



## The Householder

Reference no.: P17893

# Help shape the future of housing

Dear Sir or Madam,

You've been selected to take part in the English Housing Survey—we hope we can count on your help in this important survey.

Each year a number of people are chosen at random from across the country to be interviewed, so this is your unique chance to take part in this research.

The survey will help to shape the future of housing—improving the experiences of home owners, social and private renters, reducing our carbon emissions, and helping young people get a foot on the housing ladder.



## What's next?

One of our interviewers will call at your house in the next week or so. So you know who they are, they all carry a photo ID. The interviewer will tell you more about how you can take part.



## Any questions?

If you have any questions, please call us on freephone **0800 652 4572** or visit **[www.natcen.ac.uk/taking-part/ehs](http://www.natcen.ac.uk/taking-part/ehs)**



## Thanks for your help

Your help will really give us a better understanding of the housing situation in England today, so thanks again for playing such an important part. To say thank you for taking part, we have enclosed a **£5 post office voucher** for your household.

Yours sincerely,

**Chauncey Glass**

Head of English Housing Survey  
EHS@levellingup.gov.uk

# Frequently Asked Questions

## How did you choose my address?

We chose your address at random from the Postcode Address File. This file is held by the Post Office and is available to the public.

## What is the interview about?

The interview covers a range of topics including your housing circumstances, energy efficiency in your home and satisfaction with your accommodation and neighbourhood. The information you give helps to provide a clearer picture of homes and housing in England. This means the Government can make more informed decisions to shape the future of housing for everyone.

## Who is carrying out the study?

NatCen Social Research carries out the study which is funded by the Department for Levelling Up, Housing and Communities (DLUHC). NatCen is independent of all government departments and political parties. For more information about NatCen visit [www.natcen.ac.uk](http://www.natcen.ac.uk).

## What will happen to any information I give?

We will treat information you give in strictest confidence under the UK General Data Protection regulation. Your answers will be combined with those of others who take part and presented anonymously in research reports. For details of our purpose in collecting and processing the data of this survey, who is going to be able to access the data and all other privacy-related information, please visit <https://www.gov.uk/government/publications/english-housing-survey-privacy-notice-for-survey-participants>. We undertake to use and store the information you give us in accordance with the purposes and processes outlined in the privacy statement available on this website. You will not receive any junk mail or marketing as a result of doing the survey.

## What are my rights?

Participation in the research is voluntary. We hope that you will choose to take part as we rely on the voluntary cooperation of people invited to take part to get a clear picture of housing in England.

When we ask you for information, we will keep to the law, including the 2018 Data Protection Act and General Data Protection Regulation. You have the right to request that your data be amended if it is not accurate.

DLUHC is the data controller. You can contact the Data Protection Officer at [dataprotection@levellingup.gov.uk](mailto:dataprotection@levellingup.gov.uk). If you wish to lodge a complaint, you can contact NatCen at [info@natcen.ac.uk](mailto:info@natcen.ac.uk) or **0800 652 4572**, quoting your reference number printed on the other side of this letter. If we cannot resolve your complaint, you can contact the Information Commissioner's Office – [www.ico.org.uk](http://www.ico.org.uk) or phone **0303 123 1113**.

## Where can I find out more?

Visit [www.natcen.ac.uk/taking-part/ehs](http://www.natcen.ac.uk/taking-part/ehs) or phone us for free on **0800 652 4572**.