

Green Deal Customer Journey

Wave 1 Final Questionnaire

A Introduction and screener

We are conducting a survey of people who have had a Green Deal assessment on behalf of the Department of Energy and Climate Change (DECC). We understand that you recently had a Green Deal assessment carried out on your property by [INSERT NAME OF ASSESSOR] on [date] and we are interested in finding out more about your experiences of having that assessment.

Your views are important and will help the government design better policies that meet people's needs, so we very much hope you will take part. We really value your opinions.

We have tested the questionnaire and found that, on average, the survey should take up to 30 minutes to complete depending on your answers. As a thank you for taking part we will send you a **£10 gift voucher**.

Your responses will be treated in the strictest of confidence and in line with the Data Protection Act. Your responses will not be passed back to your assessor or installers, and you will not be contacted again as a result without permission.

IF COMPLETING WITH FACE-TO-FACE INTERVIEWER

A 1 Firstly, can we check that a Green Deal energy assessment was recently carried out at this property?

This means that a Green Deal Assessor came to the property, looked at the building and any energy saving measures you may already have in place and discussed your household's energy usage.

He/she may have recommended some energy saving improvements, and discussed how energy saving improvements could be paid for, including discounts, subsidies, grants and the Green Deal Finance package.

We understand that the assessment was done by <name of company> on <date>.



A 2 And are you the best person to speak with about the assessment that was carried out and the decisions you have made after the assessment?

IF NOT TRANSFER / ARRANGE APPOINTMENT
NOTE: THIS MAY BE MORE THAN ONE PERSON



B About you and your property (inc. segmentation questions)

ASK ALL IF TENURE IS BLANK IN THE SAMPLE

B 1 In which of these ways do you occupy your accommodation?

- Own it outright
- Buying it with the help of a mortgage or a loan
- Pay part rent and part mortgage (shared ownership)
- Rented from local authority/Council/New Town Development
- Rented from Housing Association/Co-operative/ Charitable Trust
- Rented from private landlord
- Tied to job
- Other [PLEASE TYPE IN]
- Don't know

ASK ALL
SEGMENTATION QUESTIONS

Please think about your situation just before you had your Green Deal energy assessment which was carried out by <name of company> on <date>.

B 2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

FLIP LIST AT ALTERNATE INTERVIEWS

- I/we managed very well
- I/we managed quite well
- I/we got by alright
- I/we had some difficulties
- I/we had severe difficulties
- Don't know
- Prefer not to say



B 3 To what extent do you agree or disagree with these things?

ROTATE STATEMENTS

- I'm the type of person who likes to have the newest gadgets in my home
- It's not worth me doing things to help the environment if others don't do the same
- I'm always looking out for new ideas to improve my home

FLIP LIST AT ALTERNATE INTERVIEWS

Agree strongly
Tend to agree
Neither agree nor disagree
Tend to disagree
Disagree strongly
Don't know

B 4 How often, if at all, did you personally do the following?

- When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

FLIP LIST AT ALTERNATE INTERVIEWS

Always
Very often
Quite often
Occasionally
Never
Not applicable
Don't know



B 5 Still thinking about your home before you had your Green Deal Assessment, which of these things applied?

CODE ALL THAT APPLY

Your home had a Smart Meter (**new meters that are able to communicate with energy suppliers by sending and receiving information about the amount of energy being used. Smart meters are installed by a professional engineer from your gas or electricity company, unlike an energy monitor which can be installed by householders themselves**)

Your household was using a In home energy display (**Is a portable device that displays current and past energy usage and how much it is costing or will cost. You may also know these as a Real Time Display or energy monitor. If you have a smart meter installed, it should have come with one of these displays**)

Neither of these
Don't know

B 6 Still thinking about just before you had your Green Deal Assessment, which of these reasons were important to you in making your home more energy efficient? Please choose up to three.

ROTATE

- To increase your home's value
- To make it easier to sell/rent
- To make your home warmer and more comfortable
- To help reduce the amount you spend on your energy bills
- To bring it up to modern standards
- To reduce amount of wasted energy
- To reduce carbon emissions/better for the environment
- Other [PLEASE WRITE IN]
- No reason – I didn't want to make my home more energy efficient



B 7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient? Please tick all that apply.

ROTATE

- Cost of improvements was too high
- No guarantee that it would save me money
- Didn't know what to do
- Didn't know where to get information
- Didn't trust installers/suppliers to give me unbiased information
- Confused/received conflicting information
- Hassle/disruption of making improvements
- May change character/appearance of my home
- May lose space (e.g. room space, storage space in loft)
- Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)
- No interest in energy efficiency/green issues
- Lack of time
- Other priorities (e.g. work, new baby)
- Already doing enough
- Landlord/freeholder wouldn't allow
- Wasn't planning to stay here long enough
- Other [PLEASE WRITE IN]
- None of these

B 8 And before you had your Green Deal Assessment did you have any of these problems with your home?

(AMENDED FROM POVERTY AND SOCIAL EXCLUSION SURVEY OF BRITAIN)

- Lack of adequate heating facilities/property difficult to heat
- Property expensive to heat
- Leaky roof
- Damp walls, floors, foundations etc
- Rot in windows frames or floors
- Mould/mildew
- Condensation/steamed up windows
- Other (SPECIFY)
- None of these problems with accommodation
- Don't know



C Finding out about the Assessment

The next few questions are about the Green Deal assessment that you had recently. <INSERT ASSESSOR NAME AND DATE>

C 1 How did you hear about Green Deal assessments?

PLEASE CHOOSE ALL THE WAYS IN WHICH YOU FOUND OUT
ROTATE

Cold call/door-to-door sales (they knocked on my door)*

Received a telephone call*

Approached by salesperson in the street/in-store*

Leaflet through my door

Letter in the post*

Advert in newspaper/magazine

Advert online

Other internet/online/Google search

TV advertising

Advert/stand in store/supermarket/shopping centre

Saw show home/stand elsewhere

News/media (e.g. saw something onTV/heard on radio/read in newspaper article)

Energy Saving Advice Service/Home Energy Scotland (NOTE: Just show Energy Saving Advice Service for England and Wales)

From an energy company

From a friend or relative/Word of Mouth

From my landlord/local authority/housing association

From a charity/community group/other advice service

From freeholder/property management company/committee

From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler

After an assessment was arranged by my landlord/local authority/housing association/other organisation [SINGLE CODE ONLY]

Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment

Other [PLEASE WRITE IN]

Don't know /can't remember

D The decision to have an assessment

ASK TENANTS ONLY

D 1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

- You or your partner decided to have the assessment
- Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place
- Your landlord/housing association said that the Assessment had to be done and you did not have a choice
- Don't know

IF HAD ANY SAY ON WHETHER OR NOT THE ASSESSMENT TOOK PLACE (OWNER OCCUPIER, OR TENANT WHO HAD SOME PART OF THE DECISION AT D 1)

D 2 What were the reasons for you <IF LANDLORD/HOUSING ASSOCIATION SUGGESTED agreeing to have> having a Green Deal assessment?

ROTATE BLOCKS AND WITHIN BLOCKS: SELECT ALL THAT APPLY

IF MORE THAN ONE MENTIONED

D 3 Which one of these would you say was the main reason for you <IF LANDLORD/HOUSING ASSOCIATION SUGGESTED agreeing to have> having a Green Deal assessment?

PLEASE SELECT ONE ONLY.

Reasons related to property

- To find out how to make property more energy efficient
- To save money on energy bills
- To reduce energy use for environmental reasons
- Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it
- Because I was told that we could have improvements made for free/at a greatly reduced price
- To make home warmer/more comfortable/home felt cold
- Concern about rising energy bills
- Doing other work to the property/having other building work done
- Change in household (e.g. new baby, someone ill in household)

Reasons related to finance

- The assessment was free
- Availability of cashback schemes/discounts to make improvements



To allow you to pay for improvements using the Green Deal
finance/cashback schemes (i.e. pay back through your energy bills)
To meet Renewable Heat Incentive/Renewable Heat Premium
Payment criteria

Recommendation/arranged by others

- Recommendation by friend/relative/word of mouth
- Recommendation by local authority/council
- Recommendation by landlord/housing association/other organisation
- Recommendation by Energy Saving Advice Service/Home Energy
Scotland (NOTE: Just show Energy Saving Advice Service in
England and Wales)
- Recommendation by energy company
- Saw demonstration somewhere (e.g. show home, public building etc)
- Saw advertising about the Green Deal

Other [PLEASE WRITE IN]
Don't know/can't remember

ASK ALL

D 4 Before the Green Deal Assessment was done, how much did you
know about each of these things?

ROTATE

- (IF THEY WERE APPROACHED TO HAVE THE ASSESSMENT
MARKED WITH * AT C 1) Why you were asked if you wanted to
have an Assessment (*could follow up with what reasons they were
given*)
- What would happen during the Assessment
- What the Green Deal is and how it might apply to your home
- What improvements could be made

Knew a lot
Knew a little
Didn't know anything at all
Don't know



D 5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Yes

No

IF YES, CHOOSE ALL THAT APPLY

ASKED FOR INFORMATION FROM

- The company doing the Assessment
- Friend/relative
- Landlord/housing association
- Energy Saving Advice Service/Home Energy Scotland
- Energy company
- Charity/community group (e.g. Age Concern)
- Local builder/someone who works in the trade

READ OR LOOKED FOR INFORMATION ON

- The internet
- Newspaper/magazine
- Leaflet
- Somewhere else (specify)
- Don't know/can't remember

ASK ALL

D 6 Some companies who carry out Green Deal assessments charge a fee for doing so. Which of the following best describes how the assessment was paid for?

- Paid assessment fee in full myself
- Paid assessment fee in full, but the fee will be refunded if/ the improvements are made
- Paid assessment fee partially myself and partially paid for by landlord/ local authority/ other organisation
- Assessment fee paid in full by landlord/ local authority/other organisation
- Company who carried out the assessment did not charge a fee
- Other [PLEASE WRITE IN]
- Don't know



IF PAID FOR ASSESSMENT AT D 6

D 7 And how much did your household pay for the assessment?

IF THE ASSESSMENT WAS PARTIALLY PAID BY SOMEONE ELSE,
ENTER THE AMOUNT THAT YOUR HOUSEHOLD PAID

IF YOU DID NOT PAY ANYTHING FOR YOUR ASSESSMENT, THEN
PLEASE ENTER £0.

ENTER ACTUAL AMOUNT

E Booking the Assessment

E 1 Which of these best describes how the Green Deal Assessment was arranged?

If you have had more than one visit, please think about how the first visit was arranged <prompt with date and Assessor name>.
CODE ONE ONLY

- I/my partner found the Assessor ourselves
- Someone else passed on details of an Assessor and we arranged the Assessment visit
- The Assessor contacted us
- The Assessment visit was arranged for us but we booked the date and time
- We were told when the Assessment would take place and had no part in making arrangements*
- Other [PLEASE WRITE IN]
- Don't know

IF FOUND THE ASSESSOR THEMSELVES, OTHERS GO TO E 5

E 2 How did you go about finding an Assessor?

- Through energy company
- Local council/housing association/landlord
- Energy Saving Advice Service
- Green Deal/ORB/ DECC/Department of Energy and Climate Change (Gov.uk) website – Find an Assessor tool
- Other internet/online/Google search
- Yellow Pages/telephone book
- Asked friends/family for recommendation
- Saw poster/advertisement for Assessor
- Other (specify)
- Didn't have to find an Assessor, they came to me
- Don't know/can't remember

E 3 Which of these things were important to you in deciding which Assessor to use?

- How much the Assessment cost
- How quickly they could do the Assessment
- Availability of convenient appointment times
- How friendly/professional the Assessor was when you made an enquiry
- Recommendation by friend/family
- Recommendation by local council/housing association/landlord
- Someone I had used before
- Green Deal Accreditation
- Well known company/company you trust
- Wanted someone local/small company/independent assessor
- Something else (specify)
- Nothing
- Don't know

E 4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

- One – the company that did the assessment
- More than one (enter number)
- Don't know/can't remember

ASK ALL WHO HAD ANY PART IN ARRANGING THE ASSESSMENT
(I.E. NOT * AT E 1)

E 5 How satisfied or dissatisfied were you with these aspects of arranging the Assessment?

- How easy it was to find an Assessor
- The flexibility in appointment times offered
- How long you had to wait for an Assessment appointment
- How much information you were given about the Assessment and what would happen

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/not applicable



ASK ALL

E 6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Open ended
None

F The Assessment

The next few questions ask you about your experience of the Assessment.

F 1 Did the Assessor arrive at the time arranged?

- Yes
 No – but they called to say that they would be late
 No – and there was no notification that they would be late
 Don't know/can't remember

F 2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

IF YOU'RE NOT SURE, PLEASE ENTER AN ESTIMATE

- Less than 20 minutes
 20 minutes to 1 hour
 1-2 hours
 More than 2 hours
 Don't know/can't remember

F 3 And which of these things happened during the Assessment?

SELECT ALL THAT APPLY

- The Assessor told you what would happen during the Assessment visit
 The Assessor talked you through their findings and recommendations
 The assessor discussed your energy use
 None of these
 Don't know

F 4 Can I just check, have you already received or seen your Green Deal advice report?

| Received | Not received |
|--|--|
| Postal copy | But saw a copy during the assessment (e.g. on assessor's laptop screen) |
| Email copy | Not seen a copy, but expecting to receive one |
| Printed copy at the time of assessment | Not seen a copy and not expecting to receive one |
| | Report sent straight to landlord/housing association/other organisation and I have not received a copy |
| | Don't know/not sure |



F 5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Very useful
Quite useful
Not very useful
Not at all useful
Don't know

F 6 How confident were you in the recommendations made by the Green Deal assessor?

Very confident
Fairly confident
Not very confident
Not confident at all
Don't know

F 7 How clear were each of these things made to you? [IF RECEIVED REPORT AT F 4] This could be in the report you received, or in discussions with the assessor on the day the assessment was done. [IF NOT RECEIVED REPORT AT F 4] This could be in discussions with the assessor on the day the assessment was done.

- Which energy saving improvements the assessor recommended
- What the recommended improvements would entail (e.g. how they would be installed)
- The costs of the recommended improvements
- What the next steps were/what you needed to do next

Very clear
Fairly clear
Neither clear nor unclear
Fairly unclear
Very unclear
Not discussed at all
Don't know



F 8 How satisfied or dissatisfied were you with these aspects of the Assessment?

- The professionalism of the Assessor
- Whether the Assessment offered value for money (IF PAID FOR IT)
- How much information you were given about the Assessment and what would happen
- How long the assessment took
- How thorough the assessment was

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Don't know/not applicable

F 9 To what extent would you recommend having a Green Deal assessment to friends or family?

Already have recommended
 Definitely would
 Probably would
 Might or might not
 Probably would not
 Definitely would not
 Don't know

IF ANY NEGATIVE COMMENTS ABOUT THE ASSESSMENT ABOVE

F 10 You said that you <did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with ...>. Why do you say that?

PLEASE WRITE IN

Open ended
 No reason

ASK ALL

F 11 If you had any problems or issues with the Assessment, please write them in below.

Open ended
 None

ASK ALL

F 12 Did the Assessor arrange for anyone to contact or visit you after the Assessment?

Yes
 No
 Don't know



IF YES AT F 12

F 13 Why was that?

Another Assessor/surveyor needed to check that the property is
suitable for installation

Someone needed to measure up/discuss options for installation

Someone contacted me to arrange an installation appointment

Someone contacted me to discuss finance options/how to pay for the
installations

Someone contacted me to talk through the Green Deal Assessment
Report

Someone contacted me to see whether I wanted to go ahead with
any installations

Other reason (specify)

Don't know

F 14 How many times in total did someone contact you or you contact them
after the Assessment visit, but not including when they came to install
[MEASURES]?

Enter number of telephone calls (0-20)

Enter number of emails (0-20)

Enter number of visits (0-20)

Don't know

G Discussing finance options

ASK ALL

G 1 Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you? This could have been explained by the Assessor [IF RECEIVED GDAR, or written in your Green Deal Assessment Report].

Very clear
Fairly clear
Neither clear nor unclear
Fairly unclear
Very unclear
Not discussed at all
Don't know

- How much you might save if you made the energy saving improvements recommended
- What financing options are available to pay for the improvements to be installed
- Availability of cashback schemes/discounts to help pay for the improvements
- The payback period for the improvements (how long it would take to save enough on your energy bills to cover the cost of the improvements)
- Whether or not the improvements would offer value for money for your household
- The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive



IF ASSESSOR DISCUSSED POTENTIAL FINANCING OPTIONS
(NOT 'NOT DISCUSSED AT ALL') AT G 1

G 2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

ASK ALL WHO DID NOT DISCUSS FINANCE WITH ASSESSOR

G 3 Can I just check, did the Assessor mention any of these things to you at all?

Green Deal Finance Package (loan paid back through savings on your electricity bill)

Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)

How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)

How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)

Their company's own finance package

(IF DISCUSSED FINANCE WITH ASSESSOR) That I could pay from my own savings/raise the funds myself

The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Feed in Tariffs (FITs)

None of these

Don't know

IF GREEN DEAL FINANCE PACKAGE DISCUSSED AT ALL

G 4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

CHOOSE ALL THAT APPLY

You could pay back for the improvements through your electricity bill

You would be able to spread the cost of the improvements over time

There would be a low or no up-front cost to pay for the improvements

Interest would be chargeable on the amount financed

The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)

The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you

None of these

Don't know

G 5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

- That it offers poor value for money
- That their company's finance package offers better value for money
- That it is complicated to apply for Green Deal finance
- Green Deal finance is not available yet

Anything else negative about the Green Deal Finance Package (write in)
None of these

IF GREEN DEAL CASHBACK DISCUSSED AT ALL

G 6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

CHOOSE ALL THAT APPLY

- That cashback is available after some improvements have been installed
- The amount you would receive is different, depending on which improvement you install
- That cashback is available to anyone/not means tested
- That you have to use an accredited Green Deal Installer or Provider to be eligible for the Cashback
- The scheme will run until the end of March 2014
- That cashback is available regardless of if you took Green Deal finance
- None of these
- Don't know

G 7 Did the Assessor say any of these things about the Green Deal cashback scheme?

- That it offers poor value for money/that you wouldn't save any money by using it
- That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme
- That it is complicated to apply for the Green Deal cashback scheme
- Anything else negative about the Green Deal cashback scheme (write in)
- None of these

ASK ALL

Some people may be eligible to have energy saving home improvements made free or at a reduced cost.

G 8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

- Yes
- No
- Don't know/can't remember



IF YES AT G 8

G 9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

SELECT ALL THAT APPLY

- Because we live in council/local authority/housing association property
- Because someone in the household receives certain benefits/tax credits
- Because someone aged 60+ lives in the household
- Because a disabled person lives in the household
- Because dependent children live in the household
- Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)
- Because of the area you live in/all properties in this area are eligible
- For some other reason (specify)
- No other reason given
- Don't know/can't remember

IF NO AT G 8 OR NOT MENTIONED AT G 9

G 10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

- Whether you live in council/local authority/housing association property
- Whether anyone in the household receives certain benefits/tax credits
- Whether anyone aged 60+ lives in the household
- Whether a disabled person lives in the household
- Whether dependent children live in the household
- The type of property you have (for example property with solid walls or hard to treat cavities)
- For some other reason (specify)
- No other reason given
- Don't know/can't remember

H After the visit

UNLESS FOLLOWING ANSWERS GIVEN AT F 4: GIVEN PRINTED COPY OF ADVICE REPORT AT THE TIME OF ASSESSMENT, NOT SEEN A COPY AND NOT EXPECTING TO RECEIVE ONE, REPORT SENT STRAIGHT TO LANDLORD/HOUSING ASSOCIATION/OTHER ORGANISATION

You mentioned earlier that you <had/had not received> your Green Deal Advice report.

IF RECEIVED POSTAL OR EMAIL COPY OF ASSESSMENT REPORT, OTHERS GO TO H 2

H 1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Within a week
1-2 weeks after
2-3 weeks after
3-4 weeks after
Longer
Don't know/can't remember

ASK ALL ANSWERING THIS SECTION

H 2 Did you call or speak with the Assessor or someone at their company to ask for a copy of your Green Deal Advice Report because it was late or hadn't arrived?

Yes
No
Don't know

IF YES

H 3 How many times < did you call /to date have you called > to get a copy of the Green Deal Advice Report?

Once
Twice
3-5 times
More than 5 times
Don't know



UNLESS FOLLOWING ANSWERS GIVEN AT F 4: GIVEN PRINTED COPY OF ASSESSMENT REPORT AT THE TIME OF ASSESSMENT, NOT SEEN A COPY AND NOT EXPECTING TO RECEIVE ONE, REPORT SENT STRAIGHT TO LANDLORD/HOUSING ASSOCIATION/OTHER ORGANISATION

H 4 Which of these best describes how you feel about how long it has taken for you to get your Green Deal Advice report?

- Much too long
- A bit too long
- An acceptable amount of time
- Don't know

IF GDAR RECEIVED

H 5 Have you used or looked at the Green Deal Advice Report since you first received it?

- Yes – more than once
- Yes – once
- No – not at all
- Don't know

H 6 To what extent did you read the Green Deal Advice Report?

- Read it carefully
- Just skim read it
- Didn't read it at all
- Don't know



I Making a decision after the Assessment

ASK ALL

I 1 Which of the following energy saving improvements, if any, were you **already thinking about making** before you had a Green Deal assessment?

Insulation

Loft insulation (including top up)
Cavity wall insulation
Solid wall insulation (internal or external)
Flat roof insulation
Room in roof insulation (insulation in a loft conversion)
Floor insulation
Hot water cylinder insulation
Draught proofing

Heating

New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)
Other heating upgrade
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)

Windows/doors

Double/triple glazing
Secondary glazing
Replacement doors

Microgeneration

Solar photovoltaic (PV) (solar panels which generate electricity)
Solar thermal (solar panels for hot water, not which generate electricity)
Ground Source Heat Pump
Air Source Heat Pump
Biomass boiler

Other

Wind turbine (roof mounted)
Waste water heat recovery
Other [PLEASE WRITE IN]

None of these
Don't know/can't remember



ASK ALL

IF RECEIVED A GDAR (AT F 4):

We understand that the Green Deal Assessment Report recommended the following improvements for your property:

IF NOT RECEIVED A GDAR (AT F 4):

Even though you have not received or seen your GDAR, our data shows the assessor recommended the following improvements to your property during your assessment

[SHOW LIST OF RECOMMENDED MEASURES FROM SAMPLE FILE]

FULL LIST OF RECOMMENDED MEASURES:

Insulation

- Loft insulation (including top up)
- Cavity wall insulation
- Solid wall insulation (internal or external)
- Flat roof insulation
- Room in roof insulation (insulation in a loft conversion)
- Floor insulation
- Hot water cylinder insulation
- Draught proofing

Heating

- New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)
- Other heating upgrade
- Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)
- Ground Source Heat Pump
- Air Source Heat Pump
- Biomass boiler
- Solar thermal (solar panels for hot water, not which generate electricity)

Windows/doors

- Double/triple glazing
- Secondary glazing
- Replacement doors

Microgeneration electricity

- Solar photovoltaic (PV) (solar panels which generate electricity)
- Wind turbine (roof mounted)
- Waste water heat recovery

ASK ALL

I 2 For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

SHOW AS A GRID TO INCLUDE EACH MEASURE RECOMMENDED
FLIP LIST AT ALTERNATE INTERVIEWS

- Has been done
- In the process of being doing
- Definitely will be done
- Probably will be done
- Might or might be done
- Probably won't be done
- Definitely won't be done
- Not made a decision because I've not received my Green Deal Advice Report yet [only show if not yet received GDAR at F 4]
- The assessor did not recommend this [only show if seen/received GDAR at F 4]
- I don't know/can't remember if the assessor recommended this [only show if not yet received GDAR at F 4]
- Don't know [only show if not yet received GDAR at F 4]

NOTE: IN ORDER TO KEEP THE RESPONDENT ENGAGED, A MAXIMUM OF 3 OF THE FOLLOWING RECOMMENDED MEASURES ARE SELECTED FOR FOLLOW-UP ON A RANDOM BASIS:

- Loft insulation (including top up)
- Cavity wall insulation
- Solid wall insulation (internal or external)
- Flat roof insulation
- Room in roof insulation (insulation in a loft conversion)
- Floor insulation
- New boiler
- Solar photovoltaic
- Solar thermal
- Renewable Heat technologies (ground and air source heat pumps and biomass boiler)
- Windows/doors – FOLLOWED UP AS ONE COMBINED CATEGORY, INCORPORATING THE FOLLOWING MEASURES:
 - a. Double/triple glazing
 - b. Secondary glazing
 - c. Replacement doors



IF ALREADY INSTALLED

I 3 You said that you have installed [MEASURE]. Why did you have it installed?

Reasons related to property/energy bills

- Was planning to do it anyway
- To save money on energy bills
- Wanted a warmer/more comfortable home
- To help with associated problems (e.g. condensation, illness)
- To reduce energy use for environmental reasons

[IF TALKING ABOUT BOILER/HEATING] Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it

Reasons related to finance

- Availability of cashback schemes/discounts to make improvements
- Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)
- It was free/paid for by someone else (e.g. landlord, local authority, energy company)

Recommendation/arranged by others

- [MEASURE] was recommended by friend/relative/word of mouth
- Saw [MEASURE] demonstrated somewhere (show home, public building etc)
- The work was required by my landlord/local authority/housing association/freeholder/other organisation – I didn't have a choice
- I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation but this was received
- Doing other work to the property/having other building work done
- Change in household (e.g. new baby, someone ill in household)
- To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)
- Other (SPECIFY)
- Don't know



I 4 How did you pay/how are you paying for [MEASURE]?

SELECT ALL THAT APPLY
ROTATE BLOCKS

Financed myself using...

- Savings or regular income from current account
- Loan from bank/building society
- Mortgage extension
- Loan/finance scheme through installer/provider
- Other finance (credit card, high street loan, loan from friends/family etc)

Paid for partly or fully by (including grants, subsidies)...

- Local authority/Council
- Housing Association
- Landlord
- Energy company (Energy Company Obligation - ECO)
- Other Green Deal provider/installer (not an energy company)

Other way

- Green Deal finance scheme (loan paid back through savings on your electricity bill)
- Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)
- Renewable Heat Premium Payment (RHPP) voucher

- Paid for in some other way [PLEASE WRITE IN]
- Don't know

IF CASHBACK NOT MENTIONED AT I 4

I 5 Have you applied, or do you intend to apply, for cashback from the government to help pay for [MEASURE]?

- Yes – applied for and cashback received
- Yes – applied for but cashback not yet received
- Yes – but application was denied
- Yes – I intend to apply for cashback
- No – I have not applied for / do not intend to apply for cashback
- Don't know



IF HAVE NOT APPLIED / DO NOT INTEND TO APPLY FOR
CASHBACK (AT I 5)

I 6 Why did you / will you not apply for cashback?

- I was not aware that cashback was available
- I was told that cashback was no longer available
- Cashback was not available for the particular improvement that I had installed
- Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)
- I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)
- The amount of cashback available was too small to be worth applying for
- I do not/did not know how to apply / I was not given enough information on how to apply
- I did not think that I would be eligible
- I was advised not to apply for cashback
- Other (please specify)
- Don't know

I 7 Who carried out the work/installation for [MEASURE]?

- The same company that did the Green Deal assessment
- Another company – recommended by them
- Another company – not recommended by the company that did the assessment
- Did it myself/ourselves
- Don't know

IF ALREADY INSTALLED

I 8 How many quotes in total did you get for the [MEASURE] (including the company that did the assessment/installation)?

- [ENTER NUMBER OF QUOTES]
- [IF TENANT] Not applicable - quotes were sent directly to my landlord/housing association
- Don't know

IF GOT MORE THAN ONE QUOTE

I 9 Who did you get a quote from (including the company that did the assessment/installation)?

- The same company that did the Green Deal assessment
- Another company – recommended by them
- Another company – not recommended by the company that did the assessment
- Someone else (specify)
- Don't know



IF ALREADY INSTALLED

I 10 Did you get or look for any information or advice about the [MEASURE] in any of these places before deciding whether to install it or who to install it?

- Energy company
- Local council/housing association/landlord
- Energy Saving Advice Service/Home Energy Scotland (telephone line)
- Energy Saving Trust website
- DECC/Department of Energy and Climate Change
- Green Deal (Gov.uk) website
- Yellow Pages/telephone book
- Asked friends/family for recommendation
- Spoke with company that was going to install it
- Spoke with local builder
- Spoke with surveyor
- Looked on internet for more information
- Other (specify)
- None of these
- Don't know/can't remember

UNLESS INSTALLED THEMSELVES AT I 7

I 11 Why did you decide to use the installer you used for [MEASURE]?

- Availability of convenient/early appointment times to do the installation
- Company were specialists in installing [MEASURE]
- They were offering to do it for free
- They were the lowest price option (though not free)
- It was the same company who did the Green Deal Assessment
- Recommendation from friends/family
- Recommendation from Green Deal Assessor
- Already known to me/have used them before
- Trusted name/brand name
- Green Deal Accreditation/Quality mark
- Local company/tradesperson
- They offered warranties/guarantees
- They seemed to be the most professional
- They seemed to offer the best quality work
- They were able to do other work at the same time (e.g. rerouting pipes, clearing loft, redecorating)
- Other (specify)
- None of these
- Don't know/can't remember



IF DID NOT INSTALL MEASURE THEMSELVES (AT I 7)

I 12 How satisfied or dissatisfied were you with the following things related to the installation of the [MEASURE]?

READ OUT. ROTATE ORDER OF PRESENTATION.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
- Not applicable

- How long you had to wait for an appointment to have the [MEASURE] installed
- The professionalism of the installer(s)
- How clean/tidy the property was left after the installation
- Quality of the installer's work
- Quality of the [MEASURE] installed
- How long the [MEASURE] took to install

I 13 Can I just check, have there been any issues or problems with the [MEASURE] or the installation of the [MEASURE] that you would like to mention?

- Yes – record details (open ended)
- No – no problems
- Don't know

UNLESS INSTALLED THEMSELVES AT I 7

I 14 And since the [MEASURE] was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

- Yes – received a letter asking if you are happy (for example customer feedback survey)
- Yes – telephone call
- Yes - email
- Yes – visit/someone has inspected the work
- Yes – some other way
- No – no contact at all
- Don't know



IF IN THE PROCESS OF INSTALLING

I 15 You said that you were in the process of having [MEASURE] installed? Which of the following best describes where you are in the process?

- I am currently finding out more information about this
- I am currently looking for/getting quotes from companies/installers
- I have received quotes from companies/installers and am deciding what to do
- I have chosen which company/installer to use and am waiting for them to start the work
- I will be carrying out the work myself in the near future
- The work/installation is currently being done
- Don't know

I 16 Why do you want to have [MEASURE] installed?

Reasons related to property/energy bills

- Was planning to do it anyway
- To save money on energy bills
- Wanted a warmer/more comfortable home
- To help with associated problems (e.g. condensation, illness)
- To reduce energy use for environmental reasons

[IF TALKING ABOUT BOILER/HEATING] Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it

Reasons related to finance

- Availability of cashback schemes/discounts to make improvements
- Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)
- It was free/paid for by someone else (e.g. landlord, local authority, energy company)

Recommendation/arranged by others

- [MEASURE] was recommended by friend/relative/word of mouth
- Saw [MEASURE] demonstrated somewhere (show home, public building etc)
- The work was required by my landlord/local authority/housing association/freeholder/other organisation – I didn't have a choice
- I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation but this was received
- Doing other work to the property/having other building work done
- Change in household (e.g. new baby, someone ill in household)
- To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)
- Other (SPECIFY)
- Don't know



IF IN THE PROCESS OF INSTALLING AND HAVE DECIDED ON A
COMPANY/WORK CURRENTLY BEING DONE

I 17 Who will carry out the work/installation for [MEASURE]?

- The same company that did the Green Deal assessment
- Another company – recommended by them
- Another company – not recommended by the company that did the assessment
- Will do it myself/ourselves
- Don't know

IF IN THE PROCESS OF INSTALLING

I 18 For which, if any, of these reasons have you experienced delays in
starting work on the [MEASURE]?

ROTATE BLOCKS AND CODES WITHIN BLOCKS

Had no significant delays

SUPPLIER

- Had difficulties finding someone to provide quotes/carry out the work
- Company carrying out the work could not start straight away
- Took a long time to get quotes

FINANCE

- Needed to save up to have this done
- Needed to arrange finance (e.g. apply for a loan/mortgage extension)
- Applied for or enquired about Green Deal/ECO finance or grant but delays with application
- Applied for or enquired about Green Deal/ECO finance or grant but was turned down
- Looked for alternative ways of financing it (e.g. through Energy Company)

PRACTICAL ISSUES

- Needed to carry out other work to my property before this could be done
- Wanted to wait for the weather to improve before I carried out any work on my property
- Needed to clear my loft out [LOFT INSULATION ONLY]
- Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work
- Needed to get other consent before I can start (e.g. planning, live in conservation area, listed building)
- Other [PLEASE WRITE IN]
- No particular reason
- Don't know



IF IN THE PROCESS OF INSTALLING

I 19 And how do you intend to pay for [MEASURE]?

USE SAME LIST AS I 4

I 20 Have you applied, or do you intend to apply, for cashback from the government to help pay for [MEASURE]?

- Yes – applied for and cashback received
- Yes – applied for but cashback not yet received
- Yes – but application was denied
- Yes – I intend to apply for cashback
- No – I have not applied for / do not intend to apply for cashback
- Don't know

IF HAVE NOT APPLIED / DO NOT INTEND TO APPLY FOR
CASHBACK (AT I 20)

I 21 Why did you / will you not apply for cashback?

- I was not aware that cashback was available
- I was told that cashback was no longer available
- Cashback was not available for the particular improvement that I had installed
- Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)
- I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)
- The amount of cashback available was too small to be worth applying for
- I do not/did not know how to apply / I was not given enough information on how to apply
- I did not think that I would be eligible
- I was advised not to apply for cashback
- Other (please specify)
- Don't know



IF DEFINITELY WILL/PROBABLY WILL INSTALL

I 22 You said you <definitely/probably will? Have [MEASURE] installed.
Why do you want to have [MEASURE] installed?

Same list as I 16

I 23 When do you intend to install it?

In the next month

In 2-3 months

In 4-6 months

In 7-12 months

In more than a year

(IF ASKING ABOUT BOILER) When existing boiler has to be replaced

Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation

Don't know / Haven't decided

I 24 Which of the following, if any, are reasons why you have not had [MEASURE] installed (yet)?

IF MORE THAN ONE REASON GIVEN, BRING FORWARD
SELECTED CODES

I 25 And which is the main reason why you have not had [MEASURE] installed (yet)?

ROTATE BLOCKS AND CODES WITHIN BLOCKS

NOT MADE DECISION YET

Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)

Not got round to it yet

Need more time to decide (big decision)

FINANCIAL

Need to get quotes/find out exactly how much it will cost

Need to save up to have this done

Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)

Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful

Applied for or enquired about Green Deal/ECO finance or grant but have been turned down

Looking for alternative ways of financing it (e.g. through Energy Company)

PRACTICAL ISSUES

Had difficulties finding someone to provide quotes/carry out the work



Installer booked to install [MEASURE] would not confirm appointment/didn't turn up

Supplier carrying out the work could not start straight away
Need to carry out other work to my property before this can be done/want to do it at the same time as other work
(IF ASKING ABOUT BOILER) Waiting until current boiler needs to be replaced

Want to wait for summer/the weather to improve before I have any work carried out on my property

Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision

Awaiting information from landlord/local authority/housing association/freeholder/other organisation

Need to get other consent before I can start (e.g. planning, live in conservation area, listed building)

INFORMATION

Not sure what has been recommended to me
Need more time/information to make a decision (e.g. find out about what the installation entails, how much I will save)

Need more information about what to do next (e.g. how to apply for Green Deal Finance)

Still waiting for my Green Deal advice report before making a decision [AT F 4]

Illness/disability in household
Other priorities at the moment (e.g. work, new baby)

Other [PLEASE WRITE IN]
No reason
Don't know

IF DEFINITELY WILL/PROBABLY WILL

I 26 And [IF PROBABLY WILL: assuming you go ahead with it] how do you intend to pay for [MEASURE]?

USE SAME LIST AS I 4



IF DEFINITELY WILL/PROBABLY WILL AND DID NOT SPECIFY
USED/WILL USE GREEN DEAL CASHBACK TO PAY FOR
MEASURES

I 27 (DEFINITELY WILL/PROBABLY WILL) Do you intend to apply for
cashback from the government to help pay for [MEASURE]?

- Yes – I intend to apply for cashback
- No – I do not intend to apply for cashback
- Don't know

IF HAVE NOT APPLIED / DO NOT INTEND TO APPLY FOR
CASHBACK (AT I 27)

I 28 Why will you not apply for cashback?

- I was not aware that cashback was available
- I was told that cashback was no longer available
- Cashback was not available for the particular improvement that I had
installed
- Cashback was not available for the installer I wanted to use
(including if you wanted to do the work yourself)
- I was told I had to have other work done at the same time to be
eligible (e.g. loft or cavity wall insulation)
- The amount of cashback available was too small to be worth applying
for
- I do not/did not know how to apply / I was not given enough
information on how to apply
- I did not think that I would be eligible
- Other (please specify)

Don't know



IF MIGHT OR MIGHT NOT DO THIS

I 29 You said that you might or might not install [MEASURE]? Why do you say that?

USE SAME LIST AS I 25

IF PROBABLY/DEFINITELY WON'T

I 30 You said that you probably/definitely won't install [MEASURE]? Why do you say that?

ROTATE BLOCKS AND CODES WITHIN BLOCKS

COST/SAVINGS/FINANCE

- Cost of improvements is too high
- Would not save enough money to make it worthwhile
- No guarantee that it would save me money
- Cannot access finance for it (e.g. loan/mortgage extension)
- Applied for or enquired about Green Deal/ECO finance or grant but have been turned down
- Green Deal finance not available for this improvement
- Green Deal finance options are not attractive
- Worried that having Green Deal repayments linked to my property will make it harder to sell

PRACTICAL ISSUES

- Had difficulties finding someone to provide quotes/carry out the work
- Installer booked to install [MEASURE] would not confirm appointment/didn't turn up
- Hassle/disruption of making improvements
- May change character/appearance of my home
- May lose space (e.g. room space, storage space in loft)
- Structural considerations (e.g. period features in home, potential damage to property, unsuitable for property)
- Told I would have to have too many improvements made to my property at once
- Landlord/local authority/housing association/freeholder would not allow it
- Could not get other consent (e.g. planning, live in conservation area, listed building)
- Need to clear loft out [LOFT INSULATION ONLY]

INFORMATION

- Not sure what has been recommended to me
- Confused/don't know what to do next
- Need more time/information to make a decision (e.g. find out about what the installation entails, how much I will save)
- Need more information about what to do next (e.g. how to apply for Green Deal Finance)

OTHER

Illness/disability in the household



Other priorities at the moment (e.g. work, new baby)
Won't stay here long enough
Other [PLEASE WRITE IN]

Still waiting for my Green Deal advice report before making a
decision [ONLY SHOW IF NOT RECEIVED AT F 4]
Not my decision/decision will be made by landlord/local
authority/Housing Association/freeholder/other organisation [ONLY
SHOW IF NOT RECEIVED AT F 4]

No reason
Don't know

IF COST MENTIONED AS A BARRIER AT I 30

I 31 Were you offered a subsidy or grant to have this installed by either
your energy company, your Green Deal assessor or a Green Deal
provider?

Yes
No
Don't know

ASK ALL WHO SAID PROBABLY/DEFINITELY WON'T

I 32 Would a reduction in stamp duty encourage you to have [measure]
installed

Yes
No
Don't know



**IF ANY FINANCED OR EXPECTED TO BE FINANCED OUTSIDE
OF THE GREEN DEAL**

You said earlier that you [have paid/expect to pay] for [MEASURE]
through [TEXTFILL: HOW PAID/EXPECT TO PAY].

I 33 To what extent did you consider using the Green Deal Finance
Package to pay for [MEASURE]?

- Seriously considered using Green Deal Finance
- Considered it, but did not look into it much
- Did not consider using it at all
- Not heard of Green Deal Finance
- Don't know

IF NOT HEARD OF GREEN DEAL FINANCE, GO TO I 36, ALL
OTHER CODES AT I 33 CONTINUE

I 34 Why did you not choose to use the Green Deal finance package for
[MEASURES]? By Green Deal finance package we mean where you pay
for the improvements through savings on your electricity bill

ROTATE

- These weren't suggested/offered to me
- Don't like borrowing/taking out finance/prefer to pay up-front
- Cost of installing the energy saving improvement(s) was too small to
bother with this
- Applied for Green Deal finance but have been turned down
- Don't understand how Green Deal finance worked/works
- Green Deal finance package interest rates are too high
- Wanted to proceed straight away/did not want to wait for cooling off
period
- Worried that having Green Deal repayments linked to my property will
make it harder to sell
- Worried that having Green deal repayments linked to my property will
make it difficult to switch energy suppliers
- I was offered more attractive finance elsewhere
- I wanted to use an installer who was not part of the Green Deal
- Costs were covered by someone else (e.g. landlord, local authority,
housing association)
- Money from the cashback scheme or grant (ECO) made the
improvements affordable without Green Deal finance
- Green Deal finance would not cover all of the cost of the
measures/prefer to finance all of the costs in one place
- I did not think that I would be eligible
- I was advised not to take Green Deal finance by the
assessor/installer/provider
- Negative media associated with the Green Deal
- Other [PLEASE WRITE IN]
- Don't know



IF ANSWERED I 33

I 35 Were you offered a subsidy or grant to have [MEASURES] installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Yes
No
Don't know

IF RESPONDENT HAS HAD DIFFICULTIES FINDING SOMEONE TO CARRY OUT THE WORK

I 36 What difficulties did you have trying to find someone to provide quotes or carry out the work? When answering please think about the following ...

PROBES:

- What did you do to find someone to carry out the work?
- Where did you look?
- Who did you contact?
- What were the main issues in trying to find someone to carry out the work?

Open ended

J Post-installation

ASK ALL

J 1 And taking everything into account, to what extent would you recommend these things to friends or family?

Definitely would
Probably would
Might or might not
Probably would not
Definitely would not
Already recommended
Don't know

- Installing [MEASURE] (ask for each measure installed)
- Making energy saving home improvements in general

Now, I'd just like to ask a few more questions about what has happened since you had your Green Deal assessment earlier in the year.

J 2 And, can I just check have you done any of these things since your Green Deal Assessment?

Had a Smart Meter installed (**new meters that are able to communicate with energy suppliers by sending and receiving information about the amount of energy being used. Smart meters are installed by a professional engineer from your gas or electricity company, unlike an energy monitor which can be installed by householders themselves**)

Installed a Home Energy Monitor (**Is a portable device that displays current and past energy usage and how much it is costing or will cost. You may also know these as a Real Time Display or energy monitor. If you have a smart meter installed, it should have come with one of these displays**)

Installed any more energy efficient home appliances (e.g. fridge, washing machine)

Switched energy supplier

Installed any other energy saving improvements (specify)

Any other activities to reduce the amount of energy your household uses (specify)

None of these

Don't know



K DEMOGRAPHICS

Finally, a few questions about you and this property.

ASK OWNER/OCCUPIERS ONLY

K 1 You said earlier that you own this property. Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Common hold/share of freehold refers to a situation where a group of people own the freehold to a property (e.g. all the owners of flats in a block share the freehold of the block)

- Freehold
- Common hold/share of freehold
- Leasehold
- Don't know

ASK ALL

K 2 When was this property built? (EHS)

By that, I mean when was the original building built, even if it was extended or converted later.

PLEASE ENTER AN ESTIMATE IF YOU ARE NOT SURE

- Before 1919
- 1919-1945
- 1945-1980
- 1980 or later
- Don't know

ASK IF PROPERTY TYPE IS BLANK IN THE SAMPLE

K 3 What type of property do you live in?

- House
- Bungalow
- Purpose built flat/maisonette
- Converted flat/maisonette
- Tenement
- Other

ASK ALL IN HOUSE/BUNGALOW/FLAT/MAISONETTE/ TENEMENT

K 4 Which of these does this property have?

CODE ONE ONLY

- Loft conversion
- Loft boarded or partially boarded
- Loft, not converted or boarded
- No loft
- Don't know



K 5 And how many bedrooms does your home have?

Please include any room that, when built, was intended to be a bedroom, even if it is not used as such at present and even if it does not have a bed in it. It must have a window. Include bedsits, box rooms, attic bedrooms. Exclude rooms that are not habitable, halls, landings and alcoves, and rooms used solely for business. Exclude living rooms used for sleeping.

If studio flat or bedsit, please enter 0

Enter number

K 6 What types of fuel you use to heat your home?

CODE ALL THAT APPLY.

IF MORE THAN ONE, ASK FOLLOW UP QUESTION: WHICH IS THE MAIN SOURCE PLEASE ENTER THE MAIN SOURCE

IF COMMUNAL HEATING, PLEASE SAY HOW THAT COMMUNAL HEATING IS FUELLED. PLEASE ONLY USE CODE 5 IF YOU DON'T KNOW

- Gas
- LPG Propane Gas
- Electricity
- Oil
- Solid fuel (e.g. coal, wood)
- Communal heating, not sure of fuel
- Other (specify)

IF GAS NOT MENTIONED AT K 6

K 7 Is your home connected to mains gas?

- Yes
- No – but in area which has mains gas supply
- No – no mains gas supply in the area
- Don't know

ASK ALL

K 8 For how long in total have you and your household lived at this property?

- Less than 12 months
- 12 months 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



K 9 And for how long into the future do you think you and your household will live at this property?

- Less than 12 months
- 12 months 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
- No plans to ever move
- Don't know

K 10 Which methods do you use to pay for your <electricity/gas/oil/other fuel>?

CODE ALL THAT APPLY (IF USE DIFFERENT METHODS TO PAY FOR GAS AND ELECTRICITY, CODE BOTH METHODS)

- Direct debit/standing order
- Monthly/quarterly bill
- Pre-payment (keycard or token) meter
- Included in rent
- Frequent cash payment method (more frequent than monthly)
- Fuel direct/direct from benefits
- Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm
- Other (specify)
- Don't know

And now some questions about you and the people you live with

K 11 How old are you?

Enter actual age

K 12 Are you...?

- Male
- Female
- Other

K 13 Are you ...

- Single, that is, never married?
- Living with someone in this household as a couple
- Married and living with your husband/wife?
- A civil partner in a legally-recognised Civil Partnership
- Married and separated from your husband/wife?
- Divorced?
- Or widowed?

K 14 Are you ...?

- Working in a paid job as an employee
- Working in a paid job or business on a self-employed basis
(Temporarily) laid off, or on short time
- Unemployed for less than a year and actively seeking work
- Unemployed for over a year and actively seeking work
- On a special government training or employment scheme
- Doing unpaid work for yourself or a relative
- A full time student or pupil
- Looking after the family or home
- Not working because temporarily sick or injured
- Not working because long-term sick or disabled
- Retired from paid work
- None of these
- Don't know
- Prefer not to answer

K 15 What is your TOTAL HOUSEHOLD INCOME from all sources BEFORE tax and other deductions?

The reason we are asking is because additional support may be available for those in receipt of particular means-tested benefits to make their homes more energy efficient .

| | <u>PER WEEK</u> | <u>PER MONTH</u> | <u>PER ANNUM</u> |
|----|-----------------|------------------|-------------------|
| 01 | UP TO £47 | UP TO £207 | UNDER £2,500 |
| 02 | £48 - £86 | £208 - £374 | £2,500 - £4,499 |
| 03 | £87 - £125 | £375 - £540 | £4,500 - £6,499 |
| 04 | £126 - £144 | £541 - £624 | £6,500 - £7,499 |
| 05 | £145 - £184 | £625 - £790 | £7,500 - £9,499 |
| 06 | £185 - £222 | £791 - £958 | £9,500 - £11,499 |
| 07 | £223 - £260 | £959 - £1,124 | £11,500 - £13,499 |
| 08 | £261 - £308 | £1,125 - £1,333 | £13,500 - £15,999 |
| 09 | £309 - £338 | £1,334 - £1,458 | £16,000 - £17,499 |
| 10 | £339 - £386 | £1,459 - £1,666 | £17,500 - £19,999 |
| 11 | £387 - £483 | £1,667 - £2,083 | £20,000 - £24,999 |
| 12 | £484 - £677 | £2,084 - £2,916 | £25,000 - £34,999 |
| 13 | £678 - £962 | £2,917 - £4,167 | £35,000 - £49,999 |
| 14 | £963 - £1,422 | £4,168 - £6,250 | £50,000 - £74,999 |
| 15 | £1,423 - £1,923 | £6,251 - £8,333 | £75,000 - £99,999 |
| 16 | £1,924 AND OVER | £8,334 AND OVER | £100,000 AND OVER |



K 16 Is anyone in your household, including yourself, currently receiving any of these benefits?

CODE ALL THAT APPLY

- None of these
- Job seekers allowance
- Income support
- Employment support allowance
- Working tax credit
- Child tax credit
- Pension credit
- Housing benefit
- Council Tax benefit
- Disability Living Allowance/ others
- Other state benefits
- Don't know
- Prefer not to answer

K 17 Which of these groups do you consider you belong to?

- White English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy/Irish Traveller
- Any other White background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic group
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- Black African
- Black Caribbean
- Any other Black/ African/ Caribbean background
- Arab
- Any other ethnic group
- Refused



K 18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

By 'long-standing' we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Normal day to day activities include everyday things like eating, washing, walking and going shopping

Yes I have any long-standing illness, disability or infirmity ...

It limits my activities all of the time

It limits my activities some of the time

It doesn't limit my activities

I don't have any long-standing illness, disability or infirmity

K 19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Enter number
No others

IF 1 OR MORE OTHER ADULT AT K 19

K 20 And how many of these adults are aged 60 or older?

Enter number
None

ASK ALL

K 21 Are there any CHILDREN in these age groups in your household?

CODE ALL THAT APPLY

0-4
5-11
12-15
16-18
None

K 22 As a thank you for your help we will send you a **£10 gift voucher**. We would like to talk to you again in a few months' time. We will write to you then, and you will receive another voucher for completing that survey.

K 23 To ensure the voucher is sent to the correct person please enter your name in the box below.

ENTER NAME

ASK ALL

K 24 In order to recontact you at a later date please enter the best telephone number to contact you on in the boxes below.

ENTER TELEPHONE NUMBER

K 25 It is sometimes possible by using an address to link the data we have collected with other government surveys or datasets held by government for the purposes of statistical analysis. Your confidentiality will be maintained, and linked data will only be used for statistical purposes by researchers authorised by – and analysts working for - the Department of Energy and Climate Change. If you do not wish for your data to be matched in this way please un-tick the box”.

[NOTE FOR CAPI: Please insert a pre-ticked box]