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# Participant evaluation

Questionnaire for Property managers and building owners

Low Energy Apartment Futures

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# Introduction

Thank you for taking the time to complete the questionnaire!

The LEAF project has produced a technical and an engagement toolkit which aim to overcome the current limitations surrounding Energy Performance Certificates (EPCs) and multi-ownership in multi-occupancy housing (e.g. tenements, blocks of flats). These toolkits will be tested on a number of pilot projects in different EU member states.

The questionnaire will help us to learn more about the motivations behind getting an EPC carried out and how they are used within a renovation process. We are interested to know what benefits EPCs provide for different stakeholders and how the information given is used to form a renovation plan.

## About you...

1. What is your role within the building

- Building owner
- Property management
- Other: .....

2. Which of the following tasks are your responsibility? (tick all which apply)

- Letting or selling of dwellings
- Maintenance of building services
- Maintenance of the building appearance
- Administration of common reserve fund
- Contacting residents

## Section 1. About the building

We are interested to learn about any problems or concerns you have regarding the building and if there are any complaints from the residents about specific issues?

3. Thinking about the building, how would you assess the following factors?

About the building	No problem at all	Somewhat of a problem	A significant problem
Leaking roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poorly insulated roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor condition of outer façade (e.g. rendering cracked)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Little or no insulation of outer walls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor quality windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor lightning in communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Draughty communal areas (due to poorly fitting windows or doors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damp in the basement rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inefficient electricity network (low capacity, missing security installations, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical quality of the central heating system poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insufficient water/waste water pipes (leaks, blockages, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Little or no insulation on heating and/or warm water distribution pipes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Known mildew/mould problems in the flats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

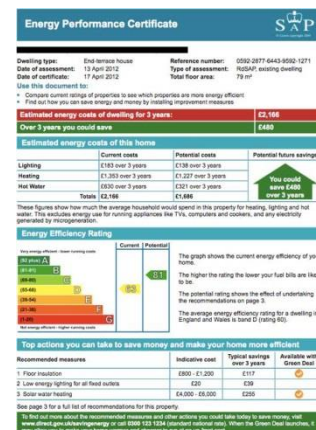
4. Over the past couple of years have you received any complaints from residents about any of the following subjects, and if so to what extent?:

Complaints from residents	Never or hardly ever	Rarely	Once in a while	Frequently
Property too cold during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property too hot during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property too cold during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property too hot during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mildew/mould problems in the apartments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High energy bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outer appearance of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inner appearance of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 2. Energy Performance Certificates

An Energy Performance Certificate (EPC) (example pictured right) provides information on the energy efficiency and energy demand of your home. The EPC also provides recommendations of ways to improve the building's energy efficiency.

We are interested in your views about Energy Performance Certificates and how effective they are at communicating information about the energy efficiency of a building or dwelling.



### Carrying out an EPC

5. Do you have an EPC for the whole building?
- Yes (go to question 7)
- No (go to question 6)
6. If you do not have a whole building EPC why is this? (Please tick all that apply and go to question 9)
- EPCs are available for single dwellings only
- An EPC has not been required so far
- Other: .....

7. What were the reasons behind you getting an EPC carried out?

- Legal obligation (e.g. for the letting or selling of dwellings)
- To fulfil requirements for public subsidies or funding (in case of refurbishment)
- To obtain information about the energy performance of the building and identify improvements
- Others: .....

8. How useful was the EPC in providing you with information and an understanding of each of the following?

Whole building EPC	Very useful	Useful	Not useful	I didn't know the EPC contained this information
Energy demand (kWh) of the building for room heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy demand (kWh) of the building for warm water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of heating the building (£)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental impact of the building (CO2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy efficiency of the building overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy efficiency of the building compared to other buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ways to improve the energy performance of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely cost of measures to improve the energy efficiency of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely impact of applying measures to improve the energy efficiency of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Is an EPC available for one or more of the individual dwellings?

- Yes (go to question 11)
- No (go to question 10)

10. If an EPC is not available for the individual dwellings, why is this? (Please tick all that apply and go to section 3)

- An EPC is available for the whole building only

- EPCs for individual dwellings have not been required so far
- Other: .....

11. What were the reasons behind the EPC(s) being carried out?

- Legal obligation (e.g. for the letting or selling of dwellings)
- To fulfil requirements for public subsidies or funding (in case of refurbishment)
- To obtain information about the energy performance of the building and to identify improvements
- Others:  
.....

12. How useful was the EPC in providing you with information and an understanding of each of the following?

Single dwelling EPC	Very useful	Useful	Not useful	I didn't know the EPC contained this information
Energy demand (kWh) of the dwelling for heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy demand (kWh) of the dwelling for warm water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost to heat the dwelling (£)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental impact of the building (CO2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy efficiency of the dwelling overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy efficiency of the dwelling compared to other dwellings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ways to improve the energy performance of the dwelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely cost of measures to improve the energy efficiency of the dwelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely impact of applying measures to improve the energy efficiency of the dwelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the recommendations

13. Overall in terms of identifying improvement measures, would you assess the recommendation given in the EPC as:

- Very useful
- Useful
- Not useful

14. Did the listed recommendations influence the renovation concept?

- Yes, by offering additional measures
- Yes, by enhancing the insulation quality
- Yes, by .....
- No

### Section 3. The renovation process

This part of the questionnaire addresses the renovation process. We are interested to learn about the content of the plans and how the process works.

#### Renovation plan

15. Does a renovation plan already exist?

- Yes
- No

16. Are you aware of compulsory minimum energy efficiency standards to meet the legal requirements? (England only)

- Yes
- No

17. Are you aware of the public programs / subsidies available for your project?

- Yes – I have sufficient information (go to question 18)
- Yes – but I would like to know more (go to question 18)
- No (go to question 19)



18. Are you aware of the criteria for these funding schemes?

- Yes
- No

19. What was the EPC used for? (Tick all that apply)

- Calculation of the heating demand for the current building
- Calculation of the heating demand for the proposed renovation
- To demonstrate the improvement of the energy efficiency classification (on the EPC) before and after renovation
- Calculation of energy costs (before and after renovation)
- To identify measures
- To evaluate measures according to their impact
- To calculate possible savings
- To meet the requirements of public subsidy programs
- Others:  
.....  
.....
- The EPC has not been used at all

**Funding the improvements**

20. Do the planned measures require investment?

- No
- Yes, the improvements will cost approximately: £.....

21. Do the plans include the actual energy demand and costs?

- Yes, demand based on EPC calculations
- Yes, demand based on actual consumption data
- No
- I don't know

22. Does the concept include the projected energy demand and costs?

- Yes, demand based on EPC calculation – space- heating demand
- Yes, demand based on EPC calculation – final energy demand
- No
- I don't know

23. Do the plans give information of the payback period of each of the measures? (i.e. how long it takes for the costs of the measures to be repaid through energy savings)

- Yes
- No
- I don't know

24. Is there a communal pot of funding available?

- Yes (go to question 25)
- No (go to question 26)

25. How much funding is there in relation to the renovation costs?

- Fund is larger than 2/3 of the renovation costs
- Fund is larger than 1/3 of the renovation costs
- Fund is lower than 1/3 of the renovation costs
- Other:  
.....

26. Does the plan incorporate the use of any public subsidies?

- Yes, public funding is a pre-condition
- Yes, if available
- No

27. Does the plan have a time schedule?

- Yes
- No

**Renovation process**

28. Who initiated the renovation process?

- Residents or their spokesperson(s)
- Building owner
- Property management
- Changeworks
- Other: .....

29. Did the renovation process encounter any challenges/barriers?

- No
- Yes (please describe the main challenges)

.....  
.....  
.....  
.....  
.....  
.....

30. Were the residents able to address these challenges/barriers?

- Yes
- No

31. Overall, how would you describe the resident's response to the renovation process?

- supportive
- fairly supportive
- neutral
- fairly disapproving
- disapproving

## Section 4. Building renovation motivation and barriers

32. To what extent were the following motivations important in initiating the renovation process?

Motivations	Not at all important	Not very important	Quite important	Very important
To fix structural damages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To improve the level of comfort in winter through draught reduction and insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To improve the level of comfort in summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To increase the value of the apartments or the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To reduce energy costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To utilise attractive subsidy support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To reduce impact on the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To improve the building's appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To comply with the requests of residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To enhance the conditions for letting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To reduce the maintenance effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. How important would you say were the following barriers were to delaying/preventing the installation energy efficiency measures in the building?

Barriers	Not at all important	Not very important	Quite important	Very important
No or low maintenance fund available (lack of private financial solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No or little subsidies available (Lack of public financial support)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long payback period of energy efficiency or refurbishment measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much inconvenience during the refurbishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of ambition from the property management or building owner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of ambition/interest from the residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Achieving a common consensus on the renovation plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of information about the energy saving potential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of information about technical solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No trust in new technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>