

HOUSING STUDY QUESTIONNAIRE

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INTERVIEWER:

SECTION A:

TO BE FILLED IN AFTER INTERVIEW BY CONSULTANTS

1. Checked for qualitative data: _____ date: _____

2. Qualitative data extracted: _____ date: _____

3. Checked for coding: _____ date: _____

4. Questionnaire Number: _____

5. Unit or design code: _____

6. Basic direction unit facing:

- 1 north/south
- 2 east/west
- 3 no specific orientation/corner block, etc.

7. Distance from front door (by living room) to accessway or street: _____ metres.

- 1 less than 5m.
- 2 5 to less than, 1m.
- 3 10 to less than 15m.
- 4 15 to less than 20m.
- 5 more than 20m.

8. Distance from back door (via private yard and clothesline) to accessway or street: _____ metres.

- 1 less than 5m.
- 2 5 to less than 10m.
- 3 10 to less than 15m.
- 4 15 to less than 20m.

9. Distance from front door to unit's car parking space: _____ metres.

- 1 less than 5m.
- 2 5 to less than 10m.
- 3 10 to less than 15m.
- 4 15 to less than 20m.
- 5 more than 20m.

10. Distance from back door (via private yard) to unit's car parking space: _____ metres.

- 1 less than 5m.
- 2 5 to less than 10m.
- 3 10 to less than 15m.
- 4 15 to less than 20m.
- 5 more than 20m.

11. Does entry on street have access through laundry?

- 1 Yes
- 2 No

12. Current rent: \$ _____ per week

- 1 \$ 0 - 20
- 2 \$21 - 30
- 3 \$31 - 40
- 4 \$41 - 50
- 5 \$51 - 65
- 6 More than \$65
- 9 Not Available

13. Alterations or repairs history:

- 1 Nil
- 2 One
- 3 Two
- 4 Three
- 5 Four
- 6 Five to Nine
- 7 Ten to Fourteen

14. Vacancy/turnover history:

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six
- 7 Seven
- 8 Eight plus
- 9 Not Available

15. SAC allocation?

- 1 Yes
- 2 No

SECTION B: INTERVIEW

TO BE FILLED IN BY INTERVIEWER AFTER COMPLETING

Questionnaire number: _____ Interview Date: _____

16. Interviewer number: _____ Date of unit callbacks: _____

1. _____

2. _____

3. _____

4. _____

5. _____

17. Site:

- 1 Emancipst Way
- 2 Dunlop Way
- 3 The "Village"/Goodwin Crescent
- 4 Grant Way
- 5 Jury Way
- 6 Shears Way

18. Unit number: _____

19. Location of unit:

- 1 end unit near pathway
- 2 end unit not near pathway
- 3 centre unit
4. other

20. Did you have any initial difficulty finding the " front" doors of this group of units?

- 1 a lot
- 2 some
- 3 no difficulty

21. Is there a paved or completed front path to the front door?

- 1 yes
- 2 no

22. Is there a fence around the front yard (not just "wing" fence)?

- 1 substantial fence
- 2 symbolic fence only
- 3 less than neighbours

23. What is the extent of resident's personalisation. gardening or definition of "territory" around the entry (including fencing) compared with neighbouring units?

- 1 more than neighbours
- 2 about the same
- 3 less than neighbours

24. How does the general condition or state of external repair of the house and yard compare with its neighbours?

- 1 more than neighbours
- 2 about the same
- 3 less than neighbours

SECTION C: RESIDENT INTERVIEW

BEGIN INTERVIEW HERE

25. What time did interview begin? _____

Hello. I'm sorry to trouble you. My name is _____. I wonder if you could help me. I'm doing a survey for the Housing Commission to see what people think about their housing. I believe you've received a letter already'?

IF NO LETTER. PRODUCE LETTER FROM HOUSING COMMISSION. EXPLAIN PURPOSE OF SURVEY BRIEFLY: TO GET INFORMATION FROM TENANTS TO HELP MAKE THE DESIGN OF HOUSES BETTER FOR OTHER TENANTS. WE ARE NOT GOING TO USE THE INFORMATION AGAINST THEM BUT FOR THEM. YOU ARE NOT FROM THE MEDIA.

Here's my identification. SHOW IDENTIFICATION BADGE.

ASCERTAIN THAT THEY DO LIVE THERE AND ARE NOT JUST A VISITOR.

We're talking to all of the people in this part of Minto. Would you be kind enough to help? It will take about an hour or maybe more.

I don't need your name and everything you tell me will be kept strictly confidential. We're only interested in the overall picture. May I come inside and talk with you?

IF RESPONDENT IS RELUCTANT RE: CONFIDENTIALITY, EXPLAIN THAT ALL QUESTIONNAIRES WILL BE DESTROYED AND THAT WE'RE ONLY TRYING TO GET THE QUESTIONNAIRE RIGHT. YOU CAN SHOW THEM ON THE FORM THAT THERE IS NO PLACE FOR THEIR NAME.

EXPLAIN IN MORE DETAIL PURPOSES OF STUDY: TO HELP HOUSING COMMISSION DESIGN BETTER AND UNDERSTAND TENANTS' NEEDS MORE.

26. Sex of respondent:

- 1 Male
- 2 Female

BEGIN INTERVIEWING HERE.

Well, then, let's get going. I think that you will find this interesting.

27. How many levels is the unit?

- 1 1 level
- 2 2 levels
- 3 3 levels
- 4 4 levels

28. Were you the first tenants in this unit?

- 1 yes
- 2 no
- 8 don't know
- 9 no response

29. Could you tell me how many adults live permanently in this unit? (Head of household or over 19 years)

- 1 2 3 4 5 6 7 8 (don't know)
- 9 (no response)

30. And how many children 19 and under is that?

- 0 1 2 3 4 5 6 7 8 (don't know)
- 9 (no response)

31. What are their ages, please? (WRITE IN NUMBER OF CHILDREN IN EACH AGE GROUP.)

- _____ 0 to 4
- _____ 5 to 9
- _____ 10 to 14
- _____ 15 to 19
- _____ no children
- 8 don't know
- 9 no response

32. How long have you yourself lived here in this unit?

- 1 less than 1 month
- 2 1 to less than 3 months
- 3 to less than 6 months
- 4 6 to less than 12 months
- 5 12 to less than 18 months
- 6 18 months to less than 3 years 3 to 5 years
- 7 3 to 5 years
- 8 more than 5 years don't know
- 88 don't know
- 99 no response

33. And where did you live before you moved here? Campbelltown_____or_____.

1 Campbelltown: Minto _____

2 Campbelltown: other area (specify): _____

(Suburb)

3 Other Western Sydney (W. of Parramatta): _____

(Suburb)

4 Other Sydney: _____

(Suburb)

5 Other NSW: _____

6 Interstate (state, city): _____

7 Overseas (state, country): _____

8 Don't know: _____

9 No response: _____

34. And what sort of place was it?

Housing Commission Rental:

- 1 flat or unit
- 2 townhouse
- 3 house (cottage)

Private Rental:

- 4 flat or unit
- 5 house
- 6 townhouse/villa

Owned or buying:

- 7 flat or unit
- 8 house
- 9 stayed with relative or friends
- 22 caravan or mobile home
- 33 boarding house or hotel
- 44 public housing in other state or country
- 55 institutional /hospital
- 66 hostel/refuge
- 77 other (specific) _____
- 88 don't know
- 99 no response

35. Of all the houses you have ever lived in all your life, (including this one), which one did you like the best?

Was it:

- 1 this one
- 2 a house
- 3 a flat or unit in a block of units
- 4 a townhouse (like this)
- 5 other (specify) _____
- 8 don't know
- 9 no response

36. Why did you like it the best?

- 1 quiet/privacy
- 2 large yard
- 3 location features: transport, jobs
- 4 close to friends, relatives
- 5 social "tone" of area
- 6 larger unit
- 7 other (specify) _____
- 8 don't know

37. Where was your family living when you were born... in Australia or overseas?

AUSTRALIA

Sydney: Which suburb were you born in?

- 1 Campbelltown
- 2 Green Valley
- 3 Mt. Druitt
- 4 Other Sydney _____
(Suburb)
- 5 Other N.S.W
- 6 Other Australia

OVERSEAS: EUROPE

- 7 UK
- 8 Greece
- 9 Spain
- 10 Yugoslavia
- 11 Italy
- 12 Other Europe: _____
(Country)

37. (Cont'd)

OVERSEAS: MIDDLE EAST

- 13 Turkey
- 14 Lebanon
- 15 Other M-E: _____
(Country)

37. (Cont'd)

OVERSEAS: OTHER

- 16 SE Asia
- 17 Other Asia
- 18 Sth America
- 19 Other: _____
(Country)
- 88 Don't know
- 99 No response

38. Can you tell me.....is English your first language?

- 1 Yes
- 2 No: another language: _____
- 3 Bilingual (learned both languages simultaneously)
- 8 Don't know
- 9 No response

39. Can you tell me your marital status, please? Are you married or.....?

Are you

- 1 married /de facto factu
- 2 single
- 3 divorced/separated
- 4 widowed
- 8 don't know
- 9 no response

40. One the whole, how satisfied are you with your unit?

1 very satisfied

2 satisfied

3 unsatisfied

4 very unsatisfied

5 really hate it here

8 don't know

9 no response

41. And why is that?

Now I'd like to concentrate on the inside of your unit (not the yard) for a few questions, please.

42. What would you say are two the best things about your unit?

1st _____

Why is that?

43. 2nd _____

Why is that?

Nothing is "best": _____

Fill in Details

44. Which room do you yourself use the most? (TICK ONE)

- 1 living room
- 2 kitchen
- 3 largest bedroom
- 4 other bedroom
- 5 bathroom
- 6 laundry
- 8 don't know
- 9 no response

45. What room does your whole family use the most? (TICK ONE)

- 1 living room
- 2 kitchen
- 3 largest bedroom
- 4 other bedroom
- 5 bathroom
- 6 laundry
- 8 don't know
- 9 no response

46. Why is that?

47. Are any rooms in your unit too small? IF YES: (TICK ANY)

Which Rooms?

- 1 living room
- 2 kitchen
- 3 largest bedroom
- 4 next bedroom
- 5 bathroom
- 6 separate toilet
- 7 laundry
- 8 other: _____
- 9 all rooms adequate/none too small
- 88 don't know
- 99 no response

48. Have you had any problems moving furniture or equipment into your unit?

- 1 a lot of difficulty
- 2 some difficulty
- 3 no difficulty
- 8 don't know
- 9 no response

IF NO DIFFICULTY. GO TO Q.51 ON PAGE 13.

IF YES:

49. Can you please tell me details? PROBE FOR DESIGN PROBLEMS.

To the unit from outside:

50. To the room inside the unit.

51. Have you had any problems arranging furniture or equipment inside? Have you had

- 1 a lot of problems
- 2 a few problems
- 3 no problems
- 8 don't know
- 9 no response

IF NO, GO TO Q. 55. IF YES:

52. Which room is the greatest problem?

- 1 living room
- 2 kitchen
- 3 largest bedroom
- 4 other bedroom
- 5 bathroom
- 6 laundry
- 7 other: _____
- 8 don't know
- 9 no response

53. Why is that? (TICK ANY)

Name of Room: _____

- 1 the room is too small
- 2 the room is the wrong shape
- 3 there is a window in the wrong place
- 4 there is a door in the wrong place
- 5 there are too many doors
- 6 cupboards in the wrong place
- 7 lack of power points
- 8 water tank in kitchen takes space
- 9 Other (specify):

-
-
- 88 don't know
 - 99 no response

54. Do you have any other problems with the design of the kitchen? NOT ABOUT ARRANGING FURNITURE AND EQUIPMENT.

55. Do you have enough storage space inside the unit?

- 1 lots
- 2 just enough
- 3 not quite enough
- 4 very short of storage space
- 8 don't know
- 9 no response

IF YES, GO TO QUESTION 57.

IF NO, ASK:

56. What sorts of things don't you have enough room to store?

1. _____
2. _____
3. _____
4. _____

57. In general, would you prefer to have your family eat in the kitchen or in the living/dining area?

- 1 kitchen
- 2 living/dining area
- 3 either is fine; no preference

- 8 don't know
- 9 no response

IF KITCHEN or LIVING/DINING:

58. Why is that?

When you are indoors, are you often bothered by any of these things?

Are you not bothered, bothered a little or bothered very much by.....

WRITE NUMBER IN BOX		Not bothered	<u>Bothered</u> a little 2 3 4			don't know	no response
60.	children & teenagers outside - making noise	1	2	3	4	8	9
61.	- looking in	1	2	3	4	8	9
62.	other people outside - making noise	1	2	3	4	8	9
63.	- looking in (walking too close to unit)	1	2	3	4	8	9
64.	people in your own unit making noise	1	2	3	4	8	9
65.	people in other units - making noise	1	2	3	4	8	9
66.	- looking in from their unit	1	2	3	4	8	9
67.	motor traffic noise being heard by	1	2	3	4	8	9
68.	your neighbours	1	2	3	4	8	9
69.	just privacy	1	2	3	4	8	9
70.	general problems	1	2	3	4	8	9
	other (specify)	1	2	3	4	8	9

71. How do you heat your unit in winter?

- 1 kerosene heater
- 2 blower heater/fan type
- 3 bar space heater
- 4 reverse - cycle air conditioner
- 5 other (specify)
- 6 don't use heater
- 7 haven't been here long enough to tell don't know
- 8 don't know
- 9 no response

IF NO HEATING OR DON'T KNOW, GO TO Q.73

IF HEATING:

72. Do you find that your unit is easy to heat economically in winter?

- 1 easily heated
- 2 heated without too much trouble
- 3 some troubles
- 4 a real problem
- 5 don't try to heat unit/can't afford it, etc.
- 6 haven't been here through a winter
- 8 don't know
- 9 no response

73. Why is that?

74. And in summer, are you cool enough indoors?

- 1 always
- 2 often
- 3 seldom
- 4 never
- 5 haven't been here in summer
- 8 don't know
- 9 no response

75. If seldom or never why is that? (PROBE FOR VENTILATION AND INSULATION PROBLEMS.)

76. How satisfied would you say you are with the floor finishes or floor coverings in your unit?

- 1 very satisfied
- 2 satisfied
- 3 unsatisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

IF SATISFIED, GO TO Q.78.

IF UNSATISFIED:

77. Why is that? (MARK ANY)

1 hard to clean: _____

Name Room and Floor Covering

2 noisy: _____

Room and Floor Covering

3 colour: _____

Room

4 floors cold in winter: _____

Room

5 other (specify): _____

8 don't know:

9 no response

78. What improvements have you made to the inside of your unit in the way of.....? (TICK ANY)

- 1 installing carpet only
- 2 installing other floor coverings only
- 3 installing carpet and other floor coverings
- 4 blinds/curtains: _____

Which of these

- 5 wallpaper (DO NOT DWELL ON THIS)
- 6 painting walls/woodwork (DO NOT DWELL)
- 7 shelves (DO NOT DWELL)
- 8 other (specify)
- 88 don't know
- 99 no response

79. In which rooms did you make the most improvements? (TICK ANY)

- 1 living room
- 2 kitchen
- 3 largest bedroom
- 4 next bedroom
- 5 bathroom
- 6 toilet
- 8 laundry
- 9 other (specify): _____
- 88 don't know
- 99 no response

80. Do you feel that you fully understand Housing Commission maintenance policies, your rights and obligations. PROBE.

- 1 very well
- 2 adequately
- 3 only slightly
- 4 not very well
- 5 do not understand them at all
- 8 don't know
- 9 no response

81. How about the maintenance and repairs to the inside of your unit? How often have you had to call the Housing Commission in to help for that?

- 1 often
- 2 sometimes
- 3 seldom
- 4 never call them
- 5 haven't been here long enough to tell
- 8 don't know
- 9 no response

IF NO GO TO Q.86.

IF YES:

82. How often?

- 1 only once
- 2 2 to 3 times
- 3 4 or more times
- 8 don't know
- 9 no response

How satisfied you been with the Commission's response to maintenance requests?

83. Speed of response

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

Details:

84. Quality of work

- 1 Very satisfied
- 2 satisfied
- 3 not satisfied
- 4 Very unsatisfied
- 8 Don't know
- 9 no response

Details:

85. Courtesy of staff/advice (repair or maintenance staff and office staff)

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

Details:

86. Do you know the name of your Housing Officer at the moment?

- 1 Yes: _____
Name
- 2 No
- 9 No response

87. Do you think that you should be able to do your own maintenance and repairs (or organise someone to do them) and receive credit from the Housing Commission towards your rent?

- 1 strongly support idea
- 2 mildly in favour of idea
- 3 no opinion either way
- 4 mildly opposed
- 5 strongly opposed
- 8 don't know
- 9 no response

88. Do you have any problems with the number of levels in your unit?

- 1 a lot of problems
- 2 some problems
- 3 no problems
- 8 don't know

IF NO GO TO Q. 90. IF YES:

89. Could you explain why, please? PROBE FOR CHILD MINDING, DISABILITY. GENTLY ENQUIRE RE: MOBILITY IMPAIRMENTS OR ANY FAMILY MEMBERS.

90. THEN CODE FOR MOBILITY IMPAIRMENTS: (TICK ONE)

- 1 disabled adult
- 2 disabled child
- 3 2 or more disabled in family
- 4 no disabled
- 8 don't know

91.If a friend of yours with a couple of kids was going to move here, what are some of the good things (say, three things) about living in the units on this street, that you would tell them about? Could you list them in order with the best things first, please.(LIST BELOW.) NOTE: KEEP AWAY FROM GENERAL "MINTO" ISSUES. FOCUS ON STREET, GROUP OF UNITS.

1. _____
2. _____
3. _____

92. And what are the problems? What three things would you warn them about? (LIST IN ORDER WITH WORST FIRST).

1. _____
2. _____
3. _____

93. Would you like to comment on any other things about the inside of your unit?

NOTE: NOT PRIVACY, VANDALISM, BURGLARY.

94. Were comments:

- 1 positive
- 2 negative
- 3 a bit of both

Thanks for answering all those questions. Your answers will be very useful I'm sure.

Do you have any question you'd like to ask me at this point?

OFFER SHORT BREAK HERE IF APPROPRIATE, BUT NOTE STOPPING AND STARTING TIME.

time stopped: _____

time started: _____

STOPPING IS NOT RECOMMENDED UNLESS NECESSARY.

Now I'd like to ask you some questions about the outside of your unit. We still have quite a few questions to go, so I hope you don't mind if we continue.

Now, some questions about cars. (NOTE: TOUCHY SUBJECT! HANDLE GENTLY)

95. Does anyone who regularly lives here have a car, truck, van or motorbike?

1 Yes: _____

List vehicle(s)

2 No

8 don't know

9 no response

99. Could you please explain. GET DETAILS, THEN CODE.

- 1 other tenants park in visitors spots
- 2 visitors park in tenants spots
- 3 other tenants park in my spot other (specify)
- 4 other (specify): _____
- 8 don't know
- 9 no response

100. Do you feel that motor traffic in this group of units causes any problems?

- 1 always
- 2 sometimes
- 3 seldom
- 4 never
- 8 don't know
- 9 no response

IF ALWAYS OR SOMETIMES:

101. Could you explain why, please? GET DETAILS, THEN CODE.

- 1 child safety
- 2 noise
- 3 outsiders using site
- 4 speeding cars (not safety)
- 5 other (specify): _____
- 8 don't know
- 9 no response

Now I'd like to ask about entries to your unit.

102. Which door to the unit do you (and your family) use the most?

- 1 door leading to private yard (where clothesline is)
- 2 door leading to living room
- 3 laundry door (if different from 1) other (specify)
- 4 other (specify): _____
- 8 don't know
- 9 no response

103. Which door do you call the "front" door of your unit?

- 1 door leading to private yard (where clothesline is)
- 2 door leading to living room
- 3 laundry door (if different from 1)
- 4 other (specify)
- 8 don't know
- 9 no response

104. Do you and your family (not visitors) have any problems getting from your front door (that leads to the living room) to the accessway or nearest street? (PROBE FOR PLANNING AND DESIGN DETAILS)

- 1 always
- 2 sometimes
- 3 seldom
- 4 never
- 8 don't know
- 9 no response

ASK: Is "accessway" the right name? What do you call it?

IF CAR:

105. Or to your car? (PROBE FOR PLANNING & DESIGN DETAILS)

- 1 always
- 2 sometimes
- 3 seldom
- 4 never
- 5 no car
- 8 don't know
- 9 no response

IF NO PROBLEMS WITH 104 and 105, GO TO Q.107.

IF ACCESS PROBLEMS TO CARS OR STREET, ASK:

106. Could you tell me what the problems are, please? (TICK ANY)

- 1 too many stairs or steps
- 2 there are steep slopes to walk up or down
- 3 I have to go a long way round to reach my front door
- 4 there is no path
- 5 slippery generally
- 6 slippery when wet
- 7 other (specify)
- 8 don't know
- 9 no response

107. How satisfied would you say you were with the distance you have to walk to the bus.

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

108. And what about delivery people and other visitors? Do they have any problem finding your unit? (PROBE)

- 1 always
- 2 sometimes
- 3 seldom
- 4 never
- 5 no visitors
- 8 don't know
- 9 no response

109. Why is that? (TICK ANY)

- 1 unit numbering
- 2 signs
- 3 confusing road layout
- 4 other (specify): _____
- 8 don't know
- 9 no response

110. When you have visitors, how do you feel about the appearance of the approach to the front door of your unit?
PROBE AND RECORD COMMENTS.

- 1 proud of it
- 2 fairly happy WHICH DOOR: _____
- 3 neither happy or unhappy
- 4 slightly unhappy
- 5 ashamed of it
- 8 don't know
- 9 no response

IF UNHAPPY OR ASHAMED:

What could be done to improve it, in your opinion?

Now, I'd like to ask you about the yard in the front of the house (not the yard where the clothesline is).

111. In good weather, what do you use it for?

- 1 gardening
- 2 sitting out during the day
- 4 sitting out in the evening
- 5 laundry
- 6 children play
- 7 just chatting with others
- 8 other (specify)
- 9 don't use it
- 88 don't know
- 99 no response

Now, just remind me, please: does your front yard have a fence?

IF THERE IS A FENCE ENCLOSING YARD, GO TO Q.113.

IF NO FENCE:

112. Do you think you would be happier if it had a fence all the way around?

- 1 definitely
- 2 probably
- 3 probably not
- 4 definitely not

113. Now I'm going to show you some photographs of different types of fences. Could you tell me which one would be best for your front yard, please? SHOW PHOTO CARD. Just give me the number.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 none of them
- 88 don't know
- 99 no response

Can you tell me why, please? PROBE.

114. FENCE FEATURES LIKE IN PHOTO (TICK ANY):

- 1 privacy
- 2 keeping children in
- 3 keeping children and dogs out
- 4 fencing for pool
- 5 private but not too enclosed
- 6 other (specify)
- 7 none
- 8 don't know
- 9 no response

115. And how about your back yard (where the clothesline is)? What is it usually used for in good weather? (TICK ANY)

- 1 gardening
- 2 entertaining visitors
- 3 eating out
- 4 sitting out in daytime sitting out at night
- 5 sitting out at night
- 6 laundry
- 7 children's play: swimming pool
- 8 children's play: other
- 9 keeping pets
- 10 sunbathing
- 77 other (specify): _____
- 88 don't know
- 99 no response

116. Do you feel that your back yard (with the clothesline) gets enough sun?

- 1 too much sun
- 2 lots of sun but not too sunny
- 3 just adequate sun
- 4 not enough
- 5 hardly any sun at all
- 8 don't know
- 9 no response

117. What about the size of your backyard? Could it be:

- 1 a lot larger
- 2 a little larger
- 3 it's just right
- 4 could be a bit smaller
- 5 it's much too large
- 8 don't know
- 9 no response

118. What about the fencing of the back yard? How satisfied are you with it?

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

IF SATISFIED GO TO Q. 120.

IF NOT SATISFIED:

119. What would you suggest to improve it? (TICK ANY)

- 1 higher fence
- 2 lower fence
- 3 see-through more
- 4 change so cannot see through
- 5 different materials (specify): _____
- 6 location change other (specify): _____
- 7 other (specify): _____
- 8 don't know
- 9 no response

120. What would be the best type of fencing for a backyard if this area were being built today? Can you tell me from these pictures I showed you before, please? SHOW PHOTO CARD. Just the number, please.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 none of them
- 88 don't know
- 99 no response

121. Do you think you have enough privacy in your back yard? PROBE. ESP. FOR OVERLOOKING FROM OTHER UNITS.

- 1 lots of privacy
- 2 enough privacy
- 3 not enough privacy
- 4 serious lack of privacy
- 8 I don't know
- 9 no response

IF ENOUGH PRIVACY. GO TO Q.123.

IF NOT ENOUGH OR SERIOUS LACK OF PRIVACY. ASK:

122. What sort of problems do you have? ... just in your back yard, not your unit. (TICK ANY)

- 1 People passing by can look in
- 2 People in other units can see in
- 3 People can come too close to my unit
- 4 Children playing outside
- 5 Can be heard by neighbors
- 6 Can hear people outside (not kids)
- 7 Can hear people in other units
- 8 Other (Specify)
- 88 don't know
- 99 no response

123. Do you feel that you have adequate storage outside?

- 1 no difficulties
- 2 just enough storage space
- 3 storage is inadequate
- 4 storage is a real worry
- 8 don't know
- 9 no response

IF NO DIFFICULTIES OR JUST ENOUGH SPACE. GO TO Q.125.

124. What things do you have trouble storing? Please list them in order of concern:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

Now I'd like to ask some questions about the public spaces outside the unit that everyone can use.

125. Are you satisfied with the rubbish collection in these units?

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

Details:

127. How about the lighting on your street after dark? How satisfied are you with it? PROBE FOR LOCATION DETAILS.

- 1 very satisfied
- 2 satisfied
- 3 not very satisfied
- 4 very unsatisfied
- 5 never go out at night
- 8 don't know
- 9 no response

128. How about street names? What do you feel about the name of your street?

- 1 very satisfied
- 2 satisfied
- 3 not very satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

Why is that? _____

129. What about burglary? Has anyone ever broken into your unit? Would you say it was.....NOTE: THIS IS ABOUT BREAKING AND ENTERING, NOT VANDALISM.

- 1 never
- 2 once only
- 3 2 - 3 times
- 4 4 - 5 times
- 5 more than 5 times
- 8 don't know
- 9 no response

IF NEVER, GO TO Q. 132.

IF OFTEN OR SOMETIMES:

130. Could you tell me the details, please? PROBE FOR DESIGN, LIGHTING, LOCATION, HARDWARE, FIXTURES DETAILS.

131. Are these current problems still happening here?

- 1 yes
- 2 no
- 3 don't know
- 4 no response

132. Have you ever had problems with vandalism to your unit or carport? (not care)

- 1 never
- 2 once only
- 3 2 - 3 times
- 4 4 - 5 times
- 5 more than 5 times
- 8 don't know
- 9 no response

133. Please tell me the details of these problems? How has it affected you (if at all)? What could be done to overcome them? PROBE: ARE THEY CURRENT PROBLEMS?

134. Have you ever had any difficulties with the letterboxes/mail-boxes? PROBE FOR DETAILS.

- 1 never
- 2 once only
- 3 2 – 3 times
- 4 4 – 5 times
- 5 more than 5 times
- 8 don't know
- 9 no response

IF NEVER, GO TO Q.136.

IF OTHER RESPONSE, GO TO NEXT QUESTION.

135. What would you suggest to overcome those problems? (TICK ANY AND FILL IN DETAILS)

- 1 location: _____
- 2 locks or hardware: _____
- 3 size of mailbox: _____
- 4 height: _____
- 5 materials: _____
- 6 lighting: _____
- 7 other (specify): _____
- 8 don't know
- 9 no response

Now, I'd like to ask just a few questions about the public open space: that's all the space between the units and the street that everyone can use. I mean the walkways and the accessways and the public green spaces. But not your own private yards.

136. How satisfied are you with these spaces?

- 1 very satisfied
- 2 satisfied
- 3 unsatisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

Why is that?

137. And how about the larger green areas with grass and trees? Does your family use them much? EXPLAIN WHERE AREA IS, ESPECIALLY IN RIDGE SITES.

- 1 often
- 2 sometimes
- 3 rarely
- 4 never
- 8 don't know
- 9 no response

138. What activities is it used for?

139. What about children under 5 -- the preschoolers? How satisfied are you with it as a place for them to play?

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 5 no children under 5
- 8 don't know
- 9 no response

140. And what about the older children up to age 10 or so? How satisfied are you with the large green public space for them to play?

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 5 no children 5-10
- 8 don't know
- 9 no response

141. Are there any problems with outsiders using it and causing a nuisance? PROBE.

Other comments:

142. Is there anything you would like to do in the larger public green space but feel you can't? (Not your own private yard.)

- 1 _____
- 2 _____
- 3 _____
- 4 _____

IF FAMILY HAS PRESCHOOLER, GO TO Q.145.

143. Where do your young children (preschoolers) mostly play? (TICK ANY)

- 1 front yard (by living room)
- 2 back yard (with clotheslines)
- 3 parking area
- 4 roadway or accessway
- 5 public open space
- 6 other (specify): _____
- 8 don't know
- 9 no response

IF NO PRESCHOOLER, GO TO Q.145.

144. How satisfied are you with that?

- 1 very satisfied
- 2 satisfied
- 3 not satisfied
- 4 very unsatisfied
- 8 don't know
- 9 no response

145. What do you think needs to be provided for in the way of equipment and space for kids under 12 or so in the area?
LIST IN PRIORITY

- 1 _____
- 2 _____
- 3 _____

NOTE TO INTERVIEWER: A SEPARATE STUDY OF CHILDREN'S NEEDS WILL BE UNDERTAKEN LATER.

146. And what about the older kids - teenagers - do you have many problems with them here in these units?

- 1 lots of problems
- 2 some problems
- 3 No problems
- 8 don't know
- 9 no response

147. Could you explain, please? GET DETAILS RE: USE OF SITE. What might help sort out the problem?

148. How about the number of units you have here in this street? Do you feel that it is the right number of units?
Is it

- 1 far too many units
- 2 a few too many
- 3 just right
- 4 too few units
- 8 don't know
- 9 no response

149. And how about the number of children who live in this street?
Are there

- 1 far too many
- 2 a few too many
- 3 just right
- 4 too few
- 8 don't know
- 9 no response

And finally, just a few general questions.

150. Where do your closest relative live? (JUST ONE LOCATION)

- 1 Campbelltown : other estate
- 2 Campbelltown : Minto
- 3 Western Sydney: _____
- 4 Sydney other: _____
- 5 N.S.W other: _____
- 6 Other State: _____
- 7 Other: _____
- 8 Don't know
- 9 No response

151. And how about your closest friends?

- 1 Campbelltown : other estate
- 2 Campbelltown : Minto
- 3 Western Sydney: _____
- 4 Sydney other: _____
- 5 N.S.W other: _____
- 6 Other State: _____
- 7 Other: _____
- 8 Don't know
- 9 No response

152. Do you ever worry about going out walking alone at night around here?
PROBE FOR DETAILS AFTER DARK.

- 1 always
- 2 often
- 3 sometimes
- 4 seldom
- 5 never
- 6 never go out at night alone
- 8 don't know
- 9 no response

IF SELDOM OR NEVER, GO TO Q.154.

IF ALWAYS, OFTEN OR SOMETIMES:

153. Why is that? PROBE FOR SITE DETAILS, LIGHTING, AS WELL AS SOCIAL/CRIME FACTORS.

154. Can you tell me how you were first introduced to this unit? Did someone from the Housing Commission bring you to show you the unit?

- 1 Yes
- 2 No
- 8 don't know
- 9 no response

155. What information did they give you about the unit then?

156. And would you have liked more information at that time? Would you have liked

- 1 a lot more
- 2 a little more
- 3 happy as it was
- 8 don't know
- 9 no response

What other useful things do you think you should have been told or helped with at that time? (NOTE UP TO 3)

- 1 _____
- 2 _____
- 3 _____

157. CODE FROM ABOVE (TICK ANY):

- 1 map, estate layout
- 2 community services
- 3 schools
- 4 bus timetables
- 5 Housing Commission maintenance
- 6 Housing Commission rules
- 7 other (specify)
- 8 don't know
- 9 no response

158. Would a Manual (a handbook or something like that) telling you what you can do - and what the Housing Commission will do - be helpful to you? Say, a repairs or maintenance manual or something like that?

- 1 very helpful
- 2 helpful
- 3 not helpful
- 8 don't know
- 9 no response

IF NOT HELPFUL, GO TO Q. 160.

IF YES:

159. What do you think should be in a Manual like that. PROBE FOR SPECIFIC INFORMATION NEEDS.

- 1 _____
- 2 _____
- 3 _____

160. Do you feel you fully understand Housing Commission transfer policies? What your rights and obligations are if you want to move out to another unit?

- 1 very well
- 2 adequately
- 3 only slightly
- 4 not very well
- 5 do not understand them at all
- 8 don't know
- 9 no response

161. Can you tell me how you came to live here, please? GENTLY PROBE RE: DID YOU CHOOSE; HOW MANY CHOICES?

162. Do you have any definite plans to leave this unit at this time? PROBE FOR REASON. MUST BE A DEFINITE DECISION, WITH SOME ACTION ALREADY INITIATED.

- 1 Yes - to private housing
- 2 Yes - transfer (HC)
- 3 No
- 8 don't know
- 9 no response

163. Do you want to stay here in this 'unit'?

- 1 definitely
- 2 probably
- 3 probably not
- 4 definitely not
- 8 don't know
- 9 no response

164. Would you buy this unit if you were allowed to? PROBE.

- 1 definitely
- 2 probably
- 3 probably not
- 4 definitely not
- 5 would depend on cost
- 8 don't know
- 9 no response

IF WOULD NOT BUY THIS UNIT:

165. How about another unit in this street that might appeal to you? Would you consider purchasing another one?

- 1 definitely
- 2 probably
- 3 probably not
- 4 definitely not
- 8 don't know
- 9 no response

166. Now, I have a few questions what about your neighbors? What sort of people live around here on this street? GET VERBATIM QUOTE. BE SENSITIVE. ASSURE OF ABSOLUTE CONFIDENTIALITY.

Now, I'd like to ask you about your close neighbours - I mean the half-dozen families living nearest you.

167. Overall, how well would you say you knew those neighbours?

- 1 very well
- 2 quite well
- 3 not very well
- 4 hardly know them
- 5 don't know them at all
- 8 don't know
- 9 no response

168. How many of the adults in these families would you know by name if you met them in the street? (FIRST NAME)

- 1 all
- 2 nearly all
- 3 about half
- 4 just a few
- 5 none
- 8 don't know
- 9 no response

169. How often would you visit or be visited by any of the half-dozen families who live closest to you - just for a chat, a drink, a cup of tea or a social visit?

- 1 every day
- 2 2-3 times a week
- 3 once a week
- 4 once a fortnight
- 5 don't visit, just greet or chat if happen to meet
- 6 never have social contact
- 8 don't know
- 9 no response

170. Could you depend on them to watch your place to protect it for you when you're away?

- 1 yes
- 2 no
- 9 no response

171. Would you like to make more friends among your neighbours?

- 1 definitely
- 2 probably
- 3 probably not
- 4 definitely not
- 8 don't know
- 9 no response

172. What do you think would most help you to be able to meet them? PROBE, NOTE BELOW AND THEN CODE BELOW.

173. CODE FROM 172 (TICK ANY)

- 1 clubs or organisations
- 2 community workers
- 3 a car
- 4 public transport
- 5 meeting room
- 6 space outside to socialise
- 7 feel more sociable
- 8 other (specify): _____
- 88 don't know
- 99 no response

THE NEXT QUESTION IS ONLY FOR WOMEN WHO WORK LESS THAN 20 HOURS A WEEK (AWAY FROM HOME):

174. Apart from going out to do the shopping and to take the children to and from school. how often do you leave the house in daytime during the week?

- 1 every day
- 2 more than once a week
- 3 once a week
- 4 once a fortnight
- 5 less than once a fortnight
- 8 don't know
- 9 no response

ALL RESPONDENTS:

176. How many good friends would you have who live within 10 minutes walk of your home?

- 1 none
- 2 only one
- 3 two
- 4 three or four
- 5 five or more
- 8 don't know
- 9 no response

How many close family would you have who live within 10 minutes' walk of your home?

- 1 none
- 2 only one
- 3 two
- 4 three or four
- 5 five or more
- 8 don't know
- 7 no response

Do you think that your son or daughter would be able to find a suitable person to marry in this estate?

- 1 yes
- 2 no
- 3 no children
- 8 don't know
- 9 no response

Why is that? GET VERBATIM RESPONSE. THIS QUESTION IS VERY IMPORTANT.

178. Some people feel that the people who live in rental units in Housing commission estates are different from people who live elsewhere. Do you agree with that?

- 1 agree strongly
- 2 agree
- 3 disagree
- 4 disagree Strongly
- 8 don't know
- 9 no response

179. PLEASE RECORD VERBATIM DETAILS.

180. Do you think it's better if a district has similar kinds of people in it or better if it's more of a mixture?
DO NOT DWELL IF THEY DON'T UNDERSTAND. DON'T DEFINE.

- 1 better if similar
- 2 better if mixed
- 8 don't know
- 9 no response

181. Why is that, do you think? DON'T DWELL.

182. In general, do you think that when housing estates are being built any attempt should be made to mix together houses for Housing Commission tenants and private houses?

- 1 yes
- 2 no
- 8 don't know
- 9 no response

IF NO, GO TO Q. 184.

IF YES, GO TO Q. 183.

183. Do you think that they should be mixed closely so that they are next door to each other or should there be some degree of separation in the form of grouping?

- 1 closely
- 2 same separation
- 8 don't know
- 9 no response

ALL RESPONDENTS:

184. How many Housing Commission rental units do you think should be grouped together within a mixed estate?

- 1 two
- 2 three - four
- 3 five - six
- 4 seven - eight
- 5 nine to ten
- 6 10 - 15
- 7 16 - 19
- 8 20 - 29
- 9 30 - 40
- 66 more than 40
- 77 only one at a time
- 88 don't know
- 99 no response

185. And how about the numbers of Housing Commission units which should be put together. In general, should several be attached... or ...

- 1 two
- 2 three - four
- 3 five - six
- 4 seven - eight
- 5 nine to ten
- 6 10 - 15
- 7 16 - 19
- 8 20 - 29
- 9 30 - 40
- 66 more than 40
- 77 only one at a
time
- 88 don't know
- 99 no response

186. Would you say you ever feel lonely here? How often would you say?

- 1 often
- 2 sometimes
- 3 rarely
- 4 never
- 8 don't know
- 9 no response

IF NEVER, GO TO Q. 190.

IF OFTEN OR SOMETIMES:

187. Why do you think you feel lonely? HANDLE VERY GENTLY.

188. What would help to make you feel a little less lonely here? PROBE GENTLY FOR NEIGHBOURS, MEETING PLACES, A JOB, TRANSPORT, WELFARE WORKERS.

189. TO INTERVIEWER: HOW LONELY IS RESPONDENT IN YOUR OPINION?
DO NOT ASK RESPONDENT.

- 1 very
- 2 lonely
- 3 not
- 4 definitely not
- 8 don't know
- 9 no response

190. How happy would you say you are now, compared with earlier periods in your life?

- 1 this is happiest
- 2 all have been happy
- 3 some decrease in recent years
- 4 this is a bad time
- 5 hard to choose
- 8 don't know
- 9 no response

191. Could you tell me what your current occupation is, please?

IF UNEMPLOYED:

192. And what was your last job, please?

193. Can you tell me from the card what letter applies to your age, please? SHOW CARD.

- 1 A
- 2 B
- 3 C
- 4 D
- 5 E
- 6 F
- 7 G
- 8 H
- 55 I
- 66 J
- 77 K
- 88 don't know

194. And the ages of any other adult. Just give me the letter from the card, please. (TICK ANY)

- 1 A
- 2 B
- 3 C
- 4 D
- 5 E
- 6 F
- 7 G
- 8 H
- 55 I
- 66 J
- 77 K
- 88 don't know
- 99 no response

195. IF TWO OR MORE ADULTS, WRITE NUMBER CORRESPONDING TO LETTER IN BOX.

196. Some people feel that maybe there's something lacking here in this community (Minto and these Housing Commission units). Do you feel that way?

- 1 yes - a lot
- 2 yes - a little
- 3 no
- 8 don't know
- 9 no response

What do you think might help this community?

Finally, if you had to send a message to the person who designed this estate, what would it be? (RECORD VERBATIM IF POSSIBLE).

198. TO INTERVIEWER: WAS THEIR RESPONSE:

- 1 very positive
- 2 positive
- 3 negative
- 4 very negative
- 8 don't know/no strong opinion
- 9 no response

199. I have no more questions. Is there anything else that you would like to make comments on?

200. Now, do you have any questions about the survey which you would like to ask me? (LISTEN ATTENTIVELY).

Here's a letter of thanks for you from the Housing Commission. I'm really grateful for the time you spent talking to me.

NOTES TO INTERVIEWER:

1. REMEMBER TO GET AGE CARD AND PHOTO CARD BACK BEFORE LEAVING.
2. PLEASE LEAVE WITH FINAL THANKS TO RESPONDENT.
3. RECORD TIME INTERVIEW ENDED HERE: 3.
4. AND MARK ON PAGE
5. COMPLETE PAGES 2 AND 3 BEFORE MOVING ON TO NEXT INTERVIEW.
6. PLEASE MARK ANY ADDITIONAL COMMENTS TO CONSULTANTS IN RED INK.

COMMENTS: