

DECC Green Deal Customer Journey Survey Wave 5 *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 PREVIOUSLY DELETED

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



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

Poster

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 on TV/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



C 2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Yes
No
Don't know

ASK ALL WHO WERE AWARE THAT THEY MIGHT BE ABLE TO HAVE MEASURES INSTALLED FOR FREE/AT A REDUCED PRICE

C 3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

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
- Energy efficient luminaires (complete light fittings including lamp and housing that are wired in, e.g. replacements for fluorescent lighting, downlights, spotlights)
- Other [PLEASE WRITE IN]

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



SHOW EXAMPLES OF GD HIF POSTERS

- C 4 Here are some posters for the Green Deal Home Improvement Fund. Did you see these, or hear about the Green Deal Home Improvement Fund in some other way?

SELECT ONE ONLY

Seen posters, but **haven't heard** about Green Deal Home Improvement Fund

Seen posters, and **have heard** about Green Deal Home Improvement Fund

Not seen posters, and **haven't heard** about Green Deal Home Improvement Fund

Not seen posters, but **have heard** about Green Deal Home Improvement Fund

Don't know

IF HAVE HEARD OF GD HIF (CODES 2 OR 4 AT C 4)

- C 5 When did you find out about the Green Deal Home Improvement Fund/Cashback Scheme?

SELECT ALL THAT APPLY

Before you had your Green Deal Assessment

During your Green Deal Assessment

After the Green Deal Assessment – told by the assessor, provider, installer or someone else linked with the Green Deal

After the Green Deal Assessment – found out yourself

Other (specify)

Don't know/can't remember when I found out

IF HAVE HEARD OF GD HIF (CODES 2 OR 4 AT C 4)

- C 6 Did you apply for the Green Deal Home Improvement Fund/Cashback Scheme?

CODE ONE ONLY.

Yes – applied for voucher and have redeemed it

Yes – applied for and received my voucher but haven't redeemed it yet

Yes – applied for but not yet received my voucher

Yes – but application was denied

No – I intended to apply but the scheme closed before I could do so

No – I did not apply

Don't know



IF NO AT C 6

C 7 Why did you not apply for the Green Deal Home Improvement Fund/Cashback Scheme?

- Did not want to install anything
- The Home Improvement Fund/Cashback Scheme had closed
- Cashback/money back was not available for the particular improvement that I wanted to install
- Cashback/money back 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/money back 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

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 the Green Deal Home Improvement Fund/Cashback Scheme/other 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

IF HEARD OF GDHIF BEFORE ASSESSMENT AT C 5 (CODE 1 AT
C5), OTHERS GO TO D 4

D3a How important was the availability of the Green Deal Home
Improvement Fund/Cashback Scheme in your decision to have a
Green Deal Assessment?

- Very important – I wouldn't have had the Assessment if it was not
available
- Fairly important
- Neither important nor unimportant
- Fairly unimportant
- Very unimportant – it made no difference at all
- Don't know

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
- 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
- How long you had to wait for an Assessment appointment

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



F The Assessment

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

- F 1 Did the assessor contact you before the assessment for either of the following reasons?

CHOOSE ALL THAT APPLY

- They asked for/discussed my Energy Performance (EPC) details
- They discussed my energy use or how I heat my home
- Neither of these
- 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
- 20-40 minutes
- 40 minutes to 1 hour
- 1-1.5 hours
- 1.5-2 hours
- More than 2 hours
- Don't know/can't remember

- F2A Which of these things did the assessor do?

CHOOSE ALL THAT APPLY

- Look in your loft (if applicable)
- Look at/talk to you about the structure of your property (what types of walls you have)
- Measure the size of rooms and/or radiators
- Inspect the walls (to check for type of walls and insulation)
- Drill holes in any walls to see how they are built
- Look at floors/under carpets
- Look at your windows/doors
- Look at your heating system/boiler, etc.
- Look at your appliances (e.g. washing machine, cooker)
- Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)
- Look at energy bills
- Ask about the number of people who live in the property/occupants

- None of these
- Don't know



F2B Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

1. Only looked at areas of property relevant to the measures they recommended
2. Looked at other areas of the home
3. Don't know

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 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



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 the Green Deal Home Improvement Fund/Cashback Scheme other 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)
- 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/Green Deal Home Improvement Fund (apply for cashback/money back 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/HIF DISCUSSED AT ALL

G 6 Which of these things did the Assessor tell you about the Green Deal Cashback Scheme/Green Deal Home Improvement Fund?

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
- If you make more than one energy saving home improvement at the same time, you get additional cash back from the Government
- 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 availability of the Cashback Scheme/Home Improvement Fund
- 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 or Green Deal Home Improvement Fund?

- 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/Green Deal Home Improvement Fund
- That it is complicated to apply for the Green Deal Cashback Scheme/Green Deal Home Improvement Fund
- That the Green Deal Home Improvement Fund/Cashback Scheme had closed
- Anything else negative about the Green Deal Cashback Scheme/Green Deal Home Improvement Fund (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

ASK ALL WHO WERE TOLD THAT THEY MIGHT BE ABLE TO HAVE MEASURES INSTALLED FOR FREE/AT A REDUCED PRICE AT G 8

G8A And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

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

Energy efficient luminaires (complete light fittings including lamp and housing that are wired in, e.g. replacements for fluorescent lighting, downlights, spotlights)

Other [PLEASE WRITE IN]

None of these

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 I 1

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

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

IF GDAR RECEIVED

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

Yes – read it carefully

Yes – just skim read it

No – 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
Energy efficient luminaires (complete light fittings including lamp and housing that are wired in, e.g. replacements for fluorescent lighting, downlights, spotlights)Other [PLEASE WRITE IN]

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



FOLLOW UP TO THOSE THAT SAID THEY WERE ALREADY
THINKING ABOUT INSTALLING MEASURE

I1a At what stage were you in thinking about installing [measure] before
you had a Green Deal assessment?

We were in the process of doing this

We had firm plans to do this

We wanted to do this but not at that stage

We wanted to do this but could not afford it

We had looked into this but didn't want to do it

We had thought about it, but hadn't looked into it detail

Don't know



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

- 1 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 the Green Deal Home Improvement Fund/Cashback Scheme/other 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/Home Improvement Fund (where you apply for cashback/ money back 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

ASK ALL WHO SAY DON'T KNOW AT I 4

I4A Did you contribute towards the cost of the [MEASURE], or was it installed for free?

CHOOSE ALL THAT APPLY.

Contributed towards the cost

- Financed myself
- Paid for partly or fully by a third party
- Paid for in an other way
- The [MEASURE] was installed for free
- Don't know



ASK ALL EXCEPT IF INSTALLED RENEWABLE TECHNOLOGIES AT I 2

- I 5 Have you applied, or do you intend to apply, for cashback/money back from the government (including the Green Deal Home Improvement Fund/Cashback Scheme) to help pay for [MEASURE]?

Yes – applied for a Green Deal Home Improvement Fund/Cashback Scheme voucher and have **redeemed it**
 Yes – applied for and received my Green Deal Home Improvement Fund/Cashback Scheme voucher but **haven't redeemed it yet**
 Yes – applied for but **not yet received** my Green Deal Home Improvement Fund/Cashback Scheme voucher
 Yes – but application was denied
 No – I intended to apply but the Green Deal Home Improvement Fund/Cashback Scheme closed before I could do so
 No – I did not apply for Green Deal Home Improvement Fund/Cashback Scheme but intend to apply for a cashback/money back
 No – I have not applied for / do not intend to apply for cashback/money back
 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/money back from the government (including the Green Deal Home Improvement Fund/Cashback Scheme)?

I was not aware that cashback/money back was available
 I was told that cashback/money back was no longer available/Home Improvement Fund/Cashback Scheme had closed
 Cashback/money back was not available for the particular improvement that I had installed
 Cashback/money back 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/money back 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 HAVE APPLIED/INTEND TO APPLY FOR CASHBACK/HIF AT I 5

I6A To what extent do you either agree or disagree with the following statement?

“I would have installed [MEASURE] even if Green Deal Home Improvement Fund/Cashback Scheme was not available”

- Definitely would have
- Probably would have
- Might or might not have
- Probably would not have
- Definitely would not have
- 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)
They are an authorised Green Deal Installer registered with the Green Deal Cashback/Home Improvement Fund Scheme
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

In the process of applying for Green Deal finance
(ASK IF C 6 CODE 2) I am waiting to receive my Green Deal
Cashback/ Home Improvement Fund voucher

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
(including the Green Deal Home Improvement Fund/Cashback
Scheme)

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

Applied for or enquired about Green Deal Home Improvement
Fund/Cashback Scheme but was turned down/told this wasn't
available

Waiting for a new Green Deal Home Improvement Fund/Cashback
Scheme to be made available

Had to wait for Green Deal Home Improvement Fund/Cashback
Scheme voucher to be issued before work could start
Green Deal finance application process too long/complex

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/money back from the government (including the Green Deal Home Improvement Fund/Cashback Scheme) to help pay for [MEASURE]?

Yes – applied for and received my Green Deal Home Improvement Fund/Cashback Scheme voucher but **haven't redeemed it yet**

Yes – applied for but **not yet received** my Green Deal Home Improvement Fund/Cashback Scheme voucher

Yes – but application was denied

No – I intended to apply but the Green Deal Home Improvement Fund/Cashback Scheme closed before I could do so

No – I did not apply for Green Deal Home Improvement Fund/Cashback Scheme but intend to apply for a cashback/money back

No – I have not applied for / do not intend to apply for cashback/money back

Don't know



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

I 21 Why did you not apply for cashback/money back (including the Green Deal Home Improvement Fund/Cashback Scheme)?

- I was not aware that cashback/money back was available
- I was told that cashback/money back was no longer available/Home Improvement Fund/Cashback Scheme had closed
- Cashback/money back was not available for the particular improvement that I want to install
- Cashback/money back was not available for the installer I want 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/money back 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/money back
- 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
- (IF APPLIED FOR HIF AT C 6 (codes 1 or 2)) Before my Home Improvement Fund/Cashback Scheme voucher expires
- 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)

I am waiting/was told to wait until the Green Deal Home Improvement Fund/Cashback Scheme becomes available again

Still in process of applying for Green Deal (and ECO) finance

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

Applied for or enquired about Green Deal Home Improvement

Fund/Cashback Scheme but was turned down/told this wasn't

available/Home Improvement Fund/Cashback Scheme had closed

Green Deal finance application process too long/complex

PRACTICAL ISSUES

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

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

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)



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/GD HIF TO PAY FOR MEASURES

I 27 (DEFINITELY WILL/PROBABLY WILL) Do you intend to apply for cashback/money back from the government (including the Green Deal Home Improvement Fund/Cashback Scheme) to help pay for [MEASURE]?

Yes – I intend to apply for cashback/money back
No – I do not intend to apply for cashback/money back
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/money back (including the Green Deal Home Improvement Fund/Cashback Scheme)?

- I was not aware that cashback/money back was available
- I was told that cashback/money back was no longer available/Home Improvement Fund/Cashback Scheme had closed
- Cashback/money back was not available for the particular improvement that I want to install
- Cashback/money back was not available for the installer I want 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/money back 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 22

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 application process too long/complex
- 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
- Hassle/disruption of making improvements
- May change character/appearance of my home
- Structural considerations (e.g. period features in home, potential damage to property, unsuitable for property)
- Could not get other consent (e.g. planning, live in conservation area, listed building)

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)

TRIED AND WAS PUT OFF

- Tried to get quotes/someone to carry out work, but could not find anyone
- Looked into installation, but was put off by complexity
- Looked into Green Deal Finance/Cashback/Home Improvement Fund but was put off by complexity
- Looked into Green Deal Finance/Cashback/Home Improvement Fund but was told they were no longer available/Home Improvement Fund/Cashback Scheme had closed
- Looked into Green Deal Finance/Cashback/Home Improvement Fund but my application was rejected



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

OTHER

Illness/disability in the household
Won't stay here long enough
Other [PLEASE WRITE IN]

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

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 J 1, 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



Process too complex/delays in process/took too long

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 34

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



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

ASK ALL

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”.