



Participant evaluation

Questionnaire for Residents

Low Energy Apartment Futures

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Introduction

Thank you for taking the time to complete our questionnaire!

The Low Energy Apartment Futures (LEAF) project has developed a technical and engagement toolkit which has been tested on pilot projects in different EU member states. The various barriers associated with retrofit in buildings of multiple occupancy have been identified throughout the course of the pilot projects and the toolkits have been designed with a view to overcome these barriers.

This questionnaire will help us to learn more about the most common problems people face with in terms of building renovation. We want to find out more about the role of the residents in the renovation process and your understanding of Energy Performance Certificates (EPC).

First, about you ...

1. With regards to your property, do you:

- Own it?
- Rent it from a private landlord?
- Rent it from a local authority or housing association?

2. How long have you lived in the building?

..... years

3. How many people live in your household?

..... people

Section 1. About your building and home

We are interested to learn about any problems or concerns you have with maintaining a comfortable living environment in your home and building.

Your building

4. Thinking about the building in which you live (the whole building, not just your individual flat/apartment), to what extent are the following factors a problem?

About your 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"/>
Damp and/or condensation in communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor lighting inside the building in communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Draughty communal areas (e.g. due to poorly fitting windows or doors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor areas in poor condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low building value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor external appearance of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of heating in communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of control over heating in communal areas (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How would you describe the overall level of warmth in communal areas of your building last winter?

- Much colder than I would have liked
- A bit colder than I would have liked
- About right
- A bit warmer than I would have liked
- A lot warmer than I would have liked
- Varied (e.g. too warm in some areas, too cold in other areas)

6. How would you describe the overall level of warmth in communal areas of your building last summer?
- Much colder than I would have liked
 - A bit colder than I would have liked
 - About right
 - A bit warmer than I would have liked
 - A lot warmer than I would have liked
 - Varied (e.g. too warm in some areas, too cold in other areas)
7. Overall how satisfied are you with the appearance of internal communal areas of your building?
- Very satisfied
 - Quite satisfied
 - Neither satisfied nor dissatisfied
 - Quite dissatisfied
 - Very dissatisfied
8. Overall how satisfied are you with the external appearance of your building?
- Very satisfied
 - Quite satisfied
 - Neither satisfied nor dissatisfied
 - Quite dissatisfied
 - Very dissatisfied

Your home

9. Thinking now about your own home, to what extent are the following factors a problem?

About your home	No problem at all	Somewhat of a problem	A significant problem
An ineffective heating system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of control over heating system (e.g. no room thermostat, heating programmer, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damp and/or condensation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with mildew/mould in wet rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with mildew/mould in living- or bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of insulation (e.g. on walls, loft/roof, floors etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Draughts (e.g. through poorly fitting doors and windows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor electrical wiring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How would you describe the overall level of warmth in your home last winter?

- Much colder than I would have liked
- A bit colder than I would have liked
- About right
- A bit warmer than I would have liked
- A lot warmer than I would have liked
- Varied (e.g. too warm in some rooms, too cold in others)

11. How would you describe the overall level of warmth in your home last summer?

- Much colder than I would have liked
- A bit colder than I would have liked
- About right
- A bit warmer than I would have liked
- A lot warmer than I would have liked
- Varied (e.g. too warm in some rooms, too cold in others)

12. Thinking back to last winter, would you say your heating bills were:

- A heavy financial burden
- Somewhat of a financial burden
- Not a problem at all

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.



EPCs and your home

13. Is an EPC available for your apartment/flat in which you live (not for the whole building, just your own dwelling)?

- Yes an EPC is available for the building and
 - I have looked at it in detail (Go to question 15)
 - I have looked at it briefly (Go to question 15)
 - I have never looked at it (Go to question 14)
- No, an EPC is not available for the building (Go to Section 3 of questionnaire)
- Unsure whether an EPC is available for the building (Go to Section 3 of questionnaire)

14. If you have never looked at the EPC for your building, why is this? (Please tick all that apply)

- I'm not interested
- I don't know where it is
- I don't understand what it means
- I've just never thought about looking at it
- I've no reason to look at it
- Other. Please describe:

15. 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 did not know the EPC contained this information
The energy demand (kWh) your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The annual cost of heating your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The environmental impact of your home (CO2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The energy efficiency of your home compared to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ways to improve the energy performance of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely cost of measures to improve the energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The likely impact of installing measures to improve the energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Overall how useful is the EPC in helping you to understand the energy performance of your home?

- Very useful
- Useful
- Not useful

17. In terms of identifying possible improvement measures, would you say the information in the EPC is:

- Very useful
- Useful
- Not useful

18. Please use the space below to make any further comments about the EPC for your home and how useful it is to you:

Section 3. The renovation process

We are interested to find out your opinions about the renovation process.

The renovation plan

19. Has a renovation plan for your building been presented to you?

- Yes (Go to question 20)
- No (Go to Section 4)

20. Who initiated the renovation process?

- Myself or a spokesperson(s) acting on my behalf
- The building owner
- Property management
- Other:

21. Who is responsible for managing the renovation process?

- a. Myself or a spokesperson(s) acting on my behalf
- b. The building owner
- c. Property management
- d. Other:

22. Were you or other residents able to raise any problems / issues you had with the renovation plan?

- Yes
- No

23. If applicable, how would you describe the role of the property management within the renovation process?

- Not applicable (there is no property management)
- Responsible for technical planning
- Responsible for researching funding availability
- Responsible for financing the renovation
- Responsible for organising voting
- Others:

.....

24. How would you describe the responsibility of the building owner within the renovation concept?

- Not applicable (there isn't a building owner)
- Responsible for technical planning
- Responsible for researching funding availability
- Responsible for financing the renovation
- Responsible for organising voting
- Others:

.....

.....

25. Did the renovation plan have a time schedule?

- Yes
- No
- I don't know

About financing of improvements

26. Did the renovation plan explain how much improvements would cost?

- Yes
- No
- I don't know

27. Did the renovation plan explain the building's current energy demand and costs?

- Yes, demand based on EPC calculation
- Yes, consumption based on deduction data
- No
- I don't know

28. Did the renovation plan explain the expected energy demand and costs for the building once the measures had been installed?

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

29. Did the renovation plan include a calculation of the payback- period? (i.e. how long it takes for the costs of the measures to be repaid through energy savings)

- Yes
- No
- I don't know

About the role of EPCs

30. How was the EPC used within the renovation plan?

- Calculation of the space- heating demand for the building
- Calculation of the space- heating demand post installation of measures
- To identify the energy performance classification
- Not at all

Section 4. Motivation and barriers to building renovation

31. Have you ever considered installing or already installed any of the following energy efficiency measures in your home?

	Considered this measure	Installed this measure	Not applicable
Loft insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cavity wall insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solid wall insulation (external)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solid wall insulation (internal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double / triple glazing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New heating system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewable energy, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> I have never considered installing nor installed any energy efficiency measures in my home (Go to Question 33)			<input type="checkbox"/>

32. If you had considered installing energy efficiency or renewables measures, but not done so, what prevented you from making these improvements? Please select as many options as apply:

- Cost of doing the work
- Disruption involved
- Didn't think there would be sufficient benefit from it
- Landlord/ building owner did not agree to it
- Other building residents did not agree to it
- Didn't know how to go about it
- Lack of local installers
- Just never got round to it
- Other (please specify)

33. In considering measures to install, how important were the following motivations?

Motivations	Not important at all	Unimportant	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 due to draughts and/or lack of 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 raise the value of your apartment or 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 subsidies/ support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To reduce the building's 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"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Barriers	Not important at all	Unimportant	Quite important	Very important
No / low maintenance fund available (lack of private funding)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No / little subsidies available (lack of public funding)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long payback period of energy efficiency measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much disruption during the refurbishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of ambition/interest from the property management or building owner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of ambition/interest from other residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unable to collectively agree on an appropriate renovation plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of information given about the energy saving potential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of information given about the energy efficiency/renewable measures available	<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"/>
Other, please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5. Resident behaviour

EPCs provide an estimate of energy consumption based on a calculation, rather than energy actually consumed in your home. Since the actual energy demand is influenced by the daily behaviour of its residents, the effects of refurbishment measures may vary.

In this section, we want to find out about your energy behaviour in the home. This will help us to make recommendations to you as to how your actual energy consumption may compare with that calculated by the EPC.

35. Is this your main residence? (i.e. where you live for the majority of the year, including the winter months)

- Yes
- No

36. Is there at least one person regularly at home during daytime?

- Yes
- No

37. Thinking back to last winter, what temperature did you typically heat your living area to? (For example, if you have a room thermostat to control the heating, what temperature was this typically set at over the winter months?)

- 18°C or less
- 19°C - 20°C
- 21°C - 22°C
- 23°C or more

38. About your hot water use: From the options below please select the one that best applies to your household? On average, every person in the household takes

- a shower once a day or less
- more than one shower a day
- a bath once a day or less
- more than one bath a day
- a bath once a week and showers several times per week
- a shower once a week and baths several times per week

39. How would you describe the way in which you ventilate your home during winter time?

- Window(s) always slightly open in bedrooms during day- time
- Window(s) always slightly open in bedrooms during night- time
- Windows rarely opened
- I open and close (entire) windows regularly
- I open and close windows (entirely) not more often than twice a day
- Other, please specify:

.....

40. What type of heating system do you have?

- Individual heating system which heats my home only (e.g. boiler, storage heaters, etc.)
- Communal or District heating which provides heating to all of the homes in my building