



Tenant Profile Report 2014



Report by Scott Rumley & Adam Payne
scott.rumley@arp-research.co.uk
adam.payne@arp-research.co.uk

(t) 0844 272 6004
(w) www.arp-research.co.uk





1. Introduction

Background

In August 2013, Epping Forest District Council's Housing Information Team commenced a postal survey, or 'census', of all its council tenants. At the time there were approximately 6,400 properties within the Housing Revenue Account (the account where all income and expenditure for Council residential properties is held). There were two principal aims in conducting the Census.

- To check that the data held on Housing's systems was correct, and to update that information where necessary.
- To build a better profile of tenants and help the Council fulfil its commitment to continually improving the services it provides.

This is the second Tenant Census that the Council has carried out, the previous one being in 2006. New tenants signing up to a tenancy from January 2014 onwards are being asked to complete a similar form to the 2013 Census, so the Council can continue to build on the information it holds.

Methodology

A mailing in August 2013 included a covering letter, a questionnaire and a reply envelope. In October 2013, all tenants were sent a copy of 'Housing News', a regular newsletter to tenants from the Council. This included an item reminding tenants to respond, and those who had not already returned their forms were sent a second copy of the questionnaire and a reply envelope.

In total, 6,390 households received questionnaires, and 3,649 questionnaires were returned, giving details of 4,355 tenants and joint tenants (two tenants at some addresses). This represented a 57% response rate (error margin +/- 1.1). Tenants (including joint tenants at the address) were asked a number of profiling questions, and they were asked to give details of other people occupying the property.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where pertinent the profile of Council tenants is compared to the national resident census compiled in 2011.



2. Executive summary (tenant census)

1. The majority of tenants are female (60.3%)
2. Tenant census respondents are older than the wider Epping Forest District population with the median age of tenants being 63 compared to 48 for the overall population of Epping Forest District.
3. However, not every tenant took part in the survey and it is likely that older tenants were over represented. In the 2011 National Census 56% of Council tenants in Epping Forest were aged 50 or over, including 34% aged 65+.
4. The vast majority of tenants stating they have a faith or religion are Christian (60.5%) with the bulk of the remainder having no faith or religion (21.4%)
5. 94% of tenants who responded stated they were White British
6. A small proportion of tenants stated they were gay or bisexual (0.6%), with the vast majority identifying themselves as heterosexual (62.2%). A quarter did not state their sexuality (26%) and a further 10% did not specify.
7. Just under a third of tenants stated they had a disability (30.2%) which is higher than the overall population of Epping Forest District (15.7%)
8. A number of tenants have a problem with their sight including 240 who prefer information in large print

2. Executive summary (tenant census)

9. Of those tenants with hearing difficulties, **14** use British Sign Language with a further **45** lip reading
10. Almost every tenant uses English as their first language (**98%**), however **67** tenants said they do not speak English as their first language
11. Nearly one in ten tenants would like to send or receive communication via e-mail (**8%**), however the majority would prefer to use the post (**52%**)
12. The average length of tenancy is **12** years, with **28%** having been a tenant for 21 or more years.
13. The largest proportion of properties are single occupancy (**41%**), however **97** have six or more occupants
14. Around seven out of ten tenants claim housing benefit (**69%**)
15. Just under a tenth of tenants do not have access to a bank or building society account (**8.6%**)
16. A little over two fifths of tenants have access to the internet (**43%**)