

Appendix E 30 House scheme: tenant surveys

ENERGY CONSERVATION

- INITIAL RESEARCH -
NOVEMBER 1991

Background

A number of council houses in the Acomb area were scheduled to have certain energy conservation measures undertaken from mid-November. Research was required to establish the condition and opinion towards the homes before the work was undertaken. A control sample which was only to receive central heating, was also included in the survey.

Method

The New Fieldwork Company, an independent research agency, was commissioned to undertake face-to-face interviews amongst the residents of homes involved in the project. 44 interviews were conducted - 27 amongst people who were to have energy conservation work done on their homes and 17 who were to receive heating only. Interviewing took place between 6th November and 12th November 1991.

In addition to completing the questionnaire with residents, interviewers also noted the temperature in the lounge, main bedroom and outside the front door.

As the research involved small numbers of respondents the actual number giving each response is given and the percentage shown in some cases, but these should be treated with care, as confidence on small samples is low eg on a sample of 27 we can be 95% confident the result is within +/- 18.9% in the worst case.

3. Research Findings

3.1 Over three quarters of residents in both the sample and the control group felt the general condition of their home was very or quite good. Just one person - from the control group - thought it was in very poor condition.

How would you describe the general condition of your home now?

	Sample (27)		Control (17)	
	No	%	No	%
Very good condition	5	19	3	18
Fairly good condition	16	59	10	59
Fairly poor condition	6	22	3	18
Very poor condition	0	0	1	6

3.2 The temperature of the houses was identified as a problem - about half of each group stated their home was much too cold and about another third that it was 'too cold'. No one said it was too warm and just 4 of the sample group and 3 of the control that it was just right.

The temperature of the main bedroom and lounge compared to outside the front door (taken by the interviewer) is in most cases between 2 and 6°C higher.

How would you describe the temperature over the whole of your home during the winter months?

	Sample (27)		Control (17)	
	No	%	No	%
Much too warm	0	0	0	0
Too warm	0	0	0	0
Just right	4	15	3	18
Too cold	10	37	5	29
Much too cold	13	48	9	53

Difference in temperature in room compared to outside

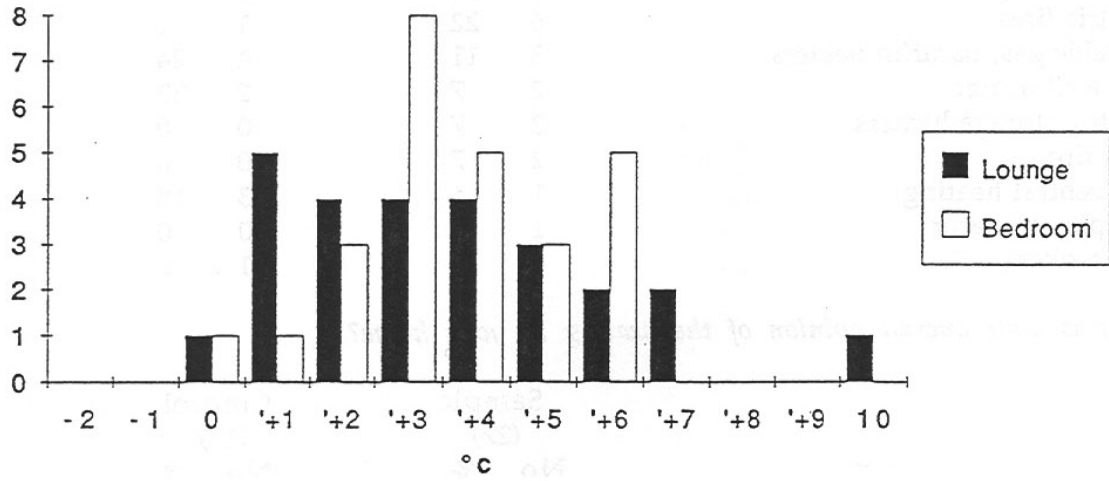
°c	Sample		Control	
	Lounge	Bedroom	Lounge	Bedroom
-2	0	0	1	0
-1	0	0	0	0
Same	1	1	2	2
+1	5	1	0	0
+2	4	3	4	2
+3	4	8	1	5
+4	4	5	3	1
+5	3	3	1	4
+6	2	5	2	0
+7	2	0	0	1
+8	0	0	0	1
+9	0	0	1	0
+10	1	0	0	0
Mean score	+3.4	+3.6	+2.9	+3.6

3.3 Most people heat their homes using a gas fire, with individual gas heaters and electric fires also being popular with some. Just one person in the sample and three people in the control group have central heating - these are amongst those who feel the temperature in their house is 'just right' and are satisfied with their heating.

Over three quarters are dissatisfied with the heating in their home - proportionately more of the control group are very dissatisfied compared to the sample, however there are also people in the control group who are very satisfied namely those with gas central heating.

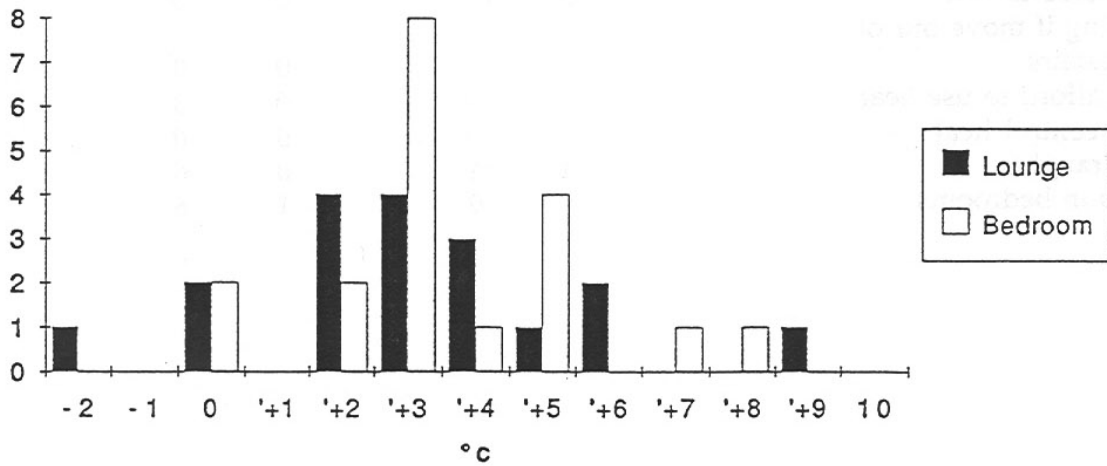
Sample

Temperature of room compared to outside



Control

Temperature of room compared to outside



The main reason for dissatisfaction with the current heating in the home is that it doesn't provide enough heat, but only heats part of the house at best.

How do you heat your home?

	Sample (27)		Control (17)	
	No	%	No	%
Gas fire	22	81	12	71
Individual gas heater	8	30	3	18
Electric fires	6	22	1	6
Portable gas/paraffin heaters	3	11	4	24
Gas wall heater	2	7	2	12
Electric storage heaters	2	7	0	0
Coal fire	2	7	0	0
Gas central heating	1	4	3	18
Dimplex radiator	1	4	0	0
Gas cooker	0	0	1	6

What is your overall opinion of the heating in your home?

	Sample (27)		Control (17)	
	No	%	No	%
Very satisfied	0	0	3	18
Fairly satisfied	5	19	1	6
No opinion either way	0	0	0	-
Fairly dissatisfied	12	44	2	12
Very dissatisfied	10	37	11	65

What is it about your heating that you are not satisfied with?

	Sample (27)		Control (17)	
	No	%	No	%
Not enough heat	20	74	13	76
Not enough radiators/only partial heating	4	15	3	18
Expensive to run	3	11	0	0
Freezing if move out of room/ upstairs	2	8	0	0
Can't afford to use heating	1	4	0	0
Can't control heat	1	4	0	0
Bad draughts	1	4	0	0
Damp in bedrooms	0	0	1	6

3.4 Around half the houses surveyed heat their water using an immersion heater and a quarter of those in the sample group have a back boiler to their gas fire, but only one person in the control group has this facility.

How do you heat the hot water in your home?

	Sample (27)		Control (17)	
	No	%	No	%
Immersion heater - normal tariff	11	41	11	85
Back boiler to a gas fire, but no central heating	7	26	1	6
Gas water heater/boiler	4	15	2	12
Mains seven boiler/heater	3	11	0	0
From central heating	1	4	3	18
Back boiler with a solid fuel fire, but no central heating	1	4	0	0

3.5 23 out of the 27 people (85%) in the sample group have problems with condensation or damp in their home compared to 9 out of 17 people (53%) in the control group. Of these 32 people who are affected 14 state it is a major problem and 14 a minor problem. The main problems caused are steamed-up windows and walls and damage or mould growth on walls. The rooms affected vary by house, but those mentioned most often are bedrooms (respondents and others), kitchen and bathroom. The main rooms used are the lounge and kitchen; the dining room and second/spare bedrooms get little use in the winter in some homes because they are so cold, or there is no need to use them.

Do you have any problems with condensation or damp in your home?

	Sample (27)		Control (17)	
	No	%	No	%
Yes	23	85	9	53
No	4	15	8	47

Overall how much of a problem to you is condensation or damp in your home

	Sample (23)	Control (9)
Major problem	11	3
Minor problem	9	5
No problem	2	1

What sort of problems do you have? Any others?

	Sample (23) No	Control (9) No
Steamed up windows/walls	19	8
Damage or mould growth to wall	9	7
Damage to paint on windows	1	0
Damage to floors, carpets or furniture	1	1
Damp days	0	1
When cooking	0	1

Which rooms does this affect?

	Sample (23)	Control (9)
Respondents bedroom	12	5
Other bedrooms	12	7
Kitchen	11	4
Bathroom	9	5
Living room	6	2
Dining room	6	3
Hall	4	1

I will read out the main types of room in your home. I would like you to tell me for each type of room which best describes how much the room is used in the winter.

	<u>A lot of use</u>		<u>A fair amount of use</u>		<u>Hardly any use</u>	
	Sample	Control	Sample	Control	Sample	Control
Use during day:						
Kitchen	13	6	9	2	1	0
Lounge	15	7	6	2	1	1
Dining room	5	3	6	2	8	3
Bedrooms (not for sleeping)	4	1	9	3	10	6
Use during evening:						
Kitchen	6	3	13	5	4	1
Lounge	18	8	4	1	1	0
Dining room	3	1	7	3	9	4
Bedrooms (not for sleeping)	6	0	7	5	10	4

If you have rooms which hardly get any use in winter please tell me why they are unused?

	Sample	Control
Too cold	6	3
No need to	6	3
Only use bedrooms in company	1	0
Out at work during day	1	1
Don't sit in bedroom	0	1

3.6 Two thirds of those in the sample group are very concerned about the cost of heating in their home, compared to four out of ten for the control group. Concern over the cost is not influenced by whether residents are receiving housing benefit or not.

How concerned are you about the cost of heating your home?

	Sample		Control	
	No	%	No	%
Very concerned	18	67	7	41
Slightly concerned	4	15	5	29
Not at all concerned	5	19	5	29

	<u>Receive Housing Benefit</u>	
	Yes (No)	No (No)
Very concerned	12	13
Slightly concerned	4	5
Not at all concerned	4	6

Why are you concerned about the cost?

	Sample	Control
	No	No
Too expensive/watch costs	16	8
On a pension	1	0
On income support	1	0
Live on pension and income support	1	0
Depends how much use in winter	1	0
No other heating except gas fire	1	0
Immersion heater very expensive	0	1
Out of work	0	1

3.7 Those who live in houses at the end of the row rather than the middle are more satisfied with the temperature of the house and the heating, but this is influenced by the fact that the 4 houses with central heating are amongst those houses at the end of the block. However houses at the end appear more likely to suffer from condensation and damp.

	<u>Position of house in block</u>	
	Middle No	End No
<u>Temperature of home</u>		
Just right	0	7
Too cold	4	11
Much too cold	6	16
<u>Opinion of heating</u>		
Satisfied	0	9
Dissatisfied	10	15

Condensation

Yes	6	26
No	4	7

A Problem?

Major	3	12
Slight	3	12
No problem	0	2

3.8 The small numbers involved mean it is difficult to compare the various demographic groups put there does not appear to be any major differences of opinion between those with children and those without, or homes with elderly people (60+) and those without.

	<u>Children</u> No.	<u>No Children</u> No.
<u>Temperature of home</u>		
Just right	4	3
Too cold	7	8
Much too cold	8	14
<u>Opinion of heating</u>		
Satisfied	6	3
Dissatisfied	13	22

	<u>Adult</u> <u>aged 60+</u> No.	<u>No adult</u> <u>aged 60+</u> No.
<u>Temperature of home</u>		
Just right	1	6
Too cold	1	14
Much too cold	3	19
<u>Opinion of heating</u>		
Satisfied	0	9
Dissatisfied	5	30

PROFILE

	SAMPLE NO	CONTROL NO
<u>HOUSEHOLD COMPOSITION</u>		
One adult	7	4
Two or more adults	15	12
Adults only, 60+	4	1
Children in household	10	9
aged 0-5	4	5
aged 6-14	7	6
aged 15-17	3	4
Physical/mental disability	0	0
<u>LENGTH OF RESIDENCE</u>		
Less than a year	0	0
1 to 2 years	1	1
2-5 years	3	4
6-15 years	9	4
over 15 years	13	8
<u>EMPLOYMENT</u>		
Work full time	7	6
Work part time	4	1
Housewife not in paid employment	8	6
Unemployed/seeking work	1	2
Not working/not seeking work	6	2
<u>NUMBER OF BEDROOMS</u>		
2	5	2
3	21	15
<u>POSITION OF HOUSE IN BLOCK</u>		
Middle	7	3
End	20	14
<u>RECEIVE HOUSING BENEFIT</u>		
Yes	11	8
No	15	9

ENERGY DEMONSTRATION PROJECT

STAGE II

MARCH/APRIL 1993

1. Background

A total of 29 council houses in the Acomb area were selected to trial certain energy conservation measures, along with new central heating system. In addition 19 homes were chosen to act as a 'control' for the trial, which only had central heating installed and no extra conservation measures. A survey was conducted prior to the work in November 1991 to obtain residents opinions towards the heating in their home and a second survey was then required following the work to explore changes in opinions over time and also differences in opinion between the main sample and the control group.

2. Method

As with the first stage of the project, the New Fieldwork Company, an independent market research agency, was commissioned to carry out face-to-face interviews with residents of those homes involved in the project. Interviewers were also asked to record the temperature in the lounge and bedroom as well as outside the front door.

A total of 47 interviews were carried out - 28 out of the 29 in the main sample (- one resident was reported to be away for a long period of time) and all the 19 residents in the control sample.

The survey deals with small numbers of people, hence the actual numbers of people giving a certain response are shown and not the percentage.

3. Research Findings

Opinions have improved significantly amongst both the sample and control group with overall opinions being slightly higher amongst the sample group. In particular, fewer people in the sample now experience condensation and damp in their home than prior to the work, whereas the number is unchanged amongst the control group. In addition concern about the cost of heating has declined amongst the sample but such a decline is not apparent amongst the control group.

3.1 Opinion of the condition of the home has improved amongst both the sample and the control - but opinion is higher amongst the sample group with almost two thirds stating it is in very good condition compared to around four out of ten of the control group. (The previous survey showed less than two out of ten for both groups would describe their home as in very good condition.)

How would you describe the general condition of your home now?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Very good condition	18	5	8	3
Fairly good condition	9	16	11	10
Fairly poor condition	1	6	-	3
Very poor condition	-	-	-	1

3.2 The first survey demonstrated that the majority of residents from both groups found their home to be cold during the winter months. Following central heating installation just 1 resident out of each group now feels their home is too cold and most state it is 'just right'. Two of those in the sample state it is too warm.

How would you describe the temperature over the whole of your home during the winter months?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Much too warm	1	-	-	-
Too warm	1	-	-	-
Just right	25	4	18	3
Too cold	1	10	1	5
Much too cold	-	13	-	9

Mean Temperature

	Sample	Control
Outside	15.7	13.5
Lounge	18.1	17.2
Bedroom	18.8	16.8

3.3 There has been a marked improvement in opinions towards the heating in the home - all those in the control group are now satisfied, with half of them very satisfied; and of those in the sample over three quarters are very satisfied but 2 state they are fairly dissatisfied.

What is your overall opinion of the heating in your home?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Very satisfied	22	-	10	3
Fairly satisfied	4	5	9	1
No opinion either way	-	-	-	-
Fairly dissatisfied	2	12	-	2
Very dissatisfied	-	10	-	11

3.4 All respondents used their central heating during the winter, with most (80%) also using a gas or electric fire. About half of the households use the timer to automatically switch their heating on and off whilst the others operate it manually using the on/off button - no one turns the clock forward to adjust their heating. The main reason for operating the heating manually is because it is easier, particularly if people do not have a regular pattern each day. Some people also found the thermostat turned the heating on if the temperature dropped to a certain level and using the on/off button prevented this.

One respondent in the control group did not know how to operate the timer and one person in the main sample said the timer was broken.

Of those who do use the timer, the vast majority set it so the heating comes on twice daily.

All respondents state they use just the central heating to heat their water in both winter and summer and do not use the immersion heater.

What types of heating did you use (this winter)?

	Sample	Control
Central heating only	3	6
Gas/electric fire only	-	-
Both central heating and gas/electric fire	23	13

When you use your central heating, how do you usually switch it on and off?

	Sample	Control
Automatically using the timer	12	10
By hand switching the on/off button	13	7
By hand turning the clock forward	-	-
Use any of these methods equally	1	2

Do you have any problems with condensation or damp in your home?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Yes	14	23	9	9
No	14	4	10	8

What sort of problems do you have? Any others?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Steamed-up windows/walls	11	19	8	8
Damage to paint on windows	5	1	8	7
Damage or mould growth to wall decoration	2	9	6	1
Damage to floors, carpets or furniture	1	1	1	1

Which rooms does this affect?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Respondents bedroom	9	12	7	5
Other bedroom(s)	5	12	7	7
Bathroom	5	9	5	5
Dining room	5	6	4	3
Living room	5	6	3	2
Kitchen	4	11	5	4
Hall	2	4	3	1
Wash house	-	-	1	-

Overall how much of a problem to you is condensation or damp in your home?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Major problem	3	11	2	3
Slight problem	9	9	5	5
No problem	-	-	1	1

Why do you manually turn the heating on and off rather than use the timer?

Base = all operate manually

	Sample	Control
It's easier to do it by hand rather than change the timer	12	8
Don't want heat on when not in house	3	2
Do not trust the timer to do what I want	1	-
Timer is broken	1	-
Don't know how to operate the timer	-	1

How often was your central heating set to come on and off this winter?

(Base = all using timer)

	Sample	Control
Once a day	-	-
Twice a day	11	8
More than twice a day	1	1

How do you heat your hot water

a) in winter?

b) in summer?

	<u>Winter</u>		<u>Summer</u>	
	Sample	Control	Sample	Control
Central heating only	28	17	28	18
Immersion heater only	-	-	-	-
Both central heating and immersion heater	-	-	-	-

3.5 The number of residents in the main sample who state they have problems with condensation or damp in their home has fallen from 23 to 14 whereas amongst the control the number remains unchanged at 9 residents.

The main problem experienced is steamed-up windows/walls but those in the control group also show a relatively high level of damage to paint on windows and damage/mould growth to wall decoration. The rooms affected vary by home, but the bedroom received the highest mention.

Most residents view the condensation or damp as a slight problem rather than a major one. The previous research showed 11 out of the 20 people in the sample who responded who had experienced condensation or damp thought it was a major problem compared to 3 out of 12 in the later survey. Amongst the control group opinions have not really changed.

3.6 There has been no real change in the use of the different rooms in the home with the lounge being used most. The main reasons given for low use of certain rooms is that there is no need to - no one in the sample now states it is because the room is too cold compared to 6 people in the previous survey. Amongst the control group 2 still say the room is too cold compared to 3 people in the previous survey.

I would like you to tell me for each type of room, which best describes how much the room is used in the winter.

	A lot of use				Hardly any use			
	Sample		Control		Sample		Control	
	93	91	93	91	93	91	93	91
Use during day								
Kitchen	16	13	7	6	3	1	3	-
Lounge	22	15	12	7	2	1	3	1
Dining Room	7	5	1	3	7	8	9	3
Bedrooms (not for sleeping)	-	4	2	1	17	10	8	6
Use during the evening								
Kitchen	8	6	6	3	7	4	3	1
Lounge	27	18	18	8	-	1	-	-
Dining Room	6	3	1	1	9	9	8	4
Bedrooms (not for sleeping)	-	6	-	-	17	10	9	4

If you have rooms which hardly get any use in winter please tell me why they are unused?

	Sample		Control	
	March 93	Nov 91	March 93	Nov 91
Don't use in day time	15	1	12	1
Only for/if visits	9	1	3	-
No need to use except to cook/eat	7		4	
No reason to use	6	6	3	3
No fire/too cold	-	6	2	3

3.7 The level of concern about the cost of heating the home has declined amongst the sample group but not amongst the control group. The reason for concern is the large bills and the ability to pay and 4 people mentioned problems with the heating controls and the heat coming on too often.

How concerned are you about the cost of heating your home?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Very concerned	9	18	8	7
Slightly concerned	9	4	7	5
Not at all concerned	9	5	4	5

Why are you concerned about the cost of heating?

	<u>Sample</u>		<u>Control</u>	
	March 93	Nov 91	March 93	Nov 91
Too expensive/live on budget	8	16	8	8
No idea of cost yet	2	-	2	-
On pension/income support	3	3	2	-
Problems with heat controls	3	-	1	-

3.8 Demographic Profile

	Sample	Control
<u>Household Composition</u>		
Any children	14	12
One adult	8	5
Two or more adults	14	13
Adults only, 60+	6	1
<u>Length of residence</u>		
Less than a year	1	1
1-2 years	3	-
2-5 years	3	5
6-15 years	6	6
Over 15 years	15	7
<u>Employment</u>		
Work full-time (30+hrs)	3	5
part time	7	2
Housewife	6	3
Not working/not seeking work	11	8
Unemployed/seeking work	1	1
<u>Receive Housing Benefit</u>		
Yes	17	11
No	11	8

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