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.

1

2

3

4

5

6

7

8

Refused

G1b (ASK ALL)

How many individual or family groups normally live at this address, including yours? For example, a husband, wife and child would be one family group. Three unrelated tenants would be three individual groups. A couple living with a friend would be two individual groups.

Interviewer: Record number of family/individual groups living at the address

G1c (ASK IF G1a=2+)

How many couples who are married, in a civil partnership or cohabiting live in your household?

Freetext – Record number of couples living in household

G2 (ASK ALL)

What is your ethnic group? Are you Asian, Black, of a mixed background, White, or of another ethnic group?

And is that...?

White

English, Welsh, Scottish, Northern Irish, British

Irish

Gypsy or Irish Traveller

Any other White background (specify)

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background (specify)

Black or Black British

Caribbean

African

Any other Black/African/Caribbean background (specify)

Mixed/ multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other mixed/multiple ethnic background (specify)

Other ethnic group (specify)

Arab

Any other ethnic group

Don't know

Refused

G3a (ASK if G1b=2-8) 2 or more people in the household

Is the second person in your household...?

Male

Female

Refused

G3b (ASK if G1b=2-8) 2 or more people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G3c (ASK if G1b=2-8) 2 or more people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G4a (ASK if G1b=3-8) 3 or more people in the household

Is the third person in your household...?

Male

Female

Refused

G4b (ASK if G1b=3-8) 3 or more people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G4c (ASK if G1b=3-8) 3 or more people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G5a (ASK if G1b=4-8) 4 or more people in the household

Is the fourth person in your household...?

Male

Female

Refused

G5b (ASK if G1b=4-8) 4 or more people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G5c (ASK if G1b=4-8) 4 or more people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G6a (ASK if G1b=5-8) 5 or more people in the household

Is the fifth person in your household...?

Male

Female

Refused

G6b (ASK if G1b=5-8) 5 or more people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G6c (ASK if G1b=5-8) 5 or more people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G7a (ASK if G1b=6-8) 6 or more people in the household

Is the sixth person in your household...?

Male

Female

Refused

G7b (ASK if G1b=6-8) 6 or more people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G7c (ASK if G1b=6-8) 6 or more people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G8a (ASK if G1b=7-8) 7 or more people in the household

Is the seventh person in your household...?

Male

Female

Refused

G8b (ASK if G1b=7-8) 7 or more people in the household**What was their age on their last birthday?**

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G8c (ASK if G1b=7-8) 7 or more people in the household**What is their relationship to you?**

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

Unrelated

G9a (ASK if G1b=8) 8 people in the household**Is the eighth person in your household...?**

Male

Female

Refused

G9b (ASK if G1b=8) 8 people in the household

What was their age on their last birthday?

Free text – bands if refused

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85 +

G9c (ASK if G1b=8) 8 people in the household

What is their relationship to you?

YOU

Husband, wife or partner

Son or daughter (Inc. step-)

Brother or sister (Inc. step-)

Mother or father (Inc. step-)

Grandchild

Grandparent

Relation - other

G10a (ASK ALL)

Do you, or any members of the household have any longstanding illness, disability or infirmity?

Yes *Please go to question G10b*

No *END OF INTERVIEW*

Don't Know *END OF INTERVIEW*

G10b (ASK IF G10a = 1)

Which of the following long standing conditions are most relevant to you/them?

Interviewer: Please read out options and code all that apply

Deafness or severe hearing impairment

Blindness or severe visual impairment

A condition which substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying

Dementia

A learning difficulty

A mental health problem

A long-term illness

Other (please specify)

Don't know

Refused

G10c (ASK IF G10a = 1)

Which of the following best describes your/their personal care needs?

Interviewer: Please read out

Require permanent 24 hour care or support

Require regular care or support

Require regular overnight care or support

Require regular daily care or support

They are able to care for themselves

Don't know

Refused

G11a (ASK IF G10a = 1)

Does this illness or disability affect your households' housing requirements?

Yes *Please go to question G11b*

No *Please go to question G12*

Don't know *Please go to question G12*

Refused

G11b (ASK IF G11a = 1)

Is your current property suitable to meet the needs of the person/people with the long standing condition(s)?

Yes *Please go to question G12*

No *Please go to question G11c*

Don't know

Refused

G11c (ASK IF G11b = 2)

Could your current property be adapted to meet the needs of the person/people with the long standing condition(s)?

Yes current home could be adapted *Please go to question G11d*

No current home unsuitable for adaptation *Please go to question G12*

Physical adaptations would not resolve the needs *Please go to question G12*

Don't know

Refused

G11d (ASK IF G11c = 1)

What adaptations are needed in your current home?

Interviewer: Probe fully

Car parking near to the door of the home

Storage and charging for mobility scooter

Entry phone with video link

A ramp or lift to your home

More room to manoeuvre around kitchen, bathroom or other rooms

Wider doors

Lighter doors that push open more easily

More accessible door furniture, switches/sockets/utilities or window opening mechanisms

Room for a companion carer

More storage space for specific equipment

Grab rails in the bathroom or hoist from bed to bath

Level entry shower

Stair lift or through floor lift

Emergency alarm

Other (please specify)

Don't know

Refused

G12 (ASK IF G10a = 1)

Does anyone in your household act as an unpaid carer for the person/people with the longstanding conditions?

Interviewer: Care allowance does not count as being paid.

Yes - 1 to 19 hours of unpaid care per week

Yes – 20 to 49 hours of unpaid care per week

Yes – 50 or more hours of unpaid care per week

No

Don't know

Refused

Thank you very much for your help and time completing this interview.

To repeat: This survey has been conducted by Opinion Research Services. We are a member of the Market Research Society and are registered under the Data Protection Act. All survey results will be anonymous and your contact details will never be released to any other parties.

If you have any queries regarding the survey or our company, I can supply you with contact details.

INTERVIEWER: PROVIDE AS NECESSARY

ORS TEAM CONTACT DETAILS: *Telephone number and named email*

[Camden: *Contact name and telephone number* / Islington: *Contact name and telephone number*
MRS Freephone Number: *telephone number*
