

# WARM HOMES CUSTOMER SATISFACTION SURVEY 2013



A Department for Social Development Scheme

Northern Ireland  
**Housing** Executive

 Department for  
**Social  
Development**  
[www.dsadni.gov.uk](http://www.dsadni.gov.uk)

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## Executive summary

### Household characteristics

- 59% of respondents were female and 40% were male (the remaining 1% did not provide details).
- 48% of respondents described their household as Catholic and 36% as Protestant.
- Almost two-thirds (64%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- More than two-fifths (43%) of respondents were married and one-fifth (20%) were single.
- 45% of respondents were aged 60 and over and almost two-fifths (39%) were aged 40-59.
- Two-fifths (40%) of respondents lived in two adult households and a similar proportion (39%) lived in single person households.
- Three-quarters (75%) of respondents had no children in their household.

### Contact with Warm Homes

- More than two-fifths (42%) of respondents had heard about the Scheme from friends and relatives and equal proportions (14%) had read about it in a newspaper or seen a leaflet about it.
- Almost three-quarters (74%) of respondents had contacted Warm Homes directly and 17% stated that a member of their family or a friend had contacted Warm Homes on their behalf.
- Of those who had contacted Warm Homes directly, the main method had been via the freephone telephone service (84%). Most respondents said that the telephone had been answered quickly (98%) and they were satisfied with the freephone number service (96%).
- Of the 56% of respondents with internet access, almost one-third (39; 30%) had visited the Warm Homes website. Twenty-one respondents had completed the online application form; all reported it easy to complete. Most respondents who had visited the Warm Homes website had found it easy to use (37; 95%) and informative (37; 95%).
- Of those who had written to Warm Homes (32 respondents; 14%) all had received an acknowledgement to their letter within five working days.
- Only 93 respondents (30%) knew who their Scheme Manager was. Of these, more than four-fifths (76 respondents; 82%) said their Scheme Manager was Bryson Charitable Group and less than one-fifth (17 respondents; 18%) said their Scheme Manager was H&A Mechanical Services Ltd.
- The majority of respondents (94%) stated that the Warm Homes staff had made an appointment to see them and 99% of those respondents said staff had kept the appointment.
- The majority (89%) of respondents said the Warm Homes staff member who had called to their home had shown an ID card.
- Almost all respondents (97%) stated that the Warm Homes staff had treated them with courtesy.

## Aspects of the Warm Homes Scheme

- High proportions of respondents said they had been advised of:
  - who is eligible for energy saving measures 85%
  - what energy saving measures are available 82%
  - what energy saving measures they were eligible for 81%
  - how long it might take to carry out the work 85%
- More than four-fifths (88%) of respondents said the surveyor had explained how they might prepare for the installation work.
- Respondents were asked if the Warm Homes surveyor had explained other ways to save energy in the home and if they had used this advice.

Figures for energy efficiency advice given by the surveyor were comparable to those for 2011:

	<b>Advice given 2013</b>
- Switch off lights when not in use	72% (74% in 2011)
- Only boil as much water in the kettle as needed	71% (72% in 2011)
- Don't leave TV on standby	69% (72% in 2011)
- Close curtains at dusk	69% (70% in 2011)
- Fix dripping taps	64% (67% in 2011)
- Defrost fridge/freezer regularly	62% (65% in 2011)

Figures for energy advice being used by respondents were similar to those for 2011:

	<b>Used advice 2013</b>
- Switch off lights when not in use	95% (95% in 2011)
- Only boil as much water in the kettle as needed	90% (91% in 2011)
- Don't leave TV on stand-by	88% (86% in 2011)
- Close curtains at dusk	86% (85% in 2011)
- Defrost fridge/freezer regularly	81% (84% in 2011)
- Fix dripping taps	88% (90% in 2011)

- Some respondents said the Warm Homes surveyor had made them aware of other forms of energy efficiency help available from: Housing Executive Grants (30%; 26% in 2011); NIE (22%; 19% in 2011); and Phoenix Gas (16%; 14% in 2011).

## Quality of insulation installation service

- Of the 313 respondents who completed the survey, 92% (287 respondents) had insulation work carried out in their homes.
- Overall, the majority of respondents reported high levels of satisfaction regarding their treatment by the insulation contractor.

- The majority of respondents (94%) stated that the insulation contractor had made an appointment and all (100%) of these respondents said the contractor had kept the appointment.
- More than four-fifths (82%) of respondents said the insulation contractor had shown an ID card.
- Almost all respondents (97%) stated that the insulation contractor had treated them with courtesy.
- Most respondents (94%; 93% in 2011) said they were very satisfied/satisfied with the quality of workmanship.
- The majority of respondents (94%; 96% in 2011) said they were happy with the condition in which the contractor had left their property after completion of the insulation work.
- Most respondents (84%) stated that their homes had changed for the better after they had been insulated, similar to 2011 (85%).

### **Quality of heating installation service**

The current Warm Homes Scheme, which began on 1 July 2009, specifically excludes repairs or upgrades to existing systems; it is available only to provide first-time central heating systems or conversions from solid fuel and Economy 7. Some existing systems were upgraded on an exceptional basis at the start of the scheme, but this practice has now ceased.

- More than one-tenth (33; 11%; 13% in 2011) of respondents said they had received a new central heating system through the Scheme during the year before the interview and 6% (19 respondents) said their existing system had been repaired/upgraded.
- The majority of respondents (50; 96%; 100% in 2011) who had either received a new central heating system or had their existing system repaired/upgraded stated that the heating contractor had made an appointment and all (50; 100%; 98% in 2011) said the heating contractor had kept the appointment.
- More than four-fifths (44; 85%; 82% in 2011) of these respondents said the heating contractor had shown an ID card.
- Almost all respondents (49; 94%; 100% in 2011) said the heating contractor had treated them with courtesy.
- The majority of respondents (39) stated that they used their central heating system week-day evenings, week-day mornings (37) and weekend evenings (32). More than one-fifth (11; 21%; 17% in 2011) of respondents had their central heating on all day/all the time.
- The majority (46; 89%; 87% in 2011) of respondents had been shown how to operate the time clock. Almost two-thirds (32; 62%; 82% in 2011) used the time-clock to adjust their heating.
- Three-quarters of respondents (39; 75%; 85% in 2011) had been shown how to operate the room thermostat and more than half (29; 56%; 48% in 2011) used this control to adjust their heating.
- Almost four-fifths (40; 77%; 82% in 2011) of respondents said the thermostatic radiator controls had been explained to them; more than one-quarter (14; 27%; 24% in 2011) of respondents used this control to regulate heating in their home.

- The majority (49; 94%; 93% in 2011) of respondents were very satisfied/satisfied with the quality of workmanship on the installation of heating.
- In relation to the installation of heating, the majority (49; 94%; 94% in 2011) stated that their home had changed for the better.

## **1.0 Introduction**

### **1.1 Background Information**

The Warm Homes Scheme is an energy efficiency scheme, funded by the Department for Social Development (DSD), to provide insulation measures and heating systems for eligible households. The Scheme is a central element of the Government's Fuel Poverty Strategy. The purpose of the Scheme is to improve domestic energy efficiency and therefore reduce energy consumption in eligible households in the owner-occupied and private rented sectors.

The Scheme was originally introduced in July 2001 for eight years. In July 2009, a new Warm Homes scheme was introduced. This new Scheme is being delivered by H&A Mechanical Services and Bryson Charitable Group. The Housing Executive is the contract administrator and the quality assurance contractor for the new Scheme.

There are two elements to the Warm Homes Scheme. Warm Homes offers insulation measures to eligible households; Warm Homes Plus offers insulation and heating measures to eligible households. The full range of measures available under both elements of the Scheme includes:

- cavity wall insulation;
- solid wall insulation;
- loft insulation;
- hot water cylinder jacket;
- the installation of a fully controlled energy efficient oil or gas central heating system, where no system currently exists;
- the conversion of an existing solid fuel or Economy 7 heating system to oil or gas.

### **1.2 Aims of the survey**

The Housing Executive, as quality assurance contractor for the Warm Homes Scheme, regularly assesses levels of customer satisfaction with the different elements of the Warm Homes service, with a view to identifying areas for improvement, where appropriate.

The Warm Homes Customer Satisfaction Survey was first commissioned in May 2002 and reports are published annually. The surveys have shown high levels of customer satisfaction with the different elements of the Warm Homes Scheme.

The Housing Executive requested that, in line with previous years, a survey should be carried out in 2013 to identify the current views and measure the satisfaction levels of the respondents who received help under the Warm Homes Scheme in the financial year 2012/13. This is the second report relating to the new Scheme.

As with the previous surveys, the Research Unit collected data to provide information on:

- the household;
- contact with Warm Homes;
- aspects of the Warm Homes Scheme;
- the quality of the insulation installation service; and
- the quality of the heating installation service.



This report includes comparisons, where possible, with the findings from the 2011 Survey.

## 1.3 Methodology

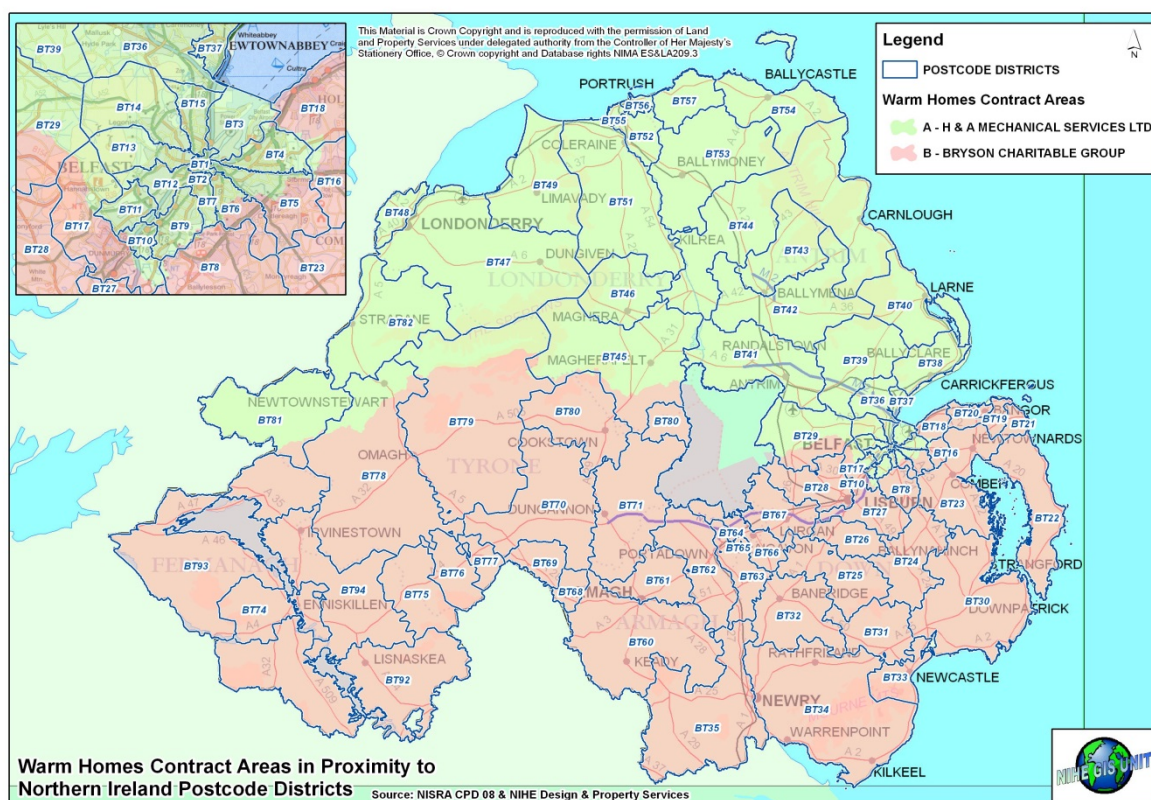
### 1.3.1 The sample

The Grants Department provided the Research Unit with addresses of all households that had received help under the Warm Homes Scheme (i.e. insulation measures; heating measures; compact fluorescent lamps or a mixture of all three) during the financial year 2012/13. This sample frame did not identify the type of Warm Homes grant awarded to each household.

The Research Unit drew a random sample, using SPSS (Statistical Package for the Social Sciences) software. The sample consisted of 500 addresses, 250 randomly selected from the records of each of the two Scheme Managers (Bryson Charitable Group and H&A Mechanical Services).

NB: The Warm Homes Scheme is demand-led and Warm Homes do not have installation target quotas for each area, which may result in geographical variances in uptake of the Scheme, i.e. there may be more urban than rural applicants or vice versa, which may impact on the age profile of the sample.

### Map 1: Installer areas in Northern Ireland



### 1.3.2 Fieldwork

On 11 October 2013 the Research Unit sent a questionnaire, along with a letter explaining the aims of the survey to each address in the sample. Reminder letters and a second questionnaire were sent on 15 November 2013 and a final reminder was sent out on 13 December 2013 asking respondents to return their completed forms by the end of December.

**1.3.3 Response rate**

The response rate was high (66%) with a total of 313 completed surveys. On completion of the fieldwork, it emerged that 20 people who had received help from the Warm Homes scheme had moved home and three had died. There was a slight difference in response rate between the two scheme managers, as detailed below:

	<b>Response</b>
Bryson Charitable Group	68%
H&A Mechanical Services Ltd	63%

## 2.0 Household characteristics

The survey gathered information on age, gender, marital status, long-term illness/disability and ethnicity of respondents, and also the number of adults and children in the household.

### 2.1 Gender of respondents

Almost three-fifths (59%; 61% in 2011) of respondents were female and two-fifths (40%; 38% in 2011) were male (Appendix Table 1).

### 2.2 Religion/ethnic origin of respondents

Almost half (48%; 51% in 2011) of respondents described their household religion as Catholic and 36% (38% in 2011) as Protestant. Small proportions of respondents described their household religion as none (5%), mixed (4%) and other (2%) (Appendix Table 2).

Most respondents (98%; 96% in 2011) described their ethnic origin as white; 1% (4% in 2011) did not record their ethnicity (Appendix Table 3).

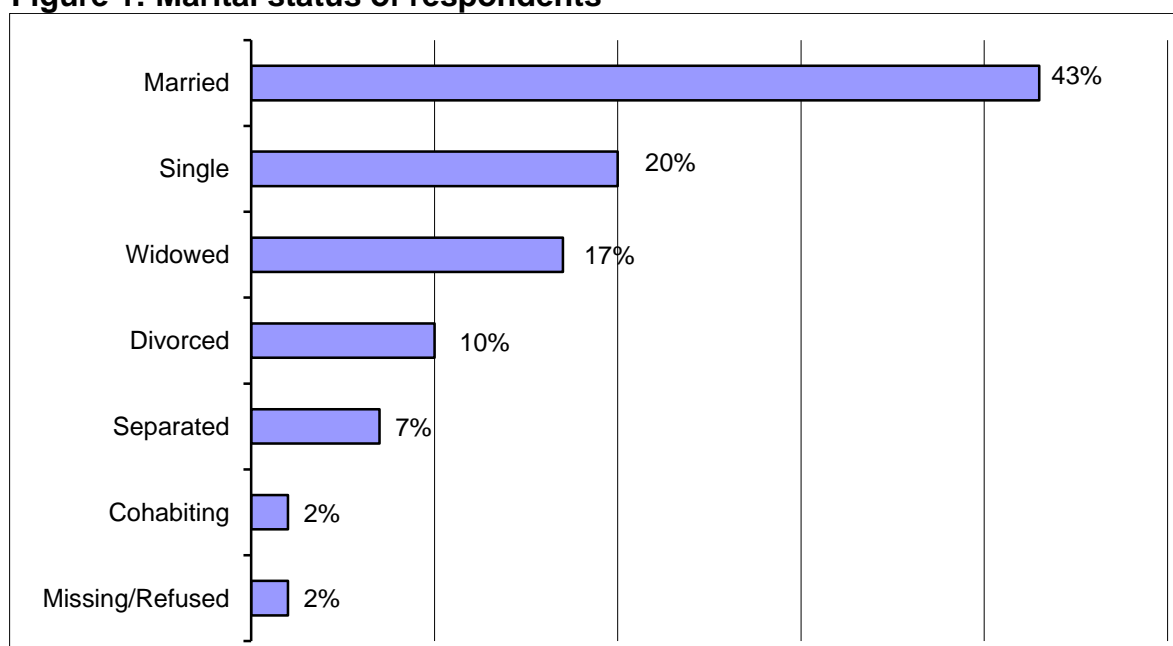
### 2.3 Long-term illness/health problems/disability of respondents

Almost two-thirds (64%; 65% in 2011) of respondents stated that they had a long-term illness/health problem/disability that limited their daily activities or the work they could do. More than one-third (35%; 32% in 2011) did not have a health problem (Appendix Table 4).

### 2.4 Marital status of respondents

More than two-fifths (43%; 47% in 2011) of respondents were married and one-fifth (20%; 13% in 2011) were single; 17% (22% in 2011) were widowed and 10% (8% in 2011) were divorced (Figure 1; Appendix Table 5).

**Figure 1: Marital status of respondents**



**2.5 Age of respondents**

Less than half (45%; 56% in 2011) of respondents were aged 60 or older, almost two-fifths (39%; 29% in 2011) were aged 40 to 59 and 12% (9% in 2011) were aged 25 to 39 (Appendix Table 6).

**2.6 Number of adults in each household**

Two-fifths (40%; 38% in 2011) of respondents lived in two adult households, 39% (37% in 2011) lived in single adult households and 6% (14% in 2011) were in households comprising three or more adults (Appendix Table 7).

**2.7 Number of children in each household**

Three-quarters (75%; 75% in 2011) of respondents had no children in their household. Similar proportions of households had one child (11%; 10% in 2011) and two children (10%; 5% in 2011) (Appendix Table 8).

The age profile of respondents and the large number of adult households are a reflection of the eligibility criteria for the scheme.

### 3.0 Contact with the Warm Homes Scheme

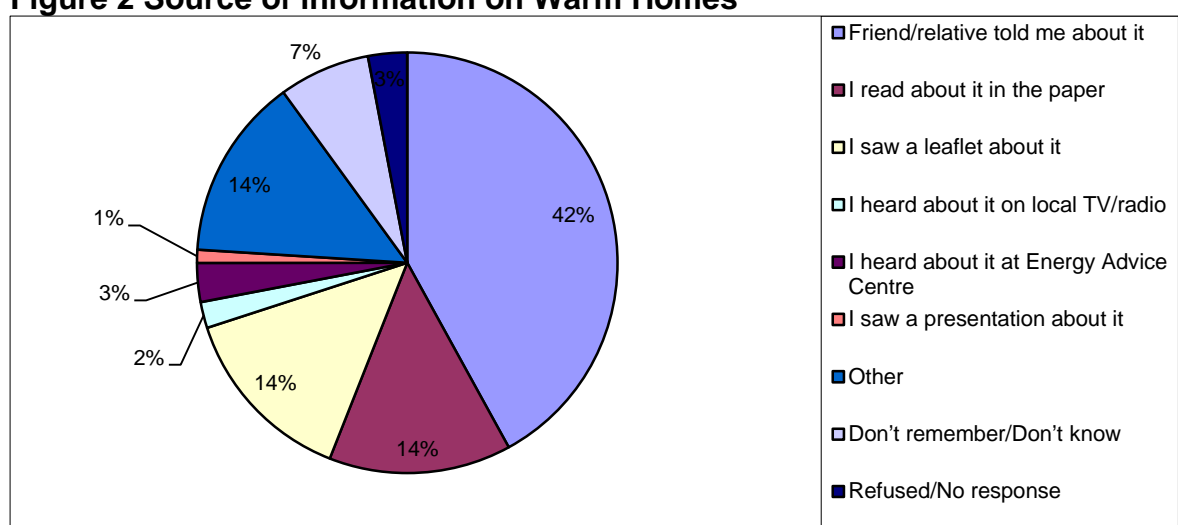
Respondents were asked how they had first heard of the Warm Homes Scheme and their method of contacting the Scheme.

#### 3.1 How respondents became aware of the Scheme

More than two-fifths (42%; 44% in 2011) of respondents had heard about the Scheme from friends and relatives. Equal proportions said they had read about the scheme in the newspaper (14%; 15% in 2011) and had first heard about the scheme through leaflets (14%; 15% in 2011) (Figure 2).

A further 14% said they had first heard about the Scheme from other sources, such as: their landlord/agent (10 respondents); internet search (8 respondents) and Warm Homes representatives (6 respondents) (Appendix Tables 9 and 10).

**Figure 2 Source of information on Warm Homes**



#### 3.2 Initial contact with Warm Homes

Almost three-quarters (74%; 74% in 2011) of respondents said they had contacted Warm Homes directly. Almost one-fifth (17%; 20% in 2011) stated that a member of their family or a friend had contacted Warm Homes on their behalf (Appendix Tables 11 and 12).

#### 3.3 Method of contact

##### 3.3.1 Telephone

Among those respondents who had contacted Warm Homes directly, the main method of contact had been by the freephone telephone number (84%; 89% in 2011), which more than three-quarters (77%; 88% in 2011) of respondents had called from a landline. The majority (98%; 95% in 2011) of respondents stated that the telephone had been answered quickly and they were satisfied with the freephone number service (Appendix Tables 13-16).

##### 3.3.2 Internet

More than half (56%; 55% in 2011) of respondents had access to the internet. Of these 129 respondents, almost one-third (30%; 39 respondents; 33% in 2011) had visited the Warm Homes website; 21 (17 in 2011) completed the online application form and all 21 (17 in 2011) had found the on-line application form easy to complete. The majority of respondents had found the website both easy to use and informative (37 respondents) (Appendix Tables 17-22).

### 3.3.3 Letter

Fourteen per cent of respondents who had contacted Warm Homes directly (5% in 2011) had done so in writing. Of these 32 respondents, all had received an acknowledgement to their letter within five working days (see Appendix Tables 23 and 24).

### 3.4 Warm Homes staff

Warm Homes staff included the person who had dealt with the telephone call, the surveyor who had called at their home **before** the work was carried out and the surveyor who had called to inspect the work **after** completion.

#### *Scheme Manager*

Almost three-quarters (70%; 77% in 2011) of respondents did not know who their Scheme Manager was. Of the 93 respondents (30%; 22% in 2011) who knew who their Scheme Manager was, more than four-fifths (76 respondents; 82%) said their Scheme Manager was Bryson Charitable Group and less than one-fifth (17 respondents: 18%) said their Scheme Manager was H&A Mechanical Services Ltd (Appendix Tables 25 and 26).

#### *Warm Homes staff*

The majority (94%; 93% in 2011) of respondents stated that Warm Homes staff had made an appointment with them and almost all (99%; 97% in 2011) had kept the appointment.

More than four-fifths (89%; 80% in 2011) of respondents stated that Warm Homes staff had shown their identification when they called to their home (Appendix Tables 27-29).

Almost all respondents (97%; 98% in 2011) stated that Warm Homes staff had treated them with courtesy (Appendix Table 30).

## 4.0 Warm Homes Scheme

Respondents were asked if the Warm Homes surveyor had explained a number of aspects of the Warm Homes Scheme, such as eligibility for the scheme, energy saving measures available and the length of time to complete the work (Appendix Tables 31-33b).

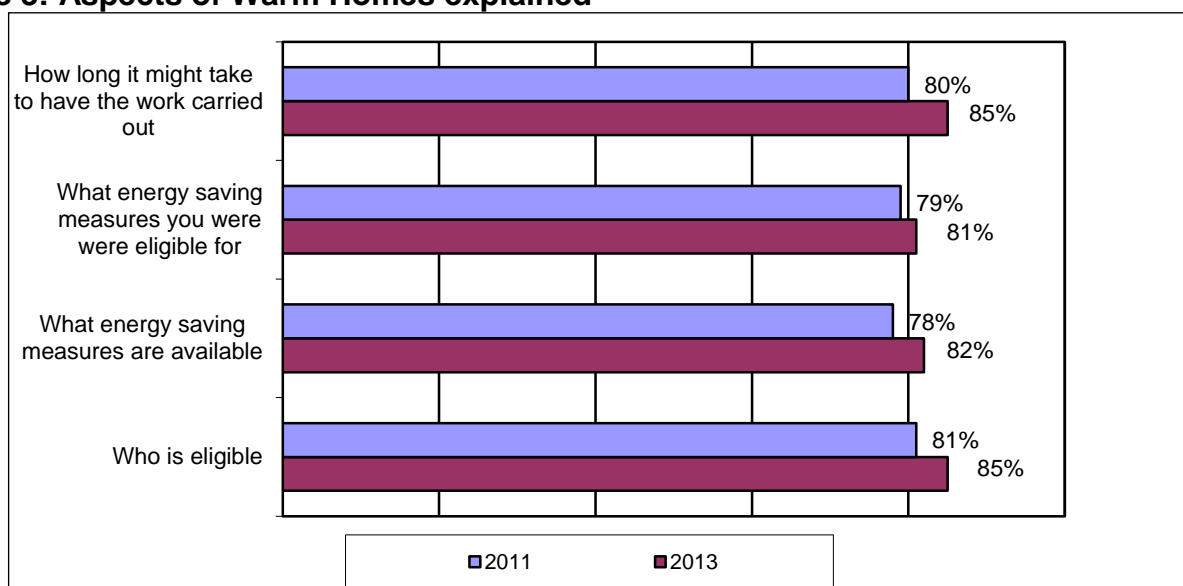
### 4.1 Explanation of aspects of the Warm Homes Scheme

Almost three-quarters of all respondents reported that the surveyor had explained all aspects of the Warm Homes Scheme.

The majority (85%; 81% in 2011) of respondents stated that the surveyor had explained who was eligible for the Warm Homes Scheme. A high proportion (82%; 78% in 2011) said they had been advised what energy saving measures were available.

More than three-quarters (81%; 79% in 2011) of respondents said they had been advised about the energy saving measures they were eligible to receive and more than four-fifths (85%; 80% in 2011) said surveyors had advised how long it might take to have the work carried out (Figure 3) (Appendix Table 31).

**Figure 3: Aspects of Warm Homes explained**



### 4.2 Preparation for installation work

The majority (88%; 89% in 2011) of respondents said the surveyor had explained the preparations that might be necessary before the work could begin (Appendix Table 32).

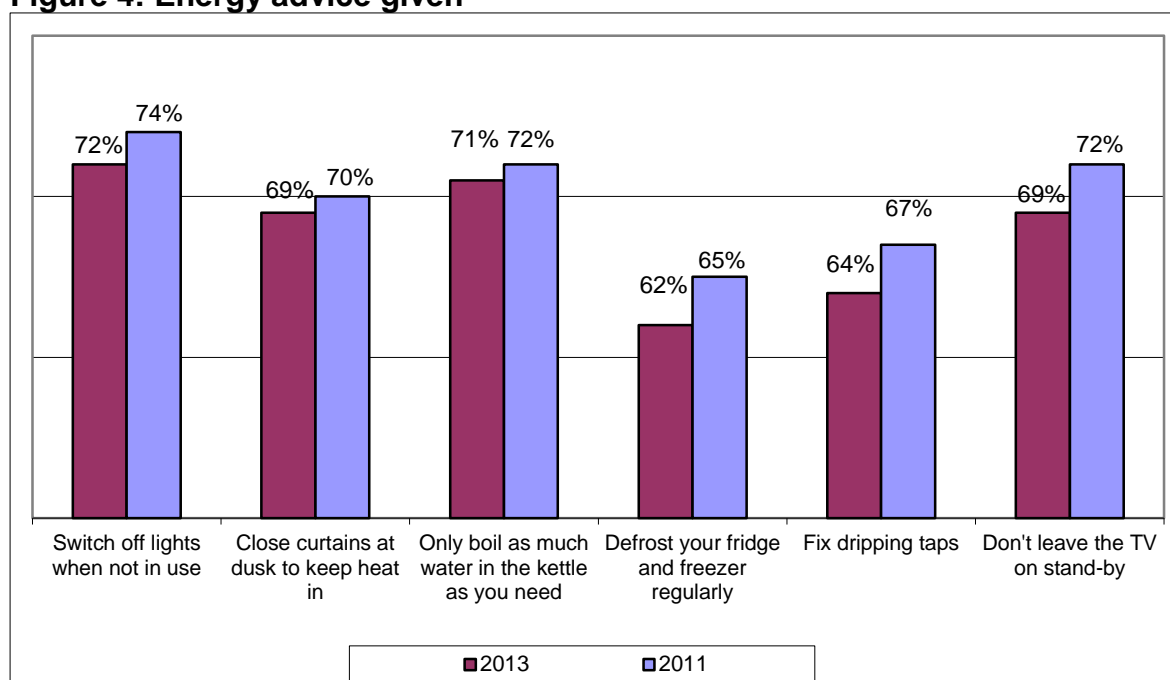


### 4.3 Advice on energy efficiency in the home

Respondents were asked to state if the surveyor had explained other ways to save energy in their home and, if so, whether they had followed the advice. The energy saving advice covered areas such as:

- switching off lights when not in use;
- closing curtains at dusk to keep the heat in;
- only boiling as much water in the kettle as needed;
- defrosting fridges and freezers regularly;
- fixing dripping taps; and
- switching the TV off and not leaving it on stand-by (Appendix Tables 33a-b) (Figure 4).

**Figure 4: Energy advice given**



#### *Switching off lights*

Almost three-quarters (72%; 74% in 2011) of respondents said the surveyor had advised them to switch off lights when not in use and the majority (95%; 95% in 2011) had taken this advice (75%; 77% in 2011) or already did so (20%; 18% in 2011).

#### *Closing curtains*

More than two-thirds (69%; 70% in 2011) of respondents had been advised to close curtains at dusk and 86% (85% in 2011) had taken this advice (66%; 64% in 2011) or already did so (20%; 21% in 2011).

#### *Boiling the required amount of water*

Almost three-quarters (71%, 72% in 2011) had been advised to boil only as much water in the kettle as needed and the majority (90%; 91% in 2011) had taken this advice (71%; 70% in 2011) or already did so (19%; 21% in 2011).

#### *Defrosting fridge/freezer*

Almost two-thirds (62%; 65% in 2011) had been advised to defrost their fridge and freezer regularly and more than four-fifths (81%; 84% in 2011) had acted on this advice (59%; 61% in 2011) or already did so (22%; 23% in 2011). Almost one-

quarter of respondents (24%; 25% in 2011) stated they had never received the advice.

*Dripping taps*

Almost two-thirds (64%; 67% in 2011) of respondents had been advised to fix dripping taps and the majority (88%; 90% in 2011) had taken this advice (66%; 68% in 2011) or already did so (22%; 22% in 2011). More than one-fifth of respondents (22%; 23% in 2011) stated they had never received the advice.

*Turning off the TV*

More than two-thirds (69%; 72% in 2011) had been advised not to leave their TV on standby and most (88%; 86% in 2011) stated that they now switched their TV off.

#### **4.4 Other forms of energy efficiency help available**

Most respondents said the Warm Homes surveyor had not made them aware of other forms of energy efficiency help available. Some respondents had received advice from Warm Homes about other forms of energy efficiency help, available from NIHE (30%; 26% in 2011), NI Electricity (22%; 19% in 2011), Phoenix Gas (16%; 14% in 2011), and others (2%; 1% in 2011) (Appendix Table 34).

## 5.0 Quality of insulation service

In 2013, a total of 287 respondents (92%; 93% in 2011) had insulation work carried out in their home. Respondents who had received assistance under the Warm Homes Scheme for insulation, i.e. roof space insulation and/or cavity wall insulation, in the year before interview were asked a series of questions about the installation (Appendix Tables 35-38).

Overall, the majority of respondents reported high levels of satisfaction with the treatment they had received from the insulation contractor. Satisfaction levels for the work done were similar to those in 2011.

### 5.1 Insulation contractor

The majority of respondents (94%; 92% in 2011) stated that the insulation contractor had made an appointment with them and all (100%; 99% in 2011) said they had kept this appointment (Appendix Tables 27-28).

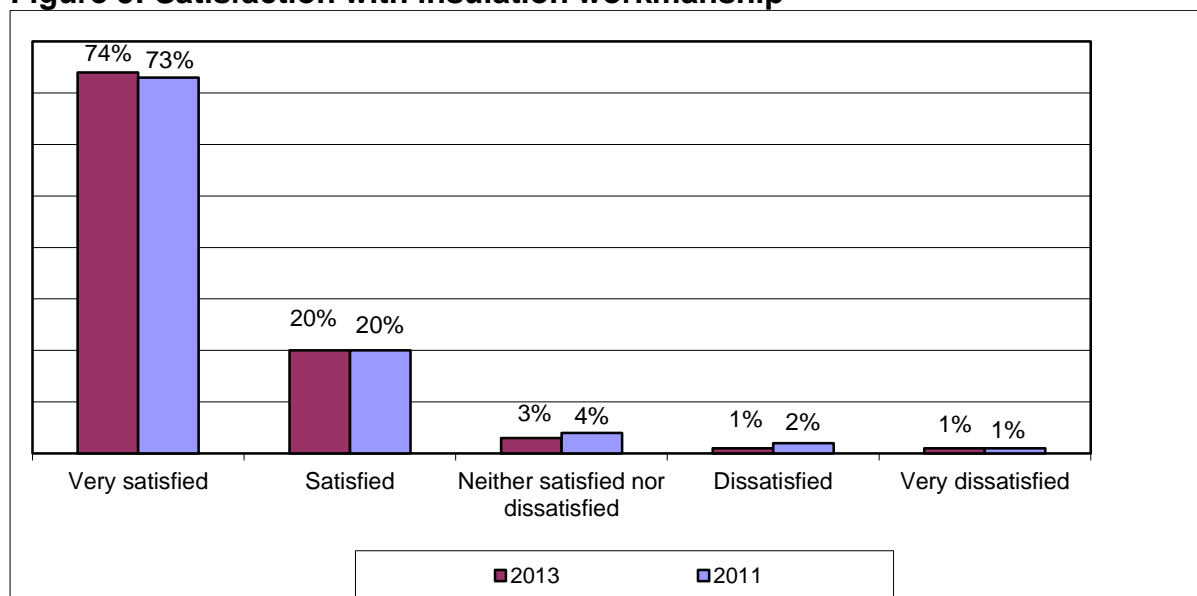
More than four-fifths (82%; 78% in 2011) of respondents stated that the insulation contractor had shown an ID card when they called to their home. Less than one-fifth (13%; 14% in 2011) of respondents could not remember and 4% (7% in 2011) said the contractor did not show any ID (Appendix Table 29).

Almost all respondents (97%; 97% in 2011) stated that the insulation contractor had treated them with courtesy (Appendix Table 30).

### 5.2 Satisfaction with the quality of the workmanship

A high proportion (94%; 93% in 2011) of respondents were ‘very satisfied/satisfied’ with the quality of workmanship. Only 2% (3% in 2011) of respondents were dissatisfied (Figure 5; Appendix Table 36).

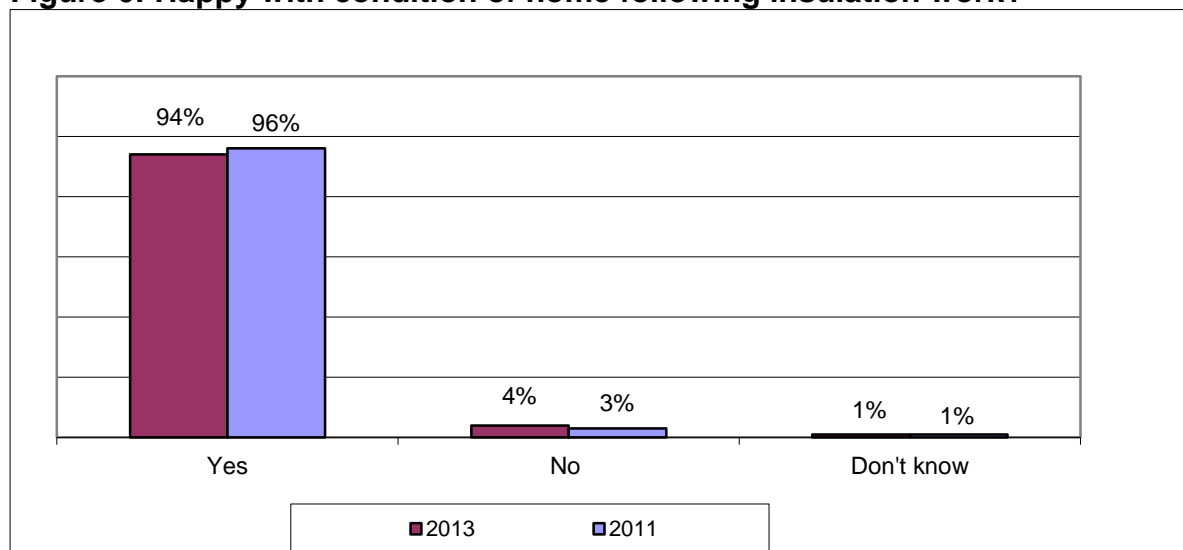
**Figure 5: Satisfaction with insulation workmanship**



### 5.3 Condition of property

The majority (94%; 96% in 2011) of respondents said they were happy with the condition of their property after completion of the installation (Figure 6; Appendix Table 37).

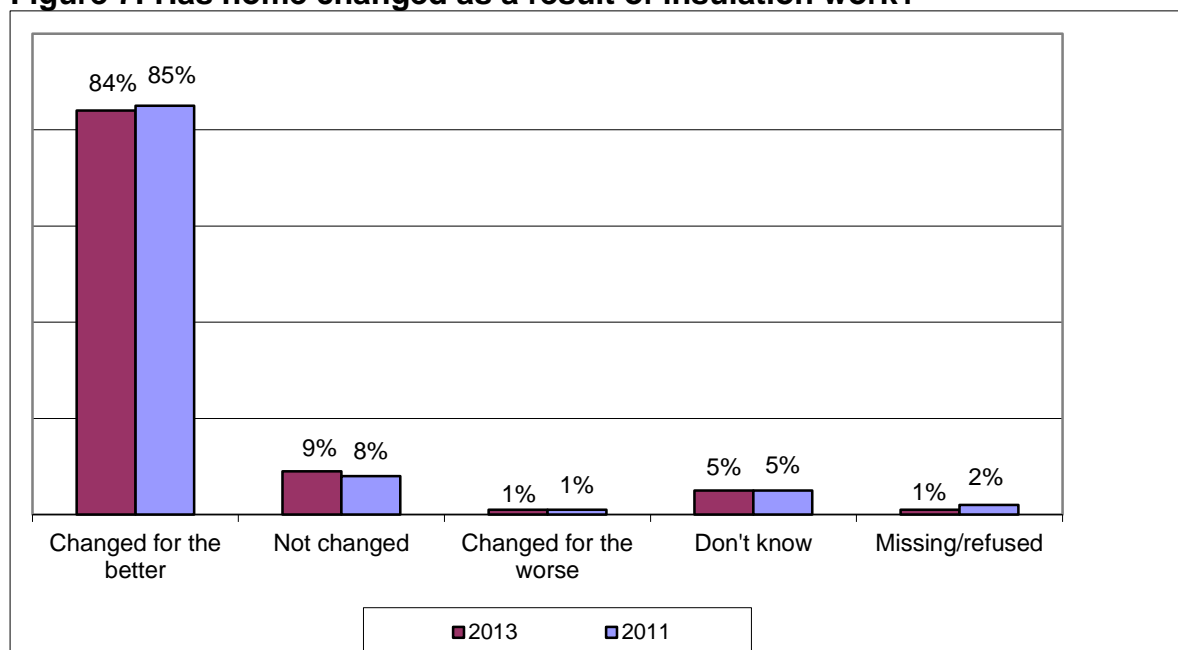
**Figure 6: Happy with condition of home following insulation work?**



### 5.4 Completion of insulation work

More than four-fifths (84%; 85% in 2011) of respondents stated that their homes had changed for the better following completion of the insulation work and 9% (8% in 2011) stated there had been no change (Figure 7; Appendix Table 38).

**Figure 7: Has home changed as a result of insulation work?**



## 6.0 Perceptions about quality of central heating service

**NB:** The current Warm Homes Scheme, which began on 1 July 2009, specifically excludes repairs or upgrades to existing oil or gas systems; it is available only to provide first-time central heating systems or conversions from solid fuel and Economy 7. Some existing systems were updated on an exceptional basis at the start of the scheme, but this practice has now ceased.

More than one-tenth (33; 11%; 13% in 2011) of respondents said they had received a new central heating system from Warm Homes and 6% (19 respondents) stated that their existing system had been repaired/upgraded (Appendix Table 39).

Overall, the majority of these 52 respondents reported high levels of satisfaction with both the treatment they had received from the heating contractor and the quality of the work done.

### 6.1 Heating contractor

Almost all of these respondents (50; 96%; 100% in 2011) stated that the heating contractor had made an appointment with them and all (50; 100%) said they had kept this appointment (Appendix Tables 27 and 28).

More than four-fifths (44; 85%; 82% in 2010) of respondents stated that the heating contractor had shown an ID card when they had called to their home. Ten per cent (5 respondents) said the contractor had not shown their ID card and 6% (3 respondents) could not remember (Appendix Table 29).

Almost all respondents (49; 94%) stated that the heating contractor had treated them with courtesy (Appendix Table 30).

### 6.2 Use of heating system

Of those respondents who said they did not have their central heating on all the time (41 respondents), most stated that they used their central heating system week-day evenings (39) and week-day mornings (37). More than one-fifth (11; 21%; 17% in 2011) had their central heating on all day/all the time (Appendix Table 40).

### 6.3 Central heating controls

Respondents who had received either a new central heating system or an upgrade were asked if the operational controls had been explained to them and if they used these controls to regulate the heat to their dwelling (Appendix Tables 41 and 42).

#### ***Time clock***

Overall, the majority (46; 89%; 87% in 2011) of respondents had been shown how to operate the time clock in their home; almost two-thirds (32; 62%) used the time clock to adjust their heating, but 20 (39%) did not.

#### ***Room thermostat***

Three-quarters (39; 75%; 85% in 2011) of respondents had been shown how to operate the room thermostat, and more than half (29; 56%) used it.

***Thermostatic radiator control***

The thermostatic radiator control had been explained to more than three-quarters (40; 77%; 82% in 2011) of respondents. However, only 27% (14 respondents) used it to regulate heating in their homes.

**6.4 Satisfaction with quality of workmanship**

More than two-thirds (36; 69%; 80% in 2011) of respondents were very satisfied with the quality of workmanship and one-quarter (13; 25%; 13% in 2011) were satisfied (Appendix Table 43).

**6.5 Improvement to the home**

The majority (49; 94%; 94% in 2011) of respondents who had received a new central heating system or had their existing system repaired/upgraded stated that their home had changed for the better (Appendix Table 44).

**7.0 Additional comments**

Of the 313 respondents, 66 provided a total of 111 additional comments at the end of the survey.

The main comments were:

'Very satisfied with the scheme and works done'	(21%)
'Thanks for the help I received'	(17%)
'Home much warmer now'	(13%)
'Workmen very good and tidy'	(9%)
'Would like to have boiler replaced'	(4%)
'Did not receive Energy Performance Certificate'	(4%)

(Appendix Table 45).

## 8.0 Conclusions

Since the launch of the Warm Homes Scheme on 1 July 2001, the annual surveys, undertaken by the Housing Executive's Research Unit, have recorded very high levels of satisfaction among those who had received help under the Scheme. No survey took place in 2009 due to the ending of the old scheme and the launch of the new Warm Homes Scheme on 1 July 2009.

Similarly to the 2011 survey, the 2013 survey showed that respondents had heard about the Warm Homes Scheme mainly from friends and relatives, and the main method of contacting the Scheme had been by telephone.

Almost three-quarters (70%) of respondents did not know who their Warm Homes Scheme manager was. Of the 30% of respondents who knew who their scheme manager was, more than four-fifths (76; 82%) identified their scheme manager as Bryson Charitable group and less than one-fifth (17; 18%) stated their scheme manager was H&A Mechanical Services Ltd. Knowledge of the scheme manager was similar to 2011, although slightly more respondents identified their scheme manager as Bryson Charitable Group.

Most respondents (72%) stated that the Warm Homes surveyor had made them aware of the various energy saving measures. In general, the proportions of households receiving the appropriate energy advice were similar to those for the 2011 survey, as were the figures for energy advice being used by respondents.

The majority (92%) of respondents had insulation work carried out to their home and a high proportion (84%) felt that their home had changed for the better. Almost all respondents reported high levels of satisfaction with the treatment received from the insulation contractor (97%) and with the work done (92%) a similar figure to 2011 (93%).

More than one-tenth (11%) of respondents said that they had received a new central heating system from Warm Homes (similar to the 2011 figure (13%)) and 6% stated that their existing system had been repaired/upgraded. The majority of respondents (49; 94%) stated that their homes had changed for the better the same as the 2011 figure (94%). Almost all respondents expressed their satisfaction with the treatment received by the heating contractor: satisfaction levels for the work done were similar (49; 94%; 93% in 2011). Explanations of the heating controls were comparable to 2011; however, the use of the time clock to regulate heating had fallen with 62% (32 respondents) reporting they used the time clock compared to 82% in 2011. Use of the room thermostat (29; 56%; 48% in 2011) and thermostatic radiator controls (14; 27%; 24% in 2011) to regulate heating were broadly similar compared to 2011.

Overall, satisfaction levels were high and most participants in the Scheme continued to use the energy advice offered by surveyors to make their home energy-efficient.

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## Warm Homes Customer Satisfaction Survey 2013 Tabular Results

NB. Due to rounding some percentages do not add to 100%

### Household characteristics

**Table 1: Gender of respondents**

	<i>Number</i>	<i>%</i>
Female	184	59
Male	126	40
Missing/Refused	3	1
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 2: Religion of household**

	<i>Number</i>	<i>%</i>
Catholic	149	48
Protestant	114	36
None	16	5
Mixed Religion Catholic/Protestant	11	4
Other	5	2
Missing/Refused	11	4
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 3: Ethnic origin of respondents**

	<i>Number</i>	<i>%</i>
White	308	98
Other ethnic	1	<1
Refused	4	1
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 4: Respondents with a long-term illness, health problem or disability**

	<i>Number</i>	<i>%</i>
Yes, has a disability that limits activities	199	64
No	108	35
Missing/Refused	6	2
<b>Total</b>	<b>313</b>	<b>100</b>

Table 5: Marital status of respondents

	<i>Number</i>	<i>%</i>
Married	134	43
Single	61	20
Widowed	52	17
Divorced	32	10
Separated	23	7
Cohabiting	5	2
Missing/Refused	6	2
<b>Total</b>	<b>313</b>	<b>100</b>

Table 6: Age of respondents

	<i>Number</i>	<i>%</i>
16-24	3	1
25-39	37	12
40-59	121	39
60+	141	45
Missing/Refused	11	4
<b>Total</b>	<b>313</b>	<b>100</b>

Table 7: Number of adults in household

	<i>Number</i>	<i>%</i>
One	122	39
Two	126	40
Three	12	4
Four or more	6	2
Refused/No response	6	2
<b>Total</b>	<b>313</b>	<b>100</b>

Table 8: Number of children in household

	<i>Number</i>	<i>%</i>
None	234	75
One	34	11
Two	30	10
Three	7	2
Four or more	2	1
Refused/No response	6	2
<b>Total</b>	<b>313</b>	<b>100</b>

## Contact with Warm Homes

**Table 9: Can you tell me how you first heard of the Warm Homes Scheme?**

	<b>Number</b>	<b>%</b>
Friend/Relative told me about it	130	42
I read about it in the paper	44	14
I saw a leaflet about it	44	14
Heard about it at Energy Advice Centre	10	3
I heard about it on local TV/Radio	7	2
I saw a presentation about it	4	1
Other	44	14
Don't remember/Don't know	21	7
Refused/No response	9	3
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 10: Other ways you first heard of Warm Homes Scheme?**

	<b>Number</b>
Landlord/Agent	10
Internet Search	8
Warm Homes rep	6
NIHE	4
Jobs & Benefits Agency	3
Other (inc CAB, Age NI and local council)	13
<b>Total</b>	<b>44</b>

*Base: 44 respondents who had heard of the Warm Homes Scheme from another source*

**Table 11: Did you contact the Warm Homes Scheme directly?**

	<b>Number</b>	<b>%</b>
Yes – I contacted the Scheme myself	231	74
No – a member of my family/friend contacted the Scheme on my behalf	52	17
Other	30	10
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 12: Other ways some respondents had contact with Warm Homes**

	<b>Number</b>
Landlord/Agent	13
Warm Homes reps	8
Local council	2
Don't know/can't remember	2
Other (inc NIHE, Jobs & Benefits Agency & Energy Advice Centre)	5
<b>Total</b>	<b>30</b>

*Base: 30 respondents who had someone else contact Warm Homes for them*

**Table 13: If yes, did you telephone the freephone number 0800 988 0559?**

	<b>Number</b>	<b>%</b>
Yes	193	84
No	36	16
Refused/No response	2	1
<b>Total</b>	<b>231</b>	<b>100</b>

*Base: 231 respondents who contacted Warm Homes directly*

**Table 14: Did you call from a landline or mobile phone?**

	<b>Number</b>	<b>%</b>
Landline	149	77
Mobile phone	31	16
Don't know	8	4
Refused/No response	5	3
<b>Total</b>	<b>193</b>	<b>100</b>

*Base: 193 respondents who telephoned*

**Table 15: Was your call answered quickly?**

	<b>Number</b>	<b>%</b>
Yes	190	98
No	-	-
Refused/No response	3	2
<b>Total</b>	<b>193</b>	<b>100</b>

*Base: 193 respondents who telephoned*

**Table 16: How satisfied/dissatisfied are you with the freephone number service?**

	<b>Number</b>	<b>%</b>
Very satisfied	121	63
Satisfied	63	33
Neither satisfied or dissatisfied	4	2
Dissatisfied	-	-
Very dissatisfied	-	-
Refused/No response	5	3
<b>Total</b>	<b>193</b>	<b>100</b>

*Base: 193 respondents who telephoned*

**Table 17: Do you have access to the Internet?**

	<b>Number</b>	<b>%</b>
Yes	129	56
No	100	43
Refused/No response	2	1
<b>Total</b>	<b>231</b>	<b>100</b>

*Base: 231 respondents who contacted Warm Homes directly*

Table 18: Have you visited the Warm Homes website?

	<b>Number</b>	<b>%</b>
Yes	39	30
No	90	70
<b>Total</b>	<b>129</b>	<b>100</b>

Base: 129 respondents with Internet access

Table 19: Did you apply via the Warm Homes website?

	<b>Number</b>	<b>%</b>
Yes	21	54
No	18	46
<b>Total</b>	<b>39</b>	<b>100</b>

Base: 39 respondents who visited the Warm Homes website

Table 20: Did you find the online application form easy to complete?

	<b>Number</b>	<b>%</b>
Yes	21	100
<b>Total</b>	<b>21</b>	<b>100</b>

Base: 21 respondents applied via the Warm Homes website

Table 21: Did you find the website easy to use?

	<b>Number</b>	<b>%</b>
Yes	37	95
No	1	3
Refused/No response	1	3
<b>Total</b>	<b>39</b>	<b>100</b>

Base: 39 respondents who visited the Warm Homes website

Table 22: Did you find the website informative?

	<b>Number</b>	<b>%</b>
Yes	37	95
No	1	3
Refused/No response	1	3
<b>Total</b>	<b>39</b>	<b>100</b>

Base: 39 respondents who visited the Warm Homes website

Table 23: Did you write to the Warm Homes Scheme?

	<b>Number</b>	<b>%</b>
Yes	32	14
No	192	83
Refused/No response	7	3
<b>Total</b>	<b>231</b>	<b>100</b>

Base: 231 respondents who contacted Warm Homes directly

Table 24: If yes, did you receive an acknowledgement to your letter within 5 working days?

	<b>Number</b>
Yes	32
No	-
<b>Total</b>	<b>32</b>

Base: 32 respondents who wrote to the Warm Homes Scheme

Table 25: Did you know who your Warm Homes Scheme manager was?

	<b>Number</b>	<b>%</b>
Yes	93	30
No	218	70
Refused/No response	2	1
<b>Total</b>	<b>313</b>	<b>100</b>

Table 26: Who was your Warm Homes Scheme manager?

	<b>Number</b>	<b>%</b>
H&A Mechanical Services	17	18
Bryson House Charitable Group	76	82
<b>Total</b>	<b>93</b>	<b>100</b>

Base: 93 respondents who knew who their scheme manager was

Table 27: Did any of the following staff representation make an appointment to see you?

	<b>Yes</b>		<b>No</b>		<b>Don't know</b>		<b>Missing/refused</b>		<b>Total</b>	
	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>
Warm Homes staff	295	94	4	1	11	4	3	1	313	100
Insulation contractor	271	94	6	2	7	2	3	1	287	100
Heating contractor	50	96	1	2	1	2	-	-	52	100

Table 28: Which of the following staff kept that appointment?

	<b>Yes</b>		<b>No</b>		<b>Don't know</b>		<b>Missing/refused</b>		<b>Total</b>	
	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>
Warm Homes staff	293	99	1	<1	-	-	1	<1	295	100
Insulation contractor	270	100	-	-	-	-	1	<1	271	100
Heating contractor	50	100	-	-	-	-	-	-	50	100

Base: Respondents who said staff/contractors made an appointment

Table 29: Did any of the following staff representation show an ID

	<b>Yes</b>		<b>No</b>		<b>Don't know</b>		<b>Missing/refused</b>		<b>Total</b>	
	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>
Warm Homes staff	278	89	4	1	27	9	4	1	313	100
Insulation contractor	236	82	10	4	36	13	5	2	287	100
Heating contractor	44	85	5	10	3	6	-	-	52	100

Table 30: Were you treated with courtesy by the following?

	<b>Yes</b>		<b>No</b>		<b>Don't know</b>		<b>Missing/refused</b>		<b>Total</b>	
	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>
Warm Homes staff	304	97	1	<1	-	-	8	3	313	100
Insulation contractor	277	97	4	1	-	-	6	2	287	100
Heating contractor	49	94	-	-	-	-	3	6	52	100

Table 31: Did the surveyor explain the following aspects of the Warm Homes Scheme?

	Yes		No		Don't know		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Who is eligible	266	85	15	5	17	5	15	5	313	100
What energy saving measures are available	256	82	21	7	18	6	16	5	313	100
What energy saving measures you were eligible to receive	252	81	23	7	22	7	16	5	313	100
How long it might take to have the work carried out	267	85	14	5	17	5	15	5	313	100

Table 32: Did the surveyor explain how you might have to prepare for the installation works (i.e. clearing the roof space or moving furniture)?

	Number	%
Yes	253	88
No	22	8
Don't know	8	3
Refused/No response	4	1
<b>Total</b>	<b>287</b>	<b>100</b>

Base: 287 respondents who had insulation work carried out.

Table 33a: Did the surveyor explain other ways that might help you save energy in your home such as...?

	Yes		No		Don't know		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Switch off lights when not in use	226	72	54	17	20	6	13	4	313	100
Close curtains at dusk to keep heat in	217	69	61	20	21	7	14	5	313	100
Only boil as much water in the kettle as you need	221	71	56	18	23	7	13	4	313	100
Defrost your fridge and freezer regularly	194	62	74	24	29	9	16	5	313	100
Fix dripping taps	199	64	69	22	28	9	17	5	313	100
Don't leave the TV on stand-by	216	69	60	19	24	8	13	4	313	100



Table 33b: If yes to any advice, do you use the advice given?

	Yes		No		Already do this		Missing/refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Switch off lights when not in use	177	75	2	1	48	20	9	4	236	100
Close curtains at dusk to keep heat in	151	66	19	8	46	20	12	5	228	100
Only boil as much water in the kettle as you need	165	71	14	6	46	19	10	4	232	100
Defrost your fridge and freezer regularly	124	59	28	13	46	22	13	6	211	100
Fix dripping taps	144	66	15	7	47	22	11	5	217	100
Don't leave the TV on stand-by	151	66	19	8	51	22	9	4	230	100

Base: Respondents who had received energy advice

Table 34: Did the surveyor make you/your household aware of other forms of energy efficiency help available from ...?

	Yes		No		Don't know		Missing/refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Housing Executive Grants	95	30	145	45	67	21	9	3	313	100
Northern Ireland Electricity	69	22	168	54	67	21	9	3	313	100
Phoenix Gas	49	16	186	59	69	22	9	3	313	100
Other	5	2	223	71	76	24	9	3	313	100

Table 35: Did you have insulation work carried out within the past year?

	Number	%
Yes	287	92
No	24	8
Refused/No response	2	1
<b>Total</b>	<b>313</b>	<b>100</b>

Table 36: How satisfied/dissatisfied are you with the quality of the workmanship in your home regarding the installation of insulation?

	Number	%
Very satisfied	212	74
Satisfied	58	20
Neither satisfied or dissatisfied	9	3
Dissatisfied	4	1
Very dissatisfied	3	1
Refused/No response	1	<1
<b>Total</b>	<b>287</b>	<b>100</b>

Base: 287 respondents who had insulation installed by Warm Homes

**Table 37: Were you happy with the condition your property was left in after the insulation work had been completed?**

	<b>Number</b>	<b>%</b>
Yes	271	94
No	10	4
Don't know	4	1
No response/refused	2	1
<b>Total</b>	<b>287</b>	<b>100</b>

Base: 287 respondents who had insulation installed by Warm Homes

**Table 38: Now that your home has been insulated, do you feel your home has ...**

	<b>Number</b>	<b>%</b>
Changed for the better?	241	84
Not changed?	25	9
Changed for the worse?	2	1
Don't know	16	5
No response/refused	3	1
<b>Total</b>	<b>287</b>	<b>100</b>

Base: 287 respondents who had insulation installed by Warm Homes

**Table 39: Did you receive a new central heating system, or have your existing system repaired/upgraded from Warm Homes within the past year?**

	<b>Number</b>	<b>%</b>
Yes, I received a new central heating system	33	11
Yes, my existing system was repaired/upgraded	19	6
No	260	83
No response/refused	1	<1
<b>Total</b>	<b>313</b>	<b>100</b>

**Table 40: How often do you use the central heating system?**

	<b>Yes</b>		<b>No</b>		<b>No response/refused</b>		<b>Total</b>	
	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>	<b>Num</b>	<b>%</b>
All day/all the time	11	21	41	79	-	-	52	100
Weekday morning (9am-12pm)	37	90	4	10	-	-	41	100
Weekday lunchtime (12pm-2pm)	6	15	35	85	-	-	41	100
Weekday afternoon (2pm-5pm)	9	22	32	78	-	-	41	100
Weekday evenings	39	95	2	5	-	-	41	100
Weekend daytimes	17	42	24	59	-	-	41	100
Weekend evenings	32	78	9	22	-	-	41	100

Base: 52 respondents who received central heating from Warm Homes within the past year

Base: 41 respondents who do not have their heating on all day/all the time

**Table 41: Was the operation of the following controls explained to you?**

	Yes		No		Don't know		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Time Clock	46	89	4	8	1	2	1	2	52	100
Room Thermostat	39	75	5	10	2	4	6	12	52	100
Thermostat Radiator Control	40	77	5	10	1	2	6	12	52	100

Base: 52 respondents who received central heating from Warm Homes within the past year

**Table 42: Do you use the following controls to adjust the heating in your home?**

	Yes		No		Don't Know		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Time Clock	32	62	20	39	-	-	-	-	52	100
Room Thermostat	29	56	23	44	-	-	-	-	52	100
Thermostatic Radiator Controls	14	27	38	73	-	-	-	-	52	100

Base: 52 respondents who received central heating from Warm Homes within the past year

**Table 43: How satisfied/dissatisfied are you with the quality of the workmanship in your home regarding the installation of heating?**

	Number	%
Very Satisfied	36	69
Satisfied	13	25
Neither Satisfied or dissatisfied	1	2
Dissatisfied	-	-
Very Dissatisfied	1	2
Missing/refused	1	2
<b>Total</b>	<b>52</b>	<b>100</b>

Base: 54 respondents who received central heating from Warm Homes within the past year

**Table 44: Now that the installation of heating has been completed, do you feel that your home has ...**

	Number	%
Changed for the better?	49	94
Don't know?	1	2
Changed for the worse	1	2
Missing/Refused	1	2
<b>Total</b>	<b>52</b>	<b>100</b>

Base: 52 respondents who received central heating from Warm Homes within the past year

Table 45: Additional comments on the Warm Homes Scheme

	<b>Num</b>	<b>%</b>
No comment/response	247	79
Very satisfied with the scheme and works done	13	4
Thanks for the help I received	12	4
Home much warmer now	7	2
Would like boiler replaced	4	1
Workmen were very good	2	1
Did not receive the Energy Performance Certificate	2	1
Walls need insulated	2	1
House still doesn't hold heat due to solid stone walls	2	1
Would like to know more about gas heating	1	<1
Would have liked a decoration grant	1	<1
Windows should be part of the scheme	1	<1
Kitchen roof not insulated – would fix myself if I could afford it	1	<1
Thanks to insulation I won't have to worry about rising fuel costs	1	<1
I still have a problem with condensation in my windows	1	<1
Was stressful at the time but so glad I got heating done	1	<1
I still have damp in most of my house	1	<1
Home cooler since loft insulation installed and more draughts from roof space	1	<1
Skirting boards broken and not replaced properly during dry lining	1	<1
No draught since loft insulation installed, now have to keep living room door open otherwise fire smokes	1	<1
Unacceptable behaviour by contractors	1	<1
I cannot afford heating oil and coal becoming expensive	1	<1
Warm Homes little help – was only offered low energy light bulb	1	<1
Would like to know how to receive low energy light bulbs	1	<1
Was told I couldn't get a grant for new boiler as I don't own house and owner doesn't live in it	1	<1
No one called out to check that works completed	1	<1
Too many roof tiles replaced with vents compared to neighbours	1	<1
Heating system I had installed under the scheme 4 years ago doesn't adequately heat home	1	<1
Was initially told I couldn't have loft insulated, was contacted a few months later and work completed	1	<1
Heating system installed to apartment complex at behest of landlord & has made a significant improvement	1	<1