

---

# Chapter 3

## Fieldwork

---

Fieldwork for the 2015-16 English Housing Survey (EHS) was managed on behalf of the Department for Communities and Local Government (DCLG) by NatCen Social Research. There are two parts to the EHS: the interview survey and the physical survey. This chapter provides further details of fieldwork procedures, including interviewer and surveyor training.

### Overview

- 3.1 The 2015-16 survey was conducted by NatCen Social Research in consortium with CADS Housing Surveys and Building Research Establishment (BRE). NatCen carried out the interview surveys while CADS was responsible for the field force of professional surveyors to undertake the visual inspection of properties. BRE developed the physical survey questionnaire as well as the surveyor training manuals and delivered the surveyor training sessions.

### Fieldwork period

- 3.2 Fieldwork for the survey usually commences in April each year and is spread over the year, in eight batches (or waves) with two waves of fieldwork per quarter. In each wave, interviewers are given six weeks in which to complete their quotas of work. Surveyor fieldwork is the last two weeks of the interview fieldwork period plus a week beyond the end of interviewer fieldwork date.
- 3.3 The fieldwork for the 2015-16 survey commenced in July and was spread over the year in six batches (or waves). In each wave, interviewers were given six weeks in which to complete larger quotas of work compared with previous survey years.

---

## Fieldwork dates for 2015-16 were as follows:

	Interviewer		Surveyor	
	Start	Finish	Start	Finish
<b>Quarter 1</b>				
Wave 1				
Wave 2				
<b>Quarter 2</b>				
Wave 1	01/07/15	11/08/15	25/07/15	16/08/15
Wave 2	10/08/15	20/09/15	05/09/15	27/09/15
<b>Quarter 3</b>				
Wave 1	14/09/15	25/10/15	10/10/15	01/11/15
Wave 2	19/10/15	29/11/15	14/11/15	06/12/15
<b>Quarter 4</b>				
Wave 1	04/01/16	14/02/16	30/01/16	21/02/16
Wave 2	08/02/16	20/03/16	27/02/16	23/03/16

## Training and project briefings

### Interviewers

- 3.4 Interviewers working on the EHS are drawn from the NatCen Social Research pool of interviewers. Prior to starting work at NatCen, all interviewers receive three days of intensive training, which includes training in computer-assisted personal interviewing (CAPI) and workshops on doorstep technique. After this, interviewers are supervised for up to three days in the field. Interviewers are also encouraged to 'shadow' more experienced colleagues as a method to learn from others and to share experiences.
- 3.5 Before starting work on the EHS, all interviewers are required to complete a briefing on the survey. Two types of briefing were offered in 2015-16:
- Interviewers who had not previously worked on the project were required to attend a one day face-to-face briefing. In total, 99 interviewers were briefed at such briefings. These briefings covered:
    - purpose of the study
    - how the study data are used
    - previous EHS findings
    - study procedures including making contact with respondents as well as the identification and selection of dwellings and households, including houses in multiple occupation (HMOs)

- 
- how to motivate respondents to take part
  - survey documents
  - booking appointments for the physical surveyor visit
  - various exercises to test their understanding of the EHS
  - (for less experienced interviewers) going through a practice interview with members of the field or research acting as the respondent.
- Interviewers who had previously worked on the survey and who achieved 90% or more of the predicted response target for their area did not attend a briefing but, instead, were sent documents so they could brief themselves. A total of 217 interviewers were briefed in this way. This self-briefing focused on the changes that had been made to the survey for 2015-16 and the important protocols for the survey.
- 3.6 The briefings were run by NatCen Social Research and attended, where possible, by members of the EHS Team from DCLG and CADS Housing Surveys.
- 3.7 In advance of the face-to-face briefings, interviewers were required to undertake a pre-briefing exercise. This involved reading the project instructions and completing a questionnaire covering the main survey procedures. The completed exercises were marked after the briefings.

## **Surveyors**

- 3.8 EHS surveyors are employed by CADS Housing Surveys and trained by BRE on the technical content of the survey. Surveyors working on the EHS come from a range of professional backgrounds with approximately half being qualified Environmental Health Officers and the remaining from a variety of professional groups including Architects and Building Surveyors.
- 3.9 Annual turnover of surveyors is low. In 2015-16, 147 surveyors (including Regional Managers) worked on the EHS, all of which had worked on the previous year's survey. It was not necessary to recruit any new surveyors for the 2015-16 survey.
- 3.10 In the years when new surveyors are recruited, the new surveyors receive a five-day residential briefing. The rigorous residential training involves both desk-based and practical sessions and is designed to enable surveyors to adopt a standard approach to the assessment and reporting of the condition of the dwellings they will be inspecting.
- 3.11 The substantive topics covered in the physical survey briefing are listed below.
- survey procedure and administration
  - digital pen methodology for surveying

- 
- survey validation procedures
  - amenities
  - services, heating and energy
  - construction
  - measurement
  - exterior and plot
  - ageing elements
  - external defects
  - structural faults
  - Housing Health and Safety Rating System
  - pests
  - drains
  - common parts or areas for blocks of flats
  - shared facilities
  - flat construction and faults, and
  - area and environment

3.12

3.13 In advance of their training, all new surveyors are issued with an EHS technical manual, written by BRE, which sets out key definitions and provides guidance on correct completion of the survey form. New surveyors also receive a set of worked examples on the Housing Health and Safety Rating System (HHSRS). The worked examples are made up of model answers from DCLG and scenarios based on test properties used in previous EHCS/EHS briefing years. Used primarily for benchmarking purposes, those scenarios are intended solely to aid the completion of the sections on the HHSRS within the EHS form.

3.14 As soon as possible after training, Regional Managers arrange accompanied visits with their new surveyors to check on the competence of those surveyors and to answer any practical questions surveyors might have.

## Making contact with respondents

### Letters announcing the interviewer's visit

3.15 All addresses sampled for the EHS receive a letter, in advance of the interviewer's first visit, explaining the purpose of the study and stating that an interviewer will be visiting shortly. The letter also includes details of how the address has been selected and gave reassurances about confidentiality by stating:

*We will treat information you give in the strictest confidence under the Data Protection Act 1998. The results collected are used for research purposes only and no one looking at the findings will be able to identify*

---

*you in any way. Your information will be used by the Department for Communities and Local Government (DCLG), and their counterparts in the Department of Energy and Climate Change (DECC), for the production of statistics only.*<sup>1</sup>

- 3.16 These letters are sent out centrally by NatCen Social Research, not by the interviewers. The interviewers carry laminated copies of the letters with them to aid respondents' recall of the advance letter on the doorstep. A copy of the advance letter is available at Annex 3.2.

### **Leaflets**

- 3.17 Respondents are also sent a leaflet about the study with their advance letter. This provides additional information about the survey including examples of how previous EHS data have been used. It also addresses potential concerns about data protection, provided contact details for NatCen Social Research and web addresses for DCLG and NatCen Social Research.
- 3.18 There are three different versions of the leaflet, one targeted at owner occupiers, one at private renters and the third at social renters. Each version includes pictures and study findings which were considered to be particularly relevant for that tenure group.
- 3.19 Households selected for a physical survey are also given a leaflet describing the purpose of the surveyor's visit and what to expect from the physical inspection. These leaflets are updated annually. Copies of the 2015-16 interviewer and physical survey leaflets are available at Annex 3.3.

## **Interview survey data collection**

- 3.20 Prior to seeking an interview with a respondent at a sampled address, the interviewer undertakes a series of contact procedures using the EHS 'doorstep form'. These include:
- Collecting 'first impression' data about the sampled address for use in non-response analysis.
  - Identifying the sampled dwelling. A dwelling is defined as a unit of accommodation where all the rooms and amenities are for the exclusive use of the household(s) occupying them.
  - In cases where the sample address has more than one dwelling, for example, if a house has been split into two self-contained flats, randomly selecting a dwelling at the sampled address for the interview.

---

<sup>1</sup> On 14 July 2016 the Department for Business, Energy and Industrial Strategy took over energy policy from the former Department of Energy and Climate Change.

- 
- Identifying the households living at the dwelling and, in cases where a dwelling contains more than one households, randomly selecting a household for interview
  - Collecting information from neighbours about addresses that are vacant or where the interviewer has been unable to make contact with the occupants.

3.21 Properties that are vacant at the time of the interviewer's first call are passed to CADS Housing Surveys to approach for a physical survey. These are sub-sampled on the same basis as occupied dwellings based on the last known tenure of the property.

### **Interviewing non-English speakers**

3.22 NatCen employs some interviewers who can conduct the interview in a language other than English. This is not always possible and interviewers tend to rely on household interpreters to complete interviews with non-English speakers. Household interpreters must be aged 13 or over and willing to interpret on behalf of the interviewer. None of the survey documents are translated.

3.23 In 2015-16, 47 interviews were carried out in a language other than English; of these, 19 were carried out by NatCen interviewers in a language other than English. The rest were undertaken using a family or friend of the respondent as an interpreter.

### **Maximising response**

3.24 In 2015-16, interviews were achieved for 13,468 households. This represents 55% of sampled addresses eligible for interview. Interviewers used a number of established procedures to maximise response rates.

3.25 Interviewers are encouraged to make a minimum of nine calls at each address before classifying the address as a non-contact. These calls have to be at different times of the day and spread across the fieldwork period. At least two of these calls need to be in the evening from Monday to Thursday and two has to be at the weekend.

3.26 In an attempt to maximise response, some survey agencies have procedures to reissue/reassign addresses that have not yielded a productive interview to another interviewer to attempt. EHS addresses are not generally reissued because doing so would delay the completion of the interview survey component and would reduce the amount of time the physical surveyors have to complete the fieldwork of the physical surveys. Instead of reissuing unproductive addresses, interviewers are required to make a comparatively

---

high number of calls at each address to contact the occupants and attempt to secure an interview.

- 3.27 All participating households were given a £10 gift card at the end of the interview as a token of appreciation. A new visual aid was produced for interviewers in 2013-14 to show respondents some examples of how the EHS data are used. This was designed to be used by interviewers on the doorstep to encourage respondents to take part.

### **Surveyor appointments**

3.28

Interviewers are also responsible for gaining consent from those households eligible for the physical survey. Interviewers are asked to make a firm, timed appointment wherever possible using information about the surveyor's availability. The interviewers are provided with a list of dates and 59-minute 'slots' when their surveyor has indicated they are available. This information is built into the CAPI interview programme. Surveyors are also able to provide daily notes about each of their available days and overarching notes about their general availability and preferences for working. Those notes are also displayed on the interviewers' laptop.

- 3.29 The surveyor's availability is updated each night during the fieldwork period. Interviewers obtained current availability, plus details of any existing appointments allocated to their surveyor, each time they connect with NatCen Social Research's servers, which they are instructed to do before starting work and when finishing work each day.
- 3.30 The approach to making appointments is kept under close review in order to maximise the consent rate. Information about the appointment times/preferences is transferred from NatCen Social Research to a secure CADS Housing Surveys website and CADS Helpline staff assist in changing and confirming arrangements between the surveyors and respondents for the physical inspection.
- 3.31 Interviewers and surveyors are encouraged to speak to each other before interviewer fieldwork commenced to discuss any issues there may be on availability and booking appointments for the physical survey. Interviewers and surveyors are also provided with reciprocal contact details so that they can discuss work patterns and scheduling preferences if necessary.
- 3.32 As part of their training, interviewers are briefed on how to explain the physical survey to respondents and arrange the appointment for the surveyor to visit. Interviewer training include:

- 
- the surveyor fieldwork periods;
  - transfer of information about appointments between CADS and NatCen;
  - how to make appointments and what to take into account when making them;
  - how to gain agreement from respondents for the physical survey; and
  - a practice of the booking appointment section of the CAPI program.

## Interview survey data collection

3.33 The contents of the interview survey is reviewed annually (see Chapter 2 for more detail). NatCen and DCLG thoroughly check all new and revised questions in the CAPI program before the beginning of fieldwork, including:

- question and answer texts
- all routing alternatives
- textfills inserted into the CAPI programme to customise the questions
- checks built into the CAPI programme to improve the accuracy of data collected during the interview

3.34 The data for the first wave are also checked to ensure that the new/revised questions are working properly.

3.35 The data collection process for the interview survey is as follows:

- interviewers conduct a computer-assisted personal interview (CAPI) with the household reference person (HRP) or their partner using a laptop
- interviewers upload the survey data to NatCen
- interviews are checked and edited where necessary by a team of editors. For example, if an interviewer writes an electronic note using the CAPI programme saying they are unsure how many bedrooms there are, the editor will look at the note and check it against the criteria for bedrooms and correct the answer if it is wrong.



---

## Physical survey data collection

3.36 The data collection process for the physical survey is as follows:

- Surveyors conduct the survey using a paper form designed to be used with a digital pen. They also take digital photographs of the outside of the property.
- The paper form features a series of small black dots arranged in a special non-repeating pattern (the Anoto pattern) which can be read by a digital pen which features an inbuilt digital camera. Every page has a unique Anoto pattern. As the pattern on each page is unique and non-repeating, the camera in the pen can determine the page the pen is on as well as the exact position of the pen as it writes across each page. During a survey the digital pen's inbuilt camera collects data by recording the position of the pen, captures and stores digital snapshots of the pen marks across the Anoto pattern.
- After the survey, surveyors upload the survey data to a dedicated website which displays the data as a facsimile of each page for the surveyor to check and correct electronically. An extensive series of validation checks on range, plausibility and consistency have been developed which enable surveyors to validate their own survey before submitting it to their regional manager.
- Photographs of the properties surveyed are added to the website.
- Corrected data are submitted to the surveyors' regional manager for final checking and, if necessary, returned to the surveyor for correction or clarification via the website.
- The checked data are forwarded to BRE by regional managers for consolidation with the rest of the EHS results.
- An additional stage of checking was introduced for 2013-14 whereby all forms that would have previously been submitted to BRE with one or more 'error' messages were filtered and subjected to further checks by an appointed CADS Regional Manager. The aim of these additional checks was to reduce the numbers of forms being passed to BRE with errors. In 2015-16, only 2 completed full surveys retained legitimate system errors when passed to BRE for further data validation and acceptance testing. More information on data validation can be found in section 5.4 of Chapter 5 'Data Processing'.

3.37 The subjective nature of some assessments required for the physical survey means that a degree of variability is inevitable between surveyors in some of their judgements. To minimise the impact that any one surveyor can have on the results of any one area or type of property an annual upper target of 65 is set on the number of surveys any one surveyor can complete. An additional

---

restriction is set relating to work within any one region, such that no one surveyor should complete more than 45 full surveys in any region (a limit of 36 exists for the North East as fewer physical surveys are conducted in this area compared with other regions). These rules help to minimise bias within the survey and to provide more robust measures of housing condition below the national level. In 2015-16, 77% of surveyors did not exceed any Regional target and 98% of surveyors did not exceed the annual upper target of 65 full surveys.

3.38 In 2014-15, a calibration exercise was undertaken to detect any variability that arises from surveyors making different judgements given the same information. Results from the 2014-15 exercise showed no significant difference overall in the surveyors' assessments of repair costs, the overall distribution of which remained similar through 2001 to 2009-10. The next scheduled calibration exercise is due to be undertaken in 2018-19. More detail on the rationale, process and how those exercises have informed previous years of the survey can be found in the 2011-12 technical advice note on data quality, published on the DCLG website:

<https://www.gov.uk/government/publications/english-housing-survey-technical-advice>.

3.39 To provide further insight into the effects of systematic surveyor variability on the precision of estimates from the physical survey, a Surveyor Variability Study (SVS) is routinely undertaken. This exercise which was last conducted in 2014-15 involved a call-back methodology in which 300 properties were surveyed again by a second surveyor and the results were compared. The analysis is currently ongoing and a report is due Autumn 2017. The findings will be summarised in a future Technical Report. More information on the previous SVS survey can be found in the 2009-10 SVS summary report, published on the DCLG website:

<https://www.gov.uk/government/publications/english-housing-survey-technical-advice>.

---

## **Annex 3.1: The briefing programme for new surveyors**

No face-to-face surveyor briefing was carried out for the 2015-16 EHS because it was not necessary to recruit new surveyors.

---

## Annex 3.2: Advance Letters

### Advance letter (generic version, front page)



Department for  
Communities and  
Local Government



## Help improve homes for family, friends and neighbours in your area

Dear Sir or Madam,  
You've been selected to take part in the English Housing Survey – we hope we can count on your help in this important survey.

Each year a number of people are chosen at random from across the country to be interviewed, so this is a unique chance to put forward your views about homes in your area.

From reducing our carbon emissions to helping young people get a foot on the housing ladder – the survey will help shape the future of housing in your area. So you could end up helping your neighbours, family and friends.



#### What's next?

One of our interviewers will call at your house in the next week or so. So you know who they are, they all carry a photo ID.



#### Any questions?

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



#### Thanks for your help

As a thank you, we will give your household a high street gift voucher when you take part. Your help will really give us a better understanding of the housing situation in England today, so thanks again for playing such an important part.

Yours Sincerely,

**Sarah Alloook**  
Project Coordinator,  
English Housing Survey

**NatCen**

Social Research that works for society

NatCen Social Research, Kings House, 101-135 Kings Road, Brentwood, Essex CM14 4LX. Tel. 0800 526 397. Company limited by guarantee. Reg No. 4392418. A Charity registered in England and Wales (1091768) and in Scotland (SC038454)

GenV1

## Advance letter (owner occupied, front page)



  
Department for  
Communities and  
Local Government



**The Householder**  
<Address1>  
<Address2>  
<Address3>  
<Address4>  
<Address5> <postcode>

<Post\_Date>  
Reference no.: P11886/<SerialNumber><CL1>

## Have your say on the future of housing around <sector\_name>

Dear Sir or Madam,

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

Each year a number of people are chosen at random from across the country to be interviewed, so this is a unique chance to put forward your views about homes around <sector\_name>.

What you tell us will shape the future of housing across the country, from helping young people buy their first home, to conserving the places where we live and shaping government planning policy.



### What's next?

One of our interviewers will call at your house in the next week or so. So you know who they are, they all carry a photo ID.

<Intv\_Caption> < Intv\_NAME>



### Any questions?

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



### Thanks for your help

As a thank you, we will give your household a £<voucher> voucher when you take part. Your help will really give us a better understanding of the housing situation in England today, so thanks again for playing such an important part.

Yours Sincerely,

**Sarah Allcock**  
Project Coordinator,  
English Housing Survey

**NatCen**  
Social Research that works for society

NatCen Social Research, Kings House, 101-135 Kings Road, Brentwood, Essex CM14 4LX Tel. 0800 526 397. Company limited by guarantee.  
Reg No. 4392418. A Charity registered in England and Wales (1091768) and in Scotland (SC038454)

Priv/OwnV1



## Advance letter (social rented, front page)



  
Department for  
Communities and  
Local Government



### The Householder

<Address1>  
<Address2>  
<Address3>  
<Address4>  
<Address5>  
<postcode>

Reference no.: P11866/<SerialNumber><CL1>  
<Post\_Date>

## One chance to help improve homes and housing around <sector\_name>

Dear Sir or Madam,

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

Each year a number of people are chosen at random from across the country to be interviewed, so this is a unique chance to share your opinions on homes in your area. Your views could help influence government policies around <sector\_name>.

From giving a helping hand with fuel bills to helping improve poor housing conditions – the survey will help shape the future of housing around <sector\_name>. So you could end up helping your neighbours, family and friends.



### What's next?

One of our interviewers will call at your house in the next week or so. So you know who they are, they all carry a photo ID.

<Intv\_Caption> < Intv\_NAME>



### Any questions?

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



### Thanks for your help

As a thank you, we will give your household a £<voucher> voucher when you take part. Your help will really give us a better understanding of the housing situation in England today, so thanks again for playing such an important part.

Yours Sincerely,


Sarah Allcock  
Project Coordinator,  
English Housing Survey


**NatCen**  
Social Research that works for society

NatCen Social Research, Kings House, 101-135 Kings Road, Brentwood, Essex CM14 4LX. Tel. 0800 526 397. Company limited by guarantee. Reg No. 4392418. A Charity registered in England and Wales (1091768) and in Scotland (SC038454) SocV1



## Advance letter (private rented, front page)

 Department for  
Communities and  
Local Government

 ENGLISH  
HOUSING  
SURVEY

**The Householder**  
<Address1>  
<Address2>  
<Address3>  
<Address4>  
<Address5> <postcode>

<Post\_Date>  
Reference no.: P11866/<SerialNumber><CL1>


### Have your say on the future of housing around <sector\_name>


Dear Sir or Madam,


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

Each year a number of people are chosen at random from across the country to be interviewed, so this is a unique chance to put forward your views about homes around <sector\_name>.


What you tell us will shape the future of housing across the country, from helping young people buy their first home, to conserving the places where we live and shaping government planning policy.

 **What's next?**  
One of our interviewers will call at your house in the next week or so.  
So you know who they are, they all carry a photo ID.  
<Intv\_Caption> < Intv\_NAME>

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

 **Thanks for your help**  
As a thank you, we will give your household a £<voucher> voucher when you take part.  
Your help will really give us a better understanding of the housing situation in  
England today, so thanks again for playing such an important part.

Yours Sincerely,

  
**Sarah Allcock**  
Project Coordinator,  
English Housing Survey

**NatCen**  
Social Research that works for society

NatCen Social Research, Kings House, 101-135 Kings Road, Brentwood, Essex CM14 4LX. Tel. 0800 526 397. Company limited by guarantee.  
Reg No. 4392418. A Charity registered in England and Wales (1091768) and in Scotland (SC038454) Priv/OwnV1

---

## Advance letter (back page of all versions)

**How did you choose my address?**

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

**What will happen to any information I give?**

We will treat information you give in the strictest confidence under the Data Protection Act 1998. The results collected are used for research purposes only and no one looking at the findings will be able to identify you in any way. Your information will be used by the Department for Communities and Local Government (DCLG), and their counterparts in the Department of Energy and Climate Change (DECC), for the production of statistics only.

**Who is carrying out the study?**

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

**What is the interview about?**

The interview covers a range of topics including your housing circumstances, satisfaction with your accommodation and neighbourhood, and energy efficiency in your home.

**Where can I find out more?**

See the enclosed leaflet, visit [www.natcen.ac.uk/taking-part/ehs](http://www.natcen.ac.uk/taking-part/ehs) or phone us free on 0800 652 4572.

**Where can I spend my voucher?**

Your voucher is a gift card which you can spend at a range of high street shops, such as Argos, Debenhams and Boots.



---

## Annex 3.3: Leaflets

### Interviewer (main survey) leaflet

The survey team comprises:



## Department for Communities and Local Government

The Department for Communities and Local Government (DCLG) is the government department that sponsors the EHS to collect information on changing trends in housing, the condition of the housing stock and the characteristics of households living in different types of housing.  
[www.gov.uk/government/collections/english-housing-survey](http://www.gov.uk/government/collections/english-housing-survey)

## NatCen

Social Research that works for society

NatCen Social Research are an independent, non-profit institute, working for government, educational bodies, charities and responsible businesses. NatCen Social Research are conducting the household interview part of the study.  
[www.natcen.ac.uk/taking-part/ehs](http://www.natcen.ac.uk/taking-part/ehs)

## CADS

Housing Surveys

CADS Housing Surveys will be conducting the visual inspection of the property using professional surveyors qualified to assess housing conditions and energy efficiency.  
[www.cadesignservices.co.uk](http://www.cadesignservices.co.uk)

Your appointment with the surveyor is:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name of surveyor: \_\_\_\_\_

EHS Helpline: 020 3131 3179

Physical survey leaflet\_v5



# Explaining the surveyor's visit



Thank you for taking part in the interview which was the first part of the English Housing Survey (EHS) study. We hope you will now agree to take part in the second phase which consists of a physical inspection of your property.

Just over half of all households where an interview has taken place are randomly selected for a follow-up physical inspection by a surveyor.

We would like to arrange a convenient time when a qualified surveyor can visit your home. The interviewer has details of when surveyors are working in your area.

### ? Who will conduct the physical inspection?

The EHS is conducted on behalf of the Department for Communities and Local Government (DCLG). DCLG have appointed CADS Housing Surveys to undertake the physical inspection. CADS employ professional surveyors qualified to conduct the EHS assessments.

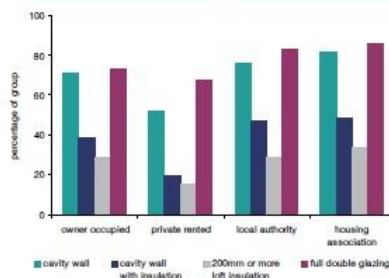
### ? What is the purpose of the physical inspection?

During the interview you kindly told us about your housing circumstances and aspirations, and your views on your home and neighbourhood. To supplement this information we also

need a professional assessment of your home so that we can determine what types of household are living in the least energy efficient homes and how housing conditions vary between household groups.

The chart below gives just one example of results available from the information collected by the EHS.

Percentage of dwellings with efficient insulation measures, by tenure, 2011



Source: English Housing Survey, dwelling sample

**Housing Association properties are the best insulated!**

### ? What will the surveyor do?

Our surveyor will call at an agreed time that is convenient to you. On arrival the surveyor will introduce themselves and show you their identity card.

Their assessment will take about an hour and although most of this will be spent

surveying the outside of the home, they will ask to see all the rooms inside. The inspection is a visual one and will not involve any disruption to your home or belongings.

### ? Do I have to take part in the physical inspection?

As with the interview, we rely upon voluntary co-operation, which is essential if our research is to be successful. Your home has been chosen at random to provide a balanced picture of all parts of the country and types of property and household. By taking part you help us to provide an accurate picture of housing in England.

### ? Should I let my landlord know I'm taking part?

There is no reason to inform your landlord or freeholder of your participation unless you want to. As the interviewer will have explained, all your responses at interview and the information collected at the physical inspection will remain confidential and will not be passed onto your landlord.

### ? Will I get any feedback after the physical inspection?

While the EHS is designed to provide government with a reliable assessment of the energy efficiency and condition

of the housing stock it is not as detailed as a survey that you would pay to have conducted yourself. We are not therefore able to provide any feedback on your home unless the surveyor identifies any issues which they consider to be an imminent risk to you or your family. In this situation they will alert you to the problem and advise you to take immediate action.

### ? Is the physical inspection confidential?

Yes. The information collected at both the interview and physical inspection stages of the study is handled in the strictest confidence by DCLG, NatGen Social Research, and their appointed contractors as directed by the Code of Practice for Official Statistics and Data Protection Act. It will be used to produce statistics that will not identify you or anyone in your household. These anonymous statistics are analysed by government and other approved organisations, such as universities, Non-Governmental Organisations, and surveyors.

Thank you for agreeing to take part in this important national study.

Leaflet for owner occupiers a slightly modified version was sent to addresses anticipated to be renters.

**How the English Housing Survey makes a difference**

The information collected can help give the Government a clearer picture of the state of homes and housing in England. This means they can make more informed decisions - so resources are better used to help home owners and tenants.

- Help for first time buyers**  
We all know it's hard for young people to buy their first home. Our research helps highlight to the Government the size of the problem. With the Help to Buy scheme, first time buyers have been able to secure a special government loan to help them get a foot on the housing ladder.
- Measuring our carbon footprint**  
The English Housing Survey (EHS) allows us to estimate the carbon footprint of houses and flats. This means Government can predict the contribution improvements in housing make to the national CO2 reduction targets.
- Adaptations to remain in the home**  
England has an ageing population. This study identifies the type and scale of adaptations that are needed to allow people to remain in their own homes for as long as they want.

**For more information**

Freephone 0800 652 4572  
Or visit [www.natcen.ac.uk/taking-part/ehs](http://www.natcen.ac.uk/taking-part/ehs)  
Email: [info@natcen.ac.uk](mailto:info@natcen.ac.uk)

NatCen have been carrying out high quality social research for 40 years. We are a non-profit organisation, independent of all government departments and political parties.

A Company Limited by Guarantee Registered in England No. 4392418  
A Charity in England and Wales (1091768) and Scotland (SC038454)

**NatCen**  
Social Research that works for society

**WHAT'S UP YOUR STREET?**  
Help us improve homes and housing where you live

Department for Communities and Local Government  
ENGLISH HOUSING SURVEY

OverVI

**How attached to your home are you?**

61% of homeowners have lived in their property for over 10 years, compared to **Just 9%** of those renting from a private landlord.

**Content with your local area?**

It turns out most of us are happy with where we live, with 87% of the nation saying they were satisfied with their neighbourhood.

**Getting on the ladder**

It's tough getting on the housing ladder these days. **Only 10%** of homeowners are aged under 35.

**How efficient is your home?**

Over the past 15 years the energy efficiency of homes in England has continued to improve, thanks to measures such as wall and loft insulation, double glazing and new boilers.

